

Auckland Transport Monthly Indicators Report 2021/22

July 2021



1. Summary of indicators

1.1 SOI performance measures

1.2 Patronage summary

2. Monthly indicators by Strategic Objective

2.1 Making Auckland's transport system safe by eliminating harm to people

2.2 Improving the resilience and sustainability of the transport system and significantly reducing the greenhouse gas emissions it generates

2.3 Providing and accelerating better travel choices for Aucklanders

2.4 Better Connecting People, Places, Goods and Services

2.5 Our operating model is adaptive, financially sustainable and delivers value

2.6 Providing excellent customer experiences

2.7 Collaborating with funders, partners, stakeholders and communities

1.1 SOI performance measures

Strategic Objective	Measure	SOI 2021/22 Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Current Performance	Reference Page
Making Auckland's transport system safe by eliminating harm to people	Number of high risk intersections and sections of road addressed by Auckland Transport's safety programme	7													Not yet reported this financial year	Page 7
	The change from the previous financial year in the number of deaths and serious injuries on the local road network, expressed as a number.	524	●												12 Month rolling total: 495	Page 7
	Reduction in the number of deaths and serious injuries on Tāmaki Makaurau's road network	573	●												12 Month rolling total: 561	Page 7
	Number of vulnerable road user deaths and serious injuries on Tāmaki Makaurau's road network, in line with Vision Zero Strategy, expressed as a number of DSI saved compared to the baseline (2016-18) of 320.	256	●												12 Month rolling total: 263	Page 7
Improving the resilience and sustainability of the transport system	Number of buses in the Auckland bus fleet classified as low emission	28													Not yet reported this financial year	Page 8
	Percentage of Auckland Transport streetlights that are energy efficient LED	80%													Not yet reported this financial year	Page 8
	Percentage reduction of greenhouse gas emissions from AT's corporate activities and assets (baseline 2018/19)	6%													Not yet reported this financial year	Page 8
Providing and accelerating better travel choices for Aucklanders	Total public transport boardings (millions)	82.00	●												12 Month rolling total: 62.93	Page 9
	Total rail boardings (millions)	18.65	●												12 Month rolling total: 11.04	Page 10
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings	●												Decreasing at a faster rate than total boardings	Page 9
	PT punctuality (weighted average across all modes)	96%	●												12 Month rolling total: 97.4%	Page 12
	Kilometres of safe cycling facilities added or upgraded that is located on the Cycle & Micromobility Strategic Network.	12.8km	●												YTD total: 0.0 km	Page 14
	Number of cycle movements past 26 selected count sites (millions)	3.67	●												12 Month rolling total: 3,486,977	Page 14
	Active and sustainable transport mode share at schools where the Travelwise programme is implemented	47%													Not yet reported this financial year	Page 14
	Sustainable mode share (including active modes, public transport and working from home) for morning peak commuters where a Travelwise Choices programme is implemented	47%													Not yet reported this financial year	Page 14
	Percentage of key signalised intersections in urban centres where pedestrian delays are reduced during the interpeak period.	60%													Not yet reported this financial year	Page 14

1.1 SOI performance measures

Key Priority	Measure	SOI 2021/22 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	30,000	●												12 Month rolling total: 31,450	Page 15	
	Proportion of the freight network operating at Level of Service C or better during the inter-peak	90%	●												12 Month rolling total: 92%	Page 19	
Our operating model is adaptive, financially sustainable and delivers value	PT farebox recovery	30% - 34%	●												July 2021: 29.23%	Page 23	
	Percentage of road assets in acceptable condition (as defined by AT's AMP)	92%													Not yet reported this financial year	Page 24	
	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Rural: 88%														Not yet reported this financial year	Page 24
		Urban: 78%														Not yet reported this financial year	Page 24
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	95%													Not yet reported this financial year	Page 24	
	Percentage of the sealed local road network that is resurfaced	6.0%	●												YTD: 7.0 km (0.1% of the local road network)	Page 23	
Providing excellent customer experiences	Percentage of public transport passengers satisfied with their public transport service	85% - 87%													Not yet reported this financial year	Page 25	
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%	●												12 Month rolling total: 93.5%	Page 27	
	Percentage of total AT case volume resulting in a formal complaint (baseline of 0.77% for 2020 calendar year).	Less than 0.75%													Not yet reported this financial year	Page 27	
	Percentage of formal complaints that are resolved within 20 working days (baseline of 79% for 2020/21)	80%													Not yet reported this financial year	Page 27	
Collaborating with funders, partners, stakeholders and communities	Elected member perception measures	Maintain and/or improve elected member overall satisfaction													Not yet reported this financial year	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

	July - 2021/22 Actual v SOI									
	Month				YTD				SOI / Target 2021/22	Projected Forecast 2021/22
	Actual	% Change	SOI / Target	% Variance	Actual	% Change Prev Year	SOI / Target	% Variance		
1. Bus Total:	4,666,851	↓ -0.7%	3,748,000	↑ 24.5%	4,666,851	↓ -0.7%	3,748,000	↑ 24.5%	57,538,000	63,690,000
2. Train (Rapid) Total:	1,243,862	↓ -6.9%	1,322,000	↓ -5.9%	1,243,862	↓ -6.9%	1,322,000	↓ -5.9%	18,652,000	15,500,000
3. Ferry (Connector Local) Total:	390,696	↑ 14.6%	387,300	↑ 0.9%	390,696	↑ 14.6%	387,300	↑ 0.9%	5,810,000	5,810,000
Total Patronage	6,301,409	↓ -1.2%	5,457,300	↑ 15.5%	6,301,409	↓ -1.2%	5,457,300	↑ 15.5%	82,000,000	85,000,000
Rapid and Frequent	2,985,938	↓ -1.1%	2,400,000	↑ 24.4%	2,985,938	↓ -1.3%	2,400,000	↑ 24.4%	31,000,000	32,000,000

	July - 2021/22												
	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	Normali sed % Change Prev Fin YTD
1. Bus Total:	4,643,431	4,687,476	-44,045	-0.9%	1.3%	48,439,529	-0.1%	-8,681,564	-15.2%	4,643,431	-44,045	-0.9%	1.3%
- Busway (Rapid) Bus	543,055	510,383	32,672	6.4%		5,085,850	0.6%	-982,464	-16.2%	543,055	32,672	6.4%	
- Frequent Bus	1,199,021	1,173,274	25,747	2.2%		12,040,668	0.2%	-3,191,955	-21.0%	1,199,021	25,747	2.2%	
- Connector Local Targeted Bus	2,901,355	3,003,819	-102,464	-3.4%		31,313,011	-0.3%	-4,507,145	-12.6%	2,901,355	-102,464	-3.4%	
2. Train (Rapid) Total:	1,240,023	1,320,779	-80,756	-6.1%	-3.4%	10,917,266	-0.7%	-5,734,488	-34.4%	1,240,023	-80,756	-6.1%	-3.4%
- Western	423,111	435,424	-12,313	-2.8%		3,738,322	-0.3%	-2,113,126	-36.1%	423,111	-12,313	-2.8%	
- Eastern	359,668	365,202	-5,534	-1.5%		3,152,879	-0.2%	-1,527,582	-32.6%	359,668	-5,534	-1.5%	
- Onehunga	67,579	77,931	-10,352	-13.3%		558,803	-1.8%	-368,236	-39.7%	67,579	-10,352	-13.3%	
- Southern	364,920	409,687	-44,767	-10.9%		3,268,746	-1.4%	-1,541,749	-32.0%	364,920	-44,767	-10.9%	
- Pukekohe	24,744	32,535	-7,791	-23.9%		198,516	-3.8%	-183,795	-48.1%	24,744	-7,791	-23.9%	
3. Ferry (Frequent & Connector Local) Total:	106,888	96,690	10,198	10.5%	14.1%	1,050,943	1.0%	-101,064	-8.8%	106,888	10,198	10.5%	14.1%
- Contract	106,888	96,690	10,198	10.5%		1,050,943	1.0%	-101,064	-8.8%	106,888	10,198	10.5%	
Patronage (Excl Exempt Serv/Spl Evts)	5,990,342	6,104,945	-114,603	-1.9%	0.5%	60,407,738	-0.2%	-14,517,116	-19.4%	5,990,342	-114,603	-1.9%	0.5%

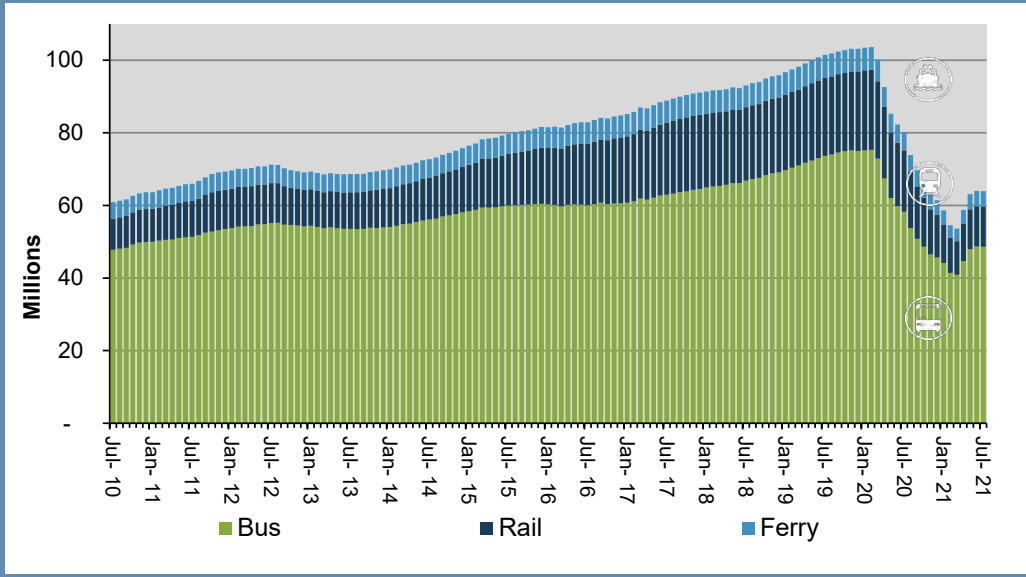
Exempt Services	307,228	256,747	50,481	19.7%		3,379,737	1.5%	-938,134	-21.7%	307,228	50,481	19.7%	
- Exempt Services - Bus	23,420	12,391	11,029	89.0%		168,448	7.0%	-417,550	-71.3%	23,420	11,029	89.0%	
- Exempt Services - Ferry	283,808	244,356	39,452	16.1%		3,211,289	1.2%	-520,584	-13.9%	283,808	39,452	16.1%	
Special Events	3,839	16,469	-12,630			139,139	-8.3%	-685,645	-83.1%	3,839	-12,630		
- Special Events - Bus	0	971	-971			19,799	-4.7%	-532,148	-96.4%	0	-971		
- Special Events - Rail	3,839	15,498	-11,659			119,340	-8.9%	-153,497	-56.3%	3,839	-11,659		
Total Patronage (Exempt Serv/Spl Evts)	311,067	273,216	37,851	13.9%		3,518,876	1.1%	-1,623,779	-31.6%	311,067	37,851	13.9%	

Rapid & Frequent	2,985,938	3,019,941	-34,003	-1.1%		28,163,209	-0.1%	-10,083,061	-26.4%	2,985,938	-34,003	-1.1%	
Connector Local Targeted	3,315,471	3,358,220	-42,749	-1.3%		35,763,405	-0.1%	-6,057,834	-14.5%	3,315,471	-42,749	-1.3%	
Total Patronage	6,301,409	6,378,161	-76,752	-1.2%		63,926,614	-0.1%	-16,140,895	-20.2%	6,301,409	-76,752	-1.2%	

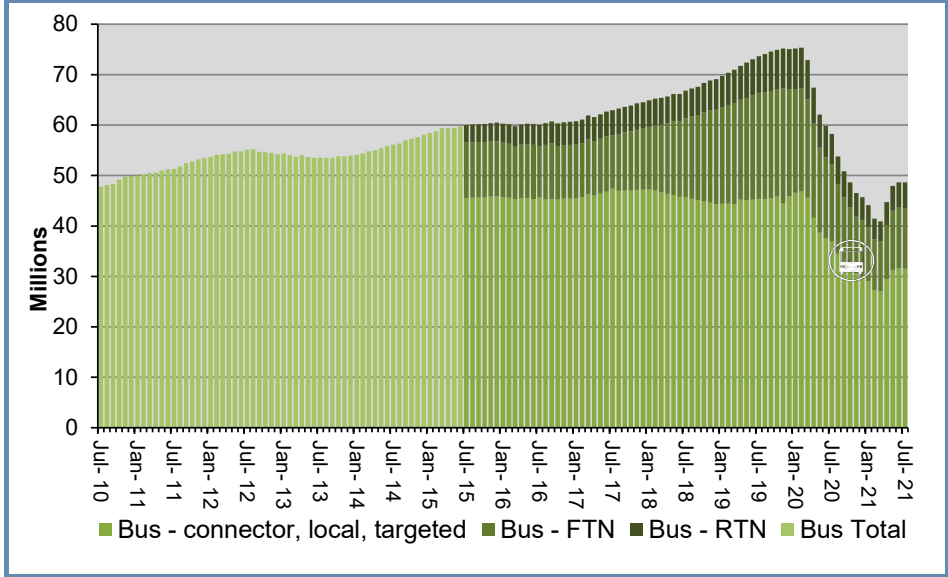
Bus	4,666,851	4,700,838	-33,987	-0.7%	1.5%	48,627,776	-0.1%	-9,631,262	-16.5%	4,666,851	-33,987	-0.7%	1.5%
Rail	1,243,862	1,336,277	-92,415	-6.9%	-4.3%	11,036,606	-0.8%	-5,887,985	-34.8%	1,243,862	-92,415	-6.9%	-4.3%
Ferry	390,696	341,046	49,650	14.6%	15.6%	4,262,232	1.2%	-621,648	-12.7%	390,696	49,650	14.6%	15.6%
Total Patronage	6,301,409	6,378,161	-76,752	-1.2%	1.1%	63,926,614	-0.1%	-16,140,895	-20.2%	6,301,409	-76,752	-1.2%	1.1%

