

# Auckland Transport

## Quarter 1 Performance Report

**For the period ending 30 September 2022**

This report outlines the key performance of Auckland Transport which includes public transport, parking & enforcement, roads & footpaths related activities and investments.

# Auckland Transport (AT) Q1 summary

## Highlights, issues & risks for the quarter

### Highlights:

- Public Transport (PT) patronage recovered to over 67% of Pre COVID-19 levels by the end of Q1 which is circa 67 million boardings on an annual basis.
- Speed limit changes approved under Phase 2 of the Safe Speeds Programme completed on 28 July and approved Phase 3 of the speed limit changes.
- Results received from the 2020 speed limit changes (Phase 1) show that after 24 months (July 2020 to June 2022), fatalities on treated roads have fallen 30%, and 48% on rural roads.
- Partnership agreement signed with Fullers to enable service improvements and to accelerate decarbonisation of ferry fleet.
- Construction contracts executed for three new electric and electric hybrid ferries, funded in part through Crown grant.
- Eastern busway (EB) - the first section of busway along the north side of Lagoon Drive and Pakuranga Road is now operational. The Project Alliance Agreement for the next phase of the project (EB 2 and 3) was signed on 7 October 2022.
- Completed minor cycling improvement physical works on Ian McKinnon Drive and Manukau Station Road in August (1.77 km of upgraded cycleway).

### Issues/Risks:

- The deaths and serious injuries (DSI) SOI targets are not on track and with three months left in the calendar year is unlikely to see them back on track. August had the third highest number of DSIs across Tāmaki Makaurau roads and local roads. COVID-19 lockdowns artificially reduced DSI's with an increase noted in subsequent periods.
- While the recovery in PT patronage in Q1 is positive, the ongoing service disruptions caused by the driver shortage is concerning. This, combined with the proposed rail disruption and changes in travel behaviour mean that the ongoing recovery in patronage will remain challenging.
- Capital delivery for the current year is anticipated to be impacted as a result of the changes in operating environment as a consequence of COVID-19 lockdowns and restrictions, including subsequent staff shortages, cost escalation and supply chain pressures.
- Inflation is negatively impact both AT's operating costs and capital programme.
- Implementation plan for Transport Emissions Reduction Pathway (TERP) being developed and will require significant behavioural change and significantly higher levels of funding that are currently not available.
- Ensuring community concerns on safety measures on the network, particularly raised safety platforms in relation to the impact for travel time, congestion, and speed for vehicles especially on arterial roads are captured, understood and addressed.
- The increase in the replacement cost of AT's roading assets at year end mean that it is more difficult for Auckland Council (AC) to fully fund depreciation.

Financials (\$million)	Actual	Budget	Actual vs Budget
Capital delivery	132	202	↓ 70
Operating revenue	277	275	↑ 2
Operating expenditure	401	377	↑ (24)
Net operating surplus excluding depreciation	6	1	↑ 5
WK capital co-investment	59	92	↓ (33)

### Financial Commentary

- Capital delivery:** Capital programme delivery of \$132m is 65% of budget due to a slow start to the financial year, but consistent with performance at the same time last year.
- Operating revenue:** \$2m higher than budget mainly due to a \$14m Waka Kotahi New Zealand Transport Agency (Waka Kotahi) PT top-up, partly offset by lower than budgeted parking and enforcement income.
- Operating expenditure:** \$24m higher than budget mainly due to higher than budgeted depreciation of \$27m from the June 2022 roading revaluation.
- Net operating surplus excluding depreciation:** \$5m higher than budget primarily due to an unbudgeted PT top-up from Waka Kotahi.
- Waka Kotahi co-investment:** \$33m lower than budget mainly due to lower capital spend.

Key performance indicators	Previous Quarter	FY 23 Quarter 1		Status	Commentary
		Actual	Target		
Total annual public transport boardings	12 months to June 2022: 41.2 million	12 months to September 2022: 47.0 million	59.0 million	On track	PT patronage totalled 46,963,713 passenger boardings for the 12 months to September 2022. This is 4.8% above the trajectory required to meet the end of year target of 59 million boardings.
The change from the previous financial year in the number of DSI on the <u>local road network</u> , expressed as a number *	January to June 2022: 255 DSI	January to September 2022: 383 DSI	Between January and December 2022, DSI reduce by at least 42 (483)	Not on track to meet the target	Based on the provisional quarterly figures, for the first three quarters of the 2022 calendar year, we are not on track to meet the end of year target. The 383 DSIs noted are lower than the latest five-year average for the same period by approximately 27 DSIs (noting that these are provisional figures) which indicates a downward trend in DSI on the local road network over time.

Key programmes	Status	Description	Outlook
Network optimisation and Value for Money reviews	On track	Continue optimising the bus network through the network recast: removing unnecessary peak capacity to reallocate services to new infrastructure and improve frequencies at non-peak across the network. This will seek to balance customer demand, social service provision and meeting RPTP performance criteria.	<ul style="list-style-type: none"> <li>Network recast work committed for 3 bus operators, involving reducing peak capacity where it is not justified and improvements to off-peak and evening services. Restarting monthly reporting against patronage targets in September.</li> <li>Service improvements are confirmed for Pine Harbour weekend ferry and a new bus service to serve Milldale, before the end of the year.</li> </ul>
Eastern Busway 2, 3 & 4: Pakuranga to Botany Busway and Flyover	On track	Complete work under an Interim Project Alliance Agreement to progress the consultation, design, consenting and land acquisition phases of Eastern Busway, Pakuranga to Botany and Reeves Road Flyover (Stages 2, 3 and 4, subject to funding availability) and enter the Project Alliance Agreement for stage 2 and stage 3 subject to funding and consenting.	<p>The PAA was signed on 7 October 2022. Recent project milestones include:</p> <ul style="list-style-type: none"> <li>Commenced Stage 3 (Commercial) alignment land acquisition. Agreements signed for 4 properties;</li> <li>Lodgement of resource consents with AC for Stage 2 and Stage 3 (Commercial);</li> <li>Procurement of deconstruction and removal specialists and induction onto the project; and</li> <li>Karakia of the Stage 2 worksite where property deconstruction and removal will commence at the end of September.</li> <li>Final confirmation of the Crown funding contribution remains outstanding.</li> </ul>

# Strategic focus area – Making Auckland’s transport system safe by eliminating harm to people

## Key commentary

### Highlights

- Speed limit changes approved under Phase 2 have been completed and the AT Board have approved Phase 3 of the speed limit changes covering over 1,600 roads in the region focusing on rural roads, Waiheke Island, three town centres in Takapuna, Devonport and Glen Innes, Manurewa residential speed management area, roads outside rural marae and around 75 schools will have their speed limits reduced.
- Two key research projects are in progress for Katoa, Ka Ora, focussed on equity in road harm and the relationships between speed management and emissions.
- AT continues to support Te Manatū Waka Ministry of Transport (Te Manatū Waka) as it works on the road safety fines and penalties framework review. We have extended communications, stakeholder, and community engagement support. AT is also working with Mana Whenua to involve them with the Te Manatū Waka consultation, when it opens.

### Risks

- Construction costs continue to rise, in addition to material shortages in the industry which are impacting the speed and extent of delivery.
- Ensuring community concerns on safety measures on the network, particularly raised safety platforms in relation to the impact for travel time, congestion, and speed for vehicles especially on arterial roads are captured, understood and addressed.
- The DSI SOI targets are not on track and with three months left in the calendar year is unlikely to see them back on track. August had the third highest number of DSI across the regions local roads.

## Strategic

To make Tāmaki Makaurau’s transport system safe through the adoption of the Safe System approach which targets all elements of road safety for all road users.

