

Attachment 1

# Auckland Transport Monthly Indicators Report

April 2023

*Let's go there* 

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## 1.1 SOI performance measures

Strategic Objective	Measure	SOI 2022/23 Target	SOI 2022/23 Performance												Current Performance	Reference Page	
			Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun			
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 April 2023: 6	Page 7
	The change from the previous financial year in the number of deaths and serious injuries on the local road network, expressed as a number.	Reduce by at least 41 (518)	●	●	●	●	●	●	●	●	●	●	●			12 months to the end of April 2023: 548	Page 7
	Reduction in the number of deaths and serious injuries on Tāmaki Makaurau's road network	No more than 501	●	●	●	●	●	●	●	●	●	●	●			12 months to the end of April 2023: 633	Page 7
	Number of vulnerable road user deaths and serious injuries on Tāmaki Makaurau's road network, in line with Vision Zero Strategy, expressed as a number of DSI saved compared to the baseline (2016-18) of 320.	No more than 224	●	●	●	●	●	●	●	●	●	●	●			12 months to the end of April 2023: 275	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							●							April 2023: 78	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 April 2023: 67.5m	Page 11
	Total rail boardings (millions)	13.1	●	●	●	●	●	●	●	●	●	●	●			12 months to the end of April 2023: 11.7m	Page 12
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings	●	●	●	●	●	●	●	●	●	●	●			Increasing at a slower rate than total boardings	Page 11
	PT punctuality (weighted average across all modes)	96%	●	●	●	●	●	●	●	●	●	●	●			FY to the end of April 2023: 96.2%	Page 14
	Kilometres of safe cycling facilities added or upgraded that is located on the Cycle & Micromobility Strategic Network.	17.1 km (3.1 new + 14 upgrades)	●	●	●	●	●	●	●	●	●	●	●			FY to the end of April 2023: 5.74 km	Page 16
	Number of cycle and micromobility movements past 26 selected count sites (millions)	3.854	●	●	●	●	●	●	●	●	●	●	●			12 months to the end of April 2023: 3.018m	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 April 2023: 49.0%	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 April 2023: 28,878	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 April 2023: 87.4%	Page 21	
Supporting Māori wellbeing outcomes, expectations and aspirations under Te Tiriti o Waitangi	Percentage of regional buses with Te Reo bilingual announcements	80%	■	■	●	■	■	●	■	■	●	■			As of March 2023: 72.8%	Page 23	
	Number of mana whenua hui held	33	●	●	●	●	●	●	●	●	●	●			FY to the end of April 2023: 23	Page 23	
Our operating model is adaptive, financially sustainable and delivers value	PT farebox recovery	30-34%	●	●	●	●	●	●	●	●	●	●			April 2023: 15.2%	Page 24	
	Percentage of road assets in acceptable condition (as defined by AT's AMP)	92%	■	■	●	■	■	●	■	■	●	■			January to March 2023 Quarter: 95.6%	Page 25	
	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Rural: 88%	■	■	●	■	■	■	●	■	■	●	■			January to March 2023 Quarter: 91.0%	Page 25
		Urban: 78%	■	■	●	■	■	■	●	■	■	●	■			January to March 2023 Quarter: 84.0%	Page 25
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	95%	■	■	●	■	■	■	●	■	■	●	■			January to March 2023 Quarter: 97.5%	Page 25
Percentage of the sealed local road network that is resurfaced	5.5%	●	●	●	●	●	●	●	●	●	●	●			FY to the end of April 2023: 4.27% (294.9 km)	Page 24	
Providing excellent customer experiences	Percentage of public transport passengers satisfied with their public transport service	85-87%	■	■	●	■	■	●	■	■	●	■			January to March 2023 Quarter: 91.0%	Page 26	
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%	●	●	●	●	●	●	●	●	●	●			12 months to the end of April 2023: 76%	Page 28	
	Percentage of total AT case volume resulting in a formal complaint (baseline of 0.77% for 2020 calendar year).	Less than 0.7%	■	■	●	■	■	■	●	■	■	●	■			January to March 2023 Quarter: 0.27%	Page 28
	Percentage of formal complaints that are resolved within 20 working days (baseline of 79% for 2020/21)	85%	■	■	●	■	■	■	●	■	■	●	■			January to March 2023 Quarter: 99.8%	Page 28
Collaborating with funders, partners, stakeholders and communities	Elected member perception measures	TBC (Maintain and/or improve)	■	■	■	■	■	■	■	■	■	■	■	■	Not yet reported this financial year	Page 30	

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

■ Data not available



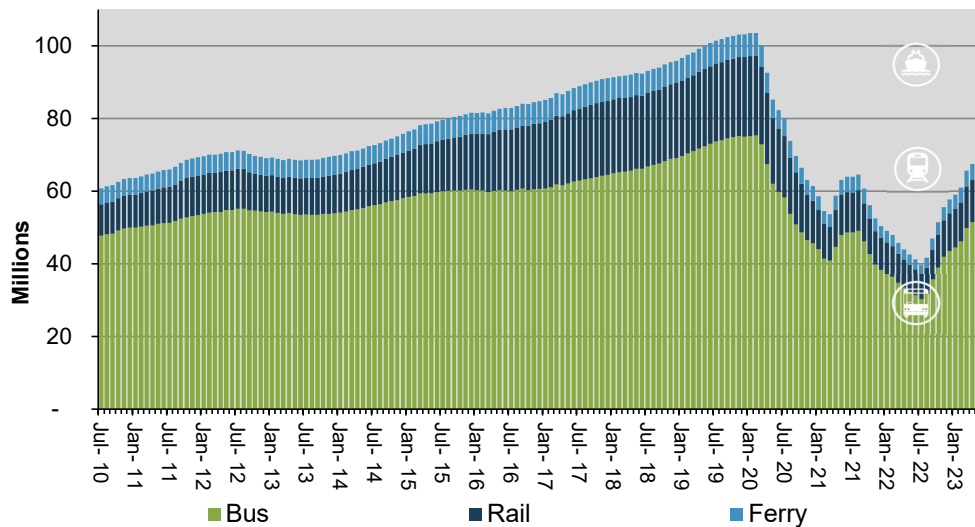
## 1.2 Patronage summary

	Apr- 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>	4,491,968	↑ 56.9%	2,636,560	↑ 70.4%	43,578,562	↑ 85.4%	32,447,778	↑ 34.3%	40,900,000	54,200,000
<b>2. Train (Rapid) Total:</b>	869,011	↑ 31.7%	1,110,000	↓ -21.7%	9,687,989	↑ 88.5%	10,460,000	↓ -7.4%	13,100,000	12,300,000
<b>3. Ferry (Connector Local) Total:</b>	387,158	↑ 23.8%	350,275	↑ 10.5%	3,774,280	↑ 78.3%	4,368,132	↓ -13.6%	5,000,000	4,500,000
<b>Total Patronage</b>	5,748,137	↑ 49.9%	4,096,835	↑ 40.3%	57,040,831	↑ 85.4%	47,275,909	↑ 20.7%	59,000,000	71,000,000
<b>Rapid and Frequent</b>	1,934,560	↑ 18.4%	2,500,000	↓ -22.6%	22,327,901	↑ 98.6%	25,200,000	↓ -11.4%	31,000,000	31,000,000

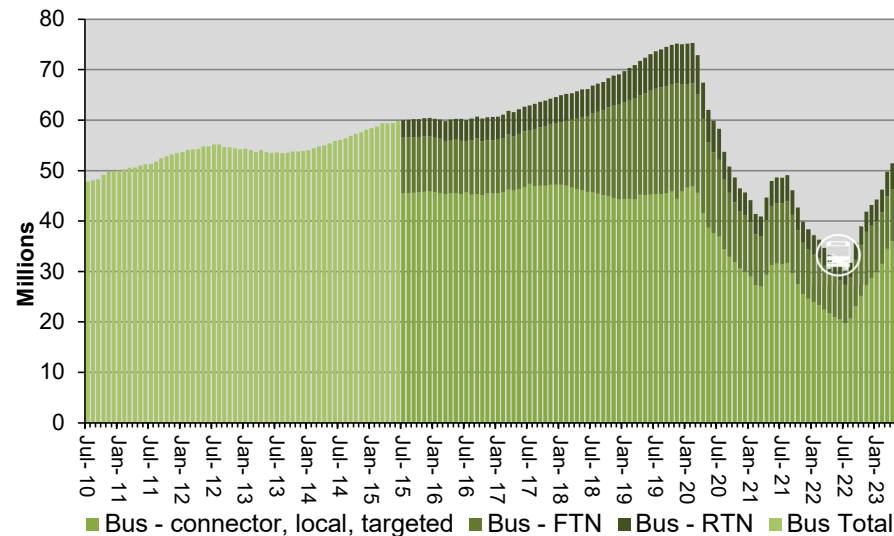
	Apr- 2022/23										
	Month Patronage				12 Month Patronage				YTD (from July)		
	This Year	Previous Year	# Change	% Change	Patronage	% Change Prev Month	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year
<b>1. Bus Total:</b>	4,480,703	2,859,034	1,621,669	56.7%	51,099,760	3.3%	17,796,868	53.4%	43,241,108	19,790,118	84.4%
- Busway (Rapid) Bus	447,400	252,196	195,204	77.4%	5,119,597	4.0%	1,922,569	60.1%	4,348,054	2,231,783	105.5%
- Frequent Bus	607,685	718,810	-111,126	-15.5%	10,180,414	-1.1%	1,643,844	19.3%	8,165,799	2,141,380	35.5%
- Connector Local Targeted Bus	3,423,688	1,887,858	1,535,831	81.4%	35,758,030	4.5%	14,227,115	66.1%	30,698,292	15,394,736	100.6%
- On-Demand	1,930	85	1,845	2,170.6%	41,719	4.6%	3,340	8.7%	28,963	22,219	329.5%
<b>2. Train (Rapid) Total:</b>	869,011	659,730	209,281	31.7%	11,435,845	1.9%	3,833,453	50.4%	9,497,587	4,391,874	86.0%
- Western	353,596	229,171	124,425	54.3%	3,994,354	3.2%	1,395,466	53.7%	3,327,618	1,596,268	92.2%
- Eastern	97,668	181,025	-83,357	-46.0%	3,225,114	-2.5%	1,107,134	52.3%	2,692,981	1,254,239	87.2%
- Onehunga	45,300	35,979	9,321	25.9%	449,534	2.1%	59,787	15.3%	357,469	97,976	37.8%
- Southern	372,448	199,439	173,009	86.7%	3,697,184	4.9%	1,364,186	58.5%	3,089,227	1,525,538	97.6%
- Pukekohe	0	14,117	-14,117	-100.0%	69,659	-16.9%	-93,121	-57.2%	30,292	-82,148	-73.1%
<b>3. Ferry (Frequent &amp; Connector Local) Total:</b>	192,737	57,000	135,737	238.1%	1,957,952	7.4%	1,399,322	250.5%	1,814,980	1,461,300	413.2%
- Contract	192,737	57,000	135,737	238.1%	1,957,952	7.4%	1,399,322	250.5%	1,814,980	1,461,300	413.2%
<b>Patronage (Excl Exempt Serv/Spl Evts)</b>	5,542,451	3,575,764	1,966,687	55.0%	64,493,557	3.1%	23,029,643	55.5%	54,553,675	25,643,292	88.7%
<b>Exempt Services</b>	204,885	258,085	-53,200	-20.6%	2,553,136	-2.0%	168,539	7.1%	2,085,359	283,959	15.8%
- Exempt Services - Bus	10,464	2,427	8,037	331.1%	138,735	6.1%	63,532	84.5%	126,059	87,605	227.8%
- Exempt Services - Ferry	194,421	255,658	-61,237	-24.0%	2,414,401	-2.5%	105,007	4.5%	1,959,300	196,354	11.1%
<b>Special Events</b>	801	1,014	-213	-21.0%	449,697	0.0%	355,575	377.8%	401,797	348,730	657.2%
- Special Events - Bus	801	1,014	-213	-21.0%	213,395	-0.1%	191,848	890.4%	211,395	192,181	1,000.2%
- Special Events - Rail	0	0	0	#DIV/0!	236,302	0.0%	163,727	225.6%	190,402	156,549	462.4%
<b>Total Patronage (Exempt Serv/Spl Evts)</b>	205,686	259,099	-53,413	-20.6%	3,002,833	-1.7%	524,114	21.1%	2,487,156	632,689	34.1%
<b>Rapid &amp; Frequent</b>	1,934,560	1,633,248	301,311	18.4%	27,110,893	1.1%	7,697,474	39.7%	22,327,901	9,042,791	68.1%
<b>Connector Local Targeted</b>	3,813,577	2,201,615	1,611,963	73.2%	40,385,497	4.2%	15,856,282	64.6%	34,712,930	17,233,190	98.6%
<b>Total Patronage</b>	5,748,137	3,834,863	1,913,274	49.9%	67,496,390	2.9%	23,553,757	53.6%	57,040,831	26,275,982	85.4%
<b>Bus</b>	4,491,968	2,862,475	1,629,493	56.9%	51,451,890	3.3%	18,052,248	54.0%	43,578,562	20,069,904	85.4%
<b>Rail</b>	869,011	659,730	209,281	31.7%	11,672,147	1.8%	3,997,180	52.1%	9,687,989	4,548,423	88.5%
<b>Ferry</b>	387,158	312,658	74,500	23.8%	4,372,353	1.7%	1,504,329	52.5%	3,774,280	1,657,655	78.3%
<b>Total Patronage</b>	5,748,137	3,834,863	1,913,274	49.9%	67,496,390	2.9%	23,553,757	53.6%	57,040,831	26,275,982	85.4%

## 1.2 AT Metro Boardings breakdown

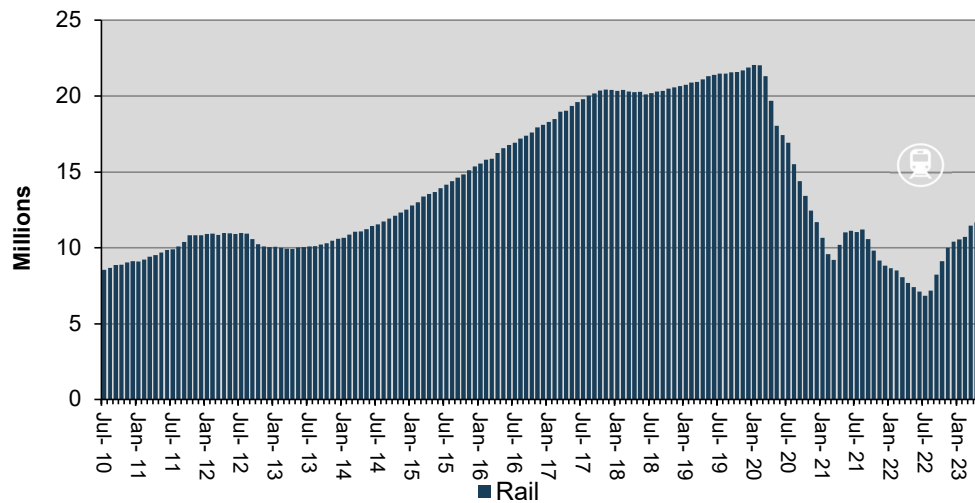
### 1.2.1 Total Patronage (12 month rolling total)



