

Attachment 1

# Auckland Transport Monthly Indicators Report

September 2022

*Let's go there* 

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## 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 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.	Reduce by at least 42 (483)	●	●	●										12 months to the end of September 2022: 501	Page 7
	Reduction in the number of deaths and serious injuries on Tāmaki Makaurau's road network	No more than 537	●	●	●										12 months to the end of September 2022: 583	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.	No more than 240	●	●	●										12 months to the end of September 2022: 260	Page 7
Improving the resilience and sustainability of the transport system	Estimated transport related greenhouse gas emissions	TBC													Not yet reported this financial year	Page 8
	Number of buses in the Auckland bus fleet classified as low emission	75													Not yet reported this financial year	Page 10
	Percentage of Auckland Transport streetlights that are energy efficient LED	92.5%													Not yet reported this financial year	Page 10
	Percentage reduction of greenhouse gas emissions from AT's corporate activities and assets (baseline 2018/19)	17%													Not yet reported this financial year	Page 10
Providing and accelerating better travel choices for Aucklanders	Total public transport boardings (millions)	59	●	●	●										12 months to the end of September 2022: 47.0	Page 11
	Total rail boardings (millions)	13.1	●	●	●										12 months to the end of September 2022: 8.2	Page 12
	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 11
	PT punctuality (weighted average across all modes)	96%	●	●	●										12 months to the end of September 2022: 97.0%	Page 14
	Kilometres of safe cycling facilities added or upgraded that is located on the Cycle & Micromobility Strategic Network.	17.1 km (3.1 new + 14 upgrades)	●	●	●										FYTD total: 1.77 km	Page 16
	Number of cycle and micromobility movements past 26 selected count sites (millions)	3.854	●	●	●										12 months to the end of September 2022: 2.916	Page 16
	Active and sustainable transport mode share at schools where the Travelwise programme is implemented	47%													Not yet reported this financial year	Page 16
	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 16
	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 16

# 1.1 SOI performance measures

Key Priority	Measure	SOI 2022/23 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	33,000	●	●	●										12 months to the end of August 2022: 31,173	Page 17	
	Proportion of the freight network operating at Level of Service C or better during the inter-peak	90%	●	●	●										12 months to the end of September 2022: 87%	Page 21	
Supporting Māori wellbeing outcomes, expectations and aspirations under Te Tiriti o Waitangi	Percentage of regional buses with Te Reo bilingual announcements	80%			●										September 2022: 4%	Page 23	
	Number of mana whenua hui held	33	●	●	●										FYTD total: 8	Page 23	
Our operating model is adaptive, financially sustainable and delivers value	PT farebox recovery	30-34%	●	●	●										September 2022: 14.49%	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	5.5%	●	●	●											FYTD total: 0.3%	Page 24	
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 months to the end of September 2022: 84.6%	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%			●										July to September 2022: 0.29%	Page 28	
	Percentage of formal complaints that are resolved within 20 working days (baseline of 79% for 2020/21)	85%			●										July to September 2022: 72%	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

	September- 2022/23									
	Actual v SOI									
	Month				YTD				SOI / Target 2022/23 *	Projected Forecast 2022/23**
Actual	% Change	SOI / Target	% Variance	Actual	% Change Prev Year	SOI / Target	% Variance			
<b>1. Bus Total:</b>	<b>4,383,619</b>	<b>↑ 742.2%</b>	<b>3,616,942</b>	<b>↑ 21.2%</b>	<b>12,531,948</b>	<b>↑ 52.6%</b>	<b>6,976,891</b>	<b>↑ 79.6%</b>	<b>40,900,000</b>	<b>52,000,000</b>
<b>2. Train (Rapid) Total:</b>	<b>1,140,000</b>	<b>↑ 1145.3%</b>	<b>1,080,000</b>	<b>↑ 5.6%</b>	<b>3,232,549</b>	<b>↑ 52.5%</b>	<b>2,010,000</b>	<b>↑ 60.8%</b>	<b>13,100,000</b>	<b>12,000,000</b>
<b>3. Ferry (Connector Local) Total:</b>	<b>323,739</b>	<b>↑ 1430.6%</b>	<b>364,011</b>	<b>↓ -11.1%</b>	<b>919,379</b>	<b>↑ 50.7%</b>	<b>744,048</b>	<b>↑ 23.6%</b>	<b>5,000,000</b>	<b>5,000,000</b>
<b>Total Patronage</b>	<b>5,912,294</b>	<b>↑ 833.8%</b>	<b>5,060,953</b>	<b>↑ 16.8%</b>	<b>16,683,876</b>	<b>↑ 52.5%</b>	<b>9,730,938</b>	<b>↑ 71.5%</b>	<b>59,000,000</b>	<b>69,000,000</b>
<b>Rapid and Frequent</b>	<b>2,731,766</b>	<b>↑ 943.4%</b>	<b>2,700,000</b>	<b>↑ 1.2%</b>	<b>7,896,192</b>	<b>↑ 52.1%</b>	<b>5,100,000</b>	<b>↑ 54.8%</b>	<b>31,000,000</b>	<b>32,000,000</b>

	September- 2022/23										
	Month Patronage				12 Month Patronage				YTD (from July)		
	This Year	Previous Year	# Change	% Change	Patronage	% Change Prev Month	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year
<b>1. Bus Total:</b>	<b>4,374,289</b>	<b>520,472</b>	<b>3,853,817</b>	<b>740.4%</b>	<b>35,646,510</b>	<b>12.1%</b>	<b>-10,283,412</b>	<b>-22.4%</b>	<b>12,496,649</b>	<b>4,336,868</b>	<b>53.1%</b>
- Busway (Rapid) Bus	438,228	25,535	412,693	1,616.2%	3,284,011	14.4%	-1,610,675	-32.9%	1,293,252	396,197	44.2%
- Frequent Bus	1,144,208	144,734	999,475	690.6%	9,234,241	12.1%	-2,315,328	-20.0%	3,341,847	1,195,207	55.7%
- Connector Local Targeted Bus	2,789,111	350,203	2,438,907	696.4%	23,106,052	11.8%	-6,357,409	-21.6%	7,852,100	2,736,014	53.5%
- On-Demand	2,742	0	2,742	0.0%	22,206	14.1%	0	0.0%	9,450	9,450	0.0%
<b>2. Train (Rapid) Total:</b>	<b>1,100,807</b>	<b>91,546</b>	<b>1,009,261</b>	<b>1,102.5%</b>	<b>8,120,642</b>	<b>14.2%</b>	<b>-2,312,569</b>	<b>-22.2%</b>	<b>3,162,153</b>	<b>1,076,112</b>	<b>51.6%</b>
- Western	391,218	28,448	362,771	1,275.2%	2,785,546	15.0%	-753,340	-21.3%	1,096,910	386,252	54.4%
- Eastern	303,742	24,248	279,494	1,152.6%	2,268,972	14.0%	-819,877	-26.5%	896,821	298,046	49.8%
- Onehunga	46,885	4,044	42,842	1,059.4%	376,850	12.8%	-153,484	-28.9%	130,227	26,512	25.6%
- Southern	359,349	32,162	327,187	1,017.3%	2,552,720	14.7%	-537,868	-17.4%	1,008,681	378,900	60.2%
- Pukekohe	-388	2,645	-3,033	-114.7%	136,554	-2.2%	-48,001	-26.0%	29,514	-13,599	-31.5%
<b>3. Ferry (Frequent &amp; Connector Local) Total:</b>	<b>167,798</b>	<b>509</b>	<b>167,289</b>	<b>32,866.2%</b>	<b>770,500</b>	<b>27.7%</b>	<b>-221,290</b>	<b>-22.3%</b>	<b>436,063</b>	<b>273,848</b>	<b>168.8%</b>
- Contract	167,798	509	167,289	32,866.2%	770,500	27.7%	-221,290	-22.3%	436,063	273,848	168.8%
<b>Patronage (Excl Exempt Serv/Spl EvtS)</b>	<b>5,642,894</b>	<b>612,527</b>	<b>5,030,367</b>	<b>821.2%</b>	<b>44,537,652</b>	<b>12.7%</b>	<b>-12,817,271</b>	<b>-22.3%</b>	<b>16,094,865</b>	<b>5,686,828</b>	<b>54.6%</b>

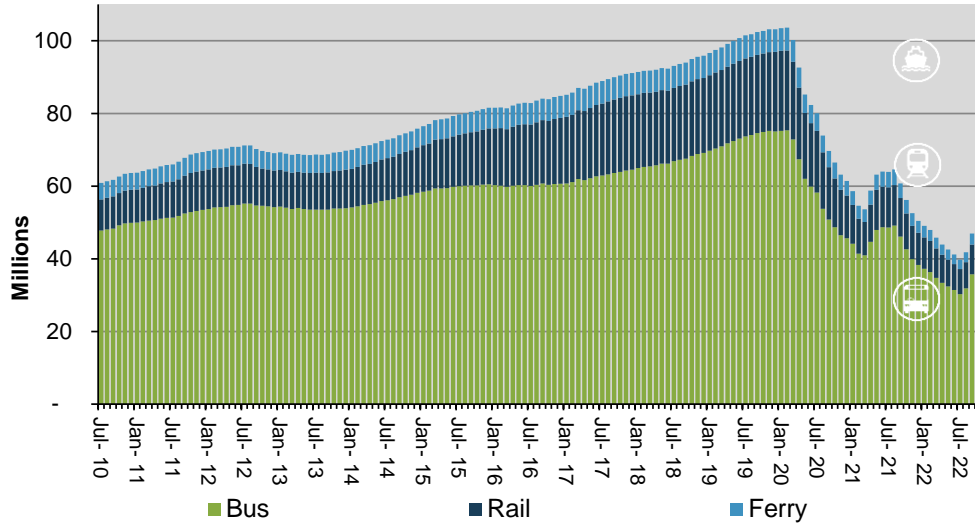
<b>Exempt Services</b>	165,271	20,642	144,629	700.7%	2,299,558	6.7%	-913,928	-28.4%	511,860	30,381	6.3%
- Exempt Services - Bus	9,330	0	9,330	0.0%	46,074	25.4%	-118,332	-72.0%	28,544	-5,056	-15.0%
- Exempt Services - Ferry	155,941	20,642	135,299	655.5%	2,253,484	6.4%	-795,596	-26.1%	483,316	35,437	7.9%
<b>Special Events</b>	39,193	0	39,193	0.0%	126,503	44.9%	-59,398	-32.0%	77,151	26,550	52.5%
- Special Events - Bus	0	0	0	0.0%	10,207	0.0%	-26,340	-72.1%	6,755	-9,993	-59.7%
- Special Events - Rail	39,193	0	39,193	0.0%	116,296	50.8%	-33,058	-22.1%	70,396	36,543	107.9%
<b>Total Patronage (Exempt Serv/Spl EvtS)</b>	<b>204,464</b>	<b>20,642</b>	<b>183,822</b>	<b>890.5%</b>	<b>2,426,061</b>	<b>8.2%</b>	<b>-973,326</b>	<b>-28.6%</b>	<b>589,011</b>	<b>56,931</b>	<b>10.7%</b>

<b>Rapid &amp; Frequent</b>	2,731,766	261,815	2,469,952	943.4%	20,801,264	13.5%	-6,225,638	-23.0%	7,896,192	2,732,603	52.9%
Connector Local Targeted	3,115,592	371,354	2,744,237	739.0%	26,162,449	11.7%	-7,564,959	-22.4%	8,787,685	3,011,156	52.1%
<b>Total Patronage</b>	<b>5,847,358</b>	<b>633,169</b>	<b>5,214,189</b>	<b>823.5%</b>	<b>46,963,713</b>	<b>12.5%</b>	<b>-13,790,597</b>	<b>-22.7%</b>	<b>16,683,876</b>	<b>5,743,759</b>	<b>52.5%</b>

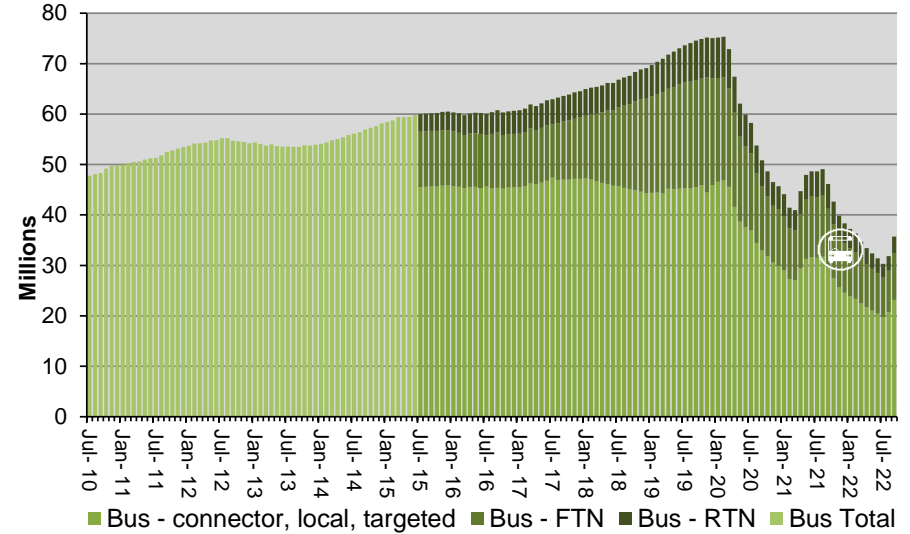
<b>Bus</b>	<b>4,383,619</b>	<b>520,472</b>	<b>3,863,147</b>	<b>742.2%</b>	<b>35,702,791</b>	<b>12.1%</b>	<b>-10,428,084</b>	<b>-22.6%</b>	<b>12,531,948</b>	<b>4,321,819</b>	<b>52.6%</b>
<b>Rail</b>	<b>1,140,000</b>	<b>91,546</b>	<b>1,048,454</b>	<b>1,145.3%</b>	<b>8,236,938</b>	<b>14.6%</b>	<b>-2,345,627</b>	<b>-22.2%</b>	<b>3,232,549</b>	<b>1,112,655</b>	<b>52.5%</b>
<b>Ferry</b>	<b>323,739</b>	<b>21,151</b>	<b>302,588</b>	<b>1,430.6%</b>	<b>3,023,984</b>	<b>11.1%</b>	<b>-1,016,886</b>	<b>-25.2%</b>	<b>919,379</b>	<b>309,285</b>	<b>50.7%</b>
<b>Total Patronage</b>	<b>5,912,294</b>	<b>633,169</b>	<b>5,279,125</b>	<b>833.8%</b>	<b>46,963,713</b>	<b>12.7%</b>	<b>-13,790,597</b>	<b>-22.7%</b>	<b>16,683,876</b>	<b>5,743,759</b>	<b>52.5%</b>