Key programmes	Status	Description	Outlook
High Risk roads and intersections	On track	Deliver safety improvements to priority locations across the network including: <ul style="list-style-type: none"> <li>• Deliver 8 corridor and intersection safety improvements subject to delivery risk.</li> <li>• Investigate and design 13 high risk locations.</li> </ul>	<ul style="list-style-type: none"> <li>• Swanson Road corridor safety improvements are in the final stages of completion. Atkinson Avenue corridor construction is ongoing. Construction is scheduled to commence in October for Ash and Rata Streets corridors.</li> <li>• Feasibility and investigation for the 2023/24 programme has been initiated.</li> </ul>
Safe Speeds Programme	On track	<ul style="list-style-type: none"> <li>• Complete delivery of Phase 2 (further 8% of AT roads with safe and appropriate speeds) and commence delivery of Phase 3 of the Safe Speeds Programme.</li> <li>• Implement and evaluate an average speed trial in Auckland.</li> </ul>	<ul style="list-style-type: none"> <li>• Phase 2 of the programme was successfully completed on 28 July. Phase 3 was approved by AT’s Board on 30 September. The speed limit changes will be implemented between December 2022 and March 2023.</li> <li>• Phase 1 results: Fatalities on treated roads decreased 30%, and 48% on rural roads (July 2020 to June 2022).</li> <li>• Nelson Street average speed camera trial: Initial results suggest speeding is common along the first section of Nelson Street.</li> </ul>
Safety cameras and CCTV	On track	Continue roll-out of CCTV cameras at intersections and PT stations to improve safety, off-street carparks to replace end of life cameras, and CCTV Computer Vision to enable network optimisation.	<ul style="list-style-type: none"> <li>• McCrae Way and Trading Place are the last carparks to replace end of life cameras. All that remains is to create IP addresses for the cameras to connect to AT’s CCTV network which is on hold due to a lack of available resources.</li> <li>• Detailed design complete for 10 intersections. Cameras to be installed in January 2023, subject to final confirmation.</li> </ul>
Pedestrian Programme	On track	The programme includes 75 crossing facilities upgraded and constructed between 2022/23 and 2024/25.	Over 50 pedestrian improvement projects are planned for delivery this financial year, with 15 completed so far. Advanced design is either planned or underway for a further 19 projects, prioritised for delivery next financial year.
PT Safety Improvements	Delays	Design and implement safety and amenity improvements across the PT network including continuing to roll-out on-road bus industry staff facilities, customer facing safety improvements at PT facilities and deploying Transport Officers.	ERAA Bus Layups status: Hillsborough Road and Gardener are in the preconstruction phase. Railside Avenue, Mayoral Drive, Sylvia Park and Albany are in the design phase. Panmure Drivers room design is complete with construction awaiting funding. Onehunga and Apirana Avenue are in the investigation phase.
Road safety behaviour change and promotion of active modes to care for Ranginui and Papatuanuku	On track	<ul style="list-style-type: none"> <li>• Establish, maintain, and enhance Treaty Partnership relationships with mana whenua and mataawaka through Te Ara Haepapa to ensure high engagement and that Māori community outcomes are achieved in all communities.</li> <li>• Partner with schools and communities to drive awareness, education, and messages to improve transport safety outcomes.</li> <li>• Build community capability and capacity to enable marae, kura, Kōhanga reo, Pasifika and hāpori Māori, to deliver road safety initiatives through train the trainer and guided clinics supported by Te Ara Haepapa.</li> </ul>	<ul style="list-style-type: none"> <li>• Te Ara Haepapa delivered a total of 544 activations, events, hui, investigations, and educational workshops with 6465 engagements - 844 participants attended Driver Licensing workshops, engagements, and mini events through Marae Wānanga, Hāpori Papamahi and Ākonga Kaiwhakahaere.</li> <li>• Overall demand has increased by approximately 600% on our largest quarter since Te Ara Haepapa was created.</li> <li>• Compulsory breath test checkpoints were undertaken alongside Police with “drive drink free” messaging to 2767 people. Te Ara Haepapa also installed 53 car seats and provided 12 seats to those who had faulty, expired or no seats at all. There is an increase in the number of specialised cases AT technicians are being asked to provide advice on including children leaving Starship hospital, disabled children, and children of victims in fatal crashes.</li> <li>• Hop card activations in Kaipatiki and local Halls on active modes during holiday programmes with 100+ participants.</li> <li>• Over 700 participants engaged in rugby activations where they were encouraged to pledge to be a sober driver.</li> </ul>
School safety and promotion of Active modes	At risk	<ul style="list-style-type: none"> <li>• Deliver events, activations and campaigns that raise community awareness of issues, support the lowering of speed around schools and improve safety for walking/cycling to school which involve the parents, teachers, students, and wider community.</li> <li>• Promote active modes of transportation in school by engaging, co-designing, co-delivering programmes that are tailor made to meet the needs of each kura.</li> </ul>	<ul style="list-style-type: none"> <li>• 393 safe and active travel activities were delivered in schools, including: 49 cycling activities, ten Bike ambassador workshops and 21 scooter skills activities. Engagement with schools also included providing schools with their modal shift annual survey results and working with them to update their individual Safe School Travel Plans.</li> <li>• A consistent 198 active Walking School Buses (WSB’s) has been sustained in the first quarter of 2022/23. Many of the buses stopped due to the high number of COVID-19 cases in the past year and the current focus is on sustaining engagement with ‘sleeping’ buses to support them to restart.</li> </ul>

# Strategic focus area – Providing excellent customer experiences

## Key commentary

### Highlights

- On track to transition to a cloud-based, next generation contact centre technology platform in November which will improve the service experience customers have when contacting us about PT.
- During a period where labour market pressures have impacted front-line customer service resources, we have maintained responsiveness across all our assisted servicing channels (calls, chat, social, face-to-face service interactions, and cases raised with AT). This, along with the quality of our responses, has seen the percentage of formal complaints to cases drop to 0.29% (from 0.38% last quarter and 0.70% 2019-2020 baseline).
- The use of AT Mobile continues to increase every month and in September we surpassed the pre COVID-19 peak in the number of monthly active users, with over 260,000, which is an 18% increase over the number of active users in June 2022.
- We are making it easier for customers to plan journey's using a variety of modes of transport – using Journey Planner and AT Mobile, customers can now plan a cycle journey from A to B which prioritises safer routes; have an option of cycling to a rapid transport network hub as part of the integrated journey options; see the live locations of all third party shared bikes, scooters, and vehicles.

## Strategic context

Better delivery of transport services, infrastructure, and information by giving greater focus to customer needs and improving the customer experience.

Key programmes	Status	Description	Outlook
Improve end-to-end customer experience	On track	Improving customer experience across all our services and touchpoints and experience of Auckland's transport network.	<ul style="list-style-type: none"> <li>• As assisted contact demand has increased, responsiveness across all channels has been maintained. The Contact Centre received 43,950 calls. 63% were answered within 20 seconds. We also responded to 14,880 web/written queries and 7,241 social media requests for service. AT Service Centres supported 138,803 customer interactions face-to-face within the PT network (up 13% quarter on quarter). 64,097 complex cases were raised (up 8% quarter on quarter) on behalf of the public, elected members, and other stakeholders, with an average resolution of 14 working days, ahead of our 20-day target.</li> <li>• Met 99% of the statutory requirements under the Local Government Official Information and Meetings Act (LGOIMA) with an average resolution time of 13 working days. Two queries were extended beyond 20 days, however full responses were subsequently provided to the satisfaction of the requestors. For sensitive cases this was eight working days.</li> <li>• Following the migration of Total Mobility servicing tasks from the Metro Team to the Customer Services team, card fulfilment has reduced from ~30 days down to five days – this was recognised as a significant win by AT's PT Accessibility Advisory Group.</li> <li>• We are continually improving the end-to-end experience of our customers using AT Mobile with usage growing every month. It had 260,000 active users in September, surpassing the pre COVID-19 peak for the first time, making 2.7 million journey searches and 2.6 million live departure checks.</li> <li>• A key area of focus for the website is to improve the discoverability of information and services on the website. Over the last quarter we have begun implementing a new content strategy focussing on providing accessible and valued digital content. A key measure of success for findability is our Search Engine Optimisation (SEO) score, which has improved from 76.1 out of a hundred in June 2022 to 84.4.</li> <li>• AT Local exists to encourage customers to mode shift, alleviate pressure on local roads and improve first and last mile connections. During the current trial, we realised customers were cancelling last minute or not showing up meaning other customers were unable to book. So we have taken a behavioural science approach to design concepts and make recommendations to improve wayfinding, better understand customer needs through behavioural trials, and testing and design service features that are unique to communities and scalable for the region based on customer insight and evidence. This work will commence in the coming months.</li> </ul>
Customer Communications and Engagement	On track	Delivering impactful customer communications and engagement that allow customers to have the freedom to connect safely.	<ul style="list-style-type: none"> <li>• 50% off fares campaign continued. With the extension of half price fares we are focused on enticing as many Aucklanders back onboard as possible by focussing on other motivators for using PT such as hassle and cost of finding parking, avoidance of traffic congestion and cost of petrol.</li> <li>• In September, the focus of the campaign shifted. Bold creative advertising was used to reinforce awareness of the extension of the 50% offer through to January 2023.</li> <li>• We have begun delivery of a plan to use wayfinding to promote and simplify access to PT and active modes by building awareness of these options and attract new users with highly visible beacons and catchment-area signs around major transport hubs and cycle paths. To date we have installed beacons at the Panmure interchange and on the New Lynn to Avondale cycleway, as well as catchment-area signs at Newmarket, Manukau, Papatoetoe, Glen Innes, and Ellerslie train stations.</li> </ul>
Digital Channel Customer Experiences	On track	Enabling customers to have easier and more reliable access to AT's products and services and ensure our digital self-service tools are first choice for customers.	<ul style="list-style-type: none"> <li>• Streamlined the customer experience by reducing the time for customers to get to the correct place when contacting AT by phone, down to 10 seconds, by reconfiguring and rerecording the Interactive Voice Response (IVR). Live bus departures IVR has also been built which will provide customers quick automated service info.</li> <li>• Continuing to improve the customer experience through the implementation of a 'people focused' change plan which includes full training across all users: Put your feet in the office and your head in the cloud.</li> <li>• We are continuing to enhance AT Mobile and Journey Planner to make it easier for customers to feel more confident to make sustainable transport choices. We have previously added a range of features to support cyclists, such as safety-optimised cycling routes, including a cycle trip as part of an integrated journey plan, and locations of AT and third party (Locky Docks) bike parks. Then we added live locations of third party shared scooters and bikes, with clickable links through to the individual provider to book the scooter or bike. We have now added the live location of Tāmaki Makaurau's shared vehicles from providers such as City Hop and Meevo.</li> <li>• We have improved the HOP refunds experience for customers. It's now easier for customers to provide context for their request, as previously there was a 29-character limit in the 'explanation' field of the form. The new solution makes use of our CRM platform, which enables more automation in the processing of requests. This provides efficiencies for AT as well as a better customer experience, for example by providing automated acknowledgement emails.</li> </ul>

