

# Quarterly Performance Report



# Auckland Transport

2023/2024 Quarter 4

For the 3 months ended 30 June 2024



# Quarter 4 – At a glance



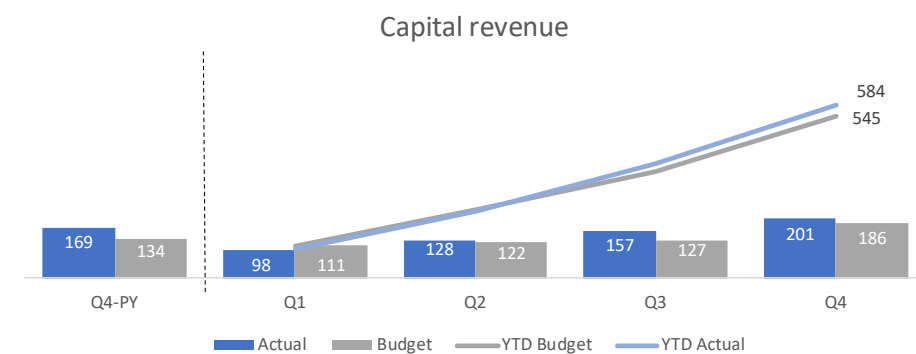
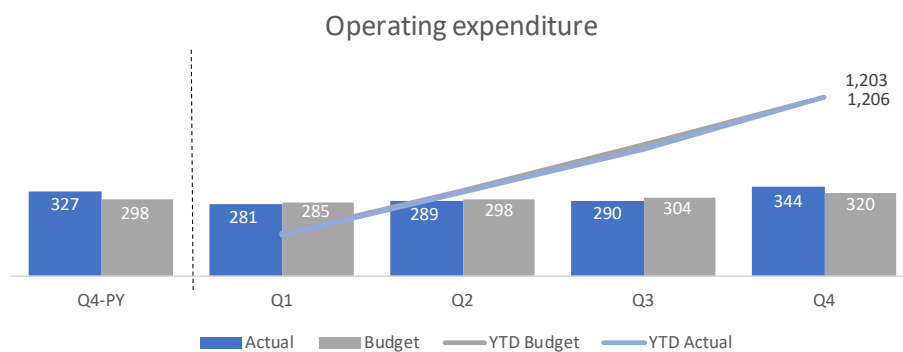
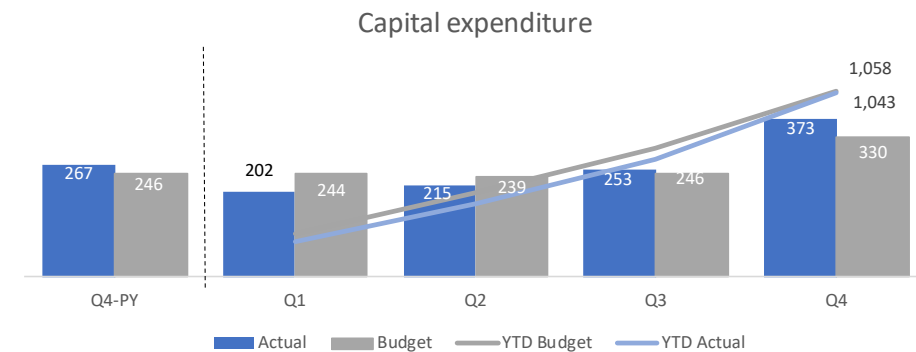
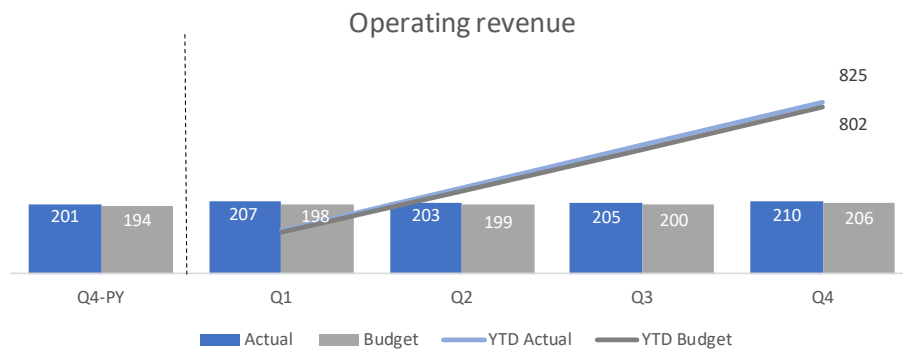
## Executive Summary

- Overall, Auckland Transport (AT) has achieved a very strong result for 2023/2024 year against agreed performance objectives as measured through the Statement of Intent (SOI). AT met or exceeding eighteen out of nineteen of its performance measures.
- While we have delivered a strong performance, the trust and confidence of our customers and communities weakened, resulting in AT not meeting this SOI measure (an actual of 29% against 30% target). We are disappointed in this result, rebuilding trust and confidence is key priority for the Board and Executive Leadership Team.
- We delivered our highest level of annual capital investment ever, at 99% delivery against budget AT is amongst the highest performing public sector capital delivery agencies. This was also accompanied by strong financial performance and positive introduction of new services like the Western Express, which is exceeding expectations. Road renewals and maintenance completed the largest renewal programme by length since 2017/18 with almost 400 km of sealed roads, 46 km of unsealed roads strengthened, 60 km of footpaths and 48 km of kerb and channel. This was 102% of our annual target.
- In Q4, rail disruption continued with industrial action by unionised employees of Auckland One Rail (AOR) and CAF, this is now resolved.
- Detail on highlights and performance for Q4 are below.



## Financial Performance

- Full year surplus from operations excluding depreciation of \$40 million, is \$33 million favourable to budget, reflecting a strong year of performance with higher public transport (PT) income and cost savings across the business.
- Direct revenue is \$23 million favourable to budget mainly due to the approval of additional New Zealand Transport Agency Waka Kotahi (NZTA) operating funding for extreme weather remediation costs and higher PT patronage.
- Direct expenditure is \$3 million favourable to budget with lower contractor-maintenance, PT and personnel costs.
- Full year Capital expenditure of \$1,043 million is 99% of planned spend. This is the highest level of annual investment delivered by AT.
- Capital revenue was received from Auckland Council (44%) and NZTA and other Crown agencies (56%) against a budget which assumes an approximately 50% funding split between local share and central Government / other Crown funding.



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



## Highlights

- **Statement of Intent (SOI) performance:** 18 of 19 SOI measures were met or exceeded for the year to June 2024. We have completed or are on track to complete 64 of the 72 deliverables for this period.
  - Road renewals and maintenance completed the largest renewal programme by length since 2017/18 with almost 400 km of sealed roads, 46km of unsealed roads strengthened, 60 km of footpaths and 48 km of kerb and channel. This was 102% of our annual target.
  - Deaths and serious injuries on the road network totalled 586, significantly under our target of no more than 640.
  - AT delivered 99% of its capital budget, exceeding the SOI target of 90%.
- **Regional Land Transport Plan (RLTP) 2024 – 2034 published:** following public consultation, the RLTP was endorsed by the Auckland Regional Transport Committee and Auckland Council's Transport and Infrastructure Committee before being approved by the Board on 30 June 2024.
- **Parking:** Paid parking was introduced on Sundays and public holidays in the city centre from 7 July. We paused the implementation of overnight parking charges in the city centre until October 2024 to have further discussions with key stakeholders and consider mitigations for those most impacted by the changes. New paid parking zones have been successfully introduced in the city, Grey Lynn and New Lynn.
- **Capital programme**
  - **Eastern Busway:** piling for the Rā Hihi piers continues to make great progress. All north abutment piles and 3 out of 16 pier piles have been completed. Consenting was adjourned from May 2024 to consider other options that would avoid reclamation at Taupaepae. Te reo Māori names have been gifted to Eastern Busway stations and structures by local mana whenua Ngāi Tai ki Tāmaki and Ngaati Whanaunga.
  - **City Rail Link (CRL) integration:** streetscape changes to Mercury Lane and Pitt Street have commenced, which will be completed before CRL opens.
  - Four **level crossings** have been removed to date: Corban Estate, Henderson; Tironui Station Road East, Takanini; Lloyd Avenue, Mt Albert; and Kingdon Street, Newmarket.
- **Auckland Integrated Transport Plan:** We are involved in preparation works for the Auckland Integrated Transport Plan, focusing on the strategic planning work.
- **Approval of Sustainability Strategy 2024 – 2031:** the Board approved the new Sustainability Strategy in May 2024. The new strategy brings together the threads of many previous plans and documents in a concise fashion, to reflect the current regulatory and reporting requirements. The strategy enables alignment with Climate Standard CS-1 disclosure requirements.
- **Western Express success:** patronage on the WX1 service has exceeded the network average, carrying more than 500,000 passengers in the seven months since opening. At the end of June 2024, boardings were consistently at 3,000 passengers per weekday. In total, the Northwest Busway has recorded more than 3.5 million boardings, exceeding estimates of 2.5 million in this timeframe.

- **Increase in community response projects:** the Community-Initiated Programmes have overdelivered this financial year which reflects how AT is responding to the communities we serve. At the start of the year \$10 million was allocated to responding to community requests for local improvements. The programmes that respond to these requests have delivered 262 projects and improvements, worth over \$22 million, for Aucklanders.



## Issues/Risks

- **Reputation, trust and confidence:** AT's reputation, trust and confidence continued to weaken in Q4. AT listens to and responds to Aucklanders' needs decreased from 28% in Q3 to 22% in Q4, which means that we came in just below our annualised target at 29% vs. 30% target. Rebuilding reputation trust and confidence is a key focus for the Board and Executive Leadership Team.
- **Threats and aggression / Safety on the PT network:** threats and aggression are continuing to increase across the AT network, as well as more widely across Tāmaki Makaurau. AT continues to work alongside New Zealand Police and community partners to further increase measures to keep commuters safe.
- **Rail disruption:** the Rail and Maritime Transport Union (RTMU) members of AOR and CAF undertook strike action in June. This action was managed well, resolved, and withdrawn from 1 July and 21 June respectively. These strikes continued the disruptions that train commuters have been subjected to throughout the year. The issues affecting Auckland's rail network continue to impact the reliability of passenger rail services and customer confidence in using public transport. The establishment of the One Client Alliance (AT, CRL and KiwiRail) is a mitigation for this risk.
- **Funding:** AT's key funding partners (Auckland Council and NZTA) are under significant funding pressure, with AT facing further funding reductions). The Government Policy Statement on Land Transport (GPS) has been finalised, but National Land Transport Plan (NLTP) and NZTA funding is still to be confirmed and certain areas remain at risk. This funding uncertainty is limiting AT's ability to fully commit to some projects that extend into the next GPS period which commenced on 1 July 2024.
- **Transition of CRL into AT;** the compatibility of the CRL systems and operations needs to occur in sufficient time, and to the required standard, to allow for integration, to ensure readiness on day one. The risks are tabled and actively managed through the CRL Programme Control Group. An Independent Quality Assurance process is also in progress, starting with a readiness review.



## Key Performance Measures

SOI performance targets outcome areas	Exceeded	Met	Not met	Not reported this quarter	Total
Better understanding of the communities we serve	2		1		3
Getting the basics right	4	3			7
Leveraging our existing network using data, technology and insights	5				5
Collaboration and improving relationships		1			1
Supporting Māori wellbeing, outcomes and expectations	1				1
Value for money and reducing costs to AC	2				2
<b>TOTAL</b>	<b>14</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>19</b>

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

## Additional performance measures: DIA and LTP

DIA and LTP Measures	2024 LTP Target	2024 Result
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 (No more than 641)	Reduced by 96 (586)
Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads.	Rural: 88% Urban: 78%	Rural: 84% Urban: 83% All: 83%
Percentage of footpaths in acceptable condition (as defined by AT's AMP).	95.0%	96%
Percentage of the sealed road network that is resurfaced	7.0%	6.1%
Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames.	85%	88%
PT punctuality (weighted average across all modes)	96%	98%
Percentage of key signalised intersections in urban centres where pedestrian delays are reduced during the interpeak period.	65%	50%
Percentage of road assets in acceptable condition (as defined by AT's AMP)	92.0%	76.4%.
Percentage of public transport passengers satisfied with their public transport service	85-87%	90%

# Strategic alignment and key policies

## Vision zero

**Context:** Tāmaki Makaurau’s commitment to Vision Zero is an ambitious transport safety vision with the goal of no deaths and serious injuries (DSI) on Auckland’s transport network by 2050. This strategy is owned and delivered by the Tāmaki Makaurau Road Safety Group, a partnership between AT, Auckland Council, Police, Public Health, Fire and Emergency New Zealand (FENZ), ACC, NZTA and Ministry of Transport.

