

Attachment 1

# Auckland Transport Monthly Indicators Report

December 2022

*Let's go there* 

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## 1.1 SOI performance measures

Strategic Objective	Measure	SOI 2022/23 Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Current Performance	Reference Page
Making Auckland's transport system safe by eliminating harm to people	Number of high risk intersections and sections of road addressed by Auckland Transport's safety programme	8						●							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 42 (483)	●	●	●	●	●	●							12 months to the end of December 2022: 550	Page 7
	Reduction in the number of deaths and serious injuries on Tāmaki Makaurau's road network	No more than 537	●	●	●	●	●	●							12 months to the end of December 2022: 648	Page 7
	Number of vulnerable road user deaths and serious injuries on Tāmaki Makaurau's road network, in line with Vision Zero Strategy, expressed as a number of DSI saved compared to the baseline (2016-18) of 320.	No more than 240	●	●	●	●	●	●							12 months to the end of December 2022: 285	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 December 2022: 57.4	Page 11
	Total rail boardings (millions)	13.1	●	●	●	●	●	●							12 months to the end of December 2022: 10.3	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%	●	●	●	●	●	●							12 months to the end of December 2022: 96.3%	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 December 2022 total: 4.34 km	Page 16
	Number of cycle and micromobility movements past 26 selected count sites (millions)	3.854	●	●	●	●	●	●							12 months to the end of December 2022: 2.88	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 December 2022: 52.0%	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 December 2022: 30,159	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 December 2022: 89.0%	Page 21
Supporting Māori wellbeing outcomes, expectations and aspirations under Te Tiriti o Waitangi	Percentage of regional buses with Te Reo bilingual announcements	80%			●			●							December 2022: 38.5%	Page 23
	Number of mana whenua hui held	33	●	●	●	●	●	●							FY to December 2022 total: 16	Page 23
Our operating model is adaptive, financially sustainable and delivers value	PT farebox recovery	30-34%	●	●	●	●	●	●							December 2022: 15.5%	Page 24
	Percentage of road assets in acceptable condition (as defined by AT's AMP)	92%						●							October to December 2022 Quarter: 95.5%	Page 25
	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Rural: 88%							●						October to December 2022 Quarter: 86.0%	Page 25
		Urban: 78%							●						October to December 2022 Quarter: 84.0%	Page 25
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	95%							●						October to December 2022 Quarter: 97.4%	Page 25
Percentage of the sealed local road network that is resurfaced	5.5%	●	●	●	●	●	●	●						FYTD total: 1.7% (117.9 km)	Page 24	
Providing excellent customer experiences	Percentage of public transport passengers satisfied with their public transport service	85-87%			●			●							October to December 2022 Quarter: 91.6%	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 December 2022: 82.7%	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%			●				●						October to December 2022 Quarter: 0.33%	Page 28
	Percentage of formal complaints that are resolved within 20 working days (baseline of 79% for 2020/21)	85%			●				●						October to December 2022 Quarter: 72%	Page 28
Collaborating with funders, partners, stakeholders and communities	Elected member perception measures	TBC (Maintain and/or improve)													Not yet reported this financial year	Page 30

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

■ Data not available

## 1.2 Patronage summary

	December - 2022/23 Actual v SOI									
	Month				YTD				SOI / Target 2022/23 *	Projected Forecast 2022/23**
	Actual	% Change	SOI / Target	% Variance	Actual	% Change Prev Year	SOI / Target	% Variance		
<b>1. Bus Total:</b>	<b>3,440,281</b>	<b>↑ 58.1%</b>	<b>3,264,766</b>	<b>↑ 5.4%</b>	<b>24,716,465</b>	<b>↑ 92.2%</b>	<b>13,658,715</b>	<b>↑ 81.0%</b>	<b>40,900,000</b>	<b>51,000,000</b>
<b>2. Train (Rapid) Total:</b>	<b>762,299</b>	<b>↑ 71.3%</b>	<b>1,070,000</b>	<b>↓ -28.8%</b>	<b>6,259,149</b>	<b>↑ 104.5%</b>	<b>4,090,000</b>	<b>↑ 53.0%</b>	<b>13,100,000</b>	<b>12,000,000</b>
<b>3. Ferry (Connector Local) Total:</b>	<b>453,020</b>	<b>↑ 83.4%</b>	<b>428,114</b>	<b>↑ 5.8%</b>	<b>2,118,921</b>	<b>↑ 105.7%</b>	<b>1,538,462</b>	<b>↑ 37.7%</b>	<b>5,000,000</b>	<b>4,750,000</b>
<b>Total Patronage</b>	<b>4,655,600</b>	<b>↑ 62.3%</b>	<b>4,762,880</b>	<b>↓ -2.3%</b>	<b>33,094,535</b>	<b>↑ 95.3%</b>	<b>19,287,177</b>	<b>↑ 71.6%</b>	<b>59,000,000</b>	<b>67,750,000</b>
<b>Rapid and Frequent</b>	<b>1,632,364</b>	<b>↑ 38.1%</b>	<b>2,600,000</b>	<b>↓ -37.2%</b>	<b>14,387,638</b>	<b>↑ 101.0%</b>	<b>10,300,000</b>	<b>↑ 39.7%</b>	<b>31,000,000</b>	<b>32,000,000</b>

	December - 2022/23										
	Month Patronage				12 Month Patronage				YTD (from July)		
	This Year	Previous Year	# Change	% Change	Patronage	% Change Prev Month	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year
<b>1. Bus Total:</b>	<b>3,402,498</b>	<b>2,175,823</b>	<b>1,226,675</b>	<b>56.4%</b>	<b>42,983,851</b>	<b>2.9%</b>	<b>4,794,771</b>	<b>12.6%</b>	<b>24,480,980</b>	<b>11,674,209</b>	<b>91.2%</b>
- Busway (Rapid) Bus	338,854	174,964	163,890	93.7%	4,161,739	4.1%	200,002	5.0%	2,506,149	1,273,925	103.4%
- Frequent Bus	375,629	562,286	-186,656	-33.2%	10,244,293	-1.8%	452,182	4.6%	5,554,305	2,205,259	65.8%
- Connector Local Targeted Bus	2,686,085	1,438,403	1,247,681	86.7%	28,551,816	4.6%	4,142,142	17.0%	16,407,279	8,182,223	99.5%
- On-Demand	1,930	85	1,845	2,170.6%	26,003	7.6%	445	1.7%	13,247	12,802	2,876.9%
<b>2. Train (Rapid) Total:</b>	<b>762,299</b>	<b>444,939</b>	<b>317,360</b>	<b>71.3%</b>	<b>10,147,506</b>	<b>3.2%</b>	<b>1,443,298</b>	<b>16.6%</b>	<b>6,129,323</b>	<b>3,102,976</b>	<b>102.5%</b>
- Western	226,817	148,281	78,535	53.0%	3,441,074	2.3%	551,080	19.1%	2,066,657	1,042,645	101.8%
- Eastern	246,978	136,338	110,640	81.2%	2,909,239	4.0%	478,449	19.7%	1,805,002	936,982	107.9%
- Onehunga	36,143	25,794	10,350	40.1%	457,530	2.3%	-965	-0.2%	261,473	107,066	69.3%
- Southern	252,228	124,687	127,540	102.3%	3,225,733	4.1%	477,443	17.4%	1,966,482	1,052,063	115.1%
- Pukekohe	134	9,838	-9,705	-98.6%	113,930	-7.8%	-62,710	-35.5%	29,709	-35,780	-54.6%
<b>3. Ferry (Frequent &amp; Connector Local) Total:</b>	<b>197,178</b>	<b>22,441</b>	<b>174,737</b>	<b>778.7%</b>	<b>1,311,008</b>	<b>15.4%</b>	<b>571,433</b>	<b>77.3%</b>	<b>1,008,625</b>	<b>814,356</b>	<b>419.2%</b>
- Contract	197,178	22,441	174,737	778.7%	1,311,008	15.4%	571,433	77.3%	1,008,625	814,356	419.2%
<b>Patronage (Excl Exempt Serv/Spl Evts)</b>	<b>4,361,975</b>	<b>2,643,203</b>	<b>1,718,772</b>	<b>65.0%</b>	<b>54,442,365</b>	<b>3.3%</b>	<b>6,809,502</b>	<b>14.3%</b>	<b>31,618,928</b>	<b>15,591,541</b>	<b>97.3%</b>

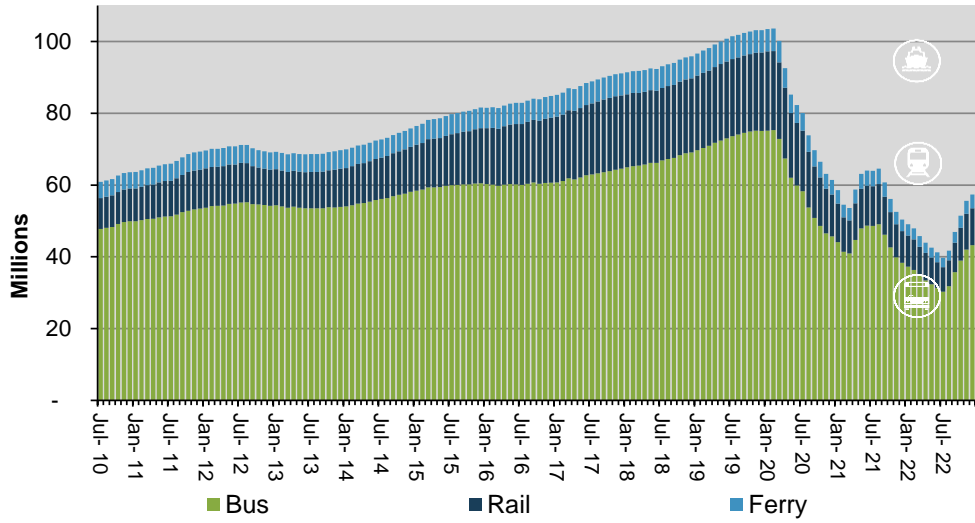
<b>Exempt Services</b>	271,424	224,533	46,891	20.9%	2,578,085	1.9%	-67,209	-2.5%	1,178,331	308,908	35.5%
- Exempt Services - Bus	15,582	0	15,582	-	85,565	22.3%	-34,514	-28.7%	68,035	34,435	102.5%
- Exempt Services - Ferry	255,842	224,533	31,309	13.9%	2,492,520	1.3%	-32,695	-1.3%	1,110,296	274,473	32.8%
<b>Special Events</b>	22,201	0	22,201	-	347,642	6.8%	204,979	143.7%	297,276	246,675	487.5%
- Special Events - Bus	22,201	0	22,201	-	171,916	14.8%	144,279	522.1%	167,450	150,702	899.8%
- Special Events - Rail	0	0	0	-	175,726	0.0%	60,700	52.8%	129,826	95,973	283.5%
<b>Total Patronage (Exempt Serv/Spl Evts)</b>	<b>293,625</b>	<b>224,533</b>	<b>69,092</b>	<b>30.8%</b>	<b>2,925,727</b>	<b>2.4%</b>	<b>137,770</b>	<b>4.9%</b>	<b>1,475,607</b>	<b>555,583</b>	<b>60.4%</b>

<b>Rapid &amp; Frequent</b>	1,632,364	1,182,274	450,091	38.1%	24,814,829	1.8%	2,241,677	9.9%	14,387,638	6,746,168	88.3%
<b>Connector Local Targeted</b>	3,163,236	1,685,462	1,477,773	87.7%	32,553,263	4.8%	4,705,596	16.9%	18,706,897	9,400,956	101.0%
<b>Total Patronage</b>	<b>4,795,600</b>	<b>2,867,736</b>	<b>1,927,864</b>	<b>67.2%</b>	<b>57,368,092</b>	<b>3.5%</b>	<b>6,947,272</b>	<b>13.8%</b>	<b>33,094,535</b>	<b>16,147,124</b>	<b>95.3%</b>

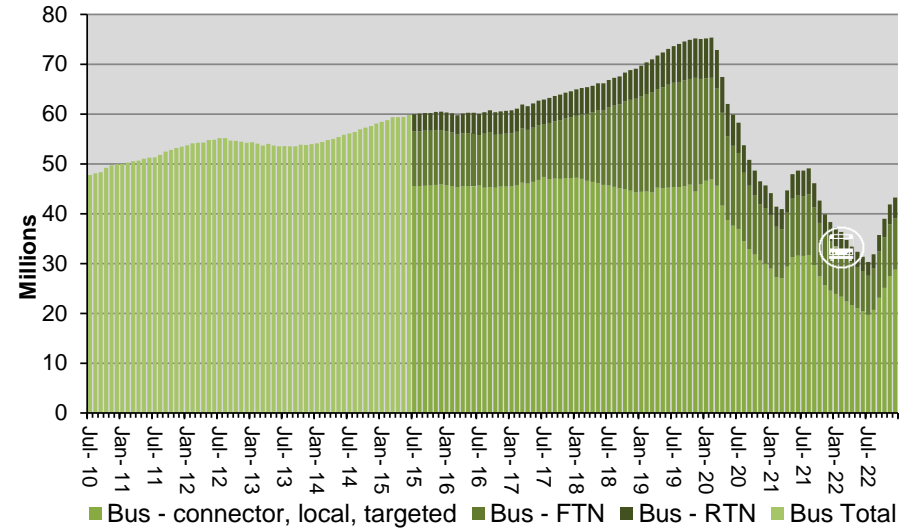
<b>Bus</b>	<b>3,440,281</b>	<b>2,175,823</b>	<b>1,264,458</b>	<b>58.1%</b>	<b>43,241,332</b>	<b>3.0%</b>	<b>4,904,536</b>	<b>12.8%</b>	<b>24,716,465</b>	<b>11,859,346</b>	<b>92.2%</b>
<b>Rail</b>	<b>762,299</b>	<b>444,939</b>	<b>317,360</b>	<b>71.3%</b>	<b>10,323,232</b>	<b>3.2%</b>	<b>1,503,998</b>	<b>17.1%</b>	<b>6,259,149</b>	<b>3,198,949</b>	<b>104.5%</b>
<b>Ferry</b>	<b>453,020</b>	<b>246,974</b>	<b>206,046</b>	<b>83.4%</b>	<b>3,803,528</b>	<b>5.7%</b>	<b>538,738</b>	<b>16.5%</b>	<b>2,118,921</b>	<b>1,088,829</b>	<b>105.7%</b>
<b>Total Patronage</b>	<b>4,655,600</b>	<b>2,867,736</b>	<b>1,787,864</b>	<b>62.3%</b>	<b>57,368,092</b>	<b>3.2%</b>	<b>6,947,272</b>	<b>13.8%</b>	<b>33,094,535</b>	<b>16,147,124</b>	<b>95.3%</b>

