

Auckland Transport Monthly Indicators Report 2020/21

March 2021



An Auckland Council Organisation

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1.1 SOI performance measures

Strategic Objective	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						●							7 (Target exceeded)	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: 454	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: 6.3%	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: 53,752,835	Page 9
	Total rail boardings	12.7 Million	●	●	●	●	●	●	●	●	●				12-Month rolling total: 9,212,778	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%	●	●	●	●	●	●	●	●	●				YTD average: 97.5%	Page 12
	New cycleways added to regional cycle network	5 km	●	●	●	●	●	●	●	●	●				YTD total: 5.25 km	Page 14
	Number of cycle movements past selected count sites	3.922 Million	●	●	●	●	●	●	●	●	●				12-Month rolling total: 3.481	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: 32,009	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%	●	●	●	●	●	●	●	●	●				March Result: 23.87%	Page 23	
	Percentage of road assets in acceptable condition (as defined by AT's AMP)	94%									●				2020/21 Result: 94.3%	Page 24	
	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Urban 80%										●				2020/21 Result: 86.0%	Page 24
		Rural 90%										●				2020/21 Result: 90.0%	Page 24
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	94%										●				2020/21 Result: 97.4%	Page 24
	Percentage of the sealed local road network that is resurfaced	4.6%	●	●	●	●	●	●	●	●	●	●				YTD: 299.8 km (4.4% 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%			●			●			●				March 2021: 92%	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: 90.0%	Page 27	
Collaborative Partnering with our Funders, Partners, Stakeholders and Customers	Reporting to local board: 70%														2019 result: 41%	Page 28	
	Percentage of local board members satisfied with AT engagement	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

	March - 2020/21									
	Actual v SOI									
	Month				YTD				SOI / Target	Projected Forecast
	Actual	% Change	SOI / Target	% Variance	Actual	% Change Prev Year	SOI / Target	% Variance	2020/21	2020/21
1. Bus Total:	4,464,032	↓ -10.2%	3,656,000	↑ 22.1%	34,563,477	↓ -35.4%	18,363,000	↑ 88.2%	44,100,000	50,000,000
2. Train (Rapid) Total:	1,042,777	↓ -26.1%	1,088,000	↓ -4.2%	7,538,184	↓ -52.2%	5,266,000	↑ 43.1%	12,700,000	12,000,000
3. Ferry (Connector Local) Total:	346,940	↓ -11.5%	325,660	↑ 6.5%	3,180,786	↓ -30.0%	1,617,280	↑ 96.7%	3,800,000	4,400,000
Total Patronage	5,853,749	↓ -13.6%	5,069,660	↑ 15.5%	45,282,447	↓ -38.7%	25,246,280	↑ 79.4%	60,600,000	66,400,000
Rapid and Frequent	2,645,789	↓ -18.7%	2,600,000	↑ 1.8%	19,458,866	↓ -31.6%	12,900,000	↑ 50.8%	31,000,000	33,500,000

	March - 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:	4,456,080	4,919,977	-463,897	-9.4%	-11.6%	40,806,830	-1.1%	-30,434,168	-42.7%	34,449,620	-17,867,845	-34.2%	-34.2%
- Busway (Rapid) Bus	481,425	523,544	-42,119	-8.0%		4,024,552	-1.0%	-3,758,664	-48.3%	3,490,183	-2,236,648	-39.1%	
- Frequent Bus	1,121,573	1,317,669	-196,095	-14.9%		9,873,992	-1.9%	-9,598,003	-49.3%	8,430,452	-6,128,494	-42.1%	
- Connector Local Targeted Bus	2,853,082	3,078,764	-225,683	-7.3%		26,908,286	-0.8%	-17,077,501	-38.8%	22,528,985	-9,502,703	-29.7%	
2. Train (Rapid) Total:	1,025,617	1,406,689	-381,072	-27.1%	-29.2%	9,124,933	-4.0%	-11,871,548	-56.5%	7,471,198	-8,062,029	-51.9%	-51.9%
- Western	349,050	493,610	-144,559	-29.3%		3,124,108	-4.4%	-4,245,380	-57.6%	2,535,870	-2,930,075	-53.6%	
- Eastern	287,491	395,523	-108,032	-27.3%		2,593,218	-4.0%	-3,439,373	-57.0%	2,182,312	-2,263,810	-50.9%	
- Onehunga	49,843	70,792	-20,949	-29.6%		480,699	-4.2%	-661,001	-57.9%	385,074	-469,718	-55.0%	
- Southern	323,208	414,584	-91,376	-22.0%		2,753,657	-3.2%	-3,211,554	-53.8%	2,233,506	-2,177,505	-49.4%	
- Pukekohe	16,024	32,180	-16,156	-50.2%		173,250	-8.5%	-314,240	-64.5%	134,436	-220,920	-62.2%	
3. Ferry (Frequent & Connector Local) Total:	69,678	98,954	-29,276	-29.6%	-31.5%	810,152	-3.5%	-673,514	-45.4%	717,909	-376,161	-34.4%	-34.1%
- Contract	69,678	98,954	-29,276	-29.6%		810,152	-3.5%	-673,514	-45.4%	717,909	-376,161	-34.4%	
Patronage (Excl Exempt Serv/Spl Evt)	5,551,375	6,425,620	-874,245	-13.6%	-15.8%	50,741,915	-1.7%	-42,979,230	-45.9%	42,638,727	-26,306,035	-38.2%	-38.2%

Exempt Services	284,626	342,024	-57,398	-16.8%		2,910,561	-1.9%	-2,422,769	-45.4%	2,566,265	-1,523,411	-37.3%	
- Exempt Services - Bus	7,364	48,992	-41,628	-85.0%		103,388	-28.7%	-731,586	-87.6%	103,388	-534,124	-83.8%	
- Exempt Services - Ferry	277,262	293,032	-15,770	-5.4%		2,807,173	-0.6%	-1,691,183	-37.6%	2,462,877	-989,287	-28.7%	
Special Events	17,748	5,135	12,613			100,359	14.4%	-1,033,726	-91.2%	77,455	-707,956	-90.1%	
- Special Events - Bus	588	657	-69			12,514	-0.5%	-790,759	-98.4%	10,469	-538,462	-98.1%	
- Special Events - Rail	17,160	4,478	12,682			87,845	16.9%	-242,967	-73.4%	66,986	-169,494	-71.7%	
Total Patronage (Exempt Serv/Spl Evt)	302,374	347,159	-44,785	-12.9%		3,010,920	-1.5%	-3,456,495	-53.4%	2,643,720	-2,231,367	-45.8%	

Rapid & Frequent	2,645,789	3,253,585	-607,796	-18.7%		23,111,369	-2.6%	-25,501,488	-52.5%	19,458,866	-16,619,816	-46.1%	
Connector Local Targeted	3,207,960	3,519,194	-311,234	-8.8%		30,641,467	-1.0%	-20,934,238	-40.6%	25,823,581	-11,917,586	-31.6%	
Total Patronage	5,853,749	6,772,779	-919,030	-13.6%		53,752,835	-1.7%	-46,435,726	-46.3%	45,282,447	-28,537,402	-38.7%	

Bus	4,464,032	4,969,626	-505,594	-10.2%	-12.4%	40,922,732	-1.2%	-31,956,513	-43.8%	34,563,477	-18,940,431	-35.4%	-35.5%
Rail	1,042,777	1,411,167	-368,390	-26.1%	-28.0%	9,212,778	-3.8%	-12,114,515	-56.8%	7,538,184	-8,231,523	-52.2%	-52.2%
Ferry	346,940	391,986	-45,046	-11.5%	-11.9%	3,617,325	-1.2%	-2,364,698	-39.5%	3,180,786	-1,365,448	-30.0%	-29.8%
Total Patronage	5,853,749	6,772,779	-919,030	-13.6%	-15.6%	53,752,835	-1.7%	-46,435,726	-46.3%	45,282,447	-28,537,402	-38.7%	-38.7%

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

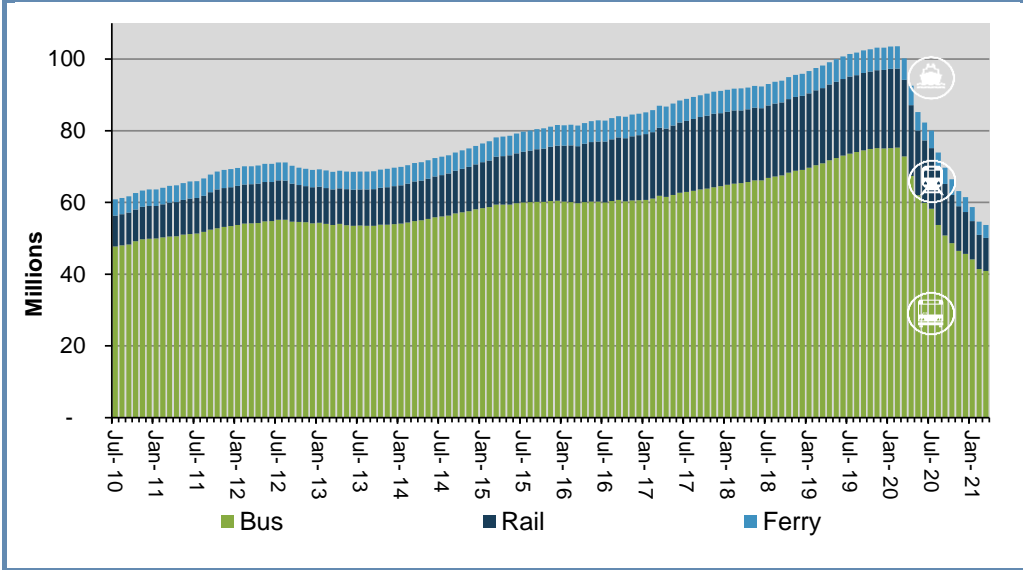
& Outbound Akoranga to Albany in line with New Network North.

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.

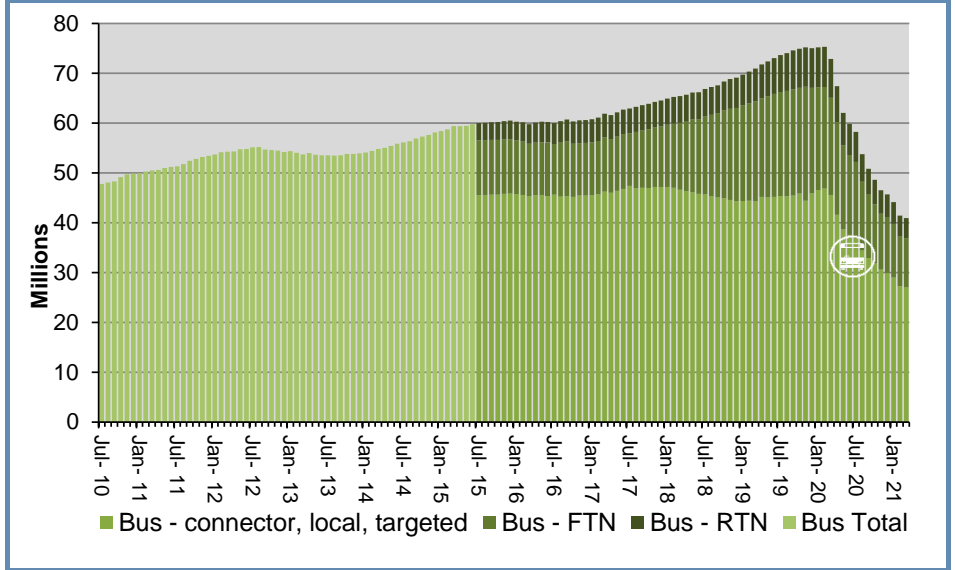
Note 3:- March YTD normalised adjusted allowing for special event patronage, with one less business days and the same weekend/Public Holidays, four more school term day and one more tertiary term days (excluding Covid-19 level changes).

