

## Monthly Transport Indicators – January 2022

For decision:  For noting:

### Te tūtohunga / Recommendation

That the Auckland Transport Board (board):

- a) Receive this report.

### Te whakarāpopototanga matua / Executive summary

1. The 2021/22 Monthly Indicators Report for January 2022 shows performance against the Statement of Intent (SOI) measures and other indicators.
2. This report shows that a combination of COVID-19 related lockdowns, public concerns over COVID-19 and a shift to working from home impacted on network performance relative to key indicators. Public Transport (PT) patronage has dropped significantly, while key projects have been delayed due to ongoing COVID-19 restrictions. Also, deaths and serious injuries (DSI) on the road network have significantly increased in comparison to 2020, noting that 2020 had months of particularly low DSIs due to COVID-19 restrictions.
3. PT boardings for January 2022 were 43.3% below the monthly target, and about the same as December 2021. The 12-month rolling total is 49.1 million boardings, which is 16.3% below last year's result and 31.9% below the target trajectory.
4. Local roads DSI increased by 18.2%, to 532 in the 12 months to October 2021, which is not on track to meet the target. The deaths component of the indicator has increased by 103.7% and the serious injuries component by 12.8% on the 12 months to October 2021.
5. On-street and off-street parking occupancy is trending downwards, indicating changes in behaviour due to COVID-19 are impacting across the transport network.
6. Ferry punctuality is the lowest it has been in seven years. The ferry team have indicated the main causes around the downward trend in performance is staff availability, and the continued challenges with vessel availability.
7. As of this month, five measures are on track to meet or exceed the target and nine measures are not on track to meet the target.

### Ngā tuhinga ō mua / Previous deliberations

8. There are no previous deliberations.

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

9. The attached Monthly Indicators Report provides an overview of Auckland Transport's (AT's) performance against its SOI performance measures for January 2022. This report also provides supplementary information on the wider Auckland context as well as AT's PT, road operations and maintenance, and customer response activities.
10. This covering report highlights key trends and significant shifts in the monthly reporting statistics and provides a summary of performance against the SOI measures.

## Ngā matapakinga me ngā tātaritanga / Discussion and analysis

### Safety

11. There is a three-month lag for reporting on DSI. Therefore, in January 2022 we are reporting on October 2021.
12. For the 12 months to the end of October 2021, local roads DSI increased by 18.2%, to 532. This is 3.8% above the trajectory to meet the end of year target. Local road deaths have increased by 103.8% (from 27 in the previous 12 months to 55 this 12 months). Local road serious injuries increased by 12.8% in the past 12 months (from 423 in the previous 12 months to 477 55 this 12 months).
13. For the 12 months to the end of October 2021, the DSI on all Auckland roads (including local roads and highways) increased by 17%, to 609. This is 5% above the trajectory to meet the end of year target. Furthermore, all road deaths have increased by 106% (from 31 in the previous 12 months to 64 this 12 months). All Auckland roads serious injuries increased by 12% in the past year (from 488 in the previous 12 months to 545 this 12 months).
14. For the 12 months to the end of October 2021, DSI of vulnerable road users decreased by 4.5%, to 255. This is 1.4% below the trajectory of this year's target. Deaths of vulnerable road users have decreased by 18.2% (from 22 in the previous 12 months to 18 this 12 months). Vulnerable road user's serious injuries decreased by 3.3% in the past year (from 245 in the previous 12 months to 237 this 12 months).
15. All DSI indicators are not on track to meet their target. The AT Safety team are aware of these concerning trends and are continuing to deliver on the 2021 business improvement review recommendations. One of the key actions has been the development of the advocacy plan, focusing on increasing our influence on policy and regulatory changes to support our Vision Zero strategy. This includes our ongoing work with New Zealand Police to increase enforcement efforts and with Ministry of Transport's Fines and Penalties Review.

### PT

16. There was a total of 49 million PT boardings for the 12 months to January 2022, a decrease of 16.3% or 9.5 million boardings on the 12 months to January 2021. Despite the adjusted SOI target, boardings remain affected by COVID-19, likely due to city centre, university student and office worker patronage being impacted by the increased travel restrictions, concerns about hygiene on PT and increased working from home.

- Rail boardings totalled 8.6 million for the year to January 2022, a decrease of 18.8%, or 2 million boardings, on the 12 months to December 2020.
  - Bus boardings totalled 37.2 million for the 12 months to January 2022, a decrease of 15.6%, or 6.9 million boardings, on the 12 months to January 2021.
  - Ferry boardings totalled 3.2 million for the 12 months to January 2022, a decrease of 17.1%, or 0.7 million boardings, on the 12 months to January 2021.
17. Rapid and frequent transport boardings for the 12 months to January 2022 decreased at a slower rate (14.7%) than overall patronage (16.3%). Recovery on the rapid and frequent network has generally been slower than overall recovery, likely due to factors such as increased working from home by those working in the city centre. However, this trend seems to be changing as boardings on the rapid and frequent transport network are decreasing, but slower than overall patronage.
18. Year to date PT punctuality was 97.9%, meeting the SOI target of 96.0 per cent.
19. The total PT farebox recovery ratio was 21.9% in January 2022, below the target range of 30 to 34%. Reduced patronage due to COVID-19 and subsequent KiwiRail works have significantly impacted the performance against this indicator.

## Cycling

20. Tamaki Drive cycleway (2.3km) was formally completed in January 2022. New Lynn to Avondale cycleway (2.9km) has been delayed by COVID-19 and design changes but is on track to be delivered at the end of March 2022.
21. Cycle movements for the 12 months to January 2022 totalled 3.2 million, a decrease of 11.5% on the 12 months to January 2021. The monthly count of 264,078 is 22.6% below the projected trajectory to meet the SOI target for FY 2021/22 of 3,670,000. Increased working from home and ongoing COVID-19 restrictions have an impact on cycle counts, particularly within the city centre.

## Best use of the transport network

22. From January 2022, AT has migrated to TomTom travel time data. TomTom data provides increased granularity and enables us to run more detailed analysis on network performance. Thus, this data set may look slightly different from last month.
23. The rolling average AM peak arterial productivity was 30,880 for the 12 months to January 2022, exceeding the SOI target of 30,000. 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 (number of people in vehicles (split between buses and cars) multiplied by the average speed of the vehicles).
24. The average proportion of the freight network operating efficiently during the inter-peak was 90% for the 12 months to January 2022, meeting the SOI target of 90%.

### Asset renewals and customer service

25. This FY, 144.6 km of local roads have been resurfaced or rehabilitated, which is below the trajectory to meet the end of year target. This Financial Year, the SOI target is to resurface/rehabilitate 415 km of the local road network.
26. The percentage of customer service requests relating to roads and footpaths that receive a response within AT's specified times was 91% in January 2022. The 12-month rolling average to January 2022 is 93.5%, exceeding the SOI target of 85%.

### Summary of performance against SOI Measures

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

Strategic Transport Priorities	Target exceeded	Target met	Target not met	Not reported	Total
<b>Making Auckland's Transport System Safe by Eliminating Harm to People</b>	0	0	3	1	4
<b>Improving the Resilience and Sustainability of the Transport System and Significantly Reducing the Greenhouse Gas Emissions It Generates</b>	0	0	0	3	3
<b>Providing and Accelerating Better Travel Choices for Aucklanders</b>	0	1	5	3	9
<b>Better Connecting People, Places, Goods and Services</b>	0	2	0	0	2
<b>Our Operating Model is Adaptive, Financially Sustainable and Delivers Value</b>	0	0	2	4	6
<b>Providing Excellent Customer Experiences</b>	1	0	0	3	4
<b>Collaborating with Funders, Partners, Stakeholders and Communities</b>	0	0	0	1	1
<b>Total</b>	<b>1</b>	<b>3</b>	<b>10</b>	<b>15</b>	<b>29</b>

### Ngā tūraru matua / Key risks and mitigations

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

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

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

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

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

## Ngā whakaaweawe me ngā whakaaro / Impacts and perspectives

31. There are no impacts associated with this report.

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

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




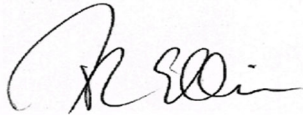
## Ā muri ake nei / Next steps

33. The December Monthly Indicators Report will be submitted to the board in March 2022.

## Te whakapiringa / Attachment

Attachment number	Description
1	Auckland Transport Monthly Indicators Report 2021/22 – January 2022

## Te pou whenua tuhinga / Document ownership

Submitted by	Hamish Bunn <b>Group Manager Integrated Network Planning, Policy &amp; Sustainability</b>	
	Madi Salter <b>Transport Planner, Integrated Network Planning</b>	
Recommended by	Jenny Chetwynd <b>Executive General Manager Planning &amp; Investment</b>	
Approved for submission	Shane Ellison <b>Chief Executive</b>	

# Auckland Transport Monthly Indicators Report 2021/22

January 2022



An Auckland Council Organisation

## **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						●							1	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: 532	Page 7
	Reduction in the number of deaths and serious injuries on Tāmaki Makaurau's road network	573	●	●	●	●	●	●	●						12 Month rolling total: 609	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: 255	Page 7
Improving the resilience and sustainability of the transport system	Number of buses in the Auckland bus fleet classified as low emission	28						●							December 2021: 34	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: 49.08	Page 9
	Total rail boardings (millions)	18.65	●	●	●	●	●	●	●						12 Month rolling total: 8.66	Page 10
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings		●	●	●	●	●	●	●					Decreasing at a slower rate than total boardings	Page 9
	PT punctuality (weighted average across all modes)	96%	●	●	●	●	●	●	●						12 Month rolling total: 97.9%	Page 12
	Kilometres of safe cycling facilities added or upgraded that is located on the Cycle & Micromobility Strategic Network.	12.8km	●	●	●	●	●	●	●	●					YTD total: 2.3 km	Page 14
	Number of cycle movements past 26 selected count sites (millions)	3.67	●	●	●	●	●	●	●	●					12 Month rolling total: 3.20 million	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: 30,880	Page 15
	Proportion of the freight network operating at Level of Service C or better during the inter-peak	90%	●	●	●	●	●	●	●						12 Month rolling total: 90%	Page 19
Our operating model is adaptive, financially sustainable and delivers value	PT farebox recovery	30% - 34%	●	●	●	●	●	●	●						January 2022: 21.90%	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: 144.6km (2.1% 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%			●				●						December 2021: 0.57%	Page 27
	Percentage of formal complaints that are resolved within 20 working days (baseline of 79% for 2020/21)	80%			●				●						December 2021: 73%	Page 27
Collaborating with funders, partners, stakeholders and communities	Elected member perception measures	Maintain and/or improve elected member overall satisfaction													This FY, AT is finding a baseline. Next FY, we will be able to comment on this measure's progress	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

	January- 2021/22 Actual v SOI									SOI / Target 2021/22	Projected Forecast 2021/22
	Month				YTD						
	Actual	% Change	SOI / Target	% Variance	Actual	% Change Prev Year	SOI / Target	% Variance			
<b>1. Bus Total:</b>	<b>2,297,717</b>	<b>↓ -32.3%</b>	<b>3,748,000</b>	<b>↓ -38.7%</b>	<b>15,154,836</b>	<b>↓ -43.0%</b>	<b>3,748,000</b>	<b>↑ 304.3%</b>	<b>57,538,000</b>	<b>35,500,000</b>	
<b>2. Train (Rapid) Total:</b>	<b>280,145</b>	<b>↓ -35.9%</b>	<b>1,322,000</b>	<b>↓ -78.8%</b>	<b>3,340,281</b>	<b>↓ -42.5%</b>	<b>1,322,000</b>	<b>↑ 152.7%</b>	<b>18,652,000</b>	<b>8,600,000</b>	
<b>3. Ferry (Connector Local) Total:</b>	<b>319,922</b>	<b>↓ -22.5%</b>	<b>387,300</b>	<b>↓ -17.4%</b>	<b>1,350,014</b>	<b>↓ -43.5%</b>	<b>387,300</b>	<b>↑ 248.6%</b>	<b>5,810,000</b>	<b>3,000,000</b>	
<b>Total Patronage</b>	<b>2,897,784</b>	<b>↓ -31.7%</b>	<b>5,457,300</b>	<b>↓ -46.9%</b>	<b>19,845,131</b>	<b>↓ -42.9%</b>	<b>5,457,300</b>	<b>↑ 263.6%</b>	<b>82,000,000</b>	<b>47,100,000</b>	
<b>Rapid and Frequent</b>	<b>1,118,897</b>	<b>↓ -33.5%</b>	<b>2,400,000</b>	<b>↓ -53.4%</b>	<b>8,760,303</b>	<b>↓ -44.1%</b>	<b>2,400,000</b>	<b>↑ 265.0%</b>	<b>31,000,000</b>	<b>22,000,000</b>	

	January- 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	Normalis ed % Change Prev Fin YTD
<b>1. Bus Total:</b>	<b>2,296,265</b>	<b>3,380,275</b>	<b>-1,084,010</b>	<b>-32.1%</b>	<b>-30.7%</b>	<b>37,105,070</b>	<b>-2.8%</b>	<b>-6,782,905</b>	<b>-15.5%</b>	<b>15,103,036</b>	<b>-11,378,504</b>	<b>-43.0%</b>	<b>-42.8%</b>
- Busway (Rapid) Bus	199,224	345,213	-145,989	-42.3%		3,815,748	-3.7%	-541,357	-12.4%	1,431,448	-1,237,430	-46.4%	
- Frequent Bus	639,528	900,498	-260,971	-29.0%		9,531,140	-2.7%	-1,246,701	-11.6%	3,988,574	-2,483,781	-38.4%	
- Connector Local Targeted Bus	1,457,513	2,134,564	-677,050	-31.7%		23,758,182	-2.8%	-4,994,847	-17.4%	9,683,014	-7,657,293	-44.2%	
<b>2. Train (Rapid) Total:</b>	<b>280,145</b>	<b>436,868</b>	<b>-156,723</b>	<b>-35.9%</b>	<b>-33.7%</b>	<b>8,547,420</b>	<b>-1.8%</b>	<b>-1,991,611</b>	<b>-18.9%</b>	<b>3,306,428</b>	<b>-2,450,602</b>	<b>-42.6%</b>	<b>-42.3%</b>
- Western	53,655	16,057	37,598	234.2%		2,308,717	1.3%	-743,243	-20.4%	1,094,806	-841,677	-43.5%	
- Eastern	92,929	154,192	-61,263	-39.7%		2,372,088	-2.5%	-665,825	-21.9%	955,684	-788,844	-45.2%	
- Onehunga	15,809	37,429	-21,619	-57.8%		440,438	-4.7%	-111,322	-20.2%	169,581	-128,925	-43.2%	
- Southern	107,701	215,669	-107,968	-50.1%		2,653,613	-3.9%	-426,206	-13.8%	1,012,484	-657,672	-39.4%	
- Pukekohe	10,050	13,521	-3,471	-25.7%		172,564	-2.0%	-45,016	-20.7%	73,874	-33,484	-31.2%	
<b>3. Ferry (Frequent &amp; Connector Local) Total:</b>	<b>41,922</b>	<b>83,114</b>	<b>-41,192</b>	<b>-49.6%</b>	<b>-47.5%</b>	<b>698,383</b>	<b>-5.6%</b>	<b>-199,808</b>	<b>-22.2%</b>	<b>236,191</b>	<b>-342,362</b>	<b>-59.2%</b>	<b>-59.0%</b>
- Contract	41,922	83,114	-41,192	-49.6%		698,383	-5.6%	-199,808	-22.2%	236,191	-342,362	-59.2%	
<b>Patronage (Excl Exempt Serv/Spl Evts)</b>	<b>2,618,332</b>	<b>3,900,257</b>	<b>-1,281,925</b>	<b>-32.9%</b>	<b>-31.4%</b>	<b>46,350,873</b>	<b>-2.7%</b>	<b>-8,974,324</b>	<b>-16.2%</b>	<b>18,645,655</b>	<b>-14,171,468</b>	<b>-43.2%</b>	<b>-43.0%</b>

