

# Auckland Transport Monthly Indicators Report 2022/23

July 2022



An Auckland Council Organisation

## **1. Summary of indicators**

1.1 SOI performance measures

1.2 Patronage summary

## **2. Monthly indicators by Strategic Objective**

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

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

2.3 Providing and accelerating better travel choices for Aucklanders

2.4 Better Connecting People, Places, Goods and Services

2.5 Supporting Māori wellbeing outcomes, expectations and aspirations under Te Tiriti o Waitangi

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

2.7 Providing excellent customer experiences

2.8 Collaborating with funders, partners, stakeholders and communities

## 1.1 SOI performance measures

Strategic Objective	Measure	SOI 2022/23 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	8													Not yet reported this financial year	Page 8
	The change from the previous financial year in the number of deaths and serious injuries on the local road network, expressed as a number.	Reduce by at least 42 (412)	●												12 months to July 2022: 456	Page 8
	Reduction in the number of deaths and serious injuries on Tāmaki Makaurau's road network	No more than 537	●												12 months to July 2022: 530	Page 8
	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.	No more than 240	●												12 months to July 2022: 235	Page 8
Improving the resilience and sustainability of the transport system	Estimated transport related greenhouse gas emissions	TBC													Not yet reported this financial year	Page 9
	Number of buses in the Auckland bus fleet classified as low emission	75													Not yet reported this financial year	Page 11
	Percentage of Auckland Transport streetlights that are energy efficient LED	92.5%													Not yet reported this financial year	Page 11
	Percentage reduction of greenhouse gas emissions from AT's corporate activities and assets (baseline 2018/19)	17%													Not yet reported this financial year	Page 11
Providing and accelerating better travel choices for Aucklanders	Total public transport boardings (millions)	59	●												12 Month rolling total: 39.7	Page 12
	Total rail boardings (millions)	13.1	●												12 Month rolling total: 6.8	Page 13
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings	●												Decreasing at faster rate than total boardings	Page 12
	PT punctuality (weighted average across all modes)	96%	●												12 Month rolling total: 97.8%	Page 15
	Kilometres of safe cycling facilities added or upgraded that is located on the Cycle & Micromobility Strategic Network.	17.1 km	●												YTD total: 1.77 km	Page 17
	Number of cycle movements past 26 selected count sites (millions)	3.854	●												12 Month rolling total: 2.926	Page 17
	Active and sustainable transport mode share at schools where the Travelwise programme is implemented	47%													Not yet reported this financial year	Page 17
	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 17
	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 17

### 1.1 SOI performance measures

Key Priority	Measure		Month												Current Performance	Reference Page
			Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr				
Better connecting people, places, goods and services	Average AM peak arterial productivity	33,000	●												12 Month rolling total: 30,945	Page 18
	Proportion of the freight network operating at Level of Service C or better during the inter-peak	90%	●												12 Month rolling total: 90%	Page 22
Supporting Māori wellbeing outcomes, expectations and aspirations under Te Tiriti o Waitangi	Percentage of regional buses with Te Reo bilingual announcements	80%													Not yet reported this financial year	Page 23
	Number of mana whenua hui held	33	●												YTD total: 2	Page 23
Our operating model is adaptive, financially sustainable and delivers value	PT farebox recovery	30-34%	●												July 2022: 14.3%	Page 24
	Percentage of road assets in acceptable condition (as defined by AT's AMP)	92%													Not yet reported this financial year	Page 25
	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Rural: 88%													Not yet reported this financial year	Page 25
		Urban: 78%													Not yet reported this financial year	Page 25
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	95%													Not yet reported this financial year	Page 25
Percentage of the sealed local road network that is resurfaced	7.0%	●												YTD total: 0.02%	Page 26	
Providing excellent customer experiences	Percentage of public transport passengers satisfied with their public transport service	85-87%													Not yet reported this financial year	Page 26
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%	●												12 Month rolling total: 86.8%	Page 28
	Percentage of total AT case volume resulting in a formal complaint (baseline of 0.77% for 2020 calendar year).	Less than 0.7%													Not yet reported this financial year	Page 28
	Percentage of formal complaints that are resolved within 20 working days (baseline of 79% for 2020/21)	85%													Not yet reported this financial year	Page 28
Collaborating with funders, partners, stakeholders and communities	Elected member perception measures	TBC (Maintain and/or improve)													Not yet reported this financial year	Page 30

- On target to exceed performance measure (more than 2.5% above target)
- On target to meet performance measure (within +/- 2.5% of target)
- Not on target to meet performance measure (more than 2.5% below target)
- Data not available

## 1.2 Patronage summary

	July - 2022/23 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		
<b>1. Bus Total:</b>	3,574,953	↓ -23.4%	3,359,949	↑ 6.4%	3,574,953	↓ -23.4%	3,359,949	↑ 6.4%	40,900,000	51,000,000
<b>2. Train (Rapid) Total:</b>	964,760	↓ -22.4%	930,000	↑ 3.7%	964,760	↓ -22.4%	930,000	↑ 3.7%	13,100,000	12,000,000
<b>3. Ferry (Connector Local) Total:</b>	287,210	↓ -26.5%	380,037	↓ -24.4%	287,210	↓ -26.5%	380,037	↓ -24.4%	5,000,000	5,000,000
<b>Total Patronage</b>	<b>4,826,923</b>	<b>↓ -23.4%</b>	<b>4,669,985</b>	<b>↑ 3.4%</b>	<b>4,826,923</b>	<b>↓ -23.4%</b>	<b>4,669,985</b>	<b>↑ 3.4%</b>	<b>59,000,000</b>	<b>68,000,000</b>
<b>Rapid and Frequent</b>	<b>2,339,541</b>	<b>↓ -21.6%</b>	<b>2,400,000</b>	<b>↓ -2.5%</b>	<b>2,339,541</b>	<b>↓ -25.0%</b>	<b>2,400,000</b>	<b>↓ -2.5%</b>	<b>31,000,000</b>	<b>32,000,000</b>

	July - 2022/23												
	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
<b>1. Bus Total:</b>	3,559,655	4,643,431	-1,083,776	-23.3%	-23.3%	30,225,866	-3.5%	-18,213,663	-37.6%	3,559,655	-1,083,776	-23.3%	-21.4%
- Busway (Rapid) Bus	376,950	543,055	-166,105	-30.6%		2,721,709	-5.8%	-2,364,141	-46.5%	376,950	-166,105	-30.6%	
- Frequent Bus	989,288	1,199,021	-209,732	-17.5%		7,829,301	-2.6%	-4,211,367	-35.0%	989,288	-209,732	-17.5%	
- Connector Local Targeted Bus	2,193,417	2,901,355	-707,939	-24.4%		19,674,856	-3.5%	-11,638,155	-37.2%	2,193,417	-707,939	-24.4%	
<b>2. Train (Rapid) Total:</b>	<b>936,348</b>	<b>1,240,031</b>	<b>-303,683</b>	<b>-24.5%</b>	<b>-24.5%</b>	<b>6,740,847</b>	<b>-4.3%</b>	<b>-4,176,428</b>	<b>-38.3%</b>	<b>936,348</b>	<b>-303,683</b>	<b>-24.5%</b>	<b>-22.0%</b>
- Western	313,825	423,114	-109,288	-25.8%		2,289,252	-4.6%	-1,449,073	-38.8%	313,825	-109,288	-25.8%	
- Eastern	282,542	359,671	-77,128	-21.4%		1,894,101	-3.9%	-1,258,780	-39.9%	282,542	-77,128	-21.4%	
- Onehunga	38,719	67,580	-28,861	-42.7%		321,812	-8.2%	-236,991	-42.4%	38,719	-28,861	-42.7%	
- Southern	281,325	364,922	-83,598	-22.9%		2,089,241	-3.8%	-1,179,508	-36.1%	281,325	-83,598	-22.9%	
- Pukekohe	19,936	24,744	-4,808	-19.4%		146,441	-3.2%	-52,076	-26.2%	19,936	-4,808	-19.4%	
<b>3. Ferry (Frequent &amp; Connector Local) Total:</b>	<b>103,763</b>	<b>106,888</b>	<b>-3,125</b>	<b>-2.9%</b>	<b>-2.9%</b>	<b>493,527</b>	<b>-0.6%</b>	<b>-557,416</b>	<b>-53.0%</b>	<b>103,763</b>	<b>-3,125</b>	<b>-2.9%</b>	<b>0.0%</b>
- Contract	103,763	106,888	-3,125	-2.9%		493,527	-0.6%	-557,416	-53.0%	103,763	-3,125	-2.9%	
<b>Patronage (Excl Exempt Serv/Spl Evt)</b>	<b>4,599,766</b>	<b>5,990,350</b>	<b>-1,390,584</b>	<b>-23.2%</b>	<b>-23.2%</b>	<b>37,460,240</b>	<b>-3.6%</b>	<b>-22,947,507</b>	<b>-38.0%</b>	<b>4,599,766</b>	<b>-1,390,584</b>	<b>-23.2%</b>	<b>-21.1%</b>

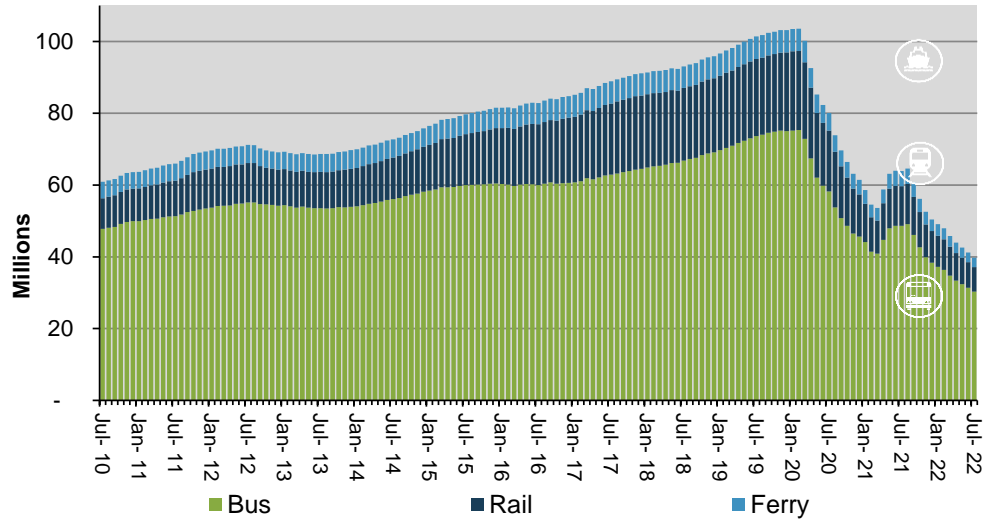
<b>Exempt Services</b>	191,990	307,228	-115,238	-37.5%		2,153,939	-5.1%	-1,225,799	-36.3%	191,990	-115,238	-37.5%	
- Exempt Services - Bus	8,543	23,420	-14,877	-63.5%		36,253	-29.1%	-132,195	-78.5%	8,543	-14,877	-63.5%	
- Exempt Services - Ferry	183,447	283,808	-100,361	-35.4%		2,117,686	-4.5%	-1,093,604	-34.1%	183,447	-100,361	-35.4%	
<b>Special Events</b>	35,167	3,839	31,328	816.0%		130,281	31.7%	-8,858	-6.4%	35,167	31,328	816.0%	
- Special Events - Bus	6,755	0	6,755	#DIV/0!		25,955	35.2%	6,156	31.1%	6,755	6,755	#DIV/0!	
- Special Events - Rail	28,412	3,839	24,573	640.1%		104,326	30.8%	-15,014	-12.6%	28,412	24,573	640.1%	
<b>Total Patronage (Exempt Serv/Spl Evt)</b>	<b>227,157</b>	<b>311,067</b>	<b>-83,910</b>	<b>-27.0%</b>		<b>2,284,220</b>	<b>-3.5%</b>	<b>-1,234,657</b>	<b>-35.1%</b>	<b>227,157</b>	<b>-83,910</b>	<b>-27.0%</b>	

<b>Rapid &amp; Frequent</b>	2,339,541	2,985,946	-646,404	-21.6%		17,422,256	-3.6%	-10,740,962	-38.1%	2,339,541	-646,404	-21.6%	
Connector Local Targeted	2,487,382	3,315,471	-828,090	-25.0%		22,322,203	-3.6%	-13,441,202	-37.6%	2,487,382	-828,090	-25.0%	
<b>Total Patronage</b>	<b>4,826,923</b>	<b>6,301,417</b>	<b>-1,474,494</b>	<b>-23.4%</b>		<b>39,744,460</b>	<b>-3.6%</b>	<b>-24,182,164</b>	<b>-37.8%</b>	<b>4,826,923</b>	<b>-1,474,494</b>	<b>-23.4%</b>	

