

Attachment 1

Auckland Transport Monthly Indicators Report

March 2023



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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						●							FY to December 2022: 3	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 41 (518)	●	●	●	●	●	●	●	●	●				12 months to the end of March 2023: 565	Page 7
	Reduction in the number of deaths and serious injuries on Tāmaki Makaurau's road network	No more than 501	●	●	●	●	●	●	●	●	●				12 months to the end of March 2023: 649	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 224	●	●	●	●	●	●	●	●	●				12 months to the end of March 2023: 279	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						●							December 2022: 75	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 March 2023: 65.6	Page 11
	Total rail boardings (millions)	13.1	●	●	●	●	●	●	●	●	●				12 months to the end of March 2023: 11.5	Page 12
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings	●	●	●	●	●	●	●	●	●	●			Increasing at a slower rate than total boardings	Page 11
	PT punctuality (weighted average across all modes)	96%	●	●	●	●	●	●	●	●	●	●			FY to the end of March 2023: 96.1%	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)	●	●	●	●	●	●	●	●	●				FY to the end of March 2023: 5.74 km	Page 16
	Number of cycle and micromobility movements past 26 selected count sites (millions)	3.854	●	●	●	●	●	●	●	●	●				12 months to the end of March 2023: 2.997m	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%	●	●	●	●	●	●	●	●	●				FY to March 2023: 50.0%	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 March 2023: 29,214	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 March 2023: 88.0%	Page 21
Supporting Māori wellbeing outcomes, expectations and aspirations under Te Tiriti o Waitangi	Percentage of regional buses with Te Reo bilingual announcements	80%			●			●			●				As of March 2022: 72.8%	Page 23
	Number of mana whenua hui held	33	●	●	●	●	●	●	●	●	●				FY to the end of March 2023: 20	Page 23
Our operating model is adaptive, financially sustainable and delivers value	PT farebox recovery	30-34%	●	●	●	●	●	●	●	●	●				March 2023: 15.15%	Page 24
	Percentage of road assets in acceptable condition (as defined by AT's AMP)	92%			●			●			●				January to March 2023 Quarter: 95.6%	Page 25
	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Rural: 88%			●			●			●				January to March 2023 Quarter: 91.0%	Page 25
		Urban: 78%			●			●			●				January to March 2023 Quarter: 84.0%	Page 25
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	95%			●			●			●				January to March 2023 Quarter: 97.5%	Page 25
Percentage of the sealed local road network that is resurfaced	5.5%	●	●	●	●	●	●	●	●	●				FY to the end of March 2023: 3.8% (262.3 km)	Page 24	
Providing excellent customer experiences	Percentage of public transport passengers satisfied with their public transport service	85-87%			●			●			●				January to March 2023 Quarter: 91.0%	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 March 2023: 78.4%	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%			●			●			●				January to March 2023 Quarter: 0.27%	Page 28
	Percentage of formal complaints that are resolved within 20 working days (baseline of 79% for 2020/21)	85%			●			●			●				January to March 2023 Quarter: 99.8%	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

	March - 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			
1. Bus Total:	6,441,164	125.6%	3,521,759	82.9%	39,086,594	89.3%	17,180,475	127.5%	40,900,000	54,300,000
2. Train (Rapid) Total:	1,329,081	121.0%	1,160,000	14.6%	8,818,974	96.9%	5,250,000	68.0%	13,100,000	12,300,000
3. Ferry (Connector Local) Total:	502,652	113.9%	476,190	5.6%	3,387,122	87.8%	2,014,652	68.1%	5,000,000	4,700,000
Total Patronage	8,272,897	124.1%	5,157,950	60.4%	51,292,690	90.5%	24,445,127	109.8%	59,000,000	71,300,000
Rapid and Frequent	2,878,433	89.0%	2,600,000	10.7%	20,393,338	102.2%	12,900,000	58.1%	31,000,000	31,000,000

	March - 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	
1. Bus Total:	6,424,768	2,853,042	3,571,726	125.2%	49,478,091	7.8%	14,852,181	42.9%	38,760,405	18,168,449	88.2%	
- Busway (Rapid) Bus	669,365	230,169	439,196	190.8%	4,924,478	9.8%	1,497,493	43.7%	3,900,654	2,036,664	109.3%	
- Frequent Bus	863,591	688,749	174,842	25.4%	10,291,540	1.7%	1,401,461	15.8%	7,558,115	2,252,506	42.5%	
- Connector Local Targeted Bus	4,889,882	1,933,954	2,955,928	152.8%	34,227,382	9.5%	11,949,887	53.6%	27,279,701	13,860,684	103.3%	
- On-Demand	1,930	85	1,845	2,170.6%	34,691	5.6%	3,340	10.7%	21,935	18,595	556.7%	
2. Train (Rapid) Total:	1,313,546	601,296	712,250	118.5%	11,226,560	6.8%	3,253,200	40.8%	8,628,572	4,182,589	94.1%	
- Western	504,901	211,552	293,350	138.7%	3,872,000	8.2%	1,155,347	42.5%	2,975,930	1,473,873	98.1%	
- Eastern	343,722	160,950	182,772	113.6%	3,302,414	5.9%	1,067,701	47.8%	2,589,530	1,331,704	105.9%	
- Onehunga	30,267	28,075	2,192	7.8%	440,619	0.5%	32,820	8.0%	312,659	89,200	39.9%	
- Southern	434,656	187,644	247,012	131.6%	3,528,024	7.5%	1,083,804	44.3%	2,720,269	1,355,961	99.4%	
- Pukekohe	0	13,076	-13,076	-100.0%	83,503	-13.5%	-86,473	-50.9%	30,185	-68,148	-69.3%	
3. Ferry (Frequent & Connector Local) Total:	270,974	31,587	239,387	757.9%	1,822,215	15.1%	1,222,062	203.6%	1,622,243	1,325,563	446.8%	
- Contract	270,974	31,587	239,387	757.9%	1,822,215	15.1%	1,222,062	203.6%	1,622,243	1,325,563	446.8%	
Patronage (Excl Exempt Serv/Spl Evts)	8,009,288	3,485,925	4,523,363	129.8%	62,526,866	7.8%	19,327,443	44.7%	49,011,220	23,676,601	93.5%	

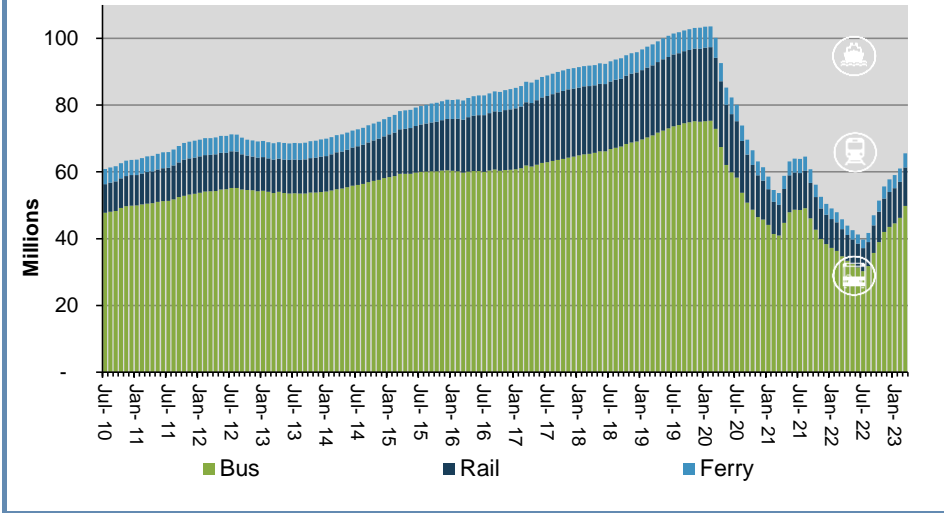
Exempt Services	248,074	205,818	42,256	20.5%	2,606,336	1.6%	159,032	6.5%	1,880,474	337,159	21.8%
- Exempt Services - Bus	16,396	2,427	13,969	575.6%	130,698	12.0%	40,640	45.1%	115,595	79,568	220.9%
- Exempt Services - Ferry	231,678	203,391	28,287	13.9%	2,475,638	1.2%	118,392	5.0%	1,764,879	257,591	17.1%
Special Events	15,535	0	15,535	-	449,910	3.6%	323,543	256.0%	400,996	348,943	670.4%
- Special Events - Bus	0	0	0	-	213,608	0.0%	185,107	649.5%	210,594	192,394	1,057.1%
- Special Events - Rail	15,535	0	15,535	-	236,302	7.0%	138,436	141.5%	190,402	156,549	462.4%
Total Patronage (Exempt Serv/Spl Evts)	263,609	205,818	57,791	28.1%	3,056,246	1.9%	482,575	18.8%	2,281,470	686,102	43.0%

Rapid & Frequent	2,878,433	1,522,726	1,355,707	89.0%	26,809,578	5.3%	6,418,816	31.5%	20,393,338	8,741,476	75.0%
Connector Local Targeted	5,394,464	2,169,017	3,225,447	148.7%	38,773,534	9.1%	13,391,202	52.8%	30,899,352	15,621,228	102.2%
Total Patronage	8,272,897	3,691,743	4,581,154	124.1%	65,583,112	7.5%	19,810,018	43.3%	51,292,690	24,362,703	90.5%

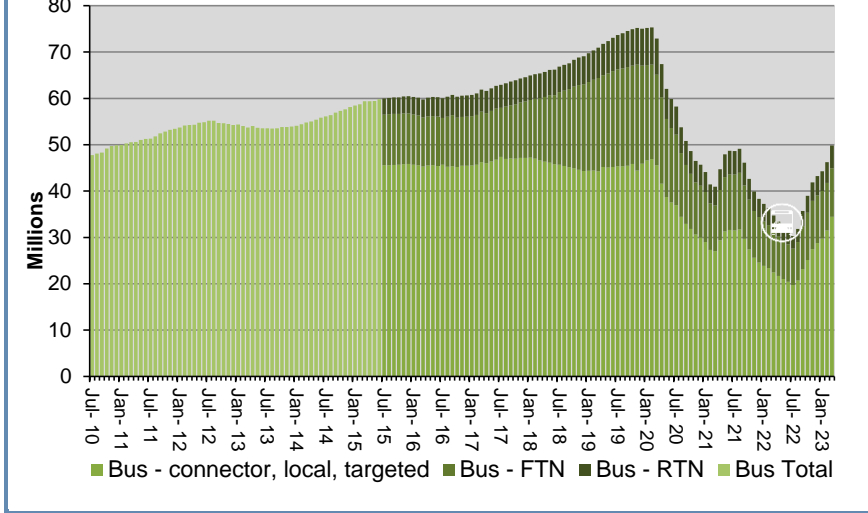
Bus	6,441,164	2,855,469	3,585,695	125.6%	49,822,397	7.8%	15,077,928	43.4%	39,086,594	18,440,411	89.3%
Rail	1,329,081	601,296	727,785	121.0%	11,462,862	6.8%	3,391,636	42.0%	8,818,974	4,339,138	96.9%
Ferry	502,652	234,978	267,674	113.9%	4,297,853	6.6%	1,340,454	45.3%	3,387,122	1,583,154	87.8%
Total Patronage	8,272,897	3,691,743	4,581,154	124.1%	65,583,112	7.5%	19,810,018	43.3%	51,292,690	24,362,703	90.5%

1.2 AT Metro Boardings breakdown

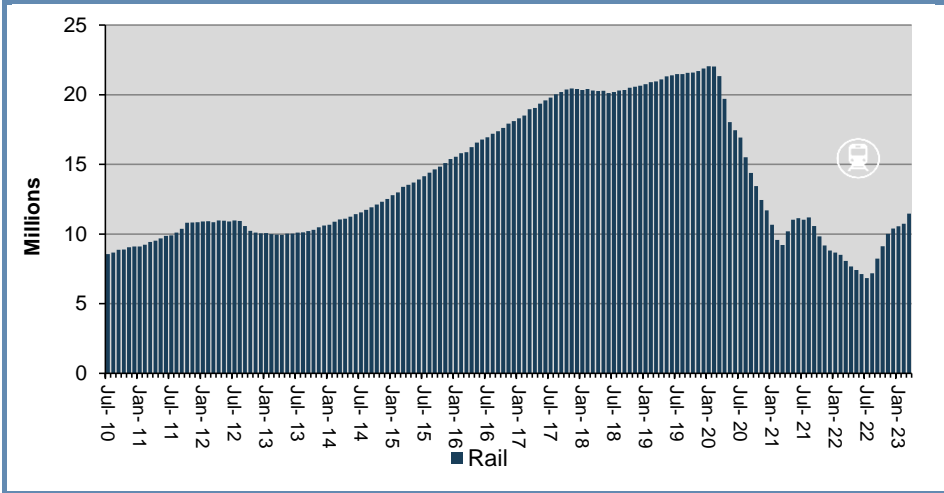
1.2.1 Total Patronage (12 month rolling total)



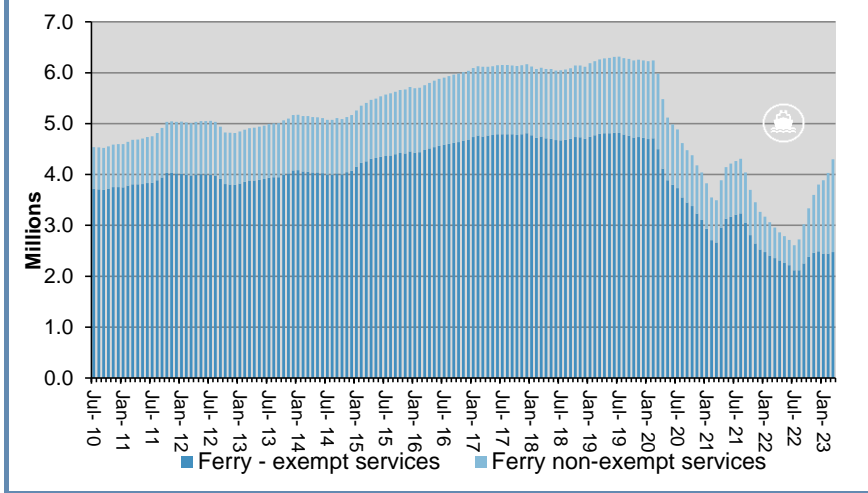
1.2.2 Bus Patronage (12 month rolling total)



