



# Network Performance Report

1. Understanding the network
2. Improving the network
3. Responding to the network

AT Board | 18 December 2025



# Executive Summary

## Board report improvements

- Based on feedback from Board Directors in October, this report has been amended to introduce insights on how AT are progressing on key targets, trends, and actions.
- A RAG status has been added to indicate our confidence in meeting targets and to highlight trends and changes.
- The report is split into three sections (apart from the Exec Summary):
  - A focus on **understanding** and monitoring the live roading network and the fluctuations within the flow and productivity;
  - the work underway to **improve** the networks' performance through optimisation;
  - and the activities related to **responding** to unplanned incidents and queries from customers related to roadworks.
- Please note the date range of the data. Due to the sequence of Board paper approvals and the combination of real-time and extracted data, you will see a note on each slide on the top right which highlights the date of the data provided.

## Report Index:

Section	Focus Area	RAG	Key: Status to target
1. Understanding	Network Performance	▲ ↔	● On track
	Network Optimisation	● ↑	▲ Mitigate (variations)
2. Improving	TTM Management	● ↔	■ Escalate (major risk)
	Planned Events	● ↔	↑ Improved
3. Responding	Network Incidents	● ↔	↔ No change
	Customer Reports	● ↔	↓ Declining

## Key network updates

### Strong progress in network optimisation

- Successfully met and exceeded the SOI objective related to the evaluation of operating hours for SVLs.
- Delivered an additional 2.82km of SVLs showing progress according to plan.
- Received positive customer feedback on travel time improvements and accessibility for active modes in response to the delivery of the Maioro Street Dynamic Bus Lane.

### TTM delivery of first NZGTTM educational webinar to support adoption

- 200+ attendees from RCAs, clients, contractors, designers, and suppliers.

## Top trends and changes

### Decline in arterial productivity

- Arterial productivity has declined since the last report and is currently 3.4% below the SOI target, which correlates with the increase in congestion.

We are expecting a seasonal decline in network performance over the Christmas period. Travel time and freight performance remain on track to meet annual SOI targets. Arterial productivity, however, is being closely monitored.

## What's coming up

Arterial Productivity is being closely monitored for improvement

Significant planned events, including IKEA opening, and Christmas events

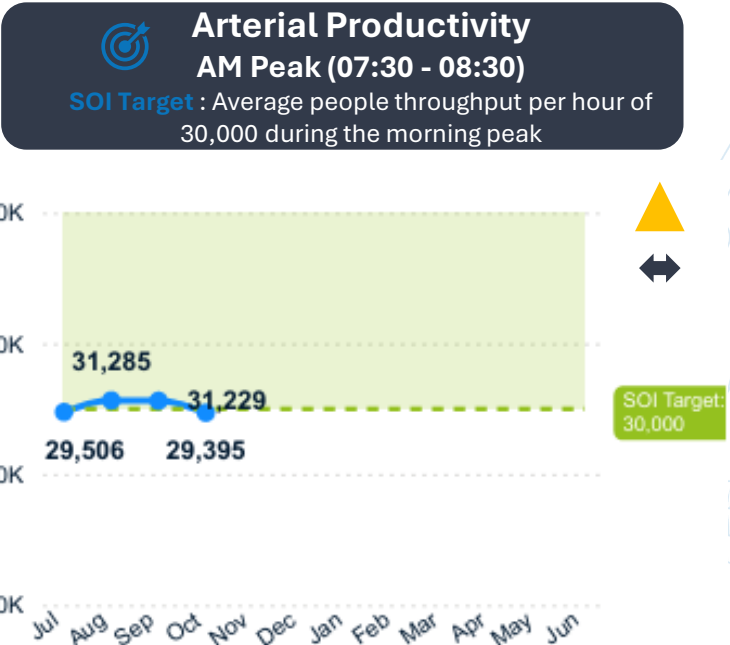
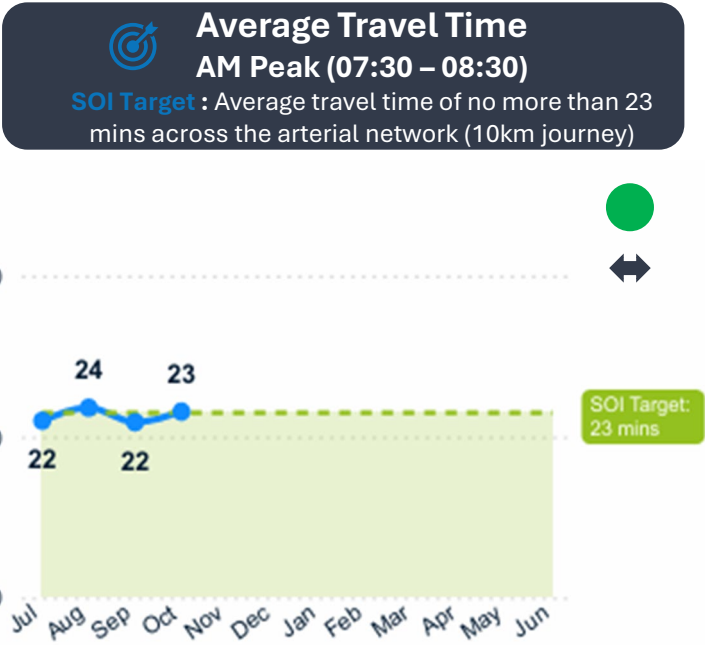
Continued improvement of network Board report

