

Auckland Transport Monthly Indicators Report 2021/22

June 2022



An Auckland Council Organisation

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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						●	●	●	●	●	●	●	June 2022: 8	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 months to June 2022: 484 DSI	Page 7
	Reduction in the number of deaths and serious injuries on Tāmaki Makaurau's road network	573	●	●	●	●	●	●	●	●	●	●	●	●	12 months to June 2022: 561 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	●	●	●	●	●	●	●	●	●	●	●	●	12 months to June 2022: 248 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						●	●	●	●	●	●	●	June 2022: 37	Page 8
	Percentage of Auckland Transport streetlights that are energy efficient LED	80%	●	●	●	●	●	●	●	●	●	●	●	●	FY 21/22: 87.3%	Page 8
	Percentage reduction of greenhouse gas emissions from AT's corporate activities and assets (baseline 2018/19)	6%											●		FY 21/22: 26%	Page 8
Providing and accelerating better travel choices for Aucklanders	Total public transport boardings (millions)	82.00	●	●	●	●	●	●	●	●	●	●	●	●	12 Month rolling total: 41.22	Page 9
	Total rail boardings (millions)	18.65	●	●	●	●	●	●	●	●	●	●	●	●	12 Month rolling total: 7.12	Page 10
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings		●	●	●	●	●	●	●	●	●	●	●	Decreasing at a faster rate than total boardings	Page 9
	PT punctuality (weighted average across all modes)	96%	●	●	●	●	●	●	●	●	●	●	●	●	12 Month rolling total: 97.8%	Page 12
	Kilometres of safe cycling facilities added or upgraded that is located on the Cycle & Micromobility Strategic Network.	12.8km	●	●	●	●	●	●	●	●	●	●	●	●	FY 21/22: 13.9 km	Page 14
	Number of cycle movements past 26 selected count sites (millions)	3.67	●	●	●	●	●	●	●	●	●	●	●	●	12 Month rolling total: 2.98 million	Page 14
	Active and sustainable transport mode share at schools where the Travelwise programme is implemented	47%												●	FY 21/22: 44%	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%												●	FY 21/22: 79%	Page 14
	Percentage of key signalised intersections in urban centres where pedestrian delays are reduced during the interpeak period.	60%												●	FY 21/22: 62.1%	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: 30,931	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%	●	●	●	●	●	●	●	●	●	●	●	●	June 2022: 15.88%	Page 23	
	Percentage of road assets in acceptable condition (as defined by AT's AMP)	92%										●	●	●	June 2022: 94.6%	Page 24	
	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Rural: 88%											●	●	●	June 2022: 92%	Page 24
		Urban: 78%											●	●	●	June 2022: 84%	Page 24
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	95%										●	●	●	June 2022: 96%	Page 24	
	Percentage of the sealed local road network that is resurfaced	6.0%	●	●	●	●	●	●	●	●	●	●	●	●	FY 21/22: 352.6km (5.1% of the local road network)	Page 23	
Providing excellent customer experiences	Percentage of public transport passengers satisfied with their public transport service	85% - 87%												●	FY 21/22: 91%	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: 89%	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%			●	●	●	●	●	●	●	●	●	●	June 2022: 0.38%	Page 27	
	Percentage of formal complaints that are resolved within 20 working days (baseline of 79% for 2020/21)	80%			●	●	●	●	●	●	●	●	●	●	June 2022: 89%	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

	June - 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:	3,738,593	↓ -20.7%	3,748,000	↓ -0.3%	31,379,961	↓ -35.5%	3,748,000	↑ 737.2%	57,538,000	31,379,961
2. Train (Rapid) Total:	935,675	↓ -23.4%	1,322,000	↓ -29.2%	7,124,283	↓ -36.0%	1,322,000	↑ 438.9%	18,652,000	7,124,283
3. Ferry (Connector Local) Total:	280,764	↓ -21.2%	387,300	↓ -27.5%	2,714,699	↓ -35.6%	387,300	↑ 600.9%	5,810,000	2,714,699
Total Patronage	4,955,032	↓ -21.3%	5,457,300	↓ -9.2%	41,218,943	↓ -35.6%	5,457,300	↑ 655.3%	82,000,000	41,218,943
Rapid and Frequent	2,225,281	↓ -23.1%	2,400,000	↓ -7.3%	18,068,654	↓ -35.3%	2,400,000	↑ 652.9%	31,000,000	18,068,654

	June - 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:	3,729,153	4,696,749	-967,596	-20.6%	-20.6%	31,309,631	-3.0%	-17,173,943	-35.4%	31,309,631	-17,173,943	-35.4%	-35.6%
- Busway (Rapid) Bus	358,230	502,063	-143,833	-28.6%		2,887,814	-4.7%	-2,165,364	-42.3%	2,887,814	-2,165,364	-42.3%	
- Frequent Bus	922,936	1,171,436	-248,499	-21.2%		8,039,027	-3.0%	-3,975,894	-33.1%	8,039,027	-3,975,894	-33.1%	
- Connector Local Targeted Bus	2,447,987	3,023,250	-575,264	-19.0%		20,382,790	-2.7%	-11,032,685	-35.1%	20,382,790	-11,032,685	-35.1%	
2. Train (Rapid) Total:	906,217	1,188,916	-282,699	-23.8%	-23.8%	7,044,530	-3.9%	-3,953,493	-35.9%	7,044,530	-3,953,493	-35.9%	-36.1%
- Western	315,556	412,371	-96,815	-23.5%		2,398,731	-3.9%	-1,351,523	-36.0%	2,398,731	-1,351,523	-36.0%	
- Eastern	249,659	320,281	-70,422	-22.0%		1,970,927	-3.4%	-1,187,031	-37.6%	1,970,927	-1,187,031	-37.6%	
- Onehunga	40,791	63,343	-22,552	-35.6%		351,105	-6.0%	-218,190	-38.3%	351,105	-218,190	-38.3%	
- Southern	281,921	363,166	-81,245	-23.6%		2,172,568	-3.9%	-1,141,491	-34.4%	2,172,568	-1,141,491	-34.4%	
- Pukekohe	18,090	23,755	-5,665	-23.8%		151,199	-3.6%	-55,259	-26.8%	151,199	-55,259	-26.8%	
3. Ferry (Frequent & Connector Local) Total:	65,952	97,767	-31,815	-32.5%	-32.5%	496,652	-6.0%	-544,093	-52.3%	496,652	-544,093	-52.3%	-52.3%
- Contract	65,952	97,767	-31,815	-32.5%		496,652	-6.0%	-544,093	-52.3%	496,652	-544,093	-52.3%	
Patronage (Excl Exempt Serv/Spl Evts)	4,701,322	5,983,432	-1,282,110	-21.4%	-21.4%	38,850,813	-3.2%	-21,671,529	-35.8%	38,850,813	-21,671,529	-35.8%	-36.0%

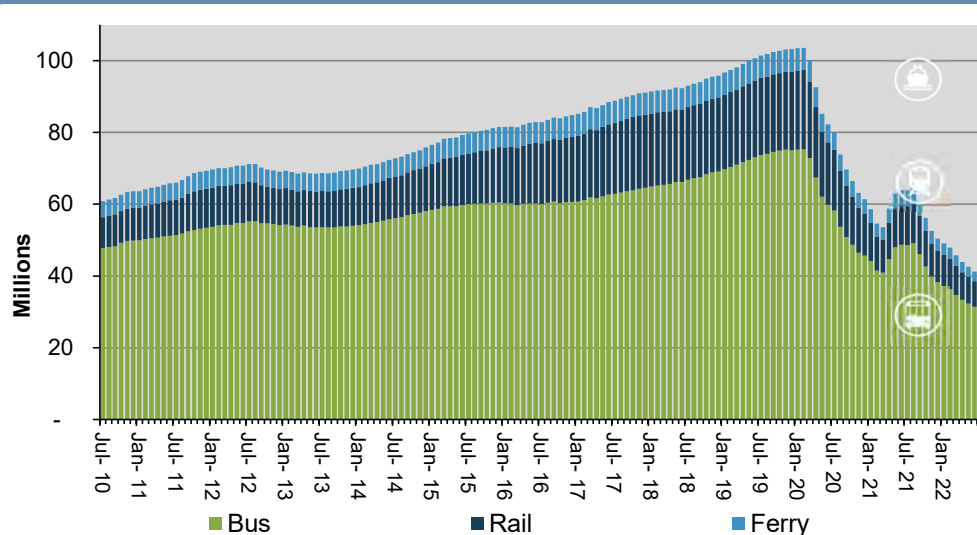
Exempt Services	223,252	277,264	-54,012	-19.5%		2,269,177	-2.3%	-1,060,080	-31.8%	2,269,177	-1,060,080	-31.8%	
- Exempt Services - Bus	8,440	18,699	-10,259	-54.9%		51,130	-16.7%	-106,289	-67.5%	51,130	-106,289	-67.5%	
- Exempt Services - Ferry	214,812	258,565	-43,753	-16.9%		2,218,047	-1.9%	-953,791	-30.1%	2,218,047	-953,791	-30.1%	
Special Events	30,458	33,964	-3,506	-10.3%		98,953	-3.4%	-52,816	-34.8%	98,953	-52,816	-34.8%	
- Special Events - Bus	1,000	1,556	-556	-35.7%		19,200	-2.8%	-1,570	-7.6%	19,200	-1,570	-7.6%	
- Special Events - Rail	29,458	32,408	-2,950	-9.1%		79,753	-3.6%	-51,246	-39.1%	79,753	-51,246	-39.1%	
Total Patronage (Exempt Serv/Spl Evts)	253,710	311,228	-57,518	-18.5%		2,368,130	-2.4%	-1,112,896	-32.0%	2,368,130	-1,112,896	-32.0%	

Rapid & Frequent	2,225,281	2,894,823	-669,541	-23.1%		18,068,654	-3.6%	-10,128,560	-35.9%	18,068,654	-10,128,560	-35.9%	
Connector Local Targeted	2,729,750	3,399,837	-670,087	-19.7%		23,150,289	-2.8%	-12,655,865	-35.3%	23,150,289	-12,655,865	-35.3%	
Total Patronage	4,955,032	6,294,660	-1,339,628	-21.3%		41,218,943	-3.1%	-22,784,425	-35.6%	41,218,943	-22,784,425	-35.6%	

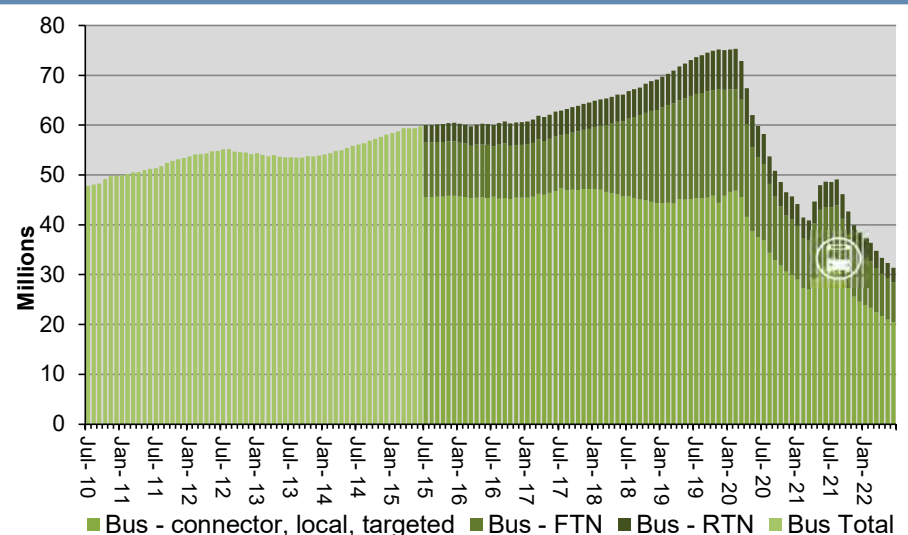
Bus	3,738,593	4,717,004	-978,411	-20.7%	-20.7%	31,379,961	-3.0%	-17,281,802	-35.5%	31,379,961	-17,281,802	-35.5%	-35.7%
Rail	935,675	1,221,324	-285,649	-23.4%	-23.4%	7,124,283	-3.9%	-4,004,739	-36.0%	7,124,283	-4,004,739	-36.0%	-36.2%
Ferry	280,764	356,332	-75,568	-21.2%	-21.2%	2,714,699	-2.7%	-1,497,884	-35.6%	2,714,699	-1,497,884	-35.6%	-35.6%
Total Patronage	4,955,032	6,294,660	-1,339,628	-21.3%	-21.3%	41,218,943	-3.1%	-22,784,425	-35.6%	41,218,943	-22,784,425	-35.6%	-35.8%

1.2 AT Metro Boardings breakdown

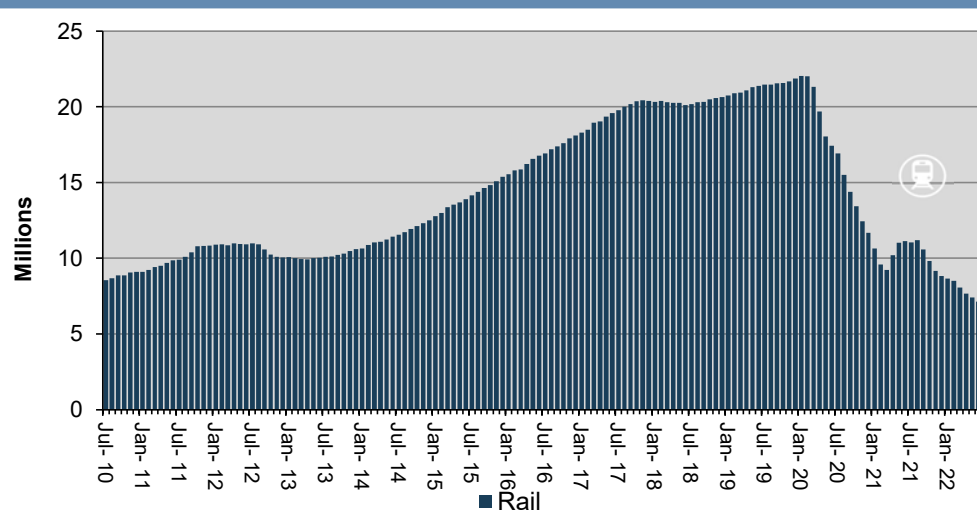
1.2.1 Total Patronage (12 month rolling total)