1.2 AT Metro Boardings breakdown

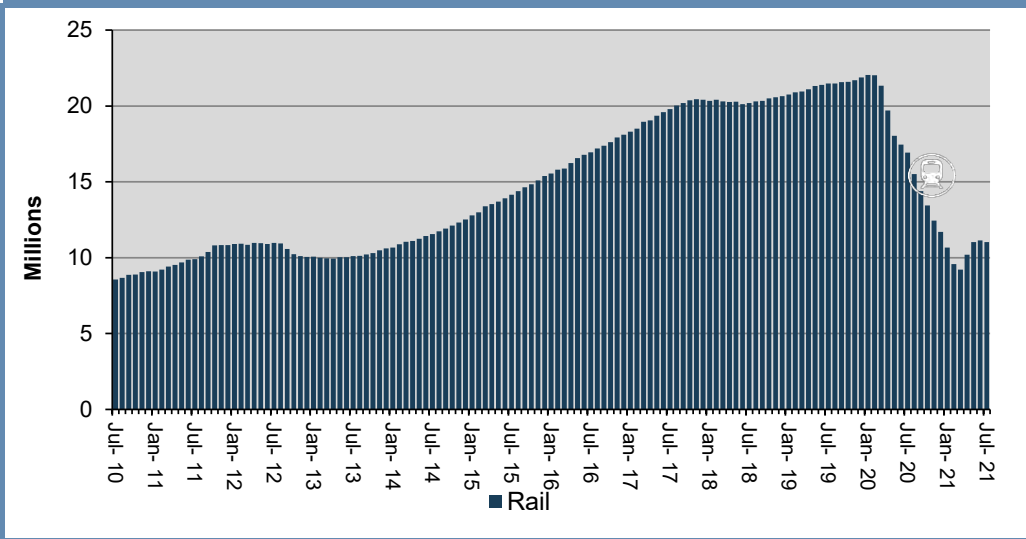
1.2.1 Total Patronage (12 month rolling total)



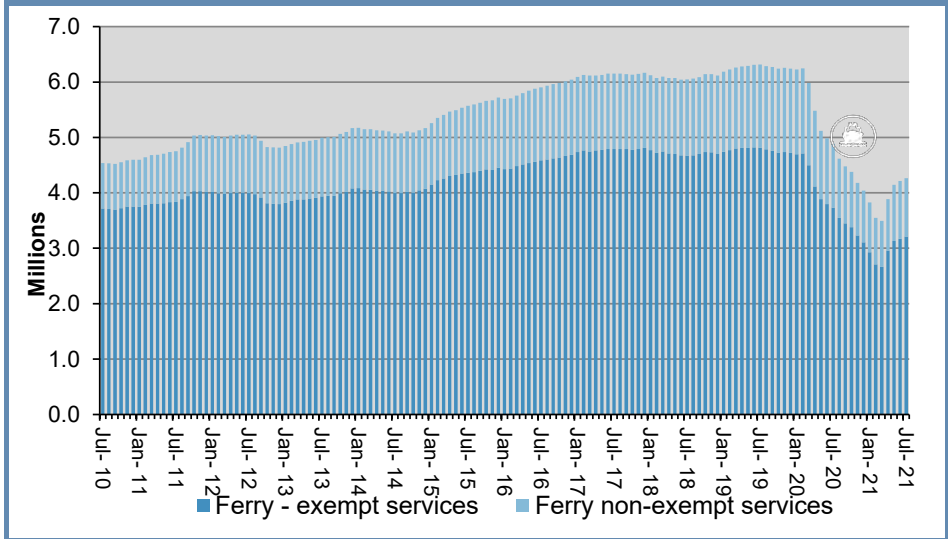
1.2.2 Bus Patronage (12 month rolling total)



1.2.3 Train Patronage (12 month rolling total)

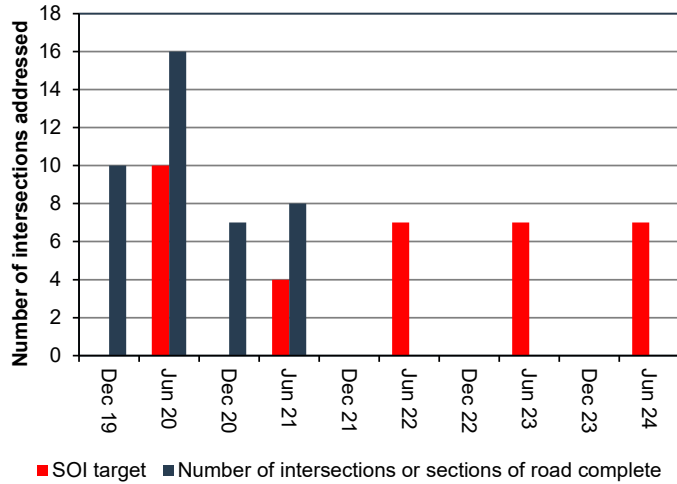


1.2.4 Ferry Patronage (12 month rolling total)



2.1 Making Auckland’s transport system safe by eliminating harm to people

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

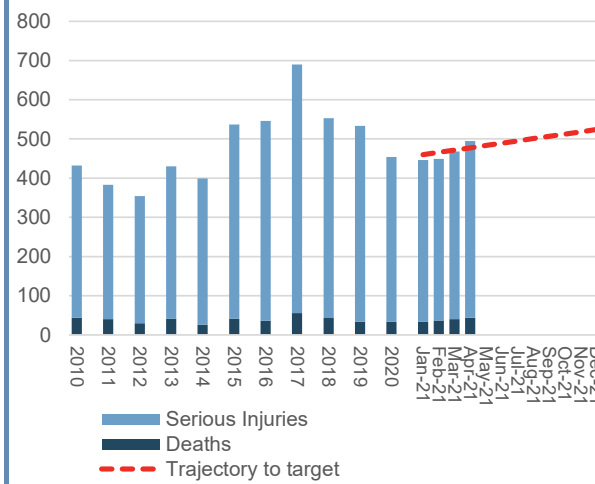


This is a non-reporting period.

The 2021/22 target is to address seven high risk intersections or sections of road as part of the safety programme.

Progress on this measure will be reported in the December 2021 Monthly Transport Indicators Report.

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

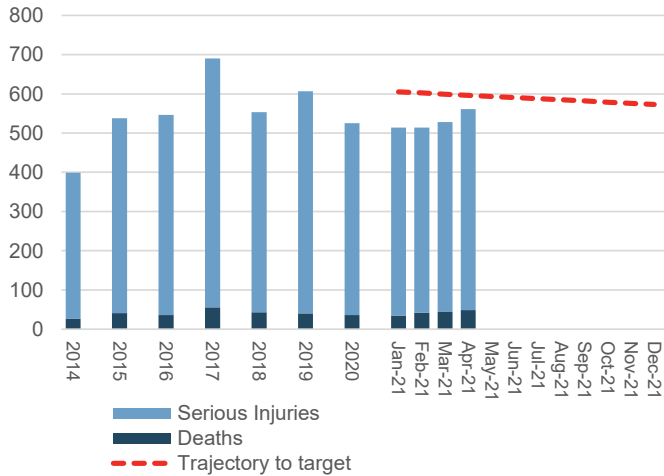


Not on track to meet target.

For the 12 months to the end of April 2021, local roads deaths and serious injuries decreased by 2.0%, to 495. This is 3.7% worse than trajectory to meet the end of year target. Furthermore, local road deaths have increased by 69.2% (from 26 last year to 44 this year). AT’s safety team has attributed this to increased high-risk behaviours associated with improving economy, reduced Police enforcement and active but fragile elderly pedestrians. Local road serious injuries decreased by 5.8% in the past year (from 479 to 451).

Note: the trajectory for this year is going up, as 2020 had unusually low incidents due to COVID restrictions. The EOY target is still in line with a 60% reduction in DSI by 2027.

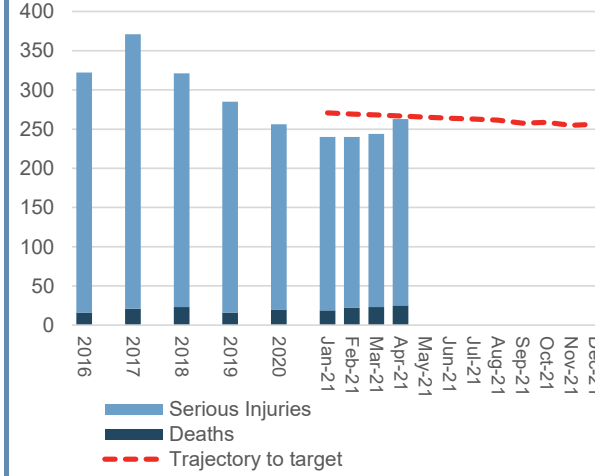
2.1.3 Reduction in the number of deaths and serious injuries on Tāmaki Makaurau’s road network



On track to exceed the target.

For the 12 months to the end of April 2021, the deaths and serious injuries on all Auckland roads (including local roads and highways) decreased by 4.0%, to 561. This is 6.0% ahead of the trajectory to meet the end of year target. Furthermore, all road deaths have increased by 63.0% (from 30 last year to 49 this year). All Auckland road serious injuries decreased by 8.0% in the past year (from 554 to 512).

2.1.4 Number of vulnerable road user deaths on and serious injuries on Tāmaki Makaurau’s road network



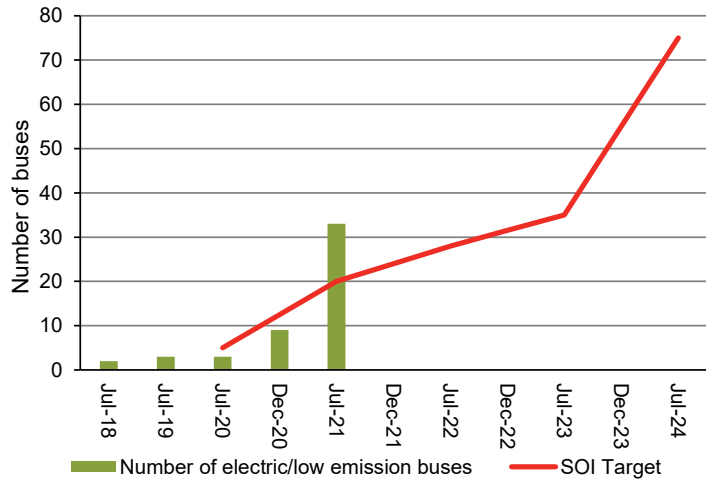
On track to meet the target.

For the 12 months to the end of April 2021, deaths and serious injuries of vulnerable road users decreased by 5.7%, to 263. This is 1.4% under the trajectory of this year’s target.

However, deaths of vulnerable road users have increased by 78.6% (from 14 last year to 25 this year). Vulnerable road users serious injuries decreased by 10.2% in the past year (from 265 to 238).

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

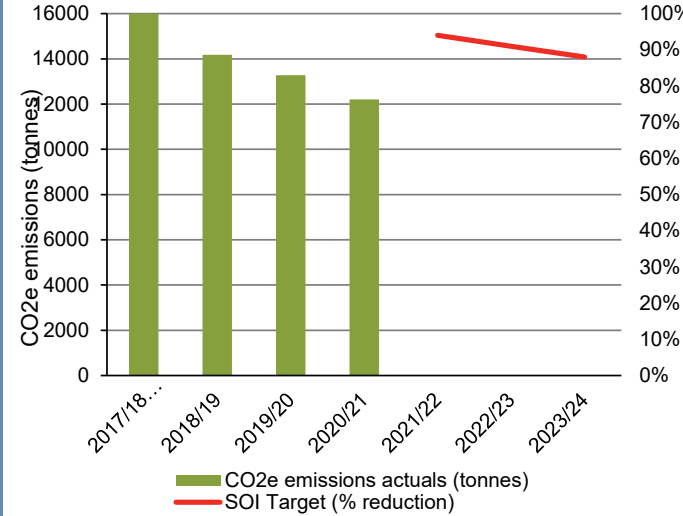


This is a non-reporting period. However, we have already met the end of year target.

There were 33 low emission buses in the Auckland bus fleet in July 2021. The target for July 2022 is 28.

Out of the 33, 32 are electric, and one is hydrogen powered.

2.2.2 Percentage reduction of greenhouse gas emissions from AT's corporate activities and assets

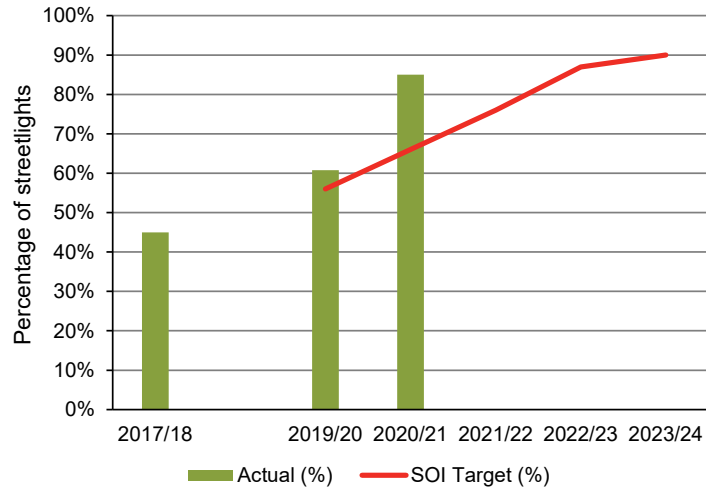


This is a non-reporting period.