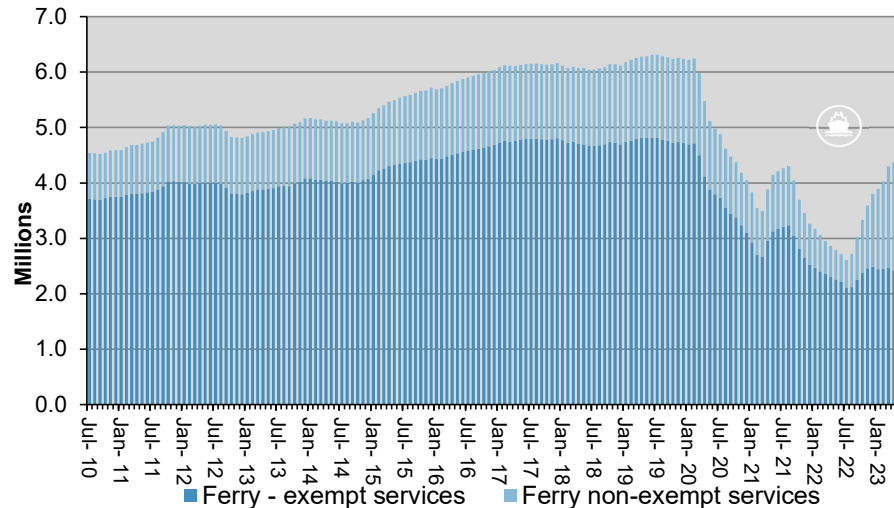
### 1.2.2 Bus Patronage (12 month rolling total)



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

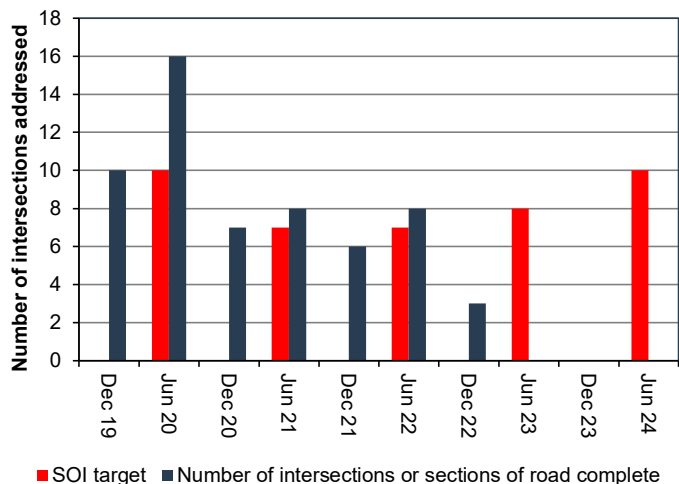


### 1.2.4 Ferry Patronage (12 month rolling total)



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

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



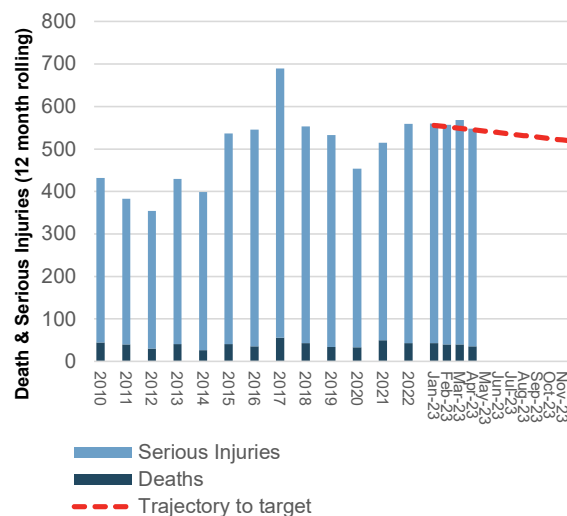
This is a non-reporting period.

So far this financial year, 6 high-risk intersections and sections of road have been addressed by AT’s safety programme out of a target of 8.

These include 3 sections of road (Swanson Road, Mt Albert/Dornwell/Frost and Mt Albert/Hayr roads, and Atkinson Ave), and 3 intersections (Kowhai/Beach, Triangle/Makora, and Hill Road/Claude Road).

A further two intersections are targeted to be completed by the end of the financial year, subject to delivery risk.

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



Not on track to meet the target.

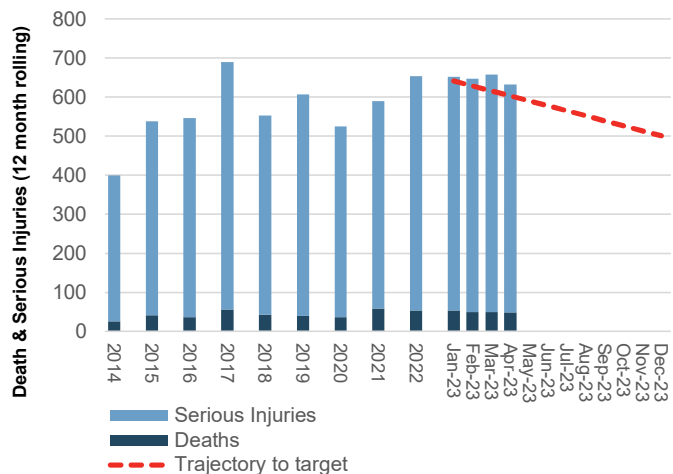
For the 12 months to the end of April 2023, local roads deaths and serious injuries totalled 548. This is 7.5% higher than the same time last year. The end of calendar year target for 2023 is 518 DSI.

Local road deaths have decreased by 23.4% (from 47 last year to 36 this year). Local road serious injuries increased by 10.6% in the past year (from 463 last year to 512 this year).

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

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

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

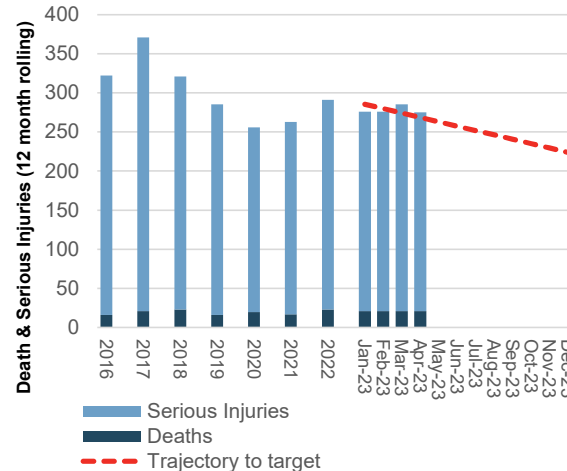


Not on track to meet the target.

For the 12 month to end of April 2023, deaths and serious injuries on all Auckland roads (including local roads and highways) totalled 633. This is 7.8% higher than the same time last year. The end of calendar year target for 2023 is 501 DSI.

All road deaths have decreased by 15.5% (58 last year to 49 this year). All Auckland road serious injuries increased by 10.4% in the past year (from 529 last year to 584 this year).

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



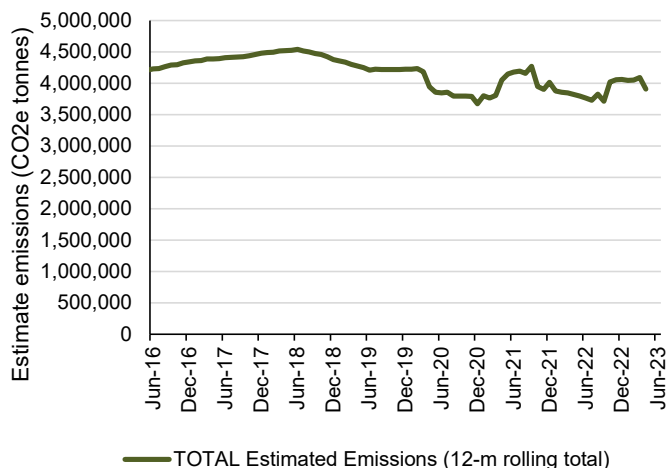
Not on track to meet the target.

For the 12 month to April 2023, deaths and serious injuries of vulnerable road users (VRU) totalled 275. This is 6.6% higher than the same time last year. The end of calendar year target for 2023 is 224 DSI.

VRU deaths have increased by 50% (from 14 last year to 21 this year). VRU serious injuries increased by 4.1% in the past year (from 244 last year to 254 this year).

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

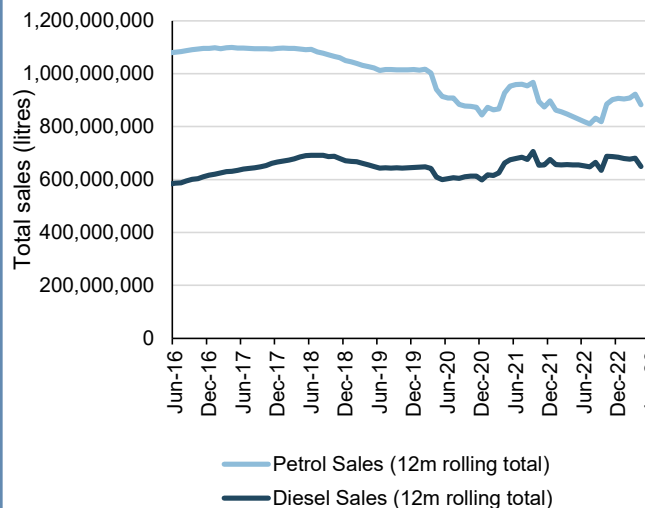
### 2.2.1 Estimated transport related greenhouse gas emissions



Target to be developed.

Total estimated emissions from the sale of petrol and diesel within the Auckland region were 3.91 megatons of CO2e in the 12 months to April 2023.

### 2.2.2 Auckland fuel sales

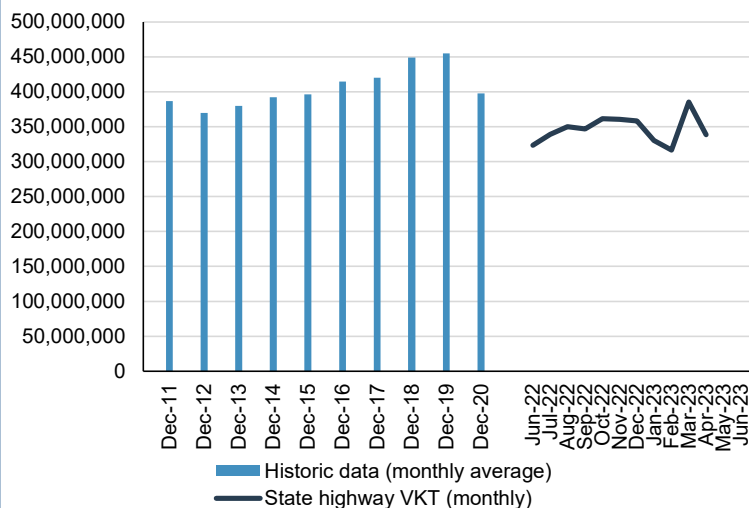


In the 12 months to the end of April 2023, there was a total of 1.532 billion litres of fuel sales.

Annual petrol sales of 883 million litres have decreased by 4.3% compared with the 12 months to April 2023 and increased by 5.3% compared with the 12 months to April 2022.

Annual diesel sales of 649 million litres have decreased by 4.6% compared with the 12 months to April 2023 and decreased by 1% compared with the 12 months to April 2022.

### 2.2.3 Auckland state highway monthly vehicles kilometres travelled



Estimated vehicle kilometres travelled on Auckland state highways totalled 338.6 million kilometres in the month of March 2023. This was a decrease of 12.2% compared with March 2023.

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

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

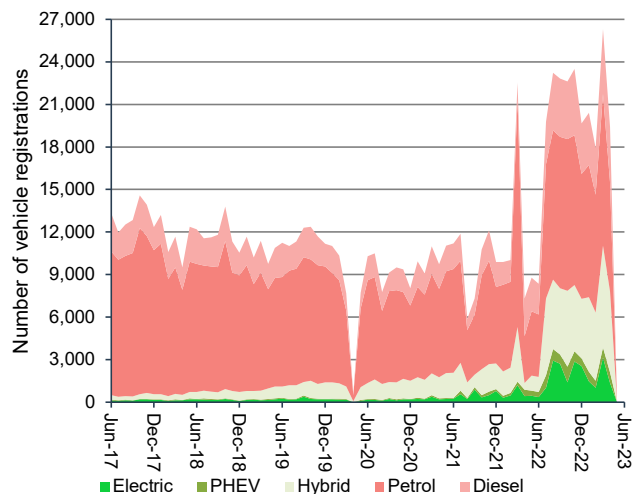
Measure 2.2.1 calculates an estimate for regional transport-related greenhouse gas emissions using the total annual regional fuel consumption. This is intended to track total travel and emission trends in a much more timely manner than has been done in the past. Official calculations are conducted bi-annually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

Measure 2.2.3 uses data provided by Auckland System Management at Waka Kotahi to provide monthly updates for state highway VKT as a proxy for overall VKT trends in Auckland.



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

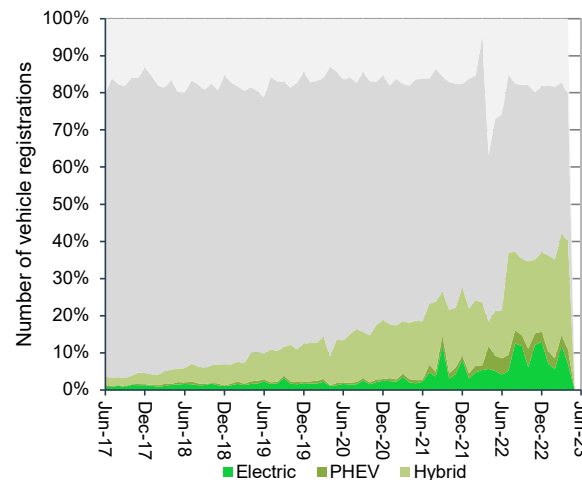
### 2.2.4 Number of electric vehicles imported and registered in Auckland



In April 2023, there were a total of 19,424 vehicles newly registered in Auckland.

Of these, 5,704 (29.4%) were hybrid, 747 (3.8%) were plugin-hybrid EV, and 1,355 (7%) were battery electric.

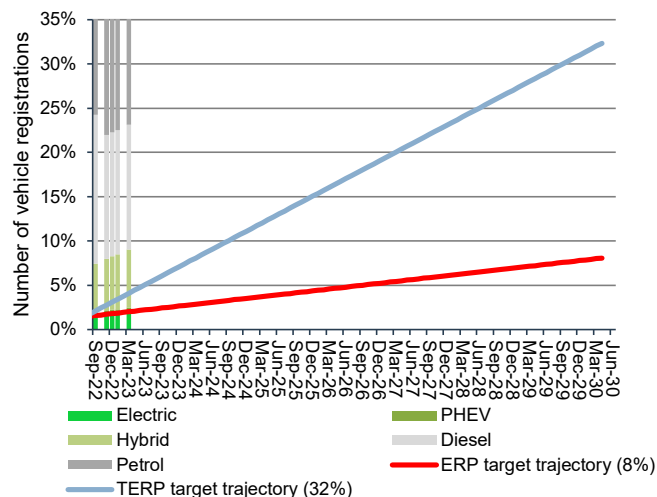
### 2.2.5 Percentage of electric vehicles imported and registered in Auckland



In April 2023, a total of 40.2% of registrations were electric, hybrid or plug-in electric vehicles. This compares to 42% in March 2023.

Petrol: 39.4%  
 Diesel: 20.4%  
 Hybrid: 29.4%  
 PHEV: 3.8%  
 Electric: 7%

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



Due to a data issue, the information for April is not available. We are confident this will be resolved for the next reporting period.

In March 2023, 1.9% of Auckland's total vehicle fleet are electric vehicles. A further 6.6% are hybrid and 0.6% are PHEV.

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

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

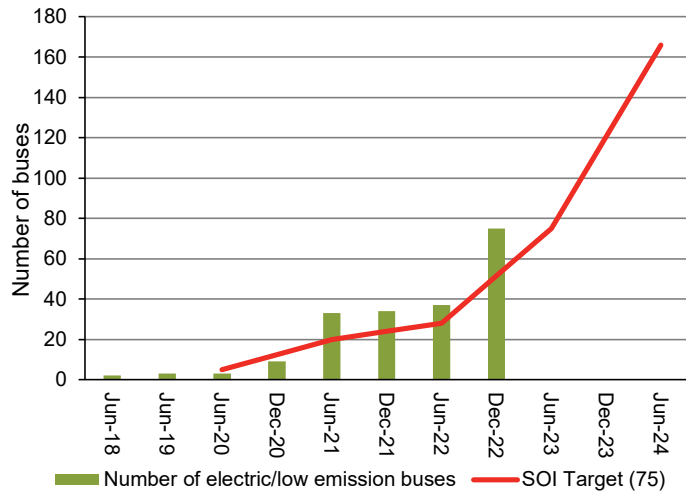
At present, we are roughly in line with the ERP trajectory to target.

