

Auckland Transport Monthly Indicators Report 2020/21

September 2020



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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: 467 | 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: 69,703,630 | Page 9 |
| | Total rail boardings | 12.7 Million | ● | ● | ● | | | | | | | | | | 12 Month rolling total: 14,385,452 | 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: 98.2% | 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: 3,709,596 | 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: 32,396 | 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% | ● | ● | ● | | | | | | | | | | September Result: 29.61% | 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: 70.3 km (0.1% 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% | | | ● | | | | | | | | | | 91.3% (measured prior to second lockdown) | 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: 86.3% | 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

| | September - 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: | 3,490,957 | ↓ -45.7% | 3,881,000 | ↓ -10.1% | 10,741,017 | ↓ -45.7% | 7,272,000 | ↑ 47.7% | 44,100,000 | 55,500,000 |
| 2. Train (Rapid) Total: | 707,364 | ↓ -61.4% | 1,030,000 | ↓ -31.3% | 2,666,350 | ↓ -53.4% | 2,060,000 | ↑ 29.4% | 12,700,000 | 12,700,000 |
| 3. Ferry (Connector Local) Total: | 303,488 | ↓ -28.8% | 332,500 | ↓ -8.7% | 808,478 | ↓ -37.3% | 639,540 | ↑ 26.4% | 3,800,000 | 4,250,000 |
| Total Patronage | 4,501,809 | ↓ -48.2% | 5,243,500 | ↓ -14.1% | 14,215,845 | ↓ -47.0% | 9,971,540 | ↑ 42.6% | 60,600,000 | 72,450,000 |
| Rapid and Frequent | 1,818,798 | ↓ -58.4% | 2,700,000 | ↓ -32.6% | 6,333,899 | ↓ -39.4% | 5,100,000 | ↑ 24.2% | 31,000,000 | 35,000,000 |

| | September - 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 | Normalis ed % Change Prev Fin YTD |
| 1. Bus Total: | 3,482,643 | 6,367,335 | -2,884,692 | -45.3% | -46.0% | 49,805,452 | -5.5% | -23,461,225 | -32.0% | 10,713,433 | -8,869,223 | -45.3% | -45.1% |
| - Busway (Rapid) Bus | 304,615 | 675,566 | -370,951 | -54.9% | | 5,175,666 | -6.7% | -2,628,272 | -33.7% | 1,055,547 | -1,085,534 | -50.7% | |
| - Frequent Bus | 806,816 | 1,859,570 | -1,052,754 | -56.6% | | 12,696,030 | -7.7% | -8,553,121 | -40.3% | 2,611,992 | -3,306,456 | -55.9% | |
| - Connector Local Targeted Bus | 2,371,212 | 3,832,199 | -1,460,987 | -38.1% | | 31,933,756 | -4.4% | -12,279,832 | -27.8% | 7,045,894 | -4,477,233 | -38.9% | |
| 2. Train (Rapid) Total: | 707,364 | 1,826,207 | -1,118,843 | -61.3% | -62.2% | 14,159,672 | -7.3% | -7,109,379 | -33.4% | 2,650,852 | -3,027,288 | -53.3% | -53.3% |
| - Western | 283,458 | 644,102 | -360,644 | -56.0% | | 4,999,920 | -6.7% | -2,309,926 | -31.6% | 921,946 | -1,054,044 | -53.3% | |
| - Eastern | 130,107 | 511,432 | -381,325 | -74.6% | | 3,898,958 | -8.9% | -2,349,317 | -37.6% | 668,201 | -961,442 | -59.0% | |
| - Onehunga | 31,600 | 99,686 | -68,086 | -68.3% | | 787,596 | -8.0% | -357,673 | -31.2% | 142,550 | -162,685 | -53.3% | |
| - Southern | 245,270 | 529,249 | -283,979 | -53.7% | | 4,146,772 | -6.4% | -1,899,864 | -31.4% | 853,092 | -781,636 | -47.8% | |
| - Pukekohe | 16,929 | 41,739 | -24,809 | -59.4% | | 326,426 | -7.1% | -192,599 | -37.1% | 65,063 | -67,481 | -50.9% | |
| 3. Ferry (Frequent & Connector Local) Total: | 77,474 | 117,008 | -39,534 | -33.8% | -36.3% | 1,024,666 | -3.7% | -481,498 | -32.0% | 211,170 | -161,647 | -43.4% | -43.4% |
| - Contract | 77,474 | 117,008 | -39,534 | -33.8% | | 1,024,666 | -3.7% | -481,498 | -32.0% | 211,170 | -161,647 | -43.4% | |
| Patronage (Excl Exempt Serv/Spl Evt) | 4,267,481 | 8,310,550 | -4,043,069 | -48.6% | -49.4% | 64,989,790 | -5.9% | -31,052,102 | -32.3% | 13,575,455 | -12,058,158 | -47.0% | -46.9% |

| | | | | | | | | | | | | | |
|--|---------|---------|----------|--------|--|-----------|--------|------------|--------|---------|----------|--------|--|
| Exempt Services | 234,328 | 376,506 | -142,178 | -37.8% | | 3,946,873 | -3.5% | -1,716,473 | -30.3% | 623,921 | -487,099 | -43.8% | |
| - Exempt Services - Bus | 8,314 | 67,559 | -59,245 | -87.7% | | 469,351 | -11.2% | -431,382 | -47.9% | 26,613 | -168,161 | -86.3% | |
| - Exempt Services - Ferry | 226,014 | 308,947 | -82,933 | -26.8% | | 3,477,522 | -2.3% | -1,285,091 | -27.0% | 597,308 | -318,938 | -34.8% | |
| Special Events | 0 | 8,630 | -8,630 | | | 766,967 | -1.1% | 74,695 | 10.8% | 16,469 | -41,348 | -71.5% | |
| - Special Events - Bus | 0 | 0 | 0 | | | 541,187 | 0.0% | 142,343 | 35.7% | 971 | -9,789 | -91.0% | |
| - Special Events - Rail | 0 | 8,630 | -8,630 | | | 225,780 | -3.7% | -67,648 | -23.1% | 15,498 | -31,559 | -67.1% | |
| Total Patronage (Exempt Serv/Spl Evt) | 234,328 | 385,136 | -150,808 | -39.2% | | 4,713,840 | -3.1% | -1,641,778 | -25.8% | 640,390 | -528,447 | -45.2% | |

| | | | | | | | | | | | | | |
|--------------------------|-----------|-----------|------------|--------|--|------------|-------|-------------|--------|------------|-------------|--------|--|
| Rapid & Frequent | 1,818,798 | 4,372,447 | -2,553,649 | -58.4% | | 32,272,957 | -7.3% | -18,371,186 | -36.3% | 6,333,899 | -7,458,226 | -54.1% | |
| Connector Local Targeted | 2,683,011 | 4,323,239 | -1,640,228 | -37.9% | | 37,430,673 | -4.2% | -14,322,694 | -27.7% | 7,881,946 | -5,128,379 | -39.4% | |
| Total Patronage | 4,501,809 | 8,695,686 | -4,193,877 | -48.2% | | 69,703,630 | -5.7% | -32,693,879 | -31.9% | 14,215,845 | -12,586,605 | -47.0% | |

| | | | | | | | | | | | | | |
|------------------------|-----------|-----------|------------|--------|--------|------------|-------|-------------|--------|------------|-------------|--------|--------|
| Bus | 3,490,957 | 6,434,894 | -2,943,937 | -45.7% | -46.4% | 50,815,990 | -5.5% | -23,750,264 | -31.9% | 10,741,017 | -9,047,173 | -45.7% | -45.6% |
| Rail | 707,364 | 1,834,837 | -1,127,473 | -61.4% | -62.4% | 14,385,452 | -7.3% | -7,177,027 | -33.3% | 2,666,350 | -3,058,847 | -53.4% | -53.4% |
| Ferry | 303,488 | 425,955 | -122,467 | -28.8% | -29.5% | 4,502,188 | -2.6% | -1,766,588 | -28.2% | 808,478 | -480,585 | -37.3% | -37.3% |
| Total Patronage | 4,501,809 | 8,695,686 | -4,193,877 | -48.2% | -49.0% | 69,703,630 | -5.7% | -32,693,879 | -31.9% | 14,215,845 | -12,586,605 | -47.0% | -46.8% |

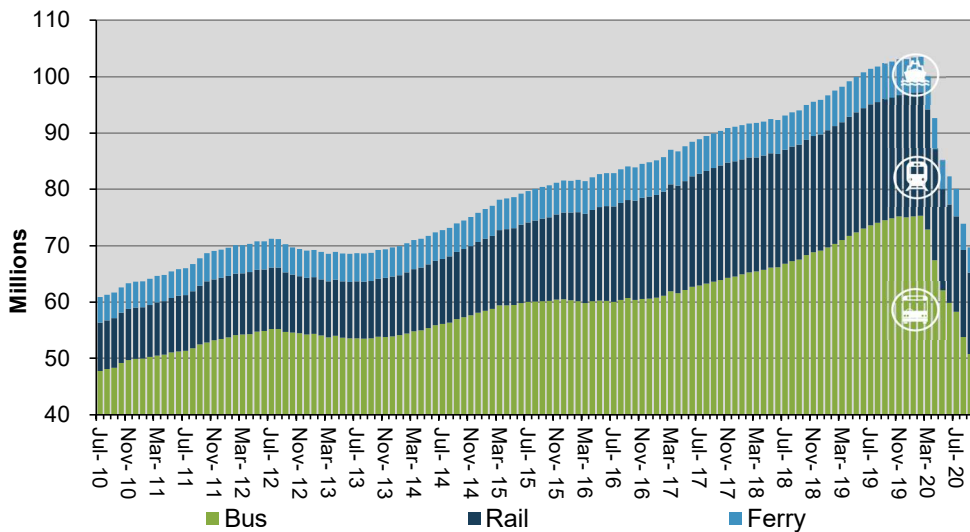
Note 1:- Rapid calculation for busway amend from, NEX route plus Busway (4 locations – Akoranga, Smales, Sunnynook, Constellation) Inbound Boardings & Outbound alighting to being all routes Inbound from Albany to Fanshawe St & Outbound Akoranga to Albany in line with New Network North.

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.

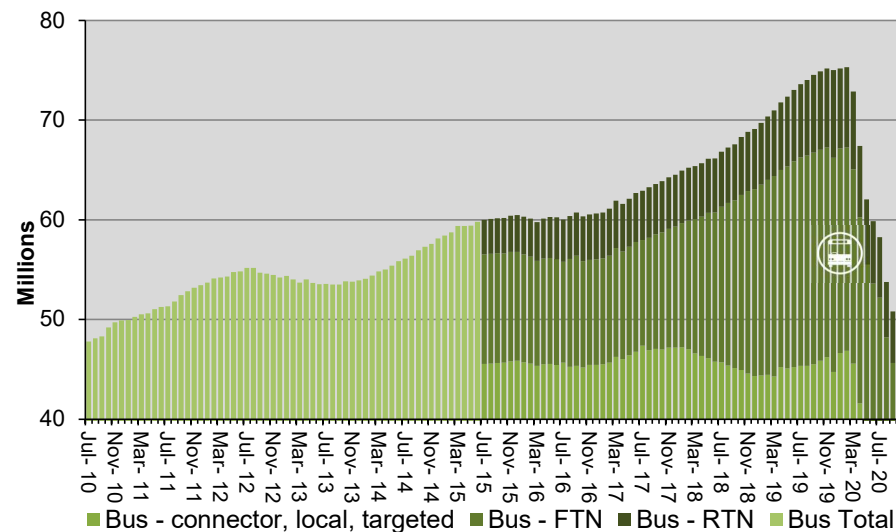
Note 3:- September YTD normalised adjusted allowing for special event patronage, with the same business day and the same weekend/Public Holidays, two less school term days and the same tertiary term days.