This year, this measure has changed. It is now considering all of AT's operational emissions rather than just corporate emissions.

We expect results on this measure by the end of this financial year.

2.2.3 Percentage of Auckland Transport streetlights that are energy efficient LED



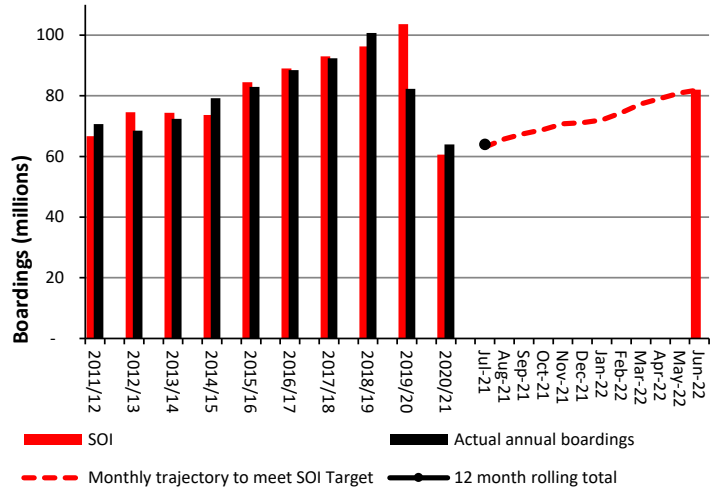
This is a non-reporting period. However, we have already met the end of year target.

The 2021/22 SOI target is to increase the percentage of energy efficient LED streetlights to 76%. AT have already met the end of year target.

At the end of 2020/21, 104,222 streetlights were LED, 85% of all streetlights, exceeding that year's target by 19 percentage points.

2.3 Providing and accelerating better travel choices for Aucklanders

2.3.1 Total public transport boardings (millions)*

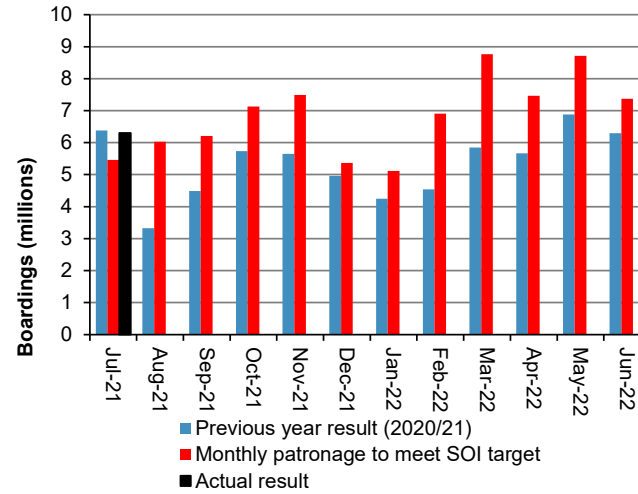


On track to meet the target.

PT patronage totalled 63,926,614 passenger boardings for the 12 months to July 2021. This is 1.3% above the SOI target.

Patronage for the 12 months to July 2021 was 0.1% above the 12 months to June 2021, and 20.2% below the 12 months to July 2020.

2.3.2 Monthly public transport boardings (millions)

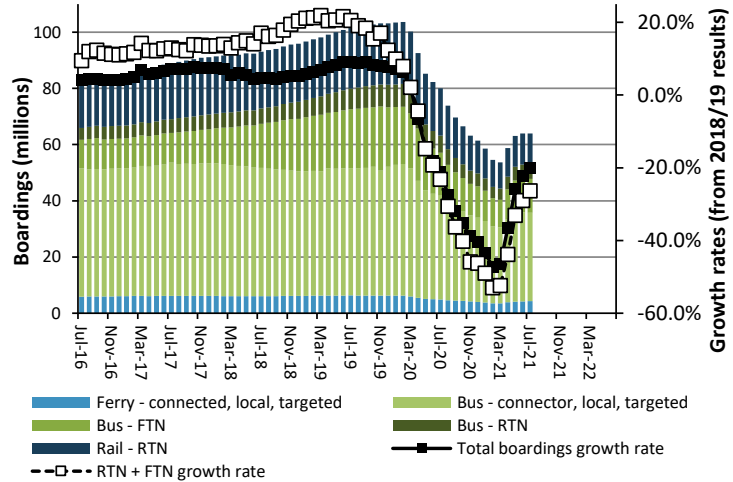


Target met.

July 2021 monthly patronage was 6,301,409. This is 100.1% of the June 2021 patronage, and 98.8% of the July 2020 level.

July 2021 monthly patronage was 15.5% above the monthly target.

2.3.3 Boardings on rapid or frequent network



Not on track to meet target.

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

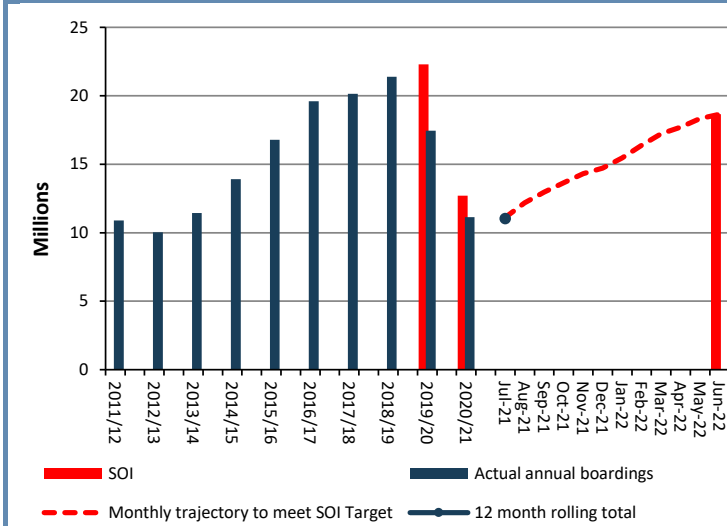
RFN Boardings for the 12 months to July 2021 decreased at a faster rate (26.4%) than overall patronage (20.2%). Recovery on the RFN network has been slower than overall recovery due to increased working from home by those working in the City Centre; an area largely serviced by Rapid and Frequent services. 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 and accelerating better travel choices for Aucklanders

2.3.4 Rail boardings (12 month rolling total)*

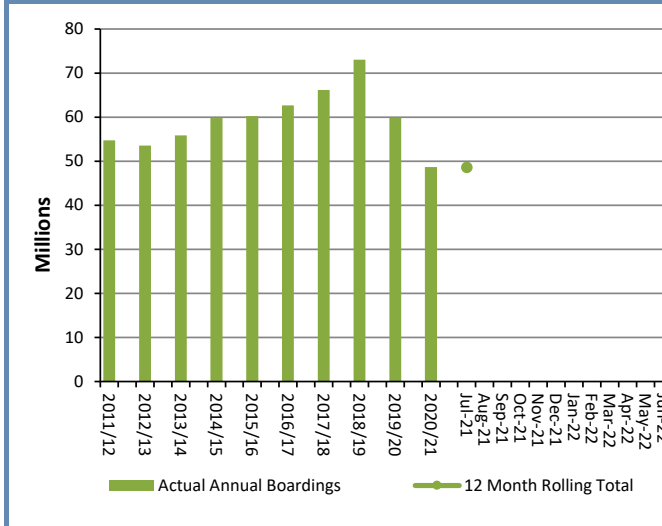


On track to meet the target.

Rail patronage totalled 11,036,606 passenger boardings for the 12 months to July 2021. This is 0.7% below the SOI target trajectory.

Patronage for the 12 months to July 2021 was 0.8% below the 12 months to June 2021, and 34.8% below the 12 months to July 2020.

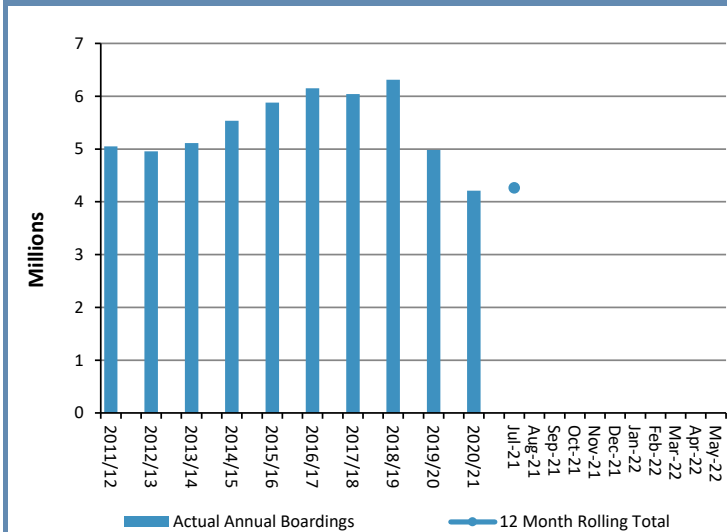
2.3.5 Bus boardings (12 month rolling total)



Bus patronage totalled 48,627,776 passenger boardings for the 12 months to July 2021.

This is a decrease of 0.1% on the 12 months to June 2021 and a decrease of 16.5% on the 12 months to July 2020.

2.3.6 Ferry boardings (12 month rolling total)



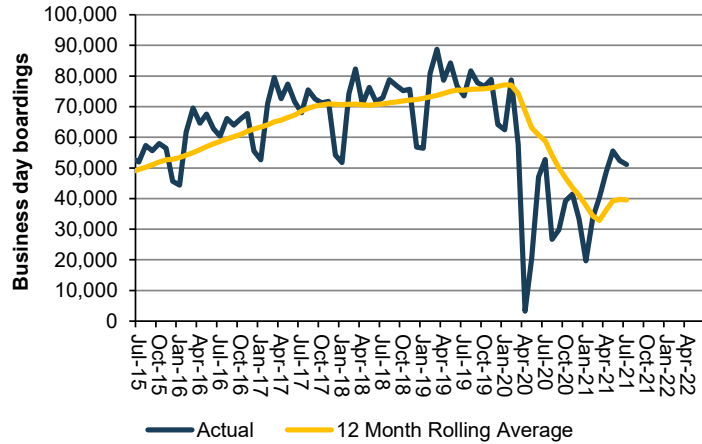
Ferry patronage totalled 4,262,232 passenger boardings for the 12 months to July 2021.

This is an increase of 1.2% on the 12 months to June 2021, and a decrease of 12.7% compared with the 12 months to July 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 and accelerating better travel choices for Aucklanders

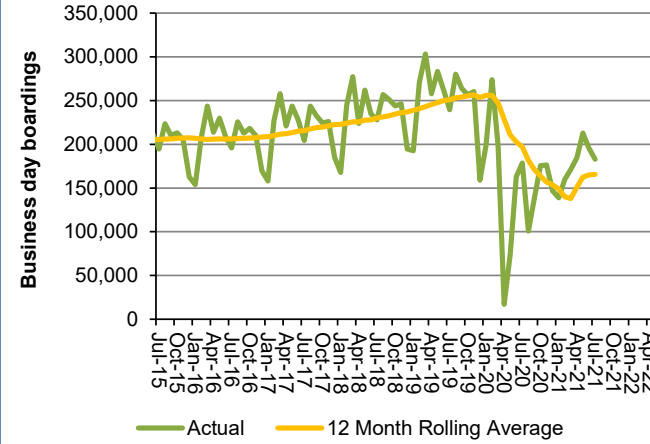
2.3.7 Rail business day average boardings



Business day boardings on the rail network averaged 39,536 in the 12 months to July 2021.

This represents an 47.6% decrease on the on the 12-month average to July 2020.

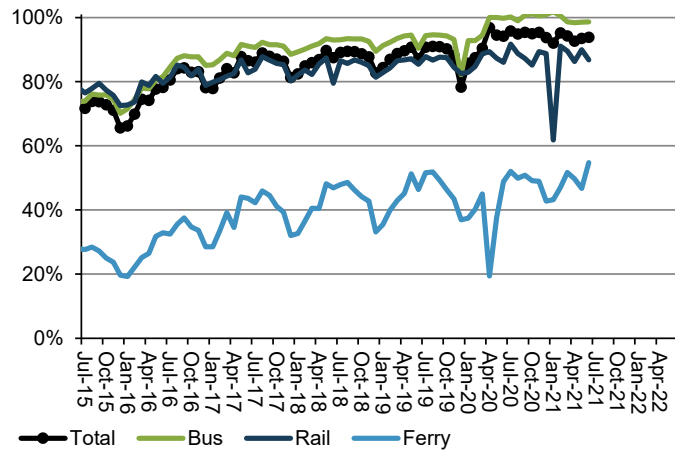
2.3.8 Bus business day average boardings



Business day boardings on the bus network averaged 165,445 in the 12 months to July 2021.

This represents a 34.6% decrease on the 12-month average to July 2020.