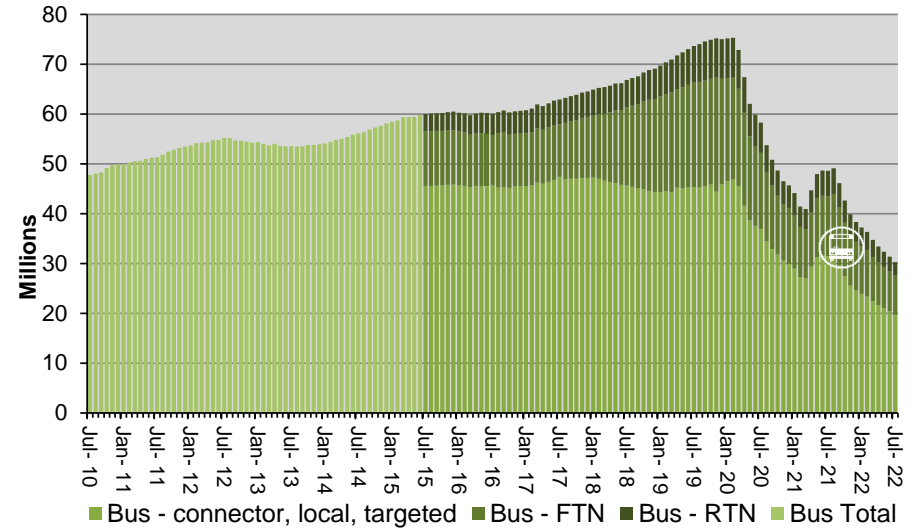
<b>Bus</b>	3,574,953	4,666,851	-1,091,898	-23.4%	-23.4%	30,288,074	-3.5%	-18,339,702	-37.7%	3,574,953	-1,091,898	-23.4%	-21.5%
<b>Rail</b>	964,760	1,243,870	-279,110	-22.4%	-22.4%	6,845,173	-3.9%	-4,191,442	-38.0%	964,760	-279,110	-22.4%	-20.0%
<b>Ferry</b>	287,210	390,696	-103,486	-26.5%	-26.5%	2,611,213	-3.8%	-1,651,020	-38.7%	287,210	-103,486	-26.5%	-25.6%
<b>Total Patronage</b>	<b>4,826,923</b>	<b>6,301,417</b>	<b>-1,474,494</b>	<b>-23.4%</b>	<b>-23.4%</b>	<b>39,744,460</b>	<b>-3.6%</b>	<b>-24,182,164</b>	<b>-37.8%</b>	<b>4,826,923</b>	<b>-1,474,494</b>	<b>-23.4%</b>	<b>-21.4%</b>

# 1.2 AT Metro Boardings breakdown

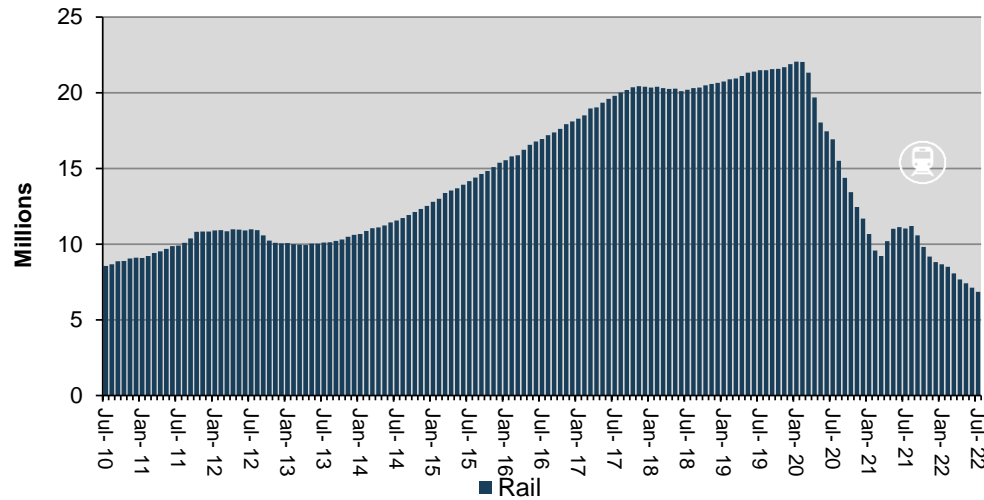
### 1.2.1 Total Patronage (12 month rolling total)



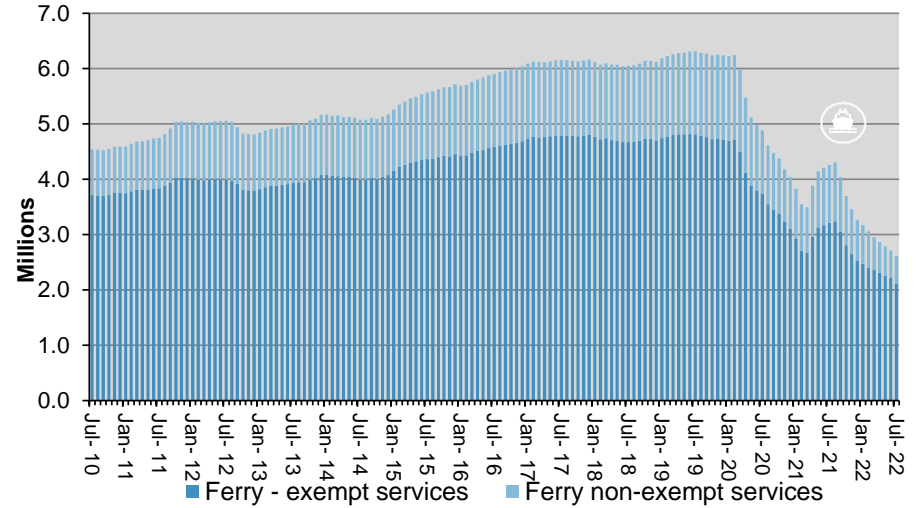
### 1.2.2 Bus Patronage (12 month rolling total)



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

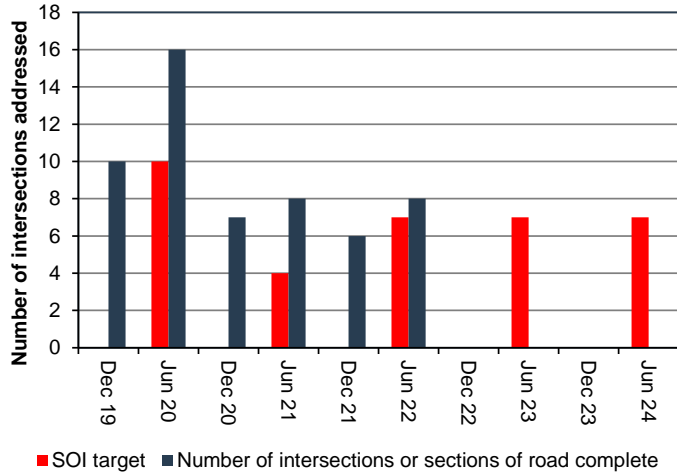


### 1.2.4 Ferry Patronage (12 month rolling total)



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

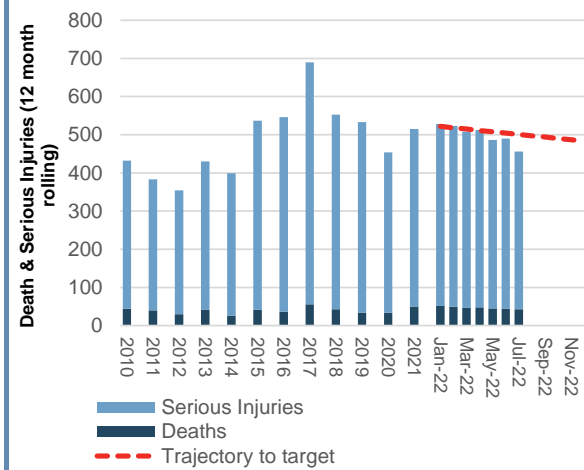
### 2.1.1 Number of high risk intersections and sections of road addressed by Auckland Transport's safety programme



No results reported yet. This measure is only reported on in December and June.

The 2022/23 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

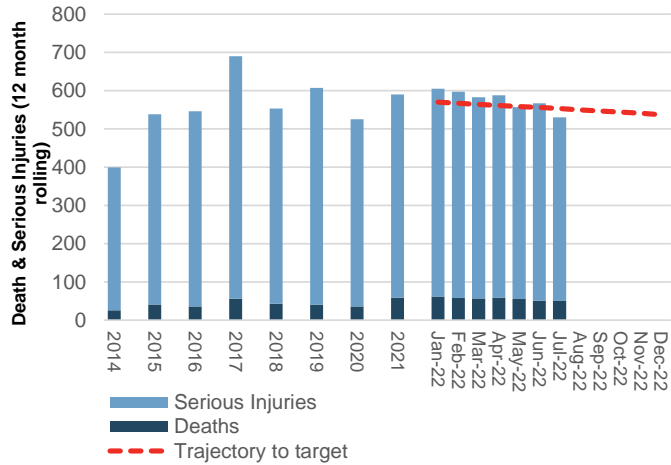


On track to exceed target.

For the 12 months to the end of July 2022, local roads deaths and serious injuries decreased by 16.3%, to 456. This is 9.0% better than trajectory to meet the end of year target.

Local road deaths have decreased by 8.5% (from 46 last year to 43 this year). Local road serious injuries decreased by 17.1% in the past year (from 498 last year to 413).

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

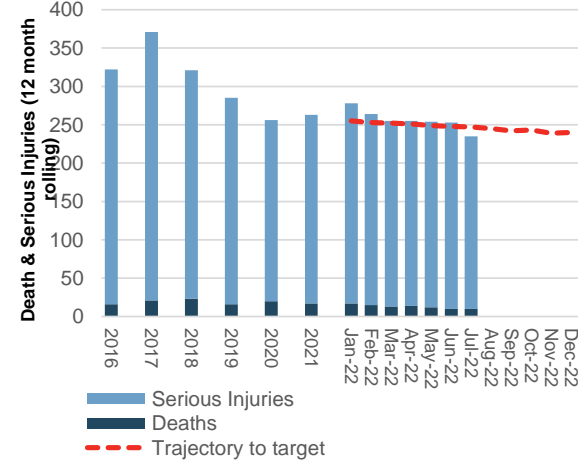


On track to exceed the target.

For the 12 months to the end of July 2022, the deaths and serious injuries on all Auckland roads (including local roads and highways) decreased by 14.5%, to 530. This is 4.2% better than the trajectory to meet the end of year target.

In addition, all road deaths have decreased by 10.7% (from 56 last year to 50 this year). All Auckland road serious injuries decreased by 14.9% in the past year (from 564 to 480).

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



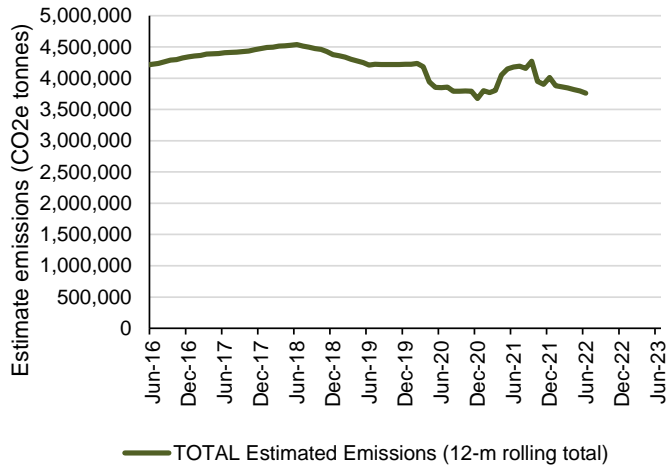
On track to exceed the target.

For the 12 months to the end of July 2022, deaths and serious injuries of vulnerable road users decreased by 16.4%, to 235. This is 4.9% better than the trajectory to meet the end of year target.

Deaths of vulnerable road users have decreased by 58.3% (from 24 last year to 10 this year). Vulnerable road users serious injuries decreased by 12.5% in the past year (from 257 to 225).

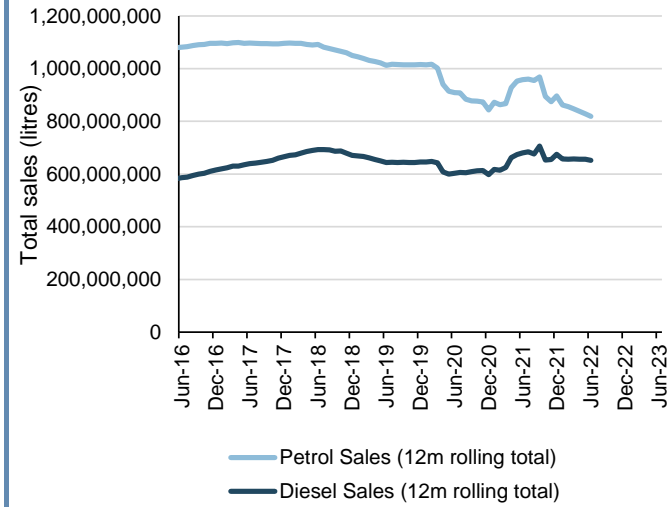
## 2.2 Improving the Resilience and Sustainability of the Transport System

### 2.2.1 Estimated transport related greenhouse gas emissions



Target to be developed. Total estimated emissions from the sale of petrol and diesel within the Auckland region were 3.76 megatonnes of CO2e in the 12 months to June 2022. This was 10% less than the estimated emissions in the 12 months to July 2021.

### 2.2.2 Auckland fuel sales

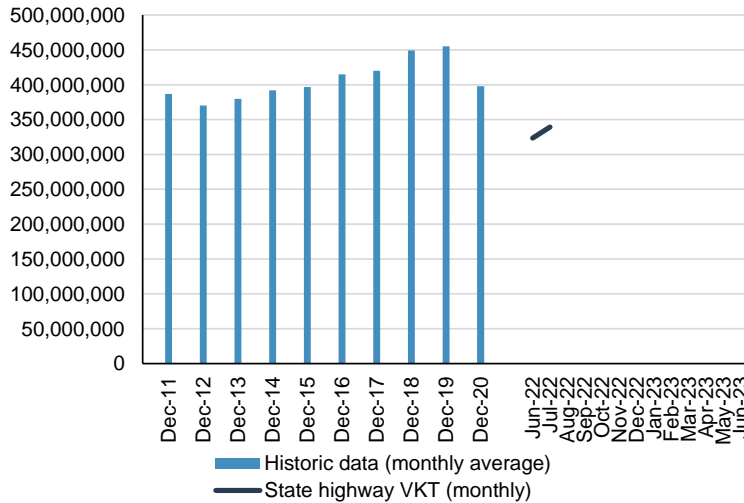


In the 12 months to June 2022, there was a total of 1.71 billion litres of fuel sales, 0.9% less than the 12 months to May 2022 and 10.2% less than in the 12 months to June 2021.

Annual petrol sales of 819 million litres have decreased by 1.2% compared with the 12 months to May 2022 and 14.6% compared with the 12 months to June 2021.

Annual diesel sales of 652 million litres have decreased by 0.6% compared with the 12 months to May 2022 and 4.1% compared with the 12 months to June 2021.