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

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

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

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

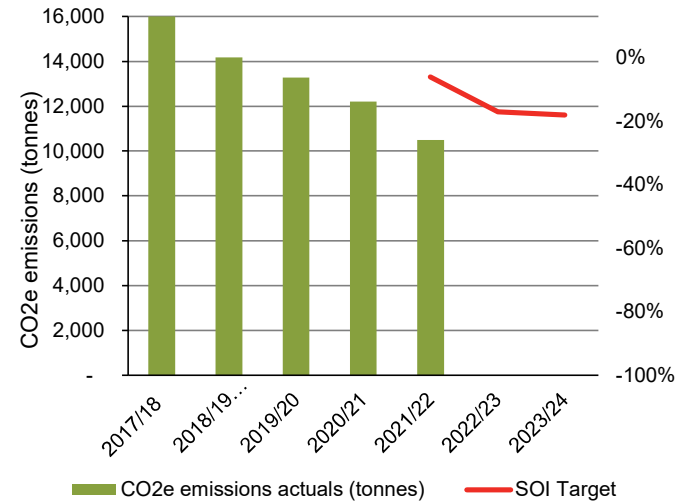


This is a non-reporting period. However, this target has been met. The target for the FY22/23 is 75.

There are 78 low emission buses in the Auckland bus fleet by the end of April 2023.

Out of the 78, 77 are electric, and one is hydrogen powered.

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



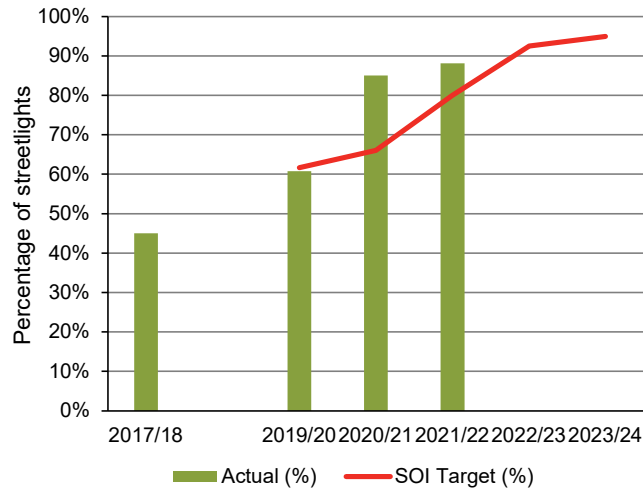
Not yet reported this FY.

This FY, AT's corporate emissions reduced by 23%. 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

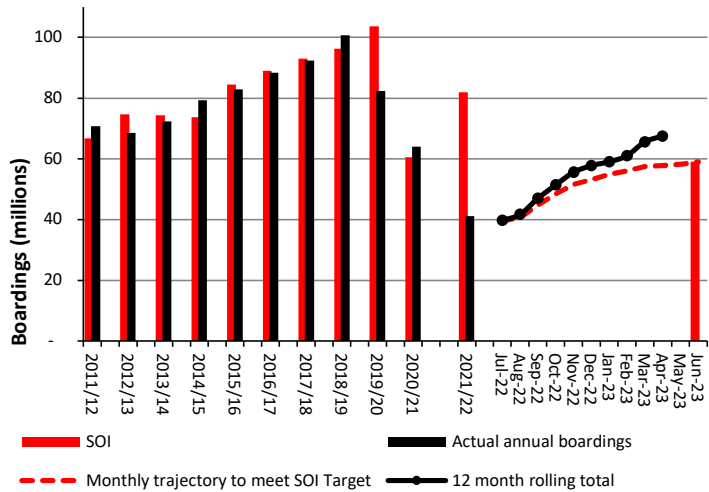


Not yet reported this FY.

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)\*

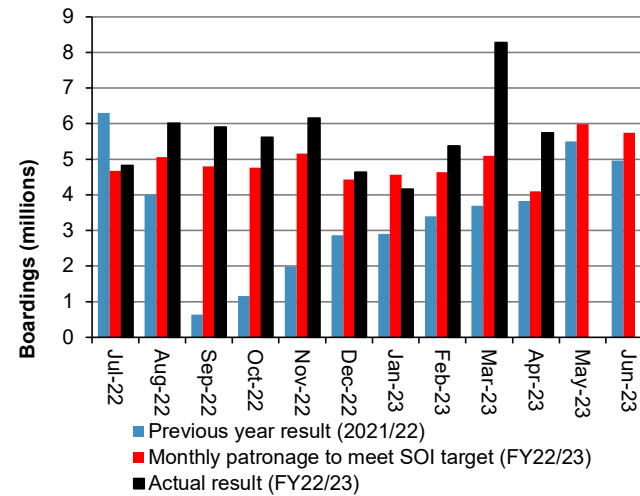


On track to exceed the target.

PT patronage totalled 67,496,390 passenger boardings for the 12 months to April 2023. This is 16.9% above the trajectory to meet the end of year target.

Patronage for the 12 months to April 2023 was 2.9% above the 12 months to March 2023, and 53.6% above the 12 months to April 2022.

### 2.3.2 Monthly public transport boardings (millions)

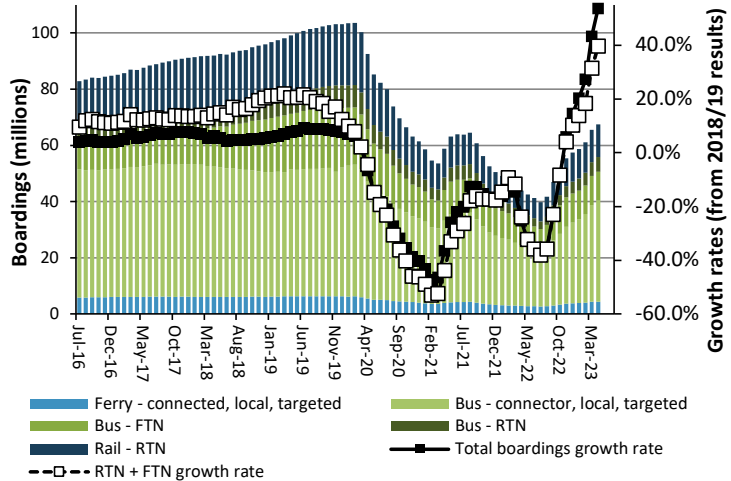


On track to meet target.

April 2023 monthly patronage was 5,748,137. This is 69.5% of the March 2023 patronage, and 150% higher than the April 2022 level.

April 2023 monthly patronage was 40.3% above the monthly target.

### 2.3.3 Boardings on rapid or frequent network

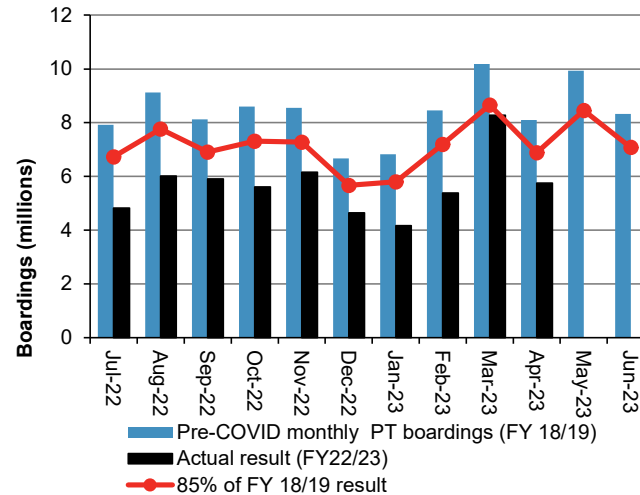


Not on track to meet the target.

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

RFN Boardings for the 12 months to April 2023 are increasing at a slower rate (39.7%) than overall patronage (53.6%).

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



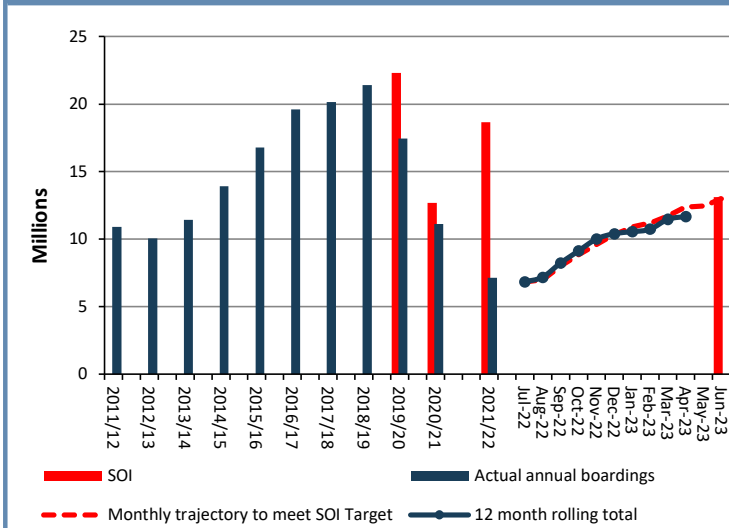
The intent of this measure is to show how PT boardings are tracking compared to the last FY that was not impacted by COVID (FY18/19). The red line shows 85% of the monthly patronage for FY18/19 which is an aspirational target to recovery.

Monthly patronage in the 12 months to the end of April 2023 was 5.7 million. This is 17% lower than our aspirational target for April of 6.9 million monthly boardings (85% of the 12 months to the end of April 2019).

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

## 2.3 Providing and accelerating better travel choices for Aucklanders

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



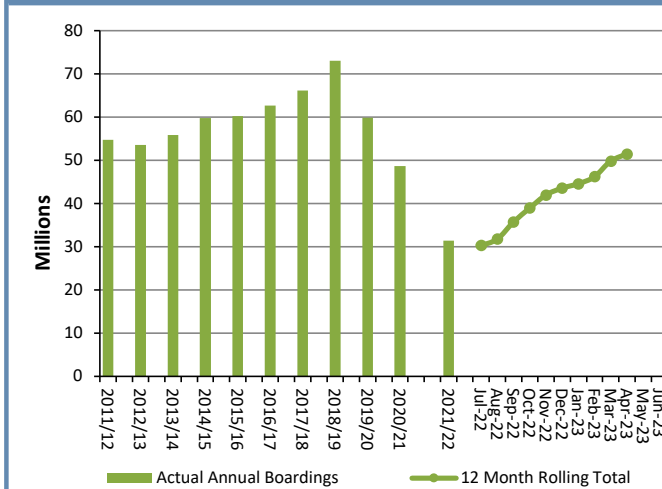
Not on track to meet the target.

Rail patronage totalled 11,672,147 passenger boardings for the 12 months to the end of April 2023.

Patronage for the 12 months to April 2023 was 1.8% above the 12 months to March 2023, and 52.1% above April 2022.

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

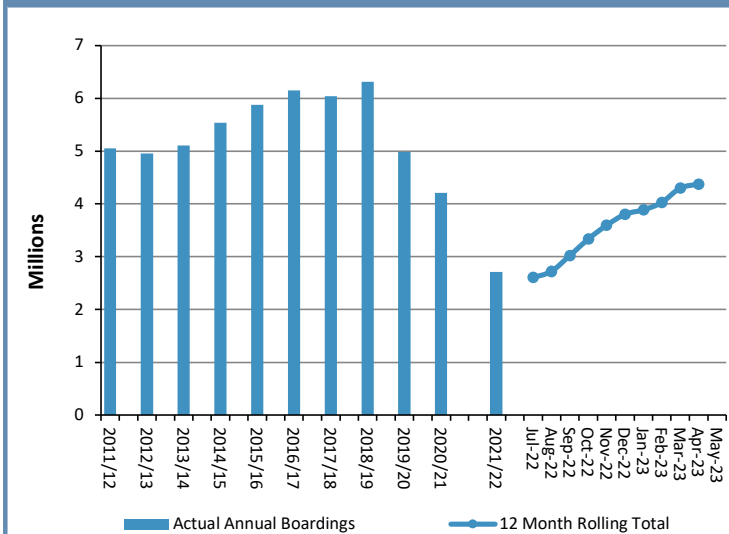
### 2.3.6 Bus boardings (12 month rolling total)



Bus patronage totalled 51,451,890 passenger boardings for the 12 months to the end of April 2023.

Patronage for the 12 months to April 2023 was 3.3% above the 12 months to March 2023 and an increase of 54% on the 12 months to April 2022.

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

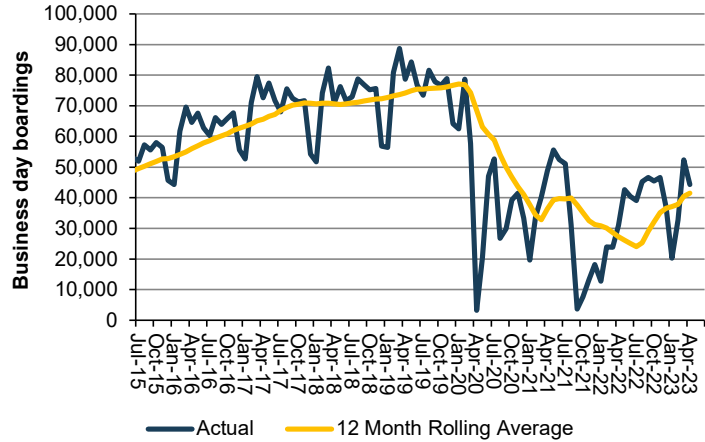


Ferry patronage totalled 4,372,353 in the 12 months to the end of April 2023.

Patronage for the 12 months to April 2023 was 1.7% above the 12 months to March 2023, and an increase of 52.5% compared with the 12 months to April 2022.

## 2.3 Providing and accelerating better travel choices for Aucklanders

### 2.3.8 Rail business day average boardings

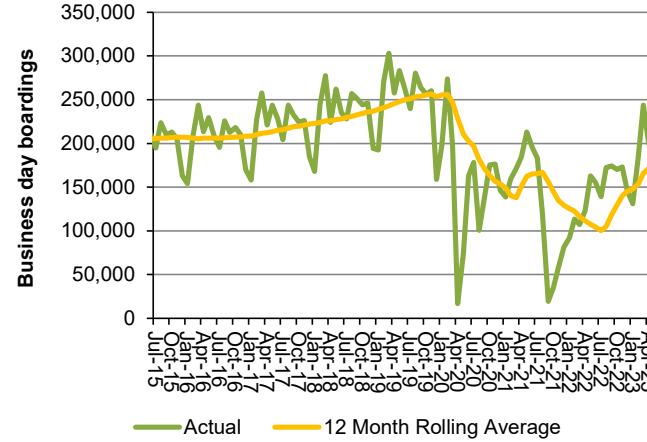


Business day boardings on the rail network averaged 41,409 in the 12 months to April 2023.

This represents a 52.2% increase on the 12-month average to the end of April 2022 (27,208).

Business day boardings on the rail network were 44,299 in the month of April 2023. The rail rebuild will continue to impact some train services however the overall trend is positive.

### 2.3.9 Bus business day average boardings

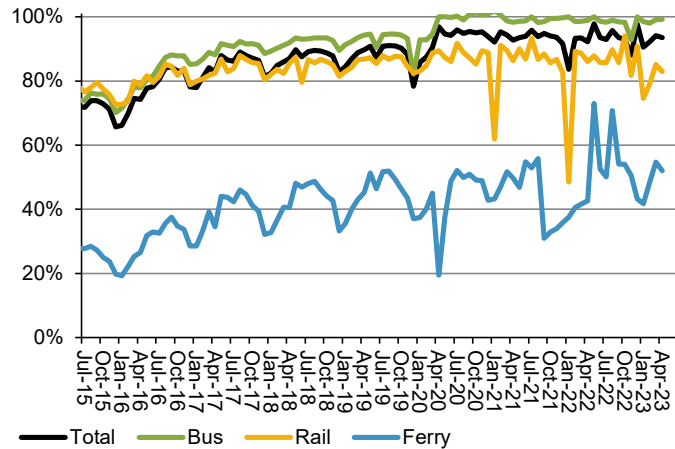


Business day boardings on the bus network averaged 171,453 in the 12 months to the end of April 2023.