# 1.2 AT Metro Boardings breakdown

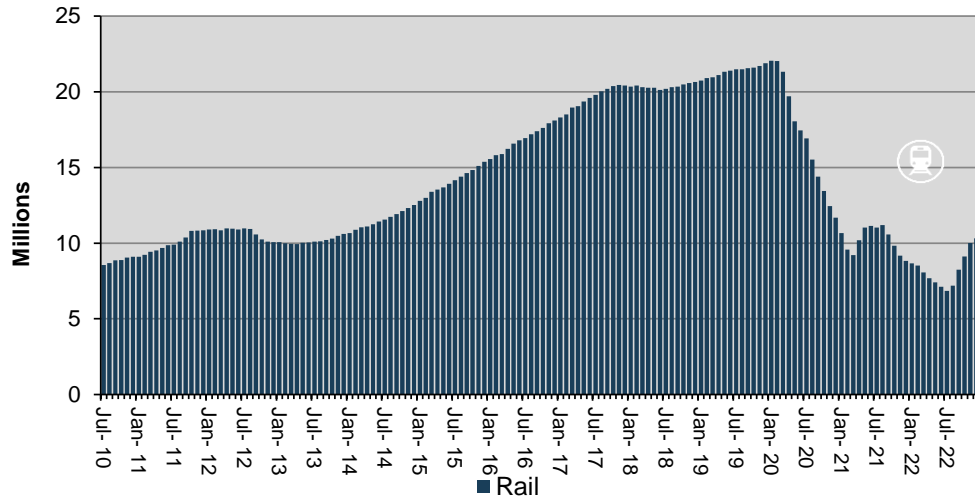
### 1.2.1 Total Patronage (12 month rolling total)



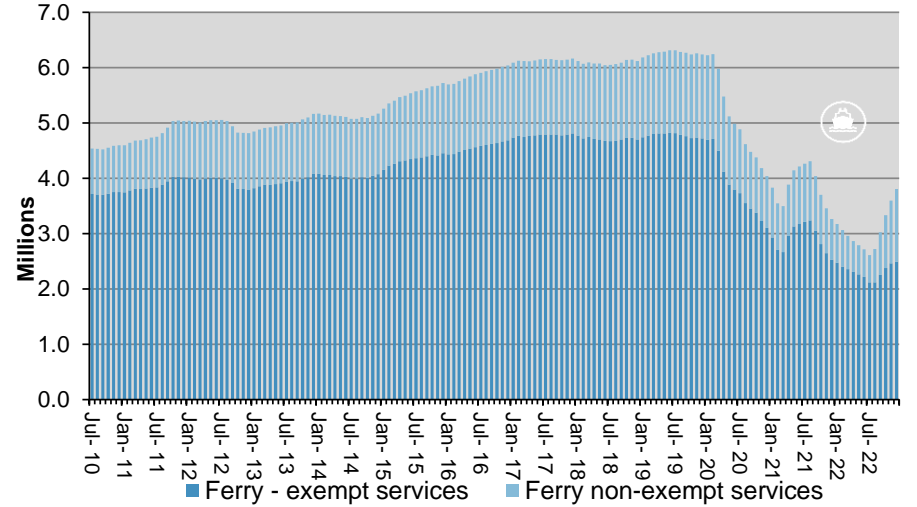
### 1.2.2 Bus Patronage (12 month rolling total)



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

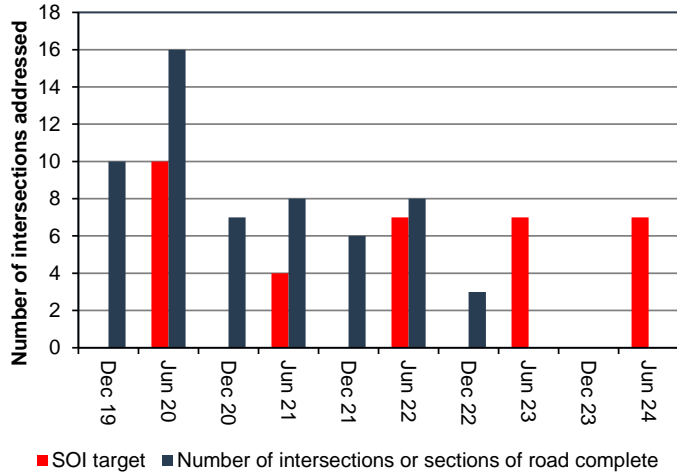


### 1.2.4 Ferry Patronage (12 month rolling total)



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

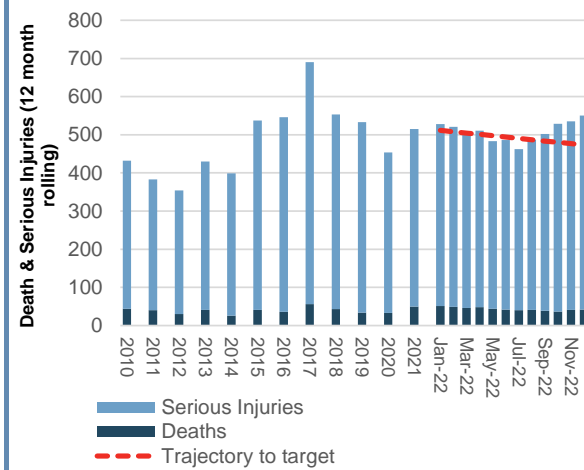
### 2.1.1 Number of high risk intersections and sections of road addressed by Auckland Transport's safety programme



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. Therefore, this measure is on track to meet the target.

### 2.1.2 Change from the previous financial year in the number of deaths and serious injuries on the local road network



Target not met.

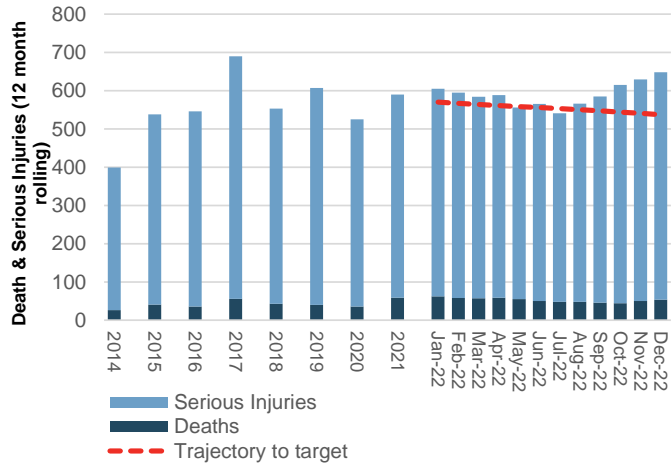
For the 2022 calendar year, local roads deaths and serious injuries totalled 550. This is 16.3% worse than the end of year target of 473 DSI.

Local road deaths have decreased by 16.0% (from 50 last year to 42 this year). Local road serious injuries increased by 9.2% in the past year (from 465 last year to 508 this year).

The safety team have stated that this increase can be attributed to an increase in high risk behaviours. This includes increases in loss of control / head-on type crashes, crossing / turning type crashes and rear-end / obstruction type crashes particularly on local roads. There has also been an increase seen in inappropriate speeds and pedestrian DSI.

\*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

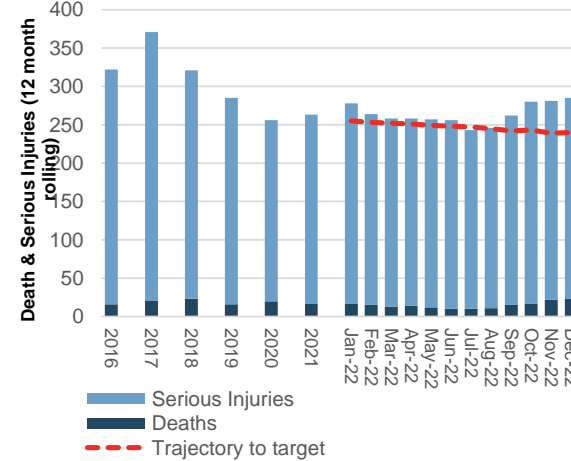


Target not met.

For the 2022 calendar year, deaths and serious injuries on all Auckland roads (including local roads and highways) totalled 648. This is 20.7% worse than the end of year target of 537 DSI.

All road deaths have decreased by 8.5% (from 59 last year to 54 this year). All Auckland road serious injuries increased by 11.9% in the past year (from 531 last year to 594 this year).

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

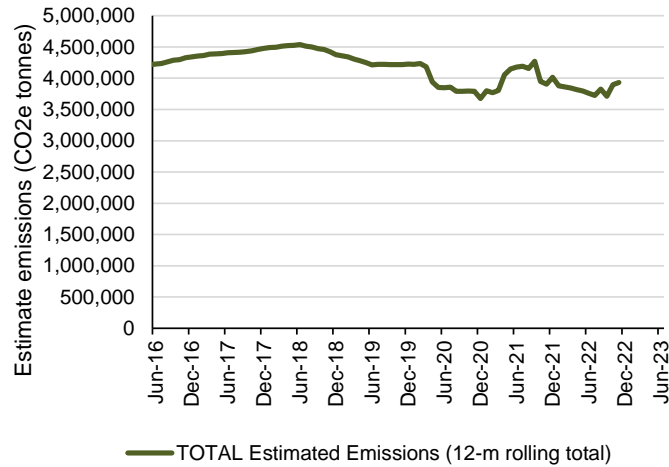


Target not met.

For the 2022 calendar year, deaths and serious injuries of vulnerable road users

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

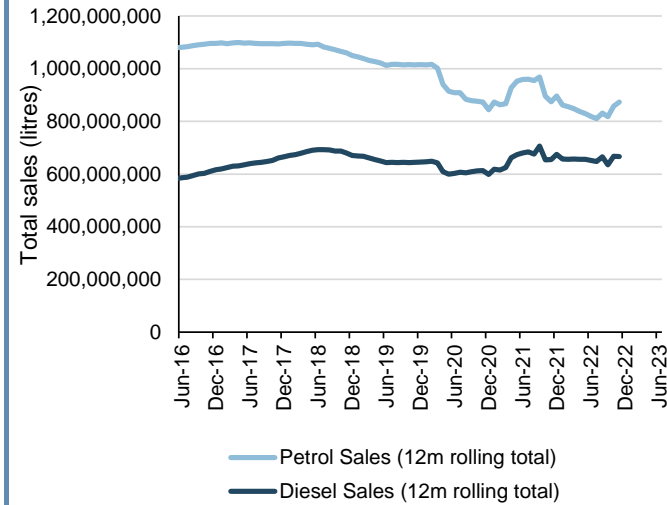
### 2.2.1 Estimated transport related greenhouse gas emissions



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

Total estimated emissions from the sale of petrol and diesel within the Auckland region were 3.93 megatons of CO<sub>2</sub>e in the 12 months to November 2022. This was 0.8% more than the estimated emissions in the 12 months to November 2021.

### 2.2.2 Auckland fuel sales

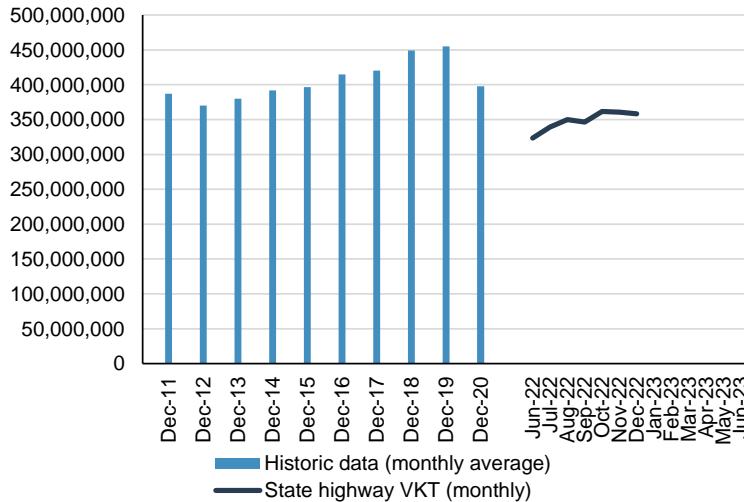


In the 12 months to November 2022, there was a total of 1.540 billion litres of fuel sales, 1.0% more than the 12 months to October 2022 and 0.7% more than in the 12 months to November 2021.

Annual petrol sales of 874 million litres have increased by 1.9% compared with the 12 months to October 2022 and decreased by 0.1% compared with the 12 months to November 2021.

Annual diesel sales of 666 million litres have decreased by 0.1% compared with the 12 months to October 2022 and increased by 1.8% compared with the 12 months to November 2021.

### 2.2.3 Auckland state highway monthly vehicles kilometres travelled



Estimated vehicle kilometres travelled on Auckland state highways totalled 358.4 million kilometres in the month of December 2022. This was a decrease of 0.6% compared with November 2022.

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

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

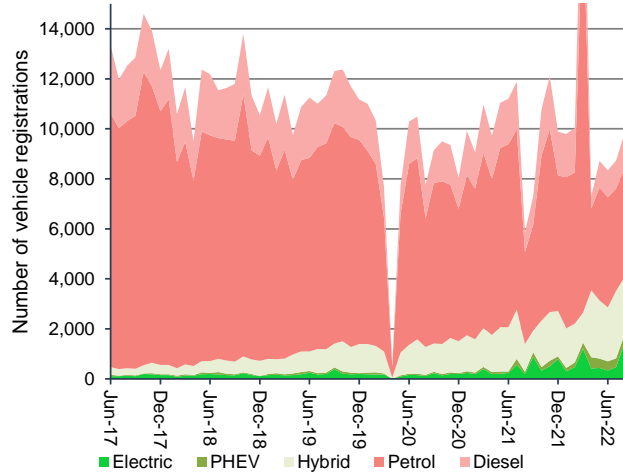
Measure 2.2.1 calculates an estimate for regional transport-related greenhouse gas emissions using the total annual regional fuel consumption. This is intended to track total travel and emission trends in a much more timely manner than has been done in the past. Official calculations are conducted bi-annually 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.



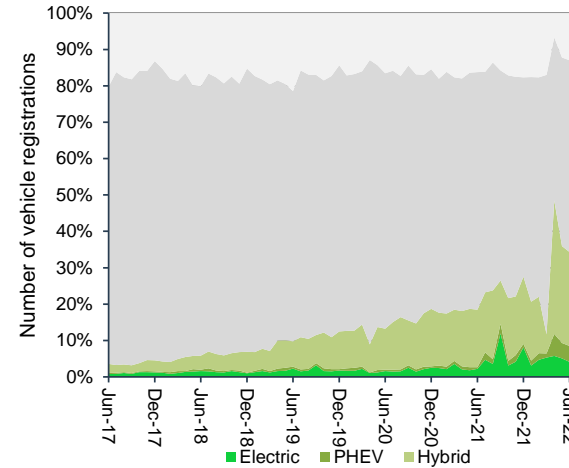
## 2.2 Improving the Resilience and Sustainability of the Transport System

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



In December 2022, there were a total of 9,106 vehicles newly registered in Auckland. Of these, 2,297 (25.2%) were hybrid, 226 (2.5%) were plugin-hybrid EV, and 1,396 (15.3%) were battery electric.

