



CONFIDENTIAL

| AGENDA ITEM 19 BOARD DECISION PAPER | |
|---------------------------------------|--|
| To: | The Board |
| From: | Sean Cavanagh, Corporate Planning and Performance Lead |
| Reviewed: | Scott Campbell, Acting Director Strategy & Governance Dean Kimpton, Chief Executive |
| Date: | 22 October 2024 |
| Title: | Quarterly Report to Auckland Council for the Quarter Ended 30 September 2024 |

| Reason for inclusion in closed board meeting session | |
|---|---|
| 1. Please state why this report is being considered in the closed board meeting as opposed to the open board meeting. Please refer to the 'reasons for confidentiality' and provide a direct reference to one of these reasons. | To protect information that will soon be publicly available |
| 2. Please provide an estimated date for release of this report. | 7 November 2024 |

Aronga / Purpose

1. To seek approval and consent to release of the Quarterly Report for the quarter ended 30 September 2024 to Auckland Council (council).

Tuku mana / Delegation

2. No delegation is required.

Ngā tūtohunga / Recommendations

That the Auckland Transport Board (board):

1

- a) Approves the Quarterly Report for submission to Auckland Council (Attachment 1).
- b) Agrees to release this report publicly.

Te whakarāpopototanga matua / Executive summary

3. Council requires Auckland Transport (AT) to deliver a report against its performance targets as set out in AT's Statement of Intent (SOI).
4. The Quarterly Report for the quarter ended 30 September 2024 (Quarterly Report) is presented in the template provided and agreed with council.
5. The Quarterly Report provides summaries of key topic areas, progress against every SOI deliverable and SOI performance measures.
6. AT is on track to meet or exceed 15 of our 23 SOI measure and 34 out of 38 deliverables are on track. The National Land Transport Programme (NLTP) funding decision is cause for 3 of the 4 deliverables at risk.
7. Note: once funding decision are confirmed by council, management will recommend that amendments are made to some of the SOI measures. This is due to the impact on timing and delivery, given confirmation will be in the second quarter of the fiscal year.

Ngā tuhinga ō mua / Previous deliberations

| Date | Report Title | Key Outcomes |
|---------------------------|---|--|
| August 2024 Board meeting | Quarterly Report to Auckland Council for the Quarter Ended 30 June 2024 | The board approved the submission of the Q4 report to council. |





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Te horopaki / Background

- 8. AT’s Quarterly Report to council fulfils council’s performance monitoring requirements for Council Controlled Organisations (CCOs) within the Local Government Act 2002 and Local Government (Auckland Council) Act 2009.

Te hononga ki te “Statement of Intent 2024-2027”/ Alignment to Statement of Intent 2024–2027

- 8. The Quarterly Report outlines our performance of all SOI deliverables.

Me mōhio koe / What you need to know

- 9. Council requires AT to deliver, no later than eight weeks after the end of each quarter, a report against its performance targets as set out in AT’s SOI.
- 10. This Quarterly Report will be considered at the 7 November 2024 Transport, Resilience, and Infrastructure Committee. We have provided a draft to council officers with the expectation that we will confirm or update as required after the board has reviewed and approved the report.

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

- 11. Year-to-date (YTD) Capital expenditure of \$258 million is 77% of planned spend. The underspend is mainly due to pausing of some activity we had to undertake whilst we waited for New Zealand Transport Authority Waka Kotahi’s approval of the 2024-27 NLTP in August, and phasing of some key projects including Ferry, Rail and Eastern Busway.
- 12. YTD surplus from operations excluding depreciation of \$22 million, is \$20 million favourable to budget.

Ka whaiwhakaaro ki te Tiakanga Taiao / Climate change and sustainability considerations

- 3. AT’s Quarterly Report details AT’s progress against its climate change and sustainability objectives and targets. Performance for operational emissions in quarter one will only be available in November, and will be included in the quarter two report.

Ngā whakaaweawe atu anō / Other impacts

| Relationship | Consulted Y/N | Views and Perspectives Received |
|----------------------------------|---|---------------------------------|
| Māori | Yes: <input type="checkbox"/> No: <input checked="" type="checkbox"/> | |
| Elected members | Yes: <input type="checkbox"/> No: <input checked="" type="checkbox"/> | |
| Council Controlled Organisations | Yes: <input type="checkbox"/> No: <input checked="" type="checkbox"/> | |

Ā muri ake nei / Next steps

- 13. Once approved, the Quarterly Report will be submitted to council.
- 14. Council will consider this report at the Transport, Resilience, and Infrastructure Committee on 7 November 2024.

Te whakapiringa / Attachment


| Attachment # | Description |
|--------------|---|
| 1. | Auckland Transport Quarterly Report to Auckland Council for the Quarter Ended 30 September 2024 |



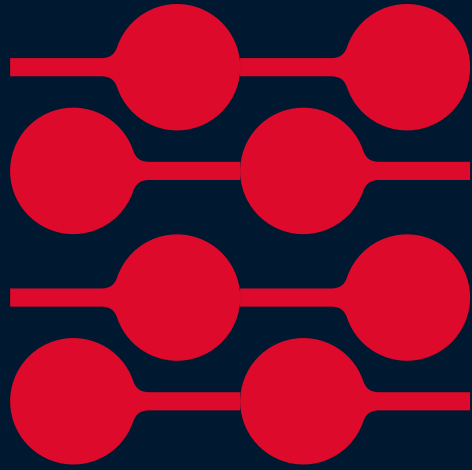


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Te pou whenua tuhinga / Document ownership

| Submitted by | Recommended by | Approved for submission |
|---|---|--|
| Sean Cavanagh Corporate Planning and Performance Lead | Scott Campbell Interim Director Strategy and Governance | Dean Kimpton Chief Executive |
|  |  |  |





Quarterly Performance Report



Auckland Transport

2024/2025 Quarter 1

For the 3 months ended 30 September 2024



Quarter 1 – At a glance



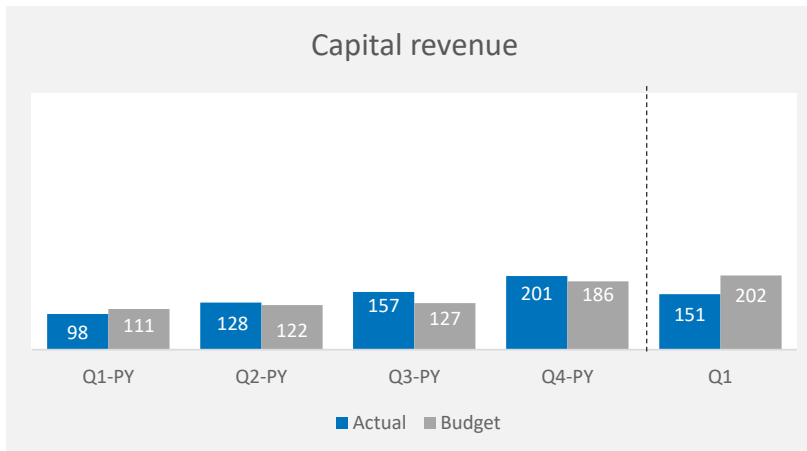
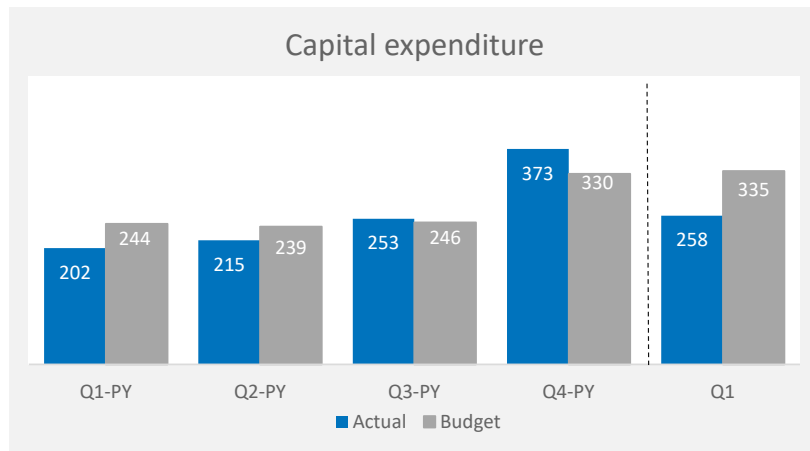
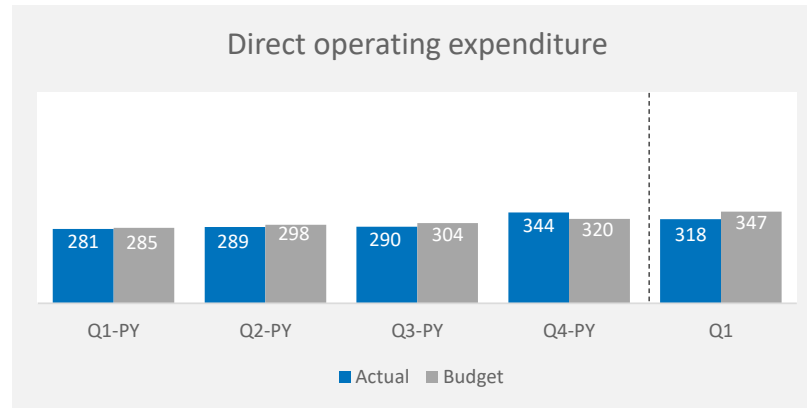
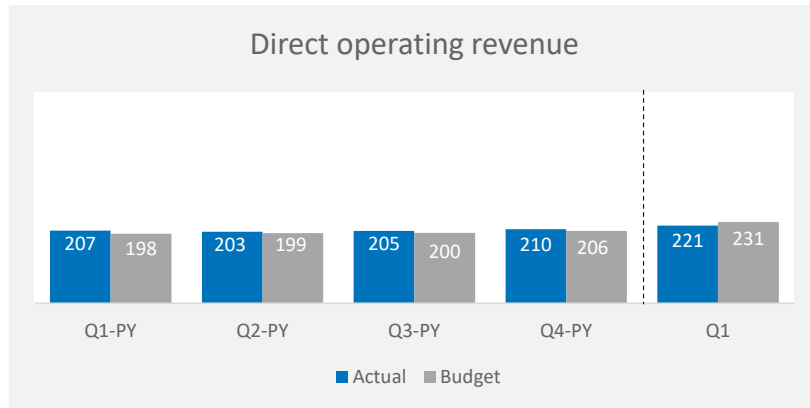
Executive Summary

- **Statement of Intent (SOI) measures:** overall, Auckland Transport (AT) has made a strong start to the financial year. There are four SOI measures that are below forecast, as well as four SOI deliverables that are at risk.
- The one measure that was not met in FY24, AT listens and responds, has a Q1 result of 31%, up 9% from the June quarter. And now ahead of last year's target of 30%.
- **Road safety:** in July 2024, there were no deaths or serious injuries on Tāmaki Makaurau roads. The last time we had a month with no deaths was in April 2020.
- **Funding:** New Zealand Transport Agency Waka Kotahi (NZTA) has released the National Land Transport Programme 2024 – 2027 (NLTP) which has confirmed the previously signalled constrained National Land Transport Fund (NLTF) funding levels. This primarily impacts maintenance spend and capital projects (including renewals). We are working through the details with Auckland Council to ensure the best use of available funding. We will need to adjust SOI targets to reflect changes in Regional Land Transport Plan investment, subject to approvals we will report against these new targets at in our next quarterly update.