**SOI target:** We have moved from tracking the DSI target by calendar year to tracking by financial year. As seen in previous years DSI figures can fluctuate year on year, the previous financial year 2022/23 saw an 18% increase, whereas this year we’ve seen a 14% reduction. This reflects random statistical variation and external factors, such as petrol prices, demographic changes and population and traffic increases. We will continue to monitor both three- and five-year trends, alongside year-on-year changes to measure progress.

As at 25 July 2025 we have met our 2023/24 SOI target of no more than 640 DSI by the end of June 2024 with a provisional figure of 586. The new proposed SOI targets are shown below, these have been updated to reflect 2023/24 performance.

	2023/24 actual	2024/25 target	2025/26 target	2026/27 target
Deaths and serious injuries on the road network in Tāmaki Makaurau Auckland	586	576	566	556

**Strategic planning:** taking a renewed look at our safety investment strategy to ensure we invest in the right places and ways, taking into account advocacy, education, road safety engineering and actions led by our partners (i.e. enforcement). Work is also underway to understand the effectiveness of other safety interventions so that the safety of pedestrians and other vulnerable road users is not compromised. In the past 12 months, 47% of DSIs were experienced by vulnerable road users (people walking, cycling or motorcyclists) and 89% of DSI in Auckland occurred on our local roads.

**Draft Speed Limit Setting Rule:** public consultation for the draft speed limit setting rule has now closed. The Ministry of Transport is evaluating the feedback, and we expect new legislation to be in place in November. The draft legislation indicated a requirement to reverse many of the lower speed limits that have been put in place since 2020.

**Growing insights:** we continue to work with our partners to maximise the use of data. There is a historic under reporting of DSI and by using data from ACC and health data we will gain a clearer picture of the extent of road trauma. The updated social cost of crashes has been released by Ministry of Transport this is estimated to be \$2 billion per year in Auckland.



### Key risks to Vision Zero:

- Reduced funding compromises the delivery of the road safety programme.
- The effects of the new GPS, which has removed the safety activity class and restricted the types of safety interventions that can be used on local roads.
- There is no target for reducing DSI in the GPS, historically a lack of national targets has led to operational resources being redeployed to other focus areas.
- Road safety promotion funding received through the safety activity class will no longer be able to be used for advertising costs, historically this has formed a large part of this programme. We are yet to receive confirmation of how the national education campaigns will be designed to meet the needs of local communities.

## Climate change and sustainability

- Total operational emissions reduced by 54% compared to the base year 2018/19. This exceeds the targeted reduction of 15%. The reduction is attributed to the 30% drop in total energy consumption in the network due to continuous energy-efficiency and energy management activities across AT's network.
- The zero emission bus numbers have increased from 90 to 180 during the 2023/34 financial year. We have the largest number of zero emission buses of any city in Australasia, Sydney is next with 127.
- AT has four low emission ferries under advanced stages of construction. Two battery-electric ferries manufactured locally in Auckland are planned for launch during 2025. The first hybrid-electric ferry due to arrive in Auckland during 2025, with the second during 2026. However, co-funding of the broader ferry programme (vessel replacement and charging infrastructure) remains uncertain. This may impact the rate at which we are able to decarbonise the ferry fleet.
- The business case writing for electric vehicle projects/commercial model assessment is underway with an estimated completion date of late Q2 FY25.

## Māori outcomes

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

- **Mana whenua engagement:** AT contributes to mana whenua engagement through forums for operations and governance matters. Project forums are held across various rohe on a fortnightly basis, focussing primarily on resource management matters including:
  - AT Māngere Walking and Cycling Projects:
  - AT Achieving Māori Outcomes
  - Bus Procurement strategy
  - Charger Building design – Low Emission Ferry Programme for Downtown
  - Eastern Busway Alliance
  - Flood Alert System on Sunnyside Road in Coatesville
  - Low Emission Ferry Programme – Landside Infrastructure in Half Moon Bay update
  - Matiatia Pier 2 Renewal project Update
  - Mill Flat Road Bridge, Riverhead project update
  - Contactless payments and National Ticketing Programme
  - Sustainable Procurement Action Plan
  - Time Of Use Charging programme
- **Ngā Kete Kiwai (AT's Māori Learning and Development Programme):** there were 76 attendees across the four workshops of the Ngā Kete Kiwai programme. 34 kaimahi completed the four workshops and celebrated at a graduation ceremony in June 2024.
- **Māori business:** AT's procurement spend with Māori owned businesses is \$38.98 million or 2.32% of the total spend, above the target of 2%.
- **Te reo Māori across the transport network and AT:** Te reo Māori translations were completed for wayfinding signage, external communications, strategy documents and announcements.
- **Māori Outcomes Plan:** AT's Māori Outcomes has been drafted and was approved by the Board in August 2024.

# Other focus areas

## Dynamic lanes and streets

### Intersection and corridor efficiency improvements

- Five corridor and intersections projects have been completed in 2023/2024 with two more in construction.
- 268 signalised intersections have been reviewed and optimised over the past year against a target of 250.

### Special vehicle lanes

- Nine new special lanes have been implemented.

### Smart intersections

- 25 bus booster sites have been implemented in 2023/2024 with busses achieving 30% reduction in travel times through intersections where bus booster has been implemented
- 20 new intersections have smart detection implemented which benefits vehicles and people walking and cycling.
- Detection at Nelson Street provides 40 seconds reduction in wait times for vehicles turning left and a green wave for people on bikes.

### Dynamic streets

- Designs have been completed for Main Highway (Ellerslie) adaptive dynamic bus lane, Maoro Street dynamic bus lane and Botany College dynamic signal phasing.
- Investigations are being carried out for Kingdon Street dynamic loading zone pilot, Dairy Flat Highway dynamic Lane, Ellerslie Panmure Highway dynamic lane and Park Road dynamic bus lane.

## Temporary Traffic Management (TTM) Code of Practice

### Spotlight initiative: EY Review of Temporary Traffic Management in Auckland

- Objective: Develop a plan to prioritise and deliver the 25 recommendations in the EY Review of Temporary Traffic Management in Auckland commissioned by the Office of the Mayor.
  - Ten initiatives are already underway of the 25 recommendations.
  - Three of the recommendations are included in the forward programme but have not yet commenced.
  - Twelve recommendations to be investigated, prioritised and scoped.

### New initiatives

- Optimising the management of live worksite disruptions.

### Currently underway

- Refresh of Disruption Assessment Tool to better predict the impact of works on the network and enable better planning.
- Targeted cost reduction – reduction of the percentage of TTM on the total cost of construction for AT projects and programmes.
- Redesign of commercial arrangements in line with the New Zealand Guide to Temporary Traffic Management (NZGTTM) for AT projects and programmes
- Targeted improvements to enhance customer experience and efficiency of corridor access requests

## Time of Use Charging

- In June 2024, the Transport and Infrastructure Committee endorsed the programme objectives: to manage travel demand to achieve an improvement in road network performance by reducing congestion, increasing the throughput of people and goods, and improving the reliability of the road network.
- Congestion and traffic analysis, and potential response through scheme option settings and preparatory work on scheme principles is underway. This will include analysis of the transport, social, economic and environmental effects of potential options.
- Central government direction on national policy, enabling legislation and timing will be aligned to Auckland implementation. Scenario planning is underway.

## Ferry Programme

- Four new ferries are under construction and well advanced. Hulls on the first three vessels due in 2025 are largely complete, with mechanical and electrical fitout underway.
  - Two zero emission 200 passenger vessels from EV Maritime in Auckland, for delivery in 2025.
  - Two hybrid-electric 300 passenger vessels for the Devonport route, for delivery in 2025 and 2026.
  - All new vessels will have substantially more space for cycles, wheelchairs, pushchairs and mobility scooters.
- All four refurbished AT diesel ferries are operating. The refurbishment provides an 8-10 year life extension and immediately improves ferry network mechanical reliability, fuel efficiency and particulate emission reduction while new ferries are being procured and introduced.
- To enable the operation of Auckland's new ferries, AT intended to introduce ferry charging and pontoon improvements at the key locations of Downtown Ferry Terminal, Half Moon Bay and Hobsonville Point.
- Resource consent has been received for the first charging location at Half Moon Bay, with electrical equipment en route to New Zealand for installation and commissioning early 2025. Site enabling works are planned to commence during the second half of calendar 2024.
- Downtown Ferry Terminal and Hobsonville Point are currently planned between late 2025 and late 2026 to establish the core of AT's charging network. Both are high profile and busy public locations; appropriate siting of sizeable electrical equipment away from public movement areas has been a focus.
- The ferry fleet is overdue for renewal, and continued momentum is required to achieve the retirement of aged and under capacity vessels over the next decade
- Charging infrastructure at Downtown remains as a key programme risk due to the high level of stakeholder interest and consenting requirements in this important multi-use waterfront location. New assets are proposed to be located on Queens Wharf, necessarily near the existing operational ferry berths, with resource consent notification expected late 2024.

## Electric Buses

- In FY24 we have delivered:
  - 85 new e-buses operating from the New Lynn depot (half in September 2023, the remainder in June 2024).
  - 1 new double-decker e-bus also operating from the New Lynn depot.
  - 3 new e-buses for the Ōtāhuhu-Papakura route.
  - 1 new e-bus for Waiheke Island.
- This takes our total number of zero emission buses to 180, out of a total fleet size of approximately 1,350.
- At the end of FY24 Auckland has the most zero emission buses in operation of all cities in Australasia.

# Statement of performance expectations

## 1. Better understanding of the communities we serve

### Final status



Outcomes	Deliverables	SOI Timeframe	Governance commentary	Status
1. Better understanding of the communities we serve	1.01 Establish a programme to deeply understand those we serve, to inform strategic business decisions and the prioritisation of initiatives to improve customer experience across all services and touch points including where AT engages with communities on projects, programmes and delivery of new transport solutions.	FY24 - Q4	<p>This is a work in progress.</p> <p>We have built out a library of existing research and issues summaries on key issues and building research roadmap to address gaps and inform future initiatives.</p> <p>We are continuing to embed this across the business by:</p> <ul style="list-style-type: none"> <li>• Building Voice of Customer satisfaction programme informed by the Customer Touchpoints accelerated workstream.</li> <li>• Working with Corporate Strategy and individual business units to understand opportunities to bring customer voice to key programmes and initiatives.</li> <li>• Community Engagement Transformation project being led through Partnerships and Engagement team - the AT way accelerated workstream is being developed.</li> </ul>	Not completed
	1.02 Commission independent quantitative and qualitative research along with research and analytics on observed travel behaviours. We will publish this research regularly.	FY24 - Q4	<p>Commissioning independent qualitative and quantitative research to inform strategy and policy. Recent research includes:</p> <ul style="list-style-type: none"> <li>• East Aucklanders understanding and attitudes toward Eastern Busway</li> <li>• Understanding Aucklanders perceptions of Safety around Schools</li> <li>• Research to inform mode shift opportunity and VKT reduction</li> <li>• Customer experience of PT disruptions to inform disruptions framework</li> </ul> <p>New projects are now underway.</p>	Completed
	1.03 Update governance and decision-making processes to ensure what matters to Aucklanders is given appropriate focus. This will include safety and climate priorities, customer experience project plans, resource and budget plans, insights plans, disruptions plans, customer experience design principles for all major programmes and projects.	FY24 - Q4	<p>The CX Delivery Guide has been developed to achieve more consistency in our approach to infrastructure initiatives, better coordination, meet project objectives more efficiently and support projects to deliver the intended benefits to our customers and communities.</p> <p>This was reviewed and updated twice this year, including alignment with our Business Plan, and providing more detail on outcomes for customers.</p>	Completed
	1.04 Collect data on where and why Aucklanders feel unsafe (perceptions of safety) and baseline these measures.	FY24 - Q4	<p>The baseline data on safety perceptions has been collected.</p> <p>The next steps will be to work alongside Transport Safety to integrate into broader safety reporting and actions.</p>	Completed
	1.05 Develop a framework for measuring perceptions of safety overlayed with actual deaths and serious injuries and use the reporting of these measures to focus improvements.	FY25 - Q4	<p>The components of this are progressing. We are still waiting for the final Objectives Document from the Ministry of Transport as we need to assess how much we will need to monitor.</p>	Not completed
	1.06 Develop a set of exemplar journeys that reflect user experience across the whole Auckland transport network including travel times. We will publish these monthly to understand trends, and to support actions to address any increases in travel times.	FY24 - Q4	<p>Five exemplar journeys established and tracked:</p> <ul style="list-style-type: none"> <li>• Commuting trip (Henderson to Airport).</li> <li>• Trade responding to a call out (Botany to Flat Bush)</li> <li>• University Student (Glenfield to City)</li> <li>• Social trip (Takapuna to Albany)</li> <li>• Weekend trip (Takanini to Sylvia Park)</li> </ul> <p>All five exemplar journeys have consistently operated within high to acceptable levels of service (LOS A-C) for general traffic. This means that routes operate with minimal congestion. Journeys have experienced a reduction in travel times on the 5 selected exemplars since February.</p>	Completed

