Auckland Transport Monthly Indicators Report 2020/21

August 2020

Auckland
Transport

An Auckland Council Organisation

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1.1 SOI performance measures

Key Priority	Measure	SOI 2020/21 Year End Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Current Performance	Reference Page
Making Auckland's Transport System Safe	Number of high risk intersections and sections of road addressed by Auckland Transport's safety programme	4													Non Reporting Period	Page 7
	Change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number.	2020 Year End: Reduce by at least 36 (627)	🟢	🟢											12 Month rolling total: 481	Page 7
Improving the Resilience and Sustainability of the Transport System	Number of buses in the Auckland bus fleet classified as low emission	20													2019/20 Result: 3	Page 8
	Reduction in CO2e (emissions) generated annually by Auckland Transport corporate operations (from 2017/18 baseline)	7%													2019/20 Result: 2%	Page 8
	Percentage of Auckland Transport streetlights that are energy efficient LED	66%													2019/20 Result: 61.7%	Page 8
Providing better travel choices for Aucklanders	Total public transport boardings	60.6 Million	🔴	🔴											12 Month rolling total: 73,897,507	Page 9
	Total rail boardings	12.7 Million	🔴	🔴											12 Month rolling total: 15,512,925	Page 10
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings	🔴	🔴											Decrease at faster rate than total boardings	Page 9
	PT punctuality (weighted average across all modes)	95.50%	🟡	🟡											Year to date average: 97.7%	Page 12
	New cycleways added to regional cycle network	5 km	🟡	🟡											YTD total: 0.6 km	Page 14
	Number of cycle movements past selected count sites	3.922 Million	🟡	🟡											12 Month rolling total: 3,697,521	Page 14
	Active and sustainable transport mode share at schools where the Travelwise programme is implemented	45%													2019/20 result: 49%	Page 14
	Active and sustainable transport mode share for morning peak commuters, where the Travelwise Choices programme is implemented	45%													2019/20 result: 69%	Page 14

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
Better Connecting People, Places, Goods and Services	Average AM peak arterial productivity	25,000	🟢	🟢											12 Month rolling average: 32,455	Page 15
	Proportion of the freight network operating at Level of Service C or better during the inter-peak	85%	🟢	🟢											12 Month rolling average: 93%	Page 19
Our operating model is agile, financially sustainable, and delivers economic benefits	PT farebox recovery	30% - 34%	🟡	🟡											August Result: 31.22%	Page 23
	Percentage of road assets in acceptable condition (as defined by AT's AMP)	94%	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜		⬜	⬜	⬜	2019/20 Result: 92.4%	Page 24
	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Urban 80%	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜		⬜	⬜	⬜	2019/20 Result: 87%	Page 24
		Rural 90%	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜		⬜	⬜	⬜	2019/20 Result: 94%	Page 24
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	94%	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜		⬜	⬜	⬜	2019/20 Result: 97.6%	Page 24
	Percentage of the sealed local road network that is resurfaced	4.6%	🟡	🟡											YTD: 9.2 km (0.14% of the local road network)	Page 23
Provide an Excellent Customer Experience for all Services and Customers	Percentage of public transport passengers satisfied with their public transport service	85% - 87%	⬜	⬜	⬜	⬜		⬜		⬜		⬜	⬜		Non reporting period	Page 27
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85.0%	🟡	🟡											12 month rolling average: 85.6%	Page 27
Collaborative Partnering with our Funders, Partners, Stakeholders and Customers	Percentage of local board members satisfied with AT engagement	Reporting to local board: 70%	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	2019 result: 41%	Page 28
		Consultation with local board: 70%	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	2019 result:35%	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

	August - 2020/21 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:	2,549,222 ↓	-63.8%	3,881,000 ↓	-34.3%	7,250,060 ↓	-45.7%	7,272,000 ↓	-0.3%	44,100,000	55,500,000	
2. Train (Rapid) Total:	622,711 ↓	-69.4%	1,030,000 ↓	-39.5%	1,958,986 ↓	-49.6%	2,060,000 ↓	-4.9%	12,700,000	15,500,000	
3. Ferry (Connector Local) Total:	163,944 ↓	-61.3%	332,500 ↓	-50.7%	504,990 ↓	-41.5%	639,540 ↓	-21.0%	3,800,000	4,335,000	
Total Patronage	3,335,877 ↓	-64.9%	5,243,500 ↓	-36.4%	9,714,036 ↓	-46.4%	9,971,540 ↓	-2.6%	60,600,000	75,335,000	
Rapid and Frequent	1,495,162 ↓	-69.6%	2,700,000 ↓	-44.6%	4,515,101 ↓	-40.2%	5,100,000 ↓	-11.5%	31,000,000	35,000,000	

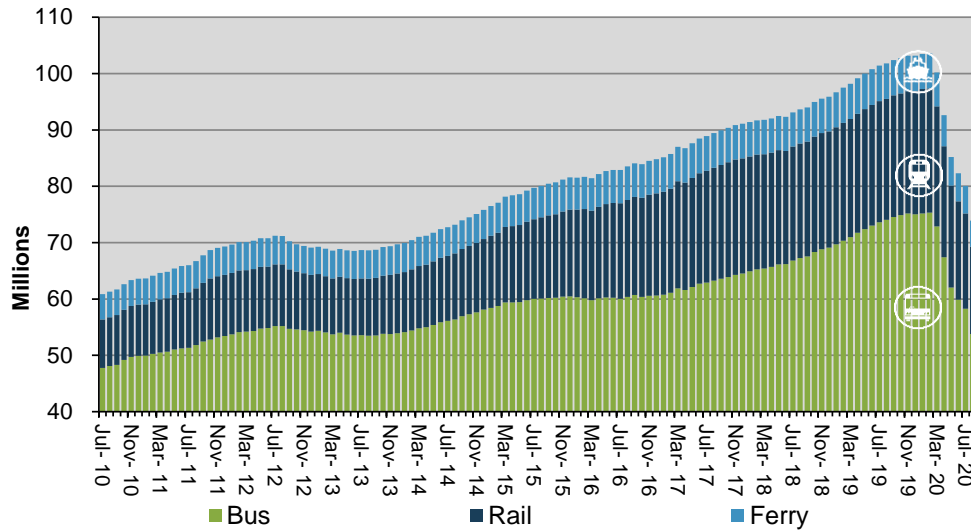|	August - 2020/21												
	Month Patronage					12 Month Patronage				YTD (from July)			
	This Year	Previous Year	# Change	% Change	Normalised % Change Prev Year	Patronage	% Change Prev Month	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year	Normalised % Change Prev Fin YTD
1. Bus Total:	2,543,314	6,974,263	-4,430,949	-63.5%	-62.4%	52,690,144	-7.8%	-20,059,826	-27.6%	7,230,790	-5,984,531	-45.3%	-44.6%
- Busway (Rapid) Bus	240,549	762,246	-521,697	-68.4%		5,546,617	-8.6%	-2,053,952	-27.0%	750,932	-714,583	-48.8%	
- Frequent Bus	631,902	2,115,741	-1,483,839	-70.1%		13,748,784	-9.7%	-7,344,192	-34.8%	1,805,176	-2,253,701	-55.5%	
- Connector Local Targeted Bus	1,670,863	4,096,276	-2,425,413	-59.2%		33,394,743	-6.8%	-10,661,682	-24.2%	4,674,682	-3,016,247	-39.2%	
2. Train (Rapid) Total:	622,711	1,995,946	-1,373,235	-68.8%	-67.5%	15,278,515	-8.2%	-5,915,105	-27.9%	1,943,488	-1,908,445	-49.5%	-48.8%
- Western	205,388	694,213	-488,825	-70.4%		5,362,694	-8.4%	-1,916,477	-26.3%	640,811	-691,085	-51.9%	
- Eastern	169,898	574,093	-404,194	-70.4%		4,276,226	-8.6%	-1,966,287	-31.5%	535,104	-583,097	-52.1%	
- Onehunga	32,612	104,503	-71,891	-68.8%		855,183	-7.8%	-284,408	-25.0%	110,550	-95,000	-46.2%	
- Southern	199,240	576,534	-377,295	-65.4%		4,433,140	-7.8%	-1,580,003	-26.3%	608,916	-496,566	-44.9%	
- Pukekohe	15,573	46,603	-31,031	-66.6%		351,273	-8.1%	-167,931	-32.3%	48,107	-42,697	-47.0%	
3. Ferry (Frequent & Connector Local) Total:	37,006	124,813	-87,807	-70.4%	-69.3%	1,064,200	-7.6%	-435,534	-29.0%	133,696	-122,113	-47.7%	-46.8%
- Contract	37,006	124,813	-87,807	-70.4%		1,064,200	-7.6%	-435,534	-29.0%	133,696	-122,113	-47.7%	
Patronage (Excl Exempt Serv/Spl Evts)	3,203,031	9,095,022	-5,891,991	-64.8%	-63.6%	69,032,859	-7.9%	-26,410,465	-27.7%	9,307,974	-8,015,089	-46.3%	-45.6%
Exempt Services	132,846	361,666	-228,820	-63.3%		4,089,051	-5.3%	-1,598,831	-28.1%	389,593	-344,921	-47.0%	
- Exempt Services - Bus	5,908	63,310	-57,402	-90.7%		528,596	-9.8%	-375,133	-41.5%	18,299	-108,916	-85.6%	
- Exempt Services - Ferry	126,938	298,356	-171,418	-57.5%		3,560,455	-4.6%	-1,223,698	-25.6%	371,294	-236,005	-38.9%	
Special Events	0	49,187	-49,187			775,597	-6.0%	85,595	12.4%	16,469	-32,718	-66.5%	
- Special Events - Bus	0	10,760	-10,760			541,187	-1.9%	142,343	35.7%	971	-9,789	-91.0%	
- Special Events - Rail	0	38,427	-38,427			234,410	-14.1%	-56,748	-19.5%	15,498	-22,929	-59.7%	
Total Patronage (Exempt Serv/Spl Evts)	132,846	410,853	-278,007	-67.7%		4,864,648	-5.4%	-1,513,236	-23.7%	406,062	-377,639	-48.2%	
Rapid & Frequent	1,495,162	4,914,823	-3,419,661	-69.6%		34,826,605	-8.9%	-15,377,820	-30.6%	4,515,101	-4,904,577	-52.1%	
Connector Local Targeted	1,840,715	4,591,052	-2,750,337	-59.9%		39,070,902	-6.6%	-12,545,881	-24.3%	5,198,935	-3,488,151	-40.2%	
Total Patronage	3,335,877	9,505,875	-6,169,998	-64.9%		73,897,507	-7.7%	-27,923,700	-27.4%	9,714,036	-8,392,728	-46.4%	
Bus	2,549,222	7,048,333	-4,499,111	-63.8%	-62.7%	53,759,927	-7.7%	-20,292,616	-27.4%	7,250,060	-6,103,236	-45.7%	-45.1%
Rail	622,711	2,034,373	-1,411,662	-69.4%	-68.1%	15,512,925	-8.3%	-5,971,853	-27.8%	1,958,986	-1,931,374	-49.6%	-48.9%
Ferry	163,944	423,169	-259,225	-61.3%	-60.7%	4,624,655	-5.3%	-1,659,231	-26.4%	504,990	-358,118	-41.5%	-41.1%
Total Patronage	3,335,877	9,505,875	-6,169,998	-64.9%	-63.8%	73,897,507	-7.7%	-27,923,700	-27.4%	9,714,036	-8,392,728	-46.4%	-45.7%