1.2.3 Train Patronage (12 month rolling total)

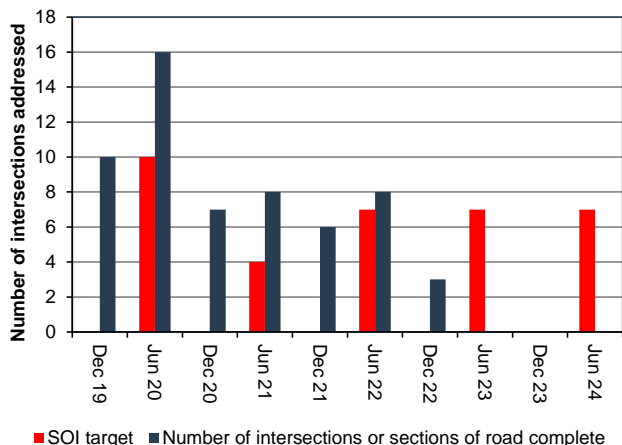


1.2.4 Ferry Patronage (12 month rolling total)



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

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

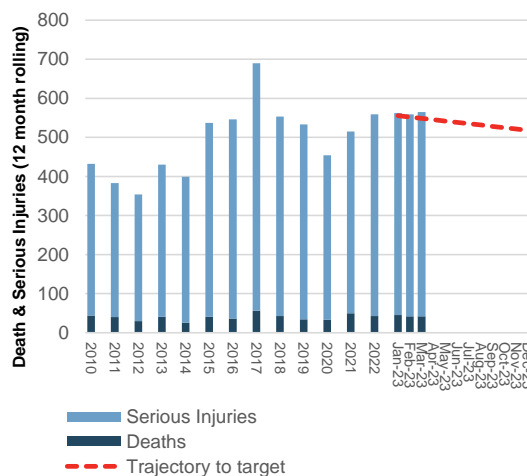


This is a non-reporting period.

So far this financial year, three high-risk intersections and sections of road have been addressed by AT's safety programme. These include Swanson Road, Hill Road/Claude Road and Makora Road/Triangle Road Intersection. A further four are currently in construction.

Of the eight targeted projects, the team is confident all eight will be completed by the end of the FY 22/23.

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.

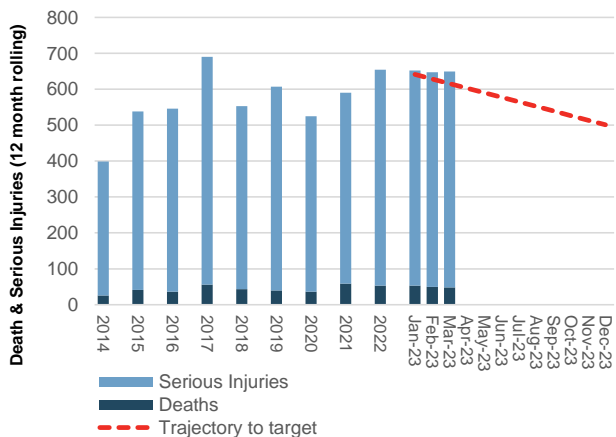
For the 12 months to the end of March 2023, local roads deaths and serious injuries totalled 565. This is 11.0% higher than the same time last year. The end of year target for 2023 is 518 DSI.

Local road deaths have decreased by 8.7% (from 46 last year to 42 this year). Local road serious injuries increased by 13.0% in the past year (from 463 last year to 523 this year).

For more detailed analysis on the safety statistics, please refer to the monthly safety business report.

*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

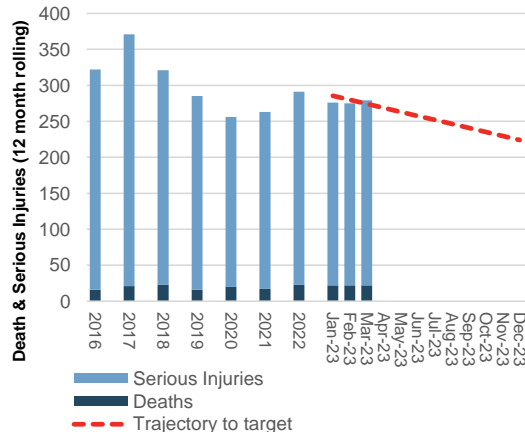


Not on track to meet the target.

For the 12 month to end of March 2023, deaths and serious injuries on all Auckland roads (including local roads and highways) totalled 649. This is 11.1% higher than the same time last year. The end of year target for 2023 is 501 DSI.

All road deaths have decreased by 15.8% (57 last year to 48 this year). All Auckland road serious injuries increased by 14.0% in the past year (from 527 last year to 601 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 meet the target.

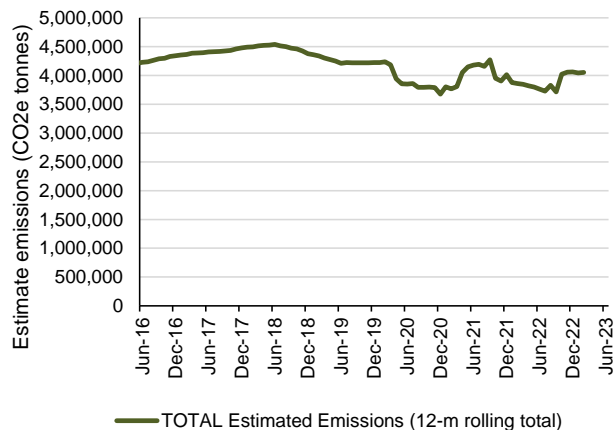
For the 12 month to March 2023, deaths and serious injuries of vulnerable road users totalled 279. This is 8.1% higher than the same time last year. The end of year target for 2023 is 224 DSI.

VRU deaths have increased by 69.2% (from 13 last year to 22 this year). VRU serious injuries increased by 4.9% in the past year (from 245 last year to 257 this year).

= SOI Measure

2.2 Improving the Resilience and Sustainability of the Transport System

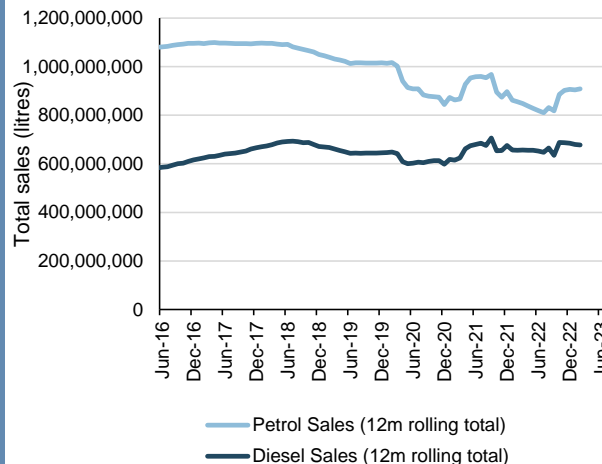
2.2.1 Estimated transport related greenhouse gas emissions



Target to be developed. The data is delayed for this measure so for this month, we are using data from February 2023.

Total estimated emissions from the sale of petrol and diesel within the Auckland region were 4.05 megatons of CO2e in the 12 months to February 2023.

2.2.2 Auckland fuel sales

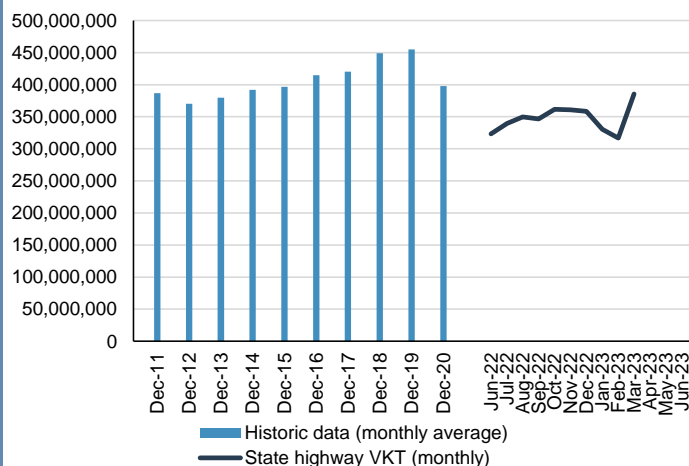


In the 12 months to the end of February 2023, there was a total of 1.587 billion litres of fuel sales.

Annual petrol sales of 909 million litres have increased by 0.5% compared with the 12 months to January 2023 and decreased by 6.2% compared with the 12 months to February 2022.

Annual diesel sales of 677 million litres have decreased by 0.4% compared with the 12 months to January 2023 and increased by 3.3% compared with the 12 months to February 2022.

2.2.3 Auckland state highway monthly vehicles kilometres travelled



Estimated vehicle kilometres travelled on Auckland state highways totalled 385.5 million kilometres in the month of March 2023. This was an increase of 21.7% compared with February 2023.

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.

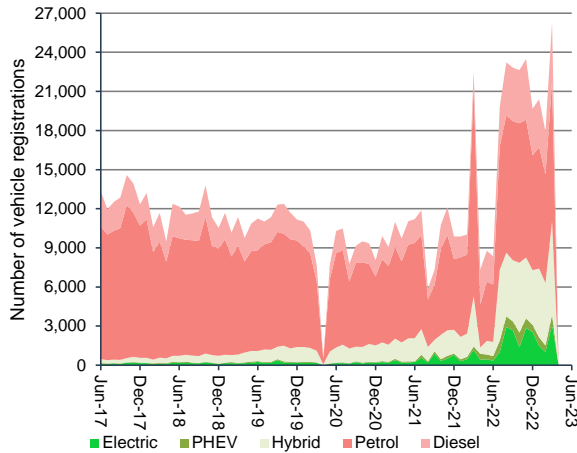
Measure 2.2.2 uses data from Local Authority Fuel Tax returns for total annual fuel sales as a proxy for fuel consumption in Auckland. This data will be reported when it is received and is often delayed by a month or so.

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

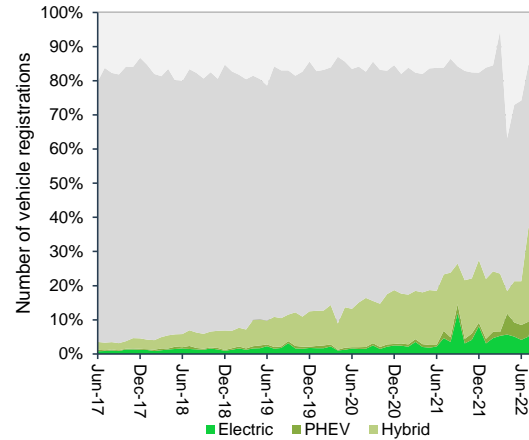
2.2.4 Number of electric vehicles imported and registered in Auckland



In March 2023, there were a total of 26,298 vehicles newly registered in Auckland.

Of these, 7,172 (27.3%) were hybrid, 734 (2.8%) were plugin-hybrid EV, and 3,129 (11.9%) were battery electric.

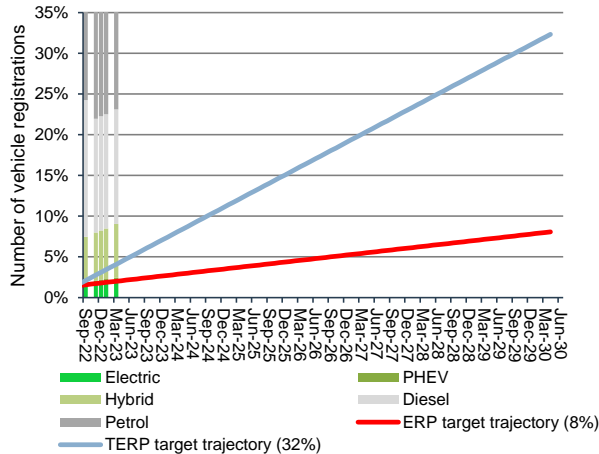
2.2.5 Percentage of electric vehicles imported and registered in Auckland



In March 2023, a total of 42.0% of registrations were electric, hybrid or plug-in electric vehicles. This compares to 35.2% in February 2023.

Petrol: 40.8%
 Diesel: 17.3%
 Hybrid: 27.3%
 PHEV: 2.8%
 Electric: 11.9%

2.2.6 Share of electric vehicles in Auckland's vehicle fleet



As of March 2023, 1.9% of Auckland's total vehicle fleet are electric vehicles.

A further 6.6% are hybrid and 0.6% are PHEV.

The majority are still petrol or diesel with 76.9% being petrol and 14.1% 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.

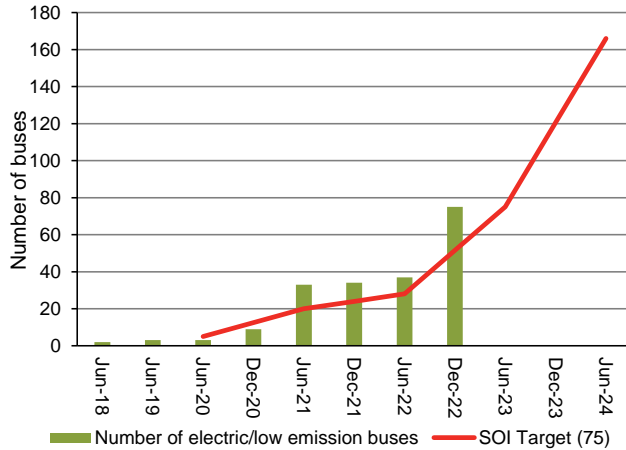
At present, we are roughly in line with the ERP trajectory to target.