This represents a 53.3% increase on the 12-month average to the end of April 2022 (111,840).

Business day boardings on the bus network were 199,508 in the month of April 2023.

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



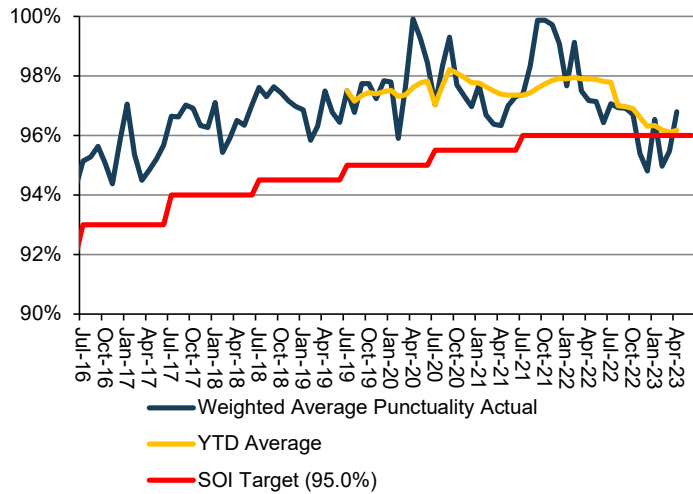
The proportion of all trips using AT HOP in April 2023 was 94%, the same as March 2023.

Bus: 99%  
Rail: 83%  
Ferry: 52%



## 2.3 Providing and accelerating better travel choices for Aucklanders

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

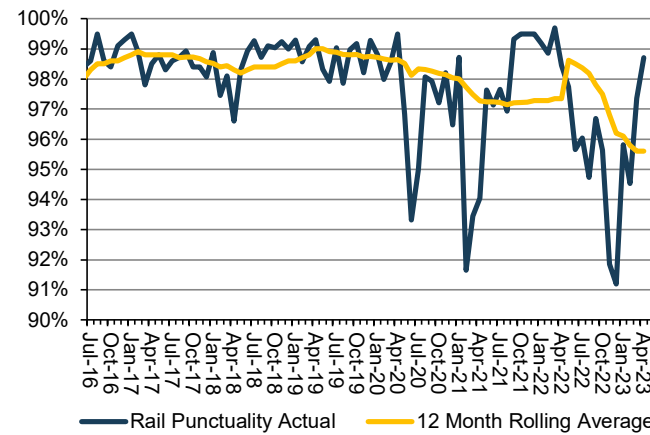


On track to meet the target.

PT punctuality for the financial year to the end of April 2023 was 96.2% compared to the SOI target 96%. PT weighted average punctuality for the month of April 2023 was 96.8%.

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

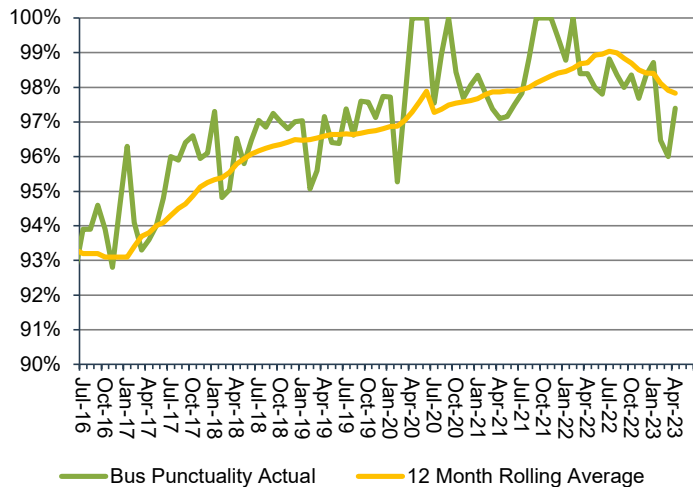
### 2.3.12 Rail services punctuality



Rail service punctuality in April 2023 was 98.7%, and 95.6% for the 12 months to the end of April 2023.

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

### 2.3.13 Bus services punctuality

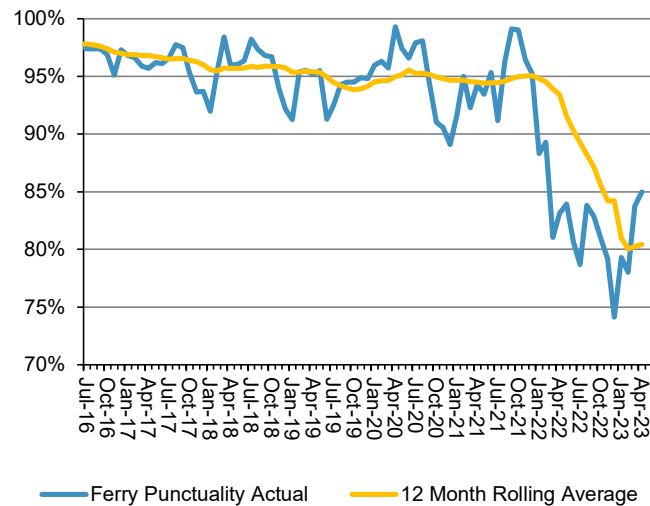


Bus service punctuality in April 2023 was 97.4%, and 97.8% for the 12 months to the end of April 2023.

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

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

### 2.3.14 Ferry services punctuality



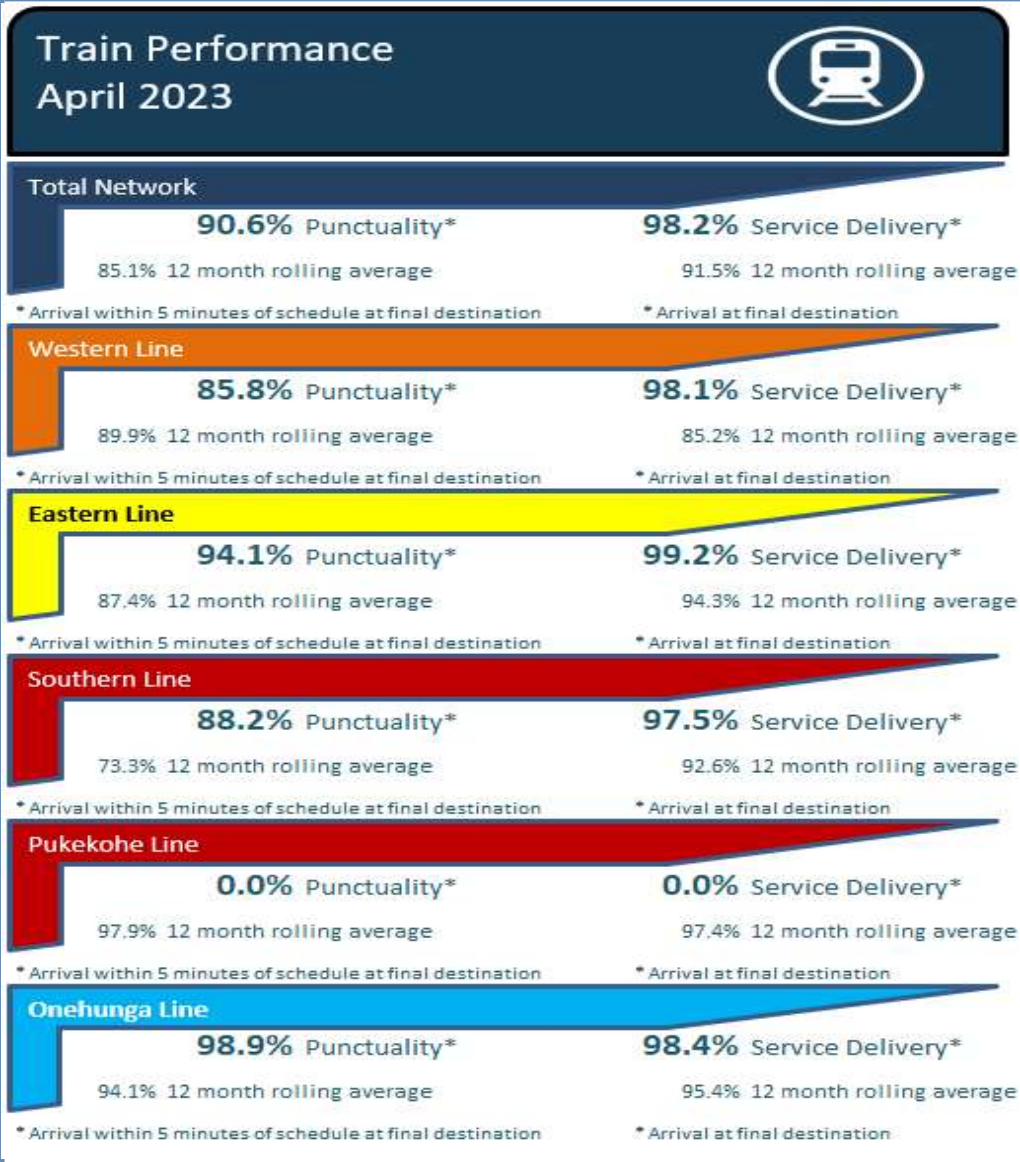
Ferry service punctuality in April 2023 was 85%, and 80.4% for the 12 months to the end of April 2023.

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

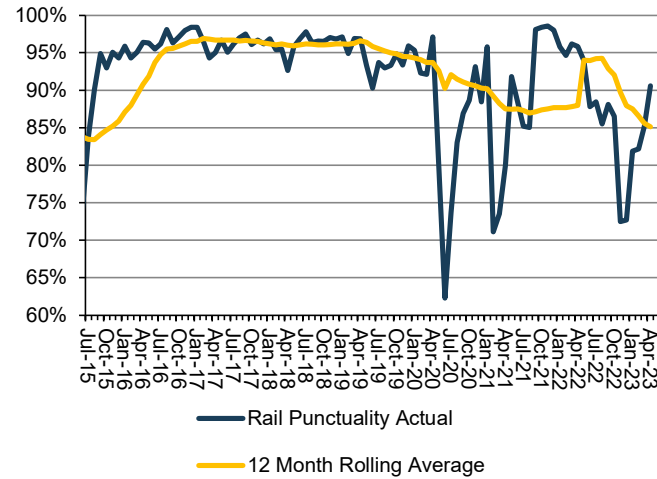
Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

## 2.3 Providing and accelerating better travel choices for Aucklanders

### 2.3.15 Rail service performance



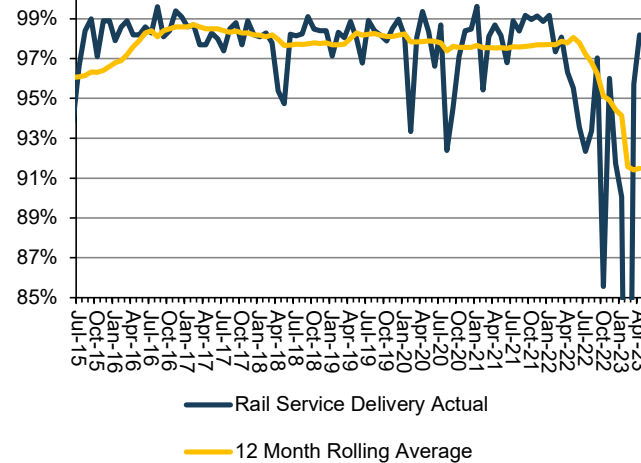
### 2.3.16 Rail punctuality based on arrival at final destination



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

Using this measure, rail service punctuality for the month of April 2023 was 90.6% and 85.1% for the 12 months to the end of April 2023.

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

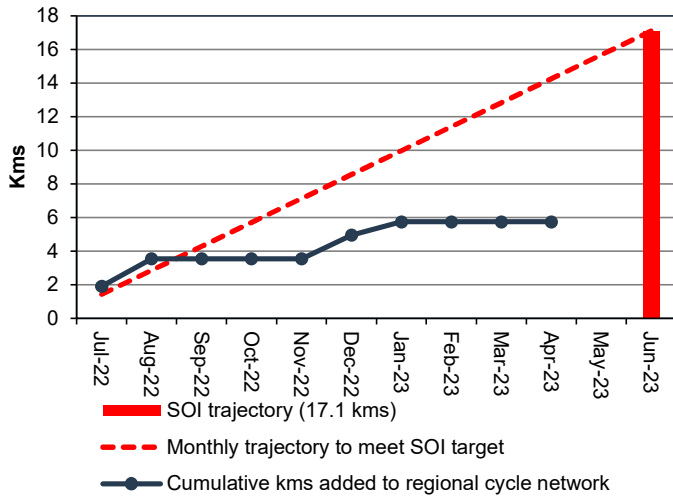


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of April 2023 was 98.2% and 91.5% for the 12 months to the end of April 2023.

## 2.3 Providing and accelerating better travel choices for Aucklanders

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

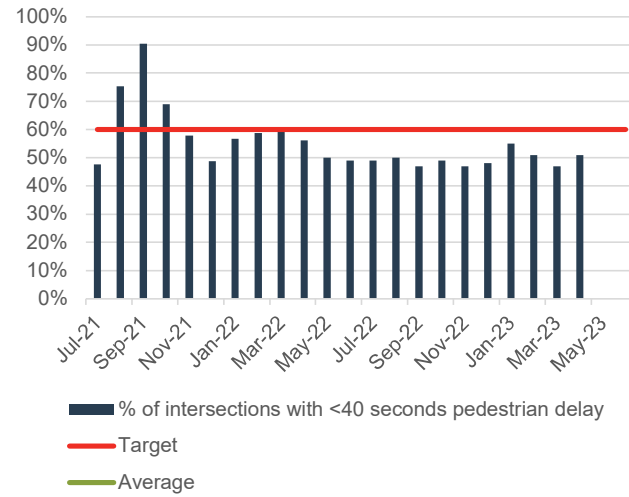


Not on track to meet the target.

No cycleways were opened in April. This year we have delivered approximately 1.5 km of new cycleways and 4.3 km of upgraded cycleways and we're forecasting delivery of a further 1.2 km. Delivery of cycleways has been impacted by weather events, unforeseen consultation challenges, and design changes following lessons learnt from early upgrade projects.

The 2021 SOI included a target of 44.1 km over the three-year period 2021-2024. We are no longer on track to deliver this target due to delays in decision-making this year, budget constraints and slower overall delivery.

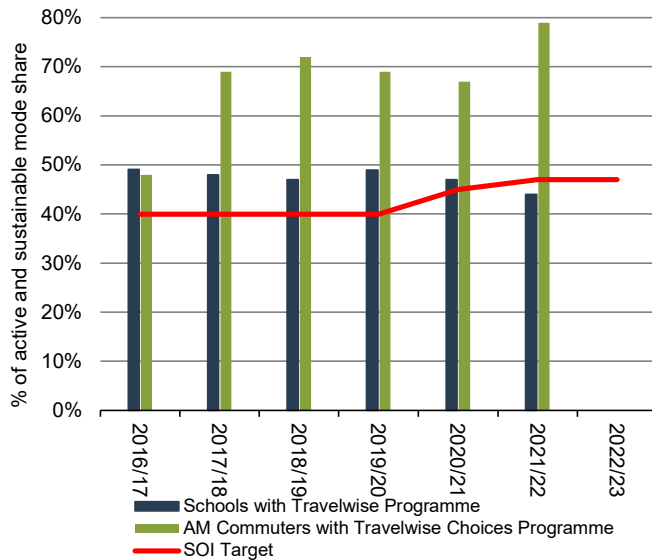
### 2.3.19 Percentage of key signalised intersections in urban centres where pedestrian delays are reduced during the interpeak period.



Not on track to meet the target.

For the 12 months to the end of April 2023, 49% of key signalised intersections in urban centres have reduced pedestrian delays during the interpeak period.