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.
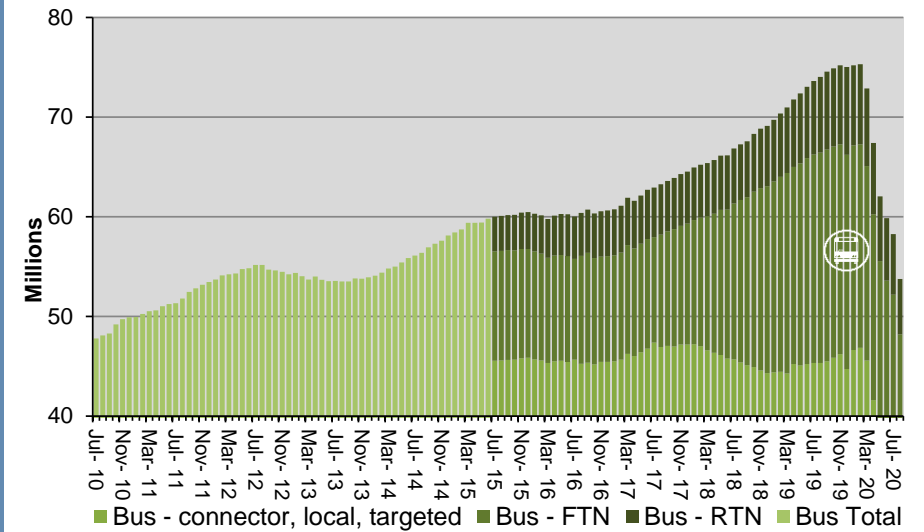Note 3:-August YTD normalised adjusted allowing for special event patronage,with one less business day and one more weekend/Public Holidays, one less school term days and the same tertiary term days.
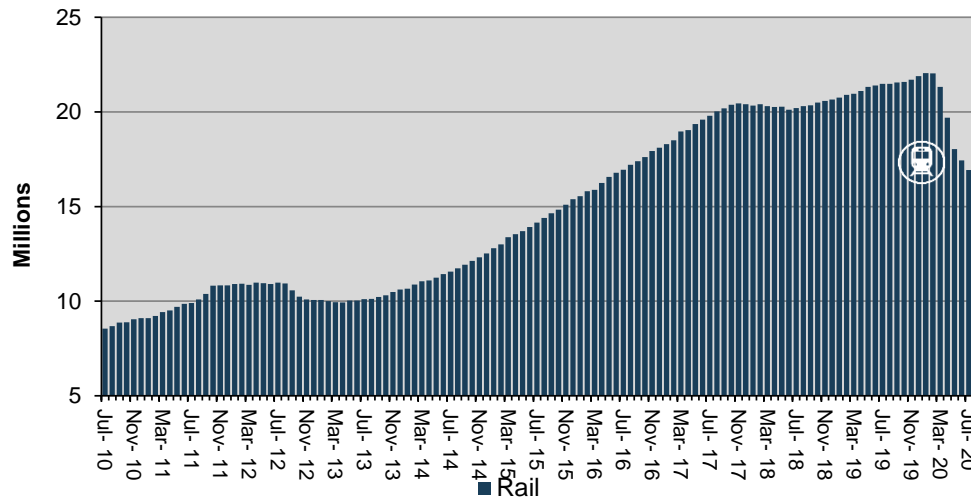
1.2 AT Metro Boardings breakdown
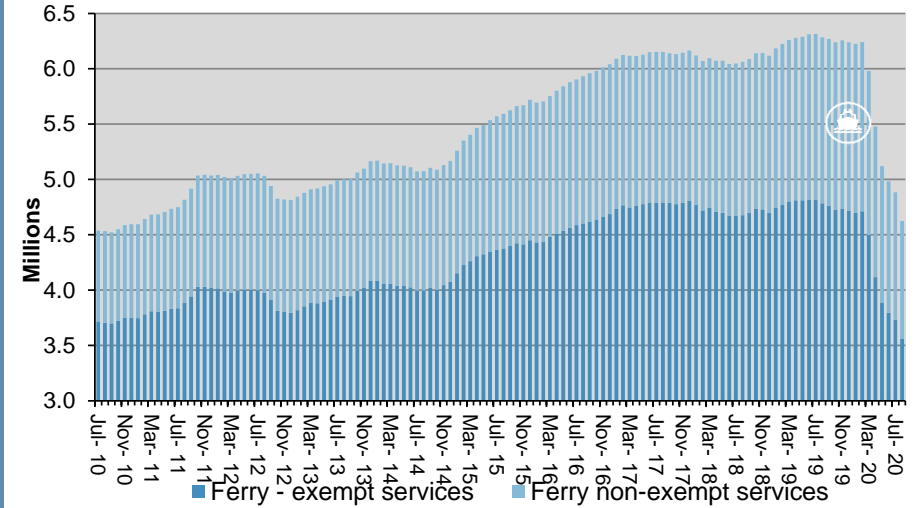
1.2.1 Total Patronage (12 month rolling total)

Legend: Bus, Rail, Ferry

1.2.2 Bus Patronage (12 month rolling total)

Legend: Bus - connector, local, targeted; Bus - FTN; Bus - RTN; Bus Total

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

2.1 Making Auckland's Transport System Safe

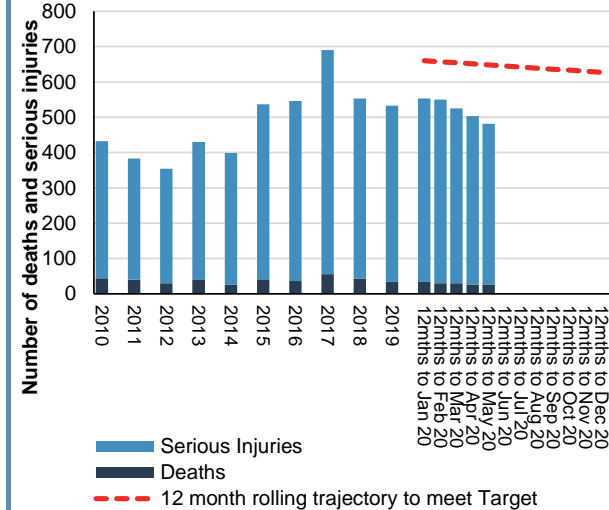## 2.1.1 Number of high risk intersections and sections of road addressed by Auckland Transport's safety programme

Number of intersections addressed (y-axis, 0–18)
X-axis: Dec 19, Jun 20, Dec 20, Jun 21, Dec 21, Jun 22, Dec 22, Jun 23

Legend:
- ■ SOI target (red)
- ■ Number of intersections or sections of road complete (dark blue)
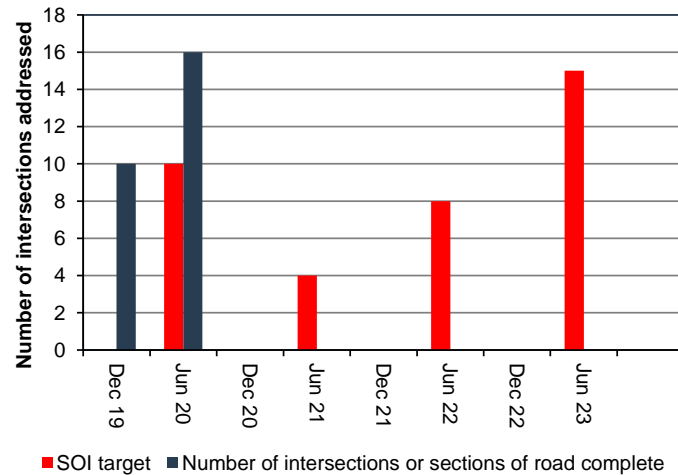
Non Reporting Period.

The 2020/21 target is to address four 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 fatalities and serious injury crashes on the local road network

Number of deaths and serious injuries (y-axis, 0–800)
X-axis: 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 12mths to Jan 20, 12mths to Feb 20, 12mths to Mar 20, 12mths to Apr 20, 12mths to May 20, 12mths to Jun 20, 12mths to Jul 20, 12mths to Aug 20, 12mths to Sep 20, 12mths to Oct 20, 12mths to Nov 20, 12mths to Dec 20

Legend:
- ■ Serious Injuries (light blue)
- ■ Deaths (dark blue)
- - - - 12 month rolling trajectory to meet Target (red dashed)
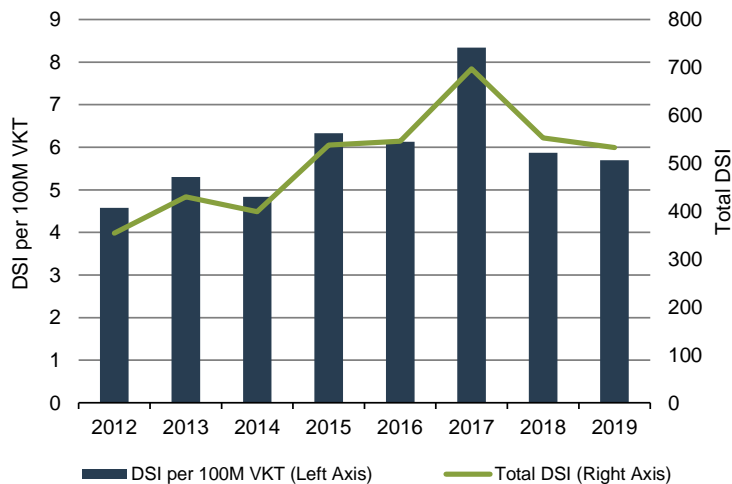
On Target

The Local Road DSI target for the 2020 calendar year is 627.

The 12month rolling total to end of May 2020 is 481, 26% lower than the monthly target of 648 and 11% lower than the 539 DSI for 12 months to May 2019.

For the 12 months rolling to the end of May 2020, Local Road deaths have decreased by 44% (from 45 to 25) and Local Road serious injuries decreased by 8% (from 494 to 456).

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

DSI per 100M VKT (left axis, 0–9), **Total DSI** (right axis, 0–800)
X-axis: 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019

Legend:
- ■ DSI per 100M VKT (Left Axis)
- — Total DSI (Right Axis)

The Local Road DSI per 100 million VKT on local roads for the 2019 calendar year was 5.7. This is 0.2 less than in 2018.

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.

= SOI Measure

2.2 Improving the Resilience and Sustainability of the Transport System
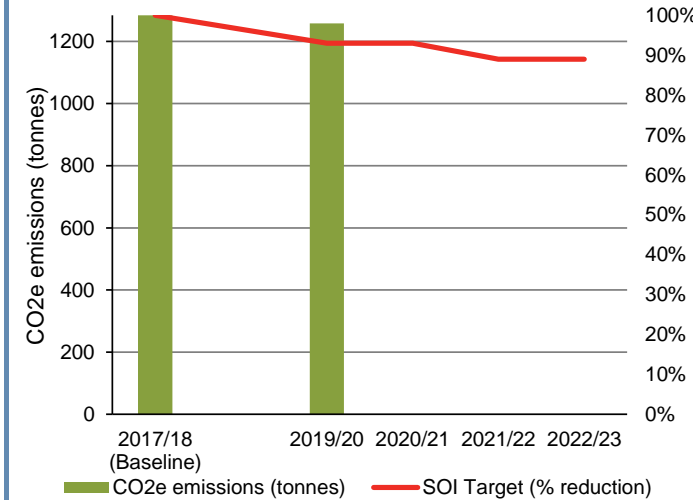
2.2.1 Number of buses in the Auckland bus fleet classified as low emission
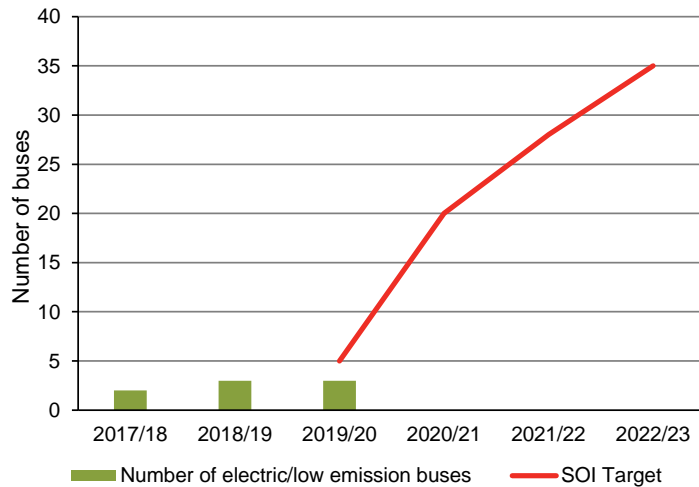
To be reported at the end of 2020/21 Financial Year.

There were 3 low emission buses in the Auckland bus fleet in June 2020. The target for June 2021 is 20.

2.2.2 Reduction in CO2e (emissions) generated annually by Auckland Transport corporate operations
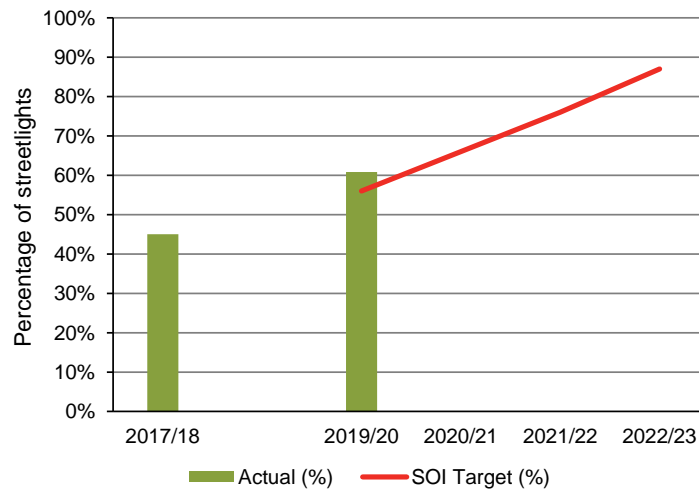

To be reported at the end of 2020/21 Financial Year.

2019/20 reductions: 2% (vs target of 7%). The 2020/21 target is 7%.

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

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

To be reported at the end of 2020/21 Financial Year.

The 2020/21 SOI target is to increase the percentage of energy efficient LED streetlights to 66%.

At the end of 2019/20, 74,000 streetlights were LED, 61.7% of all streetlights.