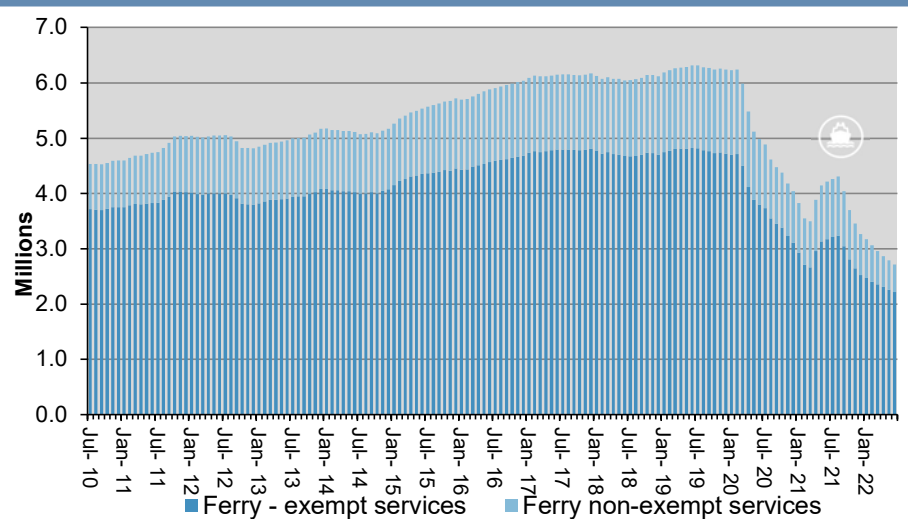
1.2.2 Bus Patronage (12 month rolling total)



1.2.3 Train Patronage (12 month rolling total)

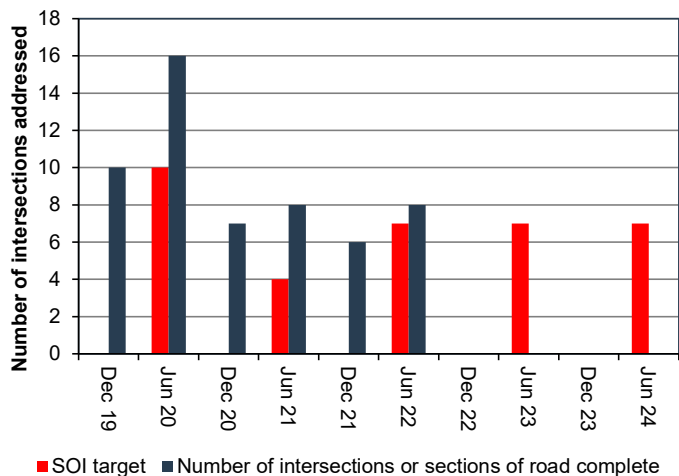


1.2.4 Ferry Patronage (12 month rolling total)



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

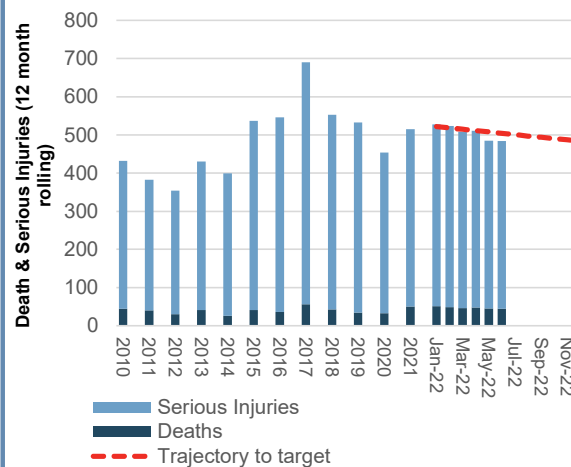
2.1.1 Number of high risk intersections and sections of road addressed by Auckland Transport's safety programme



This FY, AT has addressed eight high risk intersection or sections of road.

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

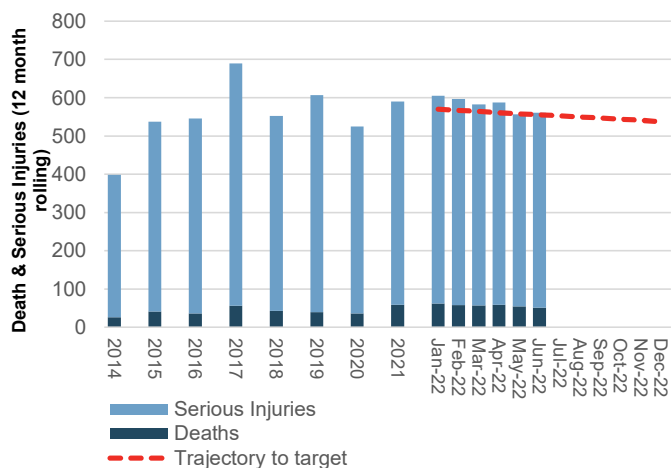


On track to meet target.

For the 12 months to the end of June 2022, local roads deaths and serious injuries decreased by 9.2%, to 484. This is 4.0% better than trajectory to meet the end of year target.

Local road deaths have decreased by 4.3% (from 46 last year to 44 this year). Local road serious injuries decreased by 9.7% in the past year (from 487 last year to 440).

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

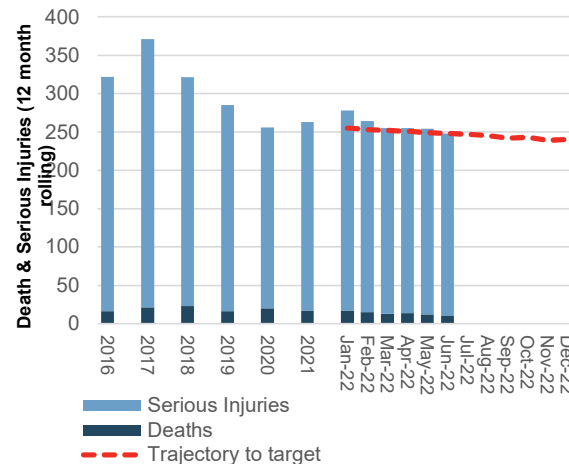


On track to meet the target.

For the 12 months to the end of June 2022, the deaths and serious injuries on all Auckland roads (including local roads and highways) decreased by 7.9%, to 561. This is 0.9% worse than the trajectory to meet the end of year target.

In addition, all road deaths have decreased by 7.3% (from 55 last year to 51 this year). All Auckland road serious injuries decreased by 7.9% in the past year (from 516 to 510).

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



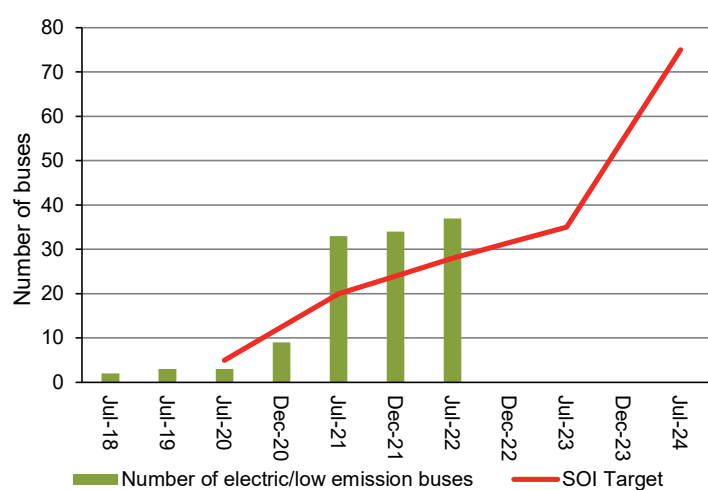
On track to meet the target.

For the 12 months to the end of June 2022, deaths and serious injuries of vulnerable road users decreased by 11.1%, to 248. This is exactly the same as the trajectory of this year's target.

Deaths of vulnerable road users have decreased by 60.0% (from 25 last year to 10 this year). Vulnerable road users serious injuries decreased by 6.3% in the past year (from 254 to 238).

2.2 Improving the Resilience and Sustainability of the Transport System

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

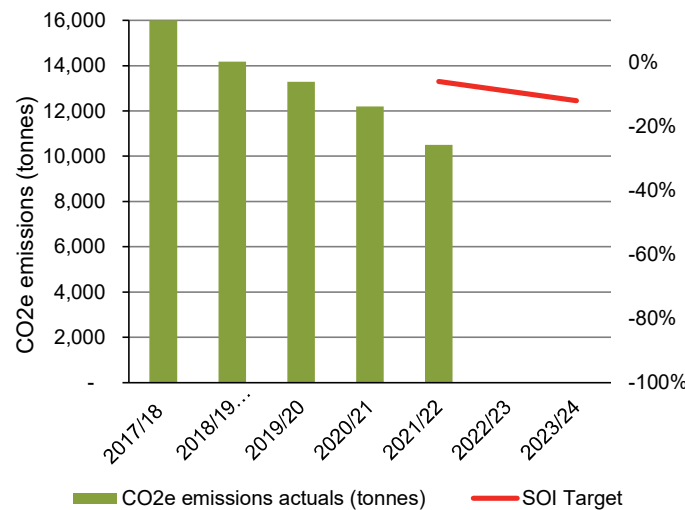


Target exceeded.

There are 37 low emission buses in the Auckland bus fleet as of December 2021. The target for the FY21/22 was 28.

Out of the 37, 36 are electric, and one is hydrogen powered.

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



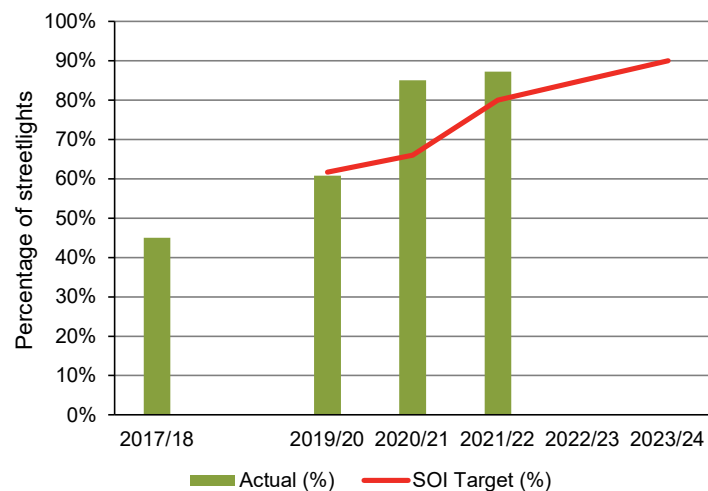
Target exceeded.

This FY, AT's corporate emissions reduced by 26%. The 21/22 FY target was to reduce by 6%.

This was heavily impacted by the COVID-19 restrictions which lead to the reduction in corporate activities and use of facilities. Thus, unless there is another extended lockdown, we are not expecting such a large reduction in the next financial year.

Note: This measure is compared to a 2018/19 baseline and we are aiming to come in under the target line.

2.2.3 Percentage of Auckland Transport streetlights that are energy efficient LED

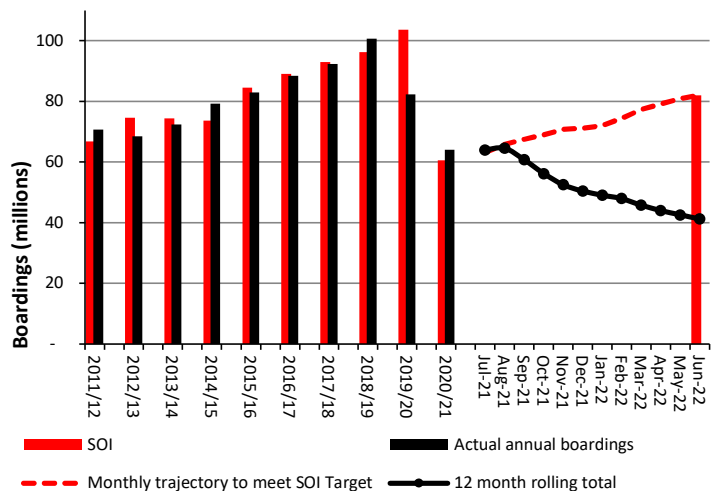


Target exceeded.

At the end of 2021/22, 124,609 streetlights were LED, 87.3% of all streetlights, exceeding this year's target by 7.3 percentage points.

2.3 Providing and accelerating better travel choices for Aucklanders

2.3.1 Total public transport boardings (millions)*

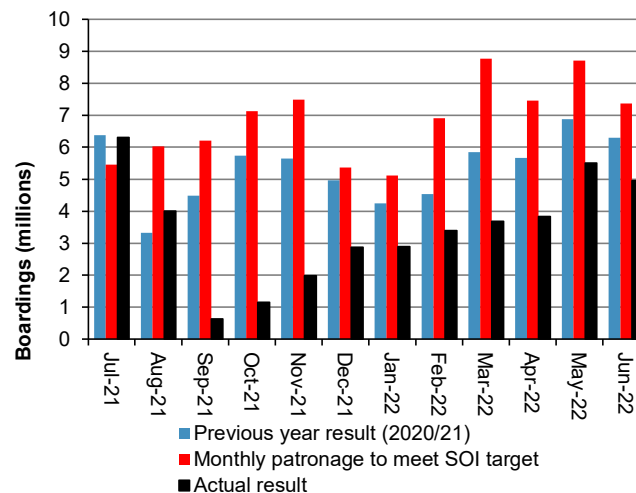


Target not met.

PT patronage totalled 41,218,943 passenger boardings for the 12 months to June 2022. This is 49.7% below the SOI target.

Patronage for the 12 months to June 2022 was 3.1% below the 12 months to May 2022, and 35.6% below June 2021.

