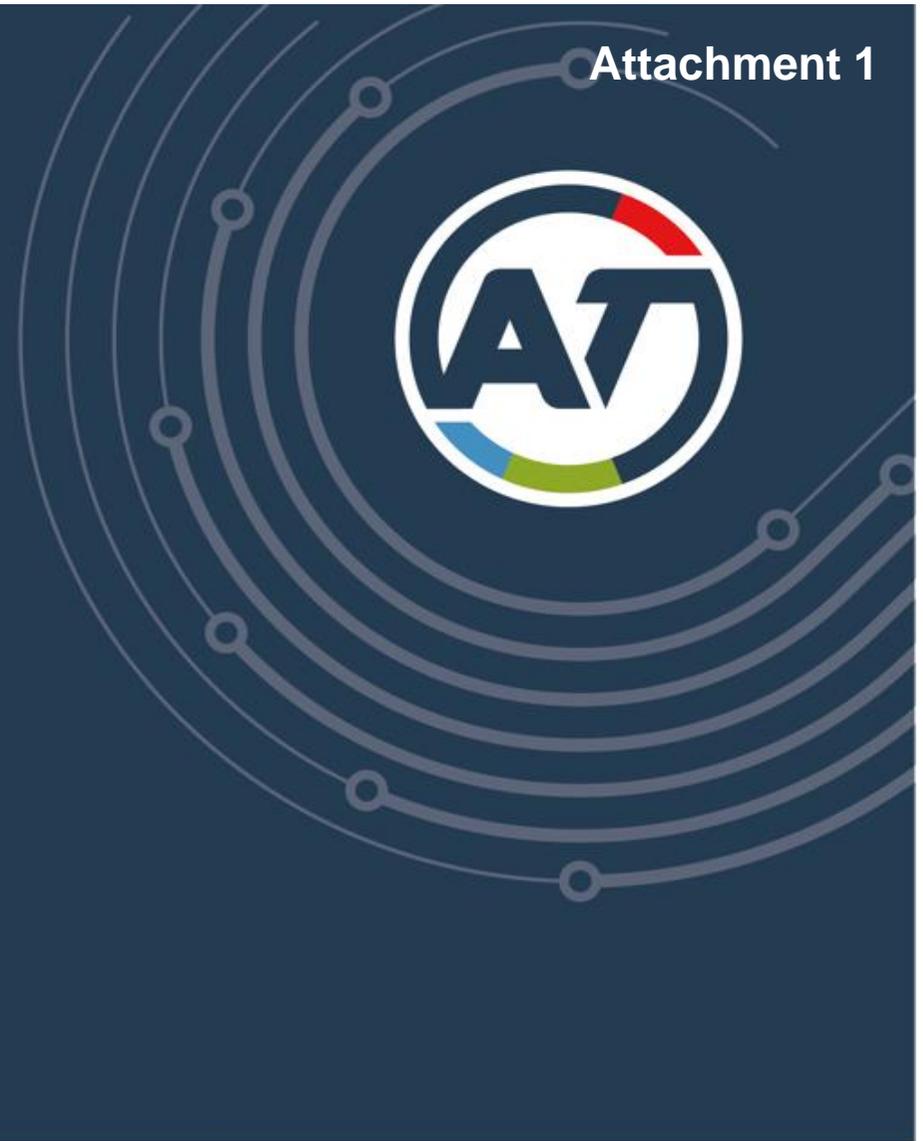


Auckland Transport Monthly Indicators Report 2020/21

February 2021



1. Summary of indicators

1.1 SOI performance measures

1.2 Patronage summary

2. Monthly indicators by Strategic Objective

2.1 Making Auckland's Transport System Safe

2.2 Improving the Resilience and Sustainability of the Transport System

2.3 Providing better travel choices for Aucklanders

2.4 Better Connecting People, Places, Goods and Services

2.5 Our operating model is agile, financially sustainable, and delivers economic benefits

2.6 Provide an Excellent Customer Experience for all Services and Customers

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

1.1 SOI performance measures

Strategic Objective	Measure	SOI 2020/21 Year End Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Current Performance	Reference Page
Making Auckland's Transport System Safe	Number of high risk intersections and sections of road addressed by Auckland Transport's safety programme	4						●							7 (Target exceeded)	Page 7
	Change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number.	2020 Year End: Reduce by at least 36 (627)	●	●	●	●	●	●	●	●					12-Month rolling total: 437	Page 7
Improving the Resilience and Sustainability of the Transport System	Number of buses in the Auckland bus fleet classified as low emission	20													2019/20 Result: 3	Page 8
	Reduction in CO2e (emissions) generated annually by Auckland Transport corporate operations (from 2017/18 baseline)	7%													2019/20 Result: 6.3%	Page 8
	Percentage of Auckland Transport streetlights that are energy efficient LED	66%													2019/20 Result: 61.7%	Page 8
Providing better travel choices for Aucklanders	Total public transport boardings	60.6 Million	●	●	●	●	●	●	●	●					12-Month rolling total: 54,670,845	Page 9
	Total rail boardings	12.7 Million	●	●	●	●	●	●	●	●					12-Month rolling total: 9,581,152	Page 10
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings	●	●	●	●	●	●	●	●					Decrease at faster rate than total boardings	Page 9
	PT punctuality (weighted average across all modes)	95.50%	●	●	●	●	●	●	●	●					YTD average: 97.6%	Page 12
	New cycleways added to regional cycle network	5 km	●	●	●	●	●	●	●	●					YTD total: 5.25 km	Page 14
	Number of cycle movements past selected count sites	3.922 Million	●	●	●	●	●	●	●	●					12-Month rolling total: 3,511,298	Page 14
	Active and sustainable transport mode share at schools where the Travelwise programme is implemented	45%													2019/20 result: 49%	Page 14
	Active and sustainable transport mode share for morning peak commuters, where the Travelwise Choices programme is implemented	45%													2019/20 result: 69%	Page 14

1.1 SOI performance measures

Key Priority	Measure	SOI 2019/20 Year End 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	25,000	●	●	●	●	●	●	●	●					12-Month rolling average: 32,136	Page 15
	Proportion of the freight network operating at Level of Service C or better during the inter-peak	85%	●	●	●	●	●	●	●	●					12-Month rolling average: 93%	Page 19
Our operating model is agile, financially sustainable, and delivers economic benefits	PT farebox recovery	30% - 34%	●	●	●	●	●	●	●	●					February Result: 23.85%	Page 23
	Percentage of road assets in acceptable condition (as defined by AT's AMP)	94%													2019/20 Result: 92.4%	Page 24
	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Urban 80%													2019/20 Result: 87%	Page 24
		Rural 90%													2019/20 Result: 94%	Page 24
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	94%													2019/20 Result: 97.6%	Page 24
	Percentage of the sealed local road network that is resurfaced	4.6%	●	●	●	●	●	●	●	●	●				YTD: 256.4 km (3.8% of the local road network)	Page 23
Provide an Excellent Customer Experience for all Services and Customers	Percentage of public transport passengers satisfied with their public transport service	85% - 87%			●			●							February 2021: 91.6%	Page 27
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85.0%	●	●	●	●	●	●	●	●					12-month rolling average: 89.1%	Page 27
Collaborative Partnering with our Funders, Partners, Stakeholders and Customers	Reporting to local board: 70%														2019 result: 41%	Page 28
	Percentage of local board members satisfied with AT engagement	Consultation with local board: 70%													2019 result: 35%	Page 28

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

■ Data not available

1.2 Patronage summary

	February - 2020/21 Actual v SOI									
	Month				YTD				SOI / Target 2020/21	Projected Forecast 2020/21
	Actual	% Change	SOI / Target	% Variance	Actual	% Change Prev Year	SOI / Target	% Variance		
1. Bus Total:	3,523,249	↓ -43.4%	3,656,000	↓ -3.6%	30,098,441	↓ -38.0%	18,363,000	↑ 63.9%	44,100,000	50,000,000
2. Train (Rapid) Total:	688,535	↓ -61.2%	1,088,000	↓ -36.7%	6,495,391	↓ -54.8%	5,266,000	↑ 23.3%	12,700,000	12,000,000
3. Ferry (Connector Local) Total:	346,940	↓ -43.1%	325,660	↑ 6.5%	2,833,846	↓ -31.8%	1,617,280	↑ 75.2%	3,800,000	4,400,000
Total Patronage	4,558,724	↓ -47.0%	5,069,660	↓ -10.1%	39,427,678	↓ -41.2%	25,246,280	↑ 56.2%	60,600,000	66,400,000
Rapid and Frequent	1,864,945	↓ -52.8%	2,600,000	↓ -28.3%	16,813,059	↓ -33.9%	12,900,000	↑ 30.3%	31,000,000	33,500,000

	February - 2020/21												
	Month Patronage					12 Month Patronage				YTD (from July)			
	This Year	Previous Year	# Change	% Change	Normalised % Change Prev Year	Patronage	% Change Prev Month	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year	Normali sed % Change Prev Fin YTD
1. Bus Total:	3,511,990	6,129,248	-2,617,258	-42.7%	-41.6%	41,270,717	-6.0%	-32,370,531	-44.0%	29,993,530	-17,403,958	-36.7%	-36.5%
- Busway (Rapid) Bus	339,880	630,314	-290,434	-46.1%		4,066,671	-6.7%	-3,980,446	-49.5%	3,008,758	-2,194,529	-42.2%	
- Frequent Bus	836,522	1,544,279	-707,757	-45.8%		10,070,085	-6.6%	-10,305,122	-50.6%	7,308,877	-5,932,401	-44.8%	
- Connector Local Targeted Bus	2,335,588	3,954,655	-1,619,067	-40.9%		27,133,961	-5.6%	-18,084,963	-40.0%	19,675,895	-9,277,028	-32.0%	
2. Train (Rapid) Total:	688,535	1,721,577	-1,033,042	-60.0%	-59.0%	9,505,989	-9.8%	-12,175,694	-56.2%	6,445,565	-7,680,973	-54.4%	-54.1%
- Western	249,748	631,057	-381,309	-60.4%		3,269,333	-10.4%	-4,328,833	-57.0%	2,186,749	-2,785,599	-56.0%	
- Eastern	152,727	489,064	-336,338	-68.8%		2,701,261	-11.1%	-3,547,485	-56.8%	1,895,654	-2,155,007	-53.2%	
- Onehunga	36,899	87,082	-50,184	-57.6%		501,718	-9.1%	-678,657	-57.5%	335,439	-448,619	-57.2%	
- Southern	237,895	475,553	-237,657	-50.0%		2,843,831	-7.7%	-3,303,241	-53.7%	1,909,143	-2,087,153	-52.2%	
- Pukekohe	11,267	38,821	-27,554	-71.0%		189,846	-12.7%	-317,478	-62.6%	118,580	-204,595	-63.3%	
3. Ferry (Frequent & Connector Local) Total:	69,678	128,441	-58,763	-45.8%	-42.7%	839,428	-6.5%	-692,041	-45.2%	648,231	-346,885	-34.9%	-34.2%
- Contract	69,678	128,441	-58,763	-45.8%		839,428	-6.5%	-692,041	-45.2%	648,231	-346,885	-34.9%	
Patronage (Excl Exempt Serv/Spl Evts)	4,270,203	7,979,266	-3,709,063	-46.5%	-45.4%	51,616,134	-6.7%	-45,238,266	-46.7%	37,087,326	-25,431,816	-40.7%	-40.5%

Exempt Services	288,521	557,147	-268,626	-48.2%		2,967,959	-8.3%	-2,615,762	-46.8%	2,281,639	-1,466,013	-39.1%	
- Exempt Services - Bus	11,259	76,335	-65,076	-85.3%		145,016	-31.0%	-726,485	-83.4%	96,024	-492,496	-83.7%	
- Exempt Services - Ferry	277,262	480,812	-203,550	-42.3%		2,822,943	-6.7%	-1,889,277	-40.1%	2,185,615	-973,517	-30.8%	
Special Events	0	71,989	-71,989			86,752	-45.3%	-1,067,530	-92.5%	58,713	-721,563	-92.5%	
- Special Events - Bus	0	20,559	-20,559			11,589	-64.0%	-793,541	-98.6%	8,887	-539,387	-98.4%	
- Special Events - Rail	0	51,430	-51,430			75,163	-40.6%	-273,989	-78.5%	49,826	-182,176	-78.5%	
Total Patronage (Exempt Serv/Spl Evts)	288,521	629,136	-340,615	-54.1%		3,054,711	-10.0%	-3,683,292	-54.7%	2,340,352	-2,187,576	-48.3%	

Rapid & Frequent	1,864,945	3,949,273	-2,084,328	-52.8%		23,719,146	-8.1%	-26,766,358	-53.0%	16,813,059	-16,012,038	-48.8%	
Connector Local Targeted	2,693,779	4,659,129	-1,965,350	-42.2%		30,951,699	-6.0%	-22,155,201	-41.7%	22,614,620	-11,607,353	-33.9%	
Total Patronage	4,558,724	8,608,402	-4,049,678	-47.0%		54,670,845	-6.9%	-48,921,559	-47.2%	39,427,678	-27,619,392	-41.2%	

Bus	3,523,249	6,226,142	-2,702,893	-43.4%	-42.4%	41,427,322	-6.1%	-33,890,557	-45.0%	30,098,441	-18,435,841	-38.0%	-37.8%
Rail	688,535	1,773,007	-1,084,472	-61.2%	-60.1%	9,581,152	-10.2%	-12,449,683	-56.5%	6,495,391	-7,863,149	-54.8%	-54.5%
Ferry	346,940	609,253	-262,313	-43.1%	-39.8%	3,662,371	-6.7%	-2,581,319	-41.3%	2,833,846	-1,320,402	-31.8%	-31.3%
Total Patronage	4,558,724	8,608,402	-4,049,678	-47.0%	-45.8%	54,670,845	-6.9%	-48,921,559	-47.2%	39,427,678	-27,619,392	-41.2%	-41.0%

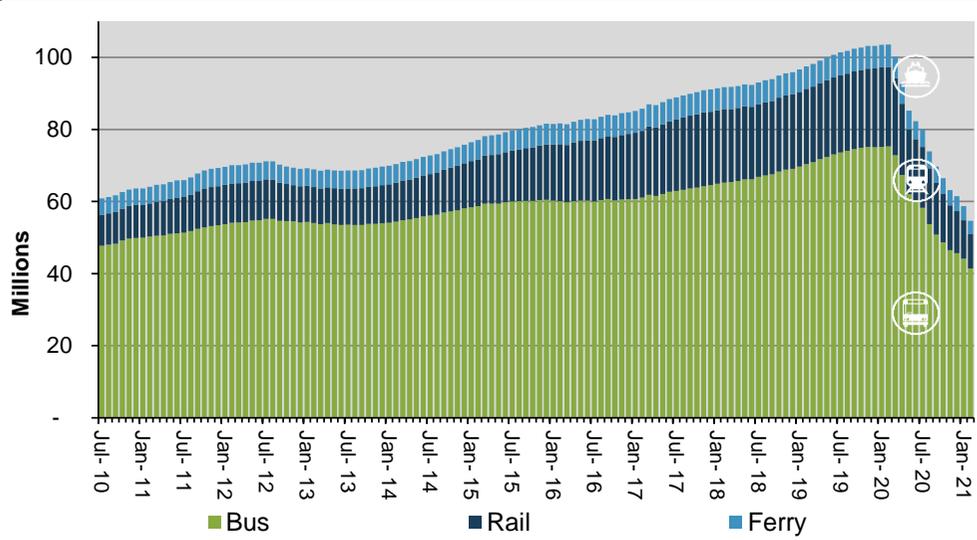
Note 1:- Rapid calculation for busway amend from NEX route plus Busway (4 locations – Akoranga, Smales, Sunnynook, Constellation) Inbound Boardings & Outbound alighting to being all routes Inbound from Albany to Fanshawe St & Outbound Akoranga to Albany in line with New Network North.

