

Auckland Transport

Quarter 3 Performance Report

For the period ending 31 March 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) Q3 summary

Highlights, issues & risks for the quarter

Highlights:

- Tranche 1 of the speed limit changes implemented in June 2020 has resulted in reduced deaths and serious injuries in the 18 months since its introduction, with reductions of more than 25% in all injury crashes and 47% in fatalities. Rural roads have seen the greatest benefit with reductions of 71% in fatalities and 25% in serious injuries.
- Eastern Busway 1 (EB1), the first section of busway along the north side of Lagoon Drive and Pakuranga Road is now operational and we are seeing a growing patronage for the dedicated cycling facility.
- 2.3 kms Tamaki Drive cycleway completed in January 2022. Good progress is being made on the accelerated pop-up programme and remaining Urban Cycleway Programme (UCP) projects.
- 23 new and improved crossing facilities (Safety Pedestrian Programme) completed in 2021/22, eight more than were planned this financial year.
- Four new footpaths have been constructed: Hibiscus Coast Highway, Ōrewa; Maire Road, Ōrewa; Maire Road, Ōrewa; Third View Avenue, Beachlands and Ramarama School footpath.
- The introduction of 50% fares for the fourth quarter is anticipated to aid an accelerated return of public transport (PT) patronage.

Issues/Risks:

- 126 deaths and serious injuries on the local road network in January to March 2022. Reducing deaths and serious injuries remains a key area of focus.
- The impact of the COVID-19 pandemic (COVID -19) Omicron variant stalled growth seen in December and early January and substantially reduced patronage from February through to March.
- AT's full year operating result may be around \$40 million adverse to budget primarily due to the ongoing impacts of COVID-19 on PT patronage. The continuing COVID-19 impact on patronage will likely also have a flow on impact into the next financial year (2022/23).
- As a result of COVID-19, AT is expecting to deliver a capital programme of circa \$650 million, reflecting a natural slowdown in capital activity and delays to starting new projects largely due to planning related delays, cost escalations and supply chain constraints. AT is closely monitoring the emerging operating landscape and proactively working on mitigation action where possible.
- Inflation is expected to impact both AT's operating costs and capital programme in the next financial year (2022/23).
- COVID-19 resulted in a 25% reduction in the asset renewals budget for 2020/21, as a result service level targets for footpaths and road pavements in acceptable condition were reduced to 90%.
- The combination of the above issues will require careful stakeholder management, particularly with regards to managing expectations around the slowdown in delivery.

Financials (\$million)	YTD actual	YTD budget	Actual vs Budget
Capital delivery	422	541	↓ (119)
Operating revenue	696	788	↓ (92)
Operating expenditure	1,014	1,094	↓ 80
Net operating	(318)	(306)	↑ (12)
WK capital co-investment	185	275	↓ (189)

Financial Commentary

- **Capital delivery:** Programmes and projects across the board are behind planned spend mainly driven by a COVID-19 related slowdown.
- **Operating revenue:** \$92 million lower than budget mainly due to lower than expected PT income and parking and enforcement revenue as a result of COVID-19 restrictions.
- **Operating expenditure:** \$80 million lower than budget mainly due to lower PT contract cost, contractor maintenance, unplanned facilities maintenance, AT delivered events and training, and advertising costs.
- **Net operating deficit** is \$12 million unfavourable to budget mainly due to the impact of COVID-19 restrictions on revenue.
- **Waka Kotahi co-investment** is \$102 million lower than budget mainly due to the lower capital spend due to the COVID-19 Alert Level 4 lockdown. 44% of the capital programme was funded by Waka Kotahi co-investment, with full year funding expected to be lower than the 50% budget assumption.

Key performance indicators	Previous Quarter	FY 22 Quarter 3		Status	Commentary
		YTD Actual	FY Target		
Total annual public transport boardings	12 months to December 2021: 50.42 million	12 months to March 2022: 45.77 million	82.00 million	Not on track	Due to ongoing COVID-19 restrictions and disruptions related to KiwiRail track maintenance, total PT patronage is not on track to meet the SOI target. This measure is 40.8% under the trajectory to meet the full year target. We expect an increase in PT patronage due to half price fares from April – June 2022.
Boardings on the Rapid and Frequent Network (RFN)	12 months to December 2021: Decreased at a slower rate than total boardings (-17.7% on the RFN vs. -17.9% for total boardings)	12 months to March 2022: Decreased at a slower rate than total boardings (-11.8% on the RFN vs. -14.7% for total boardings)	Increase faster than total boardings	Not on track	Rapid and Frequent boardings are decreasing slower than total PT boardings, however both have decreased by over 10.0%, likely due to increased working from home by City Centre workers, an area largely serviced by Rapid and Frequent services as well as on-going COVID-19 restrictions. This has been exacerbated by disruptions on the rail network.
Number of cycle movements past selected count sites	12 months to December 2021: 3.24 million	12 months to March 2022: 3.09 million	3.67 million	Not on track	Cycle movements past selected count sites decreased by 11% on the previous year and are 26% below the monthly target reflecting the impact of COVID-19 restrictions and increased working from home. Cycle counters are principally located in the city centre.
The change from the previous year in the number of deaths and serious injuries on the local road network, expressed as a number *	January to December 2020: 454 DSI	January to December 2021: 515 DSI (Increased by 61 compared to previous year)	DSI increase by no more than 70 (compared to the previous year) to 524	Target Met	Final DSI for the period January to December 2021 was 515, compared to a target reduction of 524 or fewer. For the 12 months to the end of December 2021, local road deaths and serious injuries (DSIs) increased by 61 to 515. Local road deaths have increased from 33 in 2020 to 50 in 2021 and local road serious injuries increased from 421 in 2020 to 465 in 2021.

Strategic focus area – Making Auckland’s transport system safe

Key commentary

Highlights

- Tranche 1 of the speed limit changes implemented in June 2020 has reduced deaths and serious injuries in the first 18 months, with reductions of more than 25% in all injury crashes and 47% in fatalities. Rural roads have seen the greatest benefit with reductions of 71% in fatalities and 25% in serious injuries.
- In March, the AT Board approved reduced speed limits for 804 roads (8% of the AT road network) with changes planned for June and July 2022 as part of Tranche 2A.
- Consultation underway for phase 3 (Tranche 2B) speed limit changes on 1,646 roads assessed as needing safe and appropriate speed limits changes. Consultation closes on 3 April.
- Pedestrian safety improvements has exceeded the target of 15 pedestrian crossings by 50%.

Risks

- COVID-19 continues to provide a delivery risk to the safety programme both in terms of resources and materials due to inflationary pressures and broader supply chain constraints. Current estimates are suggesting a 10-20% reduction in programme delivery but are being closely monitored. AT is closely monitoring the emerging operating landscape and proactively working on mitigation action where relevant.

Strategic context

Addressing local road deaths and serious injuries to achieve our Vision Zero goal through delivering a comprehensive programme of safety improvements and safe speeds and leading the Tāmaki Makaurau Road Safety Partnership in a collaborative approach. AT continues to develop our advocacy plan focusing on increasing our influence on key policy and regulatory changes to support our Vision Zero strategy.

