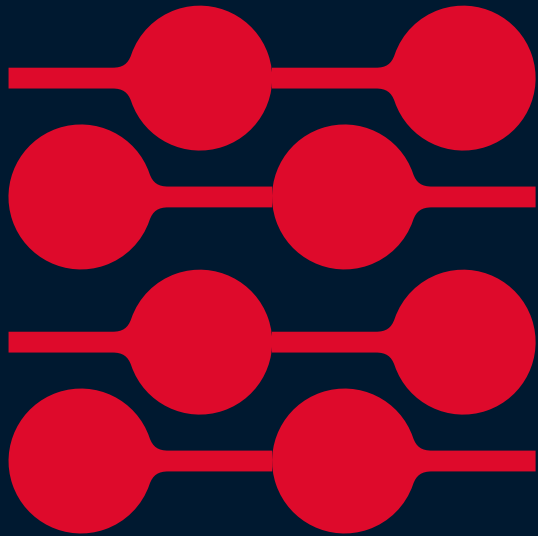




Quarterly Performance Report

Auckland Transport

2024/2025 Quarter 3

For the 3 months ended 31 March 2025



Quarter 3 – At a glance



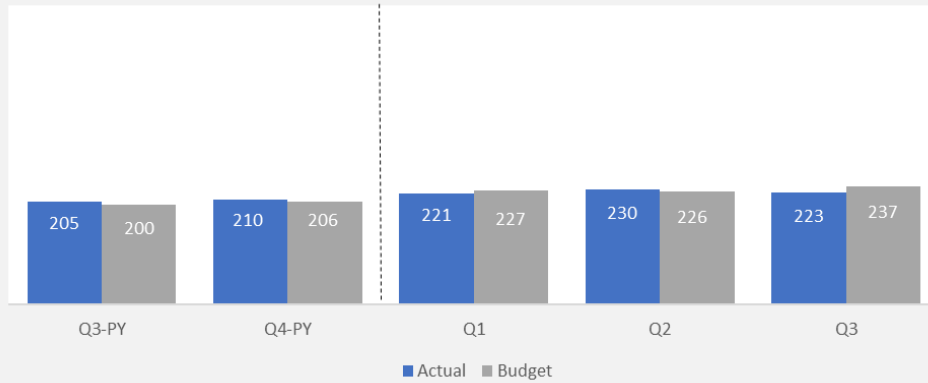
Executive Summary

- **Statement of Intent (SOI) measures and deliverables:** there is good progress against SOI deliverables with 18 of the 23 SOI measures meeting or exceeding forecasts. 37 out of 40 SOI deliverables are on track or completed. Deliverables now considered at risk include emission reductions (due to audit implications and the lack of a Q3 result).
- There have been **improvements across all key reputation metrics**, including Auckland Transport's (AT's) SOI metric – 'AT Listens and Responds to Aucklanders' needs' (up six points to 33%, although the YTD average is still below target at 30%).
- In this quarter, our customers made a total of 22.4 million public transport (PT) boardings (bringing our YTD total to 66.9m), with above 90% average punctuality for these services.
- Good progress on **major PT projects** including City Rail Link (CRL) readiness, Papakura to Pukekohe rail electrification, and Eastern Busway construction.
- **Financial performance remains favourable to budget by \$44 million.** This is attributed to lower-than-forecast operating expenditure, although this is partially offset by lower-than-expected revenue.
- We have included a capital expenditure overview, which includes year-to-date tracking for key milestone achievements. This is the first reporting of our SOI measure 'percentage of capital programme delivery on time'.

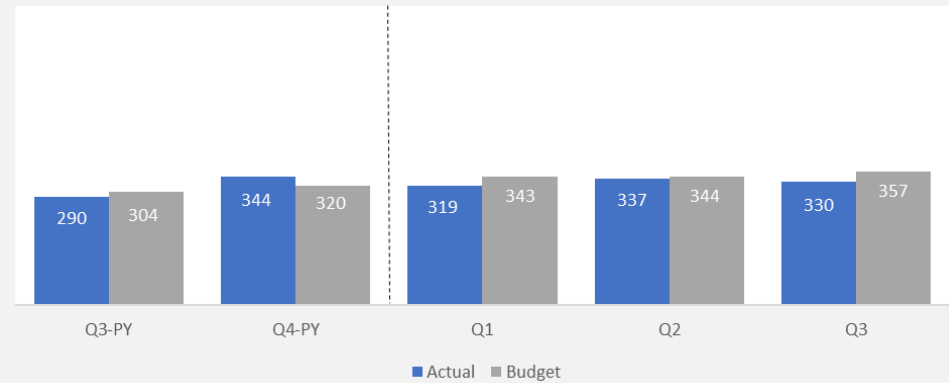
\$ Financial Performance

- Year to date (YTD) **surplus from operations excluding depreciation** of \$52 million, was \$44 million favourable to budget. This favourable variance was primarily due to lower operating expenditure with reduced PT costs due to lower indexation, delays in the National Ticketing Solution project and strong cost control across the organisation, partially offset by lower revenue.
- YTD **capital expenditure** of \$879 million was 90% of planned spend. The areas where spend was behind budget included delays in pavement renewals, property acquisition for the Eastern Busway project, milestone payments for new trains for CRL, and customer and business systems. Offsetting this is flood recovery activity being delivered ahead of budget with most works expected to be completed in the current year.
- **Capital revenue** was received from Auckland Council (45%) and New Zealand Transport Agency Waka Kotahi (NZTA) and other crown agencies (55%) in line with the budget. The higher proportion of other crown agency funding is attributed to National Infrastructure Funding and Financing Limited (previously Crown Infrastructure Partners) funding for flood recovery work which is delivering ahead of plan.
- **Note:** all references to budget are the revised budget approved in the modified SOI by the Transport, Resilience and Infrastructure Committee (TRIC) in December 2024.

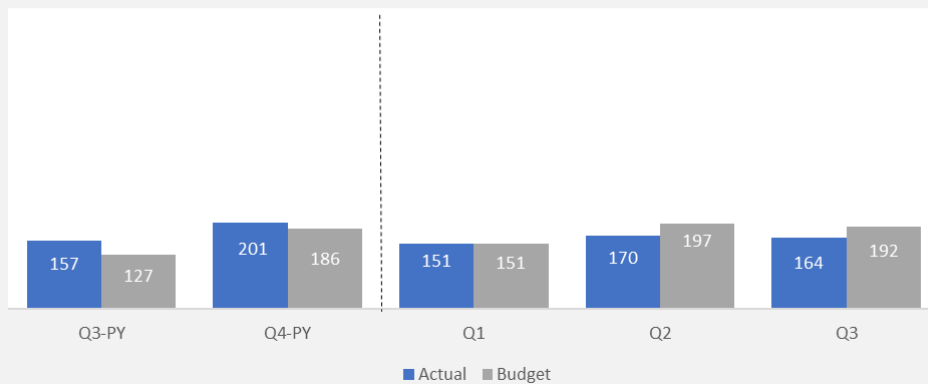
Direct operating revenue



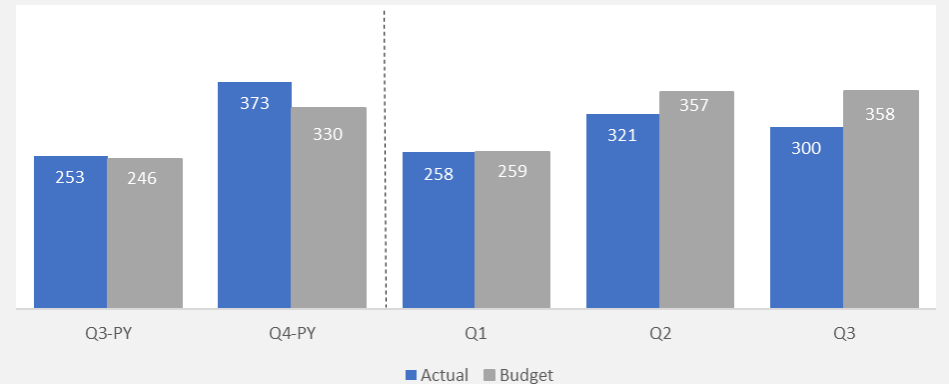
Direct operating expenditure



Capital revenue



Capital expenditure



Note: for more details, please refer to the Financials section.

Direct operating revenue and capital revenue exclude AC funding.



Highlights

Progress against SOI deliverables and metrics continues to be strong: 18 of the 23 SOI measures are meeting or exceeding forecasts.

- We have seen **improvements across all our key reputation metrics** following declines in the December quarter. 'AT listens and responds to Aucklanders' needs' has increased six points to 33% (YTD average: 30%). We have seen uplifts in most metrics driven by increases amongst PT users and a significant increase in Rooding satisfaction. Continuing to improve reputation, trust and confidence is a key focus for the Board and Executive Leadership Team.
- Since last reported, AT's percentage of procurement spend with Māori-owned businesses is now back on target.
- **37 out of 40 SOI deliverables are on track.** Deliverables relating to external revenues are still at risk, given our lower than forecast revenue, however we have implemented a range of initiatives to address this, as well as effective management of operating costs. Emission reduction is also noted as at risk: we do not yet have the Q3 result, but the greater use of rail replacement buses because of extended rail closures may be contributing to a negative outcome this year.

