

Auckland Transport's updated Statement of Intent for 2021/22-2023/24

For decision:

For noting:

Te tūhunga / Recommendation

That the Auckland Transport Board (board):

- a) approve the final Auckland Transport Statement of Intent for 2021/22-23/24.

Te whakarāpopototanga matua / Executive summary

1. The annual Statement of Intent (SOI) publicly states a Council Controlled Organisation's (CCO) activities, intentions and objectives over a three-year financial period, with a focus on the first year. It also provides a basis for Auckland Council to hold CCO directors to account for their organisation's performance in achieving the outlined targets.
2. A final SOI has been prepared addressing the shareholder comments from Auckland Council (Attachment 2). Following consideration and approval by the board, the final SOI 2021/22-23/24 must be submitted to Auckland Council by 2 August 2021.
3. The SOI represents a large and diverse programme of work, with clear and challenging targets for the organisation for the next 12 months. It represents a transparent public promise for our shareholder and our customers.
4. The SOI has undergone changes to targets and measures since its earlier draft, to ensure full consistency with the 2021-2031 Regional Land Transport Plan (RLTP) and updated assumptions within the organisation. These are outlined further in this paper.
5. As part of the finalisation some new measures were also added. These have come from a mix of Council requests, internal suggestions and 2021-2031 RLTP related proposals.

Ngā tuhinga ō mua / Previous deliberations

Date	Report Title	Key Outcomes
25 February 2021	Auckland Transport's updated Statement of Intent for 2021/22-23/24	Delegation provided to directors Adrienne Young-Cooper, Wayne Donnelly and Mary-Jane Daly to work with management and oversee the preparation of the SOI.
26 March 2021	Auckland Transport's Updated Statement of Intent for 2021/22-23/24	Approval granted by directors Adrienne Young-Cooper, Wayne Donnelly and Mary-Jane Daly to submit Draft SOI to Council for feedback, with changes suggested by board members incorporated.

Te horopaki me te tīaroaro rautaki / Context and strategic alignment

6. As a CCO, Auckland Transport (AT) is required by The Local Government Act 2002 to prepare an SOI for its shareholder, Auckland Council. The purpose of the SOI is to:
 - a. state publicly the activities and intentions of AT and the objectives to which these activities will contribute.
 - b. provide an opportunity for Auckland Council to influence the direction of AT.
 - c. provide the basis for Auckland Council to hold the directors of AT to account for the performance of the organisation.
7. A review of Auckland Council's CCOs was completed last year and this SOI incorporates relevant recommendations put forward, while following a new standardised template common across the CCO group.
8. This SOI has been prepared in parallel to both the 2021-2031 RLTP and Long-Term Plan (LTP) for consistency purposes.

Ngā matapakinga me ngā tātaritanga / Discussion and analysis

9. Upon approval by directors Adrienne Young-Cooper, Wayne Donnelly and Mary-Jane Daly, the draft SOI was shared with Council for feedback. The feedback was received on 31 May 2021, and included the following suggestions:
 - a. further clarity and strengthened discussion in sections 1.2 (response to Council's strategic objectives) and 1.3 (nature and scope of activities); and
 - b. a new complaint-handling measure as part of the Customer Experience strategic objective.

10. The feedback also called for consistency between the SOI and Council’s LTP, as well as clarifying areas relating to customer experiences, culture and transformation, as well as the environment. These have been duly noted and incorporated into the final SOI.

11. There have also been internal updates to some SOI measures. These are summarised in the table and commentary below:

Revised Measures	New Measures	Updated Targets
The change from the previous financial year in the number of deaths and serious injuries on the local road network, expressed as a number.	A steady reduction in the number of deaths and serious injuries on Tāmaki Makaurau’s road network, in line with Vision Zero Strategy, expressed as a number of Deaths and Serious Injuries (DSI) saved compared to the baseline (2016-18) of 716.	Number of cycle movements past 26 selected count sites (millions).
Kilometres of safe cycling facilities added or upgraded that is located on the Cycle & Micromobility Strategic Network.	Number of vulnerable road user deaths and serious injuries on Tāmaki Makaurau’s road network, in line with Vision Zero Strategy, expressed as a number of DSI saved compared to the baseline (2016-18) of 320.	The total number of public transport (PT) boardings (millions).
Percentage reduction of greenhouse gas emissions from AT’s corporate activities and assets (baseline 2018/19).	Percentage of total AT case volume resulting in a formal complaint (baseline of 0.77% for 2020 calendar year).	The percentage of the total PT operating cost recovered through fares.
Elected member perception measures.	Percentage of formal complaints that are resolved within 10 working days (baseline of 52% for 2020 calendar year).	
	Percentage of key signalised intersections in urban centres where pedestrian delays are reduced during the interpeak period.	