Key	Status	Description	Outlook
High Risk Roads and Intersections Programme	On track	Deliver safety improvements to priority locations across the network including: <ul style="list-style-type: none"> • 7 high risk roads and intersection safety improvements constructed in 2021/22. • 18 high risk intersections (investigation and design only) over the next 3 years. • 30 high risk locations, including bend and corridor treatments (investigation and design only) over the next 3 years. 	<ul style="list-style-type: none"> • All seven projects are on track to be completed by the end of the financial year. Already completed six projects include intersection improvements at Royal Oak roundabout; Norman Spencer Drive/Cavendish Drive, Papatoetoe; Wiri Station Road/Plunket Avenue, Manukau; Titirangi Road/Croydon Road, New Lynn; Burundi Road/Roscommon Road, Clendon Park; Takanini School Road/Manuroa Road, Takanini. • All 18 high risk intersections are scheduled to be investigated and designed. • All 30 bend and corridor treatments are still planned to be investigated and designed.
Safe Speeds Programme	On track	Investigate, consult and approve for delivery Tranche 2 of the programme. <ul style="list-style-type: none"> • Complete safety improvements in St Heliers town centre and commence Mission Bay town centre improvements (subject to consultation closeout). • Confirm preferred approach for Hobson Street, Nelson Street and Fanshawe Street infrastructure improvements and commence site work. • Based upon monitoring of Tranche 1 speed limit changes, commence any further engineering, education or targeted enforcement required to achieve safe speeds on these roads. 	<ul style="list-style-type: none"> • The AT Board approved the Speed Limits Amendment Bylaw 2022 on 31 March. This approved changes previously consulted as Tranche 2A. • Phase 3 (Tranche 2B) is currently in consultation and is due to close consultation on 3 April. • St Heliers town centre improvements are now complete and Mission Bay implementation is underway. • Hobson Street, Nelson Street and Fanshawe Street community working group has met and development of solutions is underway. • Post-monitoring for Tranche 1 is ongoing, with some additional rural road signage identified as required in response to community feedback. This is in the process of being installed.
Red Light Camera Programme	Complete	7 red light safety cameras to be delivered in 2021/22, completing the first programme of 42 cameras in agreement with NZ Police.	<ul style="list-style-type: none"> • The 7 red light cameras programmed for delivery in 2021/22 were accelerated and delivered in 2020/21. All 42 cameras have now been delivered as per the agreement with NZ Police.
Pedestrian Programme	Exceeded	Deliver new and improved crossing facilities across Auckland with 15 crossing facilities upgraded and constructed in 2021/22.	<ul style="list-style-type: none"> • There have been 23 new and improved crossing facilities completed in 2021/22, eight more than were planned this financial year.
Community Safety Fund	Delays	Complete the delivery of 40 remaining Community Safety Fund projects. Subject to RLTP funding, projects progressed with Local Boards will be delivered to provide improved safety for communities as identified by Local Boards.	<ul style="list-style-type: none"> • 34 of the 40 Community Safety Fund projects are on track for delivery this financial year. The majority of these projects are primarily focussed on pedestrian improvements in the region. As expected, COVID-19 has impacted construction, and as a result five of the projects will complete construction next year instead.
Road safety behaviour change	At risk	<ul style="list-style-type: none"> • Deliver road safety behaviour change programmes across high-risk road safety themes and communities to support a reduction in DSI. 	<ul style="list-style-type: none"> • Continued support for communications regarding the rollout of the Speed Management programme for the second tranche of the speed reduction roll out. • The Te Ara Haepapa Team have delivered 26 Hapori Maori Community Based Interventions, 0 Checkpoints, 2 Events as well as 1 Ara Haerenga activations in kura. Events and checkpoints were impacted by COVID-19 restrictions. • Road Safety programme initiatives delivered (impacted by COVID-19): 44 initiatives consisting of 18 community-based interventions, 16 online events, 0 checkpoints and 3 marketing campaigns (alcohol and motorcycles).
School Safety	At risk	<ul style="list-style-type: none"> • Continue rolling out the Active Travelwise schools programme to increase road safety awareness, active travel and PT use by school students. • Deliver initiatives (campaigns) that lower speed around schools and improve safety for walking/cycling to school. 	<p>Travelwise Activities including rural school and innovating street activities:</p> <ul style="list-style-type: none"> • 46 Cycling activities and 5 scootering activities. • 29 Speed-related activities including Back to School and Slow Down Around School activities. • 234 active mode and road safety activities in schools during the months of Jan - March. • 19 Walking School Bus (WSB) events. 243 active WSBs across the region (note: many of these have stopped due to the high number of COVID-19 cases and will be looking to restart once the case numbers dip further).

Strategic focus area – Excellent customer experiences

Key commentary

Highlights

- Te reo Māori continues to be implemented across the network, with bilingual audio announcements being introduced on buses and bilingual signage being installed as part of all new infrastructure projects.
- Implementation of the government-led Community Connect initiative, offering a 50% discount to Community Services cardholders is on track for launch in Q1 2022/23 (subject to confirmation of funding).
- We continue to support growth in active modes with new wayfinding designs planned across 14 Urban Cycleway projects, including innovative ground marking and highly visible 5m beacons at path entrances; incorporating cycling within AT Mobile multi-modal journey planning.
- The programme to drive an increased use of digital self-service continues to roll out new functionality, with better support for customers to find information to manage their HOP card and HOP transactions and better targeted AT Mobile notifications, which now have a customer 'usefulness rating' of 92%.

Strategic

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
Enhance our capability, quality, and responsiveness to customers across our assisted and digital customer service channels	On track	Deliver responsive customer service experience	<ul style="list-style-type: none"> • The Contact Centre received 40,416 calls. 81% of these calls were answered within 20 seconds and 74% of customers rated their interaction with our contact centre team as either 4, or 5 out of 5. We also responded to 18,646 web/written queries and 1,080 social media requests for service. • We completed operationalising improvements to our customer complaints programme. Whilst complaints account for less than 0.1% of total customer interaction volume through all our channels (approximately 1,500 per year), the introduction of better insights will provide further opportunity to improve products, services and experiences with AT. These improvements also fulfil and complete the recommendations in the Council Controlled Organisations (CCOs) review. 84% of Formal Complaints were resolved within 20 working days (80% SOI target) and 0.47% of cases raised resulted in a formal complaint (0.75% SOI target). The average resolution time for formal complaints was 15 working days. • We met 100% of our statutory requirements under the Local Government Official Information and Meetings Act (LGOIMA) with an average resolution time for cases of 11 working days. For sensitive cases this was 6 working days. • AT raised 53,385 cases in response to queries from the public, elected members, and other stakeholders, a 35% increase from the previous quarter. On average, these cases were resolved in 16 calendar days. • The number of cases raised by elected members increased 13% from the previous quarter (from 451 to 510) with an average resolution time of 34 days (skewed by requirement for engineering assessments). For cases not requiring engineering assessment it is 10 working days. • The number of active users for AT Mobile continues to grow, with ~200,000 active users per month. On-going improvements to the app's features and capability has seen app store ratings increase to 4.5 out of 5. A focus area has been to provide more targeted notifications to customers, with our notification usefulness score now hitting 92%. • The website has over 400,000 monthly users collectively making ~650,000 visits a month. March had 677,000 visits, the highest since the August COVID lockdown.
Community Safety Initiatives	On track	Improving road safety in the community, with schools and students to support modal shift.	<ul style="list-style-type: none"> • Community Engagement surrounding the close out of Innovating Streets projects across various schools has caused for a busy quarter collecting face to face feedback, surveys and analysing data to provide final recommendations through to the path to permanence team for implementation. • Safe Speeds Projects tranche 2A outcome information has been delivered to Kura and Schools across the region. Tranche 2B Community Engagement was undertaken on Aotea by Community Transport face to face through pop up sessions, marae and school visits with parents. • Te Ara Heapapa continue to provide guidance and support to successfully engage with Māori School Communities, delivering 314 Community Activations, Events and Educational Workshops Te Ara Haepapa had a total of a total of 593 engagements across Auckland. • Despite Covid related challenges Community Transport delivered 127 events, educational workshops and promotions online and in schools related to Travelwise, Bike Month, Young Drivers, Cycling, Rural Schools and Speed with approx. 6598 participants (primarily across schools).
New Customer Experience Enhancements	On track	Providing innovative and customer-centred service enhancements	<ul style="list-style-type: none"> • We continue to improve the digital customer experience, making it easier and simpler for customers to find the information they are looking for and complete tasks themselves.

Strategic focus area – Better travel choices for Aucklanders

Key commentary

Highlights

- Patronage growth has been severely impacted by COVID-19 and KiwiRail track maintenance activity.
 - Bus services – patronage has dropped -15.1% (12 months to March 2022).
 - Train services – patronage has dropped -12.4% (12 months to March 2022).
 - Ferry services – patronage has dropped -15.4% (12 months to March 2022).
 - Rapid and Frequent services – decreased by -11.8% (12 months to March 2022).
- The easing of COVID-19 restrictions in early December when vaccination rates reached 90%, saw patronage grow to approximately 50% (in comparison to pre-COVID December 2019) by mid-December. The impact of the COVID-19 Omicron variant stalled growth seen in December and early January and substantially reduced patronage from February through to March.
- Network recast commenced to ensure fit-for-purpose network and services levels, improving services and network to meet new travel behaviours, reducing capacity at peak while increasing capacity off-peak to create an improved 20/7 network. This will support the response to changing travel behaviours, as well as improve working conditions for bus drivers by reducing split shifts.
- The introduction of 50% fares for the fourth quarter is anticipated to aid an accelerated return of PT patronage.

Risks

- Ongoing, new and fluctuating COVID-19 restrictions mean patronage and fare revenue does not match budget, and patronage recovery is more difficult and prolonged.
- COVID-19 temporarily alleviated the ongoing issue with driver retentions; however this has escalated again due to low wages, closed borders 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 develop base terms and conditions which will ultimately support development of an industry Fair Pay Agreement.

Strategic

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 programme	Status	Description	Outlook
Drive Modal Shift	On track	Promote and encourage active and PT modes of travel – walking, cycling, and scootering	<ul style="list-style-type: none"> • Further enhancements made to the AT Mobile app and Journey Planner tool to make it easier for customers to navigate our transport network. • Improved transfer experience for customers at the Panmure Interchange (gateway for Eastern Busway) with better linking between buses and trains. In line with AT's commitment for te reo Māori to be seen, heard, spoken, and learned across the transport network, this wayfinding upgrade incorporated bilingual signage as part of the mahi. • Significant advancements made in wayfinding designs for cycleways and shared paths, including innovative ground marking, including highly visible 5m beacons at path entrances in high profile locations to boost the awareness of cycling as an option. • Launched bilingual audio announcements on buses to help people, especially blind and low vision customers, navigate more easily by providing information about upcoming stops and transfer locations with a progressive roll out region wide over the next 12-18 months. . • The Mangere West Cycling Improvements project team completed four collaborative forums to capture insights from those with lived experiences in the area. • Eke Panuku invited AT to kick off a programme of works that will realise the vision of the City Centre Masterplan. Two parallel design sprints will conclude in April focusing on two of the workstreams Design and Placemaking and Comms and Engagement. There are c. 30 representatives from 5 CCO agencies attending these sprints. • Many active mode/sustainable mobility events and activations not delivered due to COVID-19 restrictions, however, a re-launch of public engagement events and cycle skills training commenced February. A bike lock amnesty is running through community bike hubs to reduce bike thefts and increase the use of good quality bike locks. Through a partnership with Bike Auckland to deliver capacity building support to community cycling groups through their Bike Burbs programme, 5 new Bike Burbs have opened.
Bus Priority	On track	New and extended hours of bus priority on key corridors to improve customer journey times	<ul style="list-style-type: none"> • 2.4 km Te Atatu Road South: public consultation closed with over 400 responses received. • 800m Te Atatu Road North: we are carrying out additional modelling to understand the project benefit as well as potential impact to the network. This is expected to be closed out this financial year. The team will carry out public consultation after that, subject to approval from ELT. • 700m East Coast Road, Sunnynook: designs approved, construction planned to start in May 2022. • 450m Raleigh Road, Northcote: designs approved, construction planned to start in May 2022. • 400m T2 lane Sunnybrae Road, Hillcrest: Construction underway and will be completed by June 2022.