Financial Performance

- Year to date (YTD) **surplus from operations** excluding depreciation of \$22 million, is \$20 million favourable to budget. This favourable variance is primarily due to lower costs across the organisation including personnel costs, contractor maintenance, and other expenditure, partially offset by lower NZTA income.
- YTD **Capital expenditure** of \$258 million is 77% of planned spend. The underspend is mainly due to pausing of some activity whilst we waited for NZTA approval of the NLTP in August, and phasing of some key projects including Ferry, Rail and Eastern Busway.
- **Capital revenue** was received from Auckland Council (41%) and NZTA and other crown agencies (59%) against a budget which assumes an approximately 50% funding split due to higher than planned Crown Infrastructure Partners (CIP) funding for flood response work.



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



Highlights

- **Good Q1 performance against SOI measures and deliverables:** 16 of the 23 measures are meeting or exceeding forecasts. Three have not yet been reported in FY25, and four are currently not meeting forecasts.
- 34 out of 38 SOI deliverables are on track. The four that are currently at risk to deliver less than expected outcomes are due to the NLTP funding impacts.
- **AT Listens and responds:** Q1 results for this measure at 31% mark a strong recovery from the June quarter, up 9%. This increase has been driven by a reduction in negative media coverage this quarter and an improvement in public transport (PT) reliability. This remains below the FY25 target of 33%.
- **Accelerated Ferry Programme nears completion:** Gulf Harbour ferry services returned to full schedule in September 2024, with an uplift in customers observed immediately.
- **Encouraging adoption of the 7-day fare cap:** the \$50 7-day fare cap was launched at the end of July 2024. Since the launch, over 20,000 Aucklanders have benefitted from the cap.
- **Main Highway dynamic timing project** went live in Ellerslie on 1 August 2024. The project will pilot the length of time the bus lane operates based on the level of congestion. Initial observations show the signs are working well and no negative response in traffic behaviour has been identified. The next stage will be able to turn the bus lane on and off depending on real-time traffic conditions.
- **Bus Driver Screens:** procurement plans for the majority of bus driver screens are progressing as scheduled. The assessment of Requests for Quotations is currently underway, and the legal department is addressing any identified contractual issues. The objective is to commence installation in early 2025.



Issues/Risks

- **Reputation, trust and confidence:** AT's reputation, trust and confidence has recovered strongly this quarter. AT listens to and responds to Aucklanders' needs increased from 22% last quarter to 31% in Q1 2025, this remains 2% below our FY25 target of 33%. Trust in AT to make the right decisions is up from 26% last quarter to 33%, and confidence in AT to effectively tackle the complex transport issues facing Auckland is up from 24% to 30%. Continuing to rebuild reputation, trust and confidence is a key focus for the Board and Executive Leadership Team.
- **Violence, threats and aggression / safety on the PT network:** this quarter there have been additional incidents of violence, threats and aggression toward customers, AT staff members and PT operators. AT continues to work alongside New Zealand Police, other agencies and partners to improve safety on PT.
- **Funding:** NLTF approved funding is now finalised, with both operating expenditure and capital expenditure funding less than the long-term plan. This will require deferral, scaling back or stopping some projects and programmes.
- **Transition of City Rail Link (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.

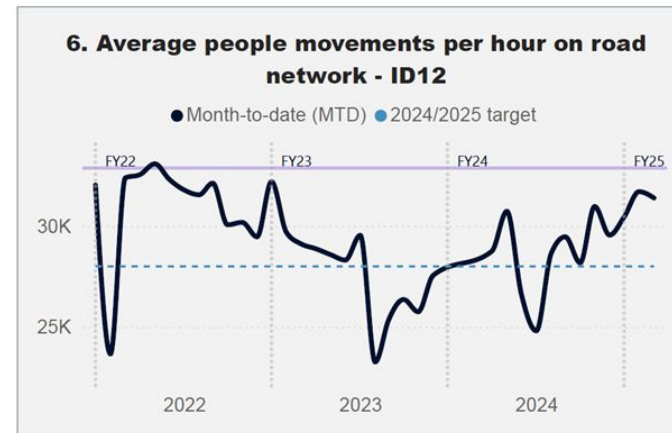
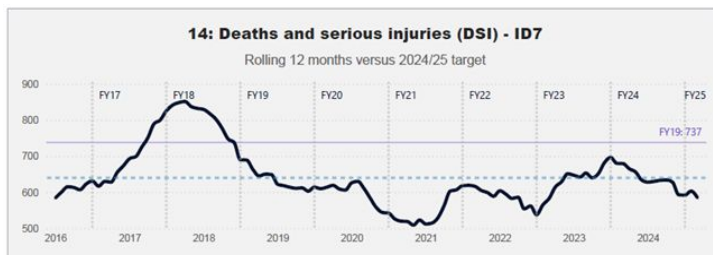
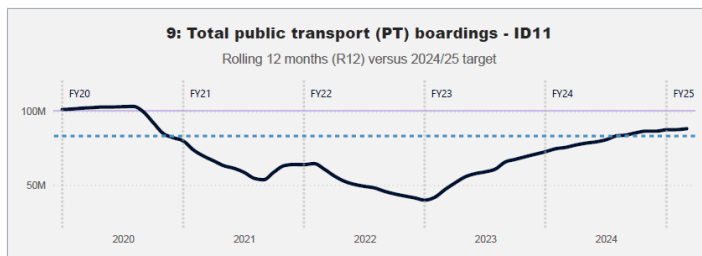


Key Performance Measures

| SOI performance targets outcome areas | Exceeded | On track / Met | Not on track / Not met | Not reported this quarter | Total |
|---------------------------------------|----------|----------------|------------------------|---------------------------|-----------|
| Every interaction counts | 2 | | 1 | 1 | 4 |
| Improving network productivity | 2 | 2 | | | 4 |
| PT Good to Great | | 3 | 1 | | 4 |
| Value for money | | | 1 | | 1 |
| Core business and other activities | 2 | 5 | 1 | 2 | 10 |
| TOTAL | 6 | 10 | 4 | 3 | 23 |

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

Trends



Strategic alignment and key policies

Vision zero

There were 585 people killed or seriously injured from October 2023 to September 2024 on Auckland roads. For this year's SOI we re-baselined our DSI target, since that time the NLTF has been confirmed with a reduction in investment in safety infrastructure and a new Speed Limits 2024 rule has been passed reversing speed limits. We have yet to assess the impact on DSI but there is a likelihood we will not meet the current desired reduction. We will report against any new DSI target in our next quarterly report.

The majority of harm occurs on our local roads, with over half of these being people outside of vehicles (people walking, cycling and motorcyclists).

Year on year, we continue to see a significant decrease in fatalities, and a steady decrease in serious injuries. This is consistent with the national trend, initial work to identify why we are seeing this reduction includes increased police enforcement activity, ongoing impact of road safety engineering improvements over the past few years and the impacts of the economy on travel choices.

To note, the month of July 2024 recorded nil reported deaths on Tāmaki Makaurau roads, the last time we had a month with no deaths was in April 2020.

As a measure overall deaths and serious injuries (DSI) can often fluctuate when looked at over a 12 month period, 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.

We are awaiting the release of the new national Objectives document for Road Safety; this will replace the Road to Zero Strategy and Action Plan. We have provided feedback to the Ministry of Transport in support of retaining the safe system approach, ensuring a national DSI target is set, and that the new national road safety approach recognizes the role of local government in improving safety outcomes.

To confirm the evidential impacts of the programme a tool has been developed to assess the effectiveness of previous Road Safety Engineering Programmes. This tool is in the final stages of development and will be made available once independent peer reviews have been undertaken.

The tool looks at all interventions from low-cost low risk interventions (signing and lining) through to safe system transformational projects (roundabouts and signalised raised intersections), it assesses the number of crashes and casualties before an intervention was installed and then compares this with the performance post implementation.

This tool provides Auckland specific evidence to help the engineers to know what works and what interventions need to be modified, this will allow the team to focus on the interventions that produce the best results. The peer review should be completed by the end of November 2024.

As signalled in the Government Policy Statement on Land Transport 2024, we are anticipating consultation on a review of safety related fines and penalties, preparations are underway to ensure we can provide a solid evidence base in support of this key piece of work. AT have been advocating for this review since 2021.



Speed Management: the final Land Transport Rule: Setting of Speed Limits 2024 was released in early October. Initial estimates are that approximately 1,800 roads will be required to have speed limits increased back to the speed limits that existed prior to 1 January 2020. These represent around 57% of the roads where safe and appropriate speed limits were implemented under phases one to three of the speed management programme. The roads impacted are mainly urban local roads and a small number of urban arterials, while the lower rural speed limits are largely retained.

Road Safety Engineering: the new direction of the Road Safety Engineering Programme was presented to the AT Transport Safety Committee in August 2024 and highlighted high risk rural corridors, high risk rural bends, high risk intersections, working closer with the maintenance programme and addressing school safety concerns as being the main priorities. The programme is focused on delivering the correct interventions at the right locations and not just defaulting to a one-size fits all solution, it has also been made clear that the programme team must listen to the voice of our communities and focus on working with communities who would like safer roads.

Growing insights: we continue to work with our partners to maximise the use of data. There is a historic under reporting of DSI into the crash analysis system, as crashes are only entered if they are reported to New Zealand Police. Through 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.

Partnership with New Zealand Police: following the success of our joint drink driving operation with New Zealand Police over winter 2024, we are working with road safety partners to plan a further operation for summer 2024/25. This will be based around a general deterrence model of raising the awareness of the increased levels of road-side breath testing to influence driver behaviour.

A full evaluation of the previous two operations with New Zealand Police will be finalised by December 2024.

Key risks to Vision Zero:

- There is currently no national target for reducing DSI, historically a lack of national targets has led to operational resources being redeployed to other focus areas.
- Current uncertainty around funding levels for both road safety engineering and community road safety education programmes for the next three years.

Climate change and sustainability

Total operational emissions for Q1 will be available from November, and additional reporting will be included in the Q2 report. AT has ongoing quantification processes, having already had embodied emissions audited and verified by Toitū over the previous two years. Ongoing discussions with Council around development of reporting metrics framework.

AT maintains regular contact with Auckland Council and Council Controlled Organisations (CCOs) to ensure climate reporting obligations are met. Q1 has focused on review of previous disclosure in order to refine and streamline reporting and record-keeping for 2024/25. Development of an entity-level climate transition plan is underway.





Māori outcomes

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

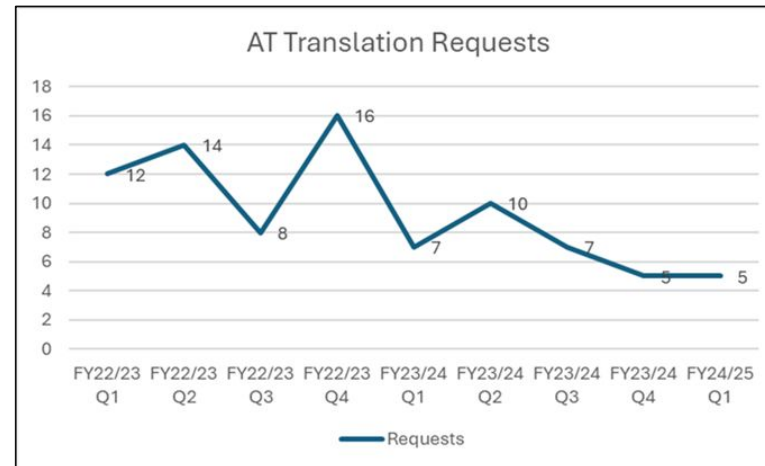
Mana whenua engagement: AT contributes to mana whenua engagement through forums for operations and governance matters. Project fora are held across various rohe on a fortnightly basis, focusing primarily on resource management matters.