A series of notable projects have been delivered, implemented and progressed in Q3:

- Pukekohe Station upgrade and Papakura to Pukekohe rail electrification completed in February.
- The first train tests through the full length of the CRL tunnel took place in February.
- Rā Hihi Eastern Busway flyover beams lifted into place during overnight works in February. The structure is due to be complete in July 2025.
- PT fare zones were simplified from February, alongside annual fare changes. Seven-day fare cap self-service tracking was introduced for customers in MyAT HOP app.
- March management – there was proactive and collaborative work between AT and the Auckland Transport Operation Centre (ATOC) to ensure disruptions were minimised and additional bus capacity could be added where needed – especially for school trips. Some of these additional school services are now included as permanent trips.
- Tranche 2 bus procurement awarded – the biggest in New Zealand history at over \$1 billion for nine years. This will introduce 175 new electric buses on the Auckland network and deliver more frequent and reliable services benefiting West and South Auckland communities.
- We have implemented a pilot project for unauthorised traffic management site detection – using Closed Circuit Television (CCTV) analytics to alert staff where Temporary Traffic Management (TTM) cones are out of place. This pilot will run for six months.
- Albany park and ride bookable spaces pilot went live in March.
- E Marotiritiri Ana: Māori outcomes report 2017-2024 was finalised. This was released in April.



Issues/Risks

- **Council Controlled Organisation (CCO) reform, legislative change and impact of significant programmes:** AT is continuing to work with Auckland Council as the CCO reform and GSS programmes progress at pace. Potential operating model changes from CCO reform, GSS implementation and the National Ticketing Solution (NTS) roll-out could be disruptive, potentially impacting AT's ability to deliver against SOI targets.
- **Transition of CRL into AT:** the objective of successfully delivering day one operations, with operational planning, system integration, asset acceptance and readiness to meet the high expectations of the city and stakeholders continues to be a key risk for the organisation. Independent Quality Assurance (IQA2) completed across governance and management, with scoping of next phases, to include AT and suppliers.
- **Reputation, trust and confidence:** Q3 saw an increase in our lead SOI customer metric 'AT listens and responds to Aucklanders' needs', (up six percentage points from 27% in Q2 to 33% in FY25:Q3). The year-to-date average of 30% is still below target of 33%. Q3 saw increases across all of our key reputation metrics with some of the largest increases being in understanding the needs of Aucklanders (up 7% to 35%), makes wise spending decisions (up 6% to 29%), and does what it says it will (up 5% to 39%). We have also seen a significant increases in the belief that AT supports businesses (up 6% to 30%) and that AT supports local communities (up 5% to 35%).
- **Transport safety:** following a record-low rate of serious road harm in Auckland during the first half of 2024, we are seeing a return to higher levels of deaths and serious injuries (DSI) on Auckland's roads as measured through a 12-month rolling average. There is a risk that AT will not meet the desired reduction in DSI by the end of the year due to changes in our ability to deliver safety infrastructure, statistical variation and the upward pressure of external factors.
- **People and wellbeing:** there have been continued reductions to people risk this quarter, with voluntary turnover falling to 9.5% for February. However, the impact of the CCO review and progress of GSS is likely to increase people and wellbeing risk over the next 12-18 months. We are conscious of the need to deliver in accordance with our current purpose and SOI objectives and manage transition to a future operating model.



Key Performance Measures

SOI performance targets outcome areas	Exceeded	On track / Met	Not on track / Not met	Not reported this quarter	Total
Every interaction counts	2	1	1		4
Improving network productivity		4			4
PT Good to Great	1	1	2		4
Value for money			1		1
Core business and other activities	4	5	1		10
TOTAL	7	11	5		23

The measures currently not on target are:

- Customer Perceptions: AT listens and responds
- PT Boardings
- PT Utilisation
- Farebox Recovery Ratio
- Safety (DSI)

Since we last reported, the percentage of procurement spend with Māori-owned businesses is now back on target above 3%.

For details on performance targets, please refer to AT's performance against the SOI performance targets in the statement of performance expectations section.

Strategic alignment and key policies

Vision zero

There were 589 people killed or seriously injured in the year between April 2024 and March 2025 on Auckland roads (although noting that that this number may be under-represented due to a delay in information being available in the Crash Analysis System (CAS)).

We are currently undertaking additional work to understand the causes of recently observed trends, including year-on-year decreases in fatalities, but relatively static serious injuries.

Community transport and road safety engineering: AT continues to engage with schools on local road safety issues and concerns. We are in the process of employing an additional road safety engineer to support this work because we expect to see increased community demand for safety interventions once speed limits around schools are reversed.

The community transport programme is going to be reviewed to provide stronger alignment with the wider Transport Safety team and will work closely with the Road Safety Engineering team to provide aligned delivery of road safety to our communities.

Advocacy and Partnerships: the focus on reducing alcohol-related harm in partnership with Police has been effective so far with a 350% increase in breath tests with a 26% reduction in alcohol related DSI, although this number includes many other factors, it is a great investment in resource with Police.

Climate change and sustainability

AT maintains regular contact with Auckland Council and CCOs to ensure climate reporting obligations are met. This year, we are working closely with council to develop FY25 Auckland Council Group disclosure as well as the first Auckland Council Group Climate Transition Plan (CTP).

AT has ongoing quantification processes, having already had embodied emissions audited and verified by Toitū over the previous two years. The emissions SOI target is under review due to misalignment between the Local Government Act 2002 and the Financial Sector (Climate-related Disclosures and Other Matters) Amendment Act 2021A. This misalignment adversely affects ATs ability to have the Annual Report meet audit and assurance standards while the SOI emissions target contains Scope 3 emissions.

Despite audit issues, we will continue to measure and report on operational emissions through this report. We are currently awaiting our Q3 emissions result, however replacement bus services used during the closure of the rail network over the 2024/25 summer saw an increase in operators' diesel usage and therefore AT's operational emissions. The modelling of AT's emissions when this SOI target was set anticipated operational emissions increasing this FY as PT ridership continued to return to pre-COVID-19 pandemic levels, however the extended period of rail closure resulted in a greater-than-expected increase in operational emissions this year. Additionally, performance estimation is based on current emission factors (Ministry for the Environment 2024), however annual performance will be based on Ministry for the Environment 2025 factors to be released in May. This could lead to emission changes between now and end of FY.

Māori outcomes

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

The AT Board approved Ka Tupu Ka Wana: Achieving Māori Outcomes Plan 2024 – 2027 in August 2024 which sets out the direction and focus for a three year period.

We have finalised E Marotiritiri Ana: Māori Outcomes Report for the period 2017 to 2024, which was published and shared with external partners including Houkura and representatives from the council family’s Māori outcomes teams.

- **Supporting Māori businesses and the Māori economy:**
 - Māori-owned businesses received \$46 million in direct and sub-contracted spend for March 2025 year to date. This equates to 3% of AT’s total spend. E Marotiritiri Ana outlines how this has grown from only \$4.7m in FY18, increasing more than ten-fold in the past seven years.

- **Increase and maintain the visibility of te reo Māori:**
 - Bilingual announcements on trains have increased from 25% - 48%.
 - Buses, ferries and stations have been completed.

• Bilingual PT announcements with te reo	
• Bus	• 98.7%
• Train	• 48%
• Train Platforms	• 100%
• Ferry	• 100%

Statement of performance expectations

1. Making Every Interaction Count



Deliverable	SOI Timeframe	Commentary	Status
1.10 Work with local boards to agree local priorities and AT work plans.	2024/25 - 25/26	20 out of 21 local boards have now endorsed their Kōkiri agreements and the levels of engagement between local boards and AT are clear.	On track
1.20 Provide clear communications to Councillors and local boards on projects in their areas.	Q1 2024/25	Late last year, local boards received the Forward Works Programme brief and are currently providing their feedback to AT. Further, the FY25 Kōkiri Agreements have been successfully reported on each quarter. AT officers working with Council have developed a plan to populate and explain Kōkiri to Councillors. This is planned for Q4. AT is also planning that all Councillors are introduced to Kōkiri in their induction following local body elections in October.	On track
1.30 Streamline and simplify our processes for end-to-end customer interactions to make it easier for customers to get the information they need, complete their tasks, and provide feedback.	2024/25	Introduced self-service tracking (app and mobile) for the 7-day PT fare cap. This allows customers to easily track their travel and spend status and ensure they are making the most of free additional trips once they reach the cap. Digital enhancements for customers requesting a credit if they've missed a tag-on or tag-off. Discovery underway to investigate opportunities to improve the experience for customers who have received and/or have challenged a parking fine. Work underway to improve the contact us / report a problem experience, leveraging AI to make it easier for customers to report or request things to AT.	On track