## 2. Getting the basics right

Final status



Outcomes	Deliverables	SOI Timeframe	Governance commentary	Status
2. Getting the basics right	2.02 Improve reporting of our bus route utilisation and adjust low patronage routes to on-demand services where appropriate, considering potential impacts to users.	FY24 - Q4	Developed peak utilisation metric which has been included in the Statement of Intent 2024-2027 to improve reporting and visibility of peak time utilisation.	Completed
	2.03 Improve the way we manage and respond to disruptions by developing a disruptions blueprint.	FY24 - Q2	The Disruptions Programme scope has been extended to include the whole transport network (roading and public transport). A Disruptions Management target state was delivered to the Disruptions Programme steering group at the end of June 2024 which sets out the ideal future state of an all-of-system disruption programme. Stakeholders agreed this was a more meaningful and useful approach than a blueprint, which was deemed to be difficult to understand and use.	Completed
	2.04 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.	FY24 - Q4	Despite consenting delays, renewal spend was to budget for FY24. Annual road resurfacing programme delivered over 400 km and met target.	Completed
	2.05 We will implement new road maintenance contracts utilising a new Collaborative Maintenance Partnership model which emphasises stewardship, collaboration, and partnership on the part of both the client and supplier.	FY24 - Q4	Contract governance structure has been implemented and performance framework developed.	Completed
	2.06 We will develop trials of new asset management products, better communicate our prioritised approach to asset maintenance and our different approaches between critical and other assets.	FY24 - Q4	Process introduced to encourage initiatives and trials which can deliver better environmental, safety and social outcomes through our maintenance contracts. This includes new products such as low carbon concrete footpaths, low cost pavement rejuvenation seals, micro-surfacing resels.	Completed
	2.07 We will prioritise increased investment in Asset Management to allow for storm and flood recovery.	FY24 - Q4	Flood recovery works proceeding ahead of programme and are now over 80% complete. We expect the programme to be substantially completed by the end of 2024/25.	Completed
	2.08 Refresh our safety investment strategy and re-plan our approach to ensure we invest in the right places and ways it is fit for purpose, taking into account advocacy, education, road safety engineering, wider harm on the transport network, and alignment with other policies.	FY25 - Q4	We are waiting for key information: 1. the new speed rule. 2. the finalised objectives document from the Ministry of Transport. 3. an understanding of the Waka Kotahi road safety team restructure in order to see what national resources are left for us to access.	Not completed



Outcomes	Deliverables	SOI Timeframe	Governance commentary	Status
2. Getting the basics right	2.09 Minimise the impact of disruption on the road corridor and reducing road cones.	FY24 - Q4	<p>TTM programme team and governance group formed. Initiatives under two-time horizons (quick wins and transition to New Zealand Guide to TTM) identified. Trials of new approach to temporary traffic management TTM completed.</p> <p>Completed revised road corridor access charges, incentivising contractors to comply with temporary traffic management and drive efficiency, encouraging more efficient use of public space, subject to consultation.</p> <p>Completed increasing the rates we charge contractors and developers to occupy parts of the road corridor during construction to incentivise faster delivery and/or less road space to be used during works.</p> <p>We have invited the industry to apply trials and/or innovative approaches to TTM via industry newsletter, partnership forums, and Industry get-togethers.</p> <p>Forward works viewer developed.</p> <p>Regular coordination meetings and activities, supported by the Activity Coordination governance group, a disruption calculator is in final stages of design.</p> <p>Reduced TTM equipment for high traffic urban roads when speed environments are lower</p>	On track
	2.12 Provide construction oversight to contractors and ensure they remedy defects at their own cost as a condition of contract for physical works.	FY24 - Q4	Construction oversight in place to ensure defects are remedied at practical completion and end of defects liability period.	Completed
	2.9.1 Commence a trial of a risk-based approach to temporary traffic management (TTM), aligned with NZ Guide for Temporary Traffic Management (NZGTTM).	FY24 - Q4	Three contractor-led trials have commenced with Downer, Fulton Hogan and Liveable Streets. Additional trials are in place with Chorus and Watercare.	Completed
	2.9.2 Implement revised road corridor access charges, incentivising contractors to comply with temporary traffic management and drive efficiency, encouraging more efficient use of public space, subject to consultation.	FY24 - Q1	This initiative is now delivered and went live on the 1 October.	Completed
	2.9.3 Increasing the rates we charge contractors and developers to occupy parts of the road corridor during construction to incentivise faster delivery and/or less road space to be used during works.	FY24 - Q1	This initiative is now delivered and went live on the 1 October.	Completed
	2.9.4 Signal AT's intent to transform TTM with the industry	FY24 - Q1	AT has engaged with all parts of the TTM ecosystem both as Road Controlling Authority (RCA) and as the council controlled organisation responsible for 30% of road worksites on the network. Industry education workshops and customer/partner empathy interviews were held to gauge the readiness for change in Auckland's TTM landscape. Work continues with NZTA, Auckland Council CCOs and other RCAs promote innovation and change.	On track
	2.9.5 Providing easier digital solutions for the public to report redundant equipment (such as road cones on the network) directly to the contractors who will proactively collect the equipment.	FY24 - Q3	This initiative is now delivered and went live September 2023.	Completed
	2.9.6 Providing a spatial viewer for all works and events on the network to enable improved coordination	FY24 - Q4	New spatial viewer developed and in use.	Completed
	2.9.7 Coordinating with key stakeholders to schedule works and minimise disruption	FY24 - Q4	The Network Access Coordination forum (NAC) is now established and meeting weekly. The team is reviewing options on developing a disruptions assessment tool.	Completed
	2.9.8 Reducing TTM equipment for high traffic urban roads when speed environments are lower	FY24 - Q4	The minimum TTM requirements (under CoPTTM) have been lowered on 130km of Urban roads.	Completed



Outcomes	Deliverables	SOI Timeframe	Governance commentary	Status
2. Getting the basics right	2.1.1 Optimise the bus network by reallocating resources and services to support improved frequencies where travel demand has changed	FY24 - Q1	Completed as part of preparations for March Madness in 2024. Review of projected capacity concerns completed in August 2023. Added extra trips and bigger buses to several routes that were of concern.	Completed
	2.1.2 Establishment of a regular bus driver forum for insights to drive customer experience and operational improvements	FY24 - Q1	Completed a forum with drivers to identify issues, and a chat group for them to submit problems and opportunities. As a result of driver feedback we have already made changes including traffic signal phasing, bus stop signage, and customer messaging. We continue to collect feedback from drivers and act where we can make an improvement.	Completed
	2.1.3 Ferry crew recruitment and wage increases	FY24 - Q2	Accelerated training programme tracking ahead of target. In June Devonport ferries returned to a 20-minute frequency (at peak), with additional sailings added to Half Moon Bay, Birkenhead and Bayswater.	Completed
	2.1.4 Ferry disruption management plan (including customer notification improvement programme)	FY24 - Q2	Completed throughout the year with improvements to disruption management and customer communications. Ferry customers moved to AT Mobile (from Fullers360 own mobile product). The ferry status feature went live on to AT website in June.	Completed
	2.1.5 Bus driver recruitment and wage increases	FY24 - Q2	Completed in August 2023, with the required level of bus drivers in the workforce.	Completed
	2.1.6 Reinstatement of bus services	FY24 - Q2	All suspended bus services reinstated in July 2023. Cancellations reduced to below expected level in September.	Completed
	2.1.7 Develop a prioritisation plan for accelerated bus priority	FY24 - Q3	Identified six bus priority projects and these have progressed to investigation and design stage. Designs progressed for FY25 delivery pipeline. Triangle Rd is now under construction, to be complete by end of August. Fred Taylor Drive is being taken to construction - to be complete by October.	Completed
	2.1.8 Confirm KiwiRail track infrastructure renewal programme and implementation plan	FY24 - Q3	Work on the KiwiRail Rail Network Rebuild (RNR) is continuing, with Stage 4 continuing on the newly electrified railway between Papakura and Pukekohe agreed with AT. The extension to December 2024 will delay the introduction of electric train services to January 2025.  Programme planning beyond January 2025 is under development and will include the key Papakura to Wiri section of the Southern Line, which will necessitate alternative train running options. Planning for other key areas, including beyond Henderson are also progressing.	Not completed
	2.1.9 Operational efficiencies between KiwiRail, AOR, and AT for faster, more reliable train operations and communications in a single joint control room	FY24 - Q4	The Operations Centre was officially opened on 14 March 2024. KiwiRail moved in on 22nd March, AOR on 30 March and AT on 2 April.	Completed
	2.10.1 Completing, in collaboration with Council and key partners, a Vehicle Kilometres Travelled (VKT) Reduction Plan to define specific interventions and progress implementation where funding is available	FY24 - Q3	VKT Reduction Plan completed and presented to Council in April 2024.  The next stage is development of a business case for initiatives to support uptake of EVs and identify opportunities for revenue generation from EV related services.	Completed
	2.10.2 Completing Auckland Transport's Sustainability Strategy and setting organisational operational and embodied emissions targets relative to TERP targets to focus effort and transport system intervention design.	FY24 - Q3	Sustainability Strategy was finalised and approved by the AT Board in May 2024.	Completed
	2.10.3 Embedding consideration of carbon emission reduction and adaptation measures and targets into AT organisational systems and processes.	FY25 - Q4	Carbon emission reduction being embedded within project delivery. Eastern Busway demonstrates a good example of early success. Work is ongoing for whole of life carbon emission quantification and mitigation.	On track
	2.11 Progress the Better Faster Consents work programme alongside Council and Watercare to simplify and improve the resource consenting process.	FY24 - Q4	Delivery on the SOI target for response to resource consents has been met but the programme of business improvements is stalled due to recent changes at AC. It is anticipated that process improvements with the regulatory planning area will be restarted in FY25.	Not on track