Note 2:- Included in Special Event an estimate for Extra-ordinary Events 2019/20 - Unrecorded free travel for Bus strike and for Friday 20 December 2019.

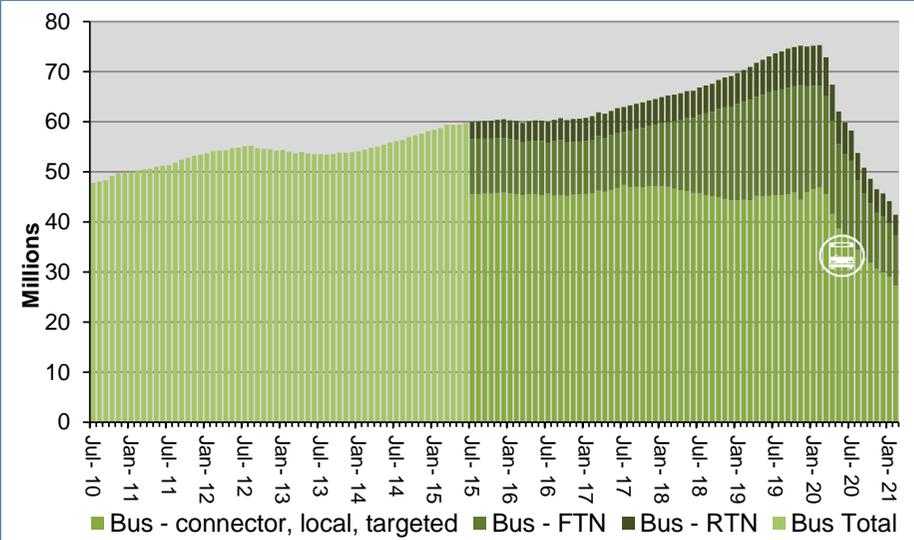
Note 3:- February YTD normalised adjusted allowing for special event patronage, with two less business days and one more weekend/Public Holidays, three more school term day and the same tertiary term days.

1.2 AT Metro Boardings breakdown

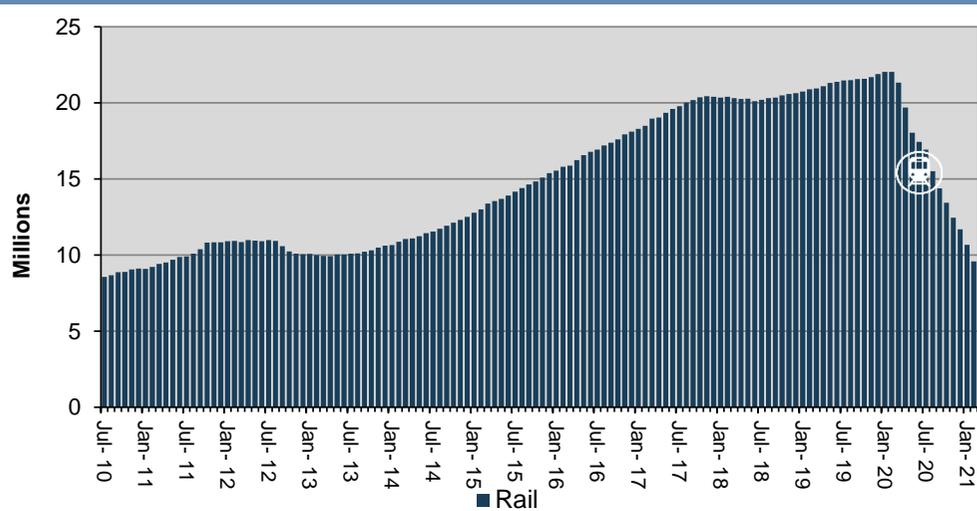
1.2.1 Total Patronage (12 month rolling total)



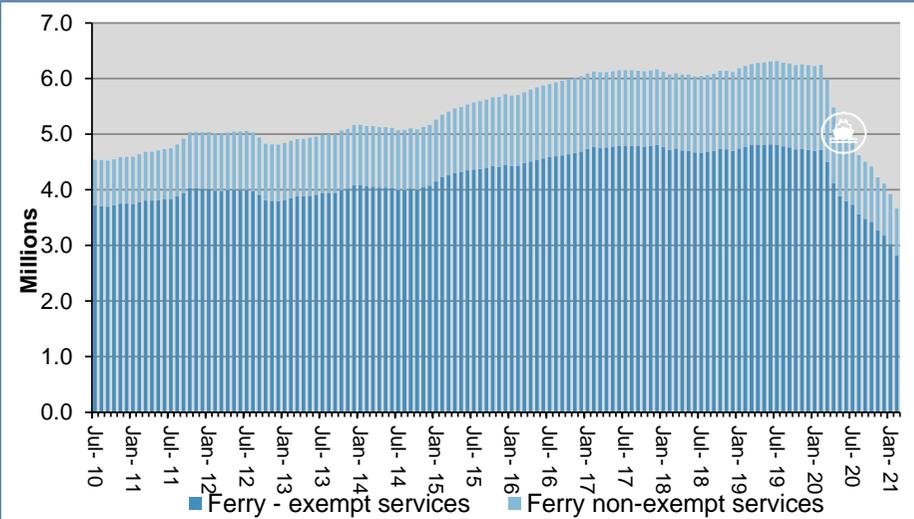
1.2.2 Bus Patronage (12 month rolling total)



1.2.3 Train Patronage (12 month rolling total)

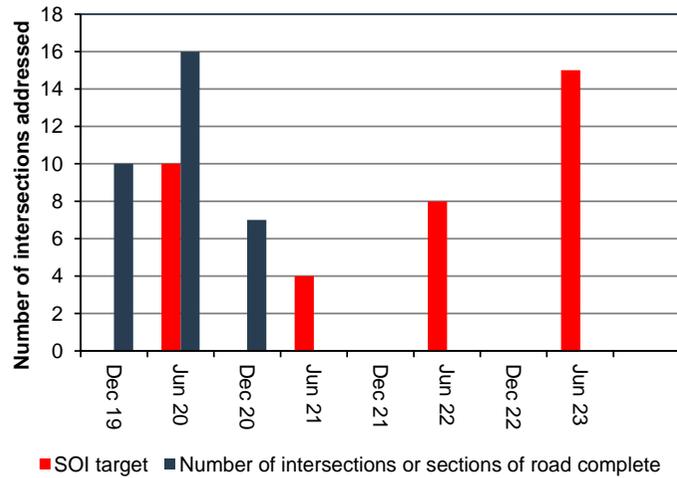


1.2.4 Ferry Patronage (12 month rolling total)



2.1 Making Auckland's Transport System Safe

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

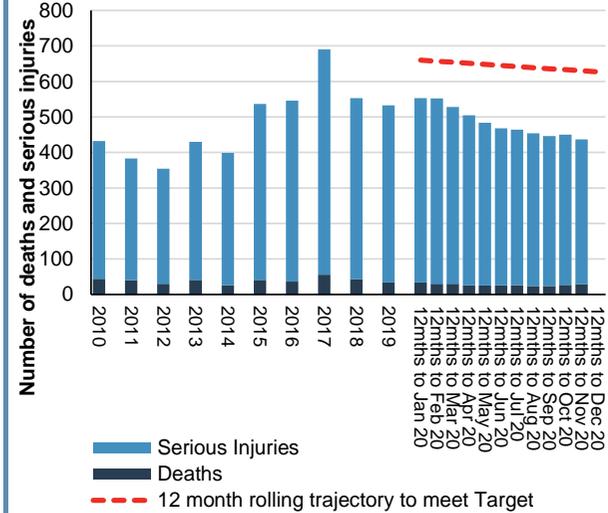


Non-reporting period.

The 2020/21 target is to address four high risk intersections or sections of road as part of the safety programme.

In the 6 months to December 2020, 7 projects have been completed, exceeding the target for this financial year.

2.1.2 Change from the previous financial year in the number of fatalities and serious injury crashes on the local road network



On track to meet the target.

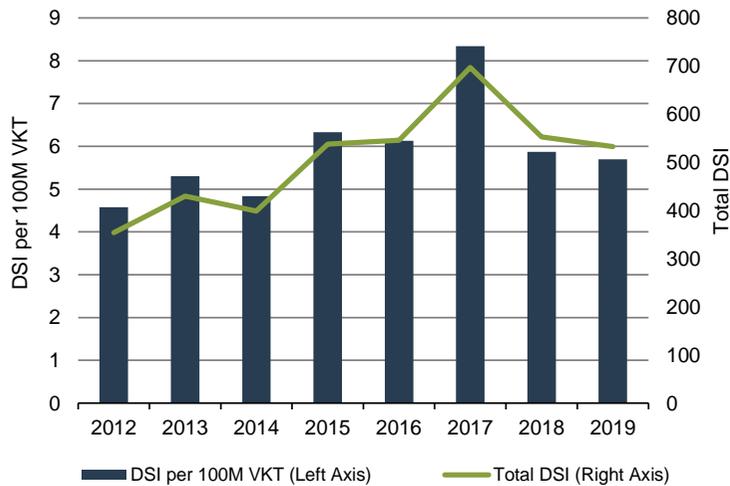
The Local Road DSI target for the 2020 calendar year is 627.

The 12 month rolling total to end of January 2021 is 437, 30.6% lower than the November SOI target of 630 for 2020.

For the 12 months rolling to the end of November 2020, Local Road deaths have decreased by 17.1% (from 35 to 29) and Local Road serious injuries decreased by 19.4% (from 506 to 408).

Please note that there is a three month time lag for local road death and serious injuries information, and that monthly figures can vary over time due to Police investigation outcomes and reporting timelines.

2.1.3 Local road deaths and serious injuries (DSI) per 100 million vehicle km travelled



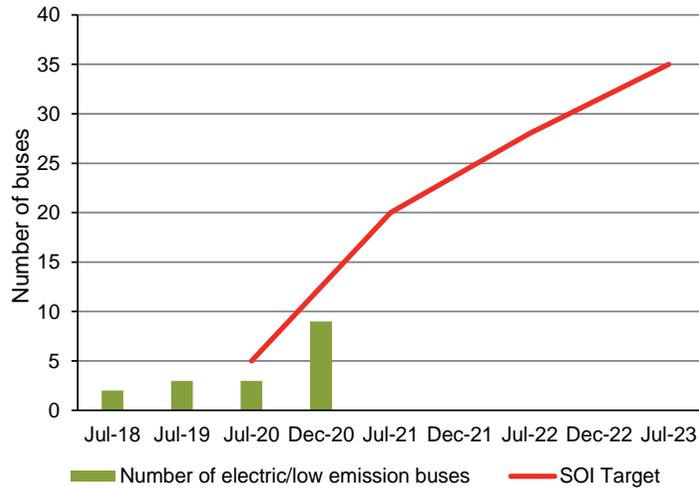
Non-reporting period.

The Local Road DSI per 100 million VKT on local roads for the 2019 calendar year was 5.7. This is 0.2 less than in 2018.

The rate of local road deaths and serious injuries per 100 million vehicle kilometres travelled is an estimate of the exposure to crash-risk on the local road network, relative to vehicle travel.

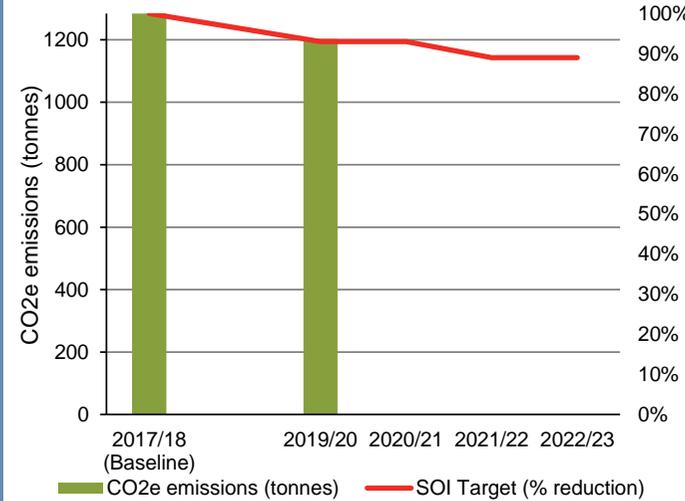
2.2 Improving the Resilience and Sustainability of the Transport System

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



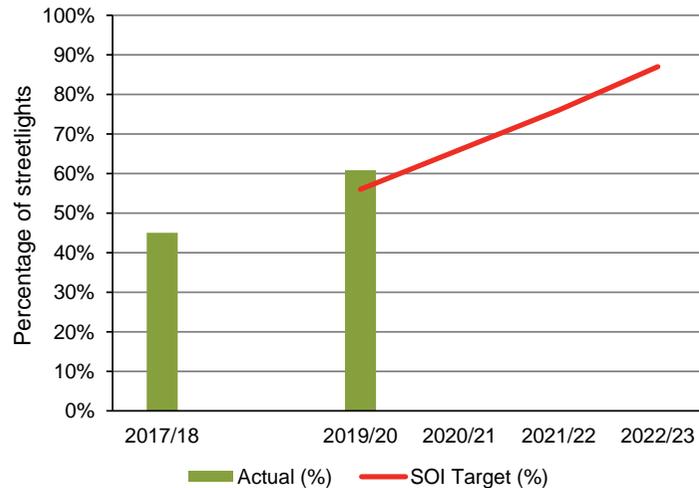
Non-reporting period.
There were 9 low emission buses in the Auckland bus fleet in December 2020, with a further 9 added in January 2021. The target for June 2021 is 20.