- Ka Tupu Ka Wana Achieving Māori Outcomes Plan was approved by the AT Board in August 2024.
- Ngā Kete Kiwai (AT’s Māori Learning and Development Programme): there were 121 attendees across the four workshops.
- Māori business: AT’s procurement spend with Māori owned businesses is \$14 million or 3.74% of the total spend.

Kia Ora te Reo

Te reo Māori across the transport network and AT: Reviewing and confirming te reo Māori signs, recordings and translations for stations, CRL, Te Tupu Ngātahi, wayfinding and documents. An audit in 2025 will assess the extent of our te reo signage across the network.

| Bilingual public transport announcements with te reo | |
|--|-------|
| Bus | 98.7% |
| Train | 25.6% |
| Train Platforms | 100% |
| Ferry | 100% |





Statement of performance expectations

1. Making Every Interaction Count



| Deliverable | SOI Timeframe | Commentary | Status |
|--|-----------------|---|----------|
| 1.10 Work with local boards to agree local priorities and AT work plans. | 2024/25 - 25/26 | 18 local boards have endorsed Kōkiri agreements. AT is working with those boards that have not signed off their agreement yet. | On track |
| 1.20 Provide clear communications to Councillors and local boards on projects in their areas. | Q1 2024/25 | In October 2024, we start the next round of Kōkiri, with the next Forward Works Programme including improvements, suggested by local boards: More ability to influence some programmes. Better long-term visibility of projects and programmes especially maintenance and renewals. | On track |
| 1.30 Streamline and simplify our processes for end-to-end customer interactions to make it easier for customers to get the information they need, complete their tasks, and provide feedback. | 2024/25 | Reviewed AT HOP requests as a key customer touchpoint and have identified opportunities to improve self-service and timeliness of responses. Additionally, AT-wide case management resolution has been improved on average from 13 to 10 days (year-on-year) through better internal connections and business partnering with subject matter experts across AT. | On track |
| 1.40 Deliver our Community-Initiated Projects, which deliver network improvements received by customer requests. Streamline the evaluation, acceptance, and delivery process. | 2024/25 - 26/27 | Due to NLTP funding limitations, we are anticipating delivering a reduced amount of projects that have been previously consulted and communicated to the community and Local Boards through Kokiri and Forward works programmes | At risk |
| 1.50 Develop “The AT Way”: Consistent best practice communications and engagement approach to programmes and projects that embeds public participation and a customer focus (including lessons learned from previous projects) to improve people’s experience, stakeholder outcomes, relationships and trust and confidence in AT. | 2024/25 | Development underway of guidelines to support best practice. Training and capability building underway. Updated tools, templates, processes developed and in use. Embedding organisational culture that values public participation. | On track |





2. Improving Network Productivity



| Deliverable | SOI Timeframe | Commentary | Status |
|--|---------------|--|----------|
| 2.10 Optimising the transport network including intersection and corridor efficiency improvements: 7 projects completed, 9 designs ready for 2025/26, 250 intersections optimised. | 2024/25 | On track to complete 7 projects. 7 projects identified and on track to be designed this FY. 2 more to be identified and accelerated from corridor studies that are underway. August update: 21 sites delivered, 22 in progress. | On track |
| 2.11 Optimising the transport network including Special vehicle lanes (freight, high-occupancy vehicles, bus): 2 special vehicle lanes completed, 10 designs ready for 2025/26. | 2024/25 | On track to complete 2 special vehicle lanes in November. 10 projects on track for design completion this year, subject to funding. | On track |
| 2.12 Optimising the transport network including: 3 dynamic lanes and intersections completed, 4 designs ready for 2025/26. | 2024/25 | On track to complete 3 projects. Additionally, Maoro Street Dynamic Bus Lane is expected to commence this FY but construction will likely roll over to next FY. On track to complete 4 designs this FY. | On track |
| 2.13 Optimising the transport network including smart technology solutions: detection (including bus transponders) at 65 intersections, pilot emergency vehicle intersection priority. | 2024/25 | 25 bus transponder sites implemented. On track to deliver smart detection at 65 intersections this FY. On track to pilot this on one corridor this FY. | On track |
| 2.14 Optimising the transport network including smart technology solutions: smart technology (CCTV analytics) implemented at 5 event locations. | 2025/26 | CCTV sites are progressing. Purchase of Variable Message Sign (VMS) equipment has been delayed due to NZTA process changes around how we connect to DYNAC traffic management system and potential cost implications. AT are in discussion with NZTA to try to resolve this matter. Currently no impact on SOI deliverable. | On track |





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| <p>2.20 Implement operational changes and deliver physical improvements on the network, aimed at more effectively mitigating the effects of disruptions on our customers' journeys.</p> | <p>Q3 2024/25</p> | <p>There are 15 different improvement projects underway. Examples include AT working with NZTA to improve Emergency Management response and capabilities, expansion of smart detection to improve the ability to detect and mitigate disruption. In future updates, we will provide specific details of what has been delivered.</p> | <p>On track</p> |
| <p>2.30 Deliver improvements to how we communicate with our customers regarding travel disruptions caused by planned events on our network.</p> | <p>Q4 2024/25</p> | <p>There are multiple projects to improve communications about planned events underway including the assignment of a senior communications lead who is delivering an updated disruption communication strategy and Q3 - 4 execution plan, revision of the Roadworks and Disruptions page on the AT Website, reviewing on-the-ground signage requirements around roadworks, working closely with transport map providers to ensure we update them more quickly and comprehensively about planned events, and process and technology improvements to ensure communication around disruption to public transport journeys due to planned events is faster and more actionable.</p> | <p>On track</p> |
| <p>2.40 Continue to remove road cones and minimise disruption caused by temporary traffic management; by building new systems to analyse and assess risk-based applications for access to the network and temporary traffic management.</p> | <p>Q3 2024/25</p> | <p>Risk appetite workshops held with AT teams to define risk hierarchy and inform the build of the new risk assessment framework for approving temporary traffic management plans. (work ongoing).</p> | <p>On track</p> |
| <p>2.41 Continue to remove road cones and minimise disruption caused by temporary traffic management; by consolidating changes to the Activity Coordination Tool.</p> | <p>Q4 2024/25</p> | <p>Delivered phase two of the Activity Coordination tool. Phase two facilitates collaboration between forward work programmes where there are potentially clashing work programmes or opportunities to work together to dig once. New functionality to save geographical areas of interest and alerts when projects are added or edited in the area of interest. Phase three approved and underway (work ongoing).</p> | <p>On track</p> |
| <p>2.42 Continue to remove road cones and minimise disruption caused by temporary traffic management; by updating our procurement practices away from the Code of Practice for Temporary Traffic Management.</p> | <p>Q2 2025/26</p> | <p>Assisted the team developing the Street Light Maintenance contract renewal to remove the requirement for temporary traffic management as per the soon to be disestablished Code of Practice for Temporary Traffic Management to support risk-based temporary traffic management plans (work ongoing).</p> | <p>On track</p> |





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| <p>2.50 Progress implementation of Room to Move by delivering comprehensive parking management plans in collaboration with local boards, starting with the city centre, and beginning park and ride initiatives.</p> | <p>2024/25</p> | <p>Work on five Comprehensive Parking Management Plans (CPMPs) is progressing well in accordance with planned. Timeframes. Awarding contracts for the CPMPs and commencing work by end of Q2.</p> <p>These five CPMPs planned are:</p> <ul style="list-style-type: none"> • City Centre • Albany • Ponsonby • Newmarket • Manukau | <p>On track</p> |
| <p>2.60 Develop a transition plan to implement Time of Use Charging.</p> | <p>2024/25</p> | <p>Project delivery delayed as we anticipate legislation release late in 2024. To mitigate this, the project has been re-baselined to a new timeline which aligns with timing of legislation announcement.</p> | <p>At risk</p> |





3. Taking Public Transport from Good to Great



| Deliverables | SOI Timeframe | Commentary | Status |
|--|---------------|--|----------|
| 3.10 Continue implementation of the RPTP, through the PT growth programme, and PT service network optimisation. | 2024/25 | We have several initiatives currently in progress. For instance, we are assessing vendor offers through the Request for Quotation process for the bus screen rollout. The bikes on buses trial is on track for testing on two NX1 routes in November. We also have multiple community safety programs in collaboration with the New Zealand Police and local authorities, focusing on Hibiscus, Albany, Manukau Bus Station, and Manurewa. Additionally, we are planning the Hold My Bus trial at Hibiscus Coast Station for Q3. | On track |
| 3.20 Finish existing public transport infrastructure projects; CRL: <ul style="list-style-type: none"> • Work with KiwiRail to finalise the Day 1 timetable. • Complete retrofit of existing electric trains and accept 23 new electric trains. • Take control and ownership of assets. • Planning and testing to get ready for passenger operations to begin. | Q2 2024/25 | The first two of the 23 new electric trains have been received. | On track |
| 3.30 Finish existing public transport infrastructure projects; Level Crossing Removal: <ul style="list-style-type: none"> • CRL Day One Level Crossing removal programme completed (Homai, O’Neill’s, Church Street). • Plan for future Level Crossing Removal groups. | Q3 2024/25 | Homai Station: early works have started and will be removed by January 2025. Church Street East: early works will start at Christmas and will be removed by April 2025. O’Neill’s: design verification continuing, and removal options to be agreed, and removal options to be implemented in 2025. Business case continues to be developed for the Auckland network removal programme. | On track |





| | | | |
|--|------------------------|--|------------------|
| <p>3.40 Finish existing public transport infrastructure projects; Eastern Busway:</p> <ul style="list-style-type: none"> Secure remaining consents. Rā Hihi (flyover) completion. Stages EB2, EB3R, EB3C and 4i completion. | <p>Q2 2024/25</p> | <p>All consents now obtained except Designation for EB3C and 4i. The appeal period ends on 4 November 2024. If no appeals are received the designation will be confirmed.</p> <p>Rā Hihi (flyover) is forecast for completion in late 2025 and open to traffic in early 2026. All stages forecast for completion in 2027.</p> | <p>On track</p> |
| <p>3.50 Progress work on affordable rapid transit projects, and large-scale projects identified in the Integrated Transport Plan.</p> | <p>2024/25 - 26/27</p> | <p>The team is actively supporting the delivery of capital projects, including preparations for CRL Day 1 and the implementation of open loop systems.</p> | <p>On track</p> |
| <p>3.60 Enhance the first and final leg of PT journeys with six priority PT stations.</p> | <p>2024/25 - 26/27</p> | <p>A working group has been formed to focus on the first tranche stations as identified in the Single Stage Business Case: Glen Innes, Henderson, and Fruitvale Road. However, due to the latest budget cuts, these initiatives pose significant risks and may struggle to meet the SOI delivery expectations.</p> | <p>At risk</p> |
| <p>3.70 Progress implementation of contactless payments and contribute to support National Ticketing functionality so that customers can more easily pay for their public transport fares and to provide increased access to the PT network.</p> | <p>2024/25 – 25/26</p> | <p>System built and tested. User Acceptance Testing underway. New hardware roll-out completed. Business readiness, stakeholder engagement & change management underway. PCI Level 3 certification for all schemes achieved. Marketing approach & plan finalised. On track for implementation in November 2024.</p> | <p>On track</p> |
| <p>3.80 Implement a weekly fare cap for public transport users.</p> | <p>Q1 2024/25</p> | <p>We have successfully implemented a \$50 fare cap and are now focusing on the next steps to boost patronage growth. Our plan includes an interim solution that utilizes data from EDW to display customers’ progress towards the weekly fare cap in MyAT, along with the date their weekly fare cap ends.</p> | <p>Completed</p> |
| <p>3.90 Implement FareShare – working with businesses to support their employees using public transport.</p> | <p>2024/25</p> | <p>Continue to sign up new businesses with a target of 9 new customers each quarter. At the start of Q2, we have already signed up two new customers. Additionally, we are trialling Search Engine Marketing (SEM) fare share campaigns by the end of this quarter to attract more customers.</p> | <p>Completed</p> |