# 1.0 Understanding the Network

Network Performance: In October, network performance declined across all measures, largely due to elevated weekday congestion following the school holidays. Congestion reached around 40%, above the usual 30%, which significantly reduced travel speeds and arterial productivity.

- Average AM Peak Travel Time (10km Journey)** : October average was 23.12mins, just above the SOI target of 23 mins and only slightly higher than October 2024. The rolling 12-month average is 22.9 mins, continuing to achieve the SOI target.
- Arterial AM Peak Productivity** : October arterial road productivity was 29,395, 2% below the SOI target of 30,000 and 1% lower than October 2024. The rolling 12-month average of productivity is 28,973, a decline since the last report and 3.4% below the SOI target.
- Freight Interpeak Network Congestion**: 85% of the Freight Network operated at Levels of Service A-C during October, meeting the SOI target of 85%. The rolling 12-month average of freight level of uncongested network reached 86%, continuing to be above the target.

Seasonal increases in congestion are typical after the holidays, and further declines in productivity are usually observed through November and December. Despite this short-term variation, travel time and freight performance remain on track to meet SOI targets. Arterial productivity, however, is being closely monitoring for improvement.



# 2.0 Improving the Network

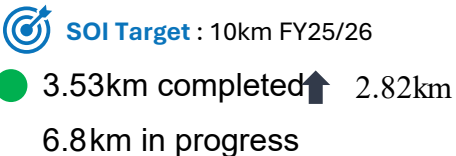
*Network Optimisation Goal: Make better use of our existing road spaces and improve traffic flow by optimising the transport network to use road space dynamically.*

## Special Vehicle Lanes

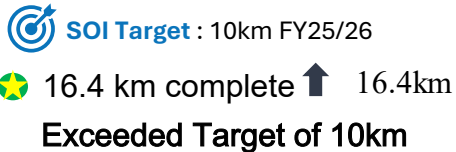
We are optimising the road space we have available by delivering SVLs to give priority to bus, high-occupancy vehicles T2/T3, freight, and extending operating hours of SVLs

- Since October, we have delivered an additional 2.82km of SVLs on Albert Street/Mayoral Drive/Vincent Street and SH1 Onewa Road southbound and extended 0.49km of SVL operation on Redoubt Road
- In October, the Auckland Council provided support for AT to proceed with Mt Smart Road SVL implementation with conditions for communication to residents and Local Board
- Our next priority is advancing final design approvals and construction procurement for Mt Smart Road together with Rosebank Road SVL, Mt Wellington Road SVL and Sylvia Park Road SVL to complete delivery by June 2026
- We have 35km of new SVLs infrastructure projects under investigation to build a sustainable future pipeline for delivery in FY26/27 and beyond

### Delivery of SVLs



### Review Operating Hours

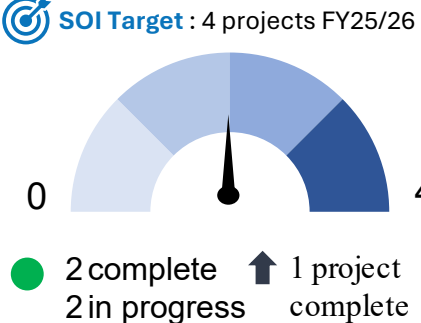


## Dynamic Streets and Solutions

We are repurposing parking and kerbside space, managing it more actively especially during peak hours to connect people and communities to places they need to go and support economic productivity.