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

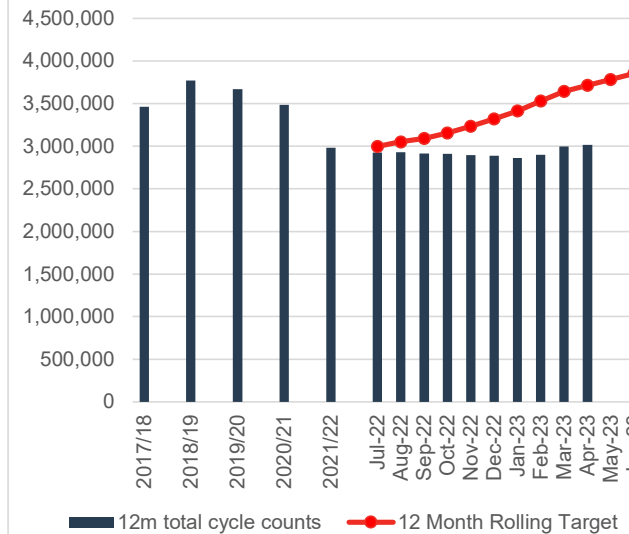


Reported yearly in June.

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



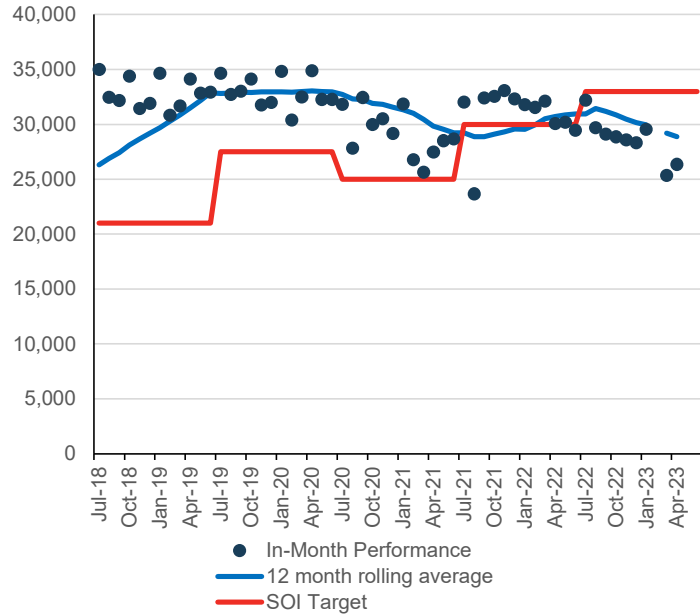
Not on track to meet the target.

Cycle and micromobility counts totalled 3,017,691 for the 12 months to the end of April 2023. This is 18.7% lower than the trajectory to meet the target, and 1.1% below the 12 months to the end of April 2022.

Cycle & micromobility counts have increased by 0.7% from March 2023.

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

### 2.4.1 Average AM peak period lane productivity



Not on track to meet the target.

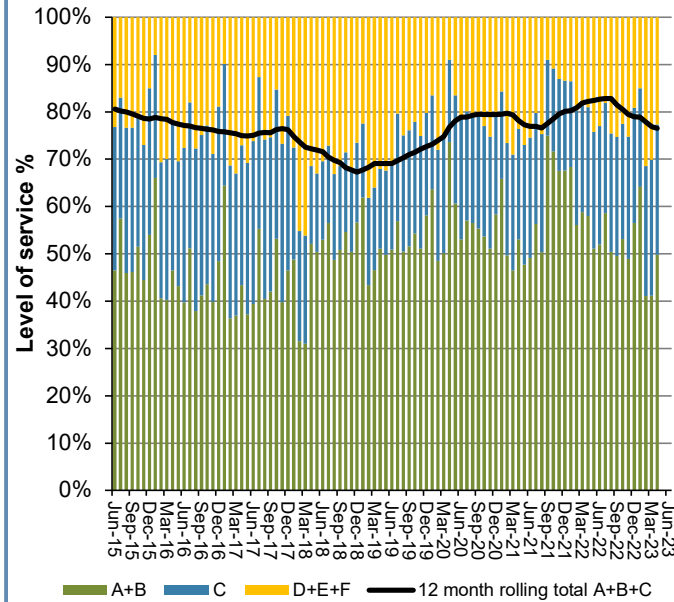
In the 12 months to April 2023, the average arterial road productivity was 28,878 which is 6% lower than April 2022 and 12% below the 33,000 target.

The in-month arterial road productivity for April 2023 was 26,362.

Due to a data issue, we are yet to receive the February 2023 data. This will be included when it has been received.

Road productivity is a measure of the efficiency of the road in moving people during the peak hour. Productivity is measured as the average speed multiplied by number of people per lane in one hour, irrespective of what vehicle people are travelling in. For the 32 arterials monitored, the current SOI target is 33,000 people-km/hour/lane. This target assumes bus patronage will return to pre-COVID-19 levels. The monitored arterial routes are defined in the AT 2019 SOI Route Productivity map.

### 2.4.2 AM peak arterial road level of service



In the 12 months to the end of April 2023, 76.6% of the Arterial Network operated with minimal congestion (Levels of Service A-C) during the AM peak period. This is 0.3 percentage points lower than the previous month and 5.6 percentage points lower than April 2022.

In April 2023, 77% of the Arterial Network operated with minimal congestion (Levels of Service A-C) during the AM peak period.

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

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

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



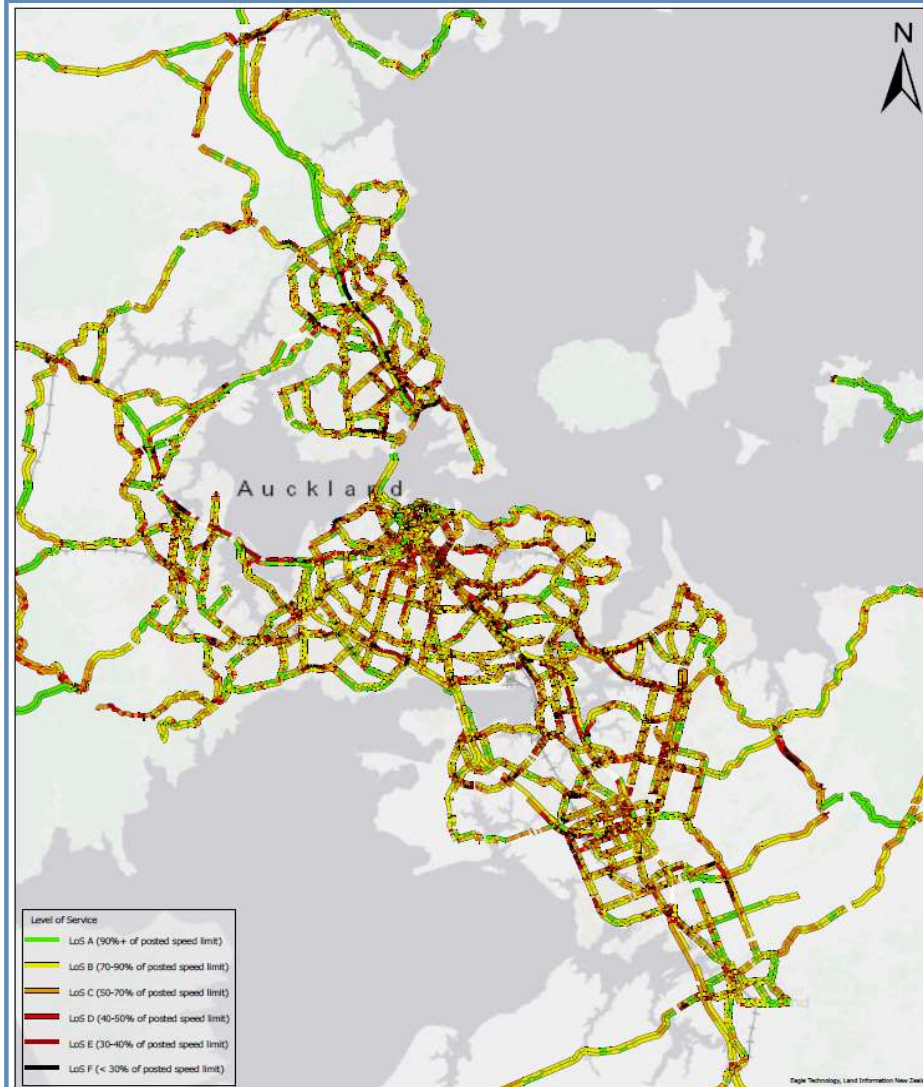
## 2.4 Better Connecting People, Places, Goods and Services

2.4.3 Map showing arterial productivity routes



This map shows the 32 monitored arterial routes used to determine the average AM peak period lane productivity (2.4.1).

2.4.4 Congestion map AM peak

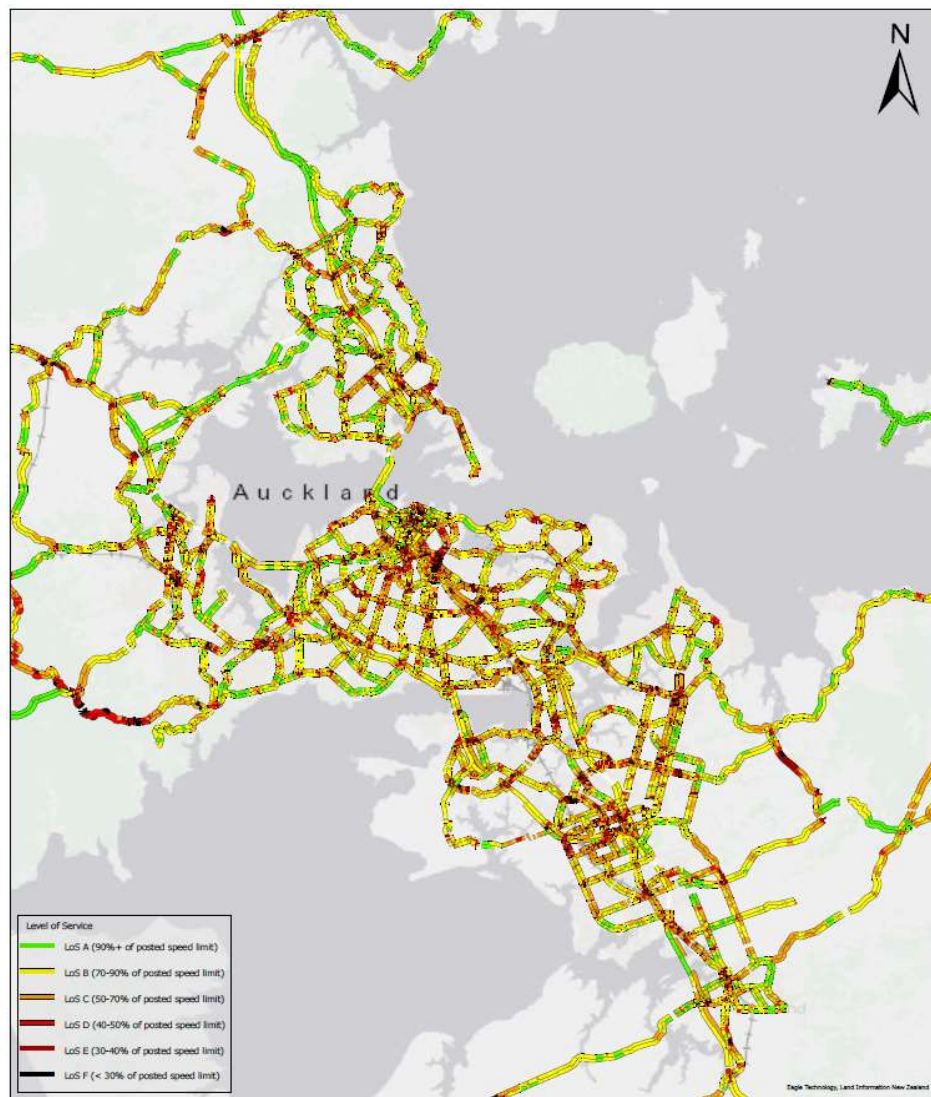


This map shows the typical level of service across the arterial and motorway networks during the AM peak hour (7.30–8.30) for April 2023. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.



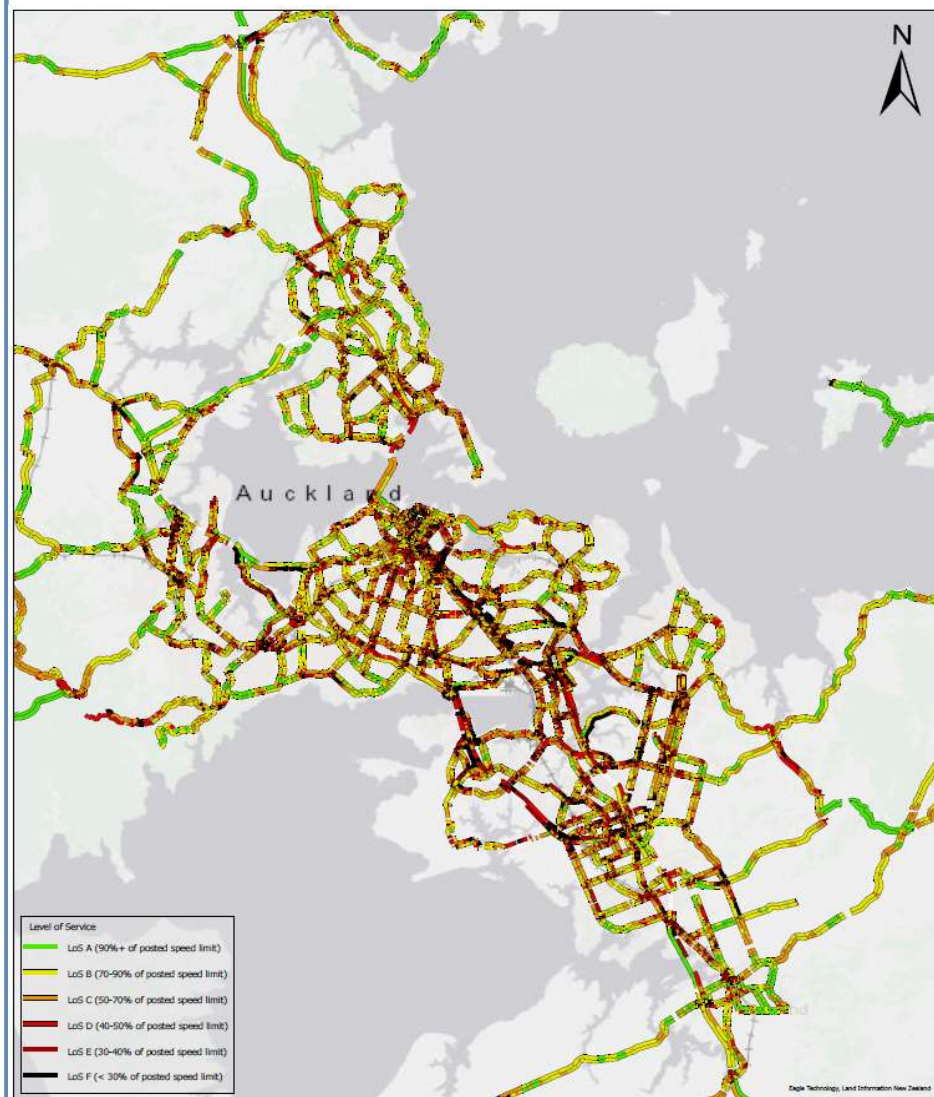
## 2.4 Better Connecting People, Places, Goods and Services

### 2.4.5 Congestion map inter-peak



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

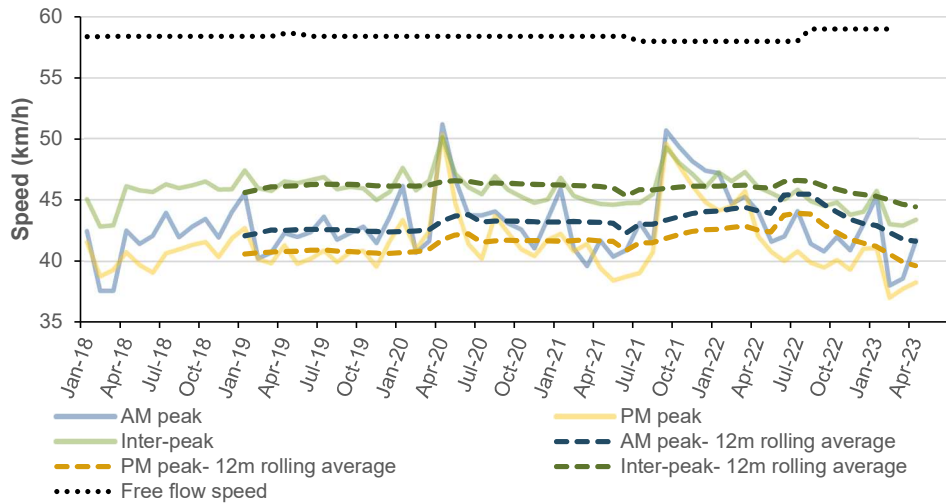
### 2.4.6 Congestion map PM peak



This map shows the typical level of service across the arterial and motorway networks during the PM peak hour (4.30–5.30) for April 2023. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.

