

AGENDA ITEM 15 BOARD NOTING PAPER	
To:	Board
From:	Dean Kimpton, Chief Executive
Reviewed:	Andrew Downie, Head of Governance
Date:	19 June 2024
Title:	Chief Executive's Open Board Business Report

Aronga / Purpose

1. To summarise Auckland Transport's (AT's) activities which contribute to the delivery of the Statement of Intent (SOI).

Te tūhunga / Recommendation

That the Auckland Transport Board (board):

- a) notes the information provided in this report.

Te horopaki / Background

2. This report provides an update on progress with delivering our SOI deliverables and performance measures. We also report on the impact of our decisions on those who use and experience our various networks.

Me mōhio koe / What you need to know

Operational highlights and challenges (previous month or year to date)

3. **SOI performance:** Attachment 1 shows the May 2024 SOI results, of which all are meeting or exceeding targets, providing confidence that all measures should meet target at year-end.
4. In May 2024, the board requested an update to the SOI dashboard to include FY19 (pre-covid) benchmarks. These have been included for measures where data permits.
5. **Parking services:** AT is reviewing its region-wide implementation approach to Room to Move. This is a 10-year programme of working with communities and local boards to address improved parking outcomes. As part of this we continue to review car park charging tariffs.

6. Our implementation approach to car parking charges within the central city area has been modified with charging commencing for Sundays and public holidays as of 1 July. In parallel, we are re-engaging with key stakeholders on options and potential mitigations to the original overnight car park charge proposed. The new arrangement will come into effect on 1 October.
7. **City centre transport outcomes:** AT has an integrated plan for the city centre's transport network, guided by 'Future Connect' and 'Access for Everyone', and seeks to deliver on the outcomes set out in the City Centre Masterplan. The plan integrates all transport modes, enabling and balancing the city's movement and place objectives. The plan looks to enhance people's experience of the city centre and maximise the benefits of the City Rail Link.
8. **Road renewals and maintenance programme:** work completed to date includes almost 400km of roads resurfaced, 46km of unsealed roads strengthened, 60km of footpaths replaced and 48km of kerb and channel replaced.
9. Year to date performance by length is 102% of the YTD forecast and 100% of the full year targets. This is the largest renewal programme by length delivered since 2017/18.
10. Extreme weather events during 2023 damaged 2,000 sites across the Auckland road network. Repairs have been completed at 85% of the sites. Work continues on the remaining 285 sites.
11. **Level crossing removal programme:** the Public Transport Integration team is presenting a level crossing workshop to the Transport and Infrastructure Committee on 26 June. The purpose of the workshop is to provide elected members with an update on the level crossing removal programme, and brief councillors on the development of the Auckland rail programme to meet frequency and capacity goals.
12. The pre-City Rail Link opening level crossing removal programme is progressing with the closure of Lloyd Avenue in Mt. Albert on 8 June 2024; and Kingdon Street, Newmarket closed on 22 June 2024.
13. Homai Station is due to be grade separated by early 2025, and the Church Street East closure is scheduled for March 2025.
14. **Eastern Busway**
 - a) **Rā Hihi piling:** piling for the Rā Hihi piers continues to make great progress. All north abutment piles and 3 out of 16 pier piles have been completed.
 - b) **Phase 3 - Commercial and Phase 4 Link Road Consent Hearing:** the consent hearing commenced in May 2024 but was adjourned as the

commissioner requested further evidence to support that there are other practicable options that avoid reclamation at Taupaepae.

The adjournment was a consequence of the recent Supreme Court decision not to grant the East West Link consent due to reclamation, with hearing panels asked to exercise extreme caution when considering projects including reclamation.

A revised final day of the hearing has been scheduled for 2 July 2024 where additional evidence relating to practicable alternatives will be considered. This delay has not impacted the completion date of the project but has put increased pressure on the schedule.