1.2 AT Metro Boardings breakdown

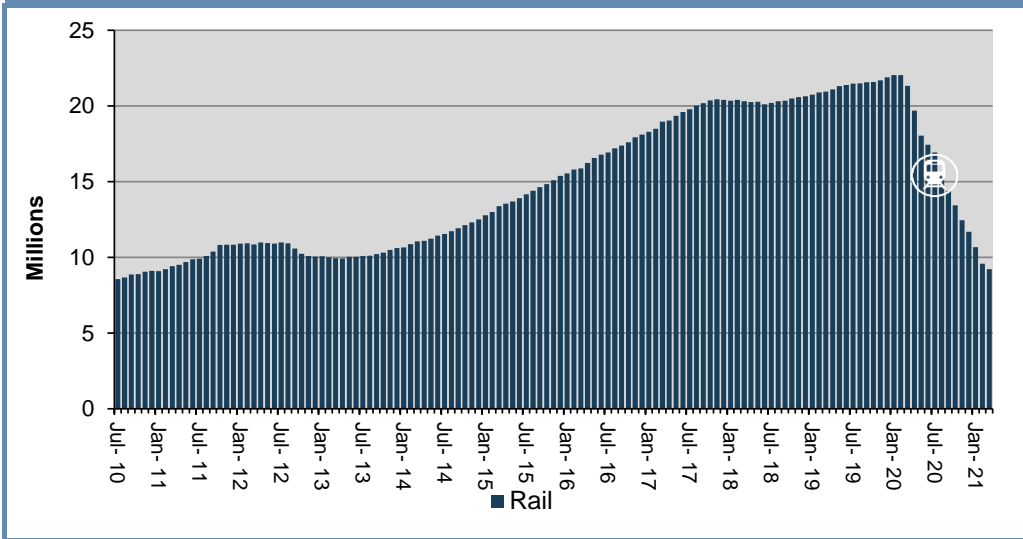
1.2.1 Total Patronage (12 month rolling total)



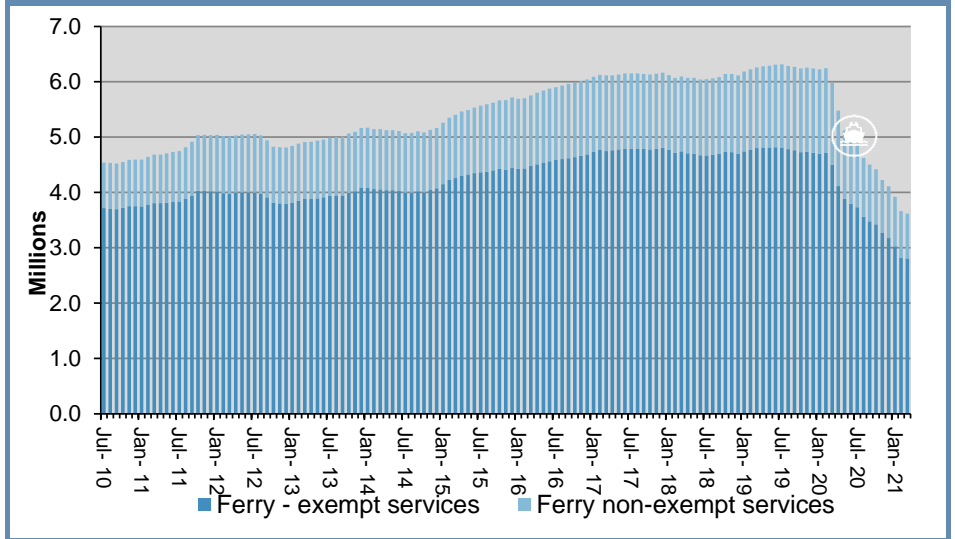
1.2.2 Bus Patronage (12 month rolling total)



1.2.3 Train Patronage (12 month rolling total)

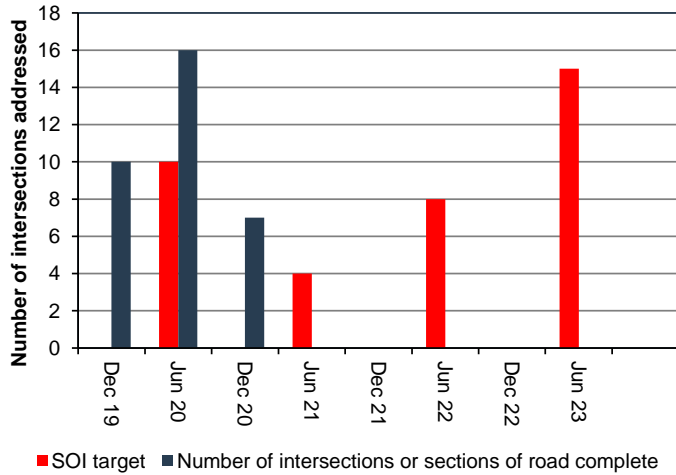


1.2.4 Ferry Patronage (12 month rolling total)



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

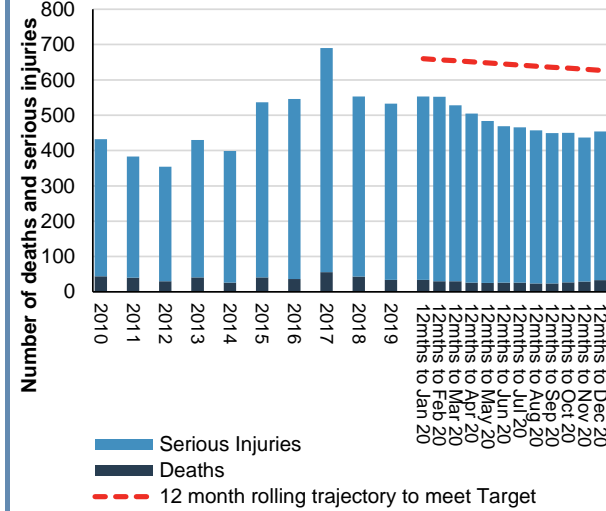


Non-reporting period.

The 2020/21 target is to address four high risk intersections or sections of road as part of the safety programme.

In the 6 months to December 2020, 7 projects have been completed, exceeding the target for this financial year.

2.1.2 Change from the previous financial year in the number of fatalities and serious injury crashes on the local road network



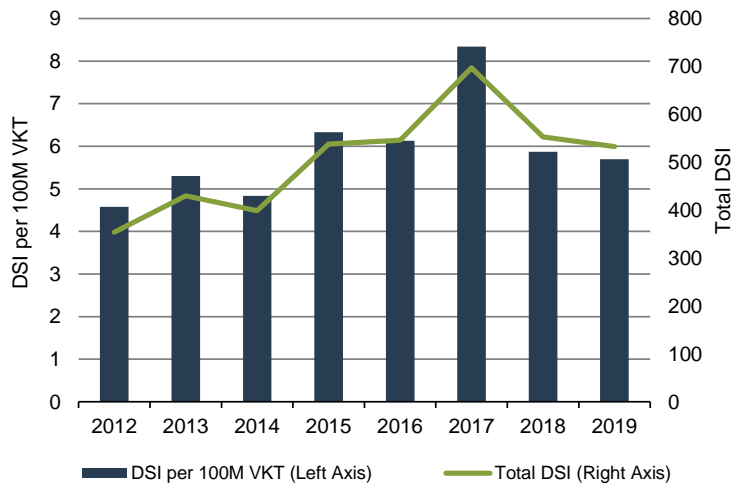
Target Met.

The Local Road DSI target for the 2020 calendar year is 627. The 12-month rolling total to the end of December 2020 is 454, 28% lower than the December SOI target of 627.

For the 12 months to the end of December 2020, local road deaths have decreased by three per cent (from 34 last year to 33 this year). However, there has been a 37 per cent increase over the last three months. Local road serious injuries decreased by 19 per cent in the past year (from 499 to 422), and by 1 per cent in the last three months.

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



Non-reporting period.

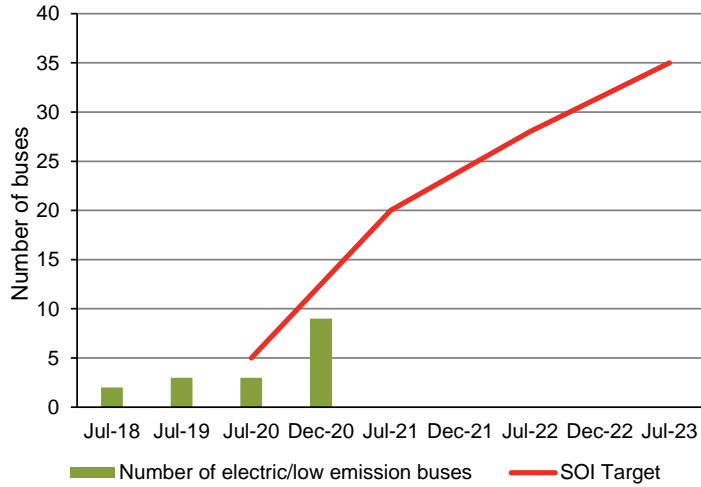
The Local Road DSI per 100 million VKT on local roads for the 2019 calendar year was 5.7. This is 0.2 less than in 2018.

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.



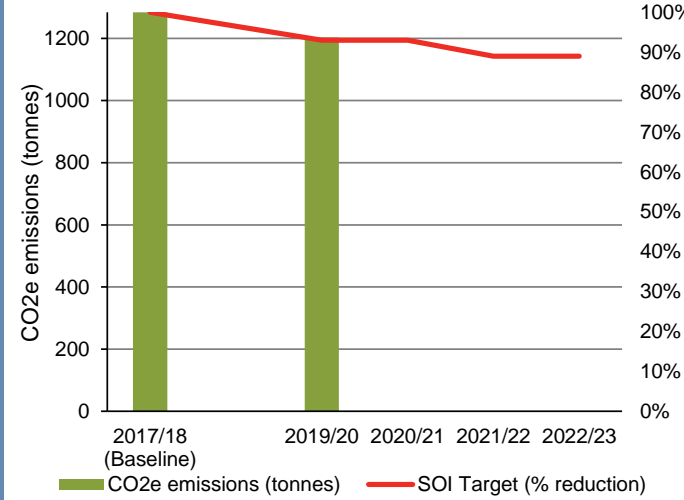
2.2 Improving the Resilience and Sustainability of the Transport System

2.2.1 Number of buses in the Auckland bus fleet classified as low emission



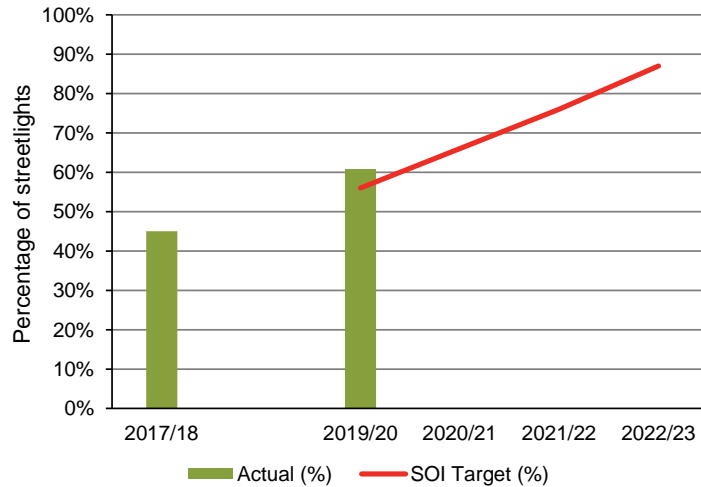
Non-reporting period.
There were 9 low emission buses in the Auckland bus fleet in December 2020, with a further 9 added in January 2021. The target for June 2021 is 20.

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.
Last year's result is now finalised. 2019/20 reductions were reduced by 6.3% compared to the 2017/18 baseline (vs a target of 7%). This reduction was assisted by COVID-19 lockdowns.
The 2020/21 target is 7%.

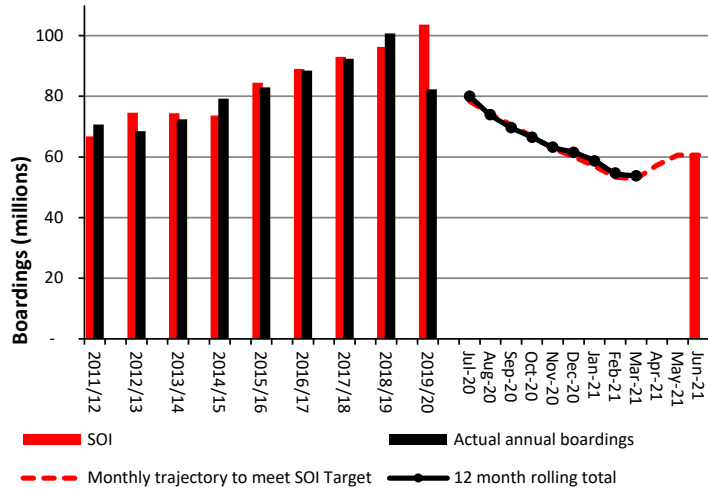
2.2.3 Percentage of Auckland Transport streetlights that are energy efficient LED



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)*

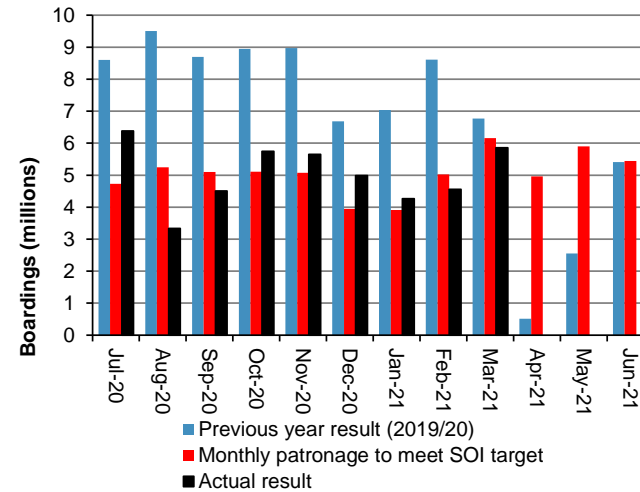


On track to meet target.

PT patronage totalled 53,752,835 passenger boardings for the 12 months to March 2021. This is 1.88% above the SOI target trajectory.

Patronage for the 12 months to March 2021 was 1.7% below the 12 months to February 2021 and 46.3% below the 12 months to March 2020.

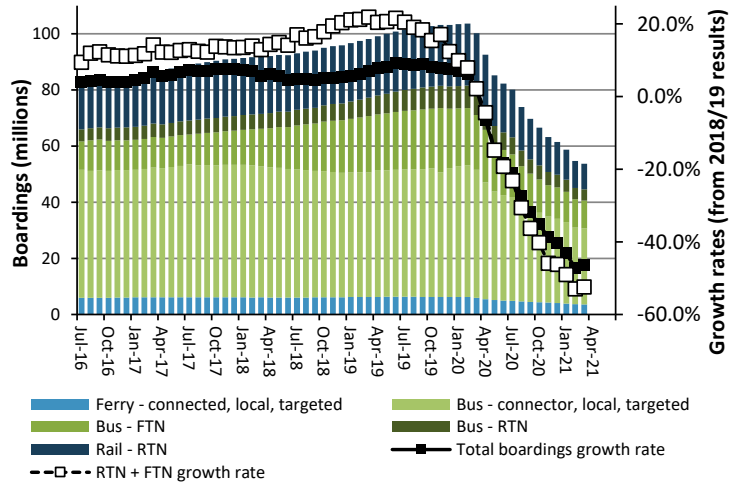
2.3.2 Monthly public transport boardings (millions)



March 2021 monthly patronage was 5,853,749. This is 128.4% of the February 2021 patronage, and 86.4% of the March 2020 level.