1.40 Deliver our Community-Initiated Projects, which deliver network improvements received by customer requests. Streamline the evaluation, acceptance, and delivery process.	2024/25 - 26/27	Overall, the Community Response programmes have delivered 24 of the 41 intended projects for this financial year. These are all projects to respond to a direct community request. In addition to this there have been 278 Quick Win initiatives let to show how we can respond to our customers quicker and deliver value faster. New physical works contracts for both Quick Wins and planned works are in the final stages of review and will be ready for delivery in the new FY. This will streamline delivery process and enable more projects to be delivered each year.	On track
1.50 Develop “The AT Way”: Consistent best practice communications and engagement approach to programmes and projects that embeds public participation and a customer focus (including lessons learned from previous projects) to improve people's experience, stakeholder outcomes, relationships and trust and confidence in AT.	2024/25	'How we engage' guidance, which provides a consistent, best practice framework and ways of working has been socialised internally and is in design. This is on track to be launched by May. Continuing with training programme and establishment of new tools and templates including progress on implementing a new Customer Relationship Management system. New ways of embedding communications and engagement throughout the project lifecycle are now included in refreshed draft Enterprise Project Management Framework.	On track

2. Improving Network Productivity



Deliverable	SOI Timeframe	Commentary	Status
2.10 Optimising the transport network including intersection and corridor efficiency improvements: 7 projects completed, 9 designs ready for 2025/26, 250 intersections optimised.	2024/25	2 out of 7 projects construction complete: Signalisation of Hollyford/ Aspiring Intersection (By signalising this intersection which on an arterial and Frequent Transport Network (FTN) route, AT expects a reduction in travel time of up to 4 mins for the right turn movements out of Aspiring Avenue in the AM peak and PM peak, including for bus service.) Weymouth Road/Roscommon Road Roundabout Improvements - 3 month Monitoring now in place. (36,700 Vehicles Per day benefit from improved traffic flow.) 1 project is currently under construction: - Preston/Ormiston/East Tamaki intersection improvements 4 projects are in detailed design and on track to complete construction later this FY. 178 intersections optimised. 30 more in progress.	On track
2.11 Optimising the transport network including Special Vehicle Lanes (SVLs, freight, high-occupancy vehicles, bus): 2 SVLs completed, 10 designs ready for 2025/26.	2024/25	4 projects completed: Point Chevalier Road T3 Northwest Bus Priority: Westgate/Fred Taylor Drive Northwest Bus Priority: Triangle Road SVL Whangaparaoa Road dynamic lane time change 2 designs complete for future implementation: - The Strand (NZTA - led Project)	On track

		- Silverdale Bus Priority (NZTA- led Project)	
		11 further projects targeting at least completed consultation or detailed design this year	
2.12 Optimising the transport network including: 3 dynamic lanes and intersections completed, 4 designs ready for 2025/26.	2024/25	1 project completed: Main Highway Dynamic bus lane 2 further projects in progress and on track for completion this FY: Kingdon Street Dynamic Loading Zone Meola Road / Garnet Road Roundabout 1 design complete for future implementation: Maioiro Street Dynamic Bus Lane 4 further projects in progress targeting at least completed design or consultation this FY	On track
2.13 Optimising the transport network including smart technology solutions: detection (including bus transponders) at 65 intersections, pilot emergency vehicle intersection priority.	2024/25	43 total smart detection solutions have been implemented. 25 bus booster sites have been implemented , 20 more planned to be delivered this year 18 Advanced Detection Sites installed (all with software), 2 more in progress. Pilot Emergency vehicle intersection priority phase 1 trial is complete. Phase 2 awaiting GPS Equipment.	On track
2.14 Optimising the transport network including smart technology solutions: smart technology (CCTV analytics) implemented at 5 event locations.	2025/26	On track for delivery next financial year. Long equipment order lead times for technology, has meant implementation will only commence last quarter of this year.	On track

2.20 Implement operational changes and deliver physical improvements on the network, aimed at more effectively mitigating the effects of disruptions on our customers' journeys.	Q3 2024/25	Operational Changes to Manage Disruptions: - Introduced measures to reduce congestion and improve journey times, including: - Proactive identification and removal of TTM equipment. - Highest scrutiny of corridor access requests that present greatest risk of disruptions. - Restricting new lane closure approvals on arterials during weekday peak hours (7:00–10:00 AM and 4:00–7:00 PM). Continuous improvement for 'March Management': Regular planning meetings for March Management began in September 2024, with daily sessions held in February and March to address issues promptly. Key actions included applying lessons learnt from previous peak periods, adding extra services for busy runs (especially school transport), deploying volunteers at hotspots, and improving communication about urban service support.	On track
2.30 Deliver improvements to how we communicate with our customers regarding travel disruptions caused by planned events on our network.	Q4 2024/25	Planned Rail Closures Calendar: A redesigned calendar is now available on the AT website, offering customers an improved long-term view of planned rail network works. It specifies closures with location details and type of works, ensuring greater clarity. New Signage Guidelines: - As the Road Controlling Authority, AT issued new signage guidelines requiring clear information about the purpose and duration of roadworks. - Major or disruptive AT roadworks have begun adopting these signs, with industry-wide implementation guidance under development. - These initiatives underscore AT's commitment to improving customer experience through clear and proactive communication.	On track

2.40 Continue to remove road cones and minimise disruption caused by temporary traffic management; by building new systems to analyse and assess risk-based applications for access to the network and temporary traffic management.

Q3 2024/25

AT has made steady progress this quarter in efforts to reduce unnecessary road cones and minimise disruptions caused by Temporary Traffic Management by building advanced systems and analyse and assess risk-based applications.

On track

Risk-based Application Assessment:

- The creation of comprehensive frameworks, guidelines, and training materials for our approvals teams are progressing, with a target completion date set for Q1 FY26.
- Implementation will proceed post July, ensuring consistent practices and informed decision-making around a risk-based approach.

Worksite Monitoring Approach:

- A dedicated team will monitor worksites across 32 key arterial roads. They will drive along the routes to check every site, ensuring oversight of signage, managing attended and unattended sites, and verifying whether works are approved or unapproved
- Implementation begins in Q4 with reporting to the AT Board commencing from June onwards.

Technology Enhancements:

- Technology enhancement work has commenced to support better decision making when assessing risk-based applications in support of two projects, the first is an AI tool to enable our approval teams to understand the impact of a proposed application on the network. This project is in the testing phase. If successful, the tool could be used to support applicants understanding the impacts on the network when applying for corridor access.
- A new workflow automation tool is being investigated using ServiceNow, this tool will automate collaboration between

		network operational teams, subject matter experts and customers. This project is currently in investigation phase ahead of solution development.	
2.41 Continue to remove road cones and minimise disruption caused by temporary traffic management; by consolidating changes to the Activity Coordination Tool.	Q4 2024/25	The Forward Works Viewer is now live and actively utilised by multiple stakeholders, including Vector, Watercare, and AT. This tool serves as a single source of truth for disruption assessment, enabling stakeholders to proactively address potential project clashes. Automated notifications alert stakeholders if their planned works intersect with others, facilitating better coordination and planning. By using the Forward Works Viewer, stakeholders can optimise project planning, such as identifying potential impacts on key routes like bus corridors. This forward-planning capability empowers stakeholders to adjust plans, for instance, moving activities to secondary streets where impacts are minimised. Currently, weekly proactive email notifications about project clashes are sent every Friday. Enhancements are underway to extend this capability to include similar notifications for potential disruptions. These improvements aim to further streamline coordination and minimise the impact of temporary traffic management on customers.	On track
2.42 Continue to remove road cones and minimise disruption caused by temporary traffic management; by updating our procurement practices away from the Code of Practice for Temporary Traffic Management.	Q2 2025/26	Road Asset Maintenance and Renewals has been to the market to renew the maintenance contracts for streetlights, new contracts requiring the use of New Zealand Guide to Temporary Traffic Management (NZGTTM) risk-based approach to temporary traffic management start on 1 September 2025. This seeks to ensure companies only include necessary traffic management in their pricing. The idea is to encourage cost-efficiency while keeping safety a priority. To help contractors and AT contract managers understand this new system, AT held workshops to introduce the new approach and explain the safety standards AT expects from its suppliers.	On track

		Some larger multi-year contracts still require the previous system (Code of Practice for TTM), which is more prescriptive. AT has been encouraging suppliers to try out the new approach (NZGTTM), which uses right-sized temporary traffic management for the specific site. These site-specific TTM set-ups are expected to be safer for road users and workers and less disruptive for traffic.	
2.50 Progress implementation of Room to Move by delivering comprehensive parking management plans in collaboration with local boards, starting with the city centre, and beginning park and ride initiatives.	2024/25	The City Centre Comprehensive Parking Management Plan (CPMP) went to public consultation on 26 February 2025 and closed on 30 March 2025. Community members were invited to review and provide input on proposed kerbside improvements in the city centre. Overall responses received: 112 pins on the map 429 long surveys 83 short surveys 72 hardcopies (from owner/occupiers) - Plus other feedback from drop-in sessions and stakeholder meetings - Completion of engagement with mana whenua, briefings to Councillors, and 7 local board engagement meetings on Tranche 1 CPMPs (Albany, Newmarket, Manukau and Ponsonby). - Team will receive first version of change proposals early April, these will be reviewed and presented to appropriate governance groups. - Paper to be presented at June Board meeting outlining options, assessment and recommendations which will provide firm direction on the future development of the park 'n' ride framework.	On track
2.60 Develop a transition plan to implement Time of Use Charging.	2024/25	Feedback on enabling legislation is being provided to Select Committee. The second reading of legislation, expected late 2025, will indicate the governance and design frameworks of an eventual scheme, which will influence the programme plan and future stages. Until that point, the programme will focus on not-regrettable investigations into options and tariff settings.	On track