15. **Great North Road:** Attachment 2 provides information on project developments.
16. **Capital highlights:** Attachment 3 summarises the achievements from the past month and provides information on forward projects for the coming month.
17. **Dynamic lanes and streets:** project in design - Botany College dynamic intersection design and technology identification is underway. This project will use in-ground LEDs, new audio and changing phasing to allow pedestrians to cross diagonally for 15-30 minutes after school finishes improving the intersection operation for vehicles and pedestrians during a time of high demand.
18. **Temporary traffic management (TTM)**
 - a) Targeted TTM cost-saving - 10%: Between February and May, savings of approximately \$1.3 million were achieved by implementing a risk-based approach and changing construction methodology.
 - b) More projects within AT are mandating the risk-based approach to TTM planning. Projects delivered under the Regional and Local Programmes will follow this new way of working. The Regional and Local Programme Department has more than 400 projects under delivery (comprising of Local Board Capital Fund, Safety, School Speed Management Programme, Network Optimisation Programme, Community Initiated Engineering Programme, Walking Programme, Seal Extension Programme and Structures Renewal Programme). All of the savings noted under the TTM cost is related to these programmes of work.
19. **Culture:** a cross-functional culture sprint is currently underway to determine the key behaviours that are required to support an inclusive and high-performing culture that enables AT to deliver on its ambitions.
20. Our **voluntary turnover** continues to fall (11.5% in May versus 12.3 in April) indicating ongoing improvement in retention. Further information is included in Attachment 5 (People and performance dashboard).

21. **Group Shared Services (GSS) opportunities:** the GSS model has been confirmed at a senior level with most director appointments now announced. Recruitment for general manager roles reporting to the Director of GSS commenced mid-June with a structural target effective date of GSS as 22 June (senior leadership positions only).
22. The two **senior roles in Customer and Network Performance** have now been confirmed and Simon Buxton, Director Customer and Network Solutions, will commence on 8 July 2024. Guarin Coetzee, Group Manager Customer Solutions (Chief Customer Officer) commenced on 10 June 2024.
23. **Volunteer recognition event:** an award ceremony was held at the Ellerslie Event Centre to recognise walking school bus volunteers. We have up to 1,200 volunteers, as part of a safety initiative to supervise tamariki walking to and from school, who would be too young to walk independently.
24. This is part of the Waka Waewae or Walking School Bus Programme, made possible through co-investment with NZTA and their Road Safety Promotions Activity Class. The volunteers (a school principal, staff member, parent or caregiver) were formally recognised through five award categories. Four of these categories represent AT's four organisational values. The awards were presented by special guests and AT representatives.
25. **Mana whenua forums:** two mana whenua engagements were held with continuing engagement on the following projects:
 - a) Biodiversity work: Impacts on Nature;
 - b) Open Loop and National Ticketing Programme;
 - c) Low Emission Ferry Programme – Landside Infrastructure in Half Moon Bay update;
 - d) Eastern Busway Alliance; and
 - e) AT Māngere Walking and Cycling Projects.

Operational issues (forward focused on the next one to three months)

26. **Industrial action:** two industrial actions are currently impacting rail services.
27. Auckland One Rail's unionised employees are undertaking industrial action, which means rail services are being impacted at peak times, with other cancellations likely due to resulting staff shortages. The action began on 8 June 2024 and at this stage we do not know when this industrial action will be resolved.
28. The Spanish rail manufacturer which supplies and maintains Auckland's electric trains, CAF's unionised employees are also undertaking industrial action from



11 June to 7 July. We need our trains to be safe and well maintained, and this industrial action may mean that some trains might not be able to operate.

29. Safety is an absolute priority, and if trains cannot be repaired, we won't be able to use them for services. This means we might see more cancellations.
30. AT is encouraging Aucklanders to plan ahead and expect less frequent services throughout this period.