March 2021 monthly patronage was 5% below the monthly target.

2.3.3 Boardings on rapid or frequent network



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

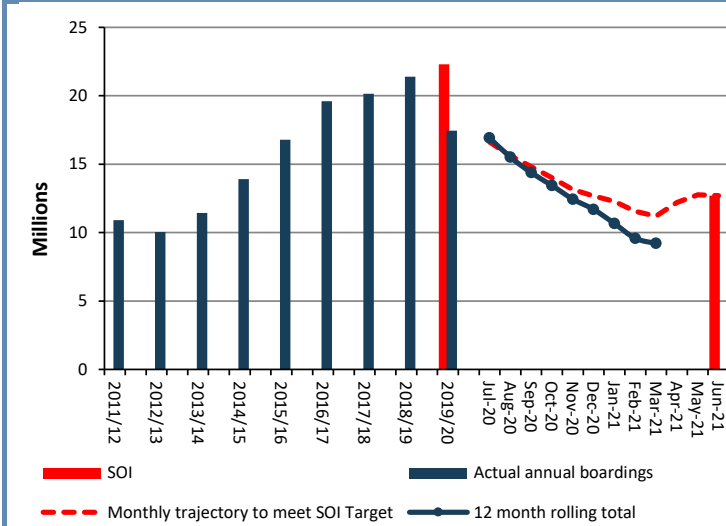
RFN Boardings for the 12 months to March 2021 decreased at a faster rate (52.5%) than overall patronage (46.3%). Recovery on the RFN network has been slower than overall recovery due to increased working from home by those working in the City Centre; an area largely serviced by Rapid and Frequent services. This slow recovery is now exacerbated by disruptions on the rail 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.

* Note: in February 2021 the trajectory for total patronage and rail patronage has been corrected to more realistically reflect the expected trendline for this financial year, as the 12 month rolling total moves past the months of the 2020 lockdown. These updated trajectories better demonstrate the likelihood of meeting the end of year target.

2.3 Providing better travel choices for Aucklanders

2.3.4 Rail boardings (12 month rolling total)*

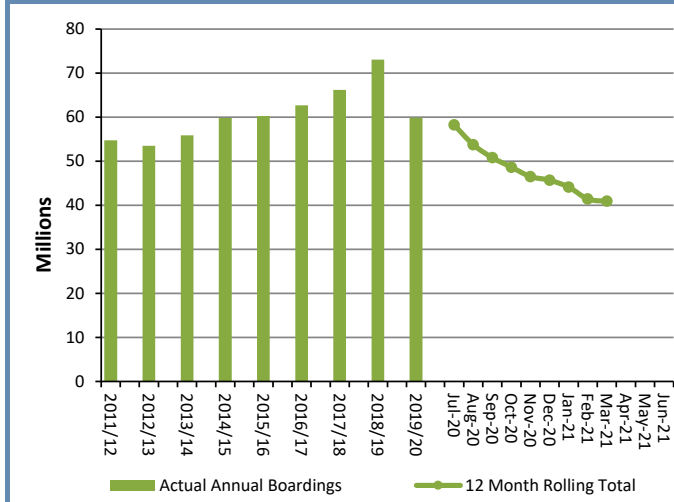


Not on track to meet target.

Rail patronage totalled 9,212,778 passenger boardings for the 12 months to March 2021. This is 17.8% below the SOI target trajectory.

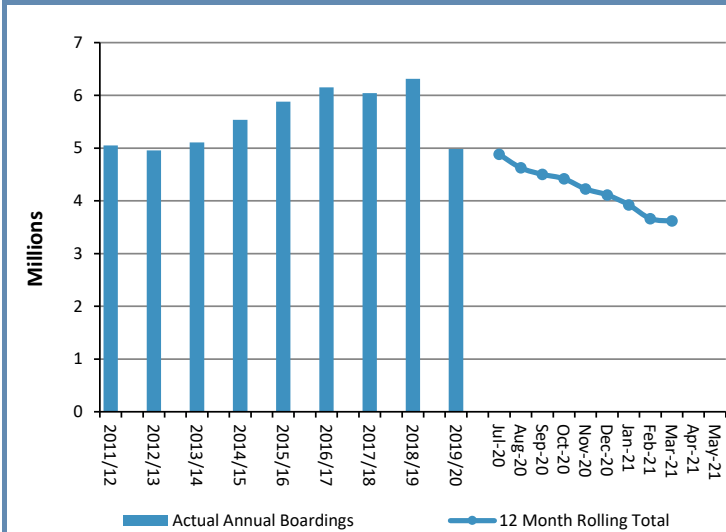
Patronage for the 12 months to March 2021 was 3.8% below the 12 months to February 2021, and 56.8% below the 12 months to March 2020.

2.3.5 Bus boardings (12 month rolling total)



Bus patronage totalled 40,922,732 passenger boardings for the 12 months to March 2021, a decrease of 1.2% on the 12 months to February 2021 and a decrease of 43.8% on the 12 months to March 2020.

2.3.6 Ferry boardings (12 month rolling total)

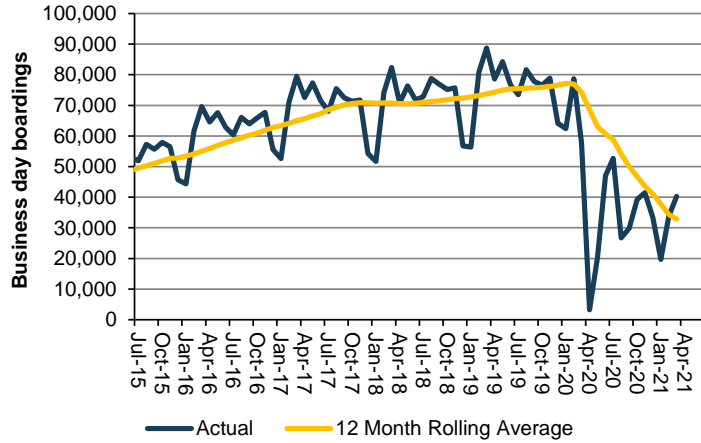


Ferry patronage totalled 3,617,325 passenger boardings for the 12 months to March 2021, a decrease of 1.2% compared with the 12 months to February 2021, and a decrease of 39.5% compared with the 12 months to March 2020.

* Note: in February 2021 the trajectory for total patronage and rail patronage has been corrected to more realistically reflect the expected trendline for this financial year, as the 12 month rolling total moves past the months of the 2020 lockdown. These updated trajectories better demonstrate the likelihood of meeting the end of year target.

2.3 Providing better travel choices for Aucklanders

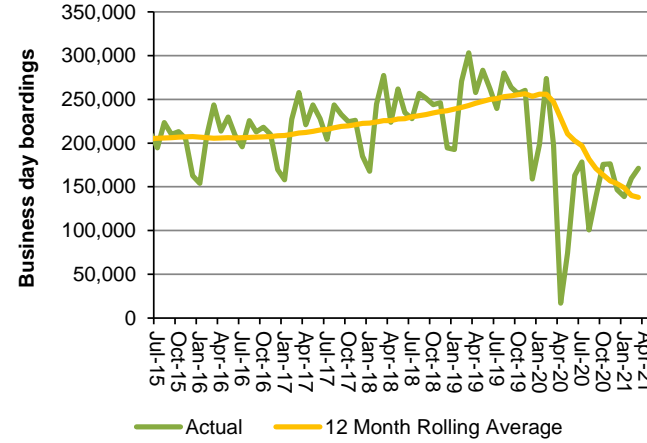
2.3.7 Rail business day average boardings



Business day boardings on the rail network averaged 40,319 in the 12 months to March 2021.

This represents a 30.1% decrease on the March 2020 figure.

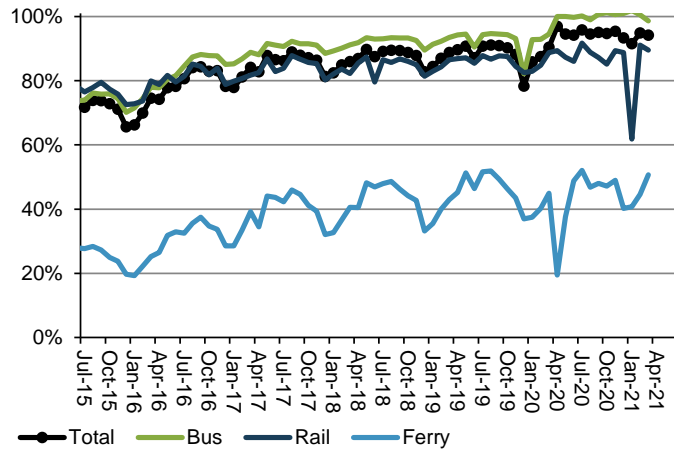
2.3.8 Bus business day average boardings



Business day boardings on the bus network averaged 171,228 in the 12 months to March 2021.

This represents a 13.5% decrease on the March 2020 figure.

2.3.9 Percentage of all PT trips using AT HOP

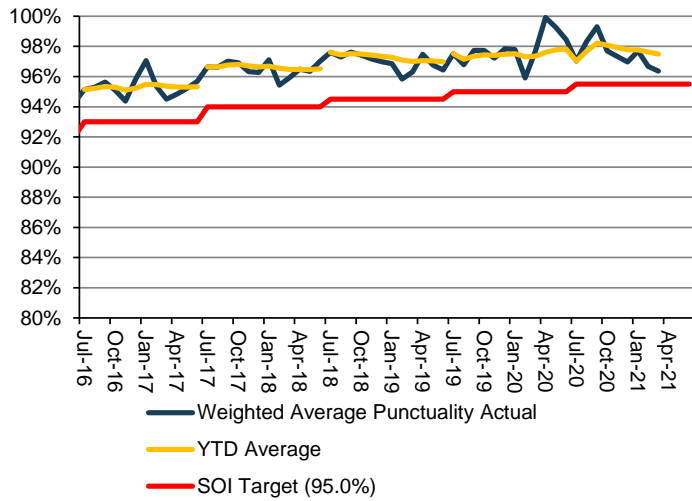


The proportion of all trips using AT HOP in March 2021 was 94%, one percentage point lower than in February 2021.

Bus: 99%
Ferry: 51%
Rail: 90%

2.3 Providing better travel choices for Aucklanders

2.3.10 PT punctuality (weighted average across all modes)



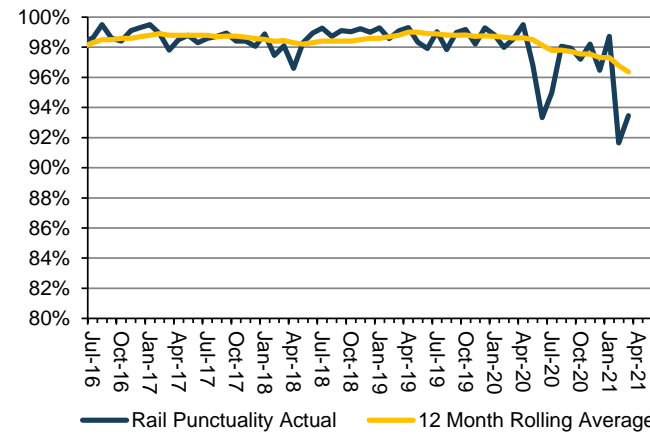
On track to meet target.

YTD average to March 2021 = 97.5%; SOI target 95.5%.

PT weighted average punctuality for the month of March 2021 was 96.4%.

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

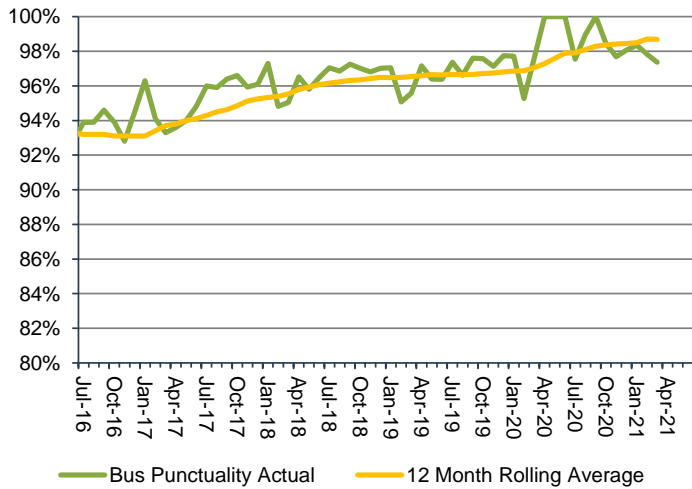
2.3.11 Rail services punctuality



Rail service punctuality in March 2021 was 93.5%, and 98.7% for the 12 months to March 2021.

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

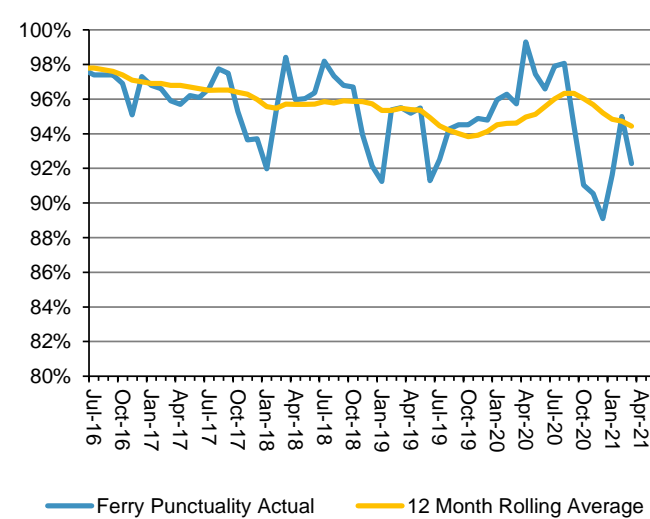


Bus service punctuality in March 2021 was 97.4%, and 98.7% for the 12 months to March 2021.