### 2.2.3 Auckland state highway monthly vehicles kilometres travelled



Estimated vehicle kilometres travelled on Auckland state highways totalled 339.3 million kilometres in the month of July 2022. This was an increase of 5% compared with June 2022.

Historic data is included which calculates a monthly average based on total annual Auckland state highway VKT. This uses a dataset that is published by Waka Kotahi, but distinct from the on-going state highway VKT result.

Measure 2.2.2 uses data from Local Authority Fuel Tax returns for total annual fuel sales as a proxy for fuel consumption in Auckland.

Measure 2.2.1 calculates an estimate for regional transport-related greenhouse gas emissions using the total annual regional fuel consumption.

This is intended to track total travel and emission trends in a much more timely manner than has been done in the past.

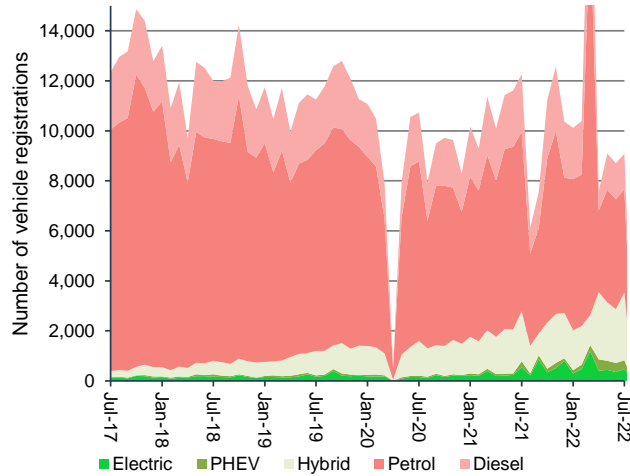
Official calculations are conducted bi-annually by Auckland Council through their greenhouse gas inventory reports.

Measure 2.2.3 uses data provided by Auckland System Management at Waka Kotahi to provide monthly updates for state highway VKT as a proxy for overall VKT trends in Auckland.



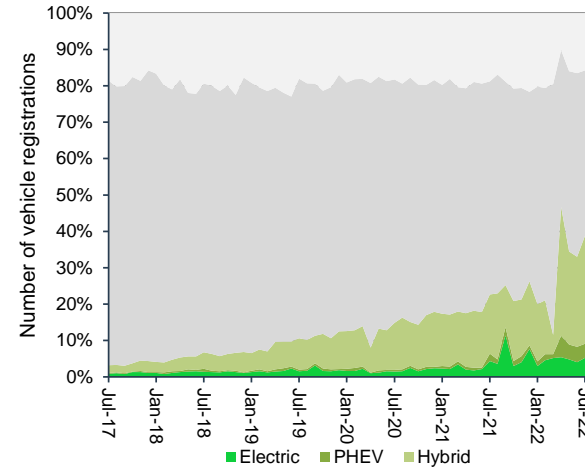
## 2.2 Improving the Resilience and Sustainability of the Transport System

### 2.2.4 Number of electric vehicles imported and registered in Auckland



In July 2022, there were a total of 9,087 vehicles registered in Auckland. Of these, 2,708 (30%) were hybrid, 349 (4%) were plugin-hybrid EV, and 476 (5%) were battery electric.

### 2.2.5 Number of electric vehicles imported and registered in Auckland



In July 2022, a total of 39% of registrations were electric or hybrid. This compares to 17% in July 2021.

Petrol: 45%  
Diesel: 15%  
Hybrid: 30%  
PHEV: 4%  
Electric: 5%

### 2.2.6 Share of electric vehicles in Auckland's vehicle fleet



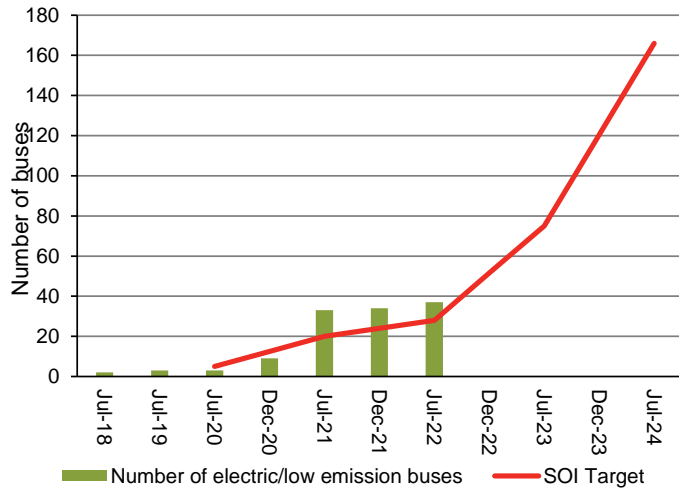
Result not yet reported.

Auckland's Transport Emission Reduction Pathway sets a target of 32% VKT by EVs by 2030. The Government's Emission Reduction Plan includes an assumption of 8% share of EVs by 2030 and a 30% share by 2035.

Measures 2.2.4 to 2.2.6 use data sourced from Waka Kotahi's Motor Vehicle Registrations database. This includes all vehicles registered for the first time (both new and used), and a subset of reregistered vehicles – full reregistration data will be available in the future.

## 2.2 Improving the Resilience and Sustainability of the Transport System

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

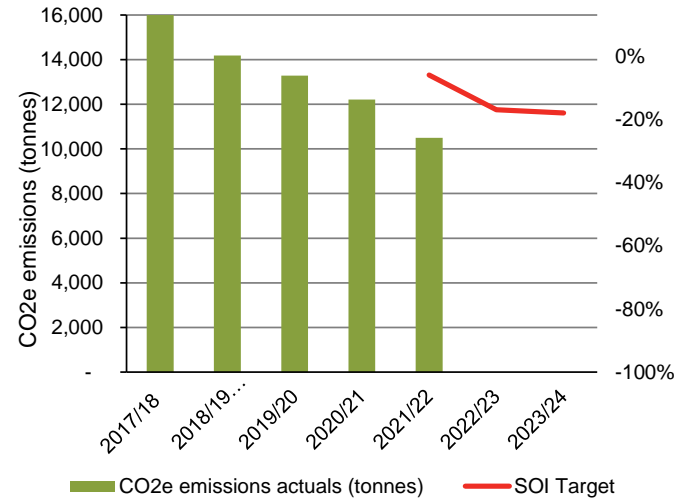


Not yet reported this FY.

There are 37 low emission buses in the Auckland bus fleet as of June 2022. The target for the FY22/23 was 35.

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

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



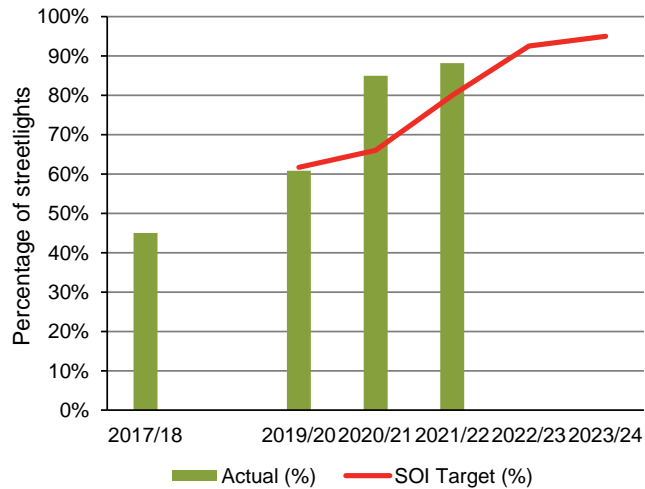
Not yet reported this FY.

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.

### 2.2.9 Percentage of Auckland Transport streetlights that are energy efficient LED

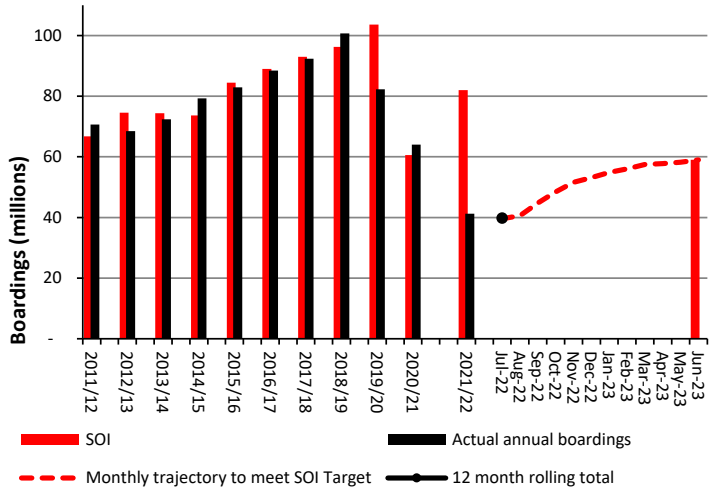


Not yet reported this FY.

At the end of 2021/22, 113,600 streetlights were LED, 88.2% of all streetlights, exceeding this year's target by 8.2 percentage points.

## 2.3 Providing and accelerating better travel choices for Aucklanders

### 2.3.1 Total public transport boardings (millions)\*

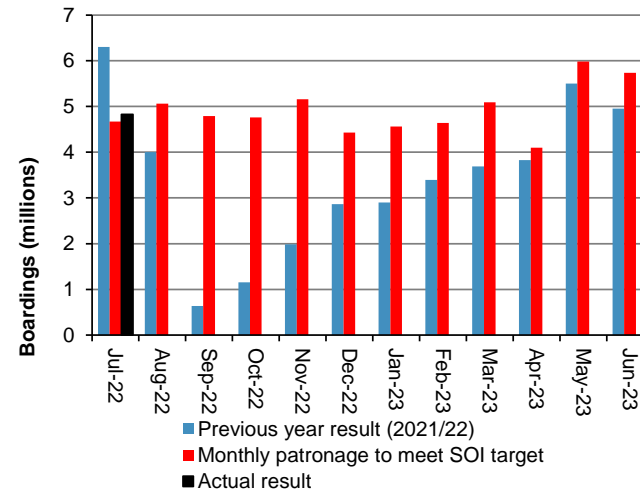


On track to meet target.

PT patronage totalled 39,744,460 passenger boardings for the 12 months to July 2022. This is 0.4% above the trajectory to meet the end of year target.

Patronage for the 12 months to July 2022 was 3.6% below the 12 months to June 2022, and 37.8% below July 2021.

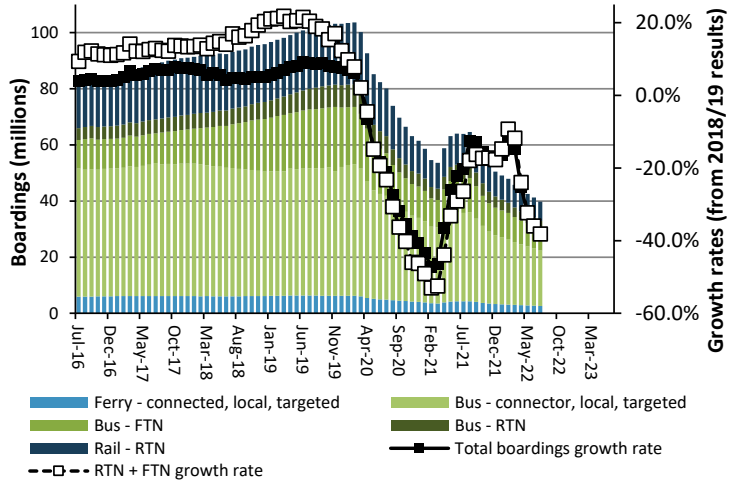
### 2.3.2 Monthly public transport boardings (millions)



On track to meet target

July 2022 monthly patronage was 4,826,923. This is 97.4% of the June 2022 patronage, and 76.6% of the July 2021 level. July 2022 monthly patronage was 3.4% above the monthly target.

### 2.3.3 Boardings on rapid or frequent network



On track to meet the target

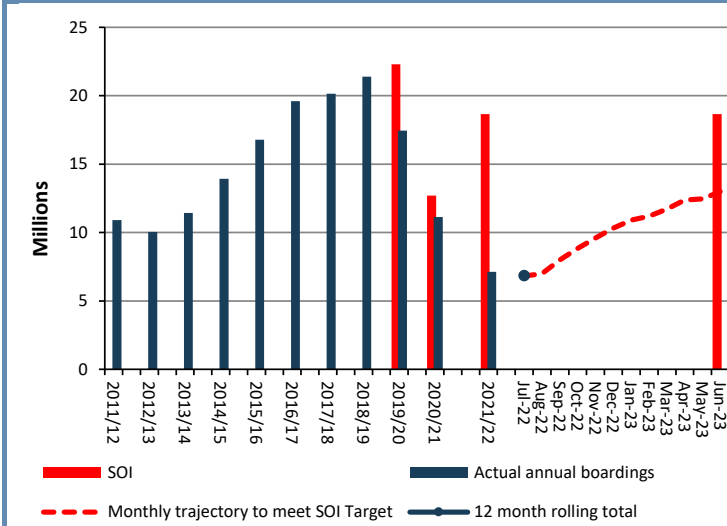
AT has an SOI target of increasing RTN and FTN (RFN) boardings at a faster rate than total boardings.

RFN Boardings for the 12 months to June 2022 are decreasing at a slightly faster rate (-39.1%) than overall patronage (-37.8%).

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)\*

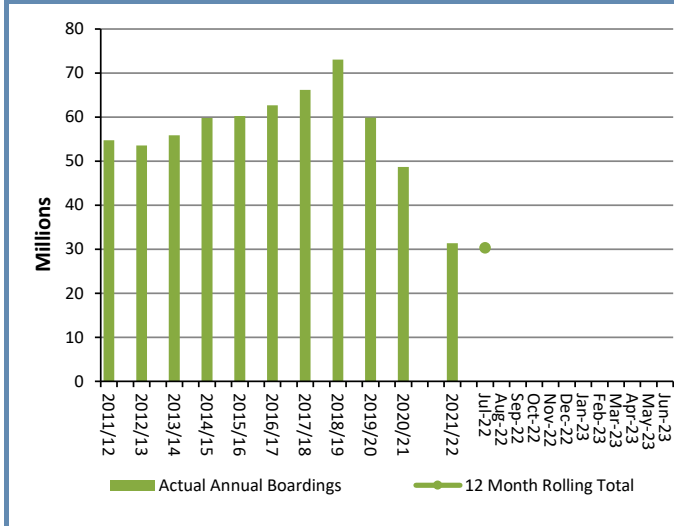


On track to meet the target

Rail patronage totalled 6,845,173 passenger boardings for the 12 months to July 2022. This is 0.4% above the SOI target trajectory.