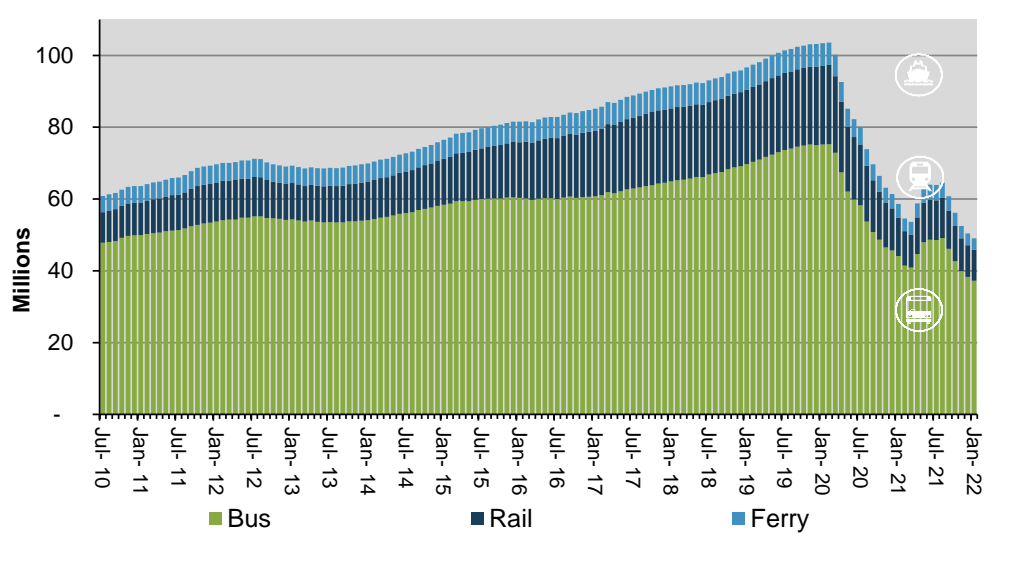
<b>Exempt Services</b>	278,000	343,261	-65,261	-19.0%		2,580,032	-2.5%	-560,081	-17.8%	1,147,423	-749,224	-39.5%	
- Exempt Services - Bus	0	13,825	-13,825	-100.0%		106,254	-11.5%	-103,838	-49.4%	33,600	-51,165	-60.4%	
- Exempt Services - Ferry	278,000	329,436	-51,436	-15.6%		2,473,778	-2.0%	-456,243	-15.6%	1,113,823	-698,059	-38.5%	
<b>Special Events</b>	1,452	0	1,452			144,115	1.0%	-15,620	-9.8%	52,053	-7,654		
- Special Events - Bus	1,452	0	1,452			29,089	5.3%	-4,053	-12.2%	18,200	8,319		
- Special Events - Rail	0	0	0			115,026	0.0%	-11,567	-9.1%	33,853	-15,973		
<b>Total Patronage (Exempt Serv/Spl Evts)</b>	<b>279,452</b>	<b>343,261</b>	<b>-63,809</b>	<b>-18.6%</b>		<b>2,724,147</b>	<b>-2.3%</b>	<b>-575,701</b>	<b>-17.4%</b>	<b>1,199,476</b>	<b>-756,878</b>	<b>-38.7%</b>	

<b>Rapid &amp; Frequent</b>	1,118,897	1,682,582	-563,686	-33.5%		22,009,401	-2.5%	-3,794,073	-14.7%	8,760,303	-6,187,811	-41.4%	
<b>Connector Local Targeted</b>	1,778,887	2,560,936	-782,048	-30.5%		27,065,619	-2.8%	-5,755,952	-17.5%	11,084,828	-8,740,535	-44.1%	
<b>Total Patronage</b>	<b>2,897,784</b>	<b>4,243,518</b>	<b>-1,345,734</b>	<b>-31.7%</b>		<b>49,075,020</b>	<b>-2.7%</b>	<b>-9,550,025</b>	<b>-16.3%</b>	<b>19,845,131</b>	<b>-14,928,346</b>	<b>-42.9%</b>	

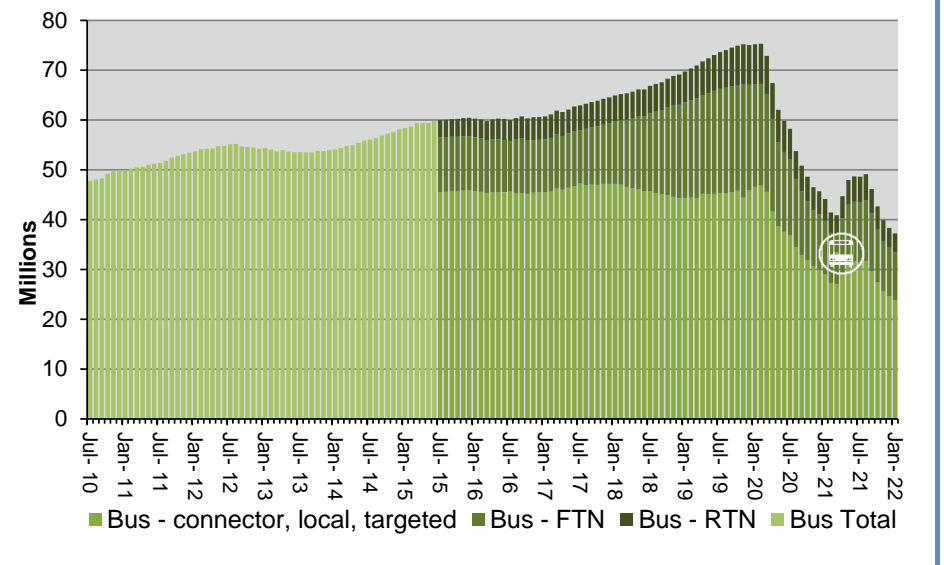
<b>Bus</b>	<b>2,297,717</b>	<b>3,394,100</b>	<b>-1,096,383</b>	<b>-32.3%</b>	<b>-31.0%</b>	<b>37,240,413</b>	<b>-2.9%</b>	<b>-6,890,796</b>	<b>-15.6%</b>	<b>15,154,836</b>	<b>-11,421,350</b>	<b>-43.0%</b>	<b>-42.9%</b>
<b>Rail</b>	<b>280,145</b>	<b>436,868</b>	<b>-156,723</b>	<b>-35.9%</b>	<b>-33.7%</b>	<b>8,662,446</b>	<b>-1.8%</b>	<b>-2,003,178</b>	<b>-18.8%</b>	<b>3,340,281</b>	<b>-2,466,575</b>	<b>-42.5%</b>	<b>-42.3%</b>
<b>Ferry</b>	<b>319,922</b>	<b>412,550</b>	<b>-92,628</b>	<b>-22.5%</b>	<b>-20.5%</b>	<b>3,172,161</b>	<b>-2.8%</b>	<b>-656,051</b>	<b>-17.1%</b>	<b>1,350,014</b>	<b>-1,040,421</b>	<b>-43.5%</b>	<b>-43.4%</b>
<b>Total Patronage</b>	<b>2,897,784</b>	<b>4,243,518</b>	<b>-1,345,734</b>	<b>-31.7%</b>	<b>-30.2%</b>	<b>49,075,020</b>	<b>-2.7%</b>	<b>-9,550,025</b>	<b>-16.3%</b>	<b>19,845,131</b>	<b>-14,928,346</b>	<b>-42.9%</b>	<b>-42.8%</b>

# 1.2 AT Metro Boardings breakdown

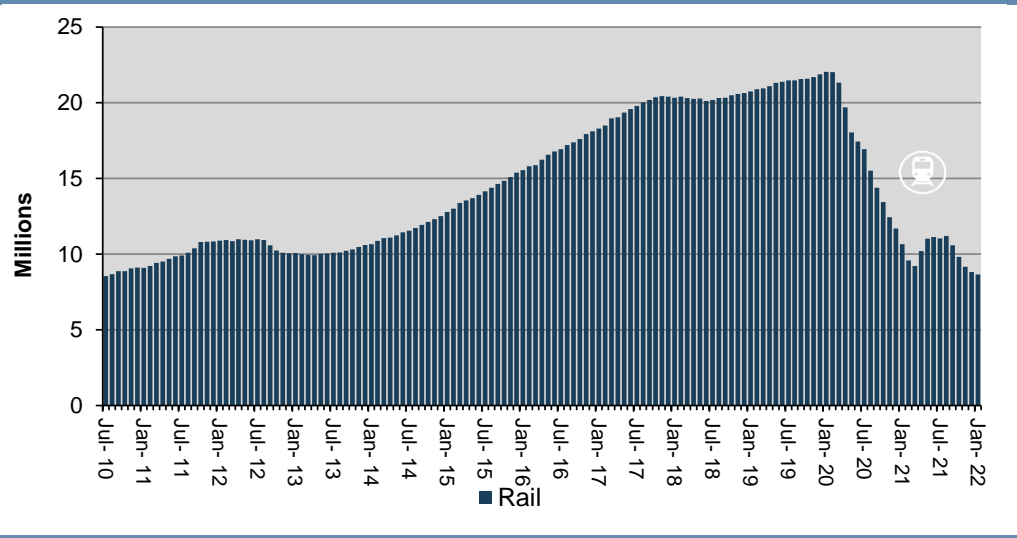
### 1.2.1 Total Patronage (12 month rolling total)



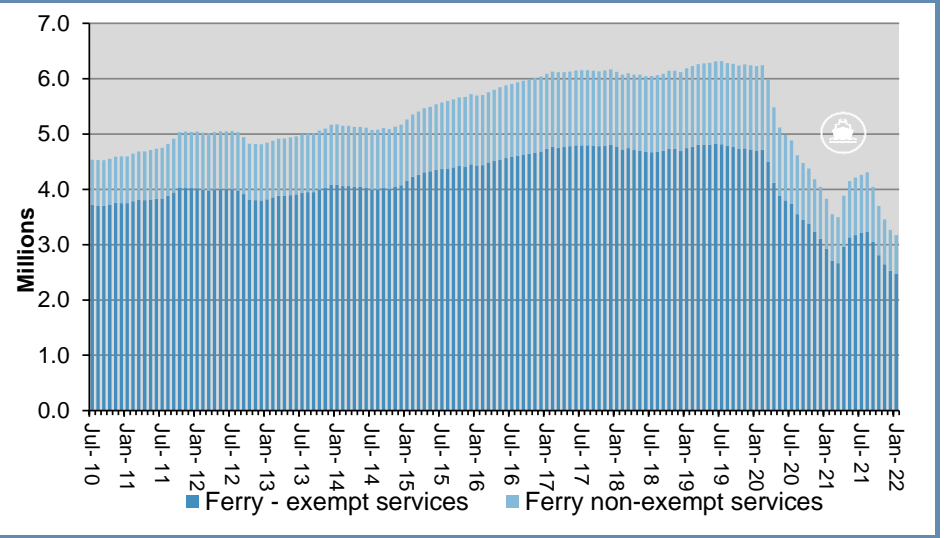
### 1.2.2 Bus Patronage (12 month rolling total)



### 1.2.3 Train Patronage (12 month rolling total)

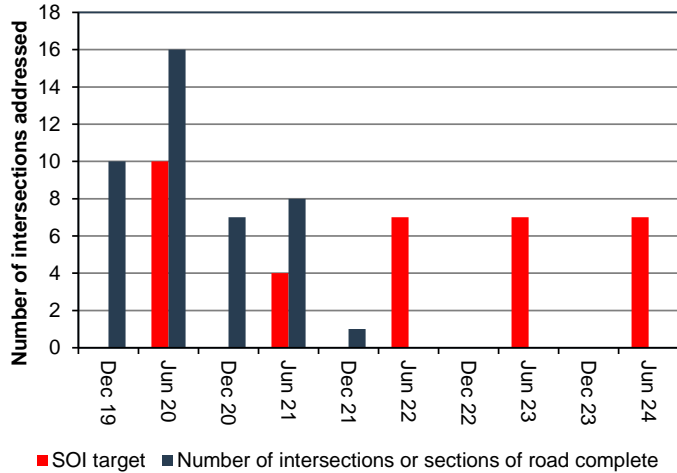


### 1.2.4 Ferry Patronage (12 month rolling total)



## 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



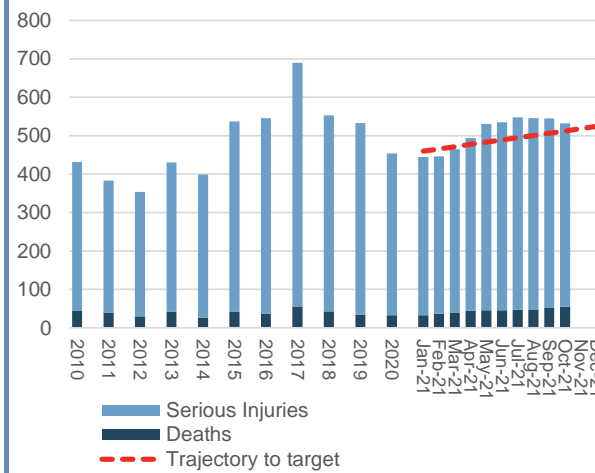
This is a non-reprting period

This measure is not on track to meet the target.

So far this financial year, AT have addressed one high risk intersection or sections of road. However, AT is still expected to meet the SOI target by the end of FY.

The 2021/22 target is to address seven 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 deaths and serious injuries on the local road network



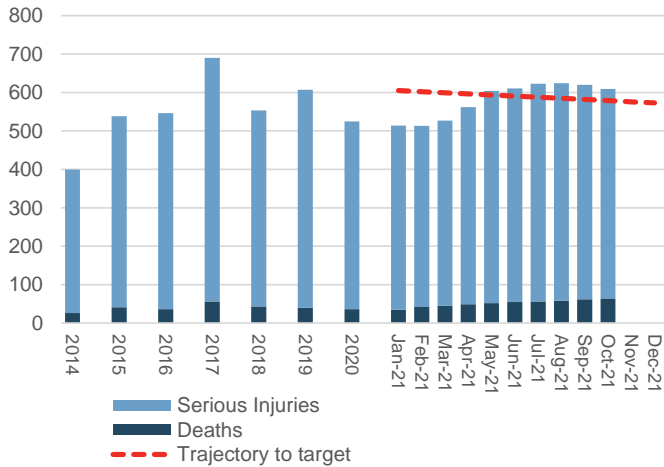
Not on track to meet target.

For the 12 months to the end of October 2021, local roads deaths and serious injuries increased by 18.2%, to 532. This is 3.8% above than trajectory to meet the end of year target. In addition, local road deaths have increased by 103.7% (from 27 last year to 55 this year). Local road serious injuries increased by 12.8% in the past year (from 423 to 477).

The AT safety team are aware of these concerning trends and are continuing to deliver on the 2021 business improvement review recommendations. One of the key actions has been the development of the advocacy plan, focusing on increasing our influence on policy and regulatory changes to support our Vision Zero strategy such as our ongoing work with NZ Police to increase enforcement efforts and with Ministry of Transport's Fines and Penalties Review.

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

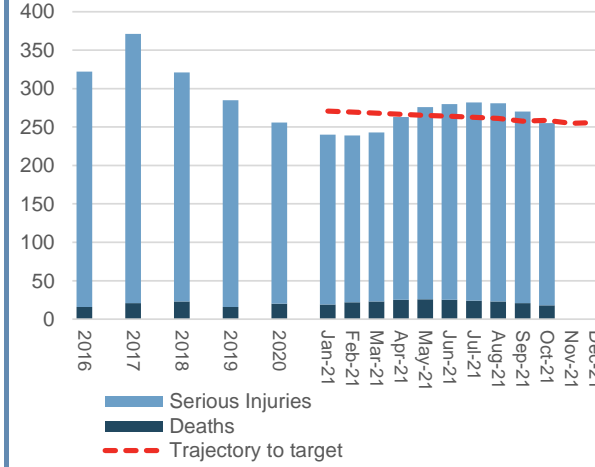
### 2.1.3 Reduction in the number of deaths and serious injuries on Tāmaki Makaurau's total road network



Not on track to meet the target.