- Since Maoro Street Dynamic Bus Lane opened in September, we have received positive customer feedback on travel time improvements and accessibility for walking and cycling.
- In November, we successfully delivered the 'Redoubt Road Dynamic Timing Change' corridor improvement which improves our network productivity of existing road corridor and provides time travel benefits to our customers.
- Our next priority is advancing final design and delivery procurement for Dominion Road/Memorial Road Intersection Improvement and Botany College Dynamic Crossing projects.
- We have 4 dynamic street/solution optimisation projects under investigation to maintain a sustainable future pipeline for delivery in FY26/27 and beyond.

### Delivery of Dynamic Streets

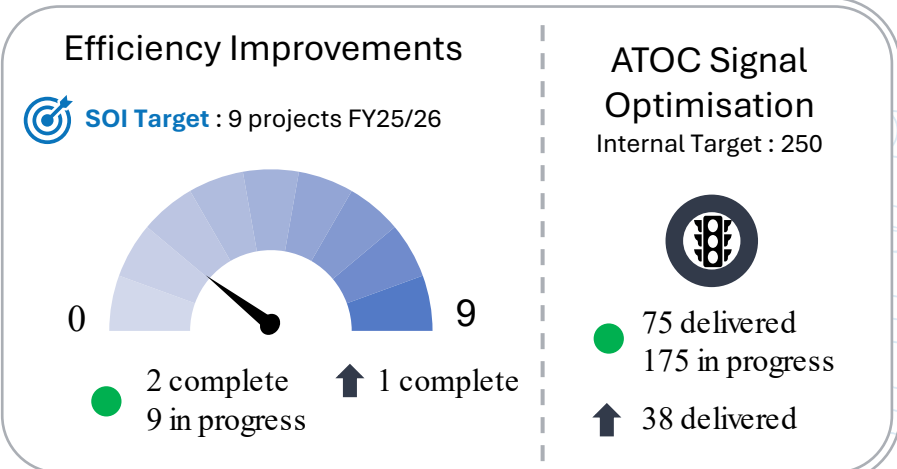


# 2.0 Improving the Network

Network Optimisation Goal: Make better use of our existing road spaces and improve traffic flow by optimising the transport network to use road space dynamically.

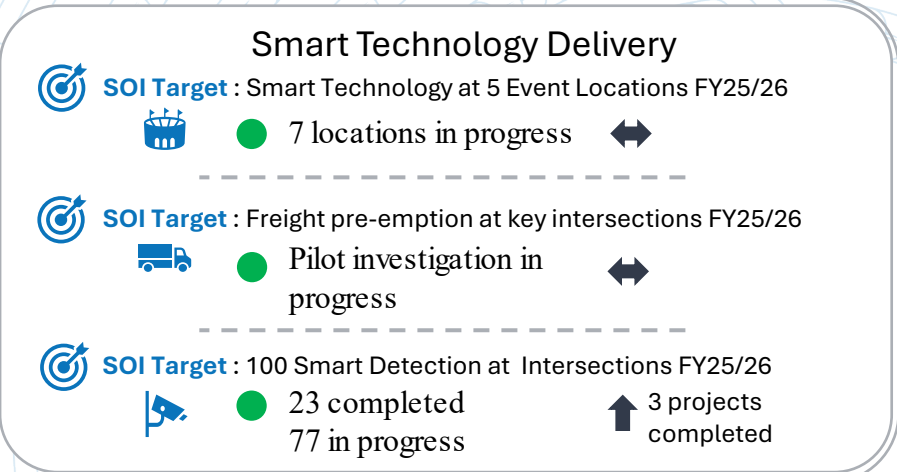
## Corridors/Intersections Optimisation

- We are optimising the road space we have available through corridor and intersection improvements.
- Since October, we successfully delivered Redoubt Road corridor improvement and Hugo Johnston Drive/Church Street intersection improvement project that provides a range of benefits to our customers including congestion reduction, network disruption reduction and time travel savings.
  - ATOC completed optimisation of 75 signalised intersections. 175 are in progress to achieve the target of 250.
  - Our next priority is advancing delivery of Onewa Road corridor improvements, Glenfield Road, and finalise design to enable delivery of projects to support CRL first day operations in Takanini including Manuroa Road, Great South Road, and Great South Road/Walters Rd roundabout improvement.
  - We have 18 intersection and corridor optimisation projects under investigation to establish a sustainable future pipeline for delivery in FY26/27 and beyond.



