

# Monthly Transport Indicators – May 2021

For decision:

For noting:

## Te tūhunga / Recommendation

That the Auckland Transport Board (board):

- a) Receive this report.

## Te whakarāpopototanga matua / Executive summary

1. The 2020/21 Monthly Indicators Report for May 2021 shows performance against the Statement of Intent (SOI) measures and other indicators.
2. Public transport (PT) boardings were 18 per cent above the target for May, and up 122 per cent on April. The 12-month rolling total of 63.2 million is 25.9 per cent below last year's result, and 4.3 per cent above the target trajectory, meaning we expect to exceed the end of year (EOY) target.
3. Cycle counts past selected count sites continue to show the impact from the COVID-19 pandemic (COVID-19). The 12-month rolling total to May 2021 was 3.50 million. This is 4.8 per cent below last year's count, and 11.0 per cent below the SOI target trajectory.
4. Although total local road deaths and serious injuries have decreased by 19% for the 12 months to February 2021, it should be noted that the deaths component has increased by 20% on February 2020.
5. Other indicators relating to safety, network operation, assets, and customer satisfaction are all on track to meet or exceed the target.

## Ngā tuhinga ō mua / Previous deliberations

6. There are no previous deliberations.

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

7. The attached Monthly Indicators Report provides an overview of Auckland Transport's (AT's) performance against its SOI performance measures for May 2021. 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.
8. 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

9. For the 12 months to the end of February 2021, local roads deaths and serious injuries decreased by 19 per cent, to 448. This is 3.8% better than the trajectory to meet the EOY target.
10. Despite this reduction, local road deaths have increased by 20 per cent (from 30 last year to 36 this year). Local road serious injuries decreased by 21 per cent in the past year (from 522 to 412).

### PT

11. Overall PT use totalled 63.2 million boardings for the 12 months to May 2021, a decrease of 25.9 per cent on the 12 months to May 2020. Total patronage is on track to exceed the EOY target of 60.6 million, with boardings being 4.3 per cent above this month's trajectory target.
  - Rail boardings totalled 11.0 million for the year to May 2021, a decrease of 38.9 per cent, or 7.0 million boardings, on the 12 months to May 2020.
  - Bus boardings totalled 47.9 million for the 12 months to May 2021, a decrease of 22.7 per cent, or 14.1 million boardings, on the 12 months to May 2020.
  - Ferry boardings totalled 4.2 million for the 12 months to May 2021, a decrease of 17.3 per cent, or 0.9 million boardings, on the 12 months to May 2020.
12. Rapid and frequent transport boardings for the 12 months to May 2021 decreased at a faster rate (33.1%) than overall patronage (25.9%). Recovery on the rapid and frequent network has been slower than overall recovery, likely due to factors such as increased working from home by those working in the city centre, an area largely serviced by rapid and frequent services. This slow recovery has been exacerbated by rail disruptions.
13. Year to date PT punctuality was 97.4 per cent, meeting the SOI target of 95.5 per cent.

14. The total PT farebox recovery ratio was 28.6 per cent in May 2020, just below the target range of 30 to 34 per cent. Reduced patronage due to COVID-19 and subsequent KiwiRail works have significantly impacted the performance against this indicator.

### **Cycling**

15. No further cycleways have been delivered in May. This year's total of completed cycleways is 5.55 kms, exceeding the EOY target of 5 kms.
16. Cycle movements for the 12 months to May 2021 totalled 3.50 million, a decrease of 4.8 per cent on the 12 months to May 2020. The year to date count of 3,238,994 is 11.0 per cent below the projected trajectory to meet the SOI target of 3.826 million. Increased working from home has had a continued impact on this measure.

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

17. The rolling average AM peak arterial productivity was 31,640 for the 12 months to May 2021, exceeding the SOI target of 25,000. May productivity was 30,193, 6 percent below the May 2020 result. This is mainly due poor network performance compounded by a low PT share. Productivity is measured as the product of the number of people in cars and buses and their average speed, per hour, per lane.
18. The average proportion of the freight network operating efficiently during the inter-peak was 93 per cent for the 12 months to May 2021, exceeding the SOI target of 85 per cent.

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

19. This year to date, 318.3 km, or 4.7 per cent, of the local road network was resurfaced/rehabilitated. This meets the trajectory to meet the end of Financial Year target of 4.6 per cent, which equates to 312.5 km.
20. The percentage of customer service requests relating to roads and footpaths that receive a response within AT's specified times was 98 per cent in May 2021. The 12-month rolling average to September 2020 is 91 per cent, exceeding the SOI target of 85 per cent.

## Summary of performance against SOI Measures

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

Strategic Transport Priorities	Target exceeded	Target met	Target not met	Not reported	Total
Making Auckland's Transport System Safe by eliminating harm	2	0	0	0	2
Improving the Resilience and Sustainability of the Transport System	0	0	0	3	3
Better Travel Choice for Aucklanders	2	1	3	2	8
Better Connecting People, Places, Goods and Services	2	0	0	0	2
Our operating model is agile, financially sustainable, and delivers economic benefits	2	3	1	0	6
Provide an Excellent Customer Experience for all Services and Customers	2	0	0	0	2
Collaborative Partnering with our Funders, Partners, Mana Whenua, Stakeholders and Customers	0	0	0	2	2
<b>Total</b>	<b>10</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>25</b>

## Ngā tūraru matua / Key risks and mitigations

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

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

23. 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

24. 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**

25. 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**

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



## **Ā muri ake nei / Next steps**

27. The June Monthly Indicators Report will be submitted to the board in August 2021.

## **Te whakapiringa / Attachment**

Attachment number	Description
1	Auckland Transport Monthly Indicators Report 2020/21 – May 2021

## Te pou whenua tuhinga / Document ownership

Submitted by	Hamish Bunn <b>Group Manager, Integrated Network Planning, Policy &amp; Sustainability</b>	
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Approved for submission	Shane Ellison <b>Chief Executive</b>	