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

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



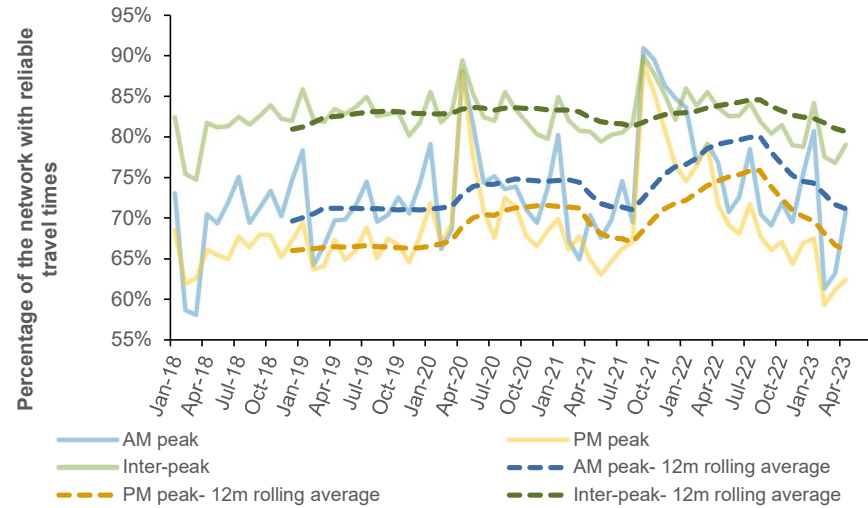
The AM peak average speed on the arterial network in the 12 months to April 2023 was 41.6 km/h. This is 0.2 km/h below the previous month and 2.5 km/h below April 2022.

The AM peak average speed on the arterial network in April 2023 was 42 km/h.

*This figure shows mean travel speed across the arterial and motorway networks during the AM peak, inter-peak and PM peak periods. The average free flow speed of 59 km/hr has been provided as a comparator.*

*The mean is calculated using average weighted speed divided by distance on all arterials and motorways.*

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



In the 12 months to the end of April 2023, 71% of the Arterial Network operated with reliable travel during the AM peak period (very similar to pre-COVID 2019 levels). This is 1 percentage point lower than March 2023 and 8 percentage points lower than April 2022. In April 2023, 71% of the Arterial Network operated with reliable travel during the AM peak period. This is 8 percentage points higher than the previous month.

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

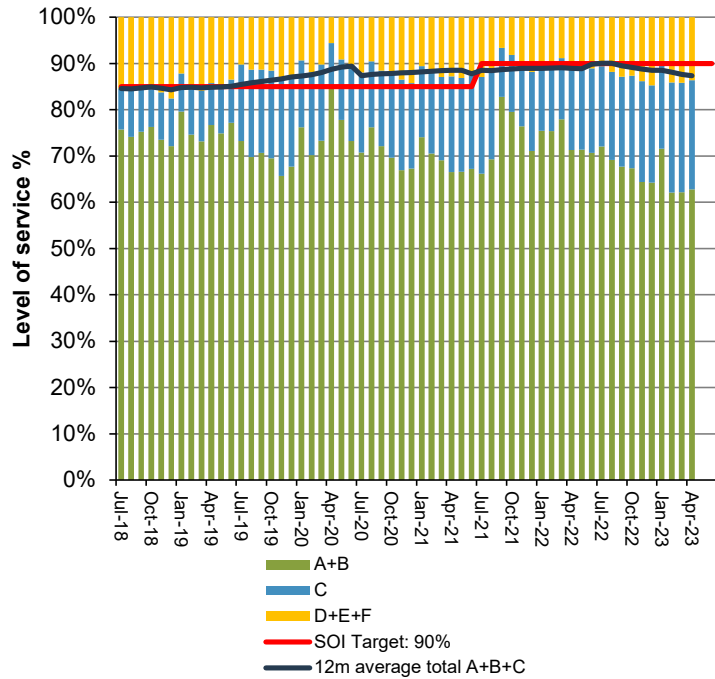
*This figure shows the difference between the typical (median) and the 85th percentile\* travel time, on the combined arterial and motorway network, for the AM peak, inter-peak and PM peak. This is a measure of reliability.*

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

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

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

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



Not on track to meet the target.

In the 12 months to the end of April 2023, 87.4% of the Freight Network operated with minimum congestion (Levels of Service A-C) during the interpeak period. This is 1.6 percentage points below the LoS for April 2022 (89%).

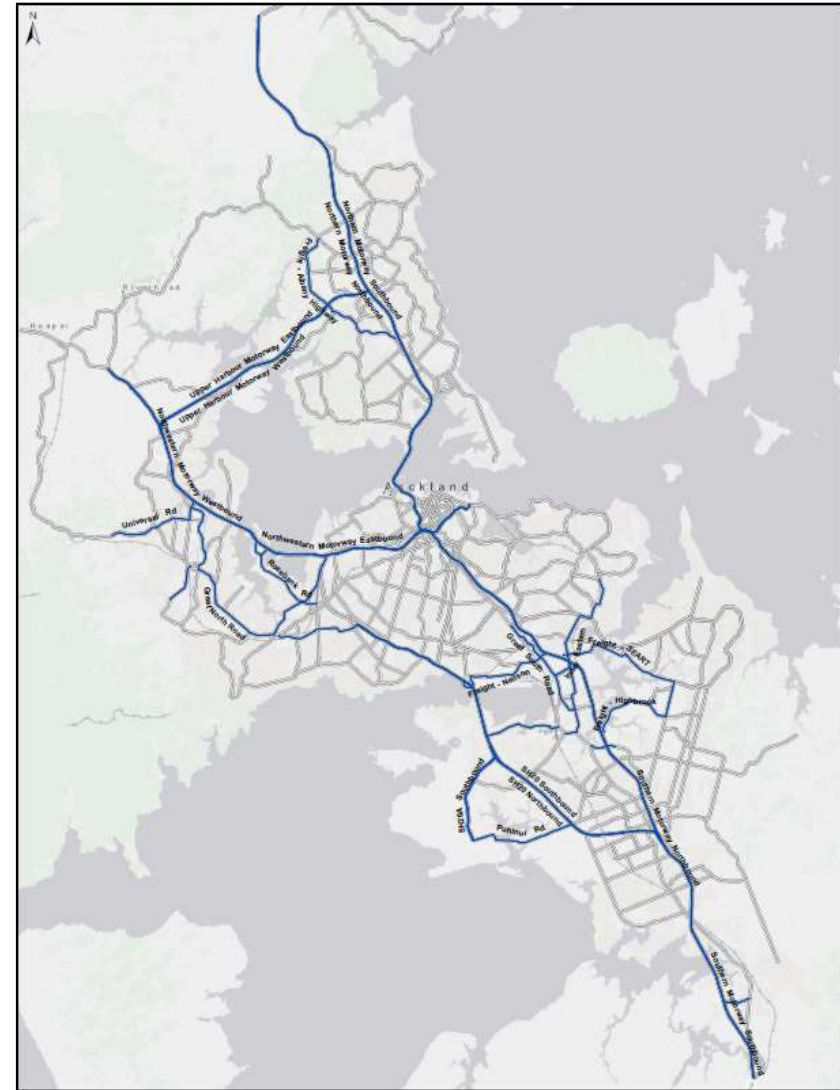
In April 2023, 86% of the Freight Network operated with minimum congestion (Levels of Service A-C) during the interpeak period.

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

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

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

2.4.10 Map showing key freight routes

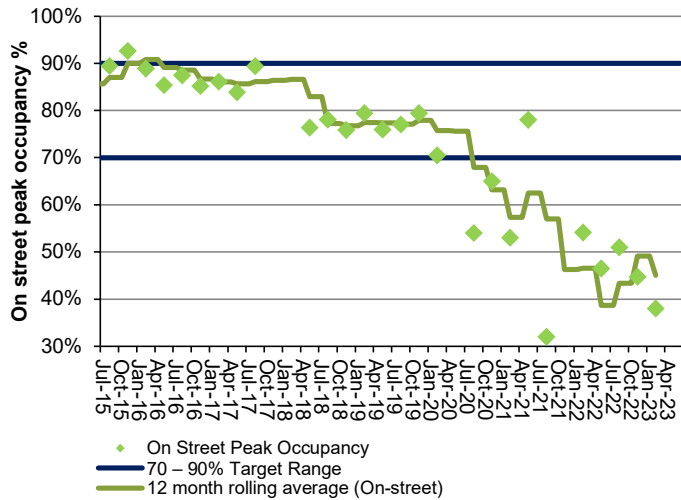


The freight network comprises key freight routes on key arterials and the Motorway network, as defined in the freight network map (above). The freight network Level of Service (LOS) is measured by average speed during the inter-peak period as a percentage of the posted speed limit for the freight network 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

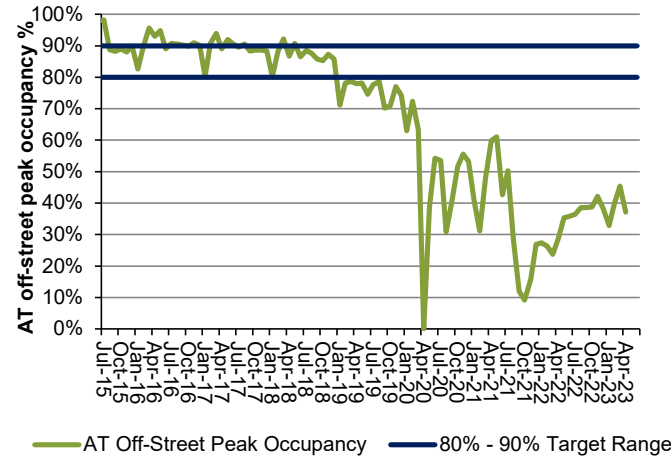
### 2.4.11 Parking occupancy rates (peak 4-hour, on street)\*



Non-reporting period.

The on-street peak occupancy for February 2023 was 38.0%. The 12 month rolling average for February 2023 was 45.05%. These figures are both below the target of 70% on street occupancy.

### 2.4.12 Off-street parking occupancy rates

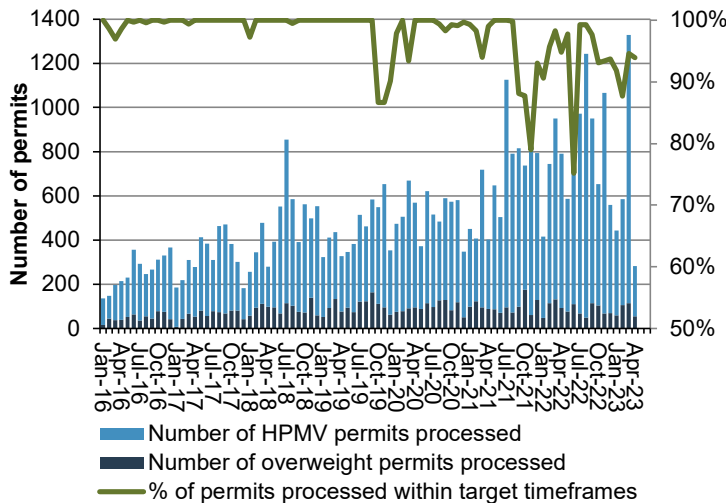


In April 2023, off-street parking occupancy was 37.1%.

Off-street revenue is now within 79% of budget for April and 91% of budget for the year to date. The percentage is highly driven by one-off ground rental payment from Downtown tenants.

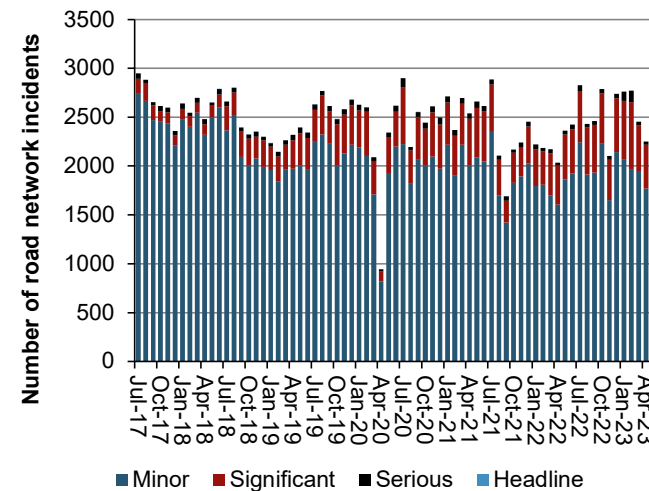
NOTE: From July 2021, the following carparks are included in this number: Civic, Downtown, Ronwood and Victoria St.

### 2.4.13 Heavy vehicle permits processed



In April 2023, 55 overweight permit applications and 227 HPMV permit applications were processed, totalling to 282. All 282 applications were processed with 94% in compliance with the KPI target timeframes of, two days for single and multi-trip, three days for continuous trips, and four days for HPMV permits.

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



The total number of unplanned events in April is the same as during the prior year in April 2022. However, the data does not reflect the work demands and many of these events take significant amounts of our operator's time to manage the workload.

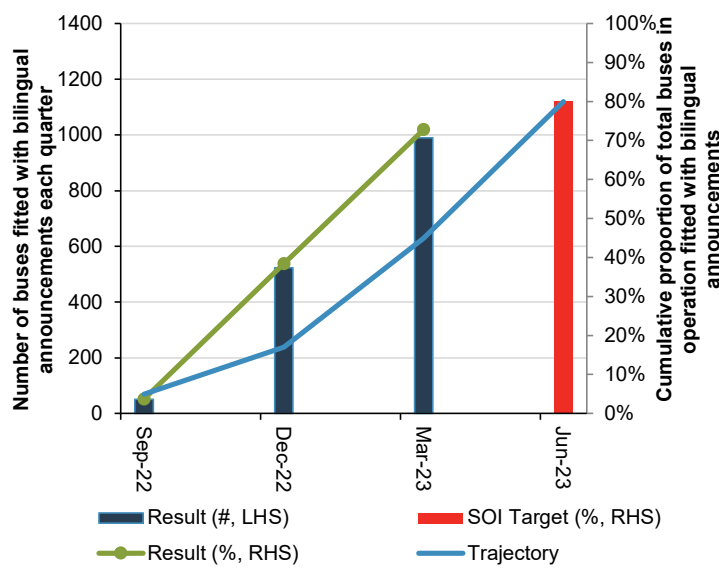
Some of the key contributors towards the unplanned workload are ram raids, weather related events, firearms incidents.

