



### Auckland

Analysis area: 1,102 km<sup>2</sup> | Population: 1,606,564 (2020) | Population density: 1,457/km<sup>2</sup>

Definition of analysis area: Auckland Statistical Urban Area

#### MOBILITY ANALYSIS

EMERGING    ASPIRING    TOP PERFORMER    GLOBAL LEADER



##### Performance and resilience



##### Vision and leadership



##### Service and inclusion



#### KEY MOBILITY STATISTICS

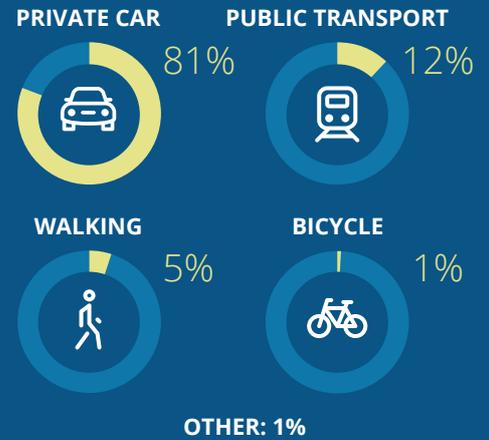
**Public transport options\***  
Bus, commuter rail, ferry

**Monthly public transport pass**  
US\$135

**GDP per capita**  
US\$42,469 (NZD69,974) (2019)

**Principal transport authorities**  
Auckland Transport (AT)

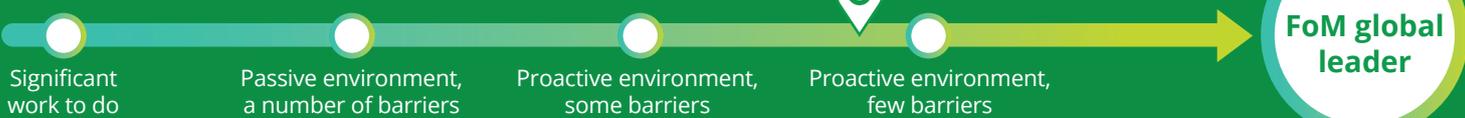
#### JOURNEY MODAL SPLIT



\* Regulated, licensed, subsidised and monitored by principal transport authorities.

#### FUTURE OF MOBILITY CAPABILITY

Auckland



##### STRENGTHS

- Roll-out of the new bus network, simpler fares and discounted fares for multi-stage journeys
- Auckland Council and Auckland Transport have collaborated with e-scooter and car-share providers on new transport options, particularly for first-/last-mile trips
- Strong leadership on important issues such as safety, placemaking and delivery of transport infrastructure

##### CHALLENGES

- The public transport network requires additional capacity and resilience, particularly on dedicated high-volume corridors
- Managing network capacity remains a challenge, with heavy congestion during peak hours resulting in unreliable journey times
- Addressing public perception, particularly for disruptions caused by infrastructure projects, such as speed reductions that affect road users

Key focus areas to improve city mobility and realise the Future of Mobility:



## MOBILITY ANALYSIS FURTHER DETAILS:



### Performance and resilience

Transport has improved due to the addition of micro-mobility services as an option, increasing passenger numbers and reducing accidents, but network capacity issues remain.

- The number of transport deaths and serious injuries is falling but remains high relative to similar cities.
- Auckland Council and Auckland Transport have worked with mobility providers, such as on-demand electric scooters and car-sharing schemes to provide new options, particularly for short journeys to transport nodes. More work needs to be done to increase transport choice and network resilience.
- AT's current payment technology is not at the level of leading cities, and contactless payment options seem unlikely in the near future. This could also affect innovations in on-demand and shared mobility provision, since providers have limited ability to integrate their payments into the wider transport payments network.



### Vision and leadership

Public agencies have made positive commitments in areas, such as improving public spaces and sustainable modes of transport, yet the centralised approach creates problems with planning, coordination and delivery of projects.