Double decker (DD) mitigation works – Phase 2	Partially delayed	Mitigating works on key corridors for double decker implementation increasing PT capacity – corridor clearance, GIS mapping of compliant routes, ongoing corridor maintenance	<ul style="list-style-type: none"> Continuing clearance of diversion routes paths. There are 12 routes. A decision on formal route path for Auckland Light Rail (ALR) will provide more clarity on diversion routes clearance. ALR will also have an impact on new routes with double deckers becoming available e.g., Moving DDs from current route to new route. Working through the business case for new routes. There are currently 5 routes being considered. Working through identified safety issues and canopy cutbacks on diversion routes. Double decker clearance to Eden Park completed to support large events.
Rail pedestrian gating works	Partially delayed	Pedestrian level crossing gating across the rail corridor improving pedestrian safety.	<ul style="list-style-type: none"> Phase 4A – retrofit of magnetic locks at five existing automatic gates: funding confirmed for 2021/22. (Ranui – Completed). Phase 4B – detailed designs and KiwiRail approval progressing for nine crossings: design funding confirmed for 2021/22 and construction funding confirmed for 2022/23. Phase 5 – concept designs for ten crossings being developed with KiwiRail: design funding confirmed for 2021/22.
New network implementation Waiheke	On track	Infrastructure enablement and operator implementation	<ul style="list-style-type: none"> We have 33 sites in 3 packages across Waiheke Island in progress. 14 sites are in Construction stage. 18 sites are in the Design stage . 1 site is in discussion with the Landowner to agree detailed design.
Train station ticket gating	Partially delayed	Installation of ticket gating at Middlemore, Papakura and Parnell	<ul style="list-style-type: none"> Middlemore station gating design is complete – west side completed and in commissioning phase. Waiting on KiwiRail 3rd main works. Papakura Station and Parnell Stations completed. Panmure Station - Progressing detailed designs and procurement of ticket gates (planned completion 2023).
Value for Money reviews	On track	Metro instigated a number of service frequency changes under the 'Value for Money' process. This process is stipulated by the Regional PT Plan	<ul style="list-style-type: none"> Run time reviews are ongoing and service enhancements that are not specific for infrastructure enablement have been limited with the COVID-19 resurgence and the requirement to be fiscally cautious due to funding constraints.
Minor Cycling (Pop Up Protection) Programme	On track	Upgrading existing painted infrastructure on the Cycle and Micro-mobility Strategic Network to separated facilities using a quick delivery approach. Programme will focus on an adaptive approach to complement existing/proposed cycle infrastructure/programmes and operational challenges on the Strategic Network.	<ul style="list-style-type: none"> The focus of the remaining 2021/22 financial year is the delivery of protection to separate existing on-road painted cycleways. Construction on Upper Harbour Drive, the first 4 kilometres of separated cycle lanes, began in March and will be completed in the next quarter. Consultation is underway for the next phase of delivery, with 17 sites to be delivered before the end of the financial year. The delivery of 35 bike stands in priority destinations is scheduled before the end of June along with additional scooter stands.
Cycling campaigns and training	On track	<ul style="list-style-type: none"> Deliver events, trainings, campaigns and activities that promote cycling and cycle safety. Deliver cycle skills training to school students. 	<ul style="list-style-type: none"> Attendance rates are low at schools due to Covid, but, 773 students received Grade 1 training (basic riding and safety skills), and 221 students received Grade 2 training (on road cycle safety). (YTD 2,075 students have received Grade 1, and 429 students have received Grade 2). 1 school was able to open their Bikes in Schools (BiS) track this quarter taking the total to 30,382 school students with access to a BiS track, and 67 teachers from 3 schools received teacher training this quarter. (YTD total of 66 BiS schools and 112 teachers receiving teacher training). Adult Bike Skills courses commenced again and 36 courses with 329 participants were delivered. (YTD 61 courses, 617 participants). Kids Learn to Ride also started back up, and 7 courses were delivered to 282 participants. (YTD 13 courses. 782 participants). 66 participants have taken part on a City Centre E-Bike Guided Ride. 16 community events, 1 regional event and 31 pitstops were delivered this quarter. (YTD 18 community events, 1 regional event, 35 pitstops). Supported Eco-Matters to run three bike hubs. 1,781 visitors, 730 bikes were fixed and made safe for riding, and 94 bikes distributed. Supported Bike Auckland to coordinate and grow the Bike Burbs. This quarter 1 new Bike Burb was established, and the membership to Bike Auckland grew by 774 members to a total of 15,282 members. The Aotearoa Bike Challenge ran in February with over 9300 riders signed up, riding over 1 million kilometres and saving 47,000 kg of CO₂ during the month. Social media generated a huge response with 16,000 page views and 3,000 signs up from digital advertisements.

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 a growing patronage for the dedicated cycling facility.
- Cycleway delivery continues; Tamaki Drive separated cycleway completed in January and good progress being made on the accelerated pop-up programme and remaining UCP projects.

Risks

- Progress has been disrupted on the construction of the Matakana Link Road, investigation into damage caused by the 21 March storm event is underway. The construction team is still confident that the Matakana Link Road will still be completed prior to the opening of Waka Kotahi's Puhoi to Warkworth motorway.
- Further disruption/delays to physical works due to ongoing COVID-19 restrictions and isolation rules hampering resource supply, manufacturing, and material supply, resulting in cost escalation.

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)	Delayed	EB1 contains 3.2km of dedicated busway, cycling and walking and roading improvements. The EB1 contract also contains significant Heritage and Mana Whenua project work for the Swing Bridge viewing platform and Mokoia Pa Park. Both were delayed over the last year but are now being progressed .	The EB1 busway is now operational and final defect correction work is ongoing. Patronage on buses from Panmure to Pakuranga since opening has been impacted by COVID-19, however journey times have seen significant improvements since opening (approximately 1-2minutes quicker per journey on average). It is expected that final planting remediation will be complete in May 2022. Work on the Mokoia Pa Park and Swing Bridge projects are continuing and will be complete late 2022/early 2023.
Eastern Busway 2, 3 & 4: Pakuranga to Botany Busway and Flyover	On track	The Pakuranga to Botany stage of the AMETI Eastern Busway including the Reeves Road Flyover and Botany Interchange.	Following public and landowner consultation, a recommendation to initiate a Public Works Act (PWA) process for the properties impacted by the design for Stage 2 and the Stage 3 residential section was approved at the February AT board meeting. Notices to purchase properties in the Stage 2 and Stage 3 residential section have been sent to affected property owners. Following community feedback on the Stage 3 commercial section and the busway alignment through the Burswood community, additional analysis was completed of the alignment options and preferred option selection process. A final decision on the alignment option for the Stage 3 commercial section and commencing the PWA will be sought at a future AT Board meeting with consideration of the outcomes of further Local Board and community engagement in March and April 2022. Alliance and Independent estimator's prices for the first stage Target Outturn Cost (TOC) were exchanged and the price reconciliation process commenced at the end of February, the outcome of the reconciliation process will be known early to mid-April 2022. Ongoing collaboration with Watercare and Healthy Waters on key utility emerging risks/opportunities (including upgrades of strategic services). Approval of the first stage TOC and authority to commence the delivery phase of the Alliance is targeted for May 2022, subject to confirmation of funding.
Matakana Link Road (MLR)	Delayed	New road infrastructure to support the Waka Kotahi Puhoi to Warkworth SH1 redevelopment.	Bridge and road construction continues. A storm event on 21 March has resulted in significant damage to the road works already completed. The impact of this is being assessed but will result in an insurance claim and potentially significant delays. The forecast for completion was the end of August 2022 prior to this event which was 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.
New cycleways	On track	Complete 12.8km of new and upgraded cycleways as part of the 3 year rolling (2021/22 to 2023/24 financial year) SOI target of 44.1km. SOI target includes kilometres of safe cycleway added or upgraded that is located on Cycle & Micro-mobility Strategic Network.	<ul style="list-style-type: none"> • We are on track to meet the annual target which includes new and upgraded cycleways. • Minor cycling programme is on track to deliver 20kms of upgraded cycleways by the end of the financial year. • Tamaki Drive completed in January 2022 (2.3kms). • Work continues in earnest on the completion of New Lynn to Avondale (2.9km) which is now scheduled for completion in mid May 2022. There is approximately 4 weeks delay to the programme due to COVID-19 and Supply Chain issues. • Remaining UCP projects have completed consultation in early 2022 and are finalising detailed design ahead of construction in mid/late 2022. • Construction is due to start on GI to Tamaki Stage 4a & 4c in May 2022. Section 4b is due to be lodged for resource consents in April 2022. • Construction is due to begin on Links to GI (Taniwha Street) cycleway in May 2022 and is due to be complete in November 2022.
Walking and footpaths Programme	On track	Deliver new and improved footpaths: <ul style="list-style-type: none"> • Revision of new footpaths prioritisation criteria completed in 2021/22 and full footpath request list reprioritised. • 12 new footpaths will be upgraded and/or constructed across the region in 2021/22-2023/24, including the North- Western Dual Path. 	<ul style="list-style-type: none"> • Initial reprioritisation of the new footpath request list has been completed. Engagement on this programme with local boards will occur in the next quarter. • Four new footpaths have been constructed: Hibiscus Coast Highway, Ōrewa; Maire Road, Ōrewa; Maire Road, Ōrewa; Third View Avenue, Beachlands and Ramarama School footpath. Muriwai Road, Waimauku, footpath is currently under construction and a further six footpaths are in the consultation phase for delivery this year. • The North-Western Dual Path is under construction and has been delayed as a result of COVID-19, with a revised completion date at the end of the financial year.