# Strategic focus area – Providing and accelerating better travel choices for Aucklanders

## Key commentary

### Highlights

- Patronage increased to over 67% of pre COVID-19 levels, ahead of budgeted levels. This equates to around 67 million boardings on an annual basis.
- September train services were delivered ahead of target with Punctuality at origin of 96.7% (Target 95%) and 97% Service Delivery (Target 98%).
- Bus service reliability is still impacted by the bus driver shortage; however, two operators have improved their reliability in September after recruiting more bus drivers required to operate all services. AT and the operators have agreed to restore a full bus timetables in East Auckland from October. This will restore about 5,000 bus trips per month that were not operated since May due to the bus driver shortage. This improvement will provide more travel options for customers in that area of Auckland.
- Ian McKinnon Drive and Manukau Station Road physical works completed in August delivering 1.77 km of upgraded cycleway.
- Growth in the patronage of the Airport Link from 10,000 trips in January to 23,000 trips in August demonstrates what can be achieved with strong cross-functional collaboration, combined with a single-minded customer focus.

### Risks

- Ongoing, new, and fluctuating COVID-19 cases and related staff absences may impact patronage recovery..
- COVID-19 temporarily alleviated the ongoing issue with driver retention; however, this has escalated again due to low wages, limited immigration, and the social factors of bus driving. The ongoing bus driver shortage poses challenges for maintaining service delivery levels. Facilitated Interest Based Problem Solving process is underway to agree base terms and conditions which will ultimately support development of an industry standard aided by the additional funding of \$61 million over four years allocated within the Climate Emergency Response Fund (CERF).
- Delay in minor cycling improvement project delivery to incorporate community and local board objections, design reviews and alignment to other works on the same routes. The programme has conducted a revised prioritisation for project deliverability.

## Strategic context

Moving away from a city where the dominant mode of transport is by single-occupant private vehicle to a city where PT and walking and cycling play an important role, by improving PT services and travel options to increase patronage and mode share.

Key programmes	Status	Description	Outlook
Drive Modal Shift	On track	Promote and encourage active and PT modes of travel	The growth in the patronage of the Airport Link, which connects the airport to the city centre, demonstrates what can be achieved with strong cross-functional collaboration, combined with a single-minded customer focus. Three elements in particular have made a positive impact: making it easy to navigate the end-to-end journey; ensuring customers can easily use the service; and that customers know there is a new way of getting to/from the airport. This was achieved by having an innovative “airport orange” wayfinding design throughout every stage of the journey from Britomart to the airport, producing an instructional brochure for international airport visitors, and promoting the route’s ease and affordability with an integrated marketing campaign. Patronage of the service grew from 10,000 trips in January this year to 23,000 trips in August. Future plans include the installation of a vending machine, with pre-loaded HOP cards, at the Domestic terminal.
Bus network improvements: Bus Priority	On track	<ul style="list-style-type: none"> <li>• Expand Frequent Transport Network with the addition of new frequent bus routes.</li> <li>• Identify problems and provide short, medium, and long-term improvements for access to RTN stations.</li> </ul>	<ul style="list-style-type: none"> <li>• Shovel ready sites awaiting funding: East Coast Road, Raleigh Road.</li> <li>• Sites in design: North West Busway Interchange (Lincoln Road, Westgate, Triangle Road, Te Atatu South, Te Atatu Peninsula, Hobson, Newton), Khyber Pass Road, Kohimarama Road, Newton Road, Karangahape Road, Symonds Street northbound (B phase at Wellesley Street), Greenlane East Special Vehicle Lanes (SVLs) (St Andrews to Great South Road/Greenlane intersection only), Greenlane West SVLs (including Neighbourhood interchange)</li> <li>• Sites to start investigation: Albany Highway (Upper Harbour to Sunset Road), Curran Street (Sarsfield to Harbour Bridge, Great South Road (various sections).</li> </ul>
City Rail Link	On track	<ul style="list-style-type: none"> <li>• Progress a fit-for-purpose infrastructure.</li> <li>• Minimise disruption during construction.</li> <li>• Ensure AT readiness for Day 1 CRL opening.</li> <li>• Roll out CCTV Platform .</li> </ul>	<ul style="list-style-type: none"> <li>• Asset ownership of the new Porters Avenue pedestrian footbridge and the re-built Normanby and re-built Mt Eden Road bridges will be transferred to AT.</li> <li>• Renewed operating procedures for the mined stations and deep bored tunnels infrastructure will be resolved, which is a key operational readiness challenge.</li> <li>• Agreed principles on how dynamic testing and operational trials will be carried out towards the end of the project.</li> </ul>

<p>Rail network improvements: Electrification and renewals</p>	<p><b>Delayed</b></p>	<p>Work with KiwiRail and other key agencies to progress development and support electrification between Papakura and Pukekohe, Wiri to Quay Park Improvements (Third Main), and rail network renewals.</p>	<ul style="list-style-type: none"> <li>• P2P review of the Gate-4 Overhead Line Equipment (OLE) detailed design has been completed and a request for a change in location of one OLE structure has been made to the PCG to allow an acceptable area between P1 lift and the planned ticket gateline to accommodate customer queuing.</li> <li>• The review of Pukekohe Station and Stabling Gate-4 detailed designs have also been completed. The only outstanding item is the completion of detailed designs for the four ticket gatelines and associated controls</li> <li>• Reviewed the Gate-3 designs for Paerata, Drury South and Drury Central Stations. Gate-4 detailed designs are being progressed for AT final approval.</li> <li>• Papakura to Pukekohe electrification: The railway line closed to AT Metro service on 12 August 2022, with key construction activities being mobilised. The line closure will also permit the Rail Network Renewals (RNGIM) programme to be completed in this area during the closure preventing further disruption to customers in the future. Based on KiwiRail information, the project is progressing on schedule.</li> <li>• Wiri to Quay Park Improvements (Third Main): Design work for Middlemore Station, and the Third Main through Middlemore currently delayed by continuing action by Health New Zealand through the Environmental Court. Mediation is ongoing and a positive outcome into design concerns are expected by November 2022. Outside of this area, the programme is continuing to make progress, with resource requirements and costs remaining under scrutiny.</li> <li>• Rail Network Renewals: Rail Network Rebuild programme announced on 3 October. Development of additional customer impact mitigations are continuing, including bus replacement services (limited stop, express services), additional bus prioritisation, use of coaches, bolstering existing scheduled bus services, and additional communications to our customers.</li> <li>• Issues re-future proofing for nine-car trains have been resolved with the agreement to construct the footbridges to support the OLE.</li> </ul>
<p>Network optimisation and Value for Money reviews</p>	<p><b>On track</b></p>	<p>Continue optimising the bus network through the network recast: removing unnecessary peak capacity (noting that post COVID-19 passenger demand is lower during peak times) to reallocate services to new infrastructure and improve frequencies at non-peak across the network. This will seek to balance customer demand, social service provision and meeting Regional Public Transport Plan (RPTP) performance criteria.</p>	<ul style="list-style-type: none"> <li>• Network recast work is now committed for three bus operators. This will involve reducing peak capacity where it is no longer justified and improvements to off-peak and evening services. We will be restarting monthly reporting against patronage targets in September following a period of operators running weekend timetables seven days a week.</li> <li>• Service improvements are confirmed for Pine Harbour weekend ferry and a new bus service to serve Milldale, before the end of the year.</li> </ul>
<p>Minor Cycling</p>	<p><b>Delays</b></p>	<p>Delivery of the Minor Cycling Improvement Programme – Protection of existing cycling facilities: 14 km of new/upgraded cycleways</p>	<ul style="list-style-type: none"> <li>• Two projects were completed at Ian McKinnon Drive and Manukau Station Road in August which represents 1.77 km of upgraded cycleway.</li> <li>• Other project delivery has been delayed to incorporate community and local board objections, design reviews and align to other works on the same routes. These issues have impacted delivery and the programme has conducted a revised prioritisation for project deliverability.</li> <li>• Community workshops are underway for Upper Harbour Drive to develop revisions to the separation project to address community concerns.</li> </ul>
<p>Cycling campaigns and training</p>	<p><b>On track</b></p>	<ul style="list-style-type: none"> <li>• Deliver events, trainings, campaigns, and activities that promote cycling and cycle safety.</li> <li>• Deliver cycle skills training to school students.</li> </ul>	<ul style="list-style-type: none"> <li>• Term 3 delivery was impacted by weather, but 936 students received Grade 1 training (basic riding and safety skills), and 1,003 students received Grade 2 training (on road cycle safety). (YTD 936 students have received Grade 1, and 1,003 students have received Grade 2).</li> <li>• 56 teachers from four schools received teacher training this quarter. (YTD total of 76 open BiS schools and 56 teachers receiving teacher training).</li> <li>• We ran a winter programme for Adult Bike Skills courses and Guided Rides, delivering 32 courses/rides with 222 participants. (YTD 32 courses, 222 participants).</li> <li>• Three Ride Leader courses with 32 participants were delivered, upskilling cycling groups to lead rides with their communities.</li> <li>• Kids Learn to Ride also continued through winter, and five courses were delivered to 335 participants. (YTD 5 courses. 335 participants).</li> <li>• 13 participants have taken part on a City Centre E-Bike Guided Ride.</li> <li>• After a long hiatus, we had our first bike skills training session back at the Mangere Refugee Centre delivering a course to over 110 parents and children.</li> <li>• Three community events were delivered this quarter.</li> <li>• Supported Eco-Matters to run three bike hubs. 2,975 visitors, 1,094 bikes were fixed and made safe for riding, and 209 bikes distributed.</li> <li>• Supported Bike Auckland to coordinate and grow the Bike Burbs. This quarter the membership to Bike Auckland grew by 595 members to a total of 16,133 members.</li> </ul>