1.2 AT Metro Boardings breakdown

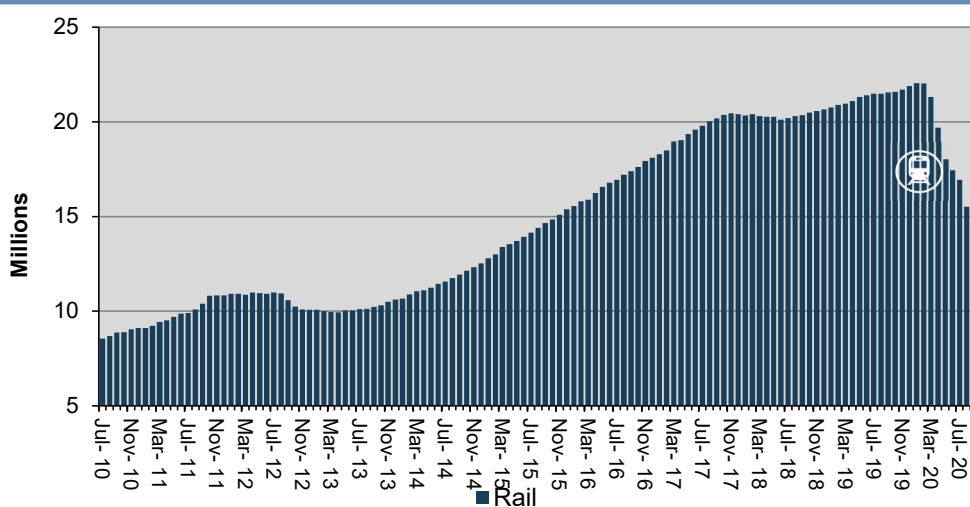
1.2.1 Total Patronage (12 month rolling total)



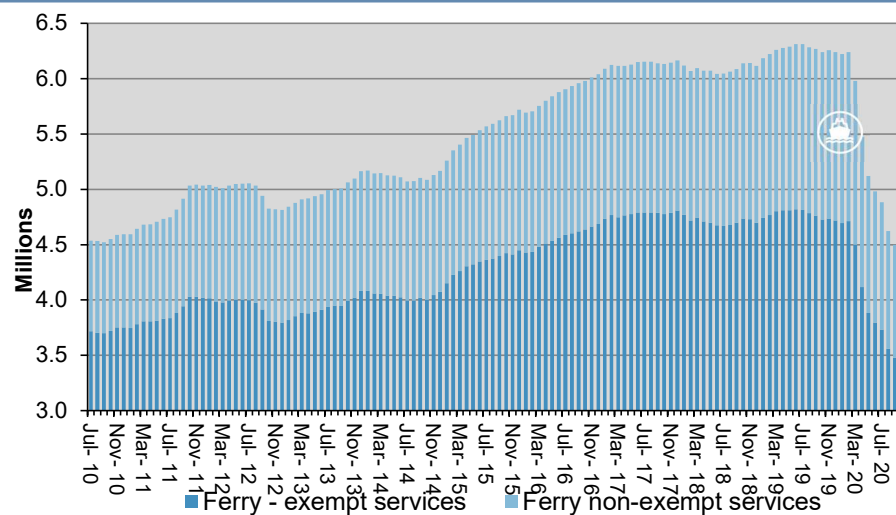
1.2.2 Bus Patronage (12 month rolling total)



1.2.3 Train Patronage (12 month rolling total)

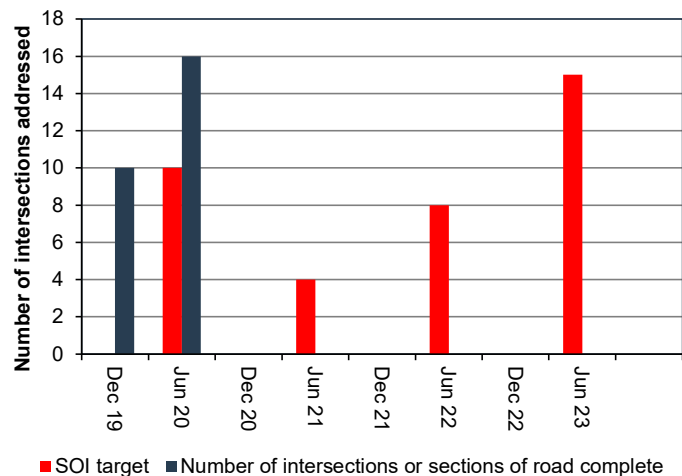


1.2.4 Ferry Patronage (12 month rolling total)



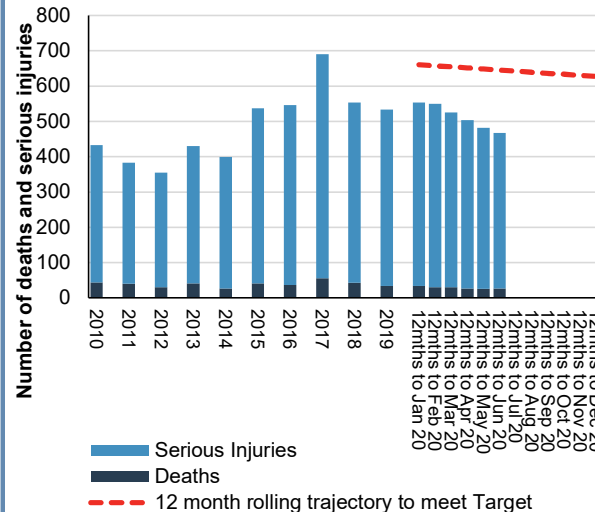
2.1 Making Auckland's Transport System Safe

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.

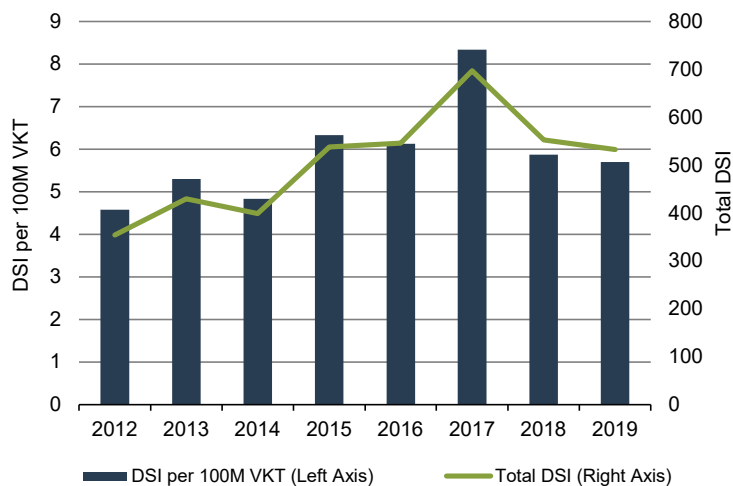
2.1.2 Change from the previous financial year in the number of fatalities and serious injury crashes on the local road network



On Target
The Local Road DSI target for the 2020 calendar year is 627.
The 12month rolling total to end of June 2020 was 467, 28% lower than the monthly target of 645 and 12% lower than the 528 DSI for 12 months to June 2019.
For the 12 months rolling to the end of June 2020, Local Road deaths have decreased by 42% (from 45 to 26) and Local Road serious injuries increased by 10% (from 488 to 441).

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

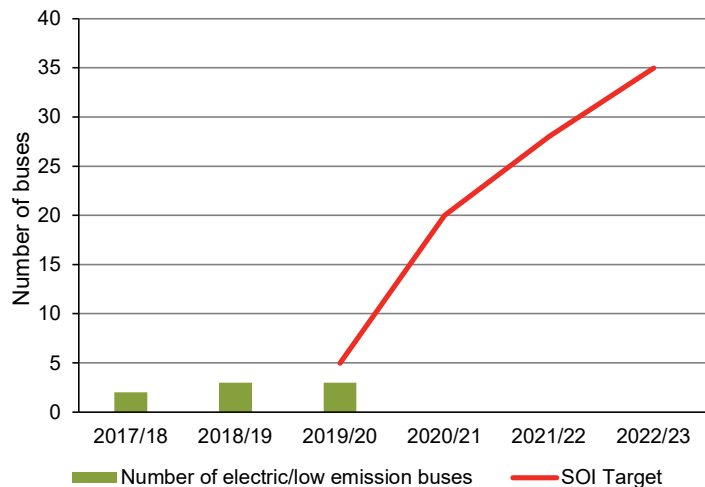


The Local Road DSI per 100 million VKT on local roads for the 2019 calendar year was 5.7. This is 0.2 less than in 2018.

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

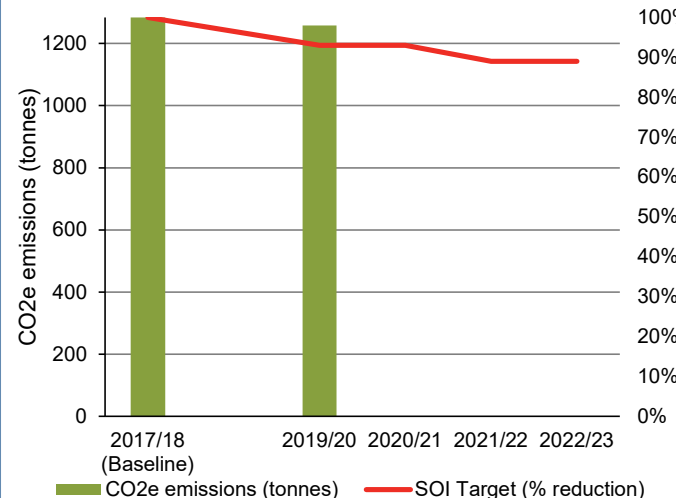
2.2.1 Number of buses in the Auckland bus fleet classified as low emission



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

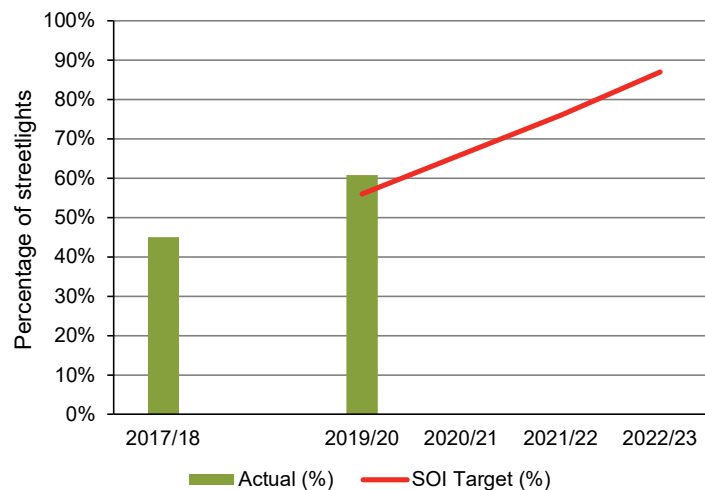


To be reported at the end of 2020/21 Financial Year.

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



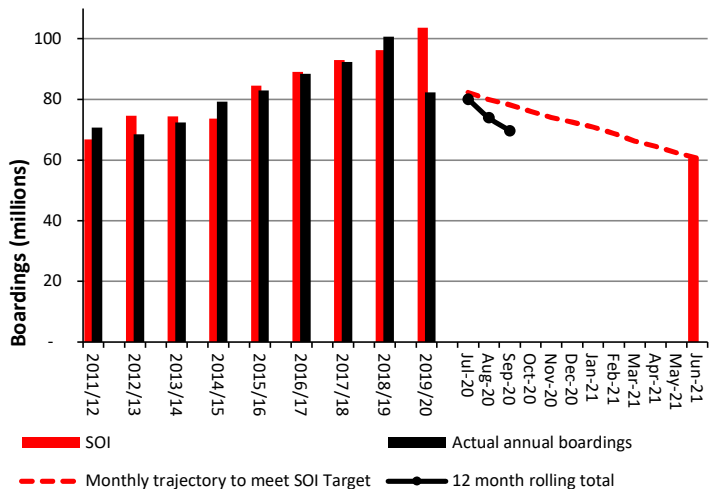
To be reported at the end of 2020/21 Financial Year.

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

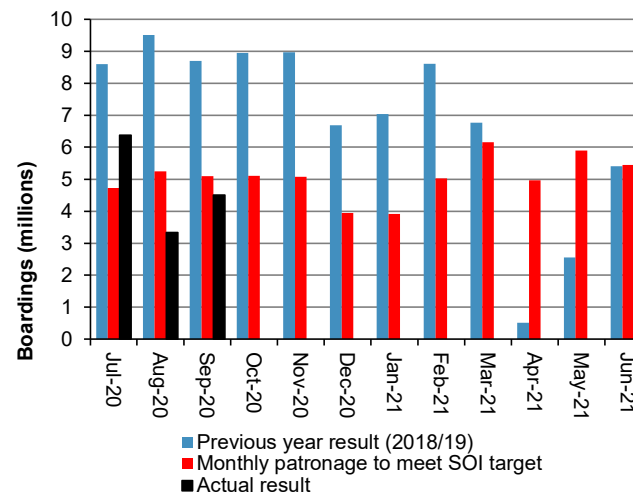
2.3.1 Total public transport boardings (millions)



Not on track to meet target.

PT patronage totalled 69,703,630 passenger boardings for the 12 months to September 2020. This is 10.9% below the SOI target trajectory, a decrease of 5.7% from the 12 months to August 2020 and a decrease of 31.9% on the 12 months to September 2019.

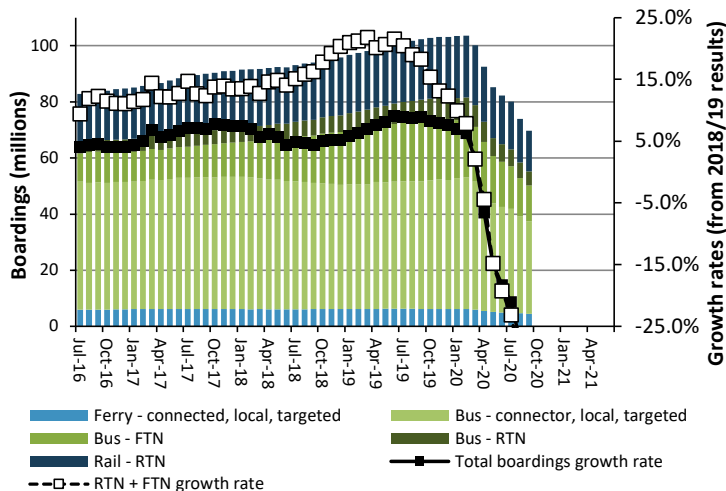
2.3.2 Monthly public transport boardings (millions)



Not on track to meet target.