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

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



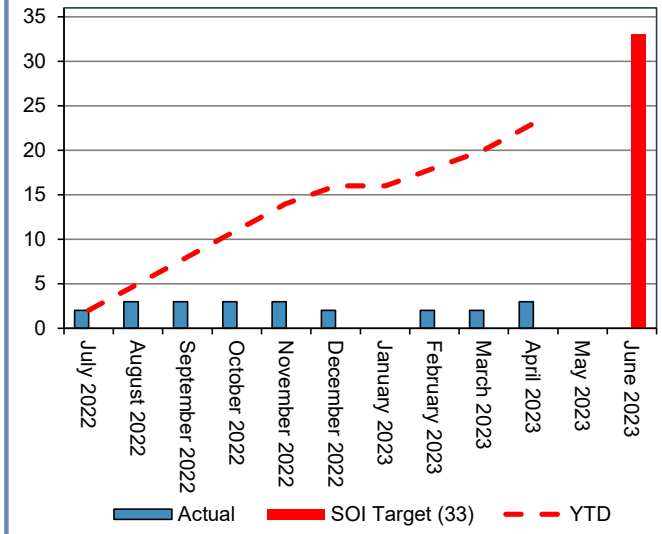
Non-reporting period.

On track to exceed the target. This measure will be reported quarterly.

As of March 2023, 72.8% (990) of AT buses have Te Reo bilingual announcements.

The SOI target for the FY 22/23 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



Not on track to meet the target.

Three mana whenua hui were held in April 2023 (North/West, Central and Southern).

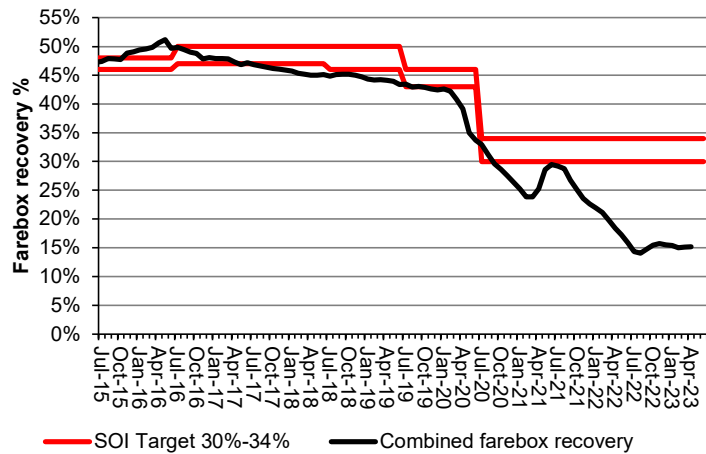
There have been 23 hui this FY to date.

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

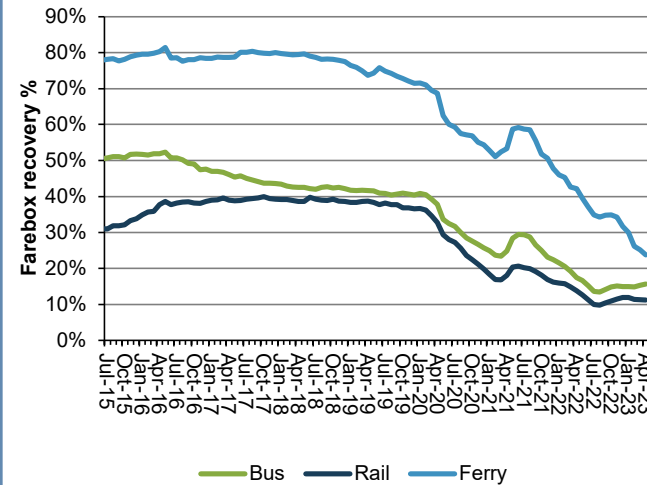


Not on track to meet the target.

The farebox ratio for the 12 months to the end of April 2023 was 15.2%, compared with 18.4% in April 2022.

The 2022/23 SOI target for PT farebox recovery is between 30% and 34%.

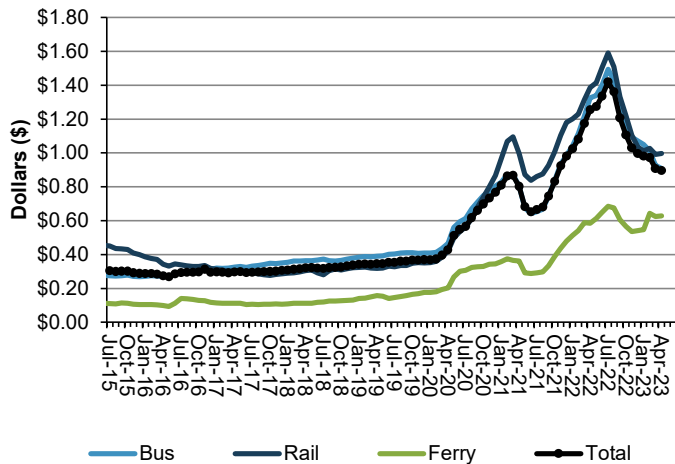
### 2.6.2 PT farebox recovery (by mode)



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

- Bus: 15.6% (17.5%)
- Rail: 11.2% (13.8%)
- Ferry: 23.8% (42.2%)

### 2.6.3 PT subsidy per passenger kilometre

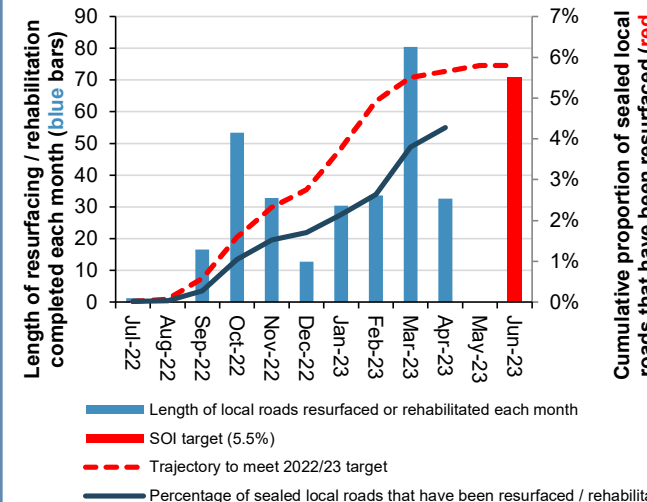


The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The average for April 2023 was \$0.896. For individual modes, April 2023 (and comparable 2022 results) were:

- Bus: \$0.906 (\$1.326)
- Rail: \$0.996 (\$1.387)
- Ferry: \$0.629 (\$0.585)

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



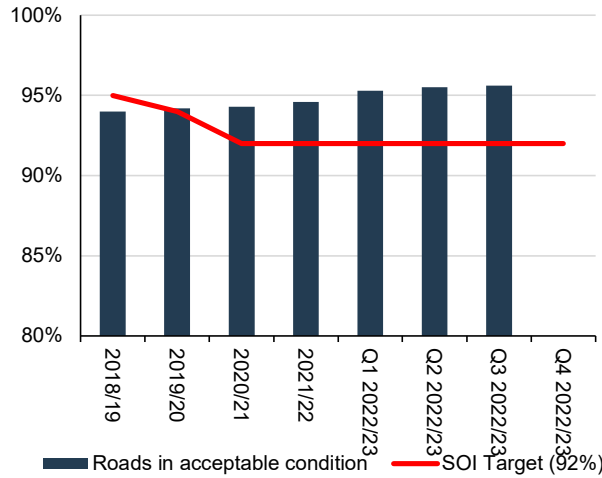
Not on track to meet the target.

In April 2023, AT completed 32.6 km of resurfacing and rehabilitation. This financial year to end of April 2023, 294.9 km, or 4.27%, of local roads have been resurfaced / rehabilitated.

Resurfacing achievement this year was badly affected by the poor weather which limited opportunities particularly for chip sealing. The chip sealing season is now over so we will fall well short of the target. The need to move resource into recovery works from the Auckland floods has also affected delivery this financial year.

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

### 2.6.5 Proportion of road assets in acceptable condition

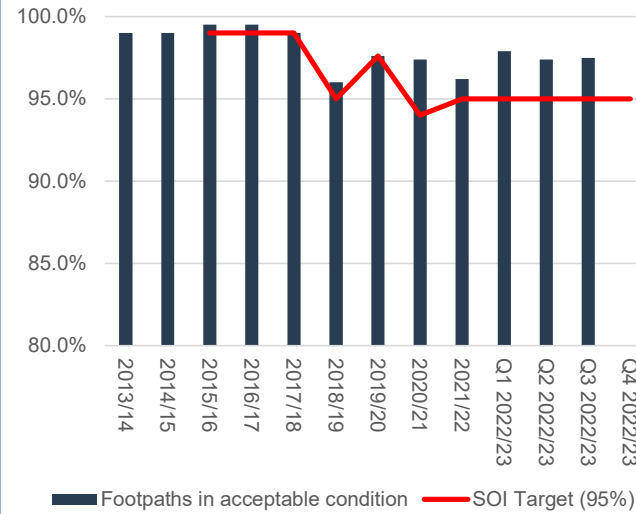


This measure is on track to exceed the target.

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

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

### 2.6.6 Percentage of footpaths in acceptable condition

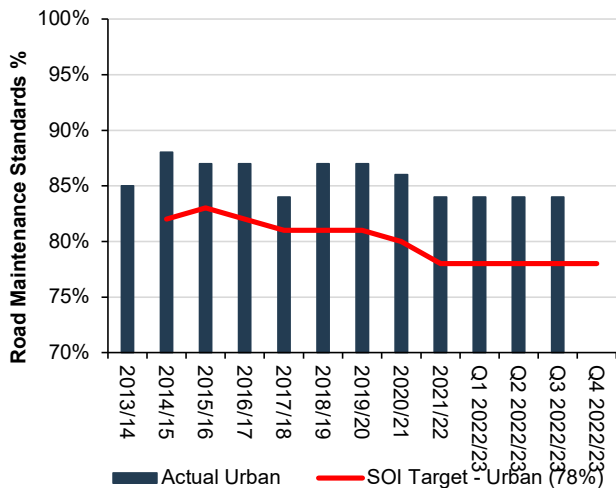


This measure is on track to exceed the target.

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

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

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

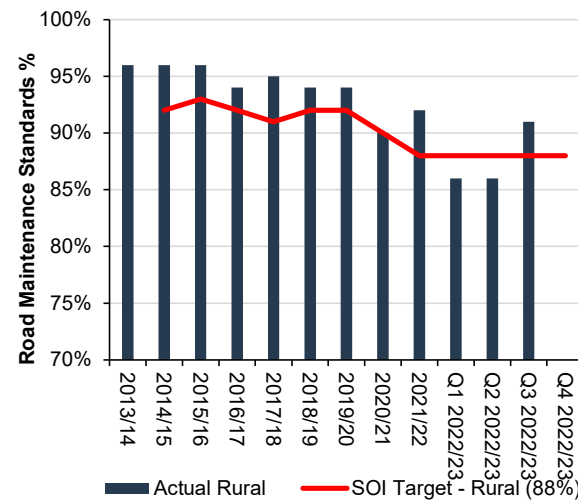


This measure is on track to exceed the target.

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

The FY 21/22 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads was 84%, six percentage points above the target and two percentage points lower than the previous year's result.

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



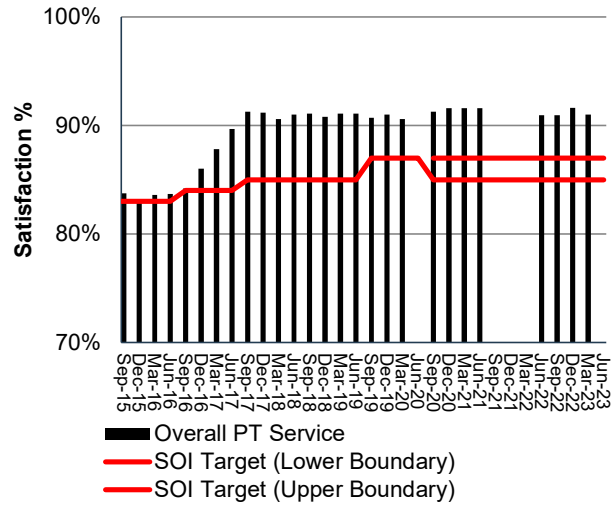
This measure is on track to exceed the target.

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

The FY 21/22 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all rural roads was 92%, four percentage points higher than the target and two percentage points higher than the previous year's result.

## 2.7 Providing excellent customer experiences

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

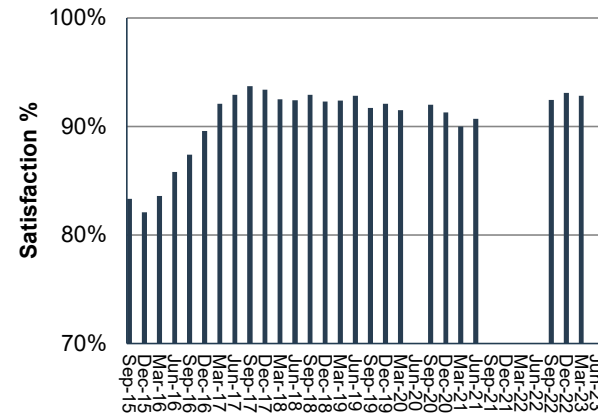


This measure is on track to exceed the target.

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

Satisfaction is measured quarterly through face-to-face interviews and reported as a 12-month rolling average. The result indicates the percentage of travellers rating their current journey with a score above 6 out of 10.

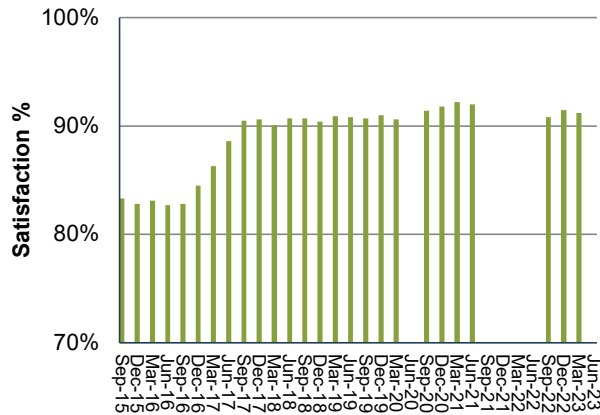
### 2.7.2 Percentage of passengers satisfied with their train service



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

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

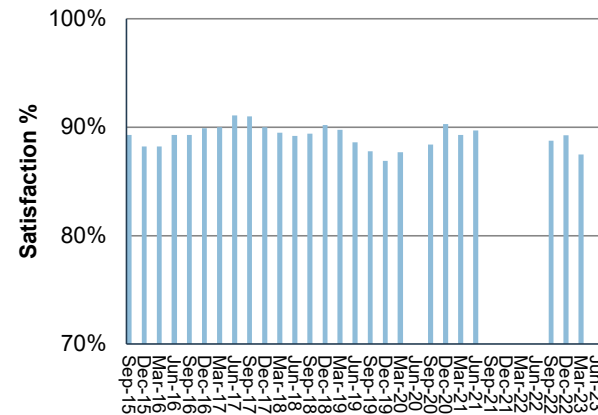
### 2.7.3 Percentage of passengers satisfied with their bus service



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

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

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

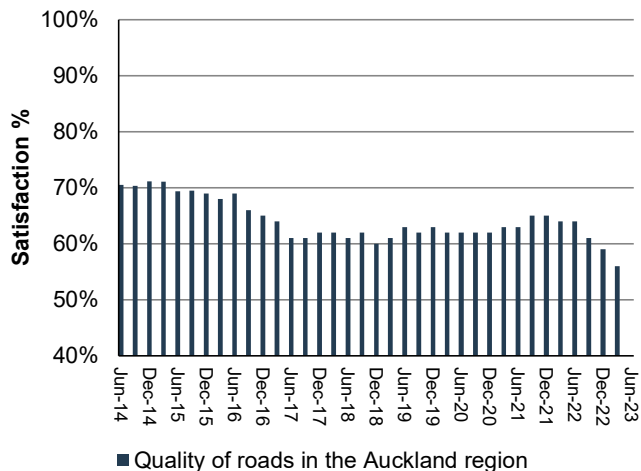


For the 12 months to the end of March 2023, satisfaction with ferry services (87.5%) was 1.8 percentage points below the 12 months to the end of December 2022 result (89.3%).