For the 12 months to the end of October 2021, the deaths and serious injuries on all Auckland roads (including local roads and highways) increased by 17.0%, to 609. This is 5.0% above the trajectory to meet the end of year target. In addition, all road deaths have increased by 106.0% (from 31 last year to 64 this year). All Auckland road serious injuries increased by 12.0% in the past year (from 488 to 545).

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



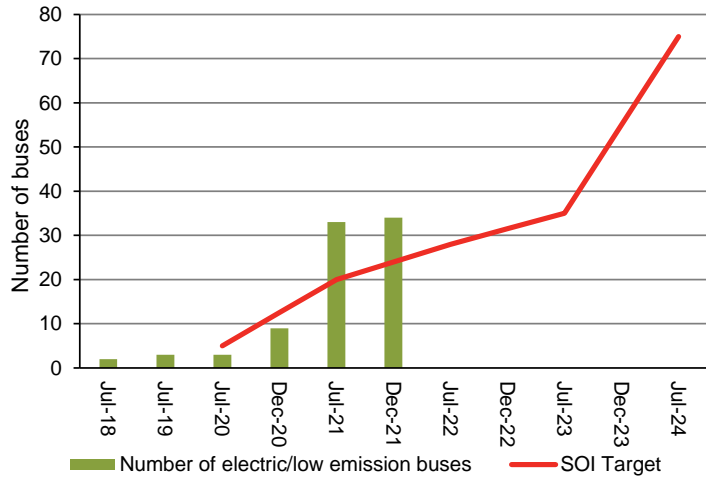
Not on track to meet the target.

For the 12 months to the end of October 2021, deaths and serious injuries of vulnerable road users decreased by 4.5%, to 255. This is 1.4% below the trajectory of this year's target.

Deaths of vulnerable road users have decreased by 18.2% (from 22 last year to 18 this year). Vulnerable road users serious injuries decreased by 3.3% in the past year (from 245 to 237).

## 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



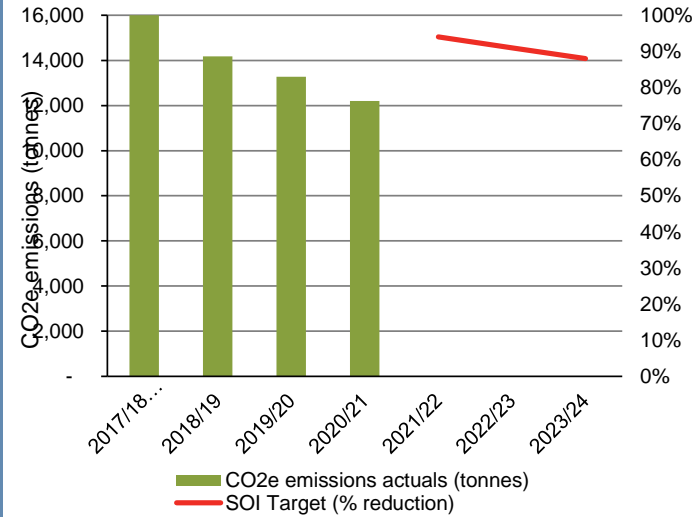
This is a non-reporting period. However, we have already met the end of year target.

When last reported on in December 2021, this measure exceeded the target.

There are 34 low emission buses in the Auckland bus fleet as of December 2021. The target for July 2022 is 28.

Out of the 34, 33 are electric, and one is hydrogen powered.

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

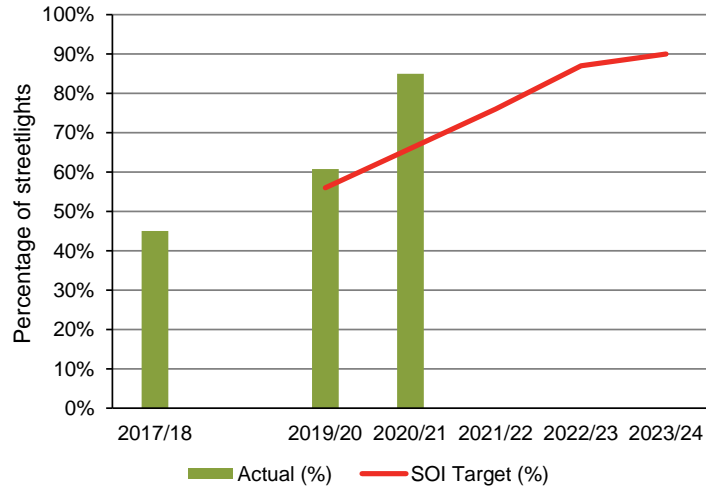


This is a non-reporting period.

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



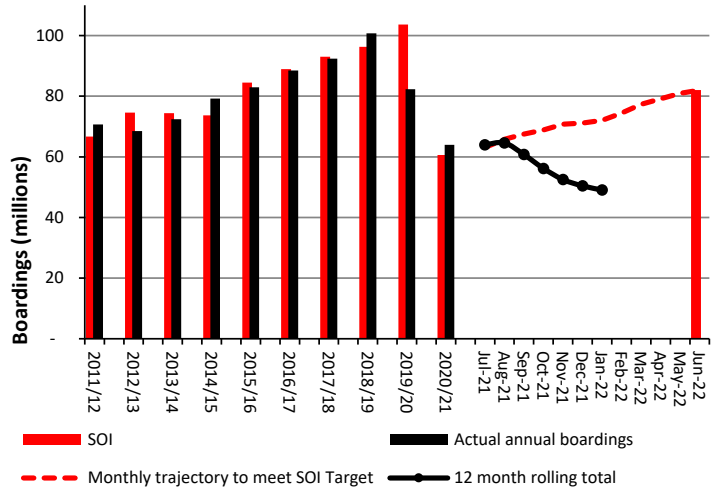
This is a non-reporting period. However, we have already met the end of year target.

The 2021/22 SOI target is to increase the percentage of energy efficient LED streetlights to 80%. 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)\*

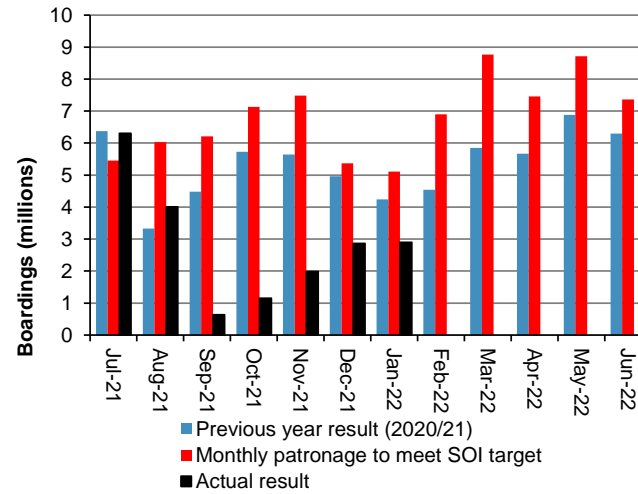


Not on track to meet the target.

PT patronage totalled 49,075,020 passenger boardings for the 12 months to January 2022. This is 31.9% below the SOI target.

Patronage for the 12 months to December 2021 was 2.7% below the 12 months to December 2021, and 16.3% below January 2021.

### 2.3.2 Monthly public transport boardings (millions)

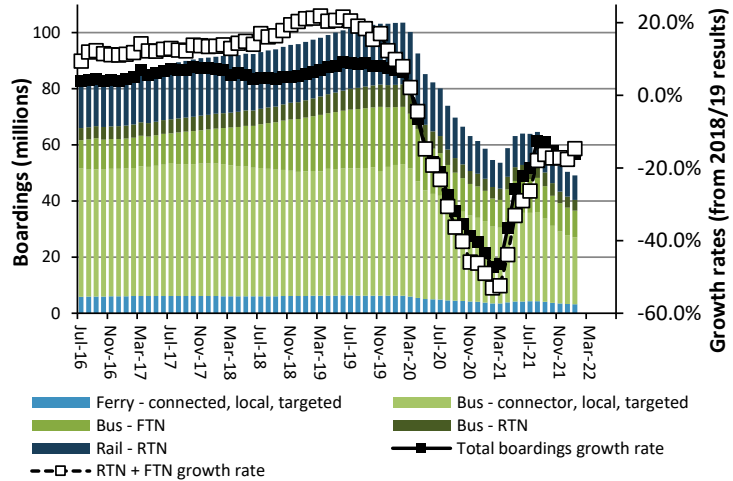


Not on track to meet the target.

January 2022 monthly patronage was 2,897,784. This is 101.1% of the December 2021 patronage, and 68.3% of the January 2021 level. January 2022 monthly patronage was 43.3% below the monthly target.

Ongoing COVID restrictions are having an impact on patronage. The Government's new COVID protection framework introduced in late December 2021 has increased the number of people moving around the network.

### 2.3.3 Boardings on rapid or frequent network



Not on track to meet target.

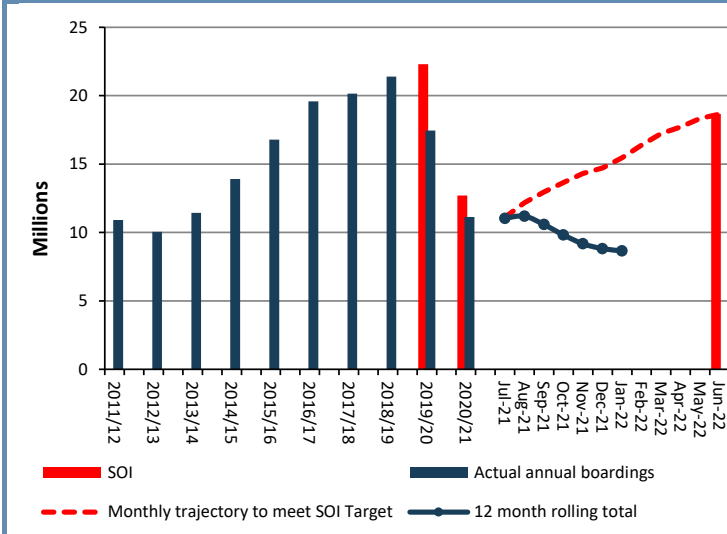
AT has an SOI target of increasing RTN and FTN (RFN) boardings at a faster rate than total boardings.

RFN Boardings for the 12 months to January 2022 are decreasing at a slower rate (-14.7%) than overall patronage (-16.3%).

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 and accelerating better travel choices for Aucklanders

### 2.3.4 Rail boardings (12 month rolling total)\*

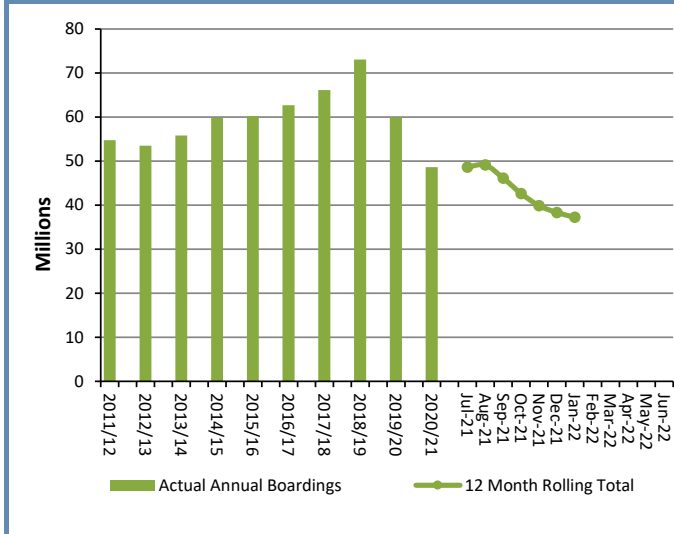


Not on track to meet the target.

Rail patronage totalled 8,662,446 passenger boardings for the 12 months to January 2022. This is 44.0% below the SOI target trajectory.

Patronage for the 12 months to January 2022 was 1.8% below the 12 months to December 2021, and 18.8% below January 2021.

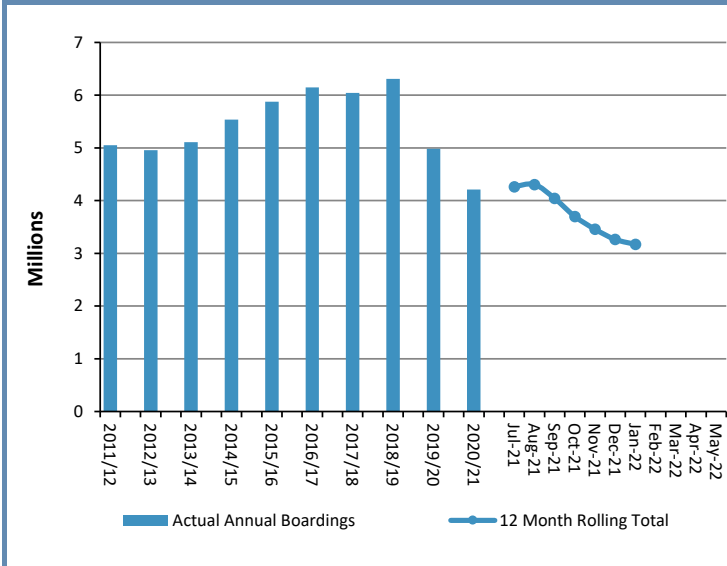
### 2.3.5 Bus boardings (12 month rolling total)



Bus patronage totalled 37,240,413 passenger boardings for the 12 months to January 2022.

This is a decrease of 2.9% on the 12 months to December 2021 and a decrease of 15.6% on the 12 months to January 2021.

### 2.3.6 Ferry boardings (12 month rolling total)



Ferry patronage totalled 3,172,161 passenger boardings for the 12 months to January 2022.

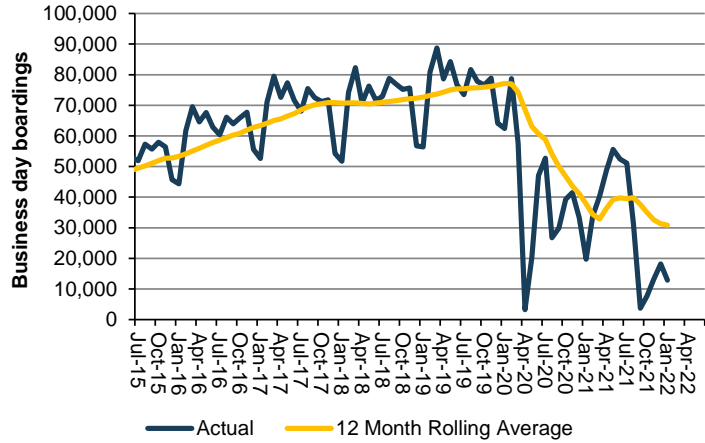
This is a decrease of 2.8% on the 12 months to December 2021, and a decrease of 17.1% compared with the 12 months to January 2021.