# 1.2 AT Metro Boardings breakdown

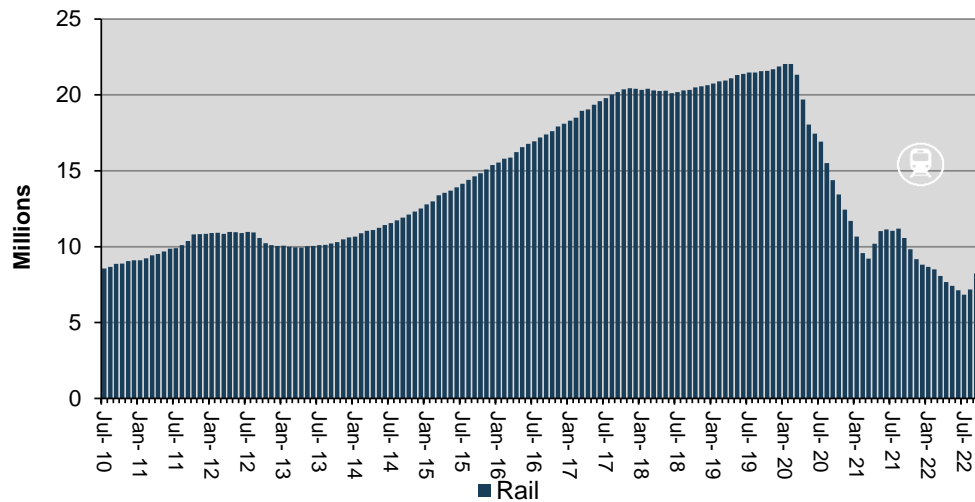
### 1.2.1 Total Patronage (12 month rolling total)



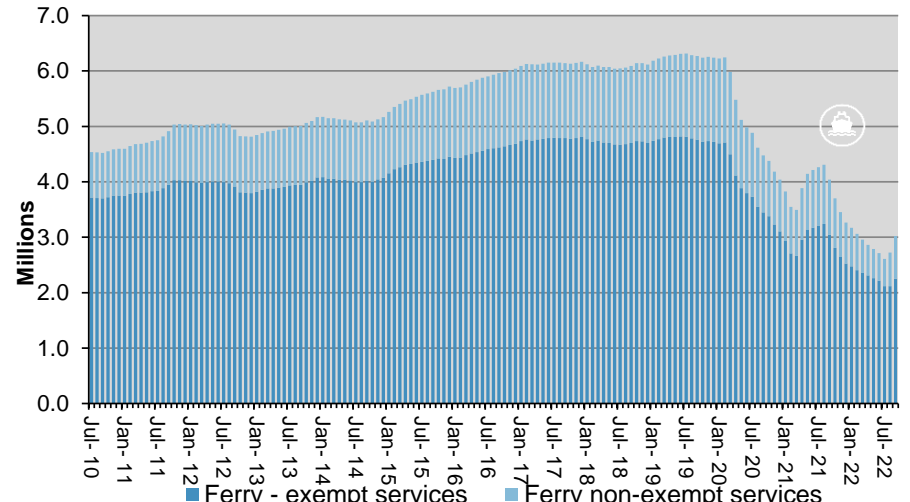
### 1.2.2 Bus Patronage (12 month rolling total)



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

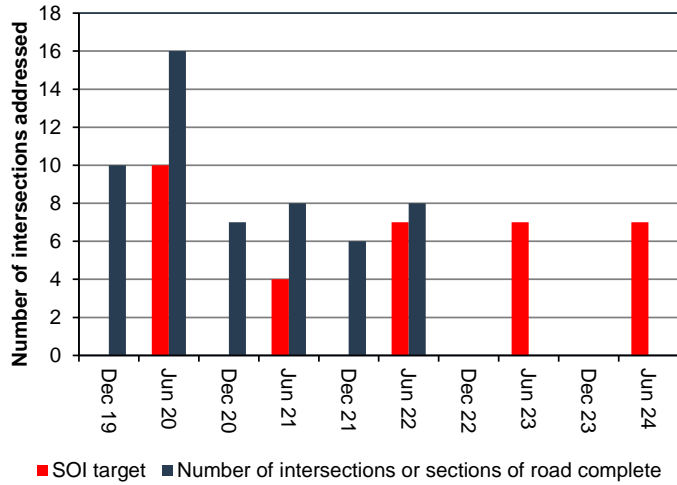


### 1.2.4 Ferry Patronage (12 month rolling total)



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

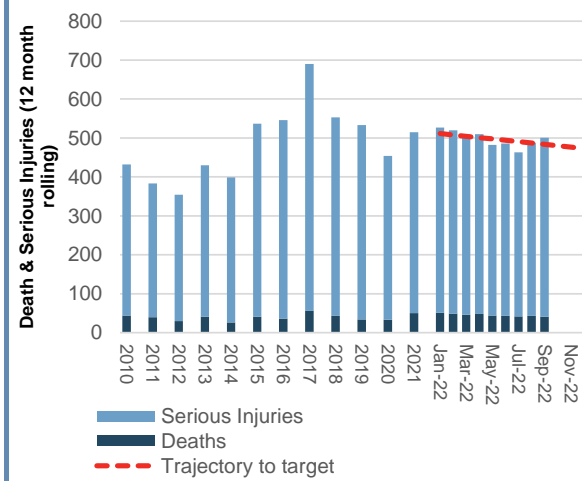
### 2.1.1 Number of high risk intersections and sections of road addressed by Auckland Transport's safety programme



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



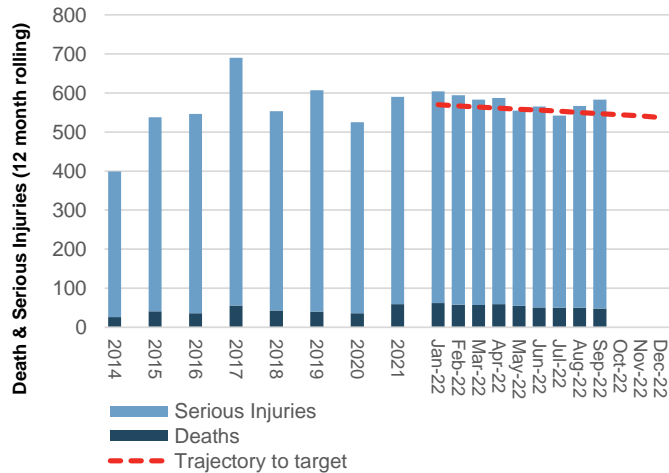
Not on track to meet the target.

For the 12 months to the end of September 2022, local roads deaths and serious injuries decreased by 7.7%, to 501. This is 3.6% worse than trajectory to meet the end of year target.

Local road deaths have decreased by 22.6% (from 53 last year to 41 this year). Local road serious injuries decreased by 6.1% in the past year (from 490 last year to 460 this year).

\*All DSI stats for this month are provisional and may change slightly

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

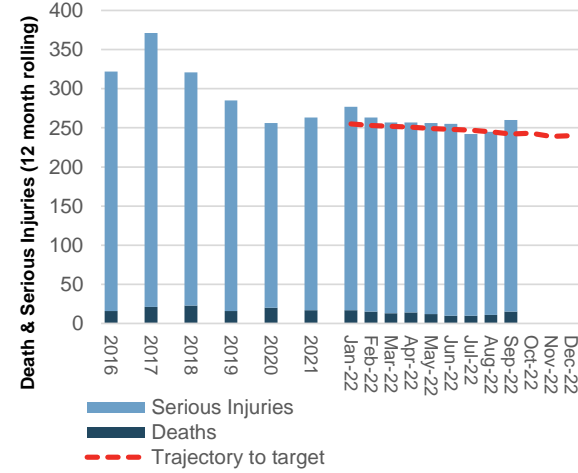


Not on track to meet the target.

For the 12 months to the end of September 2022, the deaths and serious injuries on all Auckland roads (including local roads and highways) decreased by 5.7%, to 583. This is 6.6% worse than the trajectory to meet the end of year target.

In addition, all road deaths have decreased by 22.6% (from 62 last year to 48 this year). All Auckland road serious injuries decreased by 3.8% in the past year (from 556 last year to 535 this year).

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



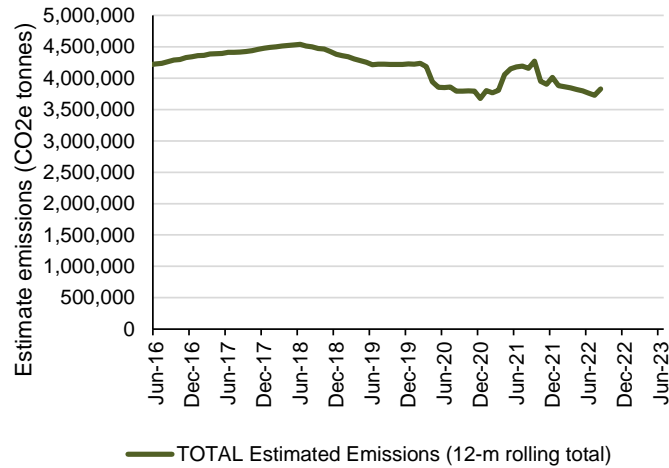
Not on track to exceed the target.

For the 12 months to the end of September 2022, deaths and serious injuries of vulnerable road users decreased by 3.3%, to 260. This is the same as the trajectory to meet the end of year target.

Deaths of vulnerable road users have decreased by 28.6% (from 21 last year to 15 this year). Vulnerable road users serious injuries decreased by 1.2% in the past year (from 248 last year to 245 this year).

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

### 2.2.1 Estimated transport related greenhouse gas emissions

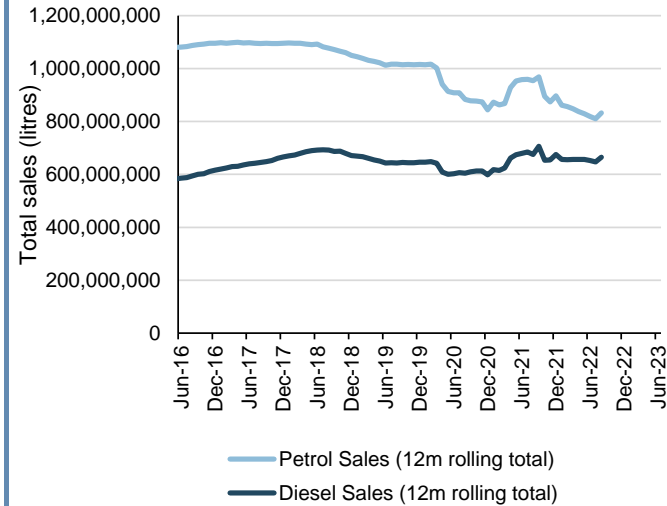


Target to be developed. The data is delayed for this measure so for this month, we are using data from August 2022.

Total estimated emissions from the sale of petrol and diesel within the Auckland region were 3.83 megatonnes of CO<sub>2</sub>e in the 12 months to August 2022. This was 7.9% less than the estimated emissions in the 12 months to August 2021.

This data will be reported when it is received.

### 2.2.2 Auckland fuel sales



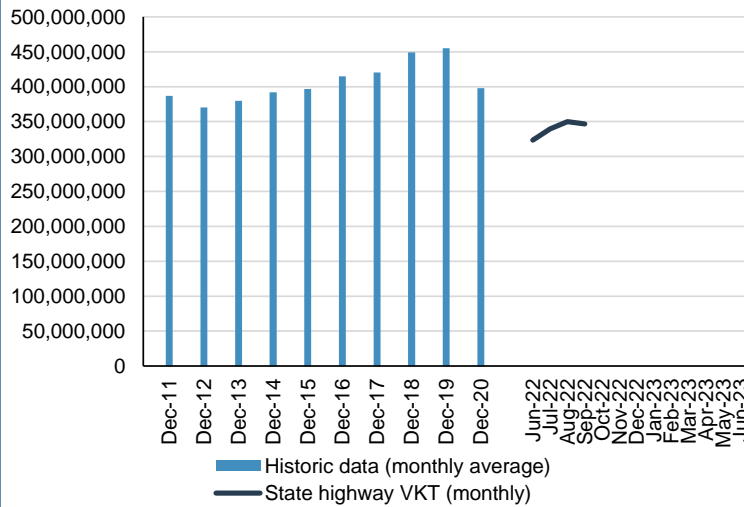
In the 12 months to August 2022, there was a total of 1.497 billion litres of fuel sales, 2.7% more than the 12 months to August 2022 and 8.2% less than in the 12 months to August 2021.

Annual petrol sales of 832 million litres have increased by 2.7% compared with the 12 months to July 2022 and decreased by 12.9% compared with the 12 months to August 2021.

Annual diesel sales of 665 million litres have increased by 2.8% compared with the 12 months to July 2022 and decreased by 1.5% compared with the 12 months to August 2021.

This data will be reported when it is received.

### 2.2.3 Auckland state highway monthly vehicles kilometres travelled



Estimated vehicle kilometres travelled on Auckland state highways totalled 346.6 million kilometres in the month of September 2022. This was an decrease of 1% compared with August 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.

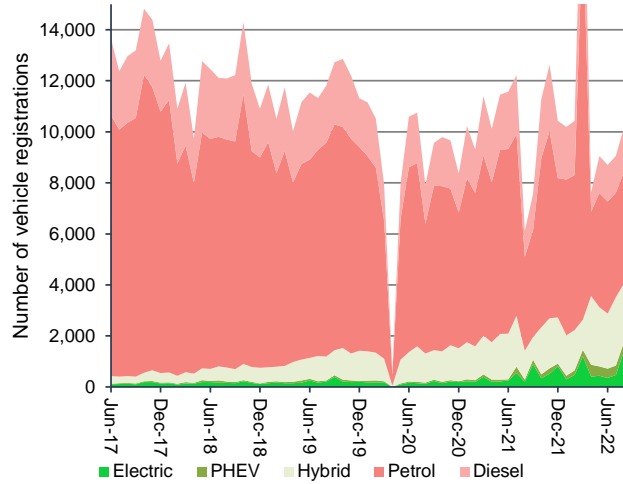
Official calculations are conducted bi-annually by Auckland Council through their greenhouse gas inventory reports.

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.



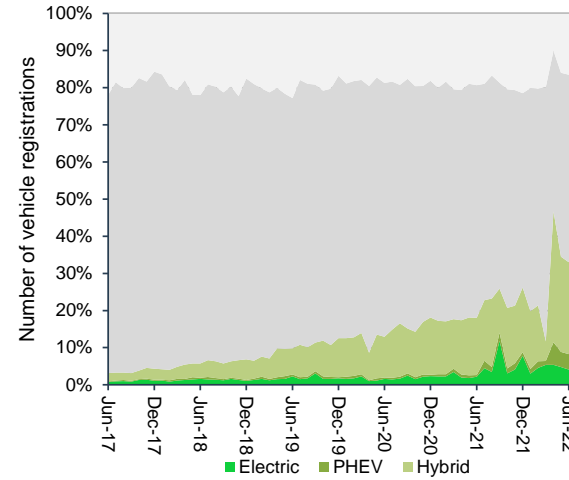
## 2.2 Improving the Resilience and Sustainability of the Transport System

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



In September 2022, there were a total of 10,737 vehicles registered in Auckland. Of these, 2,255 (21%) were hybrid, 259 (2%) were plugin-hybrid EV, and 1,647 (15%) were battery electric.