2.3.9 Percentage of all PT trips using AT HOP

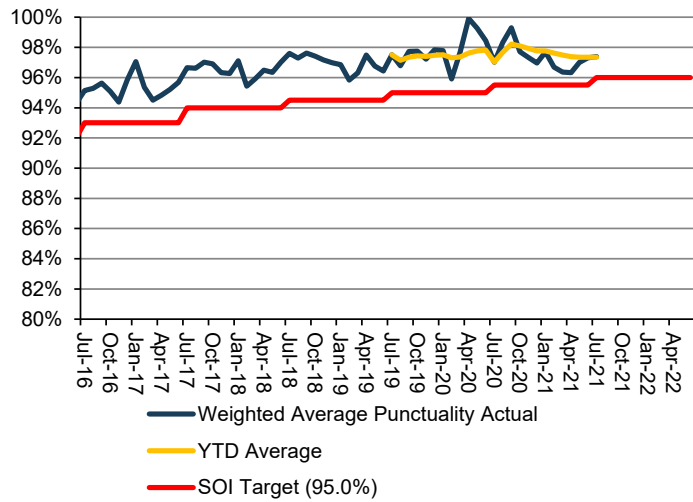


The proportion of all trips using AT HOP in July 2021 was 96%, up two percentage points on June 2021.

Bus: 100%
Rail: 93%
Ferry: 53%

2.3 Providing and accelerating better travel choices for Aucklanders

2.3.10 PT punctuality (weighted average across all modes)



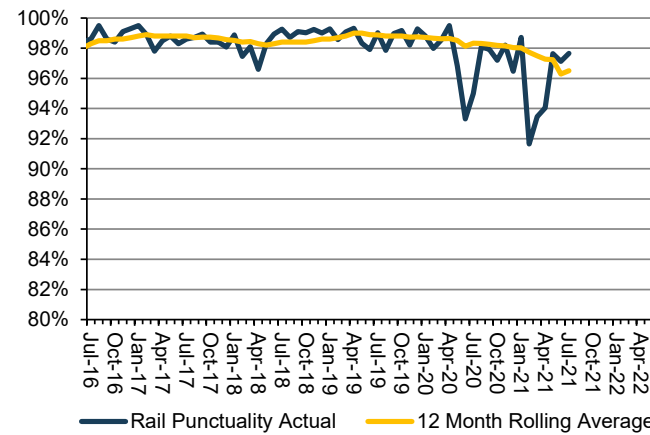
On track to meet target.

PT punctuality to July 2021 was 97.4%; SOI target 96.0%.

PT weighted average punctuality for the month of July 2021 was 97.4%.

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

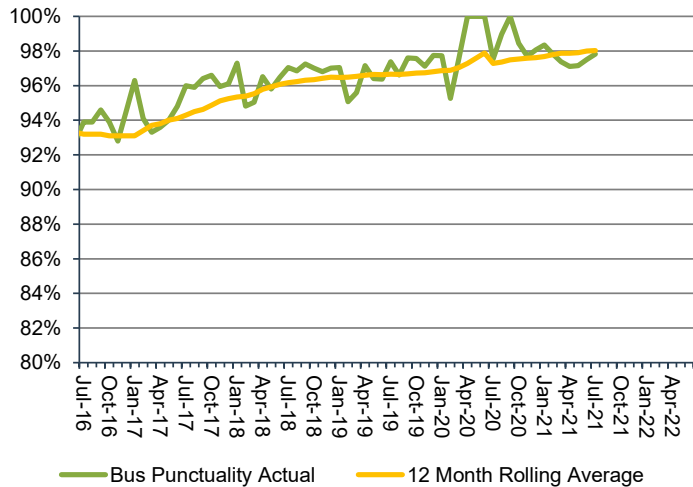
2.3.11 Rail services punctuality



Rail service punctuality in July 2021 was 97.7%, and 96.5% for the 12 months to July 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

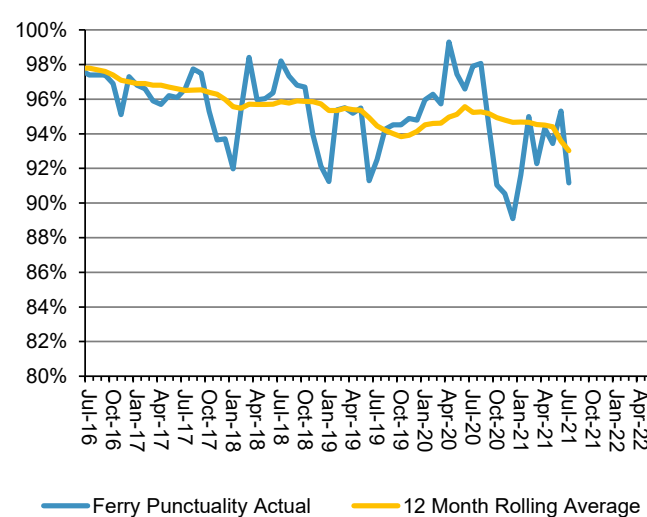


Bus service punctuality in July 2021 was 97.8%, and 98.0% for the 12 months to July 2021.

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 July 2021 was 91.2%, and 93.0% for the 12 months to July 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 and accelerating better travel choices for Aucklanders

2.3.14 Rail service performance

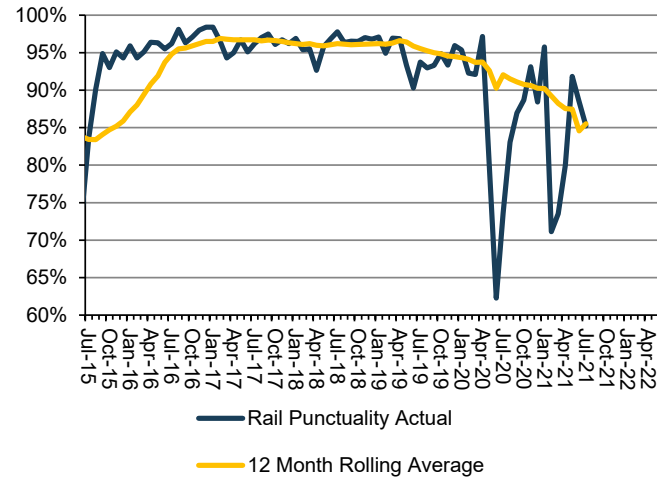
Train Performance July 2021



Line	Punctuality*	Service Delivery*
Total Network	85.2% Punctuality* 85.0% 12 month rolling average	98.9% Service Delivery* 97.1% 12 month rolling average
Western Line	95.8% Punctuality* 84.0% 12 month rolling average	98.5% Service Delivery* 95.4% 12 month rolling average
Eastern Line	80.1% Punctuality* 87.5% 12 month rolling average	98.8% Service Delivery* 97.2% 12 month rolling average
Southern Line	62.1% Punctuality* 74.4% 12 month rolling average	99.3% Service Delivery* 97.7% 12 month rolling average
Pukekohe Line	98.4% Punctuality* 98.6% 12 month rolling average	98.9% Service Delivery* 99.1% 12 month rolling average
Onehunga Line	96.0% Punctuality* 89.3% 12 month rolling average	99.1% Service Delivery* 97.4% 12 month rolling average

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

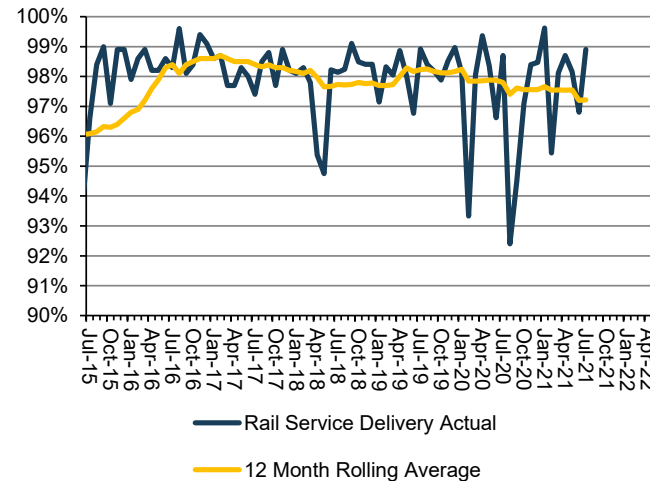
2.3.15 Rail punctuality based on arrival at final destination



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 July 2021 was 85.2% and 85.5% for the 12 months to July 2021.

2.3.16 Rail service delivery based on arrival at final destination

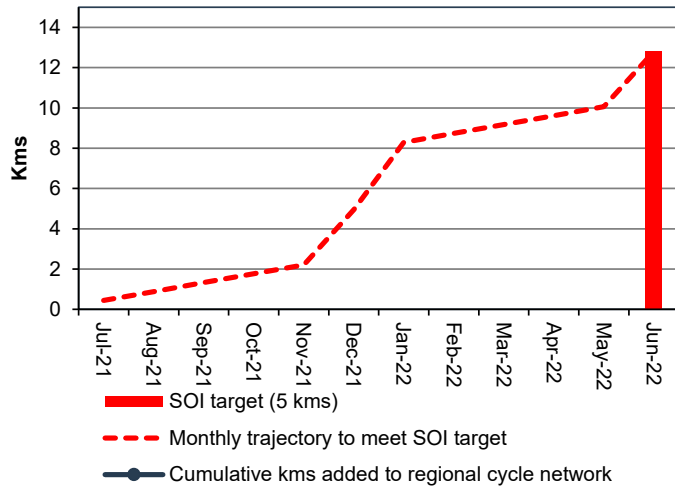


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of July 2021 was 98.9% and 97.2% for the 12 months to July 2021.

2.3 Providing and accelerating better travel choices for Aucklanders

2.3.17 Kilometres of safe cycleway added or upgraded that is located on the Cycle & Micromobility Strategic Network



On track to meet target

No new cycleways were delivered in July 2021.

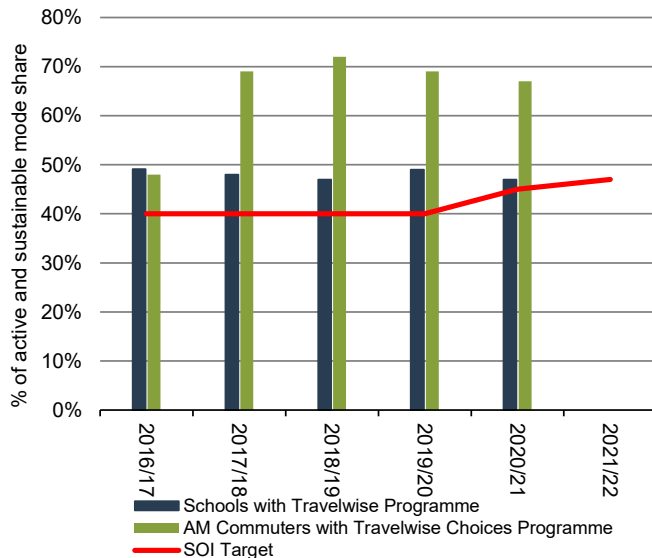
However, none were planned for July delivery.

A final trajectory for this year is still being established.

2.3.18 Percentage of key signalised intersections in urban centres where pedestrian delays are reduced during the interpeak period.

This is a new measure and will be reported on for the first time in September.

2.3.19 Active and sustainable transport mode share where a Travelwise Choices programme is implemented

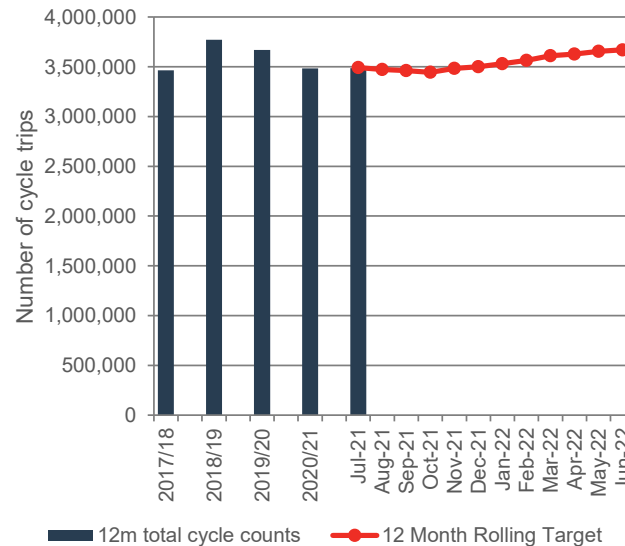


Reported at the end of the Financial Year.

In the 2020/21 financial year, mode share was 47% for students and 67% for businesses enrolled in the travelwise programme commuting by means other than private vehicle use.

Please note results do not include those working from home.

2.3.20 Cycle movements 12 month rolling total



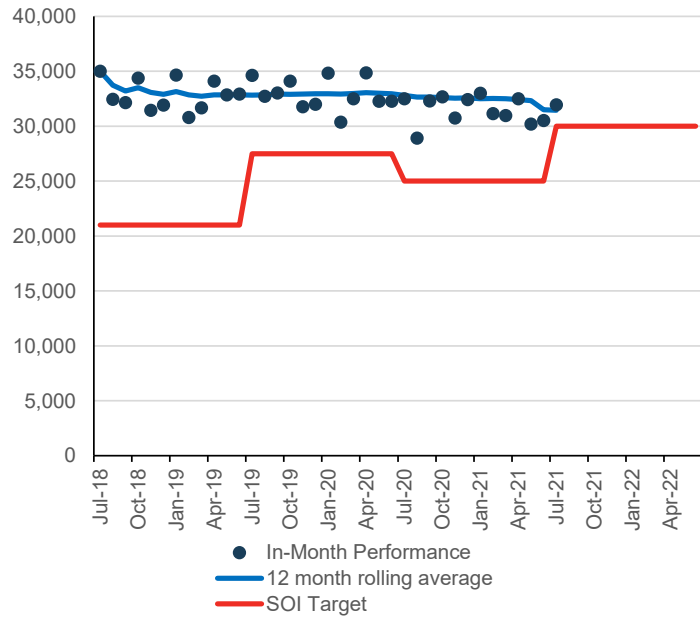
Not on track to meet target.

