

# Monthly Transport Indicators – September 2020

For decision:

For noting:

## Te tūhunga / Recommendation

That the Auckland Transport Board (board):

- a) Receives this report.

## Te whakarāpopototanga matua / Executive summary

1. The 2020/21 Monthly Indicators Report for September 2020 shows performance against the Statement of Intent (SOI) measures and a range of other indicators.
2. In the month of September 2020, Auckland was at COVID-19 pandemic (COVID-19) Alert Level 2.5 for the first 23 days, and Level 2 for the remainder of the month.
3. Key highlights from September 2020 are:
  - Six measures are on track to exceed the target, four are on track to meet the target, and three are not. These three are: public transport (PT) boardings, rail boardings and rapid transit vs total boardings. 12 measures have not yet produced a result this financial year.
  - Monthly PT boardings in September 2020 were at 51.8% of September 2019 numbers, a recovery on last month's result, which was at 35% of the prior year.
  - Overall PT use totalled 69.7 million boardings for the 12 months to September 2020, a decrease of 31.9% on the 12 months to September 2019, and 10.9 % below the projected trajectory to meet the SOI target of 60.6 million.
  - Cycle movements for the 12 months to September 2020 totalled 3.710 million, a decrease of 1.0 % on the 12 months to September 2019. The year to date count of 815,232 is 2.15% below the projected trajectory to meet the SOI target of 3.826 million.
  - The 12-month rolling total for local road deaths and serious injuries (DSI) to May 2020 was 467, 12% lower than the same period the previous year, and 28% below the SOI target trajectory.

## Ngā tuhinga ō mua / Previous deliberations

4. There are no previous deliberations associated with this report.

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

5. The attached Monthly Indicators Report provides an overview of Auckland Transport's (AT's) performance against its SOI performance measures for September 2020. The report also provides supplementary information on the wider Auckland context as well as AT's PT, road operations and maintenance, and customer response activities.
6. This covering report highlights key trends and significant shifts in the monthly reporting statistics and provides a summary of performance against the SOI measures.

## Ngā matapakinga me ngā tātaritanga / Discussion and analysis

### Safety

7. When compared with the same period last year, local road deaths for the 12 months to June 2020 have decreased by 42% (from 45 to 26) and local road serious injuries decreased by 9% (from 483 to 441).
8. The 12-month rolling total for local road DSI to May 2020 was 467, 12% lower than the same period the previous year, and 28% below the SOI target trajectory.

### PT

9. Total PT totalled 79.7 million boardings for the 12 months to September 2020, a decrease of 31.9%, or 32.7 million boardings, on the 12 months to September 2019. Recovery of PT boardings has curbed under new COVID-19 restrictions, with September monthly patronage down to 51.8% of last year's level.
  - Rail boardings totalled 14.39 million for the 12 months to September 2020, a decrease of 33.3%, or 5.97 million boardings, on the 12 months to September 2019.
  - Bus boardings totalled 50.82 million for the 12 months to September 2020, a decrease of 31.9%, or 23.75 million boardings, on the 12 months to September 2019.

- Ferry boardings totalled 4.50 million for the 12 months to September 2020, a decrease of 28.2%, or 1.77 million boardings, on the 12 months to September 2019.
10. Rapid and frequent transport boardings for the 12 months to September 2020 decreased at a faster rate (36.3%) than overall patronage (31.9%). During the COVID-19 Alert Level 4 lockdown, many rapid and frequent services were reclassified to normal services. Post-lockdown, recovery of growth on Rapid Transit Network and Frequent Transit Network has been slower than total recovery.
  11. Year to date PT punctuality was 98.2%, exceeding the SOI target of 95.0%.
  12. The total PT farebox recovery ratio was 29.61% in September 2020, just below (but within acceptable range of) the SOI target range of 30 to 34%.

### **Cycling**

13. No cycling facilities were completed in September 2020. The year to date total is 0.6km, which is on track to meet this year's target of 5.0km.
14. Cycle movements for the 12 months to September 2020 totalled 3.710 million, a decrease of 1.0% on the 12 months to September 2019. The year to date count of 815,232 is 2.15% below the projected trajectory to meet the SOI target of 3.826 million.

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

15. The rolling average AM peak arterial productivity was 32,396 for the 12 months to September 2020, exceeding the SOI target of 25,000. Productivity is measured as the product of the number of people in cars and buses and their average speed, per hour, per lane.
16. The average proportion of the freight network operating efficiently during the inter-peak was 93% for the 12 months to September 2020, exceeding the SOI target of 85%.

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

17. This year to date, 70.3 km, or 1%, of the local road network was resurfaced/rehabilitated. This exceeds the target trajectory of the SOI target of 4.6%, which equates to 312.5 km.
18. The percentage of customer service requests relating to roads and footpaths that receive a response within AT's specified times was 90% in September 2020, up eleven percentage points from September 2019. The 12-month rolling average to September 2020 is 85.6%, meeting the SOI target of 86.3%.

### **Summary of performance against SOI Measures**

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

<b>Table 1: Performance against SOI targets</b>					
Strategic Transport Priorities	<u>Target exceeded</u>	<u>Target met</u>	<u>Target not met</u>	<u>Not reported</u>	<u>Total</u>
<b>Making Auckland's Transport System Safe by eliminating harm</b>	1	0	0	1	2
<b>Improving the Resilience and Sustainability of the Transport System</b>	0	0	0	3	3
<b>Better Travel Choice for Aucklanders</b>	1	2	3	2	8
<b>Better Connecting People, Places, Goods and Services</b>	2	0	0	0	2
<b>Our operating model is agile, financially sustainable, and delivers economic benefits</b>	1	1	0	4	6
<b>Provide an Excellent Customer Experience for all Services and Customers</b>	1	1	0	0	2
<b>Collaborative Partnering with our Funders, Partners, Mana Whenua, Stakeholders and Customers</b>	0	0	0	2	2
<b>Total</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>25</b>

## Ngā tūraru matua / Key risks and mitigations

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

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

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

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

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

## Ngā reo o mana whenua rātou ko ngā mema pooti, ko ngā roopu kei raro i te maru o te Kaunihera, ko ngā hāpori katoa / Voice of mana whenua, elected members, Council Controlled Organisations, customer and community

23. There are no mana whenua, elected members, Council Controlled Organisations, customer or community impacts associated with this report.

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

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



## Ā muri ake nei / Next steps

25. The December Monthly Indicators Report will be submitted to the board in February 2020.

## Te whakapiringa / Attachment

Attachment number	Description
1	Auckland Transport Monthly Indicators Report 2019/20 – September 2020

## Te pou whenua tuhinga / Document ownership

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