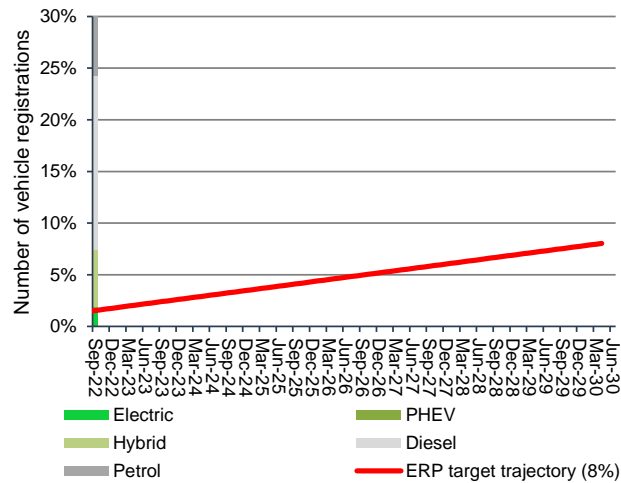
### 2.2.5 Number of electric vehicles imported and registered in Auckland



In September 2022, a total of 39% of registrations were electric or hybrid. This compares to 40% in August 2022.

Petrol: 42%  
 Diesel: 19%  
 Hybrid: 21%  
 PHEV: 2%  
 Electric: 15%

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



As of September 2022, 1.4% of Auckland's total vehicle fleet are electric vehicles.

A further 5.5% are hybrid and 0.5% are PHEV.

The majority are still petrol or diesel with 75.7% being petrol and 16.8% being diesel.

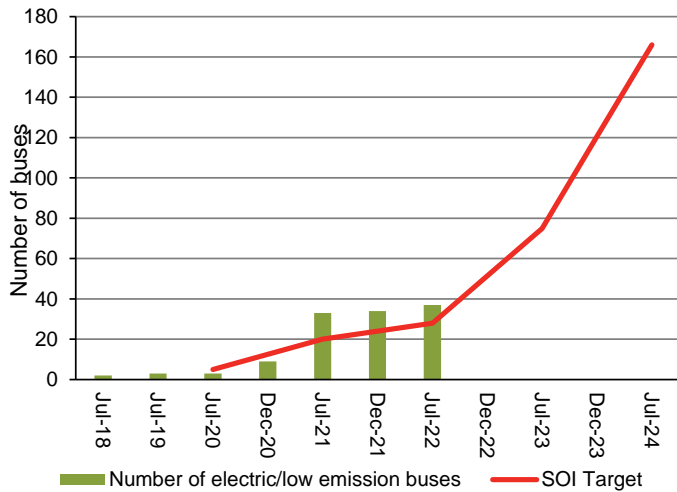
Auckland's Transport Emission Reduction Pathway sets a target of 32% VKT by EVs by 2030. The Government's Emission Reduction Plan includes an assumption of 8% share of EVs by 2030 and a 30% share by 2035. This will be updated quarterly.

Measures 2.2.4 to 2.2.5 use data sourced from Ministry of Transport'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.

Measure 2.2.6 uses data sourced from Ministry of Transport's Monthly Motor Vehicle fleet data base. For the purposes of this graph, a vehicle is considered from Auckland if it is inspected in Auckland rather than registered to an Auckland address.

## 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

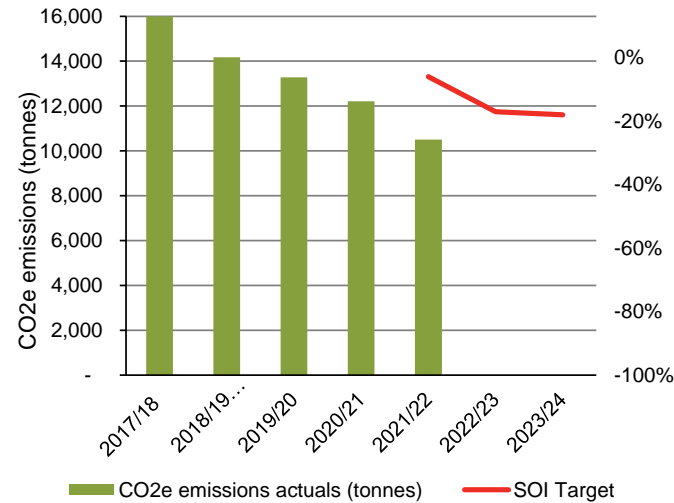


Not yet reported this FY.

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



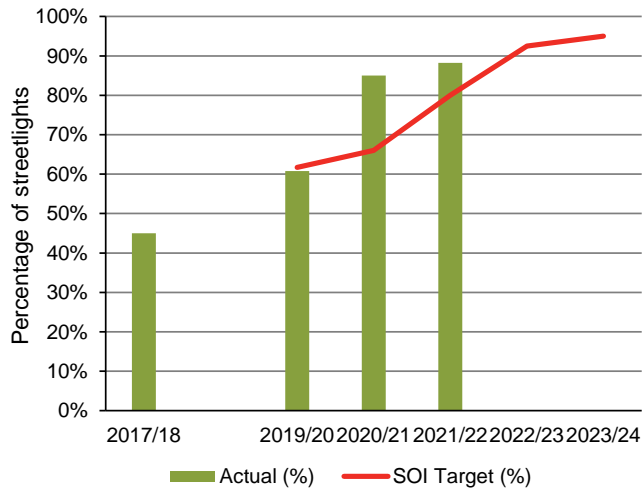
Not yet reported this FY.

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

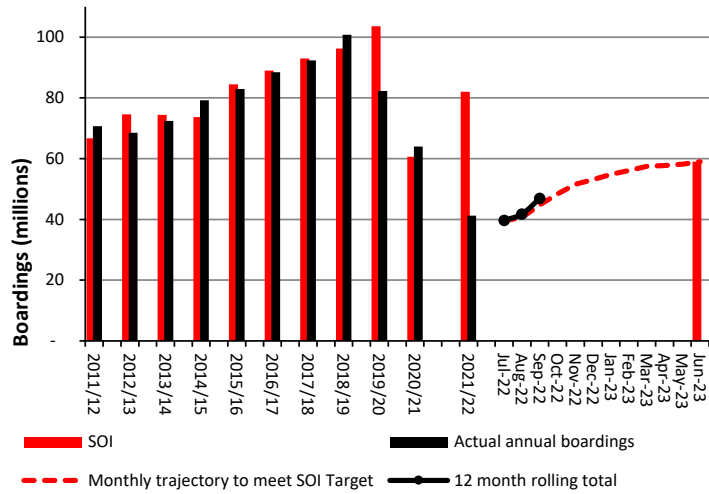


Not yet reported this FY.

At the end of 2021/22, 113,600 streetlights were LED, 88.2% of all streetlights, exceeding last 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)\*

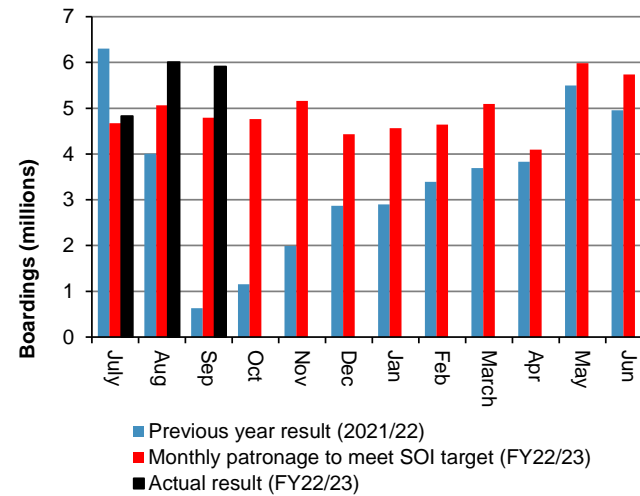


On track to exceed the target.

PT patronage totalled 46,963,713 passenger boardings for the 12 months to September 2022. This is 4.8% above the trajectory to meet the end of year target.

Patronage for the 12 months to September 2022 was 12.7% above the 12 months to August 2021, and 833.8% above September 2021.

### 2.3.2 Monthly public transport boardings (millions)

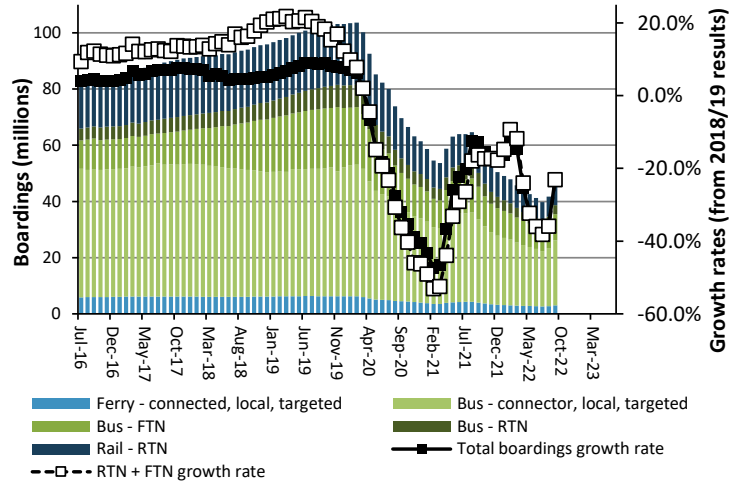


On track to meet target.

September 2022 monthly patronage was 5,912,294. This is 98.4% of the August 2022 patronage, and 933.8% of the September 2021 level.

September 2022 monthly patronage was 23.3% above the monthly target.

### 2.3.3 Boardings on rapid or frequent network

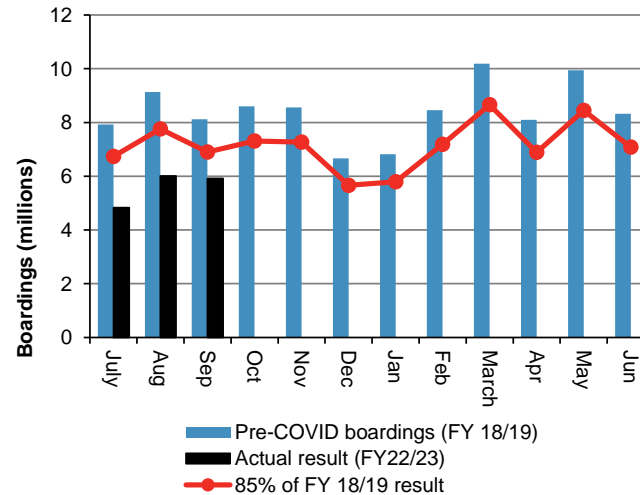


Not on track to meet the target.

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 September 2022 are decreasing at a slightly faster rate (-23.0%) than overall patronage (-22.7%).

### 2.3.4 Monthly public transport boardings (millions) compared to FY18/19 (the last FY unimpacted by COVID-19)



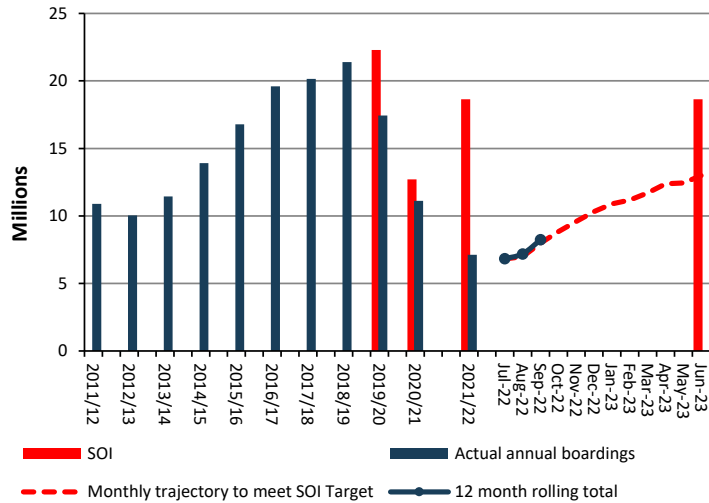
This is a new measure this month. The intent is to show how PT boardings are tracking compared to the last FY that was not impacted by COVID (FY18/19). The red line shows 85% of the monthly patronage for FY18/19 which we are using as an aspirational target to recovery.

Monthly patronage in the 12 months to the end of September 2022 was 5.9 million, compared to 6.9 million which is 85% of the 12 months to the end of September 2018.

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

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



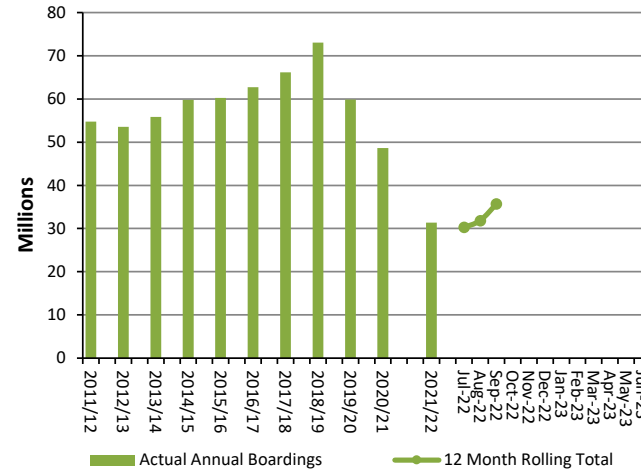
On track to exceed the target.

Rail patronage totalled 8,236,938 passenger boardings for the 12 months to the end of September 2022. This is 3.2% above the SOI target trajectory.

Patronage for the 12 months to Septmeber 2022 was 14.6% above the 12 months to August 2022, and 1,145.3% above September 2021.

The 12 months to the end of September 2022 are 60% below the 12 months to the end of September 2018.