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 service punctuality in March 2021 was 92.3%, and 94.4% for the 12 months to March 2021.

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 March 2021



Total Network

73.5% Punctuality*

81.4% 12 month rolling average

98.1% Service Delivery*

97.1% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

* Arrival at final destination

Western Line

74.9% Punctuality*

79.2% 12 month rolling average

98.6% Service Delivery*

94.8% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

* Arrival at final destination

Eastern Line

74.7% Punctuality*

78.5% 12 month rolling average

97.6% Service Delivery*

97.5% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

* Arrival at final destination

Southern Line

62.4% Punctuality*

73.7% 12 month rolling average

98.2% Service Delivery*

97.9% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

* Arrival at final destination

Pukekohe Line

98.9% Punctuality*

98.6% 12 month rolling average

98.7% Service Delivery*

99.4% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

* Arrival at final destination

Onehunga Line

76.4% Punctuality*

88.8% 12 month rolling average

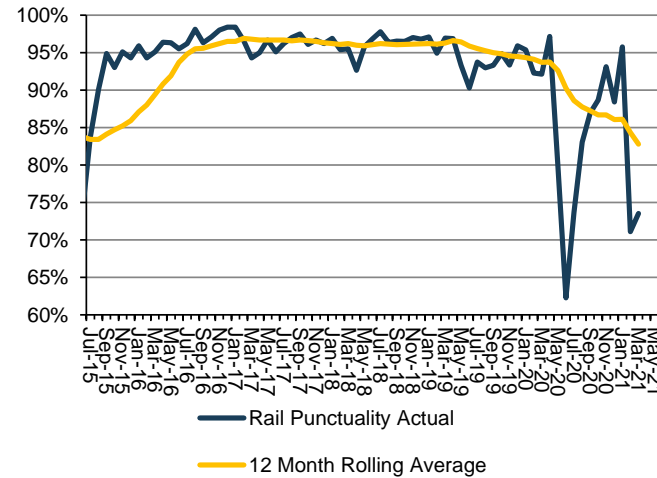
97.9% Service Delivery*

97.2% 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

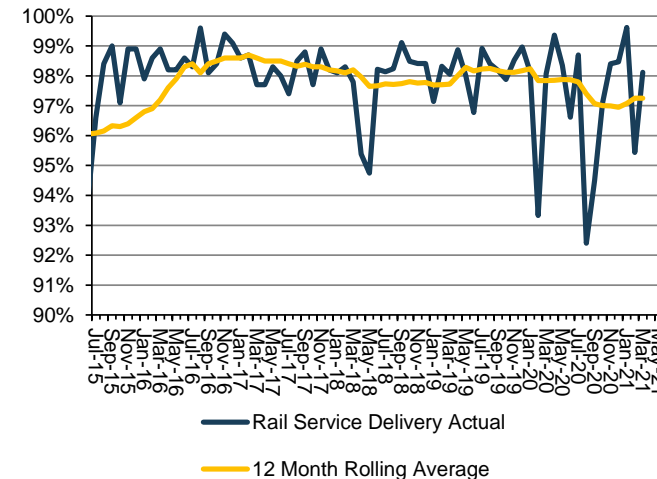


Punctuality in this figure is based on the percentage of rail services that arrive within 5 minutes of schedule at their final destination.

Using this measure, rail service punctuality for the month of March 2021 was 73.5% and 82.8% for the 12 months to March 2021.

The reductions over this month were related to KiwiRail track maintenance works.

2.3.16 Rail service delivery based on arrival at final destination

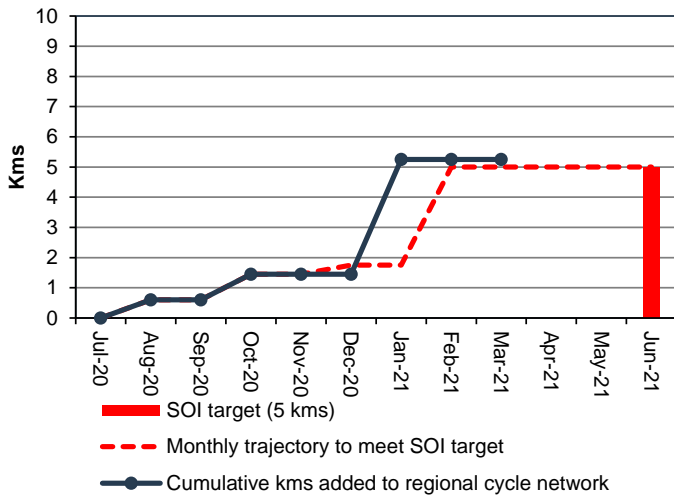


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of March 2021 was 98.1% and 97.1% for the 12 months to March 2021.

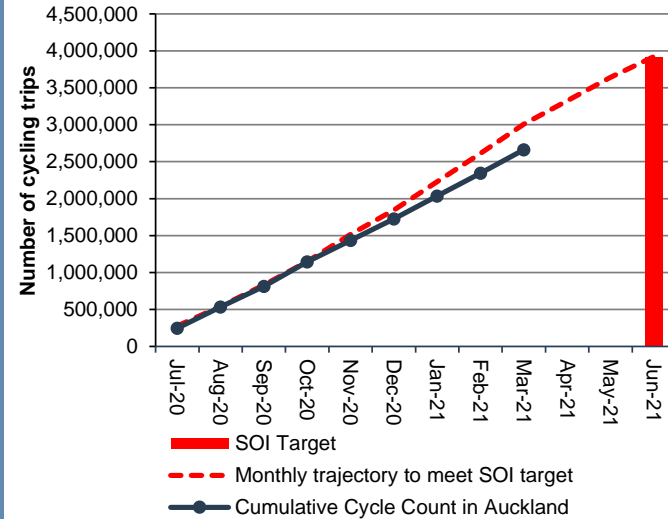
2.3 Providing better travel choices for Aucklanders

2.3.17 Kilometres of new cycleway added to the regional cycle network



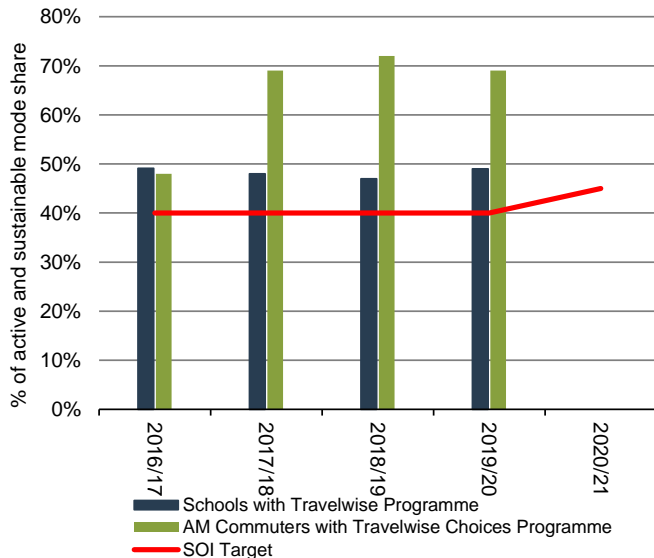
Target exceeded
No cycling infrastructure has been delivered in April 2021.
The 2020/21 target is to complete 5 kms of new cycleways. This target has been exceeded, with the YTD cycleways constructed adding up to 5.25 kms.

2.3.18 Annual number of cycle movements past selected sites



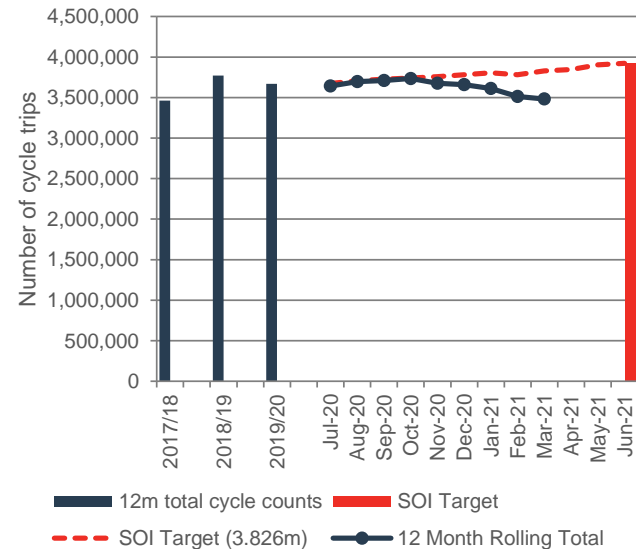
Behind trajectory to meet target.
In March 2021, cycle movements on 26 selected counters was 317,975 which is 19.6% lower than the monthly target. The year to date count of 2,662,581 is 11.5% below the projected trajectory to meet the SOI target. This reduction is mainly attributable to the lockdown and increased working from home in March

2.3.19 Active and sustainable transport mode share



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.

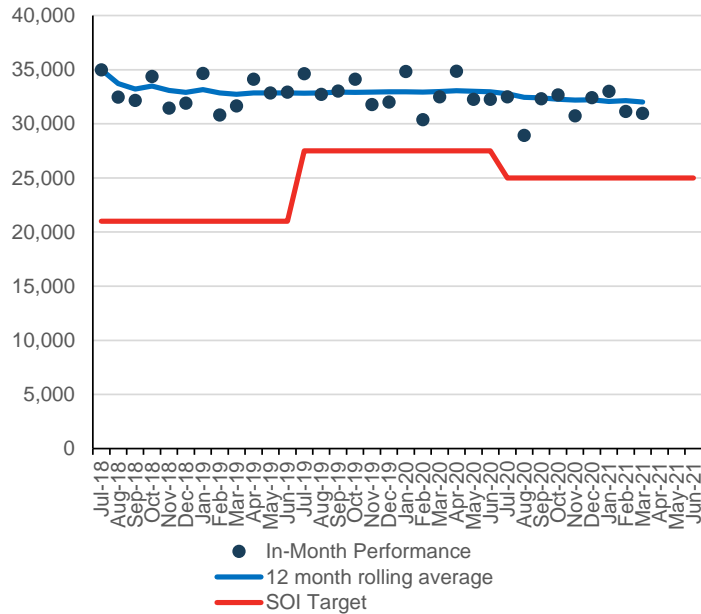
2.3.20 Cycle movements 12 month rolling total



Cycle counts totalled 3,481,426 for the 12 months to March 2021, a decrease of 0.9% on the 12 months to February 2021, and a decrease of 7.7% on the 12 months to March 2020.

2.4 Better Connecting People, Places, Goods and Services

2.4.1 Average AM peak period lane productivity



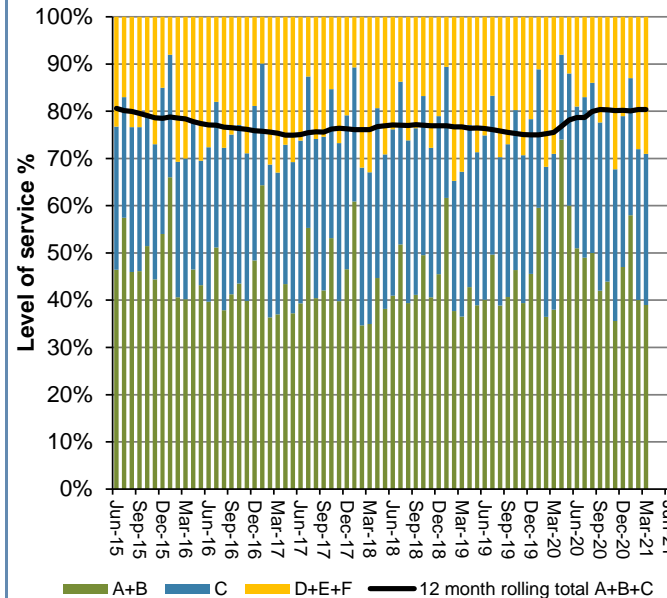
Exceeding target.

In March 2021, the average arterial road productivity was 30,975 which exceeds the target of 25,000 and indicates that the network continued to operate relatively efficiently in terms of people movement. This was similar to February 2021 and 5% lower than March 2020 mainly due to lower travel demand and public transport share.

The 12 month rolling average for the 12 months to March 2021 is 32,009.

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



In March 2021, 71% of the arterial network operated at good levels of service (LOS A-C), similar to March 2020 and above the 67% threshold.

This was 4% higher than March 2019. In March 2021, the average AM peak vehicular travel speed on Auckland arterial network was 34 km/h, similar to February 2021 and 1km/h higher than both March 2020 and March 2019

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.