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

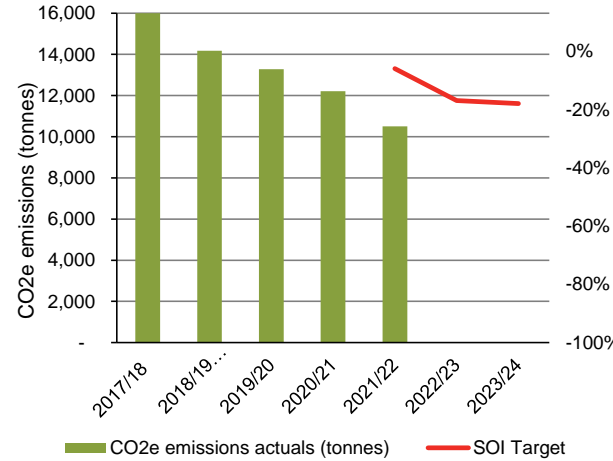


This is a non-reporting period. However, this target has been met. The target for the FY22/23 is 75.

There are 75 low emission buses in the Auckland bus fleet as of December 2022.

Out of the 75, 74 are electric, and one is hydrogen powered.

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



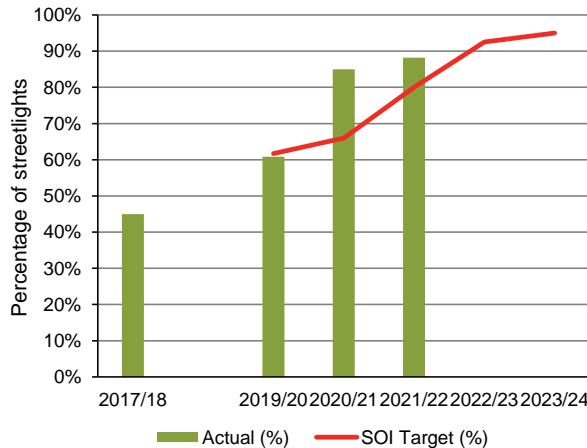
Not yet reported this FY.

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

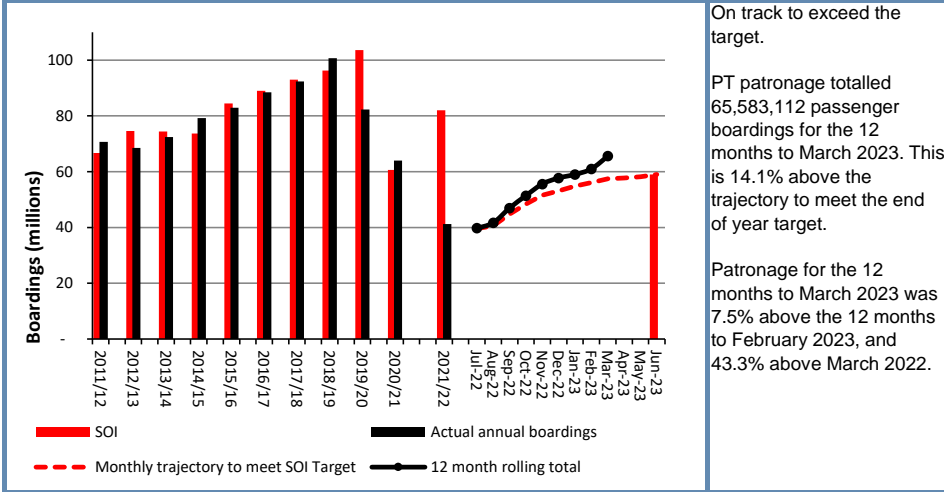


Not yet reported this FY.

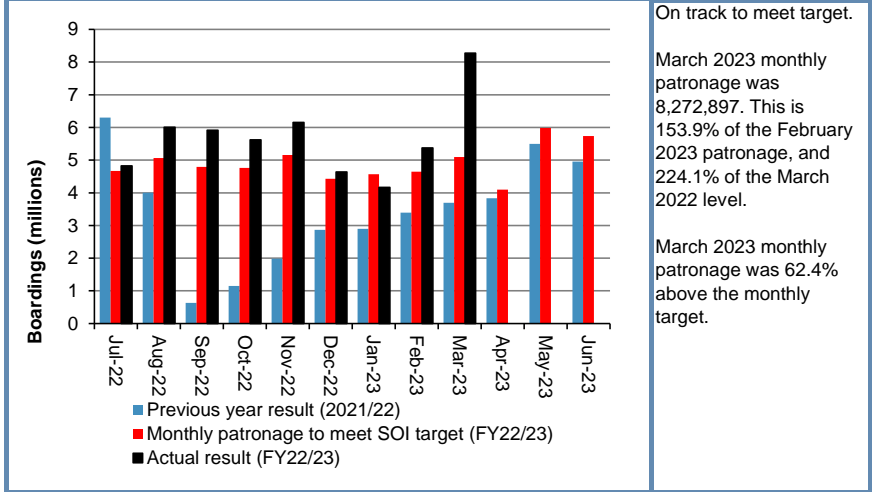
At the end of 2021/22, 113,600 streetlights were LED, 88.2% of all streetlights, exceeding last year's target by 8.2 percentage points.

2.3 Providing and accelerating better travel choices for Aucklanders

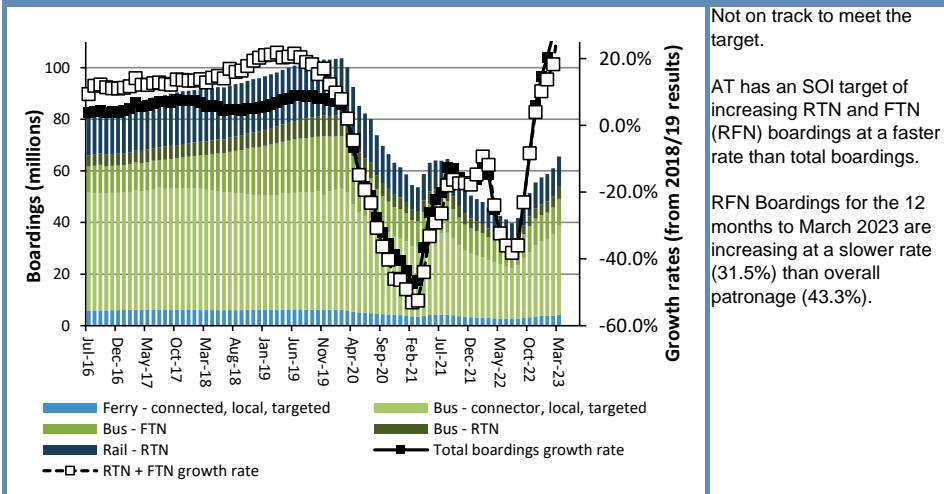
2.3.1 Total public transport boardings (millions)*



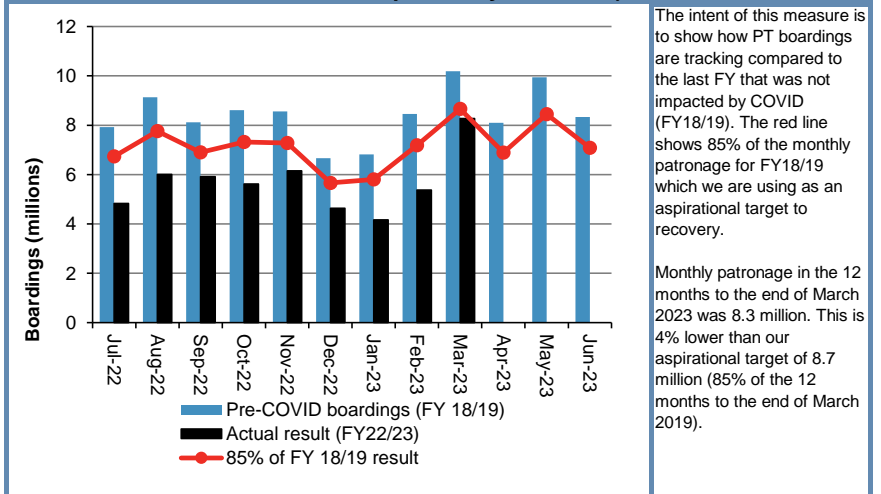
2.3.2 Monthly public transport boardings (millions)



2.3.3 Boardings on rapid or frequent network



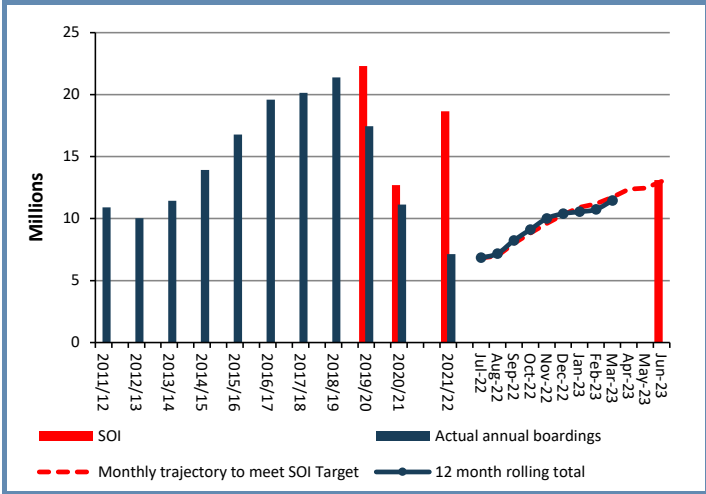
2.3.4 Monthly public transport boardings (millions) compared to FY18/19 (the last FY unimpacted by COVID-19)



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)*



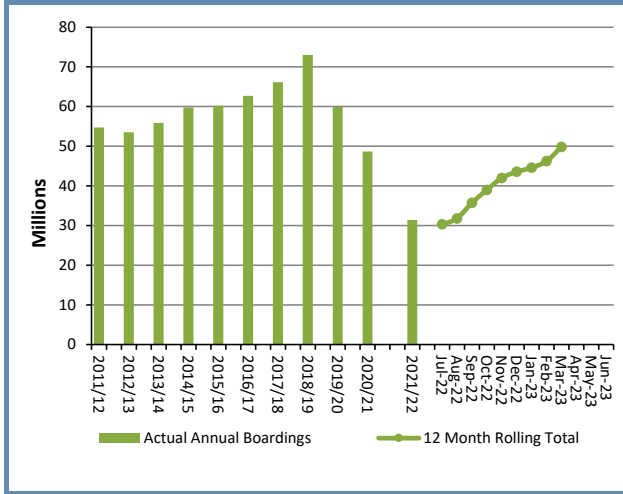
Not on track to meet the target.

Rail patronage totalled 11,426,862 passenger boardings for the 12 months to the end of March 2023.

Patronage for the 12 months to March 2023 was 6.8% above the 12 months to February 2023, and 42.0% above March 2022.

Ongoing rail closures for the KiwiRail rail rebuild continue to impact this measure.

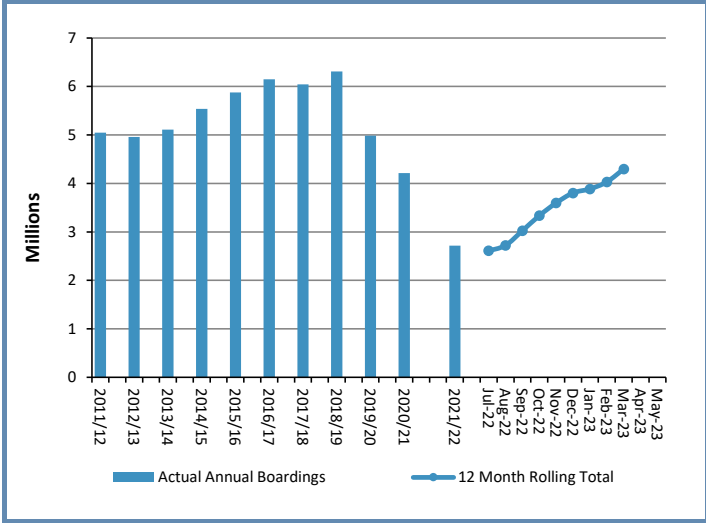
2.3.6 Bus boardings (12 month rolling total)



Bus patronage totalled 49,822,397 passenger boardings for the 12 months to the end of March 2023.

This is an increase of 7.8% on the 12 months to February 2023 and an increase of 43.4% on the 12 months to March 2022.

2.3.7 Ferry boardings (12 month rolling total)

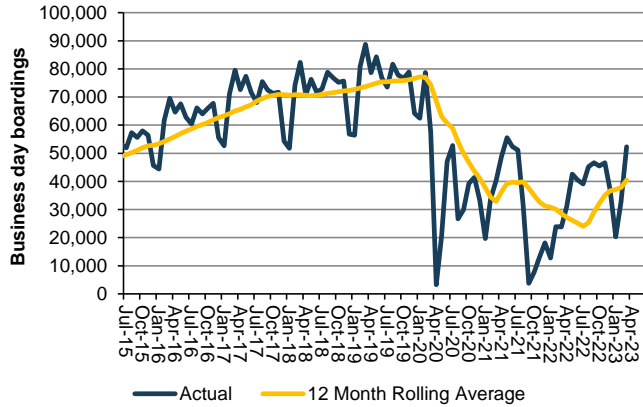


Ferry patronage totalled 4,297,853 in the 12 months to the end of March 2023.

This is an increase of 6.6% on the 12 months to February 2023, and an increase of 45.3% compared with the 12 months to March 2022.