3. Taking PT from Good to Great



Deliverables	SOI Timeframe	Commentary	Status
3.10 Continue implementation of the Regional Public Transport Plan (RPTP), through the PT growth programme, and PT service network optimisation.	2024/25	Completed: - Successfully managed peak February and 'March Management' operations with no significant operational issues. - Delivered annual fare review and fare structure changes despite technology and tight deadline issues. - Ordered 14 more bike racks for the expanded trial of bikes on buses which will provide cross-harbour access on the NX1. - Agreed on operator funding contributions and approved designs for all driver screen types to be installed by end of Q4. - Network optimisation and planning for the upgraded Henderson- Constellation frequent bus route (the 12 will replace the 120). AT is reviewing the 2023-2031 RPTP, as per legislative requirements, to ensure consistency with the latest Regional Land Transport Plan (RLTP). We aim to publish a minor addendum to the current RPTP, making it consistent with the RLTP, prior to the local elections. NZTA funding discussions may impact this timeline.	On track
3.20 Finish existing PT infrastructure projects; CRL: - Work with KiwiRail to finalise the Day 1 timetable. - Complete retrofit of existing electric trains and accept 23 new electric trains. - Take control and ownership of assets.	Q2 2024/25	Day-1 Rail Timetable validation by Auckland One Rail & KiwiRail - expected completion Jun 25 Approximately 75% Completion of existing electric trains retrofits and acceptance of first 7 units with delivery of train 10 underway CRL Business Readiness for CRL Day 1 workstreams all live:	On track

Planning and testing to get ready for passenger operations to begin.	Final plans and processes under review for Handover and ownership transfer of assets and integrating Network Ready and CRL Ready progress Tracking Integrated Schedule completed for Day-1 Opening. Opening Window being baselined with Network Ready and CRL Ready full scheduled tasks by City Rail Link Limited (CRL) / Link Alliance (LKA), KiwiRail and AT / AOR and Downer. CRL and LKA commenced Dynamic testing in Feb 2025 (Delayed by 2 months) with further testing progressing on Rail systems.	
3.30 Finish existing PT infrastructure projects; Level Crossing Removal: - CRL Day One Level Crossing removal programme completed (Homai, O’Neills, Church Street). - Plan for future Level Crossing Removal groups.	Q3 2024/25 "Church Street East: design progressing to detailed design phase. Crossing removal planned October 2025. Change from original June date due to ongoing property and planning negotiations. Business case continues to be developed for the Auckland network removal programme. Level crossing safety improvements project under technical review with key requirements to be completed by CRL day 1 being identified. Stage 1 physical works scope planned with works ongoing Tranche 2 station access bridges concept design ongoing utilising AT's modular bridge product. Physical works procurement ongoing with a Request for Proposal released to market this quarter. "	On track
3.40 Finish existing PT infrastructure projects; Eastern Busway: - Secure remaining consents. - Rā Hihi (flyover) completion. - Stages EB2, EB3R, EB3C and 4i completion.	Q2 2024/25 Rā Hihi construction continues to make excellent progress with the structure due to be completed in July 2025 and is programmed to be opened later this year once safety and other necessary audits are completed. Works have commenced on the EB3C section of Tī Rākau Drive and traffic is due to be switched to newly constructed westbound	On track

		running lanes in EB2 and 3R. New footways and cycleways will also be opened as part of this switch. Main construction of stages EB2, EB3R, EB3C and EB4i is due to be complete by late 2026 followed by quality sign off, safety checks and testing/commissioning. The project is on track to be operational by the original planned date of October 2027 and is currently forecast under budget."	
3.50 Progress work on affordable rapid transit projects, and large-scale projects identified in the Integrated Transport Plan.	2024/25 - 26/27	Delivered: • Modernised and more accessible Pukekohe train station • First test trains to run through CRL tunnel • Confirmed Day 1 CRL Timetable spec and commence modelling • Awarded Tranche 2 bus procurement – the largest in NZ	On track
3.70 Progress implementation of contactless payments and contribute to support National Ticketing functionality so that customers can more easily pay for their PT fares and to provide increased access to the PT network.	2024/25 – 25/26	Implementation completed in November 24, with a go-live date of 17 November. The milestone of one million trips using contactless payments was reached on 20 January 2025.	Completed
3.80 Implement a weekly fare cap for PT users.	Q1 2024/25	We have successfully implemented a \$50 fare cap. In Q3 we launched self-service tracking for customers in MyAT HOP for the \$50 7-day fare cap.	Completed
3.90 Implement FareShare – working with businesses to support their employees using PT.	2024/25	FareShare implementation continues to be rolled out to wider businesses.	Completed

4. Value for money



Completed

On Track

Not Completed

Not on Track

Deliverables	SOI Timeframe	Commentary	Status
4.10 Grow non-rates revenue and deliver cost saving and efficiency targets as identified in the LTP2024. This will include leading the creation of new and improved third-party revenue opportunities, growing farebox and parking charges, and reducing costs from our activities.	2024/25	External revenues continue to track below FY25 budget for PT due to lower patronage than assumed in SOI targets and lower enforcement revenues due to higher compliance on the network. AT is actively managing these adverse revenue trends by maintaining tight control of costs. As a result, the net position remains favourable (Sean – please confirm this)	Not on track (At risk)
4.20 Deliver capital programmes more efficiently through the entire design and construction process.	2024/25 –26/27	Q3 sees efficiencies achieved through more competitive procurement processes. Some examples include recent contract awards substantially below budget and the completion of the Pt Chevalier to Westmere Project substantially under budget. Traffic management costs remain at substantially lower costs through the adoption of NZGTTM and commercial management practices.	On track
4.30 Work constructively with council to investigate and implement arrangements for shared services, including technology functions where appropriate. Leverage existing technology frameworks across CCOs, while ensuring risks are appropriately managed and delivery of customer outcomes are not compromised, subject to business case approval with a positive Benefit Cost Ratio.	2024/25 - 26/27	AT is committed to supporting and delivering GSS. We have established a dedicated GSS project team, who are supporting the development of GSS business cases. AT has also identified and provided a number of quick win opportunities to the GSS board to consider.	On track
4.40 Work to increase revenues from parking and enforcement, supported by employing an additional 50 parking and transport officers to enforce parking, improve safety, and identify temporary traffic management issues.	2024/25	The bookable spaces pilot project at Albany Park n Ride went live in March 2025 and has been running smoothly, improving customer access. We made 58, or 5% of the 1,210 spaces available for pre-booking each day. Numbers have increased week on week, with a mid-week peak - Wednesdays being the busiest day. Feedback from users so far has been positive and we are seeing repeat bookers. The vast majority of users are arriving after 8am.	Not at on track (At risk)

The new paid parking at Westgate with 367 spaces, went live on 18 February 2025, has been implemented smoothly, providing easy and accessible parking to support businesses.

After some delays to SVL retrofits, Fred Taylor Drive and Triangle Road compliance technology went live in March.

We are publicising our annual parking price review with an adjustment planned to take effect from 14 April 2025 to support efficient and reliable parking for customers.

22 License Plate Recognition (LPR) cars are now live. Car 23 is in final configuration and Cars 24 & 25 are getting a final fit-out.

Light Industrial project timings have been pushed back - Mt Smart is on hold to allow for the simultaneous rollout of with Wairau Valley. Data analysis and initial engagement are underway, with the public survey tentatively scheduled for May 2025, after the school holidays.

Despite these improvements going live, year to date revenue and year-end forecast are significantly below the original budget, and any further delivery delays will widen the revenue gap for 2024/25.