Strategic focus area – Enabling and supporting growth

Key commentary

Highlights

- AT and Auckland Council (AC) have applied for Infrastructure Acceleration Funding for the Carrington Road projects. Due to be announced in April/May 2022.
- AT, Waka Kotahi and KiwiRail are working collaboratively on the NZ Upgrade Programme (NZUP) Mill Road reallocation of funding. Ministers' announcement due June / July 2022.
- Collaboratively working with AC family on funding and financing requirements for Drury based on proactive opportunity via Supporting Growth Programme, highlighting network requirements and costs.
- Public Consultation complete for the Connected Communities New North Rd corridor business case - shortlist of 3 approaches.

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 Rail Link	AT elements On Track	<ul style="list-style-type: none"> • Ensure the CRL assets are fit for purpose • Support the efficient CRL delivery • Ensure AT readiness for Day 1 CRL opening • Minimise the disruption of CRL construction 	<ul style="list-style-type: none"> • Successful reopening of Wellesley Street with improved travel times and 10-20% increase in patronage on buses since reopening. • Britomart CPO opened to the public. Installed enhanced customer communication to inform passengers of ongoing/future disruption. • Agreed the Concept of operation and Concept of maintenance with KiwiRail and Link Alliance setting out the high-level processes and roles and responsibilities for the future operation of the Railway.
City Centre Bus Plan (CCBP)	Partially delayed	<ul style="list-style-type: none"> • Progress plans to convert Customs and Wellesley Streets into a transit mall. • Identify Downtown East and Wynyard Quarter Bus facility site. 	<ul style="list-style-type: none"> • Indicative Business Case (IBC) is underway but delivery will be delayed to late 2022 due to resource constraints. • Wellesley Street proposals have been consulted on and set for delivery by 2024. • Preferred site identified for Wynyard Quarter bus facility. • Learning Quarter and Downtown East facilities will be identified through CCBP IBC process.
Access for Everyone (A4E)	On track	<ul style="list-style-type: none"> • Commencement of A4E business case and Queen Street pilot. 	<ul style="list-style-type: none"> • A4E Programme Business Case approved by AT Board in February 2022. Seeking Waka Kotahi and Planning Committee approvals. • Recruitment underway for several key A4E roles, including a new 'Head of A4E' to lead the programme, and communications support. • Establishment of A4E workstreams underway, such as a city centre-wide Comprehensive Parking Management Plan, Kerb Zone Management Framework, and Servicing and Loading Plan, to better achieve A4E outcomes.
Future/Existing Urban Growth Areas	On track	<ul style="list-style-type: none"> • Through Supporting Growth Alliance continue working with Waka Kotahi, AC, KiwiRail to progress route protection for important future strategic transport networks. • Work with Crown Infrastructure Partners and other agencies to accelerate delivery of transport projects in Wainui. • Continue working with Kainga Ora, AC and Crown to progress infrastructure planning and development sequencing for existing urban areas experiencing significant development. 	<ul style="list-style-type: none"> • Drawdown of the Housing Infrastructure Fund for Redhills and North-West Business Case approved by AT's Board. • Drury Arterials designation hearing held. Drury West station design being prepared for lodgement. • Major engagement on the North-West, North and Warkworth preferred network/business case. • NZUP – key Ministerial decision expected mid 2022 on allocation of funds for Mill Road and Drury arterials, including delivery agency. • Wainui/Milldale – Wainui Bridge over SH1, Argent Lane and Dairy Flat Highway consented, property being obtained, and construction expected to commence in 2024. • Confirmation of Kainga Ora and AT Large Scale Project Areas business case by Minister of Housing expected in April/May to enable alignment of the forwards work programme.
Parking Programme	Delayed	<ul style="list-style-type: none"> • Complete delivery of at least 2 new residential parking zones. • Transform at least 500 parking spaces into paid parking. • Implement higher tariffs at parking metres (to better reflect the cost to serve of these devices, related to AT Park). • Commence a trial for Park 'N' Ride charging to manage demand and support PT revenue. • Continue installation of CCTV enforcement zones in Special Vehicle Lanes (SVL) to ensure the network operate efficiently. 	<ul style="list-style-type: none"> • Following public consultation, the Kingsland Residential Parking Zone (RPZ) will not proceed. The Herne Bay RPZ is on track. • The conversion of 500 parking spaces to paid parking spaces is on track for delivery. • The trial of charging at Albany and Constellation Drive Park 'N' Ride facilities is not yet in affect as the Parking Strategy Review that links this is still underway. • The SVL delivery schedule for the 2021/22 financial year is delayed. This is due to the shortage of hardware materials globally being experienced from the supplier. Also delays in software due to the COVID-19 pandemic causing staff shortages at the supplier. • Auckland CBD Interim Loading & Servicing plan to include a trial that could best manage Loading & Servicing long term (trial using sensors and cameras for enforcement).
Connected Communities	Delayed	<p>Connected Communities aims to improve safety, productivity and people carrying capacity of the road network by investigating, designing and delivering bus priority, safety and cycling and walking improvements on key arterials.</p>	<ul style="list-style-type: none"> • New North Rd/Symonds St corridor business case: 3 options developed. Completed public consultation planned for April 2022. Results of public engagement and technical work will lead to development of a preferred option in mid-2022. Development of cycle connection routes joining New North Rd to the existing network is being developed with public consultation proposed in mid-2022. • Great North Rd (Newton) upgrade: Preparation of tender process and procurement of construction services to commence in last quarter of 2022. MoU developed with AC heathy waters to incorporate a wastewater stormwater upgrade to minimise disruptions. • A review of the timing of the remaining programme corridors is being undertaken.

Strategic focus area – Improving the resilience and sustainability of transport system

Key commentary

Highlights

- AT is progressing work to develop an infrastructure carbon emissions target. AT is piloting the recently developed Waka Kotahi model on the RLTP projects.
- Work continues on the development of the 2024 Asset Management Plan (AMP), including agreeing interim AMP deliverables with AC as part of the CCO Review Recommendations.
- Monitoring and reporting of AT's Asset Management maturity continues with Waka Kotahi Technical Audit completed in February and the annual independent review to be completed by end of March.
- The procurement strategy for the review of professional services has been endorsed by the Procurement Team with retendering to be staggered throughout the 2022 calendar year.
- AT continues to collaborate closely with AC on the Urban Contaminant Removal Programme for stormwater quality improvements, fish passage improvements, street tree planting and unsealed road management opportunities.
- The Unsealed Road Improvement Framework is complete, and a new prioritised list of improvement sites has been shared with Local Boards, considering a wider range of improvement works such as road widening, safety improvements, pavement strengthening, drainage, surfacing improvements and seal extensions.
- Asset condition inspections have resumed post lockdown and ways to overcome lost time and complete the programme of this year's inspections are being pursued.
- Design Review process and SME squad was launched at the end of September 2021 ensuring that all new AT capital work is reviewed to ensure compliance with the Transport Design Manual and AT/AC objectives. A continuous improvement process for design (similar to the asset management maturity process) is being investigated.

Risks

- COVID-19 resulted in a 25% reduction in the asset renewals budget for 2021/22, as a result service level targets for footpaths and road pavements in acceptable condition were reduced to 90%.
- Asset condition assessments have identified 93 active slip sites across the road network, additional slips have occurred due to recent storm events across the network. Active slip site numbers are actively tracked and have increased inspections and monitoring frequency by structural / geotechnical specialists. There is no dedicated AT RLTP funding for reactive work associated with slips (generally funded as needed as emergency work after the event). As such, active slip sites are prioritised for remediation as budget allows based on the criticality of the road impacted.
- A review is being undertaken on legacy inspections of structural assets spanning 10 years to confirm that previously identified remedial works have been completed or are programmed for action.
- Detailed Seismic Assessment of transport related structures is ongoing. Where 'earthquake prone buildings' are identified the public will be notified in accordance with the Building Act requirements and AC protocols.