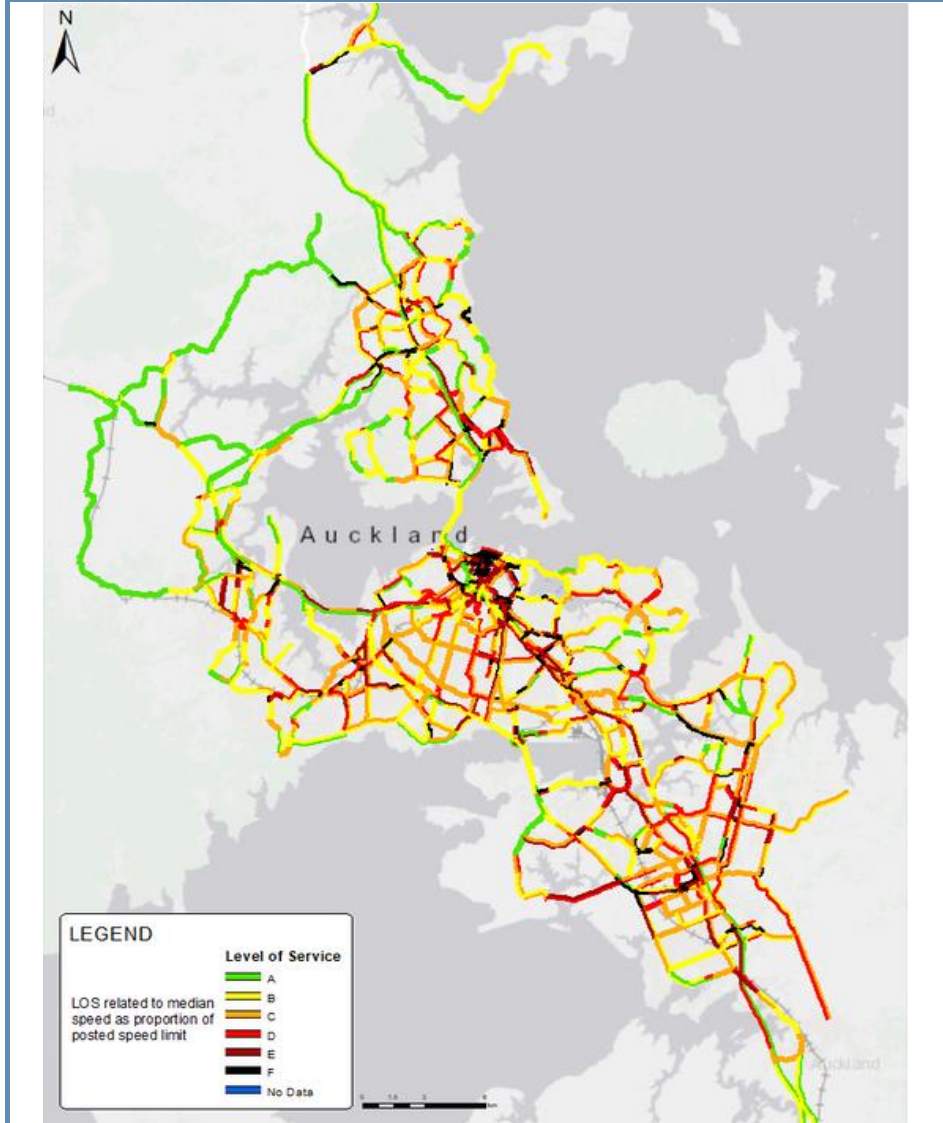
2.4 Better Connecting People, Places, Goods and Services

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).

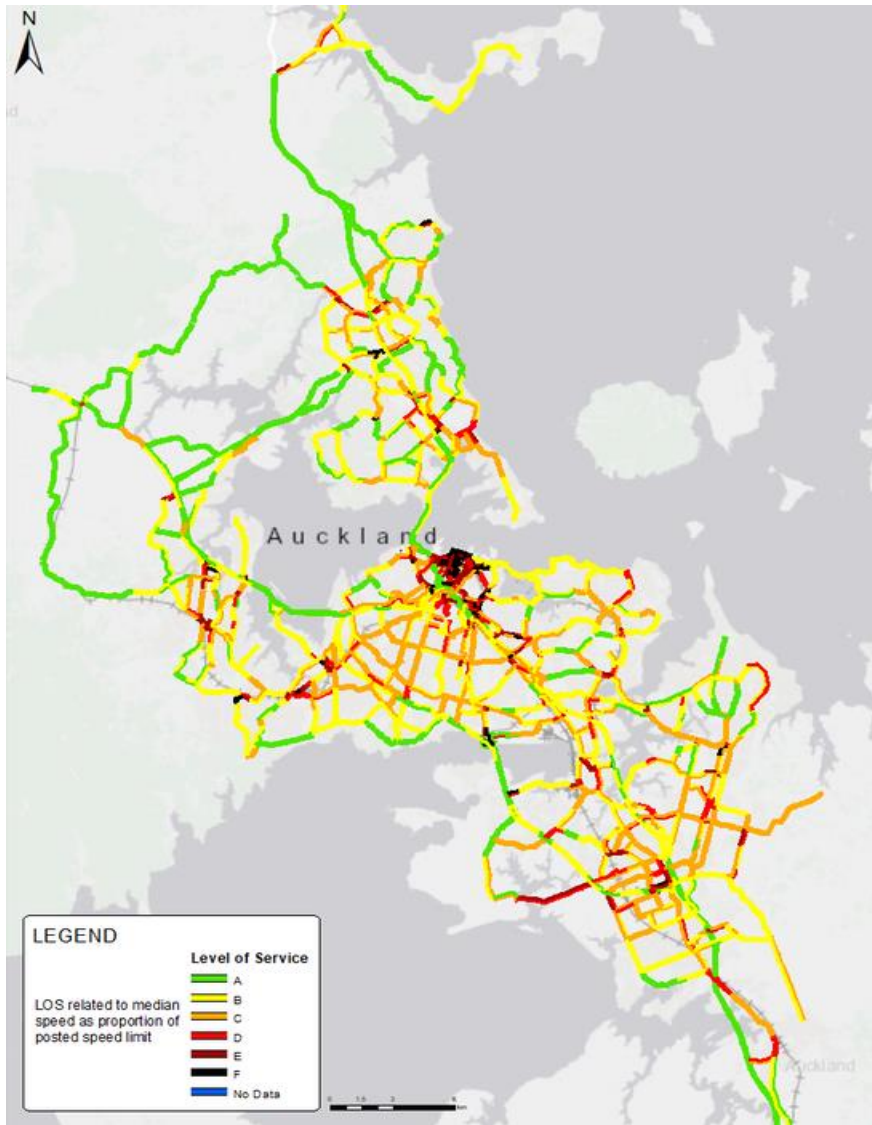
2.4.4 Congestion map AM peak



This map shows the typical level of service across the arterial and motorway networks during the AM peak hour (7.30–8.30) for March 2021. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.

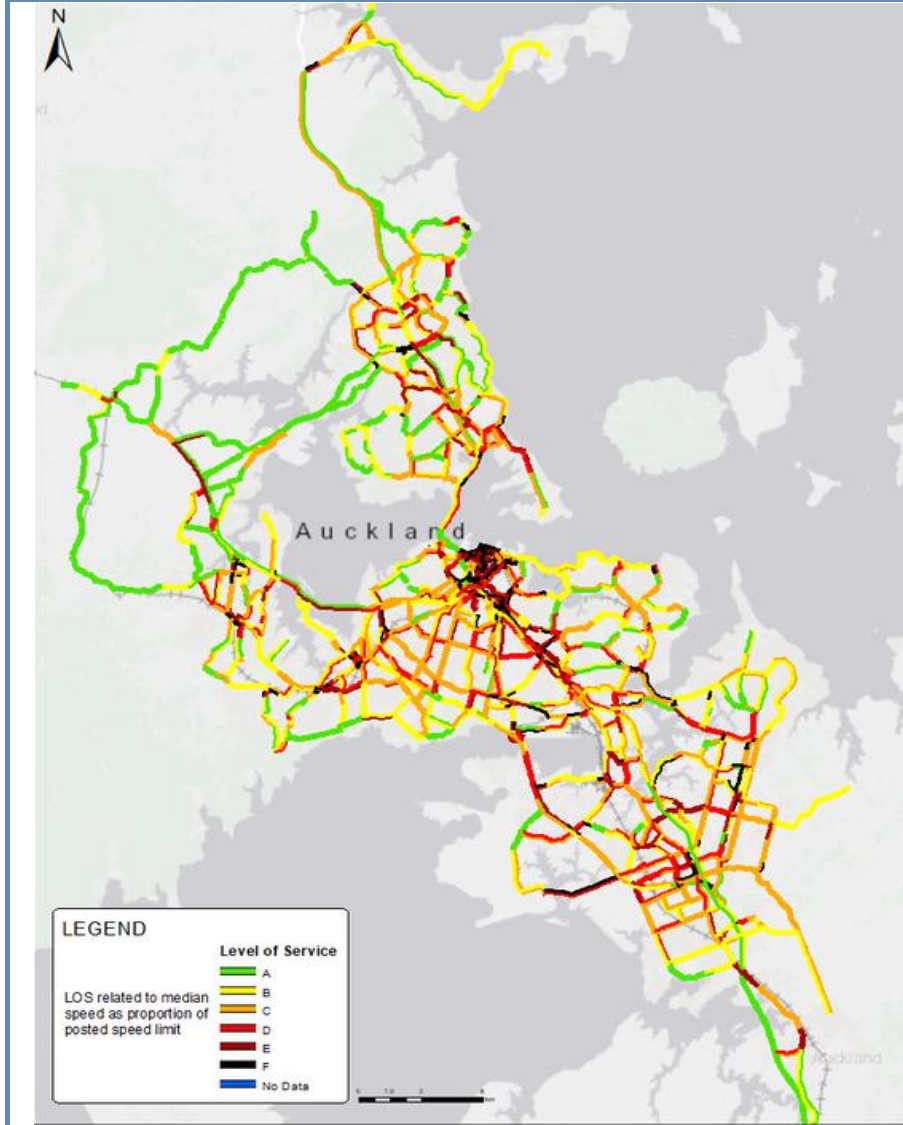
2.4 Better Connecting People, Places, Goods and Services

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 March 2021. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.

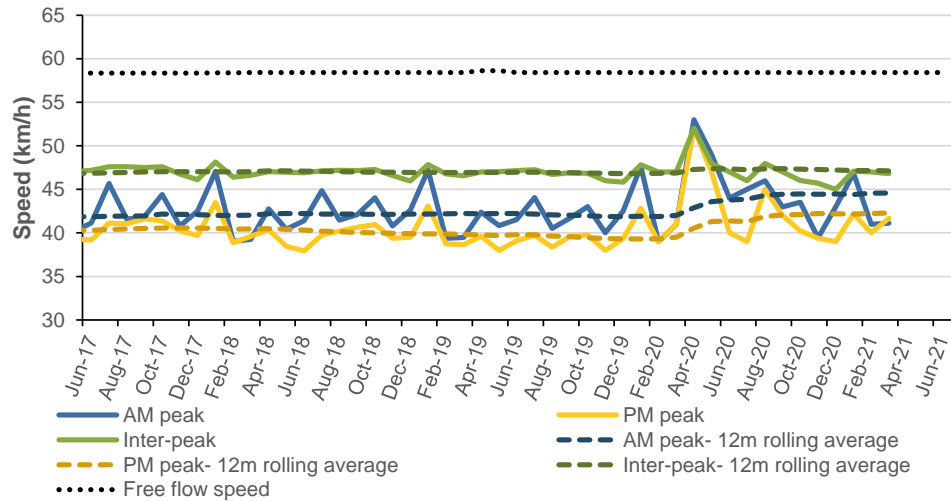
2.4.6 Congestion map PM peak



This map shows the typical level of service across the arterial and motorway networks during the PM peak hour (4.30–5.30) for March 2021. 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

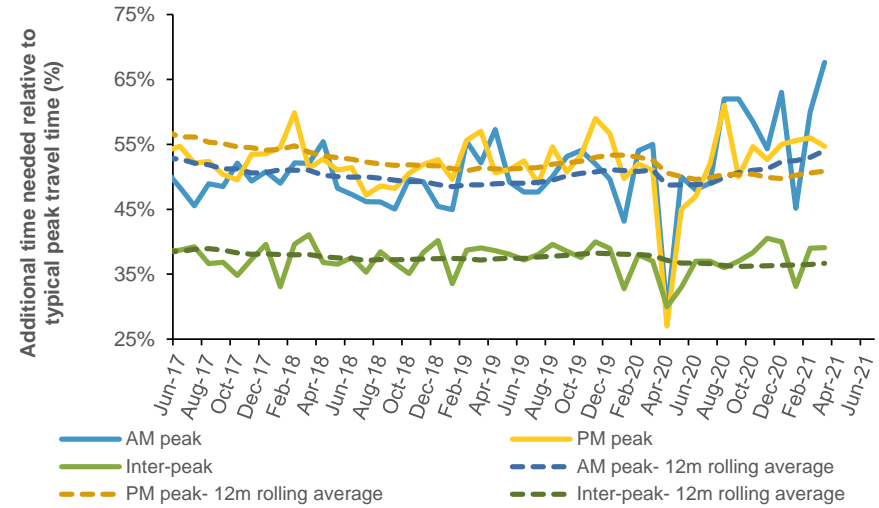
2.4.7 Median travel speed across arterial and motorway network



During March 2021, the median travel speed during the AM peak was 41 km/hr, the same as in February 2021 in March 2020. The 12 month rolling average was 44.6 km/hr, the same as for the 12 months to March 2020.

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 March 2021 AM peak, the 85th percentile travel time was 68% longer than the typical travel time. In the 12 months to March 2021, average AM peak reliability was 54%, three percentage points worse than the 12 months to March 2020. PM peak reliability for the 12 months to March 2021 was 51%, three percentage points better than the 12 months to March 2020.