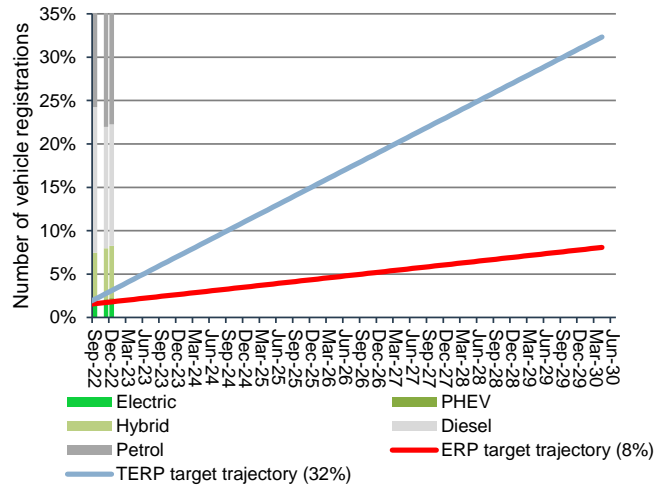
### 2.2.5 Percentage of electric vehicles imported and registered in Auckland



In December 2022, a total of 40.6% of registrations were electric or hybrid. This compares to 36.5% in November 2022.

Petrol: 42.3%  
 Diesel: 15.3%  
 Hybrid: 25.2%  
 PHEV: 2.5%  
 Electric: 15.3%

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



As of December 2022, 1.7% of Auckland's total vehicle fleet are electric vehicles.

A further 6.0% are hybrid and 0.5% are PHEV.

The majority are still petrol or diesel with 77.7% being petrol and 14.0% 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.

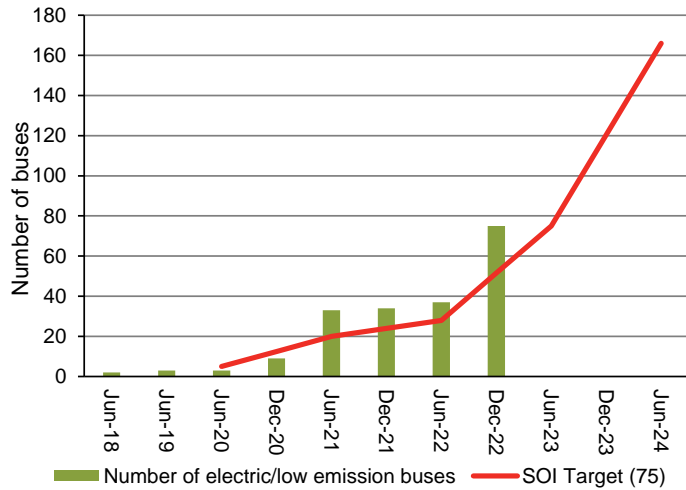
This will be updated quarterly.

Measures 2.2.4 to 2.2.5 use data sourced from Ministry of Transport's Motor Vehicle Registrations database. This includes all vehicles registered for the first time (both new and used), and a subset of reregistered vehicles – full reregistration data will be available in the future.

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

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

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

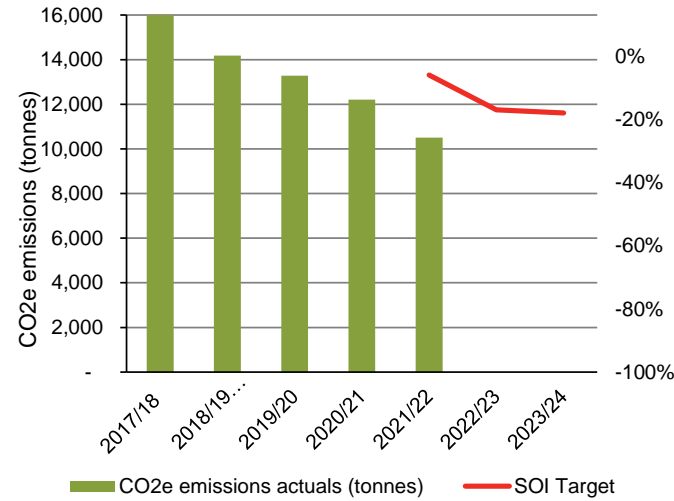


This target has been met. The target for the FY22/23 is 75.

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



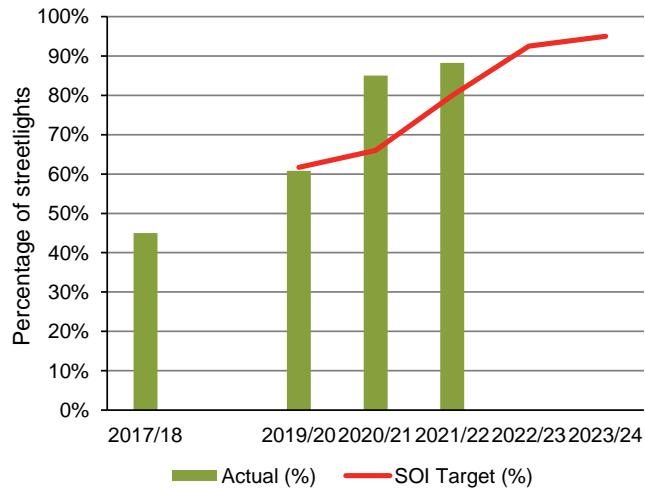
Not yet reported this FY.

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

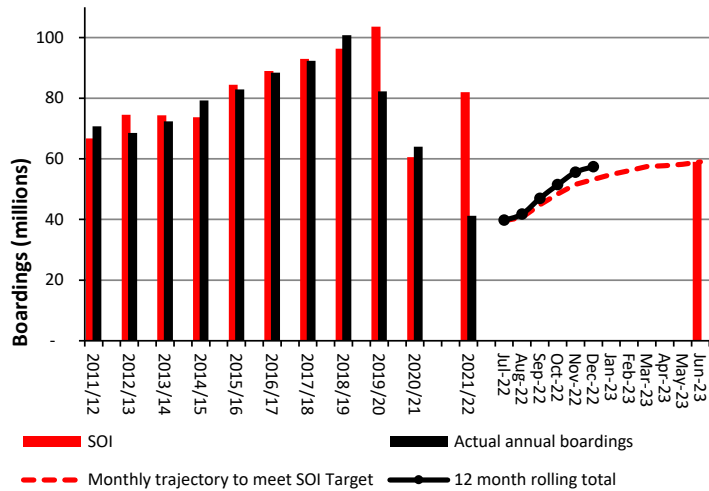


Not yet reported this FY.

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)\*

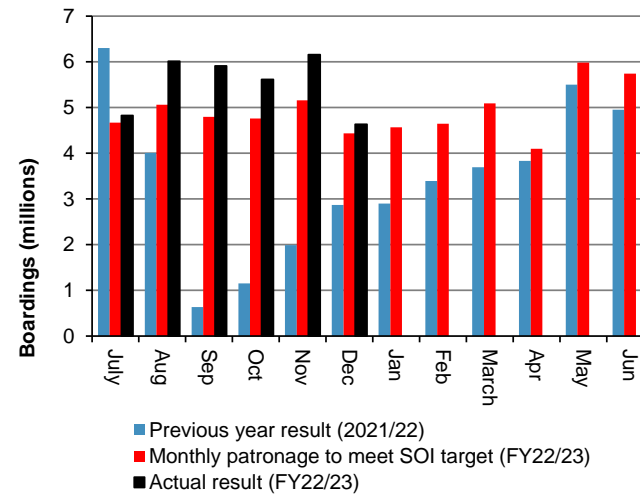


On track to exceed the target.

PT patronage totalled 57,368,092 passenger boardings for the 12 months to December 2022. This is 7.9% above the trajectory to meet the end of year target.

Patronage for the 12 months to December 2022 was 3.2% above the 12 months to November 2022, and 13.8% above November 2021.

### 2.3.2 Monthly public transport boardings (millions)

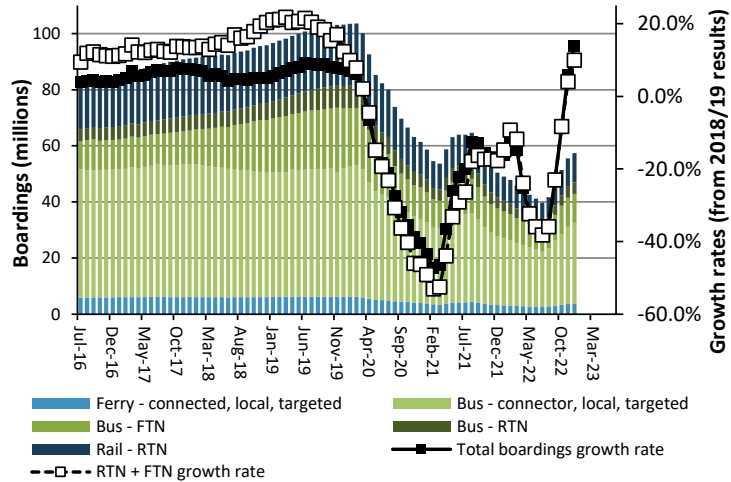


On track to meet target.

December 2022 monthly patronage was 4,635,699. This is 75.3% of the November 2022 patronage, and 161.7% of the December 2021 level.

December 2022 monthly patronage was 4.6% above the monthly target.

### 2.3.3 Boardings on rapid or frequent network



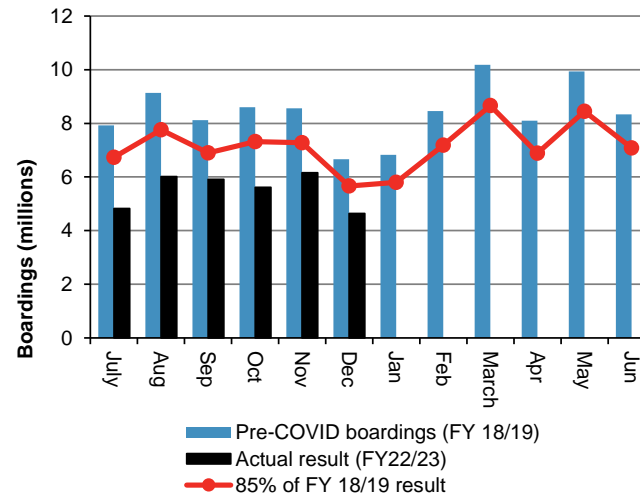
Not on track to meet the target.

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

RFN Boardings for the 12 months to December 2022 are increasing at a slightly slower rate (9.9%) than overall patronage (13.8%).

Monthly rates of growth are based on the 12-month rolling total for that month compared with the 12 month rolling total for the same month last year. This figure also shows 12 month rolling patronage totals.

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

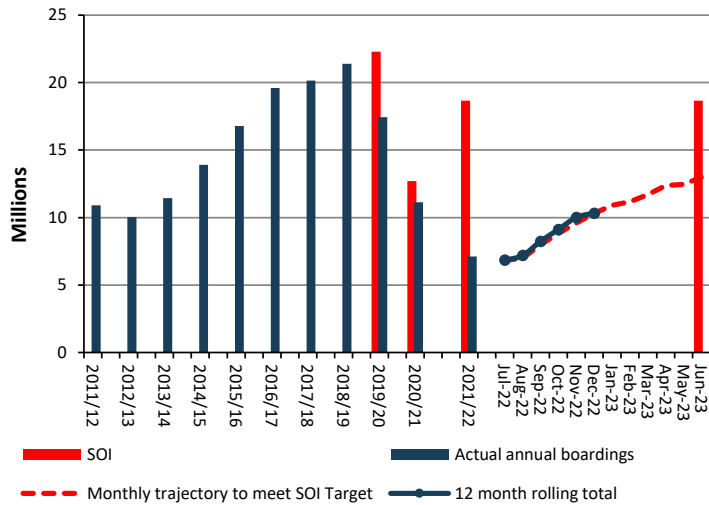


The intent of this measure is to show how PT boardings are tracking compared to the last FY that was not impacted by COVID (FY18/19). The red line shows 85% of the monthly patronage for FY18/19 which we are using as an aspirational target to recovery.

Monthly patronage in the 12 months to the end of December 2022 was 4.6 million. This compares to our aspirational target of 5.7 million which is 85% of the 12 months to the end of December 2018.

## 2.3 Providing and accelerating better travel choices for Aucklanders

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



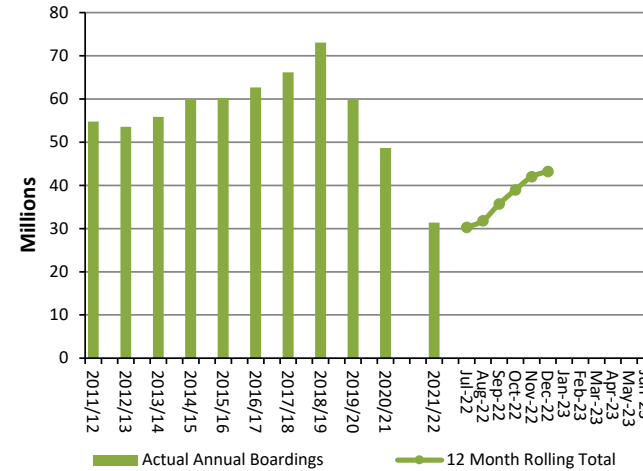
On track to exceed the target.

Rail patronage totalled 10,323,232 passenger boardings for the 12 months to the end of December 2022. This is the same as the SOI target trajectory.

Patronage for the 12 months to December 2022 was 3.2% above the 12 months to November 2022, and 17.1% above December 2021.

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

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

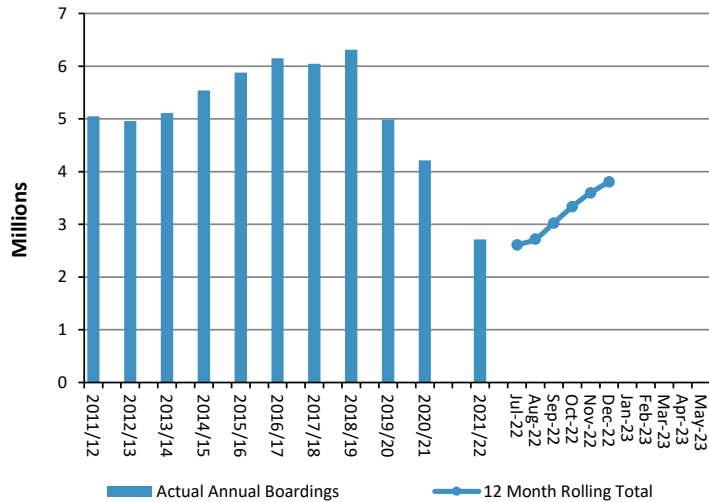


Bus patronage totalled 43,241,332 passenger boardings for the 12 months to December 2022.

This is an increase of 3.0% on the 12 months to November 2022 and an increase of 12.8% on the 12 months to December 2021.

The 12 months to the end of September 2022 are 63% of the 12 months to the end of December 2018.