2.3.2 Monthly public transport boardings (millions)

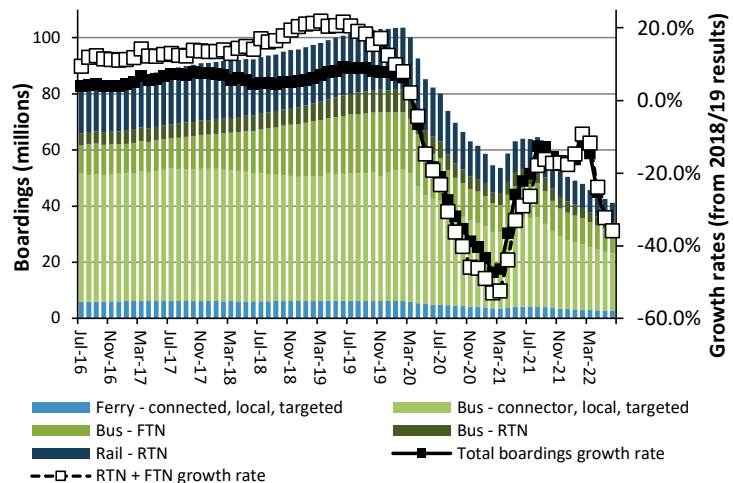


Target not met.

June 2022 monthly patronage was 4,955,032. This is 90.1% of the May 2022 patronage, and 78.7% of the June 2021 level. June 2022 monthly patronage was 32.7% below the monthly target.

From April to August 2022, fares are 50% off. Monthly patronage numbers are higher than those before the introduction of the 50% fare subsidy. In May 2022, monthly patronage exceeded five million for the first time since the COVID-19 level four lockdown in August 2021.

2.3.3 Boardings on rapid or frequent network



Target not met.

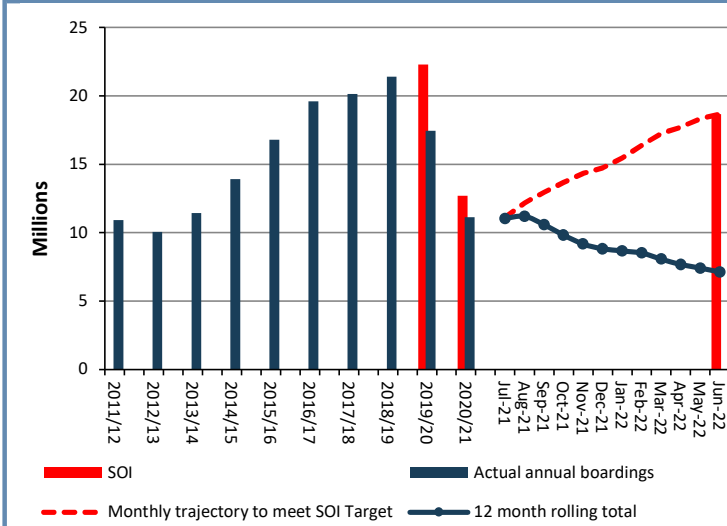
AT has an SOI target of increasing RTN and FTN (RFN) boardings at a faster rate than total boardings.

RFN Boardings for the 12 months to June 2022 are decreasing at a slightly faster rate (-35.9%) than overall patronage (-35.6%).

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)*

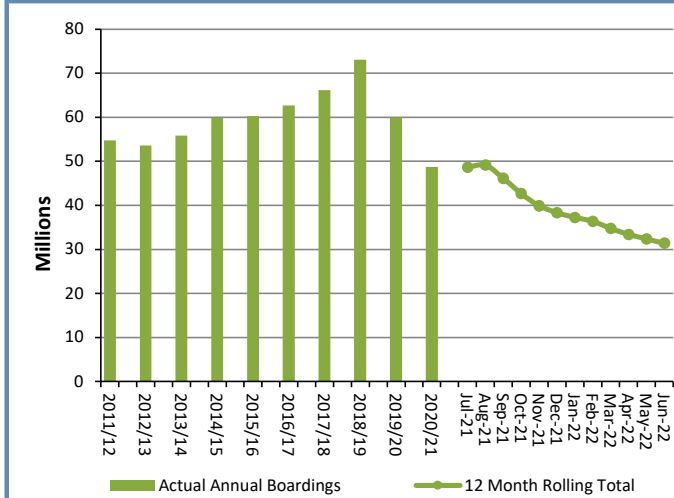


Target not met.

Rail patronage totalled 7,124,283 passenger boardings for the 12 months to June 2022. This is 61.8% below the SOI target trajectory. This is 3.9% below the May 2022 number.

Patronage for the 12 months to June 2022 was 3.9% below the 12 months to May 2022, and 36.0% below June 2021.

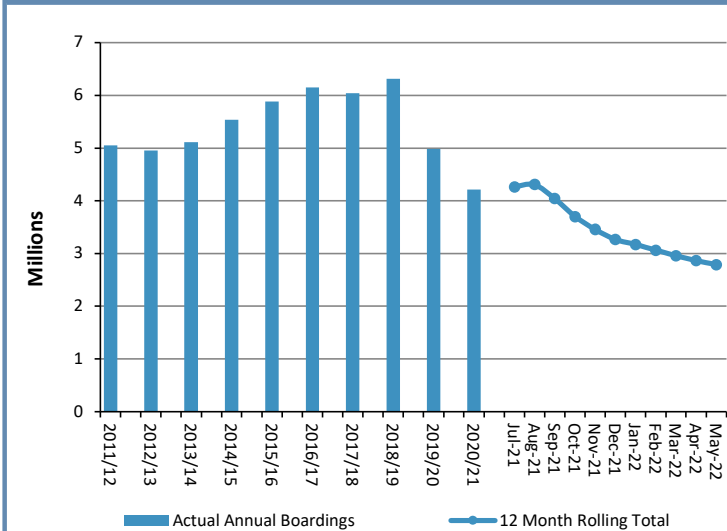
2.3.5 Bus boardings (12 month rolling total)



Bus patronage totalled 31,379,961 passenger boardings for the 12 months to June 2022.

This is a decrease of 3.0% on the 12 months to May 2022 and a decrease of 25.5% on the 12 months to June 2021.

2.3.6 Ferry boardings (12 month rolling total)

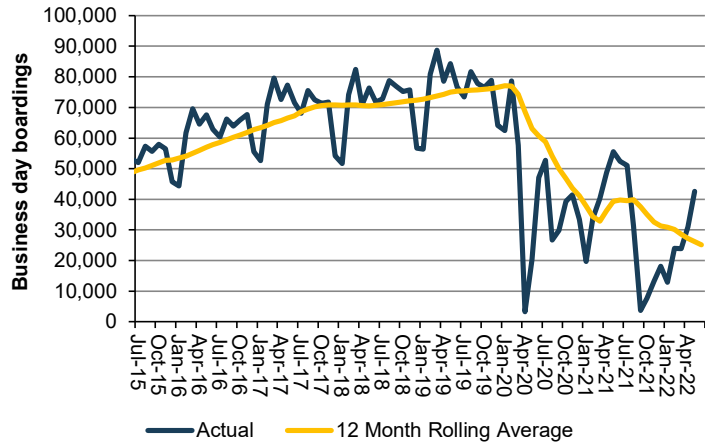


Ferry patronage totalled 2,714,699 passenger boardings for the 12 months to June 2022.

This is a decrease of 2.7% on the 12 months to May 2022, and a decrease of 35.6% compared with the 12 months to June 2021.

2.3 Providing and accelerating better travel choices for Aucklanders

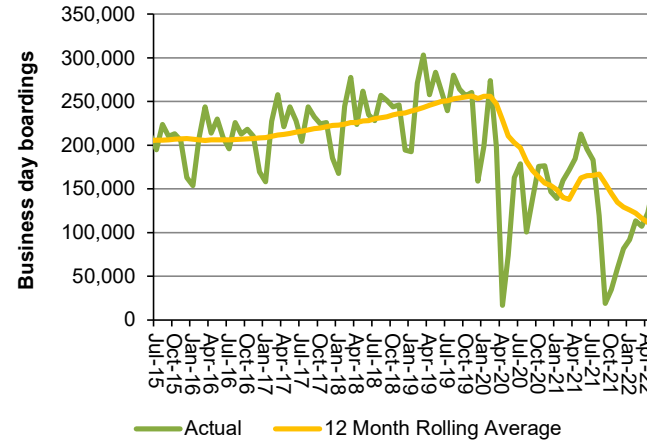
2.3.7 Rail business day average boardings



Business day boardings on the rail network averaged 25,115 in the 12 months to June 2022.

This represents an 58.6% decrease on the on the 12-month average to June 2021.

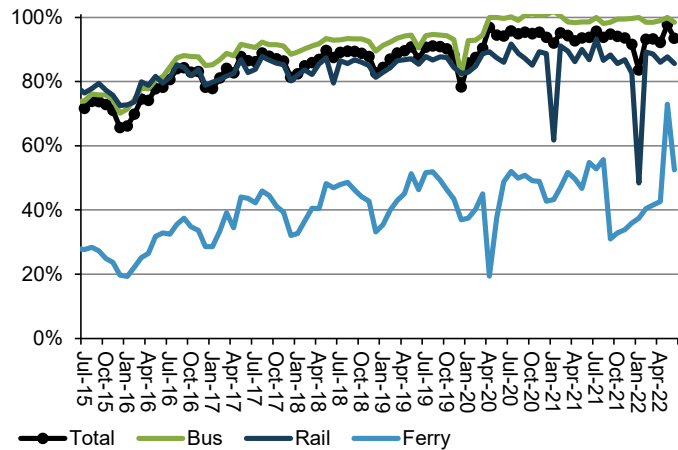
2.3.8 Bus business day average boardings



Business day boardings on the bus network averaged 104,279 in the 12 months to June 2022.

This represents a 48.6% decrease on the 12-month average to June 2021.

2.3.9 Percentage of all PT trips using AT HOP

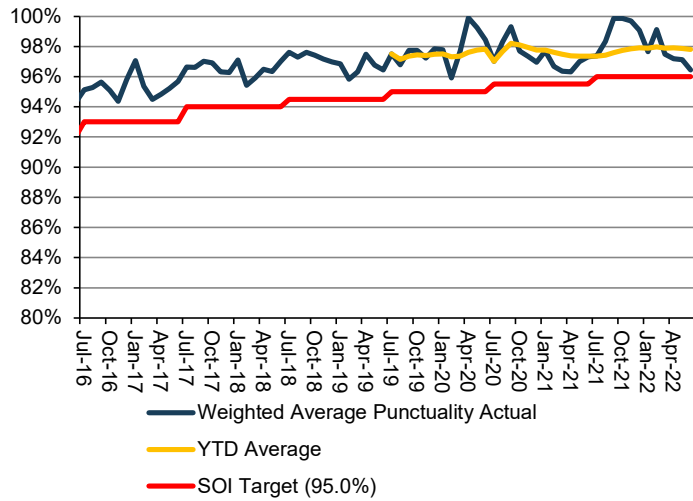


The proportion of all trips using AT HOP in June 2022 was 94%, four percentage points below May 2022.

Bus: 99%
Rail: 86%
Ferry: 52%

2.3 Providing and accelerating better travel choices for Aucklanders

2.3.10 PT punctuality (weighted average across all modes)

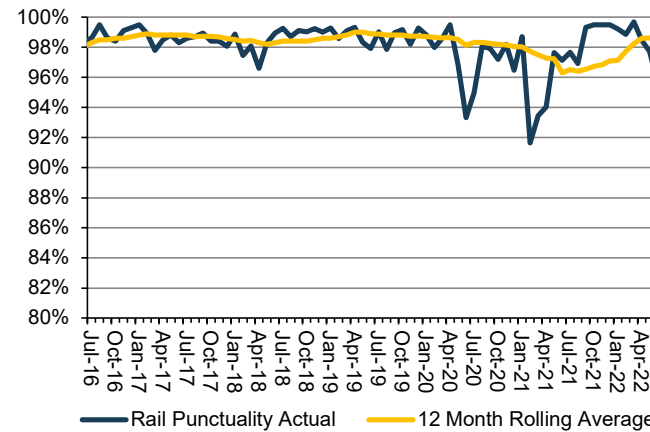


Target met.

PT punctuality for the financial year to June 2022 was 97.8%; SOI target 96.0%. PT weighted average punctuality for the month of June 2022 was 96.4%.

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

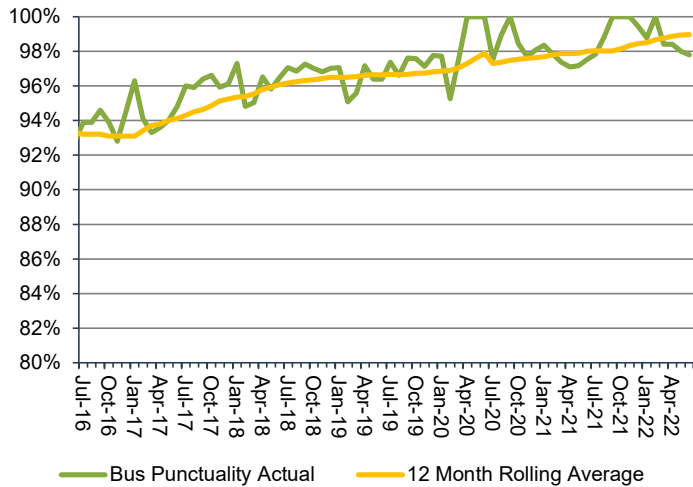
2.3.11 Rail services punctuality



Rail service punctuality in June 2022 was 95.7%, and 98.5% for the 12 months to June 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

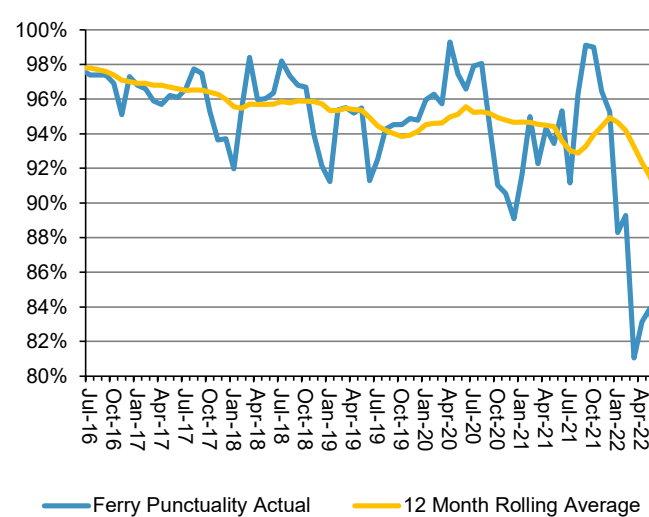


Bus service punctuality in June 2022 was 97.8%, and 99.0% for the 12 months to June 2022.