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

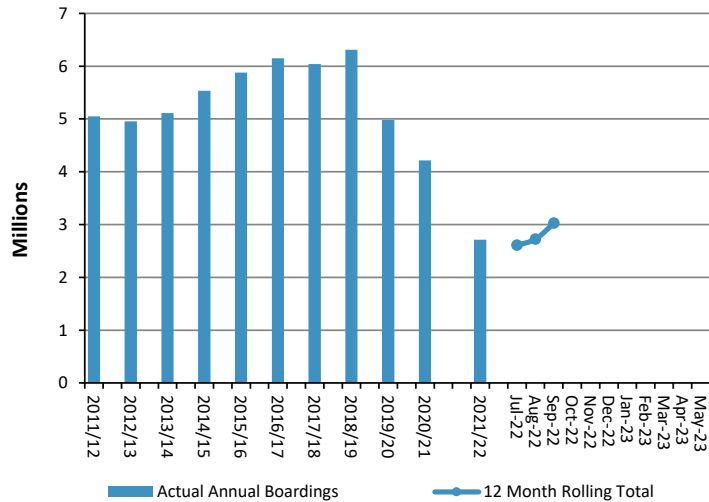


Bus patronage totalled 35,702,791 passenger boardings for the 12 months to September 2022.

This is an increase of 12.1% on the 12 months to August 2022 and an increase of 742.2% on the 12 months to September 2021.

The 12 months to the end of September 2022 are 47% below the 12 months to the end of September 2018.

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



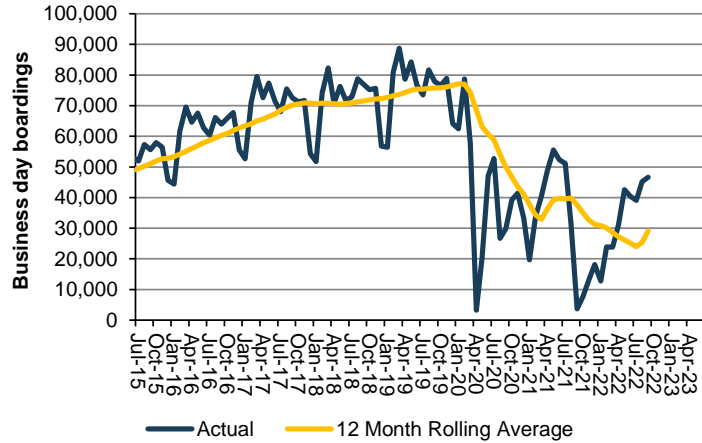
Ferry patronage totalled 3,023,984 in September 2022.

This is an increase of 11.1% on the 12 months to August 2022, and an increase of 1,430.6% compared with the 12 months to September 2021.

The 12 months to the end of September 2022 are 50% below the 12 months to the end of September 2018.

## 2.3 Providing and accelerating better travel choices for Aucklanders

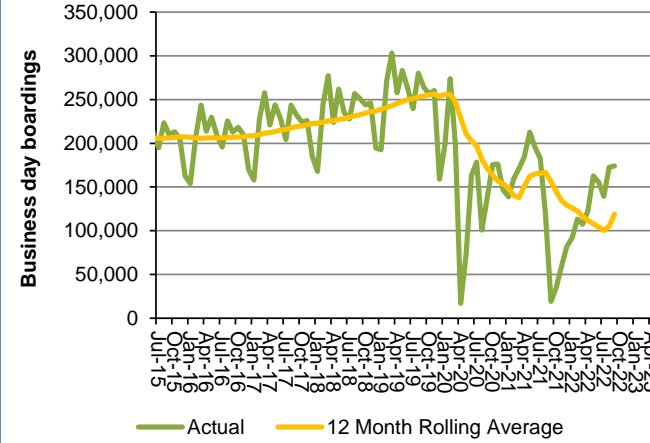
### 2.3.8 Rail business day average boardings



Business day boardings on the rail network averaged 29,087 in the 12 months to September 2022.

This represents an 61.6% decrease on the on the 12-month average to the end of September 2018 (71,540).

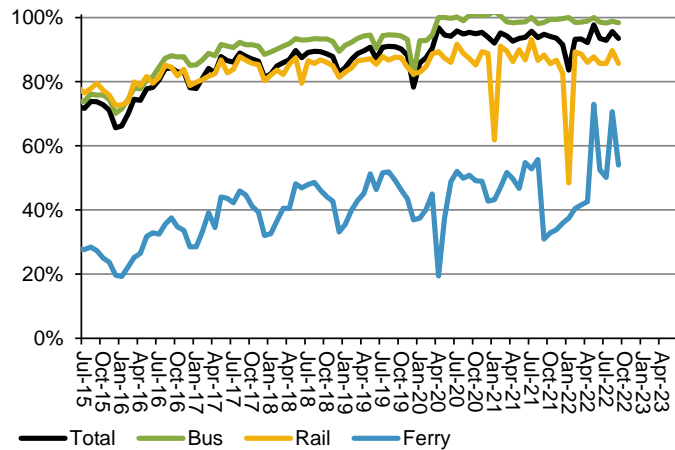
### 2.3.9 Bus business day average boardings



Business day boardings on the bus network averaged 118,872 in the 12 months to September 2022.

This represents a 53.2% decrease on the 12-month average to the end of September 2018 (232,710).

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

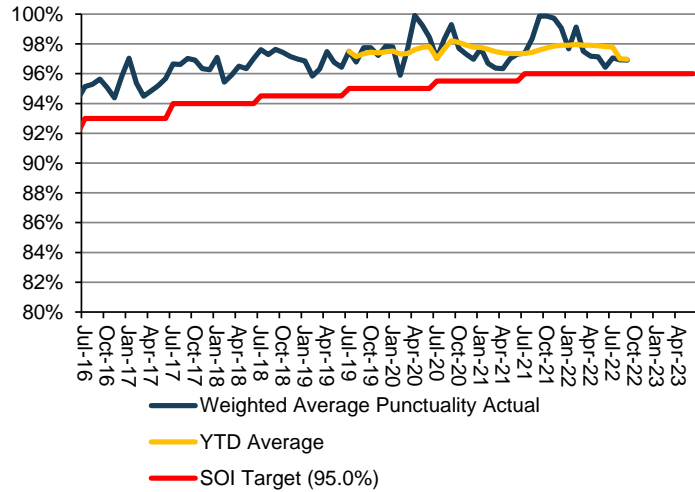


The proportion of all trips using AT HOP in September 2022 was 94%, two percentage points below August 2022.

Bus: 98%  
Rail: 86%  
Ferry: 54%

## 2.3 Providing and accelerating better travel choices for Aucklanders

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

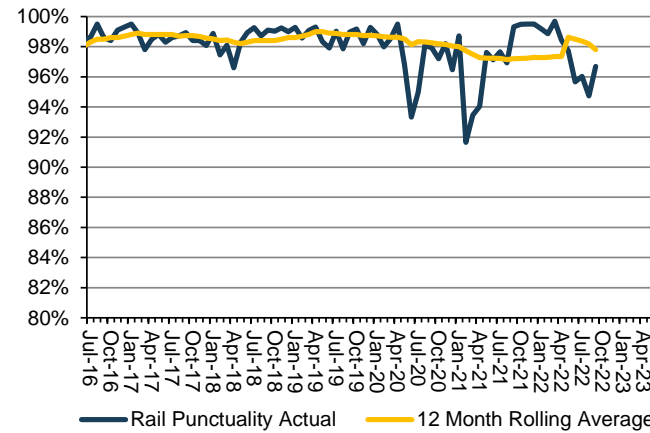


On track to meet the target.

PT punctuality for the 12 months to August 2022 was 97.0% compared to the SOI target 96.0%. PT weighted average punctuality for the month of September 2022 was 96.9%.

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

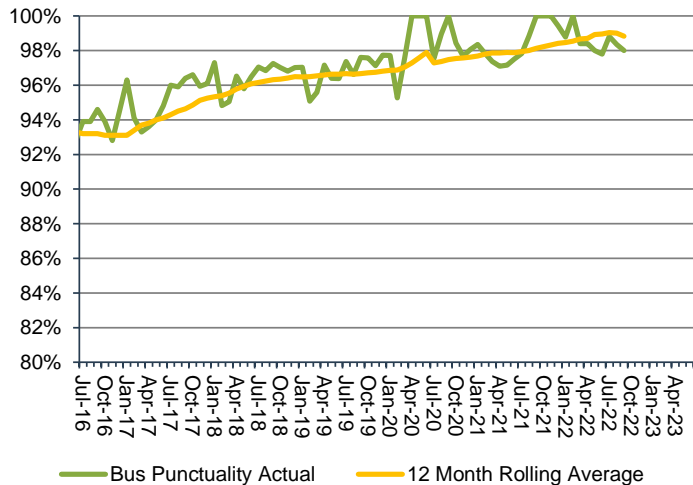
### 2.3.12 Rail services punctuality



Rail service punctuality in September 2022 was 96.7%, and 97.8% for the 12 months to September 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.

### 2.3.13 Bus services punctuality

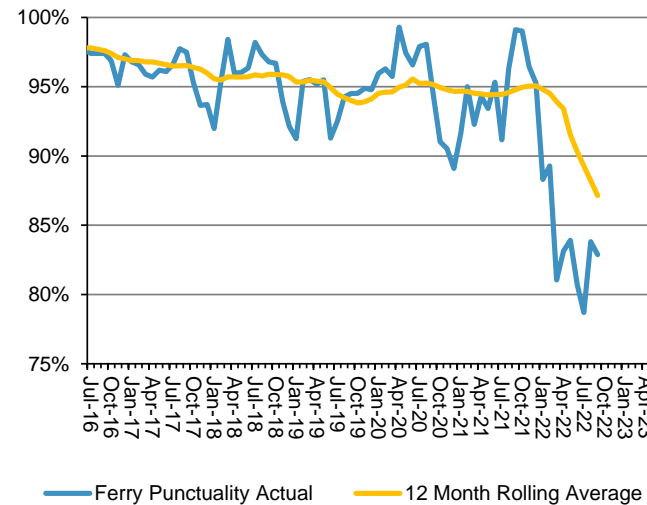


Bus service punctuality in September 2022 was 98.0%, and 98.8% for the 12 months to September 2022.

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.

### 2.3.134 Ferry services punctuality



Ferry service punctuality in September 2022 was 82.9%, and 87.1% for the 12 months to September 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

### 2.3.145 Rail service performance

#### Train Performance September 2022

##### Total Network

**88.1% Punctuality\***      **97.0% Service Delivery\***

92.9% 12 month rolling average      96.2% 12 month rolling average

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

##### Western Line

**94.5% Punctuality\***      **97.2% Service Delivery\***

96.4% 12 month rolling average      95.6% 12 month rolling average

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

##### Eastern Line

**92.8% Punctuality\***      **97.0% Service Delivery\***

94.0% 12 month rolling average      95.9% 12 month rolling average

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

##### Southern Line

**73.0% Punctuality\***      **96.8% Service Delivery\***

84.0% 12 month rolling average      95.9% 12 month rolling average

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

##### Pukekohe Line

**0.0% Punctuality\***      **0.0% Service Delivery\***

98.0% 12 month rolling average      98.4% 12 month rolling average

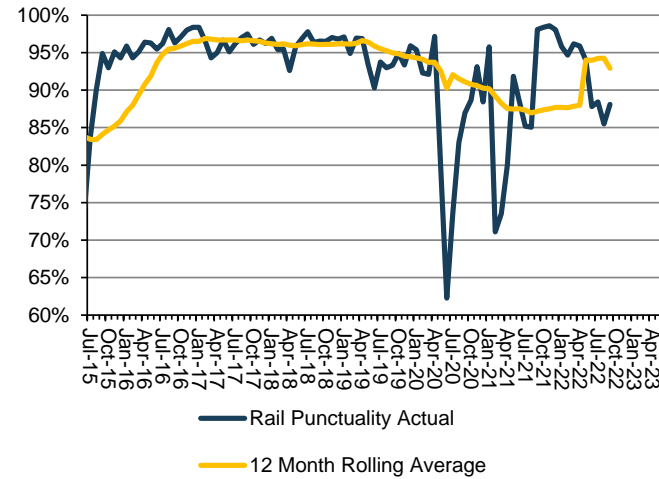
\* Arrival within 5 minutes of schedule at final destination      \* Arrival at final destination

##### Onehunga Line

**96.3% Punctuality\***      **97.2% Service Delivery\***

96.1% 12 month rolling average      96.7% 12 month rolling average

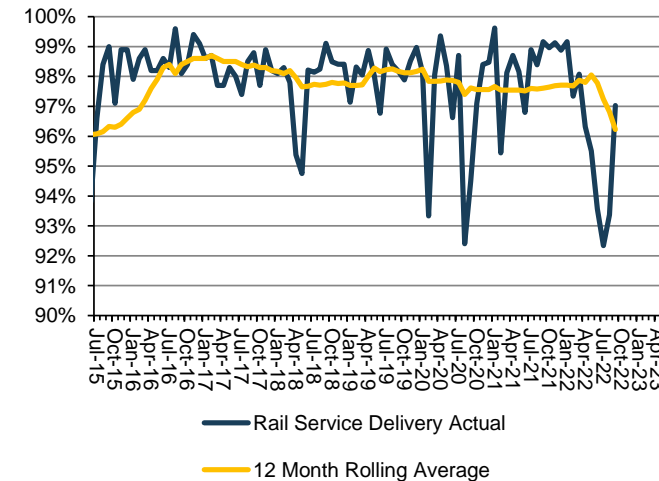
### 2.3.16 Rail punctuality based on arrival at final destination



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 September 2022 was 88.1% and 92.9% for the 12 months to September 2022.

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

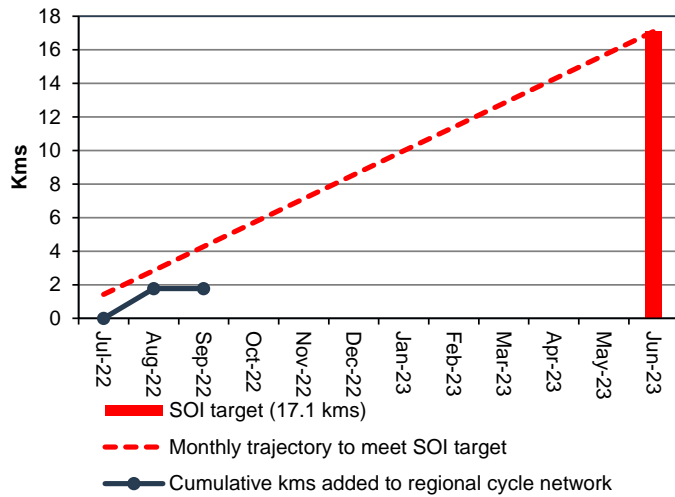


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of September 2022 was 97.0% and 96.2% for the 12 months to September 2022.