September 2020 monthly patronage was 4,501,809. This is 12% below target trajectory, 135% of the August 2020 number, and 51.8% of the September 2019 level.

2.3.3 Boardings on rapid or frequent network



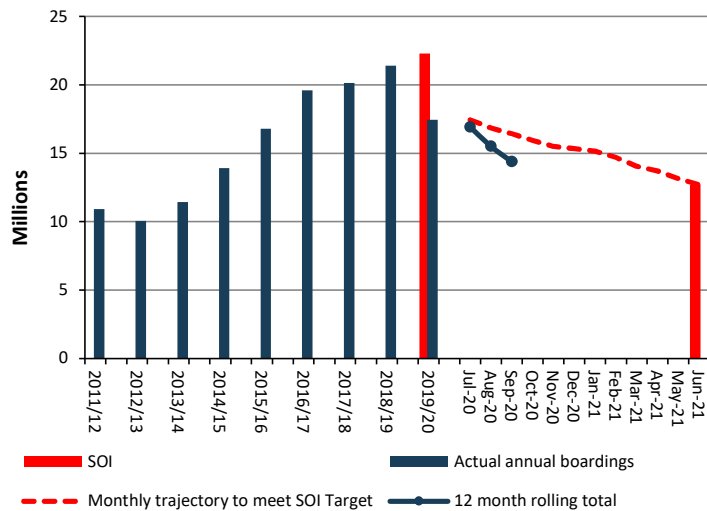
AT has an SOI target of increasing RTN and FTN boardings at a faster rate than total boardings.

Rapid and Frequent Boardings totalled 32.3 million for the 12 months to September 2020. RFN has decreased at a faster rate (36.3%) than overall patronage (31.9%)

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

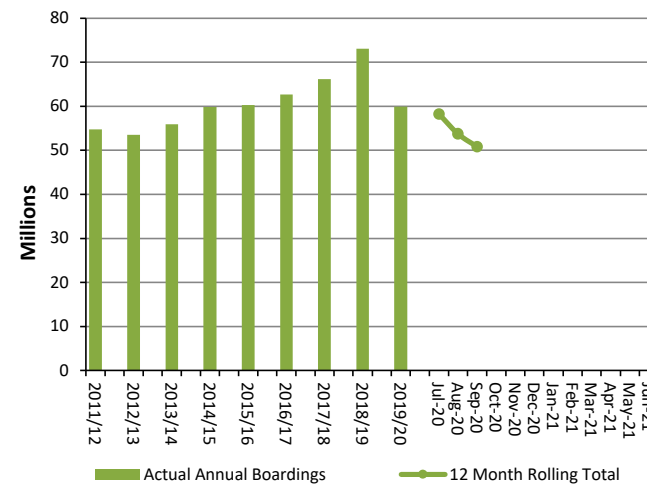
2.3.4 Rail boardings (12 month rolling total)



Not on track to meet target.

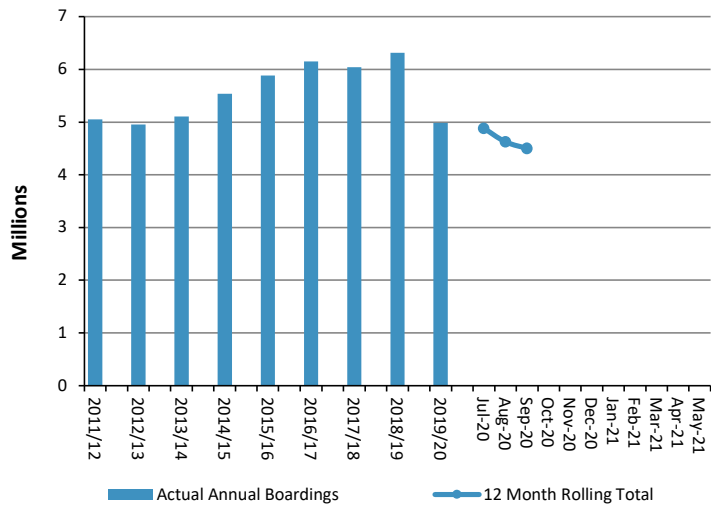
Rail patronage totalled 14,385,452 passenger boardings for the 12 months to September 2020. This is 12.5% below the SOI target trajectory, a decrease of 7.3% on the 12 months to August 2020, and a decrease of 33.3% on the 12 months to September 2019.

2.3.5 Bus boardings (12 month rolling total)



Bus patronage totalled 50,815,990 passenger boardings for the 12 months to September 2020, a decrease of 5.5% on the 12 months to August 2020 and a decrease of 31.9% on the 12 months to September 2019.

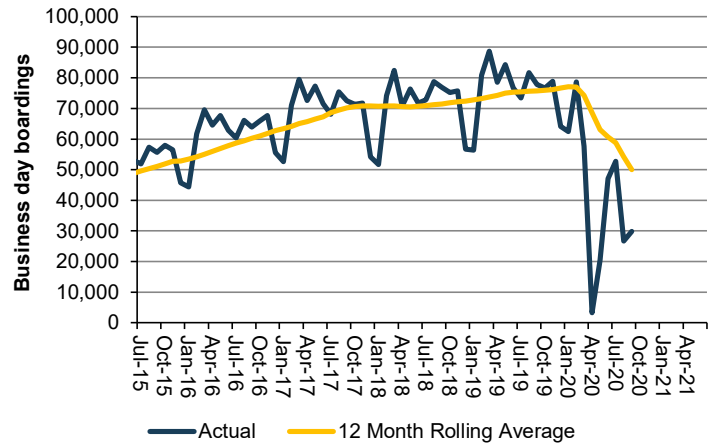
2.3.6 Ferry boardings (12 month rolling total)



Ferry patronage totalled 4,502,188 passenger boardings for the 12 months to September 2020, a decrease of 2.6% compared with the 12 months to August 2020, and a decrease of 28.2% compared with the 12 months to September 2019.

2.3 Providing better travel choices for Aucklanders

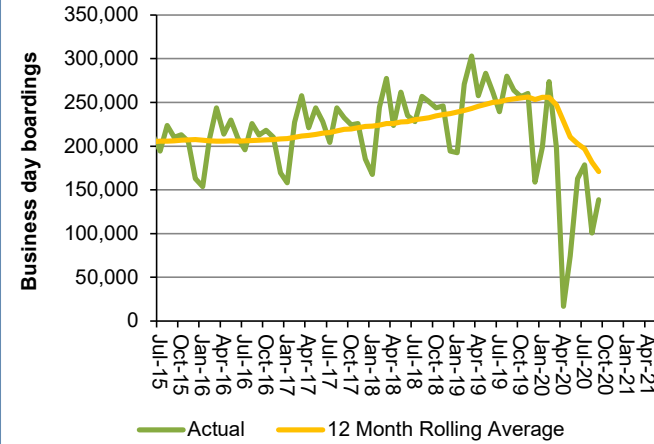
2.3.7 Rail business day average boardings



Business day boardings on the rail network averaged 49,996 in the 12 months to September 2020.

This represents a 34.0% decrease on the September 2019 figure.

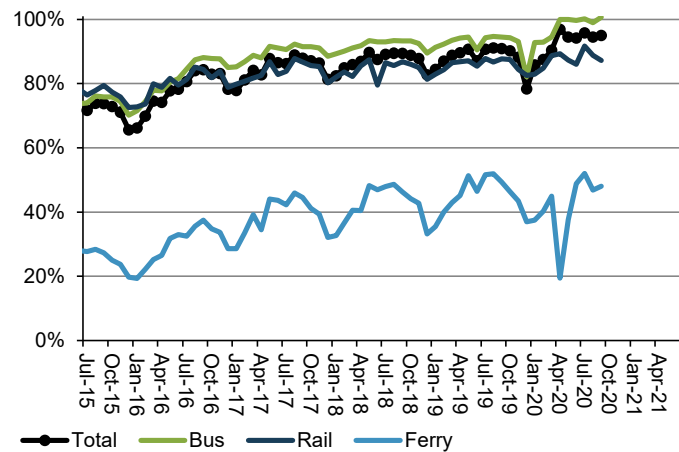
2.3.8 Bus business day average boardings



Business day boardings on the bus network averaged 170,884 in the 12 months to September 2020.

This represents a 32.7% decrease on the September 2019 figure.

2.3.9 Percentage of all PT trips using AT HOP

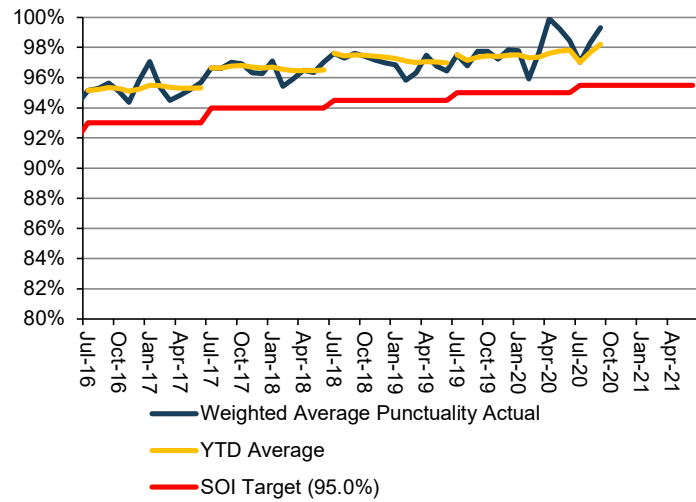


The proportion of all trips using AT HOP in September 2020 was 95%, the same as in August 2020.

Bus: 100%
Ferry: 48%
Rail: 87%

2.3 Providing better travel choices for Aucklanders

2.3.10 PT punctuality (weighted average across all modes)

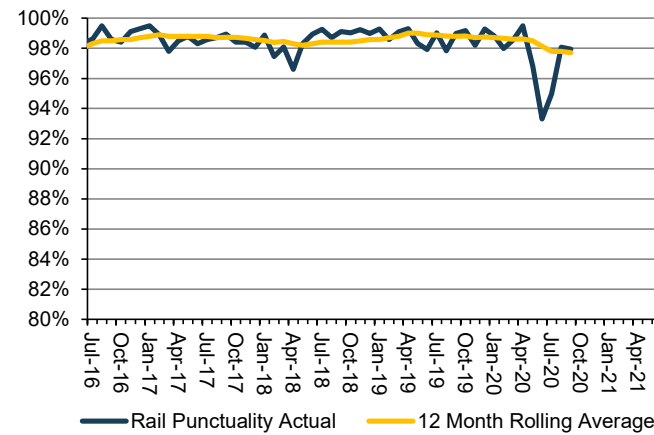


YTD average to September 2020 = 98.2%; SOI target 95.0%.

PT weighted average punctuality for the month of September 2020 was 99.3%.

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

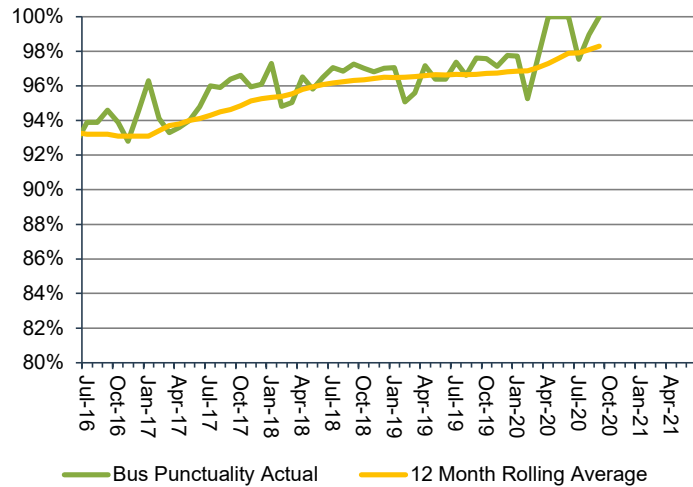
2.3.11 Rail services punctuality



Rail service punctuality in September 2020 was 97.9%, and 97.5% for the 12 months to September 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

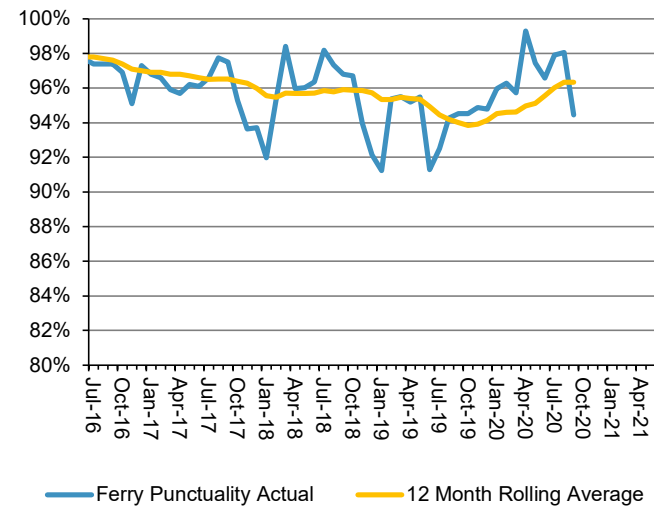


Bus service punctuality in September 2020 was 100%, and 98.3% for the 12 months to September 2020.