## 2.3 Providing better travel choices for Aucklanders

2.3.1 Total public transport boardings (millions)
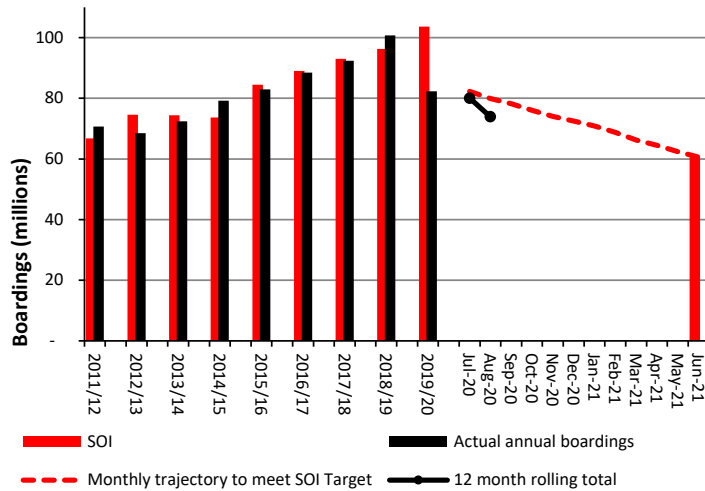
Not on track to meet target.

PT patronage totalled 73,897,507 passenger boardings for the 12 months to August 2020. This is 7.5% below the SOI target trajectory, a decrease of 7.7% from the 12 months to July 2020 and a decrease of 27.4% on the 12 months to August 2019.
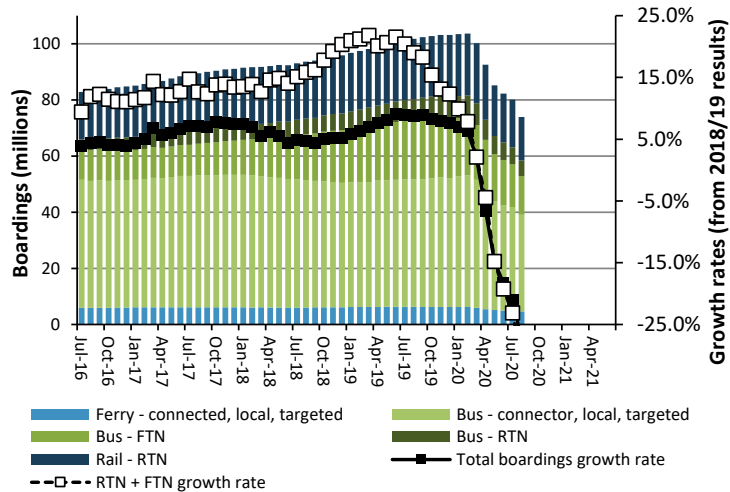
2.3.2 Monthly public transport boardings (millions)
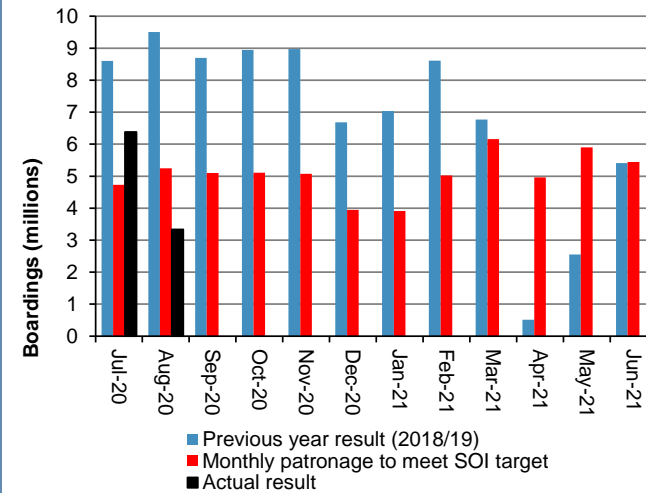
Not on track to meet target.

August 2020 monthly patronage was 3,335,877. This is 36.4% below target trajectory, 53% of the July 2020 number, and 35% of the August 2019 level.
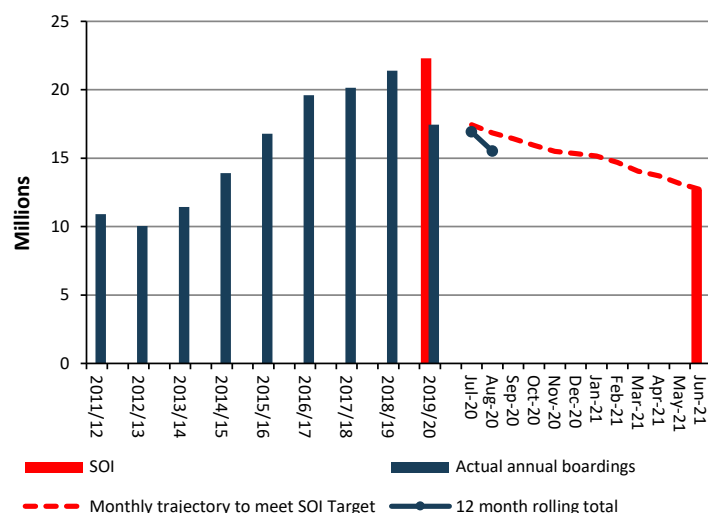
2.3.3 Boardings on rapid or frequent network

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

Rapid and Frequent Boardings totalled 34.8 million for the 12 months to August 2020. RFN has decreased at a faster rate (30.6%) than overall patronage (27.4%)
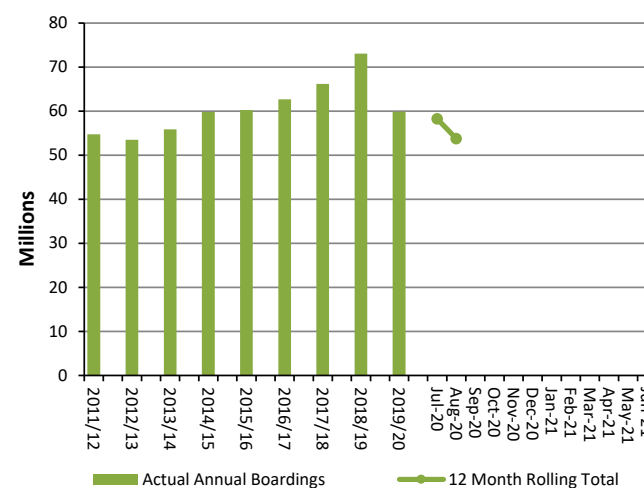
Monthly rates of growth are based on the 12 month rolling total for that month compared with the 12 month rolling total for the same month last year. This figure also shows 12 month rolling patronage totals.

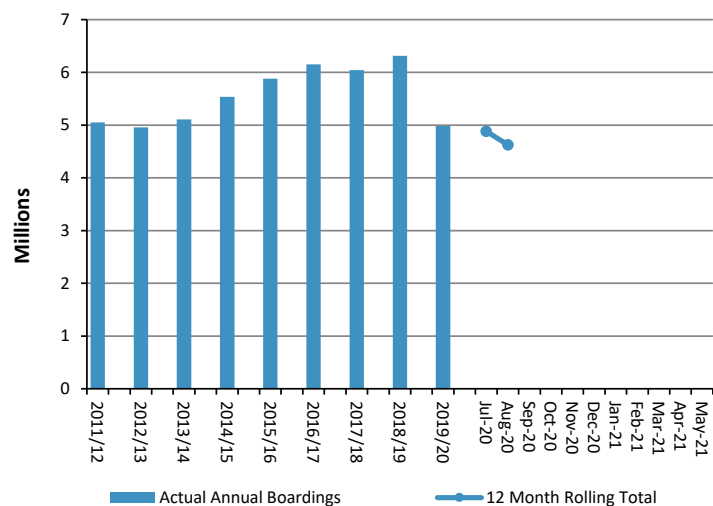## 2.3 Providing better travel choices for Aucklanders

2.3.4 Rail boardings (12 month rolling total)

Not on track to meet target.

Rail patronage totalled 15,512,925 passenger boardings for the 12 months to August 2020. This is 8% below the SOI target trajectory, a decrease of 8.3% on the 12 months to July 2020, and a decrease of 27.8% on the 12 months to August 2019.

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

2.3.5 Bus boardings (12 month rolling total)

Bus patronage totalled 53,759,927 passenger boardings for the 12 months to August 2020, a decrease of 7.7% on the 12 months to July 2020 and a decrease of 27.4% on the 12 months to August 2019.

Legend:
- Actual Annual Boardings
- 12 Month Rolling Total

2.3.6 Ferry boardings (12 month rolling total)

Ferry patronage totalled 4,624,655 passenger boardings for the 12 months to August 2020, a decrease of 5.3% compared with the 12 months to July 2020, and a decrease of 26.4% compared with the 12 months to August 2019.
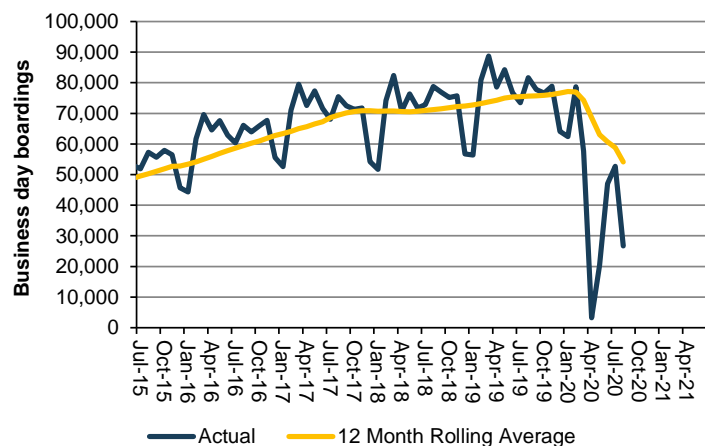
Legend:
- Actual Annual Boardings
- 12 Month Rolling Total

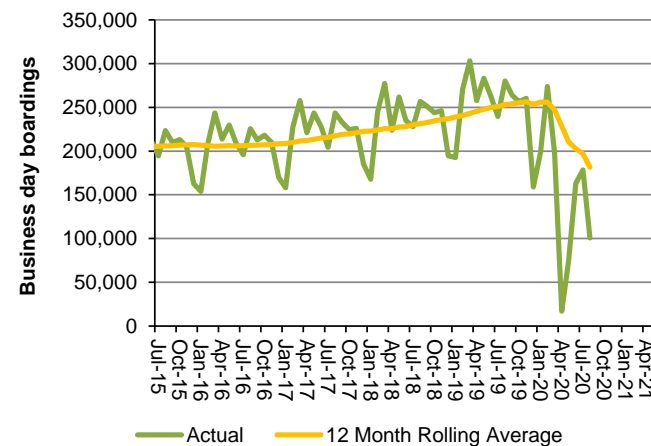## 2.3 Providing better travel choices for Aucklanders

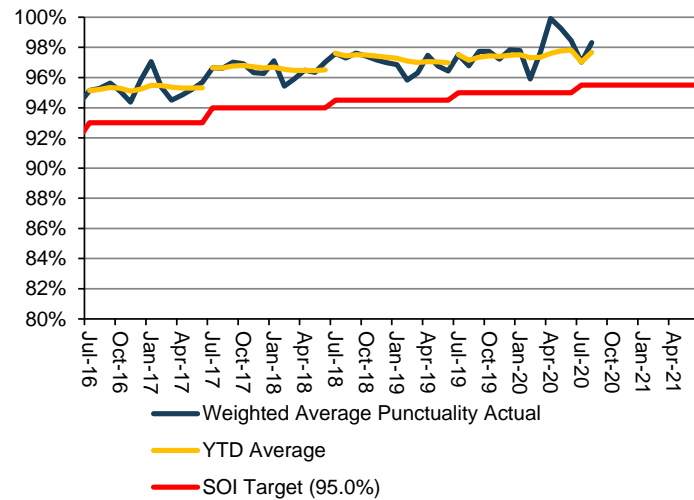### 2.3.7 Rail business day average boardings

Business day boardings on the rail network averaged 54,109 in the 12 months to August 2020.

This represents a 28.5% decrease on the August 2019 figure.

2.3.8 Bus business day average boardings

Business day boardings on the bus network averaged 181,526 in the 12 months to August 2020.

This represents a 28.3% decrease on the August 2019 figure.

2.3.9 Percentage of all PT trips using AT HOP

The proportion of all trips using AT HOP in August 2020 was 95%, down from 96% in July 2020.

Bus: 99%
Ferry: 47%
Rail: 89%
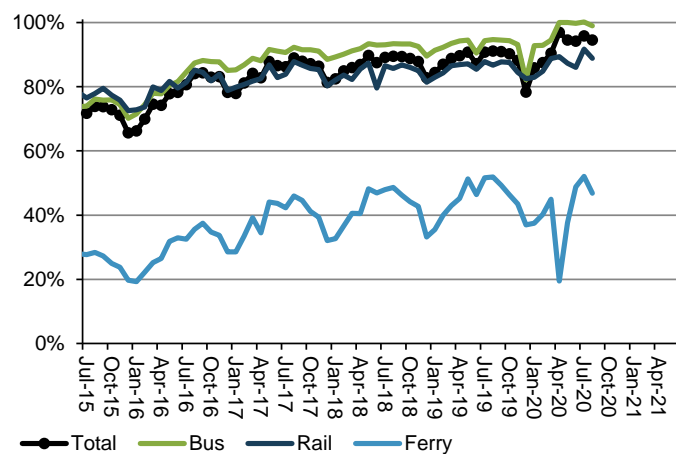
2.3 Providing better travel choices for Aucklanders

2.3.10 PT punctuality (weighted average across all modes)

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

YTD average to August 2020 = 97.7%; SOI target 95.0%.

PT weighted average punctuality for the month of August 2020 was 98.3%.