## 2.3 Providing and accelerating better travel choices for Aucklanders

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



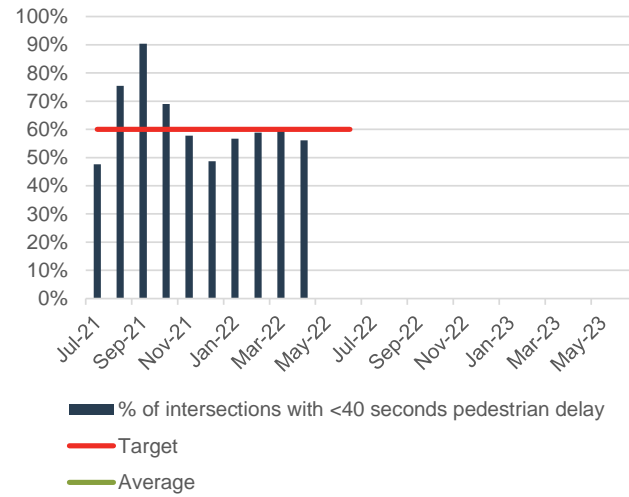
Measure not on track to meet the trajectory to the 2024 target.

No cycleways were delivered in September 2022.

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

The pop-up protection programme has held pre-commencement meetings for the project at Lambie Drive which is expected to start in November 2022.

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

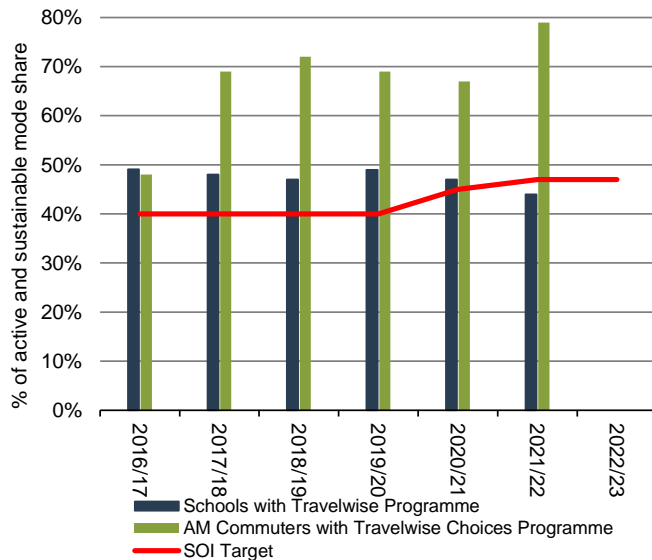


No results yet.

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 40 seconds during the inter-peak period was 62.1%. This is exceeding the target of 60%.

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

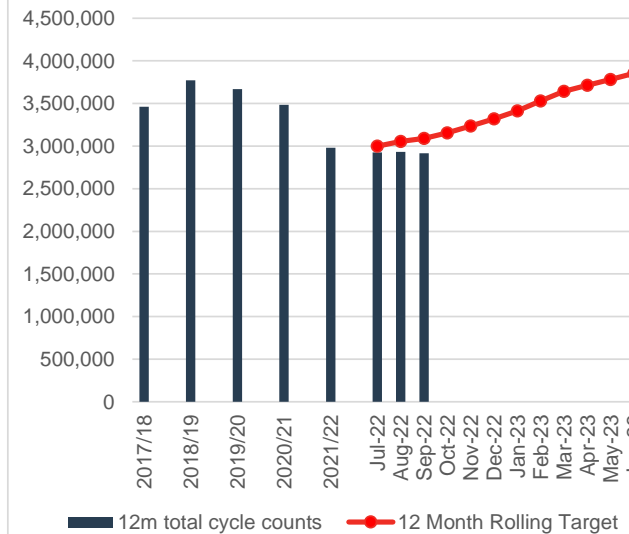


Reported yearly in June

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.

### 2.3.21 Cycle and micromobility movements 12 month rolling total



Not on track to meet the target.

Cycle and micromobility counts totalled 2,915,939 for the 12 months to September 2022. This is 17.9% lower than the trajectory to meet the target, and 21.4% below September 2019. There is no data available before the 2019/20 FY so we are not able to compare the count to the last unimpacted FY unimpacted by COVID-19 (FY18/19).

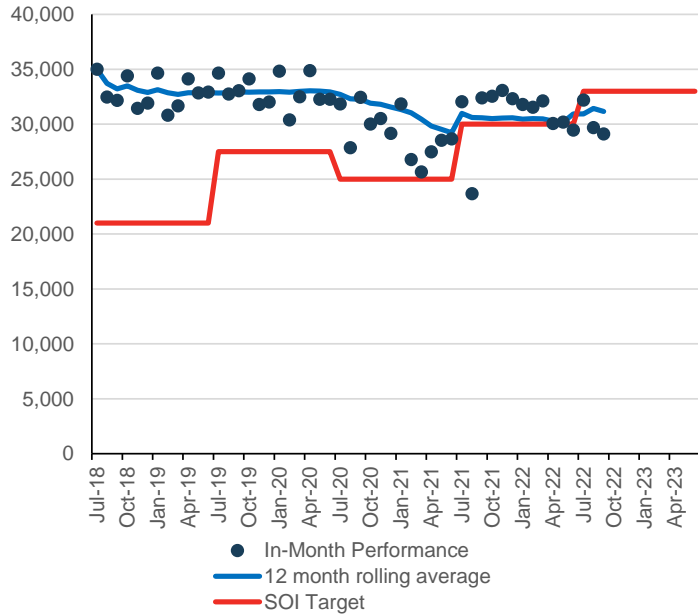
Cycle micromobility counts decreased by 0.5% on the 12 months to August 2022.

This decrease is partly due to the decrease in overall travel demand on the network and more working



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

### 2.4.1 Average AM peak period lane productivity



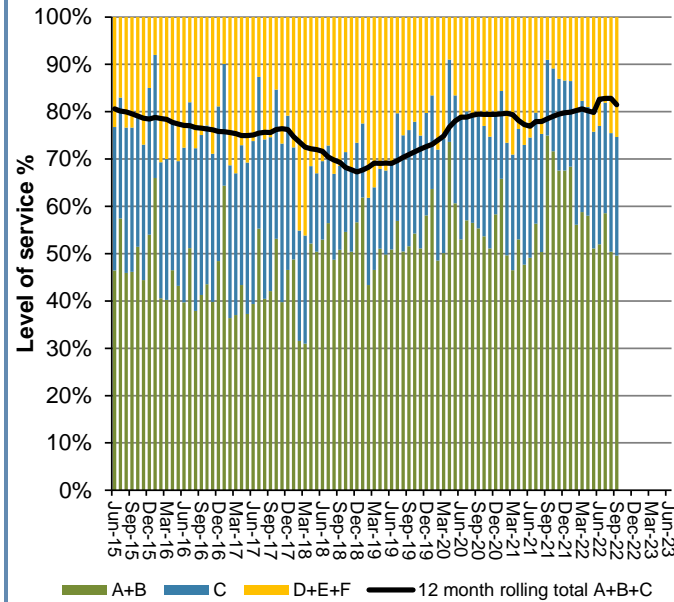
Not on track to meet the target.

The average AM peak Productivity on the Arterial Network in September 2022 was 29,108, 12% below the 33,000 target. This is mainly attributable to lower public transport patronage compared to pre-COVID-19 levels and increased general congestion (lower speeds) since July.

In the 12 months to September 2022, the average arterial road productivity was 31,173 which is 6% lower than September 2019.

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 September 2022, 75% of the Arterial Network operated with minimal congestion (Levels of Service A-C) during the AM peak period. This is similar to previous month and 1% lower than September 2019.

The AM peak average speed on the Arterial Network was 34 km/h, 1 km/h slower than both the previous month and September 2019.

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).

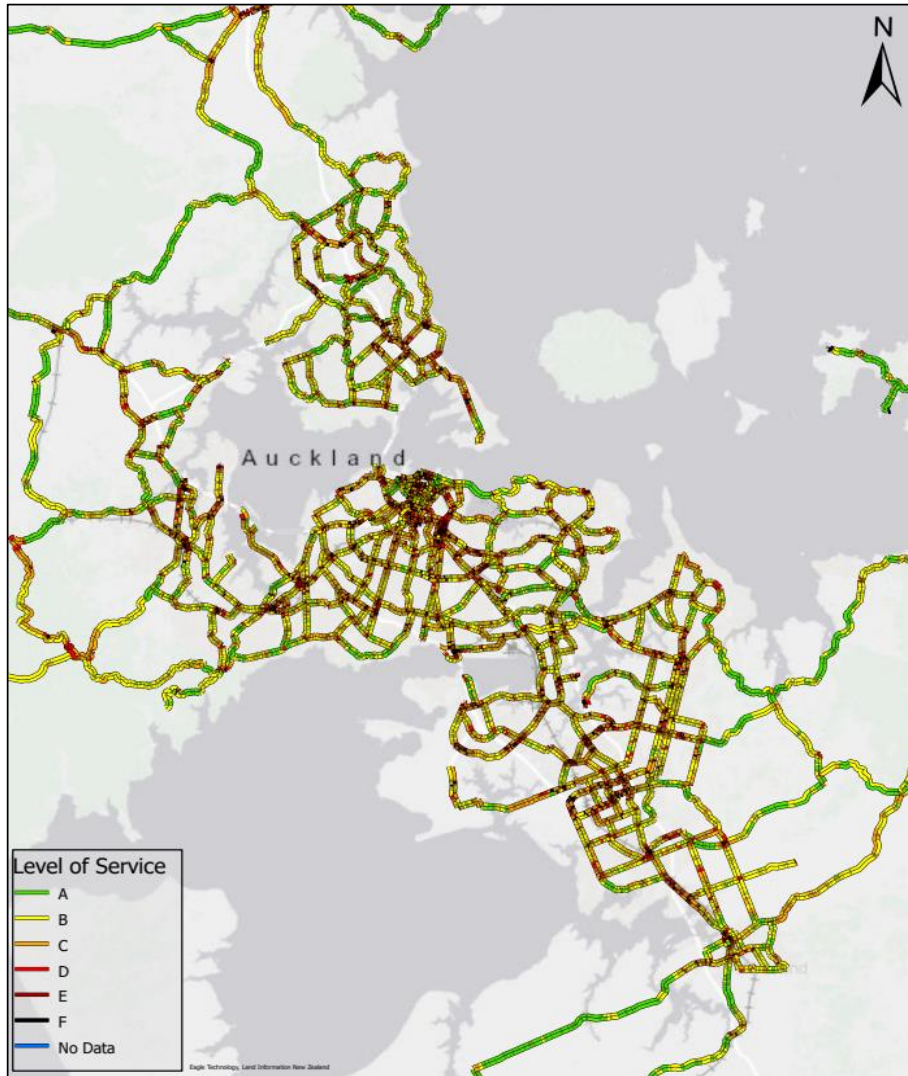
### 2.4.4 Congestion map AM peak



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

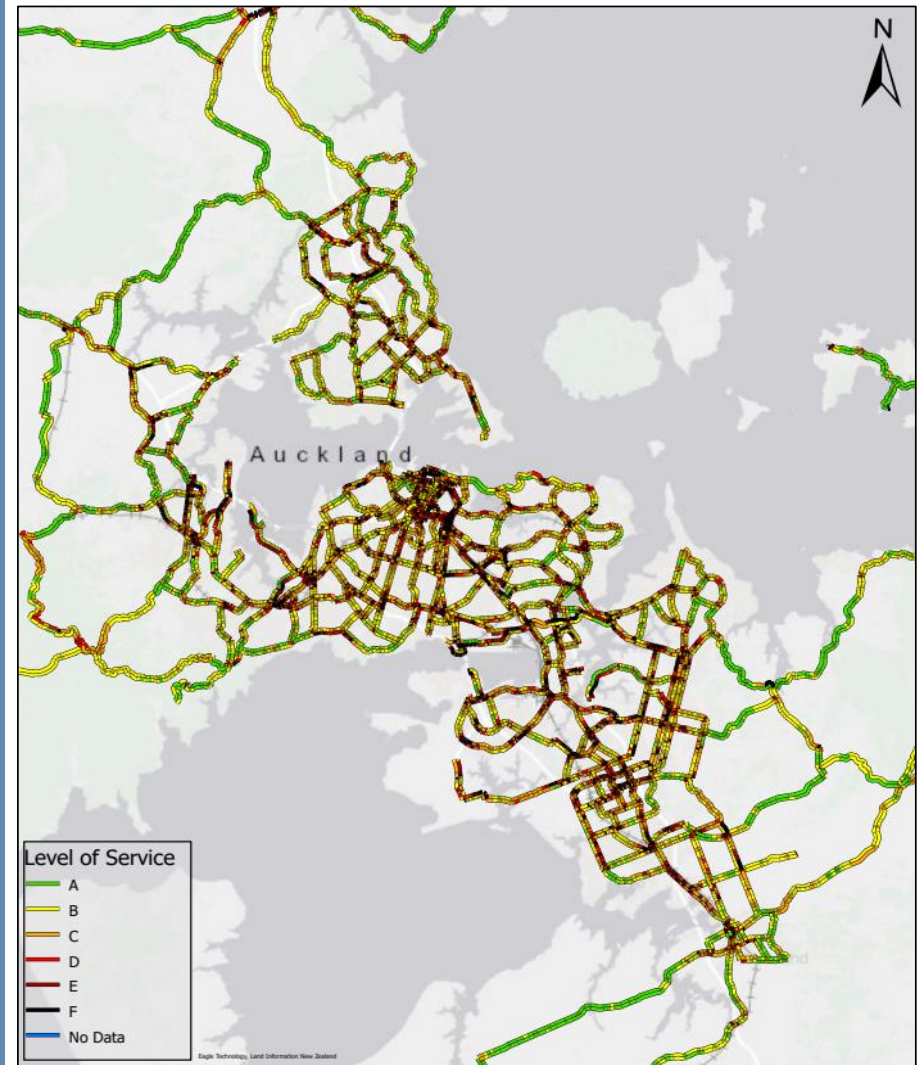
## 2.4 Better Connecting People, Places, Goods and Services

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

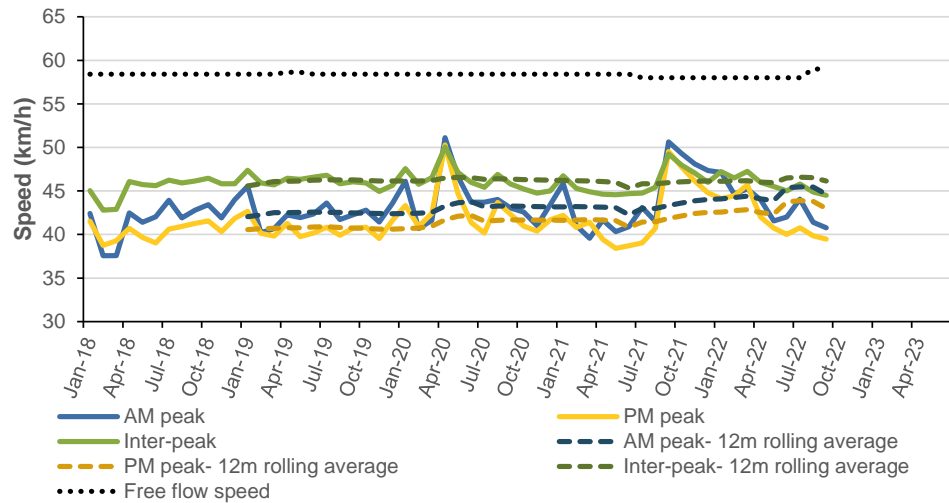
2.4.6 Congestion map PM peak



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

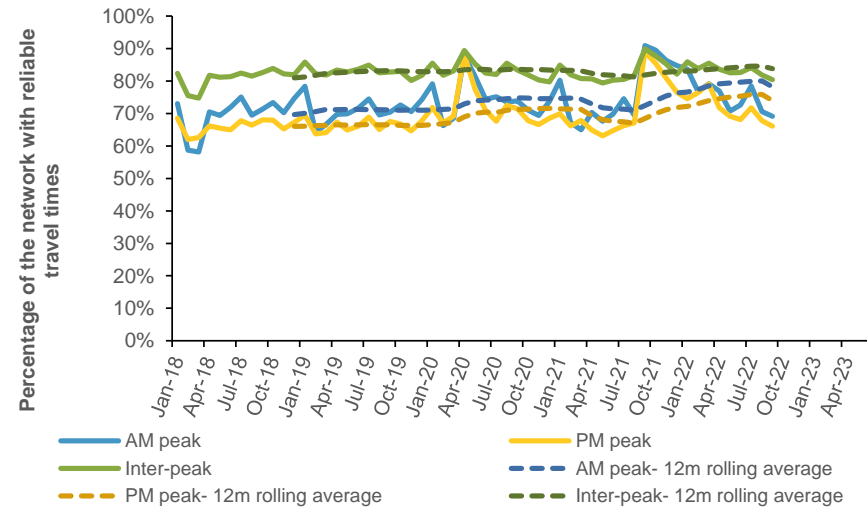


The AM peak average speed on the arterial network was 34 km/h. This is 1 km/h slower than the previous month and similar to pre-COVID-19 levels of August 2019.