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 service punctuality in September 2020 was 94.5% and 96.3% for the 12 months to September 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 September 2020



Total Network

87.0% Punctuality*

87.2% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

94.5% Service Delivery*

97.1% 12 month rolling average

* Arrival at final destination

Western Line

82.2% Punctuality*

86.7% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

92.6% Service Delivery*

95.7% 12 month rolling average

* Arrival at final destination

Eastern Line

91.1% Punctuality*

83.1% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

91.8% Service Delivery*

97.6% 12 month rolling average

* Arrival at final destination

Southern Line

77.9% Punctuality*

81.8% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

95.6% Service Delivery*

97.0% 12 month rolling average

* Arrival at final destination

Pukekohe Line

99.2% Punctuality*

97.4% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

99.9% Service Delivery*

99.2% 12 month rolling average

* Arrival at final destination

Onehunga Line

91.5% Punctuality*

93.3% 12 month rolling average

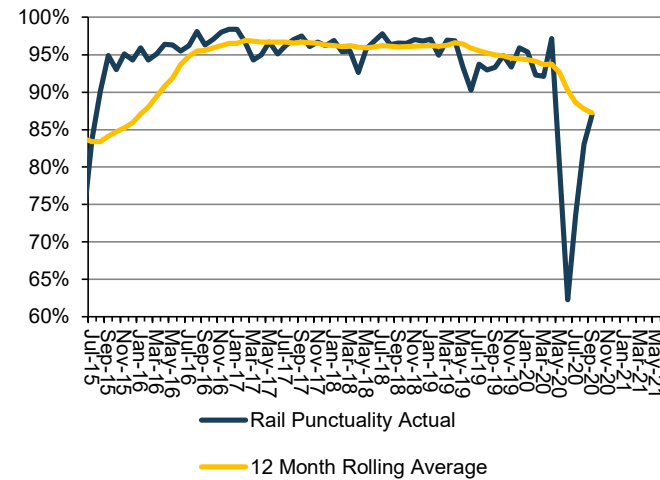
* Arrival within 5 minutes of schedule at final destination

93.0% Service Delivery*

96.7% 12 month rolling average

* Arrival at final destination

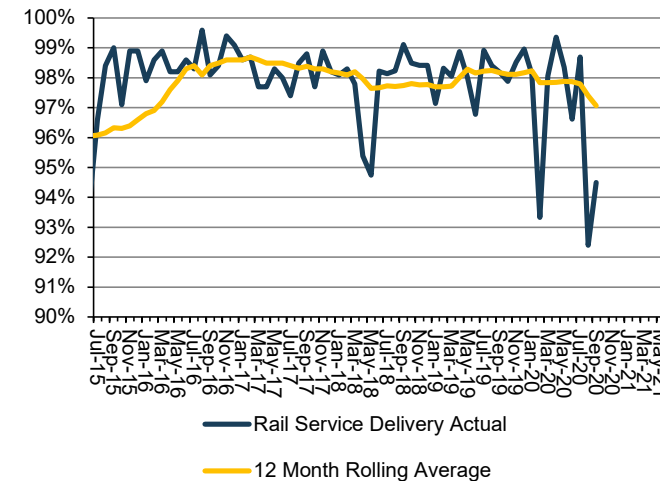
2.3.15 Rail punctuality based on arrival at final destination



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 September 2020 was 87.0% and 87.2% for the 12 months to September 2020.

2.3.16 Rail service delivery based on arrival at final destination

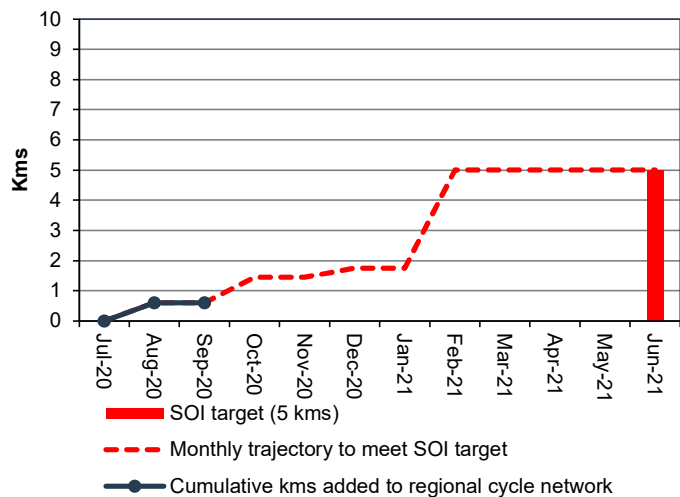


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of September 2020 was 94.5% and 97.1% for the 12 months to September 2020.

2.3 Providing better travel choices for Aucklanders

2.3.17 Kilometres of new cycleway added to the regional cycle network

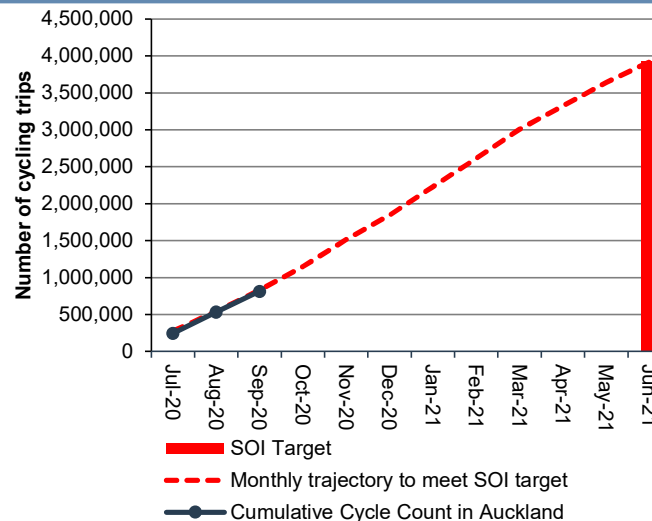


On trajectory to meet target

In September 2020 no new cycleways were delivered. The programme is still on track to meet the target.

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

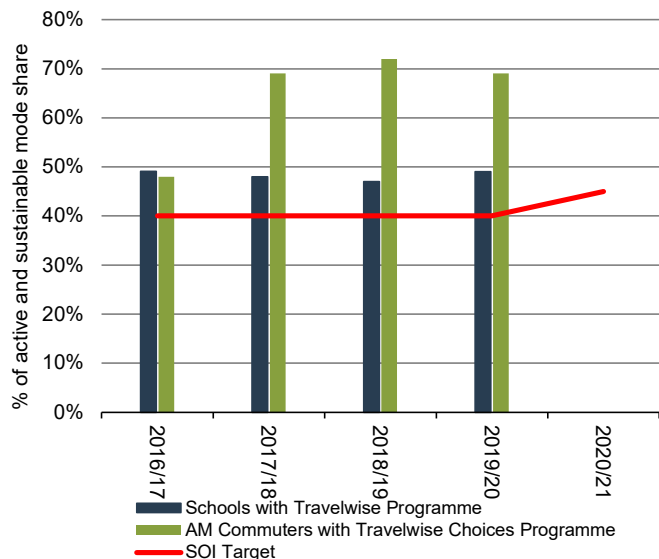
2.3.18 Annual number of cycle movements past selected sites



On track to meet target

In September 2020, cycle movements on 26 selected counters was 282,000 which is 2.6% lower than the monthly target. Despite this being 4.5% higher than September 2019, the year to date count of 815,232 is 2.15 per cent below the projected trajectory to meet the SOI target of 3.826 million.

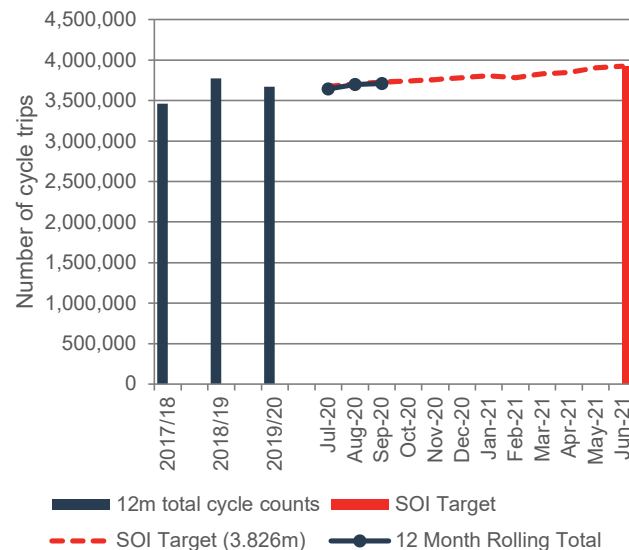
2.3.19 Active and sustainable transport mode share



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.

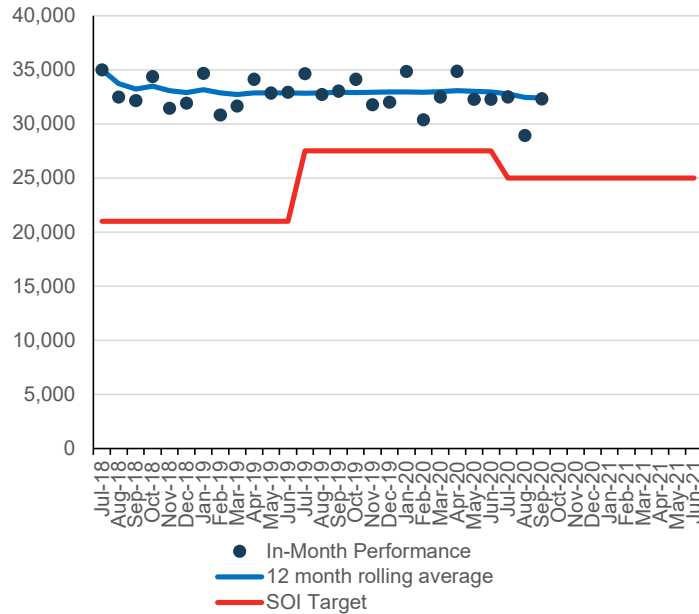
2.3.20 Cycle movements 12 month rolling total



Cycle counts totalled 3,709,596 for the 12 months to September 2020, an increase of 0.3% on the 12 months to August 2020, and a decrease of 1.0% on the 12 months to September 2019.

2.4 Better Connecting People, Places, Goods and Services

2.4.1 Average AM peak period lane productivity



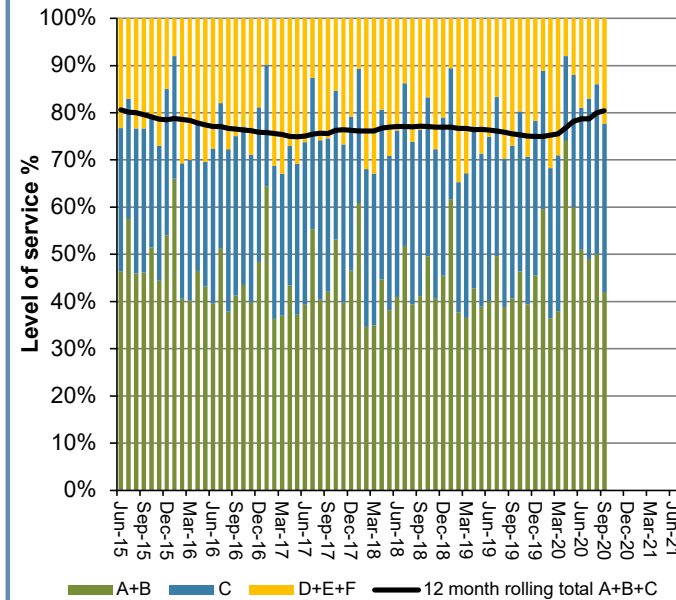
Exceeding target.

In September 2020, the average AM arterial road productivity was 32,313 which exceeds the target of 25,000 and indicates that the network continued to operate relatively efficiently in terms of people movement. The 12 month rolling average is 32,396.

Until 23 September, Auckland was under Alert level 2.5 and moved to Alert Level 2 thereafter, resulting in overall general traffic travel demand being at 92% of pre lock-down demand.

Road productivity is a measure of the efficiency of the road in moving people during the peak hour. It is measured as the product of number of vehicles (including buses), their average journey speed and average vehicular occupancy. For urban arterials a value of 27,500 people-km/hour/lane is set as a target. This value has increased from the 2018/19 target due to the results exceeding target, and is equivalent to the movement of approximately 900 vehicles travelling at a constant speed of 25km/h along the length of the arterial.

2.4.2 AM peak arterial road level of service



Exceeding target.

In September 2020, 78% of the network operated at good levels of service (LOS A-C), and was 12% lower (worse) than August 2020.

It was also understandably 5% higher (better) than September 2019 due to lower overall travel demand under Alert Level 2.5 and 2.

Level of service is measured by median speed as a % of the posted speed limit and categorised as follows:

- A: 90% and greater
- B: 70 – 90%
- C: 50 – 70%
- D: 40 – 50%
- E: 30 – 40%
- F: less than 30%

Level of service D–F broadly represent "congested" conditions.