Cycle counts totalled 3,486,977 for the 12 months to July 2021. This is 1.7% lower than the expected trajectory to meet the end of FY target.

However, this is an increase of 0.1% on the 12 months to June 2021, and a decrease of 4.5% on the 12 months to July 2020.

2.4 Better Connecting People, Places, Goods and Services

2.4.1 Average AM peak period lane productivity



Target on track to exceed.

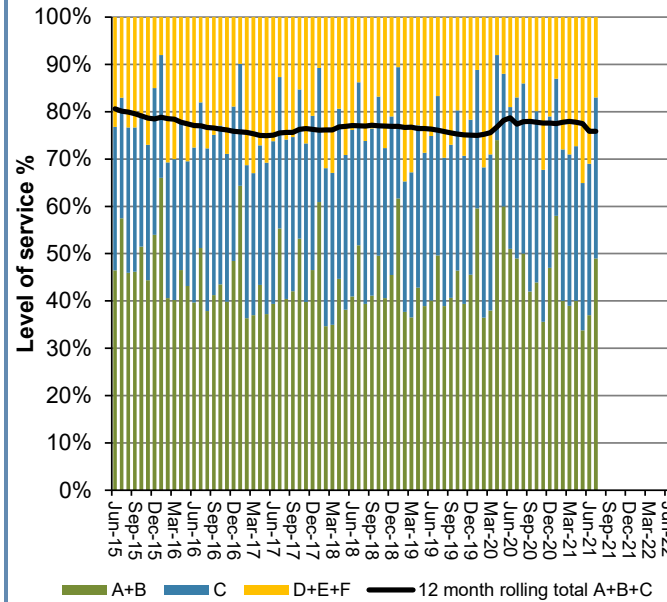
In July 2021, the average arterial road productivity was 31,953 which exceeds the target of 30,000.

This 8% lower than July 2020. This decrease is mostly due increased congestion compounded by lower public transport share.

The 12-month rolling average for the 12 months to July 2021 is 31,450.

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 July 2021, 83.0% of the arterial network operated at good levels of service (LOS A-C). This is the same as July 2020.

The 12-month rolling average for LOS A-C was 75.8% for July 2021. The 12-month average has been dropping to pre-COVID levels as the months of the first lockdown are no longer included in the 12-month average.

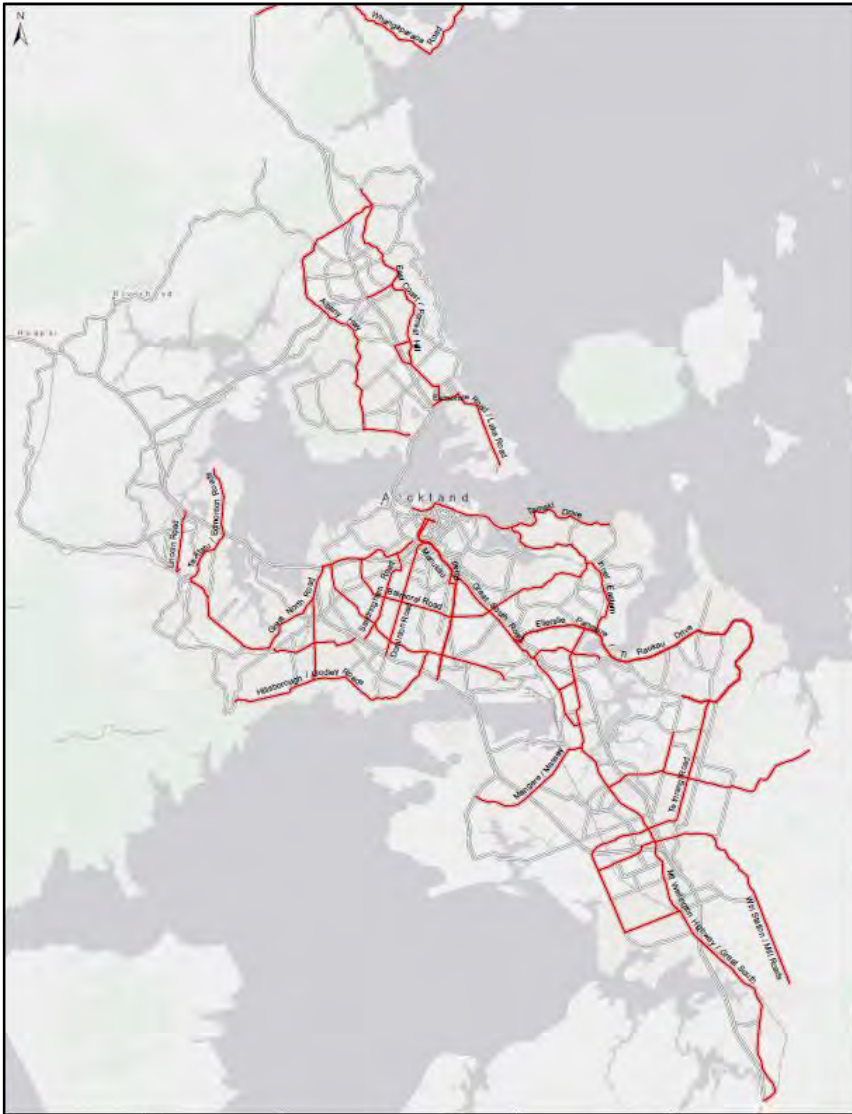
Level of service is measured by median speed as a % of the posted speed limit and categorised as follows:

- 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.

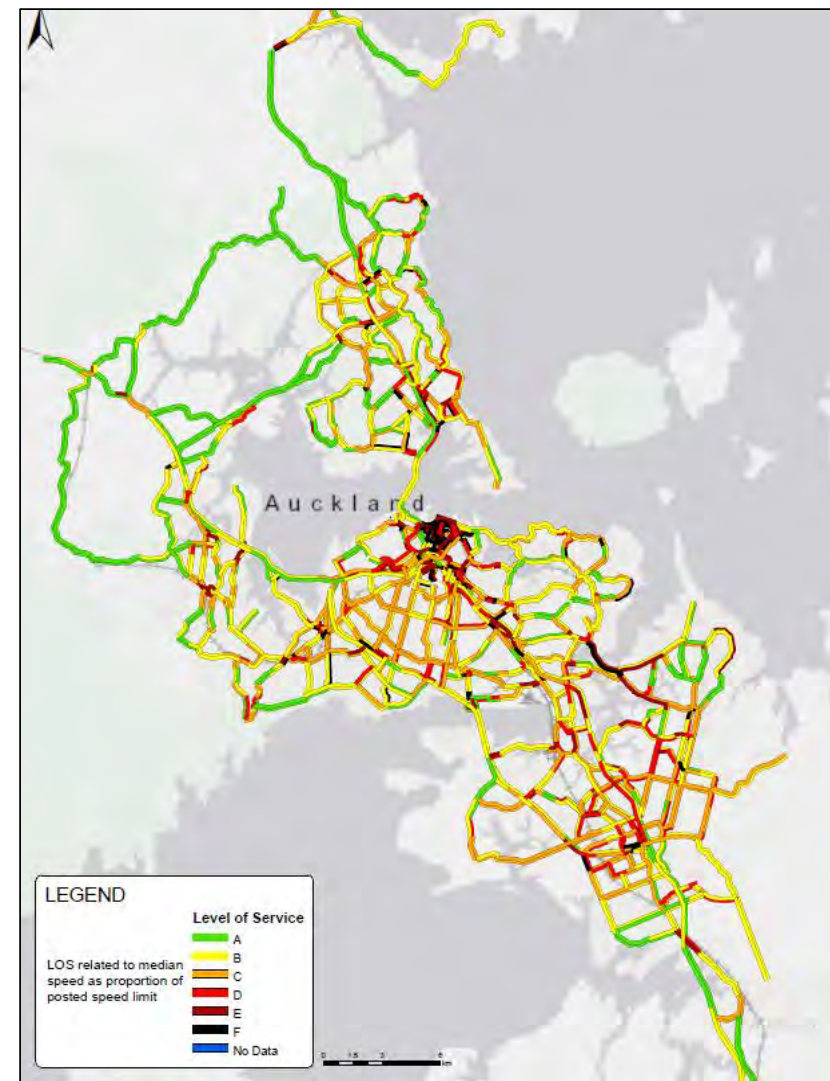
2.4 Better Connecting People, Places, Goods and Services

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

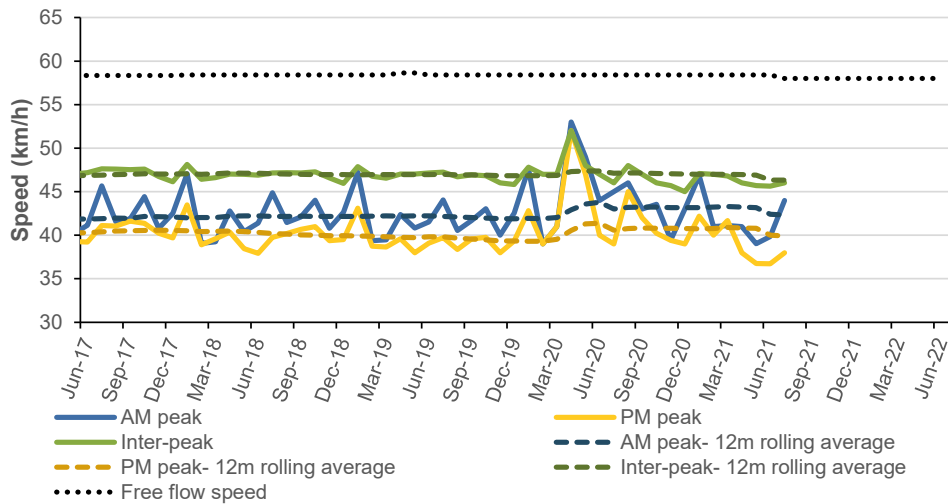
2.4.6 Congestion map PM peak



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

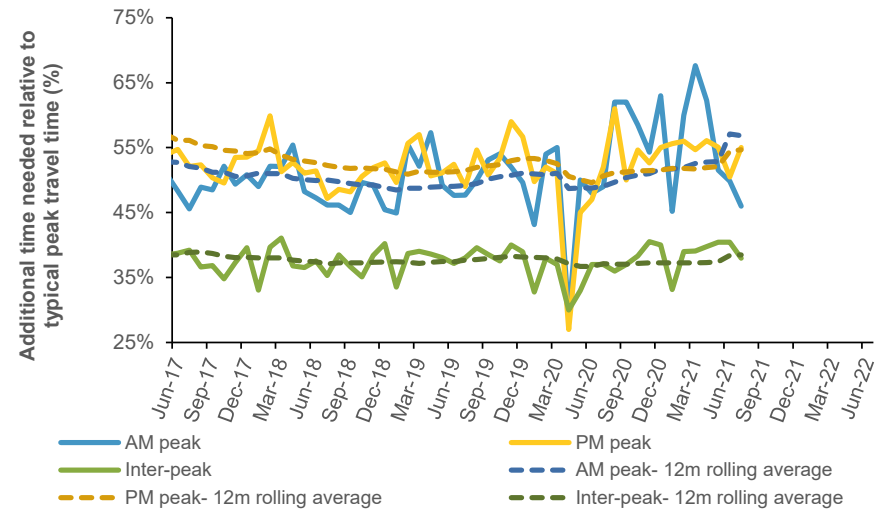
2.4.7 Median travel speed across arterial and motorway network



The average AM peak vehicular travel speed in July 2021 was 36 km/h, 3km/h higher than June 2021 and 1km/h slower than July 2019. The 12 month rolling average to July 2021 was 42.3 km/hr, 0.7 km/hr lower than the 12 months to July 2020 (43.0 km/h).

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 July 2021 AM peak, the 85th percentile travel time was 46% longer than the typical travel time. In the 12 months to July 2021, average AM peak reliability was 57%, eight percentage points worse than the 12 months to July 2020 (49%). PM peak reliability for the 12 months to July 2021 was 55%, four percentage points worse than the 12 months to July 2020 (51%).

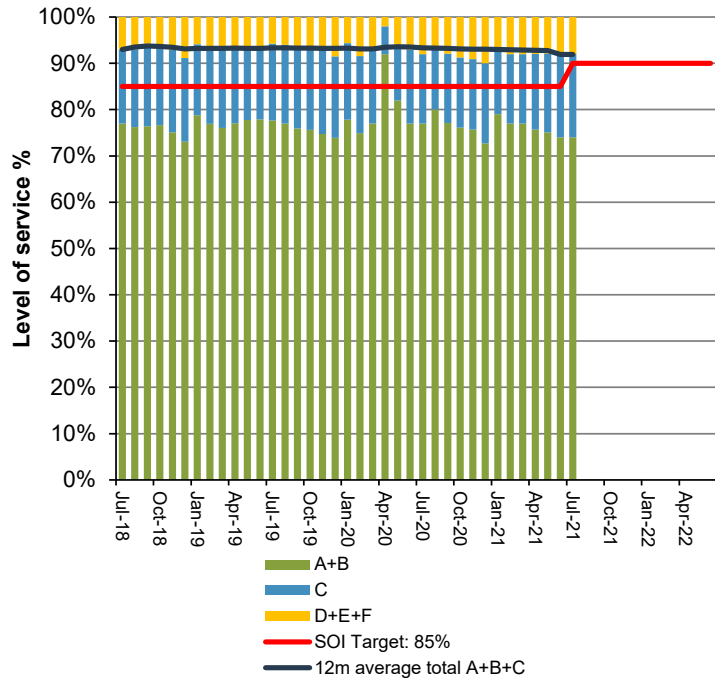
This figure shows the difference between the typical (median) and the 85th percentile travel time, on the combined arterial and motorway network, for the AM peak, inter-peak and PM peak. This is a measure of reliability.*

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 July 2021, 92% of the freight network operated at good Levels of Service for congestion (LoS A-C in the previous map) during the interpeak and was above the desired 90% target.