*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 travelled over total time travelled.*

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



In September 2022, 68% of the Arterial Network operated with reliable travel times during the AM peak period. This is 1% lower than the previous month and similar to September 2019.

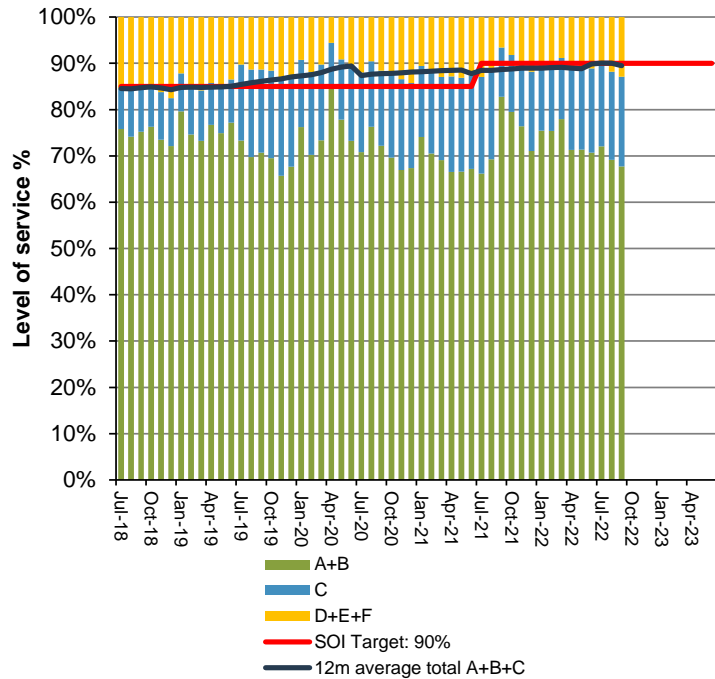
*This figure shows the difference between the typical (median) and the 85th percentile\* travel time, on the combined arterial and motorway network, for the AM peak, inter-peak and PM peak. This is a measure of reliability.*

*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 September 2022, 87% of the Freight Network operated with minimum congestion (Levels of Service A-C) during the interpeak period. This is 3% below the target. The average speed on the Freight Network during interpeak was 60 km/h, 1 km/h slower than both the previous month and September 2019.

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.

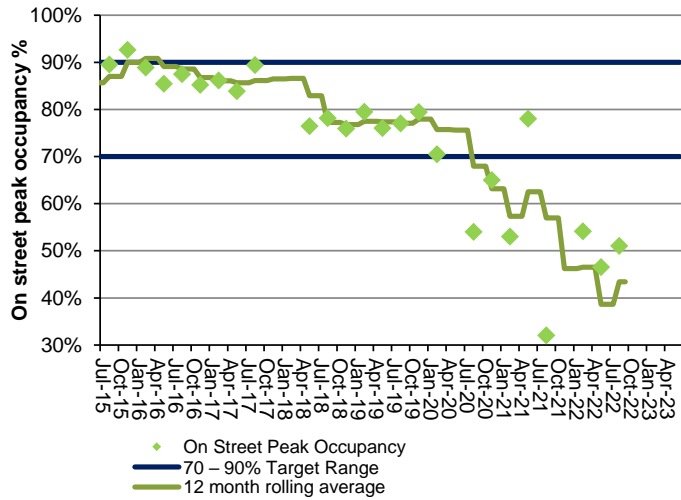
2.4.10 Map showing key freight routes



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)\*

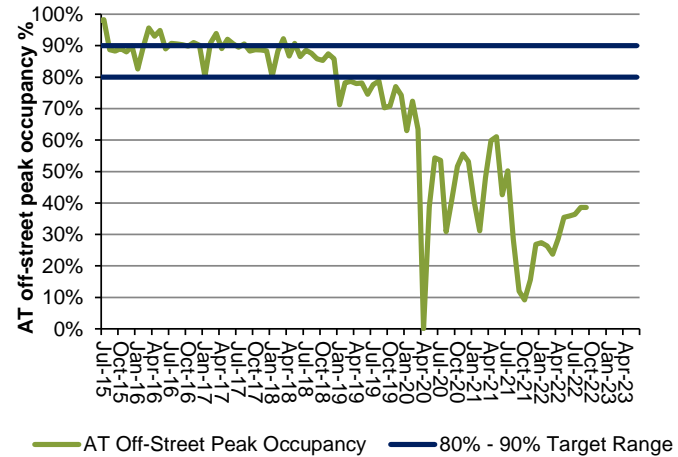


Non-reporting period.

The on-street peak occupancy for August 2022 was 51.0%. The 12-month rolling average for August 2022 was 43.4%. 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

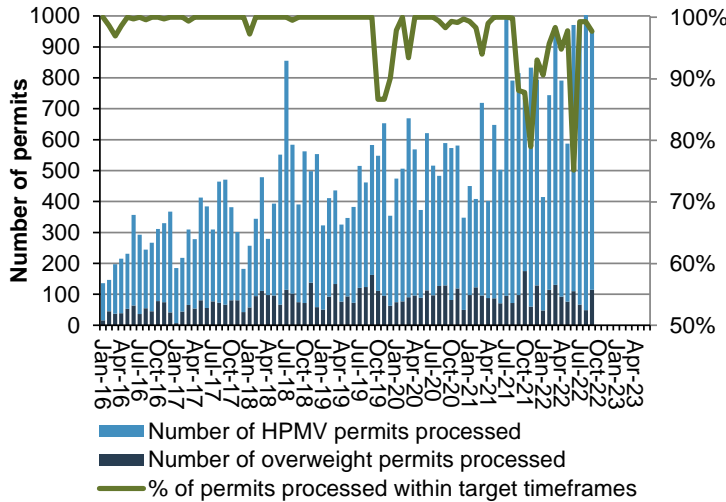


In September 2022, off-street parking occupancy was 38.6%.

Further strong growth with off-street revenue now within 97% of projected budget. Peak occupancy continues to grow although growth has begun to plateau as a 'new normal' begins to descend on the city centre.

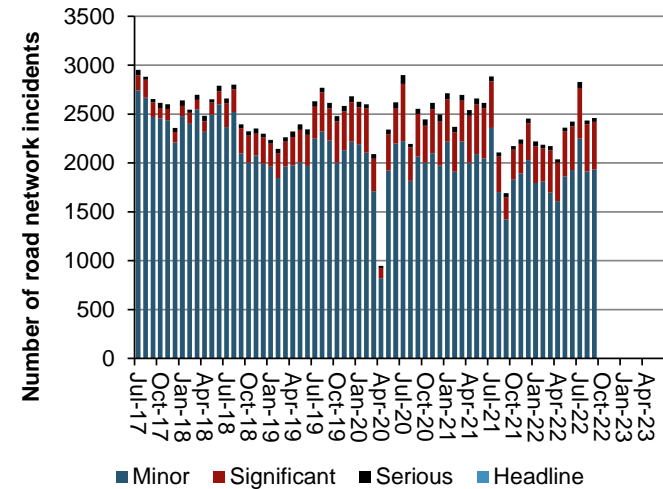
NOTE: From July 2021, the following carparks are included in this number: Civic, Downtown, Ronwood and Victoria St.

### 2.4.13 Heavy vehicle permits processed



In September 2022, 115 Overweight permit applications and 836 HPMV permit applications were processed, totalling to 951. All 951 applications were processed with 97.69% 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\*\*



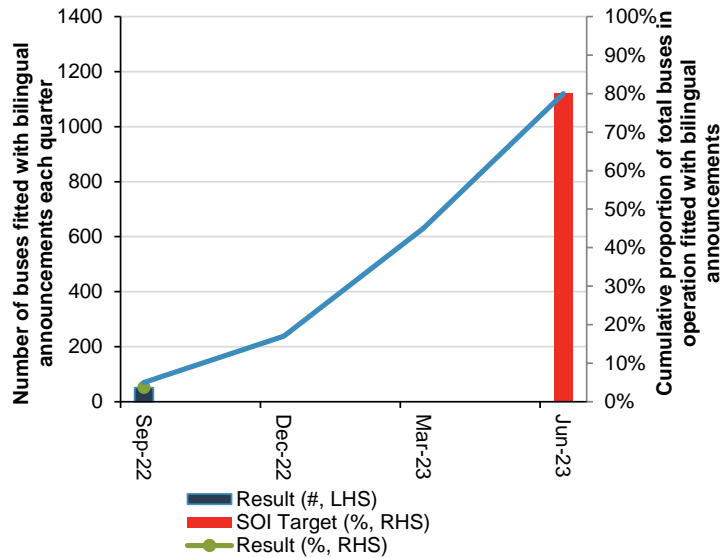
The total number of unplanned incidents was consistent with previous months data. Anti-social behaviour such as ramraids is keeping the team busy with real time monitoring and further workflow.

The number of different types of crashes are as follows:  
 Normal: 739  
 Minor: 1,932  
 Significant: 489  
 Serious: 38  
 There were no headline or catastrophic accidents in September 2022.

\* 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

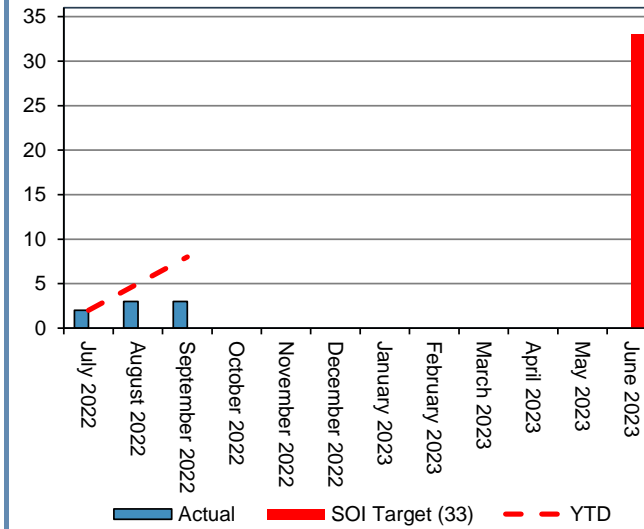


As of September 2022, 4% of AT buses have Te Reo bilingual announcements.

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

### 2.5.2 Number of mana whenua hui held



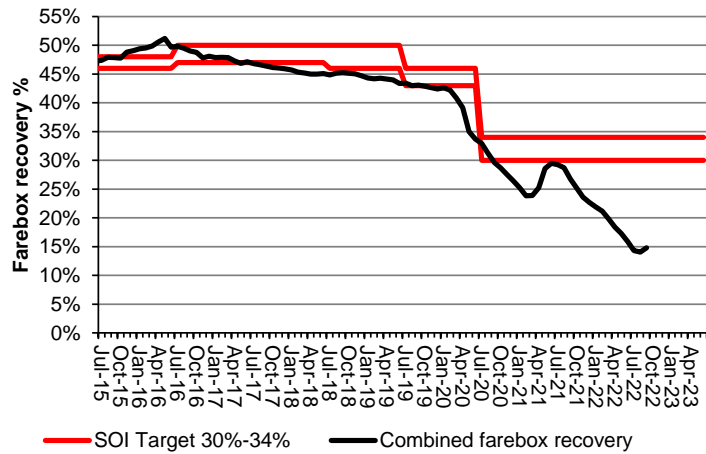
Three mana whenua hui were held in September 2022.

There have been eight hui this FY to date.

There are a total of 33 hui scheduled for 2022/23.

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

### 2.6.1 PT farebox recovery

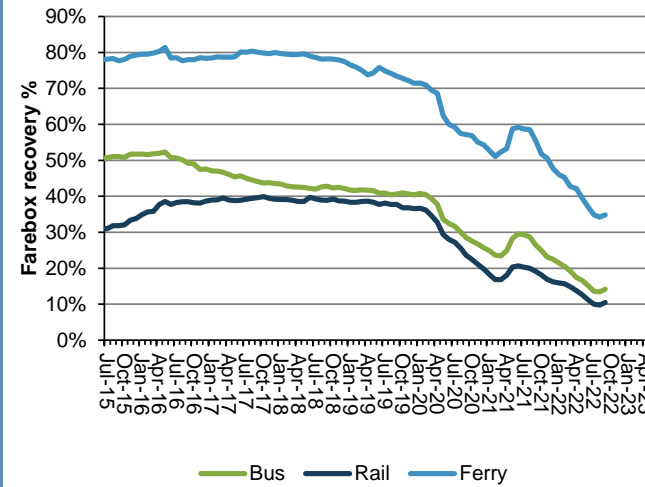


Not on track to meet the target.

The farebox ratio for the 12 months to September 2022 was 14.79%, compared with 43.06% in September 2019.