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 Punctuality Actual
- 12 Month Rolling Average

Rail service punctuality in August 2020 was 95.8%, and 97.6% for the 12 months to August 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.
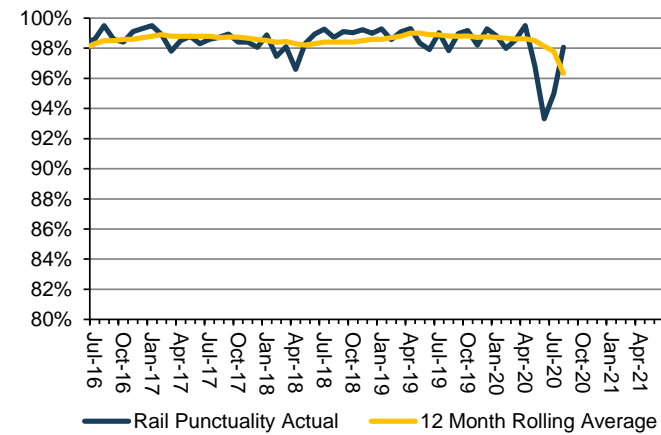
2.3.12 Bus services punctuality

- Bus Punctuality Actual
- 12 Month Rolling Average

Bus service punctuality in August 2020 was 99.0%, and 98.1% for the 12 months to August 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.

2.3.13 Ferry services punctuality

- Ferry Punctuality Actual
- 12 Month Rolling Average

Ferry service punctuality in August 2020 was 98.1% and 96.3% for the 12 months to August 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.

2.3 Providing better travel choices for Aucklanders

2.3.14 Rail service performance

Train Performance
August 2020

Total Network

83.1% Punctuality*

87.7% 12 month rolling average

**92.4%** Service Delivery*

97.4% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination   * Arrival at final destination

Western Line

89.6% Punctuality*

87.6% 12 month rolling average

80.2% Service Delivery*

96.2% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination   * Arrival at final destination

Eastern Line

86.1% Punctuality*

83.7% 12 month rolling average

95.2% Service Delivery*

97.9% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination   * Arrival at final destination

Southern Line

62.8% Punctuality*

82.7% 12 month rolling average

95.9% Service Delivery*

97.2% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination   * Arrival at final destination

Pukekohe Line

98.5% Punctuality*

97.3% 12 month rolling average

100.0% Service Delivery*

99.0% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination   * Arrival at final destination

Onehunga Line

88.8% Punctuality*

93.7% 12 month rolling average

93.1% Service Delivery*

97.0% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination   * Arrival at final destination

2.3.15 Rail punctuality based on arrival at final destination

— Rail Punctuality Actual
— 12 Month Rolling Average
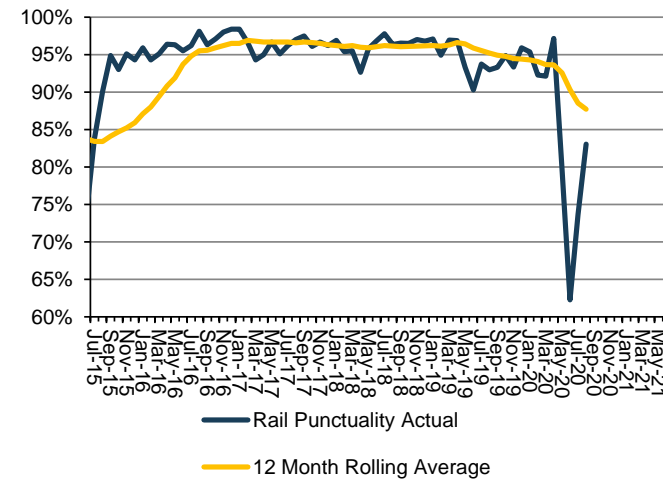
Punctuality in this figure is based on the percentage of rail services that arrive within 5 minutes of schedule at their final destination.

Using this measure, rail service punctuality for the month of August 2020 was 83.1% and 87.7% for the 12 months to August 2020.

2.3.16 Rail service delivery based on arrival at final destination

— Rail Service Delivery Actual
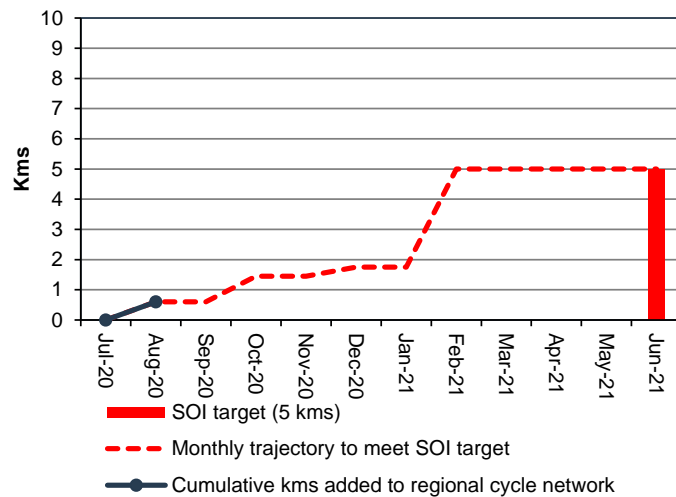— 12 Month Rolling Average
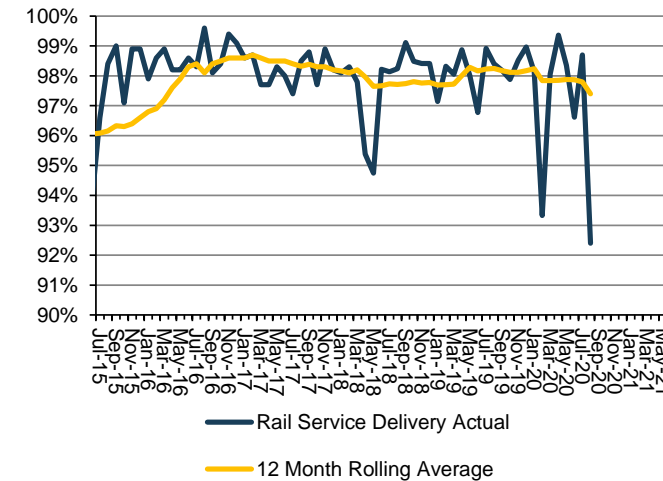
This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of August 2020 was 92.4% and 97.4% for the 12 months to August 2020.

2.3 Providing better travel choices for Aucklanders

2.3.17 Kilometres of new cycleway added to the regional cycle network

Legend:
- SOI target (5 kms)
- Monthly trajectory to meet SOI target
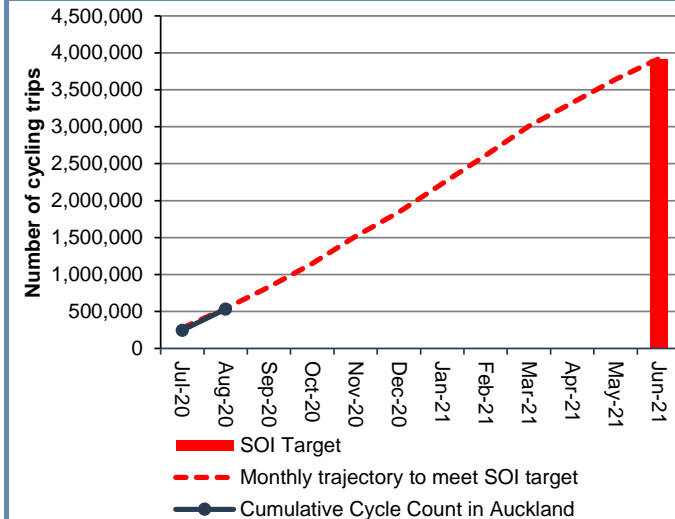- Cumulative kms added to regional cycle network

On trajectory to meet target

In August 2020 0.6 km of cycle facilities were completed (Murphys Road)

The 2019/20 target is to complete 5 km of new cycleways.

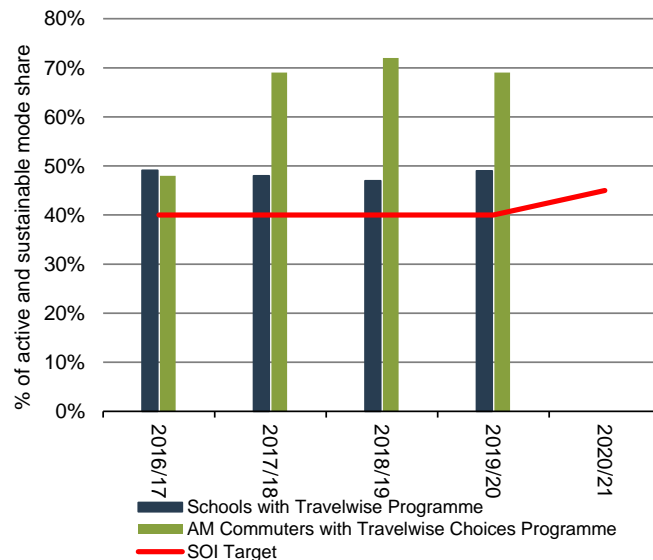### 2.3.18 Annual number of cycle movements past selected sites

Legend:
- SOI Target
- Monthly trajectory to meet SOI target
- Cumulative Cycle Count in Auckland

On track to meet target
In August 2020, cycle trips were counted 286,606 which exceeded the monthly target by 7.7%. This was also 23.6% higher than the August 2019 count, largely due to the increase in recreational cycle movements during Alert Level 3.
The year to date cumulative is 1.9% below trajectory.

2.3.19 Active and sustainable transport mode share

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

Reported at the end of the Financial Year.

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.

2.3.20 Cycle movements 12 month rolling total

Legend:
- 12m total cycle counts
- SOI Target
- SOI Target (3.826m)
- 12 Month Rolling Total
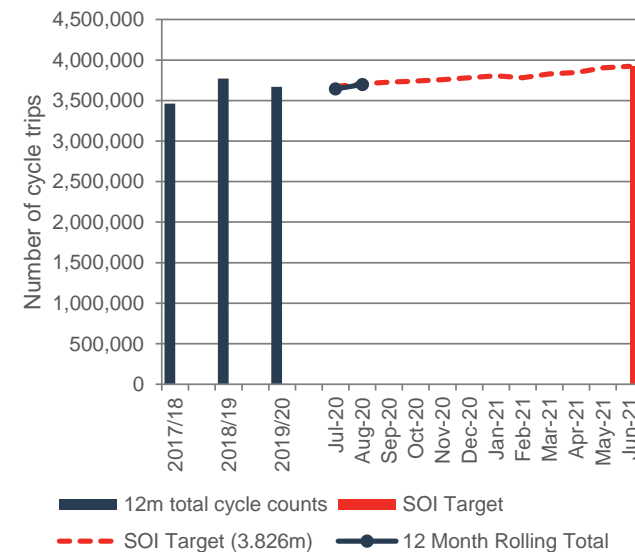
Cycle counts totalled 3,697,521 for the 12 months to August 2020, an increase of 1.5% on the 12 months to July 2020, and a decrease of 1.6% on the 12 months to August 2019.

2.4 Better Connecting People, Places, Goods and Services

2.4.1 Average AM peak period lane productivity

Legend:
- In-Month Performance
- 12 month rolling average
- SOI Target
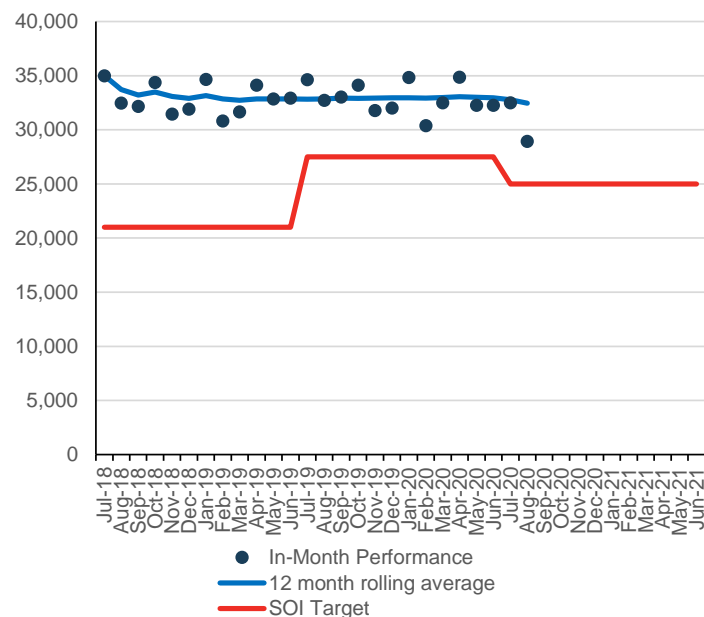
In August 2020, the average AM arterial road productivity was 28,927 which exceeds the target of 25,000 and indicates that the network continued to operate relatively efficiently in terms of people movement.

This is 12% lower than August 2019 due to lower overall travel demand.

On 12 August 2020, Auckland went to Covid-19 Alert Level 3 resulting in the general traffic demand being reduced to 57% of pre lock-down values.