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

## 2.7 Providing excellent customer experiences

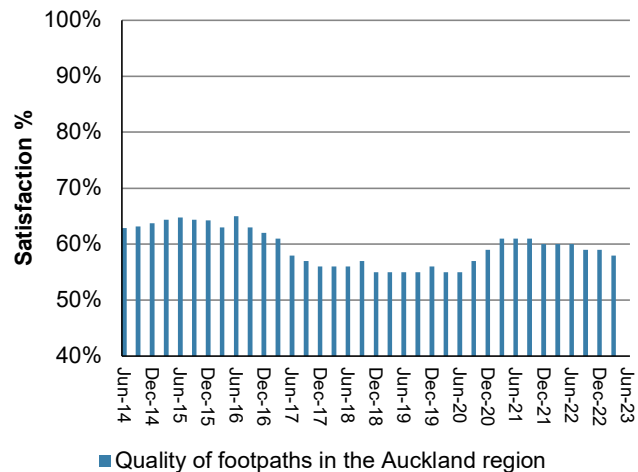
### 2.7.5 Percentage of residents satisfied with the quality of roads in the Auckland region



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

Satisfaction was eight percentage points below January to March 2022 Quarter result (64%).

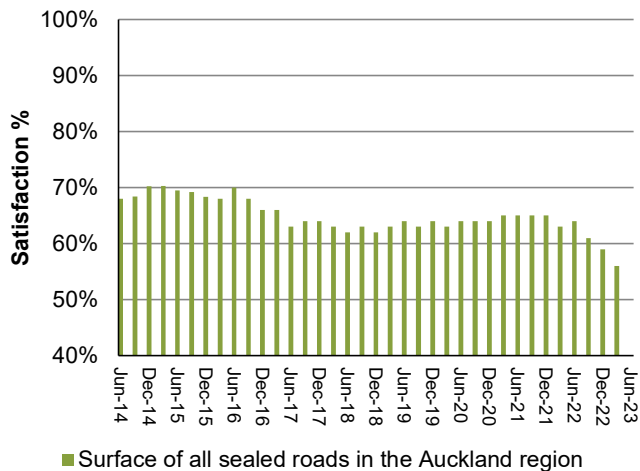
### 2.7.6 Percentage of residents satisfied with the quality of footpaths in the Auckland region



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

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

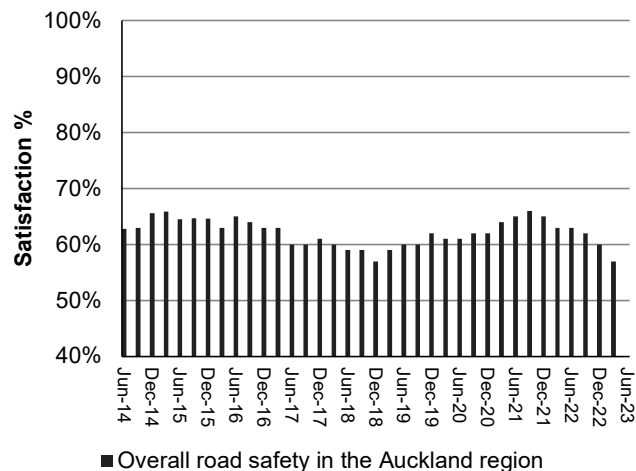
### 2.7.7 Percentage of residents satisfied with the surface of all sealed roads in Auckland region



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

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

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

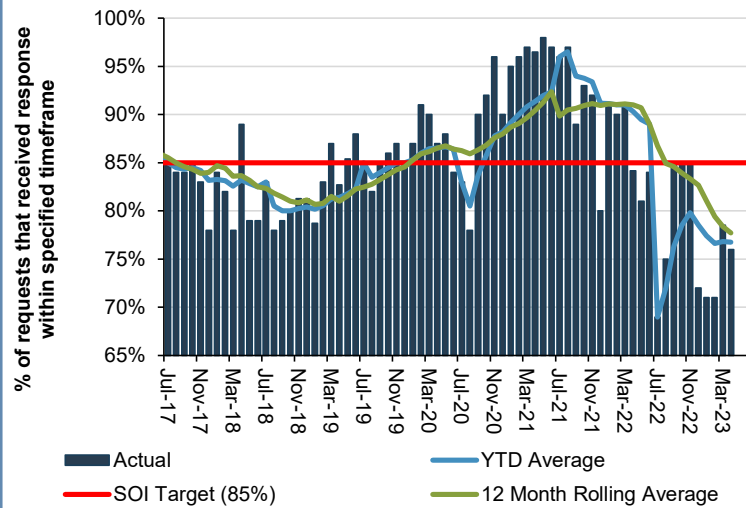


For the January to March 2023 Quarter, satisfaction with road safety in Auckland was 57%, three percentage point lower than the October to December 2022 Quarter result (60%).

Satisfaction was six percentage points lower than the January to March 2022 Quarter result (63%).

## 2.7 Providing excellent customer experiences

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

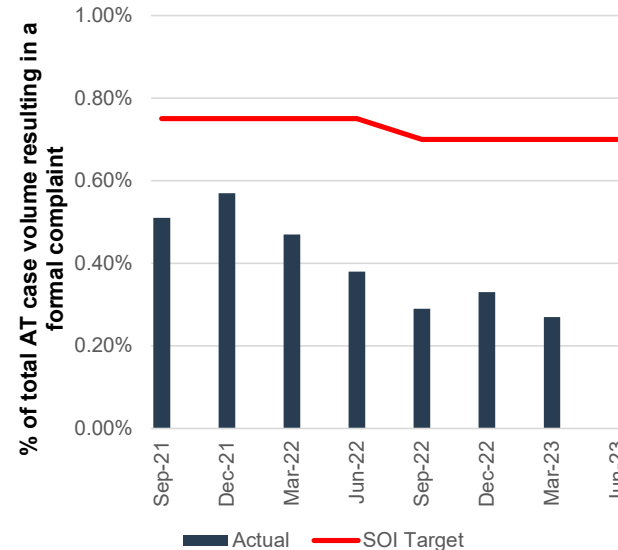


Not on track to meet the target.

12 month to the end of April 2023: 76% (SOI target 85.0%)

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

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

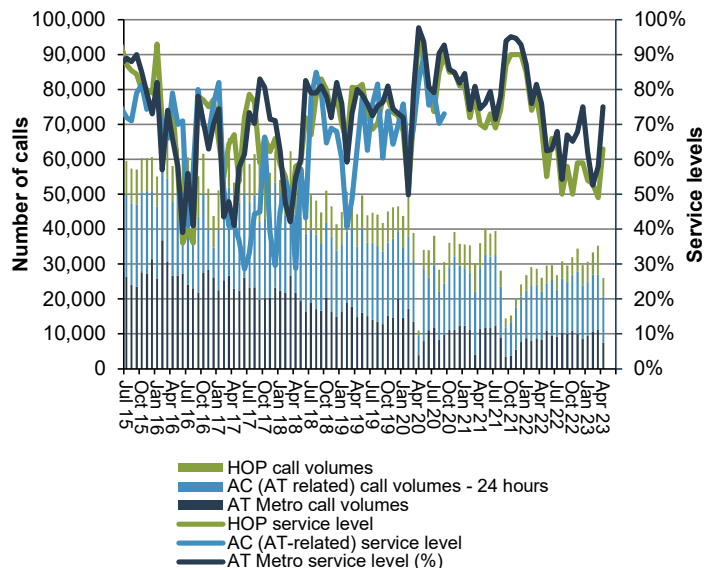


This measure is on track to exceed the target

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

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

### 2.7.11 Call centre incoming calls and service levels

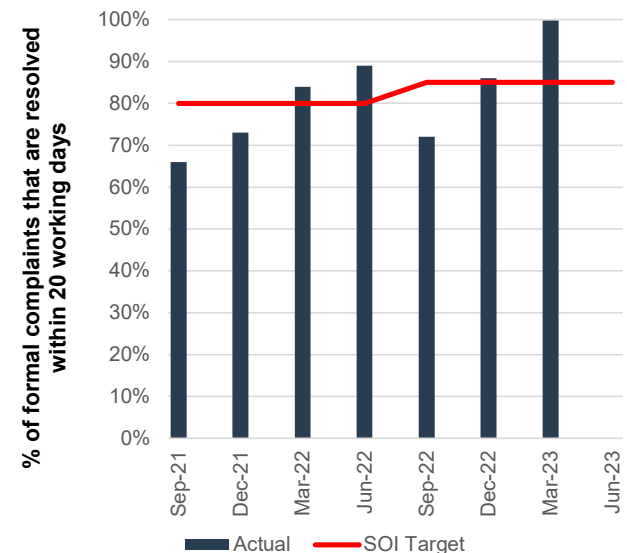


In April 2023, AT HOP Call volumes decreased by 34% compared with March 2023, and decreased by 24% compared to April 2022. The service level increased by 14% from last month.

Auckland Council call volumes have decreased by 17% compared to March 2023, and decreased by 25% compared to the same month last year.

AT Metro Call Centre Volumes decreased by 33% on March 2023, and decreased by 35% since April 2022. The service level 17% better than March.

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



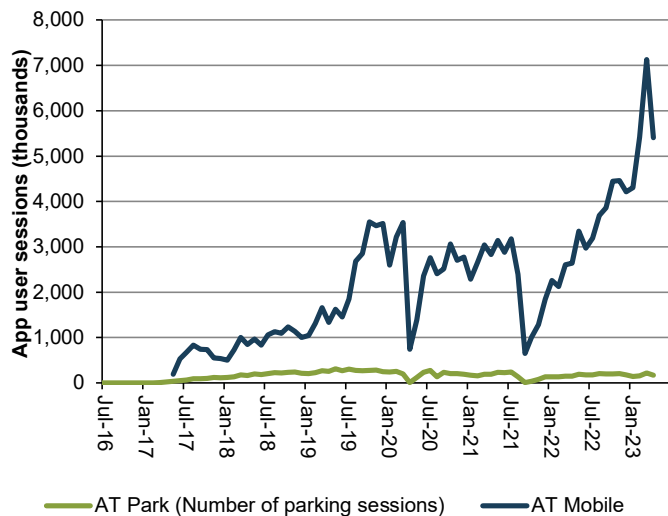
This measure is on track to exceed the target.

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



## 2.7 Providing excellent customer experiences

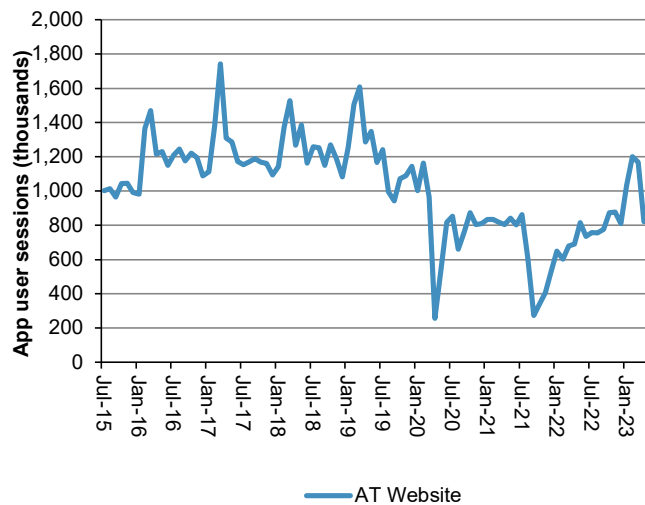
### 2.7.13 AT app user sessions



AT Mobile App user sessions decreased by 24% in April 2023 compared with March 2023 and was 98% higher than April 2022.

AT Park App user sessions decreased 24% in April 2023 compared with February 2023 and increased by 11% compared to April 2022.

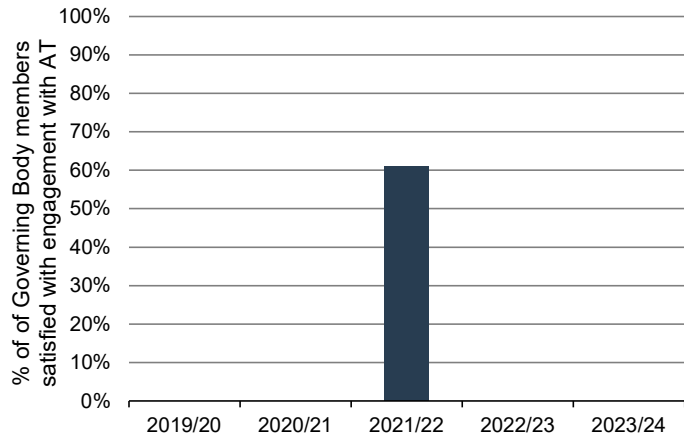
### 2.7.14 AT Website Visits



Visits to the Auckland Transport website totalled 820,755 in April 2023, which was an increase of 16% compared with April 2022.

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

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



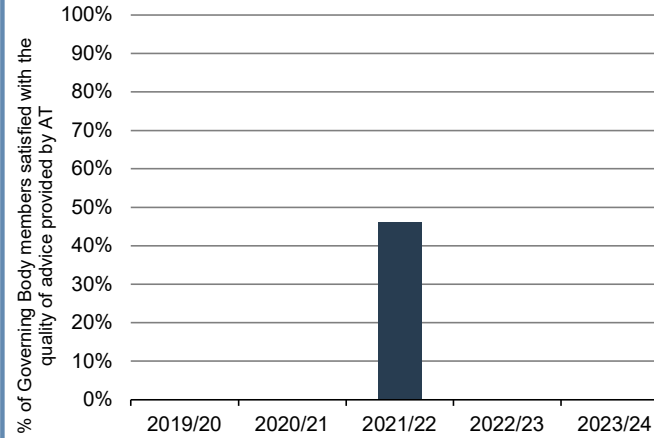
Not yet reported this FY.

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

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

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

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



Not yet reported this FY.

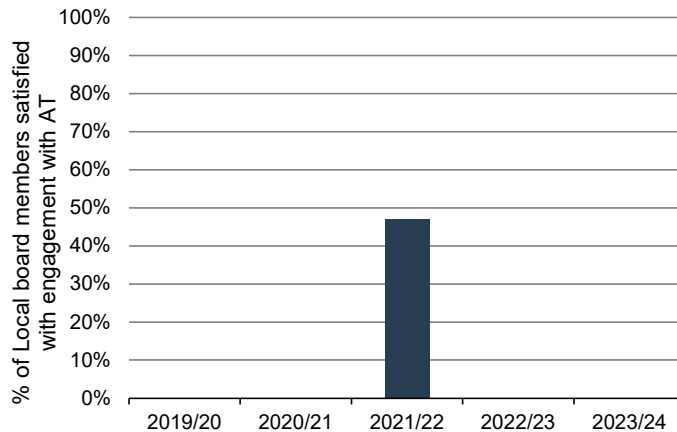
In the 2021/22 FY, 46% of Governing Body members were satisfied or very satisfied with the quality of advice provided by AT.

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

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

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

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



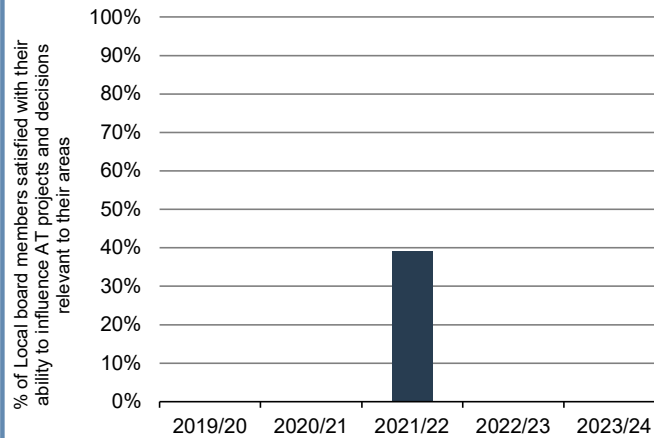
Not yet reported this FY.

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

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

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

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



Not yet reported this FY.

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

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

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