- Initiatives to reduce transport emissions are small scale but under way, particularly with decarbonisation of the city transport fleet: Auckland City Council has a target to procure low-emission vehicles only from 2025 and has acquired three electric buses.
- New financing tools should improve access to funding and assist councils constrained by prudential borrowing rules. To improve infrastructure delivery, authorities should study decentralisation and 'city deals' similar to those seen in Australia and the UK.
- Opposition to infrastructure that improves safety has limited the promotion of active transport modes. The new cycling infrastructure to Quay Street and the Downtown area has been a highlight.



### Service and inclusion

Auckland scores well in terms of public transport accessibility for disabled people and free transport for the elderly. Low-density urban sprawl makes it difficult to improve access and frequency of services, particularly for those living outside the city centre.

- Auckland Transport has released an 'On-demand and Shared Mobility Roadmap' for introducing new on-demand services that increase access to ferry services for low-density population areas that are unable to sustain bus services. A trial of these services, called AT Local, has been running for residents of Devonport.
- Introduction of integrated fares and zoning has reduced transport prices for some users such as those travelling in multiple legs on different services.
- Auckland Transport runs the Total Mobility Scheme, which helps disabled people to choose public transport to commute, by offering them a subsidised door-to-door transport service.

## SUMMARY

Auckland is improving the mobility of its residents, but it faces a number of challenges, both external (such as traffic congestion and rapid population growth) and also internal (such as ageing assets, and the ability to fund and deliver transport infrastructure to meet growth in demand). The regional and central authorities have developed an integrated transport plan to address these issues.

The city has been focusing on integrating and improving public transport services. It has also taken positive steps to develop active mobility and improve accessibility and safety; but it needs to provide high-capacity rapid transport systems to reduce dependency on private cars and, more broadly, mitigate the strains that population growth is placing on housing supply and access to jobs, education and community services.

## CONTACTS

### Simon Dixon

Global Transportation leader  
Partner  
Deloitte MCS Limited  
Tel: +44 (0) 207 303 8707  
Email: [sidixon@deloitte.co.uk](mailto:sidixon@deloitte.co.uk)

### Tim Arbuckle

Lead partner, Transportation  
Deloitte New Zealand  
Mobile: +64 21 764 500  
Email: [timarbuckle@deloitte.co.nz](mailto:timarbuckle@deloitte.co.nz)

### Grant Frear

Partner  
Deloitte New Zealand  
Tel: +64 93 030 931  
Email: [gfrear@deloitte.co.nz](mailto:gfrear@deloitte.co.nz)

### About the Deloitte City Mobility Index

The Deloitte City Mobility Index reviews major cities on key aspects of mobility and the resulting relationship to economic performance. Drawing on publicly available data, client conversations, and bespoke Deloitte analyses, we assess each city's ability to transport its citizens both now and in the future and therefore its potential to bring prosperity to the city.

As we receive feedback, we will update and expand the analysis, which may mean the results shown in this document may change.

For the full interactive index, visit the Deloitte City Mobility Index at [deloitte.com/insights/mobility-index](https://deloitte.com/insights/mobility-index).

For Deloitte's insights on the Future of Mobility, visit [deloitte.com/insights/future-of-mobility](https://deloitte.com/insights/future-of-mobility).

### About this publication

This publication has been written in general terms and we recommend that you obtain professional advice before acting or refraining from action on any of the contents of this publication. Deloitte LLP accepts no liability for any loss occasioned to any person acting or refraining from action as a result of any material in this publication.

### About Deloitte

Deloitte LLP is a limited liability partnership registered in England and Wales with registered number OC303675 and its registered office at 1 New Street Square, London EC4A 3HQ, United Kingdom.

Deloitte LLP is the United Kingdom affiliate of Deloitte NSE LLP, a member firm of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee ("DTTL"). DTTL and each of its member firms are legally separate and independent entities. DTTL and Deloitte NSE LLP do not provide services to clients. Please see [www.deloitte.com/about](https://www.deloitte.com/about) to learn about our global network of member firms.

© 2020 Deloitte LLP. All rights reserved.