### 3. Leveraging our existing network using data, technology and insights

#### Final status



Outcomes	Deliverables	SOI Timeframe	Governance commentary	Status
3. Leveraging our existing network using data, technology and insights	3.1.0 Make smarter use of our existing road spaces and improve traffic flow by optimising the transport network including the use of physical and technology solutions to use road space dynamically. A programme of technology-based Intelligent Transport Systems (ITS) and physical interventions to improve road corridor productivity includes:	FY25 - Q1	Auckland Network Optimisation programme is developed with completed projects as follows:	Completed
	3.1.1 Implement bus prioritisation technology on major corridors: 25 intersections	FY24 - Q2	Bus booster has been implemented on 30 intersections.  We are achieving an average of 30% reduction in bus travel time through these intersections. Busses have also achieved up to 50% reduction in stoppage time at these intersections.	Completed
	3.1.10 Implement network and capacity improvements at four intersections: Paul Matthews Road, Northcote Road	FY24 - Q2	Construction completed at Paul Matthews Road and Northcote Road	Completed
	3.1.11 Implement network and capacity improvements at four intersections: Ormiston Road/ Preston Road, Cook Street/Hobson Street	FY24 - Q4	Construction completed at Cook Street/Hobson Street, and also at Sunnynook/Sycamore Drive.  Ormiston Road / Preston Road construction is in progress. The construction start date was delayed to ensure AT received the best cost sharing agreement with Vector on the utilities.	Completed
	3.1.2 Implement bus prioritisation technology on major corridors: A further 25 intersections	FY25 - Q1	In addition the the 25 intersections planned for FY24, bus booster has already been implemented at a further 5 intersections (for a total of 30 this year) with the balance of 20 intersections to be implemented by the end of Q1 FY25.	On track
	3.1.3 Deliver special vehicle lanes: Te Atatu South, Te Atatu Peninsula, Hobson Street, K' Road	FY24 - Q2	Works have been completed to support the western bus services in May 2024. Te Atatu peninsula Transit lanes have resulted in a 52% increase in Morning peak productivity.	Completed
	3.1.4 Deliver special vehicle lanes: Newton Road, Westgate/Fred Taylor, Triangle Road	FY24 - Q3	Newton Rd construction has completed.  Triangle Road bus priority construction began in May 2024 with completion scheduled for October.  Westgate/Fred Taylor Dr construction began in July 2024 with completion scheduled for October.	Not completed
	3.1.5 Deliver special vehicle lanes: East Coast Road, Raleigh Road, Khyber Pass Road/Crowhurst Road	FY24 - Q3	Construction is completed for East Coast Road, Raleigh Road and Khyber Pass/Crowhurst Street.	Completed
	3.1.6 Develop a roll-out plan for smart detection (vehicle, pedestrian, cycling) based on trials underway, and implement at least 20 sites in FY24	FY24 - Q4	update not required for the governance report	Completed
	3.1.7 Commence investigation and design for 3 dynamic streets (considering Great North Road, Dominion Road, Sandringham Road).	FY24 - Q4	We have commenced investigation and design for more than 3 dynamic solutions. Maioro Street dynamic bus lane has competed detail design with implementation in FY25. AT has commenced implementation for the Main Highway dynamic timing solution and the Botany College dynamic intersection project.	Completed
	3.1.8 Implement real-time signal programme as part of the network optimisation programme, with an aim to hold travel times steady on the arterial network	FY24 - Q4	268 signalised intersections were optimised in the year to June 2024. AT achieved an actual average travel time of below 23 minutes against a target of 24 minutes.	Completed
	3.1.9 Deliver freight improvements, including trialing the use of transit lanes by freight vehicles (Trials currently on Great South Road/Portage Road/SEART, Mt Wellington Highway between Penrose Road and Sylvia Park and Walmsley Road between Kata and Mangere Road).	FY24 - Q4	Trials are complete and the analysis on the freight lanes confirm that Great South Road (Portage to SEART) and Mt Wellington Highway (Penrose Road to Sylvia Park) are operating well for freight. Minor tweaks to operating hours will be done. Walmsley Road has been evaluated and AT is not proceeding with further changes to the route.	Completed

Outcomes	Deliverables	SOI Timeframe	Governance commentary	Status
3. Leveraging our existing network using data, technology and insights	3.02 Develop an implementation plan and progress implementation of Room to Move: Tāmaki Makaurau Auckland's Parking Strategy and progress implementation of Room to Move	FY24 - Q4	The implementation plan is complete, the program is established, and delivery is now progressing with the creation of comprehensive parking management plans for areas around the region	Completed
	3.03 Contribute to and support National Ticketing and progress implementation of open loop functionality so that customers can use contactless payment options to pay for their public transport fares and to provide increased access to the PT network.	FY25 - FY26	Open Loop Implementation is planned for Q4 2024 and on track.	On track
	3.04 Progress cycling solutions within available funding, to realise opportunities for interventions within existing kerbs to enable less disruptive and lower cost delivery of cycling improvements.	FY24 - FY26	Point Chevalier to Westmere in construction to complete April 2025. Concept design consultation for Kelston/New Lynn and Manurewa in Sept 2024. Links to Glen Innes Stage 2 work completed in Apirana Ave. Links to Glen Innes Stage 2 Morrin Rd in construction to complete early 2025. Procurement of GI to Tamaki Stage 4B, construction starts October 2024. Great North Road stage 2 construction to start October 2024. CATTR detailed design for Hobsonville Rd to complete Sept 24 with construction in 2025.	On track
	3.05 Improve AT Mobile and AT website usability and enable them to be the channels of choice for customer communications on network performance and disruptions. Investigate how we best manage and respond to the increased demand in requests within available resources.	FY24 - Q4	Product roadmaps have been developed to target improvements in three key areas: 1. Disruptions communication 2. PT growth 3. Digital personalisation  In Q4 we have delivered a Trainline Status and Ferry status webpage with real-time updates to make it easy for customers to understand if their journey is likely to be disrupted.	Completed
	3.06 Collaborate with Council, City Rail Link Ltd, and KiwiRail to confirm a plan for commissioning acceptance and operational readiness for City Rail Link.	FY24 - Q4	Once Client Alliance (OCA) working arrangements in flight with resources now fully mobilised within AT under a number of interface workstreams (matrix team organisation) with OCA led by Head of CRL Delivery. Processes and systems being implemented to improve progress tracking, coordination and reporting levels.	On track



## 4. Collaboration and improving relationships

### Final status



Outcomes	Deliverables	SOI Timeframe	Governance commentary	Status
4. Collaboration and improving relationships	4.01 Develop a public engagement and consultation strategy including ways to bring impacted people closer to the decisions that affect them.	FY24 - Q4	Rather than individual small-scale trials, AT is taking a more holistic and enduring approach to improving its public engagement on projects and programmes that impact Aucklanders. Work is underway at pace to embed consistent best practice to improve public engagement across the organisation, called the AT Way.	Not completed
	4.02 Trial an enhanced engagement approach for some significant priority local projects including greater involvement with Local Boards, co-design with communities and greater on-the-ground visibility and in-person engagement from AT.	FY24 - Q4	Local Board Relationship Project first deliverable; establishment of an annual process called Kōkiri is complete.  This establishes an annual structure for engagement with local boards that culminates in a Kōkiri Agreement. The first round of Kōkiri Agreements was endorsed by 19 of 21 local boards, and we are currently working with the remaining two.	Completed
	4.03 Implement processes for Local Boards to propose their own local transport plan inputs and projects, and define local and regional thresholds in collaboration with Council and Local Boards.	FY24 - Q4	Kōkiri Agreements prioritise local projects and provide good intelligence about potential local projects for Community Engagement Programme to test new ways of working.	Completed
	4.04 Implement a "no surprises policy" for Local Boards. AT will seek to provide regular updates and heads-up to Local Boards on local projects, consultations and other relevant issues to ensure Local Boards are aware of important matters before these are communicated to the wider community.	FY24 - Q4	Attendance at the Local Board Chairs Forum was monthly but at the request of the forum has slowed down. Current focus is in having more senior members of AT in front of the Chairs including the AT Board Chair.  Developing detailed focus area updates that will be attached to each local board's Kōkiri Agreement. Local Board National Forward Works Viewer still in development to replace current LB GIS Portal. Transport Safety Intelligence Tool still in development and scheduled to be shared with Councillors and elected members in late-2024.	Completed
	4.05 Develop and implement regular surveys of Local Board members and councillors to better understand and track levels of satisfaction with AT engagement.	FY24 - Q4	The first annual cycle of local board surveys nearly complete. The surveys demonstrated improvements in local board engagement, moving from low '40's' engagement, to 56% engagement currently. Local board engagement surveys will continue on a six-monthly basis. Councillor surveys planned for late 2024 or early 2025.	Completed
	4.07 Work with the Mayor and the Council's Transport & Infrastructure Committee (TIC) to ensure the TIC is utilised to leverage opportunities to promote and advocate for transport development and challenges in Auckland.	FY24 - Q4	A constructive cadence of TIC engagement is now well established, including regular monthly updates on topical matters, progress, achievements, and challenges as well as workshops and briefings on key areas of interest. AT officials continue to work with the Council and Mayor's Office to ensure robust and effective reporting is delivered to allow for constructive discussions.	On track
	4.08 Collaborate with Council staff to clarify, understand, and agree the decision making, scope, and process expectations of Council, the Regional Transport Committee and the Auckland Transport Board for the development of the 2024-2034 Regional Land Transport Plan (RLTP).	FY24 - Q2	The Regional Land Transport Plan was endorsed by Auckland Council's Transport and Infrastructure Committee on 25 July 2024 before being approved by the AT Board and submitted to the NZ Transport Agency. Auckland Council staff were involved in the process of developing the RLTP and prioritising projects as part of the joint working group with the NZ Transport Agency and KiwiRail.	Completed
	4.09 Proactively and meaningfully engage in the development of the Future Development Strategy (FDS) Implementation Plan and use the FDS to inform our long-term plans including the development of the RLTP	FY24 - Q4	AT has worked closely with Council on the implementation of the FDS. This work is not complete due to delays at Council. AT has engaged and remains ready to contribute to the Implementation Plan. AT has engaged with Council on one action within the FDS: the Southern Rural Strategy, where AT has provided feedback on transport infrastructure constraints. The development areas identified in the FDS were also used to develop the investment priorities in the RLTP 2024-2034 for the short-to-medium term.	Not on track
	4.10 Co-operate with the Water Services Entity on stormwater	FY24 - Q4	Three Waters Reforms have been cancelled by the National Government. Existing stormwater services arrangements between Healthy Waters and Auckland Transport will continue as per legacy Service Level Agreement. Work is progressing to update the legacy SLA with Healthy Waters for Stormwater Maintenance Services to AT.	Completed

## 5. Delivering value for money

Outcomes	Deliverables	SOI Timeframe	Governance commentary	Status
5. Delivering value for money	5.01 Implement proposed FY24 budget cost savings as requested by Council.	FY24 - Q4	Operating surplus was \$31m ahead of budget for the year ending 30 June 2024 reflecting a strong year of performance with higher public transport (PT) income and cost savings across a number of areas of the business. Plans are in place to grow parking & enforcement and PT revenues in 2024/25, but contain execution risk.	Completed
	5.02 Identify and realise opportunities to implement or increase AT charges for the services we provide, including parking charges, where these are currently undercharged and leverage existing assets for new or incremental revenue.	FY24 - Q4	<p>Parking tariff increase implemented. Stage two (in-depth review of paid parking) underway. Parking revenue has contributed to highest revenue growth to date.</p> <p>Road Corridor Access fee review and occupancy cost increases consultation complete and new fees being charged.</p> <p>Encroachment fee review resolution received late September 2023.</p> <p>AT has established an accelerated workstream to continue to grow external revenues.</p>	On track
	5.03 Identify opportunities to reduce the financial burden on AT and Council, reporting back to Council by September 2023 for inclusion in the 2024-2034 Long Term Plan.	FY24 - Q1	The LTP was adopted by council in June 2024 with agreed gap closing initiatives reflected in the 10-year operating programme. The initiatives and impacts supporting different council scenarios were discussed with Councillors and included in the public consultation document. Implementation of some of the initiatives will require political support.	Completed
	5.04 Identify and advocate policy, legislative and regulatory changes necessary to address both project funding issues and more general revenue barriers, and review on an annual basis	FY24 - Q4	Auckland Transport has continued to advocate for a range of policy, legislative and regulatory changes to address funding and revenue issues. In particular, AT provided key input to the wider Auckland Council Group submission on the Government Policy Statement on Land Transport. AT has also continued to advocate for changes to parking regulations that will support parking management and ensure parking makes an appropriate contribution to overall funding and revenue.	On track
	5.05 Work constructively with Council to investigate and implement arrangements for shared-services where appropriate, while ensuring risks are appropriately managed and delivery of customer outcomes are not compromised	FY24 - Q4	<p>GSS Board has been established</p> <p>Cost savings from GSS are highly dependent on fit for purpose tech across Council family</p> <p>A new licencing deal has been negotiated with SAP to enable options around core ERP systems</p> <p>The GSS Board has approved HRIS and Payroll business case, which will deliver significant savings</p>	On track