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



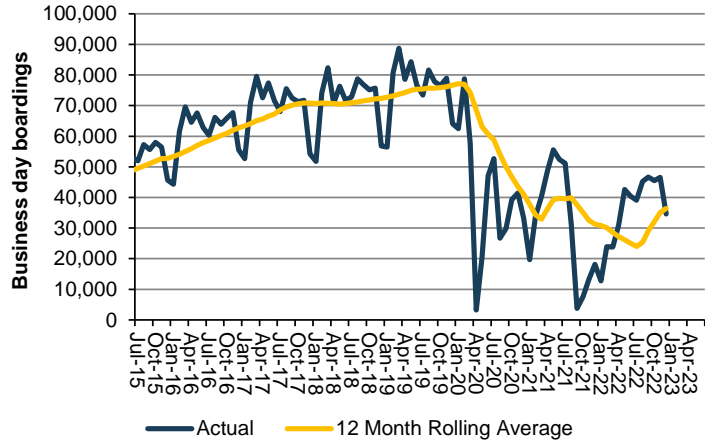
Ferry patronage totalled 3,803,528 in December 2022.

This is an increase of 5.7% on the 12 months to November 2022, and an increase of 16.5% compared with the 12 months to December 2021.

The 12 months to the end of December 2022 are 62% of the 12 months to the end of December 2018.

## 2.3 Providing and accelerating better travel choices for Aucklanders

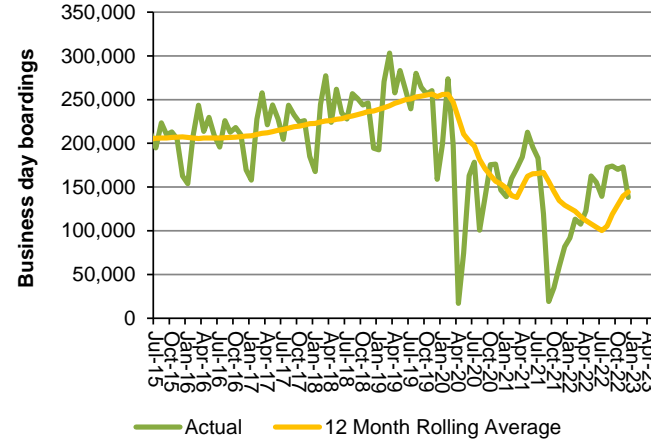
### 2.3.8 Rail business day average boardings



Business day boardings on the rail network averaged 36,411 in the 12 months to December 2022.

This represents an 51.4% decrease on the 12-month average to the end of December 2018 (72,185).

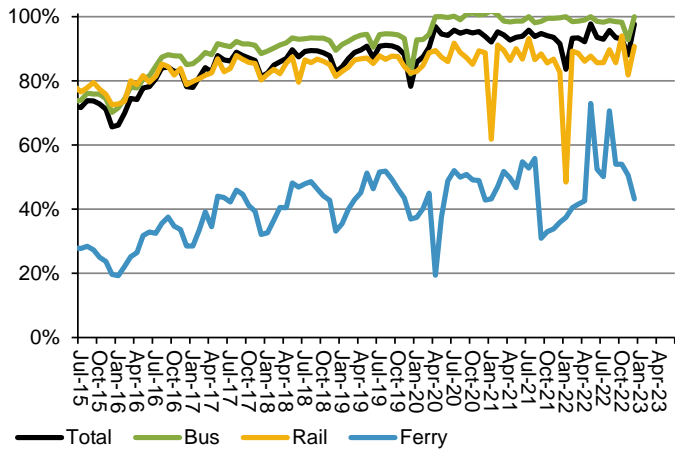
### 2.3.9 Bus business day average boardings



Business day boardings on the bus network averaged 144,534 in the December 2022.

This represents a 40.8% decrease on the 12-month average to the end of December 2018 (236,174).

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

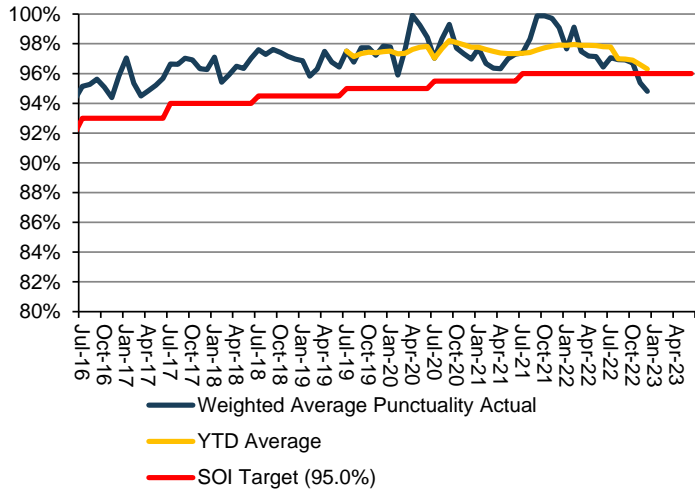


The proportion of all trips using AT HOP in September 2022 was 98%, 10 percentage points above November 2022.

Bus: 100%  
Rail: 91%  
Ferry: 43%

## 2.3 Providing and accelerating better travel choices for Aucklanders

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

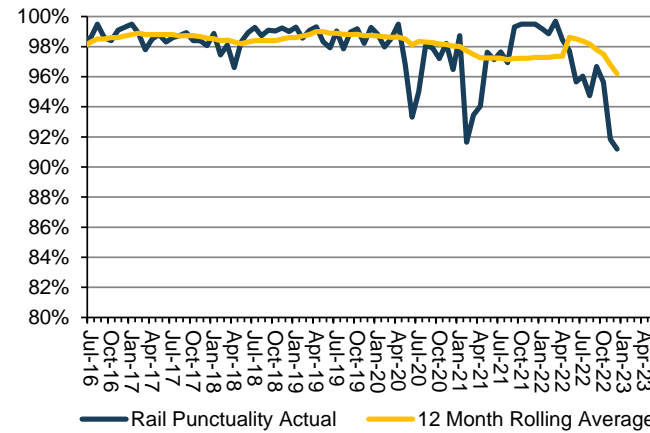


On track to meet the target.

PT punctuality for the 12 months to December 2022 was 96.3% compared to the SOI target 96.0%. PT weighted average punctuality for the month of December 2022 was 94.8%.

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

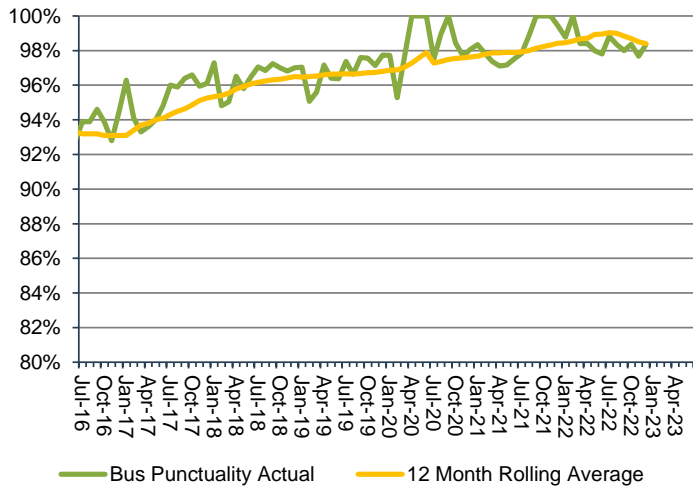
### 2.3.12 Rail services punctuality



Rail service punctuality in December 2022 was 91.2%, and 96.2% for the 12 months to December 2022.

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

### 2.3.13 Bus services punctuality

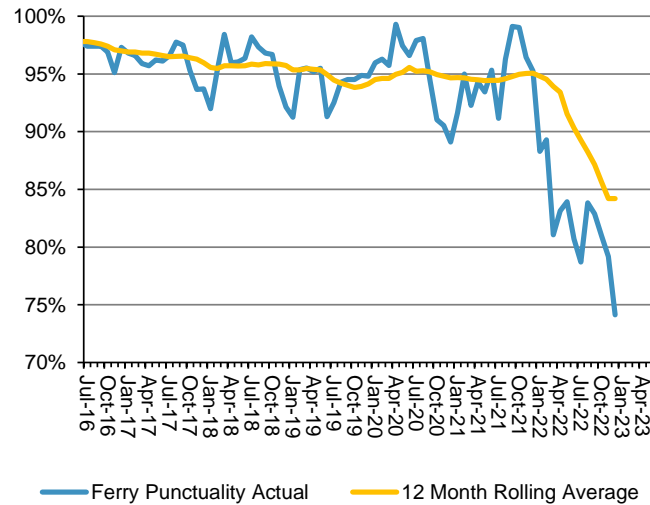


Bus service punctuality in December 2022 was 98.4%, and 98.4% for the 12 months to December 2022.

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

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

### 2.3.134 Ferry services punctuality



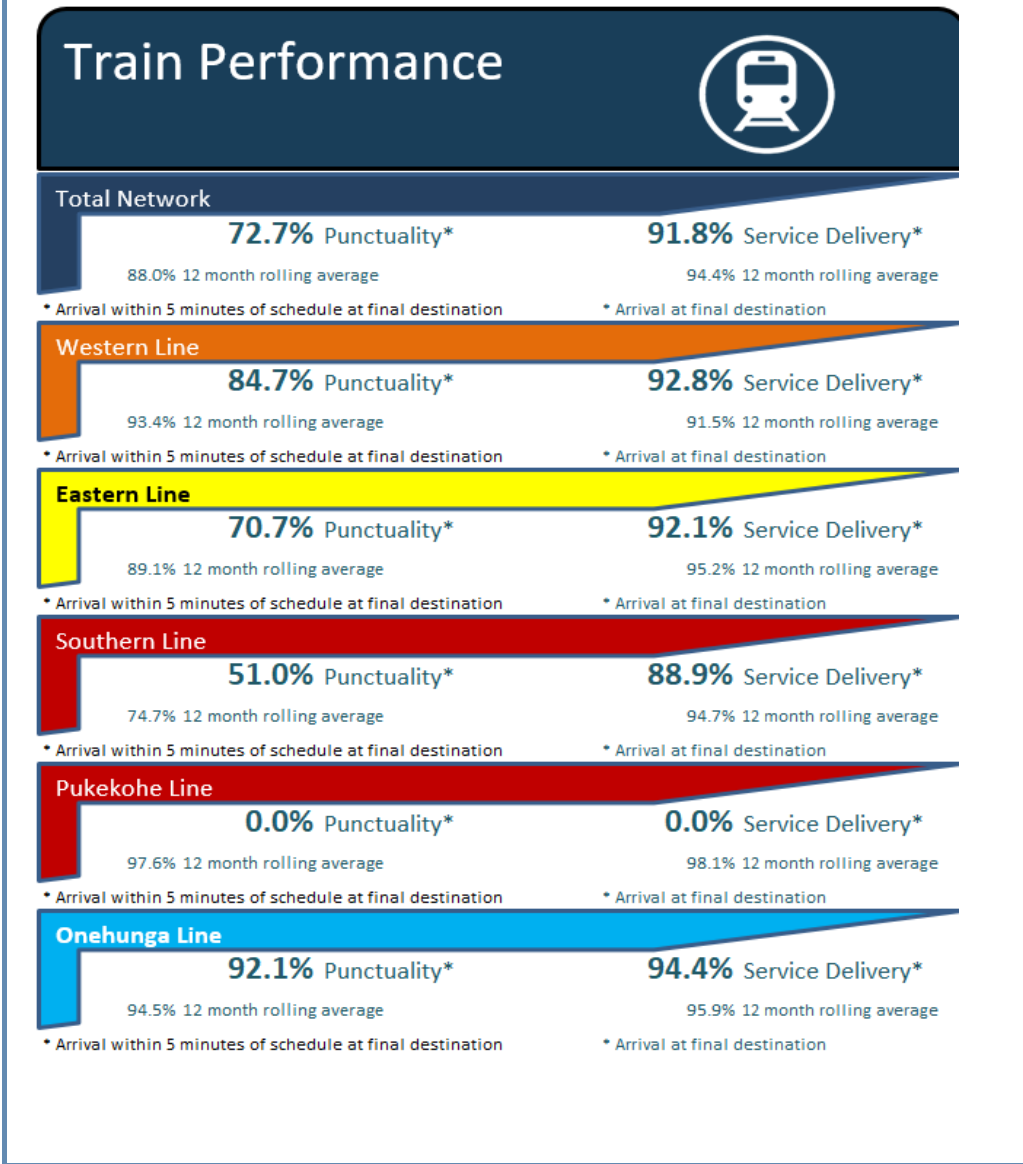
Ferry service punctuality in December 2022 was 74.1%, and 84.2% for the 12 months to December 2022.

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

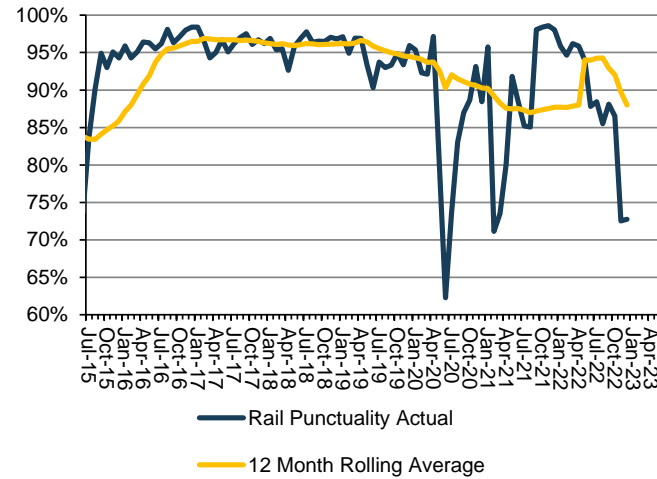
Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

## 2.3 Providing and accelerating better travel choices for Aucklanders

### 2.3.145 Rail service performance



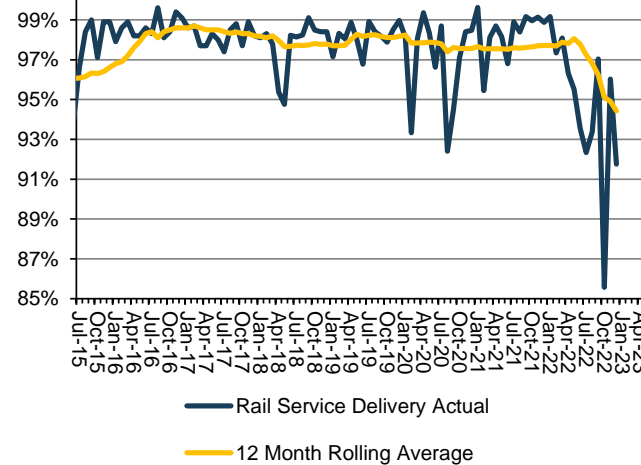
### 2.3.16 Rail punctuality based on arrival at final destination



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 December 2022 was 72.7% and 88.0% for the 12 months to December 2022.

