

# Statement of Intent (SOI) 2023/2024 performance targets

Reporting as at January 2024

<b>8</b>	<b>6</b>	<b>3</b>	<b>2</b>
Above target 2.5%	Target +/- 2.5%	Below target 2.5%	Not rated

Outcome	ID	SOI measure	Financial year target	Status	Performance commentary
1. Better understanding of the communities we serve	1	Customer perceptions - AT listens and responds to Aucklanders' needs	Increase from 29% to 30%	● EXCEEDED	Overall we are back to our natural level of performance – still relatively low with just 3 in 10 people rating AT positively on these metrics.
	2	Formal complaint - Percentage of total AT cases resulting in a formal complaint	Decrease from the baseline of 0.77% to less than 0.65%	● EXCEEDED	The % of customer requests (cases) resulting in a formal complaint remains well below prior years' bench-mark and ahead of the 0.65% target. This reflects the quality of first contact resolution across the case management portfolio
	3	Customer complaint resolution - Percentage of formal complaints that are resolved within 20 working days	Increase from the baseline of 79% to at least 85%	● EXCEEDED	Responsiveness to formal complaints remains strong with centralised support from the Customer Care Team combined with timely subject matter expertise from across AT
2. Getting the basics right	4	Travel time - Average travel time across the arterial network	To establish and maintain baseline	● EXCEEDED	In January 2024, average people travel time was 19 minutes (on an average trip of 10 km long) which is below the set target of 24 minutes. It was 1 minute faster than December 2023. This is due to the lower demand levels during New Year's holidays.
	5	PT reliability - Percentage of public transport services that run according to the published timetable	Increase from 94% to 95%	● MET	The reliability result for all public transport (PT) services in January was 95.3%. The breakdown of the results by mode is as follows: bus at 95.8%, train at 90.7%, and ferry at 95.8%.
	6	PT punctuality - Percentage of public transport services that start and end on time according to the published timetable	Increase from 86% to 87%	● MET	The punctuality rate for public transportation in December was 88.7%, exceeding the 87% target. The breakdown by mode was as follows: Bus - 90.4%, Train - 74.5%, and Ferry - 92.8%.
	7	DSI - Deaths and Serious Injuries on the road network in Tāmaki Makaurau	Reduce from the baseline of 716 to no more than 640	● MET	In the last 12 months (Feb 2023 to Jan 2024) 615 people were killed or seriously injured on Tāmaki Makaurau roads compared to 653 the previous year, a decrease of 6% year-on-year, where 41 people were killed and 574 were seriously injured.
	8	Asset condition - Proportion of critical assets in poor condition	No more than 5.8%	● NOT MET	As at December 2023, 5.42% of critical assets are in poor condition. The biggest change in unacceptable condition is in the pavement surfacing condition, as the summer resealing programme is in full swing the percentage of the network in very good has increased. It is likely that the percentage of unacceptable condition increases later in the financial year as inspection data becomes available.
	9	Road maintenance - Percentage of the sealed local road network that is resurfaced or rehabilitated	At least 6% or 403 kilometres of the network	● MET	At the end of January we have completed 202.5 km of resurfacing (53.1 km of asphalt and 149.4 km of chipseal) compared with our January YTD forecast of 245 km and full year target of 400 km. Both December and January are lower volume months reflecting the Christmas/New Year shut down period. We remain on track to achieve the full year target.
	10	Adherence to the service level agreement with Council (10 working days or agreed timeframe) for AT provide specialist input into resource consents	Increase from 50% to 70%	● NOT RATED	This measure is under development. AT's analysis of consents performance shows that we are currently tracking above the SLA target, with 76% of consents responded to on time. Council and AT staff are working through an approach for measuring performance across the group, as per the SLA. We anticipate the agreed methodology being finalised in early 2024.
3. Leveraging our existing network using data, technology and insights	11	Number of public transport passenger boardings	Increase from 71m in 2022/23 to 83.4m during 2023/24 and progress to 100m by 2024/25	● MET	We are tracking ahead of the SOI target and now forecast to reach expect to reach 85.2 million total boardings in FY24.
	12	Road productivity - Average number of people moving on the arterial roads per hour during the morning peak	Grow above 28,000	● EXCEEDED	In January 2024, the arterial productivity during the AM peak was 24,812 and was 11% below the 28,000 SOI target value and 7% lower than December 2023. This decrease is attributable to lower travel demand in January 2024. Despite the increased travel speed during New Year's holidays, lower demand levels resulted in a decrease in productivity.
	13	Freight LoS - Percentage of the freight network moving without congestion in the interpeak	At least 85%	● MET	In January 2024, 89% of the Freight Network operated at the Levels of Service A-C during the interpeak period which was 4% above the Statement of Intent target for good levels of service.
	14	Cycle count - Number of cycle counts on the defined cycle network count sites	Increase by 4% or 3.12m from 3m counts	● EXCEEDED	The total number of cycle movements on the 26 selected counters for the December 2023 financial year to date was 1.6 million, which exceeded the expected trajectory target of 1.4 million. The annual running total number of cycle movements for December 2023 was 3.22 million, indicating that the full-year target of 3.12 million is likely to be achieved.
	15	Operational GHG emissions	15% reduction from the 2018/19 baseline	● EXCEEDED	FY 23/24-Q2 Operational emissions performance is ON TRACK to achieve the business plan set target for the year 2023/24

