

Auckland Transport Monthly Indicators Report 2021/22

March 2022

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 | | | | | | ● | | | ● | | | | March 2022: 6 | 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 | ● | ● | ● | ● | ● | ● | | | | | | | January to December 2021: 515 DSI | Page 7 |
| | Reduction in the number of deaths and serious injuries on Tāmaki Makaurau's road network | 573 | ● | ● | ● | ● | ● | ● | | | | | | | January to December 2021: 590 DSI | 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 | ● | ● | ● | ● | ● | ● | | | | | | | January to December 2021: 263 DSI | 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% | ● | ● | ● | ● | ● | ● | ● | ● | ● | | | | FY 20/21: 85% | 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: 45.77 | Page 9 |
| | Total rail boardings (millions) | 18.65 | ● | ● | ● | ● | ● | ● | ● | ● | ● | | | | 12 Month rolling total: 8.07 | 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: 3.09 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: 30,247 | Page 15 | |
| | Proportion of the freight network operating at Level of Service C or better during the inter-peak | 90% | ● | ● | ● | ● | ● | ● | ● | ● | ● | | | | 12 Month rolling total: 89% | Page 19 | |
| Our operating model is adaptive, financially sustainable and delivers value | PT farebox recovery | 30% - 34% | ● | ● | ● | ● | ● | ● | ● | ● | ● | | | | March 2022: 19.80% | Page 23 | |
| | Percentage of road assets in acceptable condition (as defined by AT's AMP) | 92% | | | | | | | | | ● | | | | March 2022: 94% | Page 24 | |
| | Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads | Rural: 88% | | | | | | | | | | ● | | | | March 2022: 92% | Page 24 |
| | | Urban: 78% | | | | | | | | | | ● | | | | March 2022: 85% | Page 24 |
| | Percentage of footpaths in acceptable condition (as defined by AT's AMP) | 95% | | | | | | | | | | ● | | | | March 2022: 96% | Page 24 |
| | Percentage of the sealed local road network that is resurfaced | 6.0% | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● | | | | YTD: 305.4km (4.4% 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: 92.5% | 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% | | | ● | | | | ● | | ● | | | | March 2022: 0.47% | Page 27 | |
| | Percentage of formal complaints that are resolved within 20 working days (baseline of 79% for 2020/21) | 80% | | | ● | | | | ● | | ● | | | | March 2022: 84% | 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

| | March- 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: | 2,855,469 | ↓ -36.0% | 3,748,000 | ↓ -23.8% | 20,646,183 | ↓ -40.3% | 3,748,000 | ↑ 450.9% | 57,538,000 | 34,500,000 |
| 2. Train (Rapid) Total: | 601,296 | ↓ -42.3% | 1,322,000 | ↓ -54.5% | 4,480,313 | ↓ -40.6% | 1,322,000 | ↑ 238.9% | 18,652,000 | 8,100,000 |
| 3. Ferry (Connector Local) Total: | 234,978 | ↓ -30.9% | 387,300 | ↓ -39.3% | 1,803,968 | ↓ -41.0% | 387,300 | ↑ 365.8% | 5,810,000 | 2,500,000 |
| Total Patronage | 3,691,743 | ↓ -36.9% | 5,457,300 | ↓ -32.4% | 26,930,464 | ↓ -40.4% | 5,457,300 | ↑ 393.5% | 82,000,000 | 45,100,000 |
| Rapid and Frequent | 1,522,726 | ↓ -42.4% | 2,400,000 | ↓ -36.6% | 11,652,339 | ↓ -40.6% | 2,400,000 | ↑ 385.5% | 31,000,000 | 20,268,266 |

| | March- 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 | Normalised % Change Prev Fin YTD |
| 1. Bus Total: | 2,853,042 | 4,456,080 | -1,603,038 | -36.0% | -36.0% | 34,625,910 | -4.4% | -6,180,920 | -15.1% | 20,591,956 | -13,857,664 | -40.2% | -40.5% |
| - Busway (Rapid) Bus | 230,254 | 481,425 | -251,171 | -52.2% | | 3,426,385 | -6.8% | -597,567 | -14.8% | 1,863,990 | -1,626,193 | -46.6% | |
| - Frequent Bus | 688,749 | 1,121,573 | -432,825 | -38.6% | | 8,890,078 | -4.6% | -983,914 | -10.0% | 5,305,609 | -3,124,843 | -37.1% | |
| - Connector Local Targeted Bus | 1,934,039 | 2,853,082 | -919,042 | -32.2% | | 22,308,847 | -4.0% | -4,599,439 | -17.1% | 13,422,357 | -9,106,628 | -40.4% | |
| 2. Train (Rapid) Total: | 601,296 | 1,025,624 | -424,328 | -41.4% | -41.4% | 7,973,278 | -5.1% | -1,151,662 | -12.6% | 4,446,460 | -3,024,745 | -40.5% | -40.8% |
| - Western | 211,552 | 349,053 | -137,501 | -39.4% | | 2,716,625 | -4.8% | -407,486 | -13.0% | 1,502,218 | -1,033,655 | -40.8% | |
| - Eastern | 160,950 | 287,493 | -126,543 | -44.0% | | 2,234,690 | -5.4% | -358,530 | -13.8% | 1,257,961 | -924,353 | -42.4% | |
| - Onehunga | 28,075 | 49,844 | -21,769 | -43.7% | | 407,795 | -5.1% | -72,905 | -15.2% | 223,483 | -161,591 | -42.0% | |
| - Southern | 187,644 | 323,210 | -135,566 | -41.9% | | 2,444,195 | -5.3% | -309,464 | -11.2% | 1,364,454 | -869,054 | -38.9% | |
| - Pukekohe | 13,076 | 16,024 | -2,949 | -18.4% | | 169,974 | -1.7% | -3,277 | -1.9% | 98,343 | -36,093 | -26.8% | |
| 3. Ferry (Frequent & Connector Local) Total: | 31,587 | 89,041 | -57,454 | -64.5% | -64.5% | 600,153 | -8.7% | -229,362 | -27.7% | 296,680 | -440,592 | -59.8% | -59.9% |
| - Contract | 31,587 | 89,041 | -57,454 | -64.5% | | 600,153 | -8.7% | -229,362 | -27.7% | 296,680 | -440,592 | -59.8% | |
| Patronage (Excl Exempt Serv/Spl Evts) | 3,485,925 | 5,570,745 | -2,084,820 | -37.4% | -37.4% | 43,199,341 | -4.6% | -7,561,944 | -14.9% | 25,335,096 | -17,323,001 | -40.6% | -40.9% |

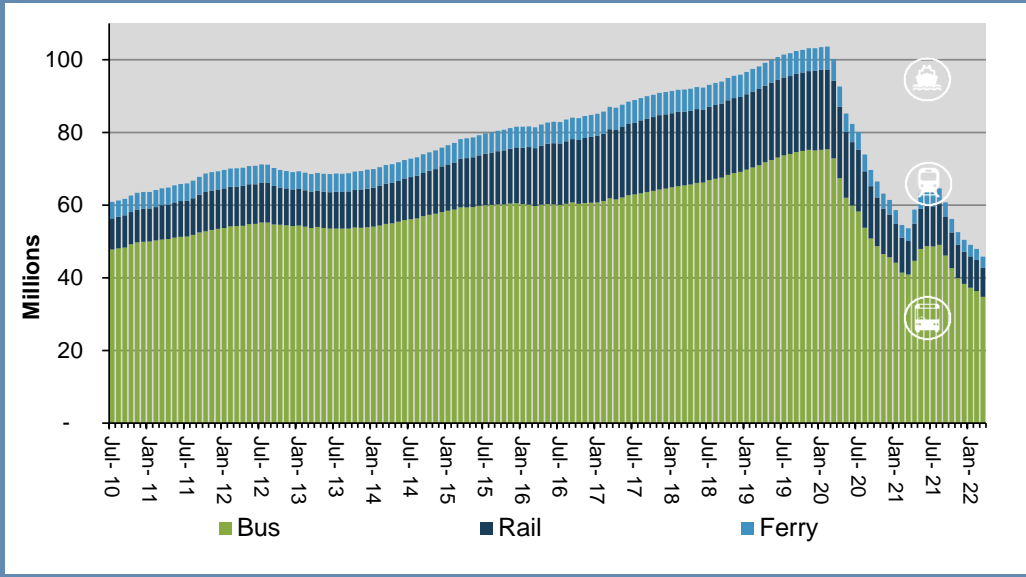
| | | | | | | | | | | | | | |
|---|---------|---------|---------|--------|--|-----------|--------|----------|--------|-----------|----------|--------|--|
| Exempt Services | 205,818 | 258,276 | -52,458 | -20.3% | | 2,447,303 | -2.1% | -322,260 | -11.6% | 1,543,315 | -881,953 | -36.4% | |
| - Exempt Services - Bus | 2,427 | 7,364 | -4,937 | -67.0% | | 90,058 | -5.2% | -13,330 | -12.9% | 36,027 | -67,361 | -65.2% | |
| - Exempt Services - Ferry | 203,391 | 250,912 | -47,521 | -18.9% | | 2,357,245 | -2.0% | -308,930 | -11.6% | 1,507,288 | -814,592 | -35.1% | |
| Special Events | 0 | 17,748 | -17,748 | | | 126,367 | -12.3% | 26,008 | 25.9% | 52,053 | -25,402 | | |
| - Special Events - Bus | 0 | 588 | -588 | | | 28,501 | -2.0% | 15,987 | 127.8% | 18,200 | 7,731 | | |
| - Special Events - Rail | 0 | 17,160 | -17,160 | | | 97,866 | -14.9% | 10,021 | 11.4% | 33,853 | -33,133 | | |
| Total Patronage (Exempt Serv/Spl Evts) | 205,818 | 276,024 | -70,206 | -25.4% | | 2,573,670 | -2.7% | -296,252 | -10.3% | 1,595,368 | -907,355 | -36.3% | |

| | | | | | | | | | | | | | |
|---------------------------------|-----------|-----------|------------|--------|--|------------|-------|------------|--------|------------|-------------|--------|--|
| Rapid & Frequent | 1,522,726 | 2,645,796 | -1,123,071 | -42.4% | | 20,390,679 | -5.2% | -2,720,697 | -11.8% | 11,652,339 | -7,806,534 | -40.1% | |
| Connector Local Targeted | 2,169,017 | 3,200,973 | -1,031,955 | -32.2% | | 25,382,332 | -3.9% | -5,137,499 | -16.8% | 15,278,125 | -10,423,821 | -40.6% | |
| Total Patronage | 3,691,743 | 5,846,769 | -2,155,026 | -36.9% | | 45,773,011 | -4.5% | -7,858,196 | -14.7% | 26,930,464 | -18,230,356 | -40.4% | |

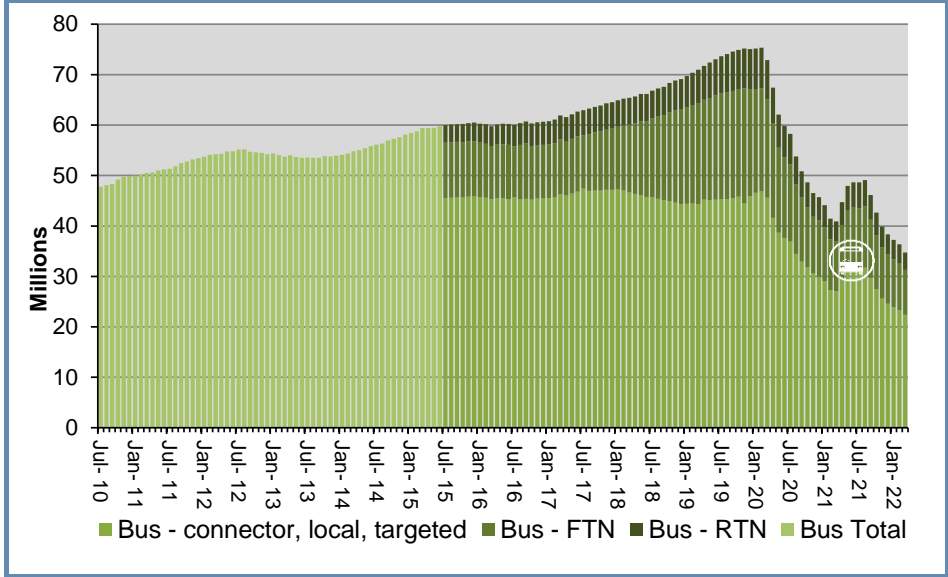
| | | | | | | | | | | | | | |
|------------------------|-----------|-----------|------------|--------|--------|------------|-------|------------|--------|------------|-------------|--------|--------|
| Bus | 2,855,469 | 4,464,032 | -1,608,563 | -36.0% | -36.1% | 34,744,469 | -4.4% | -6,178,263 | -15.1% | 20,646,183 | -13,917,294 | -40.3% | -40.5% |
| Rail | 601,296 | 1,042,784 | -441,488 | -42.3% | -42.3% | 8,071,144 | -5.2% | -1,141,641 | -12.4% | 4,480,313 | -3,057,878 | -40.6% | -40.9% |
| Ferry | 234,978 | 339,953 | -104,975 | -30.9% | -30.9% | 2,957,398 | -3.4% | -538,292 | -15.4% | 1,803,968 | -1,255,184 | -41.0% | -41.1% |
| Total Patronage | 3,691,743 | 5,846,769 | -2,155,026 | -36.9% | -36.9% | 45,773,011 | -4.5% | -7,858,196 | -14.7% | 26,930,464 | -18,230,356 | -40.4% | -40.6% |