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

Legend:
- A+B
- C
- D+E+F
- 12 month rolling total A+B+C
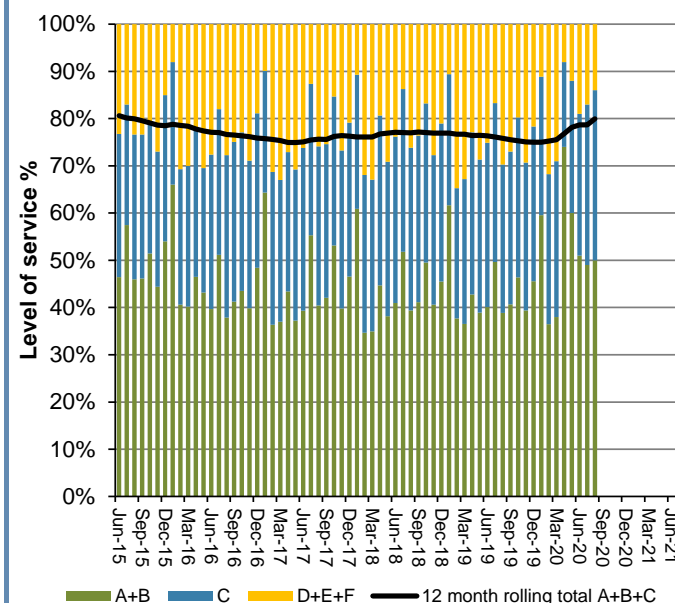
In August 2020, 86% of the network operated at good Levels of Service (LoS A-C) and was 3% higher than July 2020. It was 16% higher than August 2019 due to lower overall travel demand.

Following the Covid-19 Alert Level 3 lockdown in the second half of August, the observed AM peak traffic volume across the network reduced to approximately 57% relative to normal conditions. The first half of August in Covid-19 Alert Level 1, 76% of the network operated at good (LoS A-C) and in the second half, 90% operated at good (LoS A-C).

Level of service is measured by median speed as a % of the posted speed limit and categorised as follows:
A: 90% and greater
B: 70 – 90%
C: 50 – 70%
D: 40 – 50%
E: 30 – 40%
F: less than 30%

Level of service D–F broadly represent "congested" conditions.
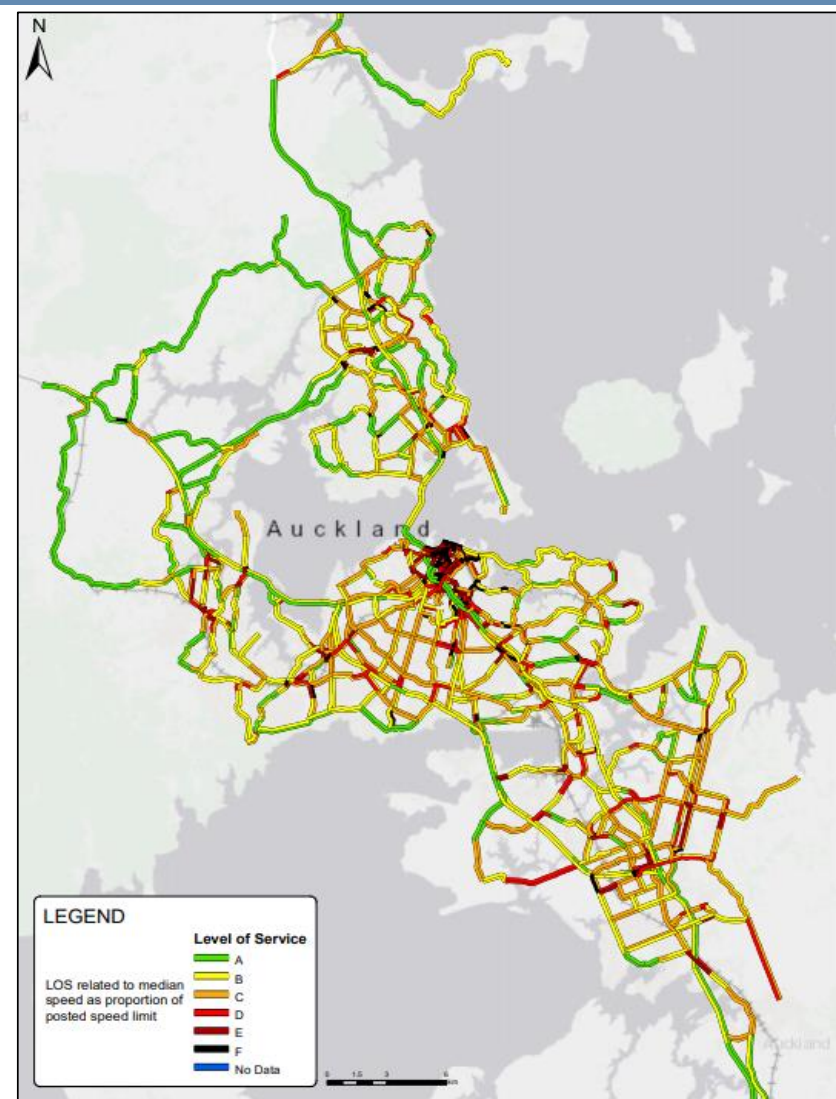
2.4 Better Connecting People, Places, Goods and Services

2.4.3 Map showing arterial productivity routes

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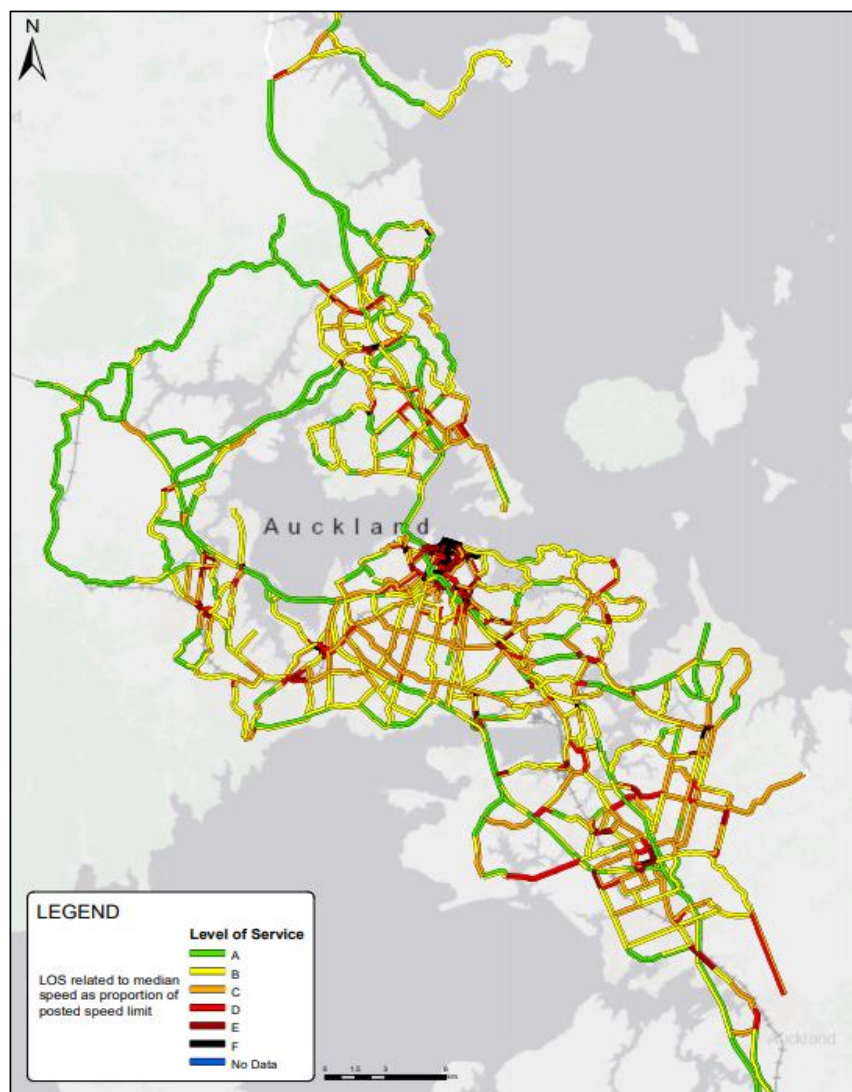
2.4.4 Congestion map AM peak

This map shows the typical level of service across the arterial and motorway networks during the AM peak hour (7.30–8.30) for August 2020. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.
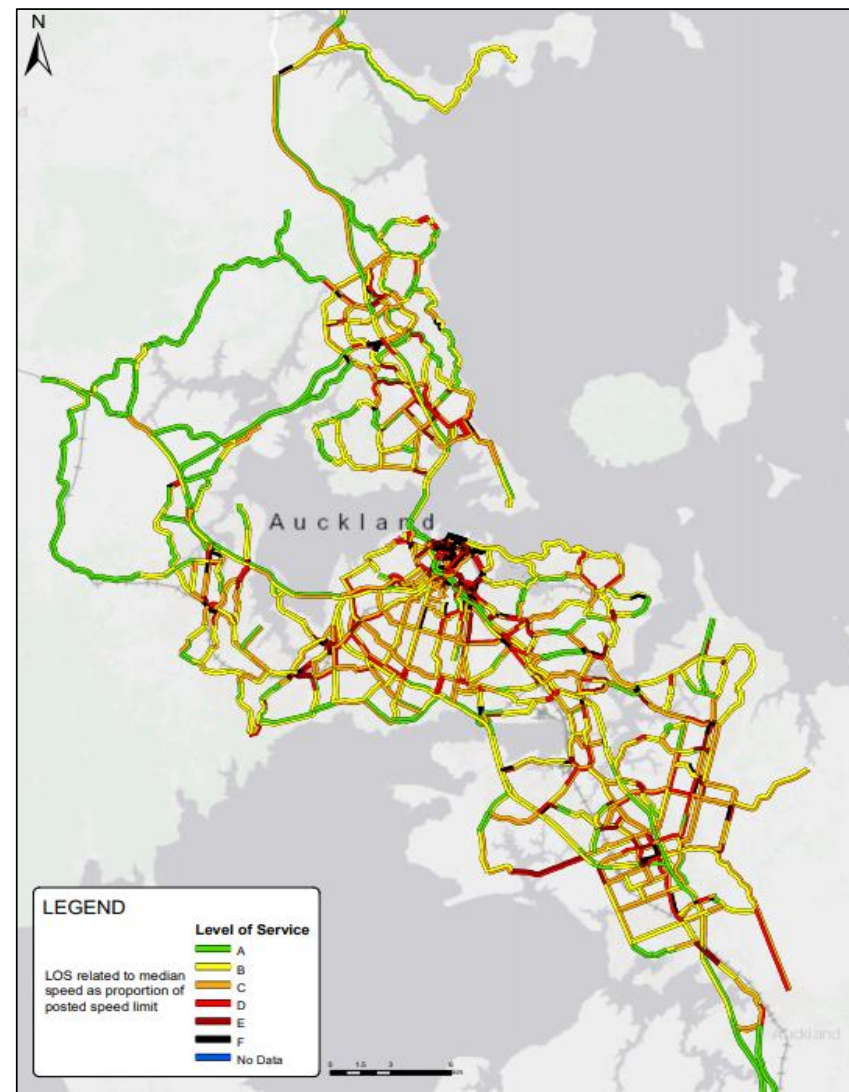
2.4 Better Connecting People, Places, Goods and Services

2.4.5 Congestion map inter-peak

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

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

2.4 Better Connecting People, Places, Goods and Services

2.4.7 Median travel speed across arterial and motorway network
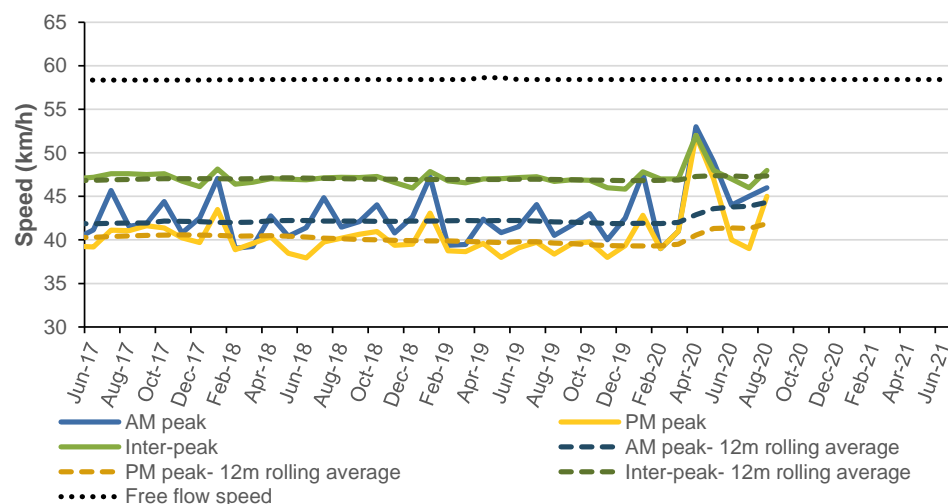
During August 2020, the median travel speed during the AM peak was 46 km/hr, compared with 45 km/hr in July 2020 and 41 km/hr in August 2019. The 12 month rolling average was 44.3 km/hr, compared with 42.1 km/hr in August 2019.

This figure shows median travel speed across the arterial and motorway networks during the AM peak, inter-peak and PM peak periods. The average free flow speed of 58.4 km/hr has been provided as a comparator.