The 19 performance measures will be reported to Council on a quarterly basis, in accordance with the Letter of Expectation.



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Above target 2.5%	Target +/- 2.5%	Below target 2.5%	Not rated

Outcome	ID	SOI measure	Financial year target	Status	Performance commentary
4. Collaboration and improving relationships	16	Local Board satisfaction with engagement	To establish baseline and improve	● NOT RATED	41% of Local Board members either satisfied or very satisfied with AT's engagement. This is the baseline.
5. Supporting Māori wellbeing, outcomes and expectations	17	Percentage of procurement spend with Māori owned businesses	Increase from 1.7% to 2%	● NOT MET	Māori-owned businesses received \$13.37 million in direct and sub-contracted spending for the January 2024 financial year to date, representing 1.4% of the total spend, not meeting the target of 2%. Expect an increase in direct spend through two key construction projects to be completed January to June 2024: Mōkoia Pā (\$3.85 million) and Te Kio Ora Marae (\$2.25 million). Working to secure better visibility of 2023/24 spend with Māori businesses through our indirect supply chains, with contractor reporting for EBA, Road Corridor Mainteneane, Auckland One Rail, and Pt Chev to Westmere Cycleway. Note, January figures are provisional.
6. Delivering value for money	18	Farebox recovery - Percentage of the total public transport operating cost recovered through fares	25% (30% including Government fare concession top-ups)	● EXCEEDED	Farebox Recovery Ratio (FRR) for January 2024 year-to-date is 29.6%. It exceeds the target of 25%. The FRR is 35.7%, including top-ups for under 25s.
	19	Capital delivery - Percentage of direct capital budget invested	At least 90% of the budget	● NOT MET	Year-to-date capital expenditure is at \$477 million (86%) compared to the budget of \$555 million as of January 2024.

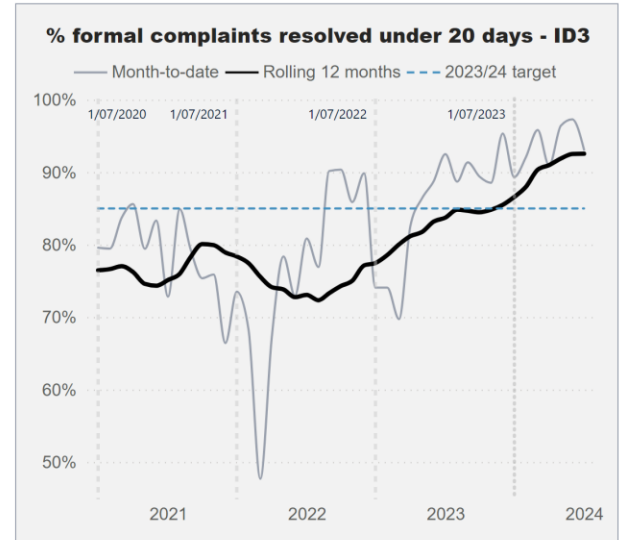
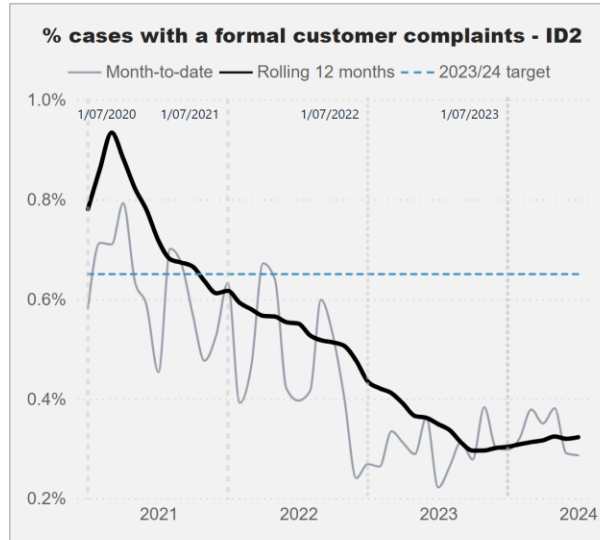
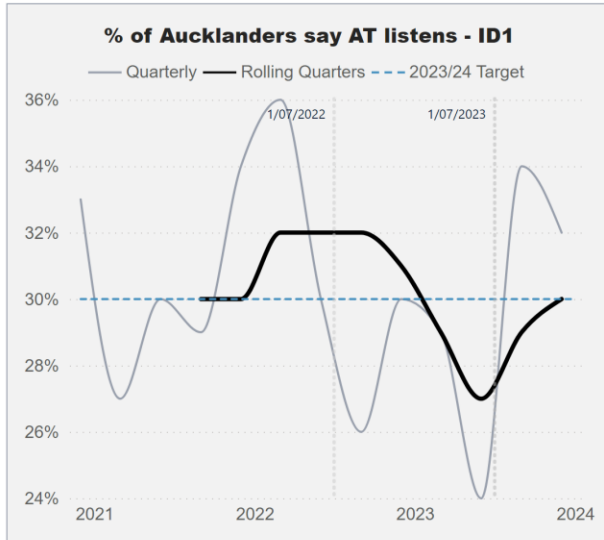