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

Freight network reliability was 33% and below the 50% threshold in July 2021 during the interpeak, indicating a relatively good overall freight travel experience during the interpeak.

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.

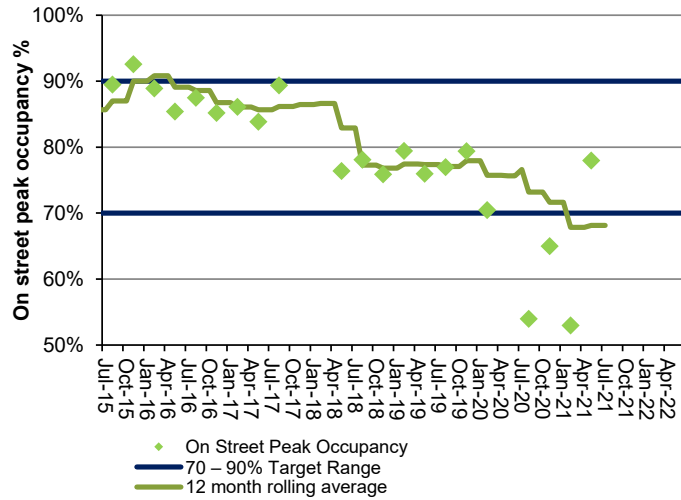
2.4.10 Map showing key freight routes



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

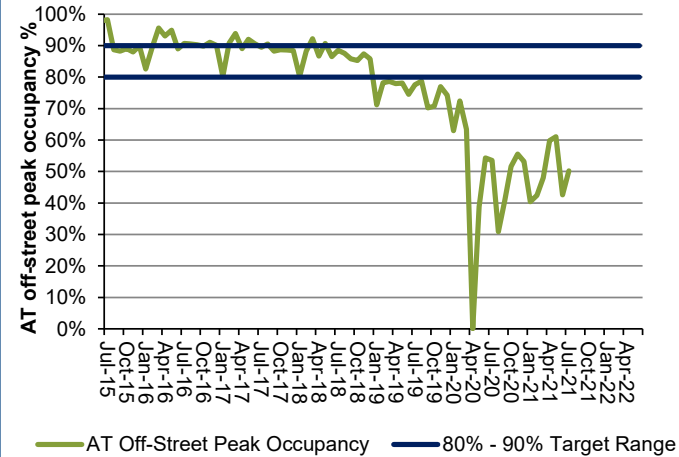
2.4.11 Parking occupancy rates (peak 4-hour, on street)*



This is a non-reporting period.

The average for FY2021/2022 is 62.5%. We do not have any data for this year yet.

2.4.12 Off-street parking occupancy rates

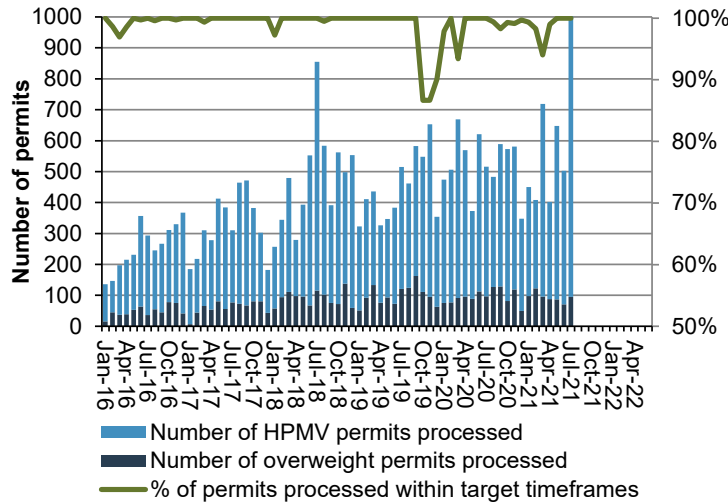


Target not met.

Occupancy for July 2021 was 50.22%. Year to date occupancy for FY2021/2022 is 50.22%.

NOTE: As per July 2021, the following carparks are included in this number: Civic, Downtown, Ronwood and Victoria Street.

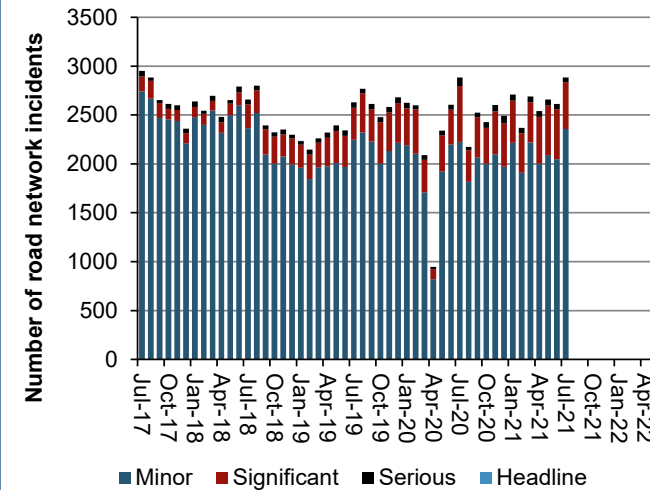
2.4.13 Heavy vehicle permits processed



In July 2021, AT received 95 Overweight and 1030 HPMV permit applications.

All 1030 were processed, achieving 100% 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 July 2021 there was a drop in serious incidents managed; crashes were lower (46) than the average usually noted. The lower number of crashes and incidents were spread across ATOCs full area of operation.

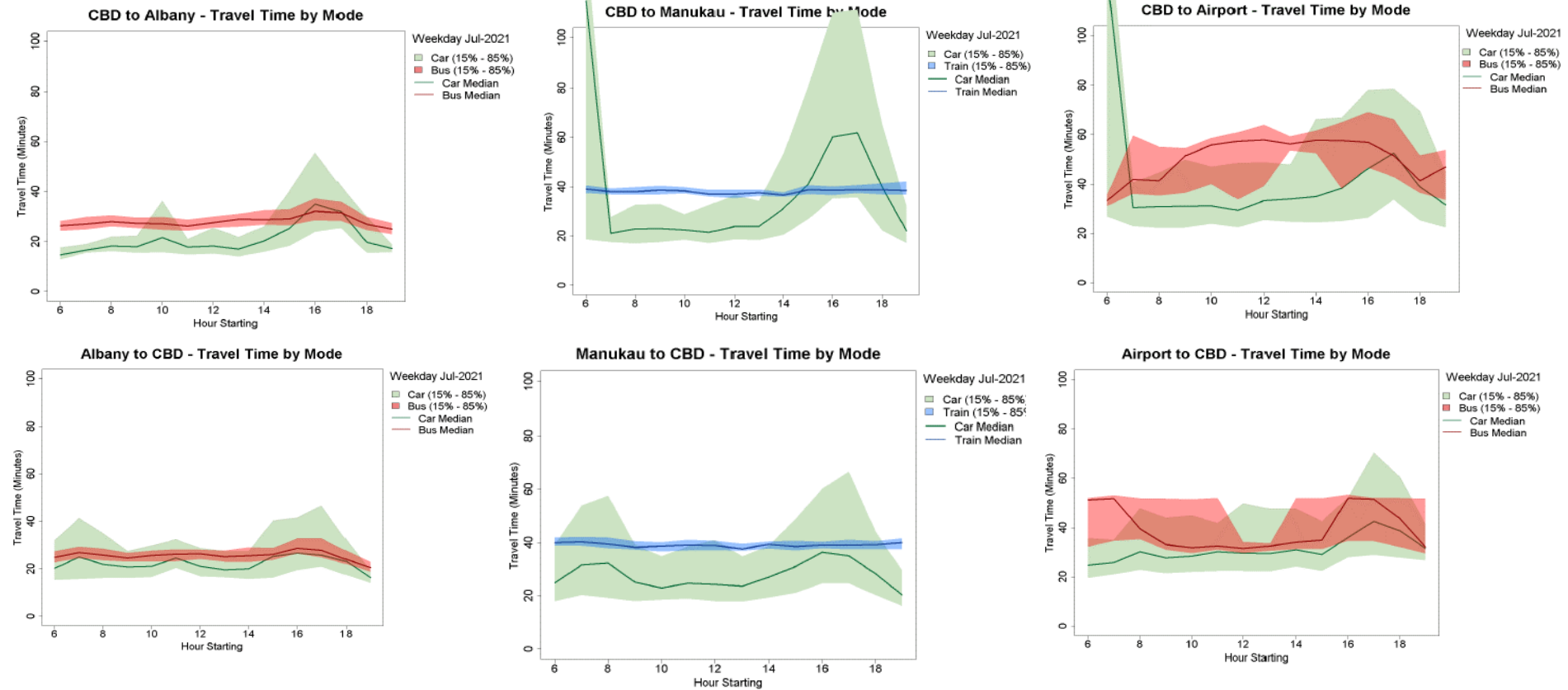
There were two serious incidents of note. The first was a 12-car crash on the North Western motorway (SH16) at the end of peak which prompted a full eastbound motorway closure. The second was a police operation on Great South Road, Greenlane which involved multiple road closures impacting six bus routes.

* 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 Taupō 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.

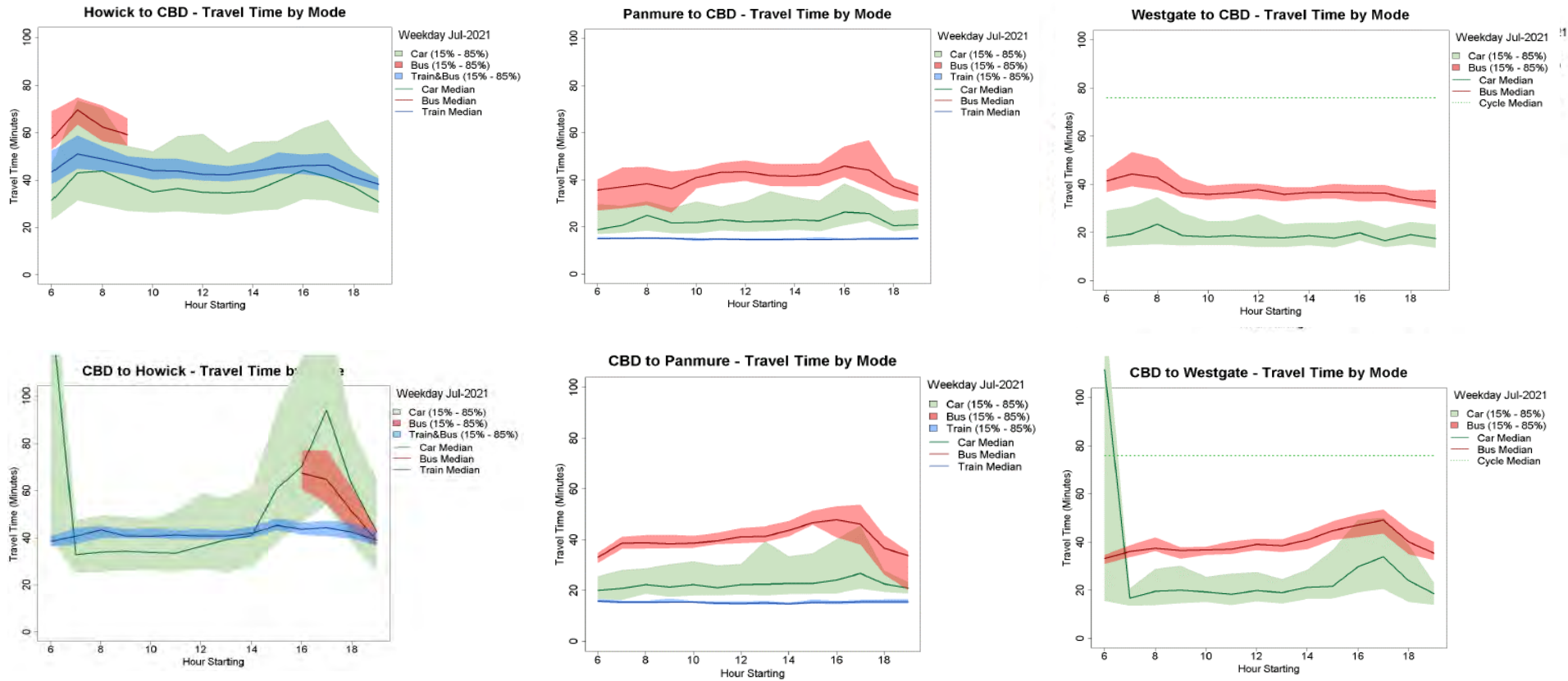


In July 2021, 57% of the bus network operated at good Levels of Service for congestion (LoS A-C in the previous map), 5% higher than June 2021 but below the 67% minimum threshold. The network had an average AM peak travel speed of 31km/h in July 2021, 1km/h higher than June 2021. The bus network travel time reliability was 40% (percentage of time to be added to the normal trip) and below the 50% maximum threshold indicating passengers are experiencing similar travel time in their journeys during the month.