Strategic context

Managing the \$22 billion portfolio of transport assets (roads, footpaths, cycleways, streetlights, traffic systems, carparks and PT assets), in alignment with global best practice (ISO 55001 and International Infrastructure Management Manual).

Key programmes	Status	Description	Outlook
Renewal Forward Works Programme (FWP)	On track	Programme of renewals and maintenance works for roading, structures and PT assets.	2021/22 Carriageway asset renewals have all been dispatched and contractors will deliver the programme as capacity allows following lockdowns. Three-year renewal forward works programmes have been prepared for all asset classes, road network, transport structures and PT assets.
Asset Condition Inspections	On track	Condition inspections of roads, structures and PT assets.	Programmed condition inspections and rating of assets have resumed. Work is underway to overcome the lockdown delays with the aim of completing all the condition inspections programmed for the year. A review of the existing asset management professional services contracts is currently underway. Industry Feedback along with AT staff experiences will result in improvements to these contracts starting from 2022.
Unsealed Road Improvement Framework	Operational	Strategy and Programme development of our unsealed roading network.	The Unsealed Road Improvement Framework is being embedded within AT. The initial one-year programme has been communicated with both internal and external stakeholders including affected Local Boards. A further prioritised list has been reviewed and is available on the AT website. The delivery of the Unsealed Road Improvement Programme commenced October. An Unsealed Road Steering Committee has been formed which involves AC (Wai Ora and Environmental teams), Ngati Manuhiri, Department of Conservation and AT.
Asset Management Planning	On Track	Development of AT's 2024 Asset Management Plan (AMP)	Work has commenced on the development of the 2024 AMP with a key focus on addressing AT's asset data quality as well as key metrics (including peer benchmarks) to be used to support the programme and improving the asset-needs evidence base required by Waka Kotahi. Interim AMP deliverables have been agreed with AC as part of the CCO Review Recommendations. Filling vacancies appears to be a growing issue.
Asset Management Maturity Assessment	On Track	Uplifting AT's Asset Management maturity toward ISO 55000	Independent review of AT's Asset Management maturity on target to be completed end of March. The review will follow best practice, International Infrastructure Management guidelines. In the interim the Asset Management team will continue to monitor and report improvements.
Design Review Panel (DRP)	On track	Streamline Design Review process to ensure assets meet Transport Design Manual standards.	DRP is now fully operational and currently reviewing most projects currently in feasibility and design stages as many of the programmes for delivery are in flight already. Design review of programmes will occur when the new programmes are released. DRP to focus on efficiencies and time savings for the rest of the year to improve throughput and consistency.
Transport Chapter for AC Code of Practice	Delayed	Implementation of the Transport Design Manual into the AC Code of Practice for Land Subdivision	AC EITS have the final draft version and AT is waiting to hear whether the various AC departments have agreed this draft following feedback and changes by AT. If no issues, then likely mid-April release to the development industry.
Environment	On track	Environment Action Plan goes to AT Board Dec 2021.	AT is progressing work to develop an infrastructure carbon emissions target using the recently developed Waka Kotahi model. The results will be publicly shared with other Road Controlling Authorities to support emissions reduction planning across the transport network. AT facilities are currently being investigated for additional living shelter opportunities.

Climate Change

AT's Greenhouse Gas (GHG) Emissions Performance

In the October-December 2021 quarter, greenhouse gas emissions from AT's operations and assets continued to decline. COVID-19 drove the decline through reduced corporate emissions and reduced train services. AT's operations and assets include parking and PT facilities, street and traffic lights, trains, and corporate activities (e.g., office buildings and staff travel). AT is on track to meet its reduction target of halving its 2018 emissions by 2030.

Transport Emissions Reduction Plan (TERP)

AT continues to support the AC-led Transport Emissions Reduction Plan (TERP). In December 2021, the AC Environment & Climate Change Committee directed AT and AC to investigate seven "early actions" related to the TERP for early delivery; these were presented to the TERP Reference Group on 4 April.

Alongside this TERP work, AT is re-calculating its emissions forecasts to 2031 to better understand future emissions. The most recent forecasts are over 12 months ago (for the RLTP); the re-calculation will incorporate any new trends (e.g. COVID-19 impact) and changes in government policy.

Supporting Electric Vehicles Action Plan and Business Case

AT is developing its first electric vehicle (EV) action plan and business case to support the accelerated uptake of electric vehicles. The EV action plan is anticipated to be completed in mid-2022 and reviewed annually to keep pace with rapid changes in technology and Government policy. The business case, once approved, will access investment allocated in the 2021 Regional Land Transport Plan.

Impacts of Climate Change

AT is working with AC to develop climate change adaptation plans for specific, high-risk areas identified by AC (Healthy Waters). Meanwhile, work continues to incorporate the physical risks from climate change into policies and processes. This work supports the Council-family approach to climate change risk and disclosure.

Programme Development

In late 2021, AT finalised its sustainability vision, goals, and targets; a programme management framework is being scoped to support delivery.

CCO review implementation

Context

The key recommendations from the review specific to AT were that the organisation should focus on:

- Improving collaboration with AC on transport strategy and bylaws; and
- Improving the way it consults and implements small projects.

Work with AC and CCO colleagues has:

- Determined a prioritisation framework for recommendations to ensure a consistent approach; and
- Identified which recommendations AT will lead on behalf of AC and the CCO group.

A fortnightly meeting of the CCO CEs has been established for the specific purpose of discussing delivery on the recommendations. Senior executives have been appointed from AT, Panuku, Watercare and AC to lead the specific programme of work at their respective organisations.

Q3 implementation progress

Further progress has been made across the majority of recommendations being led by AT. Of note:

- Recommendation 5 (bylaws): a framework that delineates roles has been socialised and tested with examples, with option for teams to apply the thinking to projects about to commence. There has been a delay in implementation of this recommendation with an update on completion timeframes expected in March 2022. This recommendation is rated as amber.
- Recommendation 6 (small projects): one of the opportunities for speeding up delivery of minor capital works and managing the effect on customers is in temporary traffic management on construction sites. Design workshops were completed in February 2022 and the results are being compiled.
- Recommendation 7 (funding): to simplify the transport funding process Waka Kotahi has approved an increase in AT's delegated funding to \$15 million. The Waka Kotahi Board has also indicated that it supports the proposal for programme-based funding approvals and work is underway as part of business as usual within AT on the details of work suitable for programme-based funding approvals. A Memorandum of Understanding for a targeted National Land Transport Fund allocation of \$2.508 billion was finalised in December 2021 between AT and Waka Kotahi covering the 2021-24 period.
- Recommendation 16 (asset management plans): a joint AC and CCO Asset Management Community of Practice has been established, convened by the AC. The purpose is to coordinate and advance joint asset management planning. Watercare and AT have confirmed the next AMP update to AC will be by the end of June 2022.

Outlook

Next steps:

- Confirm timeline for completion of recommendation 5 (bylaws).
- Continue recruitment for a permanent programme lead to provide governance oversight of AT recommendations.

Other Statement of Intent Focus Outcomes

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.

- Activities in the Road Corridor Bylaw
- Connected Communities – New North Road Corridor project
- Devonport, Takapuna and Glen Innes town centres (Central only)
- Eastern Busway Alliance
- Proposed bus changes in West Auckland
- Great North Road Cycling, Safety & Bus Improvement project update
- Huia Road, Waitakere - Footpath installation
- Māngere West Cycling Improvements - Project update
- Parking Strategy
- Proposed changes to North Shore bus services
- Puhinui Station update
- Safe Speeds Programme and the Speed Management Plan 2022
- Southwest Gateway Programme – Early Deliverables
- Walking & Cycling Programme: New Lynn to Avondale Project update
- Wellesley Street Bus Improvements Stage One

• **Employment, Realising Rangatahi potential**

Te Ara Haepapa delivered 43 activations, events, hui and educational workshops with 245 engagements in this quarter. Most deliveries were pivoted to online due to Auckland being in COVID-19 Red Traffic Light. Te Ara Haepapa supported 14 rangatahi to pass their full licence and 37 to pass their restricted licence. Te Ara Haepapa alongside the contractor Buckle Up New Zealand and in partnership with Papakura Māori Wardens worked with whanau to do child restraint installations across 5 different local boards.

• **Marae safety programme**

- Motairehe Marae: Construction is due to start again following supply issues and COVID-19 restrictions. This project will be completed by June 2022.
- Hoani Waititi: Contract was awarded. The initial site preparation for construction has commenced.
- Kia ora Marae: Concept design discussions are nearly completed. This will inform the Detailed Designed Phase.
- Whatapaka Marae: The investigation report has recommenced after being stalled due to COVID-19 restrictions and at the request of the Marae.
- Reretewhioi Marae: Initial discussions are underway.

• **Te reo Māori across the transport network**

Te reo Māori is being progressively implemented across the PT network and on signage relating to infrastructure projects. The bilingual transfer messaging, bus stop announcements and sense of place are now live on the No. 70 bus route. There will be a roll out of up to 50 buses with full bilingual audio messaging with information for bus stops, transfers and sense of place by June 2022. A large shipment of IT equipment is expected in July 2022, enabling the roll-out to accelerate, with an indicative completion date of on bus connectivity devices installed on all 1,400 AT buses around mid-2023.