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

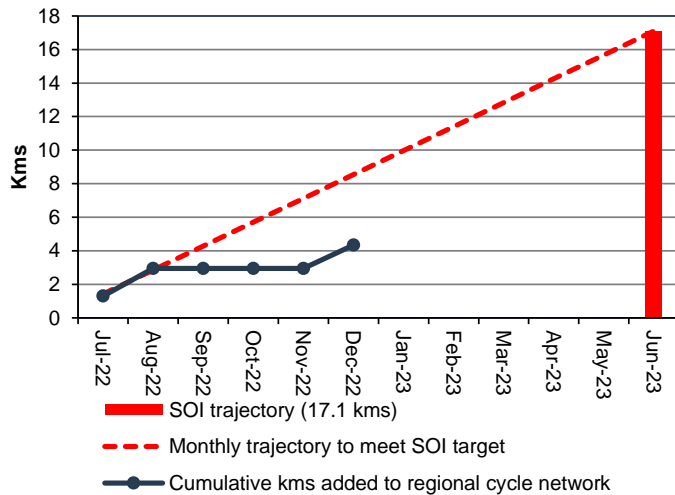


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of December 2022 was 91.8% and 94.4% for the 12 months to December 2022.

## 2.3 Providing and accelerating better travel choices for Aucklanders

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



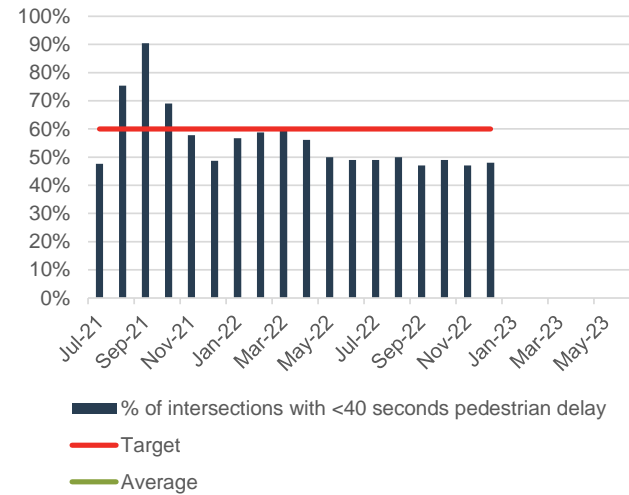
On track to meet the expected three year delivery target by end of FY 23/24

In December 2022, a further 1.4 km of cycleways were delivered, making the total for FY 22/23 4.34 km. The 1.4 km of cycleways were delivered under the 'pop-up protection' programme along Lambie Drive.

This builds on the 2.94 km of cycleways were delivered under the 'pop-up protection' programme up to September 2022. Of this, 0.78 km were along Ian McKinnon Drive, 0.86 km were along Manukau Station Road and 1.3 km were along Clark Street.

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.

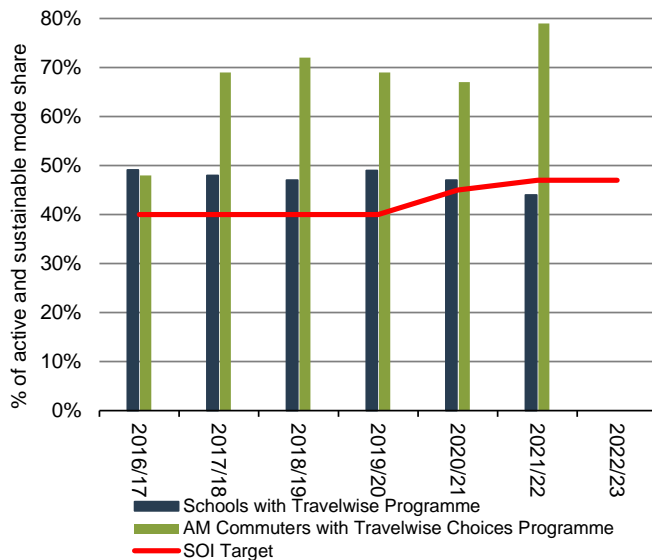
### 2.3.19 Percentage of key signalised intersections in urban centres where pedestrian delays are reduced during the interpeak period.



Not on track to meet the target.

For the FY to December 2022, 52.0% 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

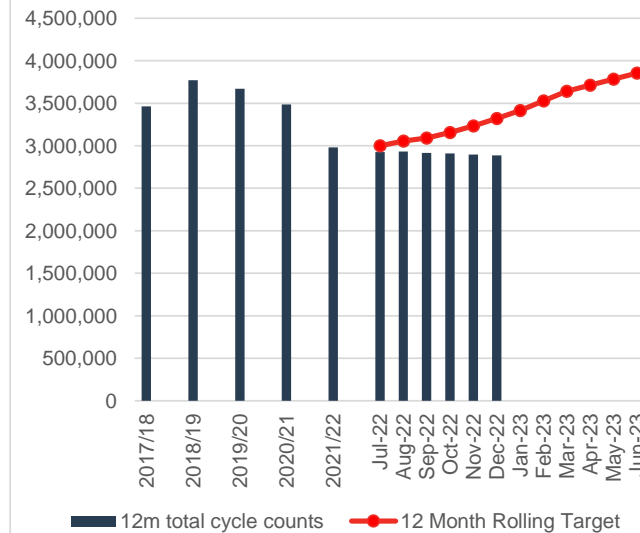


Reported yearly in June

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 2,888,481 for the 12 months to December 2022. This is 29.3% lower than the trajectory to meet the target, and 23.3% below December 2019. There is no data available before the 2019/20 FY so we are not able to compare the count to the last unimpacted FY unimpacted by COVID-19 (FY18/19).

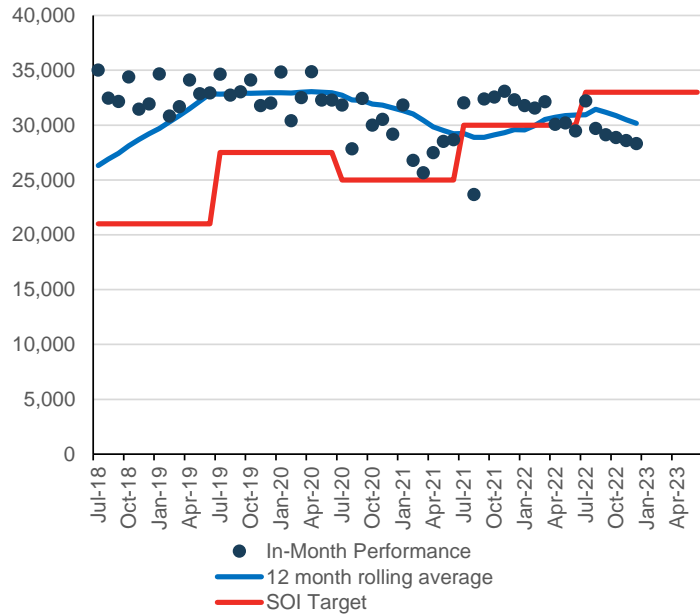
Cycle & micromobility counts decreased by 0.3% on the 12 months to November 2022.

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



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

### 2.4.1 Average AM peak period lane productivity



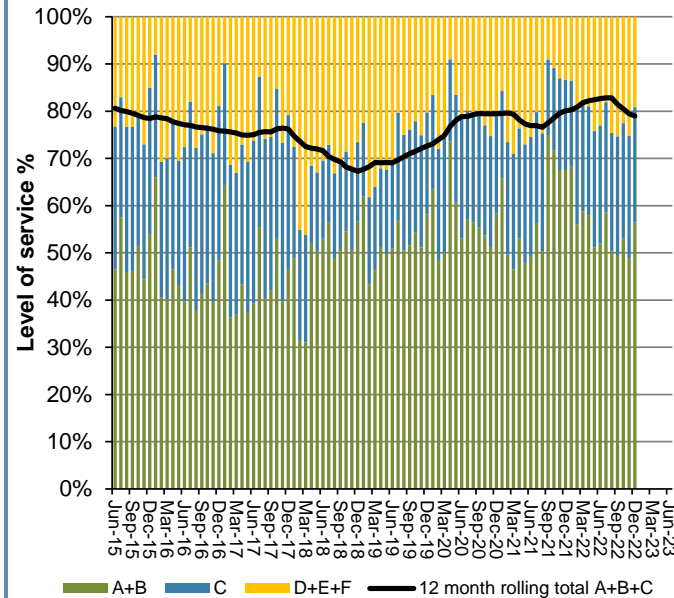
Not on track to meet the target.

In the 12 months to December 2022, the average arterial road productivity was 30,159 which is 12% lower than December 2019.

The average AM peak Productivity on the Arterial Network in December 2022 was 28,313, 9% below the 33,000 target. This is mainly attributable to lower public transport patronage compared to pre-COVID-19 levels and increased general congestion (lower speeds) since July 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 December 2022, 80.8% of the Arterial Network operated with minimal congestion (Levels of Service A-C) during the AM peak period. This is 6 percentage points lower than the previous month and 1% higher than December 2019.

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

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

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

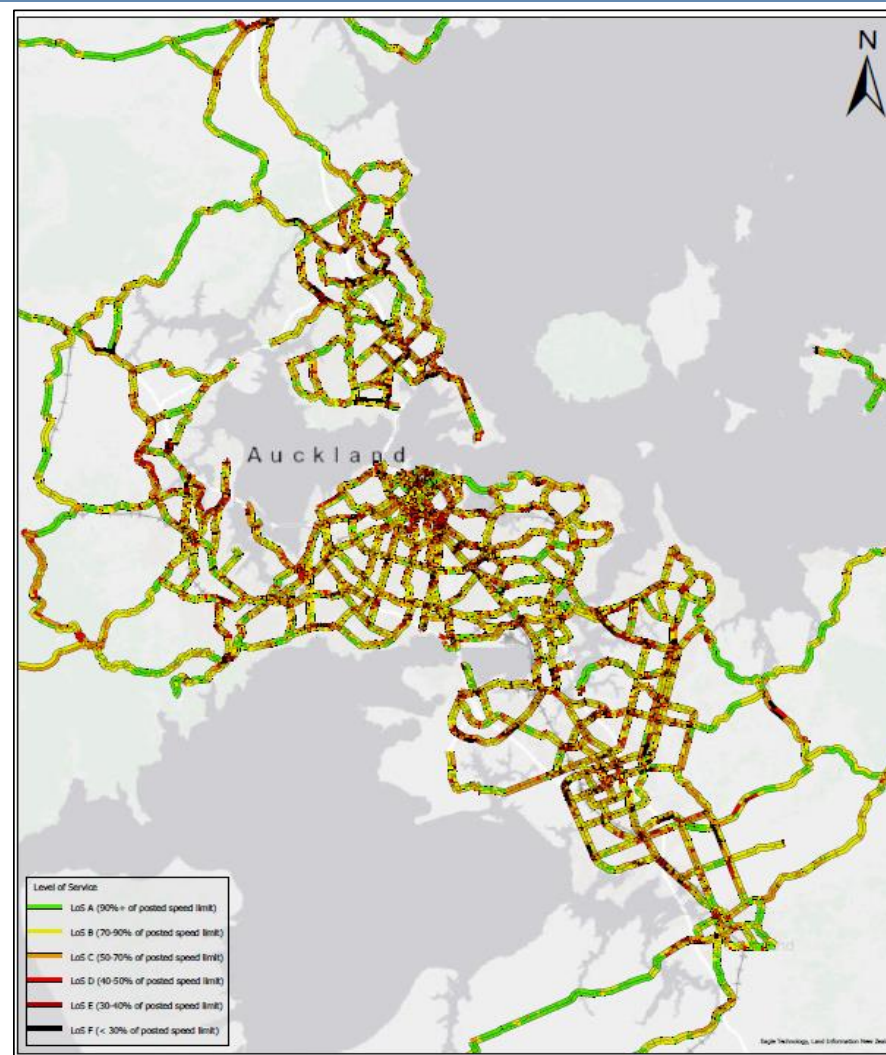
## 2.4 Better Connecting People, Places, Goods and Services

### 2.4.3 Map showing arterial productivity routes



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

### 2.4.4 Congestion map AM peak



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

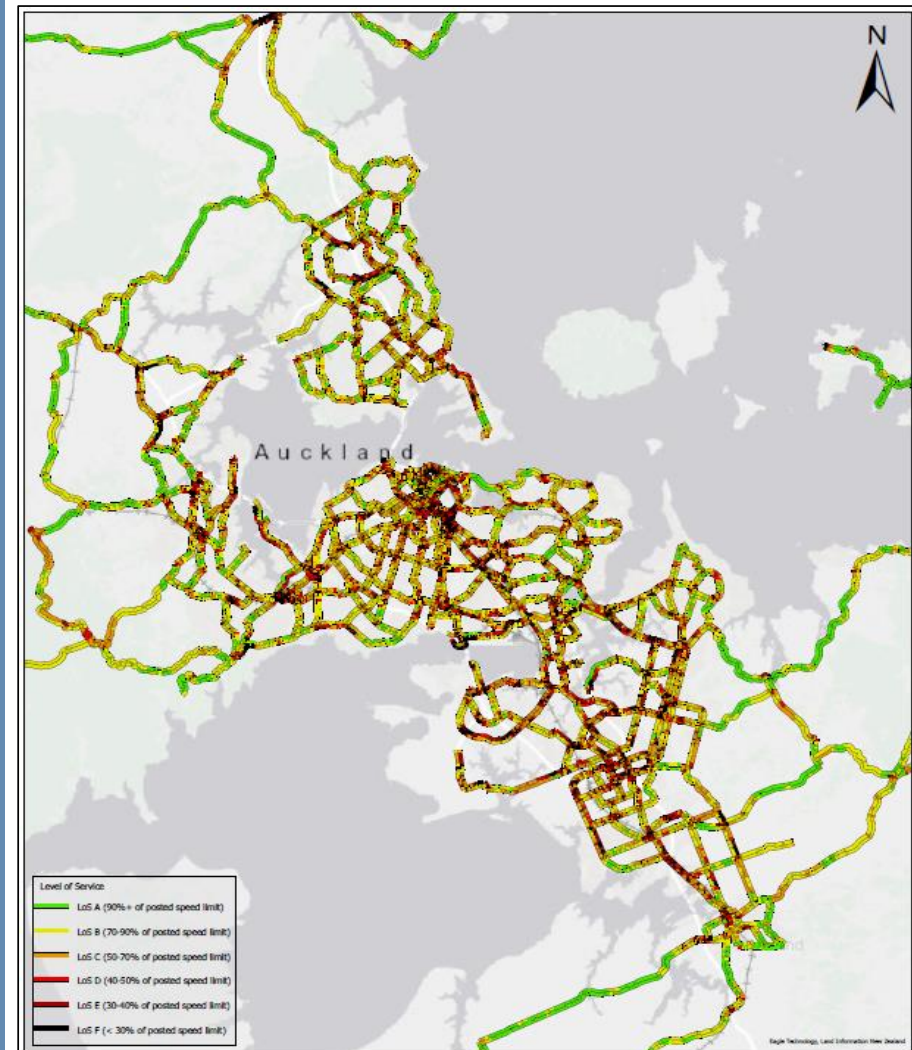
## 2.4 Better Connecting People, Places, Goods and Services

### 2.4.5 Congestion map inter-peak



This map shows the typical level of service across the arterial and motorway networks during the inter-peak period (9 am–4 pm) for December 2022. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.