Patronage for the 12 months to June 2022 was 3.9% below the 12 months to June 2021, and 38.0% below July 2021.

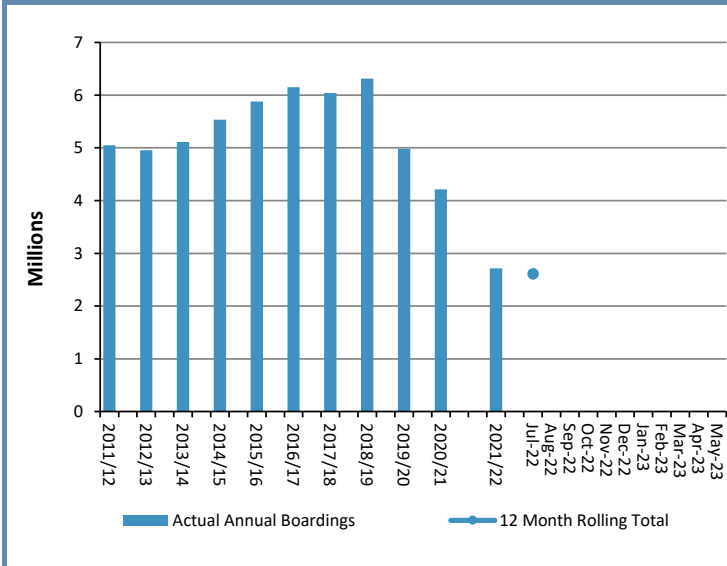
### 2.3.5 Bus boardings (12 month rolling total)



Bus patronage totalled 30,288,074 passenger boardings for the 12 months to July 2022.

This is a decrease of 3.5% on the 12 months to June 2022 and a decrease of 37.7% on the 12 months to July 2021.

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

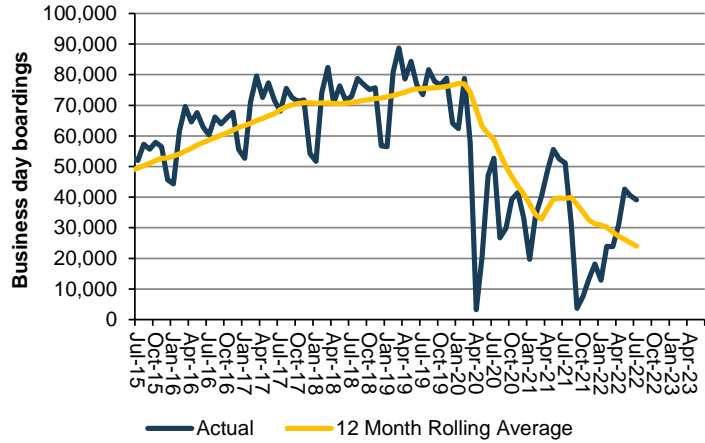


Ferry patronage totalled 2,611,213 passenger boardings for the 12 months to July 2022.

This is a decrease of 3.8% on the 12 months to June 2022, and a decrease of 38.7% compared with the 12 months to July 2021.

## 2.3 Providing and accelerating better travel choices for Aucklanders

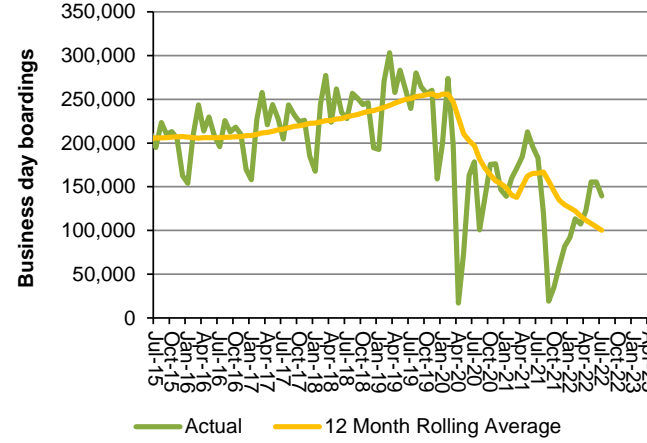
### 2.3.7 Rail business day average boardings



Business day boardings on the rail network averaged 24,001 in the 12 months to July 2022.

This represents a 68.2% decrease on the on the 12-month average to July 2021.

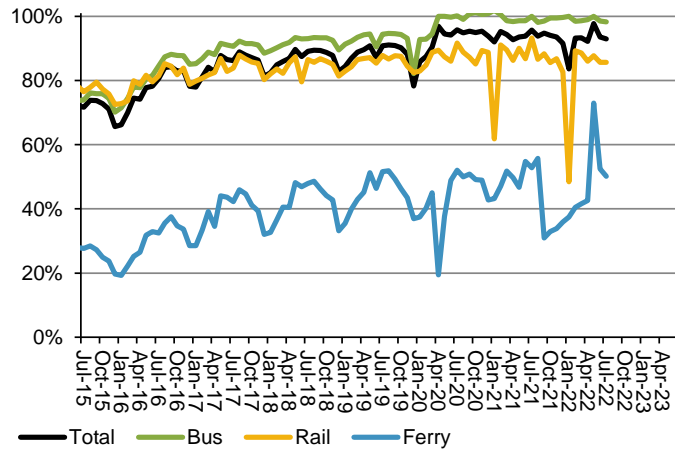
### 2.3.8 Bus business day average boardings



Business day boardings on the bus network averaged 100,279 in the 12 months to July 2022.

This represents a 60% decrease on the 12-month average to June 2021.

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

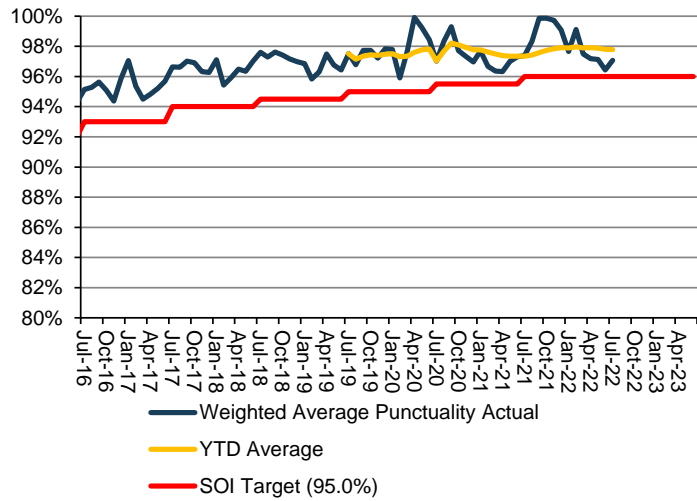


The proportion of all trips using AT HOP in July 2022 was 91%, one percentage point below May 2022.

Bus: 98%  
Rail: 86%  
Ferry: 50%

## 2.3 Providing and accelerating better travel choices for Aucklanders

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

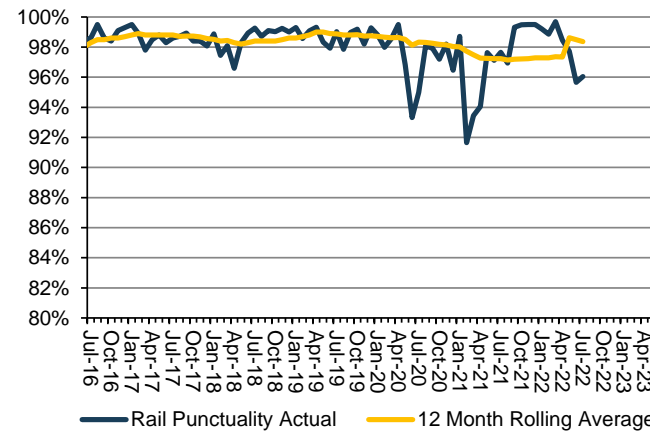


On track to meet the target.

PT punctuality for the year to July 2022 was 97.8% compared to the SOI target 96.0%. PT weighted average punctuality for the month of July 2022 was 97.1%.

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

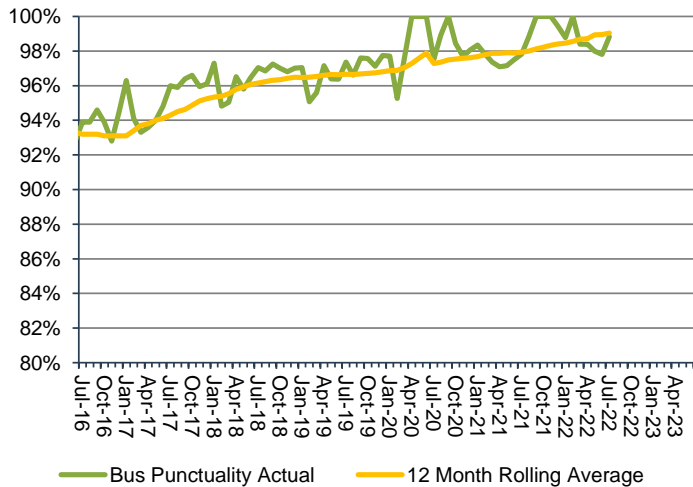
### 2.3.11 Rail services punctuality



Rail service punctuality in July 2022 was 96.0%, and 98.4% for the 12 months to July 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

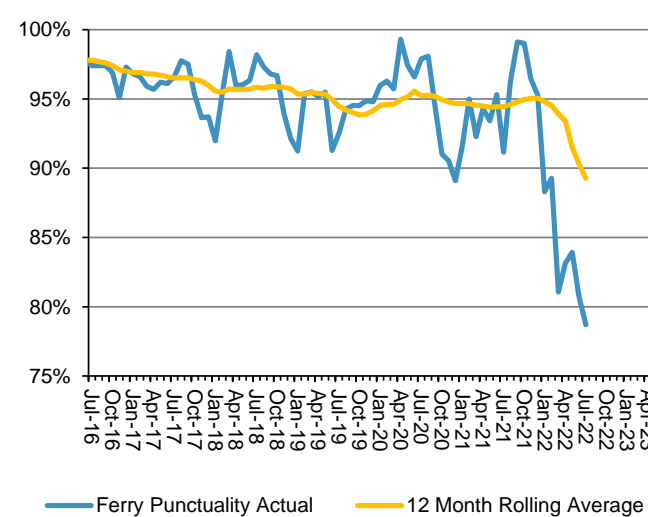


Bus service punctuality in July 2022 was 97.8%, and 99.0% for the 12 months to July 2022.

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 July 2022 was 78.7%, and 89.3% for the 12 months to July 2022.

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 July 2022

##### Total Network

**88.4% Punctuality\***      **92.3% Service Delivery\***

93.7% 12 month rolling average      96.9% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

\* Arrival at final destination

##### Western Line

**95.7% Punctuality\***      **89.7% Service Delivery\***

96.9% 12 month rolling average      96.3% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

\* Arrival at final destination

##### Eastern Line

**91.9% Punctuality\***      **92.6% Service Delivery\***

93.8% 12 month rolling average      96.4% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

\* Arrival at final destination

##### Southern Line

**68.1% Punctuality\***      **92.4% Service Delivery\***

86.2% 12 month rolling average      96.6% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

\* Arrival at final destination

##### Pukekohe Line

**98.5% Punctuality\***      **97.1% Service Delivery\***

98.1% 12 month rolling average      98.6% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

\* Arrival at final destination

##### Onehunga Line

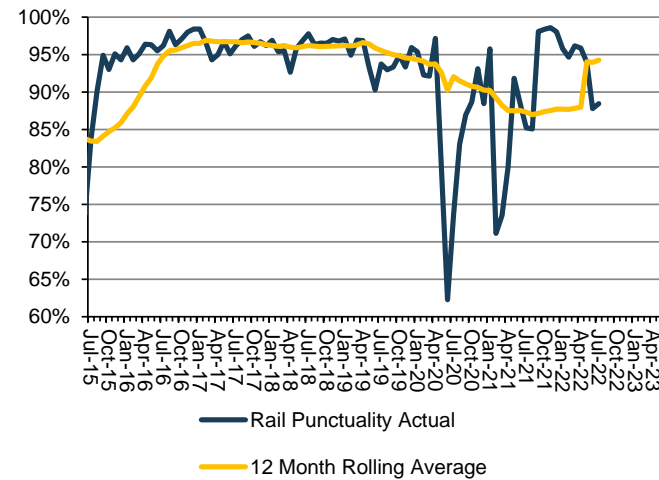
**93.7% Punctuality\***      **91.4% Service Delivery\***

96.8% 12 month rolling average      97.3% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

\* Arrival at final destination

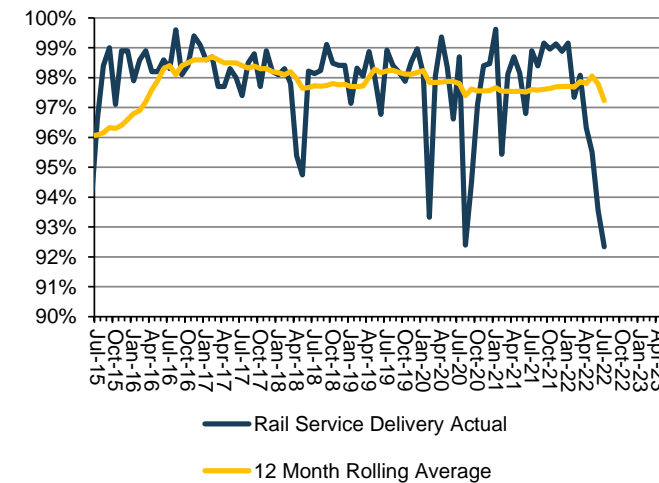
### 2.3.15 Rail punctuality based on arrival at final destination



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

Using this measure, rail service punctuality for the month of July 2022 was 88.4% and 94.2% for the 12 months to July 2022.