2.3 Providing and accelerating better travel choices for Aucklanders

2.3.8 Rail business day average boardings

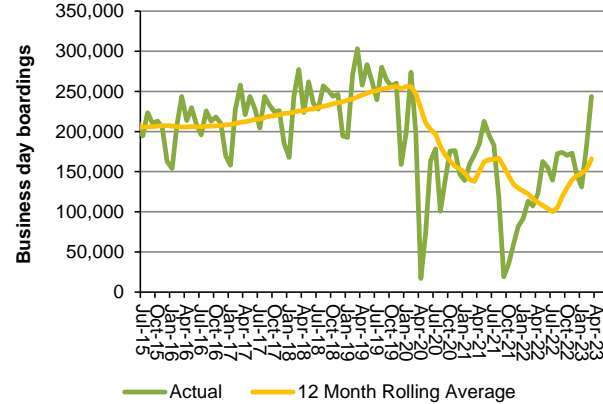


Business day boardings on the rail network averaged 40,456 in the 12 months to March 2023.

This represents an 45.1% decrease on the on the 12-month average to the end of March 2019 (72,715).

Business day boardings on the rail network were 52,326 in the month of March 2023. This decrease reflects the rail rebuild that has temporarily paused some train services however things appear to be recovering slightly as people return to school and university.

2.3.9 Bus business day average boardings

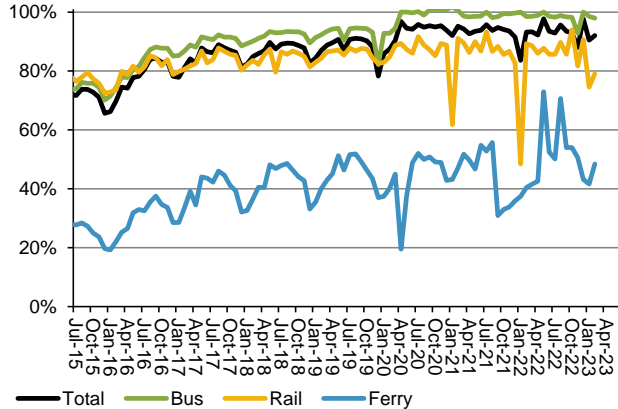


Business day boardings on the bus network averaged 166,020 in the 12 months to the end of March 2023.

This represents a 31.7% decrease on the 12-month average to the end of March 2019 (243,048).

Business day boardings on the bus network were 243,643 in the month of March 2023.

2.3.10 Percentage of all PT trips using AT HOP



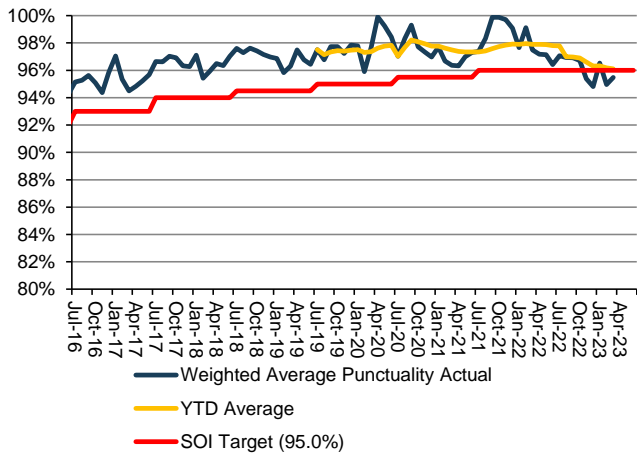
Due to a data issue, the March 2023 information is not available. The team is working to resolve this and are confident this information will be available in the next Monthly Indicators Report.

The proportion of all trips using AT HOP in February 2023 was 92%, one percentage point below the January 2023.

Bus: 98%
 Rail: 79%
 Ferry: 48%

2.3 Providing and accelerating better travel choices for Aucklanders

2.3.11 PT punctuality (weighted average across all modes)

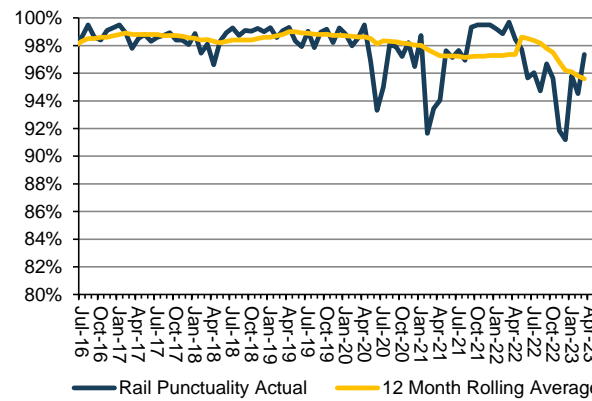


On track to meet the target.

PT punctuality for the financial year to the end of March 2023 was 96.1% compared to the SOI target 96.0%. PT weighted average punctuality for the month of March 2023 was 95.5%.

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

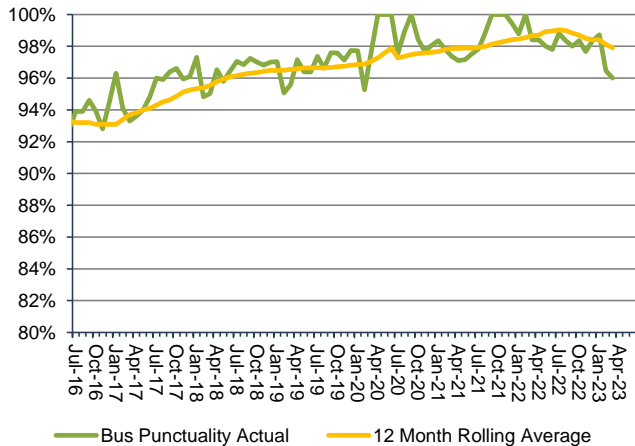
2.3.12 Rail services punctuality



Rail service punctuality in March 2023 was 97.4%, and 95.6% for the 12 months to the end of March 2023.

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

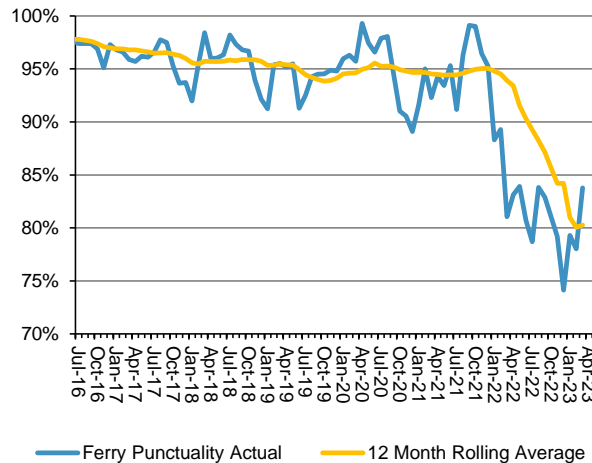


Bus service punctuality in March 2023 was 96.0%, and 97.9% for the 12 months to the end of March 2023.

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.

2.3.14 Ferry services punctuality



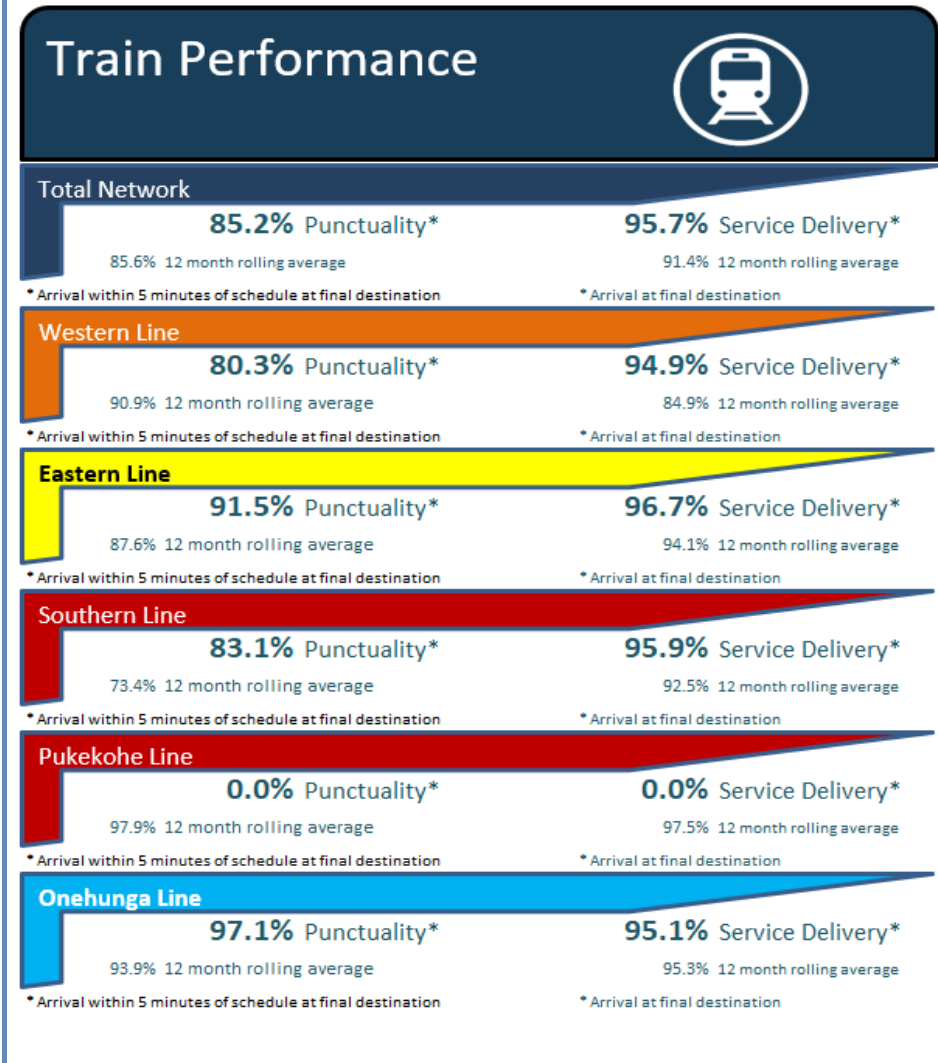
Ferry service punctuality in March 2023 was 83.8%, and 80.3% for the 12 months to the end of March 2023.

The main causes around the downward trend in performance is staff availability, and the continued challenges with vessel availability.

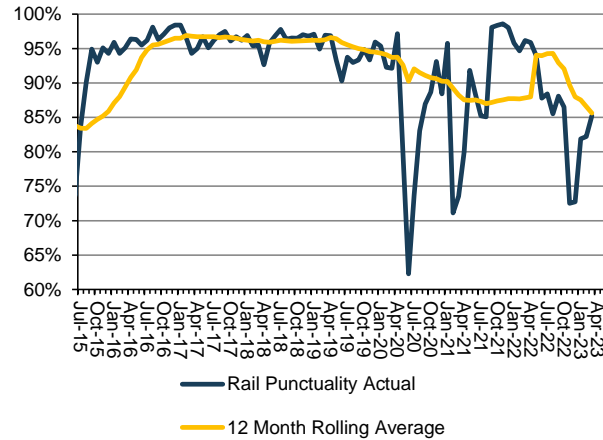
Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

2.3 Providing and accelerating better travel choices for Aucklanders

2.3.15 Rail service performance



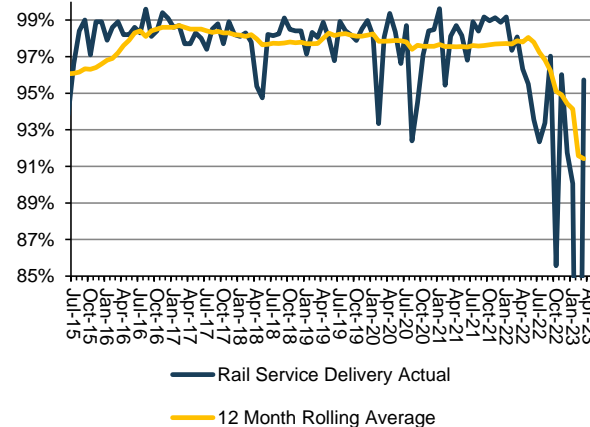
2.3.16 Rail punctuality based on arrival at final destination



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 March 2023 was 85.2% and 85.6% for the 12 months to the end of March 2023.

2.3.17 Rail service delivery based on arrival at final destination

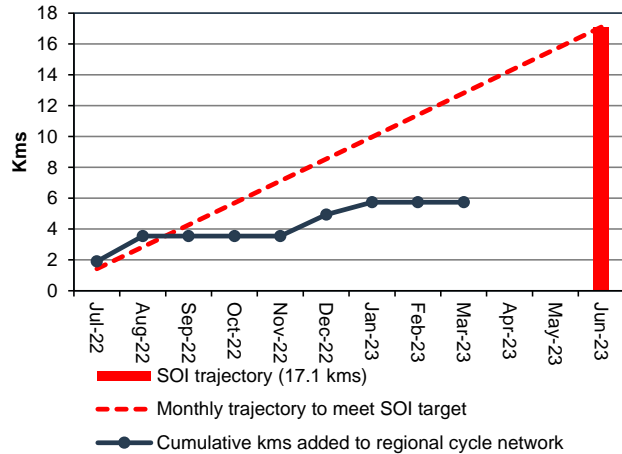


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of March 2023 was 95.7% and 91.4% for the 12 months to the end of March 2023.