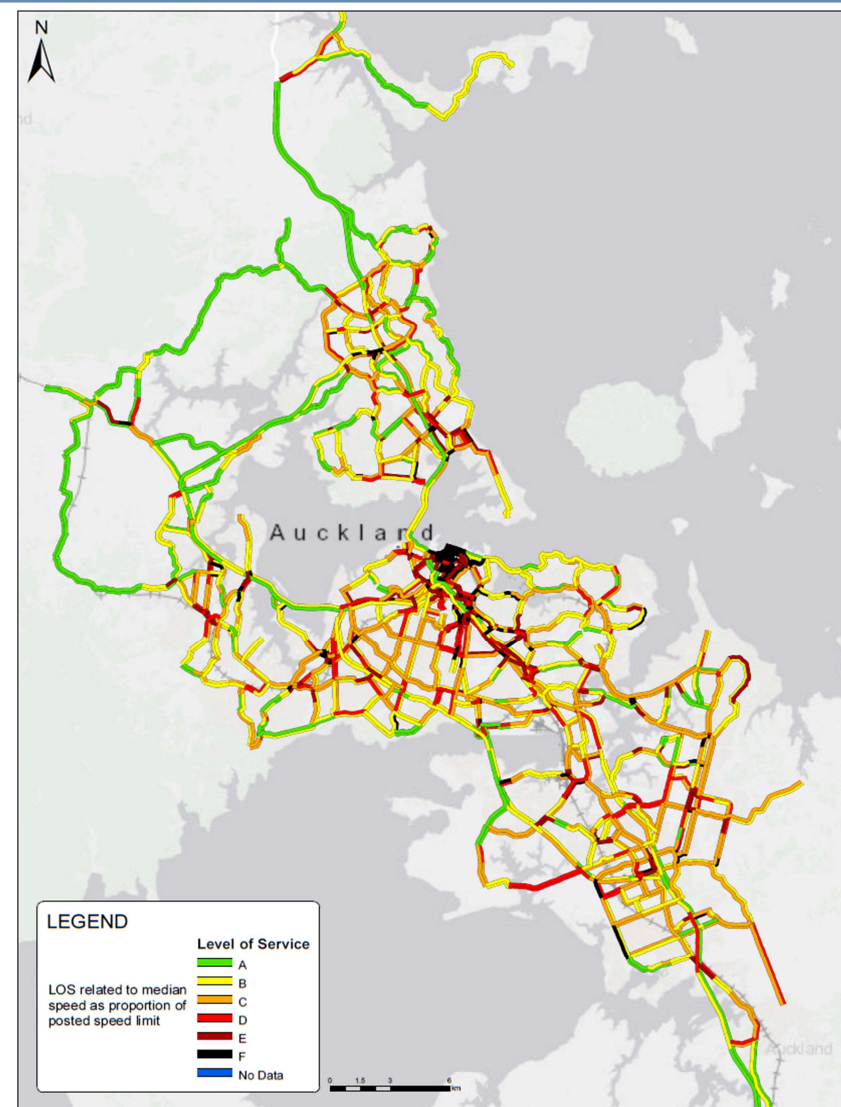
2.4 Better Connecting People, Places, Goods and Services

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).

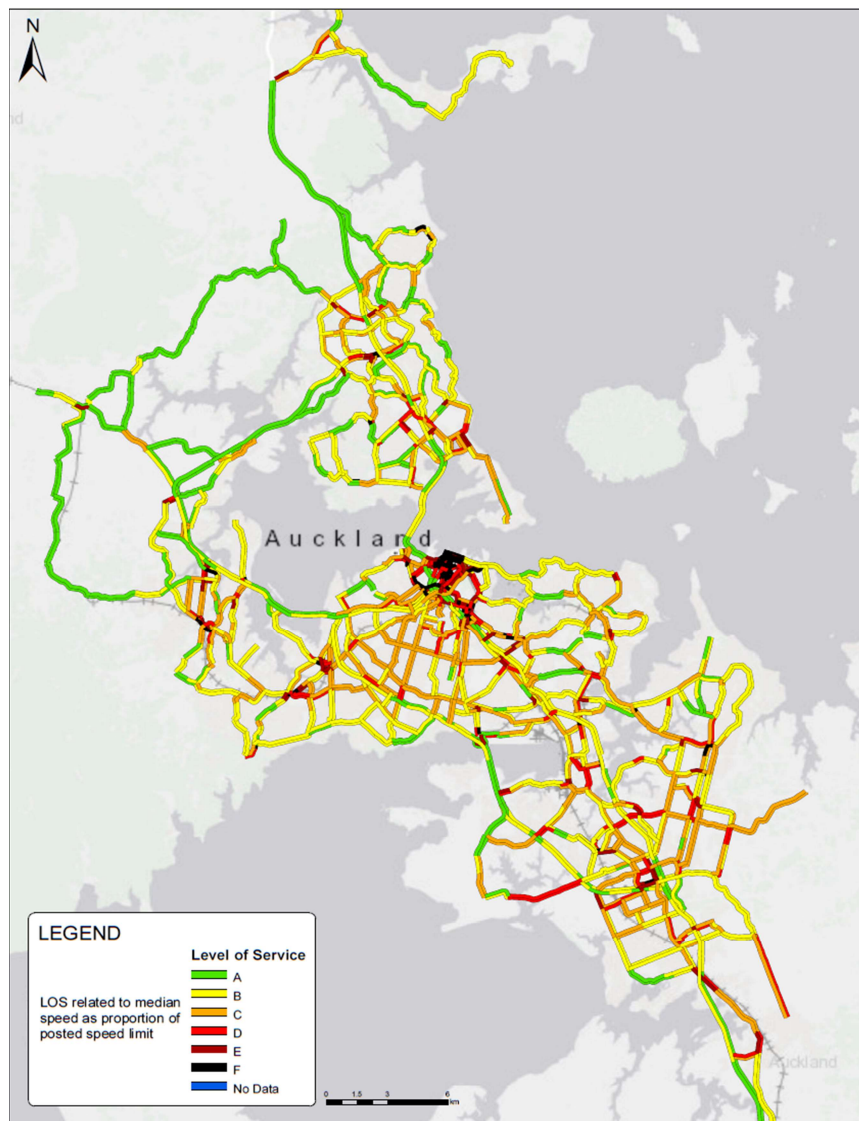
2.4.4 Congestion map AM peak



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

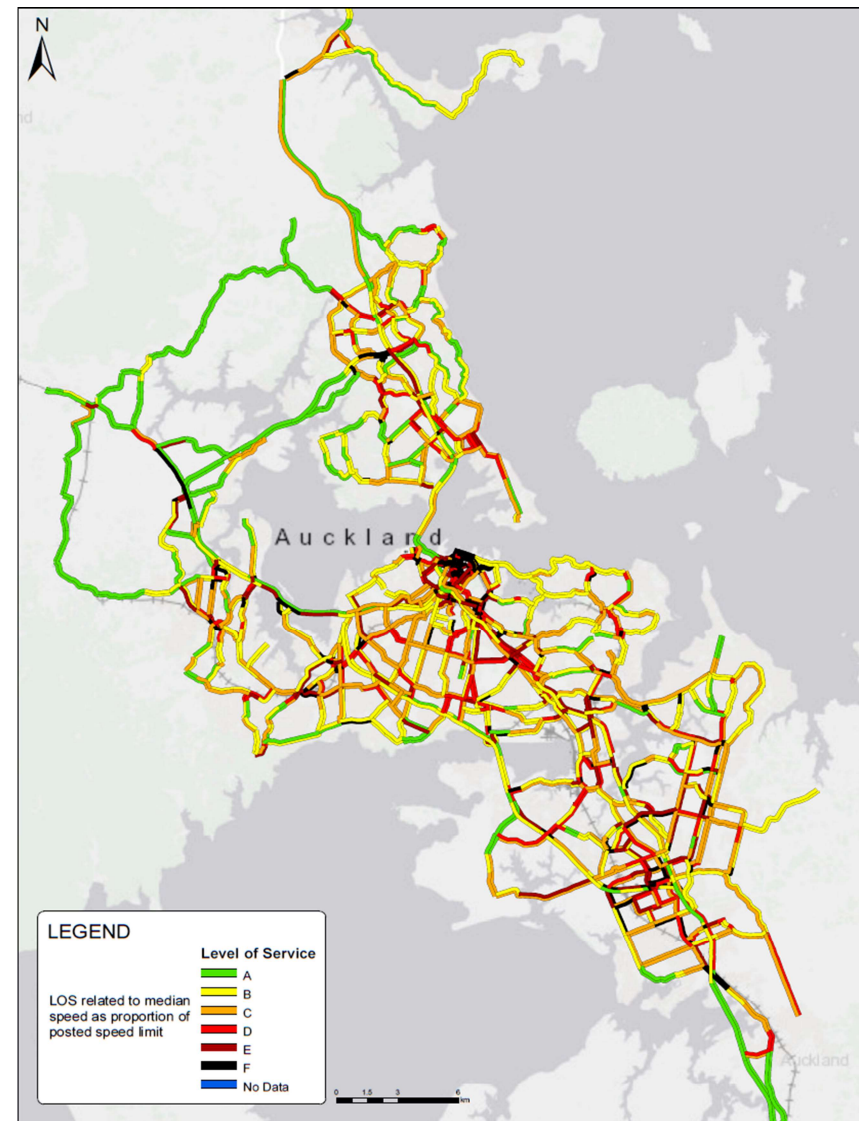
2.4 Better Connecting People, Places, Goods and Services

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 September 2020. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.

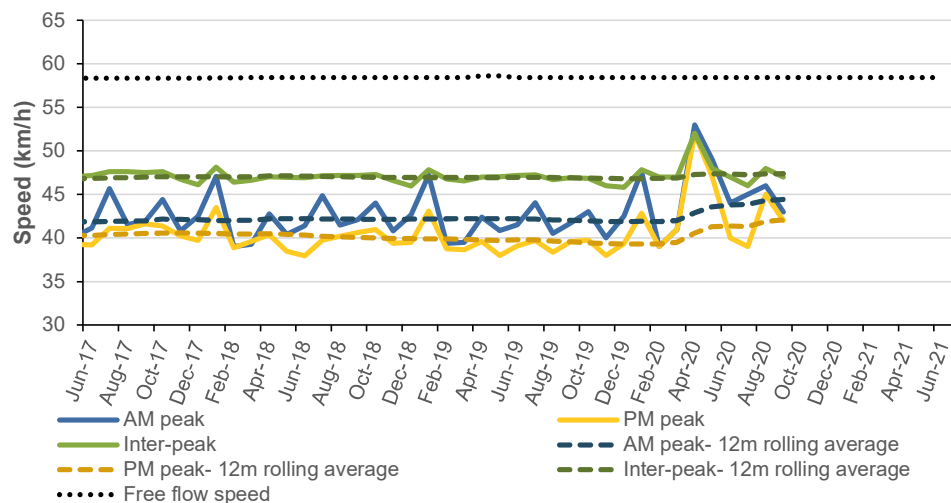
2.4.6 Congestion map PM peak



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

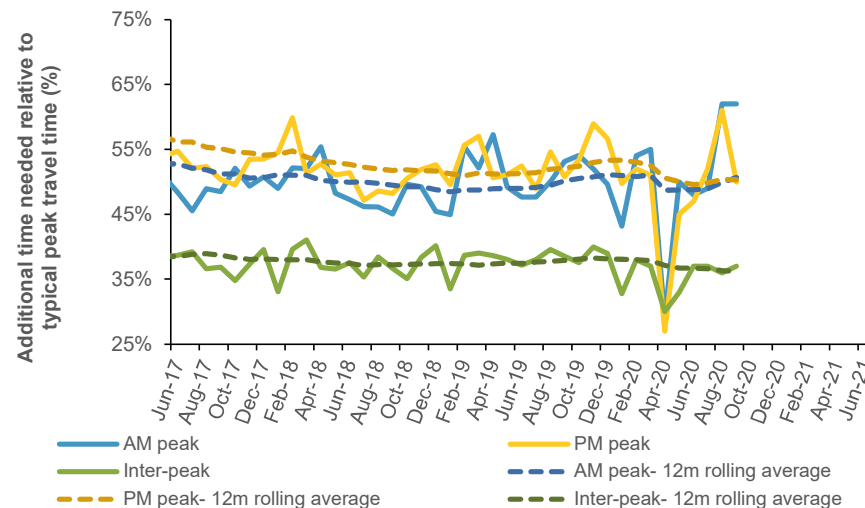
2.4.7 Median travel speed across arterial and motorway network



During September 2020, the median travel speed during the AM peak was 43 km/hr, compared with 46 km/hr in August 2020 and 42 km/hr in September 2019. The 12 month rolling average was 44.4 km/hr, compared with 42.0 km/hr in September 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 September 2020 AM peak, the 85th percentile was 62% longer than the typical travel time as a result of the Auckland Harbour Bridge incident. In the 12 months to September 2020, AM peak reliability was 51%, one percentage point worse than the 12 months to September 2019. PM peak reliability was 50%, one percentage point better than the 12 months to September 2019.