## 6. Delivering our capital programme

### Final status



Outcomes	Deliverables	SOI Timeframe	Governance commentary	Status
6. Deliver capital programme	6.01 Prioritise increased investment in Asset Management to allow for storm and flood recovery	FY24 - Q4	Flood recovery works proceeding ahead of programme and are now over 80% complete. We expect the programme to be substantially completed by the end of 2024/25.	Completed
	6.02 Prioritises committed projects such as Eastern Busway and North West Bus improvements and projects on a critical path such as CRL Day One related projects including new Electric Multiple Units and stabling	FY24 - Q4	These significant and notable projects have been prioritised for delivery through the RLTP 2024.	Completed
	6.03 Ensures programmes to maintain an effective, efficient, and safe transport system including productivity improvements continue. This includes safety, customer and business technology including AT HOP improvements to enable EMV (Europay, MasterCard and Visa) payments, Intelligent Transport Systems (ITS) and network performance	FY24 - Q4	Delivered 30 bus priority intersections, which was 5 more than originally programmed. Delivered 12 Special Vehicle Lanes. Open Loop is on track for delivery by the end of the calendar year. Some delay was caused by equipment supply chain issues arising from COVID.	Completed
	6.04 Includes the progressive replacement of the aging ferry fleet with low emission vessels, to contribute to Council's emission reduction objectives, within available funding parameters	FY24 - Q4	Four diesel vessel refurbishments completed.  Four new low emission ferries well advanced, with both manufacturers responding to international maritime classification society / Maritime NZ required safety changes.  Resource consent received for Half Moon Bay charging location, and charger on way to NZ for installation on site late 2024.  Resource consent timings for Downtown charging location remain an issue, due to high profile and challenging nature of Queens Wharf. Risk of key stakeholder objections. Continued work with Queens Wharf and city centre stakeholders on design and construction staging.	Completed
	6.05 Results in less budget being available for other non-committed projects such as road corridor improvements. The iterative review of the programme will also need to support the emerging Joint Transport Plan	FY24 - Q4	AT capital portfolio structure set up to enable management of capital programme across RLTP lines	Completed

## Statement of Intent (SOI) 2023/2024 performance targets

Reporting as at June 2024

14	4	1	0
Above target 2.5%	Target +/- 2.5%	Below target 2.5%	Not rated

Objective	ID	SOI Measure	Financial Year target	YTD Status	Performance Commentary
1. Better understanding of the communities we serve	1	AT listens and responds to Aucklanders' needs	Increase from 29% to 30%	NOT MET	FY Result 29%  June quarter shows a decline for a third quarter in a row, now less than 3 in 10 Aucklanders agreeing that AT listens and responds to Aucklanders' needs.
	2	Percentage of total AT case volume resulting in a formal complaint (SOI).	Decrease from the baseline of 0.77% to less than 0.65%	EXCEEDED	FY Result 0.30%  The number of complaints as a percentage of requests for service continues to track well ahead of target reflecting the improved quality of first contact resolution.
	3	Percentage of formal complaints that are resolved within 20 working days (SOI).	Increase from the baseline of 79% to at least 85%	EXCEEDED	FY Result 93.6%  Timeliness of complaint resolution has continued to improve, tracking well ahead of SOI target. This is despite the increased case volume received in May which subsequently flowed through to June actions/resolutions.
2. Getting the basics right	4	Average travel time across the arterial network (SOI).	To establish and maintain baseline	EXCEEDED	FY Result 23 minutes  In June 2024 average people travel time was 23 minutes (on an average trip of 10 km long) which was below the set target of 24 minutes. It was consistent with the previous month.
	5	Percentage of public transport services that run according to published timetable PT reliability (SOI).	Increase from 94% to 95%	MET	FY Result 94.1%  The reliability result for all public transport (PT) services in June was 94.1%. The breakdown of the results by mode is bus at 96.3%, train at 81.0%, and ferry at 97.8%. Train reliability was impacted by the reduction in services due to industrial action. FY24 full year result was 94.1%, meeting the SOI target.
	6	Percentage of public transport services that start and end on time according to published timetable PT punctuality (SOI)	Increase from 86% to 87%	MET	FY Result 88%  The punctuality rate for public transportation in June was 88.4%. The breakdown by mode was bus at 88.5%, train at 84.8%, and ferry at 97.1%. FY24 full year result was 88%, meeting the SOI target.
	7	Deaths and Serious Injuries on the road network in Tāmaki Makaurau (SOI).	Reduce from the baseline of 716 to no more than 640	EXCEEDED	FY Result 585 (31 deaths, 554 serious injuries)  In the past twelve months (July 2023 to June 2024) 31 people were killed on our roads and 554 were seriously injured, compared to 57 deaths and 624 serious injuries the previous year. This represents a decrease of 14% year-on-year. We have met our DSI SOI target with the provisional figure of 584, although the trend over the past five years remains static. The large rural Local Board areas of Rodney and Franklin have seen a year on year reduction in harm and the lowest DSI for their areas in the past five years.
	8	Proportion of critical assets in poor condition Asset condition (SOI).	No more than 5.8%	EXCEEDED	FY Result 4.43%  As at June, 4.43% of critical assets are in poor condition.
	9	Percentage of the sealed local road network that is resurfaced or rehabilitated Road maintenance (SOI).	At least 6% or 403 kilometres of the network	MET	FY Result 6.06% (407.4km)  At the end of June we had completed 407.4 km (96.6 km of asphalt, 305.4 km of chip sealing and 5.4 km of pavement rehabilitation) of sealed road resurfacing/rehabilitation which is 101% of the full year target of 403 km.
	10	Adherence to the service level agreement to provide specialist input into the resource consents (SOI)	Increase from 50% to 70%	EXCEEDED	FY Result 78.9%  We exceeded the SOI Target and the response rate has been stable around the 70%.



## Statement of Intent (SOI) 2023/2024 performance targets

Reporting as at June 2024

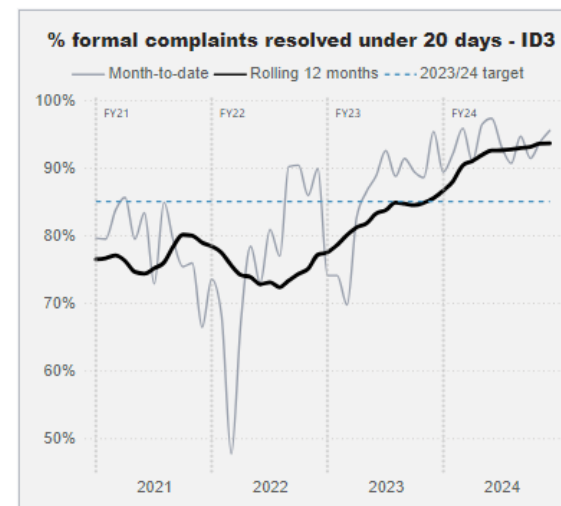
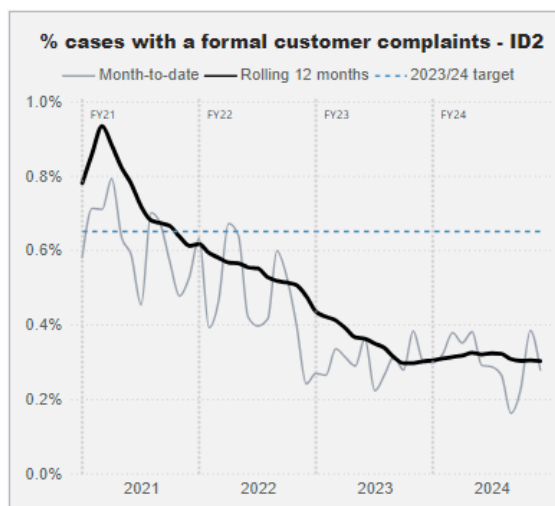
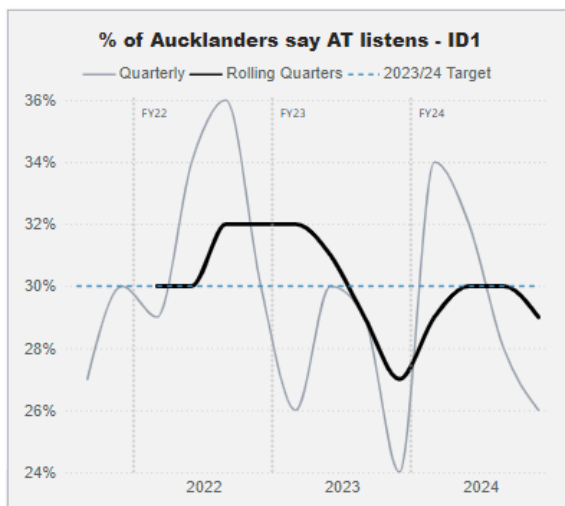
14	4	1	0
Above target 2.5%	Target +/- 2.5%	Below target 2.5%	Not rated

Objective	ID	SOI Measure	Financial Year target	YTD Status	Performance Commentary
3. Leveraging our existing network using data, technology and insights	11	Number of public transport passenger boardings (SOI).	Increase from 71m in 2022/23 to 83.4m during 2023/24 and progress to 100m by 2024/25	● EXCEEDED	FY Result 86.8M boardings  We exceeded the SOI target and finished the year with 86.8 million total boardings in FY24.
	12	Average number of people moving on the arterial roads per hour during the morning peak Road productivity (SOI).	Grow above 28,000	● EXCEEDED	FY Result 29,051  In June 2024 the arterial road productivity during the AM peak was 29,549 which was 5.5% above the SOI target. This was slightly lower than May due to reduced demand and the impact of the King's birthday and Matariki holidays.
	13	Percentage of the freight network moving without congestion in the interpeak (SOI).	At least 85%	● EXCEEDED	FY Result 86.5%  In June 2024 87.3% of the Freight Network operated at the Levels of Service A-C (not congested conditions) during the interpeak period which was 2% above the Statement of Intent target for good levels of service.
	14	Number of cycle counts on the defined cycle network count sites (SOI).	Increase by 4% or 3.12m from 3m counts	● EXCEEDED	FY Result 3.4M Cycle counts  Cycle counts in June 2024 were 8% higher than June last year. Cycle counts have returned consistently to 90% of pre-covid levels and continue to grow.
	15	AT's operational GHG emissions.	15% reduction from the 2018/19 baseline	● EXCEEDED	Q4 Operational emissions performance EXCEEDED the SOI target of 15% reduction. Total operational emissions is 54% less than the FY19 baseline.
4. Collaboration and improving relationships	16	Local Board satisfaction with engagement.	To establish baseline and improve	● MET	FY Result 47.7%  May 2024 Survey had a result of 56% of Local Board members either satisfied or very satisfied with AT's engagement. An Improving response from local boards for third engagement survey.
5. Supporting Māori wellbeing, outcomes and expectations	17	Percentage of procurement spend with Māori owned businesses (SOI).	Increase from 1.7% to 2%	● EXCEEDED	FY Result 2.32%  Māori-owned businesses received \$40.93 million in direct and sub-contracted spending for the June 2024 financial year to date, representing 2.32% of the total spend, exceeding the target of 2%.
6. Delivering value for money	18	Percentage of the total public transport operating cost recovered through fares farebox recovery (SOI).	25% (30% including Government fare concession top-ups)	● EXCEEDED	FY Result 31.0%  The June Farebox Recovery Ratio was 32.8%, reflecting a small decrease of 1.4% point against the previous month. FY24 full-year result was 31%, exceeding the SOI target.
	19	Percentage of direct capital budget invested (SOI).	At least 90% of the budget	● EXCEEDED	FY Result 98.6%  YTD capital expenditure is \$1,043M (98.6%) compared to budget of \$1,058M as at end of June 2024.