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

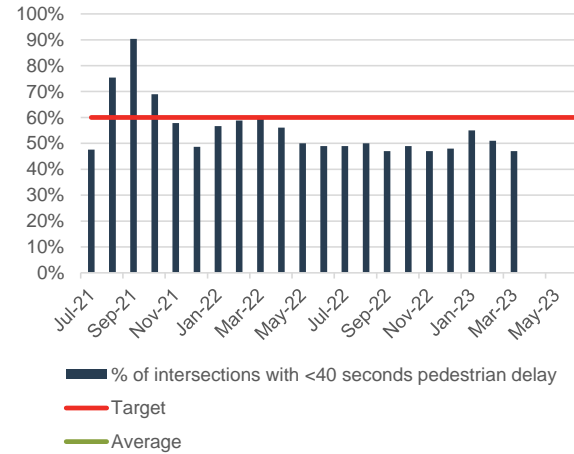


Not on track to meet the target.

No cycleways were delivered in February and March 2023. In January 2023, 0.8 km of cycleways were delivered as part of Project Wave. In December 2022, a further 1.4 km of cycleways were delivered and other projects were delivered earlier in FY 22/23, making the total for FY 22/23 5.74 km.

The 2021 SOI included a target of 44.1 km over the three-year period 2021-2024. The trajectory for FY 22/23 is 17.1 km.

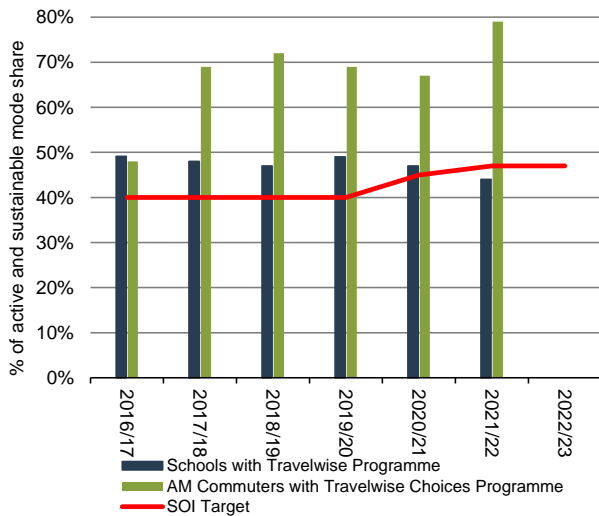
2.3.19 Percentage of key signalised intersections in urban centres where pedestrian delays are reduced during the interpeak period.



Not on track to meet the target.

For the 12 months to the end of March 2023, 50.0% of key signalised intersections in urban centres have reduced pedestrian delays during the interpeak period. This measure is not on track to meet the target.

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

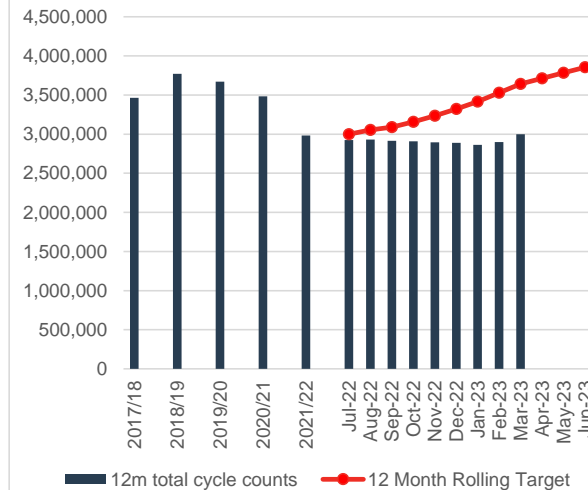


Reported yearly in June.

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.

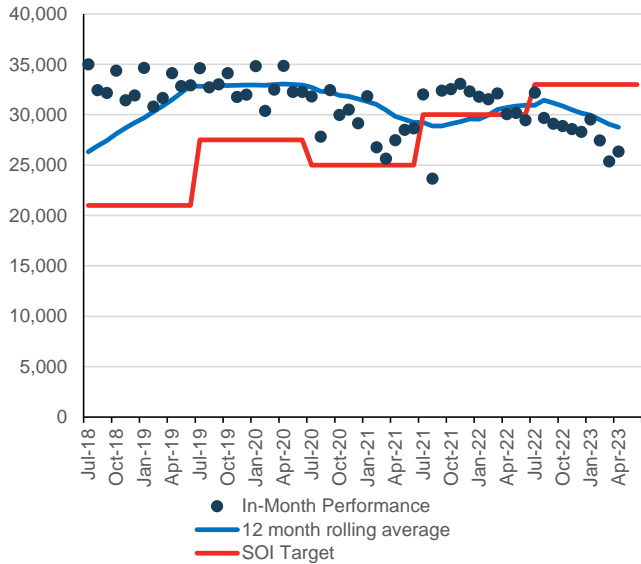
Cycle and micromobility counts totalled 2,997,316 for the 12 months to the end of March 2023. This is 17.7% lower than the trajectory to meet the target, and 3.0% below the 12 months to the end of March 2022.

Cycle & micromobility counts have increased by 3.4% on the 12 months to February 2023.

We have seen less rain in March which has contributed to the 90,000 extra trips when compared to February 2023 (280,394 in February 2023 compared to 370,592 in March 2023).

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.

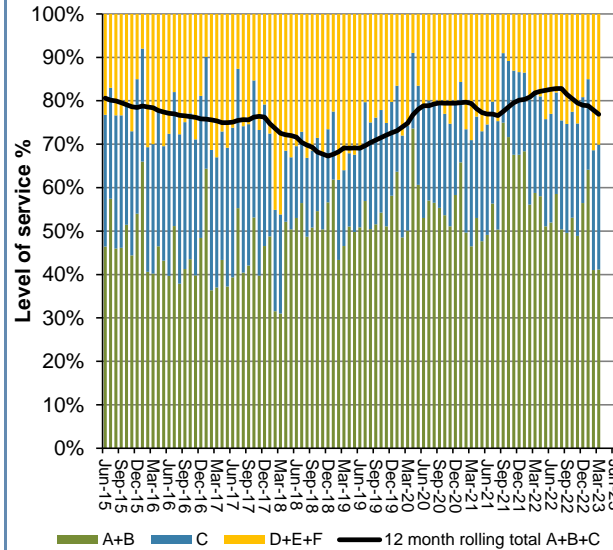
In the 12 months to March 2023, the average arterial road productivity was 29,067 which is 21% lower than March 2022 and 12% below the 33,000 target.

Due to a data issue, we are yet to receive the February 2023 data so a average between January and March 2023 has been entered as to not skew the data in the graph. This data will be added when available.

The average AM peak Productivity on the Arterial Network in March 2023 was 25,360. This is mainly attributable to lower public transport patronage compared to pre-COVID-19 levels and increased general congestion (lower speeds) since July 2022.

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 the 12 months to the end of March 2023, 76.9% of the Arterial Network operated with minimal congestion (Levels of Service A-C) during the AM peak period. This is 0.1 percentage points lower than the previous month and 0.6 percentage points lower than December 2020.

In March 2023, 69.9% of the Arterial Network operated with minimal congestion (Levels of Service A-C) during the AM peak period.

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

- A: 90% and greater
- B: 70 – 90%
- C: 50 – 70%
- D: 40 – 50%
- E: 30 – 40%
- F: less than 30%

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

2.4 Better Connecting People, Places, Goods and Services

2.4.3 Map showing arterial productivity routes



This map shows the 30 monitored arterial routes used to determine the average AM peak period lane productivity (2.4.1).

2.4.4 Congestion map AM peak



This map shows the typical level of service across the arterial and motorway networks during the AM peak hour (7.30–8.30) for March 2023. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.

2.4 Better Connecting People, Places, Goods and Services

2.4.5 Congestion map inter-peak



This map shows the typical level of service across the arterial and motorway networks during the inter-peak period (9 am–4 pm) for March 2023. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.

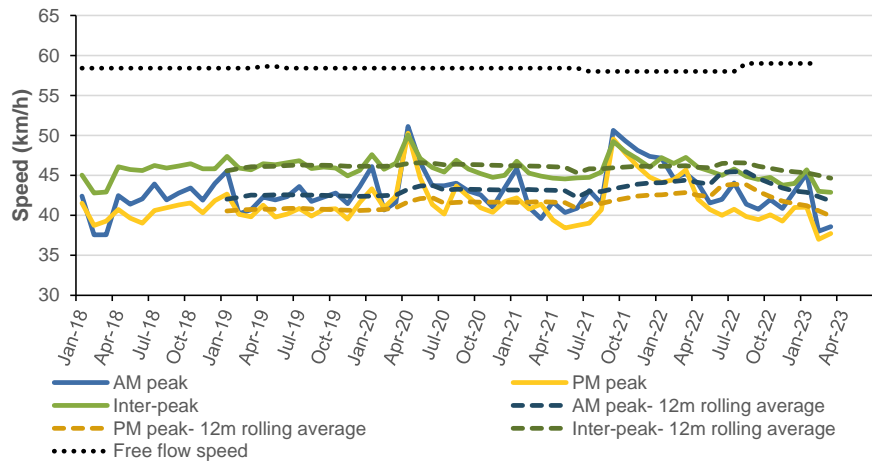
2.4.6 Congestion map PM peak



This map shows the typical level of service across the arterial and motorway networks during the PM peak hour (4.30–5.30) for March 2023. 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



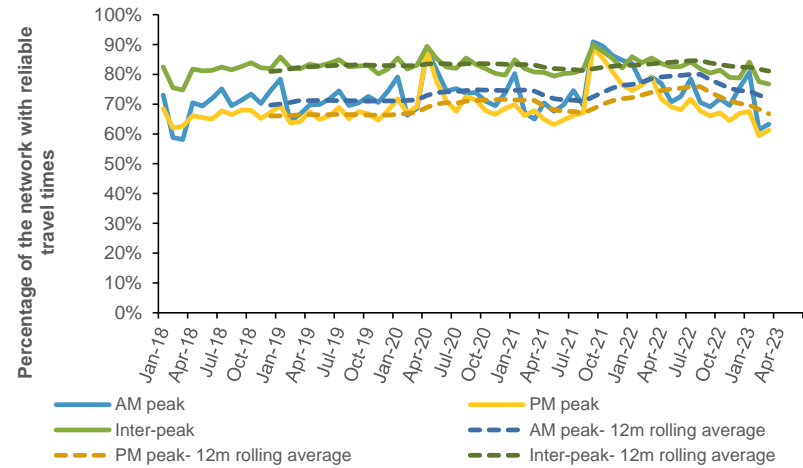
The AM peak average speed on the arterial network in the 12 months to March 2023 was 41.8 km/h. This is 0.5 km/h below the previous month and 2.8 km/h below March 2022.

The AM peak average speed on the arterial network in March 2023 was 39 km/h.

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 the 12 months to the end of March 2023, 72% of the Arterial Network operated with reliable travel during the AM peak period. This is one per centage point lower than the previous month and seven per centage points lower than March 2022. In March 2023, 63% of the Arterial Network operated with reliable travel during the AM peak period. This is two per centage points higher than the previous month.

Arterial road Level of Service (LOS) is measured by average speed during the commuting peak hour as a % of the posted speed limit for AT's arterial roads. LOS A, B and C represents stable traffic conditions with average travel speeds of at least 50% of the posted speed limit. LOS D, E and F indicates congested conditions where average speed is less than 50% of the posted speed limit i.e. 25km/h or less in a 50km/h road.

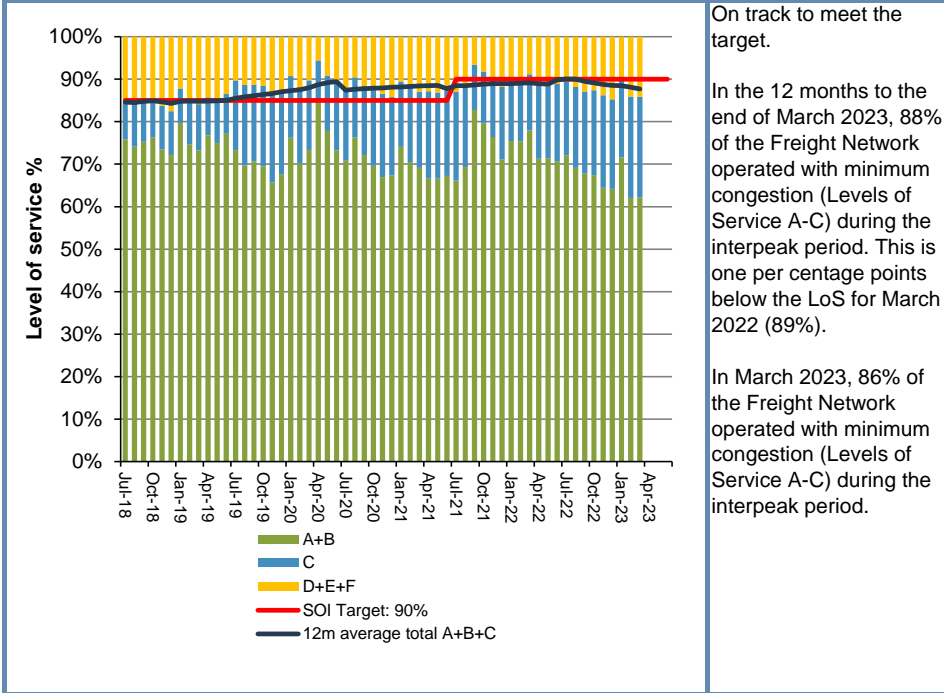
This figure shows the difference between the typical (median) and the 85th percentile travel time, on the combined arterial and motorway network, for the AM peak, inter-peak and PM peak. This is a measure of reliability.*

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.