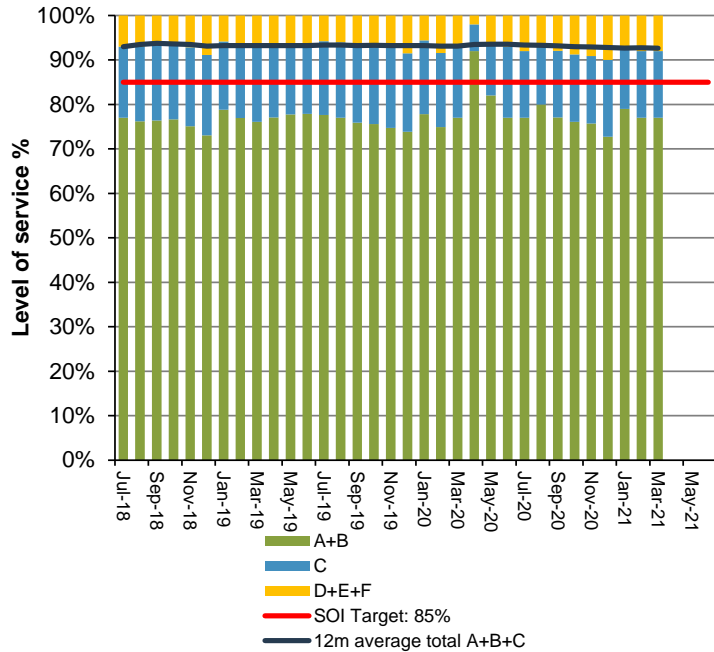
This figure shows the difference between the typical (median) and the 85th percentile travel time, on the combined arterial and motorway network, for the AM peak, inter-peak and PM peak. This is a measure of reliability.*

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 March 2021, 92% of the freight network operated at good levels of service (LOS A-C) during the interpeak, and was above the 85% threshold, as required.

The 12 month rolling average for the 12 months to March 2021 is 93%.

In terms of the arterial and Motorway components of the freight network, 84% and 98% respectively operated efficiently.

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.

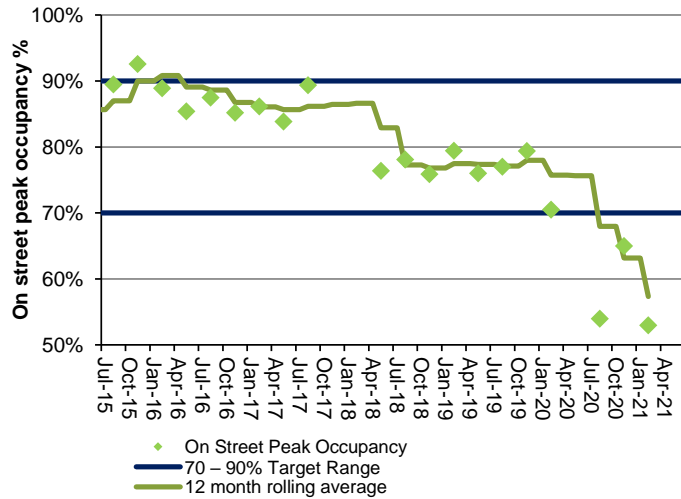
2.4.10 Map showing key freight routes



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.

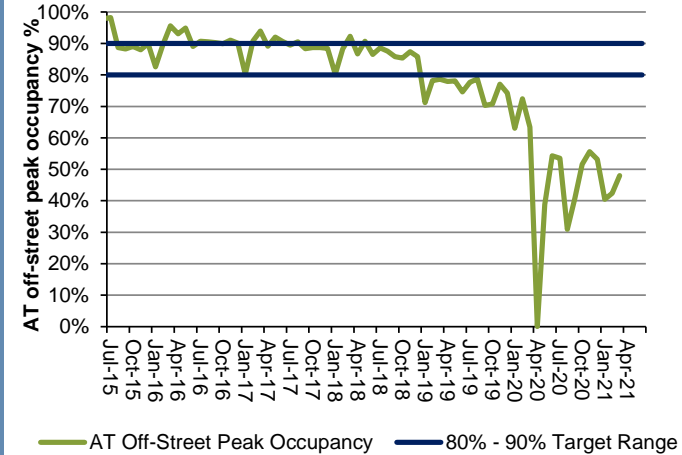
2.4 Better Connecting People, Places, Goods and Services

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



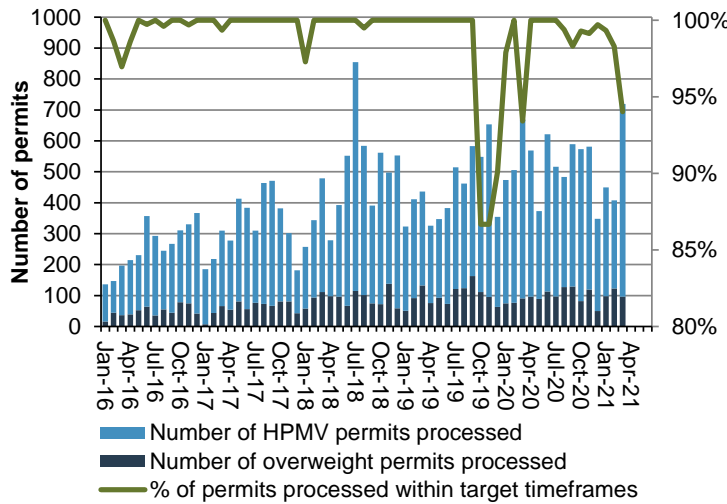
Non-reporting period.
Year to date occupancy for FY2020/2021 is 57.3%. This does not include data for the month of May, as paid parking was suspended during the first COVID lockdown.

2.4.12 Off-street parking occupancy rates



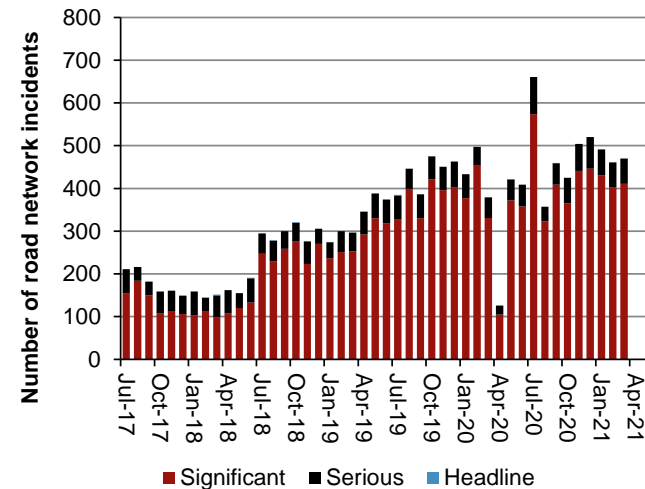
Target not met.
Occupancy for February 2021 was 42.4%. Year to date occupancy for FY2020/21 is 46%.
NOTE: Since September 2019, figures only represent the Civic Car Park, as the parks that recently upgraded to Licence Plate Recognition do not yet provide data.

2.4.13 Heavy vehicle permits processed



In March 2021, AT processed 96 Overweight and 623 HPMV permit applications respectively for a combined total of 719.
Of these 676 were processed, achieving 94.02% 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**



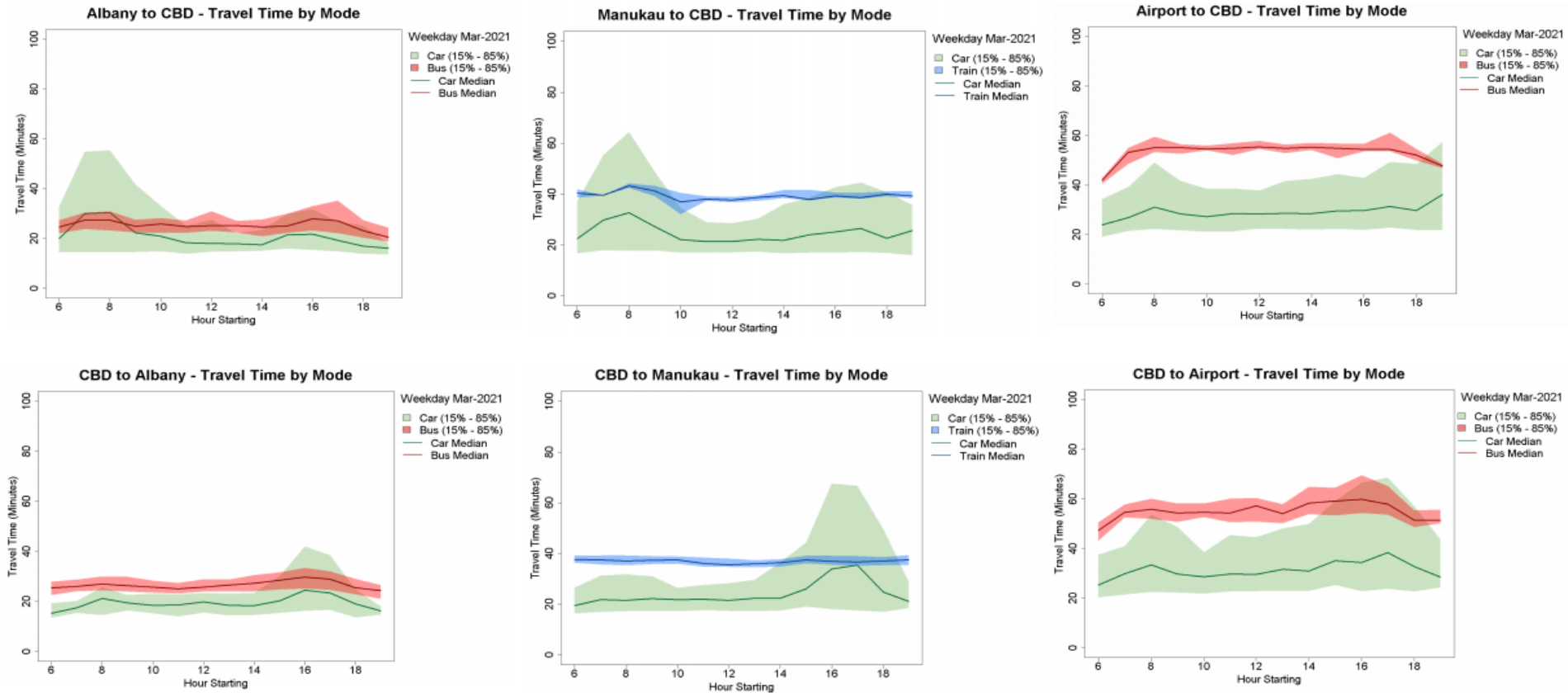
In March 2021, there were 59 incidents over the course of the month; ratio's of serious crashes and locations remain consistent. A slight elevation was noted in fire related incidents, however this is still within normal ranges and fluctuations.

* 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 Waka Kotahi'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.



The bus network had an average AM peak travel speed of 32 km/h in March 2021, 2km/h higher than March 2020 and similar to February 2021. The bus network reliability was 51% in March 2021 and therefore marginally exceeded the 50% maximum threshold.

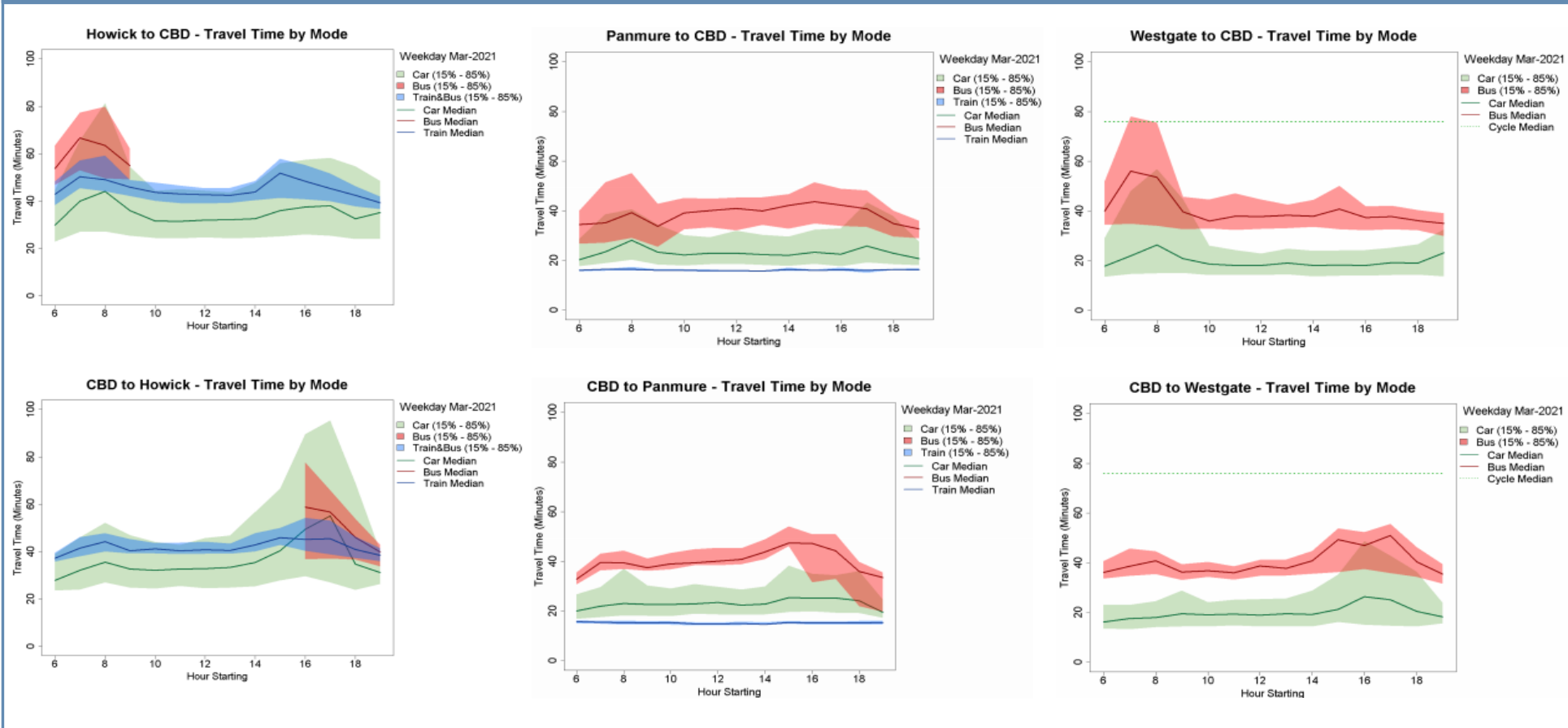
Train and NX travel (Rapid Transit Network) remained consistent throughout the day, and generally provided significant travel time savings for commuters during the peak periods. The NX had a travel time saving of approximately up to 30 minutes between Albany and CBD during the AM and PM peaks.