1.2 AT Metro Boardings breakdown

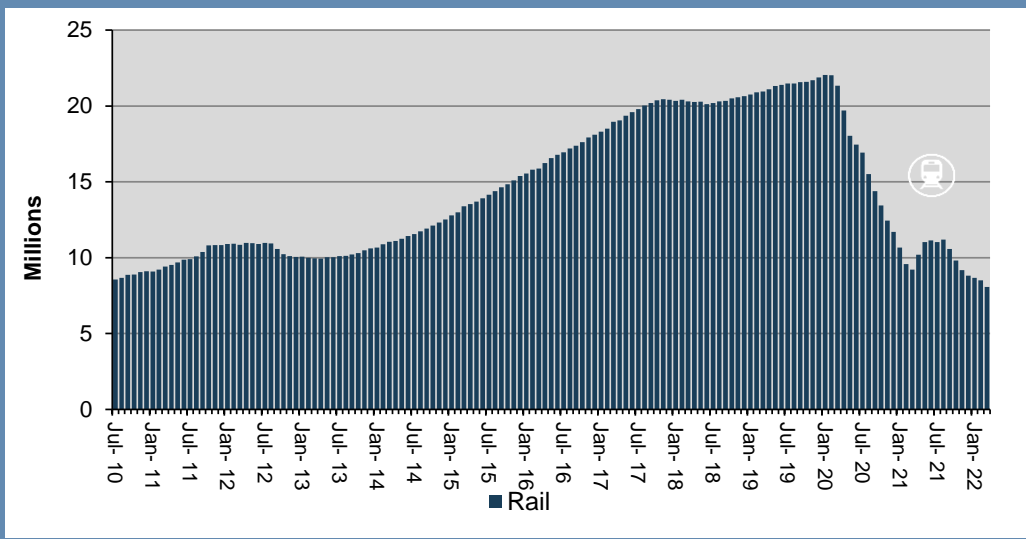
1.2.1 Total Patronage (12 month rolling total)



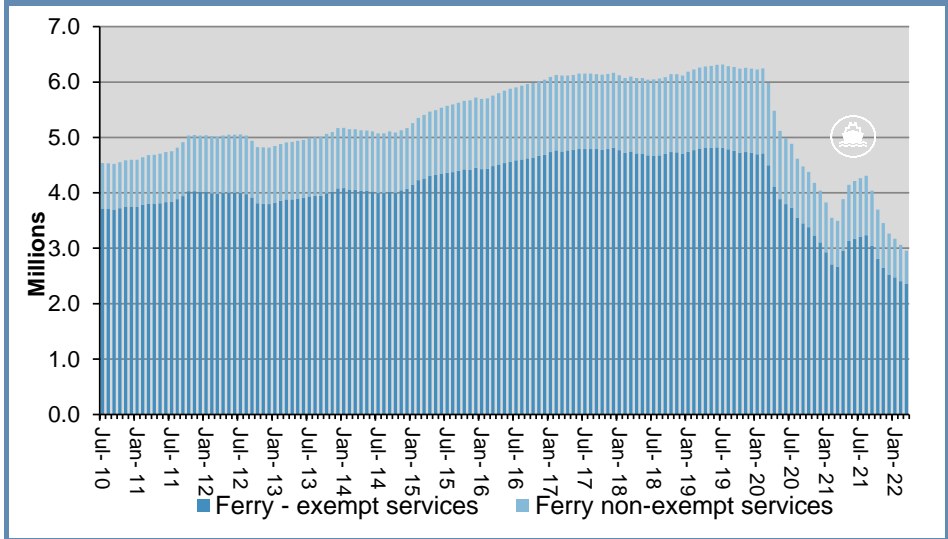
1.2.2 Bus Patronage (12 month rolling total)



1.2.3 Train Patronage (12 month rolling total)

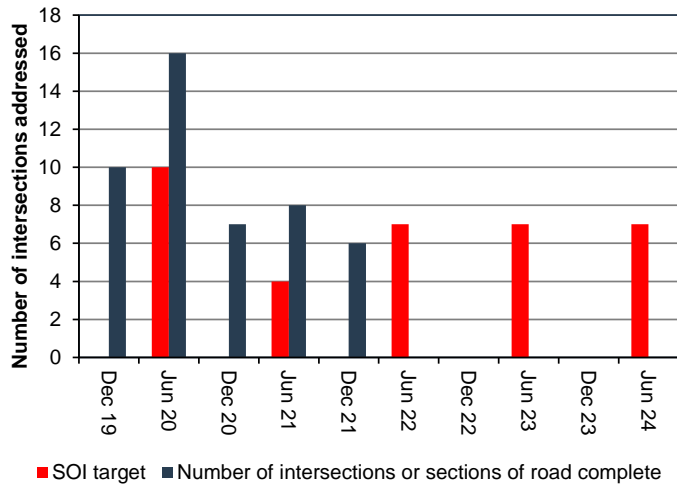


1.2.4 Ferry Patronage (12 month rolling total)



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

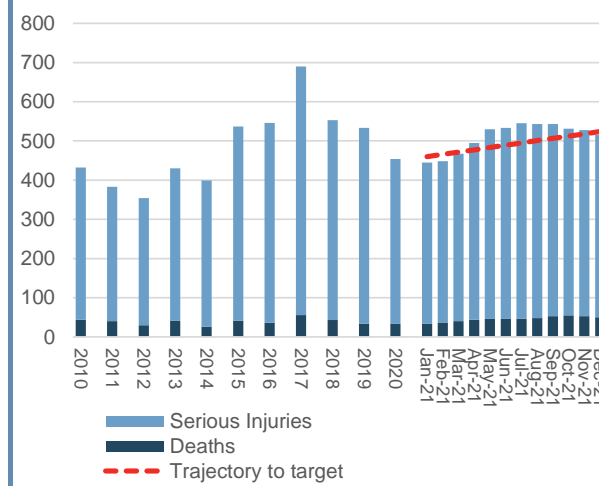
2.1.1 Number of high risk intersections and sections of road addressed by Auckland Transport's safety programme



So far this financial year, AT has addressed six high risk intersection or sections of road. Thus, AT is 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



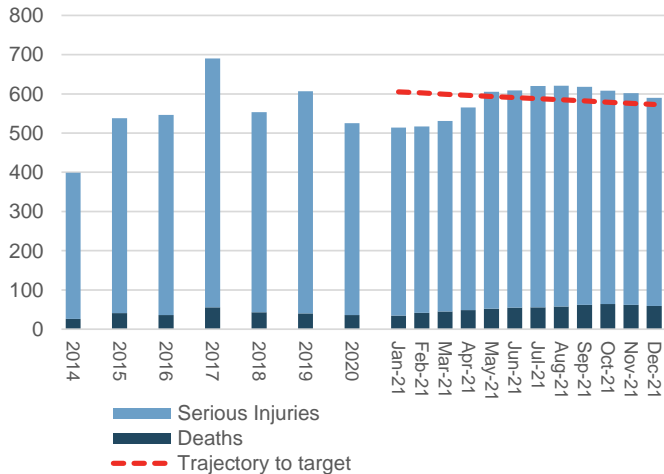
Target met for this year.

The DSI SOI targets are based on the preceding calendar year rather than the financial year.

Final DSI for the period January to December 2021 was 515, compared to a target of 524. For the 12 months to the end of December 2021, local roads deaths and serious injuries (DSIs) increased by 61 to 515. Local road deaths have increased from 33 in 2020 to 50 in 2021 and local road serious injuries increased from 421 in 2020 to 465 in 2021.

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

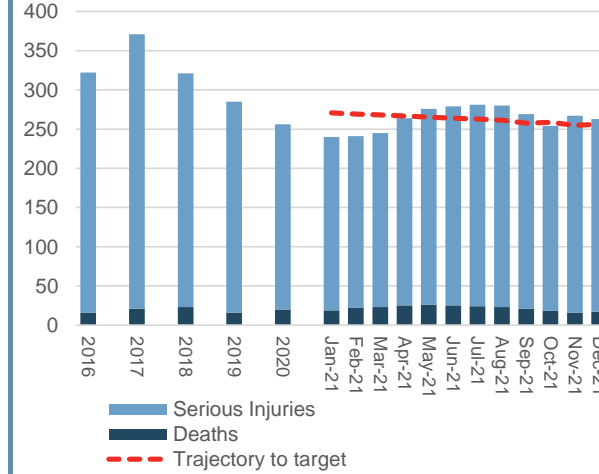


Target not met for this year.

Final DSI for the period January to December 2021 were 590, compared to a target of 573. For the 12 months to the end of December 2021, the deaths, and serious injuries on all Auckland roads (including local roads and highways) increased by 12.0%, to 590. All road deaths have increased by 64.0% (from 36 last year to 59 this year). All Auckland road serious injuries increased by 9.0% in the past year (from 489 to 531).

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.

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



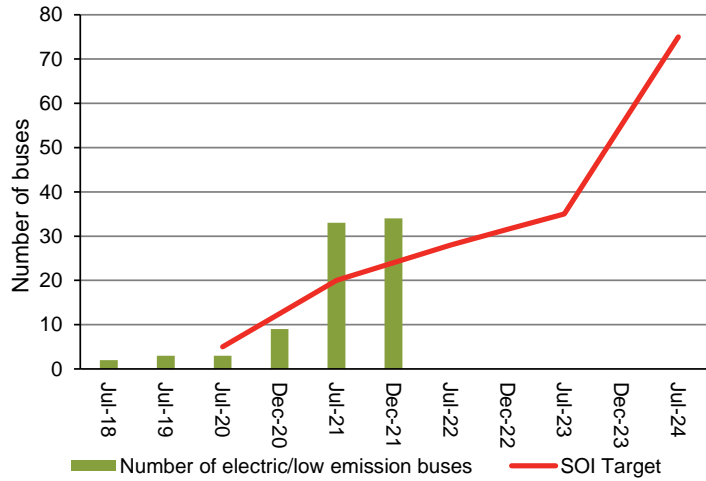
Target not met.

Final vulnerable road users DSI for the period January to December 2021 was 263 compared to a target of 256. For the 12 months to the end of December 2021, deaths and serious injuries of vulnerable road users increased by 2.7%, to 263.

Deaths of vulnerable road users have decreased by 15.0% (from 20 last year to 17 this year). Vulnerable road users' serious injuries increased by 4.2% in the past year (from 236 to 246).

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



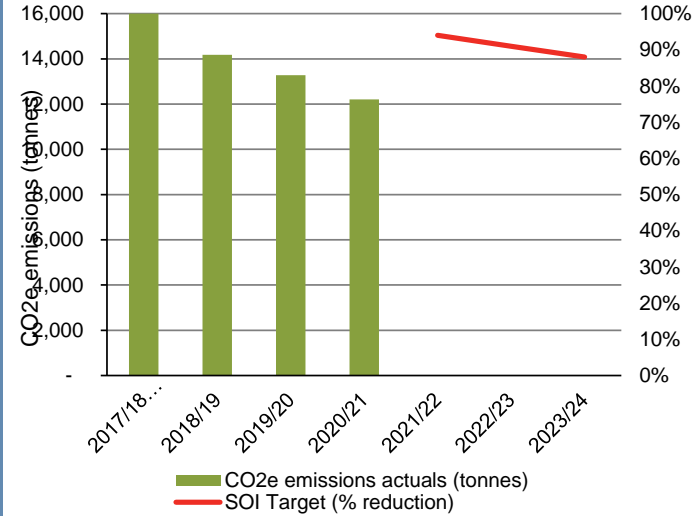
This is a non-reporting period. However, we have already met the end of year target.

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

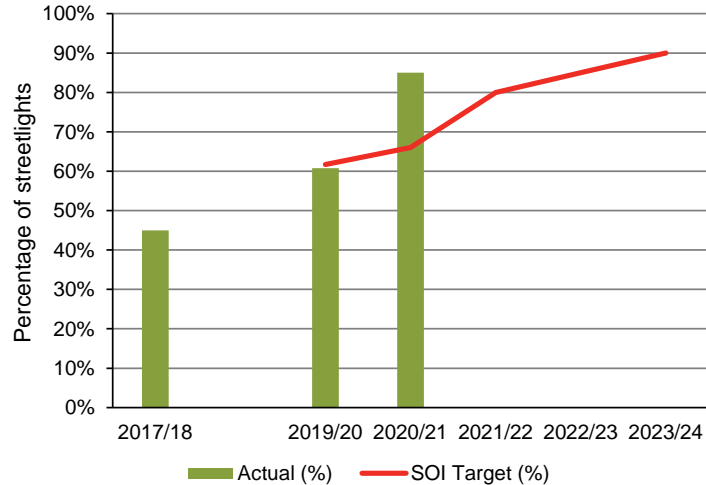


This is a non-reporting period.

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



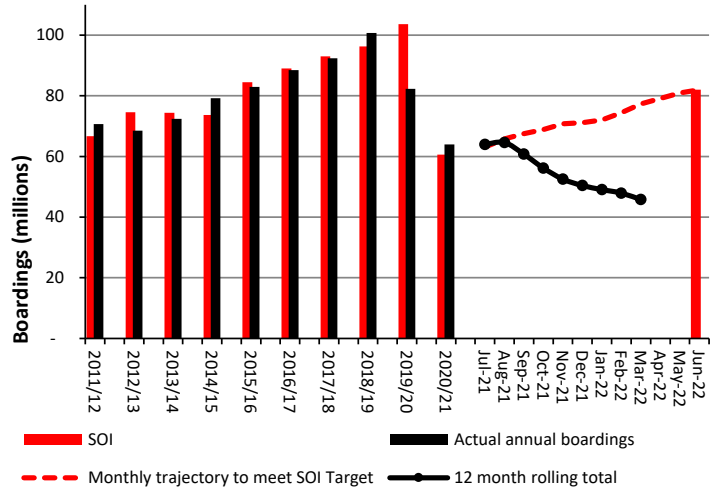
This is a non-reporting period. However, we have already met the end of year target.

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)*

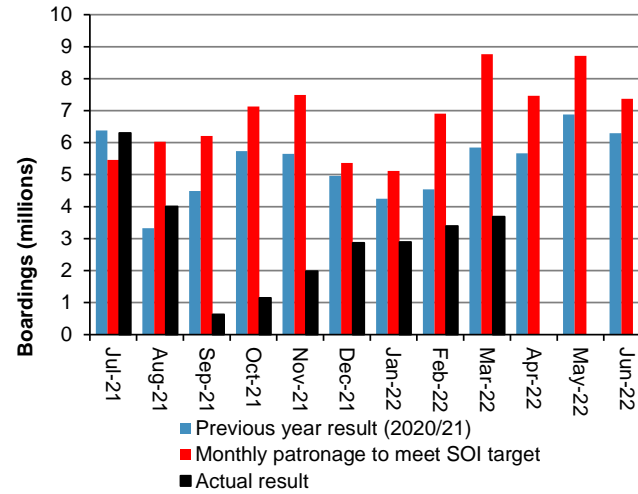


Not on track to meet the target.

PT patronage totalled 45,773,011 passenger boardings for the 12 months to March 2022. This is 40.8% below the SOI target.

Patronage for the 12 months to March 2022 was 4.5% below the 12 months to February 2022, and 14.7% below March 2021.