## Smart Technology

- We are making use of new and smarter technology to improve the flow of people and goods and provide more reliable journey times.
- Since October, we have successfully delivered 20 out of 22 CCTVs across 7 event locations to enhance real time network management benefits at major event locations. Delivery is advancing with good momentum with the status of completion for each event location being - Eden Park - 85%, Auckland Domain - 58%, Mt Smart Stadium - 90%, Spark Arena - 90%, Tamaki Drive - 78%, Trust Stadium - 85%, and Western Springs - 85%.
  - Advance detection smart technology has been successfully completed for an addition 3 sites with next tranche of 15 sites are in development and on track to meet delivery target for FY25/26.
  - Our next priority is to finalise the design and procurement for the 25 bus booster sites that are advancing to delivery over December and January.





# 2.1 Improving the Network

TTM Management Goal: Make more arterials and key corridors available for movement in peak hours and support more reliable journey times by minimising disruption caused by temporary traffic management (TTM) and road cones.

## TTM Updates



\*Change in measures from September & October

- We are continuing to monitor and deliver over all key measures. Most remain stable month on month, with only a few notable movements.
- The start of the summer construction season has driven up application volumes, which is typical for this time of year. Many of these new applications still use CoPTTM, so the percentage of NZGTTM applications increased only marginally, from 27% in September to 28% in October, despite ongoing growth in adoption. This still remains on track to meet the 85% by 1 July 2025. However, a further increase is expected from January as Fulton Hogan joins Downer in transitioning to 100% NZGTTM.
  - In October, a full urban network sweep was completed as part of AT's 6-monthly proactive removal initiative, collecting 15,046 pieces of redundant equipment. The next sweep starts in early December.

## TTM Webinars

- TTM has recently begun webinars to educate the industry on NZGTTM, making tracks towards the requirement of 3 specified in the SOI.
- The first, held on 23 October, had over 200 attendees from RCAs, clients, contractors, designers, and suppliers.
  - Attendees came away with an understanding of why AT is shifting to the NZGTTM, what changes to expect, where to find resources, how to stay involved, and how new guidelines like Network Access Coordination (NAC) and Corridor Access Request (CAR) will support a more risk-based, collaborative approach to temporary traffic management.
  - Second webinar to be held on 3 December and will go further in depth into the guidelines and impact for applicants.

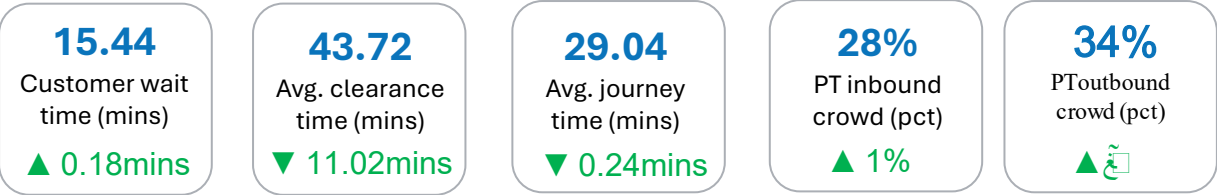
## Train AT TTM staff on NZGTTM

- De-escalation training for frontline staff began in September, with remaining teams to be trained in December to support staff in managing increasingly challenging customer interactions, following a rise in reports of difficult conversations as we enter a period of uncertainty.
- Established a knowledge sharing forum for the Corridor Access Request (CAR) team to provide ongoing support and consistency during transition.

# 2.2 Improving the Network

*Planned Events Goal: We aim to minimise disruption and enhance journey reliability for customers through smarter planning and coordination of planned events. This approach ensures faster, more effective responses and a better travel experience.*

## Management of Planned Events



\*Change in measures from September & October

The performance metrics remain largely unchanged, and ATOC’s review of budget and resourcing is progressing as planned. In support of meeting our goal, AT and the ATOC team successfully mitigated the impact of planned events, including the Auckland Marathon, which was a standout success for the city, drawing a record of 16,338 participants.