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

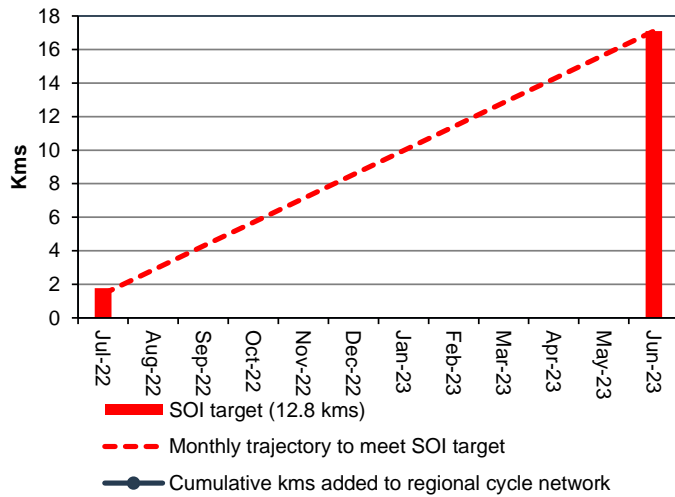


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of July 2022 was 92.3% and 97.2% for the 12 months to July 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

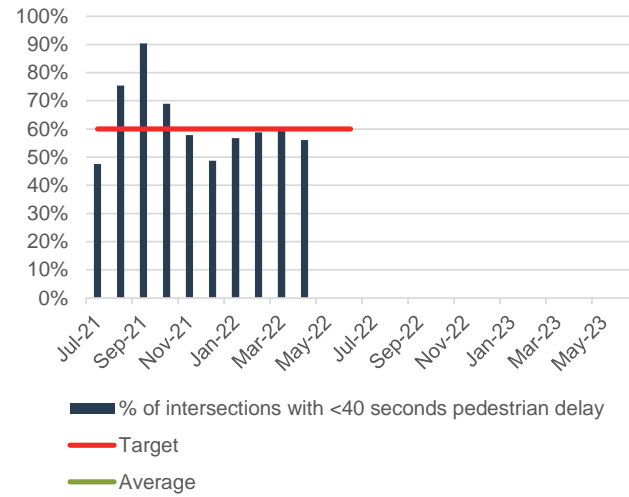


Measure on track to exceed the trajectory to the 2024 target.

In July 2022, 1.77 km of cycleways were delivered under the 'pop-up protection' programme.

Of this, 0.74 km were along Ian McKinnon Drive and 1.03 km were along Manukau Station Road.

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

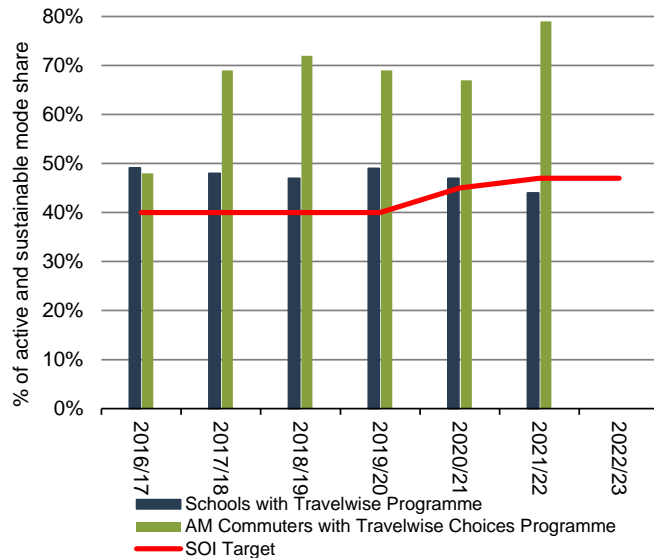


No results yet.

Due to technical issues, no data is available past April.

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%.

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

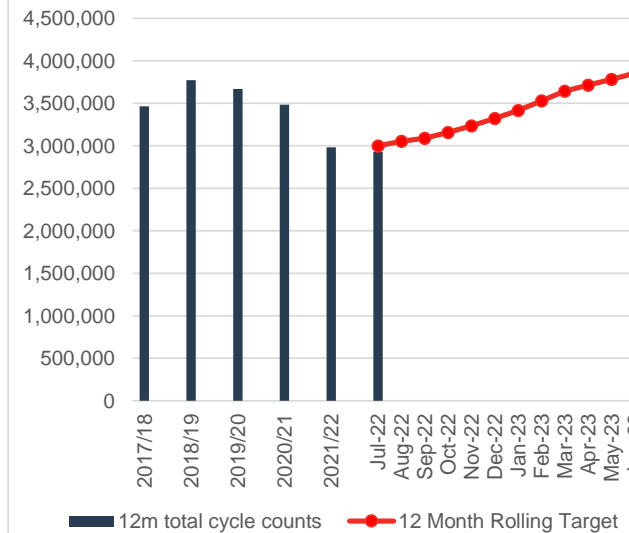


Reported yearly in June

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



Not on track to meet the target.

Cycle counts totalled 2,925,957 for the 12 months to July 2022. This is 27.4% lower than the trajectory to meet the target, and 21.8% below July 2021.

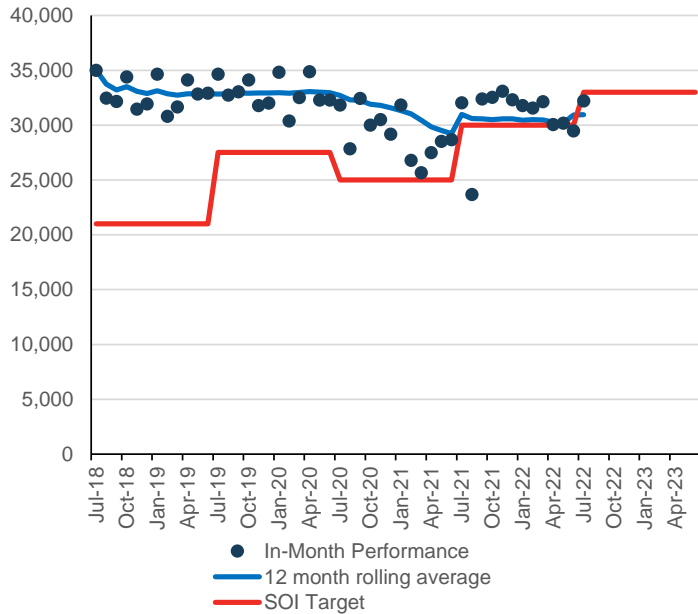
Cycle counts decreased 2.4% on the 12 months to June 2022.

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



Not on track to meet the target.

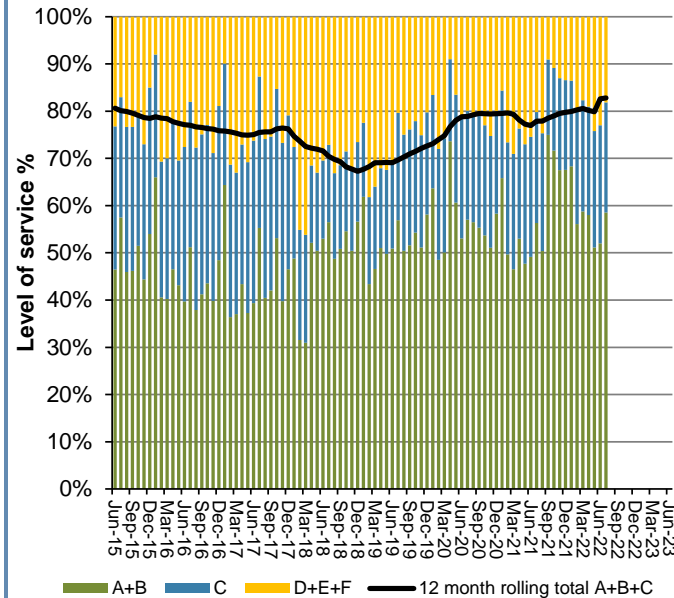
The 12-month rolling average for the 12 months to April 2022 is 30,945. This is 6% below the target of 33,000.

In July 2022, the average arterial road productivity was 32,466 which is 7% lower than July 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 July 2022, 81.9% 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 45.5 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 July 2022. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.

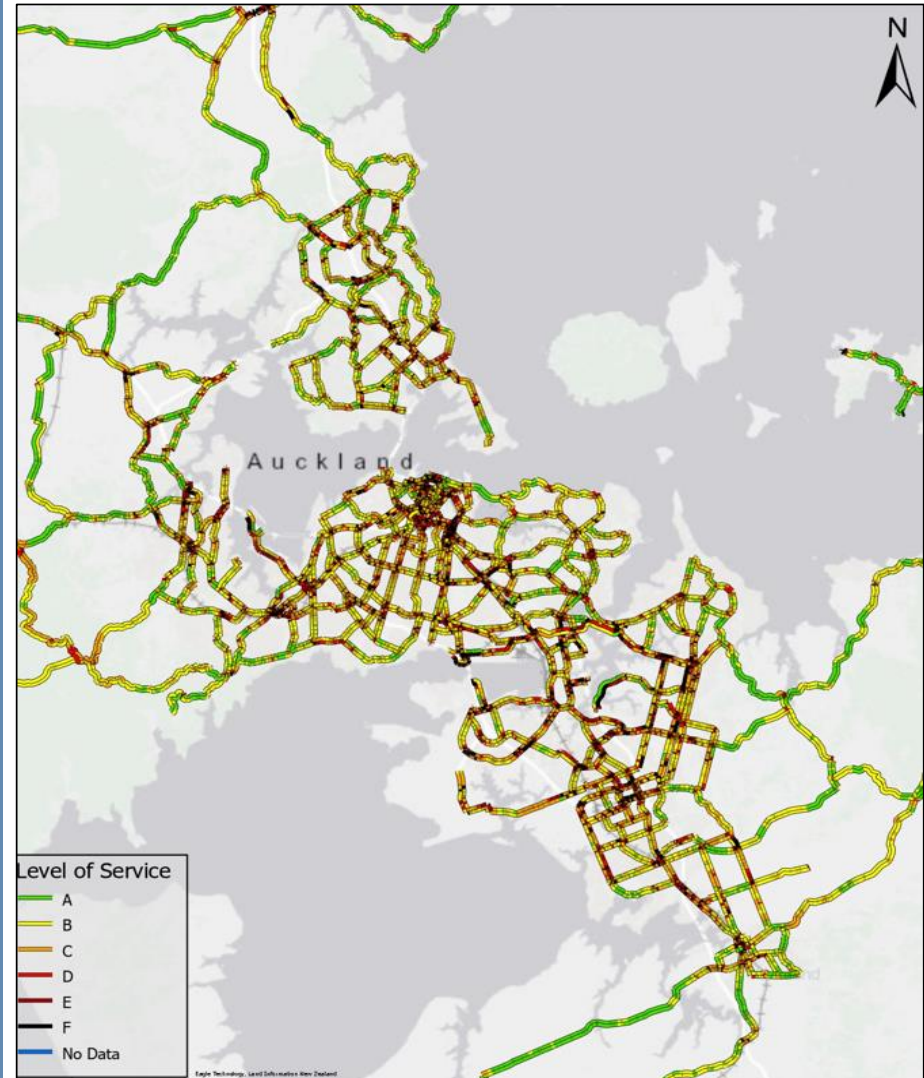
## 2.4 Better Connecting People, Places, Goods and Services

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

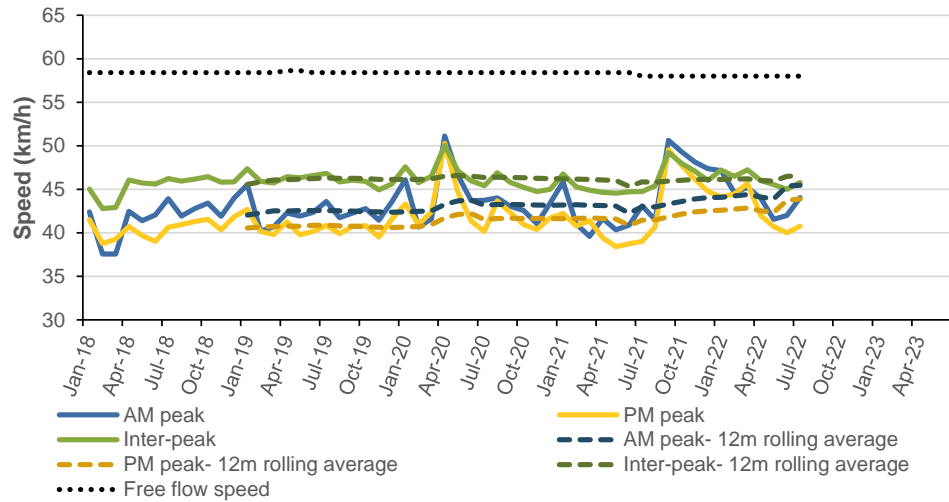
2.4.6 Congestion map PM peak



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

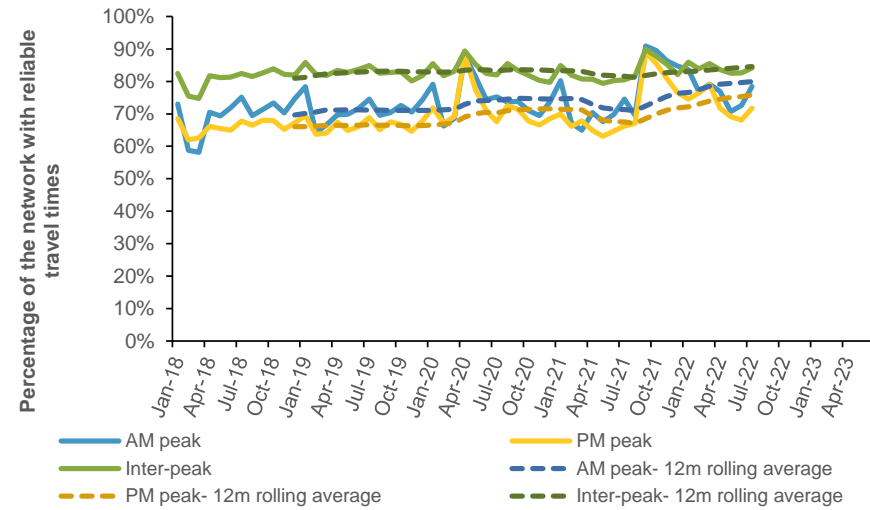


The AM peak average speed on the Arterial Network was 37 km/h. This is 2 km/h faster than the previous month and similar to pre-COVID-19 levels of June 2019.