2.3.2 Monthly public transport boardings (millions)

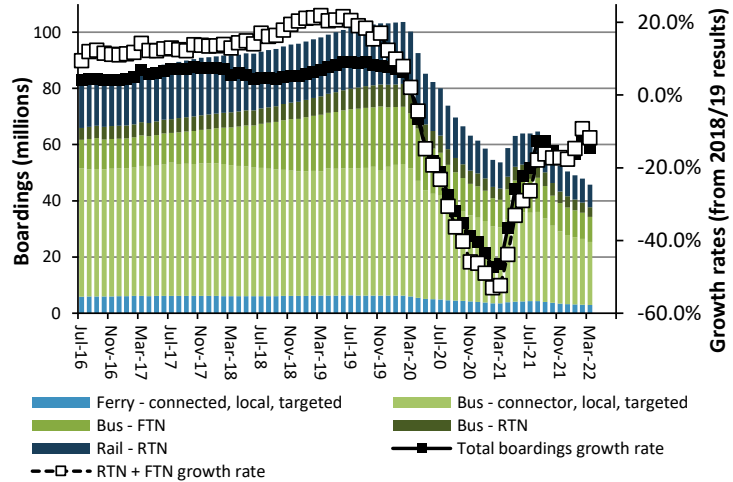


Not on track to meet the target.

March 2022 monthly patronage was 3,691,742. This is 108.8% of the February 2022 patronage, and 63.1% of the March 2021 level. March 2022 monthly patronage was 57.9% below the monthly trajectory to meet the 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.

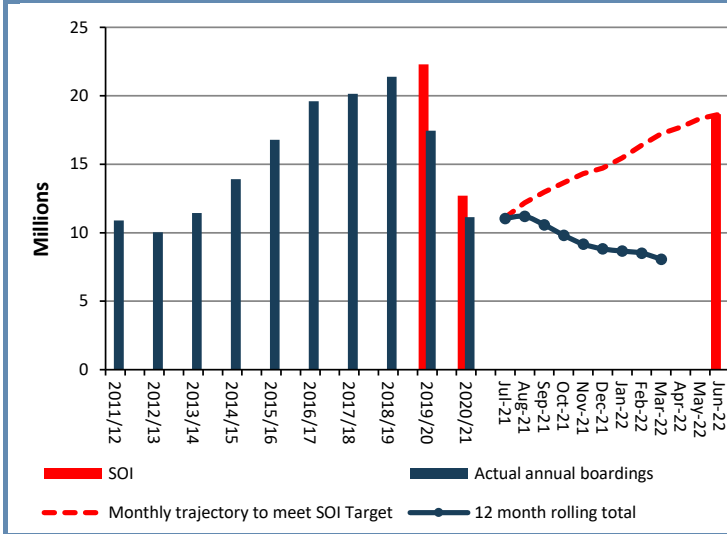
AT has an SOI target of increasing RTN and FTN (RFN) boardings at a faster rate than total boardings.

RFN Boardings for the 12 months to March 2022 are decreasing at a slower rate (-11.8%) than overall patronage (-14.7%).

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)*

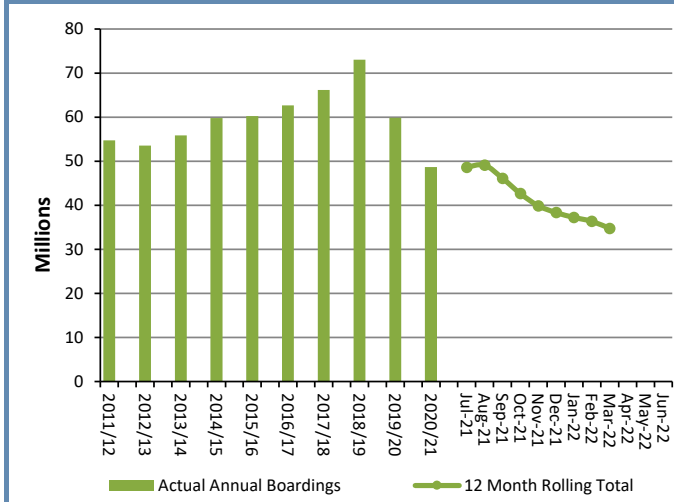


Not on track to meet the target.

Rail patronage totalled 8,071,144 passenger boardings for the 12 months to March 2022. This is 53.2% below the SOI target trajectory.

Patronage for the 12 months to March 2022 was 5.2% below the 12 months to February 2022, and 12.4% below March 2021.

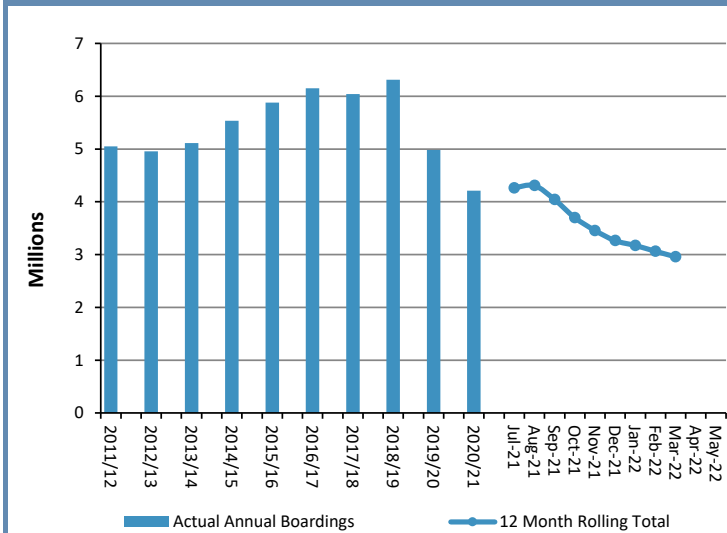
2.3.5 Bus boardings (12 month rolling total)



Bus patronage totalled 34,744,469 passenger boardings for the 12 months to March 2022.

This is a decrease of 4.4% on the 12 months to February 2022 and a decrease of 15.1% on the 12 months to March 2021.

2.3.6 Ferry boardings (12 month rolling total)



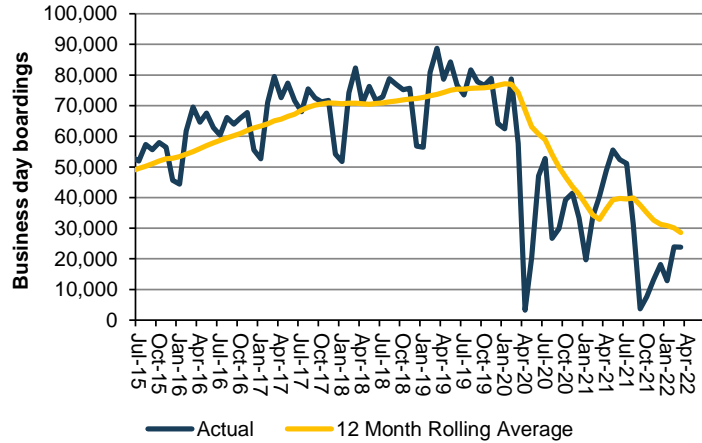
Ferry patronage totalled 2,975,398 passenger boardings for the 12 months to March 2022.

This is a decrease of 3.4% on the 12 months to February 2022, and a decrease of 15.4% compared with the 12 months to March 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

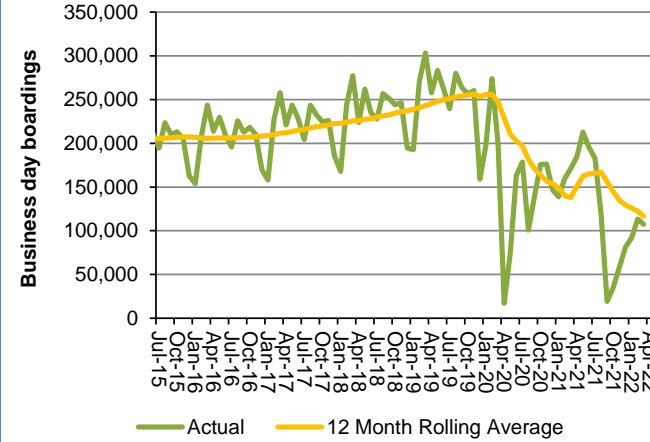
2.3.7 Rail business day average boardings



Business day boardings on the rail network averaged 28,572 in the 12 months to March 2022.

This represents an 61.5% decrease on the on the 12-month average to March 2021.

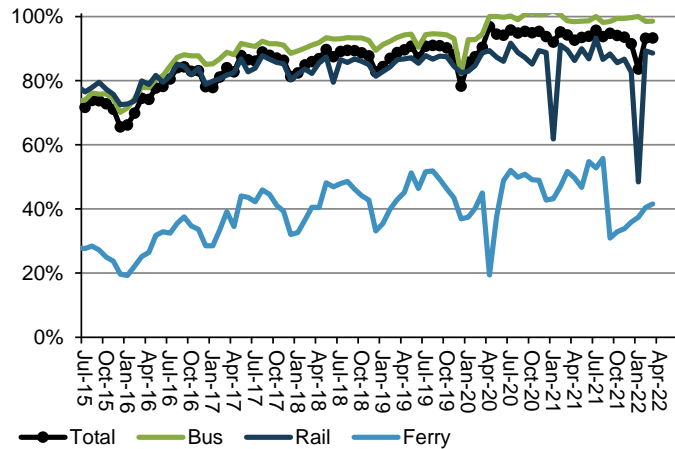
2.3.8 Bus business day average boardings



Business day boardings on the bus network averaged 116,552 in the 12 months to March 2022.

This represents a 52.8% decrease on the 12-month average to March 2021.

2.3.9 Percentage of all PT trips using AT HOP

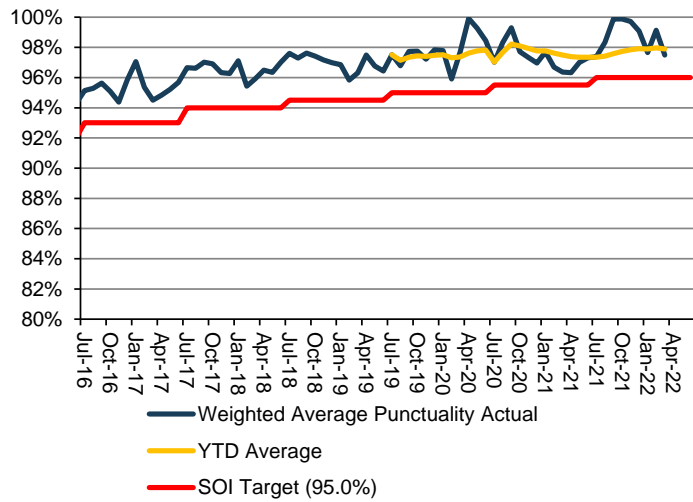


The proportion of all trips using AT HOP in March 2022 was 93%, the same as February 2022.

Bus: 99%
Rail: 89%
Ferry: 42%

2.3 Providing and accelerating better travel choices for Aucklanders

2.3.10 PT punctuality (weighted average across all modes)

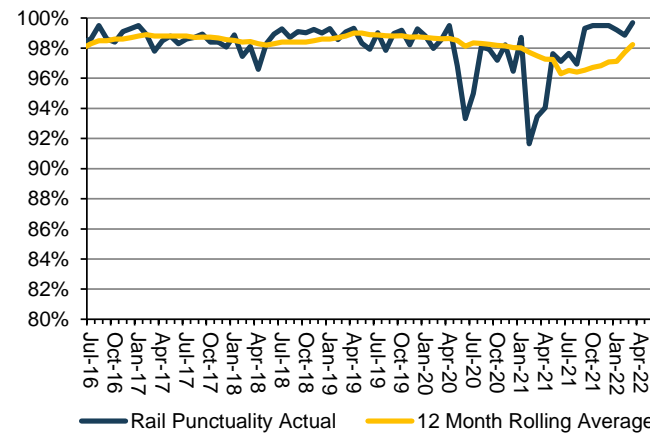


On track to meet target.

PT punctuality for the financial year to March 2022 was 97.9%; SOI target 96.0%. PT weighted average punctuality for the month of March 2022 was 97.5%.

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

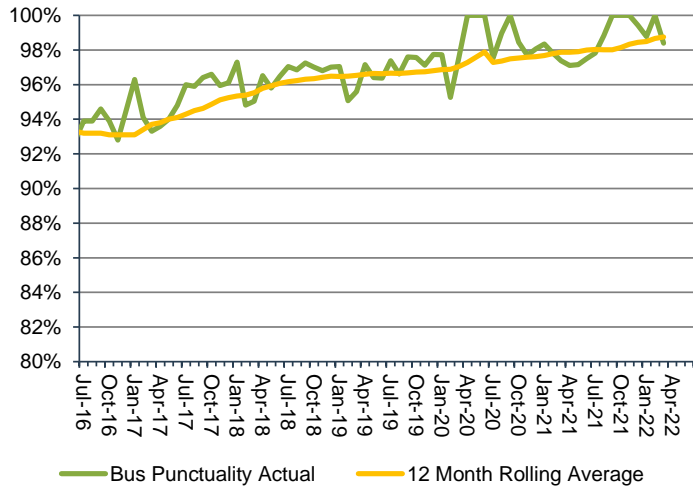
2.3.11 Rail services punctuality



Rail service punctuality in March 2022 was 99.7%, and 98.2% for the 12 months to March 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

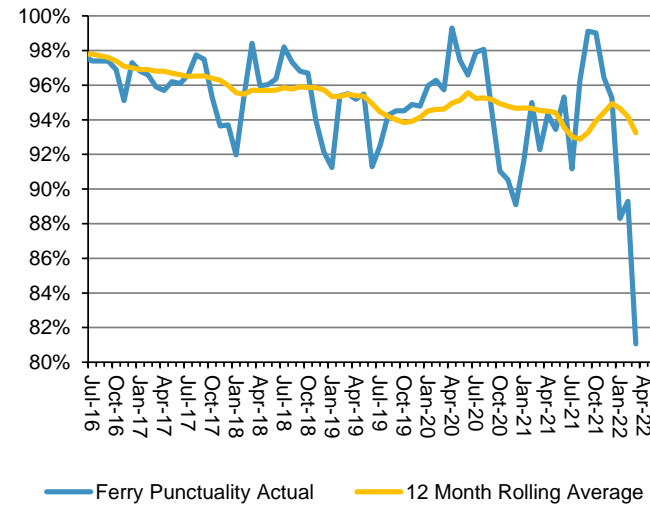


Bus service punctuality in March 2022 was 98.4%, and 98.8% for the 12 months to March 2022.