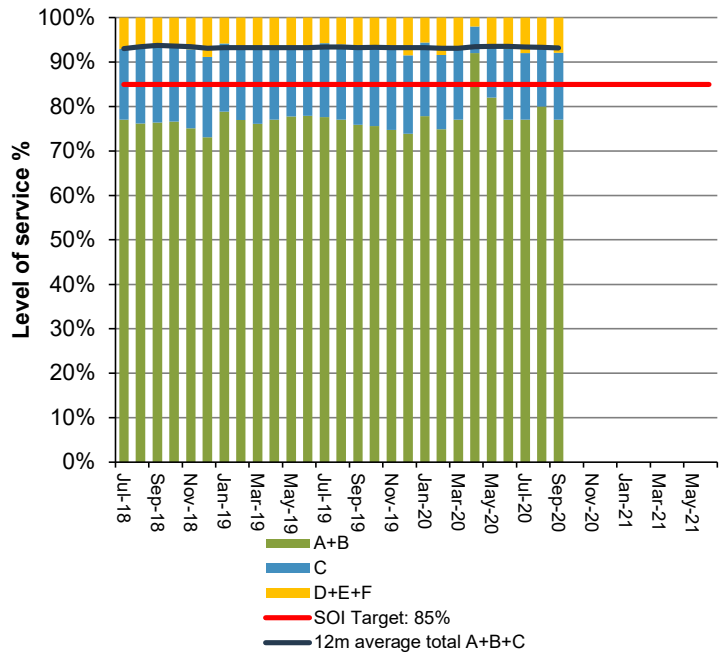
This figure shows the difference between the typical (median) and the 85th percentile* travel time, on the combined arterial and motorway network, for the AM peak, inter-peak and PM peak. This is a measure of reliability.

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 September 2020, 92% of the freight network operated at good levels of service during the interpeak, well exceeding the target of 85%. The 12 month rolling average is 93%.

In terms of the arterial and Motorway components of the freight network, 84% and 98% respectively operated efficiently, indicating that essential freight vehicle movements ran efficiently under Alert Level 2.5 and 2.

Level of service is measured by median speed as a % of the posted speed limit and categorised as follows:

- A: 90% and greater
- B: 70 – 90%
- C: 50 – 70%
- D: 40 – 50%
- E: 30 – 40%
- F: less than 30%

Level of service D–F broadly represent "congested" conditions.

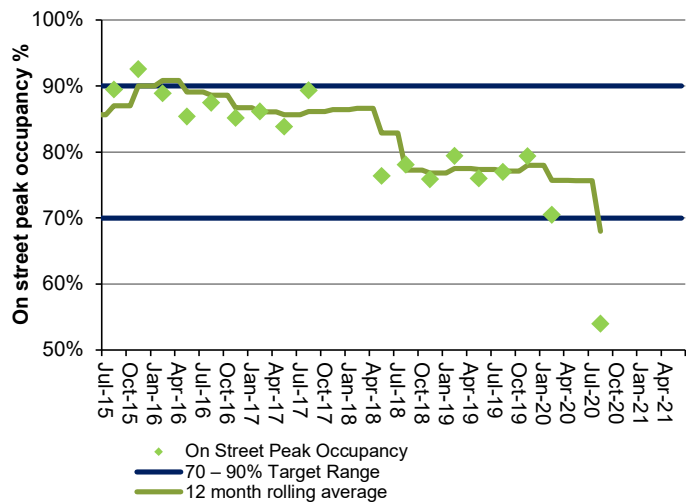
2.4.10 Map showing key freight routes



The freight network comprises key freight routes on key arterials and the Motorway network, as defined in the freight network map (above). The freight network Level of Service (LOS) is measured by average speed during the inter-peak period as a percentage of the posted speed limit for the freight network routes. LOS A, B and C represents efficient and stable traffic conditions with average travel speeds of at least 50% of the posted speed limit. At least 85% of the freight network is to operate at efficient levels.

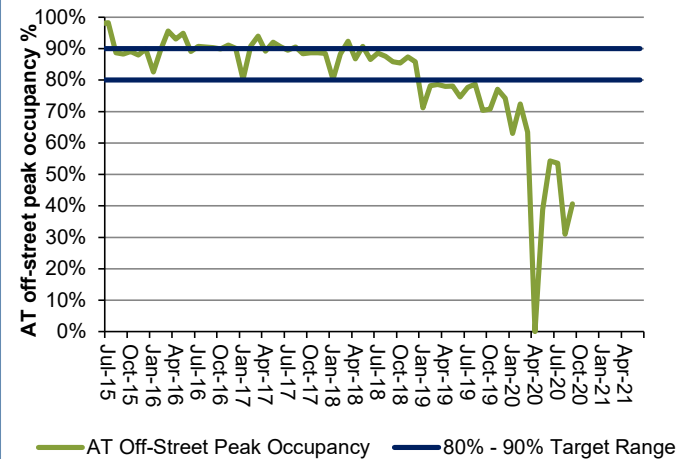
2.4 Better Connecting People, Places, Goods and Services

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



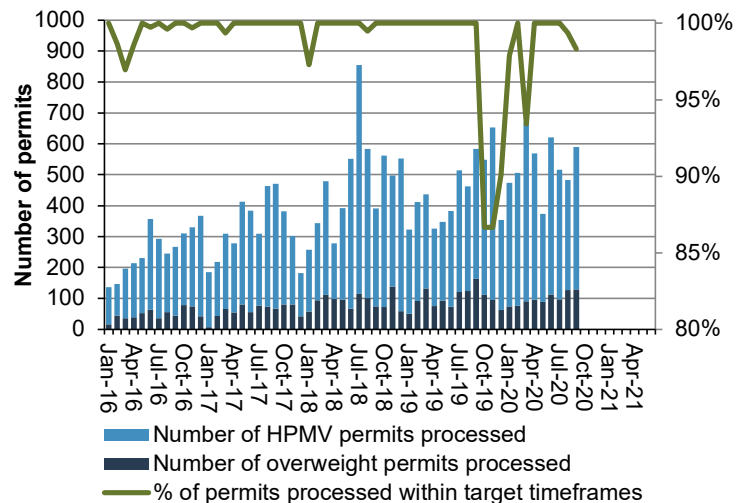
Non Reporting Period.
Occupancy for August 2020 was 54%. This figure includes the Covid-19 Alert Level 3 period that commenced 12 August 2020.
The average occupancy for the year to August 2020 was 68%. This does not include data the month of May, as paid parking was suspended during the first COVID lockdown.

2.4.12 Off-street parking occupancy rates



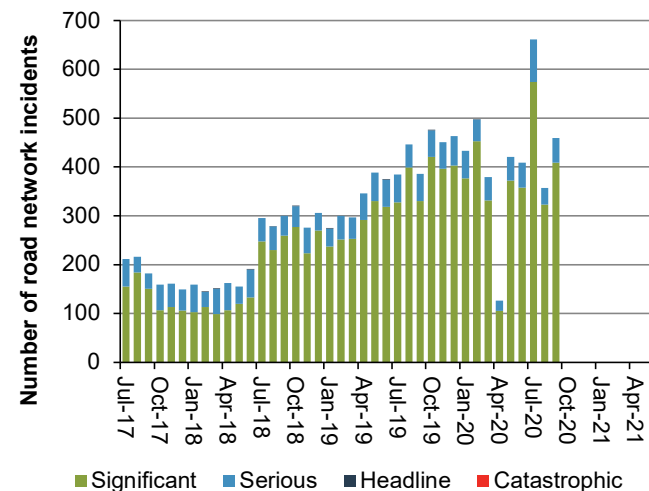
Target not met.
Occupancy for September 2020 was 40.66%. Year to date occupancy for FY2020/2021 is 41.7%

2.4.13 Heavy vehicle permits processed



In September 2020, AT received 129 Overweight and 460 HPMV permit applications. 98.3% 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**



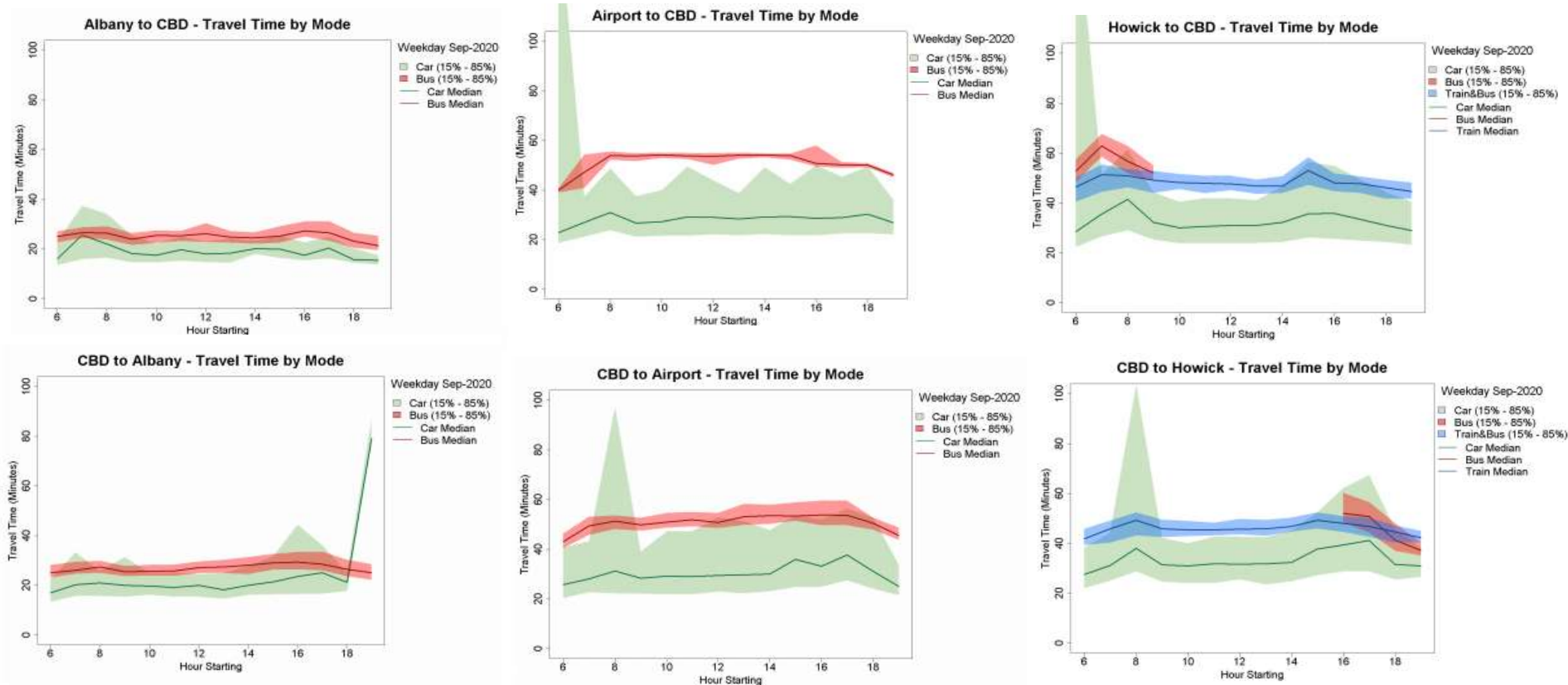
In September 2020, the significant event noted was the incident that occurred on Auckland Harbour Bridge in which a freak wind gust tipped two trucks; one of which damaged the superstructure. September also saw ten crashes that involved motorcycles.

* 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.



The bus network has an average travel speed of 32 km/h in September, 2 km/h higher than August 2020 during AM peak which is attributable to the higher average speed on the network under Alert Level 2.5 and 2.

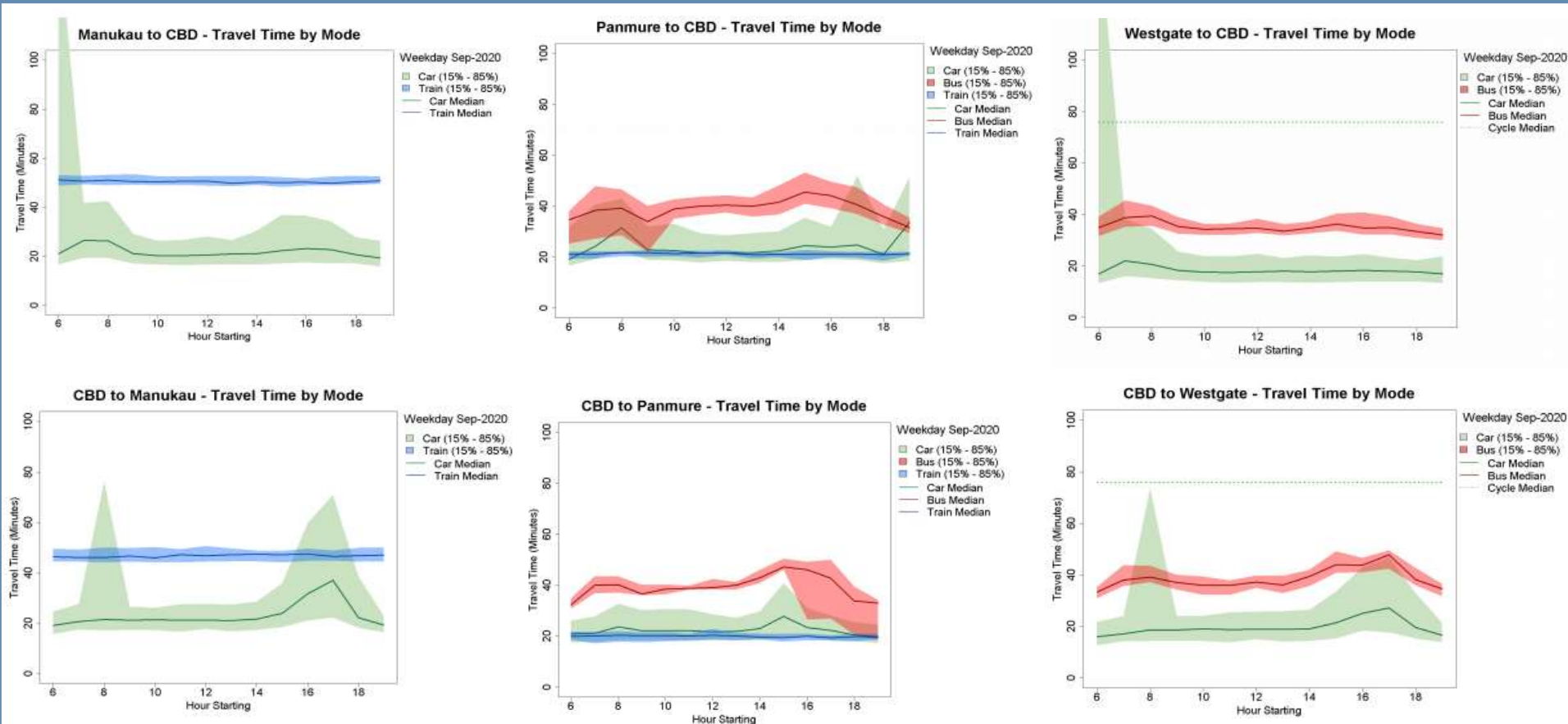
Train and NX travel (Rapid Transit Network) remained consistent throughout the day, and generally provided significant travel time savings for commuters during the peak periods. The NX had a travel time saving of approximately 20 minutes from Albany to CBD during the AM and PM peaks.

