

Entered by Board Secretary

Monthly Transport Indicators – September 2022

For decision: For noting:

Te tūtohunga / Recommendation

That the Auckland Transport Board (board):

- a) Receive this report.

Te whakarāpopototanga matua / Executive summary

1. The 2021/22 Monthly Indicators Report for September 2022 shows performance against the Statement of Intent (SOI) measures and other indicators.
2. This report shows that, although the impacts of COVID-19 on key indicators are still noticeable, we are seeing a steady improvement in line with adjusted targets on many of the measures.
3. In September 2022, monthly Public Transport (PT) boardings were 5.9 million, exceeding the monthly trajectory to meet the yearly SOI target monthly trajectory of 4.8 million by 23.3 per cent, or 1.1 million boardings. In the 12 months to the end of September 2022, there were 47.0 million boardings on the PT network, exceeding the trajectory to meet the SOI target by 4.8 per cent.
4. Local roads Deaths and Serious Injuries (DSI) for the 12 months to the end of September 2022 were 501, which is 3.6 per cent worse than trajectory to meet the end of year target.
5. As of end of September 51 of Auckland Transport's (AT's) 1359 buses (4.0 per cent) have been equipped and are playing bi-lingual audio announcements on the PT network. Over 400 of the AT bus fleet have also now been 'pre-wired' as part of the installation process. The SOI target is to have 80% of the bus fleet playing bi-lingual announcements by the end of June 2023.
6. In September 2022, 72 per cent of formal complaints were resolved within 20 working days. This is 13 per centage points below the SOI target of 85 per cent. The team have stated that over the last quarter they have had an unusual number of formal complaints that have required additional investigations, these have included second site visits, traffic counts etc. which has added additional days to reach a resolution. The team is taking active steps to ensure that, going forward, they will keep to the 20-day time frame as much as possible.
7. As of this month, seven measures are on track to exceed or meet the target, 11 are not on track to meet the target and 13 are yet to be reported on.

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Ngā tuhinga ō mua / Previous deliberations

8. There are no previous deliberations.

Te horopaki me te tīaroaro rautaki / Context and strategic alignment

9. The attached Monthly Indicators Report provides an overview of AT's performance against its SOI performance measures for September 2022. This report also provides supplementary information on the wider Auckland context as well as AT's PT, road operations and maintenance, and customer response activities.
10. This covering report highlights key trends and significant shifts in the monthly reporting statistics and provides a summary of performance against the SOI measures.

Ngā matapakinga me ngā tātaritanga / Discussion and analysis

Safety

11. For the 12 months to the end of September 2022, deaths and serious injuries on *local roads* decreased by 7.7 per cent, to 501 relative to the September 2021 number of 543 DSI. This is 3.6 per cent above the trajectory to meet the end of year target. Local road deaths have decreased by 22.6 per cent (from 53 last year to 41 this year). Local road serious injuries decreased by 6.1 per cent in the past year (from 490 last year to 460 this year).
12. For the 12 months to the end of September 2022, deaths and serious injuries on *all Auckland roads* (including local roads and highways) decreased by 5.7 per cent, to 583 relative to the September 2021 number of 618 DSI. This is 6.6 per cent worse than the trajectory to meet the end of year target. In addition, all road deaths have decreased by 22.6 per cent (from 62 last year to 48 this year). All Auckland road serious injuries decreased by 3.8 per cent in the past year (from 556 last year to 535 this year).
13. For the 12 months to the end of September 2022, deaths and serious injuries of *vulnerable road users* decreased by 3.3 per cent, to 260 relative to the September 2021 number of 269 DSI. Deaths of vulnerable road users have decreased by 28.6 per cent (from 21 last year to 15 this year). Vulnerable road users serious injuries decreased by 1.2 per cent in the past year (from 248 last year to 245 this year).

PT

14. There was a total of 47.0 million PT boardings for the 12 months to the end of September 2022, a decrease of 22.6 per cent or 12.5 million boardings on the 12 months to September 2021. This is 4.8 per cent above the trajectory to the SOI target of 44.8 million. Monthly boardings for September 2022 were 5.9 million, an increase of 833.8 per cent on September 2021. Auckland was in COVID-19 alert level four from 17

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August to 21 September 2021 and then in COVID-19 alert level three from 22 September to 5 October 2021. Thus, PT patronage was artificially low in September 2021.

15. Boardings remain affected by COVID-19, likely due to city centre, university student and office worker boardings being impacted by the increased travel restrictions, concerns about hygiene on PT and increased working from home. We are seeing a recovery on the PT network, likely due to loosening restrictions and 50% fares reduction funded by Central Government.
 - Rail boardings totalled 8.2 million for the year to September 2022, a decrease of 22.2 per cent, or 3.2 million boardings, on the 12 months to the end of September 2021.
 - Bus boardings totalled 35.7 million for the 12 months to September 2022, a decrease of 22.6 per cent, or 12.5 million boardings, on the end of 12 months to September 2021.
 - Ferry boardings totalled 3.0 million for the 12 months to September 2022, a decrease of 25.2 per cent, or 0.9 million boardings, on the 12 months to the end of September 2021.
16. This month a new graph has been added that shows how monthly PT boardings are tracking compared to the last financial year that was not impacted by COVID-19 (FY18/19). It also shows the number for 85 per cent of the monthly patronage for FY18/19 which we are using as an aspirational target to recovery.
17. Year to date PT punctuality was 97.0 per cent, meaning it is on track to meet the SOI target of 96.0 per cent. PT punctuality measures whether a PT service has arrived at its first stop on time. Therefore, cancelled services are not included in the measure.
18. The total PT farebox recovery ratio was 14.8 per cent in September 2022, not meeting the target range of 30.0 to 34.0 per cent. Reduced patronage due to COVID-19, compounded by ongoing COVID-19 restrictions, and subsequent KiwiRail works have significantly impacted the performance against this indicator.