5. Effective governance and advocacy for transport outcomes



Deliverable	SOI Timeframe	Commentary	Status
5.10 Support the development of the 30-year Integrated Transport Plan.	2024/25	Auckland Council and AT have progressed preparatory work for the AITP, including key findings and steps required for the plan development. A report summarising the preparatory work was endorsed by Auckland Council's Transport, Resilience and Infrastructure Committee in September 2024. AT is awaiting further guidance on next steps from council and government.	On track
5.20 Work with council, government, and community partners to develop a framework for governance that supports Auckland's transport network in the future.	2024/25 – 25/26	Letter of Expectation was received in February. Draft Statement of Intent 2025 – 2028 has been prepared in response, which incorporates ongoing work on transport sector reform. Draft Statement of Intent was submitted to council.	On track
5.30 Identify and advocate policy, legislative and regulatory changes necessary to address both project funding issues and more general revenue barriers, and review annually. Support council on advocacy and submissions on central government policy changes for transport-related matters.	2024/25 – 26/27	Completion of work on Private Revenue Ratio with the New Zealand Transport Agency (NZTA), including testing target options with councillors in February. NZTA has confirmed that they will recommend their board accept our finalised targets. Ongoing work on transport sector reform is being closely worked through with council.	On track

6. Core business and other activities



Deliverables	SOI Timeframe	Commentary	Status
6.10 Maintain our assets to a safe standard within funding limits and seek opportunities to improve funding towards our approved Asset Management Plan in a way that minimises the whole of life cost and considers the unique needs of different areas across the region such as rural areas.	2024/25 - 26/27	The priority during the quarter has been activities focused on ensuring we understand the portfolio state and future funding requirements. Continuing to work closely with council & NZTA to ensure surprises are minimised. Specific activities include: - Continuation of the inspection programmes where possible seeking to gain efficiencies. - Submission of the Point of Entry (PoE) to NZTA to secure funding for asset management improvement activities which achieved approximately 50% of request. - Undertaking the annual asset management maturity audit. We've adopted a new approach this FY to collect a wider range of information.	On track
6.20 Seek continuous improvement in reducing greenhouse gas emissions associated with our assets, operations, services, and corporate activities; including developing processes that will enable us to quantify embodied emissions and develop a single framework of agreed reporting metrics with Council.	2024/25 – 26/27	Replacement bus services used during the closure of the rail network over the 2024/25 summer saw an increase in our operators' diesel usage and therefore AT's operational emissions. The modelling of AT's emissions when this SOI target was set anticipated operational emissions would increase for this financial year as PT ridership continued to return to pre-COVID-19 pandemic levels; however, the unanticipated and extended period of rail closure resulted in a greater-than-expected increase in operational emissions this financial year. Bus and ferry service km data for March will be available by the end of April. This data will allow us to provide Q3's emissions progress based on the rolling annual average of diesel-based services.	Not on track (at risk)

6.30 Contribute to the preparation of a compliant group climate statement to ensure Auckland Council meets its reporting and record-keeping obligations as a climate reporting entity under the Financial Markets Conduct Act 2013.	2024/25	Ongoing contact with Auckland Council regarding development of FY25 Auckland Council Group disclosure. Auckland Council are developing pro-forma disclosure using previously disclosed information from CCOs to reduce admin burden for CCOs. Updated data and commentary to be provided from AT in Q4. AT is supporting Auckland Council to develop the first Auckland Council Group Climate Transition Plan (CTP).	On track
6.40 Progress the Better Faster Consents work programme alongside Council and Watercare to simplify and improve the resource consenting process.	2024/25	Council is no longer progressing the Better Consents Programme and following changes at Watercare has been decoupled from a tri-party agreement. Partnership work is being progressed to focus on a specific Service Level Agreement and ways of working with AT. AT has progressed discussions with Council on this work programme which includes the SLA, ways of working, process changes and technology changes to assist with Information exchange. Key process changes are internal to Council and AT is dependent on Council delivery. The work programme is on track and progressing.	On track
6.50 Deliver safety interventions including improving safety near schools and at high-risk locations, delivering coordinated road safety education, supporting increased police enforcement, continuing to advocate for a review of safety-related fines and penalties and the accelerated expansion of automated enforcement.	2024/25 - 26/27	Data insights and reporting: There has been a strong focus on improving how we analyse and report on road trauma. The use of tools like Urban KiwiRAP and in-house resources allows us to provide the road safety engineering team with a risk-based tool that provides data indicating potential risk areas. The next three months will see: Local Board Risk Maps released for use by the Local Boards, this map will cover the deaths and serious injuries in their area, allowing them to have more informed conversations around road safety.	On track

		Community Transport and Road Safety Engineering: AT continues to engage with schools on local road safety issues and concerns. We are in the process of employing an additional road safety engineer to support this work because we expect to see increased community demand for safety interventions once speed limits around schools are reversed. The community transport programme is going to be reviewed to provide stronger alignment with the wider Transport Safety team and will work closely with the Road Safety Engineering team to provide aligned delivery of road safety programmes for Auckland communities. Advocacy and Partnerships: May 2025 will see us begin a year-long campaign with NZ Police to support their focus on random alcohol testing. The focus on alcohol has been very effective so far with a 350% increase in breath tests with a 26% reduction in alcohol related DSI, although this number includes many other factors, it is a great investment in resource with Police.	
6.60 Publish Ka Tupu, Ka Wana, Achieving Māori Outcomes Plan.	Q2 2024/25	Ka Tupu Ka Wana was approved and published in Q1. Since then, we have released E Marotiritiri Ana: Māori outcomes report 2017-2024.	Completed
6.70 Review the decision-making framework for identifying and prioritising renewal work to align with network improvements.	2025/26	We have extended renewals planning timeframe to between five and six years. Activities are underway to improve co-ordinating capital work plans and linkages into National Forward Works viewer.	On track
6.80 Regularly report to Auckland Council through the Transport and Infrastructure Committee on delivery of the Regional Land Transport Plan (annually), as well as regular capital delivery milestones, bus priority lanes and active mode kilometres added to the network (quarterly).	2025/26	Ongoing reporting to the Transport, Resilience, and Infrastructure Committee continues. Additional information is being included on capital programme milestone achievement. This will continue to be improved as we determine milestones for FY26 as the Statement of Intent 2025-2028 is finalised.	On track

SOI measures and targets

Statement of Intent (SOI) 2024/2025 Performance Targets

Reporting as at March 2025

7	10	5	1
Above target 2.5%	Target +/- 2.5%	Below target 2.5%	Not rated

Objective	ID	SOI Measure	FY Target	Latest Result	YTD Status	Previous FY Result	Performance Commentary
Making Every Interaction Count	1	Customer perceptions AT listens and responds to Aucklanders' needs	33%	30%	NOT MET	29%	In the March quarter we have seen a significant increase this metric, (up 6% from the December quarter to 33% this quarter). We saw increases across all of our key reputation metrics with some of the largest increases being in understanding the needs of Aucklanders (up 7% to 35%), makes wise spending decisions (up 6% to 29%), and does what it says it will (up 5% to 39%). We have also seen a significant increase in the belief that AT supports businesses (up 6% to 30%) and that AT supports local communities (up 5% to 35%), Trust in AT to make the right decisions (up 4% to 33%) and Confidence in AT to effectively tackle the complex transport issues facing Auckland (up 4% to 32%). The increases this quarter appear to have been driven by a significant decline in negative media coverage as well as the strong performance of the PT network which has had fewer unplanned disruptions, improved convenience with the introduction of contactless late last year, and fewer safety incidents. This quarter we have seen a significant decrease in the level of concern about personal safety when travelling on the PT network (down 9% to 34%). The proactive approach to managing March Madness also appears to have paid off with improved satisfaction with service reliability.
	2	Formal complaints Percentage of total AT case volume resulting in a formal complaint	<0.6%	0.35%	EXCEEDED	0.3%	The quality of case management resolution continues to remain strong despite an increased volume of cases driven by February and March network activity and PT patronage
	3	Complaint resolution Percentage of formal complaints that are resolved within 20 working days	90%	90%	MET	94%	Our responsiveness to complaints, as measured by time to resolution, remains on target at 90% on a rolling 12-month basis.
	4	Local Board satisfaction with engagement	47%	71%	EXCEEDED	56%	November result, bi-annual survey
Improving Network Productivity	5	Average travel time across the arterial network	24 minutes	22.5 minutes	MET	23 minutes	In March 2025, the average people travel time was 25 minutes for an average trip of 10 km. The increased congestion on the arterial network due to the return of university students in March and February was the main reason for the increased travel time.
	6	Arterial productivity Average number of people moving per hour during the morning peak	28,000	29,378	MET	29,051	This reflects an uplift in bus patronage during February and particularly in March with the return of school and university students. Increase in congestion on the network has been visible particularly between Tuesday and Thursday in the peak periods.
	7	Freight performance Percentage of the freight network moving without congestion in the interpeak	85%	86%	MET	86%	February and March, as the busiest months of the year, reliably met the target. Projections for the rest of the year indicate that the SOI target will be met.
	8	Bus Priority Kilometres of bus priority (including SVL and dynamic lanes) delivered	5km	3.01 km	MET	TBC	3.01km of the 5km SVL target has been delivered to date (Whangaparaoa Dynamic Lane Timing Change, Main Highway Dynamic Bus Lane, Triangle Road SVL, Westgate/Fred Taylor Dr SVL and Point Chevalier Rd T3 lane). Currently on track to complete 7.56km by the end of the financial year.
Taking Transport From Good to Great	9	PT Boardings Annual numbers of PT trips	94.7m, YTD Target 70.8m	66.8m	NOT MET	86.8m	Bus: 52.5M Actual/55.9M Target; Train 10.5M Actual/10.8M Target; Ferry 3.8M Actual/ 4.1M Target. March achieved 9.2M boardings, which is 4% above March 2024 (8.85M) and 6% below YTD target. Lower patronage is primarily driven by rail disruptions and the ongoing prevalence of flexible working arrangements. Train patronage was 2% above March 2024 and 29% below 2019 levels. Bus was 4% above March 2024 and 3% below 2019. Digital marketing campaigns ran throughout March to onboard more Tertiary students. Results to be assessed at end of April. FTN promotional activity kicked off with VMS placement along key FTN bus routes. Street furniture and digital campaigns to start in April. Expanded marketing plan and budget approved for Fareshare.
	10	PT reliability Percentage of services that start according to schedule	Bus: 98%, Ferry: 98%, Rail: 85%	Bus: 96%, Ferry: 97.2%, Rail: 96.2%	MET	94%	Continued increase in passenger numbers across the network showed consistent reliability numbers from Feb into March. Train reliability exceeded target for the period with fewer major incidents affecting performance. Poor weather and continued cruise ship season affects the reliability of some of our more exposed routes.
	11	PT punctuality Percentage of services that start and end according to schedule	88%	90.4%	EXCEEDED	88%	Bus: 89.8%; Train 91.1%; Ferry 96.2%. Performance continues to be above target for all modes. Train punctuality exceeded target during the period with fewer speed restrictions on the network for track related issues.
	12	PT utilisation for frequent routes during peak	49%	44.7%	NOT MET	48%	Bus: 49.5%; Train 41.8%; Ferry 26%. Higher PT Utilisation was recorded in February and March 2025 bringing the overall PT Utilisation closer to the target. Students returning to schools and universities contributed to increased PT utilisation. Highest PT utilisation was recorded on WX1, 22s and 24s routes. Lowest PT utilisation was recorded on South Auckland Routes. AT is gathering customer satisfaction surveys from South Auckland to understand the full picture of lower PT utilisation.
Value for Money and Growing External Revenues	13	Farebox Recovery Ratio The percentage of the total PT operating cost recovered through fares	34%, YTD Target: 34.3%	33%	NOT MET	31%	Bus: 30.3% Actual/31.4% Target; Train 26.7% Actual/ 26.7% Target; Ferry 54.4% Actual/ 59.0% Target. March Farebox Recovery Ratio was favourable at 39.7%. Farebox remains below target due to lower overall patronage and associated revenue.