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



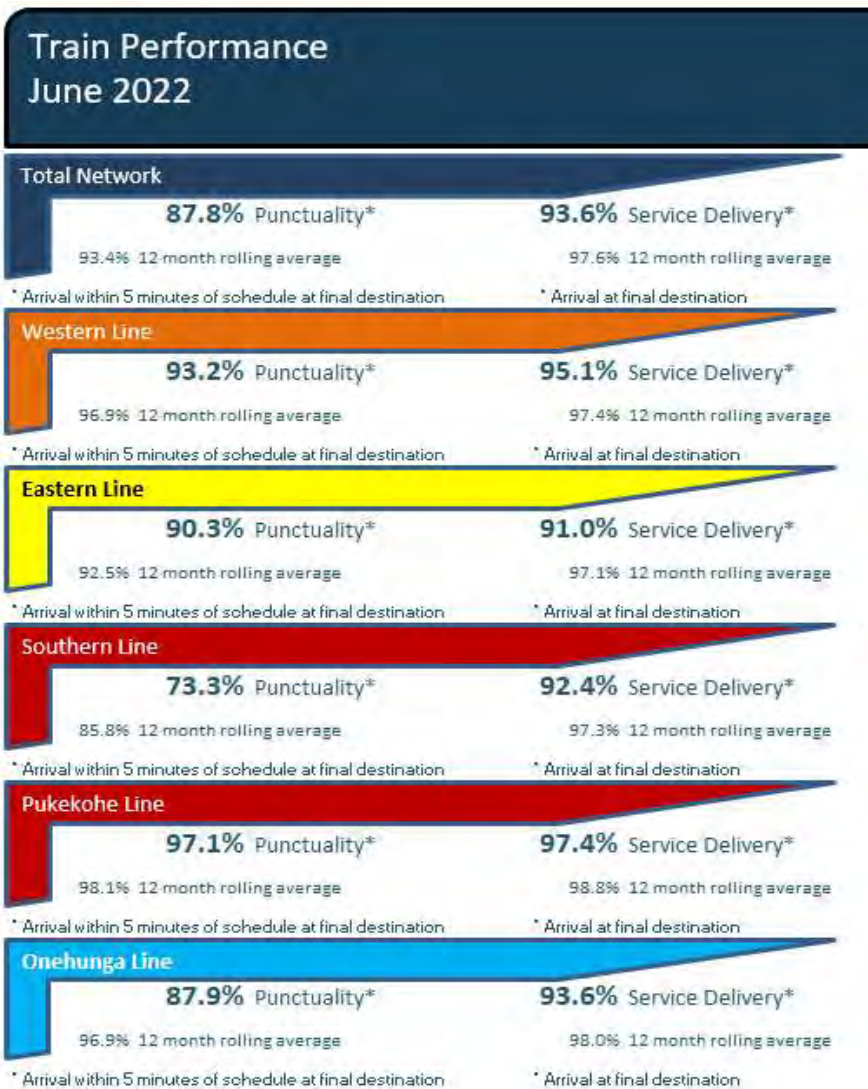
Ferry service punctuality in June 2022 was 80.7%, and 90.3% for the 12 months to June 2022.

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.

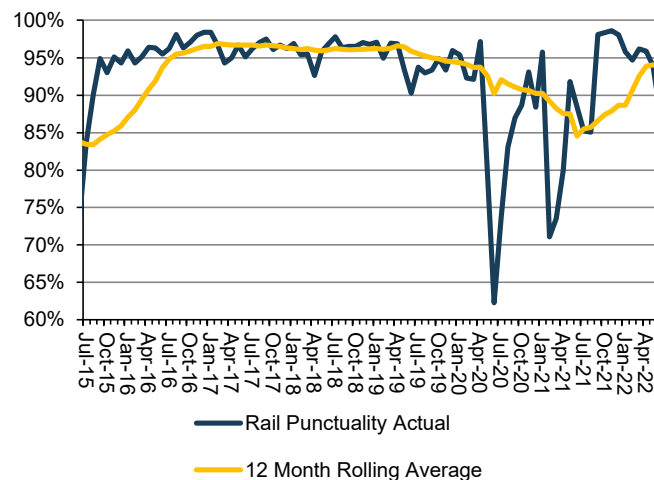
Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

2.3 Providing and accelerating better travel choices for Aucklanders

2.3.14 Rail service performance



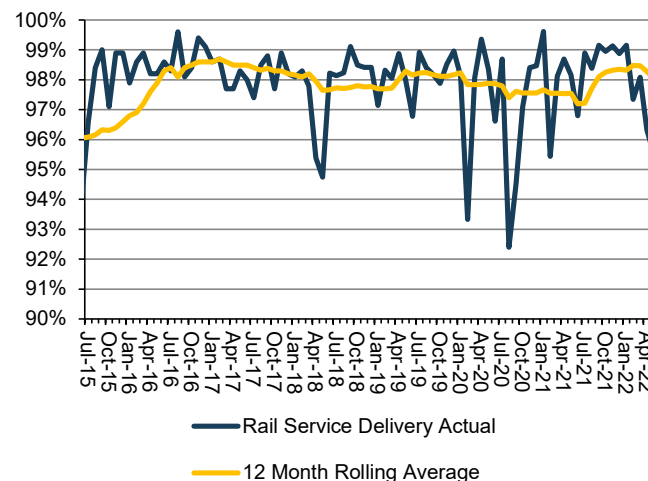
2.3.15 Rail punctuality based on arrival at final destination



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 June 2022 was 87.8% and 94.0% for the 12 months to June 2022.

2.3.16 Rail service delivery based on arrival at final destination

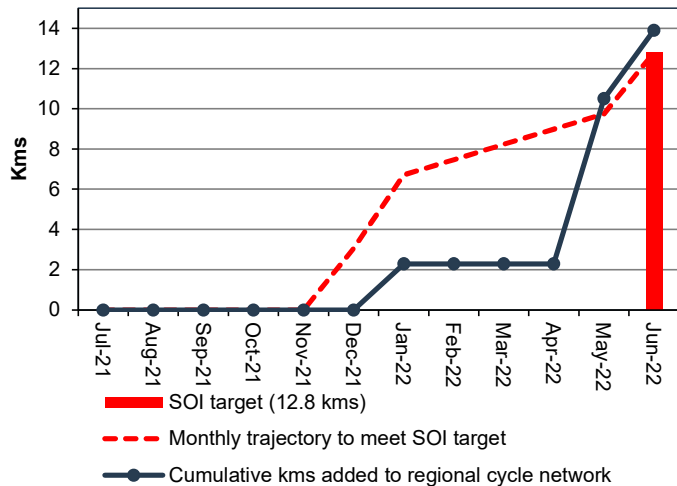


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of June 2022 was 95.7% and 98.0% for the 12 months to June 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

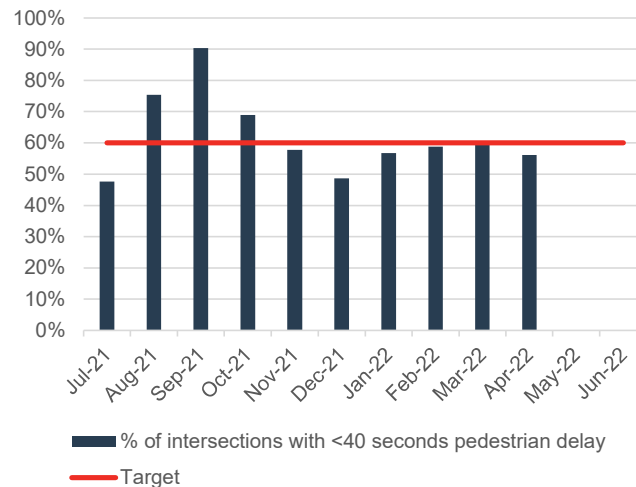


Target Exceeded

In total 13.9 km of cycleways have been added or upgraded. This compares to a planned trajectory of 12.8km for 2021/22 FY to meet the target of 44.1km from 2021 to 2024.

This financial year we delivered cycleways on Tamaki Drive (2.3km), New Lynn to Avondale (2.9km), Eastern Busway 1 (2.5km), and John Rymer Link (0.4km). A further 5.8 km of cycleways have been delivered as part of the 'pop-up protection' programme.

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

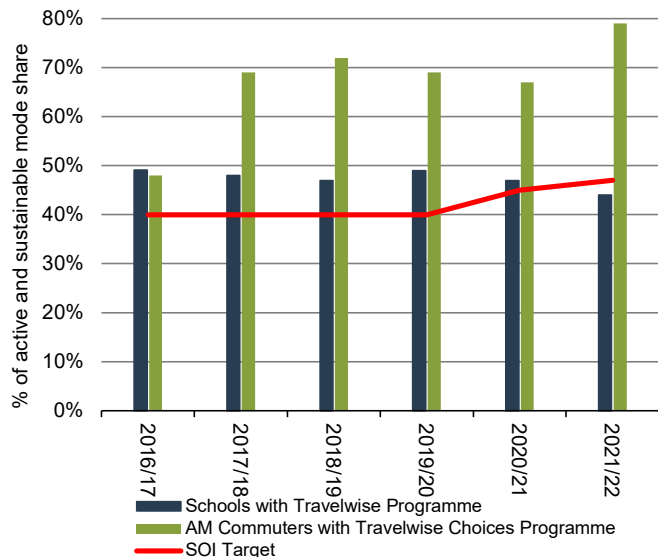


Target Exceeded.

In the 2021/22 year, the percentage of key signalised intersections in urban centres where pedestrian delay is below 40s during inter peak period was 62.1%. This is exceeding the target of 60%.

No data is available for May and June due to technical issues. This data will be added later, but is not expected to significantly impact the outcome.

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



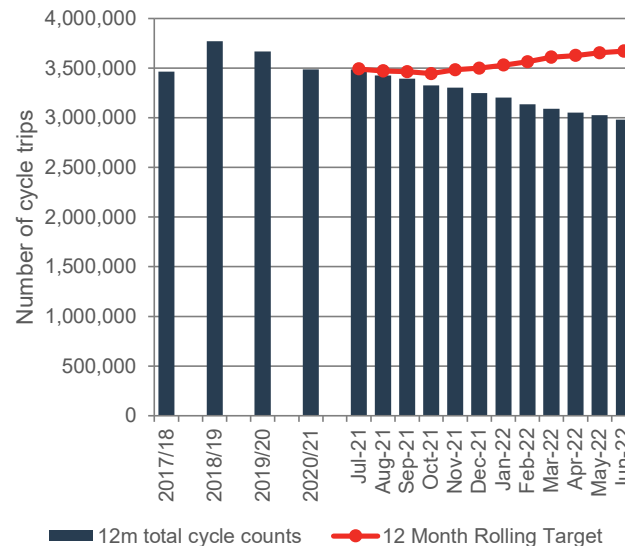
Commuters target exceeded.

Schools target not met.

In the 2021/22 financial year, mode share was 44% for students and 79% for businesses enrolled in the travelwise programme commuting by means other than private vehicle use.

These measures were both impacted by COVID-19 restrictions.

2.3.20 Cycle movements 12 month rolling total



Target not met.

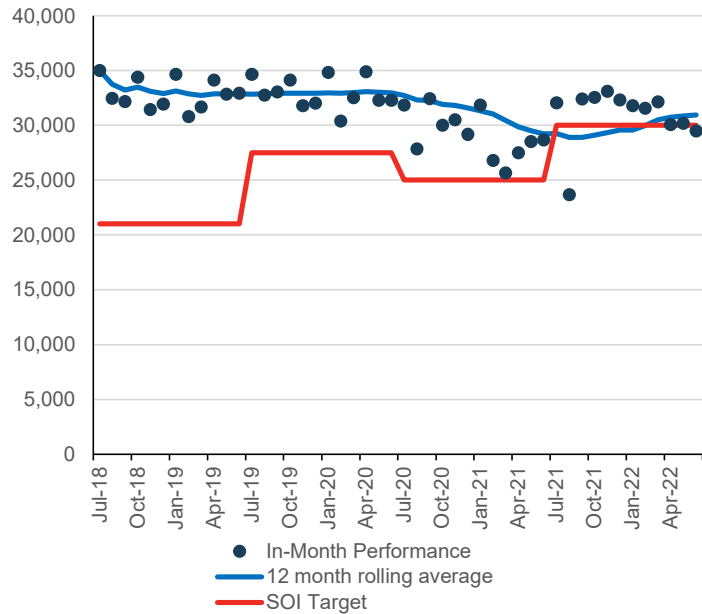
Cycle counts totalled 2,981,998 for the 12 months to June 2022. This is 22.2% lower than the target for the month of June 2022 and 17.4% below June 2021.

Cycle counts decreased 1.4% on the 12 months to May 2022.

The decrease is mainly due to the lower number of cycling commuters during red and orange 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 exceeded.