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## Better understanding of the communities we serve

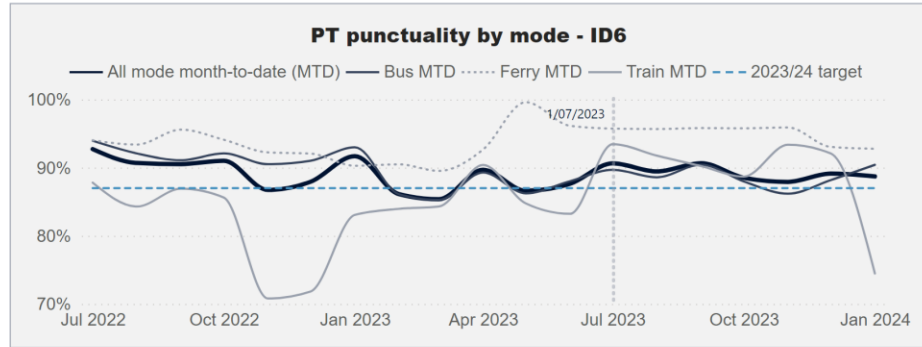
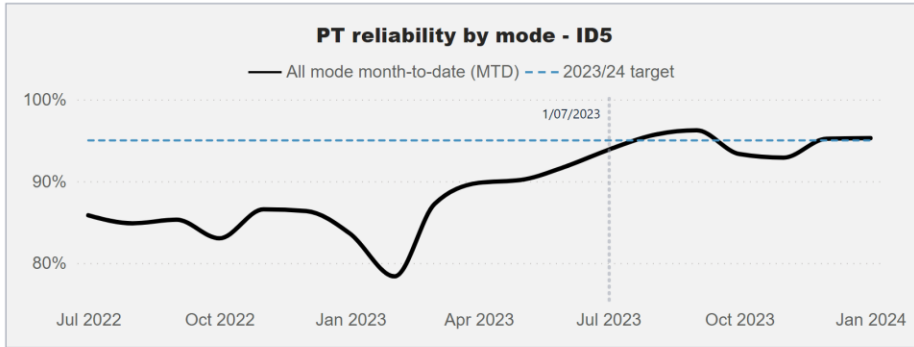
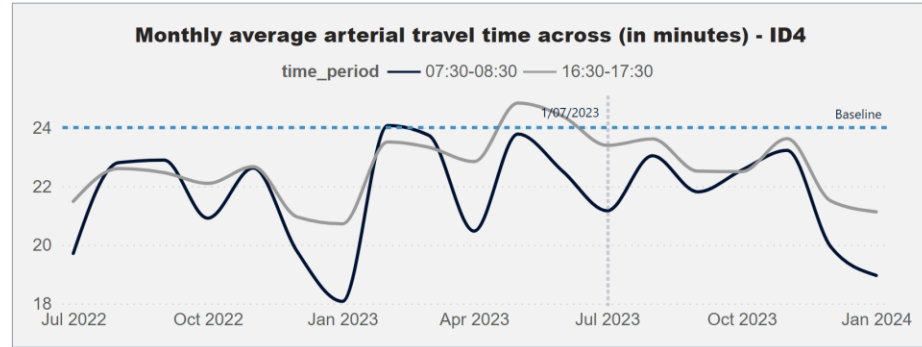
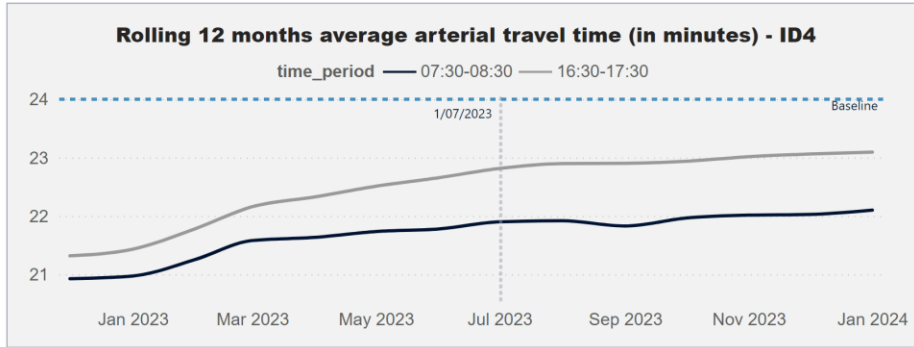
ID	SOI measure	FY target	Status	Key insights (in development)	Progress commentary (in development)
1	Customer perceptions - AT listens and responds to Aucklanders' needs	Increase from 29% to 30%	EXCEEDED	In the December quarter we saw a strong result amongst PT users as service reliability continued to recover.	Overall we are back to our natural level of performance – still relatively low with just 3 in 10 people rating AT positively on these metrics.
2	Formal complaint - Percentage of total AT cases resulting in a formal complaint	Decrease from the baseline of 0.77% to less than 0.65%	EXCEEDED	The rolling total of formal customer complaints has been stable at around 0.32% since April 2023. This follows a stepwise decline that lasted for 31 consecutive months from September 2020.	The % of customer requests (cases) resulting in a formal complaint remains well below prior years' bench-mark and ahead of the 0.65% target. This reflects the quality of first contact resolution across the case management portfolio
3	Customer complaint resolution - Percentage of formal complaints that are resolved within 20 working days	Increase from the baseline of 79% to at least 85%	EXCEEDED	The last 12 months rolling results have above target for all the Financial Year 2023/24	Responsiveness to formal complaints remains strong with centralised support from the Customer Care Team combined with timely subject matter expertise from across AT