2.2.2 Reduction in CO2e (emissions) generated annually by Auckland Transport corporate operations



To be reported at the end of 2020/21 Financial Year.
Last year's result is now finalised. 2019/20 reductions were reduced by 6.3% compared to the 2017/18 baseline (vs a target of 7%). This reduction was assisted by COVID-19 lockdowns.
The 2020/21 target is 7%.

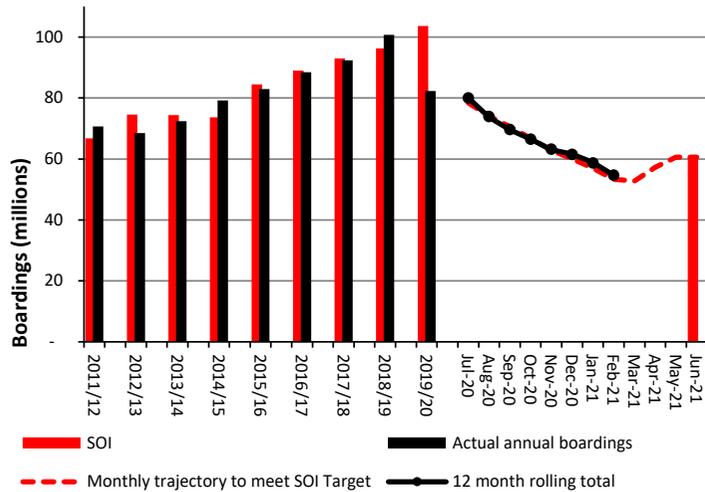
2.2.3 Percentage of Auckland Transport streetlights that are energy efficient LED



To be reported at the end of 2020/21 Financial Year.
The 2020/21 SOI target is to increase the percentage of energy efficient LED streetlights to 66%.
At the end of 2019/20, 74,000 streetlights were LED, 61.7% of all streetlights.

2.3 Providing better travel choices for Aucklanders

2.3.1 Total public transport boardings (millions)*

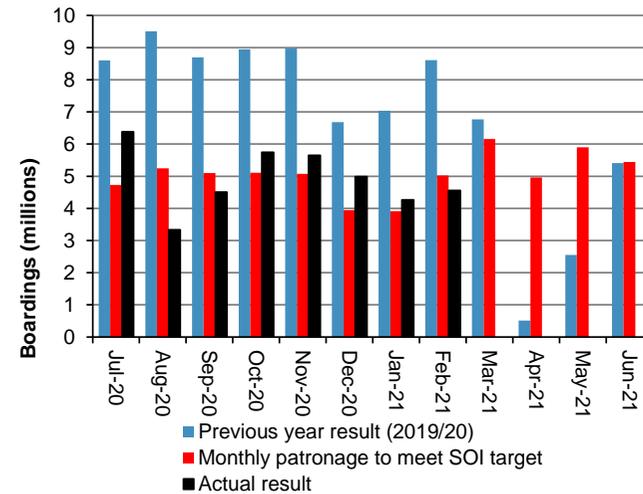


On track to meet target.

PT patronage totalled 54,670,845 passenger boardings for the 12 months to February 2021. This is 2.44% above the SOI target trajectory.

Patronage for the 12 months to January 2021 and 47.2% below the 12 months to February 2020.

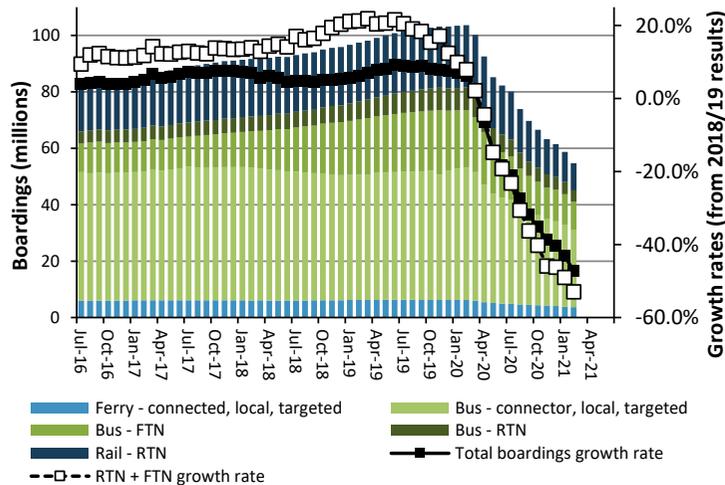
2.3.2 Monthly public transport boardings (millions)



February 2021 monthly patronage was 4,558,724. This is 107% of the January 2021 patronage, and 53% of the February 2020 level.

February 2021 monthly patronage was 9% below the monthly target.

2.3.3 Boardings on rapid or frequent network



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

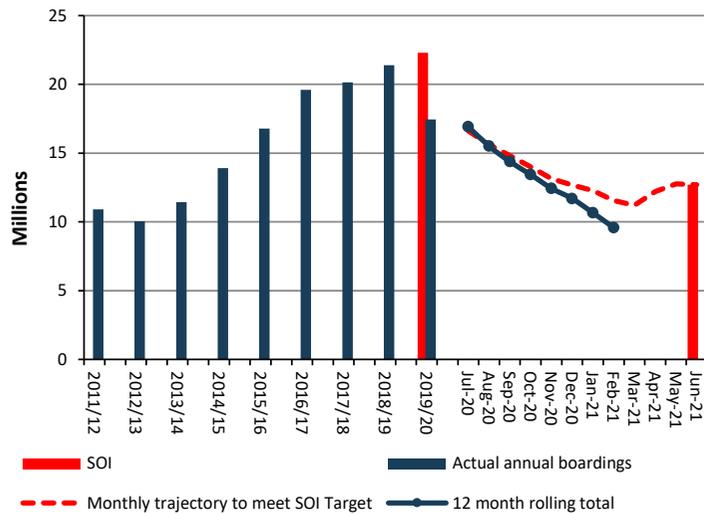
RFN Boardings for the 12 months to February 2021 decreased at a faster rate (53.0%) than overall patronage (47.2%). Recovery on the RFN network has been slower than overall recovery due to increased working from home by those working in the City Centre; an area largely serviced by Rapid and Frequent services. This slow recovery is now exacerbated by disruptions on the rail network.

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.

* Note: in February 2021 the trajectory for total patronage and rail patronage has been corrected to more realistically reflect the expected trendline for this financial year, as the 12 month rolling total moves past the months of the 2020 lockdown. These updated trajectories better demonstrate the likelihood of meeting the end of year target.

2.3 Providing better travel choices for Aucklanders

2.3.4 Rail boardings (12 month rolling total)*

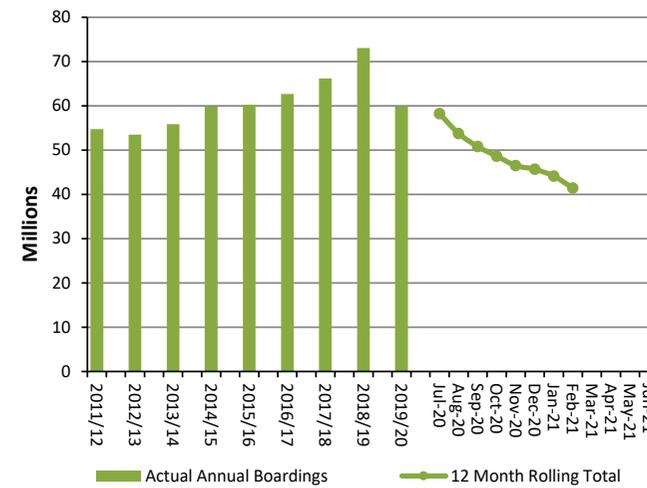


Not on track to meet target.

Rail patronage totalled 9,581,152 passenger boardings for the 12 months to February 2021. This is 17.1% below the SOI target trajectory.

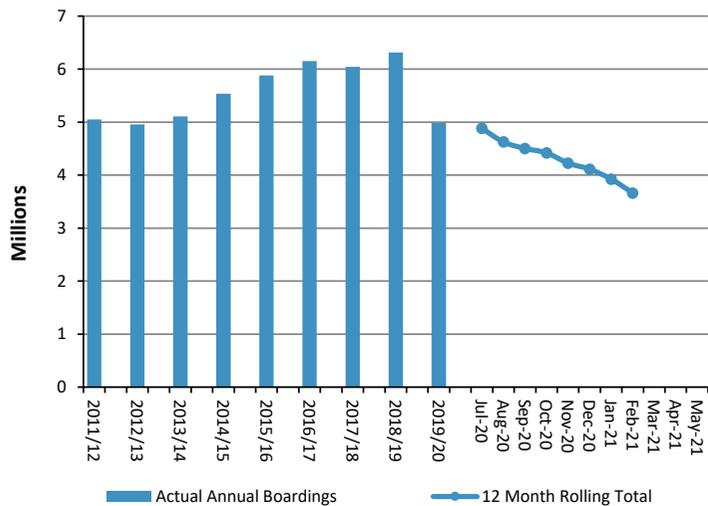
Patronage for the 12 months to February 2021 was 10.2% below the 12 months to January 2021, and 56.5% below the 12 months to February 2020.

2.3.5 Bus boardings (12 month rolling total)



Bus patronage totalled 41,427,322 passenger boardings for the 12 months to February 2021, a decrease of 6.1% on the 12 months to January 2021 and a decrease of 45.0% on the 12 months to February 2020.

2.3.6 Ferry boardings (12 month rolling total)

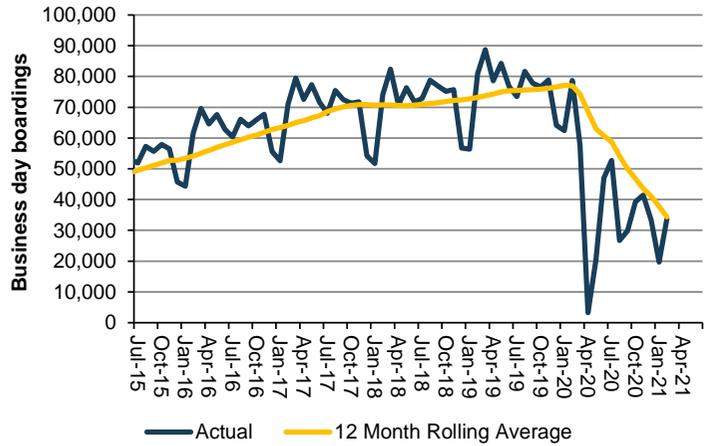


Ferry patronage totalled 3,662,371 passenger boardings for the 12 months to February 2021, a decrease of 6.7% compared with the 12 months to January 2021, and a decrease of 41.3% compared with the 12 months to February 2020.

* Note: in February 2021 the trajectory for total patronage and rail patronage has been corrected to more realistically reflect the expected trendline for this financial year, as the 12 month rolling total moves past the months of the 2020 lockdown. These updated trajectories better demonstrate the likelihood of meeting the end of year target.

2.3 Providing better travel choices for Aucklanders

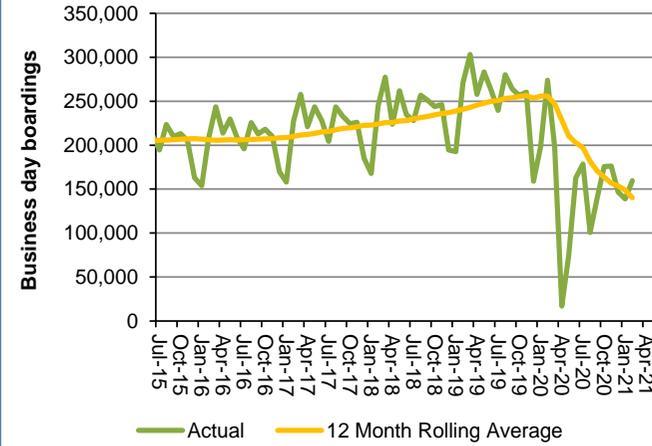
2.3.7 Rail business day average boardings



Business day boardings on the rail network averaged 33,822 in the 12 months to February 2021.

This represents a 55.4% decrease on the February 2020 figure.

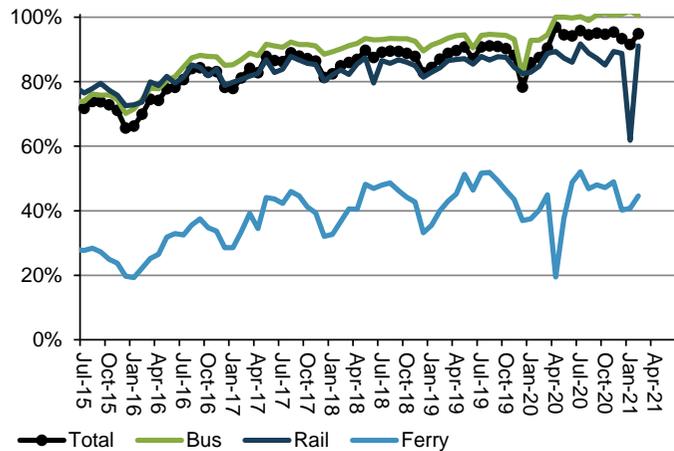
2.3.8 Bus business day average boardings



Business day boardings on the bus network averaged 140,209 in the 12 months to February 2021.

This represents a 45.2% decrease on the February 2020 figure.

2.3.9 Percentage of all PT trips using AT HOP

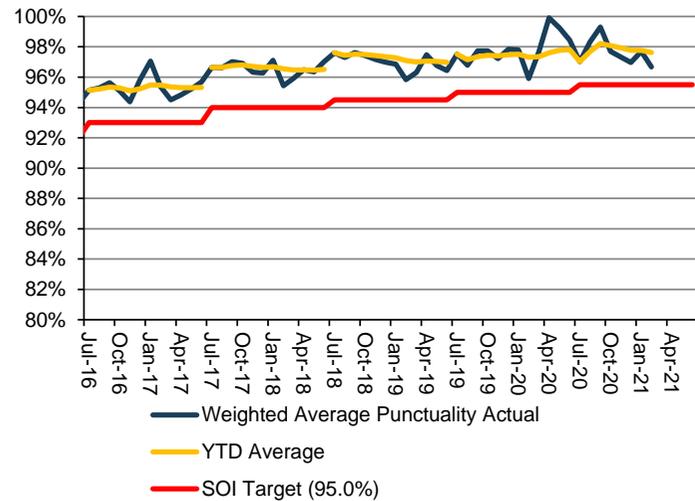


The proportion of all trips using AT HOP in February 2021 was 95%, three percentage points higher than in January 2021.