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



The bus network had an average AM peak travel speed of 32 km/h in March 2021, 2km/h higher than March 2020 and and similar to February 2021. The bus network reliability was 51% in March 2021 and therefore marginally exceeded the 50% maximum threshold.

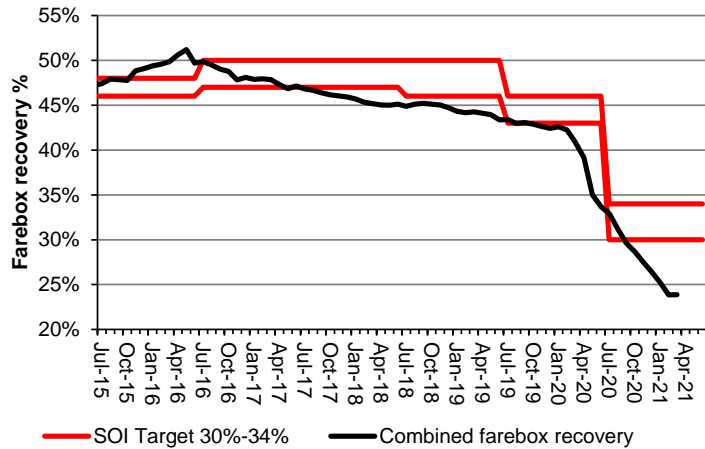
Train and NX travel (Rapid Transit Network) remained consistent throughout the day, and generally provided significant travel time savings for commuters during the peak periods. The NX had a travel time saving of approximately up to 30 minutes between Albany and CBD during the AM and PM peaks.

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.

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

2.5.1 PT farebox recovery*

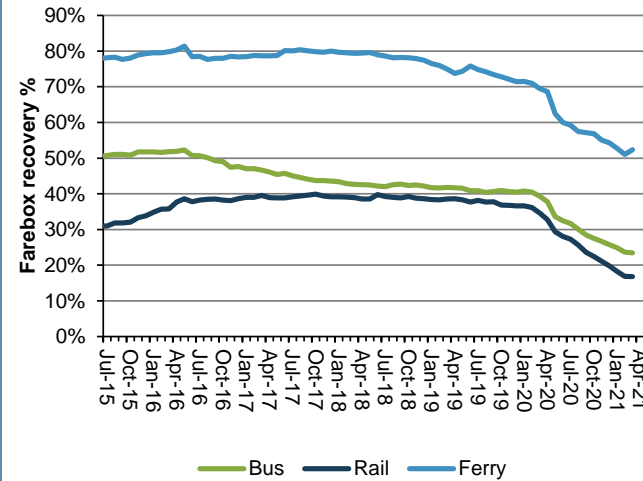


Below Target.

Total PT farebox recovery ratio in March 2021 was 23.87%, compared with 39.30% in March 2020.

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

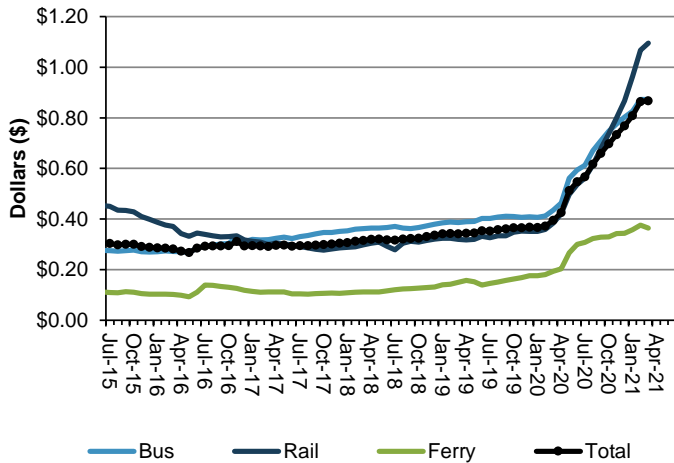
2.5.2 PT farebox recovery (by mode)



The farebox recovery ratios for March 2021 (and comparable 2019 results) were:

- Bus: 23.45% (39.30%)
- Rail: 16.81% (34.61%)
- Ferry: 52.37% (69.53%)

2.5.3 PT subsidy per passenger kilometre

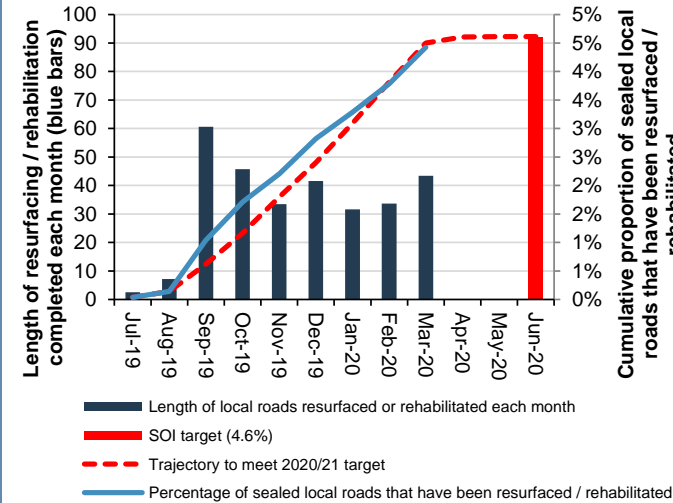


The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The results for March 2021 (and comparable 2019 results) were:

- Bus \$0.872 (\$0.435)
- Rail \$1.095 (\$0.384)
- Ferry \$0.365 (\$0.194)
- Total \$0.867 (\$0.395)

2.5.4 Percentage of the sealed road network that is resurfaced



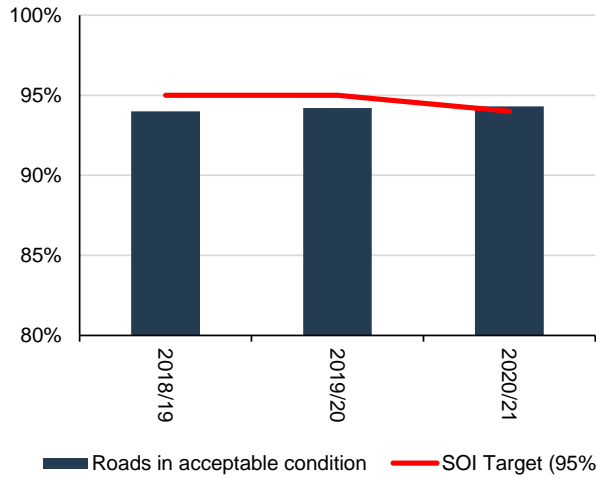
Meeting the monthly trajectory.

In March 2021 AT completed 43.4 km of resurfacing and rehabilitation.

This financial year to date, 299.8 km of local roads were resurfaced, or 95.9% of the 2020/21 target, and 4.4% of Auckland's local roads.

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

2.5.5 Proportion of road assets in acceptable condition

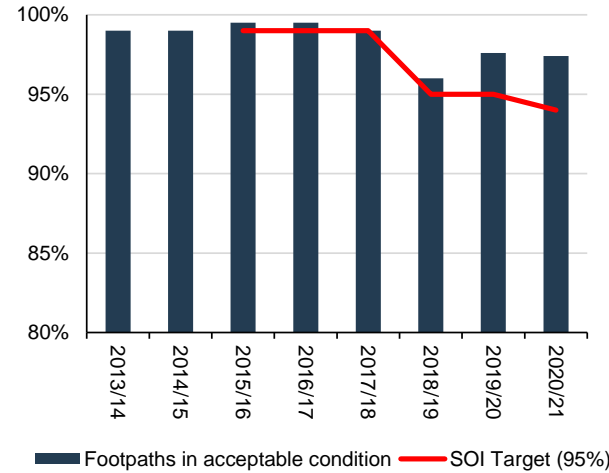


Target met

The 2020/21 result for the percentage of road assets in acceptable conditions was 94.3%. This is 0.3 percentage points above the SOI target (94%).

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

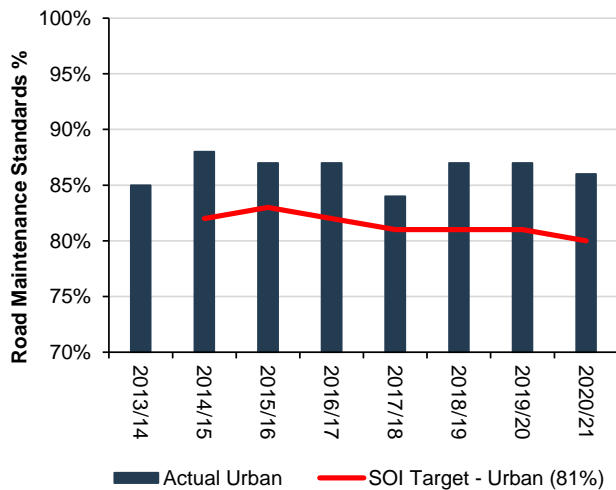


Target exceeded

The 2020/21 result for the percentage of footpaths in acceptable condition was 97.4%. This is 24 percentage points above the SOI target (95%).

The lower target and result starting 2018/19 is due to a change in methodology and a reassessment of the definition of acceptable condition.

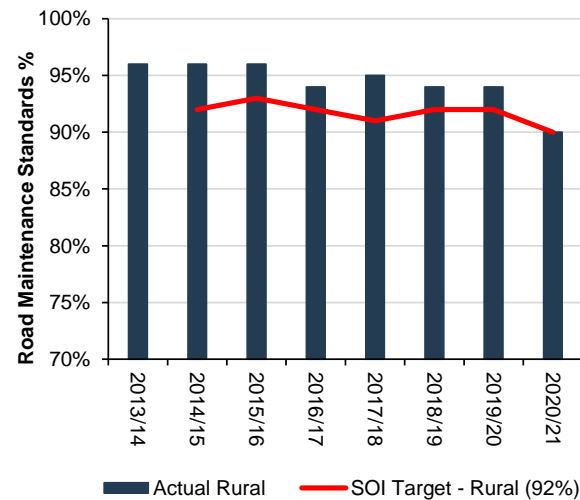
2.5.7 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads



Target exceeded

The 2020/21 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads was 86%, exceeding the target and 1 percentage point lower than last year's result.

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

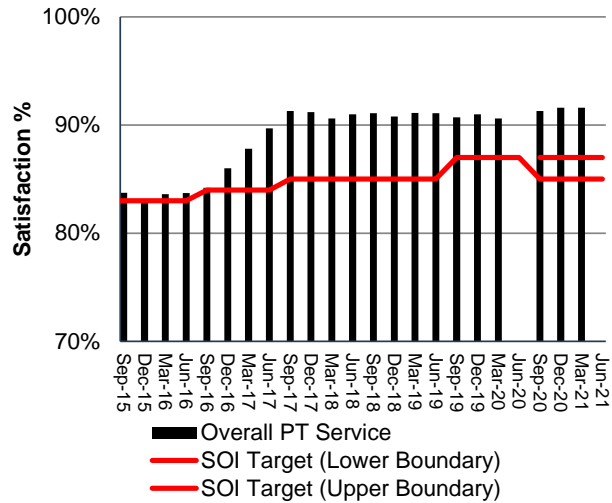


Target met

The 2020/21 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all rural roads was 90%, equal to the target and 4 percentage points lower than last year's result.

2.6 Provide an Excellent Customer Experience for all Services and Customers

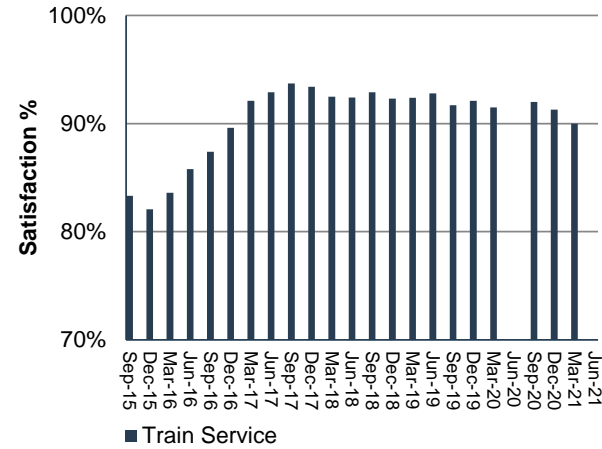
2.6.1 Percentage of public transport passengers satisfied with their public transport service



Although the March result of 92% is exceeding the target. It should be noted that interviews took place outside of COVID lockdowns and periods of KiwiRail track maintenance.

Satisfaction is measured quarterly through face to face interviews and reported as a 12 month rolling average. The result indicates the percentage of travellers rating their current journey with a score above 6 out of 10.

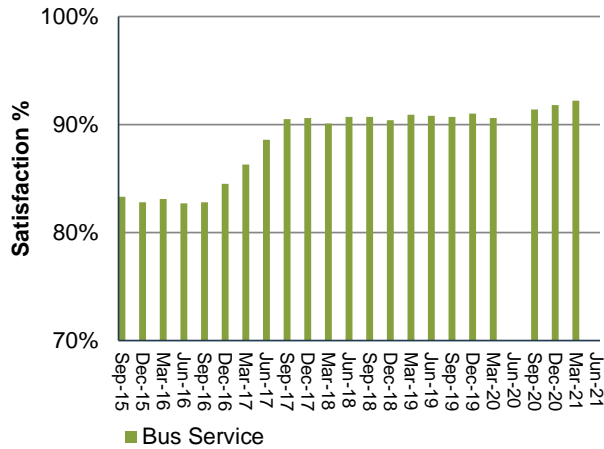
2.6.2 Percentage of passengers satisfied with their train service



In March 2021, satisfaction with train services (90%) was one percentage point below the December 2020 result (91%).