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

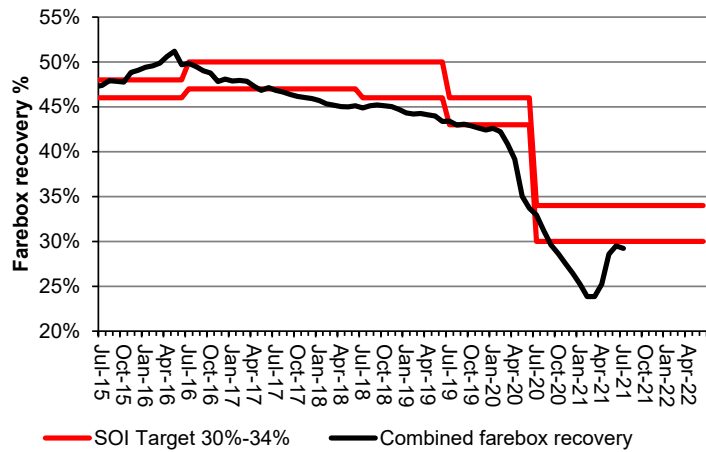


In July 2021, 57% of the bus network operated at good Levels of Service for congestion (LoS A-C in the previous map), 5% higher than June 2021 but below the 67% minimum threshold. The network had an average AM peak travel speed of 31km/h in July 2021, 1km/h higher than June 2021. The bus network travel time reliability was 40% (percentage of time to be added to the normal trip) and below the 50% maximum threshold indicating passengers are experiencing similar travel time in their journeys during the month.

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 adaptive, financially sustainable and delivers value

2.5.1 PT farebox recovery

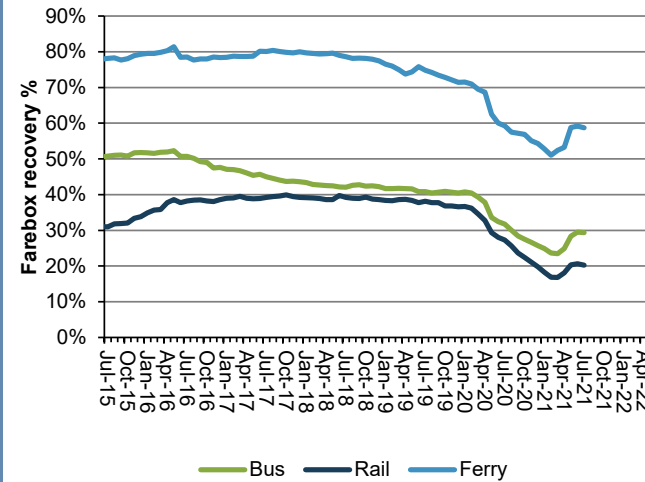


Target not met.

Total PT farebox recovery is increasing. The ratio in July 2021 was 29.23%, compared with 32.93% in July 2020.

The 2021/22 SOI target for PT farebox recovery is between 30% and 34%.

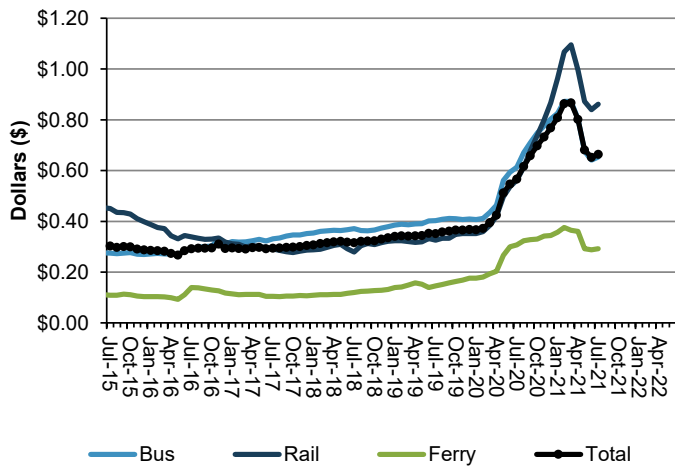
2.5.2 PT farebox recovery (by mode)



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

- Bus: 29.34% (31.71%)
- Rail: 20.26% (27.25%)
- Ferry: 58.72% (59.24%)

2.5.3 PT subsidy per passenger kilometre

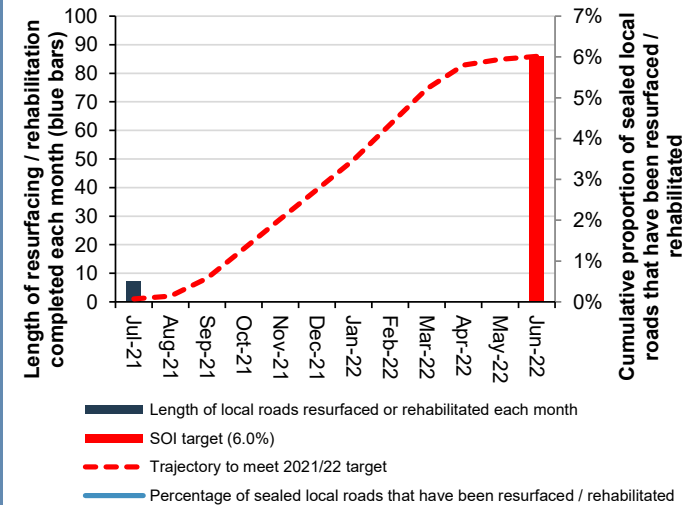


The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The average for June 2021 was \$0.664. For individual modes, July 2021 (and comparable 2019 results) were:

- Bus: \$0.653 (\$0.613)
- Rail: \$0.861 (\$0.562)
- Ferry: \$0.292 (\$0.307)

2.5.4 Percentage of the sealed road network that is resurfaced



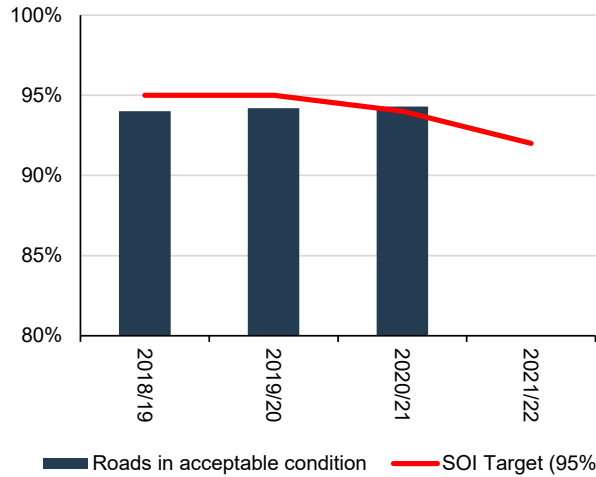
The measure is on track to exceed the target.

In July 2021 AT completed 7.0 km of resurfacing and rehabilitation.

This financial year to date, 7.0 km of local roads were resurfaced, or 1.7% of the 2021/22 target, and 0.1% of Auckland's local roads. This is ahead of the programme.

2.5 Our operating model is adaptive, financially sustainable and delivers value

2.5.5 Proportion of road assets in acceptable condition

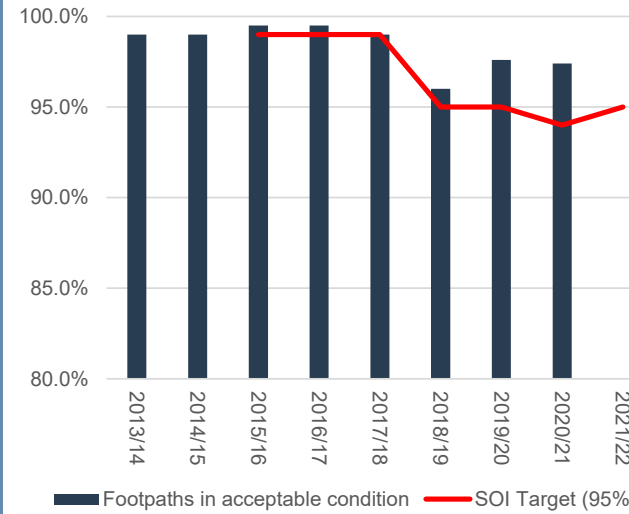


This is a non-reporting period.

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

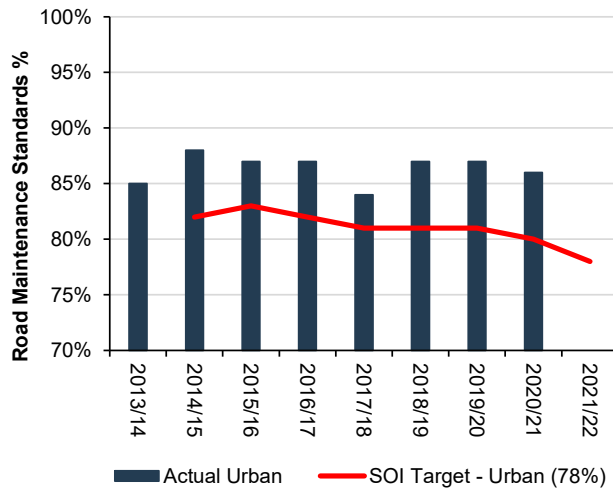


This is a non-reporting period.

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.

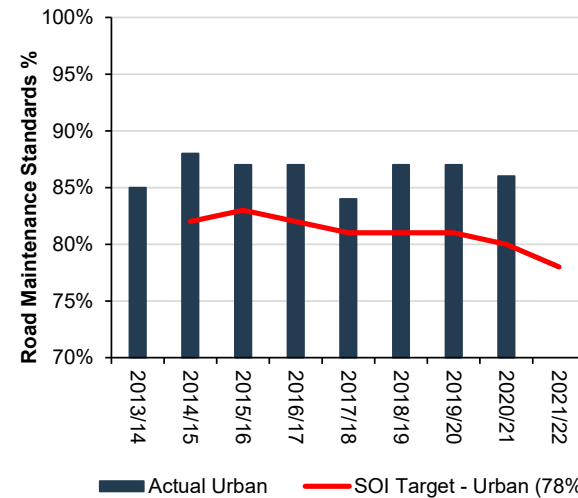
2.5.7 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads



This is a non-reporting period.

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 the previous year's result.

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

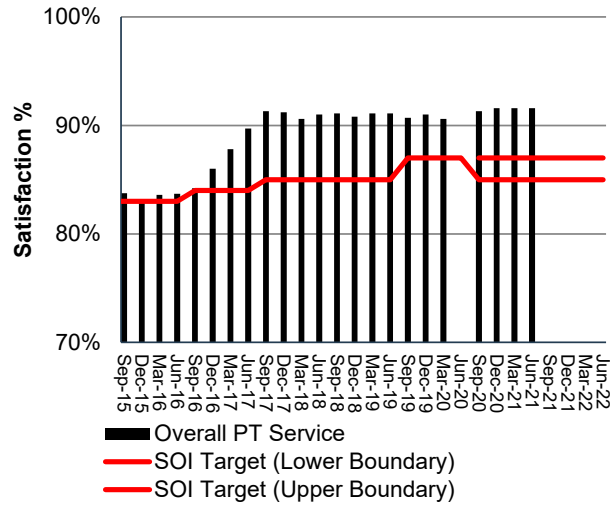


This is a non-reporting period.

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 the previous year's result.

2.6 Providing excellent customer experiences

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

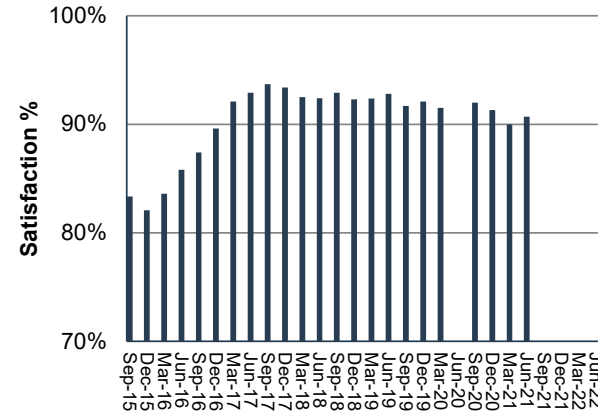


This is a non-reporting period.

The June 2021 result is 91.6% 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

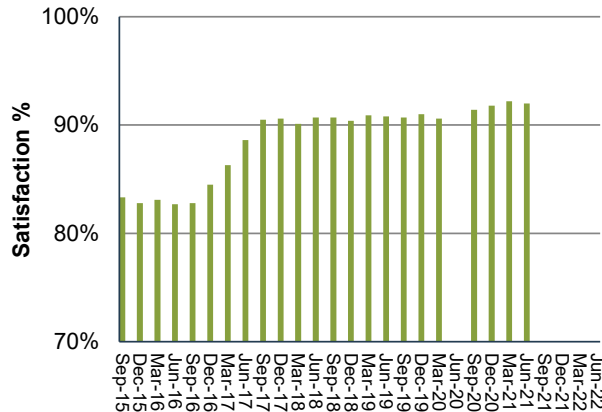


This is reported on quarterly, the next reporting period is September 2021.

In June 2021, satisfaction with train services (90.7%) was 0.7 percentage point above the March 2021 result (90.0%).

There was no June 2020 result due to the COVID-19 Level 4 Lockdown.