Bus: 100%
Ferry: 45%
Rail: 91%

2.3 Providing better travel choices for Aucklanders

2.3.10 PT punctuality (weighted average across all modes)



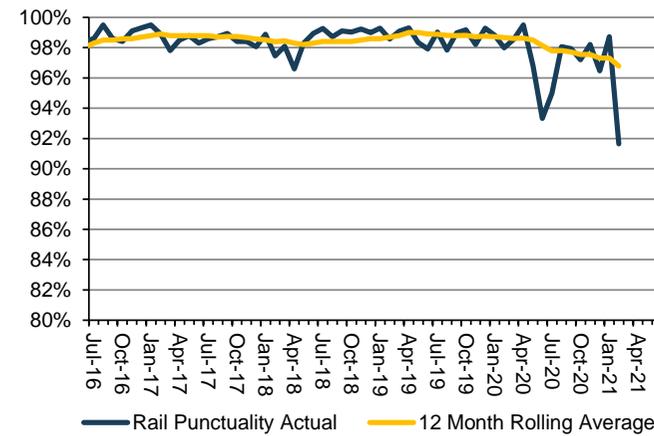
On track to meet target.

YTD average to February 2021 = 97.6%; SOI target 95.5%.

PT weighted average punctuality for the month of February 2021 was 96.7%.

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

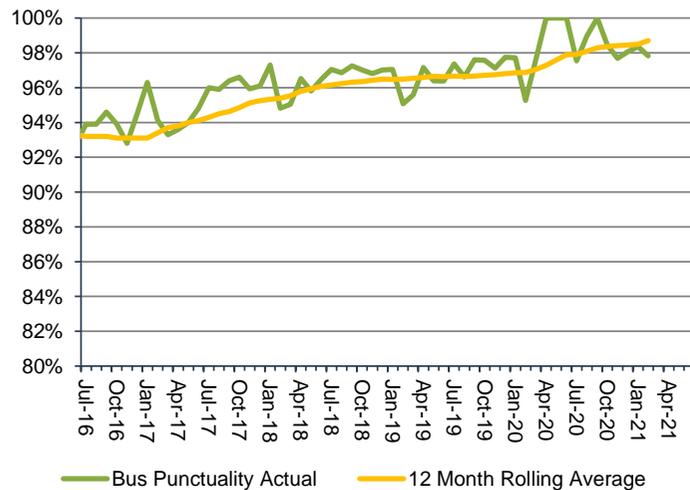
2.3.11 Rail services punctuality



Rail service punctuality in February 2021 was 91.7%, and 96.8% for the 12 months to February 2021.

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

2.3.12 Bus services punctuality

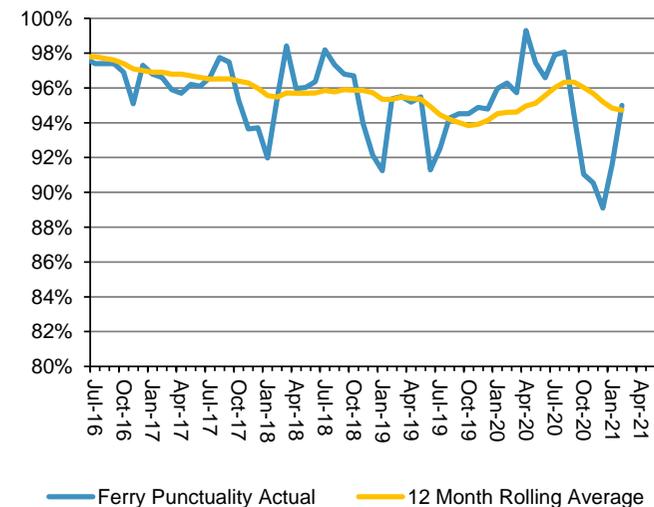


Bus service punctuality in February 2021 was 97.8%, and 98.7% for the 12 months to February 2021.

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

Punctuality statistics for bus services are based on the number of sighted scheduled bus journeys during the month.

2.3.13 Ferry services punctuality



Ferry service punctuality in February 2021 was 95.0%, and 94.7% for the 12 months to February 2021.

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 better travel choices for Aucklanders

2.3.14 Rail service performance

Train Performance February 2021



Total Network

71.1% Punctuality*

83.3% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

95.4% Service Delivery*

97.2% 12 month rolling average

* Arrival at final destination

Western Line

64.7% Punctuality*

80.4% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

91.7% Service Delivery*

94.7% 12 month rolling average

* Arrival at final destination

Eastern Line

85.9% Punctuality*

80.4% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

97.4% Service Delivery*

97.5% 12 month rolling average

* Arrival at final destination

Southern Line

54.7% Punctuality*

76.7% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

96.7% Service Delivery*

97.9% 12 month rolling average

* Arrival at final destination

Pukekohe Line

99.2% Punctuality*

98.5% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

99.8% Service Delivery*

99.4% 12 month rolling average

* Arrival at final destination

Onehunga Line

74.0% Punctuality*

90.8% 12 month rolling average

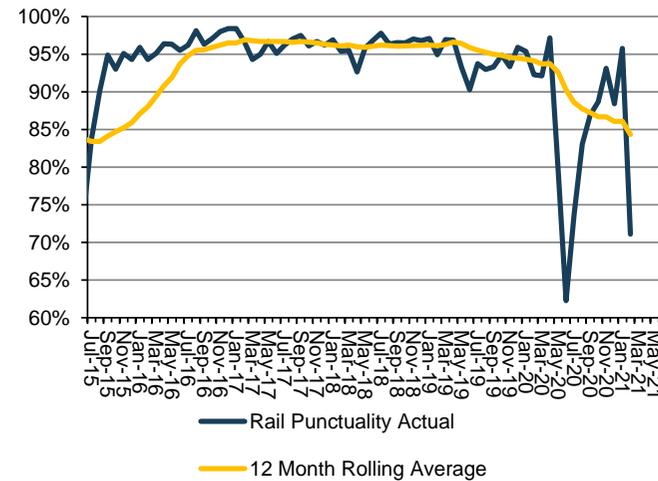
* Arrival within 5 minutes of schedule at final destination

95.2% Service Delivery*

97.2% 12 month rolling average

* Arrival at final destination

2.3.15 Rail punctuality based on arrival at final destination

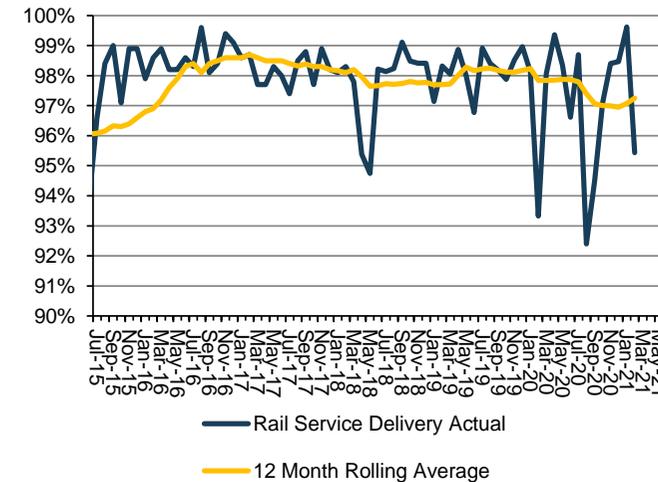


Punctuality in this figure is based on the percentage of rail services that arrive within 5 minutes of schedule at their final destination.

Using this measure, rail service punctuality for the month of February 2021 was 71.1% and 84.3% for the 12 months to February 2021.

The reductions over this month were related to KiwiRail track maintenance works.

2.3.16 Rail service delivery based on arrival at final destination

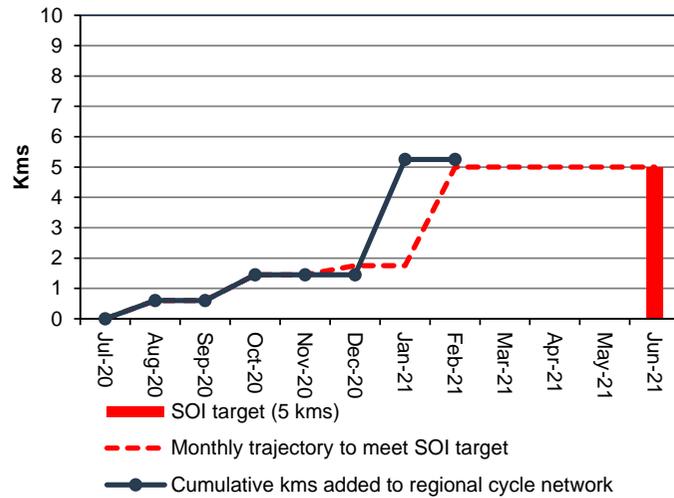


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of February 2021 was 95.4% and 97.2% for the 12 months to February 2021.

2.3 Providing better travel choices for Aucklanders

2.3.17 Kilometres of new cycleway added to the regional cycle network

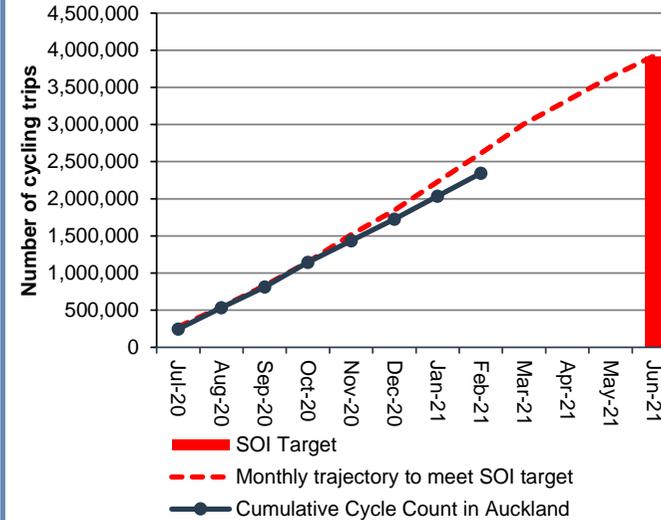


Target exceeded

In January 2021 3.8 kms of cycleways were delivered (Herne Bay to Westhaven).

The 2020/21 target is to complete 5 kms of new cycleways. This target has been exceeded, with the YTD cycleways constructed adding up to 5.25 kms.

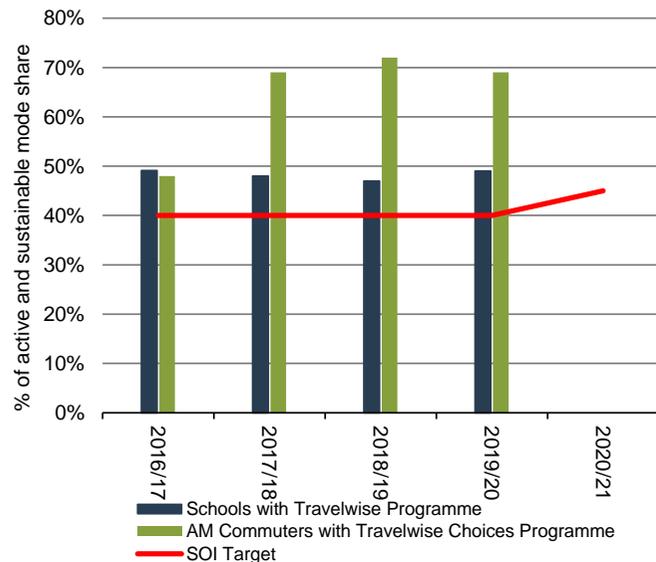
2.3.18 Annual number of cycle movements past selected sites



Behind trajectory to meet target.

In February 2021, cycle movements on 26 selected counters was 309,716 which is 19.3% lower than the monthly target. The year to date count of 2,344,606 is 10.3% below the projected trajectory to meet the SOI target. This reduction is mainly attributable to increased working from home in February.

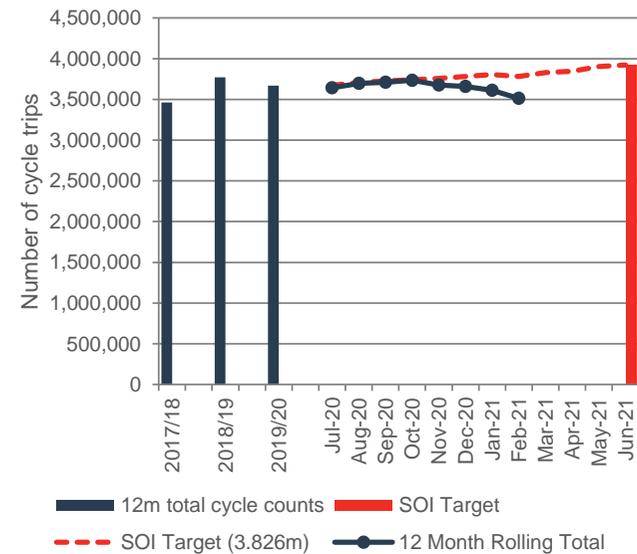
2.3.19 Active and sustainable transport mode share



Reported at the end of the Financial Year.

The 2019/20 active and sustainable transport mode share was 69% for AM peak commuters at an organisation with a Travelwise Choices programme, and 49% at schools where a Travelwise programme is implemented.

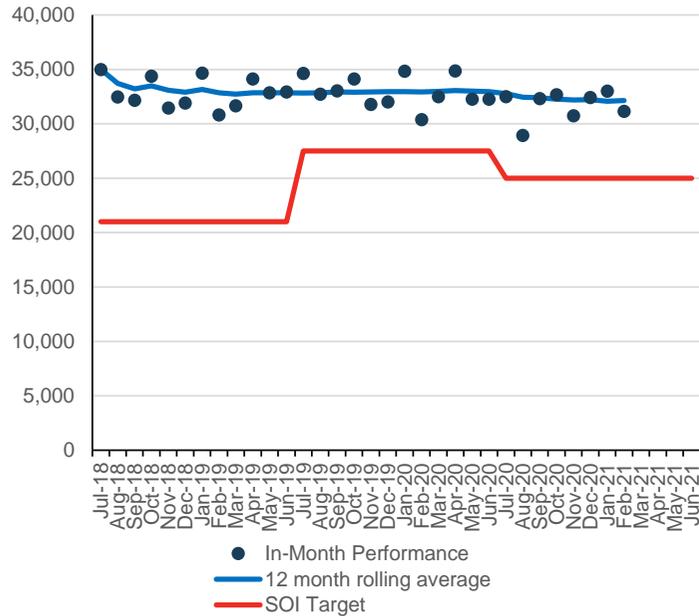
2.3.20 Cycle movements 12 month rolling total



Cycle counts totalled 3,511,298 for the 12 months to February 2021, a decrease of 2.7% on the 12 months to January 2021, and a decrease of 7.7% on the 12 months to February 2020.