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 March 2022 was 81.1%, and 93.2% for the 12 months to March 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 March 2022



Total Network

96.2% Punctuality*

91.7% 12 month rolling average

98.1% Service Delivery*

98.4% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

* Arrival at final destination

Western Line

99.3% Punctuality*

94.7% 12 month rolling average

97.0% Service Delivery*

98.4% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

* Arrival at final destination

Eastern Line

95.4% Punctuality*

90.9% 12 month rolling average

98.4% Service Delivery*

98.1% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

* Arrival at final destination

Southern Line

91.3% Punctuality*

83.0% 12 month rolling average

98.1% Service Delivery*

98.1% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

* Arrival at final destination

Pukekohe Line

97.8% Punctuality*

98.4% 12 month rolling average

99.0% Service Delivery*

99.0% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

* Arrival at final destination

Onewunga Line

98.6% Punctuality*

95.7% 12 month rolling average

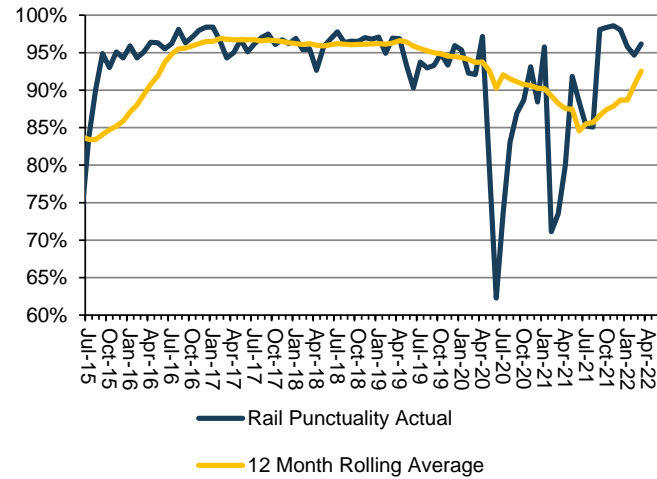
98.5% Service Delivery*

98.7% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

* Arrival at final destination

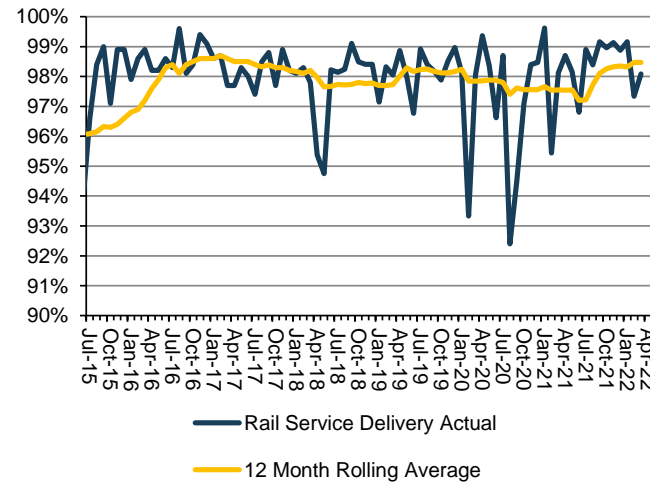
2.3.15 Rail punctuality based on arrival at final destination



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

Using this measure, rail service punctuality for the month of March 2022 was 96.2% and 92.5% for the 12 months to March 2022.

2.3.16 Rail service delivery based on arrival at final destination

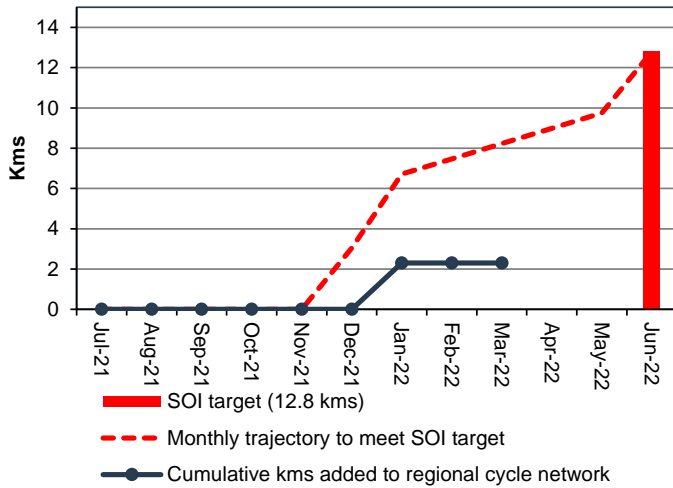


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of March 2022 was 98.1% and 98.5% for the 12 months to March 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



This financial year, Tamaki Drive cycleway (2.3km) has been delivered. New Lynn to Avondale cycleway (2.9km) has been delayed by COVID-19 and design changes but is on track to be delivered mid May 2022. This compares to a planned trajectory of 12.8km for 2021/22 FY.

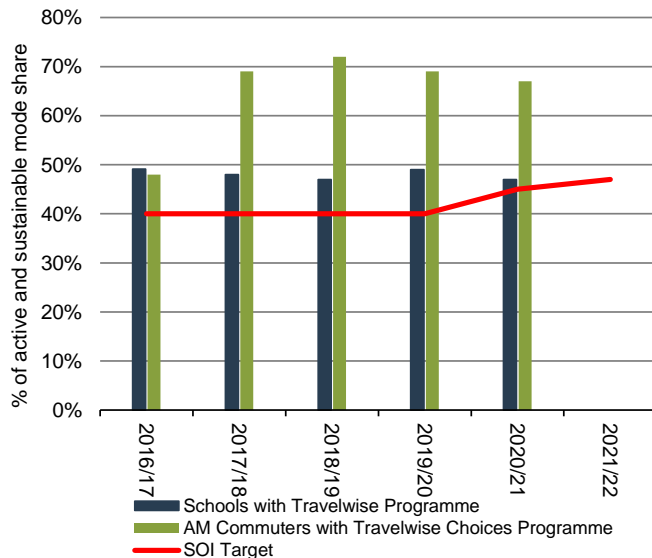
In addition to the above, 20.0km of cycle facilities are expected to begin construction before the end of this FY as part of the 'pop-up protection' programme. Construction is also due to start by end of May on sections 4A and 4C of Glenn Innes to Tamaki Drive and the Taniwha Street component of the Links to Glenn Innes project. These projects are expected to be completed by the end of the calendar year.

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 when Auckland moves to orange light in the COVID protection framework.

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

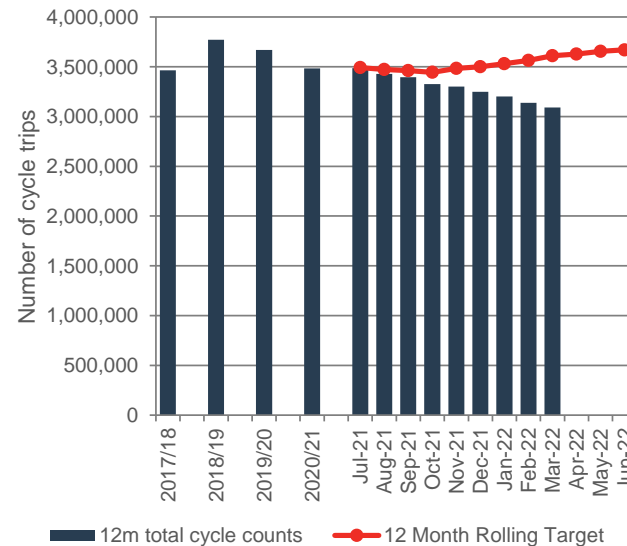


Reported at the end of the Financial Year.

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.

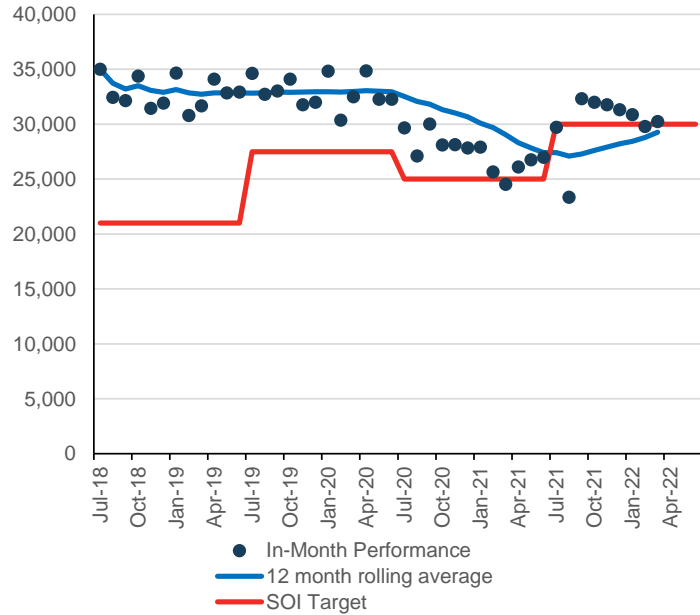
Cycle counts totalled 3,091,050 for the 12 months to March 2022. This is 25.8% lower than the target for the month of March 2022 and 14.4% below March 2021.

Cycle counts decreased 1.5% on the 12 months to February 2022.

The decrease is mainly due to the lower number of cycling commuters during red light in the COVID protection framework.

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.

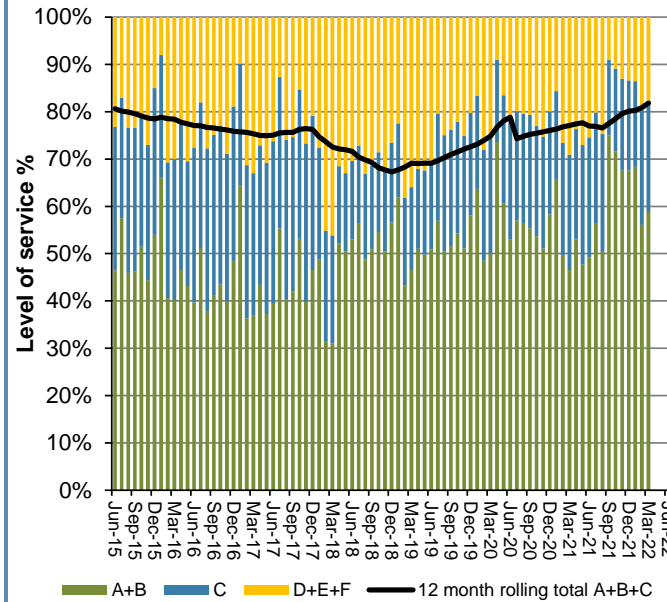
In March 2022, the average arterial road productivity was 30,247 which exceeds the target of 30,000. This 7% lower than March 2021.

The 12-month rolling average for the 12 months to March 2022 is 29,274.

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 March 2022, 82% of the network operated with minimal congestion (Levels of Service A-C) during the AM peak period. The AM peak average speed on the network was 37 km/h, 1 km/h faster than the previous month and 3 km/h faster than March 2019, which was pre-COVID-19. Due to ongoing COVID restrictions there are 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.

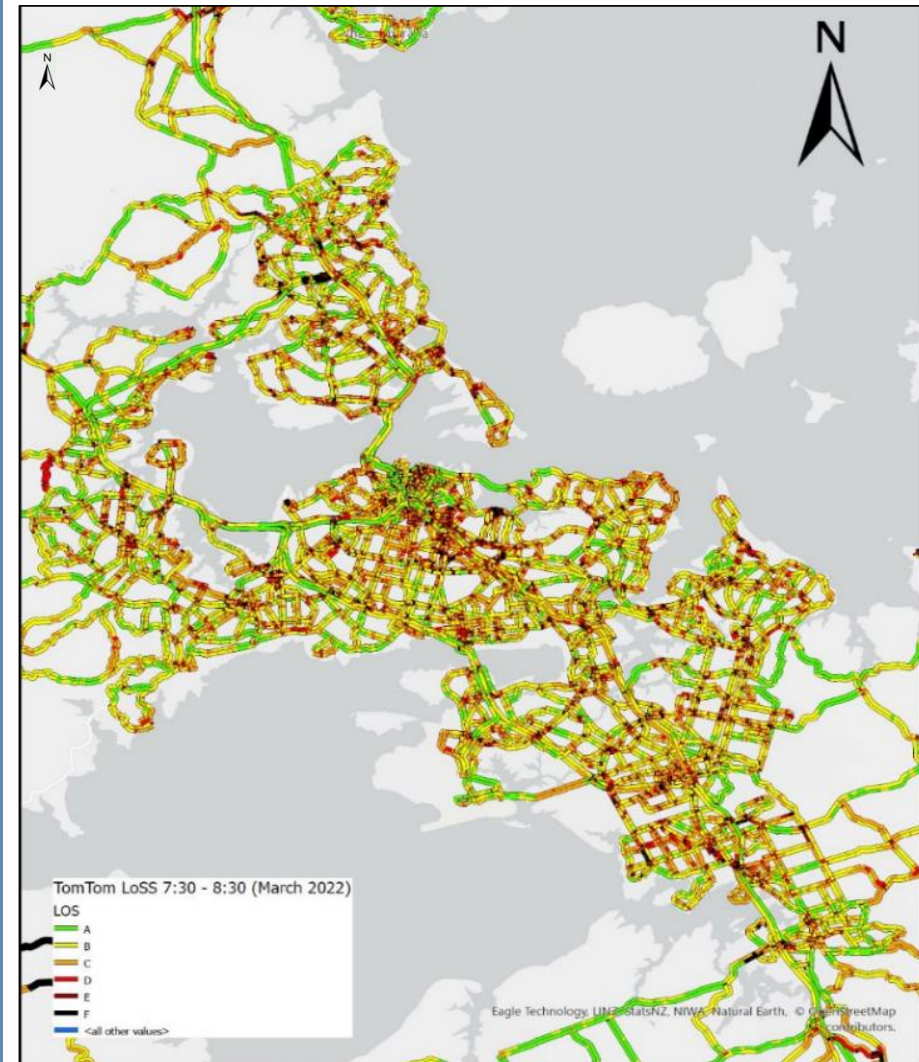
2.4 Better Connecting People, Places, Goods and Services

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).