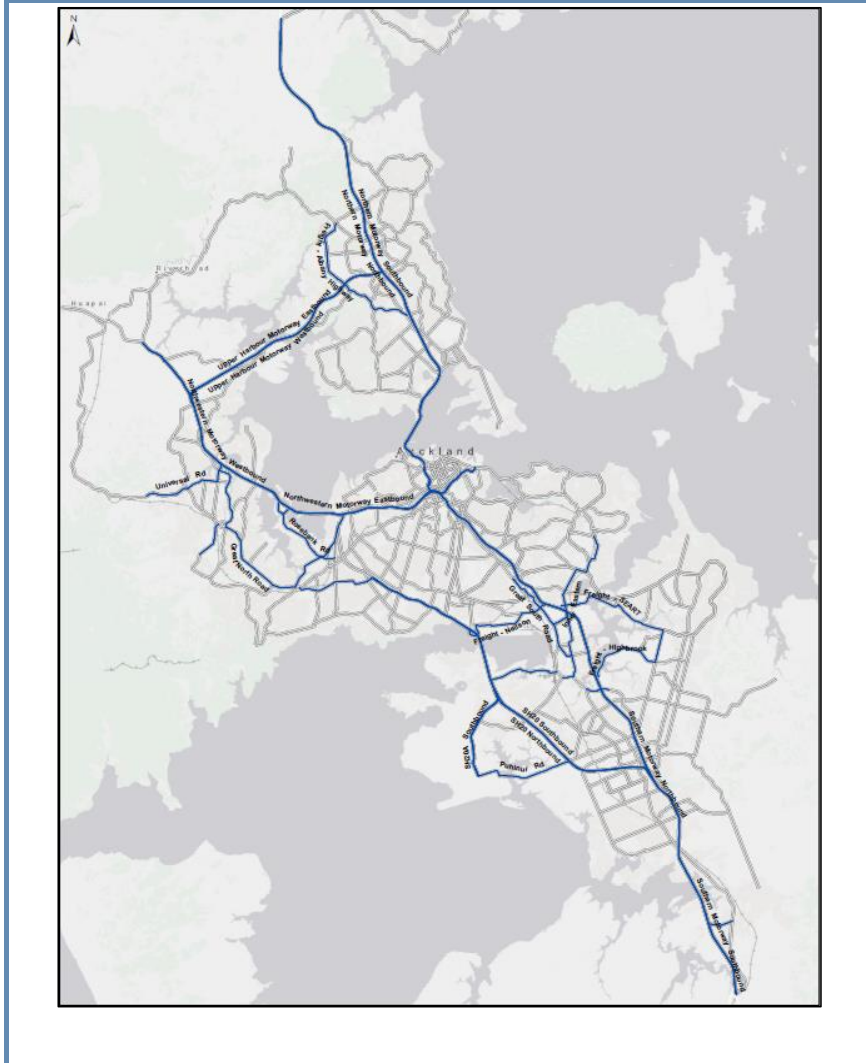
**85% of all trips will take less time than the 85th percentile.*

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

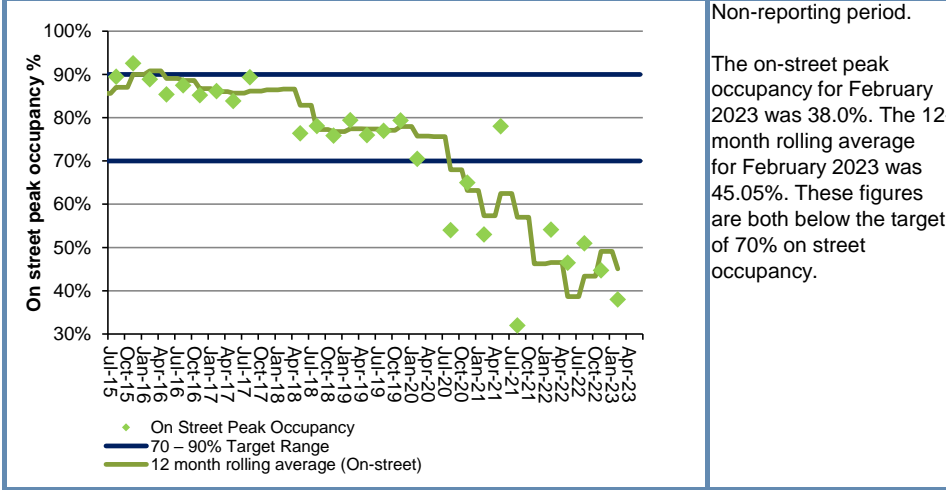


2.4.10 Map showing key freight routes

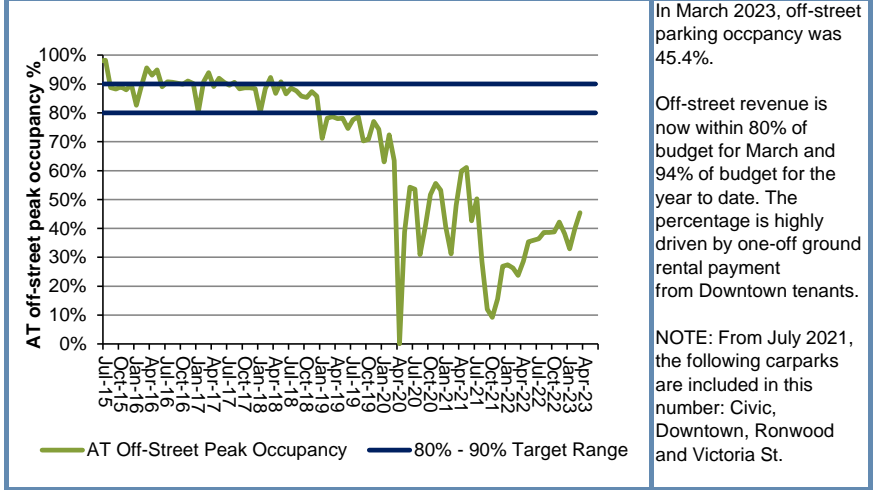


2.4 Better Connecting People, Places, Goods and Services

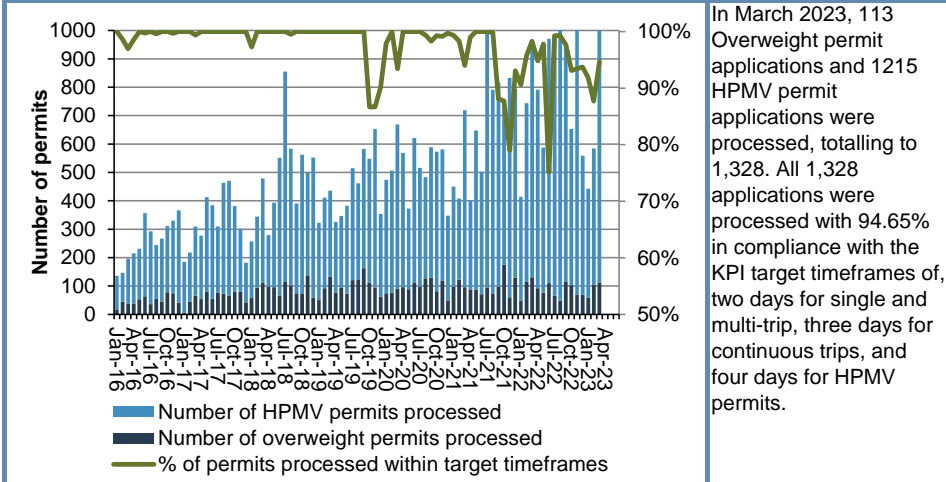
2.4.11 Parking occupancy rates (peak 4-hour, on street)*



2.4.12 Off-street parking occupancy rates

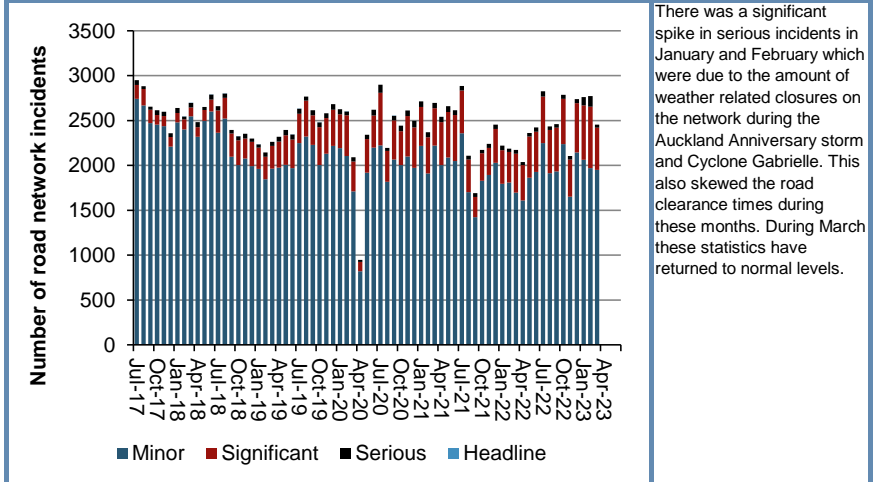


2.4.13 Heavy vehicle permits processed



* 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.

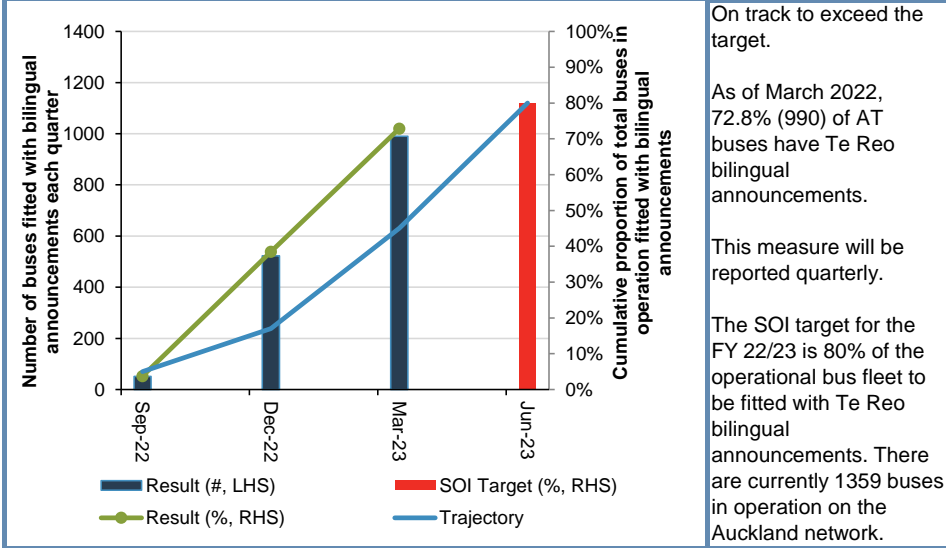
2.4.14 ATOC managed significant, serious, headline and catastrophic incidents**



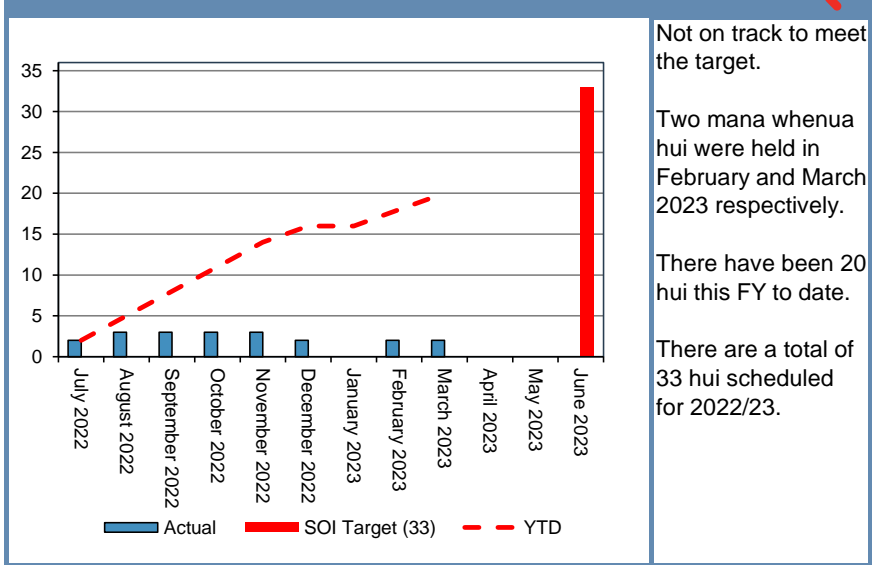
** The Auckland Transport Operations Centre (ATOC) is a multi-agency initiative that manages incidents on both AT's local road and Waka Kotahi's state highway networks. The centre is responsible for managing incidents from Taupō to Cape Reinga.

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

2.5.1 Percentage of regional buses with Te Reo bilingual announcements

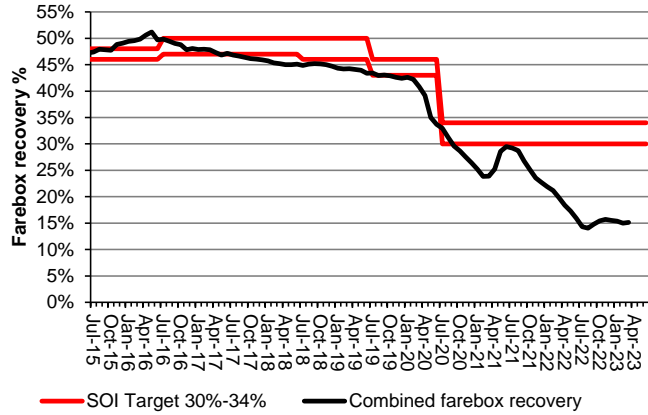


2.5.2 Number of mana whenua hui held



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

2.6.1 PT farebox recovery

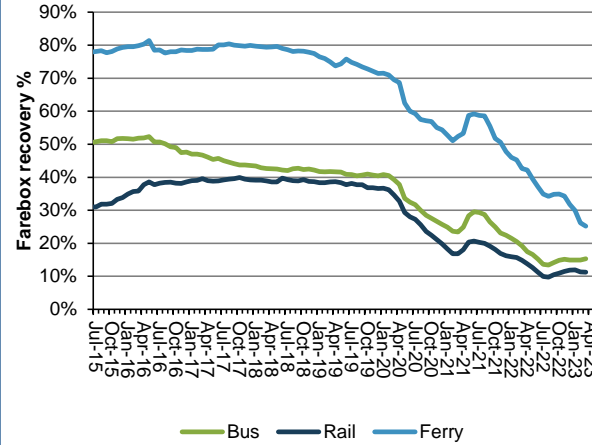


Not on track to meet the target.