2.4 Better Connecting People, Places, Goods and Services

2.4.1 Average AM peak period lane productivity



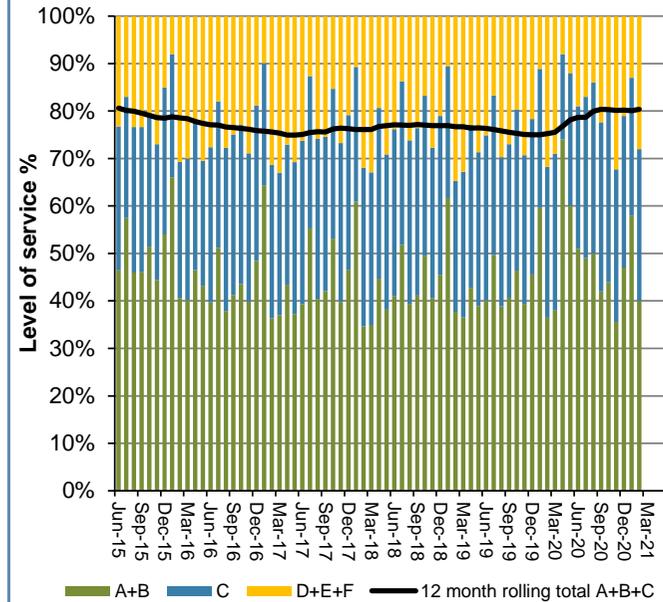
Exceeding target.

In February 2021, the average arterial road productivity was 31,154 which exceeds the target of 25,000 and indicates that the network continued to operate relatively efficiently in terms of people movement. This was slightly better (3%) than February 2020 and 6% worse than January 2021, attributable to slower travel speed during February 2021.

The 12 month rolling average for the 12 months to February 2021 is 32,136.

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 February 2021, 72% of the arterial network operated at good levels of service (LOS A-C), and was 15 percentage points lower (worse) than January 2021. This is attributable to the higher demand levels during February.

It was 4 percentage points higher (better) than February 2020, a result of the March COVID alert level change. The arterial network had an average travel speed of 34 km/h in February 2021, 5km/h lower than January 2021 and 1km/h higher than February 2020 during AM peak.

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.

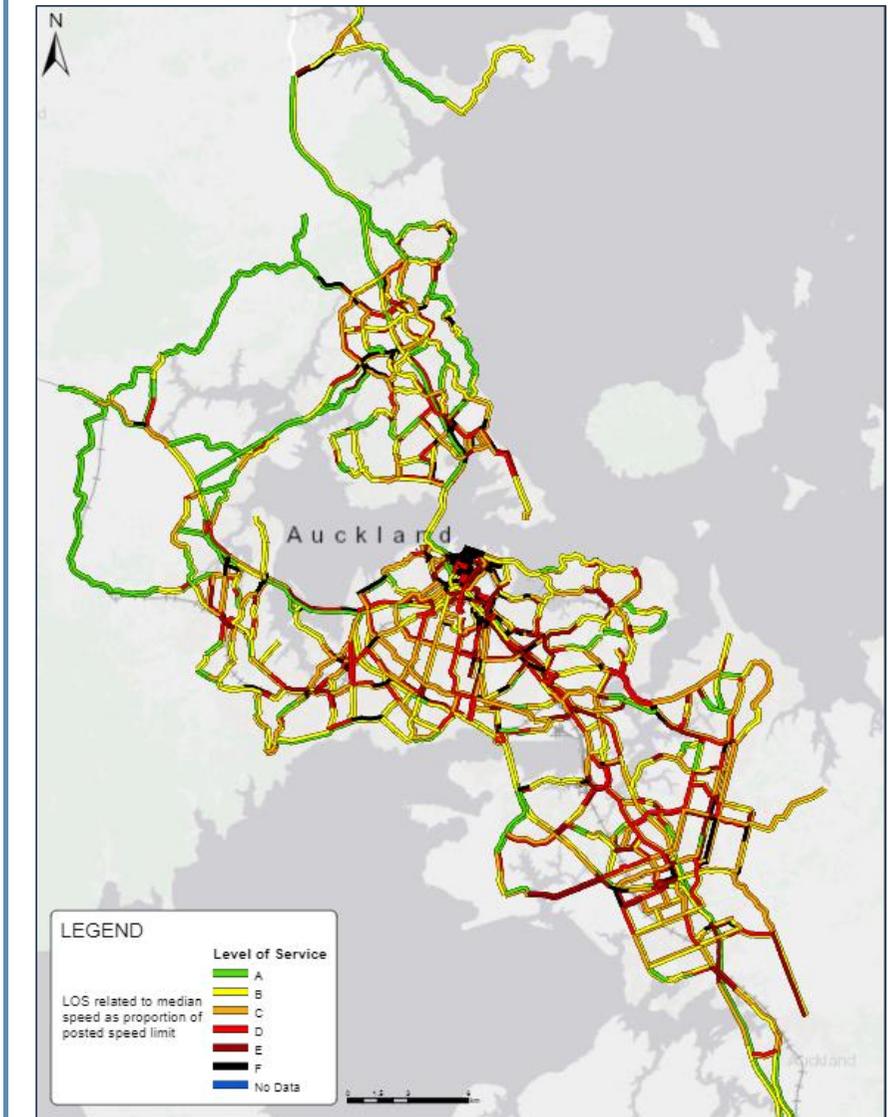
2.4 Better Connecting People, Places, Goods and Services

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).

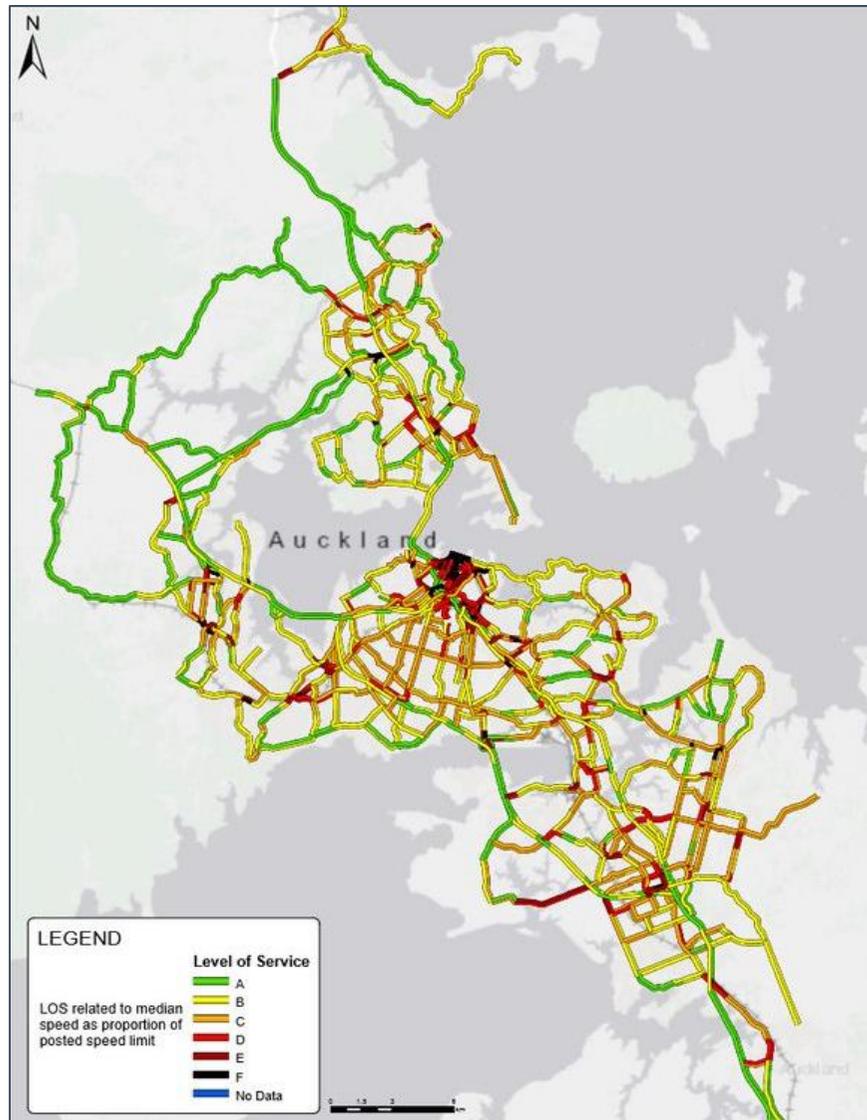
2.4.4 Congestion map AM peak



This map shows the typical level of service across the arterial and motorway networks during the AM peak hour (7.30–8.30) for February 2021. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.

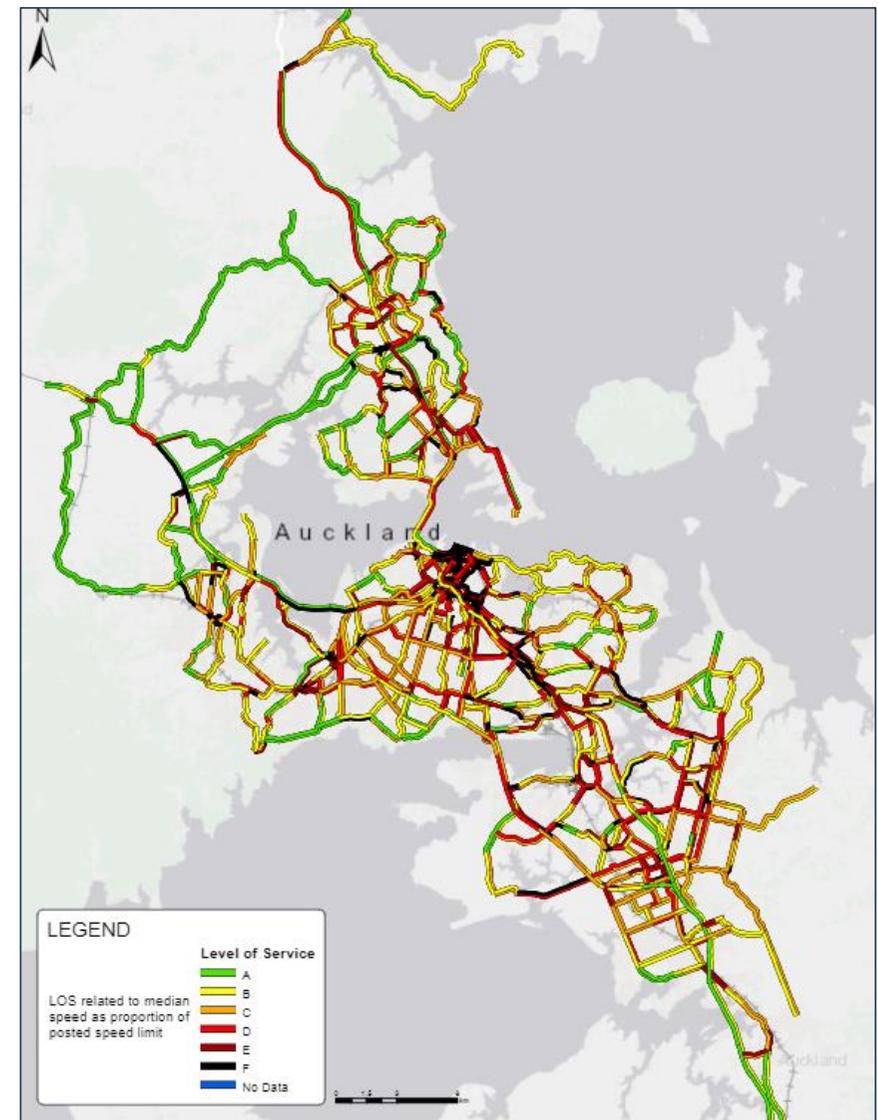
2.4 Better Connecting People, Places, Goods and Services

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 February 2021. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.

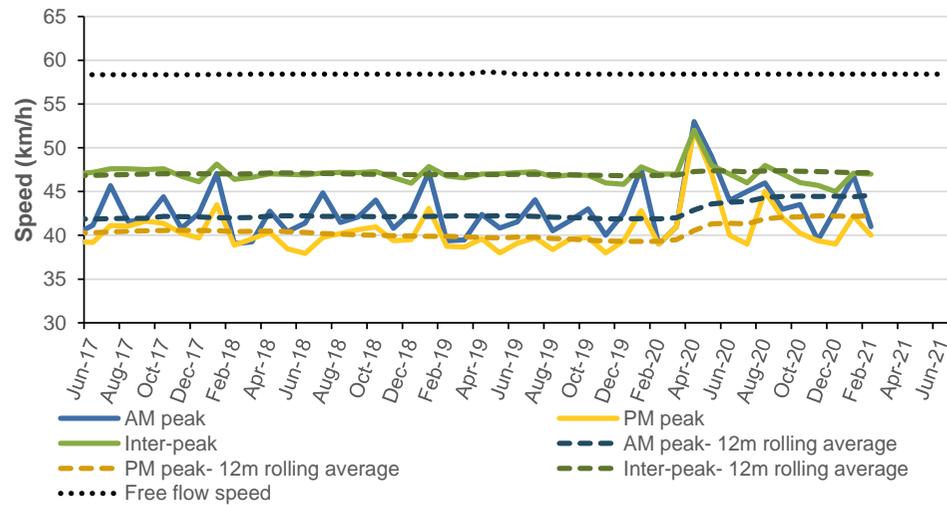
2.4.6 Congestion map PM peak



This map shows the typical level of service across the arterial and motorway networks during the PM peak hour (4.30–5.30) for February 2021. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.