## Statement of Intent (SOI) 2023/2024 performance targets

Reporting as at June 2024

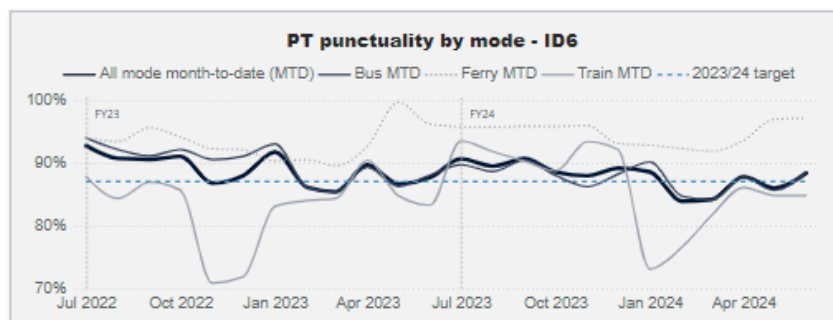
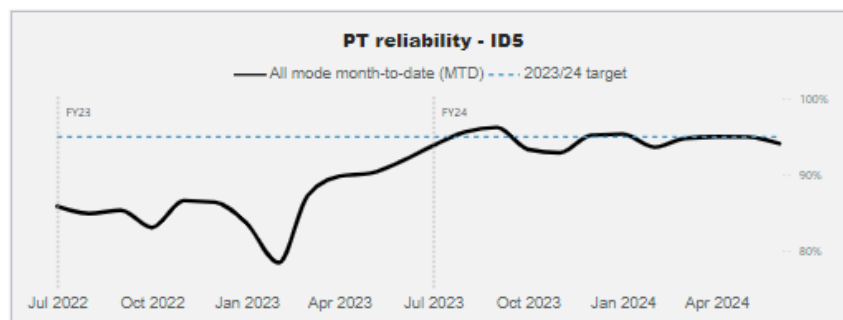
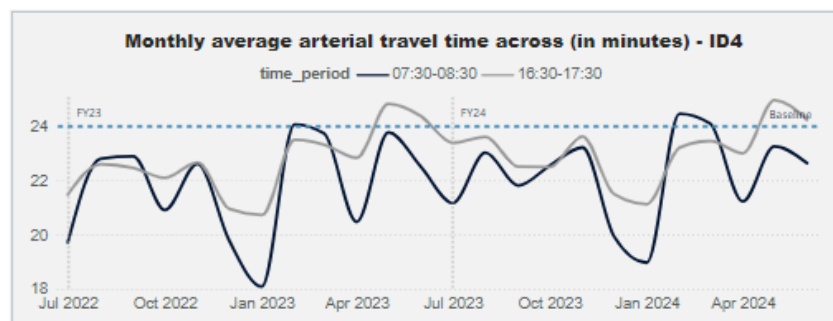
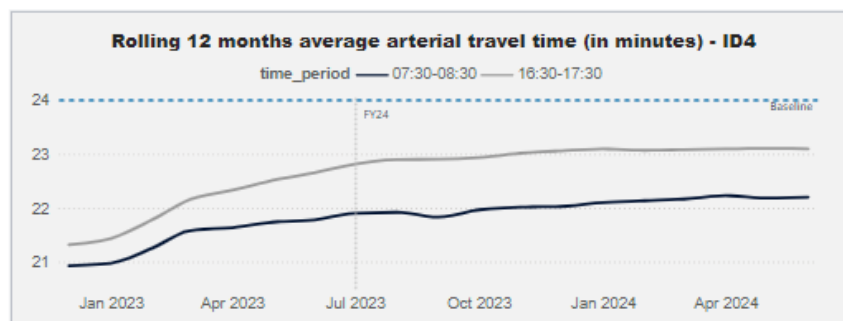


### 1. Better understanding of the communities we serve

ID	SOI measure	FY Target	YTD Status	Key Insights	Progress Commentary
1	AT listens and responds to Aucklanders' needs	Increase from 29% to 30%	● NOT MET	June quarter results are driven by reliability issues on the train network and negative news coverage around increased crime around PT hubs, train disruptions and strikes, changes to parking in the city centre and raised pedestrian crossings	FY Result 29%  June quarter shows a decline for a third quarter in a row, now less than 3 in 10 Aucklanders agreeing that AT listens and responds to Aucklanders' needs.
2	Percentage of total AT case volume resulting in a formal complaint (SOI).	Decrease from the baseline of 0.77% to less than 0.65%	● EXCEEDED		FY Result 0.30%  The number of complaints as a percentage of requests for service continues to track well ahead of target reflecting the improved quality of first contact resolution.
3	Percentage of formal complaints that are resolved within 20 working days (SOI).	Increase from the baseline of 79% to at least 85%	● EXCEEDED		FY Result 93.6%  Timeliness of complaint resolution has continued to improve, tracking well ahead of SOI target. This is despite the increased case volume received in May which subsequently flowed through to June actions/resolutions.

## Statement of Intent (SOI) 2023/2024 performance targets

Reporting as at June 2024

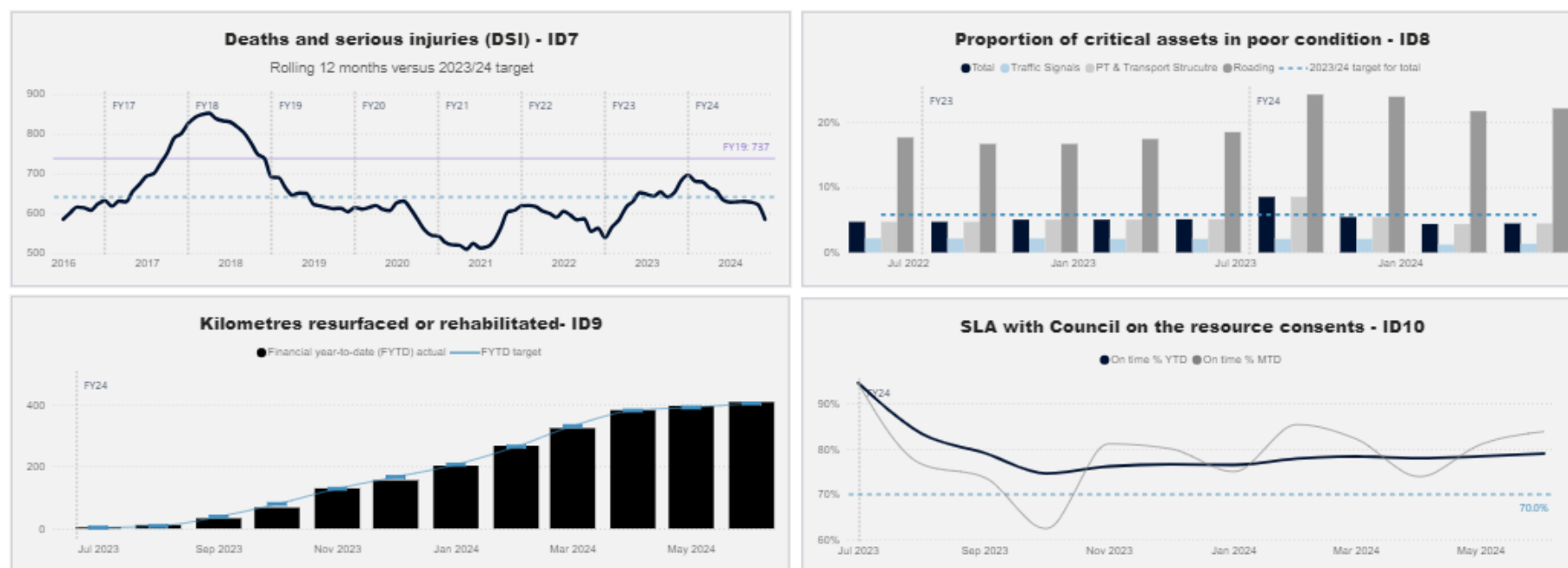


### 2. Getting the basics right

ID	SOI measure	FY Target	YTD Status	Key Insights	Progress Commentary
4	Average travel time across the arterial network (SOI).	To establish and maintain baseline	EXCEEDED		FY Result 23 minutes  In June 2024 average people travel time was 23 minutes (on an average trip of 10 km long) which was below the set target of 24 minutes. It was consistent with the previous month.
5	Percentage of public transport services that run according to published timetable PT reliability (SOI).	Increase from 94% to 95%	MET	Bus reliability improved for all operators, most notably Pavlovich and NZ Bus. Train performance impacted by two weeks of industrial action which resulted in service cancellations. Reinstatement of ferry services to Devonport and Half Moon Bay improved reliability.	FY Result 94.1%  The reliability result for all public transport (PT) services in June was 94.1%. The breakdown of the results by mode is bus at 96.3%, train at 81.0%, and ferry at 97.8%. Train reliability was impacted by the reduction in services due to industrial action. FY24 full year result was 94.1%.
6	Percentage of public transport services that start and end on time according to published timetable PT punctuality (SOI)	Increase from 86% to 87%	MET	Bus punctuality improved for all operators, notably NZ Bus and Transurban. Train punctuality performance was impacted by ongoing speed restrictions on the network.	FY Result 88%  The punctuality rate for public transportation in June was 88.4%. The breakdown by mode was bus at 88.5%, train at 84.8%, and ferry at 97.1%.

## Statement of Intent (SOI) 2023/24 performance targets

Reporting as at June 2024

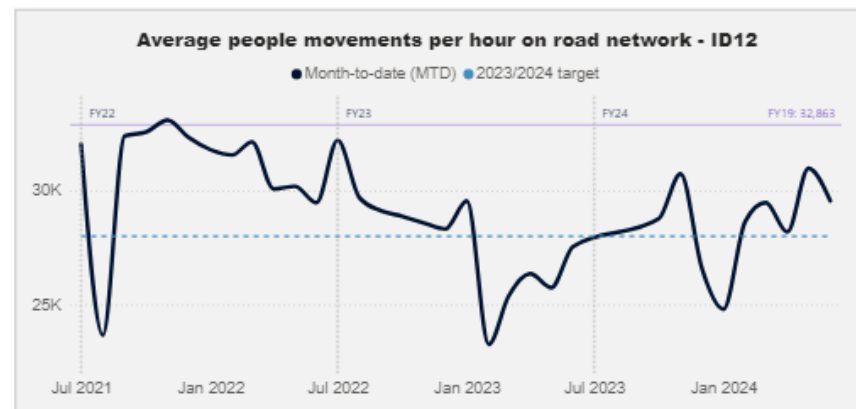
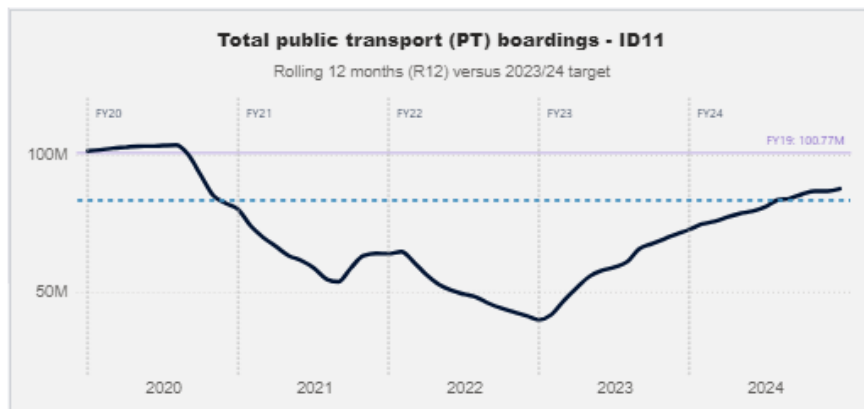