### Auckland Marathon (2 Nov)

Feedback was overwhelmingly positive, reflecting strong collaboration and smooth operations between the Auckland Marathon and AT Planned Events teams.

- Rail ran seamlessly
- Ferries were heavily utilised, carrying more than 6,000+ passengers, with Fullers staff managing demand efficiently
- Quick responses from the ATOC Events Standup kept traffic flowing and reduced disruption.

A thorough debrief with the client and team highlighted several insights and lessons learnt.

- ATOC Events Standup proved highly effective as the primary operational hub
- High ferry demand created queues and delays. We propose to start ferries earlier and introduce a color-coded boarding priority
- Confusion arose from changes to the traffic management provider and service disruptions caused by incorrect bus detour information from operators. Strengthen communication with operators for accurate detour info, as well as improve signage/ambassador coverage at hot spots.

### Upcoming events (at the time of this report)

- 30 November – Farmers Santa Parade
- 4 December - IKEA opening
- 6 December Christmas in the Park



# 3.0 Responding to the Network

Data up to: 31 Oct 2025

Network Disruptions: We’re focused on minimising the impact of disruptions and improving journey reliability for road users. ATOC continues to monitor network incidents and customer-reported disruptions, and coordinates response action plans with partners and stakeholders.

## Network Incidents

- Over the 12 months there has been a decline in the number of severe incidences, indicating improvements in network operations.
- The percentage of incidences with > 3-hour lane clearance was lower than usual in October, but the trend is stable across the year.
- There were a total of 4.1K incidences, consistent with the 3.9K average over the past 12 months. None of which were major disasters (headline or catastrophic).

## Customer-Reported Network Disruptions

- Customer complaints around signals, detours, and congestion are addressed on priority and necessary changes being made.
- Average time to fix a customer report in October was 2.9 working days, exceeding the internal target of < 10 days.
- Greater than 95% of reports addressed within a day.

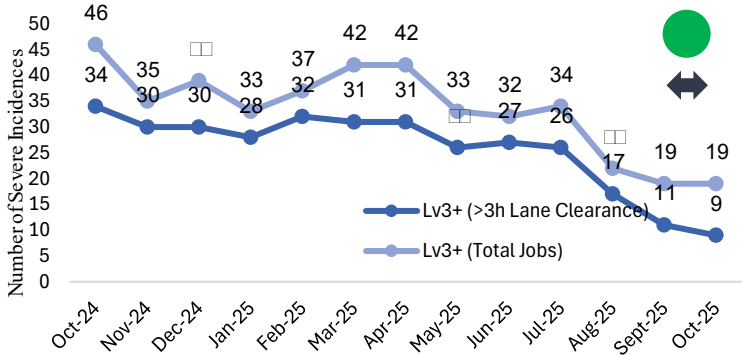
## Example Response Action

The Network Access Coordination (NAC) forum identifies projects at risk of causing significant disruption. The Walmsley Road Bridge replacement was flagged early, and ATOC was mobilised to implement a robust disruption response plan to specifically address customer feedback and minimise delays and impact.

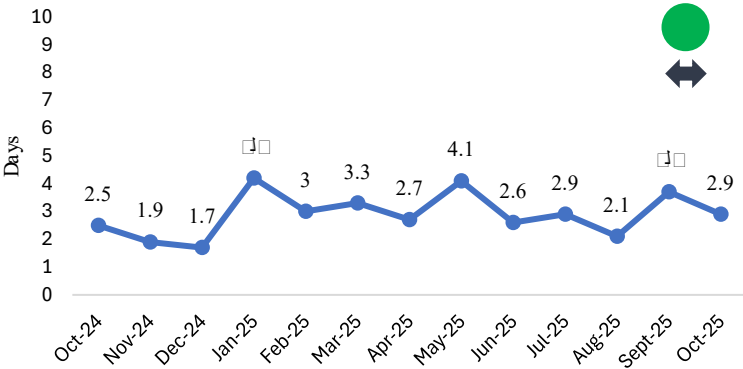
- Monitoring and traffic management was increased at early stages, including electronic and fixed signage for detours
- Introduced new truck-restriction signage and worked closely with freight operators to clear light vehicle detours
- Reviewed and managed speed cushions vibrations by removing, repairing, or replacing them where needed
- Optimised signal phasing and improved temporary roundabouts with clearer markings and arrows for clearer navigation and to reduce congestion at Mangere Village / SH20 on-ramps
- Ensured continuous, timely communication to keep customers informed.