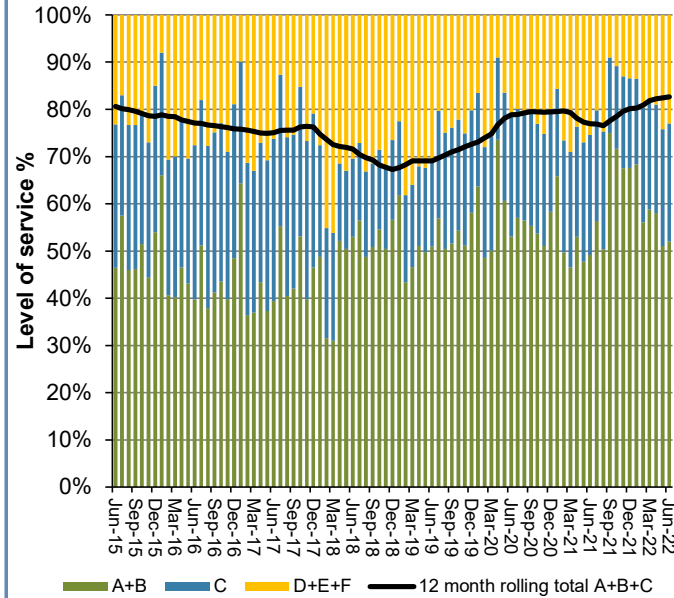
The 12-month rolling average for the 12 months to June 2022 is 30,931. This is 3% above the target of 30,000.

In June 2022, the average arterial road productivity was 29,466 which is 9% lower than June 2021.

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 June 2022, 77% of the Arterial Network operated with minimal congestion (Levels of Service A-C in the previous map) during the AM peak period. The AM peak average speed on the Arterial Network was 45.4 km/h, similar to both the previous month and the pre-COVID-19 levels of April 2019.

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.

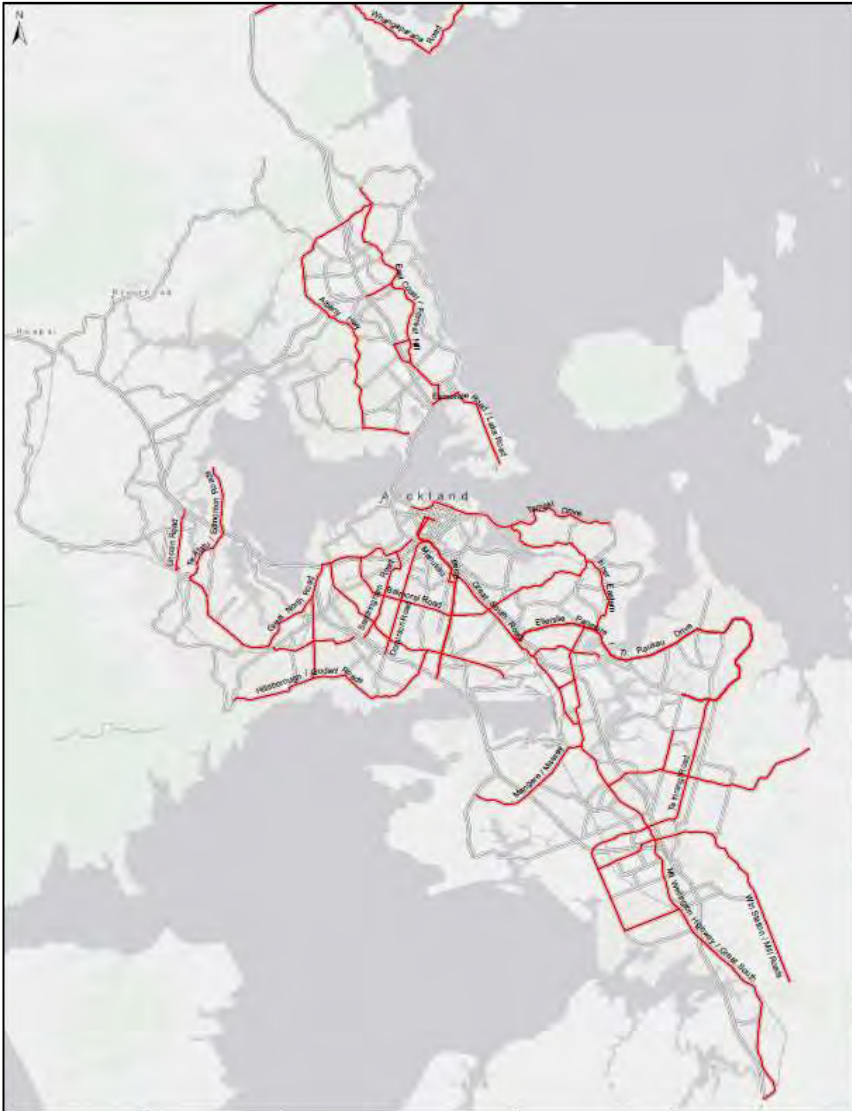
Level of service is measured by median speed as a % of the posted speed limit and categorised as follows:

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

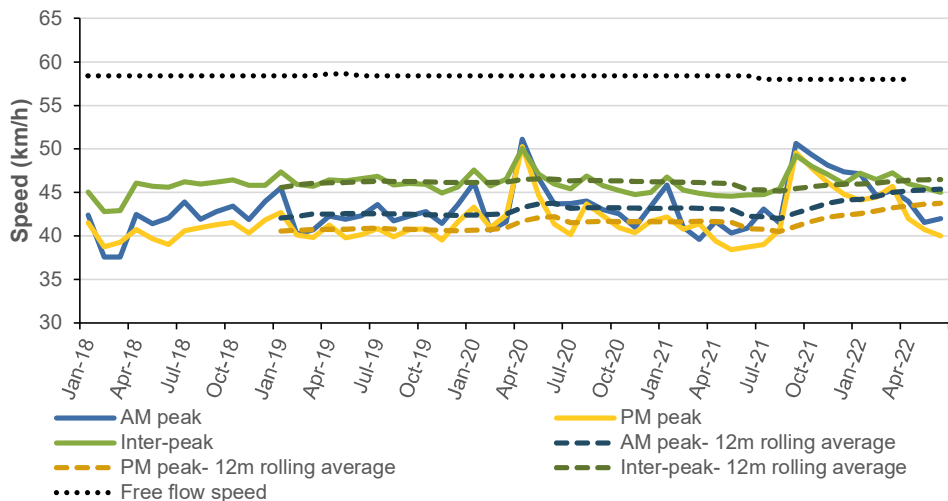
2.4.6 Congestion map PM peak



This map shows the typical level of service across the arterial and motorway networks during the PM peak hour (4.30–5.30) for June 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 Mean travel speed across arterial and motorway network

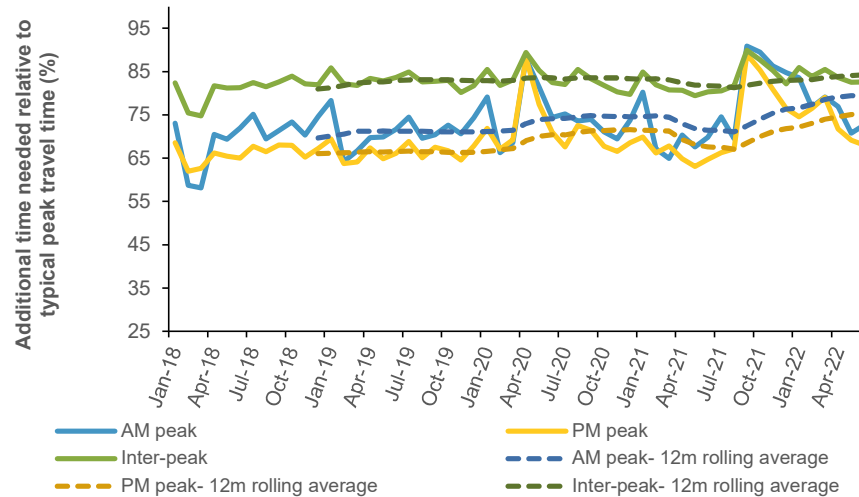


In June 2022, the AM peak mean speed on Auckland's Arterial Network was 42 km/h the same as in June 2019, which was pre-COVID-19.

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.

The mean is calculated by dividing total distance traveled over total time traveled.

2.4.8 Reliability: percentage of the network with reliable travel times



In June 2022, 78% of the network operated with reliable travel times during the AM peak period. This is 5 percentage points better than the previous month, and 3 percentage point higher than pre-COVID-19 levels of June 2019.

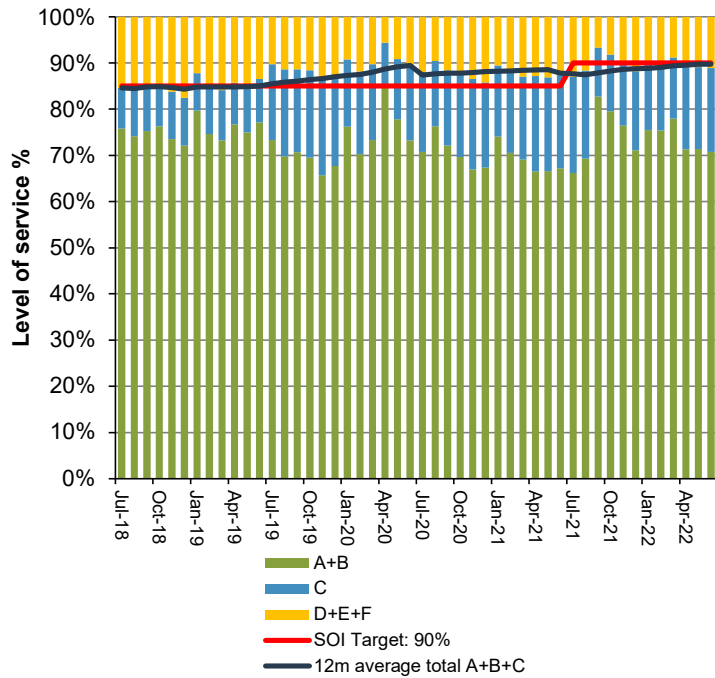
This graph shows the percentage of the One Network operating at reliable travel times. Reliability is the difference between the typical (median) and the 85th percentile* travel time, on the combined arterial and motorway network, for the AM peak, inter-peak and PM peak.

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



Target met.

In June 2022, 88% 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 June 2022, 90% of the network operated at LOS C or higher. These both met the 90% 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.

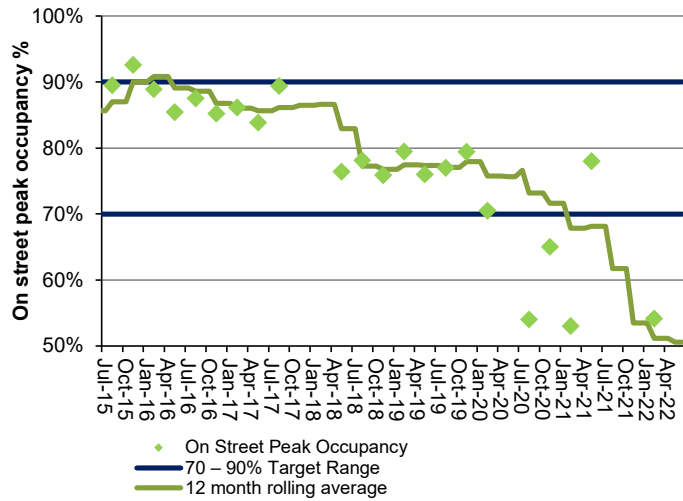
2.4.10 Map showing key freight routes



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)*

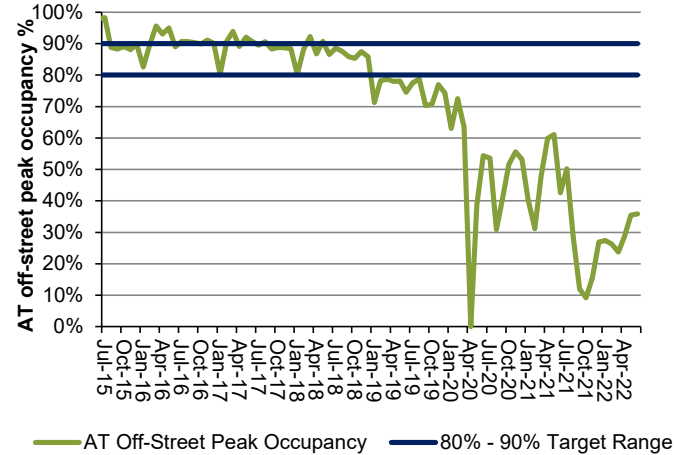


Target not met.

This measure is reported on a quarterly basis. The on-street peak occupancy for May 2022 was 46.5%. The 12-month rolling average for June 2022 was 50.6%. 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

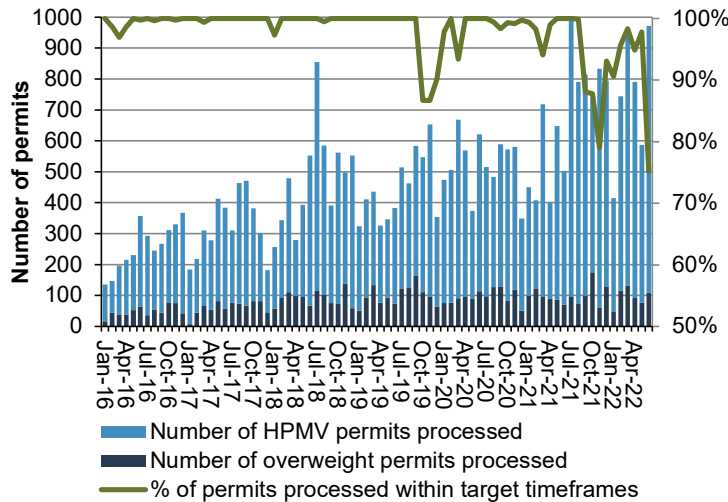


Target not met.

Occupancy for June 2022 was 35.9%. 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.