# Strategic focus area – Better connecting people, places, goods, and services

## Key commentary

### Highlights

- EB1 - the first section of busway along the north side of Lagoon Drive and Pakuranga Road is now operational and we are seeing growing usage of the dedicated cycling facility.
- Cycleway delivery continues and good progress being made on the accelerated pop-up programme and remaining Urban Cycleway Programme (UCP) projects.

### Risks

- The Project Alliance Agreement (PAA) was signed on 7 October 2022. Final confirmation of the Crown funding contribution remains outstanding.

## Strategic context

Providing new transport infrastructure on the rapid transport network (RTN) that forms the backbone of the PT network, and also through infrastructure that optimises the performance of the existing network, supports urban development, and enables new housing in greenfield areas

Key programmes	Status	Description	Outlook
Eastern Busway 1: Panmure to Pakuranga (AMETI)	Partially Delayed	Complete Eastern Busway Stage 1 associated works.	<ul style="list-style-type: none"> <li>• Agreed final settlement for the Panmure Busway and Bridge contract with the main contractor, formal written agreement prepared for sign-off by both parties. Other work packages such as Mokoia Pa Park and EB1 Swing Bridge are being progressed as separate contracts.</li> <li>• Heritage Swing Bridge contract awarded. Pre-start arrangements for works underway. Construction expected to be completed mid-2023.</li> <li>• Mokoia Pa Park's detailed design underway. First revision of drawings to be issued September. Construction planned completion mid-2023.</li> <li>• Designer is being engaged to undertake an investigation on the four existing barrier fences where safety concerns were raised in the Road Safety Audit, with the purpose of identifying possible improvement options to be implemented as an additional work package.</li> </ul>
Eastern Busway 2, 3 & 4: Pakuranga to Botany Busway and Flyover	On track	Complete work under an Interim Project Alliance Agreement to progress the consultation, design, consenting and land acquisition phases of Eastern Busway, Pakuranga to Botany and Reeves Road Flyover (Stages 2, 3 and 4, subject to funding availability) and enter the Project Alliance Agreement for stage 2 and stage 3 subject to funding and consenting.	<p>The PAA was signed on 7 October 2022. Recent project milestones include:</p> <ul style="list-style-type: none"> <li>• The commencement of land acquisition along the Stage 3 (Commercial) alignment confirmed by the AT Board in June 2022, with agreements already signed for four properties and continuing negotiations for the remaining;</li> <li>• Lodgement of resource consents with AC for Stage 2 and Stage 3 (Commercial);</li> <li>• Procurement of deconstruction and removal specialists and induction onto the project; and</li> <li>• A karakia (blessing) of the Stage 2 worksite where property deconstruction and removal will commence at the end of September.</li> </ul> <p>Final confirmation of the Crown funding contribution remains outstanding.</p>
Network Capacity & Performance Improvement	On track	<p>Progress a programme of small to medium scale projects to improve the movement of people and goods including:</p> <ul style="list-style-type: none"> <li>• Multi-modal optimisation of 300 traffic lights annually.</li> <li>• Continued development and delivery of the optimisation programme jointly with Waka Kotahi.</li> <li>• Working with Waka Kotahi to implement freight and active mode improvements at the Strand.</li> <li>• Conduct regular annual review of Special Vehicle Lanes (SVLs).</li> </ul>	<ul style="list-style-type: none"> <li>• Established a joint programme team with Waka Kotahi and are working collaboratively to deliver the programme. A Programme Steering Committee has also been established for joint programme alignment.</li> <li>• The design for the Maioro Street Corridor is being updated following public feedback. The project is targeted at improving bus efficiency, pedestrian improvements, and safety.</li> <li>• AT have been working closely with Waka Kotahi as they develop a preferred option for The Strand improvements. Concept designs supporting freight movement and cycle safety are the key outcomes for changes on the corridor. A preferred option is expected to be identified in the next quarter for consultation.</li> <li>• Six infrastructure projects have been completed this quarter, all of which are intersection improvements. Three additional projects are under construction, comprising a mid-block crossing, an intersection improvement, and a transit lane.</li> </ul>
Matakana Link Road (MLR)	On Track	New road infrastructure to support the Waka Kotahi Puhoi to Warkworth SH1 redevelopment.	Bridge and road construction continues. AT is also delivering intersection works for two adjoining developers which has impacted on the programme. The forecast for completion is the end of December 2022 which is still ahead of the Waka Kotahi Puhoi to Warkworth motorway project. MLR will open when the connection into SH1 is completed by Waka Kotahi – timing is still to be confirmed with Waka Kotahi.
Safe cycling facilities	On track	<ul style="list-style-type: none"> <li>• Accelerate investment in safe cycling facilities subject to funding</li> <li>• Progress the Urban Cycleway Programme (UCP), subject to funding and delivery cost escalation risk.</li> </ul>	<ul style="list-style-type: none"> <li>• Climate Action Targeted Rate (CATR) projects have been identified in Manurewa and New Lynn Focus Area with an accelerated agile procurement process to kickstart design and business case work this financial year.</li> <li>• UCP continues to make progress. Construction contract awarded for Taniwha Street (links to Glen Innes); completion scheduled for April 2023. Design completed for Point Chevalier to Herne Bay with construction contracts to be awarded in November 2022. Glen Innes to Taniwha Street (Section 4) has started construction on sections 4a and 4c, with an interim solution being designed for the main boardwalk section on 4b. Westhaven to CBD in Viaduct has started construction and will be complete by December 2022.</li> </ul>
Walking and footpaths Programme	On track	Deliver new footpaths in high priority locations across Auckland. The three-year work programme currently includes delivery of 1.7 kilometres of new footpaths and commence delivery of elements of the Walking Programme Business Case.	Projects at East Tamaki Road, Munroe Road and Helvetia Road are progressing through procurement, and it is anticipated that construction will commence in the next quarter. Once completed they will represent just over one kilometre of new footpaths.

# Strategic focus area – Enabling and supporting Auckland’s growth

## Key commentary

### Highlights

- AT Board approved the North-West Business Case and the drawdown of the Housing Infrastructure Fund for Redhills, with partnership opportunities to deliver parts of the Redhills network currently underway.

### Issues/Risks

- Central Government intensification legislation – inability to support existing brownfield developments with necessary infrastructure, exacerbated by Central Government supply plans.
- Unprecedented pressure from out of sequence greenfield private plan changes and significant funding gaps.
- Delivery risk with delays to programme delivery resulting from COVID-19 has impacted on Network Optimisation programme delivery.

## Strategic context

Enable and support Auckland’s Growth through a focus on intensification in brownfield areas and with some managed expansion into emerging greenfield areas.