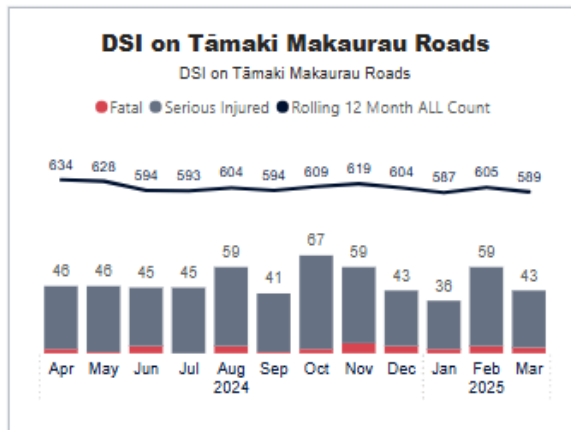
Statement of Intent (SOI) 2024/2025 Performance Targets

Reporting as at March 2025

7	10	5	1
Above target 2.5%	Target +/- 2.5%	Below target 2.5%	Not rated

Objective	ID	SOI Measure	FY Target	Latest Result	YTD Status	Previous FY Result	Performance Commentary
Core Business and Other Activities	14	Safety Deaths and Serious Injuries on the road network in Tāmaki Makaurau Auckland	No more than 576	589	NOT MET	586	There were 42 fatalities for the rolling 12 months compared to 40 at the same time in 2024. Serious injuries have decreased by 7%, from 591 to 547 and remain relatively static over the past five years. The majority (89%) of harm continues to occur on our local roads. Our SOI target for the 2024/25 financial year is no more than 576 DSIs. The current number of DSI's from June 2024 to March 2025 is 405. Note- While the numbers look promising it is important to note that there is a lag between the crashes occurring and the crashes being entered into the CAS system which means these DSI numbers are likely to increase.
	15	Emission reduction Reduction in operational emissions including Public Transport activities (from 2021/22 baseline)	10% increase (from 2021/22)	10%	MET	54%	Note 1: The emissions SOI target is under review due to misalignment between the LGA2002 and the Financial Sector (Climate-related Disclosures and Other Matters) Amendment Act 2021A. This misalignment impacts ATs ability to have the Annual Report meet audit and assurance standards while the SOI emissions target contains Scope 3 emissions. A paper was presented to TRIC in April recommending the SOI emissions target be replaced with a target that does not impact audit and assurance. Note 2: performance estimation is based on current emission factors (Ministry for the Environment 2024), however annual performance will be based on MFE 2025 factors to be released in May. This could lead to emission changes between now and end of FY.
	16	Cycle counts The number of people cycling past defined count sites	3.44m, YTD Target: 2.6m	2.7m	EXCEEDED	3.35m	Cycle counts in March are 369,641, 22.7% above the monthly target. The cumulative cycle movement for this financial year now exceeds the target by 3.1%. Overall, the year to date shows a 5.9% increase relative to the previous year. March 2025 shows a 17.5% increase from March 2024
	17	Asset condition Proportion of key assets in moderate or better condition	83%	84%	MET	4.4%	The increase in the overall condition of critical assets is due to a recalibration of the PT facility condition. The previous conversation factor was very conservative and suggested the condition of PT assets were worse than observed in the field.
	18	Road maintenance Percentage of the sealed local road network that is resurfaced or rehabilitated	6.5%	5.8%	MET	6.1%	At the end of Q3 we have resurfaced/rehabilitated 396.1 km (3,244,725 m2) of sealed road cf. with 325.6 km at the same time last year. The delivery of the remainder of the asphalt programme will continue in Q4.
	19	Resource consent timeframes Adherence to the service level agreement to provide specialist input into the resource consents	80%	92%	EXCEEDED	79%	Performance across the quarter Jan- March is slightly higher at 94% which recognises ongoing improvement through the year. AT has received 2 fast track applications in this period and has seen an uplift in fast food applications.
	20	Percentage of capital budget invested	85%	90.4%	EXCEEDED	99%	Year-to-date capital investment is \$879 million, tracking at 90% against budget. Key areas of underspend include: Delayed milestone payments for EMU's, less units delivered to date than planned. Resurfacing renewals and unsealed road improvements, peak months for works being February – April there is an expectation that full year budget will be met. Eastern Busway delay to final land acquisition. Transfer of council-owned properties now planned at the end of the programme. Some utility recoveries have been received earlier than planned. Cycleway projects delayed into 2025/26 due to increased public consultation BT delayed delivery of accelerator projects.
	21	Percentage of capital programme delivery on time.	Agree methodology	77%	NOT RATED	New Measure	Performance is basically derived from the Quarterly Achievement Tracker which captures progress update against key milestones in capital delivery. These milestones includes SOI targets as well as other key deliverables from across the five portfolios. This Quarterly Report does not however capture all milestones included in the Achievement Tracker. It mainly covers a number of key milestones suggested for this report. Percentage is calculated based on the summation of progress %age of the individual milestones, each capped at 100%, divided by the total number of milestones considered in this report. This is the first time we are reporting a result. The final methodology is to be worked through and agreed with council officers.
	22	Percentage of procurement spend with Māori-owned business	3%	3.01%	MET	2.32%	Māori-owned businesses received \$46.01 million in direct and sub-contracted spend for the March 2025 financial year to date. All contractor spend with Māori businesses included in this SOI report has been cross-referenced against the Arotai database to verify that the businesses meet the AT definition of a Māori supplier
	23	Number of marae improved by AT's programmes.	1	1.5	EXCEEDED	1	Te Kia Ora Marae has been delivered. Detailed designs of Reretewhoi Marae and Tahuna Marae completed. IC has approved additional funding to deliver the construction of Tahuna Marae construction award. Potential construction of Reretewhoi Marae in this FY.

These charts have been provided specifically for measures currently under target.



Deaths and Serious Injuries (DSI) on the road network in Tāmaki Makaurau Auckland

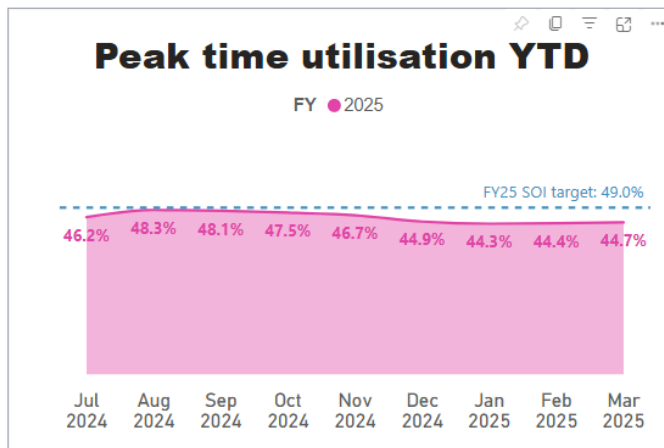
FY Target: No more than 576

Latest result: 589 (12-m rolling)

In the past 12 months (March 2024 – March 2025) there were 589 people killed or seriously injured on Auckland roads. There were 42 fatalities for the rolling 12 months compared to 40 at the same time in 2024. The first half of 2024 had an unusually low number of fatalities, given the nature of a rolling tally it is likely that there will be a bounce back to previous year's numbers. Serious injuries have decreased by 7%, from 591 to 547 and remain relatively static over the past five years. The majority (89%) of harm continues to occur on our local roads. We continue to see over half of the DSI's happening to those travelling outside of vehicles (walking, cycling and motorcyclists).