### 2. Getting the basics right

ID	SOI measure	FY Target	YTD Status	Key Insights	Progress Commentary
7	Deaths and Serious Injuries on the road network in Tāmaki Makaurau (SOI).	Reduce from the baseline of 716 to no more than 640	EXCEEDED	There were 585 people killed or seriously injured from July 2023 – June 2024 on Auckland roads. We continue to see the majority of harm occurring on local roads, with over half of these being people outside of vehicles (people walking, cycling and motorcyclists). In this period, we have seen an encouraging decrease in fatalities from 57 to 31, however serious injuries have remained static. It is to be noted that the difference in the previous months reporting is due to June 2023 dropping off the rolling twelve months, which had deaths and serious injuries 50% higher than an average June. Due to the fluctuation we see in DSI when comparing year on year our Transport Safety team monitor three and five year trends.	FY Result 585 (31 deaths, 554 serious injuries)  In the past twelve months (July 2023 to June 2024) 31 people were killed on our roads and 554 were seriously injured, compared to 57 deaths and 624 serious injuries the previous year. This represents a decrease of 14% year-on-year. We have met our DSI SOI target with the provisional figure of 584, although the trend over the past five years remains static. The large rural Local Board areas of Rodney and Franklin have seen a year on year reduction in harm and the lowest DSI for their areas in the past five years.
8	Proportion of critical assets in poor condition Asset condition (SOI).	No more than 5.8%	EXCEEDED	It should be noted that the overall percentage of sealed roads in poor and very poor condition is 22.01%.	FY Result 4.43%
9	Percentage of the sealed local road network that is resurfaced or rehabilitated Road maintenance (SOI).	At least 6% or 403 kilometres of the network	MET		FY Result 6.06% (407.4km)  At the end of June we had completed 407.4 km (96.6 km of asphalt, 305.4 km of chip sealing and 5.4 km of pavement rehabilitation) of sealed road resurfacing/rehabilitation which is 101% of the full year target of 403 km.
10	Adherence to the service level agreement to provide specialist input into the resource consents (SOI)	Increase from 50% to 70%	EXCEEDED	Slight variations have come from the variance month to month in terms of volumes of referrals and staff changes. The Better Consents programme and the intended process and systems improvements have largely been on hold due to Council restructuring and staff changes at Auckland	FY Result 78.9%  We exceeded the SOI Target and the response rate has been stable around the 79%.

## Statement of Intent (SOI) 2023/2024 performance targets

Reporting as at June 2024

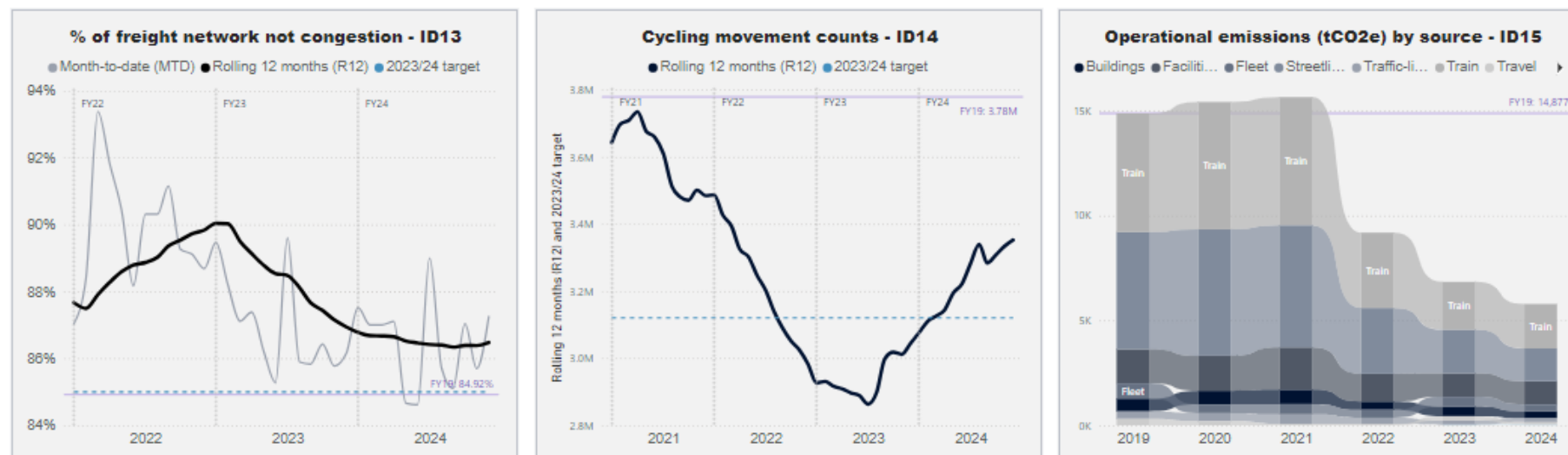


### 3. Leveraging our existing network using data, technology and insights

ID	SOI measure	FY Target	YTD Status	Key Insights	Progress Commentary
11	Number of public transport passenger boardings (SOI).	Increase from 71m in 2022/23 to 83.4m during 2023/24 and progress to 100m by 2024/25	EXCEEDED	June patronage ended at a similar level to June 2023. Rail patronage growth stifled by industrial action, which contributed to a 32% reduction in rail patronage when compared to May.	FY Result 86.8M boardings  We exceeded the SOI target and finished the year with 86.8 million total boardings in FY24.
12	Average number of people moving on the arterial roads per hour during the morning peak Road productivity (SOI).	Grow above 28,000	EXCEEDED		FY Result 29,051  In June 2024 the arterial road productivity during the AM peak was 29,549 which was 5.5% above the SOI target. This was slightly lower than May due to reduced demand and the impact of the King's birthday and Matariki holidays.

## Statement of Intent (SOI) 2023/2024 performance targets

Reporting as at June 2024

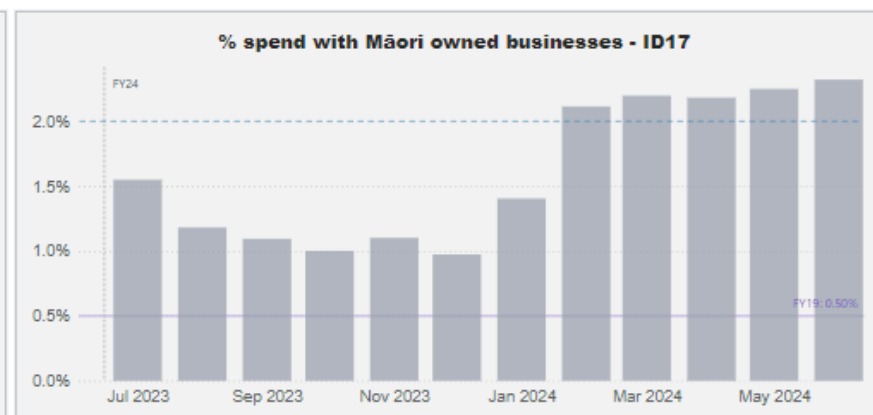
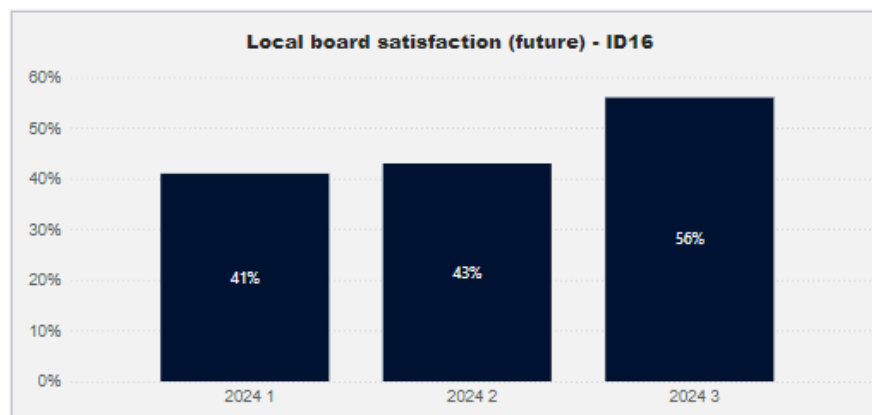


### 3. Leveraging our existing network using data, technology and insights

ID	SOI measure	FY Target	YTD Status	Key Insights	Progress Commentary
13	Percentage of the freight network moving without congestion in the interpeak (SOI).	At least 85%	EXCEEDED		FY Result 88.5%  In June 2024 87.3% of the Freight Network operated at the Levels of Service A-C (not congested conditions) during the interpeak period which was 2% above the Statement of Intent target for good levels of service.
14	Number of cycle counts on the defined cycle network count sites (SOI).	Increase by 4% or 3.12m from 3m counts	EXCEEDED	Winter is the new summer! Cycle counts over the past couple of months have been higher than those in January and February of the last couple of years. Great to see Aucklanders getting on their bikes.	FY Result 3.4M Cycle counts  Cycle counts in June 2024 were 8% higher than June last year. Cycle counts have returned consistently to 90% of pre-covid levels and continue to
15	AT's operational GHG emissions.	15% reduction from the 2018/19 baseline	EXCEEDED		Q4 Operational emissions performance EXCEEDED the SOI target of 15% reduction. Total operational emissions is 54% less than the FY19 baseline.

## Statement of Intent (SOI) 2023/2024 performance targets

Reporting as at June 2024



### 4. Collaboration and improving relationships

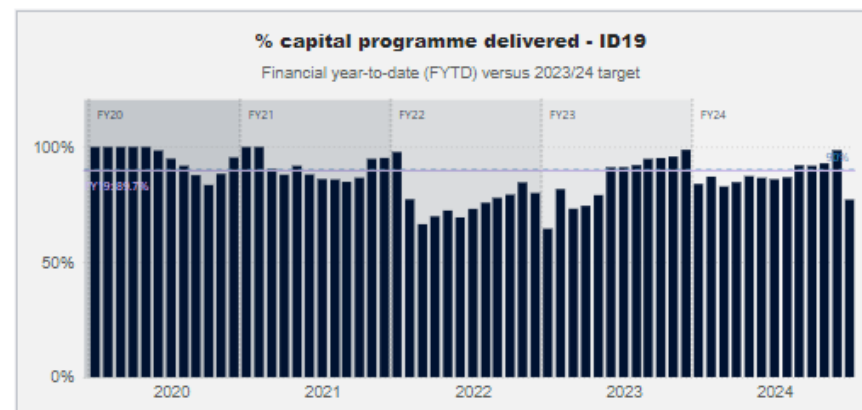
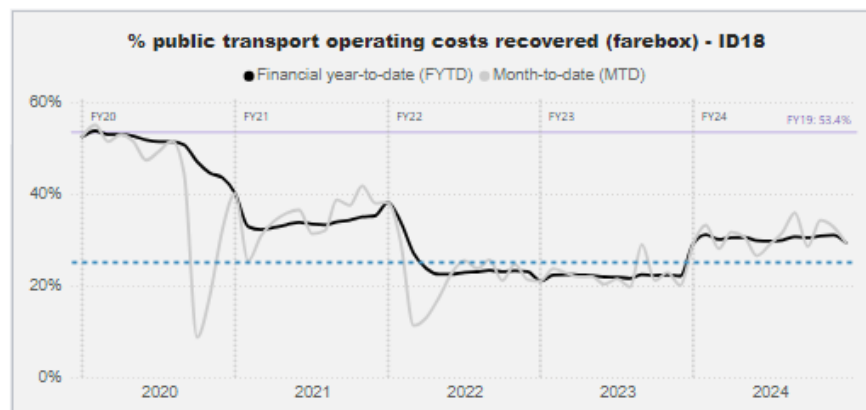
ID	SOI measure	FY Target	YTD Status	Key Insights	Progress Commentary
16	Local Board satisfaction with engagement.	To establish baseline and improve	MET		<p>FY Result 47.7%</p> <p>May 2024 Survey had a result of 56% of Local Board members either satisfied or very satisfied with AT's engagement.</p> <p>An Improving response from local boards for third engagement survey.</p>

### 5. Supporting Māori wellbeing, outcomes and expectations

ID	SOI measure	FY Target	YTD Status	Key Insights	Progress Commentary
17	Percentage of procurement spend with Māori owned businesses (SOI).	Increase from 1.7% to 2%	EXCEEDED		<p>FY Result 2.32%</p> <p>Māori-owned businesses received \$40.93 million in direct and sub-contracted spending for the June 2024 financial year to date, representing 2.32% of the total spend, exceeding the target of 2%.</p>

## Statement of Intent (SOI) 2023/2024 performance targets

Reporting as at June 2024



### 6. Delivering value for money

ID	SOI measure	FY Target	YTD Status	Key Insights	Progress Commentary
18	Percentage of the total public transport operating cost recovered through fares farebox recovery (SOI).	25% (30% including Government fare concession top-ups)	EXCEEDED	The reduction in Farebox Recovery Ratio was driven by a 14.8% reduction in Total Farebox revenue against a corresponding 8.8% reduction in contract payments. The Farebox revenue was significantly influenced by Rail (-25.7%) due to industrial action and lower commercial revenues (8.7%).	FY Result 31.0%  The June Farebox Recovery Ratio was 32.8%, reflecting a small decrease of 1.4% point against the previous month. FY24 full-year result was 31%, exceeding the SOI target.
19	Percentage of direct capital budget invested (SOI).	At least 90% of the budget	EXCEEDED		FY Result 98.6%  YTD capital expenditure is \$1,043M (98.6%) compared to budget of \$1,058M as at end of June 2024.