Above target 2.5%    Target +/- 2.5%    Below target 2.5%    Not rated



# Statement of Intent (SOI) 2023/2024 performance targets

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## Getting the basics right

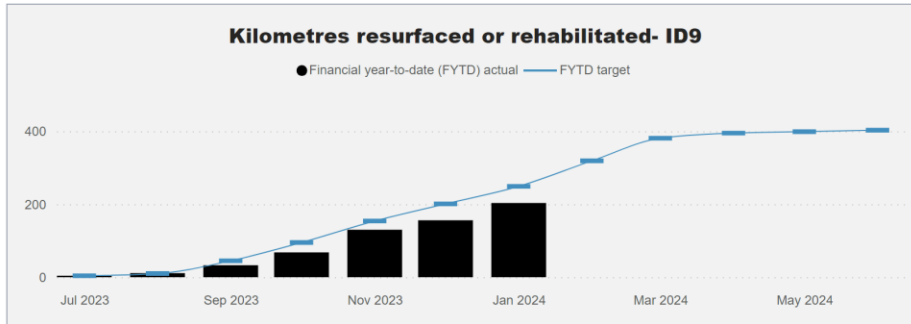
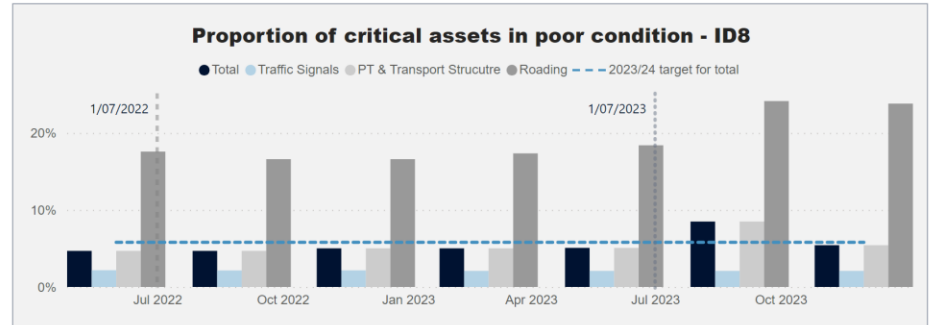
ID	SOI measure	FY target	Status	Key insights (in development)	Progress commentary (in development)
4	Travel time - Average travel time across the arterial network	To establish and maintain baseline	EXCEEDED	Average travel time during the afternoon peak period is longer than the morning peak. Over time, the gap between the morning and afternoon peak periods has widened. In December 2022, the difference was just 24 seconds, but by January 2024, it had increased to 1 minute	In January 2024, average people travel time was 19 minutes (on an average trip of 10 km long) which is below the set target of 24 minutes. It was 1 minute faster than December 2023. This is due to the lower demand levels during New Year's holidays.
5	PT reliability - Percentage of public transport services that run according to the published timetable	Increase from 94% to 95%	MET	Reliability of bus and ferry was strong throughout January. Rail reliability impacted by track infrastructure issues resulting in delays and cancellations.	The reliability result for all public transport (PT) services in January was 95.3%. The breakdown of the results by mode is as follows: bus at 95.8%, train at 90.7%, and ferry at 95.8%.
6	PT punctuality - Percentage of public transport services that start and end on time according to the published timetable	Increase from 86% to 87%	MET	Punctuality for bus and ferry tracking is above target, however rail was significantly impacted by track infrastructure issues.	The punctuality rate for public transportation in December was 88.7%, exceeding the 87% target. The breakdown by mode was as follows: Bus - 90.4%, Train - 74.5%, and Ferry - 92.8%.