Financial Year to date: DSIs

Our SOI target for the 2024/25 financial year is no more than 576 DSIs. The current number of DSIs from June 2024 to March 2025 is 405. **Note-** While the numbers look promising it is important to note that there is a lag between the crashes occurring and the crashes being entered into the CAS system which means these DSI numbers are likely to increase.



PT utilisation for frequent routes during peak

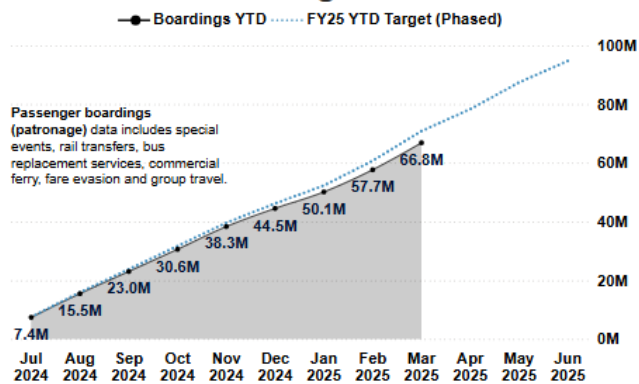
FY Target: 49%

Latest result: 44.7% (YTD)

Bus 49.5% Actual; **Train** 41.8% Actual; **Ferry** 26% Actual

Higher PT Utilisation was recorded in February and March 2025 bringing the overall PT Utilisation closer to the target. Students returning to schools and universities contributed to increased PT utilisation. Highest PT utilisation was recorded on WX1, 22s and 24s routes. Lowest PT utilisation was recorded on South Auckland Routes. AT is gathering customer satisfaction surveys from South Auckland to understand the full picture of lower PT utilisation.

Patronage YTD



Annual numbers of PT trips

FY Target: 94.7m

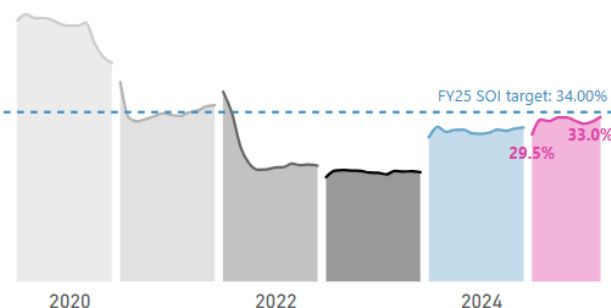
Latest result: 66.8m (YTD)

Bus 52.5M Actual/ 55.9M Target; **Train** 10.5M Actual/ 10.8M Target; **Ferry** 3.8M Actual/ 4.1M Target

March achieved 9.2M boardings, which is 4% above March 2024 (8.85M) and 6% below YTD target. Lower patronage is primarily driven by rail disruptions and the ongoing prevalence of flexible working arrangements. Train patronage was 2% above March 2024 and 29% below 2019 levels. Bus was 4% above March 2024 and 3% below 2019. Digital marketing campaigns ran throughout March to onboard more Tertiary students. Results to be assessed at end of April. FTN promotional activity kicked off with VMS placement along key FTN bus routes. Street furniture and digital campaigns to start in April. Expanded marketing plan and budget approved for Fareshare.

Farebox recovery YTD

FY ● 2020 ● 2021 ● 2022 ● 2023 ● 2024 ● 2025



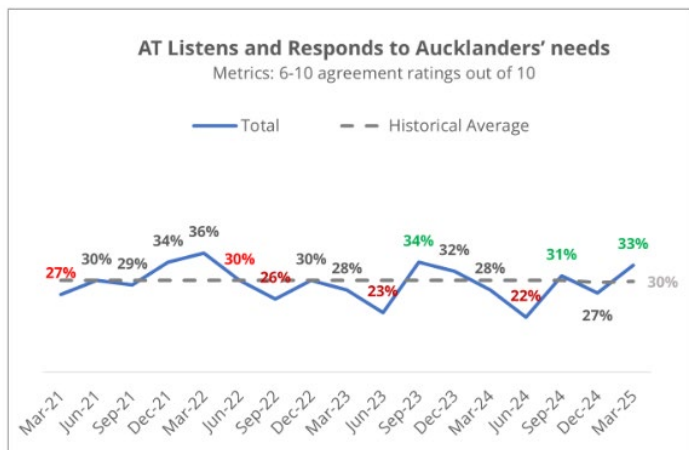
The percentage of the total PT operating cost recovered through fares

FY Target: 34%

Latest result: 33% (YTD)

Bus: 30.3% Actual/ 31.4% Target; **Train** 26.7% Actual/ 26.7% Target; **Ferry** 54.4% Actual/ 59.0% Target

March Farebox Recovery Ratio was favorable at 39.7%. Farebox remains below target due to lower overall patronage and associated revenue. The annual fare adjustment was introduced in February. Overall PT contract costs are expected to remain favorable for FY with patronage and the associated revenue remaining below target.



AT listens and responds to Aucklanders' needs

FY Target: 33%

Latest result: 30% (YTD)

In the March quarter we have seen a significant increase in our lead SOI customer metric AT listens and responds to Aucklanders needs, (up 6% from the December quarter to 33% this quarter). This brings our FY YTD score to 30%, still below our FY target of 33%.

This quarter we saw increases across all our key reputation metrics with some of the largest increases being in understanding the needs of Aucklanders (up 7% to 35%), makes wise spending decisions (up 6% to 29%), and does what it says it will (up 5% to 39%). We have also seen a significant increases in the belief that AT supports businesses (up 6% to 30%) and that AT supports local communities (up 5% to 35%), Trust in AT to make the right decisions (up 4% to 33%) and Confidence in AT to effectively tackle the complex transport issues facing Auckland (up 4% to 32%)

The increases this quarter appear been driven by a significant decline in negative media coverage as well as the strong performance of the PT network which has had fewer unplanned disruptions, improved convenience with the introduction of contactless late last year, and fewer safety incidents. This quarter we have seen a significant decrease in the level of concern about personal safety when travelling on the PT network (down 9% to 34%). The proactive approach to managing March Madness also appears to have paid off with improved satisfaction with service reliability.

Financials performance overview

(\$ million)		2023/24	2024/25 Mar YTD			2024/25
	Notes	Actual	Actual	Revised budget	Var.	Revised budget
Net surplus from operations	A	40	52	8	44	9
Operating revenue		1,263	1,052	1,068	(16)	1,432
NZTA operating funding		453	365	366	(1)	482
NZTA -Top-up from Crown		36	13	11	2	12
Fees & user charges	B	276	237	259	(22)	351
Other direct revenue		59	59	54	5	75
Total direct revenue		824	674	690	(16)	920
AC operating funding		439	378	378	-	512
Operating expenditure		1,223	1,000	1,060	60	1,423
Employee benefits		167	139	145	6	198
Grants, contributions & sponsorship		-	-	2	2	3
Cost of goods and services		615	525	533	8	716
Repairs and maintenance		29	26	41	15	55
Outsourced works and services		114	91	105	14	132
Other direct expenditure		278	203	218	15	296
Total direct expenditure	C	1,203	984	1,044	60	1,400
Finance costs		20	16	16	-	23
Other key operating lines - Surplus/(Deficit)		(130)	(3)	(213)	210	834
Non direct revenue		-	-	-	-	-
Non direct expenditure		(12)	(6)	-	6	-
Depreciation and amortisation		533	414	413	(1)	559
Vested assets	D	391	405	200	205	275

Capital expenditure and funding sources

Capital expenditure	E	1,043	879	974	(95)	1,352
Capital funding sources		1,043	879	974	(95)	1,352
AC capital grant		460	397	434	(37)	617
NZTA capital co-investment		542	422	489	(67)	651
Other capital grants		41	60	51	9	84

Commentary on year to date operating and capital performance

A. Net surplus from operations was \$44 million favourable to budget. The variance was largely driven by lower than planned direct expenditure of \$60 million across the organisation, partly offset lower PT and infringement income.

B. Fees and user charges were \$22 million lower than budget reflecting lower PT revenue due to lower patronage, and lower infringements driven primarily by high compliance rates across the network.

C. Direct expenditure was \$60 million favourable to budget. Items to note:

- Repairs and maintenance were \$15 million lower than budget primarily due to lower IT support costs and unplanned maintenance.
- Outsourced works and services were \$14 million below budget due to lower levels of planned maintenance activity.
- Cost of goods and services were \$8 million lower than budget due to lower PT contract costs, attributed to lower contract indexation.
- Employee benefits was \$6 million favourable to budget primarily due to budgeted positions not filled.
- Other direct expenditure was \$15 million lower than budget primarily due to lower professional services, software licenses, events, printing, and utilities costs.