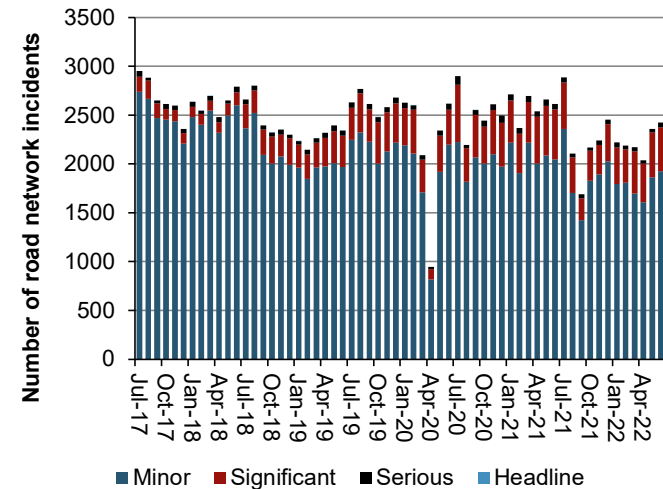
2.4.13 Heavy vehicle permits processed



In June 2022, 110 Overweight permit applications and 861 HPMV permit applications were processed, totalling to 971.

All 791 applications were processed, with 75.18% 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**



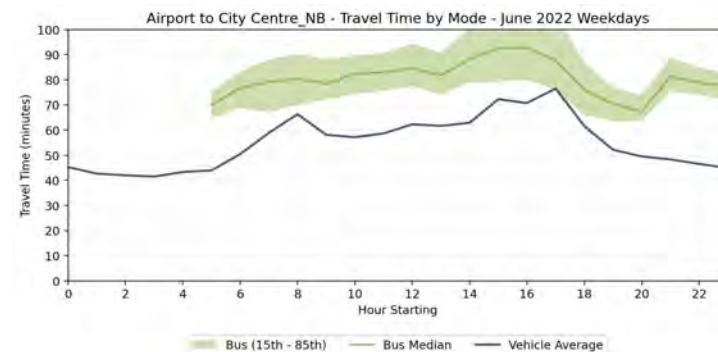
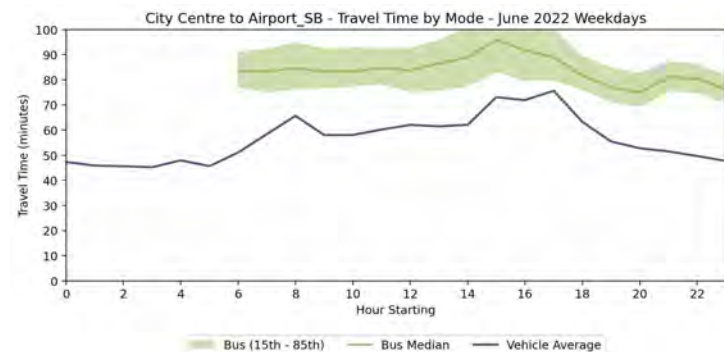
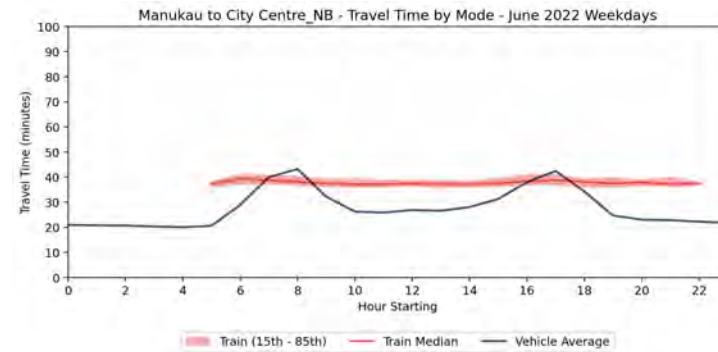
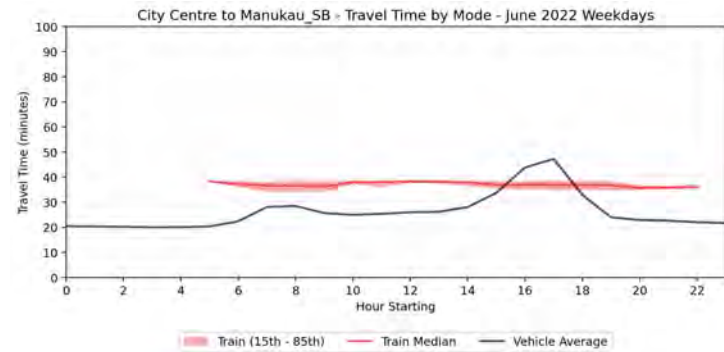
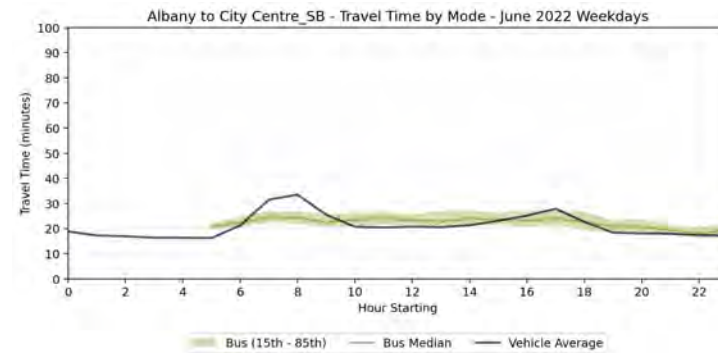
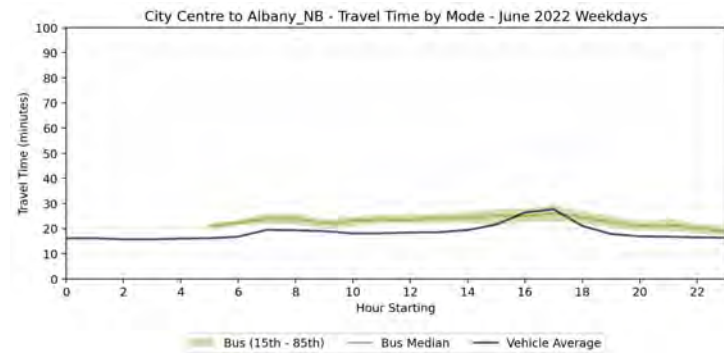
In June 2022, there were 48 serious incidents in ATOCs area of responsibility. This is an increase of 10 serious incidents from May 2022 and a decrease of 7 serious incidents from June 2021

* 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.



Congestion - In June 2022, AM peak congestion on the Frequent Transit Network was 49% (Levels of Service A-C) when dwell times are included. This is 3% better than May 2022, attributable to lower congestion levels during two holidays in June.

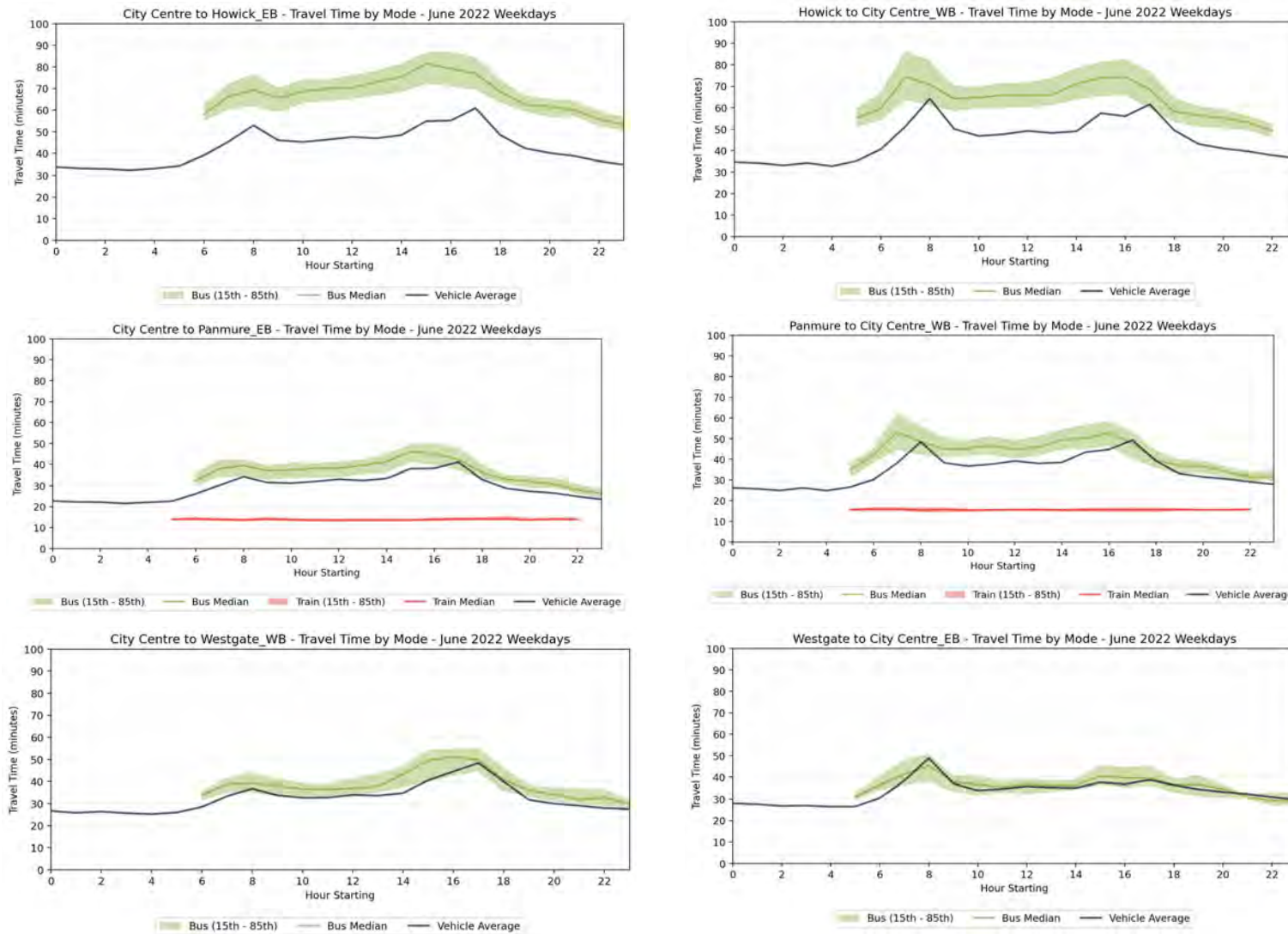
Reliability - In June 2022, 78% of the Frequent Transit Network operated with reliable travel times during the AM peak period, which is above the threshold. It is 1% lower than pre-Covid-19 levels of June 2019.

The frequent transit network Level of Service (LOS) is measured by average speed during the AM peak as a % of the posted speed limit for the frequent transit 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. LOS D, E and F indicates congested conditions where average speed is less than 50% of the posted speed limit i.e. 25km/h or less in a 50km/h road.

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 range for car is shown for each route, and bus, train or bus and train where relevant.



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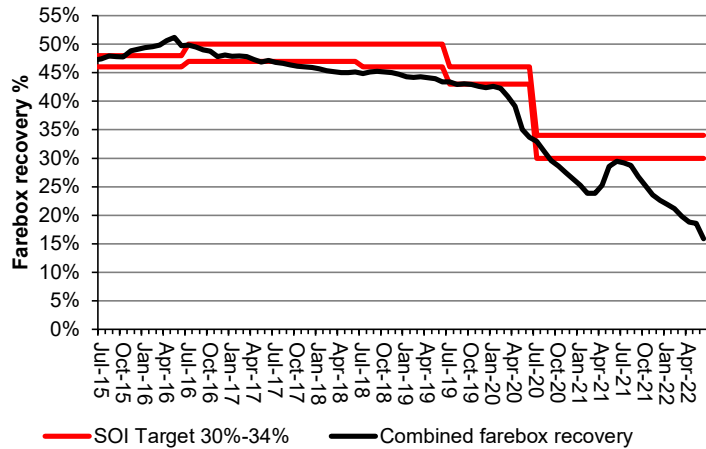
Reliability - In June 2022, 78% of the Frequent Transit Network operated with reliable travel times during the AM peak period, which is above the threshold. It is 1% lower than pre-Covid-19 levels of June 2019.

The frequent transit network Level of Service (LOS) is measured by average speed during the AM peak as a % of the posted speed limit for the frequent transit 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. LOS D, E and F indicates congested conditions where average speed is less than 50% of the posted speed limit i.e. 25km/h or less in a 50km/h road.

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

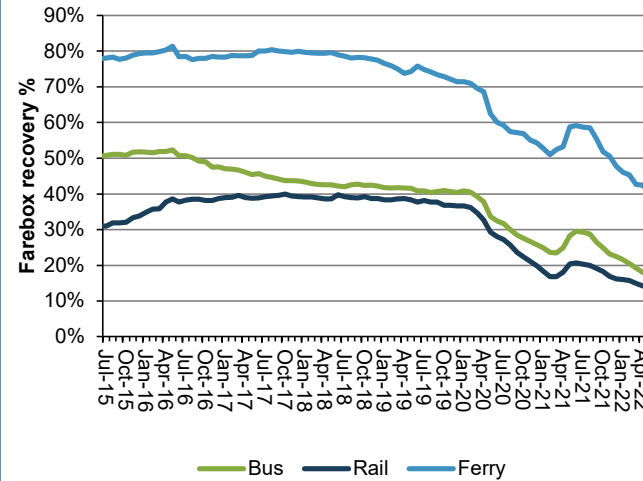


Target not met.

The ratio in 2022 was 15.88%, compared with 43.38% in June 2019.