Risks

31. The risk dashboard for June 2024 is presented in Attachment 4.

Key approval papers

32. The key items requiring approval by the board at this meeting are:
 - a) 2024/25 Budget.
 - b) 2024 Remuneration Review Budget.
 - c) Draft SOI 2024 – 2027.
 - d) Committee Charters.




Ā muri ake nei / Next steps

33. The next Chief Executive's Open Board Business Report will be presented to the board at the 27 August 2024 meeting.

Ngā whakapiringa / Attachments

Attachment #	Description
1	SOI Dashboard - May 2024 results
2	Great North Road Improvements Project
3	Capital Highlights
4	Risk Dashboard June 2024
5	People and Performance Dashboard June 2024

Te pou whenua tuhinga / Document ownership

Submitted by	Recommended by	Approved for submission
Shameel Sahib Head of Corporate Strategy & Business Planning	Andrew Downie Head of Governance	Dean Kimpton Chief Executive
		



Statement of Intent (SOI) 2023/2024 performance targets

Reporting as at May 2024

12	7	0	0
Above target 2.5%	Target +/- 2.5%	Below target 2.5%	Not rated

Objective	ID	SOI Measure	Financial Year target	YTD Status	Performance Commentary
1. Better understanding of the communities we serve	1	AT listens and responds to Aucklanders' needs	Increase from 29% to 30%	● MET	March quarter shows a decline for a second quarter in a row, now less than 3 in 10 Aucklanders agreeing that AT listens and responds to Aucklanders' needs.
	2	Percentage of total AT case volume resulting in a formal complaint (SOI).	Decrease from the baseline of 0.77% to less than 0.65%	● EXCEEDED	The number of complaints as a percentage of requests for service continues to track well ahead of target reflecting the improved quality of first contact resolution.
	3	Percentage of formal complaints that are resolved within 20 working days (SOI).	Increase from the baseline of 79% to at least 85%	● EXCEEDED	Timeliness of complaint resolution continues to exceed targets with strong collaboration between AT's customer care team and subject matter experts.
2. Getting the basics right	4	Average travel time across the arterial network (SOI).	To establish and maintain baseline	● EXCEEDED	In May 2024 average people travel time was 23 minutes (on an average trip of 10 km long) which was below the set target of 24 minutes. It was 2 minutes higher than April 2024. This is due to the higher demand levels in May compared to the lower demand in April caused by school holidays and the Easter holiday.
	5	Percentage of public transport services that run according to published timetable PT reliability (SOI).	Increase from 94% to 95%	● MET	The reliability result for all public transport (PT) services in May was 95.0%. The breakdown of the results by mode is as follows: bus at 94.4%, train at 96.6%, and ferry at 98.6%.
	6	Percentage of public transport services that start and end on time according to published timetable PT punctuality (SOI)	Increase from 86% to 87%	● MET	The punctuality rate for public transportation in May was 86.1%. The breakdown by mode was as follows: Bus at 85.6%, Train at 84.8%, and Ferry at 96.9%.
	7	Deaths and Serious Injuries on the road network in Tāmaki Makaurau (SOI).	Reduce from the baseline of 716 to no more than 640	● EXCEEDED	In the past 12 months (June 2023 to May 2024) 34 people were killed on our roads and 577 were seriously injured, compared to 51 deaths and 608 serious injuries the previous year. This represents a decrease of 7% year-on-year. While we are on track to meet the SOI target, the trend over the past five years remains static.
	8	Proportion of critical assets in poor condition Asset condition (SOI).	No more than 5.8%	● MET	As at March, 4.35% of critical assets are in poor condition.
	9	Percentage of the sealed local road network that is resurfaced or rehabilitated Road maintenance (SOI).	At least 6% or 403 kilometres of the network	● MET	At the end of May we have completed 394.7 km (91.5 km of asphalt, 298.6 km of chip sealing and 4.6 km of pavement rehabilitation) of sealed road resurfacing/rehabilitation which is 98% of the full year target of 403 km.
	10	Adherence to the service level agreement to provide specialist input into the resource consents (SOI)	Increase from 50% to 70%	● EXCEEDED	Resource consent specialist inputs are tracking consistently over the last few months and exceeding service level agreements.
3. Leveraging our existing network using data, technology and insights	11	Number of public transport passenger boardings (SOI).	Increase from 71m in 2022/23 to 83.4m during 2023/24 and progress to 100m by 2024/25	● EXCEEDED	We are tracking ahead of the SOI target and now forecast to reach expect to reach 86.6 million total boardings in FY24.
	12	Average number of people moving on the arterial roads per hour during the morning peak Road productivity (SOI).	Grow above 28,000	● EXCEEDED	In May 2024 the arterial productivity during the AM peak was 30965 and was 11% above the 28000 SOI target value and 10% higher than April 2024. This increase is primarily attributable to the regular school traffic in May 2024 in contrast to the lower demand levels observed during the school holidays and Easter holiday in April 2024. Consequently the elevated demand levels have resulted in an increase in productivity.
	13	Percentage of the freight network moving without congestion in the interpeak (SOI).	At least 85%	● MET	In May 2024 86% of the Freight Network operated at the Levels of Service A-C (not congested conditions) during the interpeak period which was 1% above the Statement of Intent target for good levels of service.
	14	Number of cycle counts on the defined cycle network count sites (SOI).	Increase by 4% or 3.12m from 3m counts	● EXCEEDED	Cycle counts in May 24 were 9.8% higher than May 23 –Great to see so many Aucklanders making the most of the great cycling weather we've had recently The cumulative cycle movement for this financial year surpasses the YTD target by 7.4% and is expected to exceed the target at the end of the financial year. Over the period from June 2023 to May 2024, a total of 3.33 million cycle movements were recorded at the 26 count sites, indicating a 10.7% increase compared to the corresponding twelve-month period from the previous year. May counts are at 80-90% of pre-covid levels
	15	AT's operational GHG emissions.	15% reduction from the 2018/19 baseline	● EXCEEDED	FY24 Q3 Operational emissions performance is ON TRACK with respect to the SOI target of 15% reduction. FY24 Q3 emissions is 43% less than the FY19 Q3 (baseline).