Key programmes	Status	Description	Outlook
City Centre Bus Plan (CCBP)	On Track	<ul style="list-style-type: none"> <li>• Progress plans to convert Customs and Wellesley Street into a transit mall.</li> <li>• Identify Downtown East and Wynyard Quarter Bus facility sites.</li> <li>• Develop plans for Learning Quarter bus facility.</li> </ul>	<ul style="list-style-type: none"> <li>• Identification of options undertaken through an Indicative Business Case which has completed the long list process, and has now commenced shortlisting.</li> <li>• Business case completion date: early 2023.</li> <li>• Wynyard Quarter bus facility does not form part of the Indicative Business Case. This will be a separate assessment aligned with Eke Panuku.</li> </ul>
Access for Everyone (A4E)	On Track	<ul style="list-style-type: none"> <li>• Progress workstreams from Access for Everyone business case in conjunction with Eke Panuku, subject to funding.</li> </ul>	<ul style="list-style-type: none"> <li>• Indicative Business Case to develop the network response and supporting initiatives to be tendered to an external consultant and awarded before the end of the calendar year.</li> <li>• Indicative Business Case completion planned for the end of 2023 aligning with the City Centre Comprehensive Parking Management Plan.</li> </ul>
Future/Existing Urban Growth Areas	On Track	<ul style="list-style-type: none"> <li>• Through Supporting Growth Alliance continue working with Waka Kotahi, AC, KiwiRail to progress route protection for important future strategic transport networks.</li> <li>• Work with Crown Infrastructure Partners and other agencies to accelerate delivery of transport projects in Wainui.</li> <li>• Continue working with Kainga Ora, AC and the Crown to progress infrastructure planning and development sequencing for existing urban areas experiencing significant development.</li> </ul>	<ul style="list-style-type: none"> <li>• AT Board approved the North-West Business Case and the drawdown of the Housing Infrastructure Fund for Redhills, with partnership opportunities to deliver parts of the Redhills network currently underway.</li> <li>• The notices of requirement for the North-West strategic transport network under preparation, to be lodged later this year.</li> <li>• Mediation being progressed for the Drury arterials notices of requirement that were endorsed.</li> <li>• In September landowners in the North West and Airport to Botany (A2B) received letters showing the proposed designation boundaries resulting in higher levels of interest from affected landowners, members of parliament and media over the last three weeks. We continue to support landowners through meetings and information sharing on the potential impacts, while also debriefing the interested parties.</li> <li>• Engagement on the Takanini Level Crossings emerging preferred options also took place in September. A lot of feedback was received on the bridge structures and potential road closures. Further landowner and stakeholder meetings, and community drop-in session are planned over the coming weeks.</li> <li>• Engagement on the Pukekohe emerging preferred options is planned for October. Engagement on the Takanini Frequent Transit Network emerging preferred options is planned for November with the engagement planning focussing on the scale and urban nature of this project and potential landowner impacts.</li> <li>• Waihoehoe Road project is progressing through funding for property purchase and detailed design under the NZ Upgrade Programme. Key Ministerial decision expected late 2022 on allocation of funds for Mill Road, including responsible delivery agency.</li> <li>• For Wainui/Milldale, the Wainui Bridge over State Highway 1, Argent Lane and Dairy Flat Highway are consented, with required property being obtained and construction expected to commence in 2024.</li> <li>• AC and Ministry of Housing and Urban Development Memorandum of Understanding being finalised for the governance and allocation of the Housing Acceleration Fund for Kainga Ora’s Large-Scale Project (LSPs) areas. Development of Joint Governance with AT and Kainga Ora for LSPs and ways of working to enable alignment of the forwards work programme.</li> </ul>
Parking and enforcement	Delays	<ul style="list-style-type: none"> <li>• Progress rapid implementation of early elements of the updated Parking Strategy</li> </ul>	<ul style="list-style-type: none"> <li>• The Parking Strategy is yet to be approved and as such all work related to it has yet to be commenced.</li> <li>• The development of the Auckland CBD Interim Loading and Servicing plan is complete, and implementation is ongoing.</li> </ul>
Connected Communities	On Track	<ul style="list-style-type: none"> <li>• Continue business cases and designs to support the delivery of integrated improvements.</li> <li>• Work with Local Boards and communities on improvements proposed for their areas</li> </ul>	<ul style="list-style-type: none"> <li>• New North Road/Symonds Street corridor business case: 3 options developed. Completed public consultation in April 2022 with feedback and results currently being assessed. Results of public engagement and technical work will lead to development of a preferred option in late 2022. Development of cycle connection routes joining New North Road to the existing network is being developed with public consultation proposed in late 2022.</li> <li>• Great North Road (Newton) upgrade: Tender process and procurement of construction services completed with construction due to commence in October 2022. MoU developed with AC healthy waters to incorporate a wastewater stormwater upgrade to minimise disruptions.</li> <li>• A review of the timing of the remaining programme corridors is being undertaken in early 2023.</li> </ul>



# Strategic focus area – Our operating model is adaptive, financially sustainable and delivers value

## Key commentary

### Highlights

- In its latest maturity assessment, the AT asset management system has recorded a marked and consistent improvement in the robustness of the management of the asset base (20 point uplift).
- Key improvements in asset management have been observed in the elements of leadership, partner/interdepartmental working, data quality and continuous improvement.
- The AT Board approved the updated Asset Management Policy.
- The AT Procurement Strategy 2022-24 was formally endorsed by Waka Kotahi in their July board meeting. Strategy workplan for 2022/23 on track to deliver key outcomes, and the Sustainable Procurement Action Plan is now mobilised and integrated into procurement planning processes.

### Risks

- Although asset data quality (accuracy, completeness, and timeliness) have seen improvements in the past 12 months, it continues to be below the national average assessed by Waka Kotahi impacting on the reliability of AT investment decision making.
- A number of asset management systems, processes and procedures are yet to be fully embedded and providing measurable benefits to AT, placing increased reliance on staff expertise.

## Strategic context

Managing the \$26 billion portfolio of transport assets (roads, footpaths, cycleways, streetlights, traffic systems, car parks, and PT assets), in alignment with global best practice (ISO 55001 and International Infrastructure Management Manual).

Key programmes	Status	Description	Outlook
Renewal optimisation	On track	Programme of renewals and maintenance works for roading, structures and PT assets.	Coordination and alignment of renewals with the cycling and safety programmes is progressing well and is on target to produce a more coordinated three year forward works programme for all asset classes by December.
Network asset management and renewal	On track	<ul style="list-style-type: none"> <li>• Upgrade and develop asset management planning framework and systems</li> <li>• Deliver activities that maintain and renew assets</li> </ul>	<ul style="list-style-type: none"> <li>• The Board has approved the updated Asset Management Policy.</li> <li>• Specialist asset management advisors have been appointed to support AT in completing its draft business case for ISO55000 certification by March.</li> <li>• Engagement with the power sector is helping to uplift the AT asset management maturity journey ahead of the 2023 reassessment.</li> </ul>
Unsealed Road Improvement	Operational	Progress activities under the Unsealed Road Improvement Framework, assessing roads against data proxies and qualitative information, to prioritise Auckland's unsealed roads with a series of treatment options.	Unsealed Road Improvement Framework is operational and delivering well in support of unsealed roading outcomes.
Deliver operating cost efficiencies and grow revenues	On track	<ul style="list-style-type: none"> <li>• Realise identified cost savings and revenue opportunities and respond in an adaptive manner to AT's evolving financial environment (including COVID-19 and inflationary impacts).</li> <li>• Continue to grow other forms of income to diversify income sources.</li> </ul>	<ul style="list-style-type: none"> <li>• Two workgroups stood up with initial ideas generated and screened for impact and ease of implementation.</li> <li>• Easy wins being implemented whilst other opportunities are being further refined for prioritisation and implementation decisions.</li> </ul>
Procurement	On track	Continue to implement the AT Board/Waka Kotahi approved 2022-24 Procurement Strategy and implement a procurement delivery model to enable value for money, safety, and sustainability outcomes.	The AT Procurement Strategy 2022-24 was formally endorsed by Waka Kotahi in their July board meeting. Strategy workplan for 2022/23 on track to deliver key outcomes, and the Sustainable Procurement Action Plan now mobilised and integrated into procurement planning processes (together with training for staff, and supplier workshops planned for Q2). Continued close collaboration with Council Group Source activities, including alignment on a single Procure to Pay digital solution across the group (AT will continue with focus on contract management system module implementation as a priority).

# Strategic focus area - Improving the resilience and sustainability of the transport system and significantly reducing greenhouse gas emissions it generates

## **Transport Emissions Reduction Pathway (TERP)**

In mid-August, the AT board endorsed the 11 transformational areas of TERP; in late August, the Auckland Council Environment & Climate Change Committee approved TERP in its entirety. In September, TERP was socialised among senior leaders and key impacted teams. AT is developing its methodology to integrate TERP's targets and initiatives into our planning, budgeting, and way of working. Work is already underway on identifying actions that can be taken immediately but require funding in upcoming 2023/24 budget discussions.

The National Emissions Reduction Plan (ERP) required regional VKT reduction targets. In July, Te Manatū Waka presented their proposed Auckland target, an 8% reduction (on 2019) by 2035; the national target is a 1% reduction (the AC Transport Emissions Reduction Plan requires a 50% reduction (on 2016) by 2030). Auckland is expected to contribute half of the nation's VKT reduction. Te Manatū Waka is currently collecting feedback from all regions on the targets before presenting the targets to Cabinet in December 2022. There has been no indication of what Te Manatū Waka will provide to enable the reduction. Our discussions with Te Manatū Waka are ongoing.