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

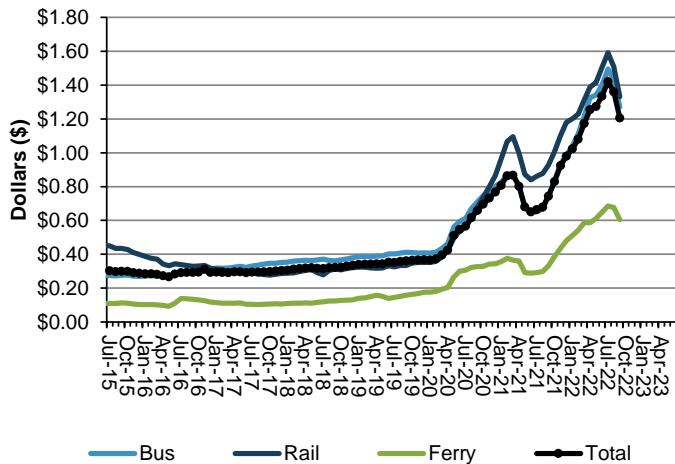
### 2.6.2 PT farebox recovery (by mode)



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

- Bus: 14.16% (40.66%)
- Rail: 10.46% (37.75%)
- Ferry: 34.80% (73.41%)

### 2.6.3 PT subsidy per passenger kilometre

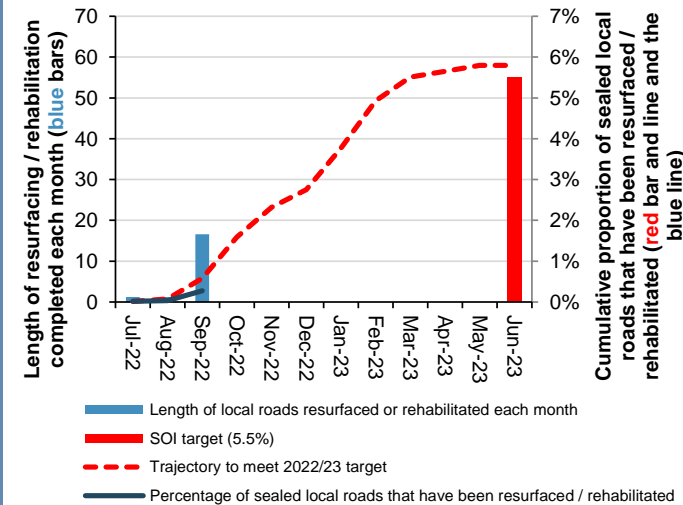


The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The average for September 2022 was \$1.206. For individual modes, September 2022 (and comparable 2019 results) were:

- Bus: \$1.271 (\$0.411)
- Rail: \$1.331 (\$0.334)
- Ferry: \$0.604 (\$0.158)

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



On track to meet the target.

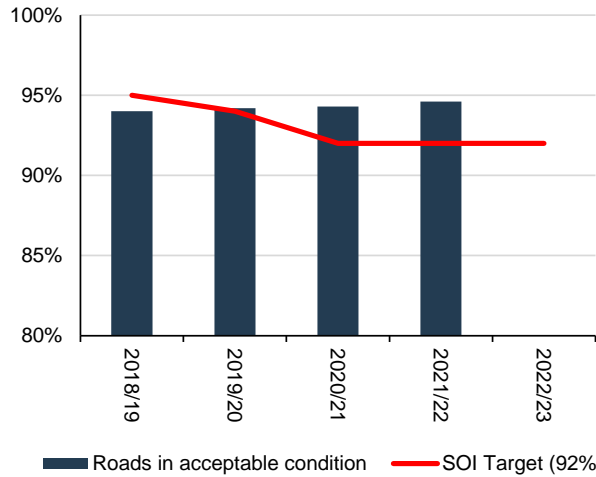
In September 2022, AT completed 16.58 km of resurfacing and rehabilitation.

This financial year-to-date, 19.0 km, or 0.28%, of local roads have been resurfaced / rehabilitated.



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

### 2.6.5 Proportion of road assets in acceptable condition

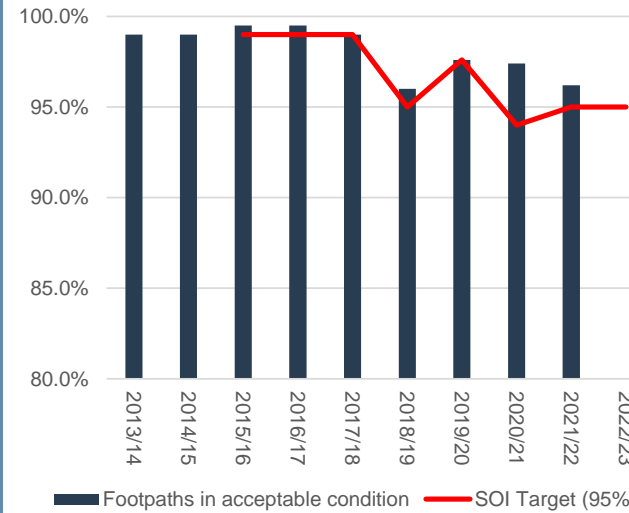


Reported annually in March.

The 2021/22 result for the percentage of road assets in acceptable conditions was 94.6%. This is 2.6 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

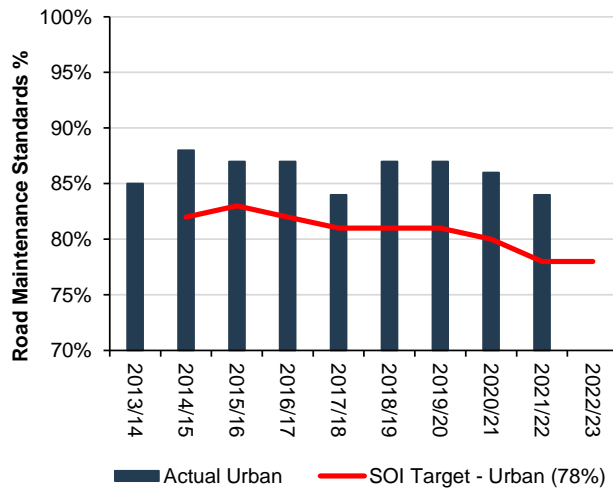


Reported annually in March.

The 2021/22 result for the percentage of footpaths in acceptable condition was 96.2%. This is 1.2 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.

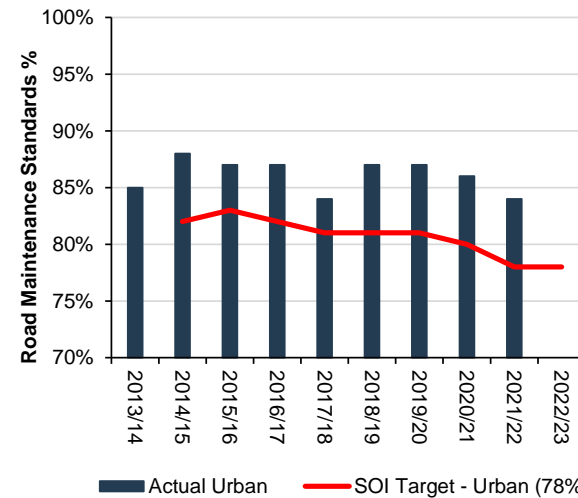
### 2.6.7 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads



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 84%, six percentage points above the target and two percentage points 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

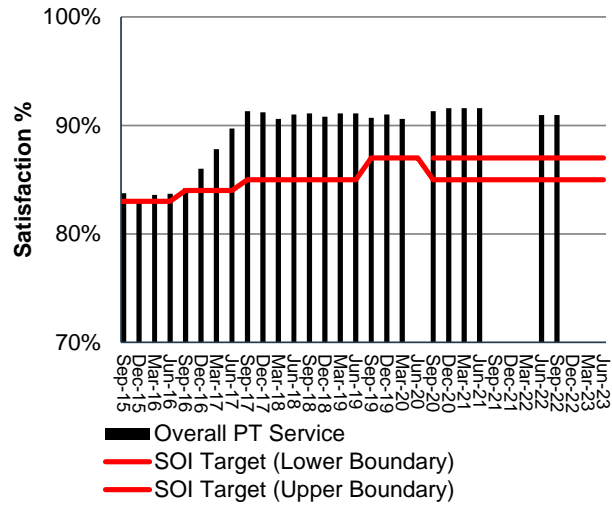


Reported annually in March.

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

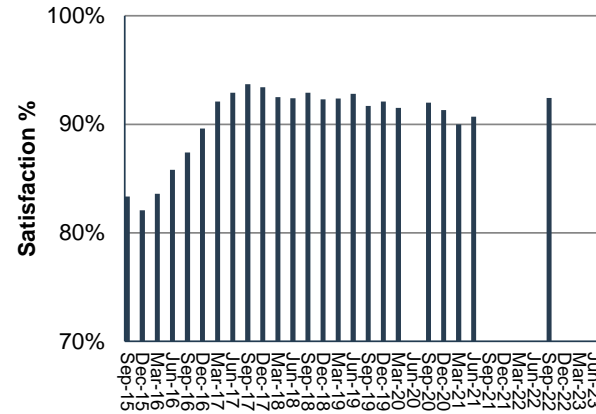
### 2.7.1 Percentage of public transport passengers satisfied with their public transport service



In the July to September 2022 Quarter, the result is 91.0% which exceeds 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.

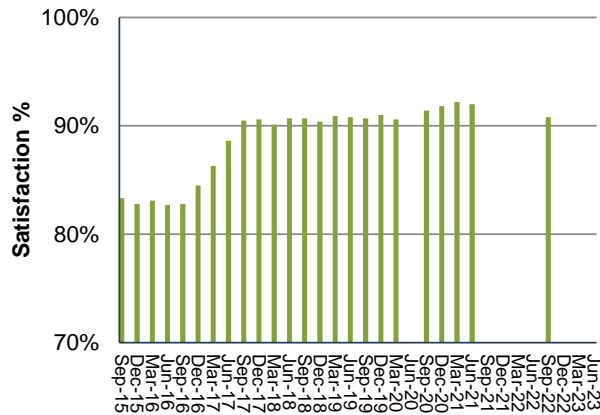
### 2.7.2 Percentage of passengers satisfied with their train service



In the July to September 2022 Quarter, satisfaction with train services (92.4%) was 1.7 percentage points above the June 2021 result (90.7%).

There are no results for June 2020, September 2021, December 2021, March 2022 or June 2022 result due to COVID-19 prevalence limiting the ability to safely undertake face-to-face surveys.

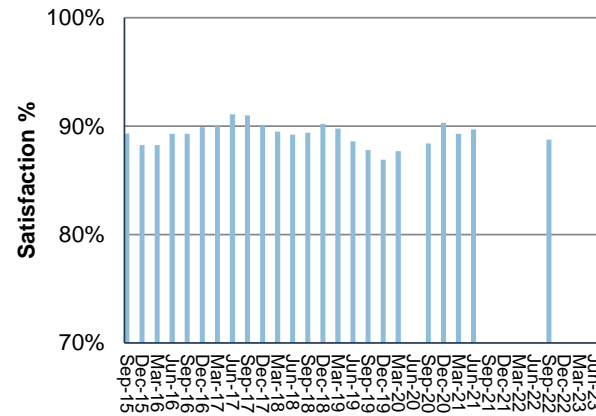
### 2.7.3 Percentage of passengers satisfied with their bus service



In the July to September 2022 Quarter, satisfaction with bus services (90.8%) was 1.2 percentage points lower than the June 2021 result (92.0%).

There are no results for June 2020, September 2021, December 2021, March 2022 or June 2022 result due to COVID-19 prevalence limiting the ability to safely undertake face-to-face surveys.

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

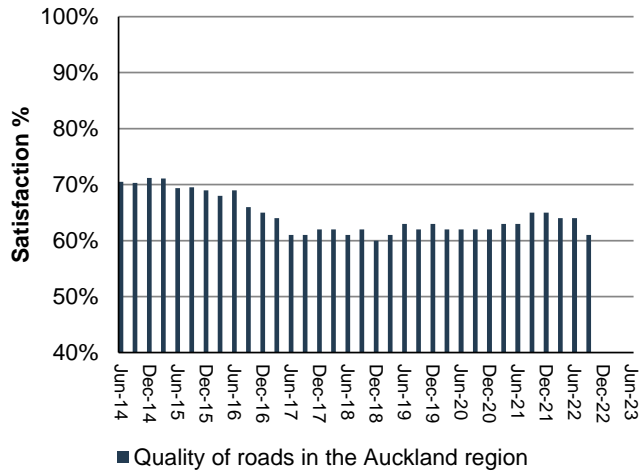


In the July to September 2022 Quarter, satisfaction with ferry services (88.8%) was 0.9 percentage points below the June 2021 result (89.7%).

There are no results for June 2020, September 2021, December 2021, March 2022 or June 2022 result due to COVID-19 prevalence limiting the ability to safely undertake face-to-face surveys.

## 2.7 Providing excellent customer experiences

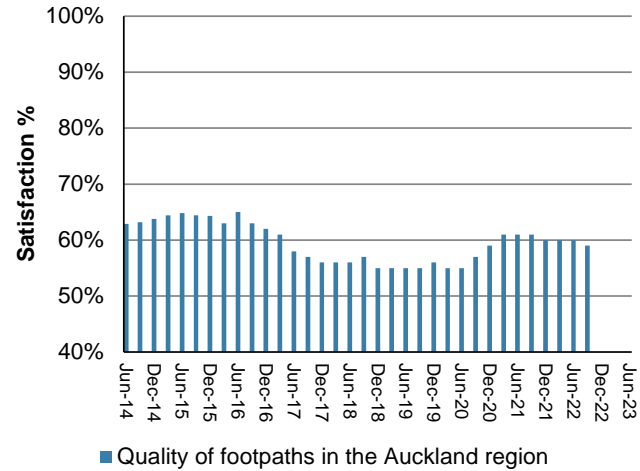
**2.7.5 Percentage of residents satisfied with the quality of roads in the Auckland region**



In the July to September 2022 Quarter, satisfaction with the quality of roads in Auckland was 61%, three percentage points lower than the April to June 2022 Quarter result (61%).

Satisfaction was four percentage points below the July to September 2021 result (65%).

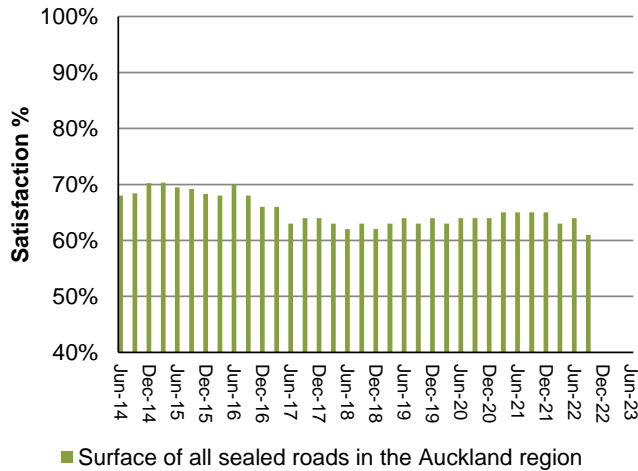
**2.7.6 Percentage of residents satisfied with the quality of footpaths in the Auckland region**



In the July to September 2022 Quarter, satisfaction with the quality of footpaths in Auckland was 59%, one percentage point lower than the April to June 2022 Quarter result (60%).