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

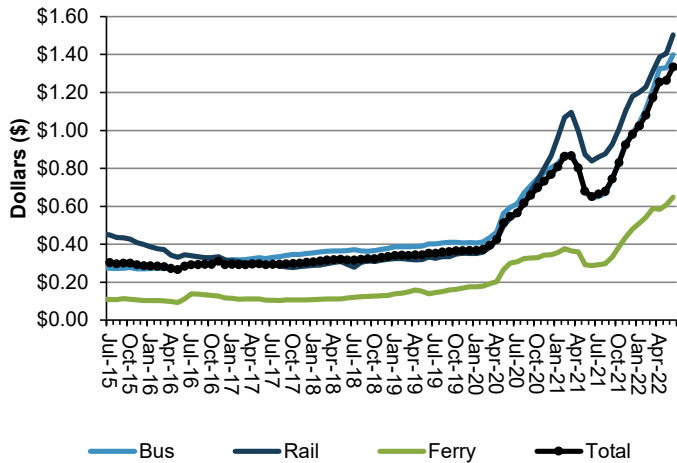
2.5.2 PT farebox recovery (by mode)



The farebox recovery ratios for June 2022 (and comparable 2019 results) were:

- Bus: 15.25% (40.86%)
- Rail: 11.25% (37.73%)
- Ferry: 37.11% (75.82%)

2.5.3 PT subsidy per passenger kilometre

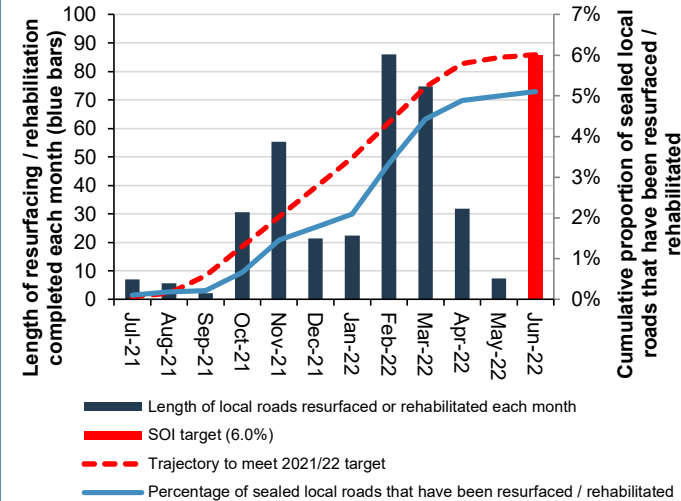


The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The average for June 2022 was \$1.334. For individual modes, June 2022 (and comparable 2019 results) were:

- Bus: \$1.399 (\$0.402)
- Rail: \$1.504 (\$0.332)
- Ferry: \$0.648 (\$0.139)

2.5.4 Percentage of the sealed road network that is resurfaced



Target not met.

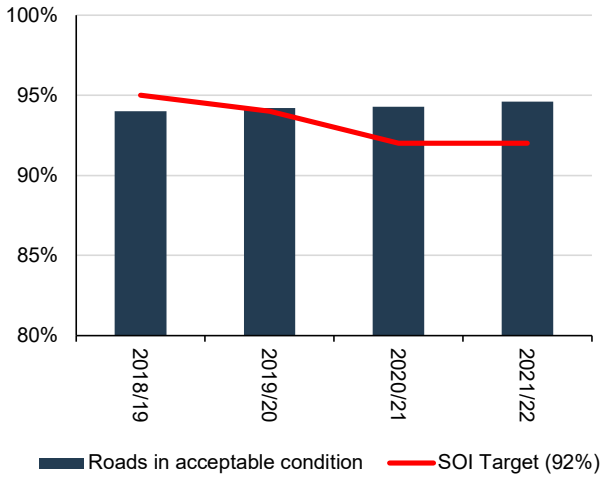
In June 2022, AT completed 8.1 km of resurfacing and rehabilitation.

This financial year, 352.6 km of local roads were resurfaced, or 85% of the 2021/22 target, and 5.1% 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.

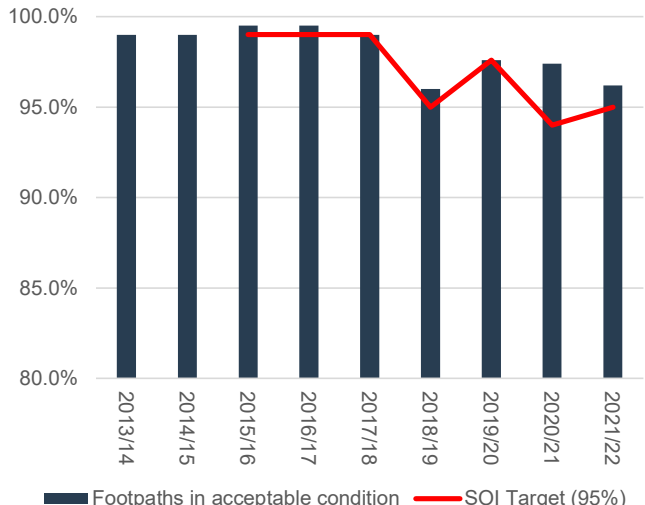
2.5 Our operating model is adaptive, financially sustainable and delivers value

2.5.5 Proportion of road assets in acceptable condition



Target exceeded.
The 2021/22 result for the percentage of road assets in acceptable conditions was 94.6%. 2.8% above the target.

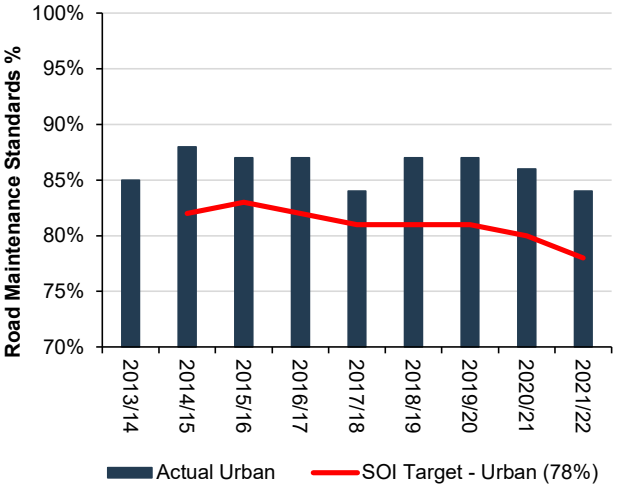
2.5.6 Percentage of footpaths in acceptable condition



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%).

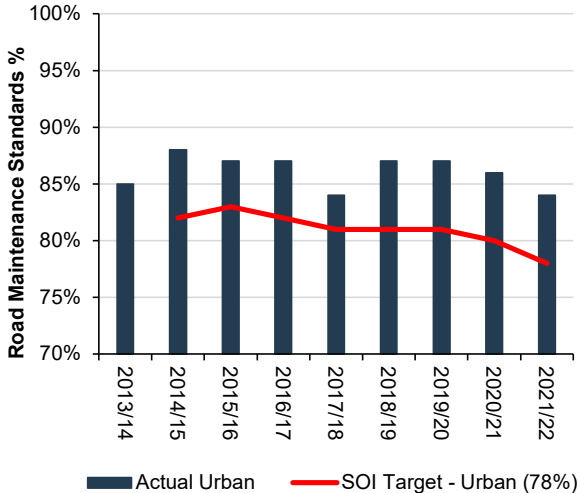
The lower target and result starting 2018/19 is due to a change in methodology and a reassessment of the definition of acceptable condition.

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 84%, exceeding the target and one percentage point lower than the previous year's result.

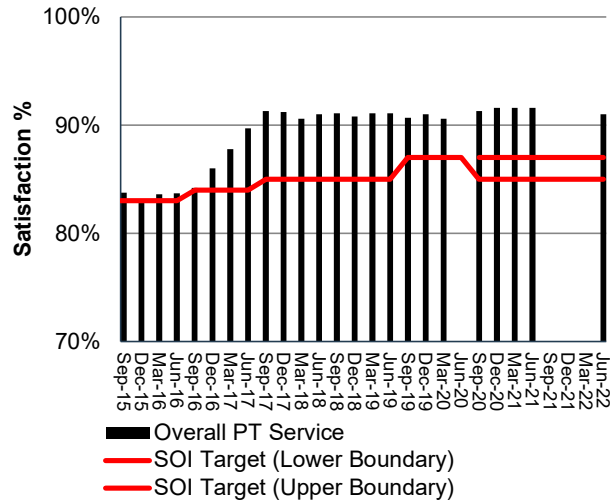
2.5.8 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all rural roads



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



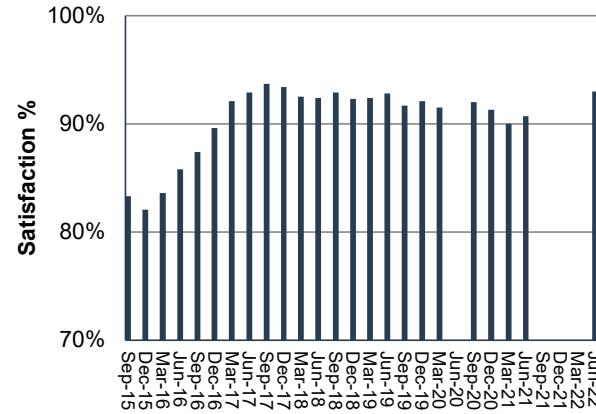
Target met.

The June 2022 result is 91.0% is exceeding the target.

Due to COVID-19 restrictions, AT was unable to complete in-person surveys from mid-August 2021 to April 2022. These began again in May 2022. AT also administers online surveys but these are not included in the final result as the two surveys are not comparable.

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.

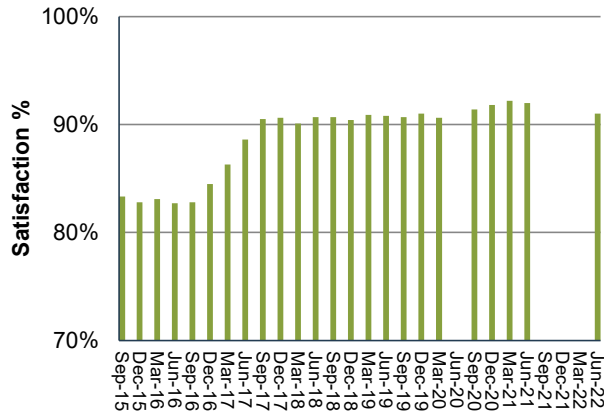
2.6.2 Percentage of passengers satisfied with their train service



93% of passengers were satisfied with their train service.

Train customer satisfaction is stable relative to last survey period (91% July-September 2021) before fieldwork cancellation due to the mid-August COVID-19 outbreak.

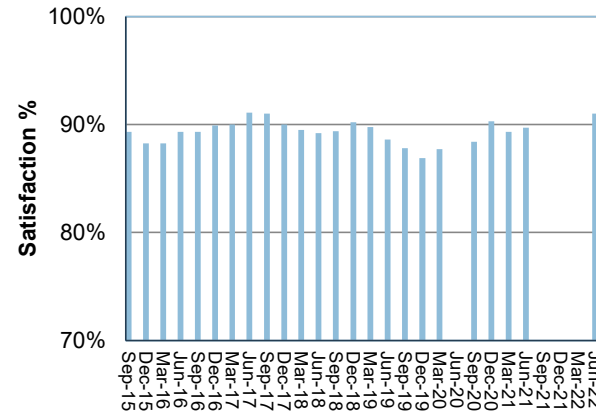
2.6.3 Percentage of passengers satisfied with their bus service



91% of customers were satisfied with their bus service.

Customer satisfaction is stable relative to the last survey period (89% July-September 2021) before fieldwork cancellation due to the mid-August COVID-19 outbreak.

2.6.4 Percentage of passengers satisfied with their ferry service

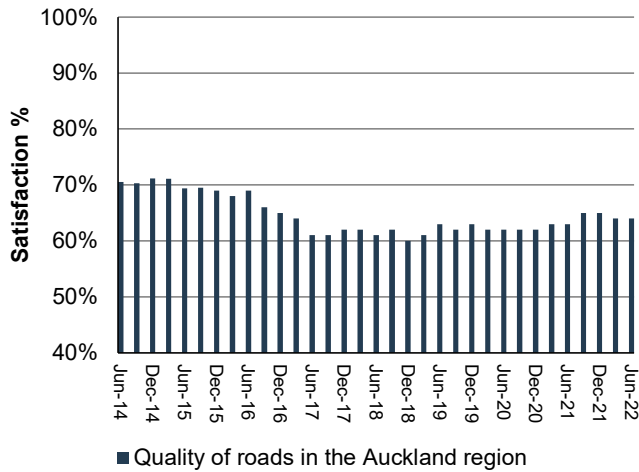


91% of customers were satisfied with their ferry service.

No change in satisfaction level from last survey period (91% July-September 2021) before fieldwork cancellation due to covid.

2.6 Providing excellent customer experiences

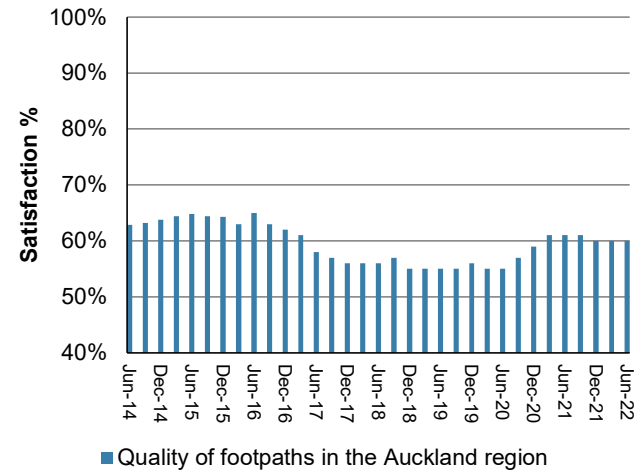
2.6.5 Percentage of residents satisfied with the quality of roads in the Auckland region



In June 2022, satisfaction with the quality of roads in Auckland was 64%, the same as the March 2022 result.