• **Te reo Māori internally**

The AT Technical Design Manual is being reviewed and updated to include bilingual signage and templates. This is due to be completed by June 2022.

• **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 Te Tiriti o Waitangi ki Tāmaki Makaurau. There were 129 staff attendances at these workshops.
- In this reporting period there were 12 internal translation requests that include wayfinding, on-bus announcements, naming of strategic documents, bus stop naming and other bi-lingual signage.

• **Independent Māori Statutory Board (IMS B)**

The AT Board and the IMSB had a joint governance hui. The matters raised at the hui were transport equity including public transport solutions in South and West Auckland, transport patterns for Māori and securing better data insights, consistency of Māori engagement across all projects/strategies and improving Māori impact statements on reports. The meeting included an update on Māori outcomes at AT and the implementation of Kai Ora Tāmaki Makaurau Māori Outcomes Performance Framework.

Other statement of intent focus areas

Enabling and enhancing AT's culture and capacity

• Diversity, Inclusion and Equity

- Founding signatory of the 'mind the gap' pay registry and currently 1 of only 7 organisations across Aotearoa New Zealand reporting gender, Māori and Pasifika pay gaps.
- Continuing to progress on our diversity and inclusion goal of having 40% female representation in senior leadership roles by 2023 (up from 33% last quarter to 36% this quarter).
- Māori and Pasifika workforce representation now sitting at 3.8% and 6.36% respectively.
- AT is now Hearing accredited Workplace, gaining accreditation this quarter.
- Currently partnering with Brain Badge to co-create a neurodiversity certification framework for employers and our own plan to support the neurodiversity community in employment.

• Wellbeing

- Hauora – AT's wellbeing framework and programme won Best Health & Wellbeing Programme at the HRD Awards in February.
- Groov delivered two all company workshops for our people – LEAD/SHOW and CARE. We had ~600 people attend over the two sessions.
- In February we launched the monthly Hauora newsletter. To date we have covered the topics of 'DOT – Do one thing, then do another thing for your wellbeing' and 'Sleeping Well? Good sleep is essential and highly beneficial for your wellbeing'.
- We continue to encourage our leaders to attend the DV Free People Leader Training. To date we have had over 100 leaders attend the half day course, with positive feedback.
- We piloted a Hauora induction session with our 2022 graduate cohort. The aim was to educate our new grads on what wellbeing support is available at AT and Sir John Kirwan & Dr Fiona Crichton spoke about our partnership with Groov.
- We had an external Speak Up review take place and as a result have 14 recommendations to work through.

• Leadership

- To date, 140 AT leaders have had Life Styles Inventory (LSI) feedback, coaching and development actions.
- We are preparing to launch an integrated leadership development programme for all leaders. The programme will support leaders to foster a constructive team culture, offer foundational leadership skills guided by our leadership Tohu and embrace their role in leading safety.
- 40 AT employees have begun the inaugural AT Future Women Leaders programme. Another cohort of 40 will be starting shortly. Four of our people have graduated from the Pasifika Niu Leadership programme.
- Over 20 AT frontline leaders have begun the NZ Certificate in Business: introduction to Team Leadership course, supported by an external provider ASPIRE2.
- To foster future leaders within AT, graduates who joined AT in 2021 are getting coached by AT's accredited coaches using a 'Personal Mastery' diagnostics tool.

• Capability

- We have developed new learning solutions such as a new online module Easy Journeys for everyone, to raise the awareness of all AT employees about the need to ensure accessibility of our transport network and workplace. In this module learners explore how our decisions can impact people's journey.
- We are investing in building capability in community and stakeholder engagement through certification with IAP2 – in the last quarter 20 people have continued this training.
- Other capabilities we continue to invest in include Project Management, Commercial Acumen, Asset Management, Adaptive ways of working, Facilitations skills and Te Ao Māori and Māori language.

• Talent and People Experience

- We have undertaken an exercise to identify our top critical roles to benchmark and map talent in the market.
- Our 36 new Graduates in our Nga Kaihoe programme have started and begun. This programme won best diversity and Best Innovation at the 2021/22 NZAGE Awards and HRD Award.
- We have implemented a number of measures (including RAT testing) to support people returning to the office while supporting hybrid working.
- We had a record 88% (1680) of our people complete the 2022 Organisational culture Index (Viewpoint) survey. Results will be available next quarter.

Other Statement of Intent Focus Outcomes

Elected member engagement

A number of workshops were held with Local Boards prior to public consultation on the latest tranche of proposed speed limit changes. The proposed changes were predominately looking at reduced speeds in rural areas in the North and the South.

8,413 submissions were received including from most Local Boards.

Of 21 local boards, 15 supported the proposed changes, 2 are supportive of some changes only, 2 did not provide a clear consensus view within their feedback and 2 were not affected by the proposal and did not submit feedback. Franklin and Howick Local Boards proposed alternative recommendations for some roads, which were thoroughly assessed as part of the final recommendation development.

Local Boards made formal submissions, representing approximately 1.3 million Aucklanders (or 75% of the region's population).

The majority were in support of changes. AT has however committed to continuing to work with the Franklin Local Board in particular around engineering and other possible interventions that will help reduce speeds (and therefore deaths and serious injuries) on a number of roads in their area.

AT also presented to Local Boards and the Planning Committee on a draft Parking Strategy for the region. The Planning Committee endorsed the draft strategy to progress to public consultation, in April.

Other significant consultations with communities in this period have included:

Grey Lynn and Westmere Improvements

Throughout February AT consulted on a cycleway and street enhancements within Westmere and Grey Lynn.

- Analysis of 182 online survey submissions is underway.
- A feedback report is expected to be published in April.
- Further engagement with the local community will be undertaken in the coming months to support changes to parking and to prepare for construction in mid-2022.

New North Road Upgrade (Connected Communities programme)

- Five community collaboration panels have involved community, business, local board and stakeholder reps in the development of three design options for the corridor.
- Three potential approaches (options) for change being presented to community, with a single preferred approach to emerge from the public feedback.
- The ongoing growth of population and housing along the corridor (up to 40,000 more residents within next two decades) is a key project driver, and managing this growth is one reason for the transport upgrade.

Mātiatia landside transport improvements and the Waiheke Island design guide

AT is running a joint consultation for Mātiatia landside transport improvements project (improvements project) and the Waiheke Island design guide (the guide).

Improvements project – AT acknowledges that improvements need to be made to the landside transport at Mātiatia. Transport services and infrastructure cannot cope with the current and forecast demands and result in high car mode share.

The guide – currently there is a lack of consistent street design in type, character and condition. The guide aims to bring greater consistency to transport design on Waiheke Island.

- An initial workshop is being held in April with key stakeholders to gain feedback on a preferred design for the improvements project.
- A joint consultation for both projects is scheduled for May/June 2022.
- The Waiheke local board is supportive of running a joint consultation.
- The local Iwi Ngāti Pāoa are a key partner in the improvements project.

Auckland Transport Q3 financials



Key financial metrics

(\$ million)	Notes	FY 21	FY 22 Quarter 3 YTD			FY 22
		Actual	Actual	Budget	Variance	Budget
Net surplus/(deficit) from operations	A	(277)	(318)	(306)	(12)	(419)
Operating revenue	B	1,068	696	788	(92)	1,079
AC operating funding (CCO only)		389	274	273	1	380
NZTA operating funding		415	286	274	12	368
Fees & user charges		213	102	202	(100)	280
Other direct revenue		51	34	39	(5)	51
Operating expenditure		1,346	1,014	1,094	80	1,498
Employee benefits		142	116	115	(1)	157
Grants, contributions & sponsorship		-	-	-	-	-
Other direct expenditure	C	787	574	645	71	886
Depreciation		388	302	312	10	426
Interest expense		29	22	22	-	29
Capital revenue		917	583	754	(171)	1,095
AC capital grant (CCO only)		355	223	261	(35)	404
NZTA capital co-investment	D	318	185	275	(89)	406
Vested assets		189	161	213	(52)	275
Other Capital Grants		55	14	5	8	10



Financial Commentary

A: The year to date net deficit from operations is \$318 million, \$12 million unfavourable to budget. The unfavourable variance was mainly due to the impact of COVID-19 restrictions on revenue.

B: Operating revenue is lower than budget driven by:

- PT income is unfavourable to budget due to lower than expected patronage due to COVID-19 restrictions. PT patronage decreased from 73% in July to 7.1% of pre COVID-19 levels in September recovering to 44% in December. Recovery has since stalled and declined due to the emergence of the Omicron variant of COVID-19, decreasing to 37% of pre COVID-19 levels in March. It is expected that the 50% discount to PT fares from April will give a boost to patronage.
- Parking and enforcement revenue is unfavourable to budget mainly due to lower occupancy and infringement ticket issuances as a result of COVID-19 restrictions and delays in the implementation of the next tranche of special vehicle lanes.