4. Value for money



| Deliverables | SOI Timeframe | Commentary | Status |
|--|-----------------|---|----------|
| 4.10 Grow non-rates revenue and deliver cost saving and efficiency targets as identified in the LTP2024. This will include leading the creation of new and improved third-party revenue opportunities, growing farebox and parking charges, and reducing costs from our activities. | 2024/25 | Revenue areas identified each with internal business owners who are working to report plans and progress. All SMEs have reviewed status of opportunities and resourcing requirements. Initial focus initiative (Road Corridor and Encroachment fees) for prioritisation. | On track |
| 4.20 Deliver capital programmes more efficiently through the entire design and construction process. | 2024/25 –26/27 | AT’s focus on reducing Temporary Traffic Management (TTM) cost has seen savings being generated through adopting more efficient construction methodologies and adopting a risk-based approach to TTM. AT has started to use ‘super weekend’ closures more broadly to minimise disruption and to speed up construction completion. AT is tracking TTM cost across the capital plan and focussing on areas where TTM costs are unacceptably high. A target of TTM being no more than 10% is a guiding principal. Large projects by way of examples being Great North Road and Pt Chevalier to Meola Road are being delivered under budget. | On track |
| 4.30 Work constructively with council to investigate and implement arrangements for shared services, including technology functions where appropriate. Leverage existing technology frameworks across CCOs, while ensuring risks are appropriately managed and delivery of customer outcomes are not compromised, subject to business case approval with a positive BCR. | 2024/25 - 26/27 | Strategic business case being finalised. AT has established a programme control group to interface into Group Shared Services to ensure efficient integration | On track |
| 4.40 Work to increase revenues from parking and enforcement, supported by employing an additional 50 parking and transport officers to enforce parking, improve safety, and identify temporary traffic management issues. | 2024/25 | Infringement levels increased on 1 October 2024 (implemented). 10 new Licence Plate Recognition kits purchased and commissioned in September 2024. New paid parking zone implemented: Edgeley Avenue, Newmarket. | On track |





5. Effective governance and advocacy for transport outcomes



| Deliverable | SOI Timeframe | Commentary | Status |
|---|-----------------|---|----------|
| 5.10 Support the development of the 30-year Integrated Transport Plan. | 2024/25 | AT provided subject matter expertise into the development of the council’s preparatory work for the Auckland Integrated Transport Plan. The AT Board has been kept informed of this work, which was endorsed by the Auckland Council’s Transport, Resilience and Infrastructure Committee on 5 September 2024. The government and council have not yet initiated the joint work on the 30-year integrated transport plan. | On track |
| 5.20 Work with council, government, and community partners to develop a framework for governance that supports Auckland’s transport network in the future. | 2024/25 – 25/26 | Meeting held in September 2024 with TRIC chair and Council officers to review current engagement model and discuss improvement opportunities CCO Service Review commenced. Response to council analysis in progress. | On track |
| 5.30 Identify and advocate policy, legislative and regulatory changes necessary to address both project funding issues and more general revenue barriers, and review annually. Support council on advocacy and submissions on central government policy changes for transport-related matters. | 2024/25 – 26/27 | Most resources committed to Time of Use Charging work (which has significant advocacy elements), allowing for limited proactive advocacy on other matters. Will allocate more attention to this area as the Time of Use programme comes to a pause point | On track |





6. Core business and other activities



| Deliverables | SOI Timeframe | Commentary | Status |
|--|-----------------|--|----------|
| 5.10 Maintain our assets to a safe standard within funding limits and seek opportunities to improve funding towards our approved Asset Management Plan in a way that minimises the whole of life cost and considers the unique needs of different areas across the region such as rural areas. | 2024/25 - 26/27 | Ongoing advocacy to maintain funding in the RLTP close to the levels in the approved Asset Management Plan. Ongoing efforts to apply innovation to deliver lowest whole of life cost asset maintenance and renewals. This includes innovations such as reducing cost of temporary traffic management, use of low carbon concrete in footpaths, replacement of street light luminaries with light emitting diode bulbs. | On track |
| 5.20 Seek continuous improvement in reducing greenhouse gas emissions associated with our assets, operations, services, and corporate activities; including developing processes that will enable us to quantify embodied emissions and develop a single framework of agreed reporting metrics with Council. | 2024/25 – 26/27 | Operational emissions reductions have progressed as expected for Q1. AT has ongoing quantification processes, having already had embodied emissions audited and verified by Toitū over the previous two years. Ongoing discussions with Council around development of reporting metrics framework. | On track |
| 5.30 Contribute to the preparation of a compliant group climate statement to ensure Auckland Council meets its reporting and record-keeping obligations as a climate reporting entity under the Financial Markets Conduct Act 2013. | 2024/25 | AT maintains regular contact with Auckland Council and CCOs to ensure climate reporting obligations are met. Q1 has focused on review of previous disclosure in order to refine and streamline reporting and record-keeping for 2024/25. Development of entity-level climate transition plan is underway. | On track |
| 5.40 Progress the Better Faster Consents work programme alongside Council and Watercare to simplify and improve the resource consenting process. | 2024/25 | Process reviews are ongoing and demonstrating an improvement to results. The volume of referrals is stable. A higher proportion of recent referrals have been less complex. | On track |





| | | | |
|---|------------------------|---|------------------|
| <p>5.50 Deliver safety interventions including improving safety near schools and at high-risk locations, delivering coordinated road safety education, supporting increased police enforcement, continuing to advocate for a review of safety-related fines and penalties and the accelerated expansion of automated enforcement.</p> | <p>2024/25 - 26/27</p> | <p>Current uncertainty around funding levels for both road safety engineering and community road safety education programmes for the next three years. We are awaiting the release of the new national Objectives document for Road Safety, this will replace the Road to Zero Strategy and Action Plan. We have provided feedback to Ministry of Transport in support of retaining the safe system approach, ensuring a national DSI target is set and that the new national road safety approach recognizes the role of local government in improving safety outcomes. To confirm the evidential impacts of the programme a tool has been developed to assess the effectiveness of previous Road Safety Engineering Programmes. This tool in the final stages of development and will be made available once independent peer reviews have been undertaken.</p> | <p>At risk</p> |
| <p>5.60 Publish Ka Tupu, Ka Wana, Achieving Māori Outcomes Plan.</p> | <p>Q2 2024/25</p> | <p>Ka Tupu Ka Wana was approved by the AT Board in August 2024. We will be reporting against the outcomes in Ka Tupu Ka Wana in future quarterly reports.</p> | <p>Completed</p> |
| <p>5.70 Review the decision-making framework for identifying and prioritising renewal work to align with network improvements.</p> | <p>2025/26</p> | <p>Renewals forward works planning is aligned with capital works planning to enable projects to be delivered in a “dig once” approach. This lowers cost and minimises disruption. Recent examples include Meola Road, Mercury Lane and Great North Road.</p> | <p>On track</p> |
| <p>5.80 Regularly report to Auckland Council through the Transport and Infrastructure Committee on delivery of the Regional Land Transport Plan (annually), as well as regular capital delivery milestones, bus priority lanes and active mode kilometres added to the network (quarterly).</p> | <p>2025/26</p> | <p>Ongoing reporting to the Transport, Resilience, and Infrastructure Committee continues. Capital delivery milestones and bus priority lane delivery have been included in the SOI 2024 measures. Capital delivery milestone methodology is being confirmed for reporting to begin in Q2.</p> | <p>On track</p> |





Statement of Intent (SOI) 2024/2025 Performance Targets

Reporting as at September 2024



| Objective | ID | SOI Measure | FY Target | Latest Result | YTD Status | Performance Commentary |
|---|----|--|---------------------------------|---------------------------------------|------------|--|
| Making Every Interaction Count | 1 | Customer perceptions AT listens and responds to Aucklanders' needs | 33% | 31% | NOT MET | We have seen a strong recovery in this metric (up 9%) to 31% in the September Quarter, but it remains below the FY25 target of 33%. This increase has been driven by a reduction in negative media coverage this quarter and an improvement in PT reliability. "AT listens and responds to Aucklanders needs" has returned to its natural level – our average over the past 5 years is 30%. |
| | 2 | Formal complaints Percentage of total AT case volume resulting in a formal complaint | <0.6% | 0.36% | EXCEEDED | Exceeded SOI target with strong case quality and responsiveness to complaints AT wide. |
| | 3 | Complaint resolution Percentage of formal complaints that are resolved within 20 working days | 90% | 96% | EXCEEDED | Exceeded SOI target with strong case quality and responsiveness to complaints AT wide. |
| | 4 | Local Board satisfaction with engagement | 47% | Results provided in January | NOT RATED | The survey has now moved to half yearly, so the next survey is in November, and results will be provided in January. |
| Improving Network Productivity | 5 | Average travel time across the arterial network | 24 minutes | 23 minutes | MET | In September 2024, the average people travel time was 23 minutes (for an average trip of 10 km), It was slightly lower than August 2024 due to reduced congestion levels which led to lower travel time during AM peak. |
| | 6 | Arterial productivity Average number of people moving per hour during the morning peak | 28,000 | 31,388 | EXCEEDED | In September 2024, the arterial road productivity during the AM peak was 31,388, which was 12% above the SOI target, consistent with the previous month and improvements in intersection prioritisation and bus booster programmes. This is continuing a trend of increasing productivity largely due to increases in public transport (bus) use. |
| | 7 | Freight performance Percentage of the freight network moving without congestion in the interpeak | 85% | 87% | MET | In September 2024, 87% of the Freight Network operated at the Levels of Service A-C during the interpeak period, and has remained consistent over the last year. |
| | 8 | Bus Priority Kilometres of bus priority (including SVL and dynamic lanes) delivered. | 5km | 0.18km | EXCEEDED | 0.18km of the 5km SVL target has been delivered to date (Main Highway Dynamic Bus Lane). 2 projects are under construction and expected to be completed in Q2 with a combined length of 1.33km. Remaining projects are on track for completion by the end of the financial year, subject to funding availability. |
| Taking Transport From Good to Great | 9 | PT Boardings Annual numbers of PT trips | 95.9m | 23.7m | NOT MET | NOT MET against YTD target. September achieved 7.5M boardings, which is 9% above September 2023 but 3.1% below YTD target. Bus patronage normalized recovery around 94% (to 2019) up 2% on August. Ferry patronage around 79%, up 1% on August. Train patronage around 66% (to 2019) down 1% on August. Adverse weather during the month of September contributed to lower-than-expected patronage for the month. |
| | 10 | PT reliability Percentage of services that start according to schedule | Bus: 98%, Ferry: 98%, Rail: 85% | Bus: 95.7%, Ferry: 97.8%, Rail: 96.2% | MET | Bus: The MTD breakdown by service in descending order was that: Waiheke Bus, Howick & Eastern, Transitz Group and Ritchies are 97%; Pavlovich, Go Bus and NZ Bus was 94%; and Bays Coachlines was 91%. Marked increase throughout the month, due to instances of construction roadworks being completed which affected performance on key routes in September. Ferry: The MTD breakdown by service in descending order was: Bayswater, West Harbour and Birkenhead exceeded 99%; Gulf Harbour, Devonport and Pine Harbour exceeded 98%; Hobsonville Pt and Half Moon Bay exceeded 96%; and Rakino Island was 94%. An improvement of 0.3% from last month. FGL older fleet and maintenance issues continues to impact reliability. Rail: The MTD breakdown by line in descending order was Western and Southern at 97%, and Eastern and Onehunga at 95%. Train performance was strong during the month. |
| | 11 | PT punctuality Percentage of services that start and end according to schedule | 88% | 89.9% | MET | Continued solid performance by all three modes, above the target. |
| | 12 | PT utilisation for frequent routes during peak | 49% | 48.1% | MET | Target was met despite UoA and AUT semester break in Aug/Sep. |
| Value for Money and Growing External Revenues | 13 | Farebox Recovery Ratio The percentage of the total PT operating cost recovered through fares | 35% | 32.2% | NOT MET | September Monthly performance was 31.6%. FY25 YTD result is 32.2% remaining below the YTD target of 33.5% and Full Year SOI target of 35% Patronage and Farebox revenue for Sept below Target, impacted by weather and continuing track issues in Rail. PT Contracts were favourable for the month (Bus indexation below forecast). However, this was offset by additional Ferry cost due to the delay of Vessel 1. YTD Patronage and Farebox revenue is unfavourable v target. Overall PT contract costs are favourable YTD, and presently estimated to be favourable for remainder of FY. Revenue and Patronage remains key to deliver a favourable result for FY25, along with key the introduction of Contactless payments and the annual fare review uplift. |

The 23 performance measures will be reported to Council on a quarterly basis, in accordance with the Letter of Expectation.