The farebox ratio for the 12 months to the end of March 2023 was 15.15%, compared with 19.80% in March 2022.

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

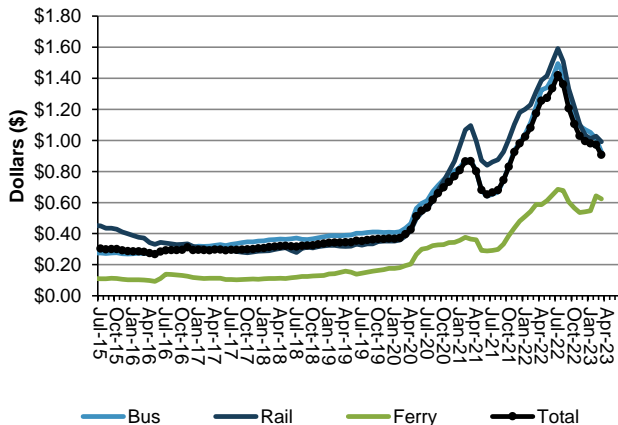
2.6.2 PT farebox recovery (by mode)



The farebox recovery ratios for March 2023 (and comparable 2022 results) were:

- Bus: 15.32% (19.21%)
- Rail: 11.25% (14.86%)
- Ferry: 25.19% (42.68%)

2.6.3 PT subsidy per passenger kilometre

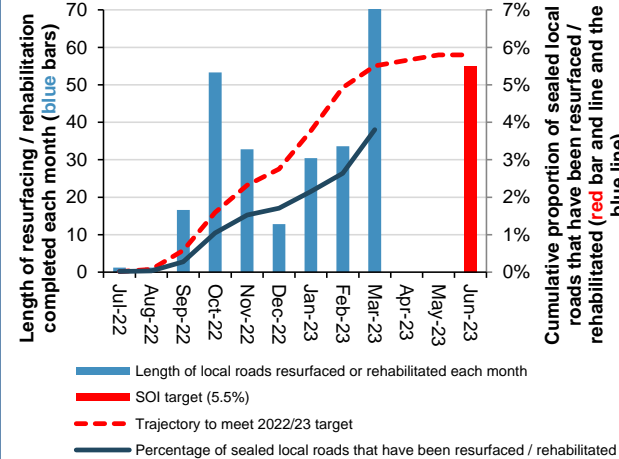


The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The average for March 2023 was \$0.907. For individual modes, March 2023 (and comparable 2022 results) were:

- Bus: \$0.927 (\$1.217)
- Rail: \$0.991 (\$1.313)
- Ferry: \$0.624 (\$0.588)

2.6.4 Percentage of the sealed road network that is resurfaced



Not on track to meet the target.

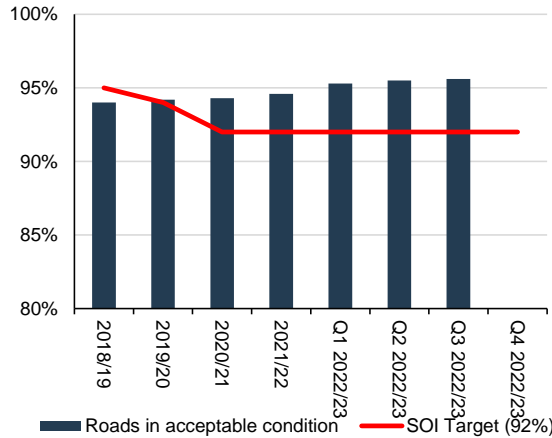
In March 2023, AT completed 80.4km of resurfacing and rehabilitation.

This financial year to end of March 2023, 262.3 km, or 3.8% of local roads have been resurfaced / rehabilitated.

The record levels of rainfall we have experienced this financial year has adversely impacted on delivery particularly our chip sealing with over 70% of sealing days lost before Christmas. Unfortunately this trend has continued in January. We are reassessing what we can deliver this financial year bearing in mind the additional time lost in January and the need to move resource into recovery works from the Auckland floods.

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

2.6.5 Proportion of road assets in acceptable condition

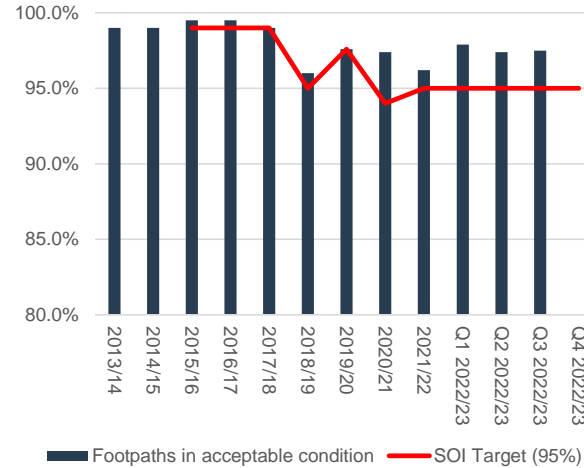


This measure is on track to exceed the target.

For the January to March 2023 Quarter, the percentage of road assets in acceptable condition is 95.6%.

The FY 21/22 result for the percentage of road assets in acceptable conditions was 94.6%. This is 2.6 percentage points above the SOI target (92%).

2.6.6 Percentage of footpaths in acceptable condition

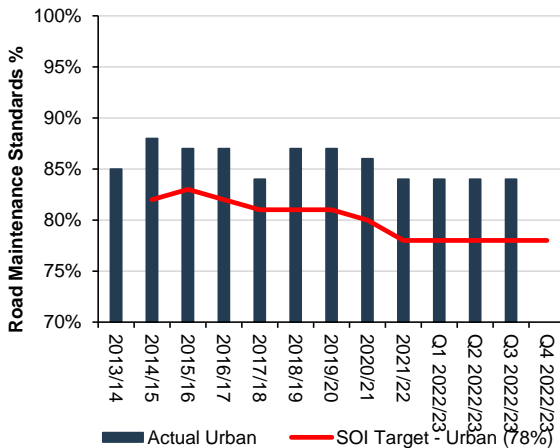


This measure is on track to exceed the target.

For the January to March 2023 Quarter, the percentage of footpaths in acceptable condition was 97.5%.

The FY 21/22 result for the percentage of footpaths in acceptable condition was 96.2%. This is 1.2 percentage points above the SOI target (95%).

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

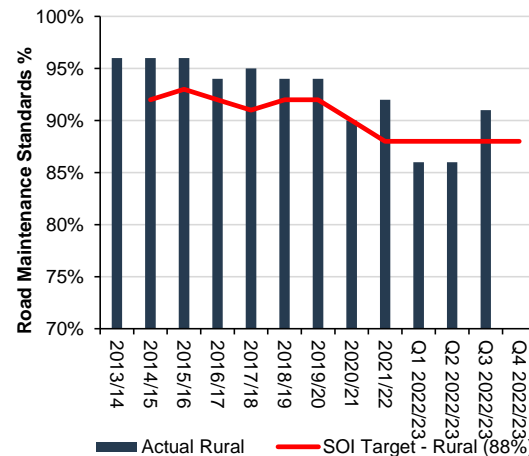


This measure is on track to exceed the target.

The measure for urban roads is on track to exceed the target. For the January to March 2023 Quarter, 84.0% of urban roads met road maintenance standards.

The FY 21/22 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



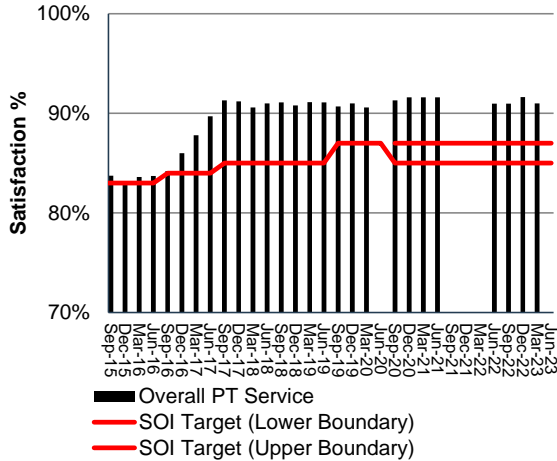
This measure is on track to exceed the target.

For the January to March 2023 Quarter, 91.0% of rural roads met road maintenance standards.

The FY 21/22 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

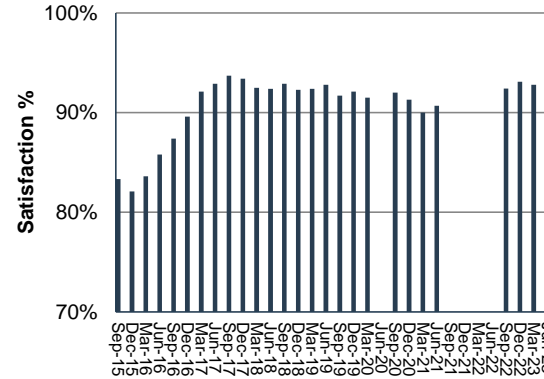


This measure is on track to exceed the target.

For the 12 months to the end of March 2023, 91.0% of PT passengers were satisfied with their PT service compared to a target of 85.0-87.0%

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.

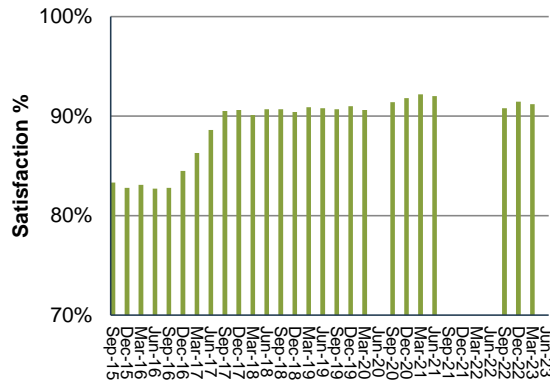
2.7.2 Percentage of passengers satisfied with their train service



For the 12 months to the end of March 2023, satisfaction with train services (92.8%) was 0.3 percentage points below the 12 months to the end of December 2022 result (93.1%).

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.

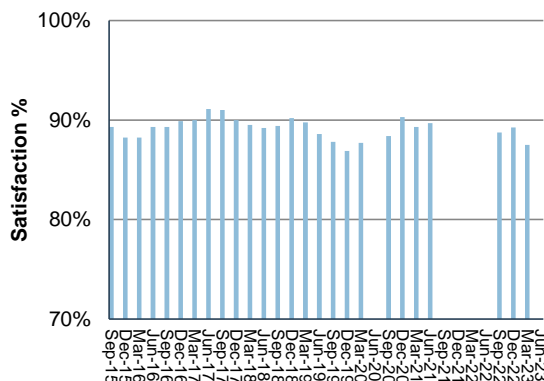
2.7.3 Percentage of passengers satisfied with their bus service



For the 12 months to the end of March 2023, satisfaction with bus services (91.2%) was 0.3 percentage points lower than the 12 months to the end of December 2022 result (91.5%).

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

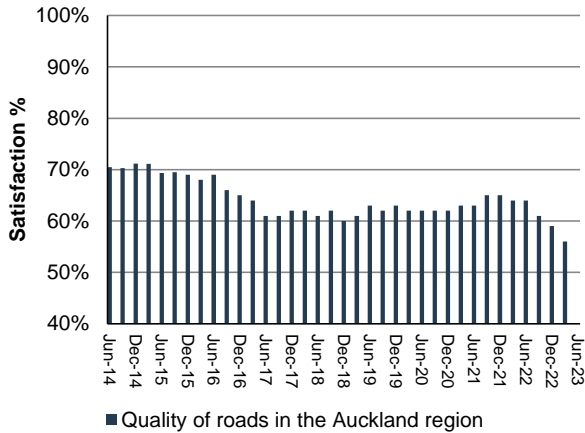


For the 12 months to the end of March 2023, satisfaction with ferry services (87.5%) was 1.8 percentage points below the 12 months to the end of December 2022 result (89.3%).

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

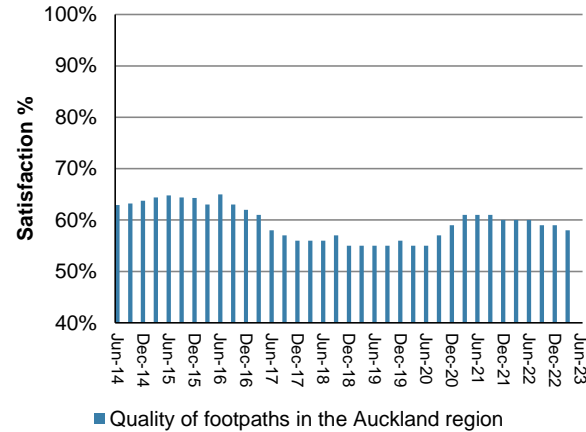
2.7.5 Percentage of residents satisfied with the quality of roads in the Auckland region



For the January to March 2023 Quarter, satisfaction with the quality of roads in Auckland was 56%, three percentage points lower than the October to December 2022 Quarter result (59%).

Satisfaction was eight per centage points below January to March 2022 Quarter result (56%).