\* 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

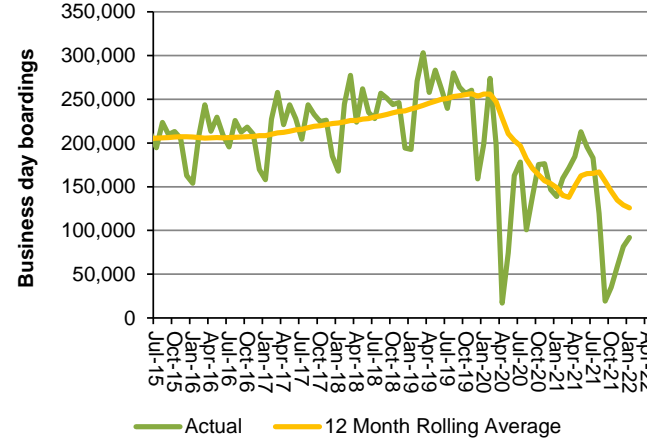
### 2.3.7 Rail business day average boardings



Business day boardings on the rail network averaged 30,856 in the 12 months to January 2022.

This represents an 60.0% decrease on the on the 12-month average to January 2021.

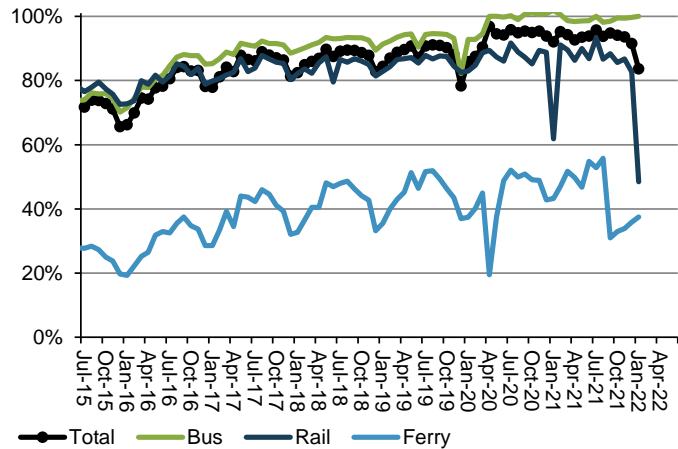
### 2.3.8 Bus business day average boardings



Business day boardings on the bus network averaged 125,820 in the 12 months to January 2022.

This represents a 50.8% decrease on the 12-month average to January 2021.

### 2.3.9 Percentage of all PT trips using AT HOP

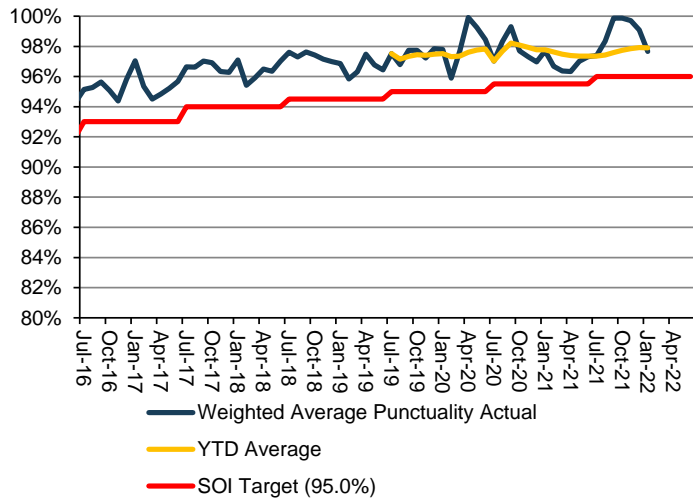


The proportion of all trips using AT HOP in January 2022 was 84%, down eight percentage points on December 2021.

Bus: 100%  
Rail: 83%  
Ferry: 37%

## 2.3 Providing and accelerating better travel choices for Aucklanders

### 2.3.10 PT punctuality (weighted average across all modes)

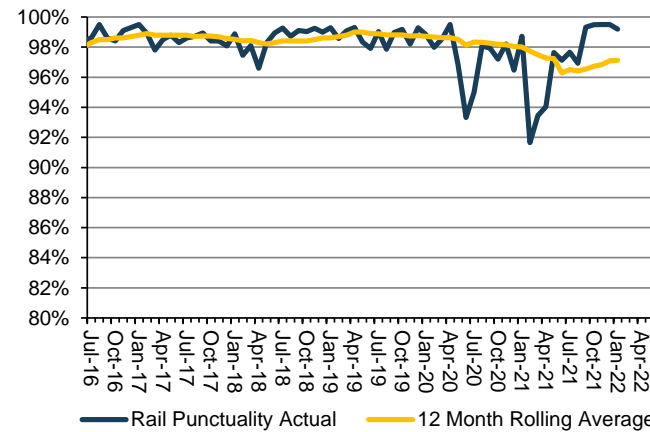


On track to meet target.

PT punctuality for the financial year to January 2022 was 97.9%; SOI target 96.0%. PT weighted average punctuality for the month of January 2022 was 97.7%.

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

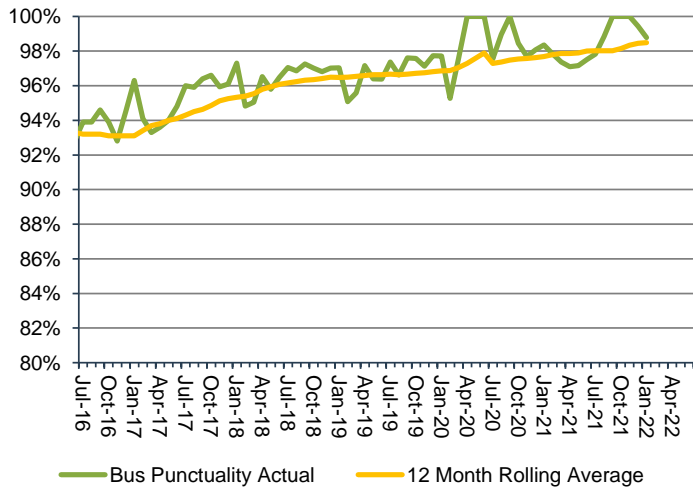
### 2.3.11 Rail services punctuality



Rail service punctuality in January 2022 was 99.2%, and 97.1% for the 12 months to January 2022.

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

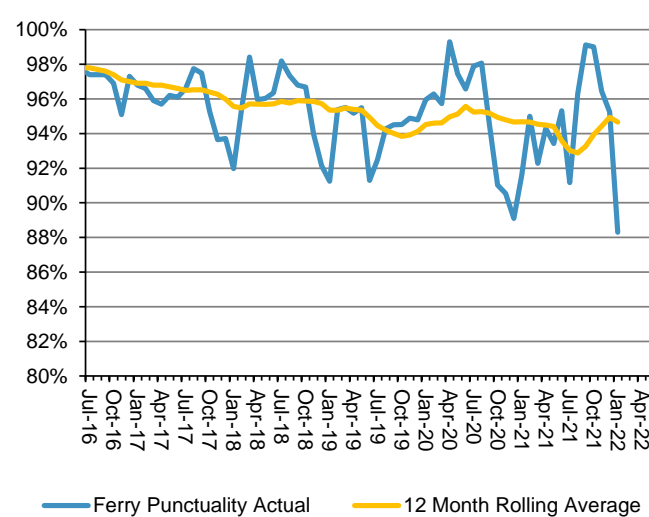


Bus service punctuality in January 2022 was 98.8%, and 98.5% for the 12 months to January 2022.

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 January 2022 was 88.3%, and 94.7% for the 12 months to January 2022.

As can be seen, this is the lowest this measure has been since it began. The main causes around the downward trend in performance is staff availability, and the continued challenges with vessel availability.

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 January 2022



#### Total Network

**95.8% Punctuality\***

87.6% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

**99.2% Service Delivery\***

98.2% 12 month rolling average

\* Arrival at final destination

#### Western Line

**95.7% Punctuality\***

89.3% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

**97.7% Service Delivery\***

98.0% 12 month rolling average

\* Arrival at final destination

#### Eastern Line

**97.5% Punctuality\***

87.9% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

**99.5% Service Delivery\***

97.9% 12 month rolling average

\* Arrival at final destination

#### Southern Line

**92.7% Punctuality\***

76.9% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

**98.9% Service Delivery\***

98.1% 12 month rolling average

\* Arrival at final destination

#### Pukekohe Line

**97.3% Punctuality\***

98.7% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

**99.8% Service Delivery\***

99.0% 12 month rolling average

\* Arrival at final destination

#### Onewunga Line

**96.4% Punctuality\***

91.9% 12 month rolling average

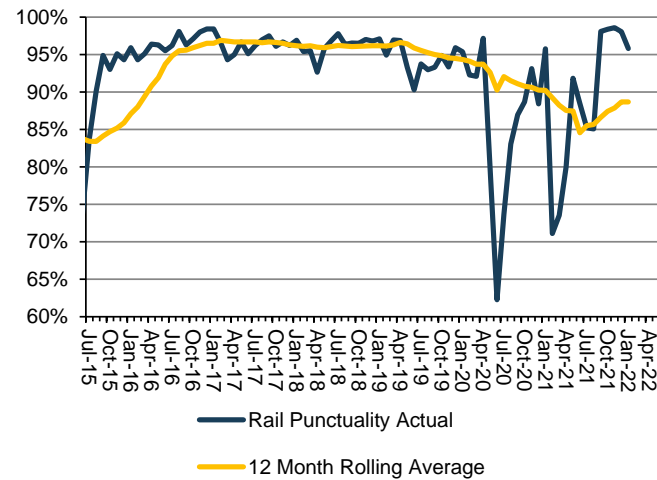
\* Arrival within 5 minutes of schedule at final destination

**99.4% Service Delivery\***

98.5% 12 month rolling average

\* Arrival at final destination

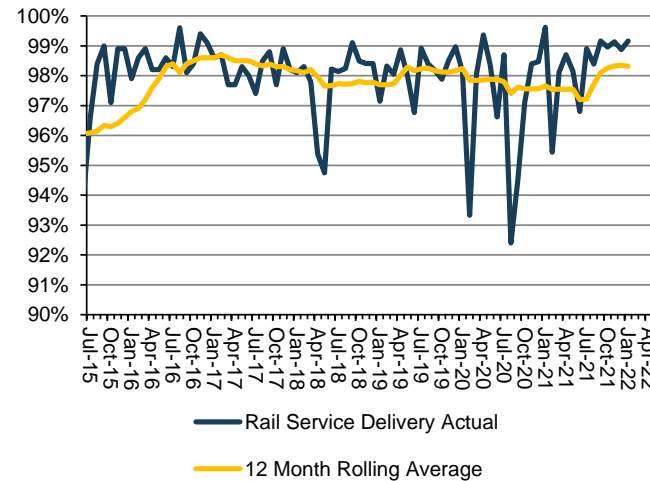
### 2.3.15 Rail punctuality based on arrival at final destination



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 January 2022 was 95.8% and 88.7% for the 12 months to January 2022.

### 2.3.16 Rail service delivery based on arrival at final destination

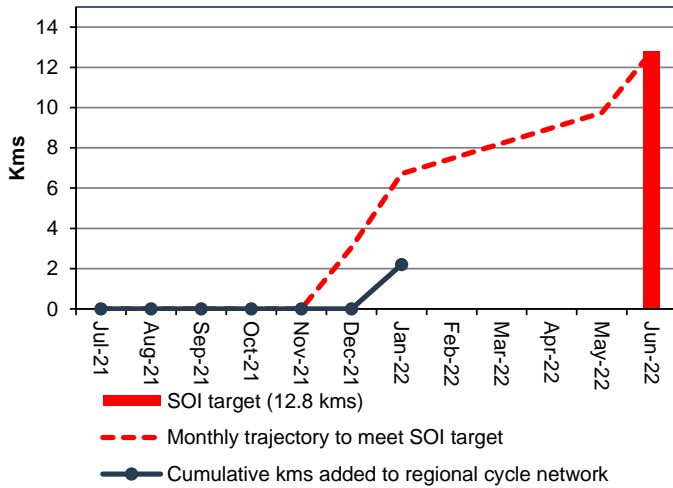


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of January 2022 was 99.2% and 98.3% for the 12 months to January 2022.

## 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



Not on track to meet target.

This financial year, 2.3km of cycleway (Tamaki Drive cycleway) has been added to the Cycle & Micromobility Network.

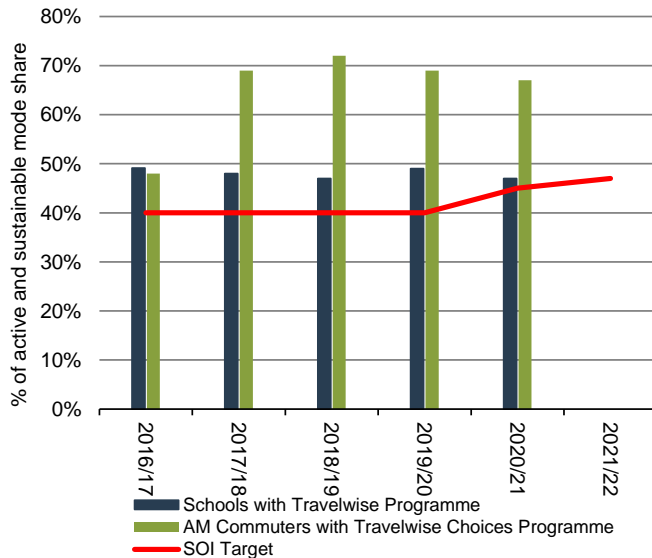
New Lynn to Avondale cycleway (2.9km) has been delayed by COVID and design changes but is on track to be delivered at the end of March 2021.

### 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 in the Financial Year. It was intended to will be reported on for the first time in September.

However, to get the data, AT staff have to be on-site. Once AT staff are able to get on-site safely, this data will be reported on. It is likely that AT will be able to report on this measure in the March 2022 Quarter.

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

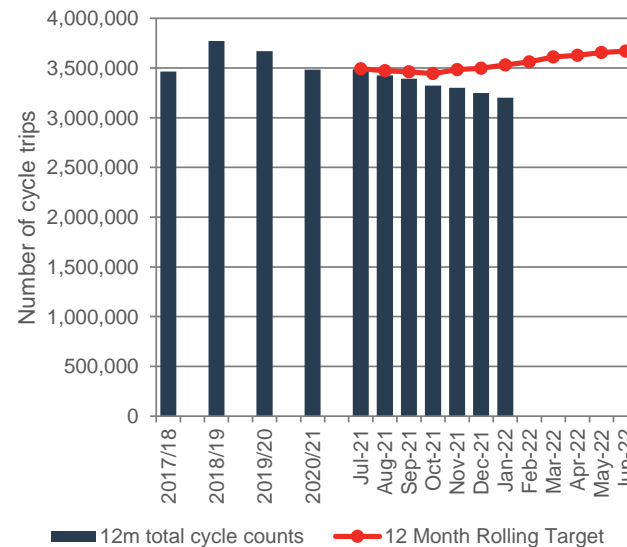


Reported at the end of the Financial Year.

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



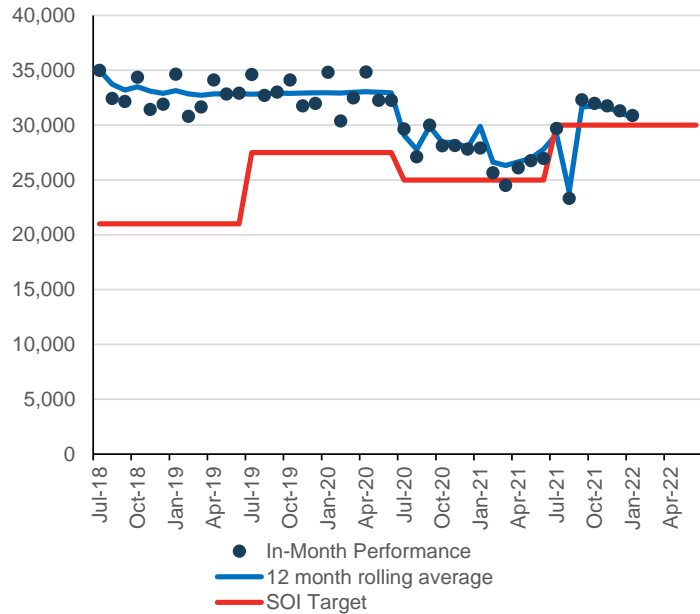
Not on track to meet target.