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



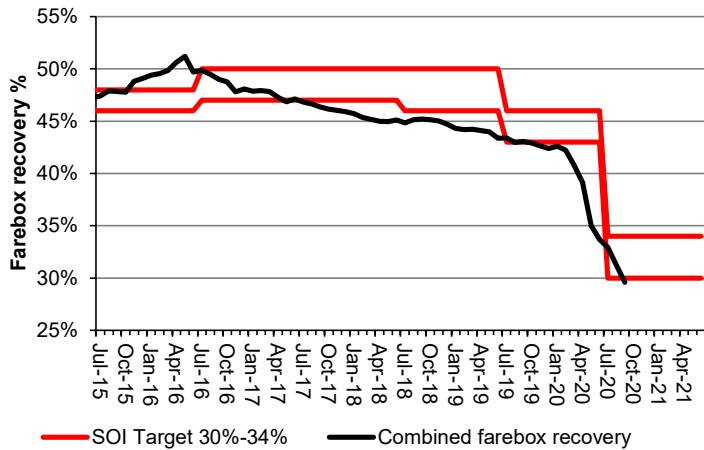
The bus network has an average travel speed of 32 km/h in September, 2 km/h higher than August 2020 during AM peak which is attributable to the higher average speed on the network under Alert Level 2.5 and 2.

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 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

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

2.5.1 PT farebox recovery*

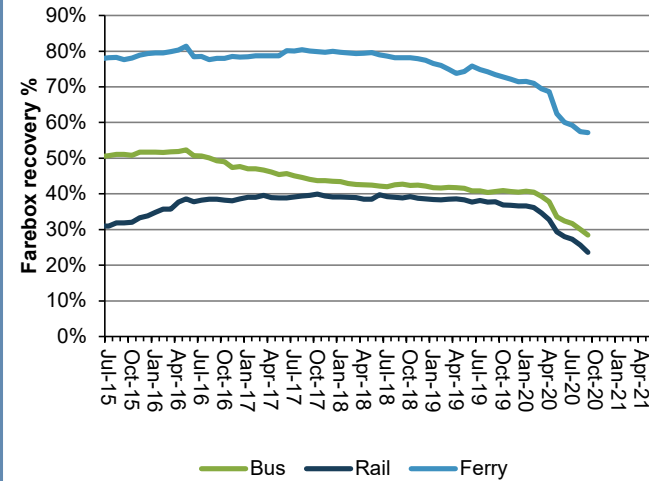


Below Target.

Total PT farebox recovery ratio in September 2020 was 29.61%, compared with 43.06% in September 2019.

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

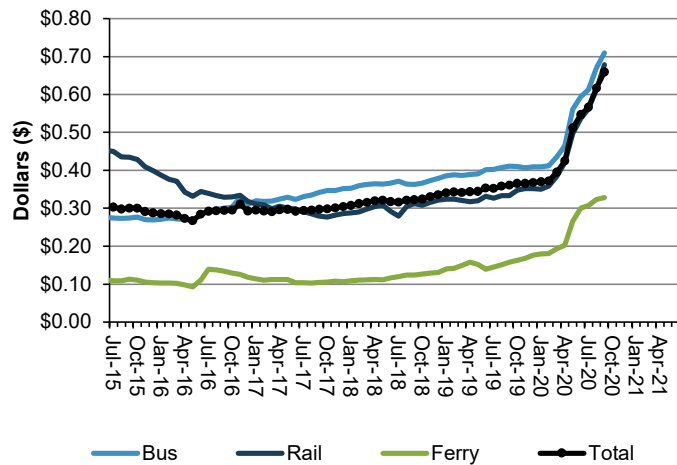
2.5.2 PT farebox recovery (by mode)



The farebox recovery ratios for September 2020 (and comparable 2019 results) were:

- Bus: 28.45% (40.66%)
- Rail: 23.61% (37.75%)
- Ferry: 57.15% (73.41%)

2.5.3 PT subsidy per passenger kilometre

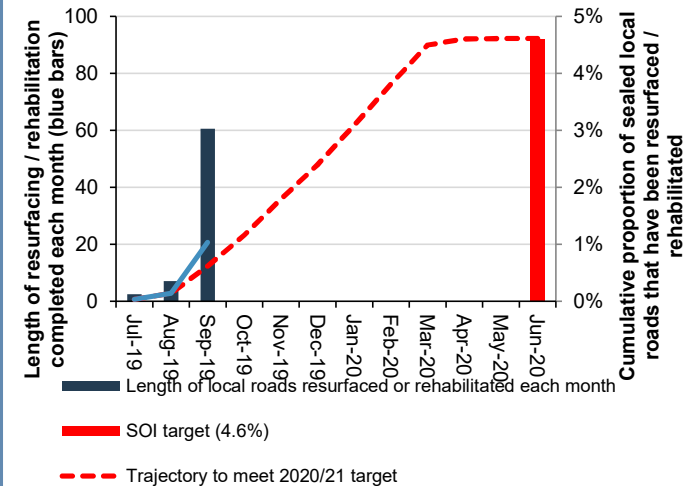


The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The results for September 2020 (and comparable 2019 results) were:

- Bus \$0.710 (\$0.411)
- Rail \$0.678 (\$0.334)
- Ferry \$0.328 (\$0.158)
- Total \$0.659 (\$0.361)

2.5.4 Percentage of the sealed road network that is resurfaced



Exceeding the monthly trajectory.

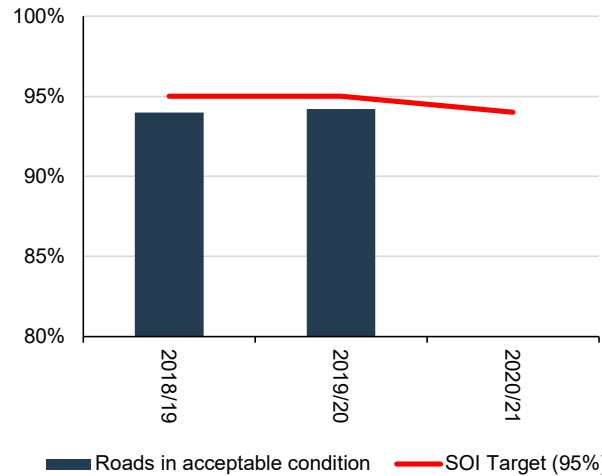
In September 2020 we completed 60.6 km of resurfacing and rehabilitation.

The year to date cumulative of 70.3 km, or 1% 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

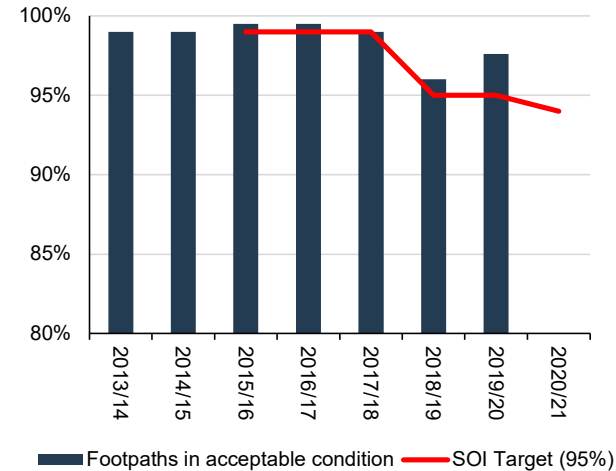


Reported annually in March.

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

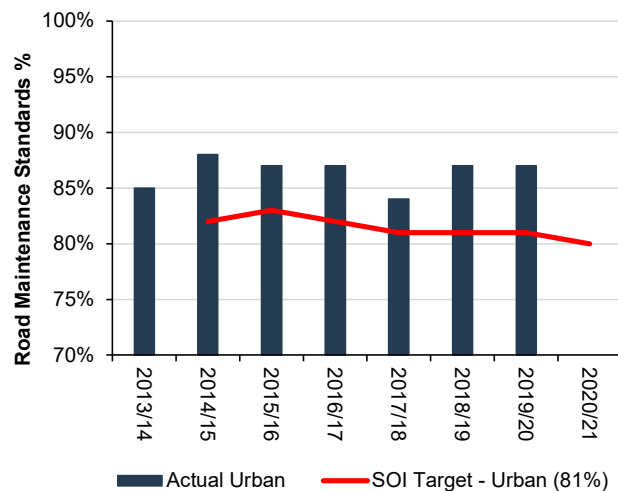


Reported annually in March.

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.

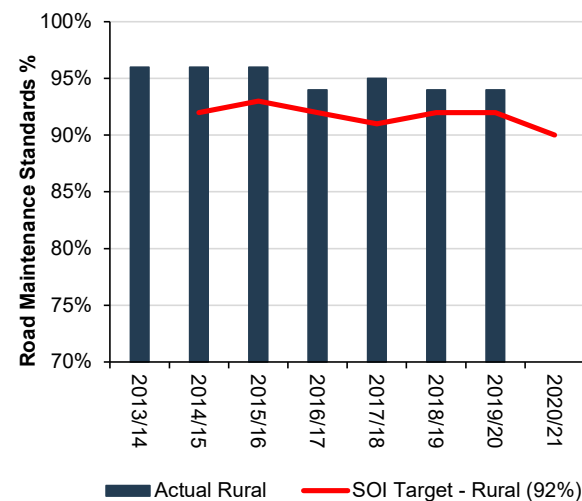
2.5.7 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads



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

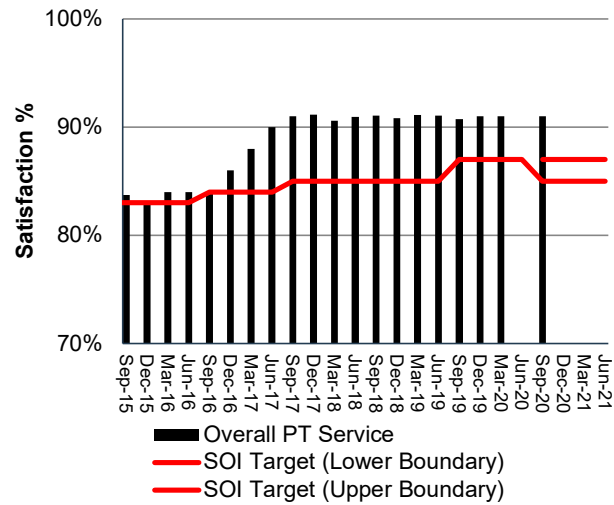


Reported annually in March.

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).

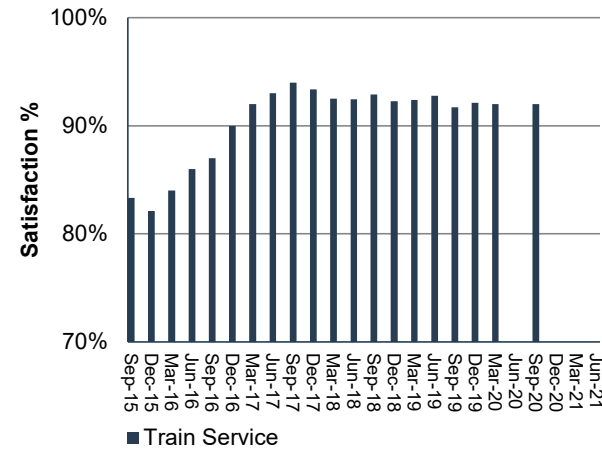
2.6 Provide an Excellent Customer Experience for all Services and Customers

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



Exceeding
Passenger satisfaction is measured through quarterly face-to-face interviews. Although the result of 91.3% is exceeding the target, it should be noted that interviews took place prior to the second COVID outbreak and commencement of KiwiRail maintenance works.