## Financials – Financial performance overview

(\$ million)		2022/23		2023/24	
	Notes	Actual	Actual	Budget	Variance
<b>Net surplus/(deficit) from operations</b>	<b>A</b>	<b>12</b>	<b>40</b>	<b>7</b>	<b>33</b>
<b>Operating revenue</b>	<b>B</b>	<b>1,178</b>	<b>1,264</b>	<b>1,241</b>	<b>23</b>
NZTA operating funding		515	453	432	21
NZTA -Top-up from Crown		-	36	45	(9)
Fees & user charges		182	276	264	12
Other direct revenue		56	60	61	(1)
<b>Total direct revenue</b>		<b>753</b>	<b>825</b>	<b>802</b>	<b>23</b>
<b>AC operating funding</b>		<b>425</b>	<b>439</b>	<b>439</b>	<b>-</b>
<b>Operating expenditure</b>	<b>C</b>	<b>1,166</b>	<b>1,224</b>	<b>1,234</b>	<b>(10)</b>
Employee benefits		177	167	173	(6)
Grants, contributions & sponsorship		-	-	-	-
Cost of goods and services		547	615	608	7
Repairs and maintenance		30	29	35	(6)
Outsourced works and services		144	114	133	(19)
Other direct expenditure		243	278	257	21
<b>Total direct expenditure</b>		<b>1,141</b>	<b>1,203</b>	<b>1,206</b>	<b>(3)</b>
<b>Finance costs</b>		<b>25</b>	<b>21</b>	<b>28</b>	<b>(7)</b>
<b>Other key operating lines</b>		<b>881</b>	<b>912</b>	<b>827</b>	<b>85</b>
Non direct revenue		1	-	-	-
Non direct expenditure		(13)	(12)	-	(12)
Depreciation and amortisation		527	533	552	(19)
Vested assets		366	391	275	116

## Capital expenditure and funding sources

<b>Capital expenditure</b>	<b>D</b>	<b>847</b>	<b>1,043</b>	<b>1,058</b>	<b>(15)</b>
<b>Capital funding sources</b>		<b>842</b>	<b>1,043</b>	<b>1,058</b>	<b>(15)</b>
AC capital grant		401	460	513	(53)
NZTA capital co-investment		431	542	516	26
Other capital grants		10	41	29	12

## Commentary

**A. Net surplus from operations excluding depreciation** is favourable to budget mainly due to higher than budgeted NZTA operating funding and PT income and lower than expected direct expenditure and finance costs.

**B. Operating revenue** is favourable to budget reflecting:

- NZTA operating revenue (*Roads and footpaths activity*) is favourable to budget due to a claim for additional adverse weather remediation costs funded at a 91% Funding Assistance Rate including \$8.1 million related to 2022/23 flood/storm response costs.
- Fees and user charges is higher than budget primarily due to:
  - Favourable public transport income due to higher bus patronage (*Bus activity*)
  - Partially offset by unfavourable on-street parking revenue (*parking and enforcement activity*) attributed to lower occupancy and later than budgeted parking tariff increase and lower enforcement income due to a delay in the implementation of new areas and enforcement technology.

**C. Operating expenditure** is favourable to budget primarily due to lower contractor-maintenance (*Roads and footpaths activity*) with a higher proportion of road repairs completed as renewals activity following the 2023 weather events, unfilled staff vacancies, lower than expected public transport contract costs (*Bus activity*), and finance costs.

**D. Capital expenditure** – see capital expenditure page below.



## Financial performance overview by key activities

(\$ million)	2022/23		2023/24		
	Notes	Actual	Actual	Budget Variance	
Net direct expenditure		(388)	(382)	(403)	21
Direct revenue		753	826	802	24
Bus		298	326	284	42
Rail		135	142	143	(1)
Ferry		42	48	48	-
Other public transport		35	38	40	(2)
Total public transport		510	554	515	39
Roads and footpaths		100	94	95	(1)
Parking and enforcement		89	108	123	(15)
Internal support		54	70	69	1
Direct expenditure		1,141	1,208	1,205	3
Bus		431	489	481	8
Rail		191	203	206	(3)
Ferry		60	68	69	(1)
Other public transport		64	69	50	19
Total public transport		746	829	805	24
Roads and footpaths		181	158	183	(25)
Parking and enforcement		44	52	39	13
Internal support		170	169	177	(8)

## Capital expenditure overview by key programmes

(\$ million)	2022/23 Actual	2023/24 Full year		
		Actual	Budget	Variance
<b>Total capital expenditure</b>	<b>847</b>	<b>1,043</b>	<b>1,058</b>	<b>(15)</b>
<b>Asset management - Resilience and recovery</b>	<b>270</b>	<b>438</b>	<b>418</b>	<b>20</b>
Renewals	236	303	288	15
Flood/Storm Recovery	10	117	124	(7)
Other	24	18	6	12
<b>Committed and on critical path</b>	<b>291</b>	<b>349</b>	<b>399</b>	<b>(50)</b>
Eastern Busway Stages 2 to 4	175	186	162	24
Eastern Busway Stage 1	8	4	10	(6)
EMU Rolling Stock and Stabling Tranche for CRL	37	41	86	(45)
Decarbonisation of the Ferry Fleet Stage 1	34	69	60	9
Northwest Bus Improvements	14	5	20	(15)
Huapai Improvements	5	8	14	(6)
CRL Day One - Level Crossing Removal	2	6	12	(6)
Other	16	30	35	(5)
<b>Essential programmes and ring fenced</b>	<b>211</b>	<b>198</b>	<b>176</b>	<b>22</b>
Safety Programme	80	42	47	(5)
Customer and Business Technology	49	42	32	10
Supporting Growth - Post Lodgement and Property	1	13	15	(2)
Public Transport Safety, Security and Amenity	19	37	14	23
Network Performance	9	9	12	(3)
Projects Funded by Rodney Transport Targeted Rate	4	13	11	2
Carrington Road Improvements	1	3	11	(8)
Other	48	39	34	5
<b>Cycling and Corridor Improvement projects</b>	<b>37</b>	<b>34</b>	<b>47</b>	<b>(13)</b>
On-going Cycling Programmes & Projects	13	7	14	(7)
Urban Cycleways Programme	20	27	31	(4)
Other	4	-	2	(2)
<b>Smaller projects and programmes</b>	<b>38</b>	<b>24</b>	<b>18</b>	<b>6</b>
Climate Action Targeted Rate	2	6	7	(1)
Other	36	18	11	7

## Commentary

The full year capital expenditure of \$1,043 million is the highest level of annual investment delivered by AT, 99% of planned spend and \$15 million below the annual budget of \$1,058 million.

- **Asset Management** is above budget due to significant levels of pre-seal repairs as well as accelerated delivery of the flood recovery programme.
- **Eastern Busway** is ahead of budget due to additional property acquisition in the year.
- **Electric Multiple Unit (EMU) Rolling Stock and Stabling Tranche for CRL** is below budget due to a delay in stabling (Wiri Depot) and scheduling of EMU rolling stock delivery.
- **Northwest Bus improvements** have been transitioned to NZTA to complete delivery.
- **Ferry** is above budget due to a catch up of prior year commitments.
- **Cycling programme underspend** is due to rework or redesign and future funding uncertainty

Looking forward, funding uncertainty is limiting AT's ability to commit to new projects that extend into the next Government Policy Statement (GPS) period which commenced on 1 July 2024.

# Regional Fuel Tax (RFT) Summary

## RFT Financial performance

(\$ million)

2023/24

Actual Budget Variance

<b>Total RFT-enabled capital expenditure</b>	<b>328</b>	<b>442</b>	<b>(115)</b>
Project 1: Bus priority improvements	18	25	(7)
Project 2: City centre bus infrastructure	1	8	(7)
Project 3: Improving airport access	2	15	(13)
Project 4: Eastern Busway	186	162	24
Project 5: Park-and-ride facilities	0	-	0
Project 6: Electric trains and stabling	50	105	(55)
Project 7: Ferry Network Improvements	9	16	(7)
Project 8: Road safety	29	46	(17)
Project 9: Active transport	10	11	(1)
Project 10: Penlink	-	-	-
Project 11: Mill Road corridor	-	-	-
Project 12: Road corridor improvements	3	8	(5)
Project 13: Network capacity and performance in	8	22	(14)
Project 14: Growth-related transport infrastru	12	24	(12)
<b>Total RFT-enabled operating expenditure</b>	<b>4</b>	<b>4</b>	<b>0</b>
Project 3: Improving airport access	3.8	2.5	1
Project 8: Road safety	0.4	1.4	(1)

## Commentary

The original RFT-enabled scheme was expected to run from 1 July 2018 until 30 June 2028 with \$1.5 billion anticipated to be collected over 10 years (\$150 million pa), which, when combined with other funding sources, was intended to enable \$4.5 billion of investment, covering 14 separate project groups.

However, the Government has announced that RFT collection will end on 30 June 2024 and that RFT funding will only be available for 3 project groups (Eastern Busway, electric trains and stabling, and road corridor projects) from 1 March 2024.

YTD RFT-enabled capital expenditure is \$328 million, 74% of the \$442 million 2023/24 budget.

### Project Updates

**Project 1 - Northwest Rapid Transit Network (RTN):** the new NW bus network went live on 12th November 2023. Safety and other minor improvements were completed in April & May 2024, including kerb painting, an adjusted pedestrian push button with new fencing, and a new crash cushion at Te Atatu North. Practical completion reached for all corridor work packages (Te Atatu, Lincoln and SH16). The Westgate Station re-design and construction works were transferred to NZTA as part of the long-term RTN and are no longer part of the NW bus improvements programme scope.

**Project 3 - Puhinui Bus Priority:** short-term Airport Access Puhinui Station Interchange is complete. The Puhinui Road East Shared-use path was completed in February 2023. The final completion certificate was issued in May 2024. Under the legislation cancelling the RFT, no further RFT has been allocated to this project from March 2024.

**Project 4 - Eastern Busway (EB) Alliance:** the extension of William Roberts Road and Aylesbury Road/Ti Rākau Drive junction opened to the public in March. The first pile for the flyover abutment was drilled in March 2024. Delivery is ahead of plan, with most land requirements secured. Ra Hiri (Reeves Rd) Flyover construction underway. **Eastern Busway (stage 1)** Mokoia Pa Park construction underway with completion programmed for November 2024.

**Project 6 - Electric Multiple Unit (EMU) Tranche 3 – CRL:** overall, the rolling stock programme remains on track. 11 units are currently being built, 3 units are complete, with 2 in transit. Retrofit programme of the existing fleet stage 1 work is complete and Stage 2 began at the end of June 2024.

**Project 9 - Minor Cycling (Pop-up Cycleways):** Noel Burnside Road, Cavendish Drive and Upper Harbour Drive, Cavendish Drive SP2 construction is complete. Under the legislation cancelling the RFT, no further RFT has been allocated to this project from March 2024.

**Project 12 - Road corridor improvements:** Matakana Link Road was officially opened with the Puhoi to Warkworth motorway in June 2023. RFT will continue to be allocated to the repayment of the advanced funding received from NZTA for this project.