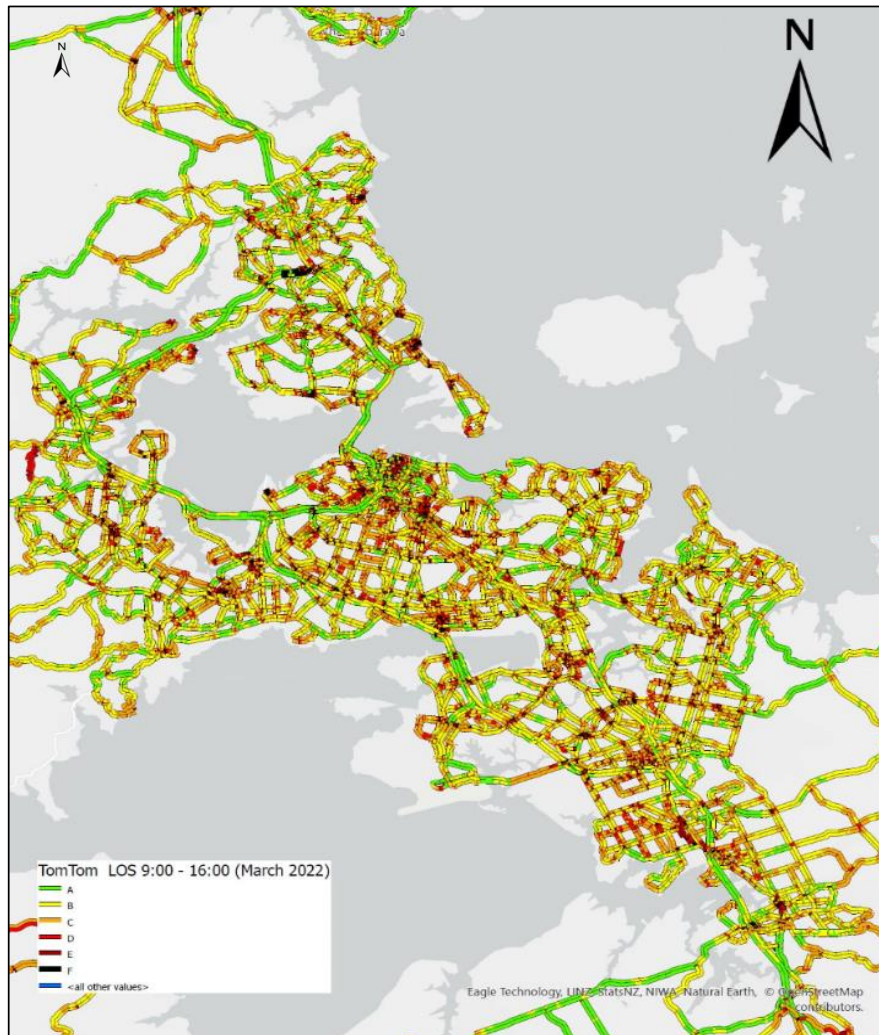
2.4.4 Congestion map AM peak



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

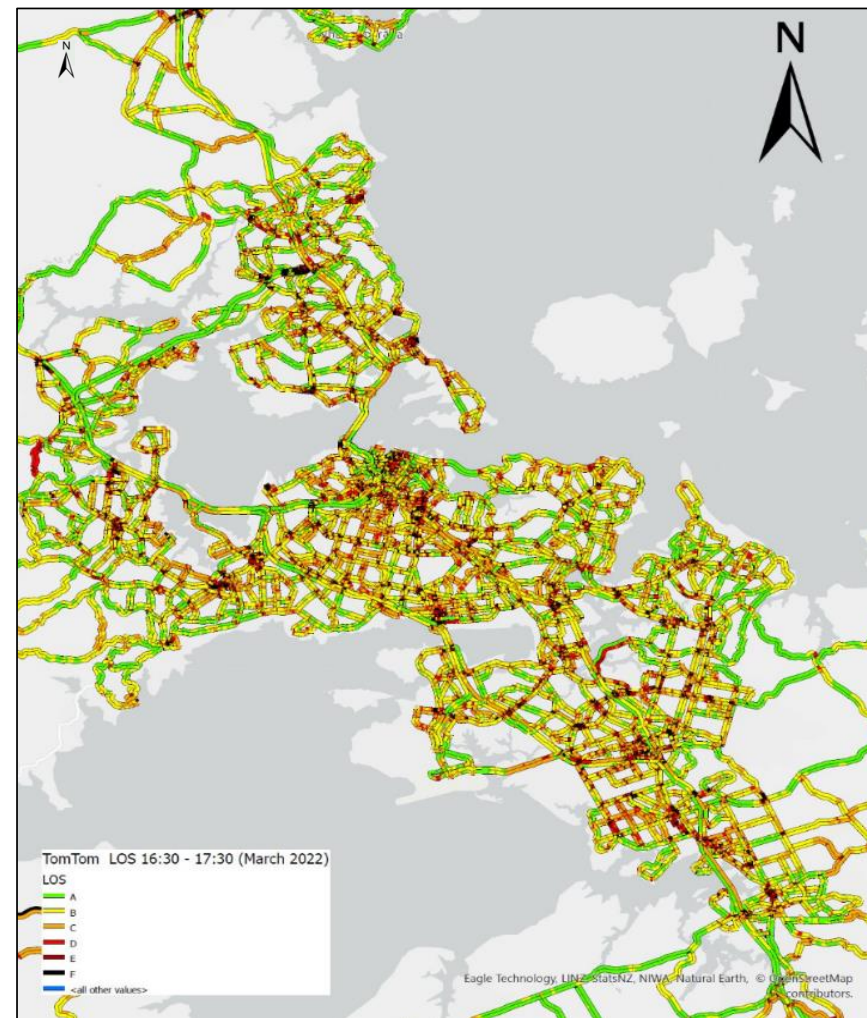
2.4 Better Connecting People, Places, Goods and Services

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

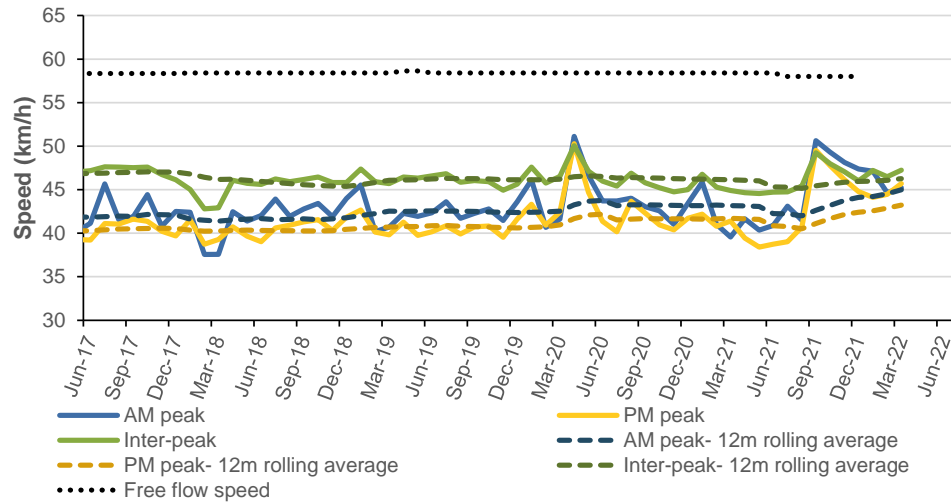
2.4.6 Congestion map PM peak



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

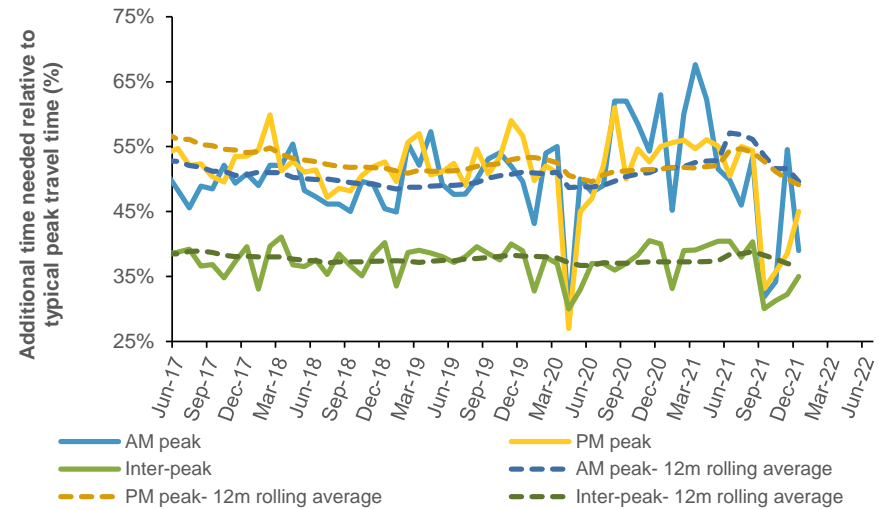


In March 2022, the AM peak average speed on Auckland’s Arterial Network was 45 km/h compared to 41 km/h in March 2019, which was pre-COVID-19. In March 2022, 77% of the Arterial Network operated with reliable travel times during the AM peak period.

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.

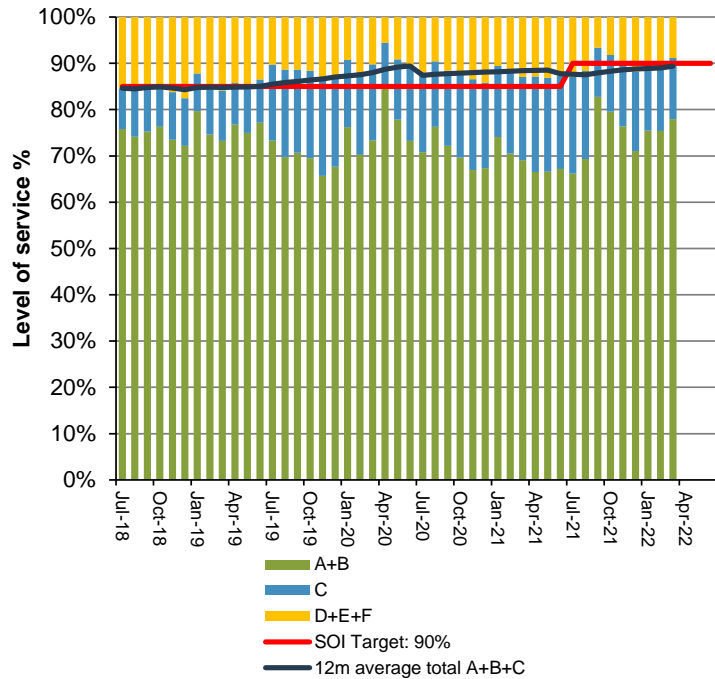
This figure shows the difference between the typical (median) and the 85th percentile travel time, on the combined arterial and motorway network, for the AM peak, inter-peak and PM peak. This is a measure of reliability.*

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 March 2022, 91% of the freight network operated at good Levels of Service for congestion (LoS A-C in the previous map) during the interpeak. In the 12 months to March 2022, 89% of the network operated at LOS C or higher. These both met the desired 90% target.

89% of the Freight Network operated with reliable travel times during the interpeak period, which is above the desired threshold. Both peak periods also operated above target.

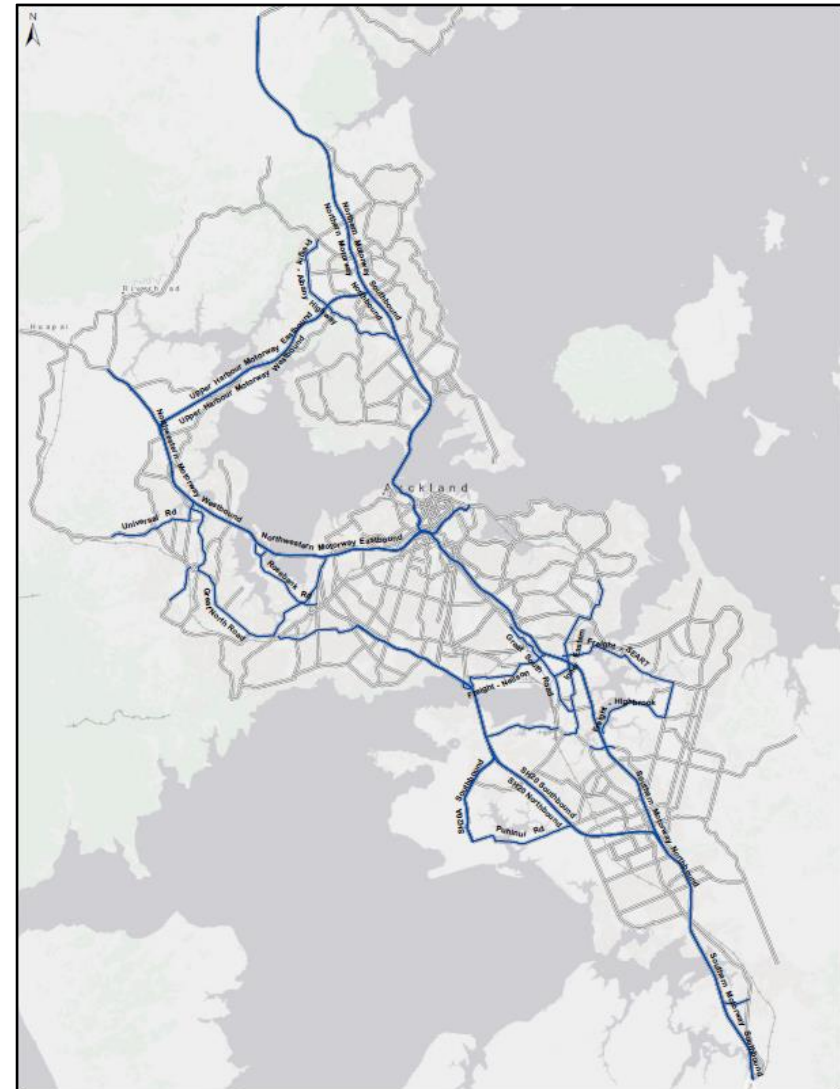
Note: From January 2022, AT have migrated to TomTom travel time data. TomTom data provides increased granularity and enables us to run more detailed analysis on network performance. Thus, this data set may look slightly different to last month.

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.