2.4.8 Reliability: additional travel time needed relative to typical travel time
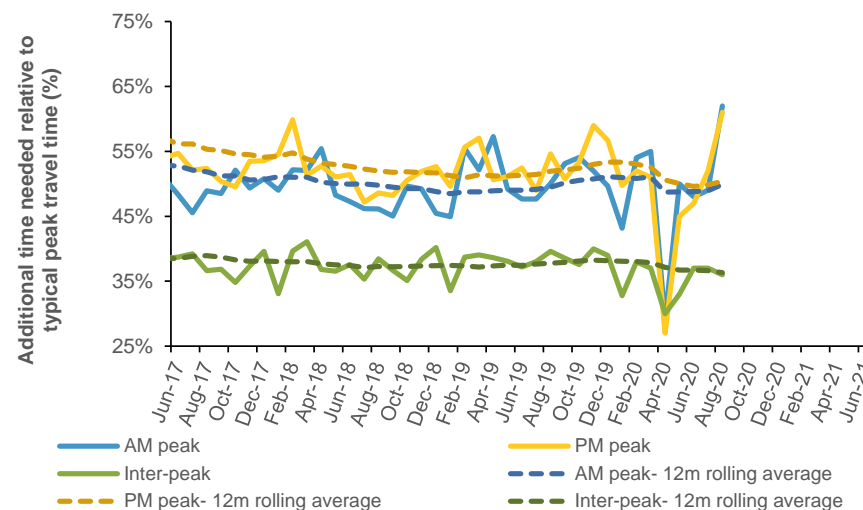
In the August 2020 AM peak, the 85th percentile was 62% longer than the typical travel time. This outlier score is caused by the transition from COVID Alert Level 1 to 3, with Alert Level 1 impacting the median speed, but Alert level 3 more significantly affecting the 85th percentile travel time. In the 12 months to August 2020, AM peak reliability was 50%, one percentage point worse than the 12 months to August 2019. PM peak reliability was 50%, 2 percentage points better than the 12 months to August 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
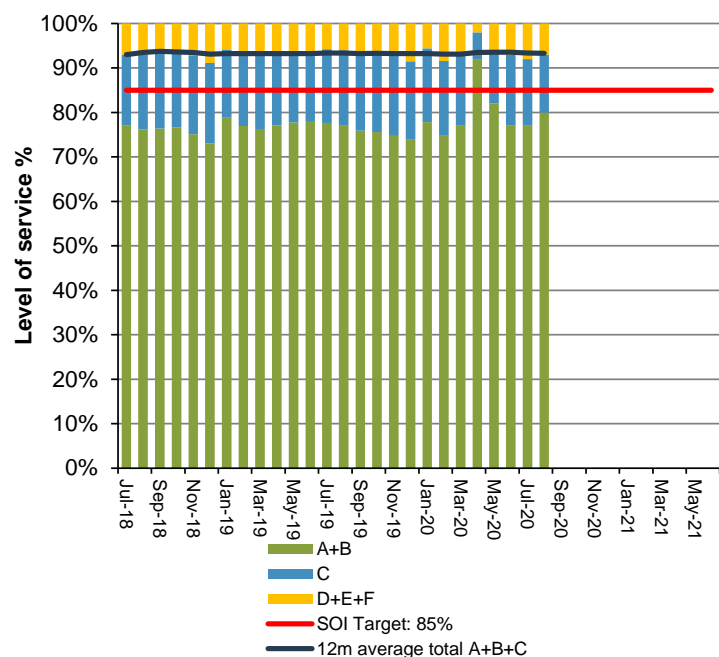
On track to meet target.

In August 2020, 93% of the freight network operated at good (LoS A-C) during the interpeak, well exceeding the target of 85%.

In terms of the arterial and Motorway components of the freight network, 88% and 98% respectively operated efficiently, indicating that essential freight vehicle movements have a good experience before and during the Alert Level 3 lockdown.

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)*

Legend:
- On Street Peak Occupancy
- 70 – 90% Target Range
- 12 month rolling average
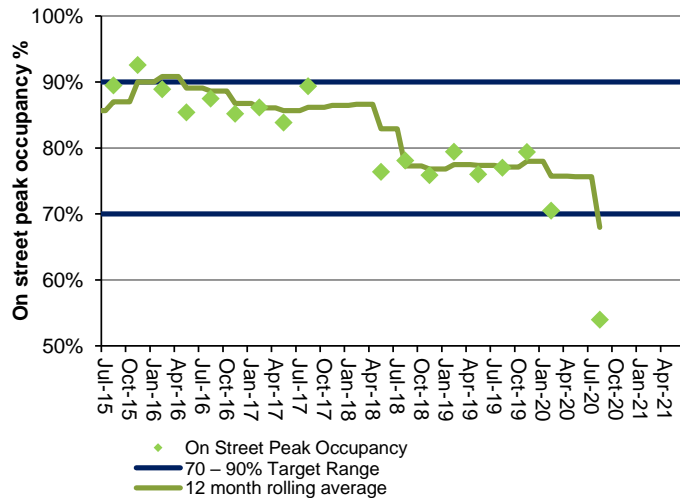
Occupancy for August 2020 was 54%. This figure includes the Covid-19 Alert Level 3 period that commenced 12 August 2020.

The average occupancy for the year to August 2020 was 68%. This does not include data the month of May, as paid parking was suspended during the first COVID lockdown.
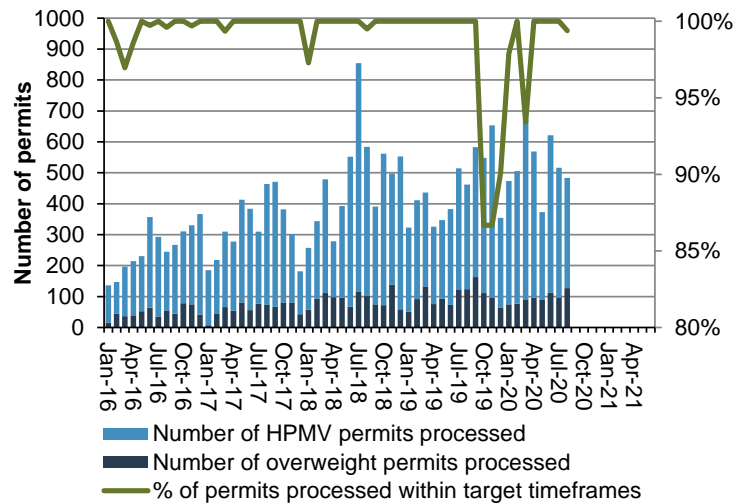
2.4.12 Off-street parking occupancy rates

Legend:
- AT Off-Street Peak Occupancy
- 80% - 90% Target Range
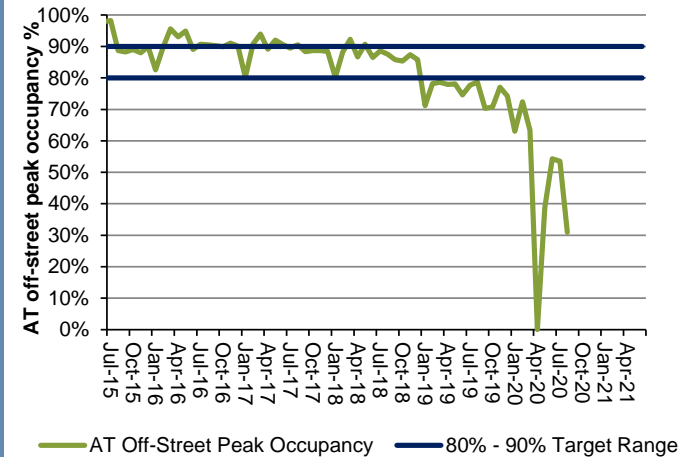
Target not met.

Occupancy for August 2020 was 30.9%. Year to date occupancy for FY2020/2021 is 42.2%

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 August 2020, AT received 127 Overweight and 356 HPMV permit applications.
99.4% of permits were processed 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**

Legend:
- Significant
- Serious
- Headline
- Catastrophic
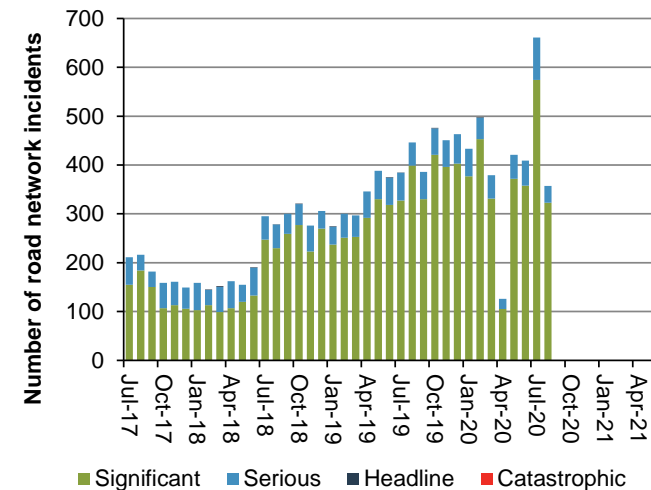
In August 2020, ATOC operated the network in real time for Auckland under Alert Level 3 with the rest of the area of operation under Covid-19 Alert Level 2. This meant that demand on operational teams was different while they were working split shifts in two different locations. ATOC managed 34 serious incidents in August 2020, 28 of which were crashes.

*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 NZ Transport Agency's state highway networks. The centre is responsible for managing incidents from Taupo 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.
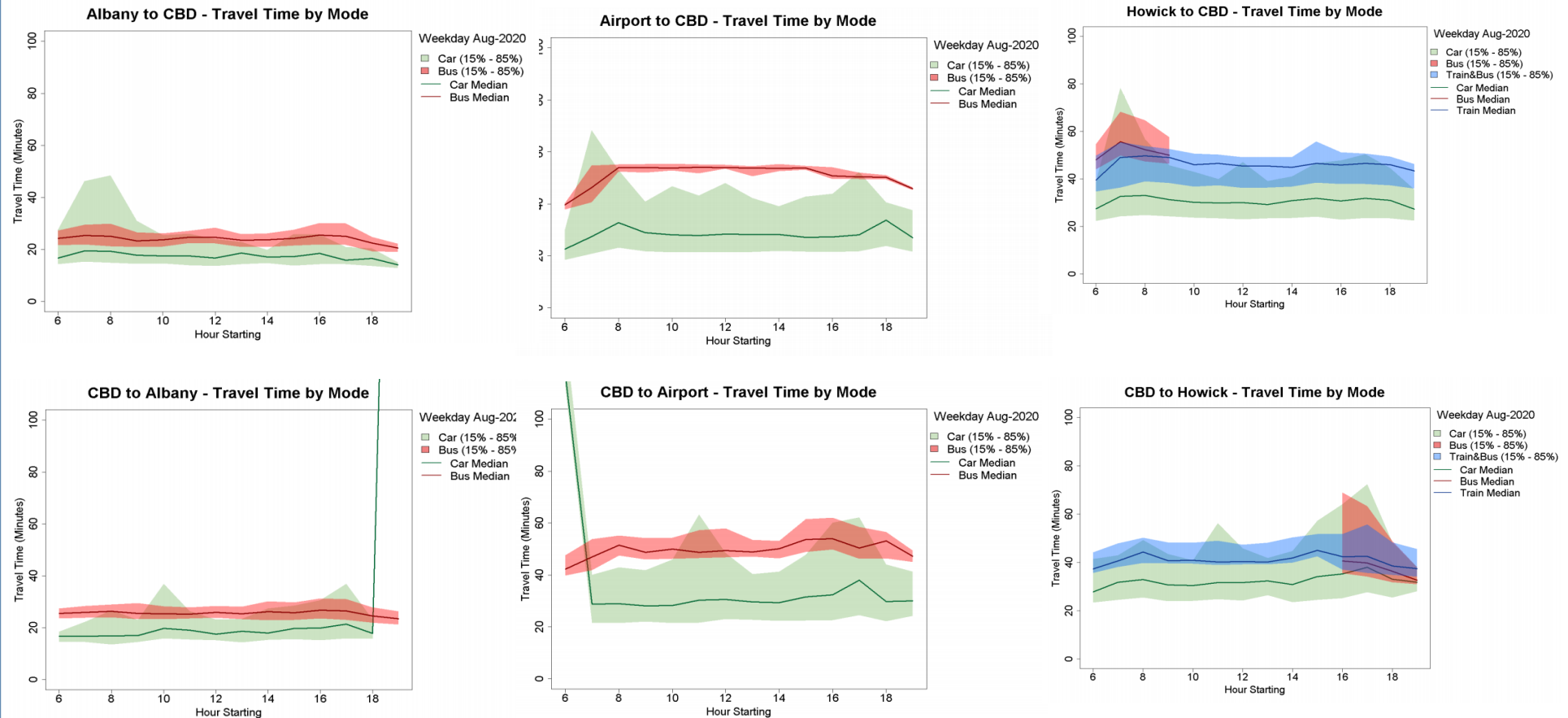
Albany to CBD - Travel Time by Mode

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

Due to the Alert Level 3 situation in the second half the month, bus travel times reduced across most routes, due to reduced travel demand.

Train and NX travel (Rapid Transit Network) remained consistent throughout the day, and generally provided significant travel time savings for commuters during the peak periods. The NX had a travel time saving of approximately 20 minutes from Albany to CBD during the AM peak relative to cars, and up to 10 minutes saving during the PM peak.

The train provided the most reliable travel time across all modes, and achieved significant travel time saving of up to 10 minutes across all journeys where train was an option, during peak periods.

Note: Due to the changes of the New Eastern Bus Network, only Express Buses are servicing directly between Howick and CBD which operate during peak hours only.