Cycle counts totalled 3,202,017 for the 12 months to January 2022. This is 22.6% lower than the target for the month of January 2022, and is 9.3% below the target for the 12 months to January 2022.

Cycle counts decreased 1.4% on the 12 months to January 2021. This decrease is mainly due to the lower number of cycling commuters in January 2022 mainly due to more people working from home and the Christmas/New Year break.

## 2.4 Better Connecting People, Places, Goods and Services

### 2.4.1 Average AM peak period lane productivity



Target on track to meet the target.

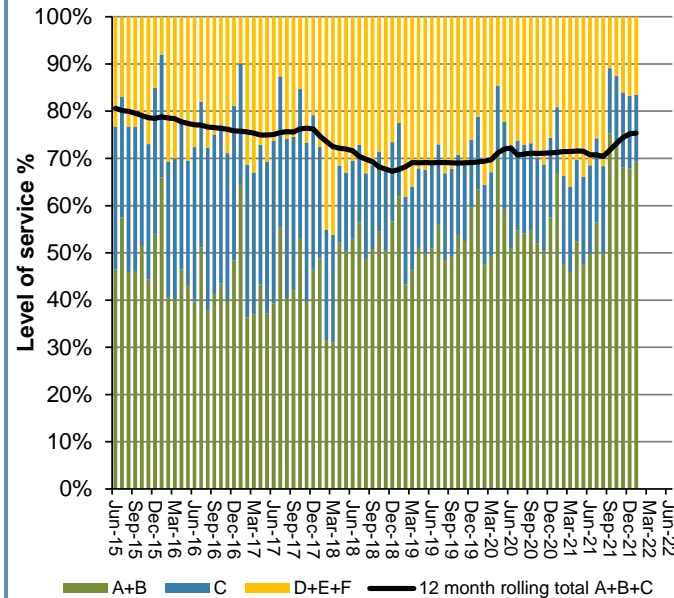
In January 2022, the average arterial road productivity was 30,880 which exceeds the target of 30,000. This 11% lower than January 2021.

The 12-month rolling average for the 12 months to January 2022 is 30,690.

Note: From January 2022, AT have migrated to TomTom travel time data. TomTom data provides increased granularity and enables us to run more detailed analysis on network performance. Thus, this data set may look slightly different to last month.

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 January 2022, 83% of the Arterial Network operated at good congestion Levels of Service (LoS A-C in the previous map) during the AM peak. Due to ongoing COVID restrictions and the Christmas/New Years break, there were less people on Auckland's roads.

Note: From January 2022, AT have migrated to TomTom travel time data. TomTom data provides increased granularity and enables us to run more detailed analysis on network performance. Thus, this data set may look slightly different to last month.

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.

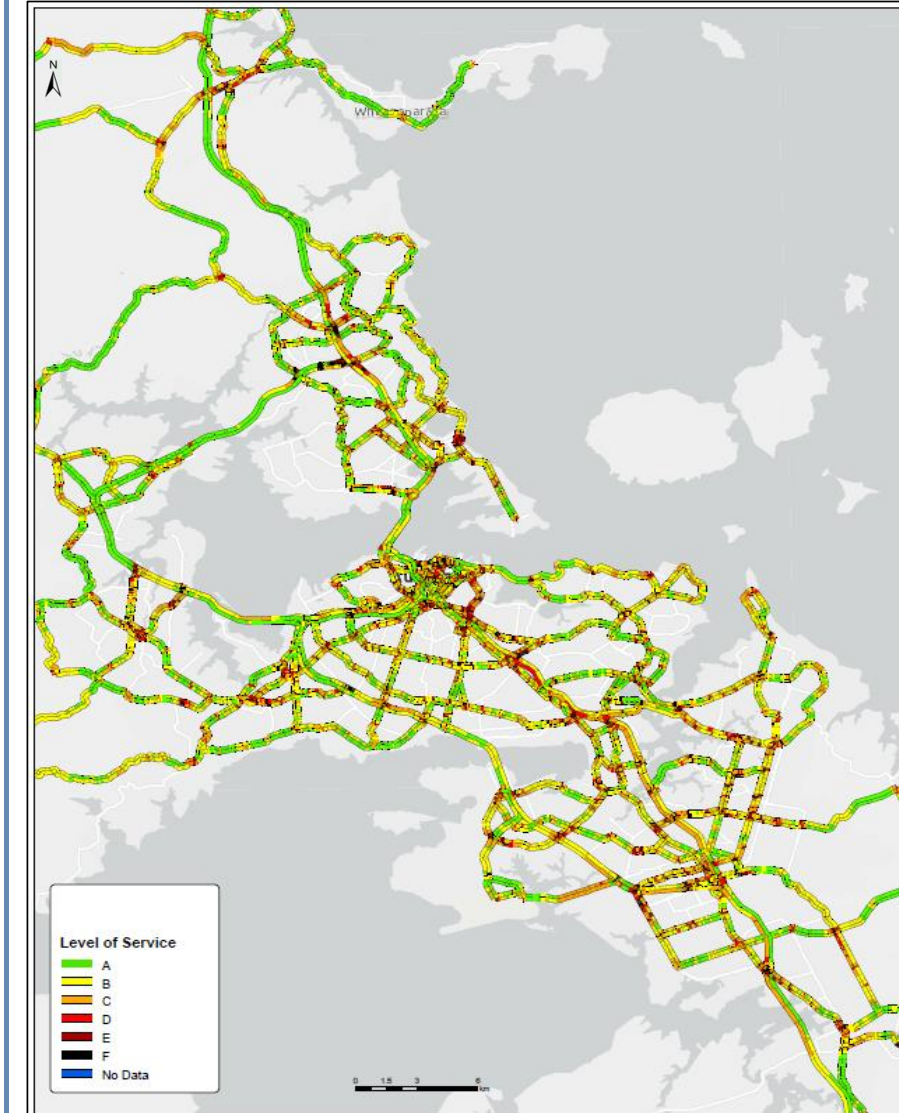
## 2.4 Better Connecting People, Places, Goods and Services

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).

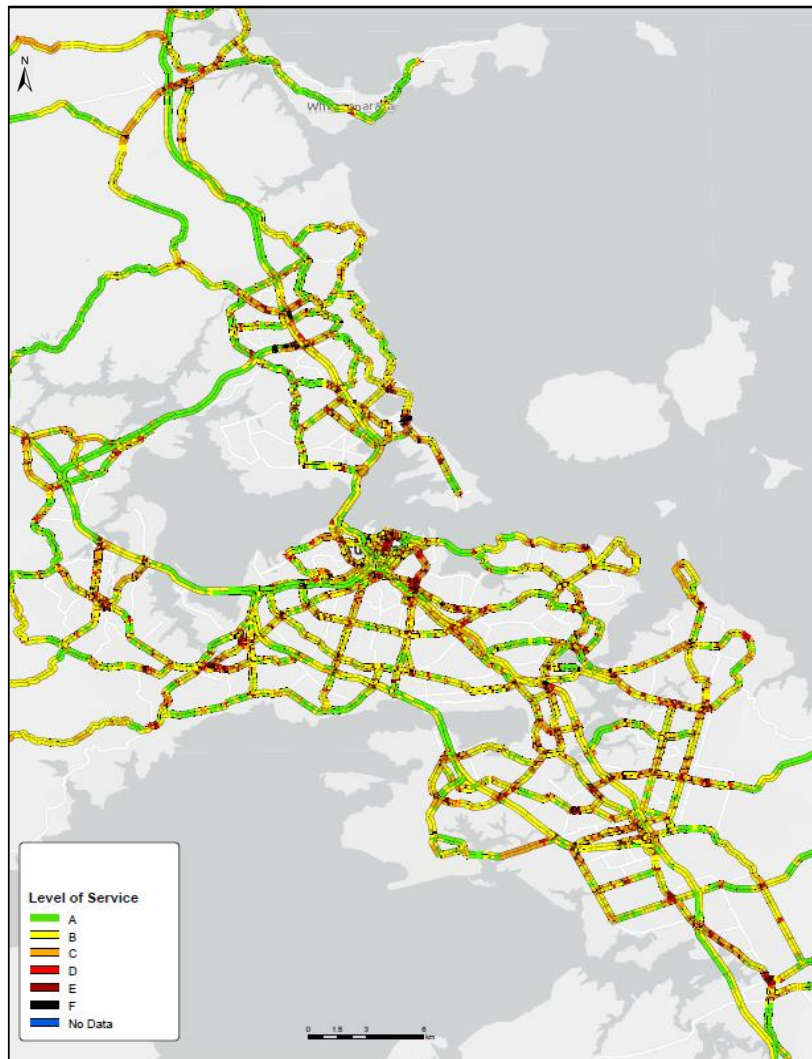
2.4.4 Congestion map AM peak



This map shows the typical level of service across the arterial and motorway networks during the AM peak hour (7.30–8.30) for January 2022. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.

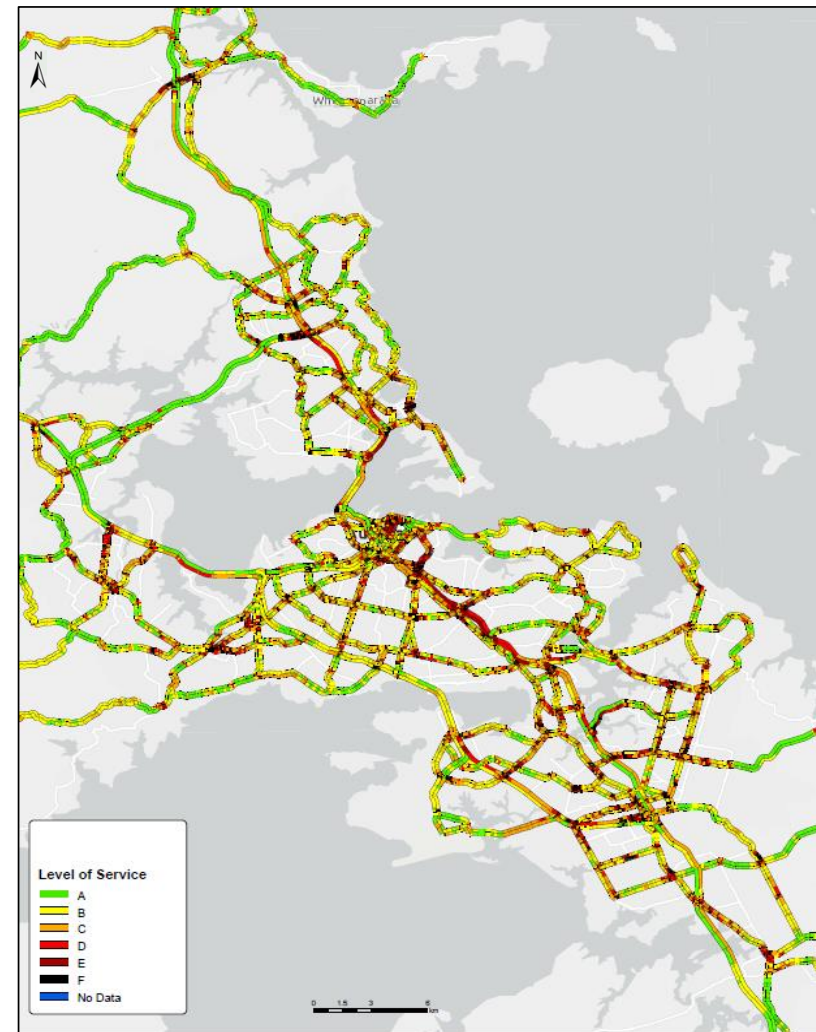
## 2.4 Better Connecting People, Places, Goods and Services

### 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 January 2022. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.

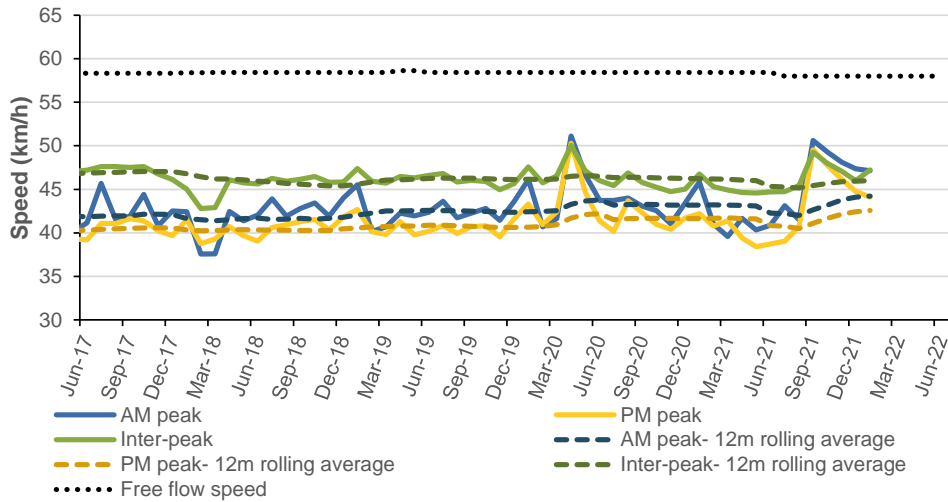
### 2.4.6 Congestion map PM peak



This map shows the typical level of service across the arterial and motorway networks during the PM peak hour (4.30–5.30) for January 2022. 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

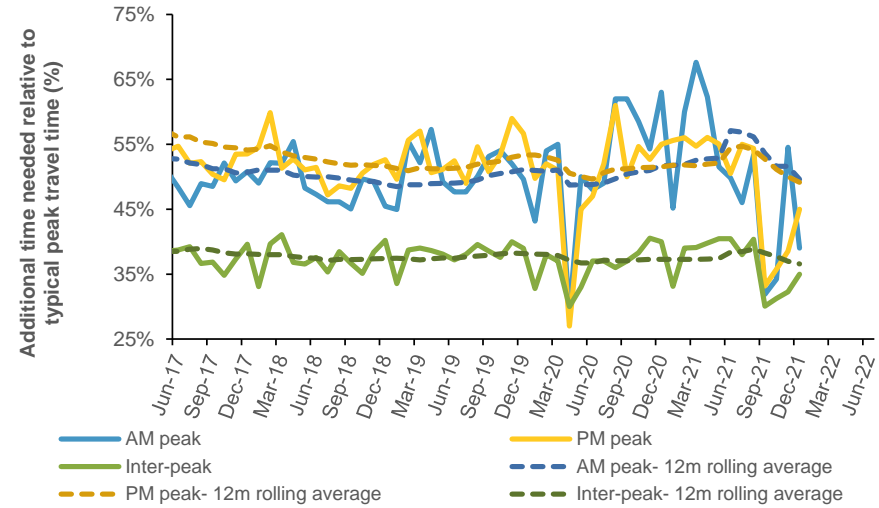


The AM peak average speed on Auckland's Arterial Network was 40 km/h, compared to 34 km/h in January 2019, which was pre-COVID-19. 83% of the Arterial Network operated with reliable travel times during the AM peak period.

Note: From January 2022, AT have migrated to TomTom travel time data. TomTom data provides increased granularity and enables us to run more detailed analysis on network performance. Thus, this data set may look slightly different to last month.

*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



From January 2022, we have successfully migrated to TomTom travel time data. TomTom data provides increased granularity and enables us to run more detailed analysis on network performance. The changes in Future Connect networks have also been incorporated. Reliability measure calculation requires more effort in terms of defining new methodologies to keep consistency with legacy reports. AT is working towards this new methodology and the results will be provided as soon as it gets ready noting that the historical data will be provided as well so there won't be any gaps in the data.