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

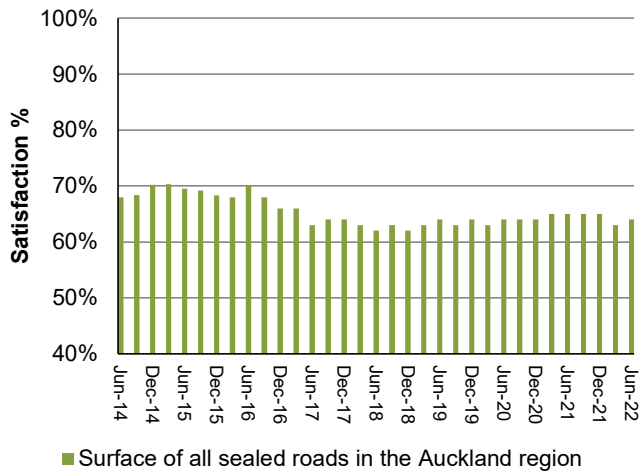
2.6.6 Percentage of residents satisfied with the quality of footpaths in the Auckland region



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

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

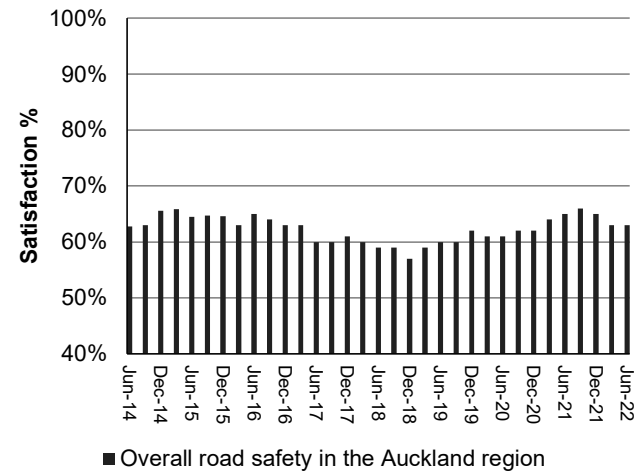
2.6.7 Percentage of residents satisfied with the surface of all sealed roads in Auckland region



In June 2022, satisfaction with the surface of all sealed roads in Auckland was 64%, the same as the March 2022 result (64%).

Satisfaction was one percentage point lower than the June 2021 result (65%).

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

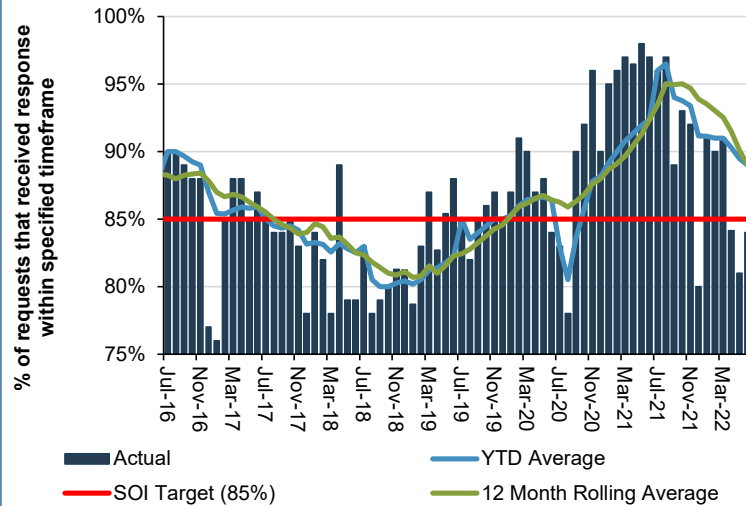


In June 2022, satisfaction with road safety in Auckland was 63%, the same as the March 2022 result.

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

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



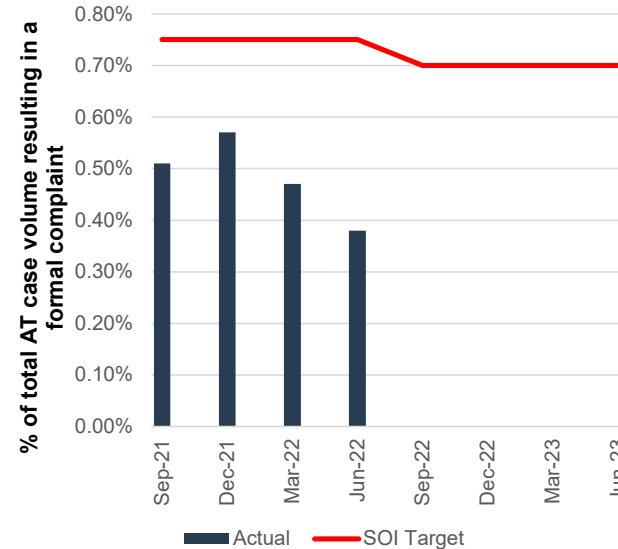
Target exceeded.

12 month rolling average for June 2022: 89% (SOI target 85%)

The June 2022 result was one percentage point below the target.

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

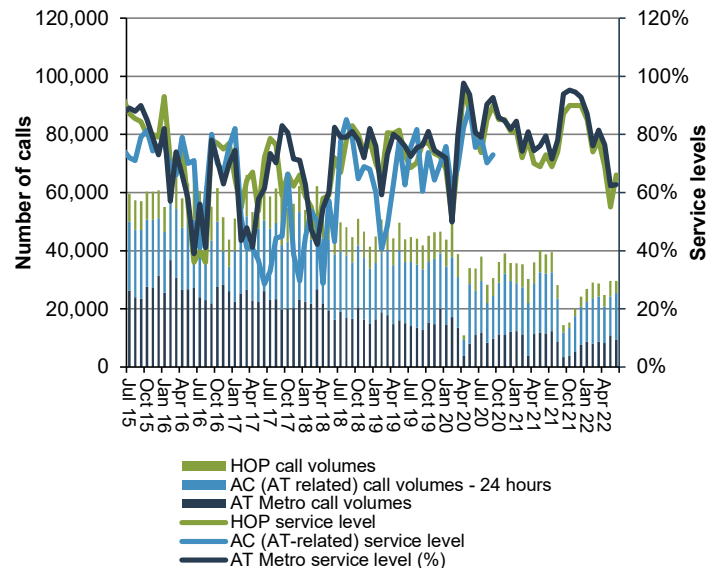


Target met. This is a new measure this Financial Year.

In the June 2022 Quarter, 0.38% of the total AT case volume resulted in a formal complaint. The SOI target for this financial year is less than 0.75%, therefore the

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

2.6.11 Call centre incoming calls and service levels

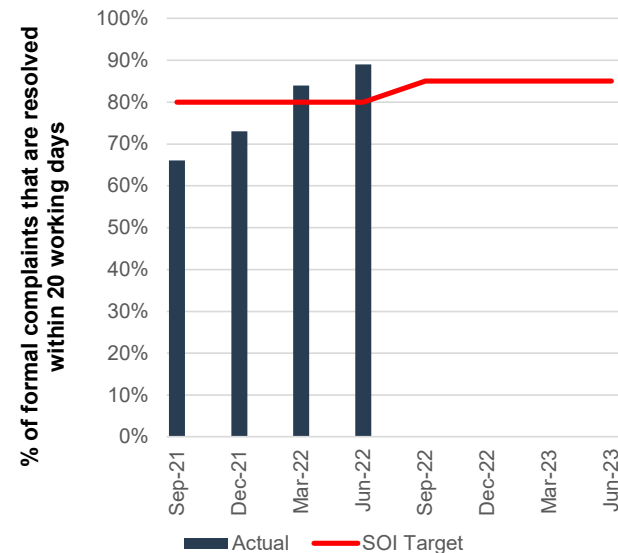


In June 2022 AT HOP Call volumes decreased by 13% compared with May 2022, and decreased 36% compared to June 2021. The service level increased by 14 percentage points from last month.

Auckland Council call volumes have increased by 19% compared to May 2022, and decreased by 23% compared to the same month last year.

AT Metro Call Centre Volumes decreased by 13% on May 2022, and decreased by 18% since June 2021. The service level was the same as last month.

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



Target exceeded.

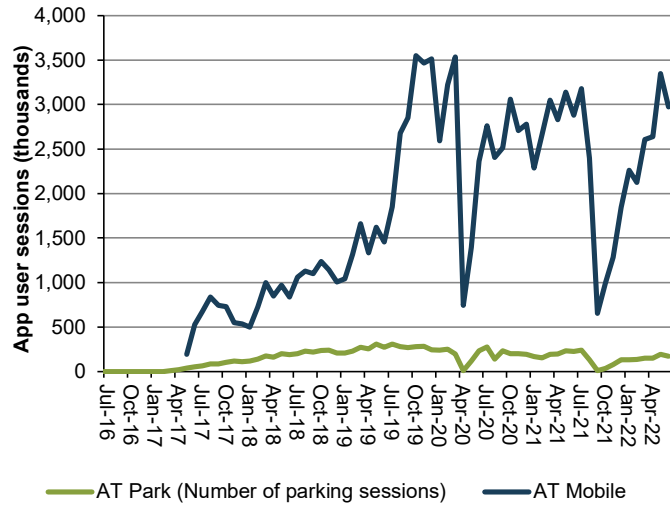
In the June 2022 Quarter, 89% of formal complaints were resolved within 20 working days.

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

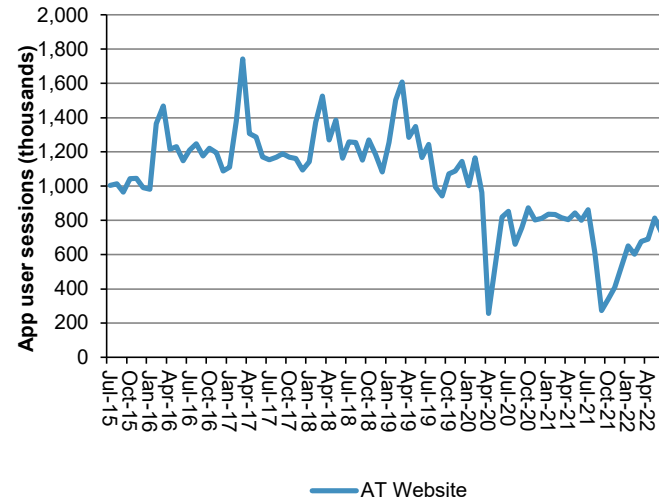
2.6.13 AT app user sessions



AT Mobile
App user sessions decreased by 11% in June 2022 compared with May 2022 and was 3% higher than June 2021.

AT Park
App user sessions decreased 10% in June 2022 compared to May 2022 and decreased by 25% compared to June 2021.

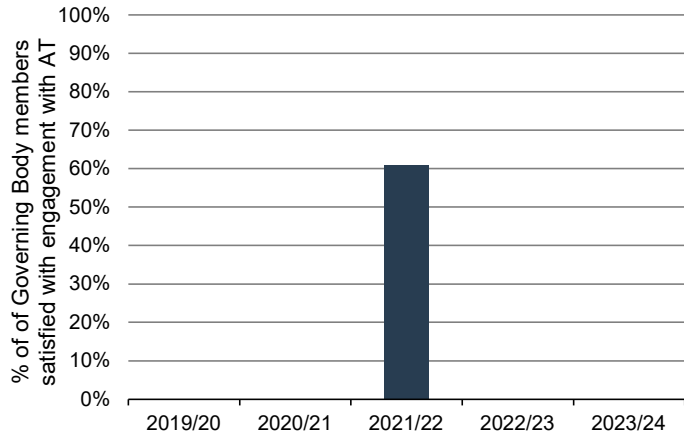
2.6.14 AT Website Visits



Visits to the Auckland Transport website totalled 733,691 in June 2022, a decrease of 10% compared with May 2022, and a decrease of 8% compared with June 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

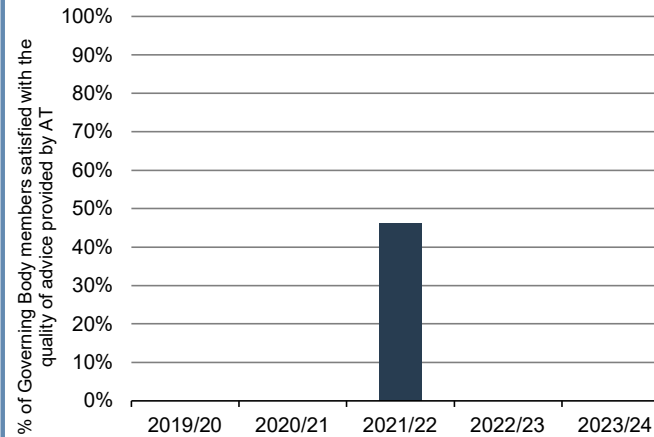


In the 2021/22 FY, 61% of Governing Body members were satisfied or very satisfied with engagement with AT.

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

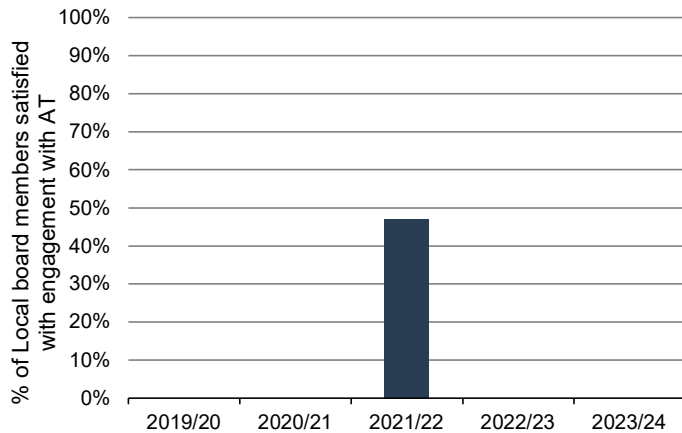


In the 2021/22 FY, 46% of Governing Body members were satisfied or very satisfied with the quality of advice provided by AT.

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

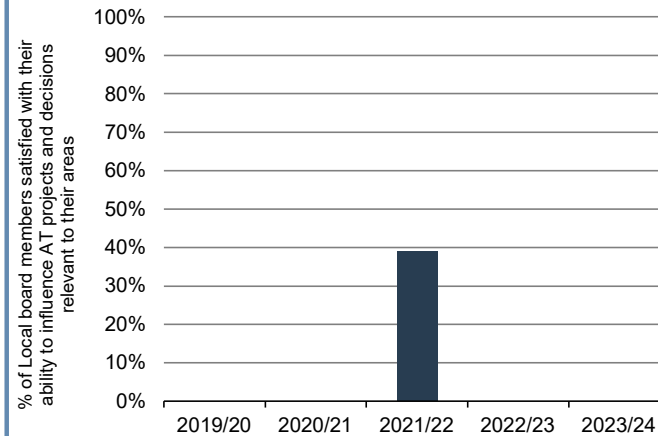
2.7.3 Percentage of Local board members satisfied with engagement with AT



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.