2.4 Better Connecting People, Places, Goods and Services

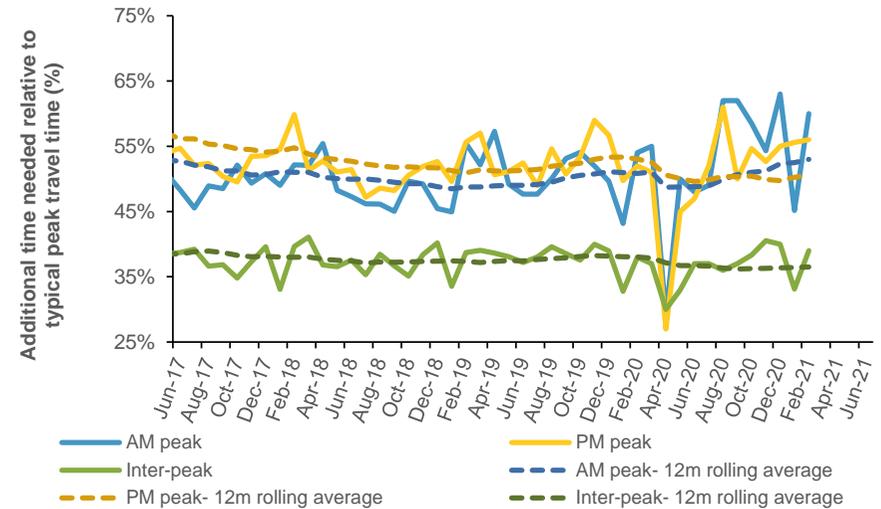
2.4.7 Median travel speed across arterial and motorway network



During February 2021, the median travel speed during the AM peak was 41 km/hr, compared with 47 km/hr in January 2021 and 39 km/hr in February 2020. The 12 month rolling average was 44.6 km/hr, compared with 41.9 km/hr for the 12 months to February 2020.

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

2.4.8 Reliability: additional travel time needed relative to typical travel time



In the February 2021 AM peak, the 85th percentile travel time was 60% longer than the typical travel time. In the 12 months to February 2021, average AM peak reliability was 53%, two percentage points worse than the 12 months to February 2020. PM peak reliability for the 12 months to February 2021 was 51%, two percentage points better than the 12 months to February 2020.

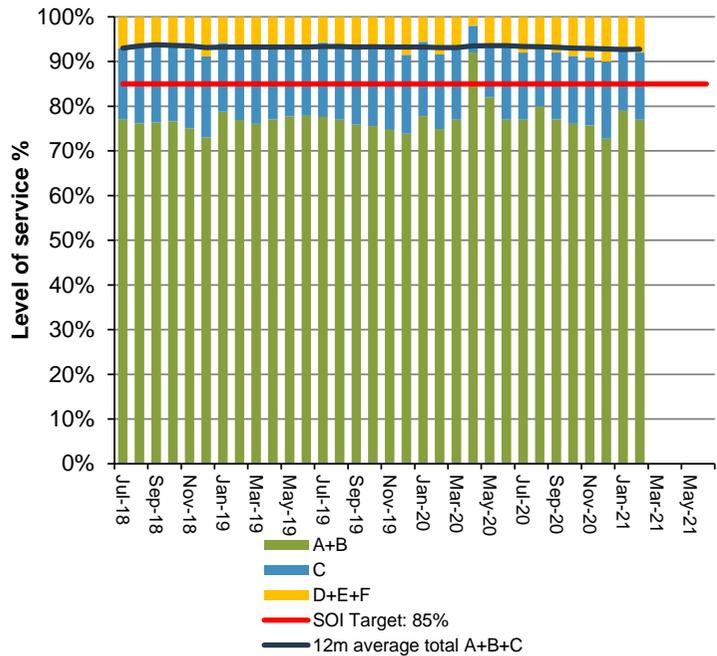
This figure shows the difference between the typical (median) and the 85th percentile* travel time, on the combined arterial and motorway network, for the AM peak, inter-peak and PM peak. This is a measure of reliability.

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

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

2.4 Better Connecting People, Places, Goods and Services

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



On track to meet target.

In February 2021, 92% of the freight network operated at good levels of service (LOS A-C) during the interpeak, and was above the 85% threshold.

The 12 month rolling average for the 12 months to February 2021 is 93%.

In terms of the arterial and Motorway components of the freight network, 83% and 98% respectively operated efficiently.

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.

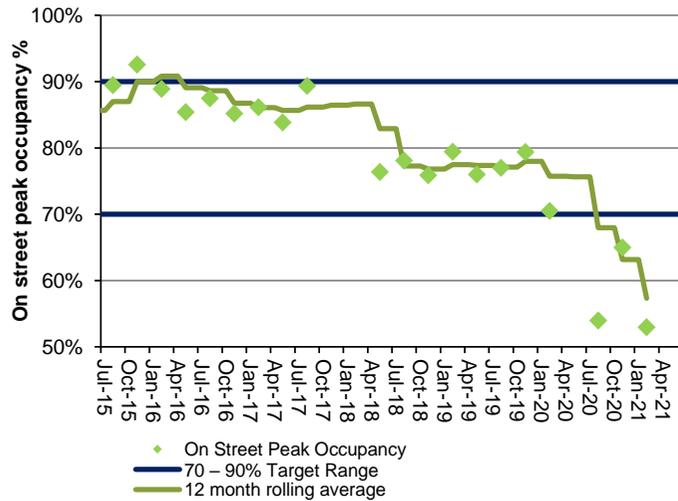
2.4.10 Map showing key freight routes



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)*

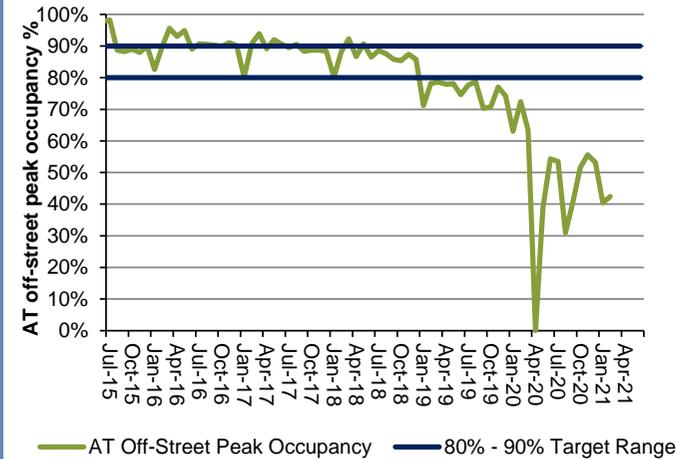


Non-reporting Period.

Occupancy for February 2021 was 53%.

The average occupancy for the year to February 2021 was 57%. This does not include data for the month of May, as paid parking was suspended during the first COVID lockdown.

2.4.12 Off-street parking occupancy rates

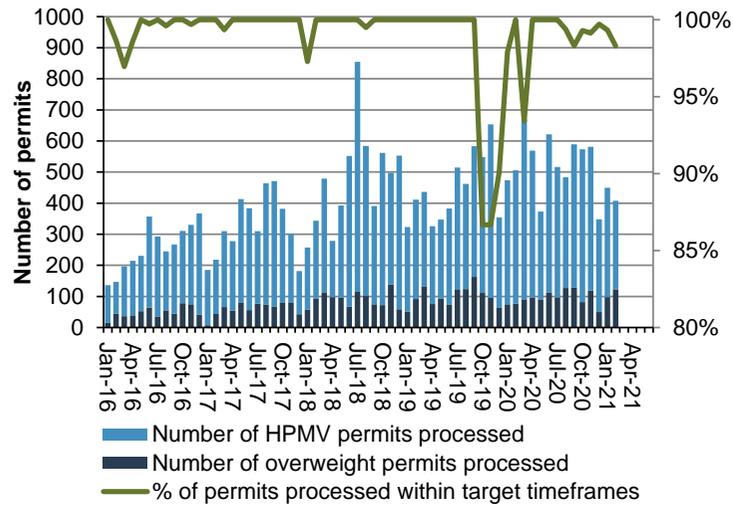


Target not met.

Occupancy for February 2021 was 52.4%. Year to date occupancy for FY2020/2021 is 46%

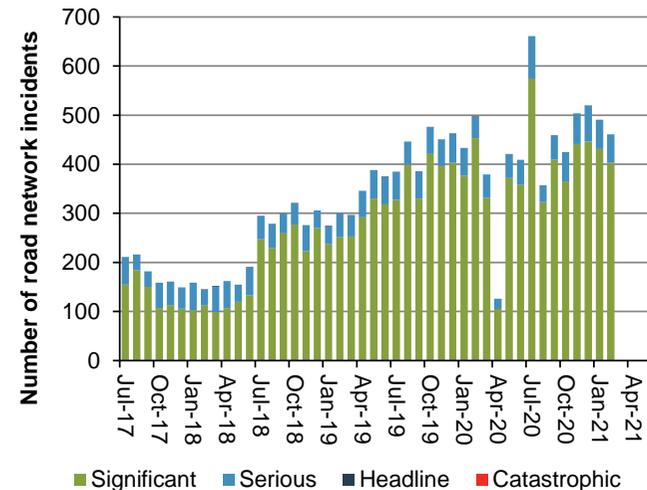
NOTE: Since September, figures only represent the Civic Car Park, as the parks that recently upgraded to Licence Plate Recognition do not yet provide data.

2.4.13 Heavy vehicle permits processed



In February 2021, AT processed 123 Overweight and 285 HPMV permit applications respectively. Of these 401 were processed, achieving 98.28% in compliance with the KPI target timeframes of, two days for single and multi-trip, three days for continuous trips, and four days for HPMV permits.

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



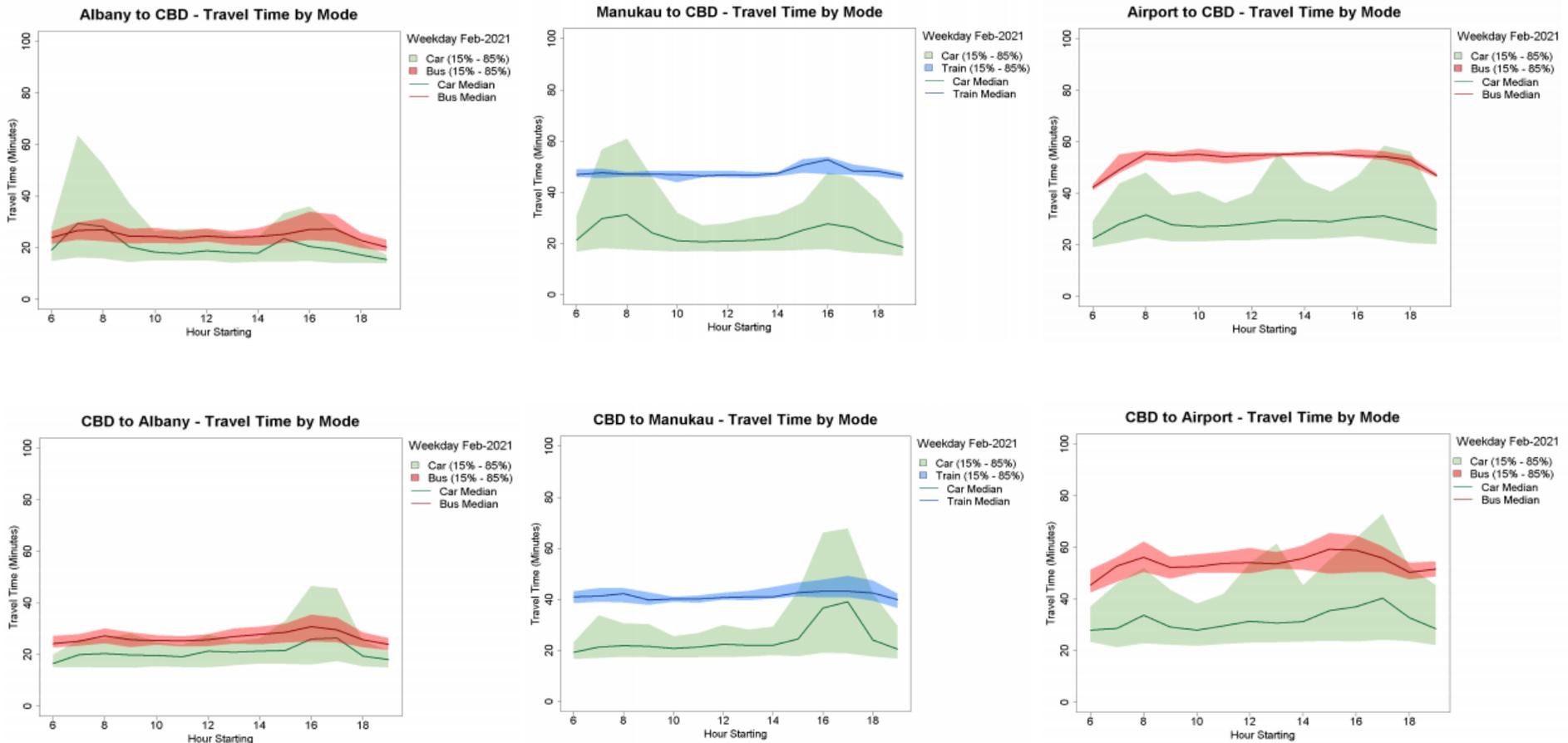
In February 2021 there were 58 serious incidents, 2 less than in January 2021.

* In June 2018 AT has moved to a data driven method using data from AT Park % machines, including a 5% non-compliance correction. The four-hour peak period is defined as the top four busiest hours of the day. These hours can vary depending on contributing factors. On-street parking occupancy is surveyed in three central city parking zone precincts: Shortland/High Street, Karangahape Road and Wynyard Quarter.

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

2.4 Better Connecting People, Places, Goods and Services

The following graphs demonstrate travel time reliability on six key arterial routes to and from the CBD. The median travel speed and 15th to 85th percentile range for car is shown for each route, and bus, train or bus and train where relevant.