*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.*

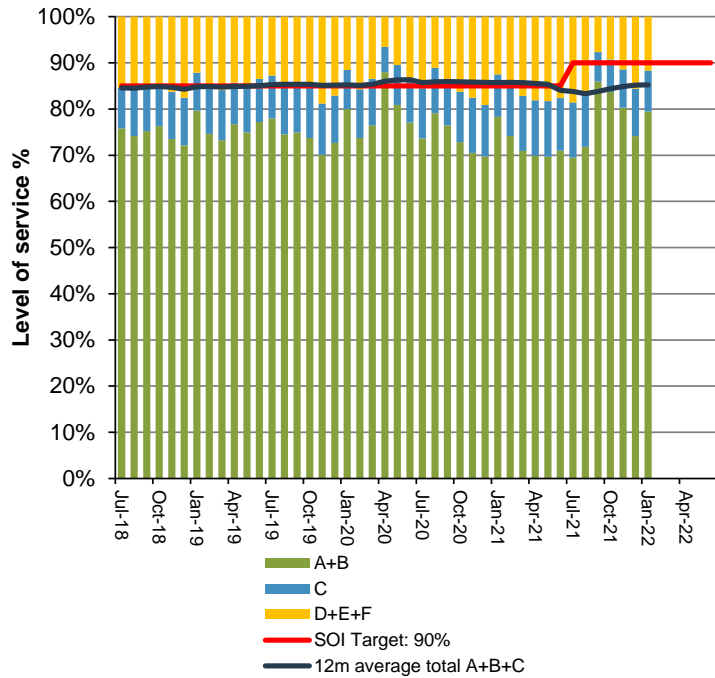
*Reliability is a measure in percentage of how much variation a driver would experience from their day-to-day journey time in addition to a typical experience (median travel time), the smaller the percentage the better the reliability. Less than 50% additional travel time needed relative to typical travel 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 January 2022, 90% of the freight network operated at good Levels of Service for congestion (LoS A-C in the previous map) during the interpeak which met the desired 90% target.

88% of the Freight Network operated with reliable travel times during the interpeak period, which is well above the desired threshold.

Note: From January 2022, AT have migrated to TomTom travel time data. TomTom data provides increased granularity and enables us to run more detailed analysis on network performance. Thus, this data set may look slightly different to last month.

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.

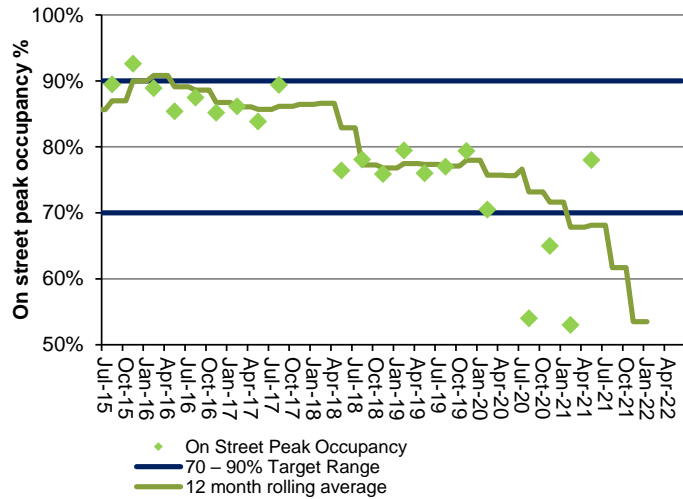
2.4.10 Map showing key freight routes



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)\*

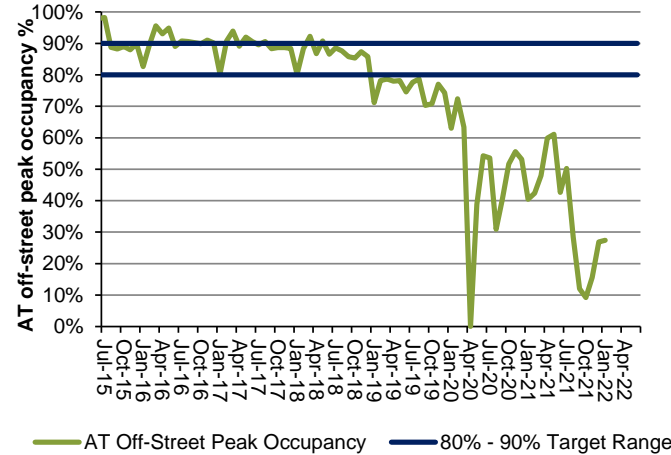


Target not met.

This measure is reported on a quarterly basis. The on-street peak occupancy for November 2021 was 22.0%. The 12-month rolling average for December 2021 was 53.5%. These figures are both below the target of 70% on street occupancy.

Lockdowns in Auckland reduced the number of vehicle movements on the roads, which had a knock-on impact on the numbers of people parking their vehicles on street.

### 2.4.12 Off-street parking occupancy rates

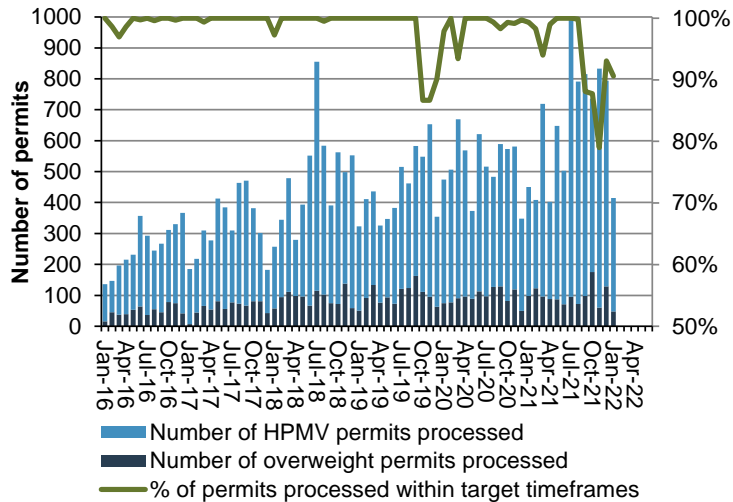


Target not met.

Occupancy for January 2022 was 27.4%. All carparks experienced a downturn in casual occupancy as a result of Alert Level 4 & 3 restrictions, however occupancy is increasing under the COVID protection framework. Lease revenue remains comparatively steady as customers opt not to cancel their lease for fear of not being able to secure it again in the future.

NOTE: From July 2021, the following carparks are included in this number: Civic, Downtown, Ronwood and Victoria St.

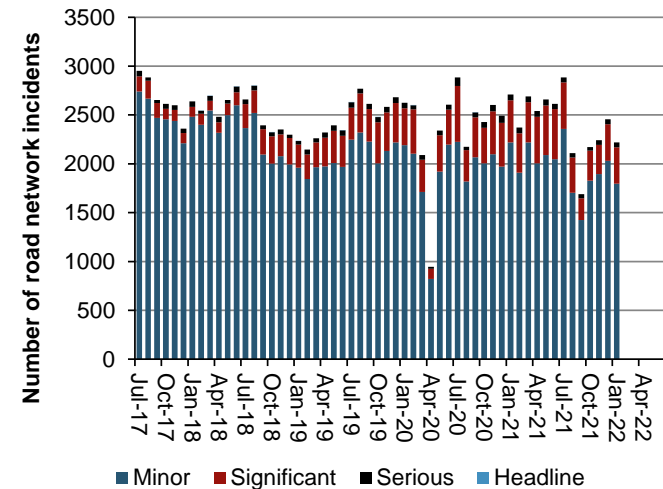
### 2.4.13 Heavy vehicle permits processed



In January 2022, 48 Overweight permit applications and 367 HPMV permit applications were processed totalling to 415.

All 415 applications were processed, achieving 90.60% 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 January 2022, serious incidents continue to rise towards pre-COVID-19 levels.

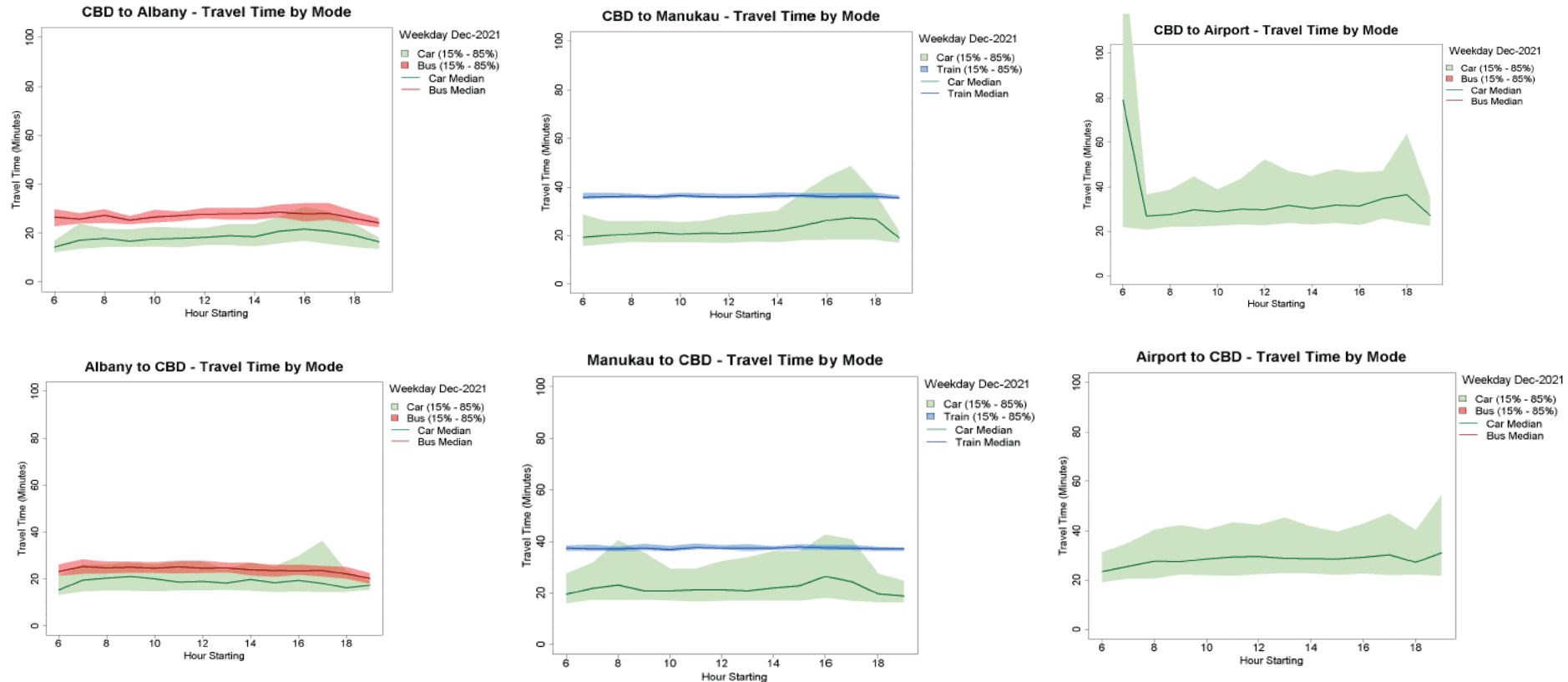
Ten serious crashes involving motorcycles occurred in January 2022 which is a high amount for a single month. Since 2019 there were only four other occasions where 10 or more incidents involving motorcycles occurred in a single month. These motorcycle incidents were spread across ATOC's full area of operation.

\* 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.



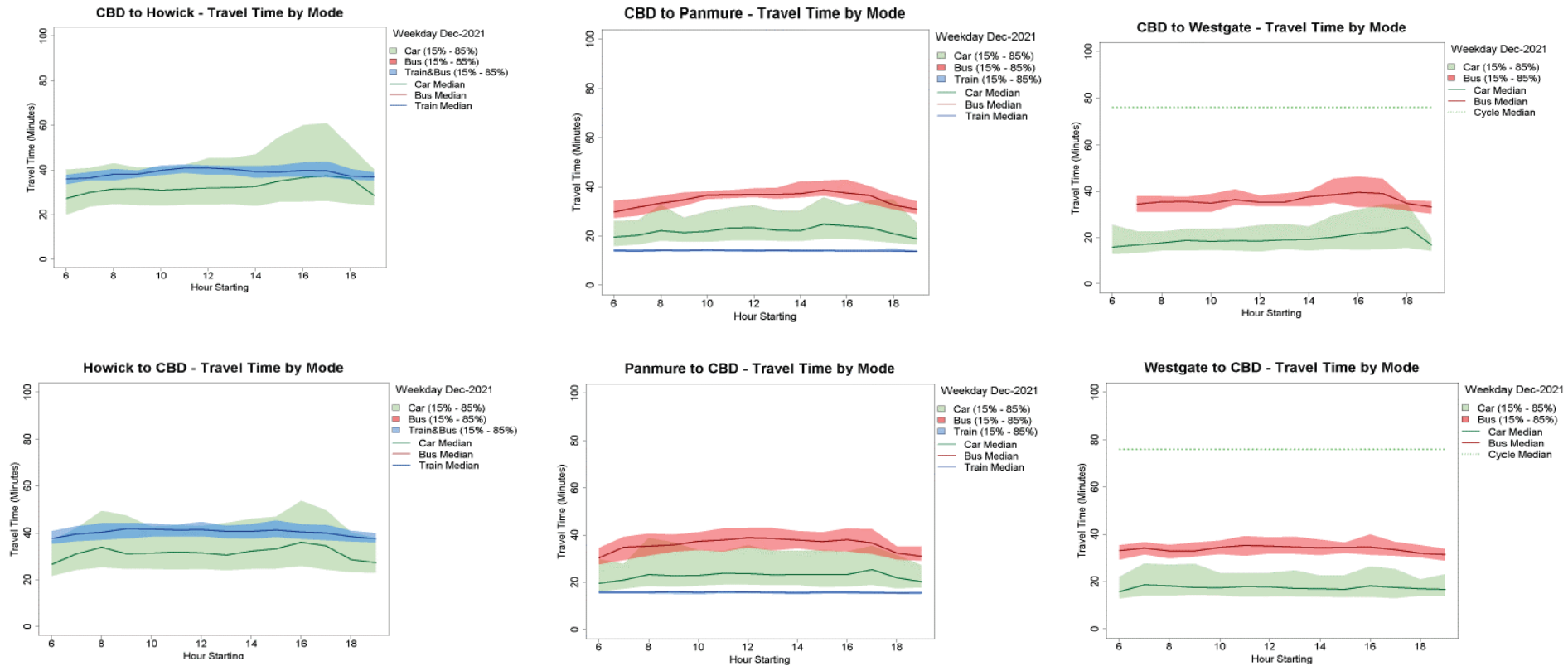
From January 2022, we have successfully migrated to TomTom travel time data. TomTom data provides increased granularity and enables us to run more detailed analysis on network performance. Within the process of redefining the travel time variability report some data issues raised. We are working to resolve the issue and prepare the report in the next coming months. However, there are no time travel reliability graphs for January 2022.