Cycling

19. In September 2022, no cycleways were delivered. In August 2022, 1.77 km of cycleways have been upgraded as part of the 'pop-up protection' programme. The pop-up protection programme has held pre-commencement meetings for the project at Lambie Drive which is expected to start in November 2022. Two projects in the Urban Cycleways Programme are on track to be completed by the end of the FY, including permanent upgrades to the Viaduct Cycleway Enhancements and the Taniwha Street cycleway which links into Glen Innes town centre. This measure is not on track to meet the trajectory to the 2024 target.
20. Cycle and micromobility movements for the 12 months to September 2022 totalled 2.916 million, a decrease of 21.4 per cent on the 12 months to September 2019. This is 17.8 per cent below the monthly SOI target trajectory for FY 2022/23. Increased working from home and ongoing COVID-19 restrictions have an impact on cycle counts, particularly within the city centre.

Emissions and vehicle fleet statistics

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21. Estimated transport related greenhouse gas emissions for the 12 months to the end of August 2022 is an estimated 3.8 million tonnes of Co2 emissions which compares to 4.2 million tonnes for the 12 months to the end of September 2021. As a further comparator, the pre-COVID-19 figure for the 12 months to February 2020 was 4.2 million tonnes. We are currently working on getting this data monthly.
22. State Highway VKT figures are included as a proxy for all of Auckland VKT. Estimated figures for September 2022 were 346.6 million which compares to an average 400 million for the average monthly figure of the 2020 calendar year. However, the difference will likely be due to seasonal fluctuations, and we will need to see a full year of figures to see any changes in trend.
23. In September 2022, 17% of vehicles imported were Electric Vehicles or Plug-in Hybrid Electric Vehicles and a further 21% were Hybrid Vehicles.

Best use of the transport network

24. The rolling average AM peak arterial productivity was 31,173 for the 12 months to September 2022, not meeting the SOI target of 33,000.
25. The average proportion of the freight network operating efficiently during the inter-peak was 87.0 per cent for the 12 months to September 2022, not meeting the SOI target of 90.0 per cent.

Asset renewals and customer service

26. For this FY to date, 19.0 km, or 0.3 per cent, of local roads were resurfaced or rehabilitated. This Financial Year, the SOI target is to resurface/rehabilitate 379.5 km, or 5.5 per cent of the local road network. In September 2022 16.6 km, or 0.24 per cent, of local roads were resurfaced or rehabilitated.
27. The percentage of customer service requests relating to roads and footpaths that receive a response within AT's specified times was 76.0 per cent in September 2022. The 12-month rolling average to September 2022 is 84.6 per cent, which is close to the SOI target of 85 per cent.

Summary of performance against SOI Measures

28. Table 1 provides a summary of performance against SOI targets.

Table 1: Performance against SOI targets					
Strategic Transport Priorities	<u>Target exceeded</u>	<u>Target met</u>	<u>Target not met</u>	<u>Not reported</u>	<u>Total</u>
Making Auckland's Transport System Safe by Eliminating Harm to People	-	-	3	1	4
Improving the Resilience and Sustainability of the Transport System and Significantly Reducing the Greenhouse Gas Emissions It Generates	-	-	-	4	4
Providing and Accelerating Better Travel Choices for Aucklanders	2	1	3	3	9
Better Connecting People, Places, Goods and Services	-	-	2	-	2

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Supporting Māori wellbeing outcomes, expectations and aspirations under Te Tiriti o Waitangi	-	2	-	-	2
Our Operating Model is Adaptive, Financially Sustainable and Delivers Value	-	-	2	3	5
Providing Excellent Customer Experiences	1	1	1	1	4
Collaborating with Funders, Partners, Stakeholders and Communities	-	-	-	1	1
Total	3	4	11	13	31

Ngā tūraru matua / Key risks and mitigations

29. There are no risks associated with accepting this report.

Ngā ritenga-ā-pūtea me ngā rauemi / Financial and resource impacts

30. There are no financial or resource impacts associated with this report.

Ngā whaiwhakaaro ō te taiao me te panonitanga o te āhuarangi / Environment and climate change considerations

31. There are no environment or climate impacts associated with this report.

Ngā whakaaweawe me ngā whakaaro / Impacts and perspectives

32. There are no impacts associated with this report.

Ngā whaiwhakaaro haumaruru me ngā whaiwhakaaro hauora / Health, safety and wellbeing considerations

33. There are no health, safety or wellbeing impacts associated with this report.

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Ā muri ake nei / Next steps

34. The December 2022 Monthly Indicators Report, which will include results from October and November 2022, will be submitted to the board in February 2022.

Te whakapiringa / Attachment

Attachment number	Description
1	Auckland Transport Monthly Indicators Report 2020/21 – September 2022

Te pou whenua tuhinga / Document ownership

Submitted by	 Hamish Bunn Group Manager Policy, Planning and Investment, Planning and Investment Group	 Madi Salter Transport Planner, Integrated Network Planning
Recommended by	Jenny Chetwynd Executive General Manager Planning & Investment	
Approved for submission	Mark Lambert Interim Chief Executive	