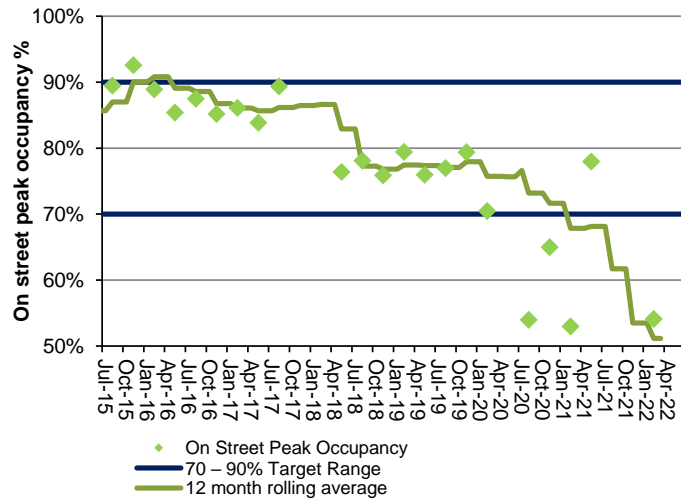
2.4.10 Map showing key freight routes



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)*

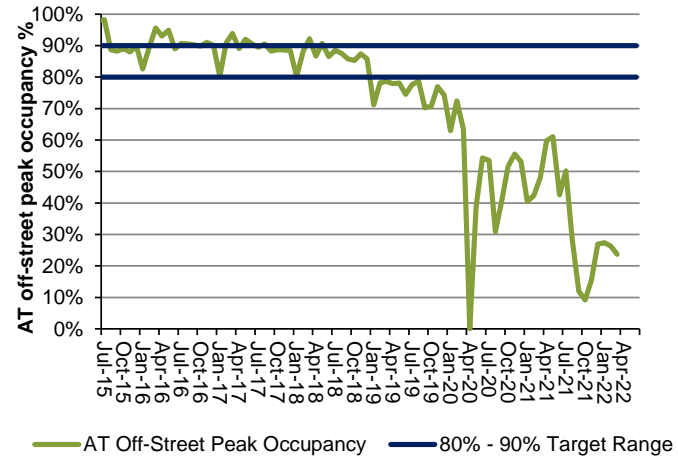


Target not met.

This measure is reported on a quarterly basis. The on-street peak occupancy for February 2022 was 54.1%. The 12-month rolling average for March 2022 was 51.16%. 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

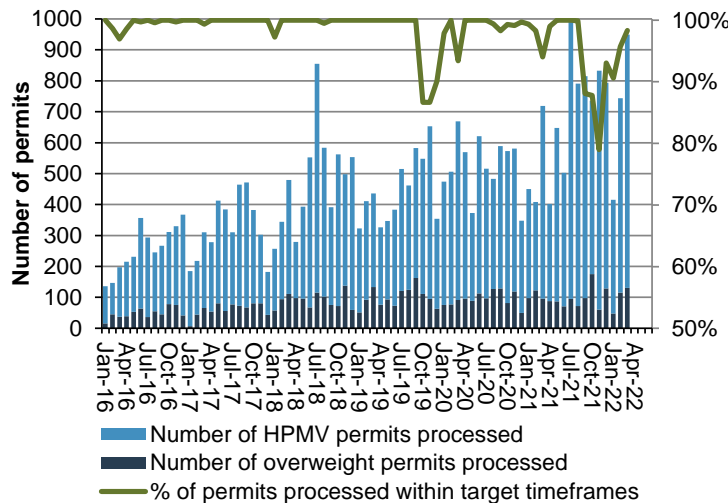


Target not met.

Occupancy for March 2022 was 23.7%. Casual off-street parking occupancy remains low compared to pre-COVID-19 levels. This is due to a large drop off of people accessing the city centre.

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

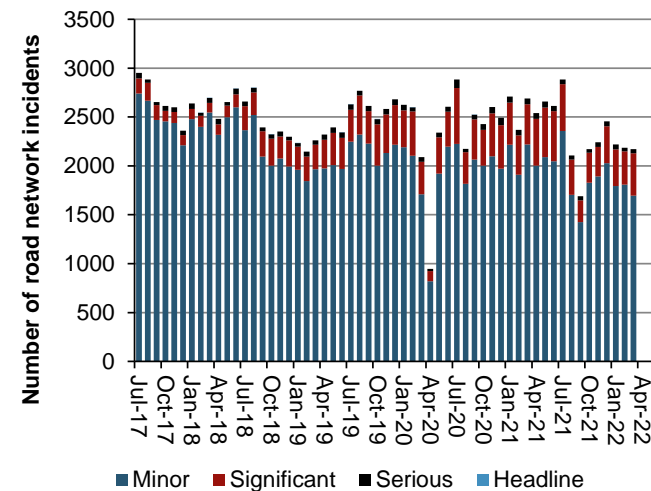
2.4.13 Heavy vehicle permits processed



In March 2022, 131 Overweight permit applications and 818 HPMV permit applications were processed, totalling to 949.

All 949 applications were processed, with 98.31% in compliance with the KPI target timeframes of, two days for single and multi-trip, three days for continuous trips, and four days for HPMV permits.

2.4.14 ATOC managed significant, serious, headline and catastrophic incidents**



In March 2022, the number of serious incidents that occurred continues to be at lower levels than pre-August 2021 Auckland lockdown.

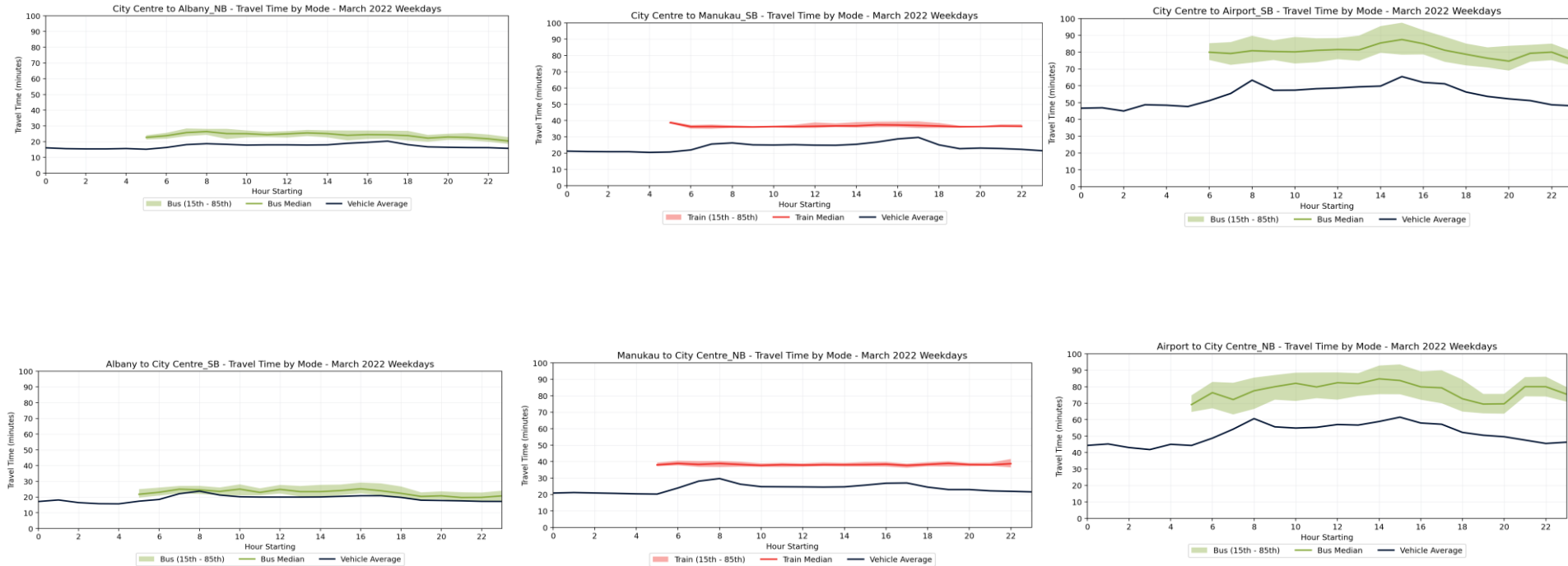
The reduction appears to be driven by lower death/serious crashes in the Auckland Transport region and is being investigated by the Safety Team.

* 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 March 2022, Train and NEX travel (Rapid Transit Network) remained consistent through the day, and generally providing a reliable travel time for commuters during the day. Train provided the most reliable travel time across all modes, and achieved significant travel time saving of up to 20 minutes where available. This is especially the case for the Panmure to CBD route where the train was up to 20 minutes quicker than both car and bus alternatives throughout the day.

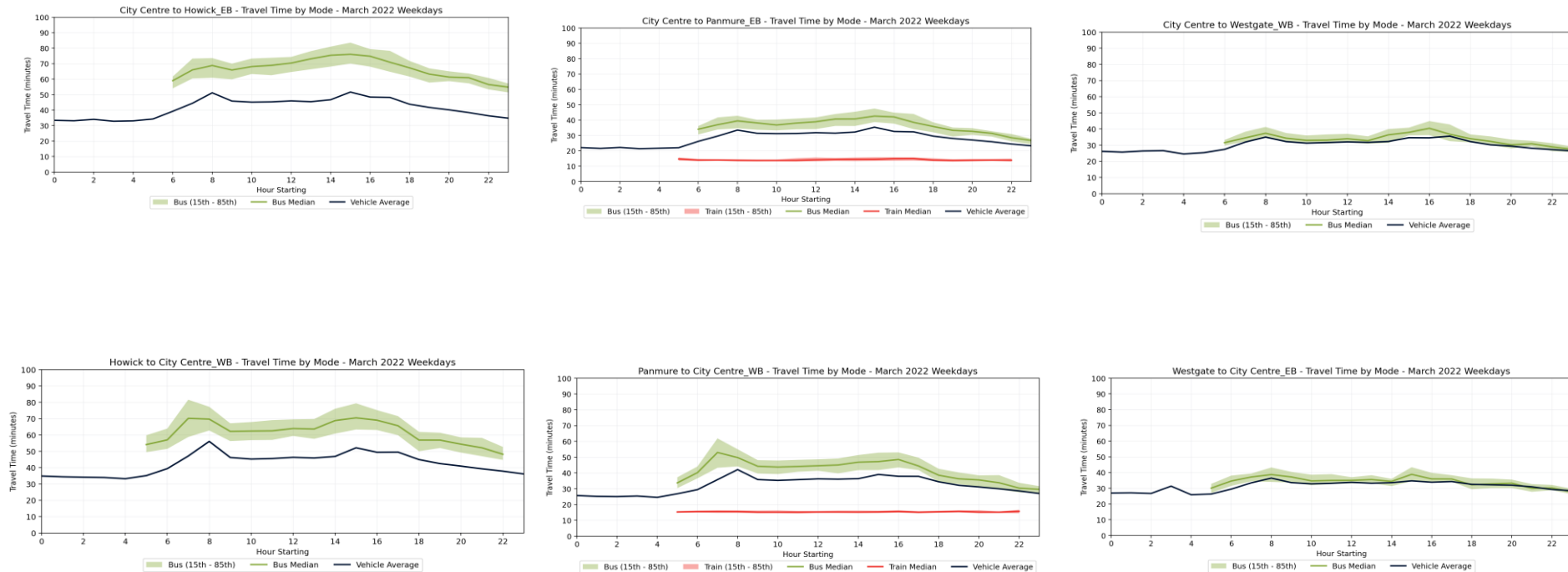
For the routes that lack continuous bus lane provision, bus travel times compared less favourable relative to that for general traffic. Due to the decrease in travel demand in March (stemmed from increase of covid cases in March), Car and bus travel times were lower compared to pre-covid values.

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. This is why these graphs look different from previous Monthly Indicators Reports.

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 March 2022, Train and NEX travel (Rapid Transit Network) remained consistent through the day, and generally providing a reliable travel time for commuters during the day. Train provided the most reliable travel time across all modes, and achieved significant travel time saving of up to 20 minutes where available. This is especially the case for the Panmure to CBD route where the train was up to 20 minutes quicker than both car and bus alternatives throughout the day.

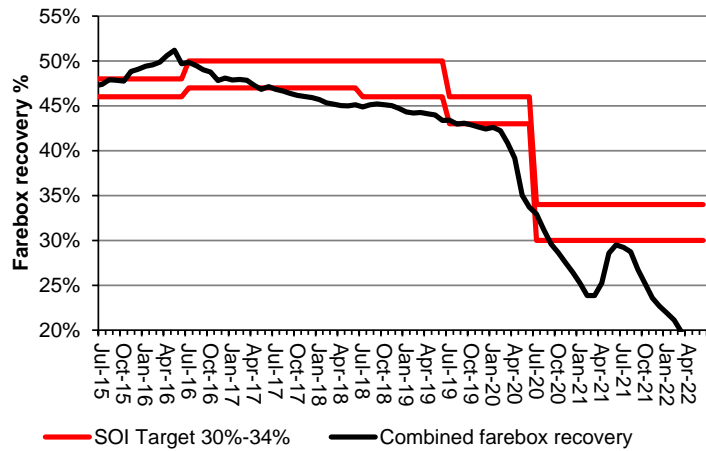
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Note: Due to the changes of the New Eastern Bus Network, only Express Buses are servicing directly between Howick and CBD which operate during peak hours only.

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

2.5.1 PT farebox recovery

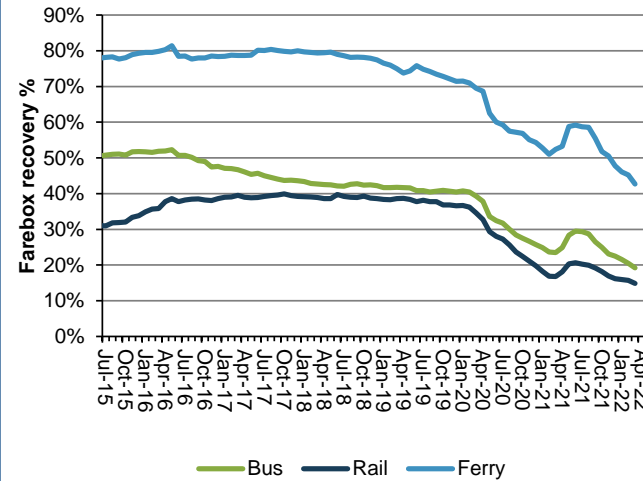


Target not met.

Total PT farebox recovery is decreasing. The ratio in March 2022 was 19.80%, compared with 40.84% in March 2020.