Revised measures

12. The local road DSI measure has been revised to better align with the LTP, and to meet reporting requirements per the Department of Internal Affairs’ rules. It now follows the same formatting as the previous SOI.

13. The revised measure for cycling includes both additions and upgrades to safe cycling facilities located on the Cycle and Micromobility Strategic Network. The reasoning for this revision is to align with Future Connect and to acknowledge the importance of safety. The scope has also been extended to include the upgrade of existing cycling facilities in the Minor Cycle and Micromobility Improvements ‘pop-up protection’ programme, which were not previously captured.

14. The measure for corporate activity emissions now includes those resulting from assets as well. Assets include PT facilities and trains. This addition fits in well with AT’s responsibilities under the Climate Plan, creating an obligation to actively work towards reducing emissions across operations.

15. Local Board engagement targets are supplied by Council through a survey that they undertake. Changes made to the scope of this survey, due to recommendations in the CCO review, would likely be inconsistent with the existing measure and targets. The revision allows for the measure to remain and be populated once the survey review is finalised.

New measures

16. Including a new measure for DSI that covers not just AT local roads but the entire transport system is more aligned with AT's responsibilities in achieving Vision Zero. The goal is to keep road users safe, no matter how they choose to travel, and by signalling we only care about safety on AT local roads devalues this promise. It also requires stronger working relationships with other agencies to achieve our targets.
17. The addition of a vulnerable road users measure follows a deep-dive into the safety of people travelling outside of vehicles, which highlighted the scale of this safety challenge. The inclusion of this measure also contributes to other objectives such as mode shift towards lower carbon options, of which safe walking and cycling are fundamental components. PT trips also involve first and last leg trips that are usually made by active modes, making the safety of those walking and/or cycling integral to increased uptake.
18. Based on feedback from Auckland Council, and as recommended by the CCO review, there are also two new measures relating to the handling of customer complaints as part of this SOI. The new measures cover the percentage of total cases logged in Customer Relationship Management that result in formal complaints, as well as the percentage of those formal complaints that are resolved within 10 working days.
19. A new measure for pedestrian delay at key signalised intersections has been introduced to ensure that there are measures that cover the optimisation of all modes. A measure relating to pedestrians was missing, and so this has been created to ensure that a whole-network approach is taken when measuring the region's network reliability.

Updated targets

20. Due to updates in financial information across the preparation of the SOI resulting from updated financial projections, there have been updates to the projected targets for PT boardings and therefore resulting changes in farebox recovery.
21. The reduction in the cycle movements target for the 2030/31 financial year is due to the delayed implementation of the Northern Pathway across the Waitemata Harbour (now two years later than previously assumed).

Ngā tūraru matua / Key risks and mitigations

22. As the SOI has been prepared in conjunction with the Council LTP and the 2021-2031 RLTP there is a residual risk that Council may not accept the final SOI and may push for additional changes if it feels that the document is not suitably ambitious. This has been partially mitigated through careful coordinated work with Council in its development, however will need some discussion should this risk emerge.

Ngā ritenga-ā-pūtea me ngā rauemi / Financial and resource impacts

23. There are no financial or resource impacts relating to the SOI.

Ngā whaiwhakaaro o te taiao me te panonitanga o te āhuarangi / Environment and climate change considerations

24. Updating the measure to include AT assets provides further alignment with the Auckland Climate Plan and allows for AT to actively decrease emissions from spheres within its control.

Ngā reo o mana whenua rātou ko ngā mema pooti, ko ngā roopu kei raro i te maru o te Kaunihera, ko ngā hāpori katoa / Voice of mana whenua, elected members, Council Controlled Organisations, customer and community

25. Feedback received from Council has been investigated and incorporated into our final document. This ensures that there is alignment between Council's expectations and AT's activities for the future.

26. Updating the Local Board measure allows for monitoring of relationships. By retaining, rather than removing it in this form will ensure it is not lost in the preparation of future SOIs.

Ngā whaiwhakaaro haumaruru me ngā whaiwhakaaro hauora / Health, safety and wellbeing considerations

27. Changing the DSI measure to cover Auckland's entire transport network allows for closer alignment to Vision Zero, and better delivery of AT's promise to ensure the safety of all road users in the region.



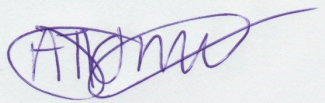
Ā muri ake nei / Next steps

28. Upon board approval of the SOI, it will be submitted to Council on 2 August 2021 and subsequently published following Council approval.

Ngā whakapiringa / Attachments

Attachment number	Description
1	Final SOI 2021-2024
2	Shareholder comments on AT's draft SOI 2021-2023

Te pou whenua tuhinga / Document ownership

Submitted by	Andrew McGill Head of Integrated Network Planning	
	Jenny Chetwynd Executive General Manager, Planning and Investment	
Approved for submission	Andrew Downie Governance Lead	
	Shane Ellison Chief Executive	