Satisfaction was two percentage point below the July to September 2021 Quarter result (61%).

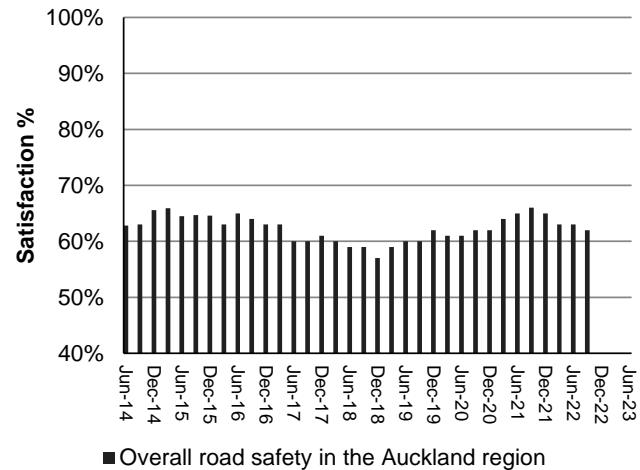
**2.7.7 Percentage of residents satisfied with the surface of all sealed roads in Auckland region**



In the July to September 2022 Quarter, satisfaction with the surface of all sealed roads in Auckland was 61%, three percentage points lower than the April to June 2022 Quarter result (64%).

Satisfaction was four percentage points lower than the July to September 2021 result (65%).

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

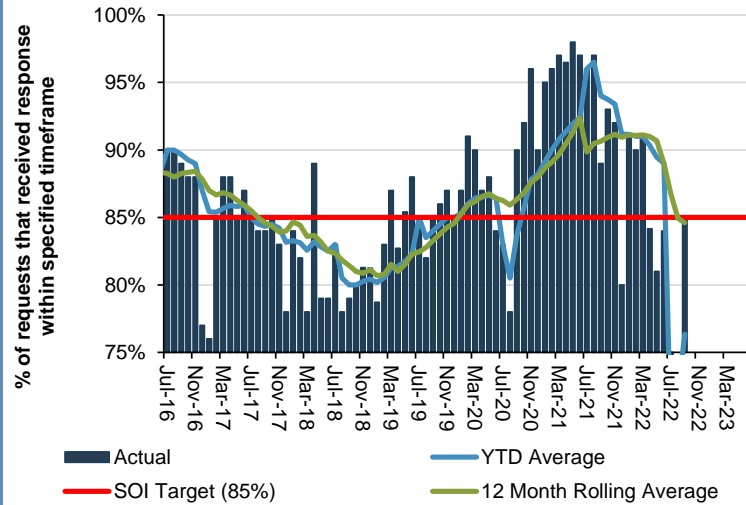


In the July to September 2022 Quarter, satisfaction with road safety in Auckland was 62%, one percentage point lower than the April to June 2022 Quarter result (63%).

Satisfaction was four percentage points lower than the July to September 2021 result (66%).

## 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

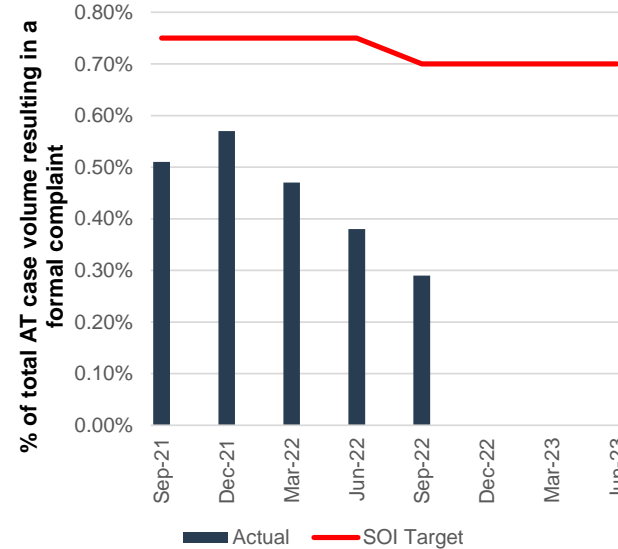


On track to meet target.

12 month rolling average for September 2022: 84.6% (SOI target 85%)

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

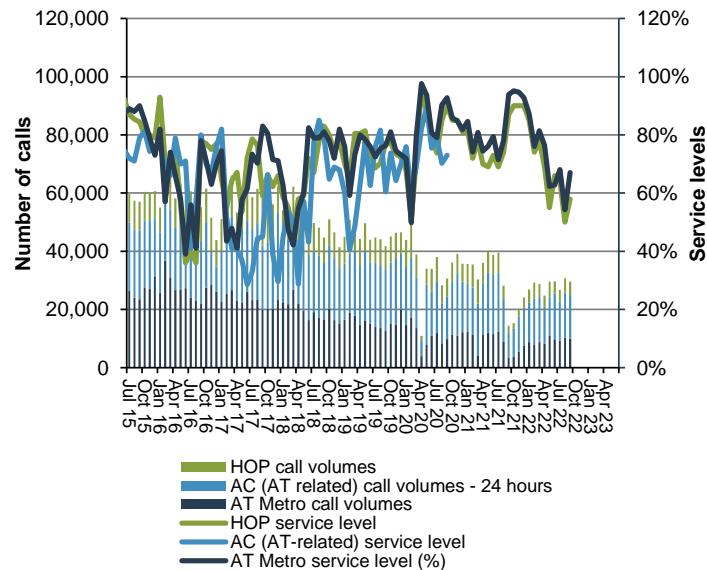
### 2.7.10 Percentage of total AT case volume resulting in a formal complaint



In the September 2022 Quarter, 0.29% of the total AT case volume resulted in a formal complaint. The SOI target for this financial year is less than 0.75%, therefore this is on track to meet the target.

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

### 2.7.11 Call centre incoming calls and service levels

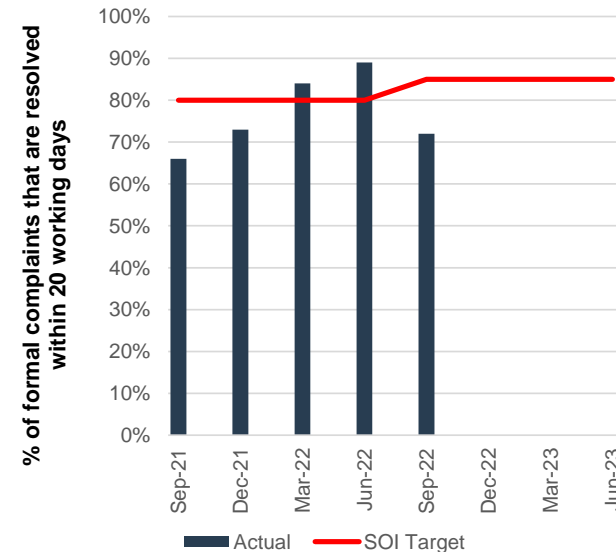


In September 2022 AT HOP Call volumes decreased by 3% compared with August 2022, and increased by 2% compared to September 2021. The service level increased by 13 percentage points from last month.

Auckland Council call volumes have decreased by 4% compared to August 2022, and increased by 1% compared to the same month last year.

AT Metro Call Centre Volumes decreased by 4% on August 2022, and increased by 2% since September 2021. The service level 13% better than last year.

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



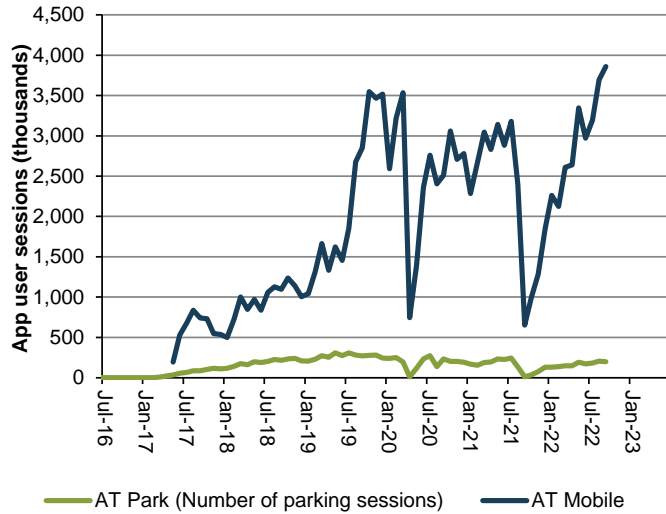
Not on track to meet the target.

In the September 2022 Quarter, 72% of formal complaints were resolved within 20 working days. This is 13 percentage points lower than the SOI target (85.0%)

The team have stated that over the last quarter they have had a number of formal complaints that have required additional investigations, these have included second site visits, traffic counts etc., which has added additional days to reach a resolution. The team is taking active steps to ensure that, going forward, they will keep to the 20-day time frame as much as possible.

## 2.7 Providing excellent customer experiences

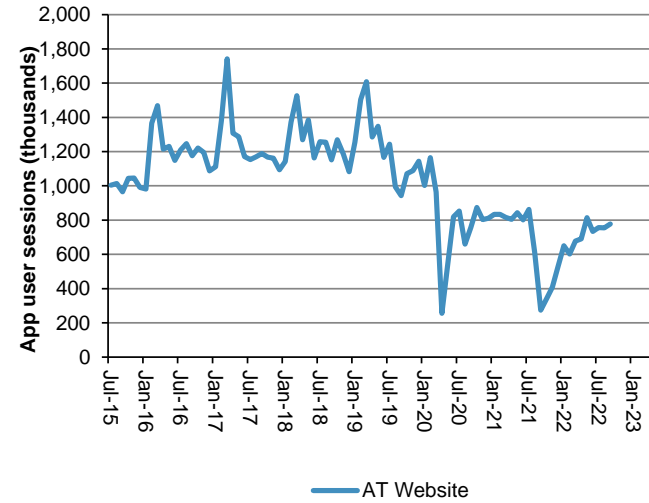
### 2.7.13 AT app user sessions



AT Mobile App user sessions increased by 4% in September 2022 compared with August 2022 and was 128% higher than September 2021.

AT Park App user sessions decreased 3% in September 2022 compared to August 2022 and increased by 80% compared to September 2021.

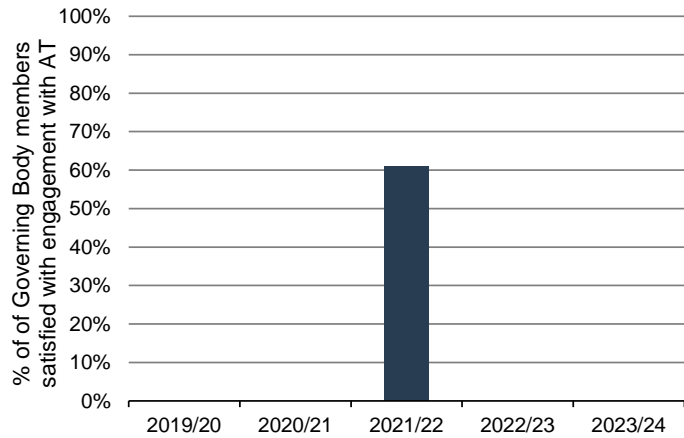
### 2.7.14 AT Website Visits



Visits to the Auckland Transport website totalled 776,606 in September 2022, which was an increase of 3% on August 2022, and an increase of 66% compared with September 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**

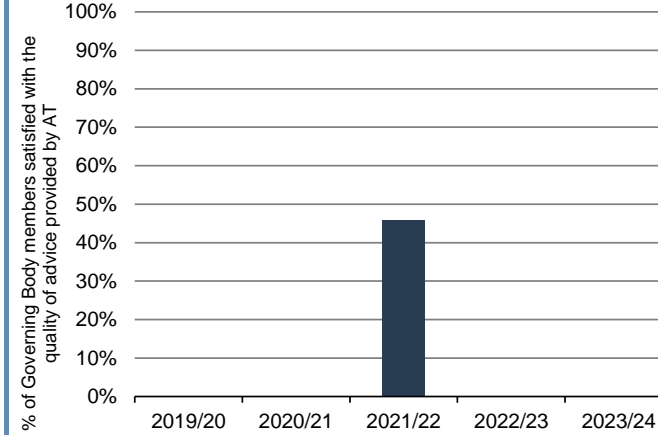


Not yet reported this FY.

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**



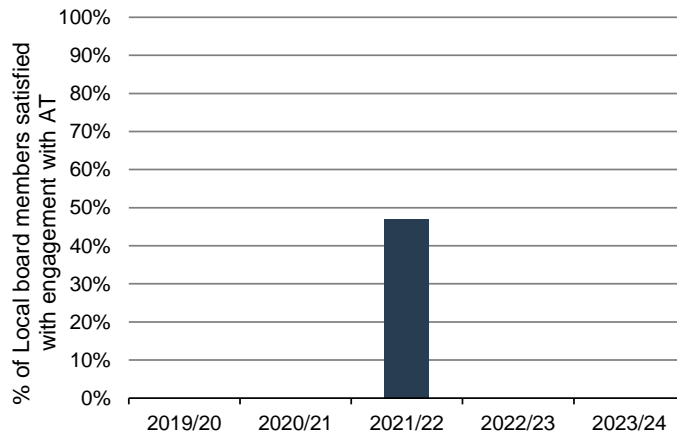
Not yet reported this FY.

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**

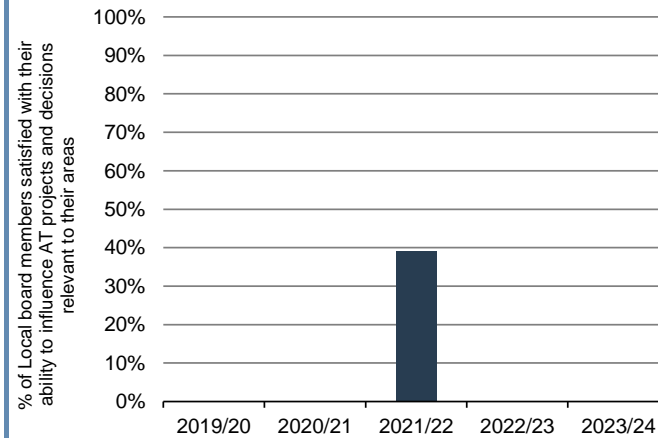


Not yet reported this FY.

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.