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

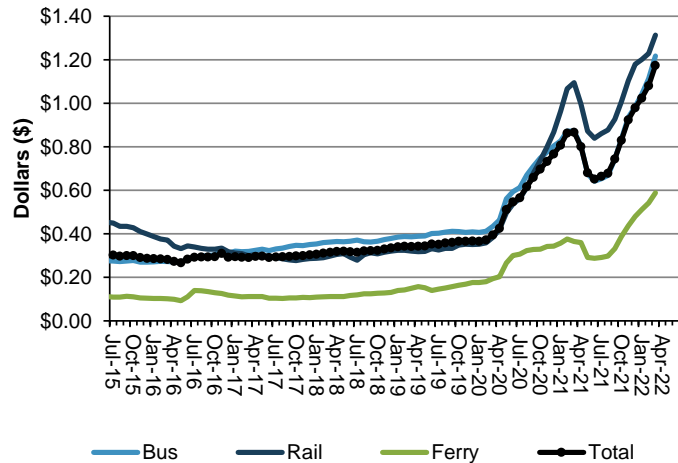
2.5.2 PT farebox recovery (by mode)



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

- Bus: 19.21% (39.30%)
- Rail: 14.86% (34.61%)
- Ferry: 42.68% (69.53%)

2.5.3 PT subsidy per passenger kilometre

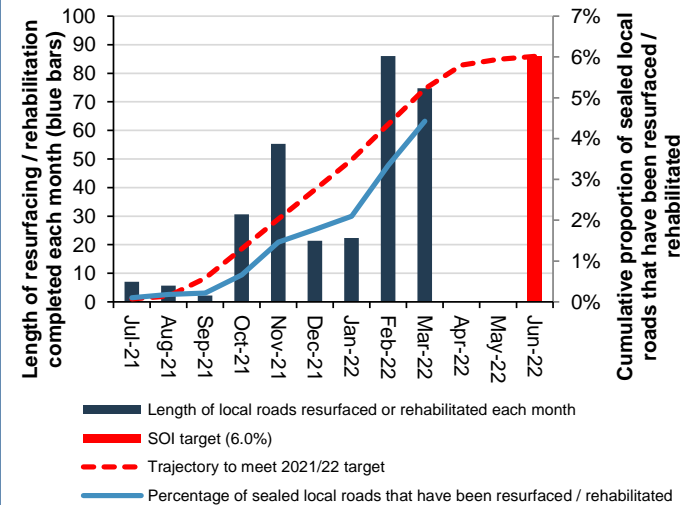


The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The average for March 2022 was \$1.174. For individual modes, March 2022 (and comparable 2020 results) were:

- Bus: \$1.217 (\$0.435)
- Rail: \$1.313 (\$0.384)
- Ferry: \$0.588 (\$0.194)

2.5.4 Percentage of the sealed road network that is resurfaced



The measure is not on track to meet the target.

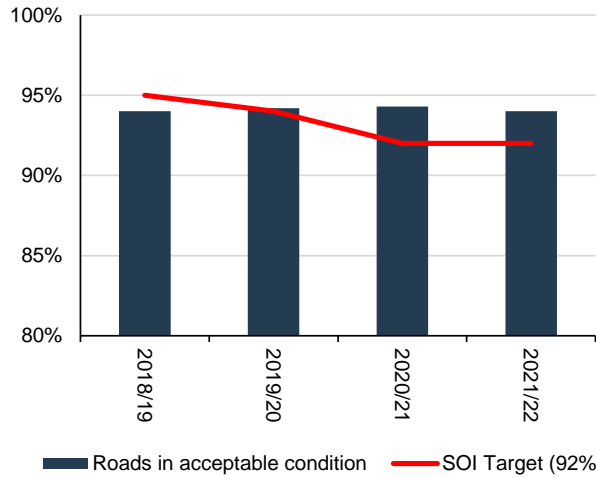
In March 2022, AT completed 74.8 km of resurfacing and rehabilitation.

This financial year to date, 305.4km of local roads were resurfaced, or 73.6% of the 2021/22 target, and 4.4% of Auckland's local roads.

This is behind the programme due to the COVID restrictions in Auckland limiting road works as well as the Omicron outbreak impacting staff.

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

2.5.5 Proportion of road assets in acceptable condition

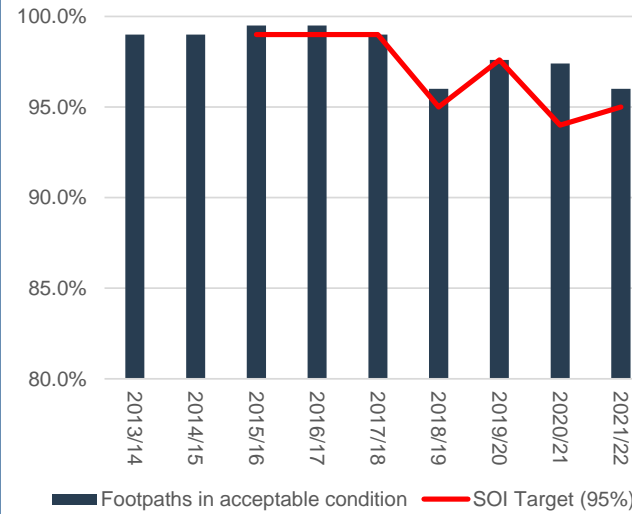


Target met.

The 2021/22 result for the percentage of road assets in acceptable conditions was 94.0%. This is two percentage points above the SOI target (92%).

Proportion of road assets in acceptable condition was a new measure in the 2018/19 SOI.

2.5.6 Percentage of footpaths in acceptable condition

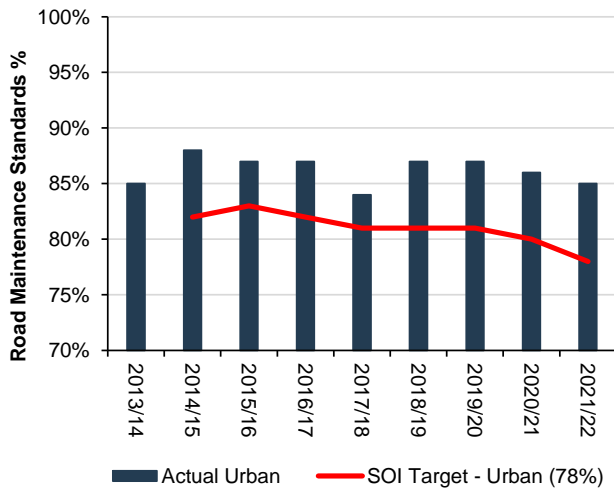


Target met.

The 2021/22 result for the percentage of footpaths in acceptable condition was 96.0%. This is one percentage points above the SOI target (95%).

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

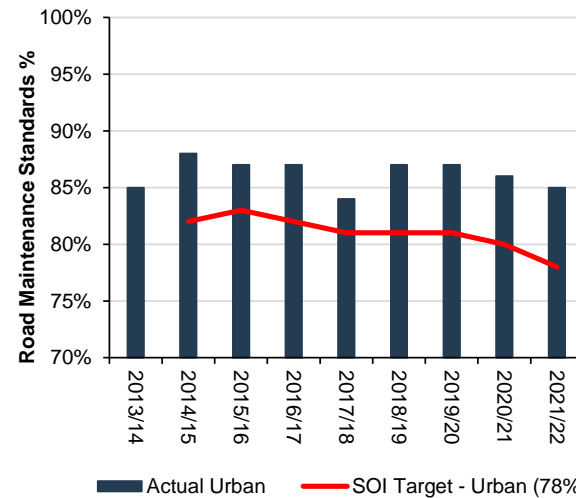
2.5.7 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads



Target exceeded.

The 2021/22 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads was 85%, 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

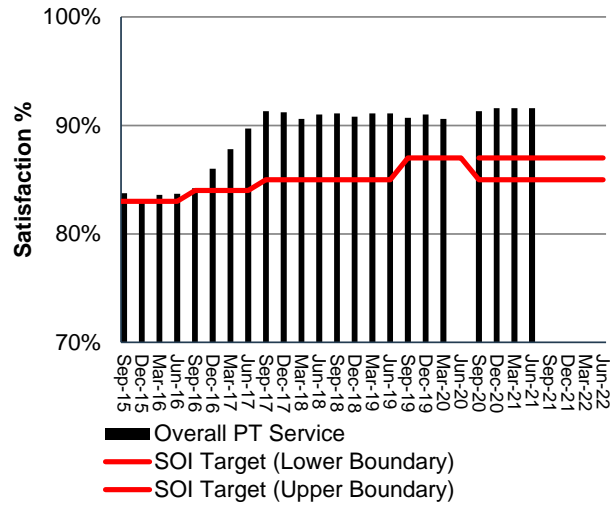


Target exceeded.

The 2021/22 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all rural roads was 92%, four percentage points higher than the target and two percentage points higher 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



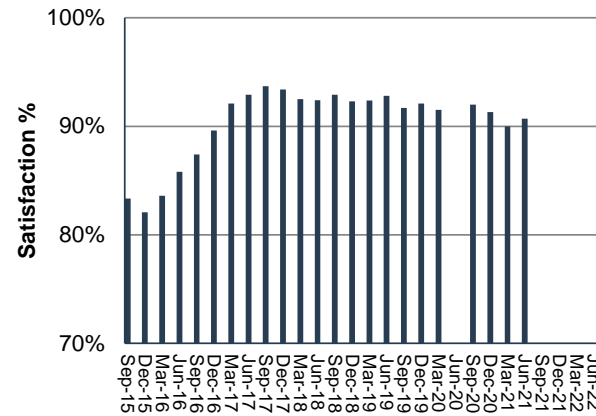
There is no result for this quarter.

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. AT will resume surveys in orange light of the COVID protection framework.

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



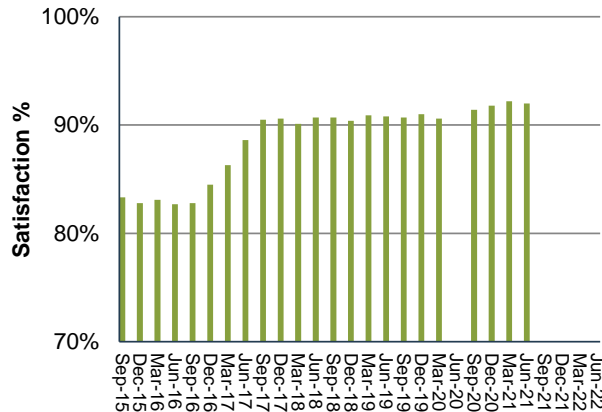
There is no result for this quarter.

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. AT will resume surveys in orange light of the COVID protection framework.

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



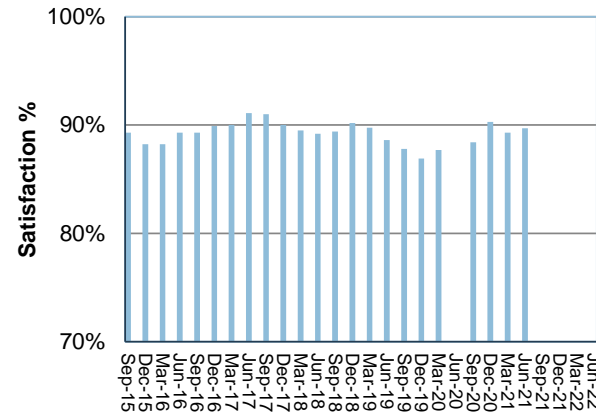
There is no result for this quarter.

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. AT will resume surveys in orange light of the COVID protection framework.

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



There is no result for this quarter.

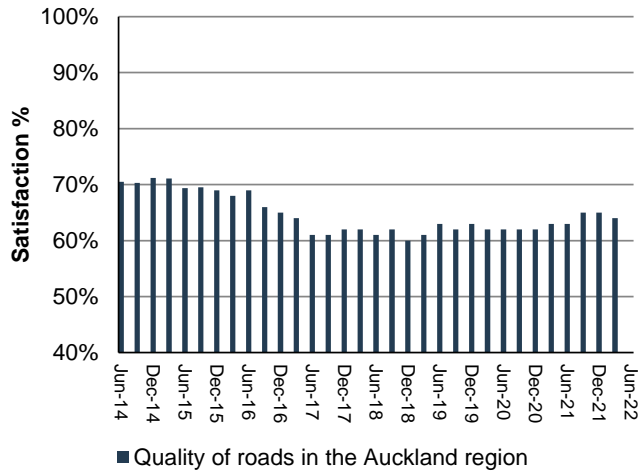
Due to COVID, no interviews were able to take place. Therefore, there is no data and AT will not be reporting on this measure this quarter. AT will resume surveys in orange light of the COVID protection framework.

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

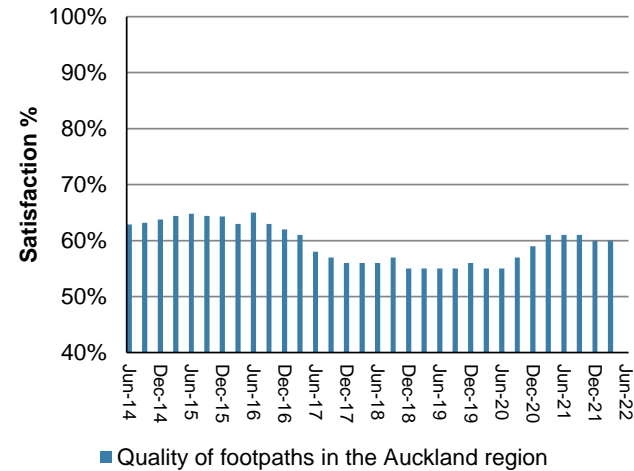
2.6.5 Percentage of residents satisfied with the quality of roads in the Auckland region



In March 2022, satisfaction with the quality of roads in Auckland was 64%, one percentage point lower than the December 2021 result.

Satisfaction was one percentage point above the March 2021 result (63%).

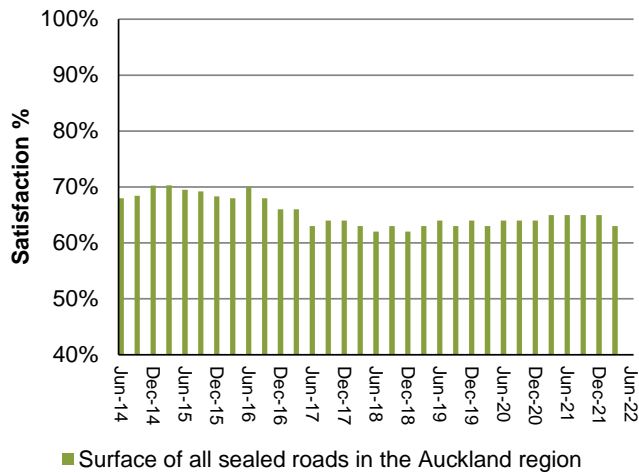
2.6.6 Percentage of residents satisfied with the quality of footpaths in the Auckland region



In March 2022, satisfaction with the quality of footpaths in Auckland was 60%, the same as the December 2021 result.