Statement of Intent (SOI) 2024/2025 Performance Targets

Reporting as at September 2024

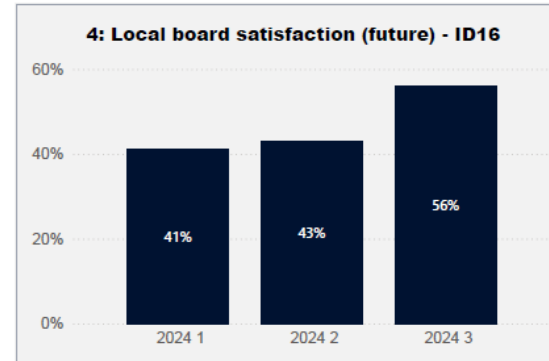
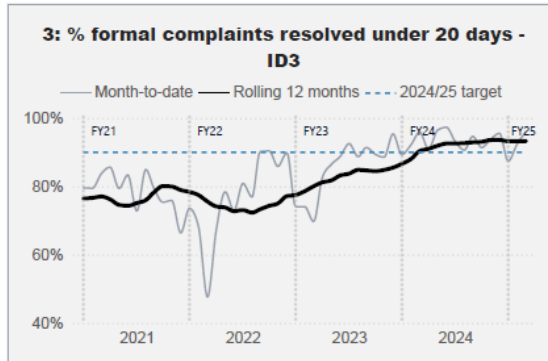
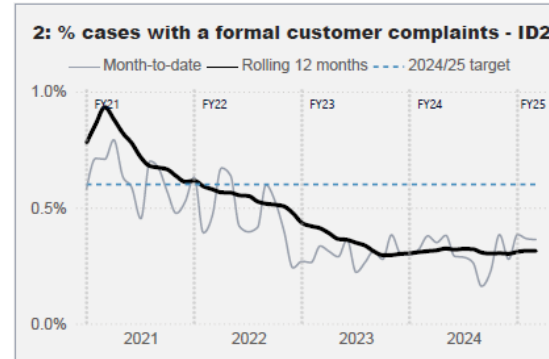
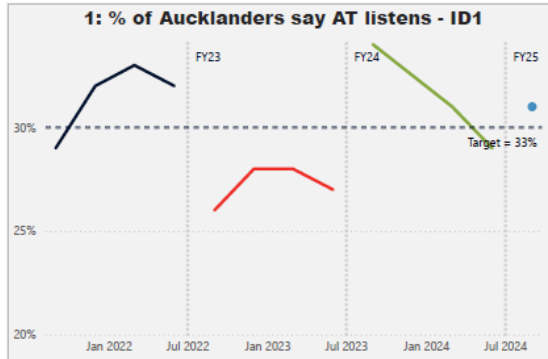
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|------------------------|-----------------------|------------------------|----------------|
| 6 Above target 2.5% | 10 Target +/- 2.5% | 4 Below target 2.5% | 3 Not rated |
|------------------------|-----------------------|------------------------|----------------|

| Objective | ID | SOI Measure | Financial Year target | Latest Result | YTD Status | Performance Commentary |
|------------------------------------|----|---|-----------------------------|-----------------------------|------------|---|
| Core Business and Other Activities | 14 | Safety Deaths and Serious Injuries on the road network in Tāmaki Makaurau Auckland | No more than 576 | 585 | MET | Year on year, we continue to see a significant decrease in fatalities, and a steady decrease in serious injuries. This is consistent with the national trend, initial work to identify why we are seeing this reduction includes increased Police enforcement activity, road safety engineering improvements and the impacts of the economy on travel choices. There were 585 people killed or seriously injured from October 2023 to September 2024 on Auckland roads. The majority of harm occurs on our local roads, with over half of these being people outside of vehicles (people walking, cycling and motorcyclists). To note, the month of July 2024 recorded nil reported deaths on Tāmaki Makaurau roads, the last time we had a month with no deaths was in April 2020. In the past twelve months (Oct 2023 to Sept 2024) 29 people were killed on our roads and 556 were seriously injured, compared to 56 deaths and 623 serious injuries the previous year. There is a risk that we will not meet the desired reduction by the end of the year due to the signalled reduction in investment in safety infrastructure, statistical variation and the upward pressure of external factors. |
| | 15 | Emission reduction Reduction in operational emissions including Public Transport activities (from 2021/22 baseline) | 10% increase (from 2021/22) | Data provided in November | NOT RATED | Operational emissions reduction has progressed as expected for Q1. |
| | 16 | Cycle counts The number of people cycling past defined count sites | 3.44m | 0.84m | EXCEED ED | Cycle counts in September 2024 are up again (10%) on the same month last year, it's looking to be a busy Summer. Cycle counts continue to remain trending upwards over a 12-month period. We have now seen c.10% rises almost every month in comparison to last year. This reflects our efforts in the non-infrastructure space working to get and keep people on bikes. |
| | 17 | Asset condition Proportion of key assets in moderate or better condition | 85% | 83.7% | MET | The current percentage AT's key assets in moderate or better condition is 83.7%. (Percentage of key assets in poor or very poor condition is 16.3%). The expected year end status for this measure is Met (- 2.5%). Due to RLTP renewals funding being lower than budgeted in the Asset Management Plan, the SOI target will need to be revised downward. |
| | 18 | Road maintenance Percentage of the sealed local road network that is resurfaced or rehabilitated | 6.5% | 54.9km | MET | At the end of September we have completed a total of 54.9 km (619,949 m2) road resurfacing and rehabilitation. We are on target to meet the SOI target at 6.5% of the sealed road network this year. The expected year end status for this measure is Met. Due to RLTP renewals funding being lower than budgeted in future years, the SOI target in future years will need to be revised downward. |
| | 19 | Resource consent timeframes Adherence to the service level agreement to provide specialist input into the resource consents | 80% | 86% | EXCEED ED | Process reviews are ongoing and demonstrating an improvement to results. The volume of referrals is stable. A higher proportion of recent referrals have been less complex. |
| | 20 | Percentage of capital budget invested | 90% | 76.8% | NOT MET | Main areas where spend is behind budget: >Rail projects - driven by delays in milestone payments for EMU's / property acquisition. >Eastern Busway – property acquisition timing, overall programme on track. >Ferry programme – revised approach – new vessel procurement paused. Due to NLTP uncertainties some programmes have progressed at a slower rate. Forecast remains optimistic. |
| | 21 | Percentage of capital programme delivery on time. | 90% | Draft methodology proposed. | NOT RATED | Ongoing work to define a measure for this SOI Indicator. Year to Date capital programme expenditure is 76.8% of the Year to Date budget. Full year forecast is 100.23% of the full year budget. The expected year end status for this measure is Met. |
| | 22 | Percentage of procurement spend with Māori-owned business | 3% | 3.74% | MET | Māori-owned businesses received \$14 million in direct and sub-contracted spending for the September 2025 financial year to date, representing 3.74% of the total spend, exceeding the target of 3%. Expect further increase in direct spend through some physical works projects to be completed before end June 2025: Mōkoia Pā project (\$3.85 million) and the next marae car park project, which is budgeted to be completed this financial year. Expect further indirect spend in 2025 financial year through a range of high-value projects which have contractual requirements for delivering contract-specific Supplier Diversity KPIs and reporting – namely Eastern Busway, Road Corridor Maintenance, Auckland One Rail, Pt Chev to Westmere upgrade, Project K, Great North Road, Carrington Road upgrade, Ferry electric charging infrastructure and the Unit 110 bus contract. Significant efforts ongoing to ensure contractor compliance with KPIs and monthly reporting. AT is also establishing an Emerging Suppliers Pre-Qualification Register for Māori and Pasifika civil construction contractors, which we expect will be utilised in both our direct and indirect spend. The Expected Status end of financial year is Met [+/-2.5% target]. |
| | 23 | Number of marae improved by AT's programmes. | 1 | 1 completed & 2 in progress | MET | Five completed and two in progress. The expected year end status for this measure is Met. |



Statement of Intent (SOI) 2024/2025 performance targets

Reporting as at September 2024



Making Every Interaction Count

| ID | SOI measure | FY Target | Latest Result | YTD Status | Progress Commentary |
|----|--|-----------|-----------------------------|------------|---|
| 1 | Customer perceptions AT listens and responds to Aucklanders' needs | 33% | 31% | NOT MET | We have seen a strong recovery in this metric (up 9%) to 31% in the September Quarter, but it remains below the FY25 target of 33%. This increase has been driven by a reduction in negative media coverage this quarter and an improvement in PT reliability. "AT listens and responds to Aucklanders needs" has returned to its natural level – our average over the past 5 years is 30%. |
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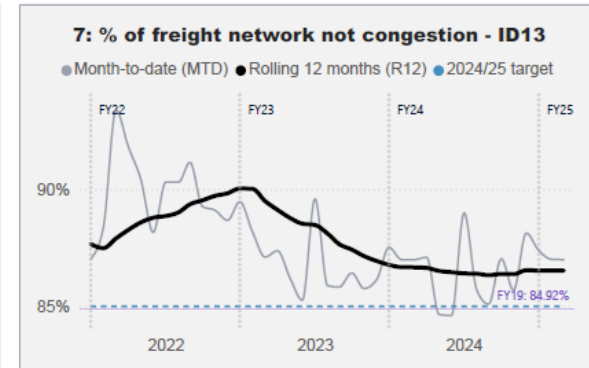
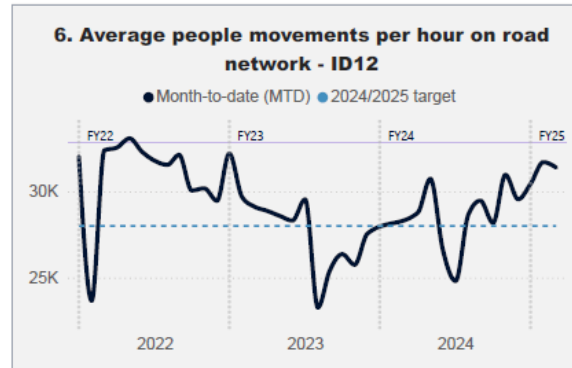
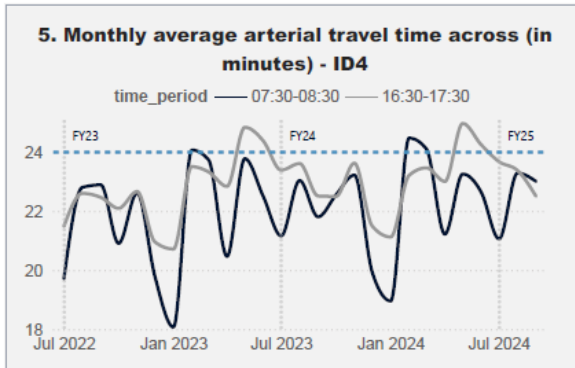
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|-------------------|----------------|-------------------|-----------|
| Above Target 2.5% | Target +/-2.5% | Below Target 2.5% | Not Rated |
|-------------------|----------------|-------------------|-----------|