C: Other direct expenditure is below budget by \$71 million due to lower than budget:

- PT costs due to reduced rail operating costs from reduced train service kilometres and utilities costs, lower than expected Transdev exit cost, lower ferry indexation and KPI savings on bus contracts driven by a bus driver shortage. KPI's were suspended after the change to a weekend timetable under Alert Level 4 and 3. AT resumed a weekday timetable at the beginning of February.
- Contractor maintenance mainly from a reduction in stormwater charges and reduced work as a result of access restrictions during the lockdown.
- Other expenditure primarily due to lower than expected unplanned facilities maintenance (e.g. stations, wharfs, carparks etc), AT delivered events and training, security, mobility and PT concessions and advertising costs.

D: 47% capital programme was funded by the Crown, comprising Waka Kotahi co-investment and other capital grants from Crown Infrastructure Partners.

Regional Fuel Tax (RFT) Q3 Summary

Financial performance

(\$ million)	FY 22 Quarter 3 YTD			FY 22
	Actual	Budget	Variance	Budget
Total RFT-enabled capital expenditure	110	109	39	276
Project 1: Bus priority improvements	6	28	23	46
Project 2: City centre bus infrastructure	2	2	0	3
Project 3: Improving airport access	7	9	3	13
Project 4: Eastern Busway	31	39	8	71
Project 5: Park & Ride facilities	0	0	0	0
Project 6: Electric trains and stabling	0	3	2	5
Project 7: Downtown ferry terminal and redevelopment	1	2	1	2
Project 8: Road safety	40	44	4	74
Project 9: Active transport	9	7	(2)	9
Project 10: Penlink	0	0	0	0
Project 11: Mill Road corridor	0	0	0	0
Project 12: Road corridor improvements	11	24	13	36
Project 13: Network capacity and performance improvement	4	5	1	9
Project 14: Growth-related transport infrastructure	0	7	7	10
Total RFT-enabled operating expenditure	0.92	1.18	0.26	1.48
Project 8: Road safety	0.92	1.18	0.26	1.48

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 \$110 million, 40% of the full year budget of \$276 million.

Project 1 - Northwest Rapid Transit Network: Corridors main works design package to be completed in April 2022. Construction works have commenced on Te Atatu South in March 2022.

Project 2 – Wellesley Street Bus Improvements: Developed Design is complete. Consultation and engagement has commenced.

Project 3 - Puhinui Station Interchange: Physical works expected to be complete by April 2022. All mana whenua items expected are complete and installed for the sod return ceremony in June 2022.

Project 4 - Eastern Busway Alliance: A robust TOC Reconciliation Process was undertaken during March 2022, the output of that process is being worked through with both parties in preparation for agreement in May 2022.

Project 7 - Downtown Ferry Basin Piers 3 & 4 project: The project has been completed and is operational.

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 – Tamaki Drive (Plumber Street to Ngapipi Road): Construction for the Tamaki Drive Cycle Route is complete and practical completion has been issued, landscaping work will be carried out in April 2022. Walk over has been done and the contractor is actioning the snag list.

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: Delays to the completion date have been due to Covid-19.

Auckland Transport Q3 performance measures

Key performance indicators	Previous Quarter	FY 22 Quarter 3		Status	Commentary
		YTD Actual	FY Target		

Note: Auckland Transport has a total of 28 SOI measures, 14 of which are also LTP measures (*). SOI measures have annual targets.

For this financial year, 14 performance measures are on track to meet or exceed their targets/have met or exceed their targets, 8 are below target, 5 have not been measured to date, and 1 does not have a target for 2021/22. A number of these targets have been impacted by the COVID-19 restrictions in Auckland.

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	December 2021: 1	6	7	On track to meet target	Six high-risk intersections have been upgraded so far this FY. The target for high-risk intersections and sections of road to be addressed by the safety programme is seven, most of which are planned to be delivered in the second half of the FY.
The change from the previous financial year in the number of deaths and serious injuries on the local road network , expressed as a number *	January to December 2020: 454 DSI	January to December 2021: 515 DSI (Increased by 61 compared to previous year)	Between January and December 2021, DSI increase by no more than 70 (compared to the previous year) to 524	Target Met	Final DSI for the period January to December 2021 was 515, compared to a target reduction of 524 or fewer. For the 12 months to the end of December 2021, local roads deaths and serious injuries (DSIs) increased by 61 to 515. Local road deaths have increased from 33 in 2020 to 50 in 2021 and local road serious injuries increased from 421 in 2020 to 465 in 2021.
		January to March 2022: 126 DSIs (Additional information - not a 2021/22 SOI measure)	Between January and December 2022, reduce DSI by 42 (compared to the previous year) to 473	On track to meet target (not a 2021/22 SOI measure)	Based on the provisional quarterly figures, for the first quarter of 2022, and taking into account quarterly fluctuations, we are currently on track to meet the target (noting that these are provisional figures). The trajectory to meet the target is based on monthly trends over the last five years. We have typically seen higher DSI in Q1 and Q2 of the calendar year (January to June) with lower DSIs through the winter periods prior to elevated figures through the latter part of the year into December. Given the high degree of fluctuation in monthly DSI it is considered that we remain on track despite the January to March quarter figures exceeding a quarter of the target. The Q4 of the calendar year report (October to December) will consider the mid-point and should allow more certainty around progress to targets.
A steady reduction in the number of deaths and serious injuries on Tāmaki Makaurau's road network (including state highways) , in line with Vision Zero Strategy, expressed as a number of DSI saved compared to the baseline (2016-18) of 716	January to December 2020: 525 DSI	January to December 2021: 590 DSI	From January to December 2021, reduce DSI by 143 (compared to the baseline of 716) to a total of 573	Not met	Final DSIs for the period January to December 2021 was 590, compared to the target reduction of 573 or fewer. For the 12 months to the end of December 2021, the DSIs on all Auckland roads (including local roads and highways) increased by 12.0%, to 590. All road deaths have increased by 64.0% (from 36 last year to 59 this year). All Auckland road serious injuries increased by 9.0% in the past year (from 489 to 531). The AT safety team are aware of these trends and are continuing to deliver on the 2021 business improvement review recommendations. One of the key actions has been the development of the advocacy plan, focusing on increasing our influence on policy and regulatory changes to support our Vision Zero strategy. This includes our ongoing work with NZ Police to increase enforcement efforts and with Ministry of Transport's Fines and Penalties Review.
		January to March 2022: 144 DSI (Additional information - not a 2021/22 SOI measure)	Between January and December 2022, reduce DSI by 179 (compared to a baseline of 716) to a total of 537 DSI	On track to meet target (not a 2021/22 SOI measure)	Based on the provisional quarterly figures for the first quarter of 2022, and taking into account quarterly fluctuations, we are currently on track to reduce DSIs below the target. The 144 DSIs noted are lower than the latest 5-year average for the same period by approximately 25 DSIs (noting that these are provisional figures).

Key performance indicators	Previous Quarter	FY 22 Quarter 3		Status	Commentary
		YTD Actual	FY Target		
Number of vulnerable road user deaths and serious injuries on Tāmaki Makaurau’s road network, in line with Vision Zero strategy, expressed as a number of DSI saved compared to the baseline (2016-18) of 320	January to December 2020: 256 DSI	January to December 2021: 263 DSI	From January to December 2021, reduce vulnerable users DSI by 64 (compared to a baseline of 320) to a total of 256	Not met	Final vulnerable road users DSIs for the period January to December 2021 was 263 compared to a target reduction of 256 or fewer. For the 12 months to the end of December 2021, DSIs of vulnerable road users increased by 2.7%, to 263. Deaths of vulnerable road users have decreased by 15.0% (from 20 last year to 17 this year). Vulnerable road users’ serious injuries increased by 4.2% in the past year (from 236 to 246).
		January to March 2022: 66 DSI (Additional information - not a 2021/22 SOI measure)	Between January and December 2022, reduce DSI by 80 (compared to a baseline of 320) to a total of 240 DSI	On track to meet target (not a 2021/22 SOI measure)	Based on the provisional quarterly figures for the first quarter of 2022, we are currently on track to meet the DSIs reduction target. The DSIs value for quarter one is higher than required for future quarters but based on long term data there is typically higher VRU DSIs during the summer periods that would indicate that we remain on target (noting that these are provisional figures).
Providing excellent customer experiences					
Percentage of public transport passengers satisfied with their public transport service *	12 months to June 2021: 91.6%	N/A	85-87%	Not yet reported this financial year	Due to COVID-19 restrictions, no onboard PT surveying occurred in the December quarter. At this stage, AT plans to begin onboard surveying of riders again when Auckland is in the orange light in the COVID protection framework.
Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames *	12 months to December 2021: 93.9%	12 months to March 2022: 92.5%	85%	On track to exceed target	The performance of road maintenance contractors in respect to their responsiveness to customer service requests has decreased by 1.4 percentage points on the 12 months to December 2021. However, this measure is still exceeding its target.
Percentage of total AT case volume resulting in a formal complaint (baseline of 0.77% for 2020 calendar year).	October to December 2021: 0.57%	January to March 2022: 0.47%	Less than 0.75%	On track to exceed target	This is a new SOI measure this FY. From January to March 2022, 0.47% of total AT case volumes has resulted in a formal complaint. This is on track to exceed the SOI target of less than 0.75%.
Percentage of formal complaints that are resolved within 20 working days (baseline of 79% for 2020/21)	October to December 2021: 73%	January to March 2022: 84%	80%	On track to exceed target	This is a new SOI measure this FY. From January to March 2022, 84% of formal complaints were resolved within 20 working days. This is four percentage points above the SOI target of 80%. Therefore, this is on track to exceed the SOI target.
Providing and accelerating better travel choices for Aucklanders					
Total annual public transport boardings	12 months to December 2021: 50.42 million	12 months to March 2022: 45.77 million	82.00 million	Not on track to meet target	Due to COVID-19 restrictions and disruptions related to KiwiRail track maintenance, total PT patronage is not on track to meet the SOI target for this financial year. This measure is 40.8% under the trajectory to meet the full year target. Prior to COVID-19 annual PT boardings had peaked at over 100 million. We expect to see an increase in boardings on the PT network in the coming months from half price fares from April – June 2022.
Total annual rail boardings	12 months to December 2021: 8.82 million	12 months to March 2022: 8.07 million	18.65 million	Not on track to meet target	This measure is 53.2% under the trajectory to meet the full year target. COVID-19 restrictions and ongoing KiwiRail maintenance works continue to significantly impact rail boardings.