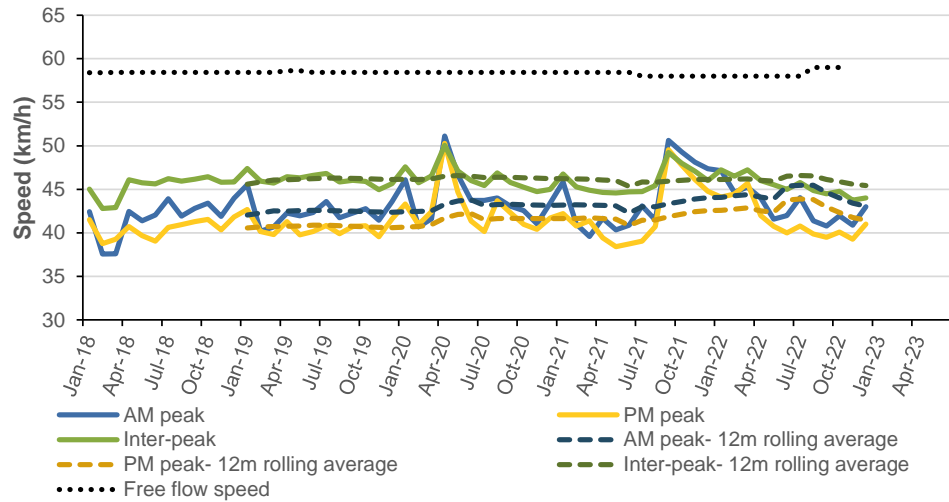
### 2.4.6 Congestion map PM peak



This map shows the typical level of service across the arterial and motorway networks during the PM peak hour (4.30–5.30) for December 2022. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.

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

### 2.4.7 Mean travel speed across arterial and motorway network

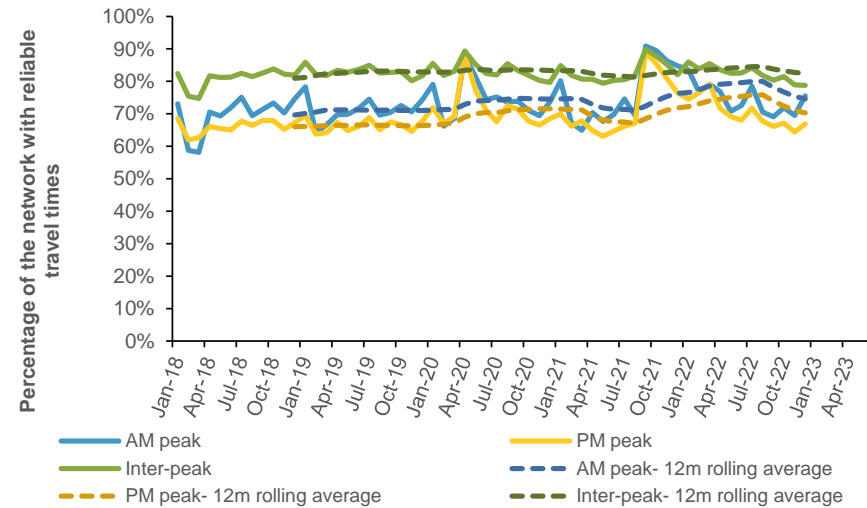


The AM peak average speed on the arterial network in December 2022 was 41 km/h. This is 2 km/h faster than the previous month and 1km/h slower than the pre-COVID-19 levels of December 2019.

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

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

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



In December 2022, 76% of the Arterial Network operated with reliable travel during the AM peak period. This is 8% better 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.

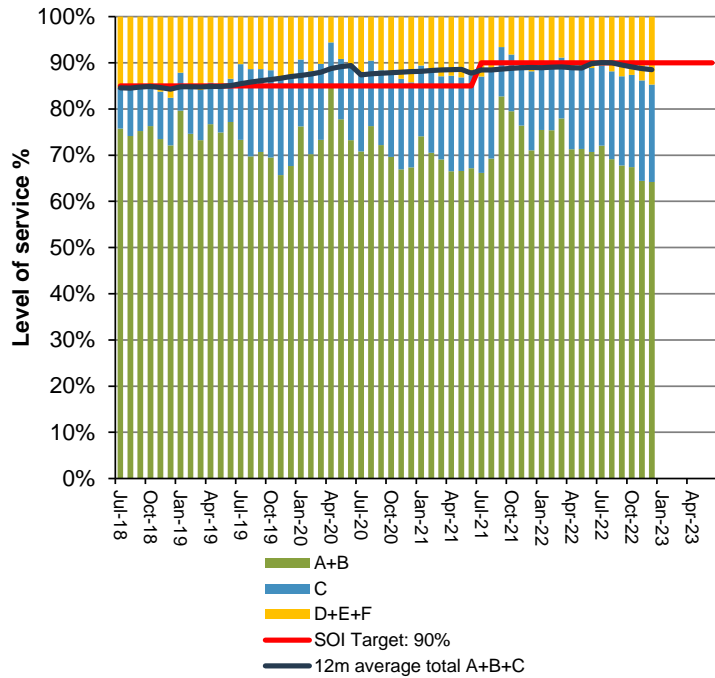
*This figure shows the difference between the typical (median) and the 85th percentile\* travel time, on the combined arterial and motorway network, for the AM peak, inter-peak and PM peak. This is a measure of reliability.*

*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**



On track to meet the target

In the 12 months to the end of December 2022, 89% of the Freight Network operated with minimum congestion (Levels of Service A-C) during the interpeak period.

In December 2022, 85% of the Freight Network operated with minimum congestion (Levels of Service A-C) during the interpeak period. This is 5% below the Statement of Intent target.

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

A: 90% and greater

B: 70 – 90%

C: 50 – 70%

D: 40 – 50%

E: 30 – 40%

F: less than 30%

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

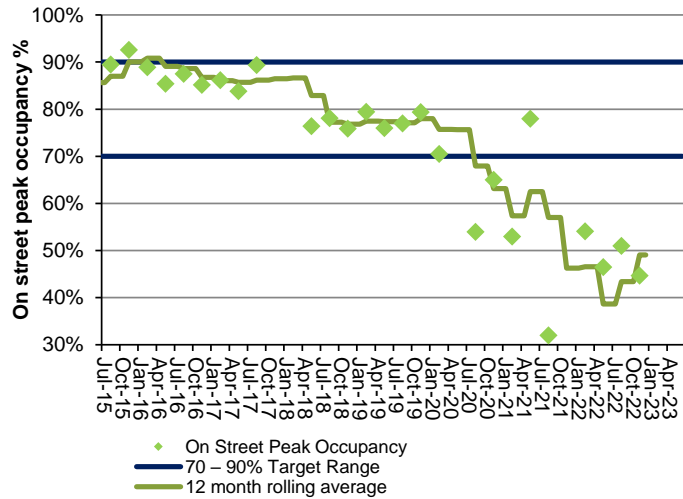
**2.4.10 Map showing key freight routes**



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

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

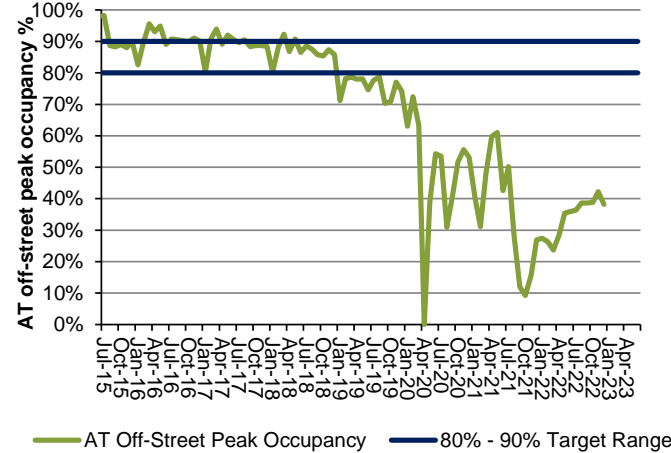
### 2.4.11 Parking occupancy rates (peak 4-hour, on street)\*



Non-reporting period.

The on-street peak occupancy for November 2022 was 44.7%. The 12-month rolling average for November 2022 was 49.1%. These figures are both below the target of 70% on street occupancy.

### 2.4.12 Off-street parking occupancy rates

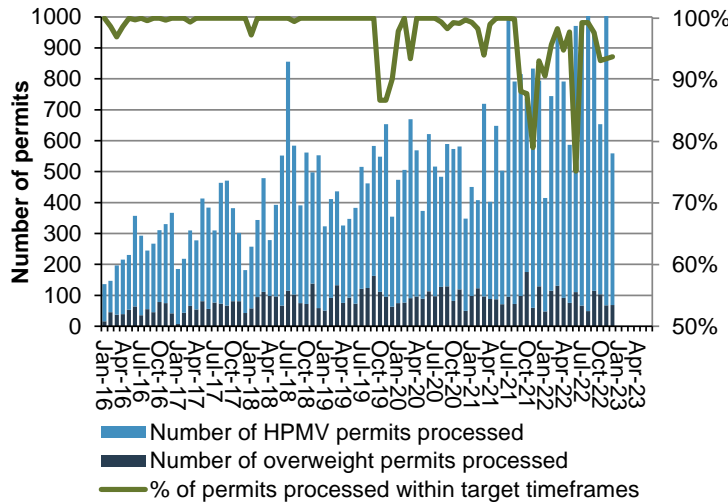


In December 2022, off-street parking occupancy was 38.2%.

All major carparks saw a slight decrease in both revenue and occupancy in December attributable to the summer holiday period, however, long term trends remain stable.

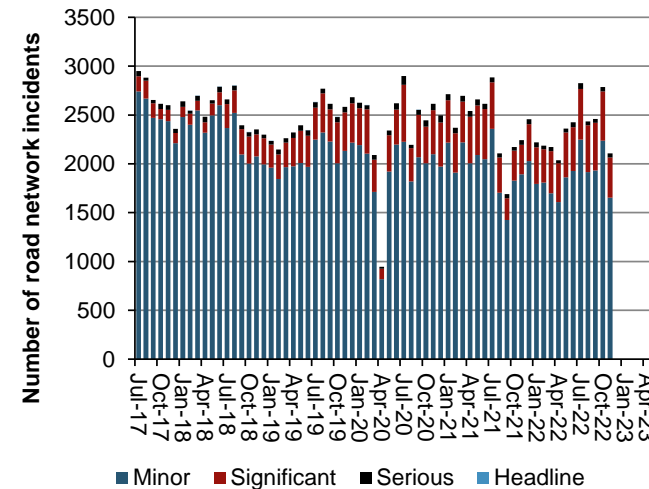
NOTE: From July 2021, the following carparks are included in this number: Civic, Downtown, Ronwood and Victoria St.

### 2.4.13 Heavy vehicle permits processed



In December 2022, 69 Overweight permit applications and 490 HPMV permit applications were processed, totalling to 559. All 559 applications were processed with 93.74% 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\*\*



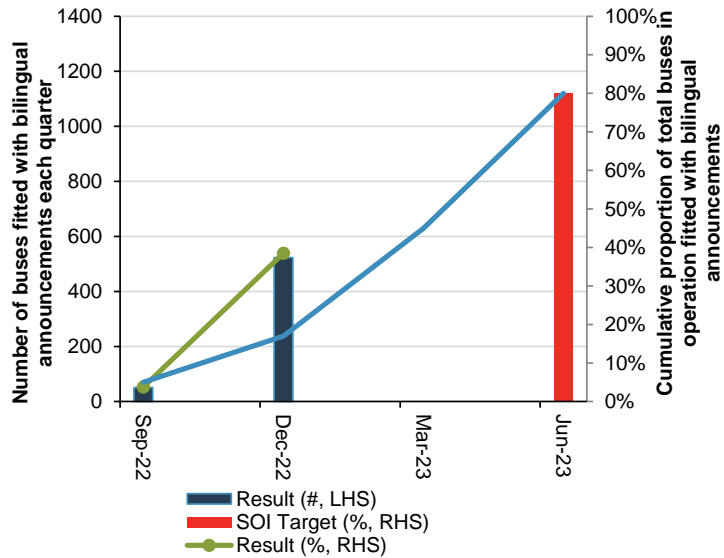
Due to a technical glitch, no data is available for December 2022 yet.

For the latest available data, November 2022, the number of different types of crashes are as follows:  
 Normal: 565  
 Minor: 1,652  
 Significant: 413  
 Serious: 41  
 There were no headline or catastrophic accidents in November 2022.

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

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

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

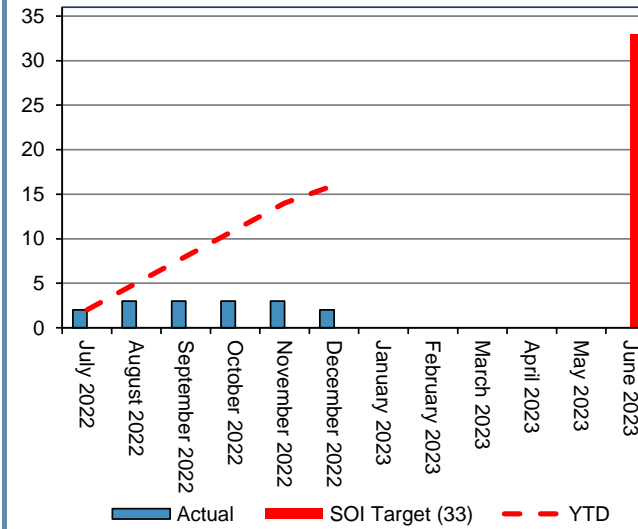


As of December 2022, 38.5% (523) of AT buses have Te Reo bilingual announcements.

This measure will be reported quarterly.

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

### 2.5.2 Number of mana whenua hui held



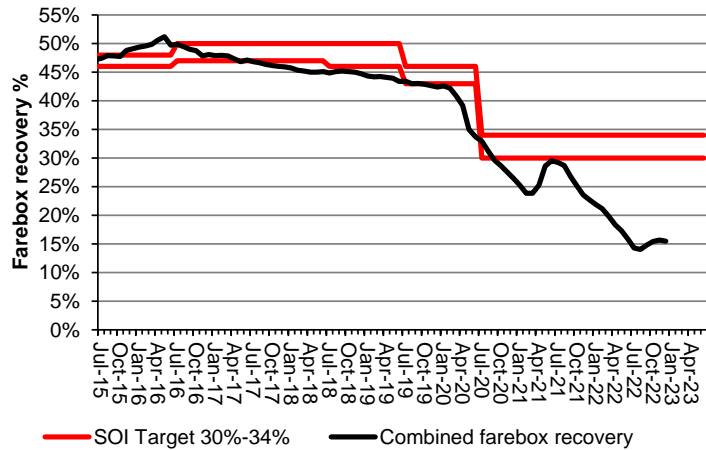
Two mana whenua hui were held in December 2022.

There have been 16 hui this FY to date.