By actively listening and responding to feedback and preparing thoroughly before go-live, we’re not just managing disruption, we’re continuously improving the experience for our customers and keeping Auckland moving.

Responding to Incidents  
Lane clearance post severe incident



Responding to Customer Report  
Average response time







# 4. Appendices

- 4.1. Improving the Network
  - A. TTM Management
  - B. SVL Delivery Snapshot



# 4.1A Improving the Network TTM Management

Data up to: 31 Oct 2025

## AT Worksite Signage Compliance

Data for October 2025	No. of Sites Under Construction	No. of Sites Not Requiring Signage	No. of Sites with Signage	No. of Sites Without Signage	*No. of Sites to be Confirmed	Overall Compliance
▼						
Road Maintenance and Renewals	359	280	55	15	9	79% (55/70)
Infrastructure Project Delivery	50	12	18	13	6	58% (18/31)

\*Not included in the Compliance %

## % of Risk-Based TMPs

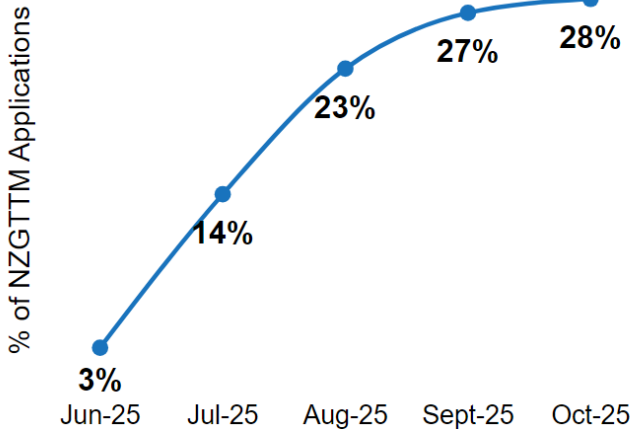
Total Applications for Oct-2025

2,241

NZGTTM Applications: 626

AT Applications: 432

AT NZGTTM Applications: 170



## Redundant TTM Collections

From Apr 2025 to Oct 2025

Total Items Collected

15,054

Ōrākei, Waitākere, Franklin, Maungakiekie-Tāmaki, Manurewa, Manakau, Howick Wards

Useable: 2,950 (20%)

Unuseable 12,104 (80%)

Branded: 8,720 (58%)

Unbranded: 6,334 (42%)

TOP 6 Total Items Collected (sorted by contractor)

Contractor	Useable	Unuseable	Total Items
▼			
Unbranded	386	5,948	6,334
FH Fulton Hogan	352	611	963
Chevron	271	568	839
Alliance Services	172	330	502
Downer	197	296	493
ITC iTraffic / Independent Traffic Control	138	333	471

## Arterial Audits

From Jul 2025 to Oct 2025, 324 audits were performed, of which 81 were on AT worksites.

Check	Status	All sites	AT sites	Status	All sites	AT sites
▲						
Attended/Unattended	Attended	48% (154)	48% (39)	Unattended	52% (170)	52% (42)
Redundant TTM found on site	Yes	20% (64)	25% (20)	No	80% (260)	75% (61)
Following Traffic Management Plan	Yes	64% (208)	56% (45)	No	36% (116)	44% (36)
Stop works notice issued	Yes	1% (2)	1% (1)	No	99% (322)	99% (80)
Final result	Acceptable or better	62% (201)	53% (43)	Unacceptable or worse	38% (123)	47% (38)

Collaborating with Capital and Maintenance teams to refine signage at AT worksites metrics

# 4.1A Improving the Network TTM Management

## Top 10 Worksite Inspections by Main Contractor (excluding other)

Main Contractor	Pass % (based on Last 13 months)	Last 13 months	Last 3 months	Started without approval %
Unknown	18%	45	14	57%
Universal Communications Group NZ Ltd	54%	70	20	15%
Downer Ltd	66%	161	43	6%
Fulton Hogan Ltd	70%	261	79	3%
March Cato Limited	74%	46	15	2%
Electrix Ltd t/a Omexom New Zealand	77%	108	37	2%
Ventia NZ Ltd	78%	90	24	6%
Dempsey Wood Civil Ltd	78%	59	12	0%
HEB Contractors Ltd	78%	69	19	1%
NorthPower Ltd	78%	74	27	1%