In December 2021, train and NEX travel (Rapid Transit Network) remained consistent throughout the day, and generally provided significant travel time savings for commuters during the peak periods. The NEX had a travel time saving of approximately up to 20 minutes between Albany and CBD during the AM and PM peaks. The train provided the most reliable travel time across all modes, and achieved significant travel time saving of up to 20 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



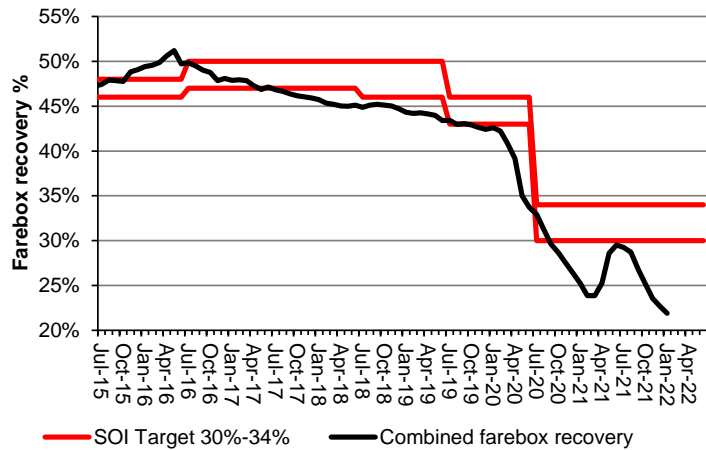
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*Note: Due to the changes of the New Eastern Bus Network, only Express Buses are servicing directly between Howick and CBD which operate during peak hours only.*

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

### 2.5.1 PT farebox recovery

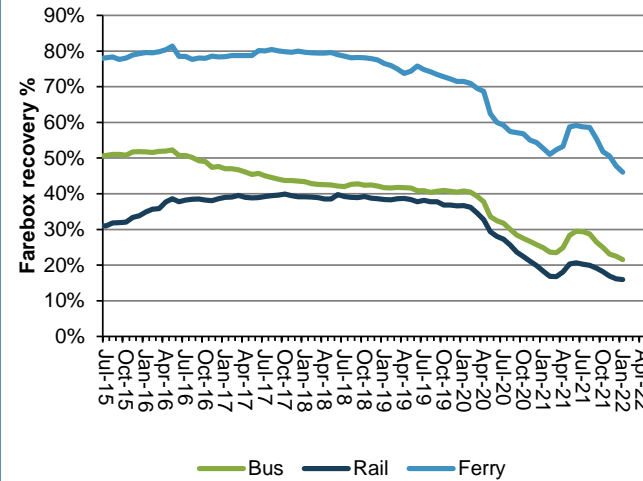


Target not met.

Total PT farebox recovery is decreasing. The ratio in January 2022 was 21.90%, compared with 42.61% in January 2020.

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

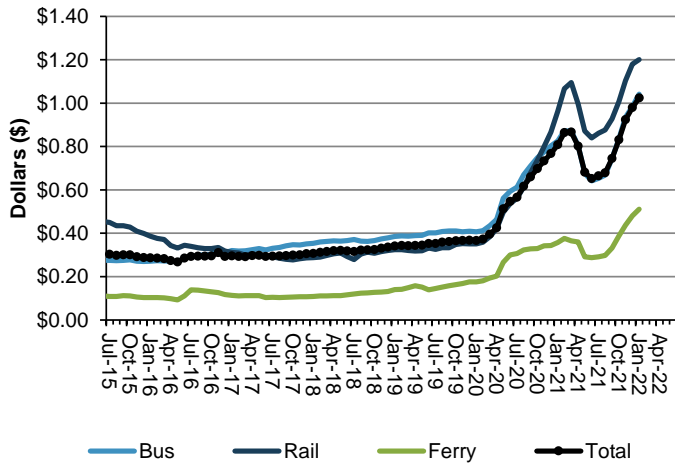
### 2.5.2 PT farebox recovery (by mode)



The farebox recovery ratios for January 2022 (and comparable 2020 results) were:

- Bus: 21.53% (40.79%)
- Rail: 15.94% (36.65%)
- Ferry: 46.05% (71.47%)

### 2.5.3 PT subsidy per passenger kilometre

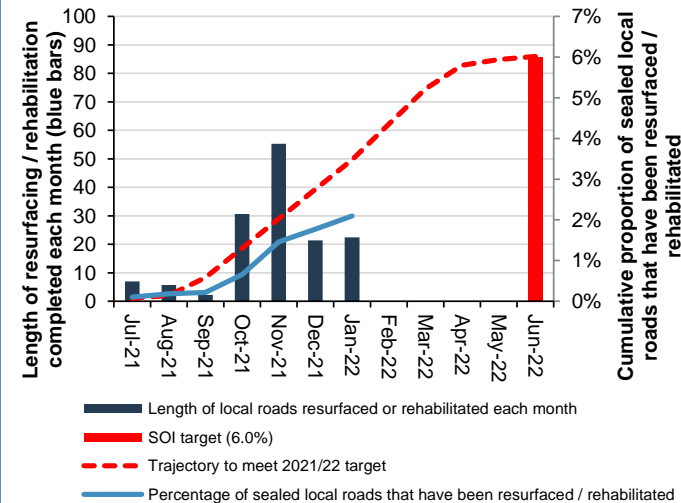


The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The average for January 2022 was \$1.024. For individual modes, January 2022 (and comparable 2020 results) were:

- Bus: \$0.984 (\$0.409)
- Rail: \$1.180 (\$0.351)
- Ferry: \$0.480 (\$0.176)

### 2.5.4 Percentage of the sealed road network that is resurfaced



The measure is not on track to meet the target.

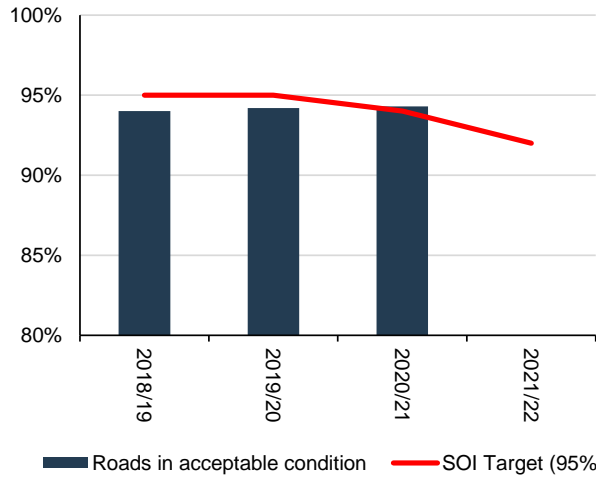
In January 2022, AT completed 22.4 km of resurfacing and rehabilitation.

This financial year to date, 144.6km of local roads were resurfaced, or 34.8% of the 2021/22 target, and 2.1% of Auckland's local roads.

This is behind the programme due to the COVID restrictions in Auckland limiting road works.

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

### 2.5.5 Proportion of road assets in acceptable condition

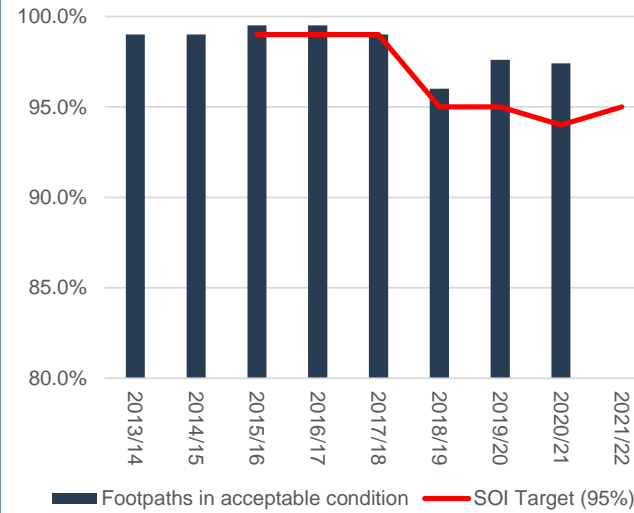


This is a non-reporting period.

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

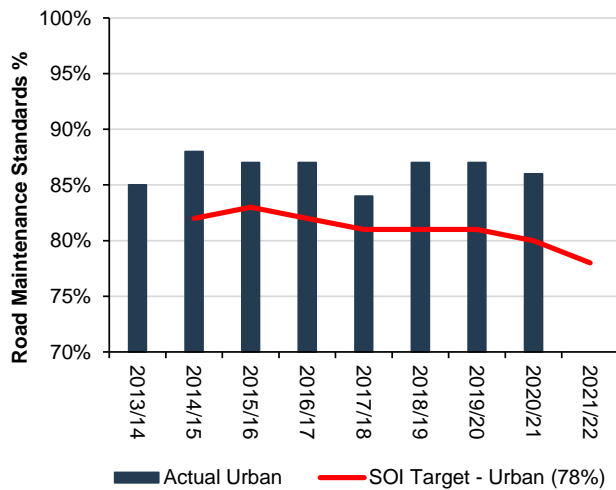


This is a non-reporting period.

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.

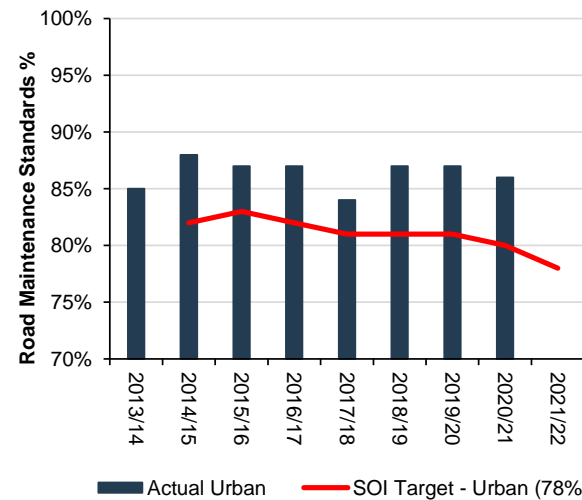
### 2.5.7 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads



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 one 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

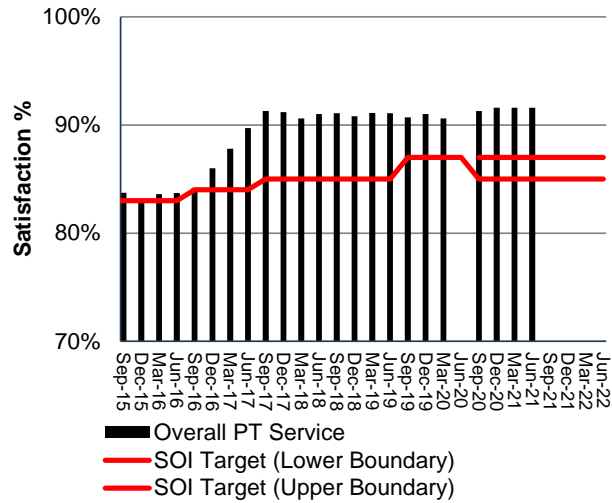


This is a non-reporting period.

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 four 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



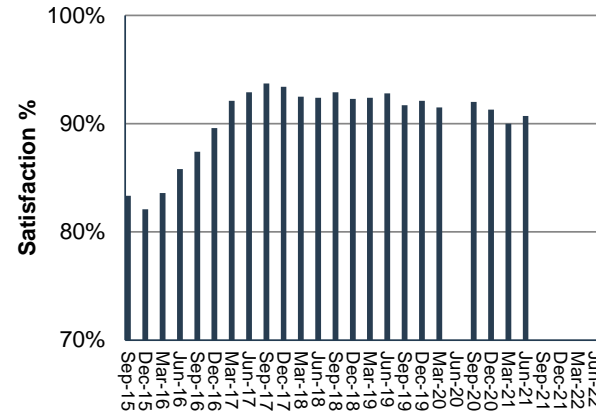
This is a non-reporting period.

This is reported on quarterly. Due to COVID, no interviews were able to take place. Therefore, there is no data and AT will not be reporting on this measure this quarter.

The June 2021 result is 91.6% is exceeding the target.

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



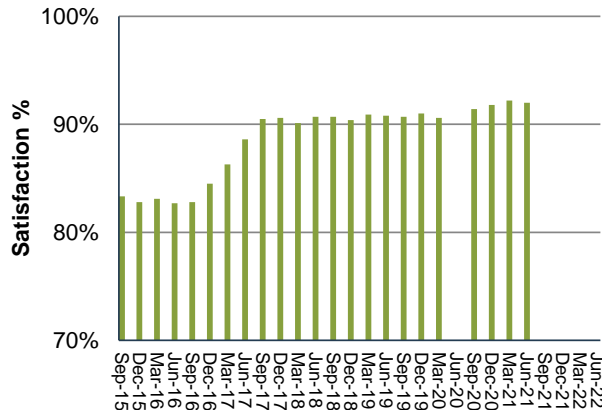
This is a non-reporting period.

This is reported on quarterly. There is no December 2021 result due to the ongoing COVID-19 restrictions.

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



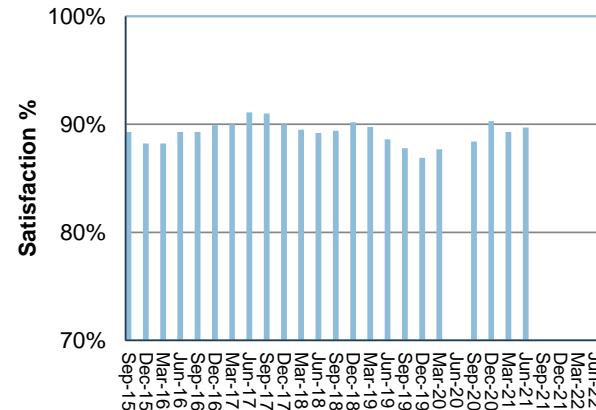
This is a non-reporting period.

This is reported on quarterly. There is no December 2021 result due to the ongoing COVID-19 restrictions.

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 a non-reporting period.

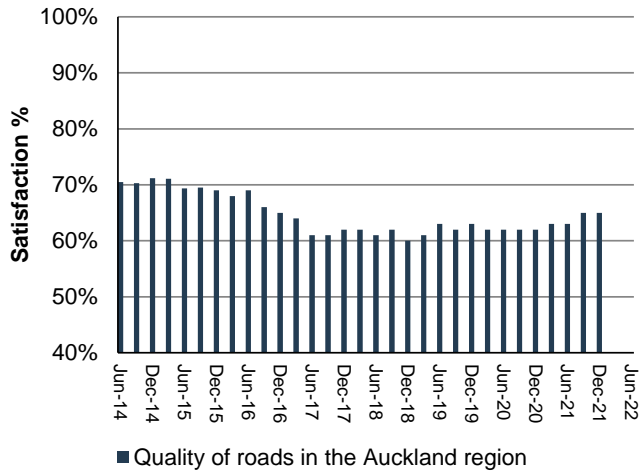
This is reported on quarterly. There is no December 2021 result due to the ongoing COVID-19 restrictions.

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

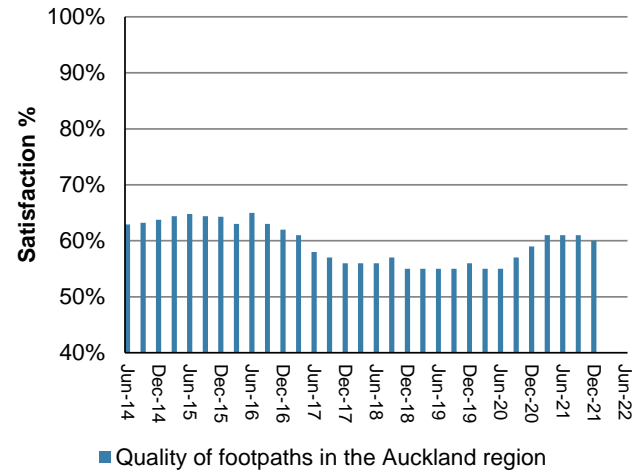


This is a non-reporting period.

In December 2021, satisfaction with the quality of roads in Auckland was 65%, the same as the September 2021 result.

Satisfaction was three percentage point above the December 2020 result (62%).

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

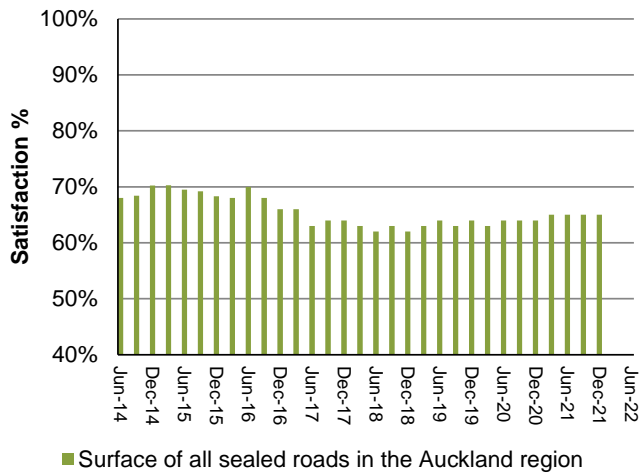


This is a non-reporting period.