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## Getting the basics right

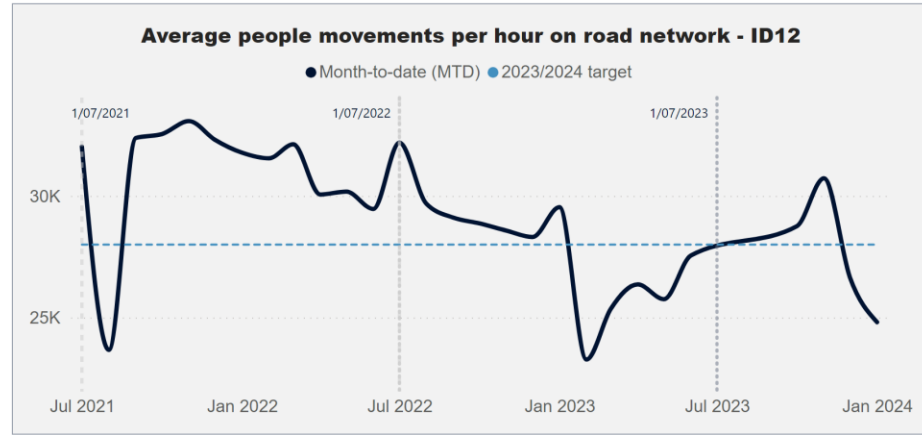
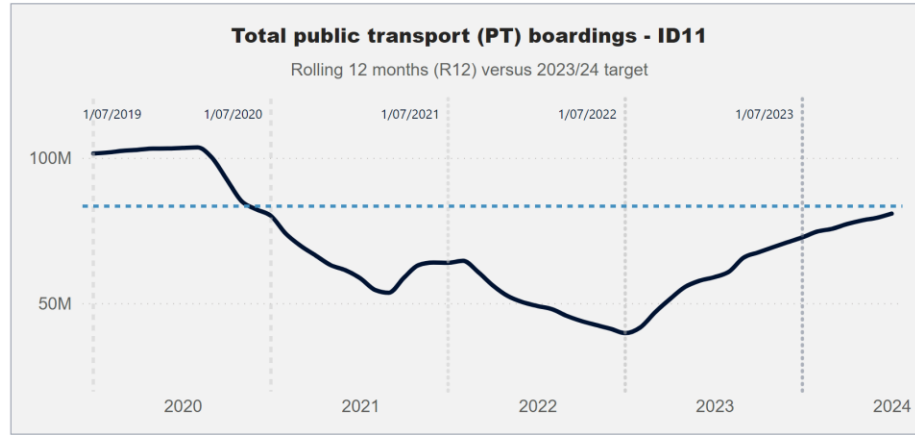
ID	SOI measure	FY target	Status	Key insights (in development)	Progress commentary (in development)
7	DSI - Deaths and Serious Injuries on the road network in Tāmaki Makaurau	Reduce from the baseline of 716 to no more than 640	<span style="color: orange;">●</span> MET	Out of the 615 people killed or seriously injured, 88% occurred on local roads, with 48% experienced by vulnerable road users (people walking, people cycling and motorcyclists) and the highest proportion of deaths and serious injuries at 25% were seen in the 20-29yr age group.	In the last 12 months (Feb 2023 to Jan 2024) 615 people were killed or seriously injured on Tāmaki Makaurau roads compared to 653 the previous year, a decrease of 6% year-on-year, where 41 people were killed and 574 were seriously injured.
8	Asset condition - Proportion of critical assets in poor condition	No more than 5.8%	<span style="color: red;">●</span> NOT MET	Our assets are deteriorating faster than the rate of renewals. The critical asset condition would remain in red for the rest of the financial year due to a large backlog to catch up.	As of December 2023, 5.42% of critical assets are in poor condition. The biggest change in unacceptable condition is in the pavement surfacing condition, as the summer resealing programme is in full swing the percentage of the network in very good has increased. It is likely that the percentage of unacceptable condition increases later in the financial year as inspection data becomes available.
9	Road maintenance - Percentage of the sealed local road network that is resurfaced or rehabilitated	At least 6% or 403 kilometres of the network	<span style="color: orange;">●</span> MET	Progress has been impacted by the deteriorating condition of the sealed road network which means that the extent and cost of pre-seal repairs (which are carried out prior to resurfacing) has increased considerably. This means that the pre-seal repairs are taking longer and costing more.	At the end of January we have completed 202.5 km of resurfacing (53.1 km of asphalt and 149.4 km of chipseal) compared with our January YTD forecast of 245 km and full year target of 400 km. Both December and January are lower volume months reflecting the Christmas/New Year shut down period. We remain on track to achieve the full year target.
10	Adherence to the service level agreement with Council (10 working days or agreed timeframe) for AT provide specialist input into resource consents	Increase from 50% to 70%	<span style="color: grey;">●</span> NOT RATED	AT's analysis of consents performance shows that we are currently tracking above the SLA target, with 76% of consents responded to on time.	Council and AT staff are working through an approach for measuring performance across the group, as per the SLA. We anticipate the agreed methodology being finalised in early 2024.