*This figure shows median travel speed across the arterial and motorway networks during the AM peak, inter-peak and PM peak periods. The average free flow speed of 58.4 km/hr has been provided as a comparator.*

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

### 2.4.8 Reliability: percentage of the network operating at reliable travel times



In July 2022, 77% of the Arterial Network operated with reliable travel times during the AM peak period. This is 6% higher than the previous month and 4% higher than pre-COVID-19 levels of July 2019.

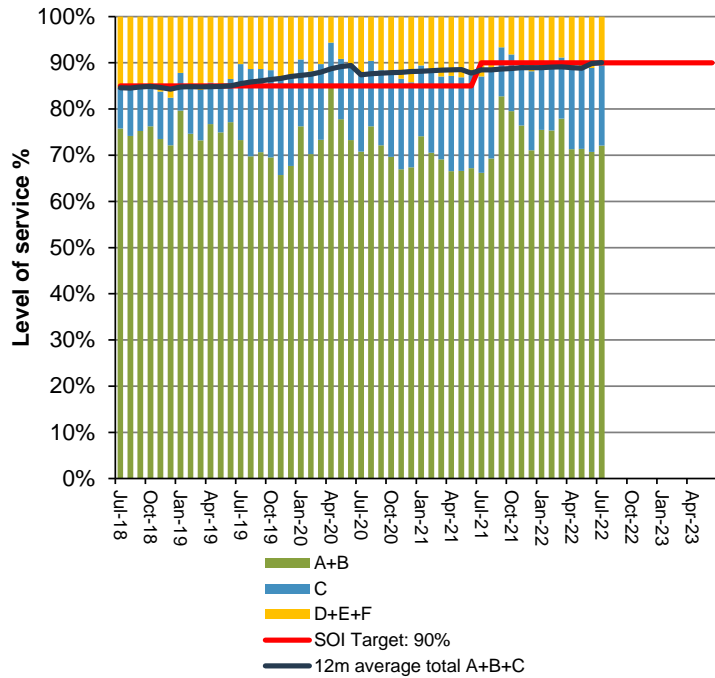
*This figure shows the difference between the typical (median) and the 85th percentile\* travel time, on the combined arterial and motorway network, for the AM peak, inter-peak and PM peak. This is a measure of reliability.*

*Reliability is a measure in percentage of how much variation a driver would experience from their day-to-day journey time in addition to a typical experience (median travel time), the smaller the percentage the better the reliability. Less than 50% additional travel time needed relative to typical travel time is regarded reliable in view of a driver's experience, 50%-70% is considered unreliable but tolerable and above 70% is deemed totally unreliable.*

*\*85% of all trips will take less time than the 85th percentile.*

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

**2.4.9 Proportion of the freight network operating at Level of Service C or better during the inter-peak**



On track to meet the target

In the 12 months to July 2022, 90% of the Freight Network operated with minimum congestion (Levels of Service A-C) during the interpeak period.

In July 2022, 89% of the Freight Network operated with minimum congestion (Levels of Service A-C) during the interpeak 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.

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

A: 90% and greater

B: 70 – 90%

C: 50 – 70%

D: 40 – 50%

E: 30 – 40%

F: less than 30%

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

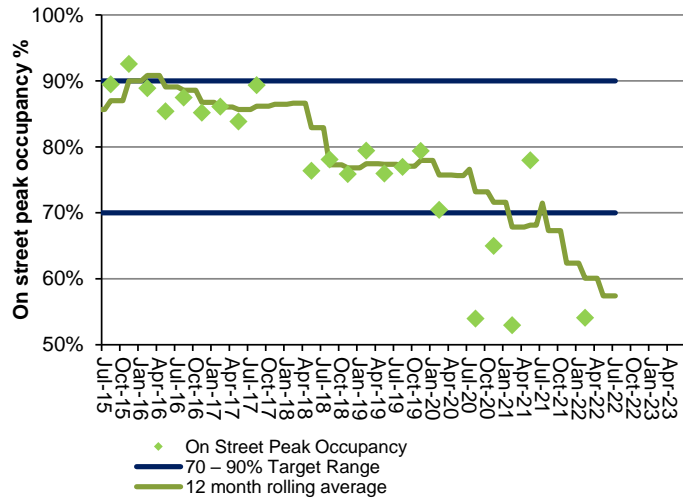
**2.4.10 Map showing key freight routes**



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

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

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

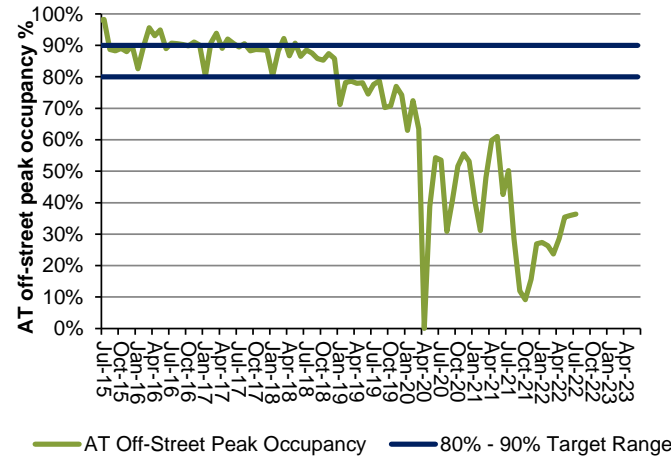


Non-reporting period

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.

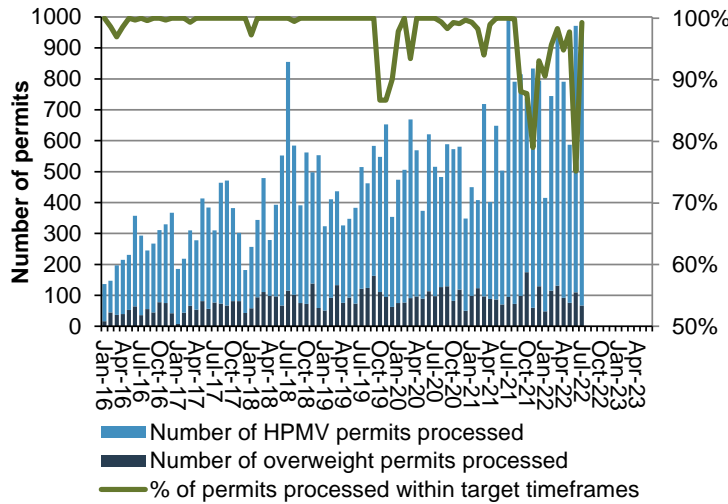
### 2.4.12 Off-street parking occupancy rates



Off-street parking patterns are continuing to normalise post COVID-19. Downtown and Civic car parks are tending to a peak occupancy rate above 85%. This will necessitate a price review in September if the occupancy is sustained.

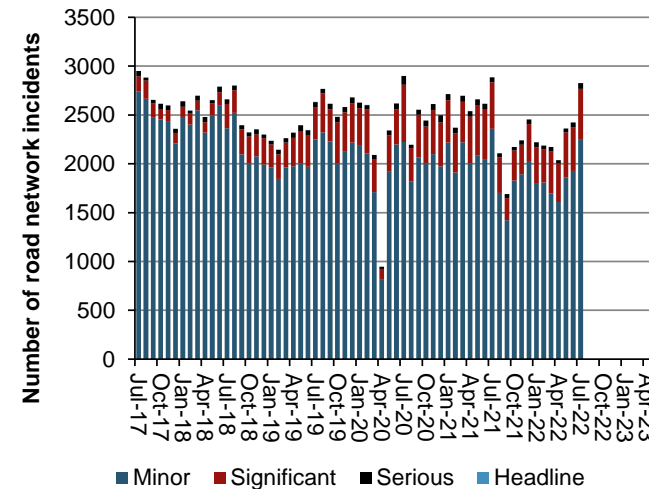
NOTE: From July 2021, the following carparks are included in this number: Civic, Downtown, Ronwood and Victoria St.

### 2.4.13 Heavy vehicle permits processed



In July 2022, 67 Overweight permit applications and 905 HPMV permit applications were processed, totalling to 972. 965 applications were processed with 99.28% 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\*\*

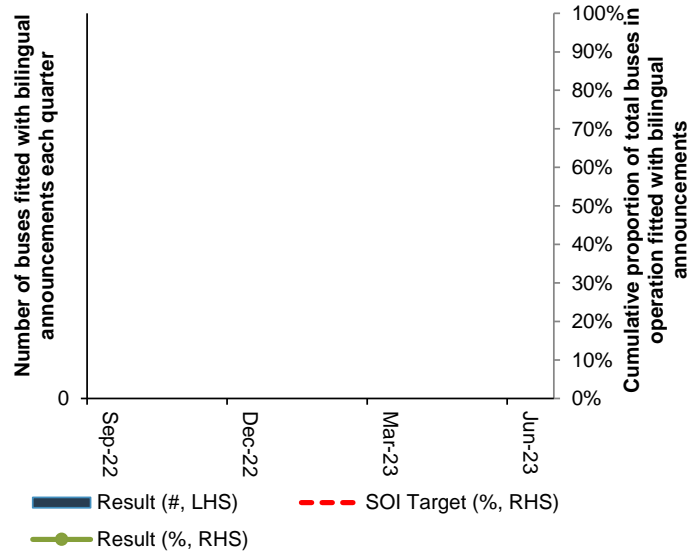


The overall number of unplanned events increased by 600 in July, with the largest increases in the area of "Normal" and "Minor" events which are generally administrative in nature. Serious incidents increased by 27% in comparison to last month. The key reason behind the increase is due to the weather-related workload such as heavy rainfall, slips & soil erosions.

\* 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.

### 2.5.1 Percentage of regional buses with Te Reo bilingual announcements

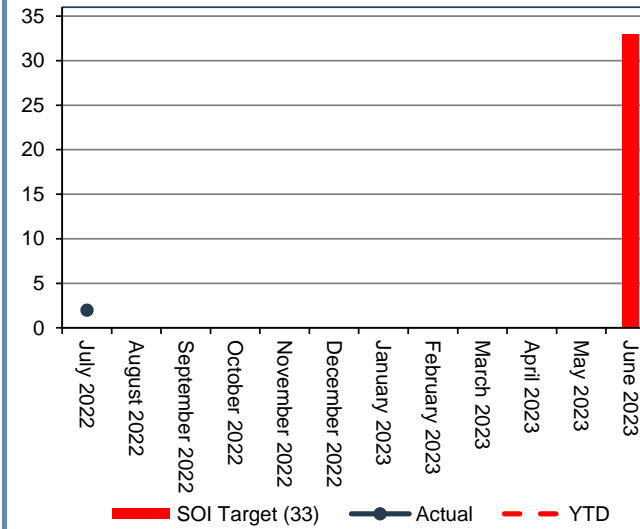


Not yet reported.

Measure will be reported quarterly. A trajectory will be established later in the year.

The SOI target is 80% of the operational bus fleet to be fitted with Te Reo bilingual announcements. There are currently 1359 buses in operation on the Auckland network.

### 2.5.2 Number of mana whenua hui held

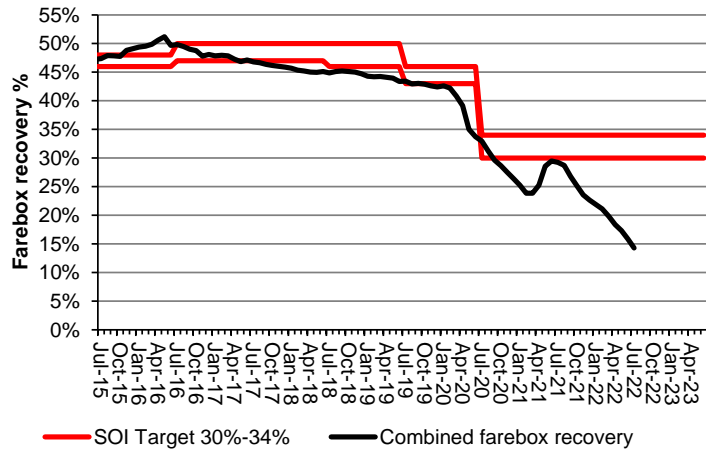


Two hui were held in July 2022, with one scheduled hui cancelled.

There are a total of 34 hui scheduled for 2022/23.

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

### 2.6.1 PT farebox recovery

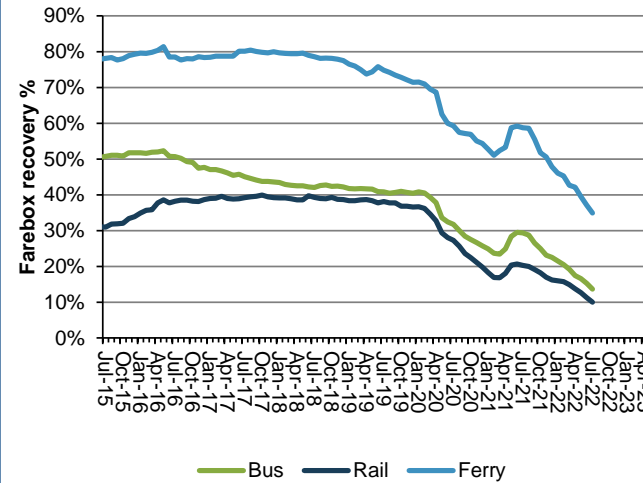


Target not met.