2.4 Better Connecting People, Places, Goods and Services

The following graphs demonstrate travel time reliability on six key arterial routes to and from the CBD. The median travel speed and 15th to 85th percentile

Manukau to CBD - Travel Time by Mode

Panmure to CBD - Travel Time by Mode

Westgate to CBD - Travel Time by Mode

CBD to Manukau - Travel Time by Mode

CBD to Panmure - Travel Time by Mode

CBD to Westgate - Travel Time by Mode

Due to the Alert Level 3 situation in the second half the month, bus travel times reduced across most routes, due to reduced travel demand.

Train and NX travel (Rapid Transit Network) remained consistent throughout the day, and generally provided significant travel time savings for commuters during the peak periods. The NX had a travel time saving of approximately 20 minutes from Albany to CBD during the AM peak relative to cars, and up to 10 minutes saving during the PM peak.

The train provided the most reliable travel time across all modes, and achieved significant travel time saving of up to 10 minutes across all journeys where train was an option, during peak periods.

2.5 Our operating model is agile, financially sustainable, and delivers economic benefits

2.5.1 PT farebox recovery*
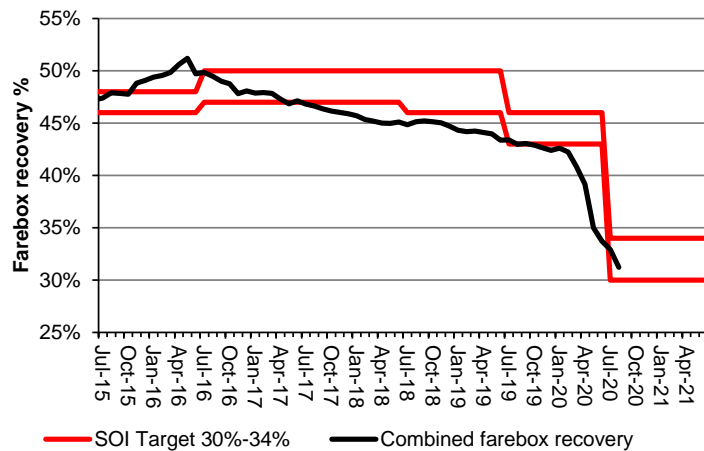
Total PT farebox recovery ratio in August 2020 was 31.22%, compared with 42.97% in August 2019.

The 2020/21 SOI target for PT farebox recovery is between 30% and 34%.

2.5.2 PT farebox recovery (by mode)
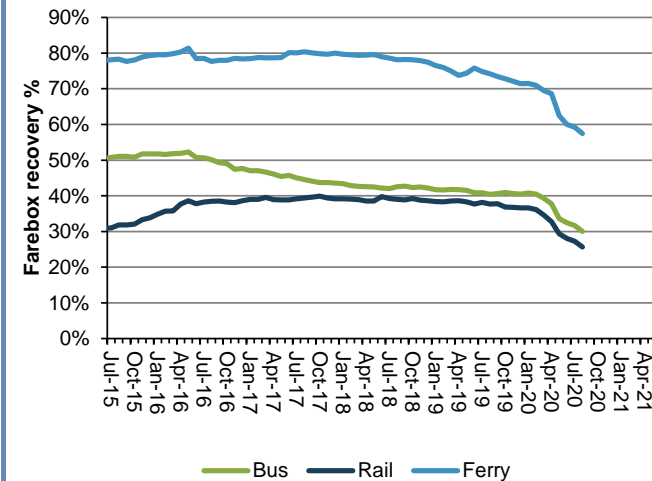
The farebox recovery ratios for August 2020 (and comparable 2019 results) were:
 - Ferry 57.46% 74.20%)
 - Bus 30.04% (40.41%)
 - Rail 25.66% (37.72%)

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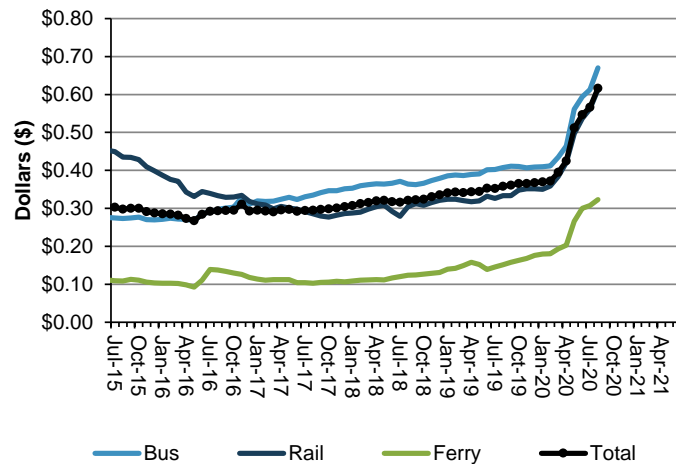
The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The results for August 2020 (and comparable 2019 results) were:
 - Bus $0.670 ($0.408)
 - Rail $0.613 ($0.334)
 - Ferry $0.323 ($0.151)
 - Total $0.617 ($0.358)

2.5.4 Percentage of the sealed road network that is resurfaced
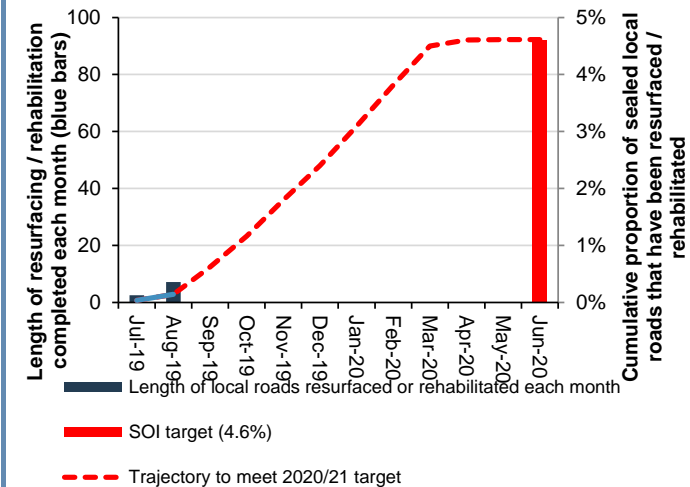
In August 2020 we completed 7.2 km of resurfacing and rehabilitation.

The year to date cumulative of 9.2 km, or 0.14% of the road network, is on track to meet the SOI target of 4.6%.

*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).

2.5 Our operating model is agile, financially sustainable, and delivers economic benefits

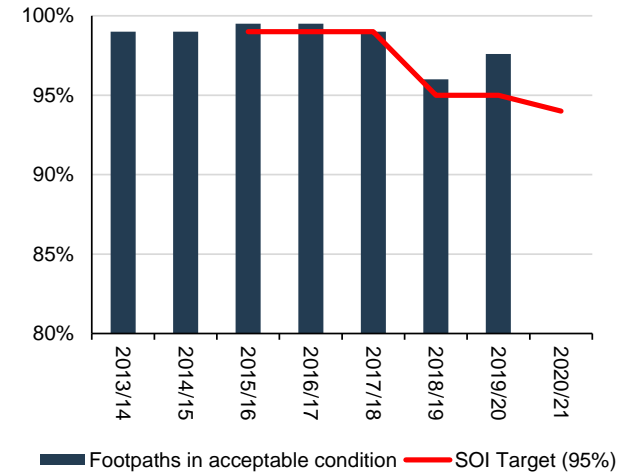### 2.5.5 Proportion of road assets in acceptable condition
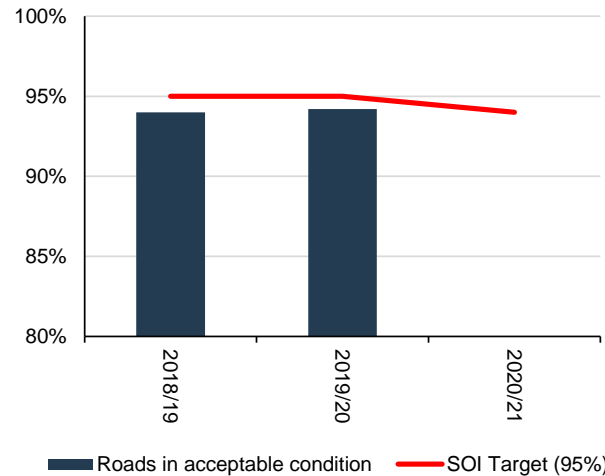
Reported annually in March.

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.

2.5.6 Percentage of footpaths in acceptable condition

Reported annually in March.

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.

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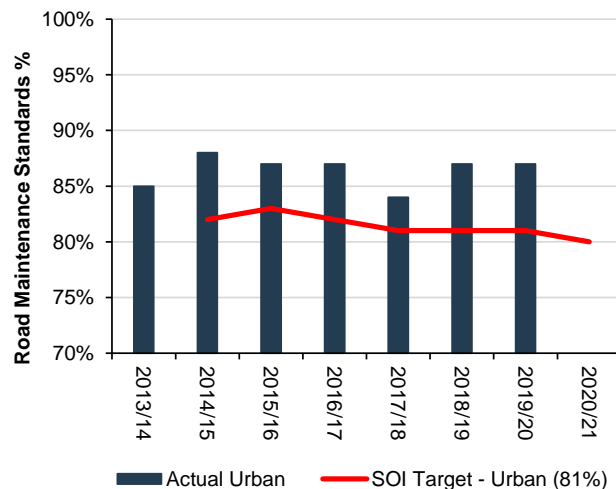

Reported annually in March.

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).

2.5.8 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all rural roads
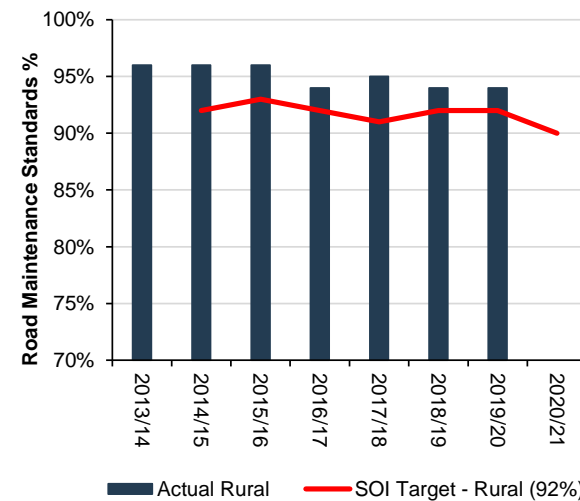
Reported annually in March.

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 Provide an Excellent Customer Experience for all Services and Customers

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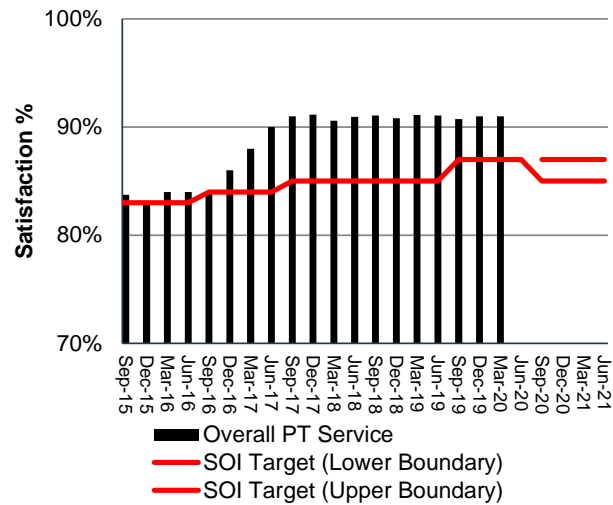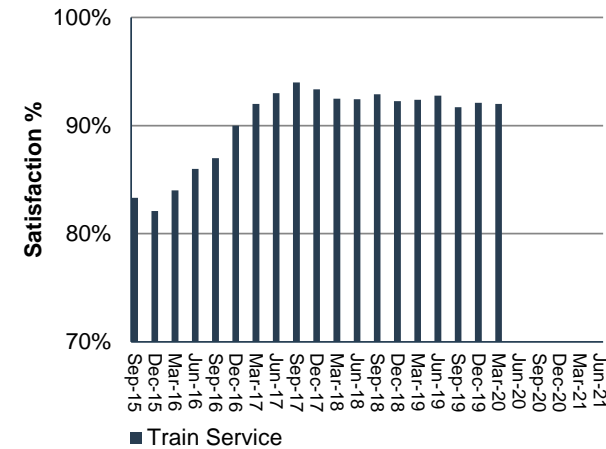

Non Reporting Period

As a result of COVID-19, data for the March-June quarter is not available.

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

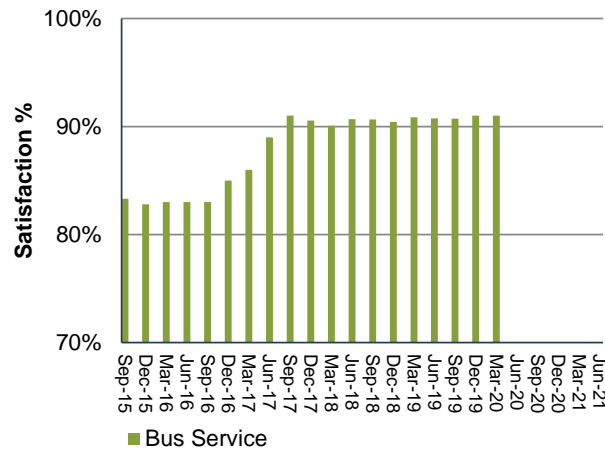## 2.6.2 Percentage of passengers satisfied with their train service

Non Reporting Period

As a result of COVID-19, data for the March-June quarter is not available.