Statement of Intent (SOI) 2024/2025 Performance Targets

Reporting as at September 2024



Improving Network Productivity

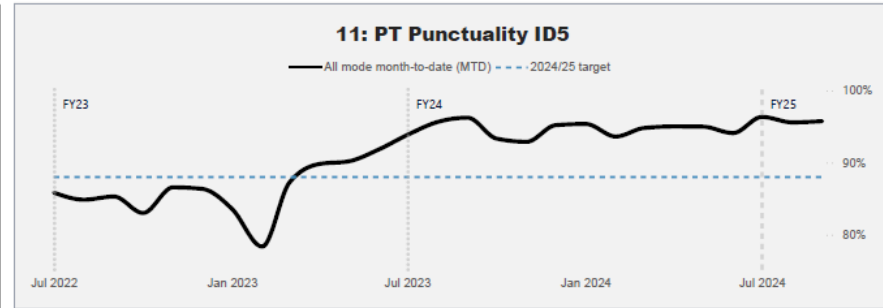
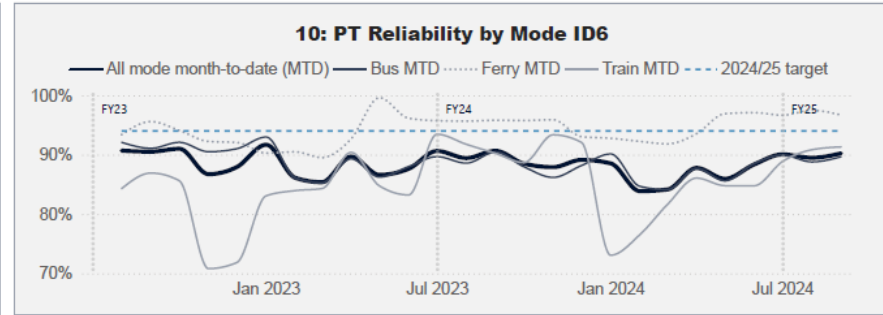
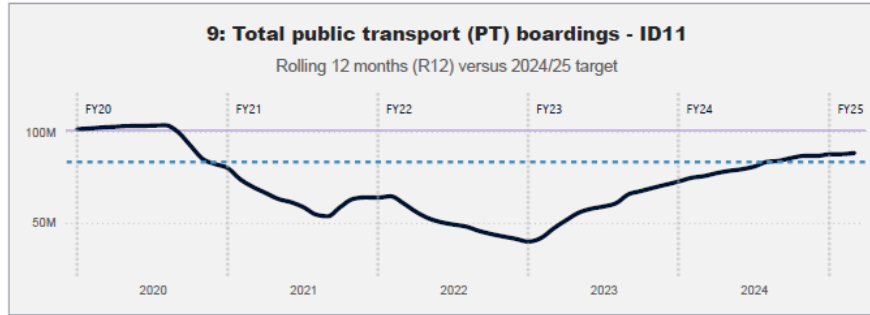
| ID | SOI measure | FY Target | YTD Status | Latest Result | Progress Commentary |
|----|---|------------|------------|---------------|---|
| 5 | Average travel time across the arterial network | 24 minutes | MET | 23 minutes | In September 2024, the average people travel time was 23 minutes (for an average trip of 10 km). It was slightly lower than August 2024 due to reduced congestion levels which led to lower travel time during AM peak. |
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| 8 | Bus Priority Kilometres of bus priority (including SVL and dynamic lanes) delivered. | 5km | EXCEEDED | 0.18km | 0.18km of the 5km SVL target has been delivered to date (Main Highway Dynamic Bus Lane). 2 projects are under construction and expected to be completed in Q2 with a combined length of 1.33km. Remaining projects are on track for completion by the end of the financial year, subject to funding availability. |





Statement of Intent (SOI) 2024/2025 performance targets

Reporting as at September 2024



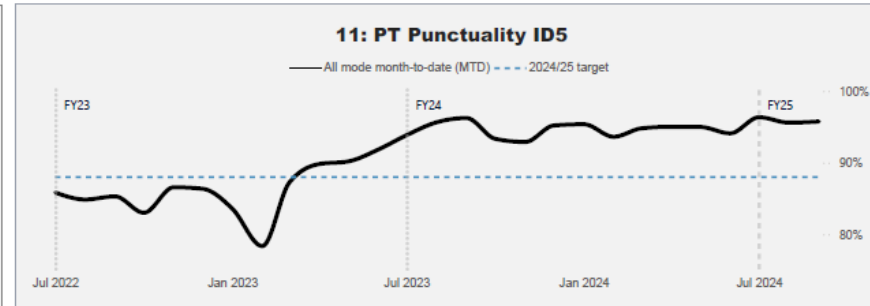
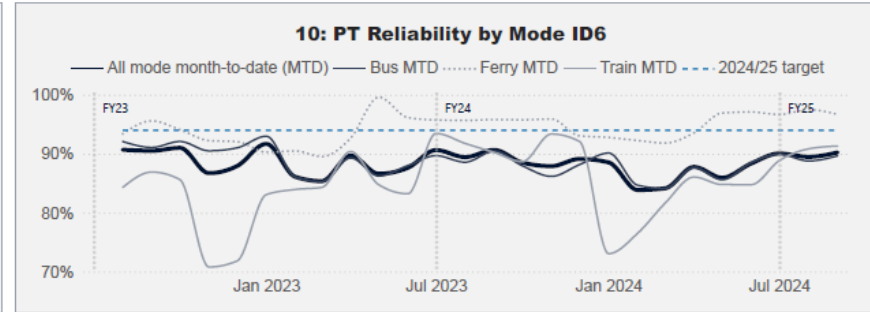
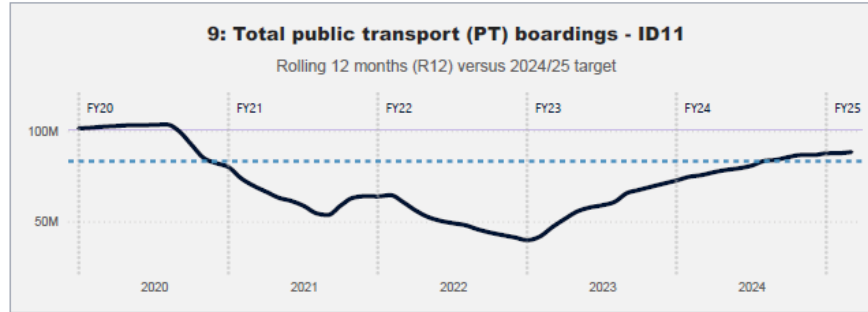
Taking Transport From Good to Great

| ID | SOI measure | FY Target | YTD Status | Monthly Result | Progress Commentary |
|----|---|---------------------------------------|------------|---|--|
| 9 | PT Boardings Annual numbers of PT trips | 95.9m | ● NOT MET | 23.7m | NOT MET against YTD target. September achieved 7.5M boardings, which is 9% above September 2023 but 3.1% below YTD target. Bus patronage normalized recovery around 94% (to 2019) up 2% on August. Ferry patronage around 79%, up 1% on August. Train patronage around 66% (to 2019) down 1% on August. Adverse weather during the month of September contributed to lower-than-expected patronage for the month. |
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| 12 | PT utilisation for frequent routes during peak | 49% | ● MET | 48.1% | Target was met despite UoA and AUT semester break in Aug/Sep. |



Statement of Intent (SOI) 2024/2025 performance targets

Reporting as at September 2024



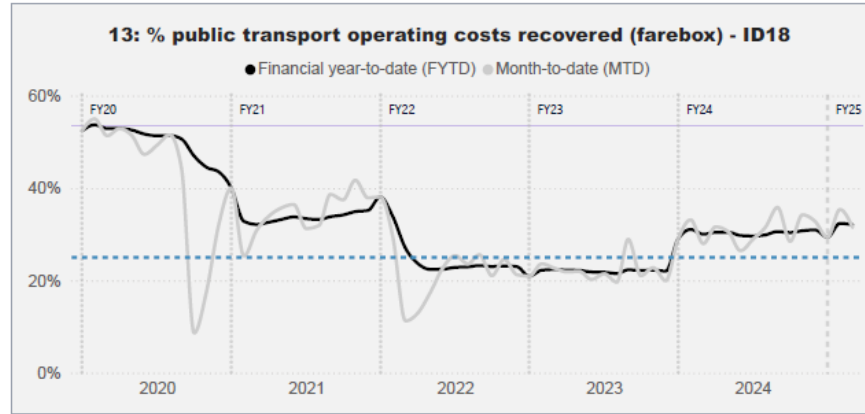
Taking Transport From Good to Great

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Statement of Intent (SOI) 2024/2025 performance targets

Reporting as at September 2024



Value for Money and Growing External Revenues

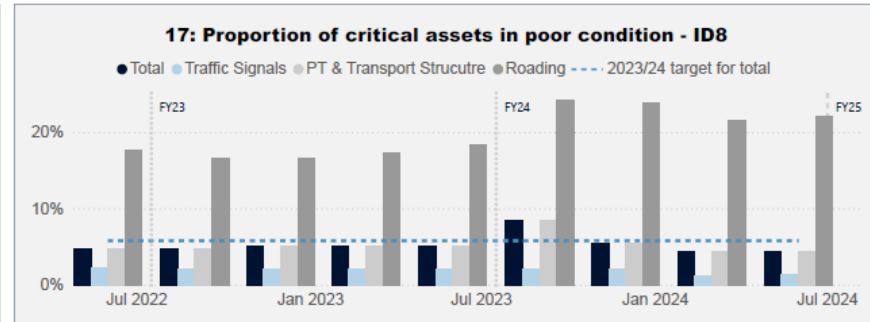
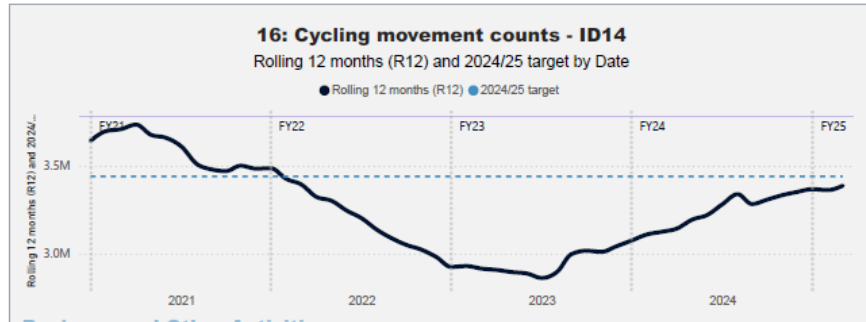
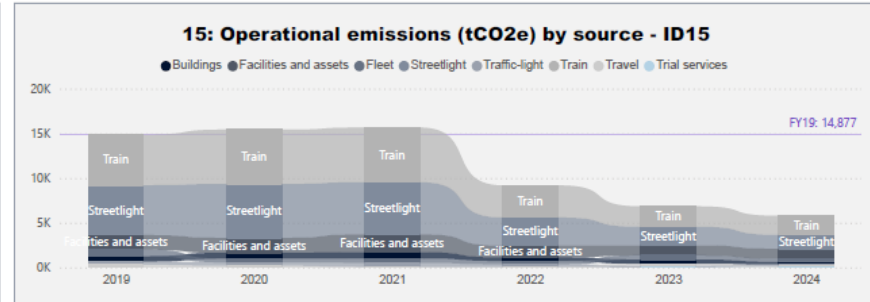
| ID | SOI measure | FY Target | YTD Status | Latest Result | Progress Commentary |
|----|---|-----------|------------|---------------|--|
| 13 | Farebox Recovery Ratio The percentage of the total PT operating cost recovered through fares | 35% | NOT MET | 32.2% | September Monthly performance was 31.6%. FY25 YTD result is 32.2% remaining below the YTD target of 33.5% and Full Year SOI target of 35%. Patronage and Farebox revenue for Sept below Target, impacted by weather and continuing track issues in Rail. PT Contracts were favourable for the month (Bus indexation below forecast). However, this was offset by additional Ferry cost due to the delay of Vessel 1. YTD Patronage and Farebox revenue is unfavourable v target. Overall PT contract costs are favourable YTD, and presently estimated to be favourable for remainder of FY. Revenue and Patronage remains key to deliver a favourable result for FY25, along with key the introduction of Contactless payments and the annual fare review uplift. |