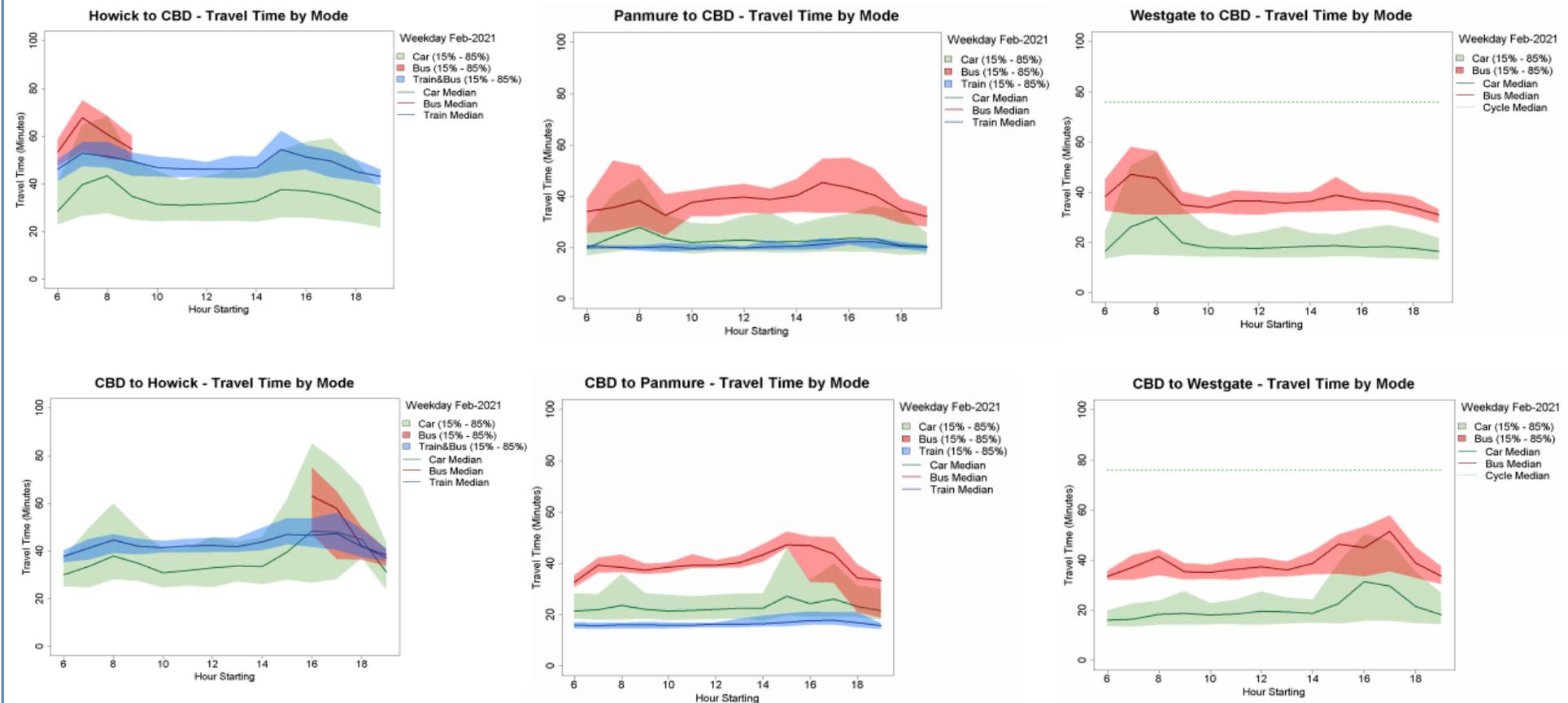
In February 2021, the bus network had an average AM peak travel speed of 32 km/h, similar to January 2021 and February 2020. Train and NX travel (Rapid Transit Network) remained consistent throughout the day, and generally provided significant travel time savings for commuters during the peak periods, Albany to CBD being the exception.

The NX had a travel time saving range of approximately up to 30 minutes between Albany and CBD during the AM and PM peaks. The train provided the most reliable travel time across all modes and achieved significant travel time saving of up to 10 minutes across all journeys where train was an option, during peak periods.

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

2.4 Better Connecting People, Places, Goods and Services

The following graphs demonstrate travel time reliability on six key arterial routes to and from the CBD. The median travel speed and 15th to 85th percentile



In February 2021, the bus network had an average AM peak travel speed of 32 km/h, similar to January 2021 and February 2020.

Train and NX travel (Rapid Transit Network) remained consistent throughout the day, and generally provided significant travel time savings for commuters during the peak periods, Albany to CBD being the exception.

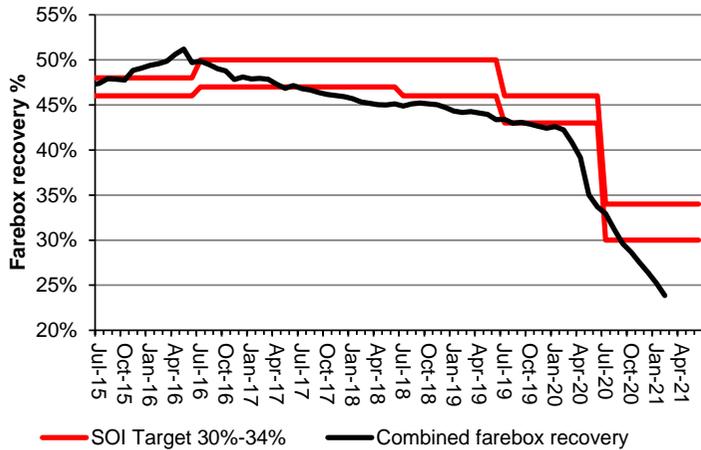
The NX had a travel time saving range of approximately up to 30 minutes between Albany and CBD during the AM and PM peaks.

The train provided the most reliable travel time across all modes and achieved significant travel time saving of up to 10 minutes across all journeys where train was an option, during peak periods.

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

2.5 Our operating model is agile, financially sustainable, and delivers economic benefits

2.5.1 PT farebox recovery*

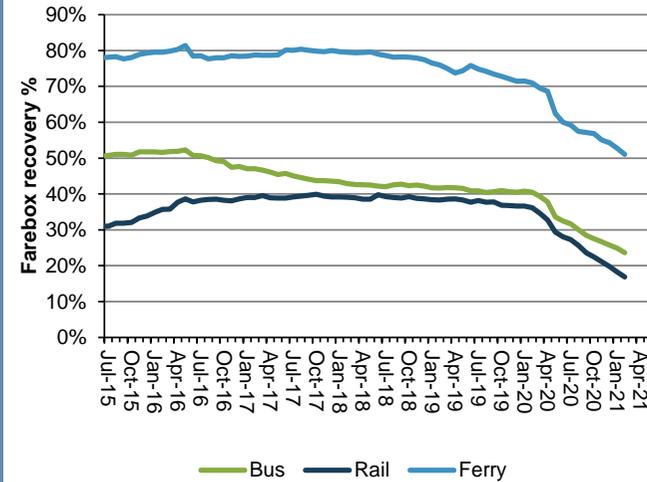


Below Target.

Total PT farebox recovery ratio in February 2021 was 23.85%, compared with 42.24% in February 2020.

The 2020/21 SOI target for PT farebox recovery is between 30% and 34%.

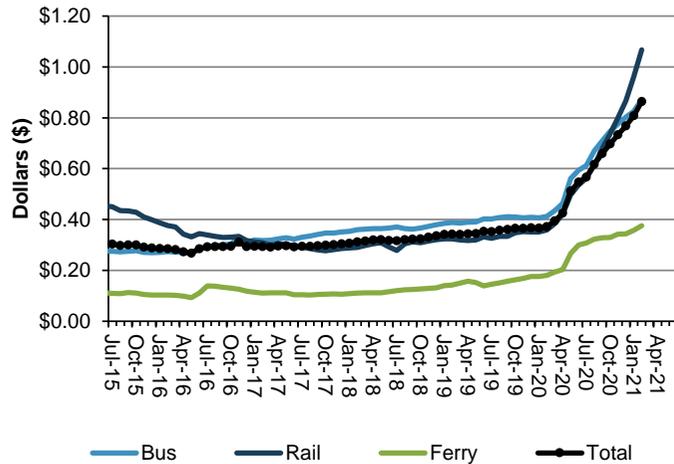
2.5.2 PT farebox recovery (by mode)



The farebox recovery ratios for February 2021 (and comparable 2019 results) were:

- Bus: 23.63% (40.47%)
- Rail: 16.85% (36.19%)
- Ferry: 51.04% (70.97%)

2.5.3 PT subsidy per passenger kilometre

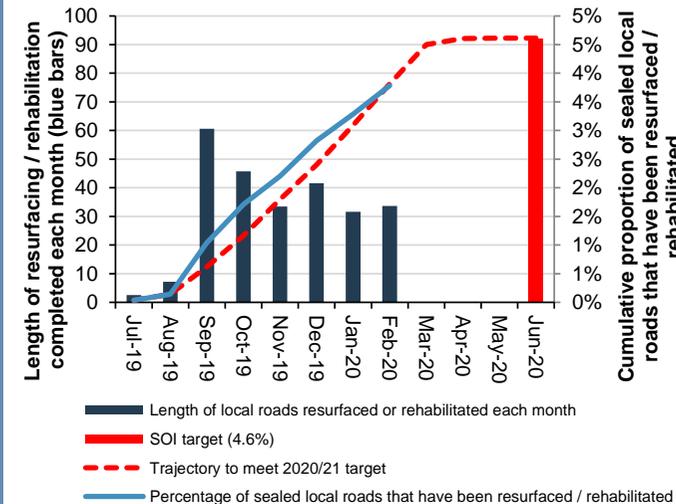


The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The results for February 2021 (and comparable 2019 results) were:

- Bus \$0.873 (\$0.412)
- Rail \$1.067 (\$0.359)
- Ferry \$0.376 (\$0.180)
- Total \$0.873 (\$0.412)

2.5.4 Percentage of the sealed road network that is resurfaced



Meeting the monthly trajectory.

In February 2021 AT completed 33.7 km of resurfacing and rehabilitation.

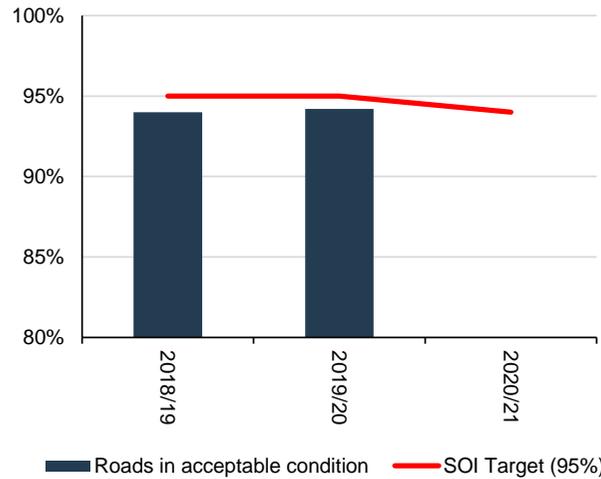
This financial year to date, 256.4 km of local roads were resurfaced, or 82% of the 2020/21 target, and 3.8% of Auckland's local roads.

*The farebox recovery percentage is calculated by dividing the revenue from passengers by the cost of providing PT services.

The formula = (Fare Revenue + SuperGold Card Payment) / (Fare Revenue + Subsidy + SuperGold Card Payments + Concessionary Fare Scheme Payments).

2.5 Our operating model is agile, financially sustainable, and delivers economic benefits

2.5.5 Proportion of road assets in acceptable condition

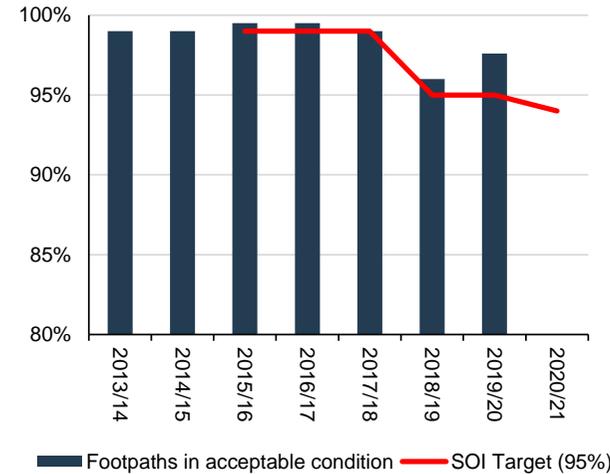


Reported annually in March.

The 2019/20 result for the percentage of road assets in acceptable conditions was 94.2%. This is within range (0.8%) to meet the SOI target (95%).

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

2.5.6 Percentage of footpaths in acceptable condition

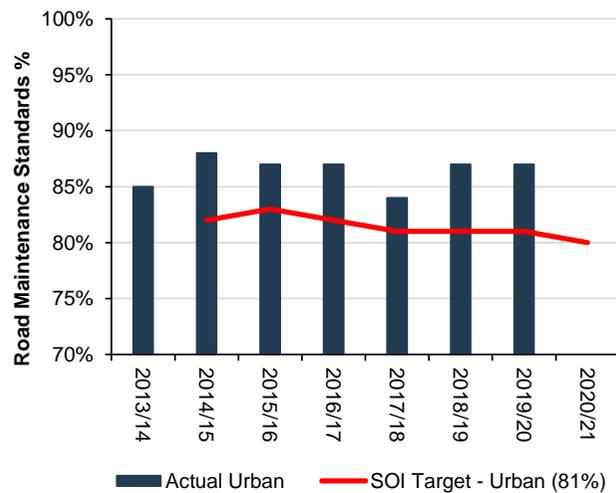


Reported annually in March.

The 2019/20 result for the percentage of footpaths in acceptable condition was 97.6%. This is 2.7% above the SOI target (95%).

The amended target and lower result compared to 2017/18 and earlier is due to a change in methodology and a reassessment of the definition of acceptable condition.

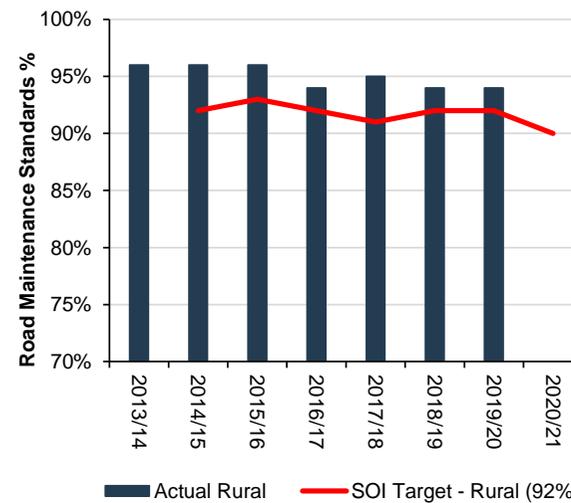
2.5.7 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads



Reported annually in March.

The 2019/20 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads was 87% (equal to 2018/19 results).

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

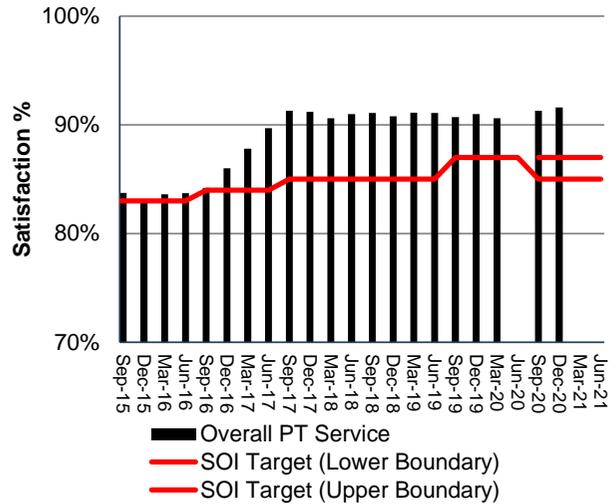


Reported annually in March.