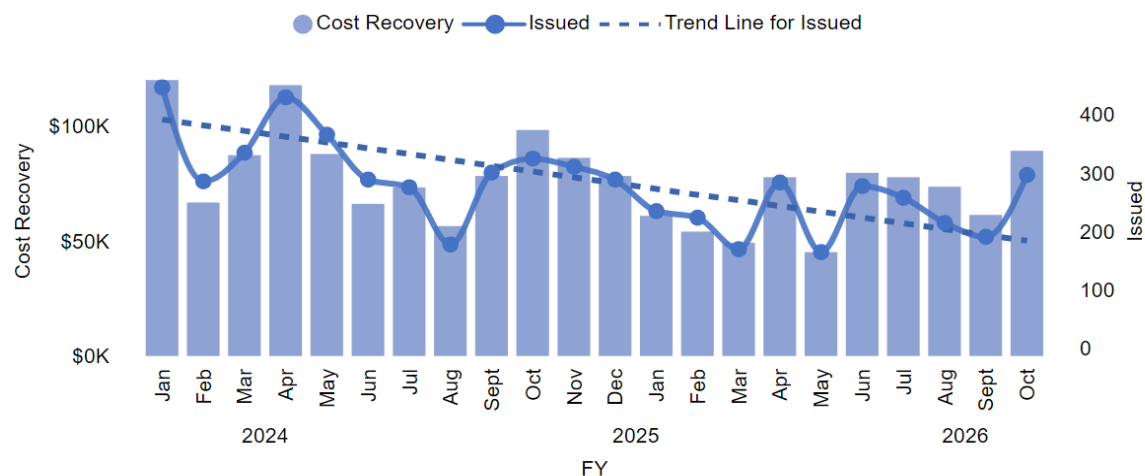
Fails determined based on safety risks or not meeting AT standards or compliance requirements

## Worksite Inspections (selected client / principal)

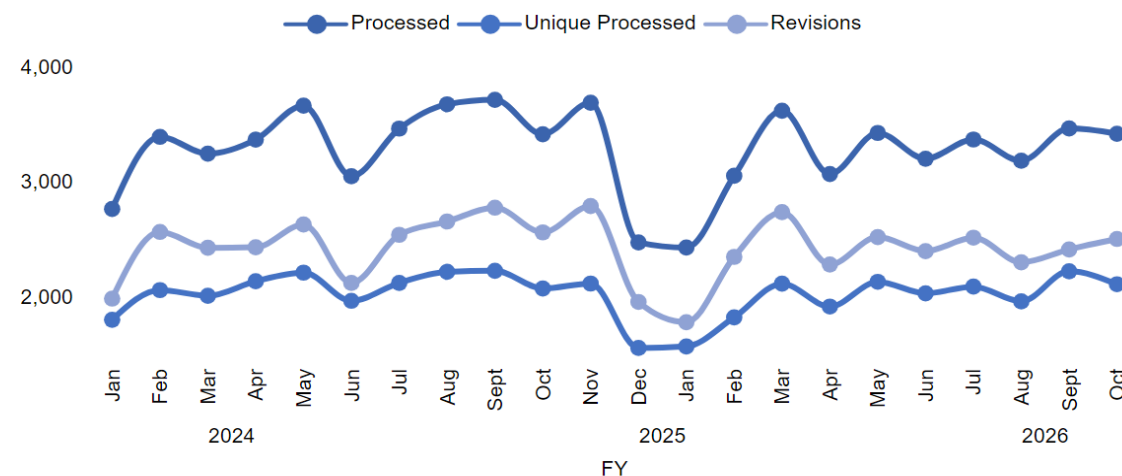
Client / Principal	Pass % (based on Last 13 months)	Last 13 months	Last 3 months	Started without approval %
Private	39%	294	77	36%
Chorus	53%	77	21	15%
Auckland Transport	68%	644	177	4%
WaterCare Services Ltd	72%	285	95	7%
Vector Power	75%	228	77	2%
Auckland Council	78%	126	43	2%
NZTA Waka Kotahi	78%	46	10	4%

Fails determined based on safety risks or not meeting AT standards or compliance requirements

## Non-conformance



## Corridor Access Requests



# 4.1B FY26 Special Vehicle Lanes Delivery Snapshot