## **2021/22 Operational Greenhouse Gas Emissions Performance**

We recently completed our annual greenhouse gas (GHG) emissions third-party (Toitu) audit. Emissions data is collected for our PT services (including facilities), network operations (e.g., streetlights), parking operations, and corporate operations (e.g., office electricity, staff travel for work). Our total emissions in 2021/22, of which bus services were 74%, was 101,958 tonnes of carbon dioxide equivalent or tCO<sub>2</sub>e, a 15% reduction from last year. Reduced PT services – from the August to November 2021 lockdown – predominately drove the decline. Emissions have fallen since COVID-19; 2021/22 emissions were 28% below 2018/19.

In October 2020, an operational emissions target was set; these are emissions related to our corporate activities and the assets we own (e.g., streetlights, trains). The target is a 50% reduction (on 2017/18) by 2030, or 16,000 to 8,000 tCO<sub>2</sub>e. In 2021/22, operational emissions were 10,482tCO<sub>2</sub>e, falling 16% on last year (mainly due to LED street lighting); we are now a third of the way towards reaching the target. We are progressing faster than expected, though this progress is forecast to slow when City Rail Link services begin. The ferries we are purchasing will become part of our operational emissions, putting pressure on meeting the target. We are investigating additional emissions reduction actions, focusing on on-site renewable electricity generation.

## **Greenhouse Gas Emissions from Asset Construction and Maintenance**

AT is finalising targets for GHG emissions from the construction and maintenance of assets.

## **Climate Change Adaptation**

AT continues to support AC in its development of assessments of the impacts of climate change. AT is in the process of formalising a policy which will guide what level of climate impact to build new assets to and maintain existing assets to.

# Other Statement of Intent Focus 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, focussing primarily on resource management matters.

- Building Better Bike Hubs
- Bus station at Rosedale
- Carrington Road Corridor Improvements
- Eastern Busway Alliance
- Feedback from Katoa, ka ora to date relating to Māori
- Frances to Esmonde Connection project
- Glen Innes to Tamaki Update
- Half Moon Bay Vehicular extension update
- Henderson Cycleways
- Hiikina te Wero (Environment Action Plan)
- Hill Street Intersection workshop
- Manukau and Māngere East Cycling SSBCs project update
- Nelson Fanshawe Hobson Safety Improvements
- New Lynn to Avondale update
- Road Equity and Safety Fines Penalty
- Regional Public Transport Plan
- Seeking input on Katoa, ka ora: Auckland Speed Management Plan 2023-26
- Speed Management Plan
- Speed Management Plan workshop
- The Auckland Transport Equity Framework
- Update on Safe Speeds Phase 3 consultation, including levels of feedback received and emerging themes
- Update on Safe Speeds Rural Marae project
- Westgate Bus Station
- Orakei Infrastructure Project updates:
  - Tamaki Drive Northern Footpath and Handrail
  - Ngapipi Pedestrian Bridge
  - Kepa Road Retaining Wall

### • Tāmaki Makaurau Mana Whenua Forum (governance)

AT engaged with the forum on the Regional Land Transport Plan and the Auckland Transport Equity Framework.

### • Māori business

AT's procurement spend with Māori owned businesses is \$4 million financial year to date.

### • Employment, Realising Rangatahi potential

Te Ara Haepapa delivered 489 activations, events, hui and educational workshops for rangatahi to support them to pass their learners, restricted and full licences, with 5202 engagements in this quarter.

### • Marae safety programme

- Whatapaka Road: Planning has begun on the Whatapaka Road improvements to provide better access to Whatapaka Marae and upgrading the bus shelter for school students and locals. This project is due to be completed in September 2023.
- Kia Ora Marae: Planning has begun for the carpark and roading at Te Kia Ora Marae. This project is due to be completed in September 2023.

### • Te reo Māori across the transport network and Auckland Transport

- Te reo Māori translations were completed for wayfinding signage.
- Te Wiki o Te Reo Māori was celebrated across the transport network and within AT using social media and posters on the transport network. AT partnered with Ooh Media to display te reo Māori messaging on bus shelters. Te reo Māori messaging were on digital signage across the commuter network, Fanshawe Street, New Market Plaza and Onboard newsletter to customers. Mana Ka Māori, the Māori staff network led initiatives to promote te reo Māori throughout AT.

### • An Empowered Organisation

- Ngā Kete Kiwai Māori Learning and Development Programme consists of four workshops: Tuia Ka Mana Māori - Māori Responsiveness & Outcomes, Te Tiriti o Waitangi ki Tāmaki Makaurau - The Treaty of Waitangi, Te Reo Māori & Tikanga - Māori Language and Customs and Hōnonga ā-tinana ā wairua - Māori Engagement. There were 88 attendees at the workshops.
- In this reporting period there were 10 internal translation requests that include marketing, media releases, correspondence and naming of strategic documents.

# Other statement of intent focus areas

## Enabling and enhancing AT's culture and capability

### Diversity, Inclusion and Equity

- Implemented Hearing Accreditation and kiosks to test our people's hearing.
- Brain Badge (neurodiversity) workshops towards accreditation almost complete.
- Joined AC's Diversity and Inclusion (D&I) Council to streamline, work together and leverage D&I initiatives and activity.
- On the working group with Nga Hapori Momoho Thriving Communities Strategy to bring D&I and Equity lens to the Women's FIFA World Cup.

### Wellbeing

- We celebrated Mental Health Awareness Week with a number of activities including an executive panel discussion and a financial wellbeing workshop.
- World Wellbeing week 'Groov' Wellbeing survey results are currently being shared with all employees.
- About 100 of our leaders have completed the DV Free People Leader Training.
- We are working with AC to align AT's Speak Up programme.

### Talent and People Experience

- Finalised collective bargaining and completed annual remuneration market benchmarking and relevant market adjustments.
- Completed recruitment process and employment offers made to over 40 potential graduates for our Nga Kai hoe graduate programme.

### Leadership / Culture

- Five Frontline / aspiring leaders graduated with their NZQA Level 3 New Zealand Certificate in Business (Introduction to Team Leadership).

### Capability

- Successful pilot of Project Governance training.
- Design of PCBU learning solution to support the implementation of our Safety Management System.

# Auckland Transport Q1 financials

## Key financial metrics

(\$ million)		2021/22	2022/23 Sept YTD			2022/23
	Notes	Actual	Actual	Budget	Variance	Budget
<b>Net surplus/(deficit) from operations</b>	<b>A</b>	<b>(427)</b>	<b>(124)</b>	<b>(102)</b>	<b>(22)</b>	<b>(439)</b>
<b>Operating revenue</b>	<b>B</b>	<b>955</b>	<b>277</b>	<b>275</b>	<b>2</b>	<b>1,159</b>
AC operating funding (CCO only)		380	92	92	0	425
Waka Kotahi operating funding		386	126	114	12	424
Fees & user charges		142	44	54	(10)	250
Other direct revenue		47	15	15	0	60
<b>Operating expenditure</b>	<b>C</b>	<b>1,381</b>	<b>401</b>	<b>377</b>	<b>(24)</b>	<b>1,598</b>
Employee benefits		155	42	39	(3)	171
Grants, contributions & sponsorship		-	-	-	-	-
Other direct expenditure		789	222	228	6	952
Depreciation		408	130	103	(27)	447
Interest expense		29	7	7	0	28
<b>Capital revenue</b>	<b>D</b>	<b>888</b>	<b>187</b>	<b>257</b>	<b>(70)</b>	<b>1,131</b>
AC capital grant (CCO only)		375	73	109	(36)	416
Waka Kotahi capital co-investment		260	59	92	(33)	434
Vested assets		232	55	55	0	275
Other Capital Grants		21	-	1	(1)	6

## Financial Commentary

**A:** The year to date net deficit from operations is \$124 million, \$22 million higher than budget primarily due to higher than budgeted depreciation from the June 2022 roading revaluation, partly offset by the unbudgeted PT top-up from Waka Kotahi of \$14 million relating to the financial year ending June 2022 but only approved in July 2022. The full year impact of the 2022 revaluation on depreciation is estimated to be circa \$100 million.

**B:** Operating revenue is lower than budget driven by:

- Waka Kotahi operating funding is \$12 million favourable to budget mainly due to the \$14 million PT top up from Waka Kotahi.
- PT income is \$3 million unfavourable as the budget was set with the 50% fare discount ending in August, however this was subsequently extended to the end of January 2023. PT patronage has been slowly increasing since the beginning of the year and was 67% of pre COVID-19 levels in September, up from circa 60% of pre COVID-19 levels at the beginning of the financial year.
- Parking and enforcement revenue is \$7 million unfavourable to budget mainly due to lower infringement ticket issuances and parking occupancy. Infringement revenue is under budget for all enforcement revenue types due to compliant behaviour of traffic users in our corridors. New special vehicle lanes have also been delayed due to supply chain and technical issues.

**C:** Operating expenditure is higher than budget due to higher than budgeted depreciation from the June 2022 roading revaluation.

**D:** 45% capital programme was funded by Waka Kotahi co-investment. The budget assumption for the full year is 50% however recent indications from Waka Kotahi are that funding is constrained.