D. Vested assets include the \$230 million NZTA revocation of old State Highway 1 Puhoi to Warkworth to Auckland Transport.

E. Capital expenditure of \$879 million is tracking at 90% of budget. The 10% variance to budget is mainly driven by delays in pavement renewals, property acquisition for the Eastern Busway project, and milestone payments for the new trains for CRL. Technology related investment is also delayed. The Flood Response programme is delivering ahead of budget. See capital expenditure overview by key programmes below for further details.

The revised budget, approved in the modified SOI by the TRIC in December 2024, incorporates changes from the confirmed NZTA National Land Transport Fund. The principal change was to the capital budget which

Financial performance overview by key activities

(\$ million)	Notes	2023/24	2024/25 Mar YTD			2024/25
		Actual	Actual	Revised budget	Variance	Revised budget
Net direct expenditure		379	313	352	39	480
Direct revenue		824	672	690	(18)	920
Bus		311	249	260	(11)	349
Rail		147	135	136	(1)	184
Ferry		48	41	42	(1)	55
Other public transport		47	40	34	6	44
Total public transport		553	465	472	(7)	632
Roads and footpaths		100	69	70	(1)	88
Parking and enforcement		108	87	95	(8)	130
Business Support		63	51	53	(2)	70
Direct expenditure		1,203	985	1,042	57	1,400
Bus		466	377	390	13	522
Rail		213	202	203	1	274
Ferry		70	60	60	-	80
Other public transport		78	57	55	(2)	76
Total public transport		827	696	708	12	952
Roads and footpaths		167	122	143	21	186
Parking and enforcement		52	46	38	(8)	52
Business Support		157	121	153	32	210

Capital expenditure overview by key programmes

(\$ million)	Notes	2023/24	2024/25 Mar YTD			2024/25
		Actual	Actual	Revised Budget	Variance	Revised Budget
Total capital expenditure	A	1,043	879	976	(97)	1,352
Renewals and Resilience	B	445	355	367	(12)	457
Asset Renewals		310	251	285	(34)	344
Resilience/Adaptation		135	104	82	22	113
Public Transport		173	172	190	(18)	302
Bus City Centre		2	10	13	(3)	22
Bus Projects		36	21	20	1	26
Ferry Projects		69	22	23	(1)	34
Rail Projects	C	54	114	127	(13)	208
Rapid Transit Access		12	5	7	(2)	12
Urban Development	D	283	264	295	(31)	426
Cycleway projects		32	27	47	(20)	63
Eastern Busway		190	185	205	(20)	256
Priority growth areas		33	33	26	7	55
Property for growth		28	19	17	2	52
Network and Safety		103	59	80	(21)	107
Community response		30	20	24	(4)	29
Local Board priority		22	10	16	(6)	20
Network Optimisation		16	18	18	-	28
Parking and other		2	1	2	(1)	4
Road Safety		33	10	20	(10)	26
Technology and Change	E	39	29	44	(15)	60
Customer Systems		39	29	44	(15)	60

Commentary

A. YTD capital expenditure was \$97 million below budget.
Items to note:

B. Asset renewals spend is lower than budget, however, planned activity levels indicate this is expected to pick up in the final quarter.

Resilience/Adaptation activity for flood response work is progressing ahead of budget with most works expected to be completed in the current year.

C. Rail projects are below budget due to delayed milestone payments for new CRL trains. Additionally, land acquisition for the CRL Level Crossing removal programme has been delayed but is still planned to be delivered this year.

D. Urban development is behind budget due to delayed property acquisition.

E. Technology related investment in Customer Systems is lower than budget due to resource constraints and changing business priorities. Prioritisation of key initiatives has been completed to support delivery for the last quarter.

Capital expenditure overview with milestone achievements

		Key Achievements				Budget & Expenditure				
		2024/25				2023/24	Mar YTD			2024/25
		FY Target	YTD Actual	YTD Plan	YTD Progress	Actual	Actual	Revised Budget	Variance	Revised Budget
Total						1,043	879	976	(97)	1,352
Renewals and Resilience										
	Expenditure					445	355	367	(12)	457
	Renewals Road Pavement					182	159	165	(6)	189
	Renewals Streets					78	63	71	(8)	93
	Flood Response					117	95	72	23	100
	Renewals Public Transport					31	17	26	(9)	33
	Renewals Structures					13	7	17	(10)	20
	Unsealed Road Improvements					6	9	8	1	10
	Renewals and Resilience - Other					18	5	8	(3)	12
Key Milestones										
	Kms of road resealing and rehabilitation	410.0	396.1	375.0	106%					
	Kms of footpath renewal	60.0	59.8	45.0	133%					
	Number of bridges/structures with renewals completed	21.0	11.0	11.0	100%					
Public Transport										
	Expenditure					173	172	190	(18)	302
	EMU Rolling Stock Tranche for CRL					24	76	83	(7)	153
	Decarbonisation of Ferries Stage1					69	22	22	-	34
	Level Crossings Removal for CRL					9	19	19	-	22
	Midtown Bus Improvements for CRL					2	8	11	(3)	18
	Great North Road Improvements					3	3	8	(5)	12
	Karangahape Roadside for CRL					2	5	7	(2)	9
	Bus Access and Optimisation Programme					20	16	7	9	8
	Northwest Bus Improvements					5	-	-	-	-
	Rosedale Bus Station and Corridor					4	2	2	-	4
	Public Transport Safety and Amenity					8	3	4	(1)	8
	EMU Stabling and Depots for CRL					18	8	10	(2)	13
	First-and-final leg for RTN stations					1	-	-	-	1
	Public Transport - Other					8	10	17	(7)	20
Key Milestones										
	Number of EMU trains delivered and transferred to AT ownership	16.0	3.0	6.0	50%					
	Number of ferries delivered	2.0								

Capital expenditure overview with milestone achievements (continued)

		Key Achievements				Budget & Expenditure				
		2024/25				2023/24	Mar YTD		2024/25	
		FY Target	YTD Actual	YTD Plan	YTD Progress	Actual	Actual	Revised Budget	Variance	Revised Budget
Total						1,043	879	976	(97)	1,352
Urban Development										
	Expenditure					283	264	295	(31)	426
	Eastern Busway Pakuranga to Botany					186	180	199	(19)	249
	Urban Cycleways GI to Tāmaki Drive Stage 4					1	1	16	(15)	17
	Property for Route Protection and Encroachments					2	11	9	2	42
	Point Chevalier to Westmere Improvements					18	16	17	(1)	21
	Drury Local Road Improvements					1	17	1	16	21
	Cycling for Climate Action					2	2	3	(1)	7
	Supporting Growth Post Lodgement					25	7	8	(1)	10
	Wainui and Redhills Growth Improvements					13	11	14	(3)	14
	Mangere West Cycleway					1	2	5	(3)	9
	Urban Development - Other					34	17	23	(6)	36
Key Milestones										
	Kms of cycleway completed	13.0	10.6	7.9	134%					
	Number of Eastern Busway key milestones achieved	31.0	41.0	49.0	84%					
Technology and Change										
	Expenditure					39	29	44	(15)	60
	Customer and Business Systems					16	15	26	(11)	35
	Core Technology and Renewals					10	5	9	(4)	14
	Contactless payment and HOP Hardware Refresh					13	9	9	-	10
	National Ticketing System (AT assets)					-	-	-	-	1
Key Milestones										
	Combined Technology initiatives	95%	91%	95%	95%					

Capital expenditure overview with milestone achievements (continued)

		Key Achievements				Budget & Expenditure				
		2024/25				2023/24	Mar YTD		2024/25	
		FY Target	YTD Actual	YTD Plan	YTD Progress	Actual	Actual	Revised Budget	Variance	Revised Budget
Total						1,043	879	976	(97)	1,352
Network and Safety										
Expenditure						103	59	80	(21)	107
Road Safety Programme						19	7	17	(10)	21
Community Network Improvements						21	14	16	(2)	18
Local Board Transport Capital Fund						9	8	13	(5)	17
Network Optimisation						9	14	11	3	17
Community Cycling and Micromobility						3	2	3	(1)	5
Intelligent Transport Systems						5	3	4	(1)	5
Room to Move Programme						-	-	-	-	1
Bus and Transit Lanes programme (dynamic lanes)						-	-	1	(1)	3
Marae and Papakāinga (Turnouts) safety programme						1	1	1	-	1
Freight Network Improvements						-	-	-	-	1
Network and Safety - Other						36	10	14	(4)	18
Key Milestones										
Special Vehicle Lanes - number of SVL completed		2.0	3.0	2.0	150%					
Dynamic Streets & Solutions - number of dynamic lanes and intersections completed		3.0	1.0	2.0	50%					
Number of sites with safety improvements completed		56.0	24.0	39.0	62%					
Number of local board projects completed		45.0	25.0	28.0	89%					