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## Leveraging our existing network using data, technology and insights

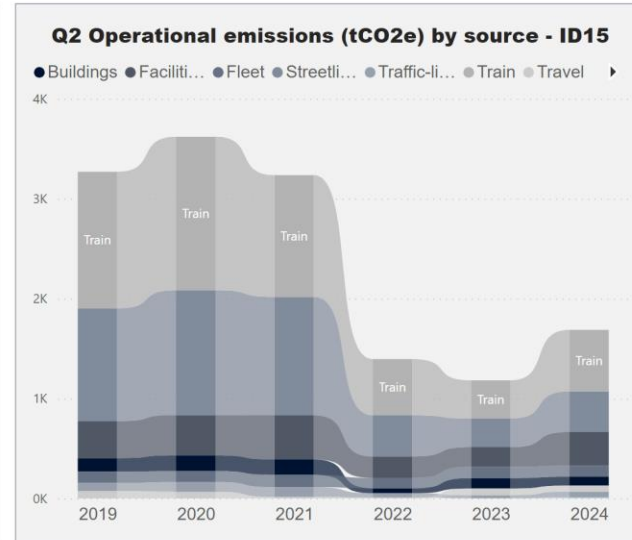
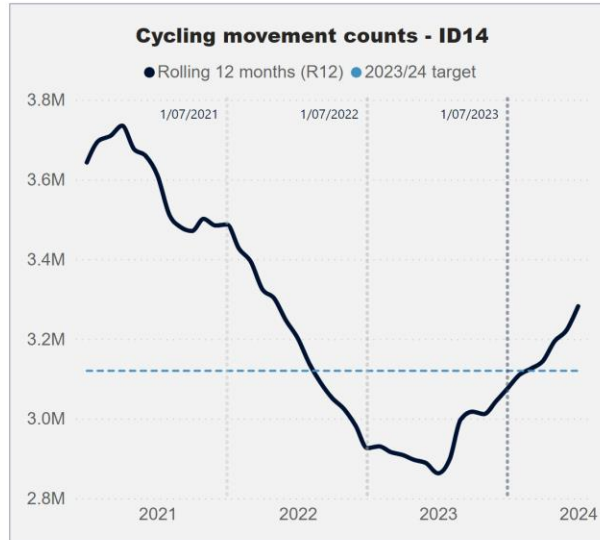
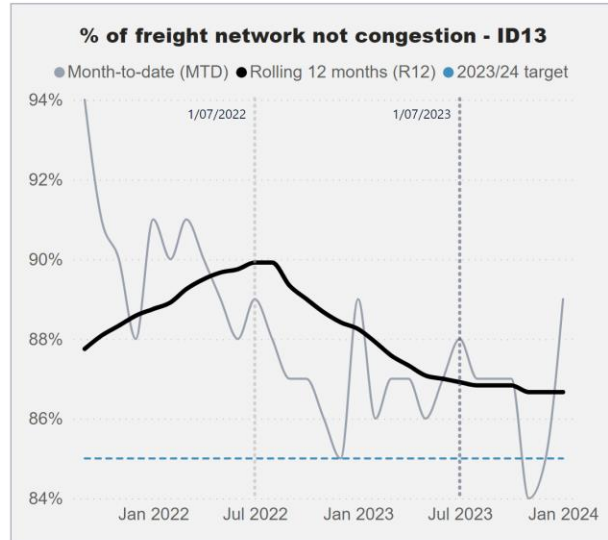
ID	SOI measure	FY target	Status	Key insights (in development)	Progress commentary (in development)
11	Number of public transport passenger boardings	Increase from 71m in 2022/23 to 83.4m during 2023/24 and progress to 100m by 2024/25	● MET	Patronage returned quickly after the Christmas break, and was over 90% of the 2019 level by the end of the month.	We are tracking ahead of the SOI target and now forecast to reach expect to reach 85.2 million total boardings in FY24.
12	Road productivity - Average number of people moving on the arterial roads per hour during the morning peak	Grow above 28,000	● EXCEEDED		In January 2024, the arterial productivity during the AM peak was 24,812 and was 11% below the 28,000 SOI target value and 7% lower than December 2023. This decrease is attributable to lower travel demand in January 2024. Despite the increased travel speed during New Year's holidays, lower demand levels resulted in a decrease in productivity.