# Regional Fuel Tax (RFT) Q1 Summary

## Financial performance

(\$ million)	2022/23 Sept YTD			2022/23
	Actual	Budget	Variance	Budget
<b>Total RFT-enabled capital expenditure</b>	<b>56</b>	<b>75</b>	<b>19</b>	<b>317</b>
Project 1: Bus priority improvements	2	5	2	23
Project 2: City centre bus infrastructure	2	2	0	8
Project 3: Improving airport access	2	3	1	8
Project 4: Eastern Busway	22	36	14	134
Project 5: Park & Ride facilities	0	0	0	0
Project 6: Electric trains and stabling	1	0	0	3
Project 7: Downtown ferry terminal and redevelopment	6	2	(5)	30
Project 8: Road safety	15	14	(1)	55
Project 9: Active transport	1	3	2	22
Project 10: Penlink	-	-	-	-
Project 11: Mill Road corridor	-	-	-	-
Project 12: Road corridor improvements	2	7	6	21
Project 13: Network capacity and performance improvement	2	3	0	6
Project 14: Growth-related transport infrastructure	1	0	0	11
<b>Total RFT-enabled operating expenditure</b>	<b>0.18</b>	<b>0.42</b>	<b>0.24</b>	<b>1.52</b>
Project 8: Road safety	0.18	0.42	0.24	1.52

## RFT Commentary

The RFT-enabled capital programme spans ten years, covering 14 separate project groups. The focus in the initial years is on completing existing committed projects.

RFT-enabled capital expenditure year to date is \$56 million 18% of the \$317 million budget.

**Project 1 - Northwest Rapid Transit Network:** The Corridors main works design package is to be completed in November 2022. Construction works have finished at Te Atatu North. Works are ongoing at Te Atatu South and are due to be completed in November 2022. SH16 main works commenced in September 2022 and are anticipated to be finished in April 2023. Lincoln Road works are progressing well and anticipated to be finished in January 2023.

**Project 2 – Lower Albert Bus Interchange:** The main bus interchange urban realm upgrade project has been completed. A contract variation has been processed, to add the installation of bus shelters to the scope. This 'separable portion' will be completed in November 2022.

**Project 3 - Puhinui Bus Priority and Mangere Cycling:** The programme finish date is now expected to be in early December allowing for the impact from the wet weather and the later than expected construction resource ramp up.

**Project 4 - Eastern Busway Alliance:** The Project Alliance Agreement (PAA) is now signed.

**Project 8 – Road safety:** Construction of safety improvements on high-risk intersections, high risk corridors, pedestrian improvements, installation of red-light cameras and speed limit signs are progressing.

**Project 9 –** Most of the Active modes projects are progressing slower than anticipated due to delays in design, consultation and stakeholder issues.

**Project 10 & 11 – Penlink and Mill Road corridor:** These projects are now being delivered by Waka Kotahi. The RFT Order in AC will be updated as part of the Long Term planning process which is currently underway to reflect these changes.

**Project 12 - Warkworth Matakana Link:** The building up of the road pavement on Matakana Link Road is progressing well, with the sealing programmed for October 2022. Bridge superstructure is complete with barriers and decking being completed. The majority of streetlighting and services have been installed. The team is still working with two adjacent developers on development tie-ins.

# Auckland Transport Q1 performance measures

Key performance indicators	Previous Quarter	FY 23 Quarter 1		Status	Commentary
		Actual	Target		

Note: Auckland Transport has a total of 31 SOI measures, 16 of which are also LTP measures (\*). SOI measures have annual targets. For this financial year, 7 performance measures are on track to meet or exceed their targets/have met or exceed their targets, 8 are below target, and 15 have either not been measured to date, one does not have a target for 2022/23, or is too early to determine if it is on track.

Making Auckland's transport system safe by eliminating harm to people					
Number of high-risk intersections and sections of road addressed by the safety programme	July 2021 - June 2022: 8	Not yet reported this financial year	8	<b>Not yet reported this financial year</b>	This measure is reported at the end of the financial year. For 2021/22, eight high-risk intersections were upgraded exceeding the prior year target of seven.
The change from the previous financial year in the number of deaths and serious injuries on the <b>local road network</b> , expressed as a number *	January to June 2022: 255 DSI	January to September 2022: 383 DSI	Between January and December 2022, DSI reduce by at least 42 compared to the baseline (483)	<b>Not on track to meet the target</b>	Based on the provisional quarterly figures, for the first three quarters of the 2022 calendar year, we are not on track to meet the end of year target. The 383 DSIs noted are lower than the latest five-year average for the same period by approximately 27 DSIs (noting that these are provisional figures) which indicates a downward trend in DSI on the local road network over time.
A steady reduction in the number of deaths and serious injuries on Tāmaki Makaurau's <b>road network (including state highways)</b> , in line with Vision Zero Strategy, expressed as a number of DSI saved compared to the baseline (2016-18) of 716	January to June 2022: 298 DSI	January to September 2022: 442 DSI	Between January and December 2022, reduce by 179 compared to the baseline (no more than 537)	<b>Not on track to meet the target</b>	Based on the provisional quarterly figures, for the first three quarters of the 2022 calendar year, we are not on track to meet the end of year target. The 442 DSIs noted are lower than the latest five-year average for the same period by approximately 36 DSIs (noting that these are provisional figures) which indicates a downward trend in DSI on Tāmaki Makaurau's road network over time.
Number of <b>vulnerable road user</b> deaths and serious injuries on Tāmaki Makaurau's road network, in line with Vision Zero strategy, expressed as a number of DSI saved compared to the baseline (2016-18) of 320	January to June 2022: 134 DSI	January to September 2022: 199 DSI	Between January and December 2022, reduce by 80 compared to the baseline (no more than 240)	<b>Not on track to meet the target</b>	Based on the provisional quarterly figures, for the first three quarters of the 2022 calendar year, we are not on track to meet the end of year target. The 199 DSIs noted are lower than the latest five-year average for the same period by approximately 26 DSIs (noting that these are provisional figures) which indicates a downward trend in DSI for vulnerable road users.
Providing excellent customer experiences					
Percentage of public transport passengers satisfied with their public transport service *	June 2022: 91.0%	12 months to September 2022: 91.0%	85.0 - 87.0%	<b>On track to exceed the target</b>	For the 12 months to September 2022, 91.0% of PT passengers were satisfied with their PT service. Satisfaction is measured quarterly through face-to-face interviews and reported as a 12-month rolling average. The result indicates the percentage of travellers rating their current journey with a score above six out of 10.
Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames *	12 month to June 2022: 89.0%	12 months to September 2022: 84.6%	85.0%	<b>On track to meet the target</b>	For the 12 months to September 2022, 84.6% of customer service requests relating to roads and footpaths received a response within specified time frames compared to the SOI target of 85.0%. This data relates to jobs dispatched to our maintenance contractors by the call centre.

Key performance indicators	Previous Quarter	FY 23 Quarter 1		Status	Commentary
		Actual	Target		
Percentage of total AT case volume resulting in a formal complaint (baseline of 0.77% for 2020 calendar year).	April 2022 to June 2022: 0.38%	July 2022 to September 2022: 0.29%	Less than 0.7%	On track to exceed the target	For the September 2022 Quarter, 0.29% of the total AT case volume resulted in a formal complaint. The SOI target for this financial year is less than 0.75%, therefore this measure is on track to meet the target.
Percentage of formal complaints that are resolved within 20 working days (baseline of 79% for 2020/21)	April 2022 to June 2022: 89.0%	July 2022 to September 2022: 72.0%	85.0%	Not on track to meet the target	In the September 2022 Quarter, 72.0% of formal complaints were resolved within 20 working days. This is a new measure this Financial Year. The SOI target is for 85.0% of formal complaints to be resolved within 20 days.
<b>Providing and accelerating better travel choices for Aucklanders</b>					
Total annual public transport boardings	12 months to June 2022: 41.2 million	12 months to September 2022: 47.0 million	59.0 million	On track to exceed the target	PT patronage totalled 46,963,713 passenger boardings for the 12 months to September 2022. This is 4.8% above the trajectory required to meet the end of year target of 59 million boardings.
Total annual rail boardings	12 months to June 2022: 7.12 million	12 months to September 2022: 8.2 million	13.1 million	On track to exceed the target	Rail patronage totalled 8,236,938 passenger boardings for the 12 months to September 2022. This is 3.2% above the trajectory required to meet the end of year target.
Boardings on the Rapid and Frequent Network (RFN)	12 months to June 2022: Decreased at a faster rate than total boardings (-35.9% on the RFN vs. -35.6% for total boardings)	12 months to September 2022: Decreased at a faster rate than total boardings (-23.0% on the RFN vs. -22.7% for total boardings)	Increase at faster rate than total boardings	Not on track to meet the target	RFN Boardings for the 12 months to September 2022 are decreasing at a slightly faster rate (-23.0%) than overall patronage (-22.7%).
Public transport punctuality (weighted average across all modes) *	12 months to June 2022: 97.8%	July 2022 to September 2022: 97.0%	96.0%	On track to meet the target	PT punctuality for September 2022 Quarter was 97.0% compared to the SOI target 96.0%. PT weighted average punctuality for the month of September 2022 was 96.9%. Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.
Kilometres of safe cycling facilities added or upgraded that is located on the Cycle & Micro-mobility Strategic Network	July 2021 to June 2022: 13.9 km	July 2022 to September 2022: 1.77 km	17.1 km (3.1 km new + 14 km upgrades)	Trajectory for the 2022/23 yet to be established	So far for the September 2022 Quarter, 1.77 km of cycleways were delivered under the 'pop-up protection' programme. Of this, 0.74 km were along Ian McKinnon Drive and 1.03 km were along Manukau Station Road.