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

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

### 2.6.1 PT farebox recovery

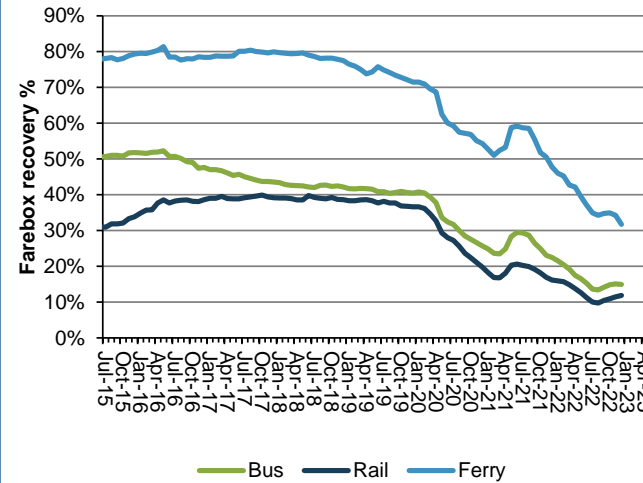


Not on track to meet the target.

The farebox ratio for the 12 months to December 2022 was 15.50%, compared with 42.41% in December 2019.

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

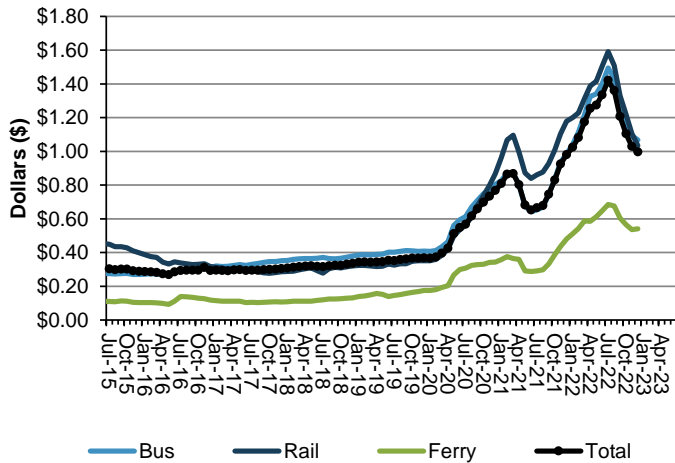
### 2.6.2 PT farebox recovery (by mode)



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

- Bus: 14.93% (40.45%)
- Rail: 11.86% (36.61%)
- Ferry: 31.74% (71.45%)

### 2.6.3 PT subsidy per passenger kilometre

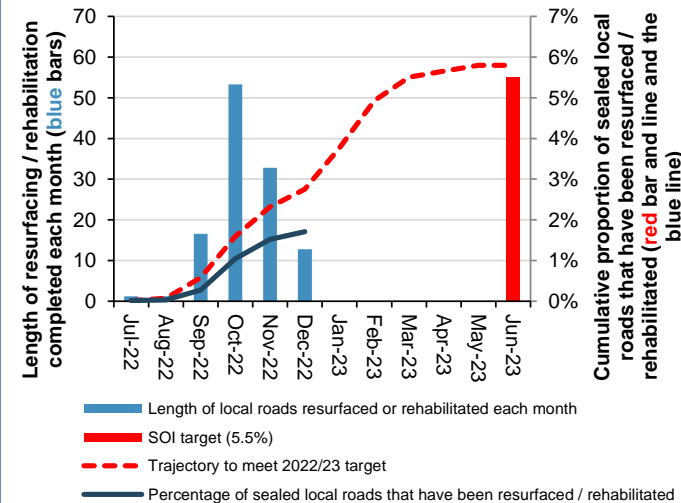


The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The average for December 2022 was \$0.995. For individual modes, December 2022 (and comparable 2019 results) were:

- Bus: \$1.069 (\$0.409)
- Rail: \$1.034 (\$0.351)
- Ferry: \$0.540 (\$0.176)

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



Not on track to meet the target.

In December 2022, AT completed 12.8 km of resurfacing and rehabilitation.

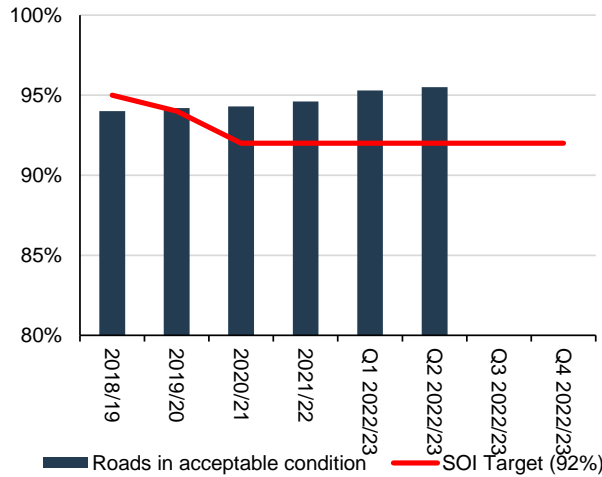
This financial year-to-date, 117.9 km, or 1.71%, of local roads have been resurfaced / rehabilitated.

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. The team will be endeavouring to catch up over the remaining summer months but it will be very weather dependent and will put a lot of strain on the available resources.



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

### 2.6.5 Proportion of road assets in acceptable condition

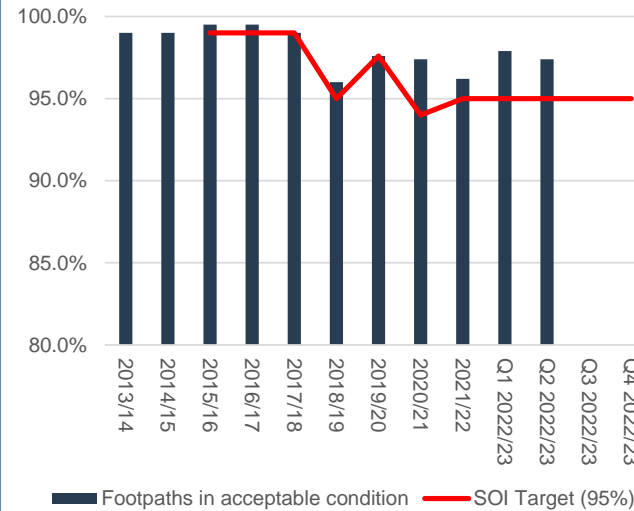


On track to meet the target.

For the October to December 2022 Quarter, the percentage of road assets in acceptable condition is 95.5%.

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

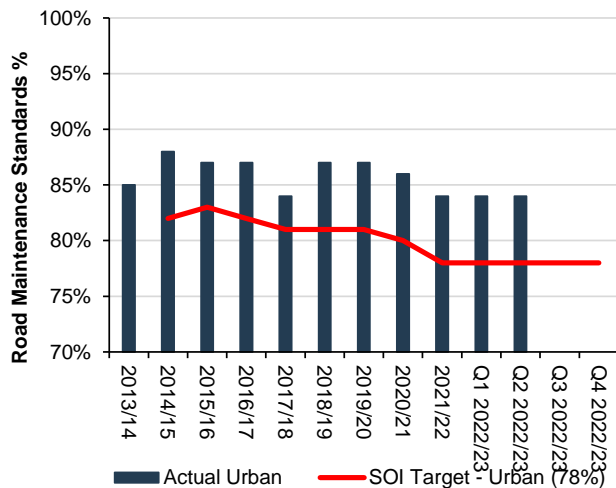


On track to meet the target.

For the October to December 2022 Quarter, the percentage of footpaths in acceptable condition was 97.4%.

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

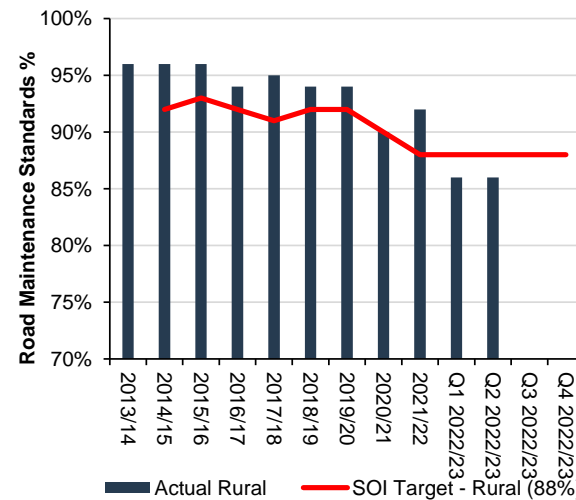


On track to exceed the target.

The measure for urban roads is on track to exceed the target. For the October to December 2022 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



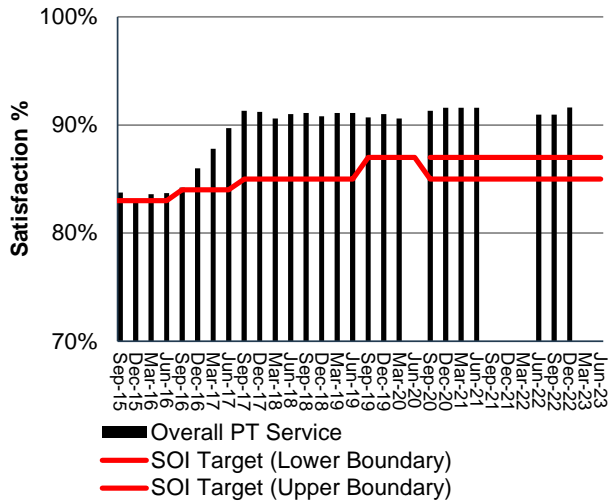
On track to meet the target.

For the October to December 2022 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 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

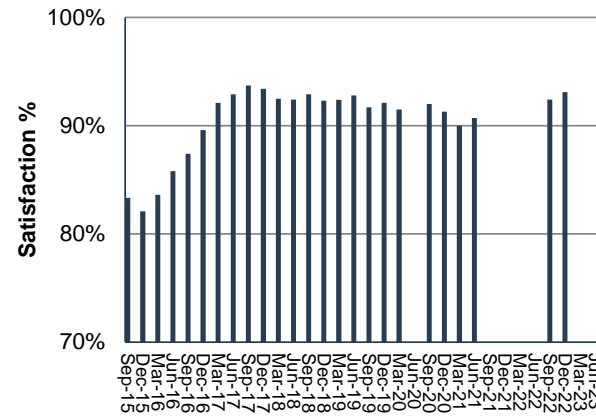


On track to exceed the target.

For the 12 months to December 2022, 91.6% 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.

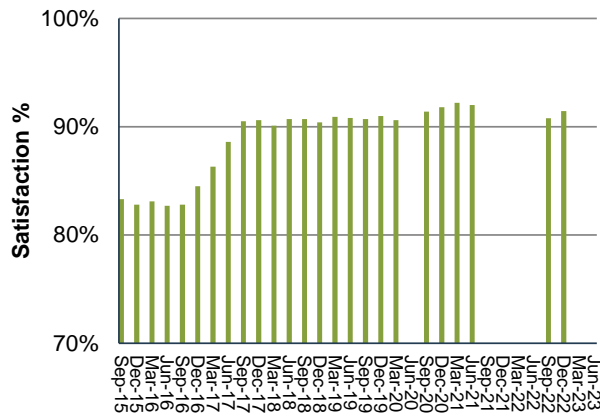
### 2.7.2 Percentage of passengers satisfied with their train service



For the 12 months to December 2022, satisfaction with train services (93.1%) was 0.7 percentage points above the 12 months to September 2022 result (92.4%).

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.

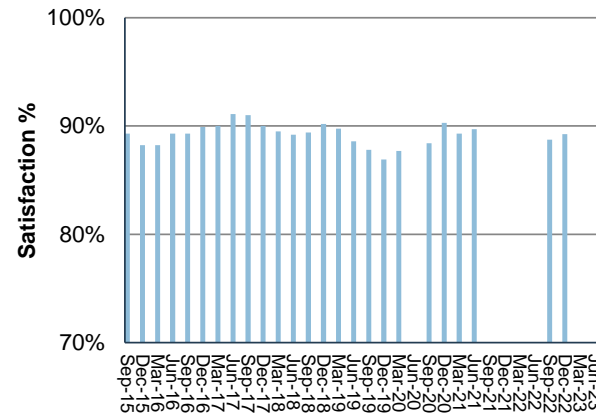
### 2.7.3 Percentage of passengers satisfied with their bus service



For the 12 months to December 2022, satisfaction with bus services (91.5%) was 0.7 percentage points higher than the 12 months to September 2022 result (90.8%).

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

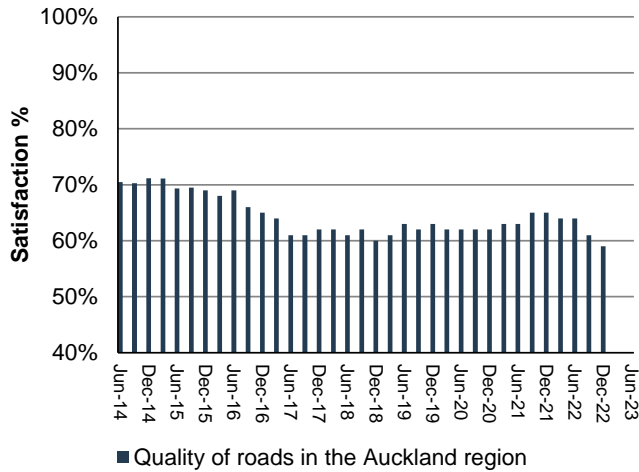


For the 12 months to December 2022, satisfaction with ferry services (89.3%) was 0.5 percentage points above the September 2022 result (88.8%).

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

## 2.7 Providing excellent customer experiences

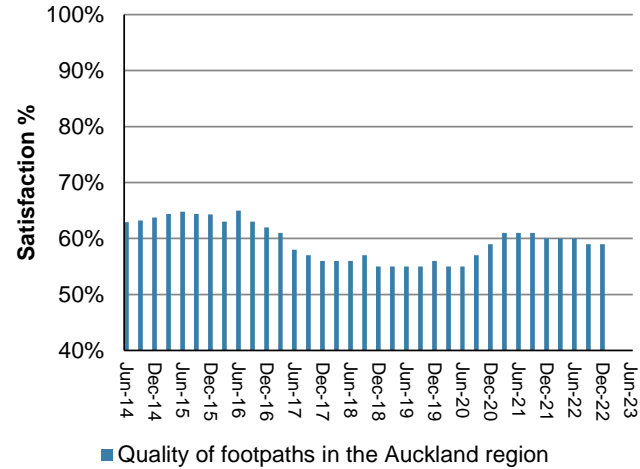
### 2.7.5 Percentage of residents satisfied with the quality of roads in the Auckland region



In the October to December 2022 Quarter, satisfaction with the quality of roads in Auckland was 59%, two percentage points lower than the July to September 2022 Quarter result (61%).

Satisfaction was six percentage points below the October to December 2021 result (65%).

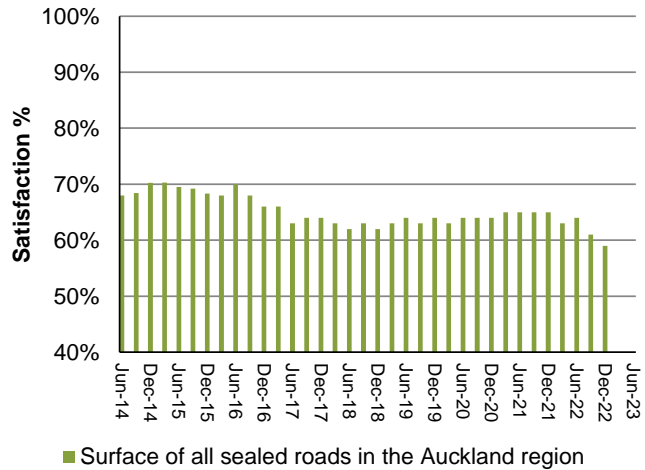
### 2.7.6 Percentage of residents satisfied with the quality of footpaths in the Auckland region



In the October to December 2022 Quarter, satisfaction with the quality of footpaths in Auckland was 59%, the same as the July to September 2022 Quarter result.