The farebox ratio for the 12 months to July was 14.30%, compared with 43.41% in July 2019.

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

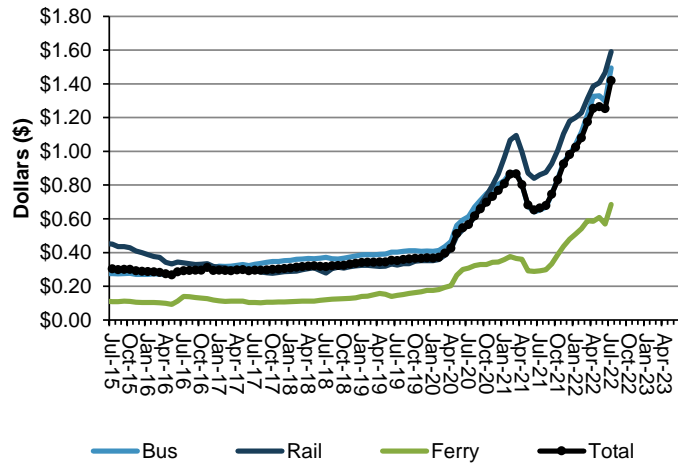
### 2.6.2 PT farebox recovery (by mode)



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

- Bus: 13.64% (40.84%)
- Rail: 9.99% (38.14%)
- Ferry: 34.91% (74.83%)

### 2.6.3 PT subsidy per passenger kilometre

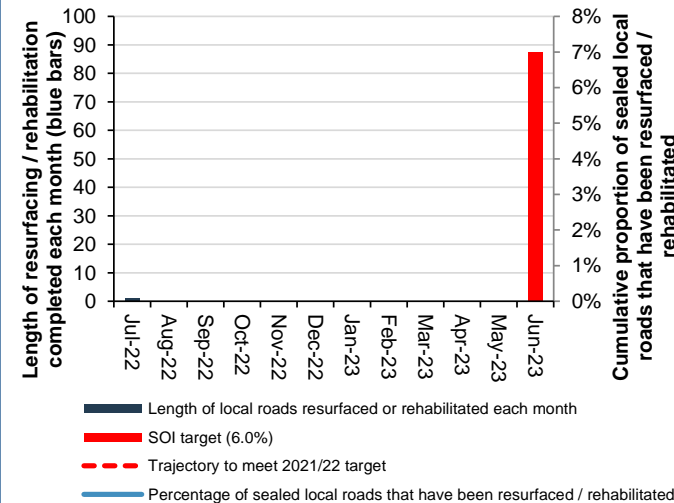


The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The average for July 2022 was \$1.420. For individual modes, July 2022 (and comparable 2019 results) were:

- Bus: \$1.495 (\$0.402)
- Rail: \$1.591 (\$0.326)
- Ferry: \$0.685 (\$0.146)

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



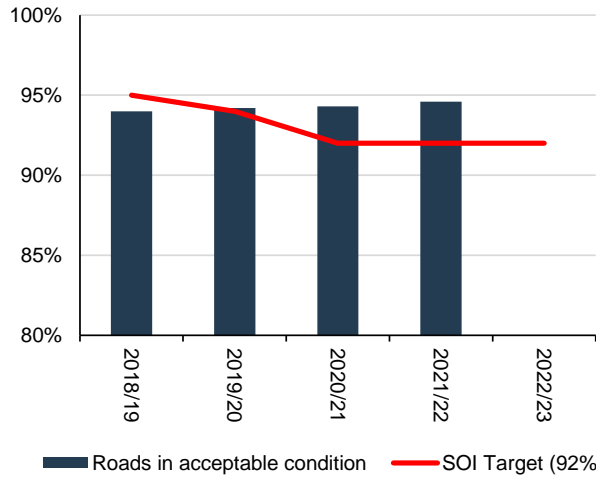
In July 2022, AT completed 1.2 km of resurfacing and rehabilitation.

There is no trajectory towards the target yet, this will be included in the August 2022 report.



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

### 2.6.5 Proportion of road assets in acceptable condition

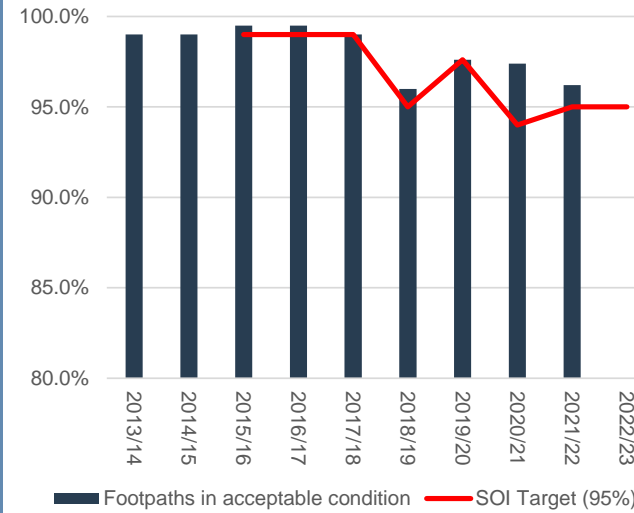


Reported annually in March.

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.

### 2.6.6 Percentage of footpaths in acceptable condition

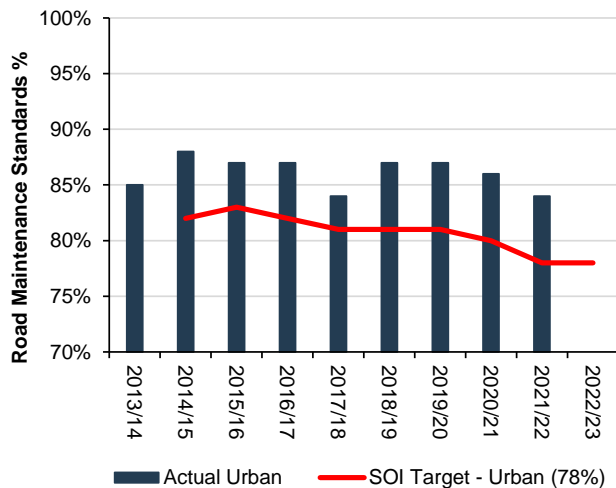


Reported annually in March.

The 2021/22 result for the percentage of footpaths in acceptable condition was 96.0%. This is one percentage point 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.

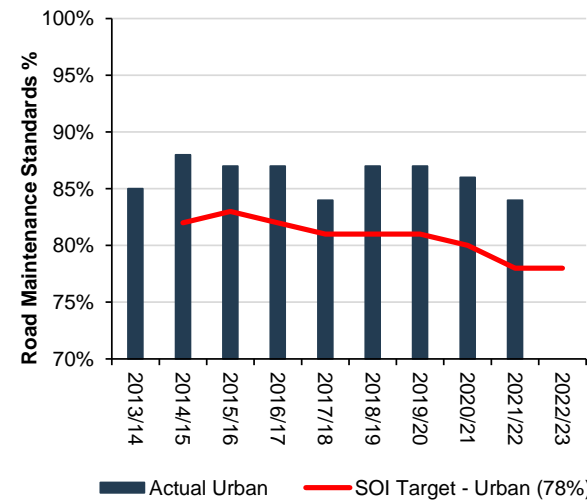
### 2.6.7 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads



Reported annually in March.

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.

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

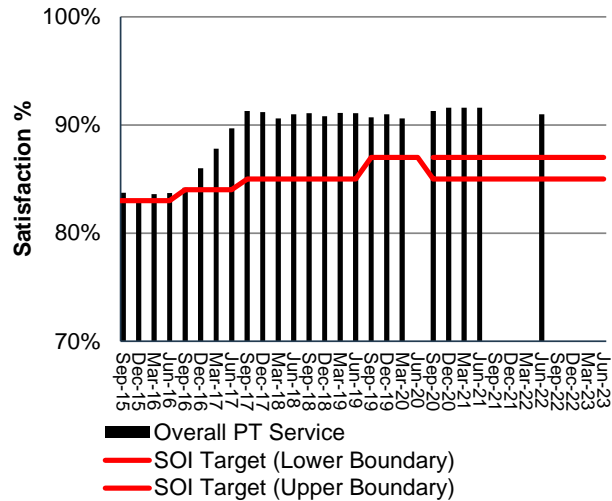


Reported annually in March.

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.

## 2.7 Providing excellent customer experiences

### 2.7.1 Percentage of public transport passengers satisfied with their public transport service



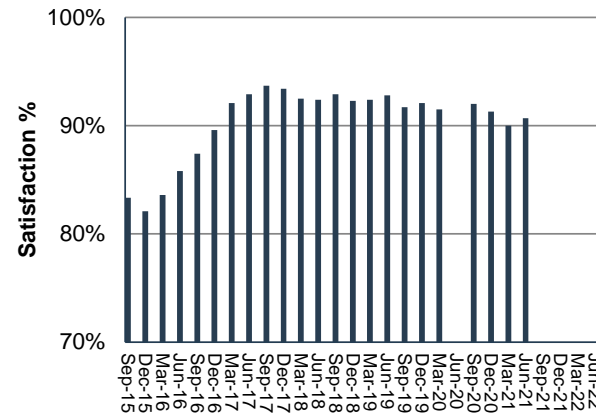
**Non-reporting period**

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.

### 2.7.2 Percentage of passengers satisfied with their train service



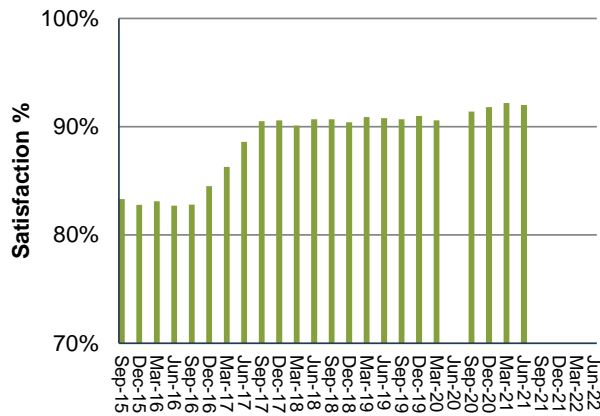
**Non-reporting period**

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.

### 2.7.3 Percentage of passengers satisfied with their bus service



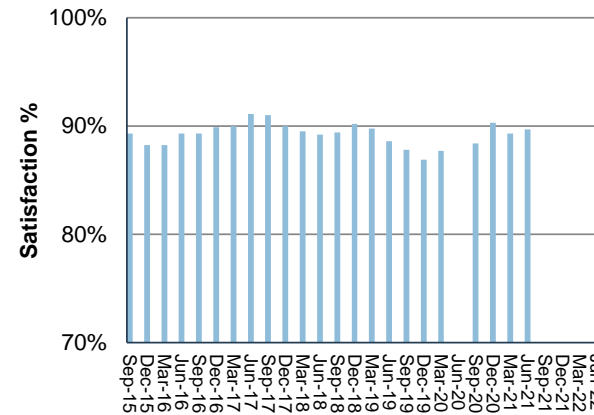
**Non-reporting period**

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.

### 2.7.4 Percentage of passengers satisfied with their ferry service



**Non-reporting period**

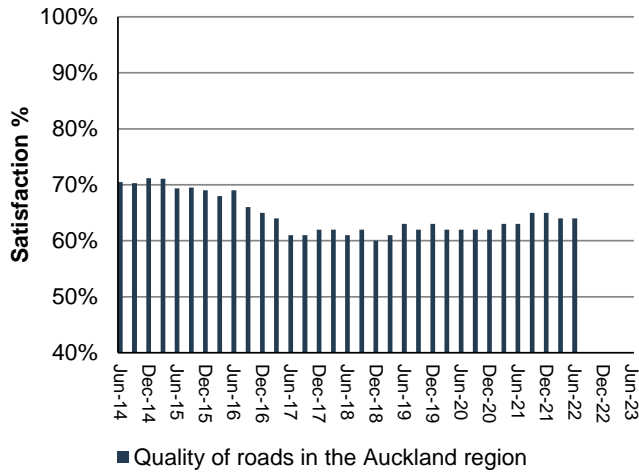
Due to COVID, no interviews were able to take place. Therefore, there is no data and AT will not be reporting on this measure this quarter. AT will resume surveys in orange light of the COVID protection framework.

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.

## 2.7 Providing excellent customer experiences

**2.7.5 Percentage of residents satisfied with the quality of roads in the Auckland region**

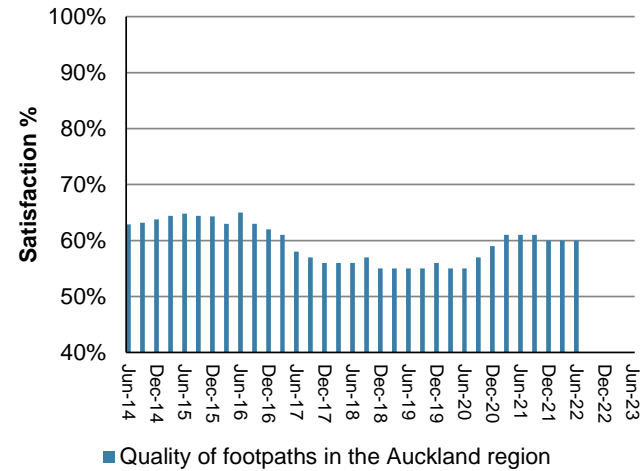


Non-reporting period

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%).