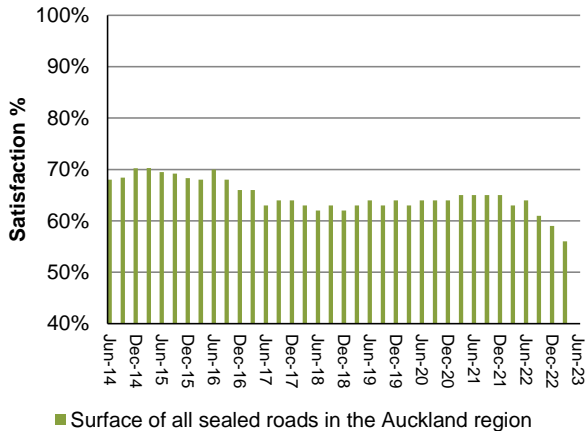
2.7.6 Percentage of residents satisfied with the quality of footpaths in the Auckland region



For the January to March 2023 Quarter, satisfaction with the quality of footpaths in Auckland was 58%, one percentage point lower than the October to December 2022 Quarter result (59%).

Satisfaction was two percentage points below January to March 2022 Quarter result (60%).

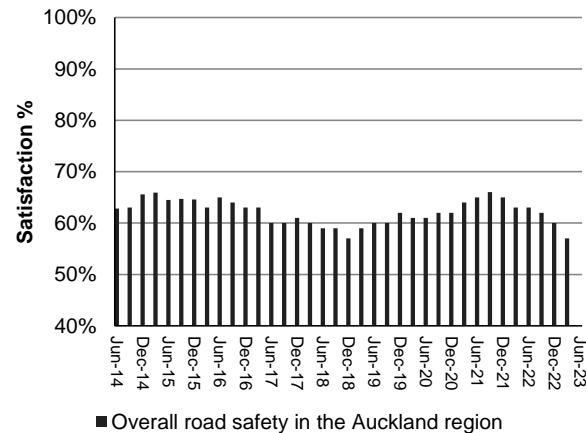
2.7.7 Percentage of residents satisfied with the surface of all sealed roads in Auckland region



For the January to March 2023 Quarter, satisfaction with the surface of all sealed roads in Auckland was 56%, three percentage points lower than the October to December 2022 Quarter result (59%).

Satisfaction was seven per centage points lower than the January to March 2022 Quarter result (63%).

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

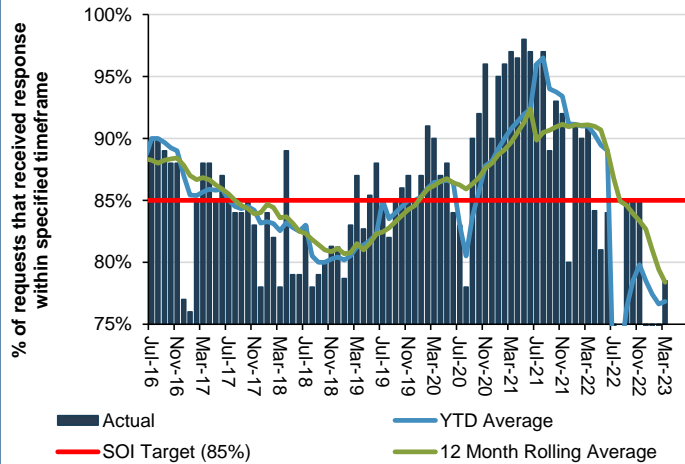


For the January to March 2023 Quarter, satisfaction with road safety in Auckland was 57%, three per centage point lower than the October to December 2022 Quarter result (60%).

Satisfaction was six percentage points lower than the January to March 2022 Quarter 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

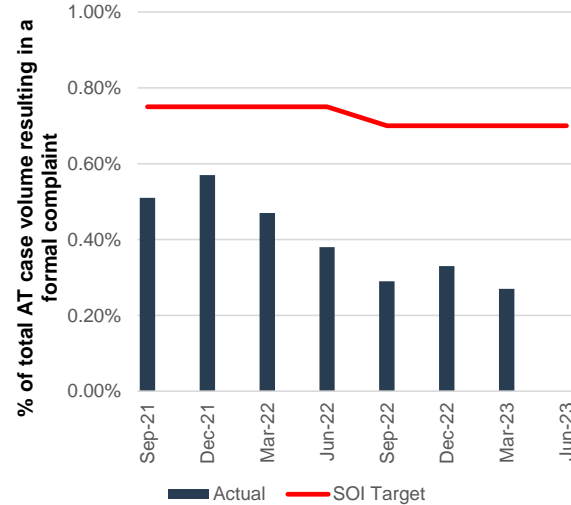


Not on track to meet the target.

12 month to the end of March 2023: 78.4% (SOI target 85.0%)

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

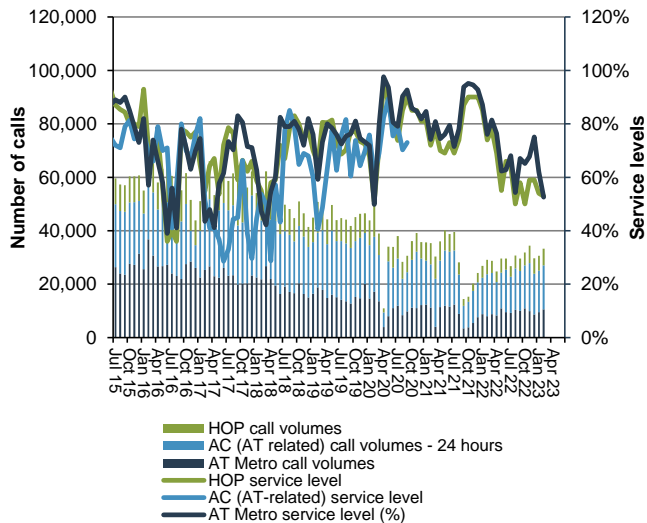


This measure is on track to exceed the target

In the January to March 2023 Quarter, 0.27% of the total AT case volume resulted in a formal complaint. The SOI target for this financial year is less than 0.75%.

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

2.7.11 Call centre incoming calls and service levels



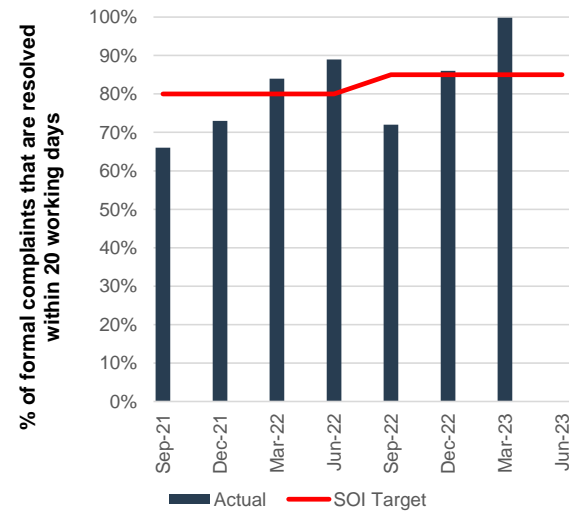
Due to a data issue, the March 2023 data is not available.

In February 2023, AT HOP Call volumes increased by 12% compared with January 2023, and decreased by 21% compared to February 2022. The service level decreased by one percentage point from last month.

Auckland Council call volumes have increased by 6% compared to January 2023, and increased by 2% compared to the same month last year.

AT Metro Call Centre Volumes increased by 11% on January 2023, and decreased by 6% since February 2022. The service level 9% worse than last year.

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

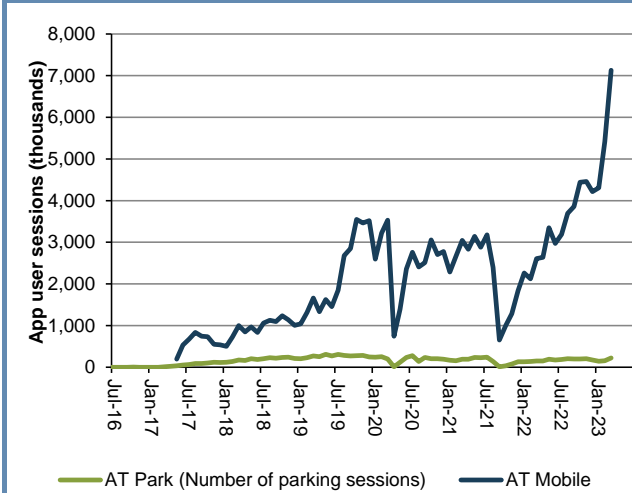


This measure is on track to exceed the target.

In the January to March 2023 Quarter, 99.8% of formal complaints were resolved within 20 working days. This is 14.8 percentage points higher than the SOI target (85.0%)

2.7 Providing excellent customer experiences

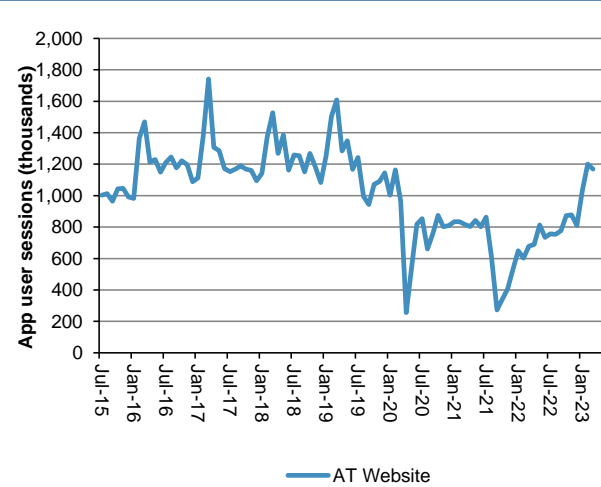
2.7.13 AT app user sessions



AT Mobile
App user sessions increased by 32% in March 2023 compared with February 2023 and was 148% higher than March 2022.

AT Park
App user sessions increased 41% in March 2023 compared with February 2023 and increased by 39% compared to March 2022.

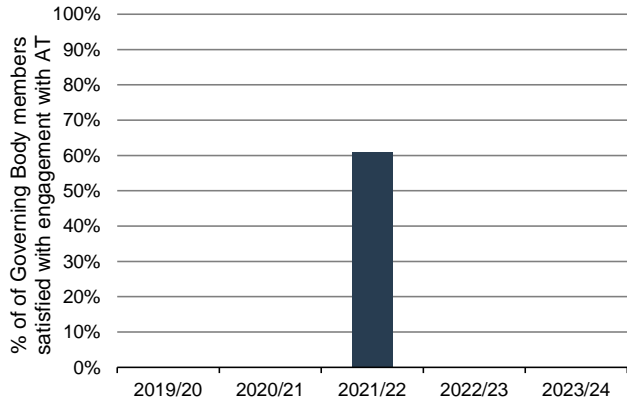
2.7.14 AT Website Visits



Visits to the Auckland Transport website totalled 1,167,784 in March 2023, which was a decrease of 3% on February 2023, and an increase of 60% compared with March 2022.

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

2.8.1 Percentage of Governing Body members satisfied with engagement with AT



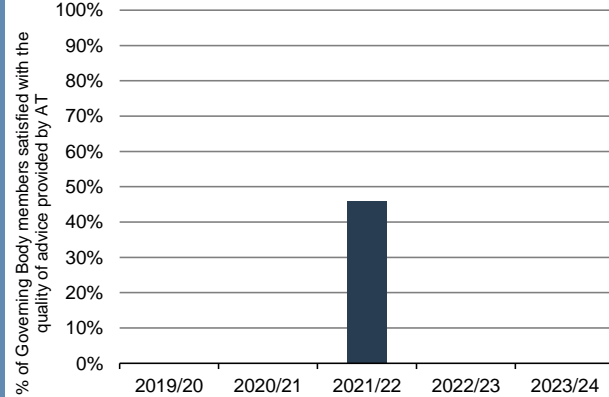
Not yet reported this FY.

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.

We are hoping to have a new result by end of FY 22/23 (June 2023).

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



Not yet reported this FY.

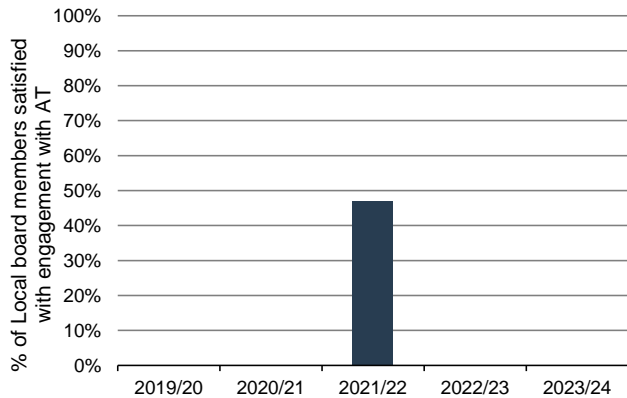
In the 2021/22 FY, 46% of Governing Body members were satisfied or very satisfied with the quality of advice provided by AT.

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.

We are hoping to have a new result by end of FY 22/23 (June 2023).

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

2.8.3 Percentage of Local board members satisfied with engagement with AT



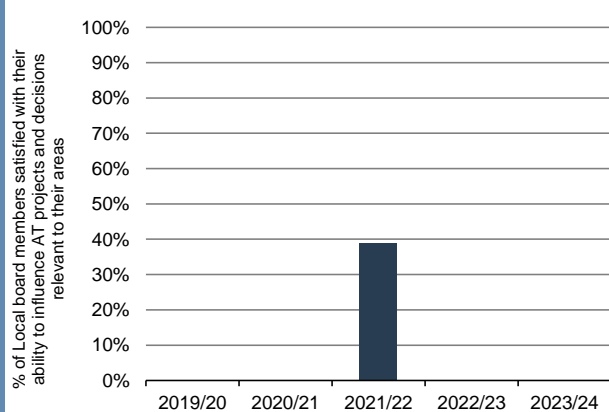
Not yet reported this FY.

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.

We are hoping to have a new result by end of FY 22/23 (June 2023).

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.

We are hoping to have a new result by end of FY 22/23 (June 2023).