2.6.3 Percentage of passengers satisfied with their bus service

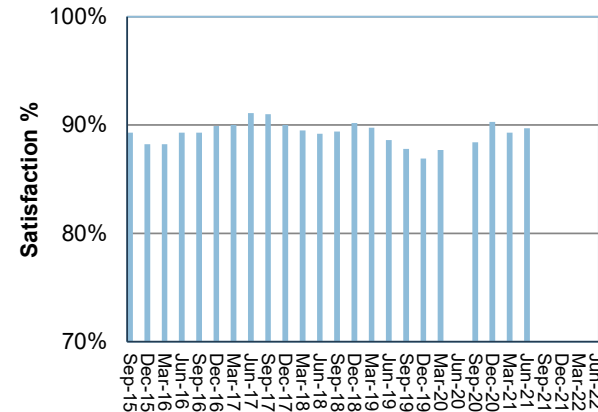


This is reported on quarterly, the next reporting period is September 2021.

In June 2021, satisfaction with bus services (92.0%) was 0.2 percentage points lower than the March 2021 result (92.2%).

There was no June 2020 result due to the COVID-19 Level 4 Lockdown.

2.6.4 Percentage of passengers satisfied with their ferry service



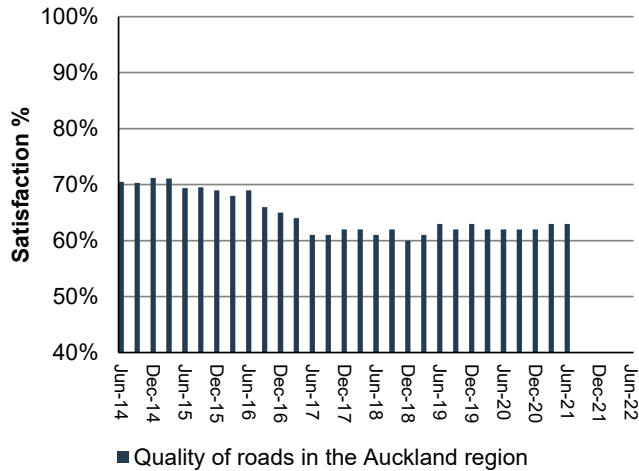
This is reported on quarterly, the next reporting period is September 2021.

In June 2021, satisfaction with ferry services (89.7%) was 0.7 percentage point below above the March 2021 result (89.0%).

There was no June 2020 result due to the COVID-19 Level 4 Lockdown.

2.6 Providing excellent customer experiences

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

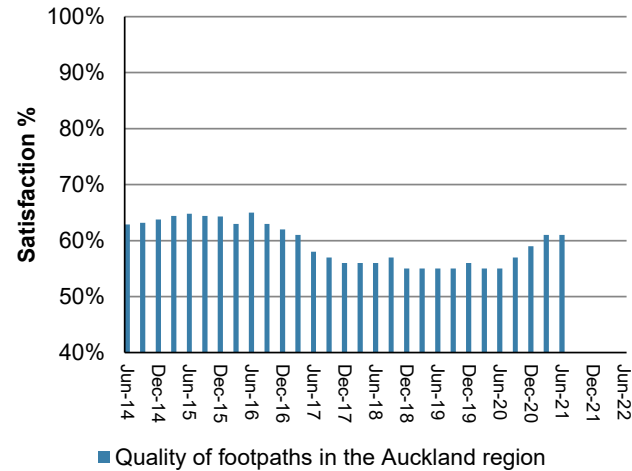


This is reported on quarterly, the next reporting period is September 2021.

In June 2021, satisfaction with the quality of roads in Auckland was 63%, the same as the March 2021 result.

Satisfaction was one percentage point above the June 2020 result.

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

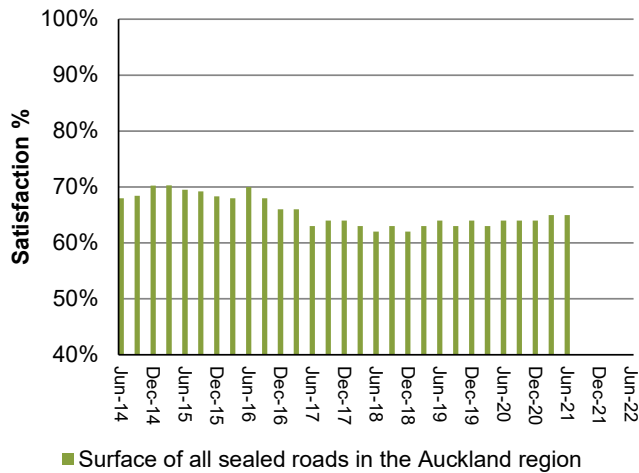


This is reported on quarterly, the next reporting period is September 2021.

In June 2021, satisfaction with the quality of footpaths in Auckland was 61%, the same as the March 2021 result.

Satisfaction was six percentage points above the June 2020 result.

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

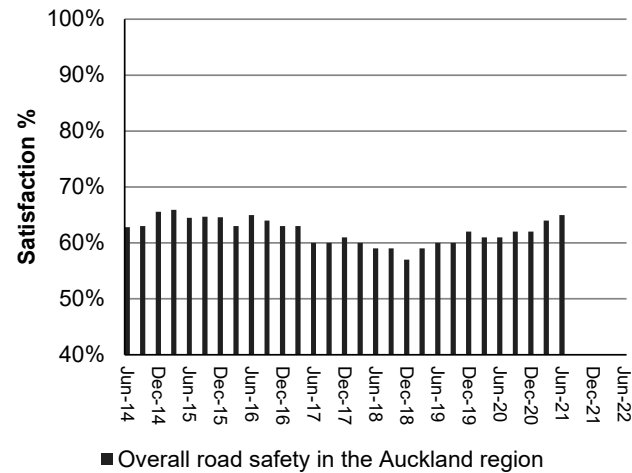


This is reported on quarterly, the next reporting period is September 2021.

In June 2021, satisfaction with the surface of all sealed roads in Auckland was 65%, The same as the March 2021 result.

Satisfaction was one percentage points higher than the June 2020 result.

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



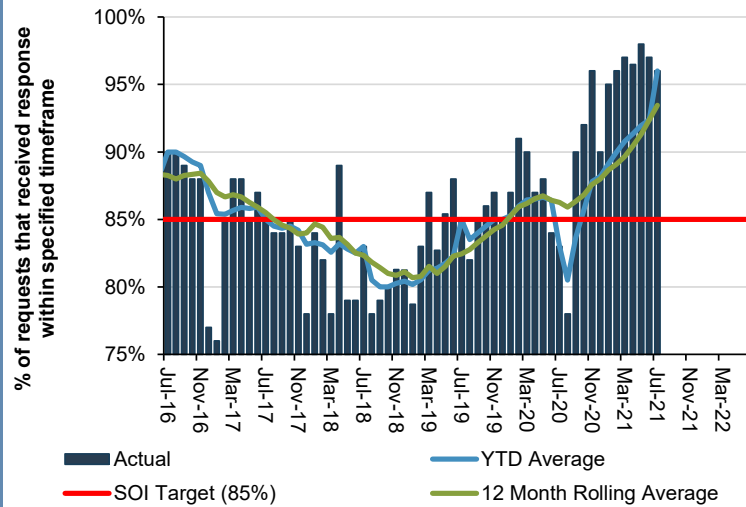
This is reported on quarterly, the next reporting period is September 2021.

In June 2021, satisfaction with road safety in Auckland was 65%, one percentage point higher than the March 2021 result (64%).

Satisfaction was four percentage points higher than the June 2020 result.

2.6 Providing excellent customer experiences

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



Target Exceeded.

12 month rolling average: 93.5% (SOI target 85%)

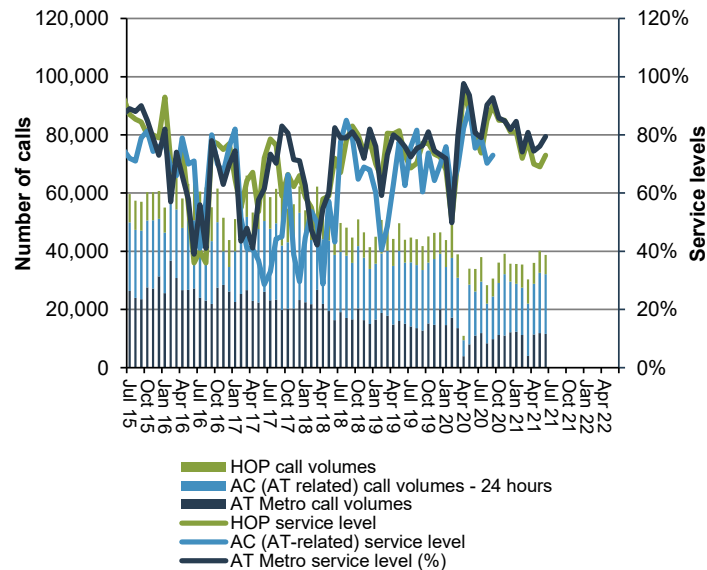
The July 2021 result (96%) is one percentage point worse than June 2021.

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

2.6.10 Percentage of total AT case volume resulting in a formal complaint

This is a new measure. We expect the first results will be reported at the end of September.

2.6.11 Call centre incoming calls and service levels



In July 2021 AT HOP Call volumes increased by 5% compared with June 2021, and decreased 18% compared to July 2020. The service level was 4 percentage point lower than last month.

Auckland Council call volumes have decreased by 1% compared to June 2021, and increased 14% compared to the same month last year.

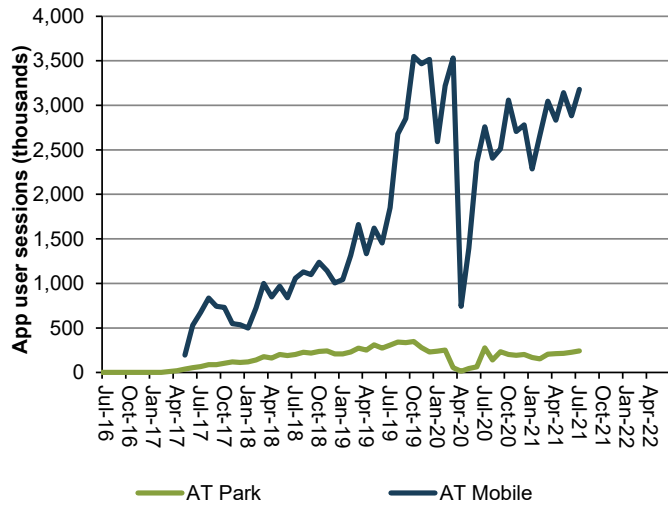
AT Metro Call Centre Volumes increased by 6% on June 2021, and by 4% since July 2020. The service level decreased by 8 percentage points on last month.

2.6.12 Percentage of formal complaints that are resolved within 20 working days

This is a new measure. We expect the first results will be reported at the end of September.

2.6 Providing excellent customer experiences

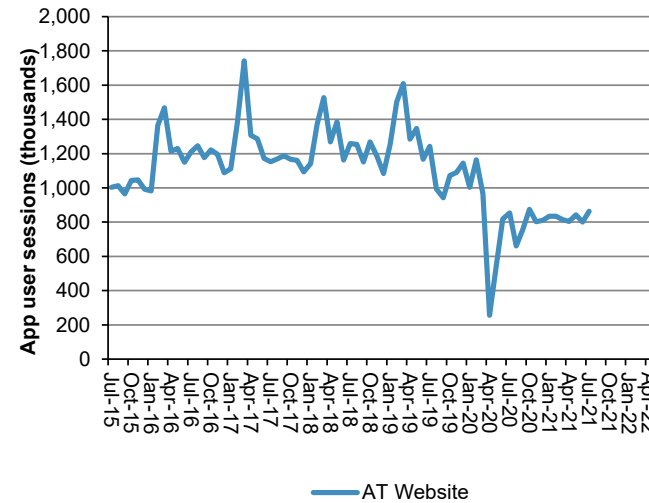
2.6.13 AT app user sessions



AT Mobile
App user sessions increased by 10% in July 2021 compared with June 2021 and increased with 15% compared with July 2020.

AT Park
App user sessions increased by 7% in July 2021 compared with June 2021 and decreased by 12% compared to July 2020.

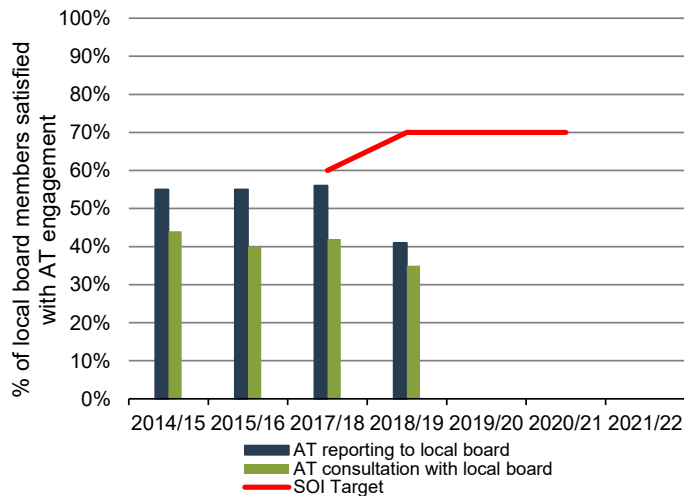
2.6.14 AT Website Visits



Visits to the Auckland Transport website totalled 862,762 in July 2021, an increase of 8% compared with June 2021, and an increase of 1% compared with July 2020.

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

2.7.1 Elected Member perception measure



The Local Board satisfaction results are sourced from the Auckland Council Elected Members Survey. The Elected Members Survey is currently being refreshed as part of the CCO review.

Therefore, Auckland Council has not completed the survey this year, meaning no results are available. This graph shows the old data currently that reflects the old SOI measure. We expect the new survey will be finalised shortly, with new results being available some time in the 2021/22 Financial Year.