Above target 2.5%
Target +/- 2.5%
Below target 2.5%
Not rated



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## Leveraging our existing network using data, technology and insights

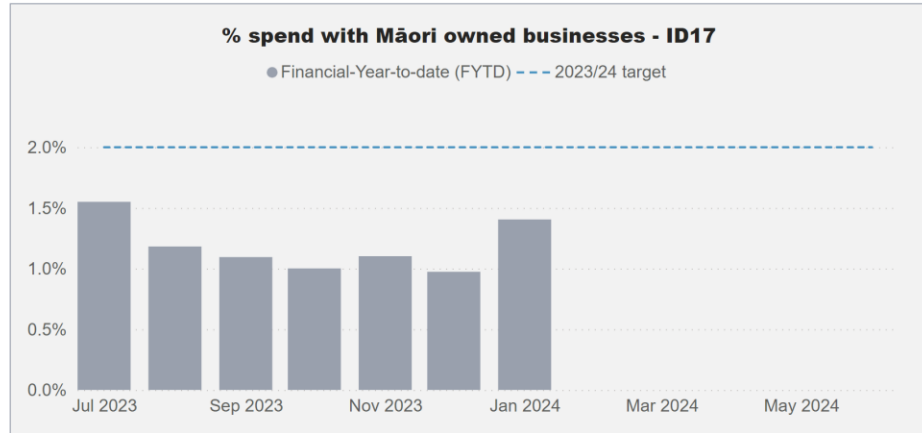
ID	SOI measure	FY target	Status	Key insights (in development)	Progress commentary (in development)
13	Freight LoS - Percentage of the freight network moving without congestion in the interpeak	At least 85%	<span style="color: orange;">●</span> MET		In January 2024, 89% of the Freight Network operated at the Levels of Service A-C during the interpeak period which was 4% above the Statement of Intent target for good levels of service.
14	Cycle count - Number of cycle counts on the defined cycle network count sites	Increase by 4% or 3.12m from 3m counts	<span style="color: green;">●</span> EXCEEDED	Total cycle movements December 2023 financial year to date were 12.7% higher compared to the same period in the previous financial year.	The total number of cycle movements on the 26 selected counters for the December 2023 financial year to date was 1.6 million, which exceeded the expected trajectory target of 1.4 million. The annual running total number of cycle movements for December 2023 was 3.22 million, indicating that the full-year target of 3.12 million is likely to be achieved.
15	Operational GHG emissions	15% reduction from the 2018/19 baseline	<span style="color: green;">●</span> EXCEEDED	Electricity use in streetlight and train operations reduced significantly maintaining the performance in this quarter similar to the last quarter.	FY 23/24-Q2 Operational emissions performance is ON TRACK to achieve the business plan set target for the year 2023/24

Above target 2.5%
Target +/- 2.5%
Below target 2.5%
Not rated



# Statement of Intent (SOI) 2023/2024 performance targets

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## Collaboration and improving relationships

ID	SOI measure	FY target	Status	Key insights (in development)	Progress commentary (in development)
16	Local Board satisfaction with engagement	To establish baseline and improve	● NOT RATED		41% of Local Board members either satisfied or very satisfied with AT's engagement. This is the baseline.