Key performance indicators	Previous Quarter	FY 22 Quarter 3		Status	Commentary
		YTD Actual	FY Target		
Boardings on the Rapid and Frequent Network (RFN)	12 months to December 2021: Decreased at a slower rate than total boardings (-17.7% on the RFN vs. -17.9% for total boardings)	12 months to March 2022: Decreased at a slower rate than total boardings (-11.8% on the RFN vs. -14.7% for total boardings)	Increase faster than total boardings	Not on track to meet target	Rapid and Frequent boardings are decreasing slightly slower than total PT boardings, however, both have decreased by over 10.0%, likely due to increased working from home by City Centre workers, an area largely serviced by Rapid and Frequent services. This has been exacerbated by disruptions on the rail network.
Public transport punctuality (weighted average across all modes) *	12 months to December 2021: 97.9%	12 months to March 2022: 98.0%	96.0%	On track to meet target	The 12 months to March 2022 rolling average is similar to the December 2021 average (97.9%).
Kilometres of safe cycling facilities added or upgraded that is located on the Cycle & Micro-mobility Strategic Network	December 2021: 0.0 km	2.3 km	2021/22 FY to 2023/24 FY (3 year target): 44.1km	On track to meet target	This financial year, Tamaki Drive cycleway (2.3km) has been delivered. New Lynn to Avondale cycleway (2.9km) has been delayed by COVID-19 and design changes but is on track to be delivered mid May 2022. This compares to a planned trajectory of 12.8km for 2021/22 FY. In addition to the above, 20.0km of cycle facilities are expected to begin construction before the end of this FY as part of the 'pop-up protection' programme. Construction is also due to start by end of May on sections 4A and 4C of Glenn Innes to Tamaki Drive and the Taniwha Street component of the Links to Glenn Innes project. These projects are expected to be completed by the end of the calendar year.
Number of cycle movements past 26 selected count sites *	12 months to December 2021: 3.24 million	12 months to March 2022: 3.09 million	3.67 million	Not on track	Cycle movements past selected count sites have decreased by 11.2% on the previous year and were 25.8% below the monthly target to meet the SOI target. This reflects the impact of the COVID-19 restrictions that began mid-August on cycle movements past the count sites. Cycle counters are principally located in the city centre. More generally, increased working from home due to COVID-19 has had a continued impact on this measure.
Active and sustainable transport mode share at schools where the Travelwise programme is implemented	2020/21 Financial Year: 47%	N/A	47%	Not yet reported this financial year	This measure is only reported at the end of the financial year. 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	2020/21 Financial Year: 67%	N/A	47%	Not yet reported this financial year	This measure is only reported at the end of the financial year. This figure is based off Workplace and Tertiary Student Travel Surveys completed over the financial year. The result does not include those not traveling/working from home.
Percentage of key signalised intersections in urban centres where pedestrian delays are reduced during the interpeak period *	N/A (New measure)	N/A	60%	Not yet reported this financial year	This is a new SOI measure. To collect this data, AT staff need to be in the office as the system cannot be accessed off site which has not been possible due to COVID-19 restrictions. Thus, the first results from this are likely to be in early to mid-2022.

Key performance indicators		Previous Quarter	FY 22 Quarter 3		Status	Commentary
			YTD Actual	FY Target		
Better connecting people, places, goods and services						
Average AM peak arterial productivity *		12 months to December 2021: 28,206	12 months to March 2022: 29,274	30,000	On track to exceed target	This measure is on track to exceed the target. Average AM peak arterial productivity has decreased by 7.0% on the previous year. In Q4 2020/21, congestion was back to pre-COVID-19 levels. Due to COVID-19 restrictions in Auckland from mid-August, this measure has been improving as there was less traffic on the roads. AT will monitor what the recovery is during the COVID-19 protection framework. From January 2022, AT have migrated to TomTom travel time data. TomTom data provides increased granularity and enables us to run more detailed analysis on network performance. Thus, this data set may look slightly different to last quarter.
Proportion of the freight network operating at Level of Service C or better during the interpeak *		12 months to December 2021: 89%	12 months to March 2022: 89%	90%	On track to meet the target	Freight Level of Service for the 12 months to March 2022 is one percentage point lower than the SOI target.
Improving the resilience and sustainability of the transport system and significantly reducing the greenhouse gas emissions it generates						
Number of buses in the Auckland bus fleet classified as low emission		December 2021: 34	34	28	Target exceeded	AT have already exceeded the full year target last year. There are currently 34 low emission buses in the Auckland bus fleet as of December 2021. The 2021/22 target is 28. Out of the 34, 33 are electric, and one is hydrogen powered.
Percentage of Auckland Transport streetlights that are energy efficient LED		2020/21 Financial Year: 85%	N/A Not yet reported this financial year	80%	Target exceeded	This measure is only reported at the end of the financial year. However, we have already exceeded the full year target last year. The 2021/22 SOI target was to increase the percentage of energy efficient LED streetlights to 80%. At the end of 2020/21, 104,222 streetlights were LED, 85% of all streetlights, exceeding this year's target by five percentage points.
Percentage reduction of greenhouse gas emissions from AT's corporate activities and assets (baseline 2018/19) *		N/A (New measure)	N/A	6%	Not yet reported this financial year	This measure is only reported at the end of the financial year. This year, the focus of this measure has changed and it now considering all of AT's operational emissions rather than just corporate emissions. We expect results on this measure by the end of this financial year.
Collaborating with funders, partners, stakeholders and communities						
Elected Member perception measures	Governing Body members satisfied with engagement with AT	N/A (New measure)	61%	N/A	N/A	<p>The elected member perception SOI measure is measured across four different components. In 2021/22:</p> <ul style="list-style-type: none"> 61% of Governing Body members were satisfied or very satisfied with engagement with AT. 46% of Governing Body members were satisfied or very satisfied with the quality of advice provided by AT. 47% of Local Board members were satisfied or very satisfied with engagement with AT. 39% of Local Board members were satisfied or very satisfied with their ability to influence AT projects and decisions relevant to their areas. <p>As this is the first set of data we have on this measure, this will be the baseline. This will be reported on an annual basis.</p>
	Governing Body members satisfied with the quality of advice provided by AT		46%			
	Local board members satisfied with engagement with AT		47%			
	Local board members satisfied with their ability to influence AT projects and decisions relevant to their areas		39%			

Key performance indicators	Previous Quarter	FY 22 Quarter 3		Status	Commentary
		YTD Actual	FY Target		
Our operating model is adaptive, financially sustainable and delivers value					
The percentage of the total public transport operating cost recovered through fares *	December 2021: 22.7%	March 2022: 19.8%	30-34%	Not on track to meet target	Reduced patronage due to the impact of COVID-19 on travel behaviour and COVID-19 restrictions in Auckland from mid-August, compounded by KiwiRail track works, has significantly impacted the performance of this indicator.
Percentage of road assets in acceptable condition (as defined by Auckland Transport's Asset Management Plans) *	FY 2020/21: 94.3%	FY 2021/22: 94.0%	92%	Target exceeded	For the FY 2021/22, the percentage of road assets in acceptable condition is 94.0%, which was 0.3 percentage point lower than the previous year, and two percentage points above the target for this FY.
Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads *	FY 2020/21: Rural: 90.0%	FY 2021/22: Rural: 92.0%	Rural: 88.0%	Target exceeded	This FY, the percentage of rural and urban roads meeting road maintenance standards have exceeded the target for the year.
	FY 2020/21: Urban: 86.0%	FY 2021/22: Urban: 85.0%	Urban: 78.0%		
Percentage of footpaths in acceptable condition (as defined by Auckland Transport's Asset Management Plans) *	FY 2020/21: 97.4%	FY 2021/22: 96.0%	95%	Target met	This FY, the percentage of footpaths in acceptable condition is 96.0%, which was 1.4 percentage points lower than the previous year, and 1.1% above the target for this year.
Percentage of the sealed local road network that is resurfaced *	December 2021: 1.8%	FY 2021/22: 4.4%	6.0%	Not on track to meet target	This measure is not on track to meet the target. YTD, AT has resurfaced 305.4km, or 4.4% of the Local Road network. In COVID-19 Alert Level 4, all road works had to cease. COVID-19 restrictions and high case numbers in Auckland have continued to impact the planned roll out of the program.