**2.7.6 Percentage of residents satisfied with the quality of footpaths in the Auckland region**

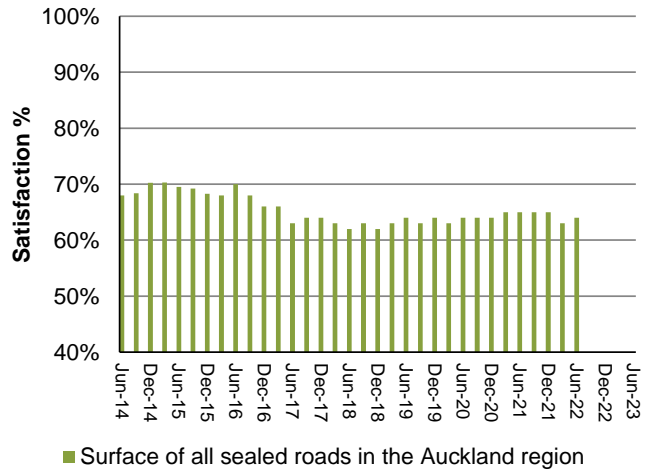


Non-reporting period

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%).

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

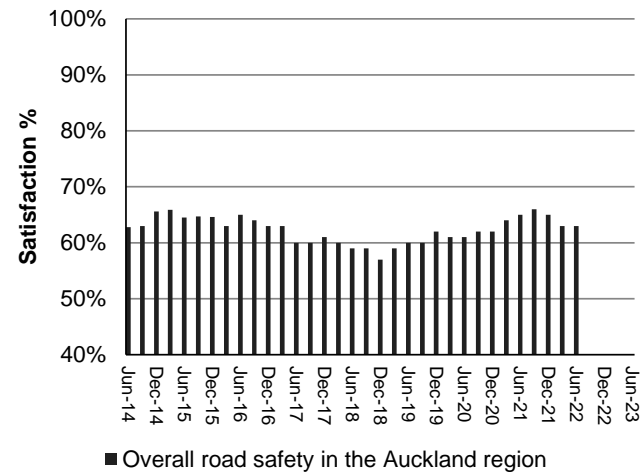


Non-reporting period

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%).

**2.7.8 Percentage of residents satisfied with road safety in the Auckland region**



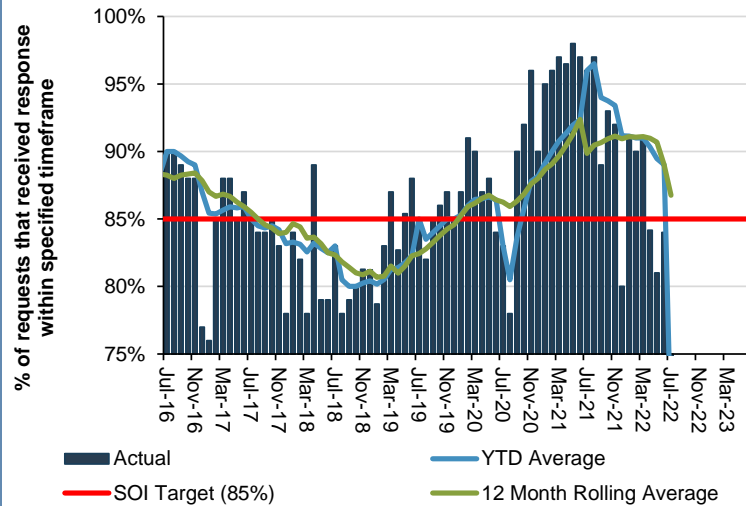
Non-reporting period

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%).

## 2.7 Providing excellent customer experiences

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

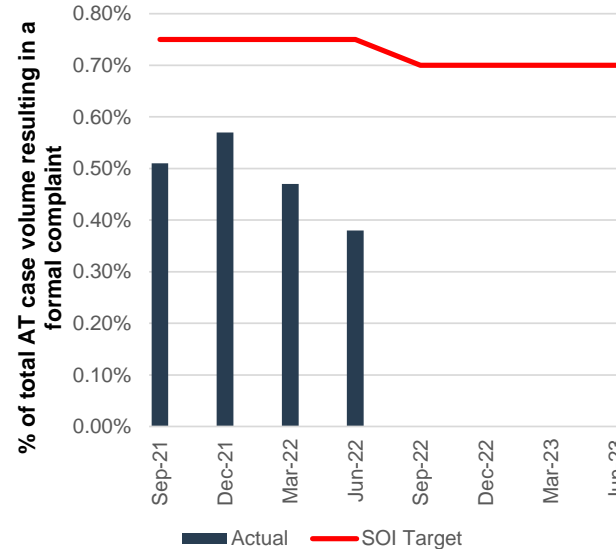


On track to meet target

12 month rolling average for July 2022: 86.8% (SOI target 85%)

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

### 2.7.10 Percentage of total AT case volume resulting in a formal complaint

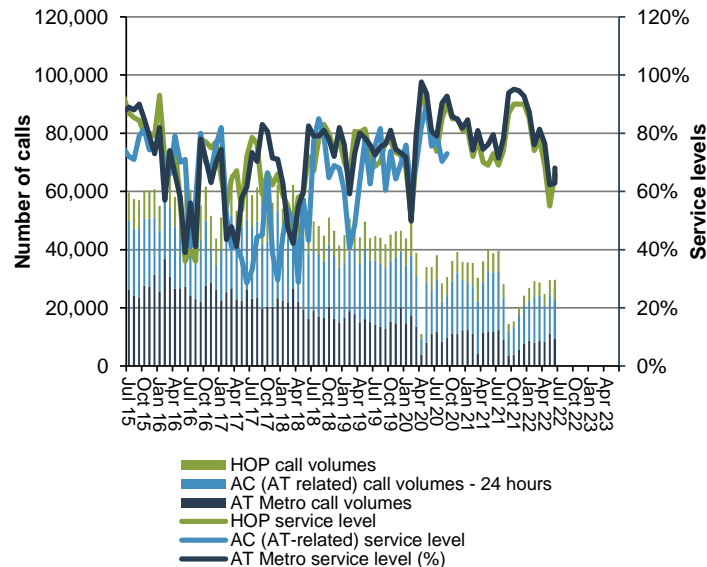


Non-reporting period

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.

### 2.7.11 Call centre incoming calls and service levels

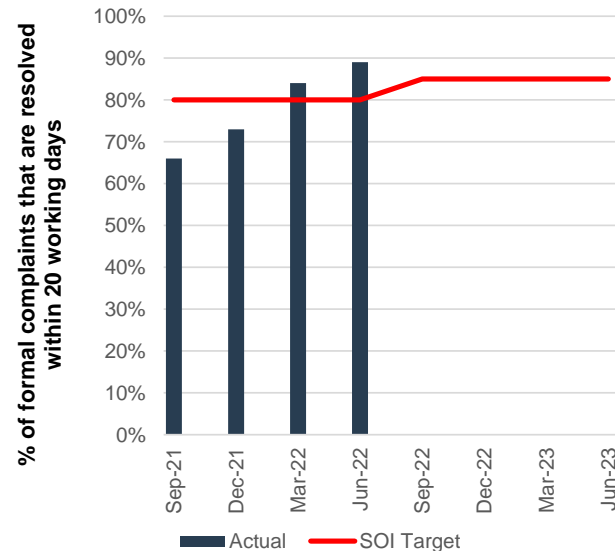


In July 2022 AT HOP Call volumes decreased by 38% compared with June 2022, and decreased 52% compared to July 2021. The service level decreased by 9 percentage points from last year.

Auckland Council call volumes have decreased by 34% compared to June 2022, and decreased by 24% compared to the same month last year.

AT Metro Call Centre Volumes decreased by 21% on June 2022, and decreased by 22% since July 2021. The service level 11% worse than last year.

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



Non-reporting period

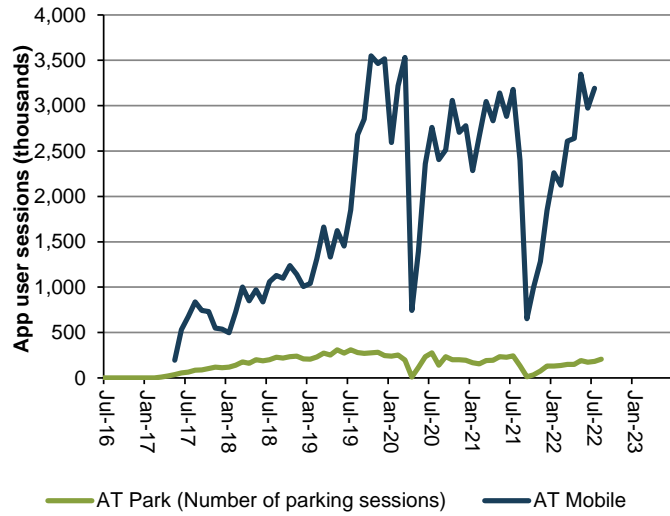
In the June 2022 Quarter, 89% of formal complaints were resolved within 20 working days.

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.

## 2.7 Providing excellent customer experiences

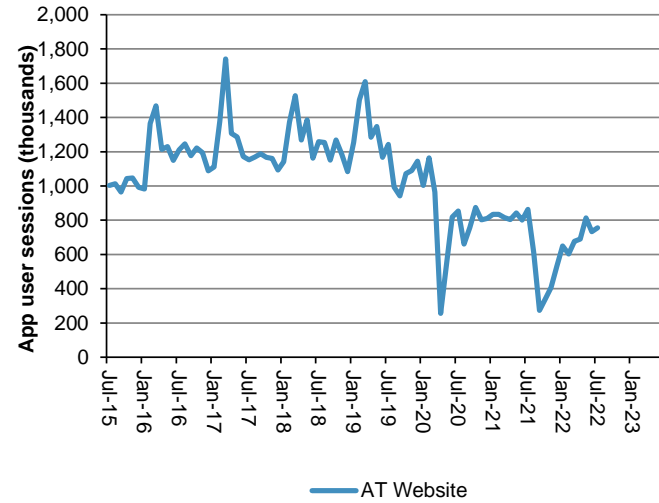
### 2.7.13 AT app user sessions



AT Mobile  
App user sessions increased by 11% in July 2022 compared with June 2022 and was 11% higher than July 2021.

AT Park  
App user sessions decreased 20% in July 2022 compared to June 2022 and decreased by 34% compared to July 2021.

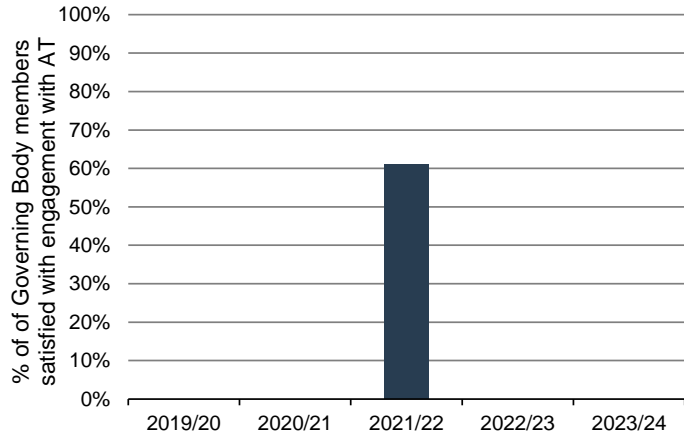
### 2.7.14 AT Website Visits



Visits to the Auckland Transport website totalled 756,297 in July 2022, a decrease of 6% compared with June 2022, and a decrease of 11% compared with July 2021.

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

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

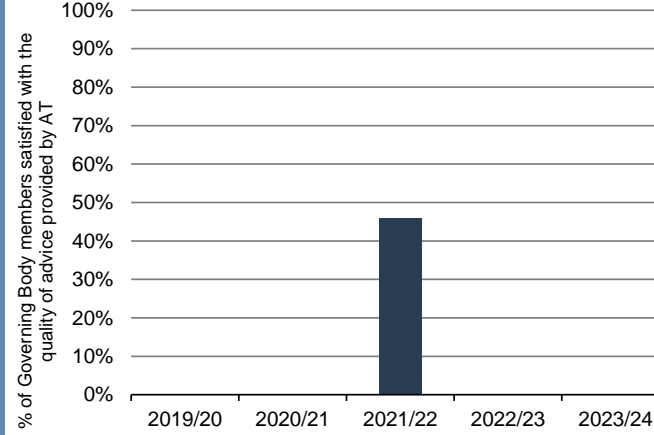


Not yet reported this FY.

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.

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



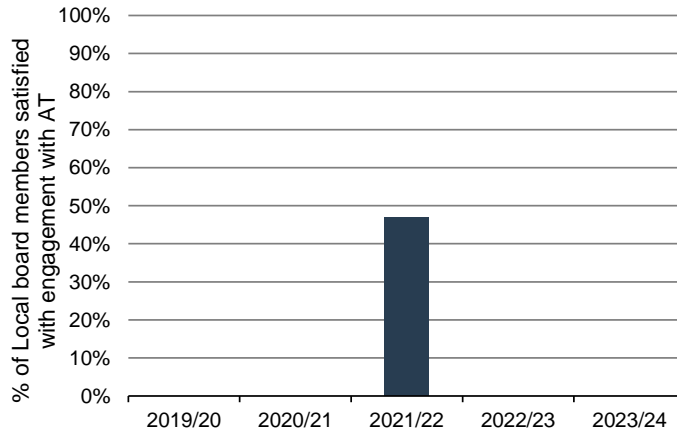
Not yet reported this FY.

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

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

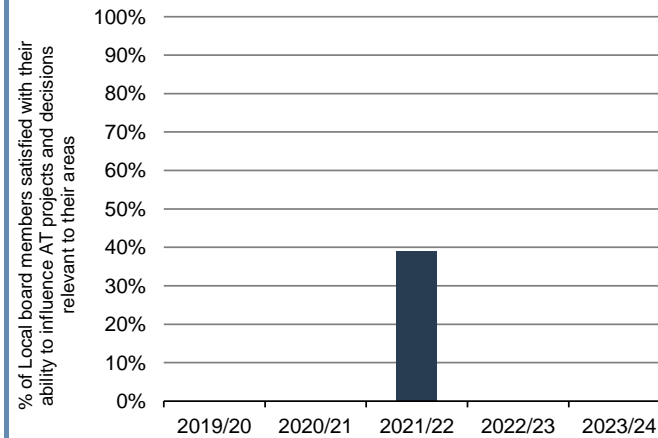


Not yet reported this FY.

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.

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



Not yet reported this FY.

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.