## Supporting Māori wellbeing, outcomes and expectations

ID	SOI measure	FY target	Status	Key insights (in development)	Progress commentary (in development)
17	Percentage of procurement spend with Māori owned businesses	Increase from 1.7% to 2%	● NOT MET		Māori-owned businesses received \$13.37 million in direct and sub-contracted spending for the January 2024 financial year to date, representing 1.4% of the total spend, not meeting the target of 2%. Expect an increase in direct spend through two key construction projects to be completed January to June 2024: Mōkoia Pā (\$3.85 million) and Te Kio Ora Marae (\$2.25 million). Working to secure better visibility of 2023/24 spend with Māori businesses through our indirect supply chains, with contractor reporting for EBA, Road Corridor Maintenance, Auckland One Rail, and Pt Chev to Westmere Cycleway. Note, January figures are provisional.

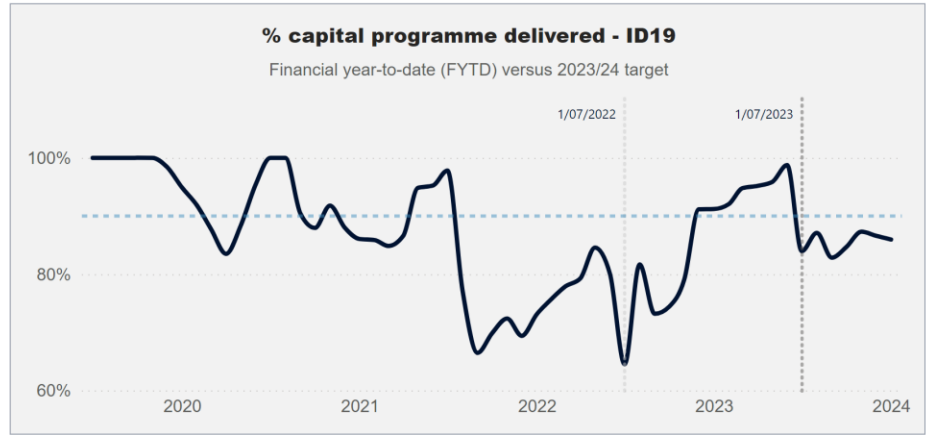
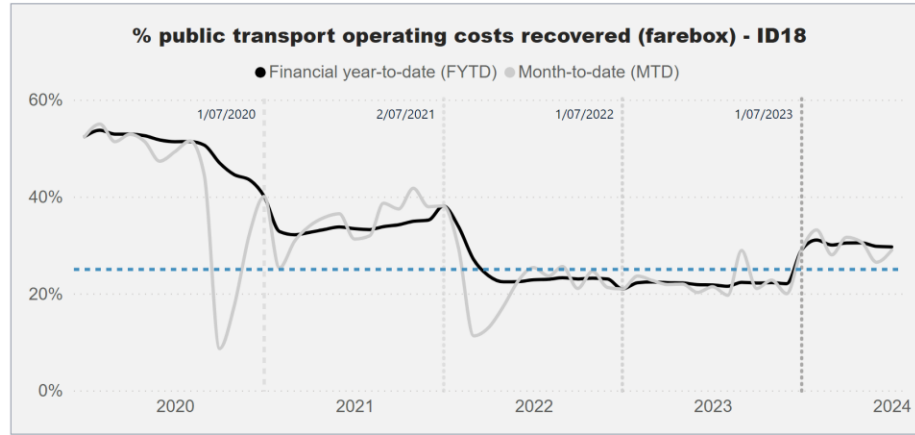
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Target +/- 2.5%
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## Delivering value for money

ID	SOI measure	FY target	Status	Key insights (in development)	Progress commentary (in development)
18	Farebox recovery - Percentage of the total public transport operating cost recovered through fares	25% (30% including Government fare concession top-ups)	EXCEEDED	In July 2023, the farebox recovery ratio (FRR) experienced a significant increase. This was a result of a higher income from public transport activity, which came after the removal of a 50% fare price reduction. Since July 2023, the FRR has remained stable at around 30%.	Farebox Recovery Ratio (FRR) for January 2024 year-to-date is 29.6%. It exceeds the target of 25%. The FRR is 35.7%, including top-ups for under 25s.
19	Capital delivery - Percentage of direct capital budget invested	At least 90% of the budget	NOT MET	Most activity classes are behind plan due to program reviews, operational delays, and scheduling constraints. The Eastern Busway-Panmure to Pakuranga (Stage 1) project is facing delays due to land acquisition and the delivery of the East abutment swing bridge. The underspend in renewals and flood response expenditure is due to delays in finalizing investment levels. Detailed planning and resource mobilization were completed in July and August, leading to a slower start in the early months, but there should be a ramp-up in the summer months.	Year-to-date capital expenditure is at \$477 million (86%) compared to the budget of \$555 million as of January 2024.

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