Satisfaction was one percentage point below the October to December 2021 result (60%).

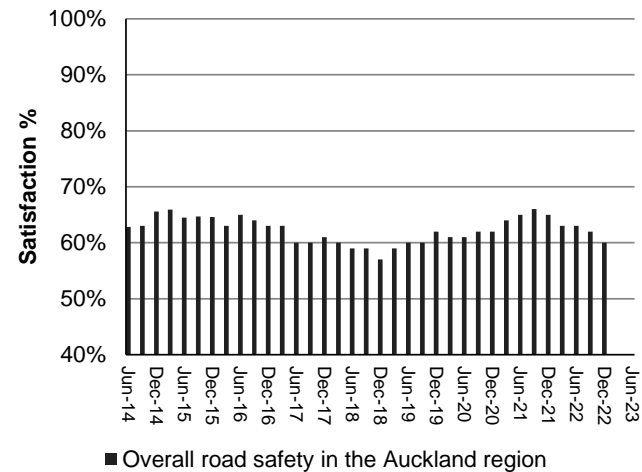
### 2.7.7 Percentage of residents satisfied with the surface of all sealed roads in Auckland region



In the October to December 2022 Quarter, satisfaction with the surface of all sealed roads in Auckland was 59%, two percentage points lower than the July to September 2022 Quarter result (61%).

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

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

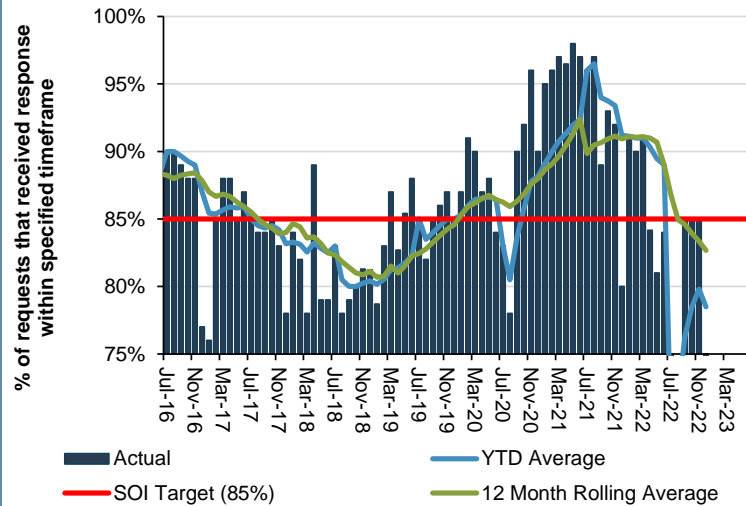


In the October to December 2022 Quarter, satisfaction with road safety in Auckland was 60%, two percentage point lower than the July to September 2022 Quarter result (62%).

Satisfaction was five percentage points lower than the October to December 2021 result (65%).

## 2.7 Providing excellent customer experiences

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

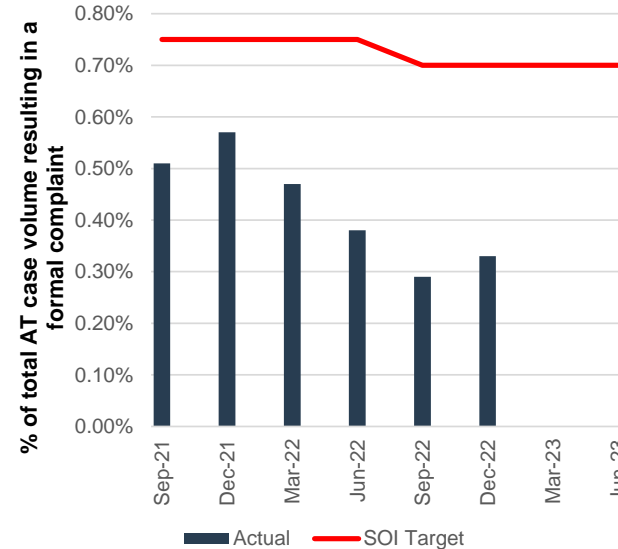


On track to meet target.

12 month rolling average for December 2022: 82.7% (SOI target 85%)

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

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

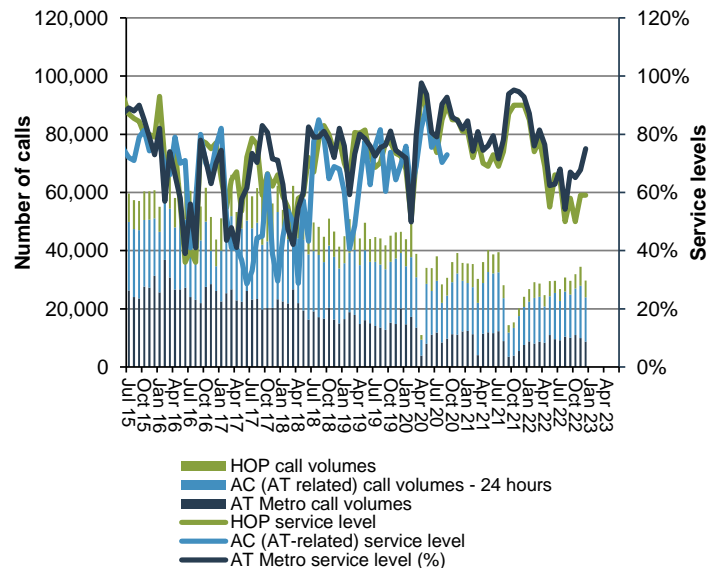


On track to exceed the target

In the October to December 2022 Quarter, 0.33% 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

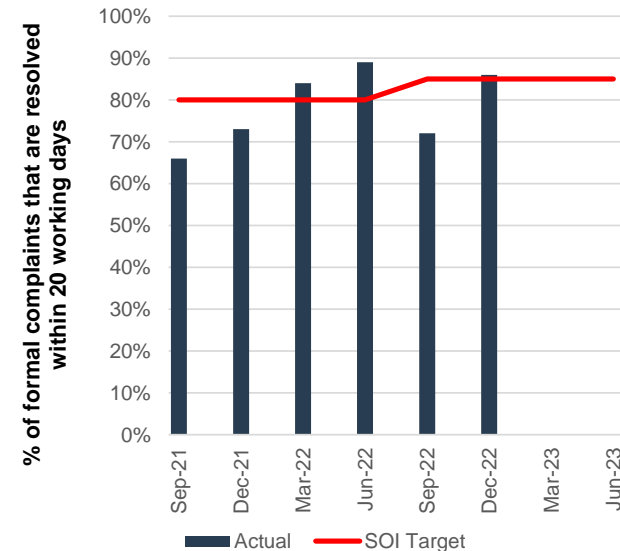


In December 2022 AT HOP Call volumes decreased by 12% compared with November 2022, and increased by 9% compared to December 2021. The service level increased by 7 percentage points from last month.

Auckland Council call volumes have decreased by 16% compared to November 2022, and increased by 12% compared to the same month last year.

AT Metro Call Centre Volumes decreased by 12% on November 2022, and increased by 9% since December 2021. The service level 7% better than last year.

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

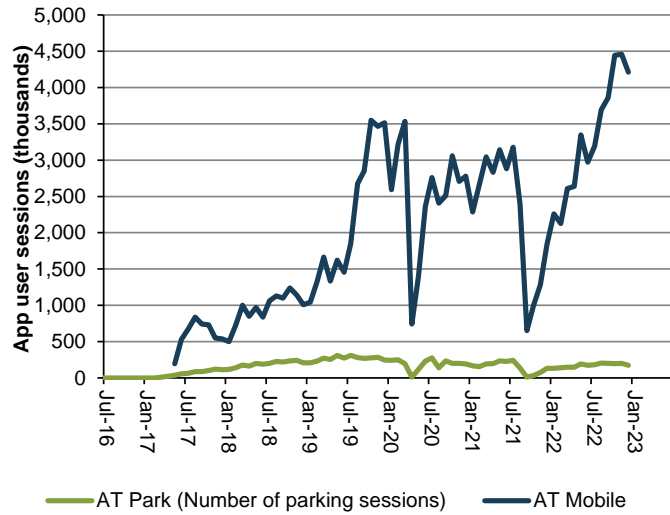


On track to meet the target.

In the October to December 2022 Quarter, 86% of formal complaints were resolved within 20 working days. This is one percentage point higher than the SOI target (85.0%)

## 2.7 Providing excellent customer experiences

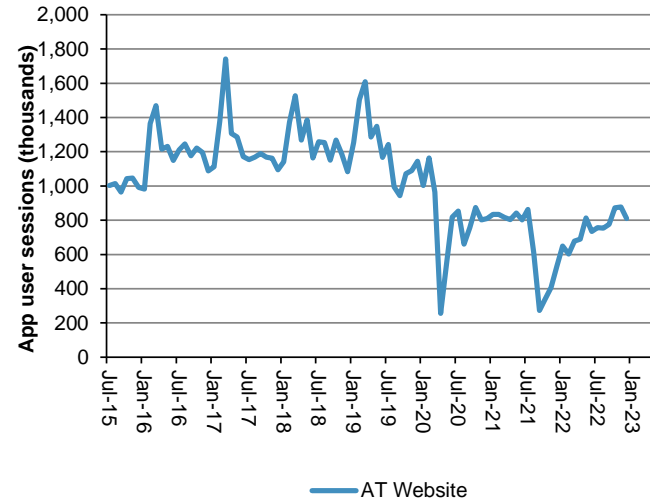
### 2.7.13 AT app user sessions



**AT Mobile**  
App user sessions decreased by 6% in December 2022 compared with November 2022 and was 85% higher than December 2021.

**AT Park**  
App user sessions decreased 14% in December 2022 compared to November 2022 and increased by 22% compared to December 2021.

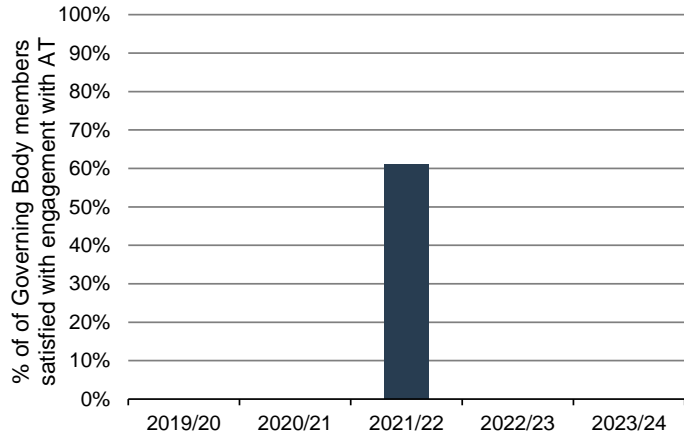
### 2.7.14 AT Website Visits



Visits to the Auckland Transport website totalled 809,258 in December 2022, which was an decrease of 8% on November 2022, and an increase of 34% compared with December 2021.

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

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

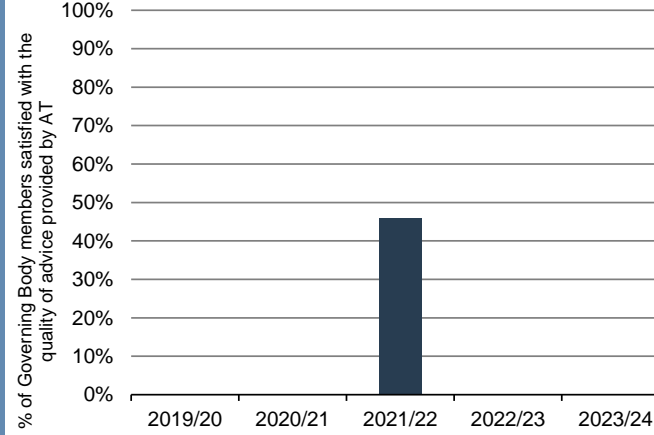


Not yet reported this FY.

In the 2021/22 FY, 61% of Governing Body members were satisfied or very satisfied with engagement with AT.

As this is the first set of data we have on this measure, this will be the baseline. This will be reported on a yearly basis.

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



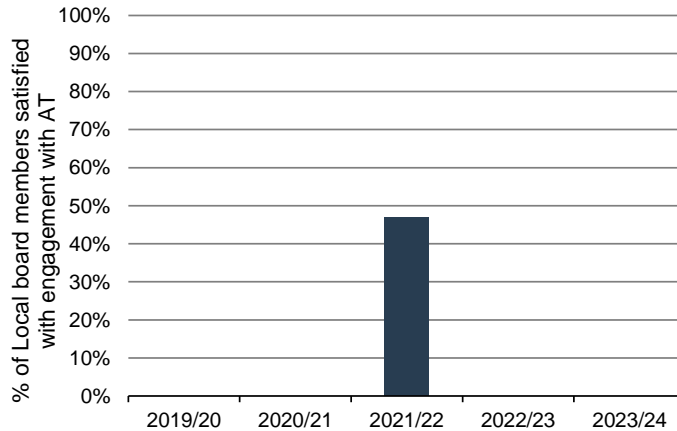
Not yet reported this FY.

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

As this is the first set of data we have on this measure, this will be the baseline. This will be reported on a yearly basis.

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

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

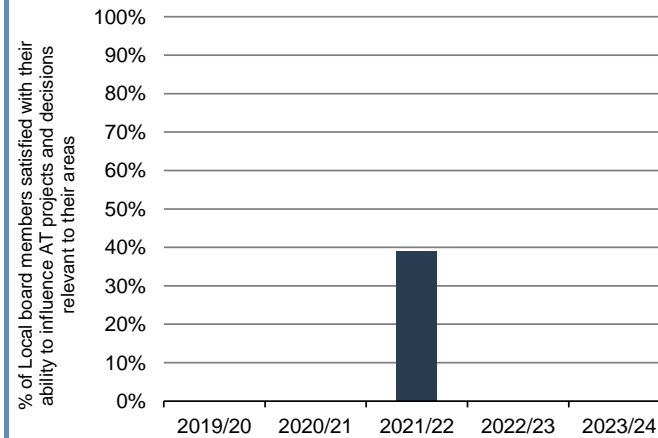


Not yet reported this FY.

In the 2021/22 FY, 47% of Local Board members were satisfied or very satisfied with engagement with AT.

As this is the first set of data we have on this measure, this will be the baseline. This will be reported on a yearly basis.

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



Not yet reported this FY.

In the 2021/22 FY, 39% of Local Board members were satisfied or very satisfied with their ability to influence AT projects and decisions relevant to their areas.

As this is the first set of data we have on this measure, this will be the baseline. This will be reported on a yearly basis.