Statement of Intent (SOI) 2024/2025 performance targets

Reporting as at September 2024



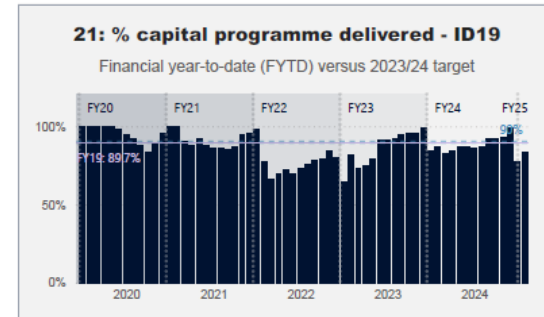
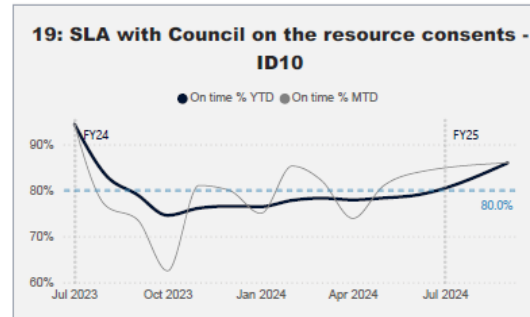
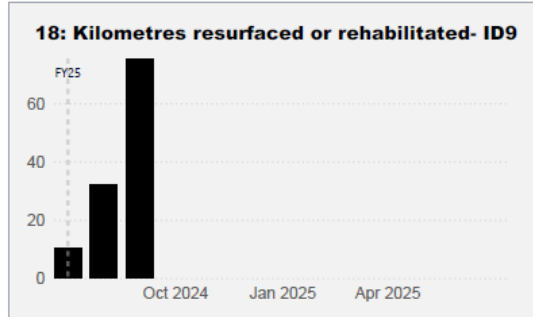
Core Business and Other Activities

| ID | SOI measure | FY Target | YTD Status | Latest Result | Progress Commentary |
|----|--|-----------------------------|------------|---------------------------|---|
| 16 | Cycle counts The number of people cycling past defined count sites | 3.44m | EXCEEDED | 0.84m | Cycle counts in September 2024 are up again (10%) on the same month last year, it's looking to be a busy Summer. Cycle counts continue to remain trending upwards over a 12-month period. We have now seen c.10% rises almost every month in comparison to last year. This reflects our efforts in the non-infrastructure space working to get and keep people on bikes. |
| 15 | Emission reduction Reduction in operational emissions including Public Transport activities (from 2021/22 baseline) | 10% increase (from 2021/22) | NOT RATED | Data provided in November | Operational emissions reduction has progressed as expected for Q1. |
| 17 | Asset condition Proportion of key assets in moderate or better condition | 85% | MET | 83.7% | The current percentage AT's key assets in moderate or better condition is 83.7%. (Percentage of key assets in poor or very poor condition is 16.3%). The expected year end status for this measure is Met (- 2.5%). Due to RLTP renewals funding being lower than budgeted in the Asset Management Plan, the SOI target will need to be revised downward. |
| 14 | Safety Deaths and Serious Injuries on the road network in Tāmaki Makaurau Auckland | No more than 576 | MET | 585 | Year on year, we continue to see a significant decrease in fatalities, and a steady decrease in serious injuries. This is consistent with the national trend, initial work to identify why we are seeing this reduction includes increased Police enforcement activity, road safety engineering improvements and the impacts of the economy on travel choices. There were 585 people killed or seriously injured from October 2023 to September 2024 on Auckland roads. The majority of harm occurs on our local roads, with over half of these being people outside of vehicles (people walking, cycling and motorcyclists). To note, the month of July 2024 recorded nil reported deaths on Tāmaki Makaurau roads, the last time we had a month with no deaths was in April 2020. In the past twelve months (Oct 2023 to Sept 2024) 29 people were killed on our roads and 556 were seriously injured, compared to 56 deaths and 623 serious injuries the previous year. There is a risk that we will not meet the desired reduction by the end of the year due to the signalled reduction in investment in safety infrastructure, statistical variation and the upward pressure of external factors. |



Statement of Intent (SOI) 2024/2025 performance targets

Reporting as at September 2024



Core Business and Other Activities

| ID | SOI measure | FY Target | YTD Status | Latest Result | Progress Commentary |
|----|--|-----------|---|-----------------------------|---|
| 18 | Road maintenance Percentage of the sealed local road network that is resurfaced or rehabilitated | 6.5% | ● MET | 54.9km | At the end of September we have completed a total of 54.9 km (619,949 m2) road resurfacing and rehabilitation. We are on target to meet the SOI target at 6.5% of the sealed road network this year. The expected year end status for this measure is Met. Due to RLTP renewals funding being lower than budgeted in future years, the SOI target in future years will need to be revised downward. |
| 19 | Resource consent timeframes Adherence to the service level agreement to provide specialist input into the resource consents | 80% | ● EXCEEDED | 86% | Process reviews are ongoing and demonstrating an improvement to results. The volume of referrals is stable. A higher proportion of recent referrals have been less complex. |
| 20 | Percentage of capital budget invested | 90% | ● NOT MET | 76.8% | Main areas where spend is behind budget: >Rail projects - driven by delays in milestone payments for EMU's / property acquisition. >Eastern Busway – property acquisition timing, overall programme on track. >Ferry programme – revised approach – new vessel procurement paused. Due to NLTP uncertainties some programmes have progressed at a slower rate. Forecast remains optimistic. |
| 21 | Percentage of capital programme delivery on time. | 90% | ● NOT RATED | Draft methodology proposed. | Ongoing work to define a measure for this SOI Indicator. Year to Date capital programme expenditure is 76.8% of the Year to Date budget. Full year forecast is 100.23% of the full year budget. The expected year end status for this measure is Met. |
| 22 | Percentage of procurement spend with Māori-owned business | 3% | ● MET | 3.74% | Māori-owned businesses received \$14 million in direct and sub-contracted spending for the September 2025 financial year to date, representing 3.74% of the total spend, exceeding the target of 3%. Expect further increase in direct spend through some physical works projects to be completed before end June 2025: Mōkoia Pā project (\$3.85 million) and the next marae car park project, which is budgeted to be completed this financial year. Expect further indirect spend in 2025 financial year through a range of high-value projects which have contractual requirements for delivering contract-specific Supplier Diversity KPIs and reporting – namely Eastern Busway, Road Corridor Maintenance, Auckland One Rail, Pt Chev to Westmere upgrade, Project K, Great North Road, Carrington Road upgrade, Ferry electric charging infrastructure and the Unit 110 bus contract. Significant efforts ongoing to ensure contractor compliance with KPIs and monthly reporting. AT is also establishing an Emerging Suppliers Pre-Qualification Register for Māori and Pasifika civil construction contractors, which we expect will be utilised in both our direct and indirect spend. The Expected Status end of financial year is Met [+2.5% target]. |
| 23 | Number of marae improved by AT's programmes. | 1 | ● MET | 1 completed & 2 in progress | Five completed and two in progress. The expected year end status for this measure is Met. |





Asset conditions

Increased renewal investment, coupled with initiatives to drive lower-cost deliver of renewals programme (such as aligning projects to ‘dig once’ and reducing cost of temporary traffic management) is helping maintain asset conditions, but increasing funding is required in order to keep up with the network demand.

Each asset class considers asset count differently. For PT it is the number of facilities, for pavements it is the length (km) of road and for structures it is the count of assets. The SOI target (measure 17) is for 85% of key assets to be in moderate or better condition. Key assets include pavement assets, structures (bridges, major culverts, sea walls, car park buildings, airfields), and PT assets (train stations, bus stations, ferry terminals).

Previously, the SOI used a definition of critical assets, which includes traffic signals. There are over 51,000 traffic signals by count, which skewed results critical assets to predominantly be a measure of traffic signals. The new ‘key assets’ definition provides a more balanced view of the condition of the most important assets.

| Asset Class | Very good | Good | Moderate | Poor or very poor | Total | Percentage acceptable | Percentage unacceptable |
|-----------------------------------|------------|-------------|-------------|-------------------|-------------|-----------------------|-------------------------|
| Transport Network (Road pavement) | 208 | 211 | 231 | 272 | 922 | 70.4% | 29.6% |
| Public transport | 25 | 17 | 13 | 32 | 87 | 63.2% | 36.8% |
| Structures | 538 | 1790 | 1680 | 612 | 4620 | 86.8% | 13.2% |
| TOTAL | 771 | 2018 | 1924 | 916 | 5629 | 83.7% | 16.3% |



Financials performance overview

| (\$ million) | | 2023/24 | 2024/25 Sep YTD | | 2024/25 | |
|---|----------|--------------|-----------------|------------|-------------|--------------|
| | Notes | Actual | Actual | Budget | Var. | Budget |
| Net surplus/(deficit) from operations excl. depreciation | A | 40 | 22 | 2 | 20 | 9 |
| Operating revenue | B | 1,263 | 345 | 355 | (10) | 1,441 |
| NZTA operating funding | | 453 | 114 | 126 | (12) | 490 |
| NZTA -Top-up from Crown | | 36 | 7 | 3 | 4 | 12 |
| Fees & user charges | | 213 | 63 | 65 | (2) | 274 |
| Other direct revenue | | 122 | 37 | 37 | - | 153 |
| Total direct revenue | | 824 | 221 | 231 | (10) | 929 |
| AC operating funding | | 439 | 124 | 124 | - | 512 |
| Operating expenditure | C | 1,223 | 323 | 353 | (30) | 1,432 |
| Employee benefits | | 167 | 46 | 50 | (4) | 196 |
| Grants, contributions & sponsorship | | - | - | - | - | 3 |
| Cost of goods and services | | 615 | 172 | 178 | (6) | 721 |
| Repairs and maintenance | | 29 | 7 | 16 | (9) | 55 |
| Outsourced works and services | | 114 | 27 | 34 | (7) | 136 |
| Other direct expenditure | | 278 | 66 | 69 | (3) | 298 |
| Total direct expenditure | | 1,203 | 318 | 347 | (29) | 1,409 |
| Finance costs | | 20 | 5 | 6 | (1) | 23 |
| Other key operating lines | | 912 | 182 | 181 | 1 | 825 |
| Non direct revenue | | - | - | - | - | - |
| Non direct expenditure | | (12) | - | - | - | - |
| Depreciation and amortisation | | 533 | 133 | 131 | 2 | 550 |
| Vested assets | | 391 | 49 | 50 | (1) | 275 |

Capital expenditure and funding sources

| | | | | | | |
|--------------------------------|----------|--------------|------------|------------|-------------|--------------|
| Capital expenditure | D | 1,043 | 258 | 335 | (77) | 1,459 |
| Capital funding sources | | 1,043 | 258 | 335 | (77) | 1,459 |
| AC capital grant | | 460 | 107 | 133 | (26) | 680 |
| NZTA capital co-investment | | 542 | 126 | 202 | (76) | 773 |
| Other capital grants | | 41 | 25 | - | 25 | 6 |

Commentary on year to date operating and capital performance

A. Net surplus from operations excluding depreciation is \$20 million favourable to budget largely driven by direct expenditures, \$30 million lower than expected across the organisation. This is partially offset by lower than budgeted NZTA operating co-funding.