Satisfaction was two percentage points above the March 2020 result.

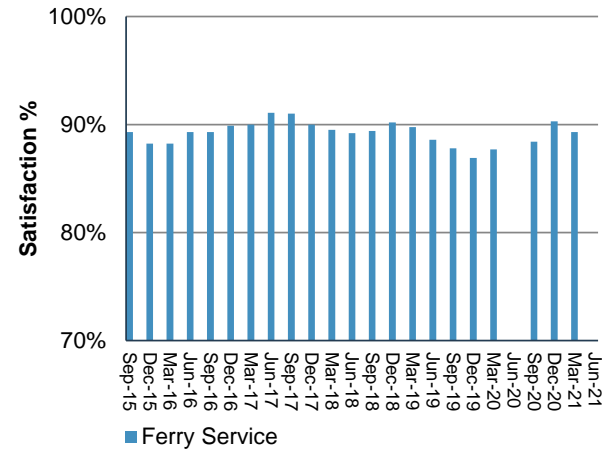
2.6.3 Percentage of passengers satisfied with their bus service



In March 2021, satisfaction with bus services (92%) was equal to the December 2020 result (92%).

Satisfaction was one percentage point above the March 2020 result.

2.6.4 Percentage of passengers satisfied with their ferry service

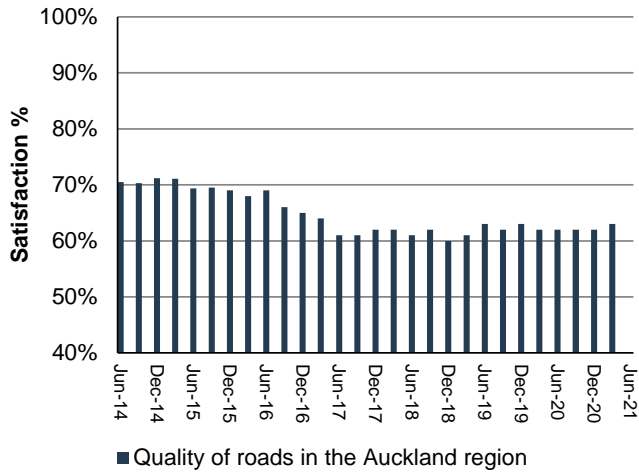


In March 2021, satisfaction with ferry services (89%) was one percentage point below the December 2020 result (90%).

Satisfaction was one percentage points above the March 2020 result.

2.6 Provide an Excellent Customer Experience for all Services and Customers

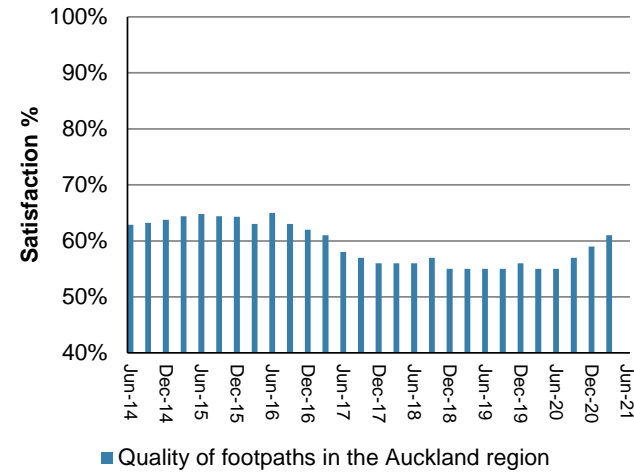
2.6.5 Percentage of residents satisfied with the quality of roads in the Auckland region



In March 2021, satisfaction with the quality of roads in Auckland was 63%, one percentage point higher than the December 2020 result (62%).

Satisfaction was one percentage point above the March 2020 result.

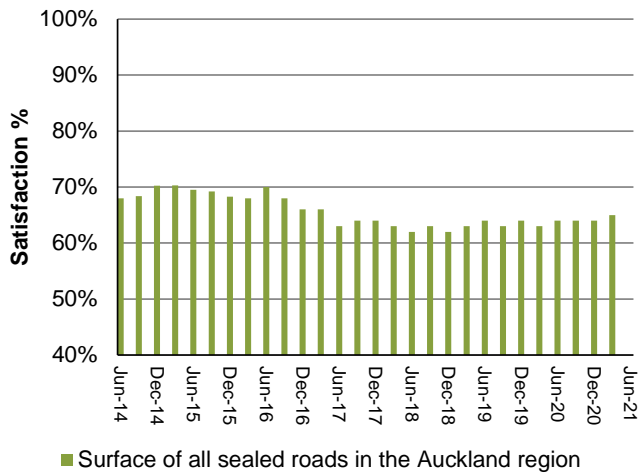
2.6.6 Percentage of residents satisfied with the quality of footpaths in the Auckland region



In March 2021, satisfaction with the quality of footpaths in Auckland was 61%, 2 percentage points above the December 2020 result (59%).

Satisfaction was six percentage points above the March 2020 result.

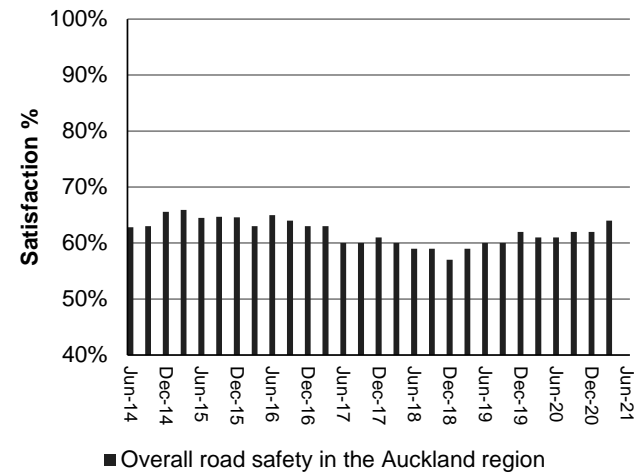
2.6.7 Percentage of residents satisfied with the surface of all sealed roads in Auckland region



In March 2021, satisfaction with the surface of all sealed roads in Auckland was 65%, one percentage point higher than the December 2020 result (64%).

Satisfaction was two percentage points higher than the March 2020 result.

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

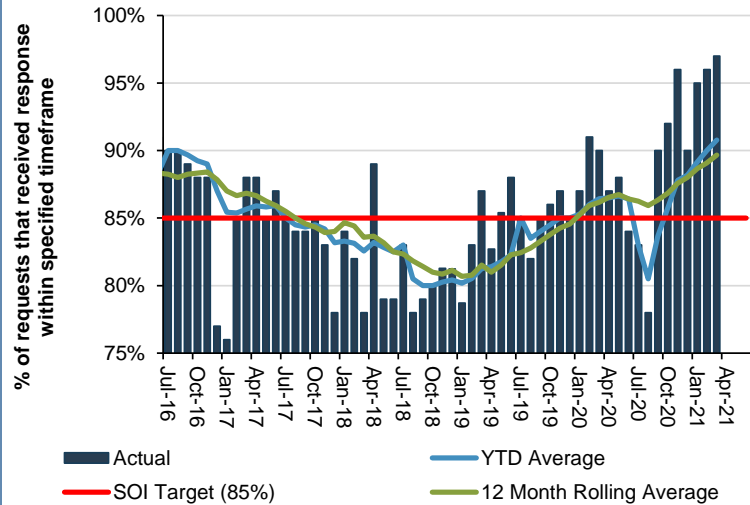


In March 2021, satisfaction with road safety in Auckland was 64%, two percentage points higher than the December 2020 result (62%).

Satisfaction was three percentage points higher than the March 2020 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



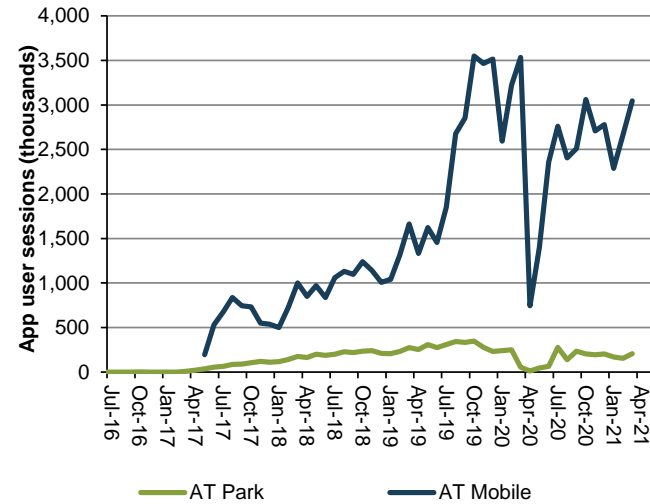
On track to exceed target.

12 month rolling average: 90% (SOI target 85%)

The March 2021 result (97%) is 1 percentage point better than February 2021.

This data relates to jobs dispatched to our maintenance contractors by the call centre.

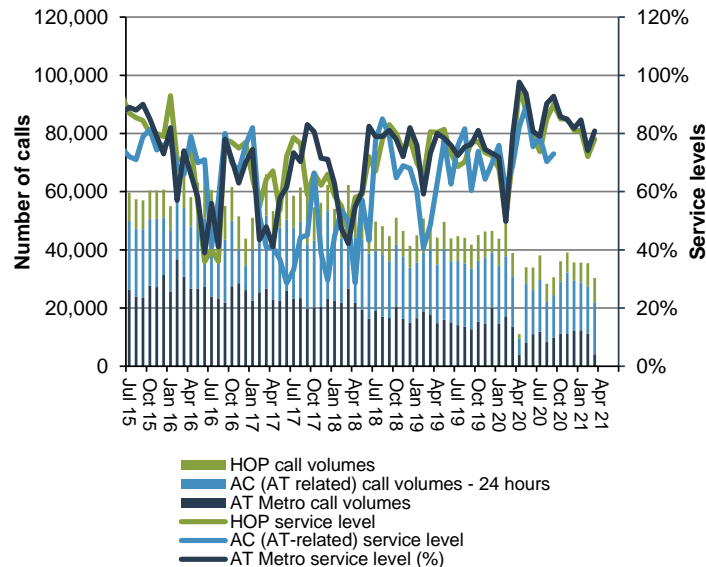
2.6.10 AT app user sessions



AT Mobile
App user sessions Increased by 14% in March 2021 compared with February 2021, and decreased by 14% compared with March 2020.

AT Park
App user sessions decreased by 33% in March 2021 compared with February 2021, and increased by 271% compared to March 2020.

2.6.11 Call centre incoming calls and service levels

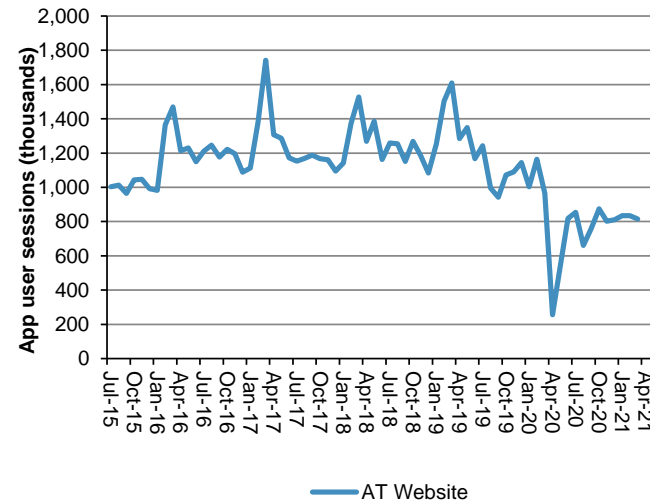


In March 2021 AT HOP Call volumes increased by 4% compared with February 2021, and 3% compared to March 2020. The service level was 6 percentage points higher than last month.

Auckland Council call volumes have increased by 11% compared to February 2021, and 4% compared to the same month last year.

AT Metro Call Centre volumes decreased by 64% on February 2021, and decreased by 70% since March 2020. The service level increased by percentage points on last month.

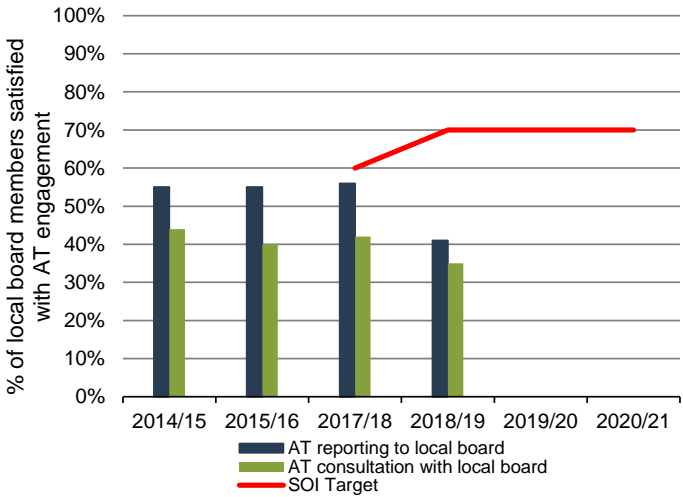
2.6.12 AT Website Visits



Visits to the Auckland Transport website totalled 815,815 in March 2021, an decrease of 2% compared with February 2021, and a decrease of 15% compared with March 2020.

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.