The 2019/20 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all rural roads was 94% (Equal to 2018/19 results).

2.6 Provide an Excellent Customer Experience for all Services and Customers

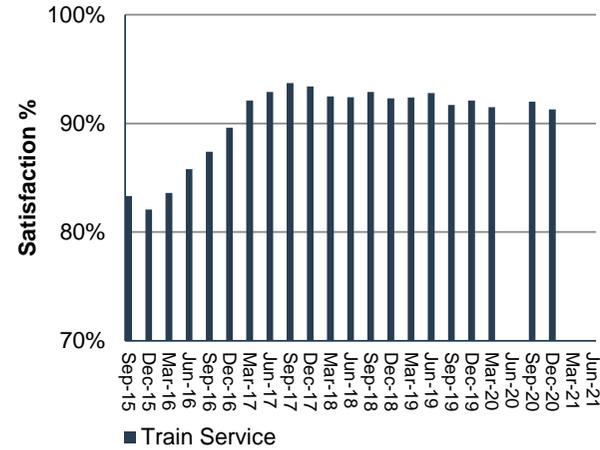
2.6.1 Percentage of public transport passengers satisfied with their public transport service



Non-reporting period
Although the result of 91.6% is exceeding the target, it should be noted that interviews took place outside of COVID lockdowns and periods of KiwiRail track maintenance.

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

2.6.2 Percentage of passengers satisfied with their train service

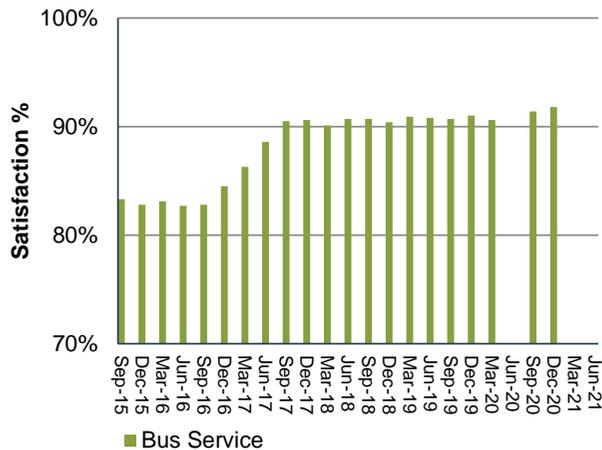


Non-reporting period

In December 2020, satisfaction with train services (91%) was one percentage point below the September 2020 result (92%).

Satisfaction was one percentage point below the December 2019 result.

2.6.3 Percentage of passengers satisfied with their bus service

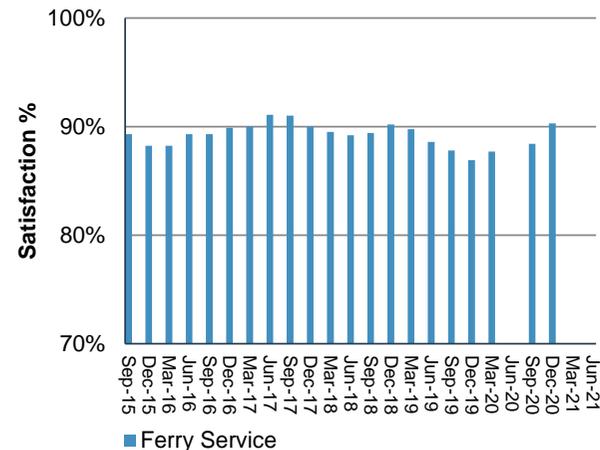


Non-reporting period

In December 2020, satisfaction with bus services (92%) was one percentage point above the September 2020 result (91%).

Satisfaction was one percentage point above the December 2019 result.

2.6.4 Percentage of passengers satisfied with their ferry service



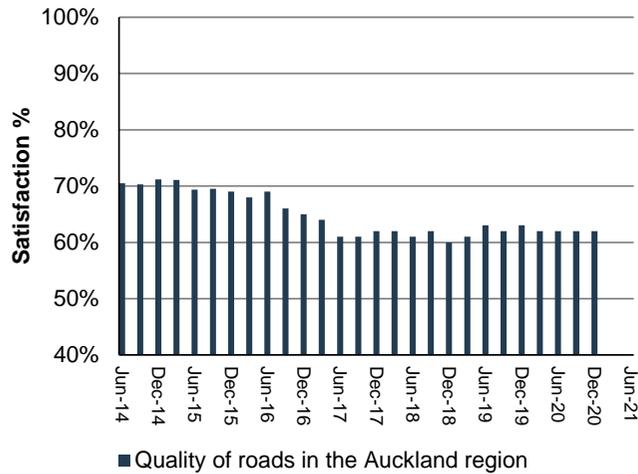
Non-reporting period

In December 2020, satisfaction with ferry services (90%) was two percentage points above the September 2020 result (88%).

Satisfaction was three percentage points above the December 2019 result.

2.6 Provide an Excellent Customer Experience for all Services and Customers

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

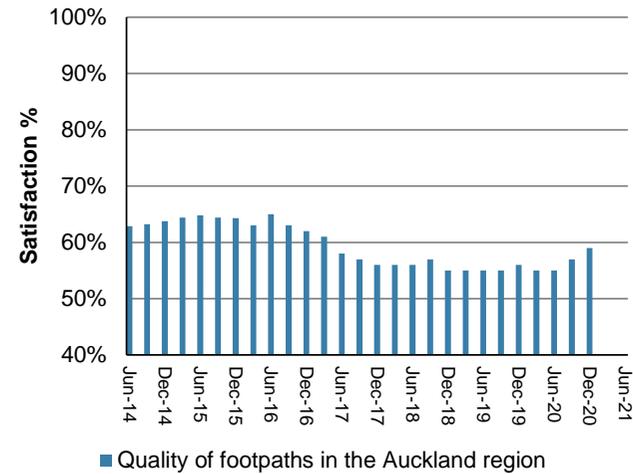


Non-reporting period

In December 2020, satisfaction with the quality of roads in Auckland (62%) was equal to the September 2020 result (62%).

Satisfaction was one percentage point below the December 2019 result.

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

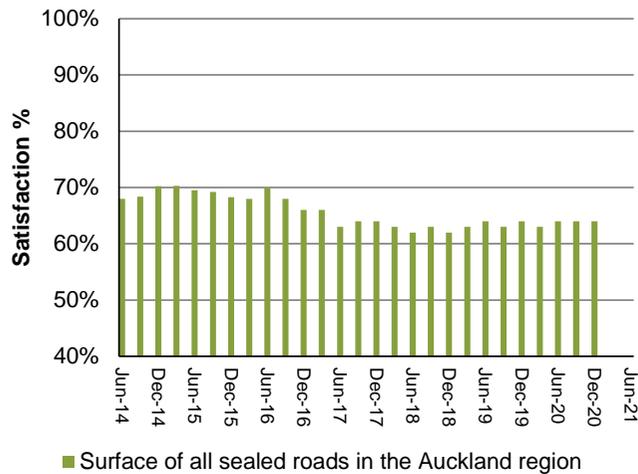


Non-reporting period

In December 2020, satisfaction with the quality of footpaths in Auckland was 59%, 2 percentage points above the September 2020 result (55%).

Satisfaction was two percentage points above the December 2019 result.

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

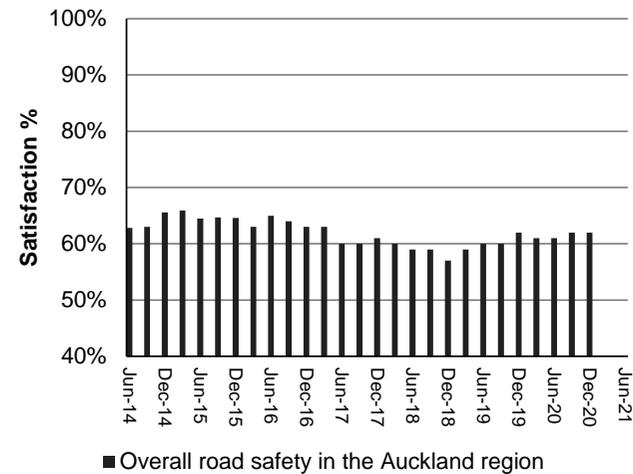


Non-reporting period

In December 2020, satisfaction with the surface of all sealed roads in Auckland (64%) was equal to the September 2020 result (64%).

Satisfaction equal to the December 2019 result.

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



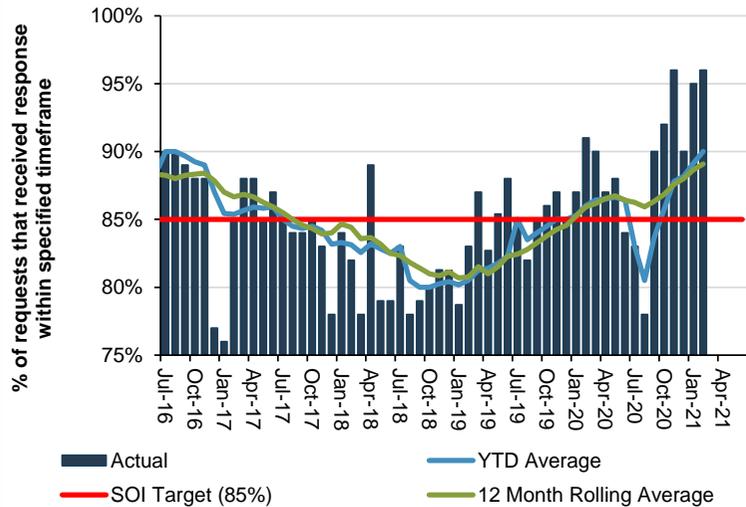
Non-reporting period

In December 2020, satisfaction with road safety in Auckland (62%) was equal to the September 2020 result (62%).

Satisfaction was equal to the December 2019 result.

2.6 Provide an Excellent Customer Experience for all Services and Customers

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



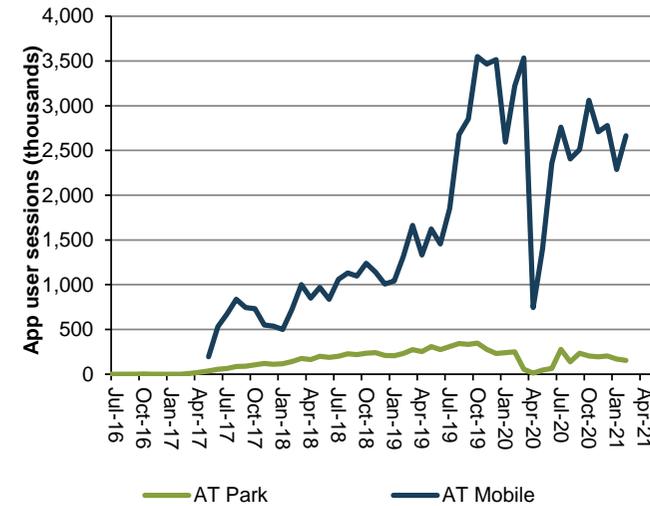
On track to exceed target.

12 month rolling average: 89.1% (SOI target 85%)

The February 2021 result (96%) is 1 percentage point better than January 2021.

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

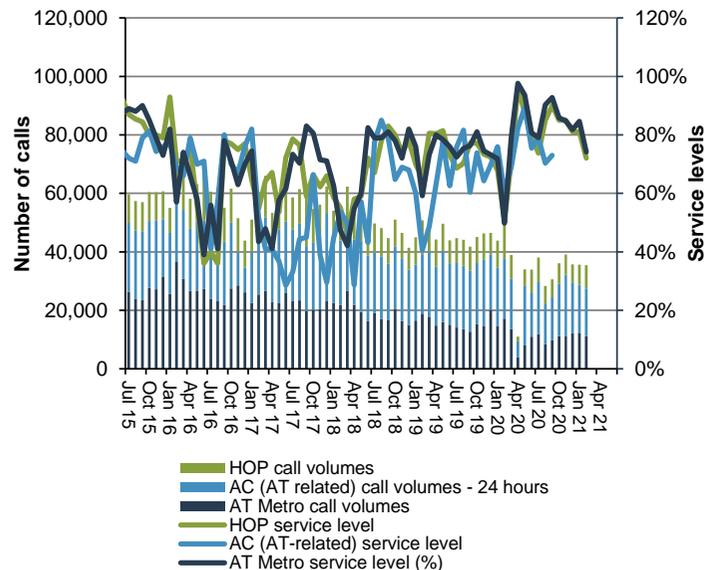
2.6.10 AT app user sessions



AT Mobile
 App user sessions Increased by 17% in February 2021 compared with January 2021, and decreased by 17% compared with February 2020.

AT Park
 App user sessions decreased by 8% in February 2021 compared with January 2021, and decreased by 39% compared to February 2020.

2.6.11 Call centre incoming calls and service levels

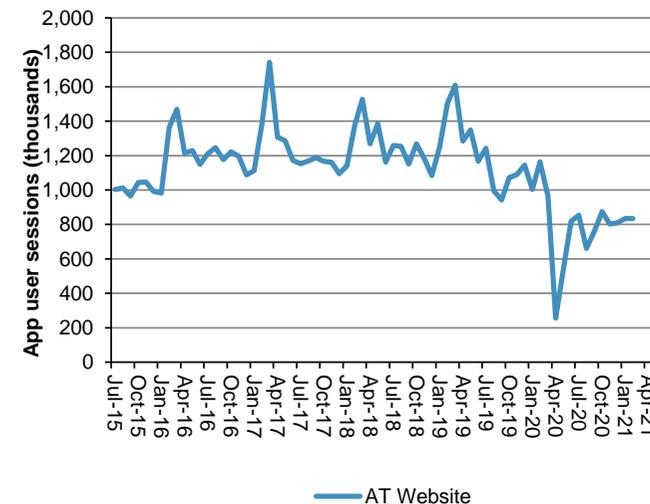


In February 2021 AT HOP Call volumes decreased by 12% compared with January 2021, and 16% compared to February 2020. The service level was the same as last month.

Auckland Council call volumes have dropped by 19% compared to January 2021, and 11% compared to the same month last year.

AT Metro Call Centre volumes increased by 10% on January 2021, and decreased by 39% since with February 2020. The service level decreased 3 percentage points on last month.

2.6.12 AT Website Visits



Visits to the Auckland Transport website totalled 833,780 in February 2021, an increase of 0% compared with January 2021, and a decrease of 28% compared with February 2020.

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