B. Operating direct revenue is \$10 million lower than budget reflecting lower NZTA fundable operating costs and capital activity.

C. Operating expenditure is \$30 million favourable to budget. Items to note:

- Repairs and maintenance are \$9 million lower than budget primarily due to lower IT support costs and unplanned maintenance.
- Outsourced works and services are \$7 million below budget due to less maintenance activity than planned, expected to normalise in the coming months.
- Cost of goods and services are \$6 million below budget due to lower public transport costs primarily due to lower than expected indexation.
- Employee benefits is \$4 million favourable to budget primarily due to budgeted positions not filled.
- Other direct expenditure is \$3 million lower than budget primarily due to lower professional services, software licenses, events, printing, and utilities costs.

D. Capital expenditure of \$258 million is tracking at 77% of planned spend. The variance is mainly driven by delays in milestone payments (Rail Projects) and property acquisition / settlement (Eastern Busway / Rail Projects) which are difficult to predict. Offsetting the areas behind budget are Renewals and Flood response works that are tracking ahead of budget. The current delivery forecast for the year remains in line with budget. See capital expenditure overview by key programmes below for further details.

NZTA have confirmed the NLTP. The funding impacts and options have been presented to the Board and Auckland Council with the preferred option to be formally agreed at the end of October 2024.

Financial performance overview by key activities

| (\$ million) | 2023/24 | 2024/25 Sep YTD | | 2024/25 | |
|-------------------------------|--------------|-----------------|--------------|-------------|--------------|
| | Notes Actual | Actual | Budget | Variance | Budget |
| Net direct expenditure | (379) | (97) | (116) | 19 | (483) |
| Direct revenue | 824 | 221 | 231 | (10) | 927 |
| Bus | 326 | 90 | 89 | 1 | 364 |
| Rail | 142 | 40 | 44 | (4) | 180 |
| Ferry | 48 | 12 | 13 | (1) | 55 |
| Other public transport | 38 | 10 | 12 | (2) | 46 |
| Total public transport | 554 | 152 | 158 | (6) | 645 |
| Roads and footpaths | 94 | 22 | 23 | (1) | 83 |
| Parking and enforcement | 108 | 29 | 31 | (2) | 132 |
| Internal support | 68 | 18 | 19 | (1) | 67 |
| Direct expenditure | 1,203 | 318 | 347 | (29) | 1,410 |
| Bus | 489 | 129 | 138 | (9) | 565 |
| Rail | 203 | 58 | 59 | (1) | 243 |
| Ferry | 68 | 19 | 19 | - | 81 |
| Other public transport | 69 | 17 | 20 | (3) | 54 |
| Total public transport | 829 | 223 | 236 | (13) | 944 |
| Roads and footpaths | 157 | 39 | 45 | (6) | 223 |
| Parking and enforcement | 52 | 15 | 13 | 2 | 70 |
| Internal support | 165 | 41 | 53 | (12) | 173 |

Capital expenditure overview by key programmes

| (\$ million) | 2023/24 | | 2024/25 Sep YTD | | | 2024/25 |
|----------------------------------|----------|--------------|-----------------|------------|-------------|--------------|
| | Notes | Actual | Actual | Budget | Variance | Budget |
| Total capital expenditure | A | 1,043 | 257 | 334 | (77) | 1,459 |
| Renewals and Resilience | B | 445 | 115 | 89 | 26 | 408 |
| Asset Renewals | | 310 | 77 | 58 | 19 | 344 |
| Resilience/Adaptation | | 135 | 38 | 31 | 7 | 64 |
| Public Transport | | 173 | 31 | 90 | (59) | 399 |
| Bus City Centre | | 2 | 3 | 5 | (2) | 26 |
| Bus Projects | | 36 | 5 | 7 | (2) | 42 |
| Ferry Projects | C | 69 | 3 | 27 | (24) | 86 |
| Rail Projects | D | 54 | 18 | 49 | (31) | 224 |
| Rapid Transit Access | | 12 | 2 | 2 | - | 21 |
| Urban Development | | 283 | 83 | 114 | (31) | 438 |
| Cycleway projects | | 32 | 7 | 13 | (6) | 86 |
| Eastern Busway | E | 190 | 64 | 76 | (12) | 264 |
| Priority growth areas | | 33 | 5 | 13 | (8) | 46 |
| Property for growth | | 28 | 7 | 12 | (5) | 42 |
| Network and Safety | F | 103 | 16 | 26 | (10) | 149 |
| Community response | | 30 | 6 | 6 | - | 37 |
| Local Board priority | | 22 | 3 | 4 | (1) | 23 |
| Network Optimisation | | 16 | 4 | 7 | (3) | 35 |
| Parking and other | | 2 | 1 | 1 | - | 11 |
| Road Safety | | 33 | 2 | 8 | (6) | 43 |
| Technology and Change | | 39 | 12 | 15 | (3) | 65 |
| Customer Systems | | 39 | 12 | 15 | (3) | 65 |

Commentary

A. YTD capital expenditure is \$77 million below budget. Items to note:

B. Asset renewals are progressing ahead of budget due to a record level of pre-seal repairs and pavement resurfacing activities, covering 54km in the first quarter. Additionally, the flood recovery programme under **Resilience/Adaptation** is progressing at pace and is expected to be completed ahead of schedule.

C. Ferry projects has been revised to focus on the completion of four vessels and advancement of associated charging infrastructure. The revised plan is currently on track.

D. Rail projects are behind budget with delayed EMU milestone payments (in year phasing with no risk to CRL go-live dates) and CRL programme Level Crossing removal land purchases (delayed but will be delivered later this year).

E. Eastern Busway is currently behind budget due to timing differences around property acquisition. Ra Hahi flyover is progressing ahead of plan. The overall programme is on track to complete on time.

F. Safety projects underspend is due to slower paced delivery whilst waiting for NLTF funding feedback.



Capital expenditure overview by SOI programmes

| (\$ million) | 2023/24 | | Sep YTD | | 2024/25 |
|---|--------------|------------|------------|-------------|--------------|
| | Actual | Actual | Budget | Variance | Budget |
| Total capital expenditure | 1,043 | 257 | 334 | (77) | 1,459 |
| Renewals and Resilience | 445 | 115 | 89 | 26 | 408 |
| Renewals Road Pavement | 182 | 46 | 30 | 16 | 189 |
| Renewals Streets | 78 | 21 | 20 | 1 | 93 |
| Flood Response | 117 | 36 | 30 | 6 | 57 |
| Renewals Public Transport | 31 | 5 | 6 | (1) | 35 |
| Renewals Structures | 13 | 3 | 1 | 2 | 22 |
| Unsealed Road Improvements | 6 | 2 | 1 | 1 | 6 |
| Other | 18 | 2 | 1 | 1 | 6 |
| Public Transport | 173 | 31 | 90 | (59) | 399 |
| EMU Rolling Stock Tranche for CRL | 24 | 7 | 28 | (21) | 174 |
| Decarbonisation of Ferries Stage1 | 69 | 3 | 27 | (24) | 85 |
| Level Crossings Removal for CRL | 9 | 4 | 10 | (6) | 22 |
| Midtown Bus Improvements for CRL | 2 | 3 | 3 | - | 20 |
| Great North Road Improvements | 3 | - | - | - | 15 |
| Karangahape Roadside for CRL | 2 | 1 | 3 | (2) | 12 |
| Bus Access and Optimisation Programme | 20 | 3 | 6 | (3) | 7 |
| Northwest Bus Improvements | 5 | - | - | - | 10 |
| Rosedale Bus Station and Corridor | 4 | 1 | 1 | - | 10 |
| Public Transport Safety and Amenity | 8 | 1 | 1 | - | 9 |
| EMU Stabling and Depots for CRL | 18 | 6 | 7 | (1) | 14 |
| First-and-final leg for RTN stations | 1 | - | - | - | - |
| Other | 8 | 2 | 4 | (2) | 21 |
| Urban Development | 283 | 83 | 114 | (31) | 438 |
| Eastern Busway Pakuranga to Botany | 186 | 63 | 76 | (13) | 263 |
| Urban Cycleways GI to Tāmaki Drive Stage 4 | 1 | - | 1 | (1) | 27 |
| Property for Route Protection and Encroachments | 2 | 5 | 10 | (5) | 26 |
| Point Chevalier to Westmere Improvements | 18 | 3 | 8 | (5) | 23 |
| Drury Local Road Improvements | 1 | - | 10 | (10) | 21 |
| Cycling for Climate Action | 2 | 1 | 1 | - | 17 |
| Supporting Growth Post Lodgement | 25 | 2 | 3 | (1) | 16 |
| Wainui and Redhills Growth Improvements | 13 | 4 | - | 4 | 14 |
| Mangere West Cycleway | 1 | - | - | - | 8 |
| Urban Development - Other | 34 | 5 | 5 | - | 23 |

| | 2023/24 | | Sep YTD | | 2024/25 |
|--|------------|-----------|-----------|-------------|------------|
| | Actual | Actual | Budget | Variance | Budget |
| Network and Safety | 103 | 16 | 26 | (10) | 149 |
| Road Safety Programme | 19 | 1 | 7 | (6) | 39 |
| Community Network Improvements | 21 | 5 | 3 | 2 | 21 |
| Local Board Transport Capital Fund | 9 | 3 | 3 | - | 20 |
| Hill Street Intersection Improvement | - | - | 3 | (3) | 15 |
| Network Optimisation | 9 | 4 | 2 | 2 | 12 |
| Community Cycling and Micromobility | 3 | - | 1 | (1) | 9 |
| Intelligent Transport Systems | 5 | - | 1 | (1) | 5 |
| Time-of-use Programme (congestion) | - | - | - | - | 4 |
| Room to Move Programme | - | - | 1 | (1) | 3 |
| Bus and Transit Lanes programme (dynamic lanes) | - | - | - | - | - |
| Marae and Papakāinga (Turnouts) safety programme | 1 | 1 | 1 | - | 1 |
| Freight Network Improvements | - | - | - | - | 1 |
| Network and Safety - Other | 36 | 2 | 4 | (2) | 19 |
| Technology and Change | 39 | 12 | 15 | (3) | 65 |
| Customer and Business Systems | 16 | 5 | 8 | (3) | 35 |
| Core Technology and Renewals | 10 | 2 | 1 | 1 | 14 |
| Contactless payment and HOP Hardware Refresh | 13 | 5 | 6 | (1) | 10 |
| National Ticketing System (AT assets) | - | - | - | - | 6 |

Refer to commentary provided by key programmes in previous page for an explanation of variances