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

Satisfaction was unchanged compared with the March 2019 result.

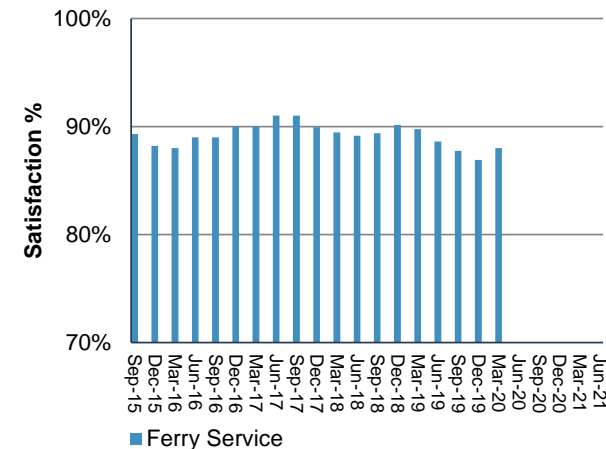## 2.6.3 Percentage of passengers satisfied with their bus service

Non Reporting Period

As a result of COVID-19, data for the March-June quarter is not available.

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.

2.6.4 Percentage of passengers satisfied with their ferry service
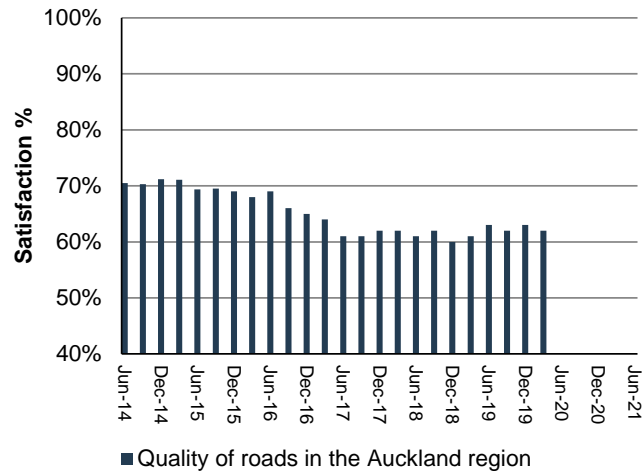

Non Reporting Period

As a result of COVID-19, data for the March-June quarter is not available.

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.

2.6 Provide an Excellent Customer Experience for all Services and Customers

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

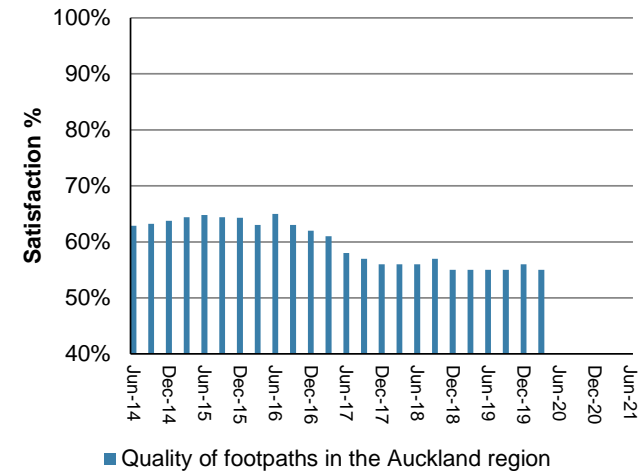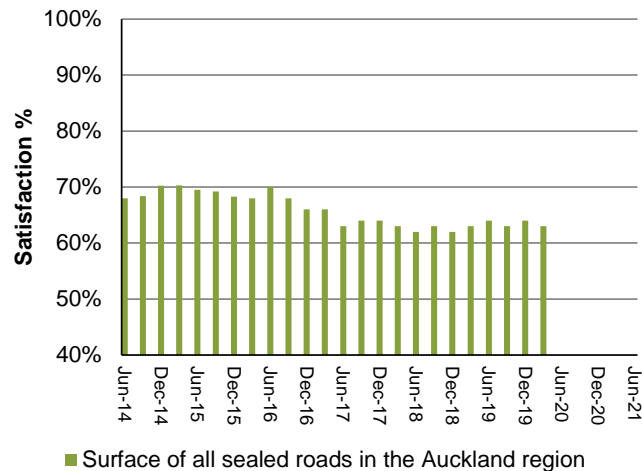Quality of roads in the Auckland region

Non Reporting Period As a result of COVID-19, data for the March-June 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

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

Quality of footpaths in the Auckland region

Non Reporting Period As a result of COVID-19, data for the March-June 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.

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

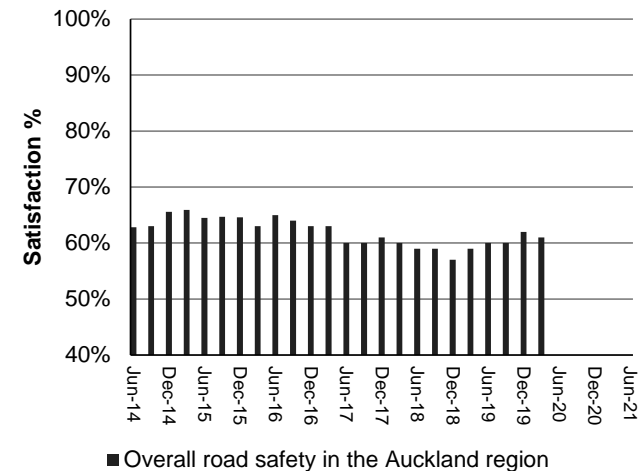Surface of all sealed roads in the Auckland region

Non Reporting Period As a result of COVID-19, data for the March-June 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.

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

Overall road safety in the Auckland region

Non Reporting Period As a result of COVID-19, data for the March-June 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.

2.6 Provide an Excellent Customer Experience for all Services and Customers

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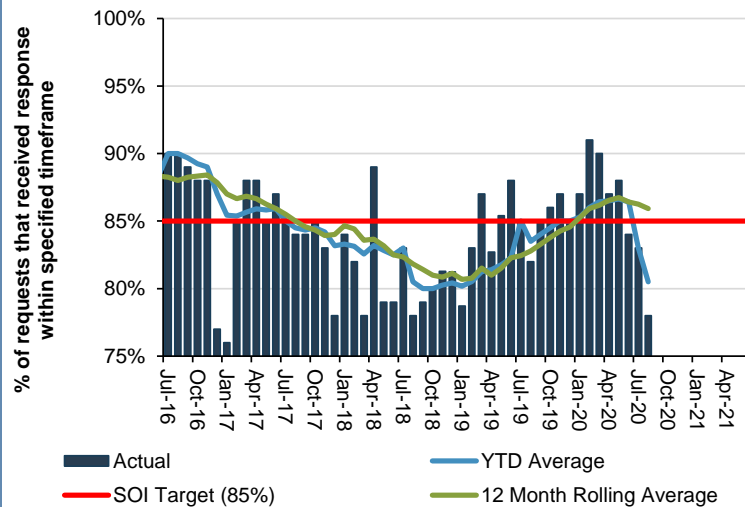

On track to meet target.

12 month rolling average: 85.6% SOI target of 85%.

The August 2020 result (78%) is 5 percentage points lower than the July 2020 result. This low outcome is caused by a technical issue affecting contractor's abilities to mark jobs as completed in RAMM.

This data relates to jobs dispatched to our maintenance contractors by the call centre.
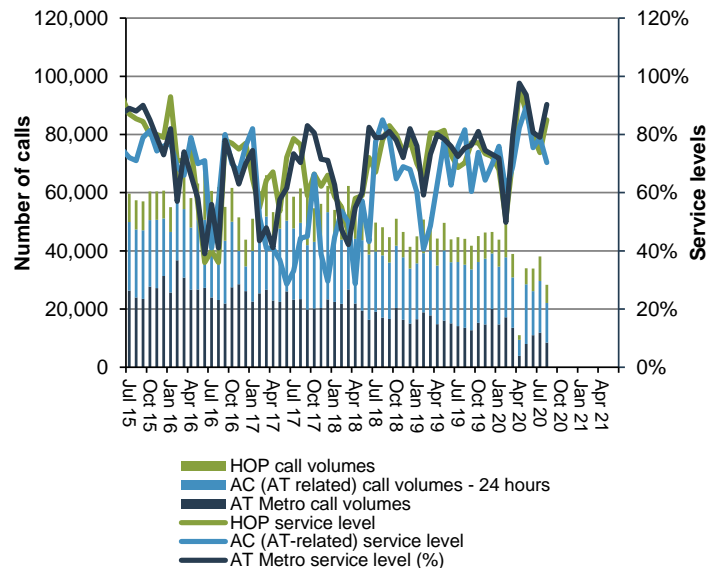
2.6.10 AT app user sessions
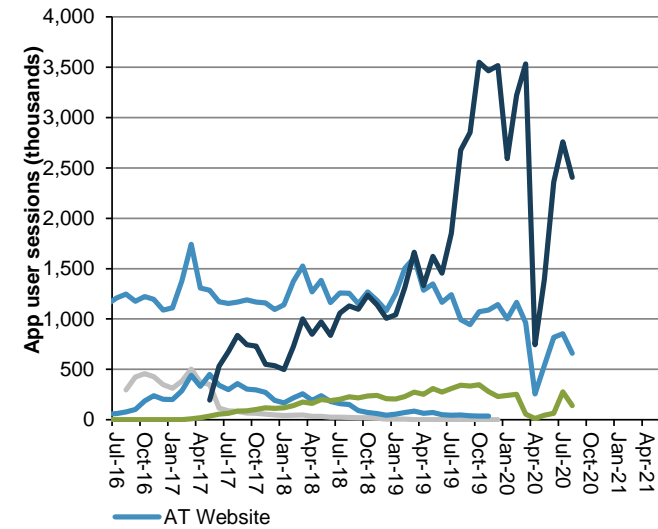
AT Mobile
App user sessions decreased by 13% in August 2020 compared with July 2020, and decreased by 10% compared with August 2019.

AT Park
App user sessions decreased by 49% in August 2020 compared with July 2020, and decreased with 59% compared to August 2019.

## 2.6.11 Call centre incoming calls and service levels

AT HOP Call volumes decreased by 25% compared with July 2020, 29% compared to August 2019. The service level increased 11 percentage points on last month.

Auckland Council (AT-related) volumes decreased by 23% compared with July 2020, and are down 37% compared to August 2019. The service level decreased 9 percentage points on last month.

AT Metro Call Centre volumes decreased by 29% compared with July 2020, and decreased by 38% since with August 2019. The service level increased 11 percentage points on last month.
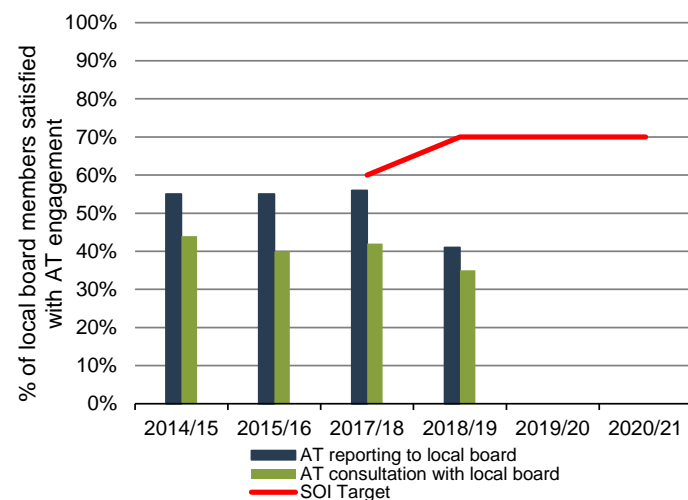
2.6.12 AT Website Visits
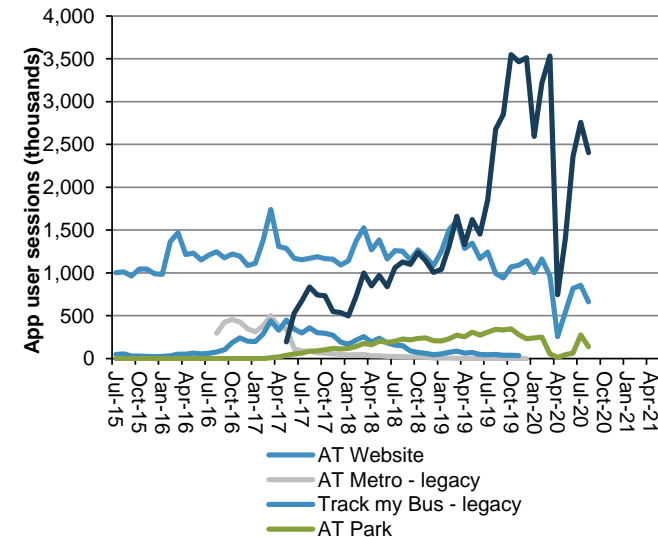
Visits to the Auckland Transport website totalled 660,716 in August 2020, a decrease of 23% compared with July 2020, and a decrease of 34% compared with August 2019.

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

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.