In December 2021, satisfaction with the quality of footpaths in Auckland was 60%, one percentage point lower than the September 2021 result (61%).

Satisfaction was one percentage point above the September 2020 result (59%).

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

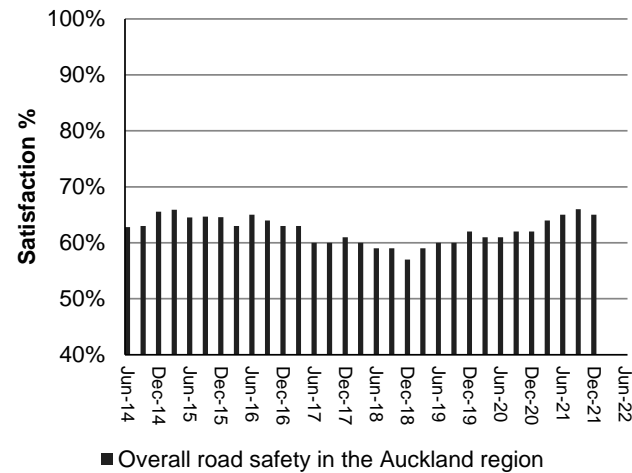


This is a non-reporting period.

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

Satisfaction was one percentage points higher than the December 2020 result (64%).

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



This is a non-reporting period.

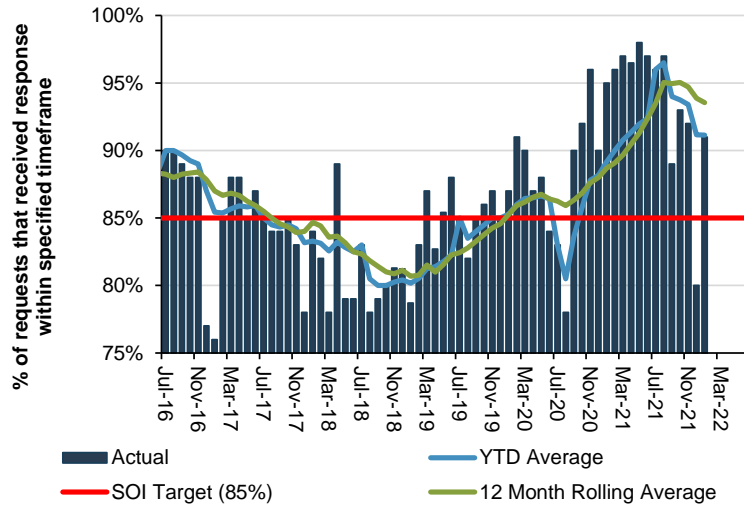
In December 2021, satisfaction with road safety in Auckland was 65%, one percentage point lower than the September 2021 result (66%).

Satisfaction was three percentage points higher than the December 2020 result (62%).



## 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



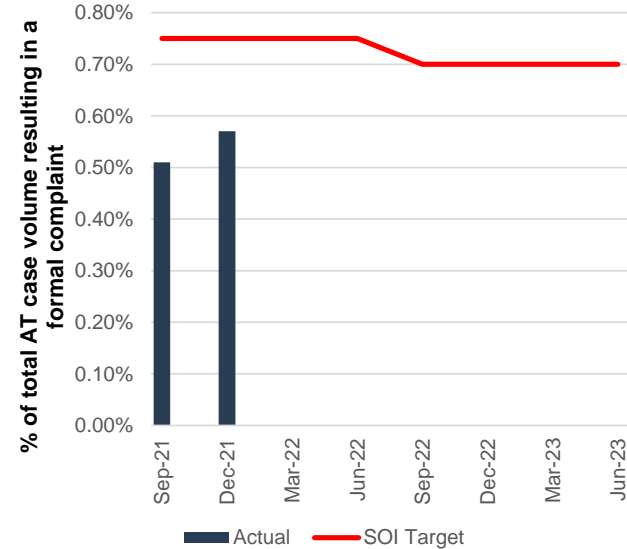
Target Exceeded.

12 month rolling average for January 2022: 93.5% (SOI target 85%)

The January 2022 result exceeded the target at 80% and was up 11 percentage points on December 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



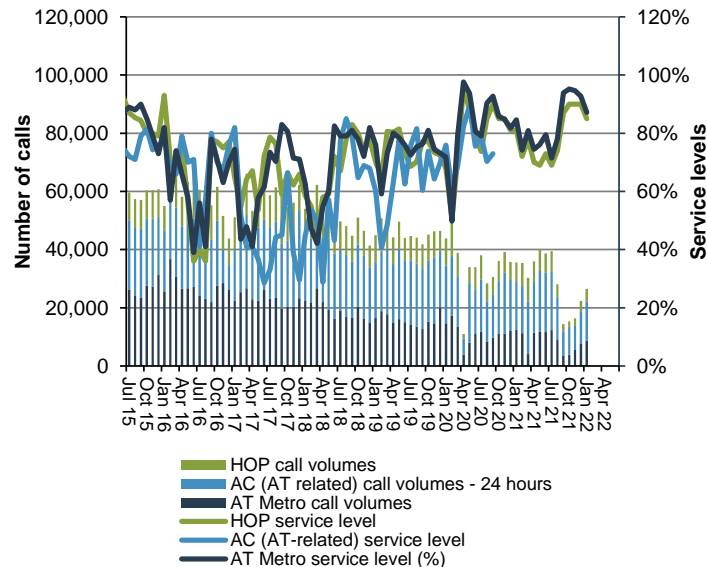
This is a non-reporting period.

This measure is on track to meet the target. This is a new measure this Financial Year.

In the December 2021 Quarter, 0.57% of the total AT case volume resulted in a formal complaint. The SOI target for this financial year is less than 0.75%.

The baseline of this measure is 0.77% for 2020 calendar year.

### 2.6.11 Call centre incoming calls and service levels

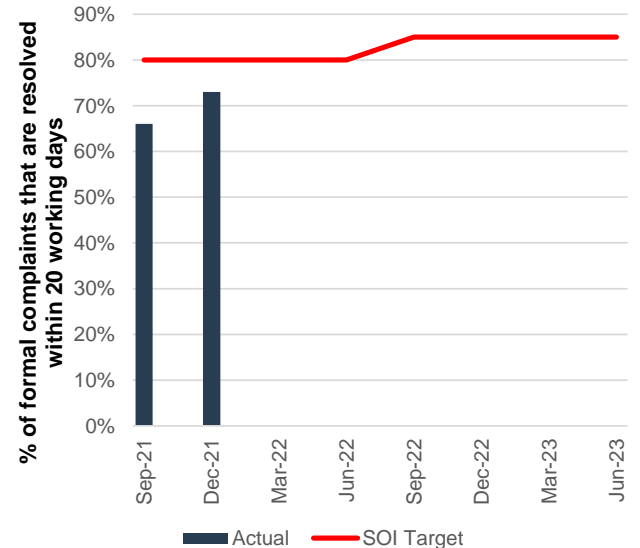


In January 2022 AT HOP Call volumes increased by 26% compared with December 2021, and decreased 35% compared to January 2021. The service level decreased by five percentage points from last month.

Auckland Council call volumes have increased by 19% compared to December 2021, and decreased by 19% compared to the same month last year.

AT Metro Call Centre Volumes increased by 15% on December 2021, and decreased by 29% since January 2021. The service level decreased by six percentage points on last month.

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



This is a non-reporting period.

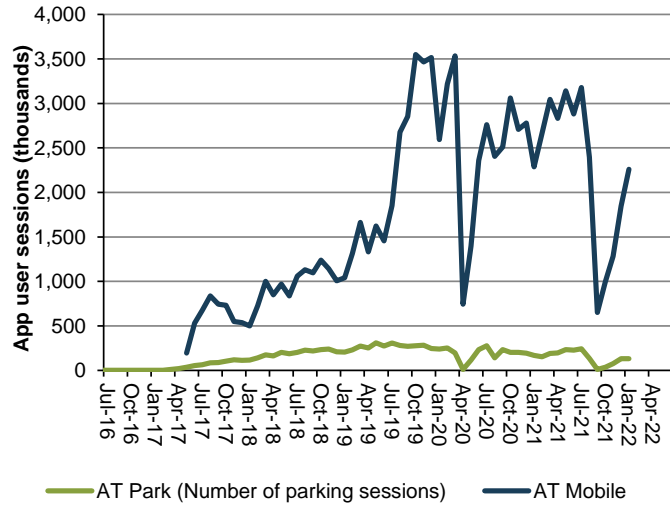
This is a new measure this Financial Year. The SOI target is for 80%+ of formal complaints to be resolved within 20 days.

In the December 2021 Quarter, 73% of formal complaints were resolved within 20 working days. This result was impacted by constraints on in-person engineering assessments.

The baseline of this measure is 79% for 2020/21.

## 2.6 Providing excellent customer experiences

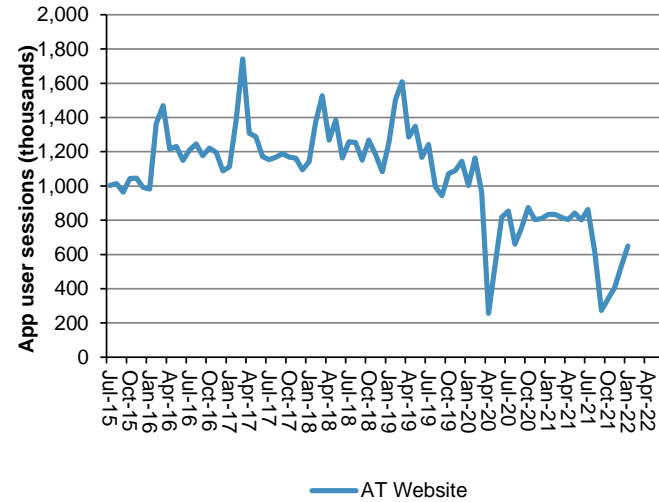
### 2.6.13 AT app user sessions



**AT Mobile**  
App user sessions increased by 23% in January 2022 compared with December 2021 and was the 1% below January 2021.

**AT Park**  
App user sessions were the same in January 2022 as they were in December 2021 and decreased by 22% compared to January 2021.

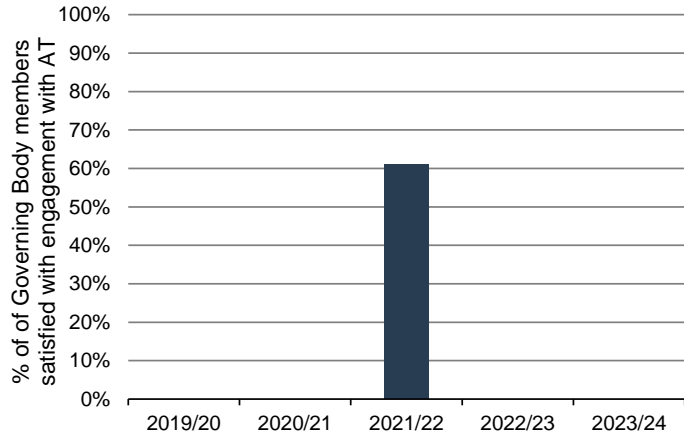
### 2.6.14 AT Website Visits



Visits to the Auckland Transport website totalled 649,589 in January 2022, an increase of 23% compared with December 2021, and a decrease of 22% compared with January 2021.

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

**2.7.1 Percentage of Governing Body members satisfied with engagement with AT**

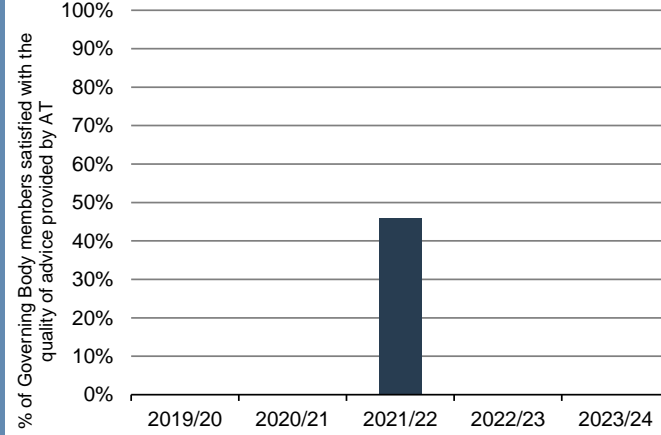


In the 2021/22 FY, 61% of Governing Body members were satisfied or very satisfied with engagement with AT.

As this is the first set of data we have on this measure, this will be the baseline. This will be reported on a yearly basis.

The elected measure perception SOI measure is measured across four different measures.

**2.7.2 Percentage of Governing Body members satisfied with the quality of advice provided by AT**

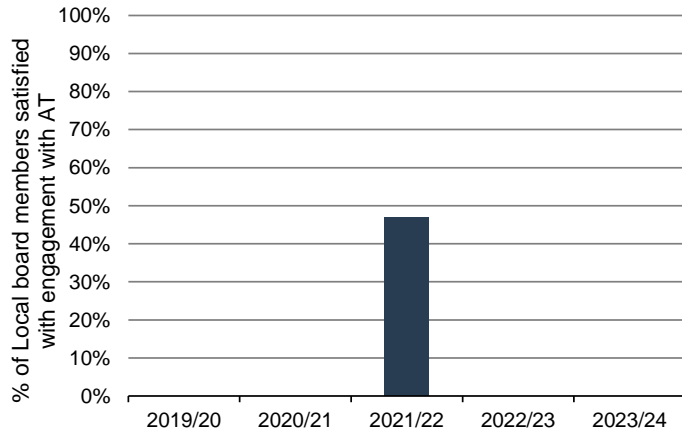


In the 2021/22 FY, 46% of Governing Body members were satisfied or very satisfied with the quality of advice provided by AT.

As this is the first set of data we have on this measure, this will be the baseline. This will be reported on a yearly basis.

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

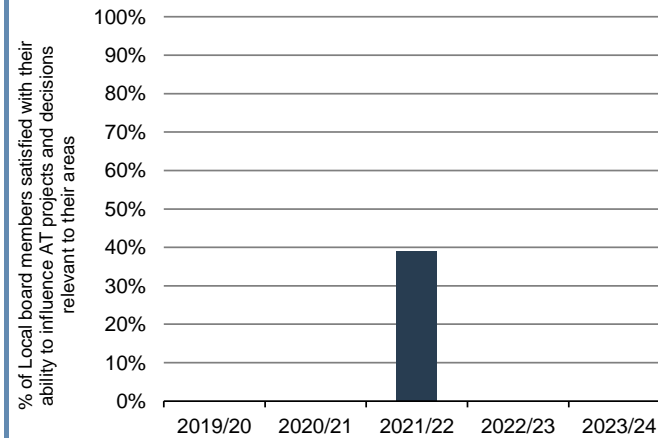
**2.7.3 Percentage of Local board members satisfied with engagement with AT**



In the 2021/22 FY, 47% of Local Board members were satisfied or very satisfied with engagement with AT

As this is the first set of data we have on this measure, this will be the baseline. This will be reported on a yearly basis.

**2.7.4 Percentage of Local board members satisfied with their ability to influence AT projects and decisions relevant to their areas**



In the 2021/22 FY, 39% of Local Board members were satisfied or very satisfied with their ability to influence AT projects and decisions relevant to their areas

As this is the first set of data we have on this measure, this will be the baseline. This will be reported on a yearly basis.