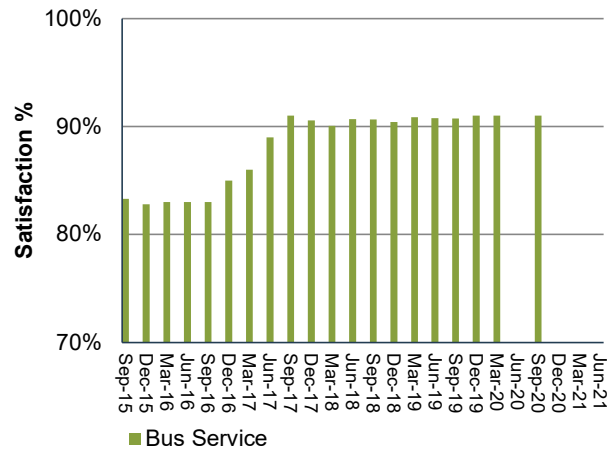
2.6.2 Percentage of passengers satisfied with their train service



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

Satisfaction was unchanged compared with the September 2019 result.

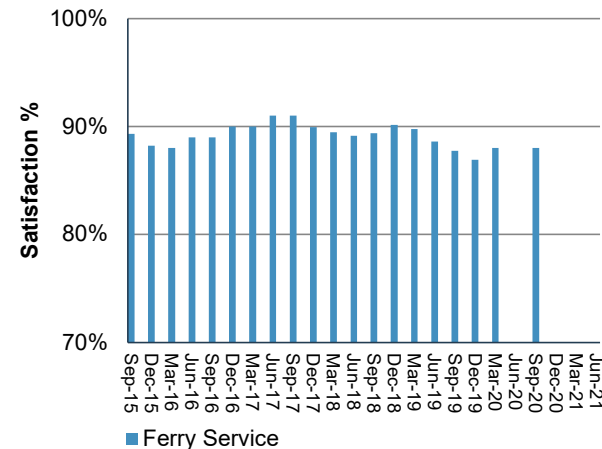
2.6.3 Percentage of passengers satisfied with their bus service



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

Satisfaction was unchanged compared with the September 2019 result.

2.6.4 Percentage of passengers satisfied with their ferry service

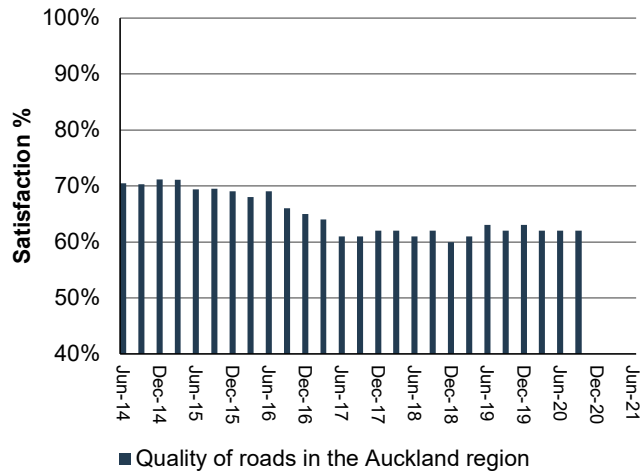


In September 2020, satisfaction with ferry services (88%) was unchanged compared with the March 2020 result (88%).

Satisfaction was unchanged compared with the September 2019 result.

2.6 Provide an Excellent Customer Experience for all Services and Customers

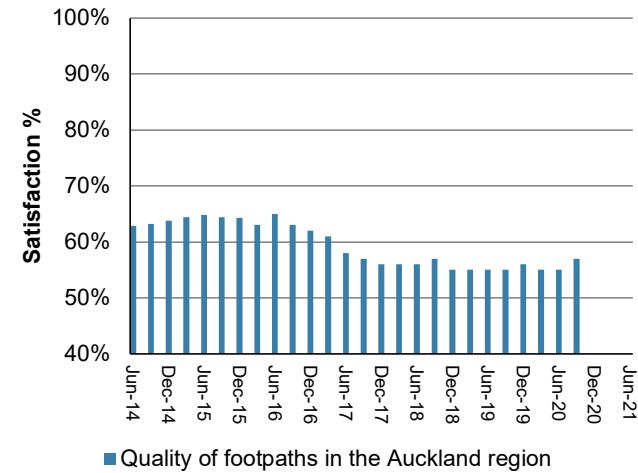
2.6.5 Percentage of residents satisfied with the quality of roads in the Auckland region



In September 2020, satisfaction with the quality of roads in Auckland (62%) was equal to the June 2020 result (62%).

Satisfaction was equal to the September 2019 result.

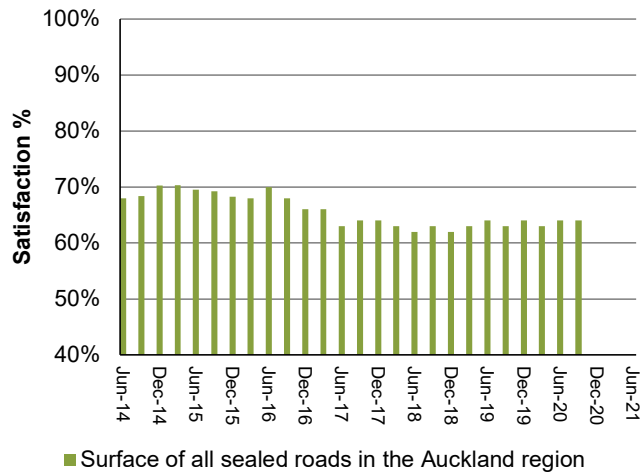
2.6.6 Percentage of residents satisfied with the quality of footpaths in the Auckland region



In June 2020, satisfaction with the quality of footpaths in Auckland (57%) equal to the June 2020 result (55%).

Satisfaction was two percentage points higher than the September 2019 result.

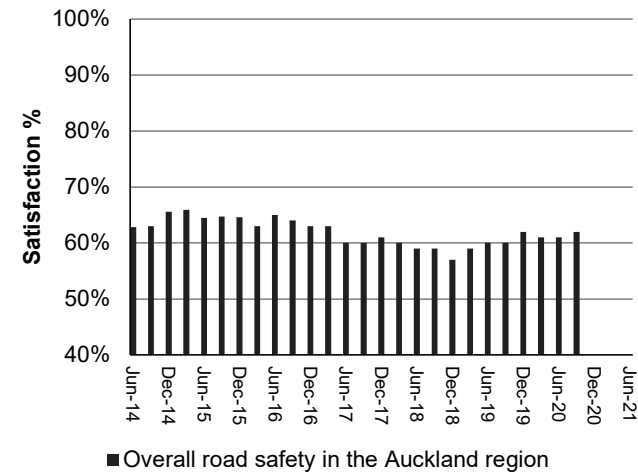
2.6.7 Percentage of residents satisfied with the surface of all sealed roads in Auckland region



In September 2020, satisfaction with the surface of all sealed roads in Auckland (64%) was equal to the June 2020 result (64%).

Satisfaction was one percentage point higher than the September 2019 result.

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

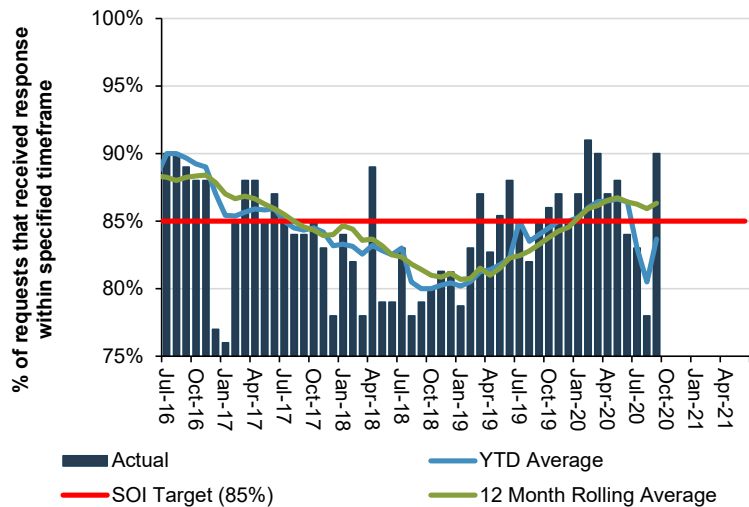


In September 2020, satisfaction with road safety in Auckland (62%) was one percentage point higher than the June 2020 result (61%).

Satisfaction was up two percentage points compared with the September 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



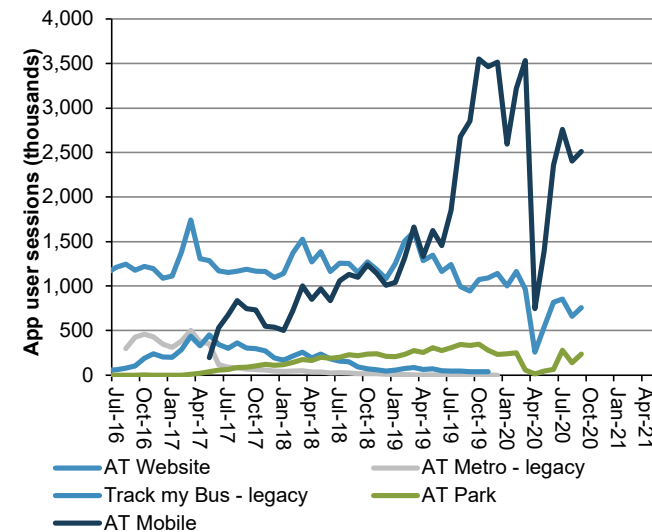
On track to meet target.

12 month rolling average: 86.3%
 SOI target of 85%.

The September 2020 result (90%) is 12 percentage points higher than the August 2020 result after last month's software issue has been resolved.

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

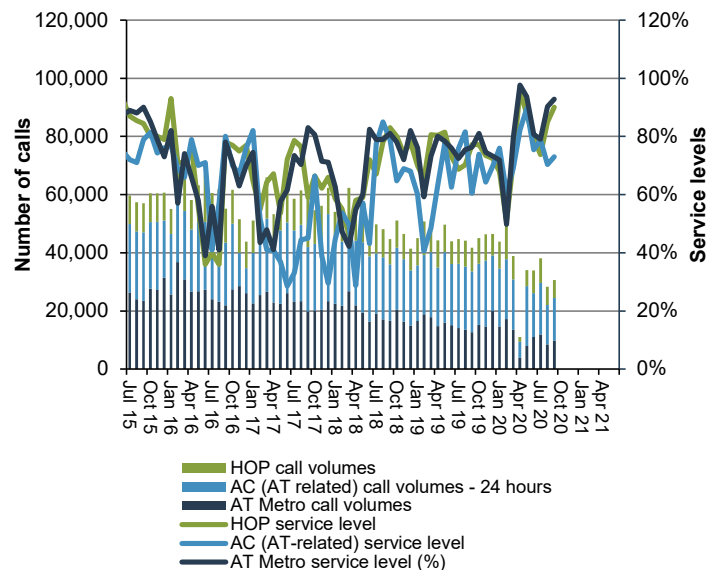
2.6.10 AT app user sessions



AT Mobile
 App user sessions increased by 4% in September 2020 compared with August 2020, and decreased by 12% compared with September 2019.

AT Park
 App user sessions increased by 68% in September 2020 compared with August 2020, and decreased with 30% compared to September 2019.

2.6.11 Call centre incoming calls and service levels

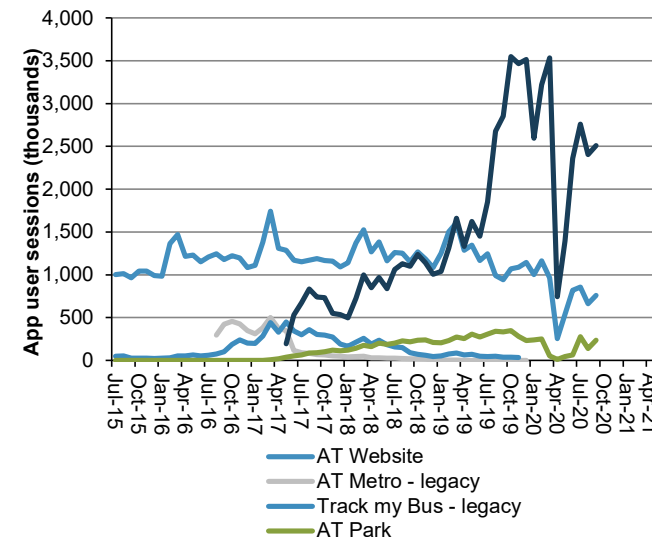


AT HOP Call volumes decreased by 3% compared with August 2020, 25% compared to September 2019. The service level increased 5 percentage points on last month.

Auckland Council (AT-related) volumes increased by 8% on August 2020, and are down 30% compared to September 2019. The service level increased 3 percentage points on last month.

AT Metro Call Centre volumes increased by 16% on August 2020, and decreased by 23% since with September 2019. The service level increased 2 percentage points on last month.

2.6.12 AT Website Visits



Visits to the Auckland Transport website totalled 757,214 in September 2020, an increase of 15% compared with August 2020, and a decrease of 20% compared with September 2019.

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