Key performance indicators	Previous Quarter	FY 23 Quarter 1		Status	Commentary
		Actual	Target		
Number of cycle movements past 26 selected count sites *	12 months to June 2022: 3.98 million	12 months to September 2022: 2.9 million	3.854 million	<b>Not on track to meet the target</b>	Cycle counts totalled 2,915,939 for the 12 months to September 2022. This is 17.8% lower than the trajectory to meet the target, and 21.40% below September 2019. Cycle counts decreased 0.5% on the 12 months to August 2022. This overall decrease is partly due to the decrease in overall travel demand on the network and more working from home.
Active and sustainable transport mode share at schools where the Travelwise programme is implemented	FY 2021/22: 44.0%	Not yet reported this financial year	47.0%	<b>Not yet reported this financial year</b>	This measure is reported at the end of the financial year. For 2021/22, this measure was down by three percentage points on the previous year. COVID-19 has had a significant impact with many schools operating with a reduced roll, schools have had higher priorities such as managing health and safety for their staff and students and staff shortages due to illness resulting in the annual survey not being completed, and we have also had six months in the latter half of 2021 where we were not able to engage with schools in person and implement any active mode initiatives. The score refers to all students who responded to the survey and use an active mode or PT. This excludes all the modes involved with using a private car – family car, friend's car, drive alone or with passengers.
Active and sustainable transport mode share at organisations where the Travelwise Choices programme is implemented	FY 2021/22: 79.0%	Not yet reported this financial year	47.0%	<b>Not yet reported this financial year</b>	This measure is reported at the end of the financial year. For 2021/22, follow-up surveys measured a 79% sustainable transport mode share for morning peak commuters in businesses engaged in Travelwise Choices. This result is due to low response rates from the two surveys completed in the year as businesses struggled with the impacts of COVID-19 and a change in methodology now counting working from home as a sustainable mode.
Percentage of key signalised intersections in urban centres where pedestrian delays are reduced during the interpeak period *	New measure – result not yet available	Not yet reported this financial year	60.0%	<b>Not yet reported this financial year</b>	This measure is yet to be reported this financial year due to technical issues obtaining the data for the pedestrian delay measure. We are working to fix the problem and restart the feed of information and are hoping to have a result in the second quarter.
<b>Better connecting people, places, goods and services</b>					
Average AM peak arterial productivity *	12 months to June 2022: 30,931	12 months to September 2022: 31,173	33,000	<b>Not on track to meet the target</b>	The average AM peak Productivity on the Arterial Network for the 12 months to September 2022 was 31,173. This is 6% below the 33,000 target. This is mainly attributable to lower PT patronage compared to pre COVID-19 levels and increased general congestion (lower speeds) since July.
Proportion of the freight network operating at Level of Service C or better during the interpeak *	12 months to June 2022: 90.0%	12 months to September 2022: 90.0%	90.0%	<b>On track to meet the target</b>	For the 12 months to September 2022, 90% of the freight network operated with minimum congestion (Levels of Service A-C) during the interpeak period. This is on track to meet the SOI target of 90%.

Key performance indicators	Previous Quarter	FY 23 Quarter 1		Status	Commentary
		Actual	Target		
<b>Improving the resilience and sustainability of the transport system and significantly reducing the greenhouse gas emissions it generates</b>					
Estimated transport related greenhouse gas emissions (tCO2e)	N/A New measure	12 months to August 2022: 3.83 mega tonnes	N/A Target to be developed	<b>N/A new measure</b>	<p>This is a new SOI measure for 2022/23. This is estimated based on fuel sales data from the Local Authority Fuel Tax Returns. There is a delay in receiving the data therefore the results from the most recent month will be reported in the Quarterly report. For this Quarter, that is August 2022.</p> <p>Total estimated emissions from the sale of petrol and diesel within the Auckland region were 3.83 mega tonnes of CO2e in the 12 months to August 2022. This was 7.9% less than the estimated emissions in the 12 months to August 2021.</p>
Number of buses in the Auckland bus fleet classified as low emission	June 2022: 37	Not yet reported this financial year	75	<b>Not yet reported this financial year</b>	This measure is reported at the end of the financial year. There are currently 37 low emission buses in the Auckland bus fleet as of June 2022. Out of the 37, 36 are electric, and one is hydrogen powered.
Percentage of Auckland Transport streetlights that are energy efficient LED	2021/22 Financial Year: 87.3%	Not yet reported this financial year	92.5%	<b>Not yet reported this financial year</b>	This measure is reported at the end of the financial year. For 2021/22 87.3% of streetlights were LED.
Percentage reduction of greenhouse gas emissions from AT's corporate activities and assets (baseline 2018/19) *	2021/22 Financial Year: 23.0% reduction	Not yet reported this financial year	17.0% reduction	<b>Not yet reported this financial year</b>	This measure is reported at the end of the financial year. For 2021/22, AT's corporate emissions reduced by 23%. This was heavily impacted by COVID-19 restrictions which lead to the reduction in corporate activities and use of facilities. Thus, unless there is another extended lockdown, we are not expecting such a large reduction in this financial year.
<b>Supporting Māori wellbeing outcomes, expectations and aspirations under Te Tiriti o Waitangi</b>					
Percentage of regional buses with Te Reo bilingual announcements	N/A New measure	July 2022 to September 2022: 4.0%	80.0%	<b>N/A No trajectory</b>	For the September 2022 Quarter, 51, or 4.0%, of the 1,359 buses contracted by AT have been equipped and are playing bi-lingual audio announcements on the PT network. Over 400 of the AT bus fleet have also now been "pre-wired" as part of the installation process.
Number of mana whenua hui held	N/A New measure	July 2022 to September 2022: 8	33	<b>On track to meet the target</b>	For the September 2022 Quarter, eight mana whenua hui have been held. Two hui were held in July, three hui were held in both August and September 2022.

Collaborating with funders, partners, stakeholders and communities						
Elected Member perception measures	Governing Body members satisfied with engagement with AT	61.0%	Not yet reported this financial year	TBC (Maintain and/or improve)	<b>Not yet reported this financial year</b>	<p>The elected member perception SOI measure is measured across four different components.</p> <p>In 2021/22:</p> <ul style="list-style-type: none"> <li>61% of Governing Body members were satisfied or very satisfied with engagement with AT.</li> <li>46% of Governing Body members were satisfied or very satisfied with the quality of advice provided by AT.</li> <li>47% of Local Board members were satisfied or very satisfied with engagement with AT.</li> <li>39% of Local Board members were satisfied or very satisfied with their ability to influence AT projects and decisions relevant to their areas.</li> </ul>
	Governing Body members satisfied with the quality of advice provided by AT	46.0%	Not yet reported this financial year			
	Local board members satisfied with engagement with AT	47.0%	Not yet reported this financial year			
	Local board members satisfied with their ability to influence AT projects and decisions relevant to their areas	39.0%	Not yet reported this financial year			
Our operating model is adaptive, financially sustainable and delivers value						
The percentage of the total public transport operating cost recovered through fares *	June 2022: 15.9%	12 months to September 2022: 14.8%	30.0 - 34.0%	<b>Not on track to meet the target</b>	The farebox ratio for the 12 months to September 2022 was 14.8%, compared with 43.06% in September 2019.	
Percentage of road assets in acceptable condition (as defined by Auckland Transport's Asset Management Plans) *	FY 2021/22: 94.6%	Not yet reported this financial year	92.0%	<b>Not yet reported this financial year</b>	This measure is reported at the end of the financial year. For 2021/22, the percentage of road assets in acceptable condition is 94.6%.	
Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads *	FY 2021/22: Rural: 92.0%	Not yet reported this financial year	Rural 88.0%	<b>Not yet reported this financial year</b>	These measures are reported at the end of the financial year.	
	FY 2021/22: Urban: 84.0%	Not yet reported this financial year	Urban 78.0%			
Percentage of footpaths in acceptable condition (as defined by Auckland Transport's Asset Management Plans) *	FY 2021/22: 96.2%	Not yet reported this financial year	95.0%	<b>Not yet reported this financial year</b>	This measure is reported at the end of the financial year. For 2021/22, the percentage of footpaths in acceptable condition was 96.2%.	