Satisfaction was one percentage point below the March 2021 result (61%).

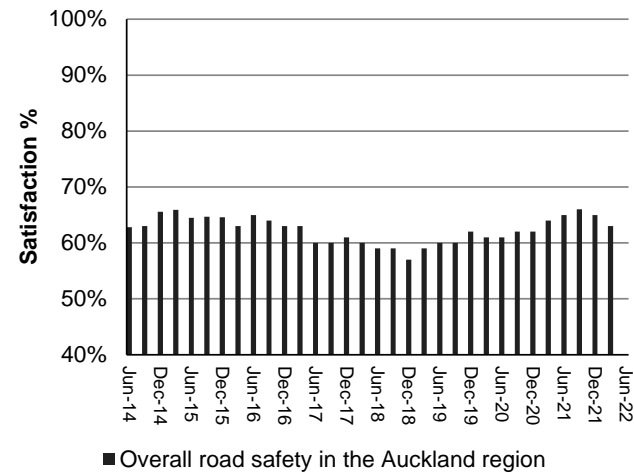
2.6.7 Percentage of residents satisfied with the surface of all sealed roads in Auckland region



In March 2022, satisfaction with the surface of all sealed roads in Auckland was 63%, two percentage points lower than the December 2021 result (65%).

Satisfaction was two percentage points lower than the March 2021 result (65%).

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

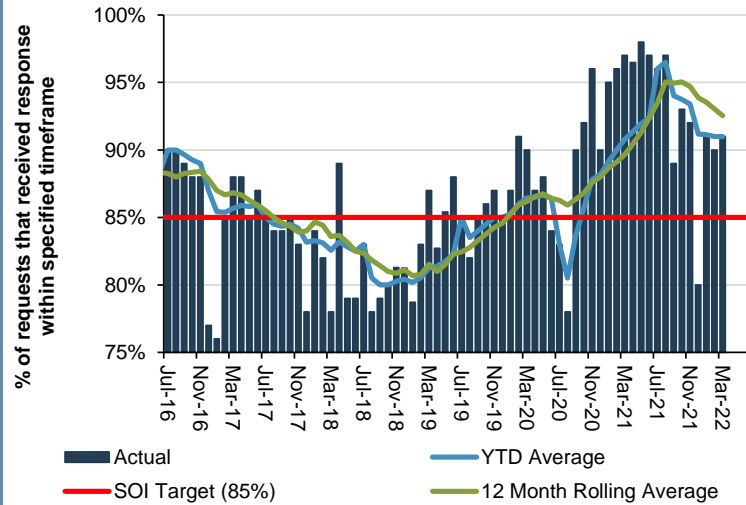


In March 2022, satisfaction with road safety in Auckland was 63%, two percentage points lower than the December 2021 result (65%).

Satisfaction was one percentage point higher than the March 2021 result (64%).

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



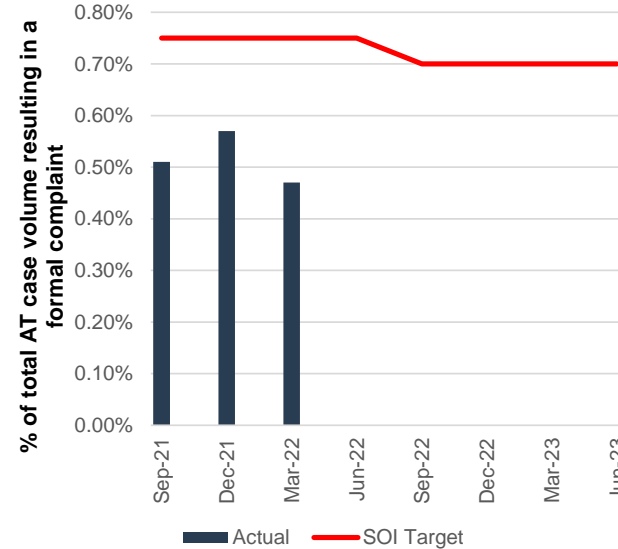
On track to exceed target.

12 month rolling average for March 2022: 92.5% (SOI target 85%)

The March 2022 result exceeded the target at 80%, down was up 0.5 percentage points on February 2022.

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



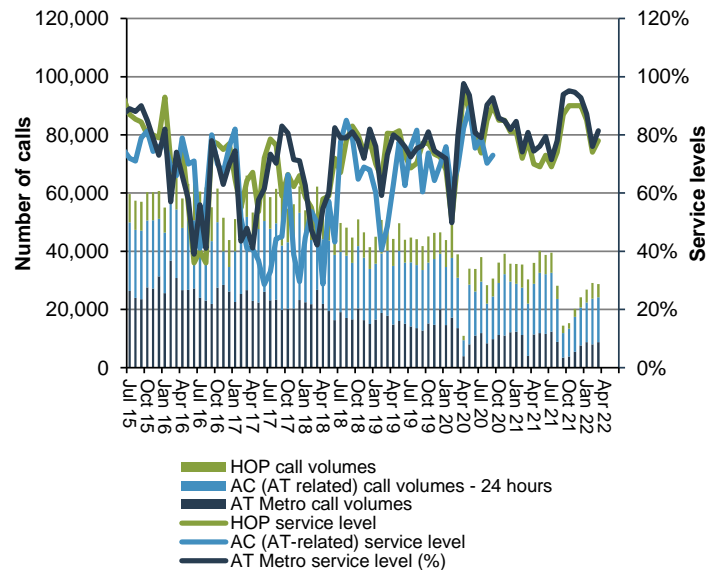
On track to exceed target.

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

In the March 2022 Quarter, 0.47% 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

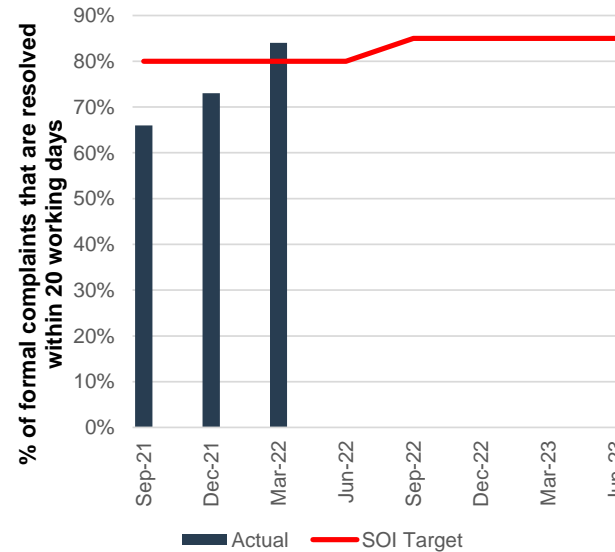


In March 2022 AT HOP Call volumes decreased by 16% compared with February 2022, and decreased 45% compared to March 2021. The service level increased by four percentage points from last month.

Auckland Council call volumes have decreased by 2% compared to February 2022, and decreased by 14% compared to the same month last year.

AT Metro Call Centre Volumes increased by 8% on February 2022, and increased by 114% since March 2021. The service level increased by five percentage points on last month.

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



On track to exceed the target.

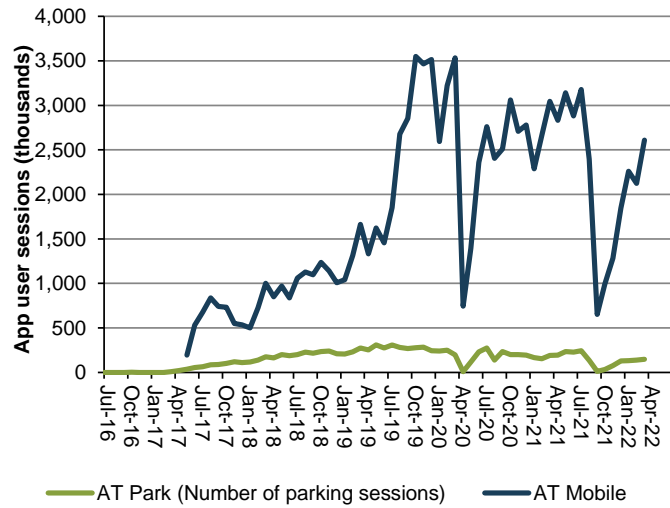
In the March 2022 Quarter, 84% of formal complaints were resolved within 20 working days.

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

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

2.6 Providing excellent customer experiences

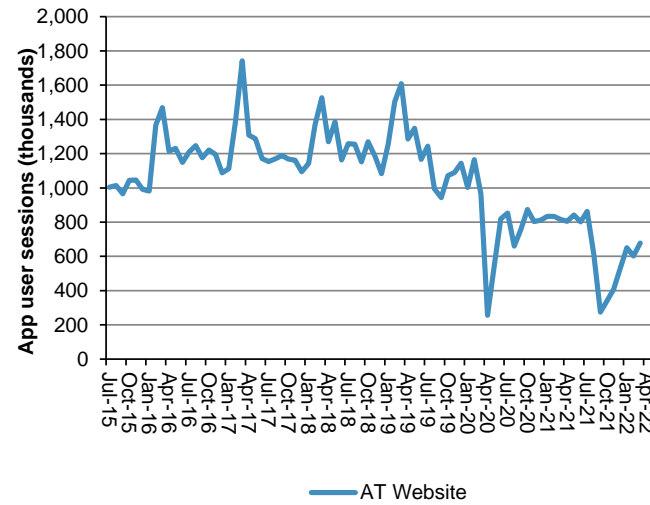
2.6.13 AT app user sessions



AT Mobile
App user sessions increased by 23% in March 2022 compared with February 2022 and was the 14% below March 2021.

AT Park
App user sessions increased 8% in March 2022 compared to February 2022 and decreased by 17% compared to March 2021.

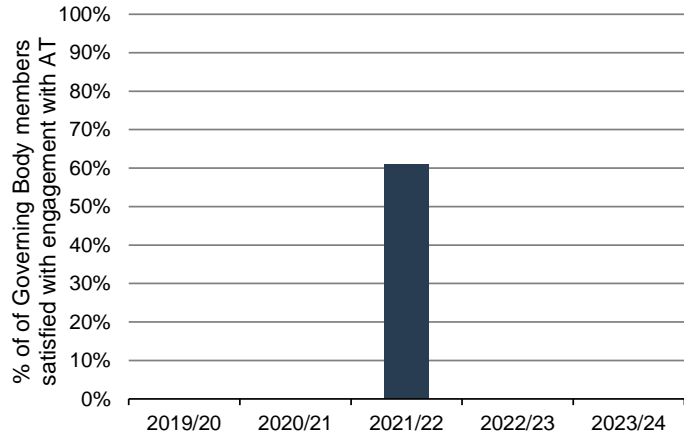
2.6.14 AT Website Visits



Visits to the Auckland Transport website totalled 677,410 in March 2022, an increase of 12% compared with February 2022, and a decrease of 17% compared with March 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

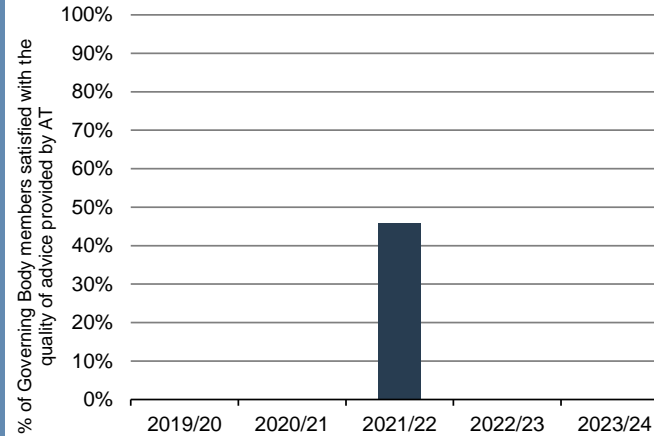


In the 2021/22 FY, 61% of Governing Body members were satisfied or very satisfied with engagement with AT.

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

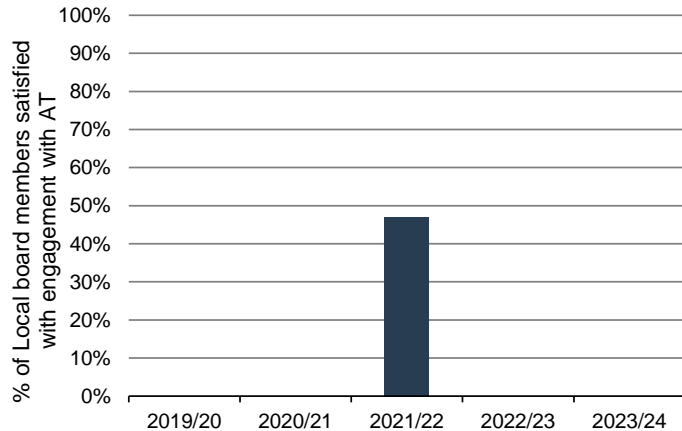


In the 2021/22 FY, 46% of Governing Body members were satisfied or very satisfied with the quality of advice provided by AT.

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

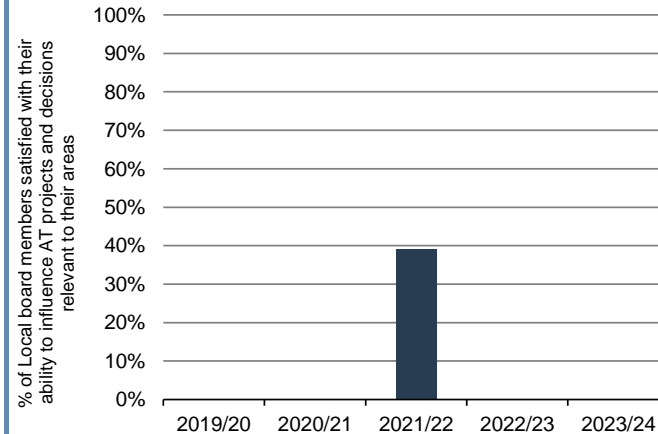
2.7.3 Percentage of Local board members satisfied with engagement with AT



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.