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



Statement of Intent (SOI) 2023/2024 performance targets

Reporting as at May 2024

12 Above target 2.5%	7 Target +/- 2.5%	0 Below target 2.5%	0 Not rated
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Objective	ID	SOI Measure	Financial Year target	YTD Status	Performance Commentary
4. Collaboration and improving relationships	16	Local Board satisfaction with engagement.	To establish baseline and improve	● MET	May 2024 Survey had a result of 56% of Local Board members either satisfied or very satisfied with AT's engagement. An Improving response from local boards for third engagement survey.
5. Supporting Māori wellbeing, outcomes and expectations	17	Percentage of procurement spend with Māori owned businesses (SOI).	Increase from 1.7% to 2%	● EXCEEDED	Māori-owned businesses received \$34.78 million in direct and sub-contracted spending for the May 2024 financial year to date, representing 2.25% of the total spend, slightly exceeding the target of 2%.
6. Delivering value for money	18	Percentage of the total public transport operating cost recovered through fares farebox recovery (SOI).	25% (30% including Government fare concession top-ups)	● EXCEEDED	In May 2024, the farebox Recovery Ratio was 34.2%, reflecting a significant uplift from the previous month. Total Farebox Revenue increased 32% during the period. This was achieved via a 43% increase in PT Activity income, offset with reduced commercial revenue (-16%) and higher operating costs (+9.6%) which included revision of the indexation accrual.
	19	Percentage of direct capital budget invested (SOI).	At least 90% of the budget	● EXCEEDED	YTD capital expenditure is \$881M (93%) compared to budget of \$948M as at end of May 2024.

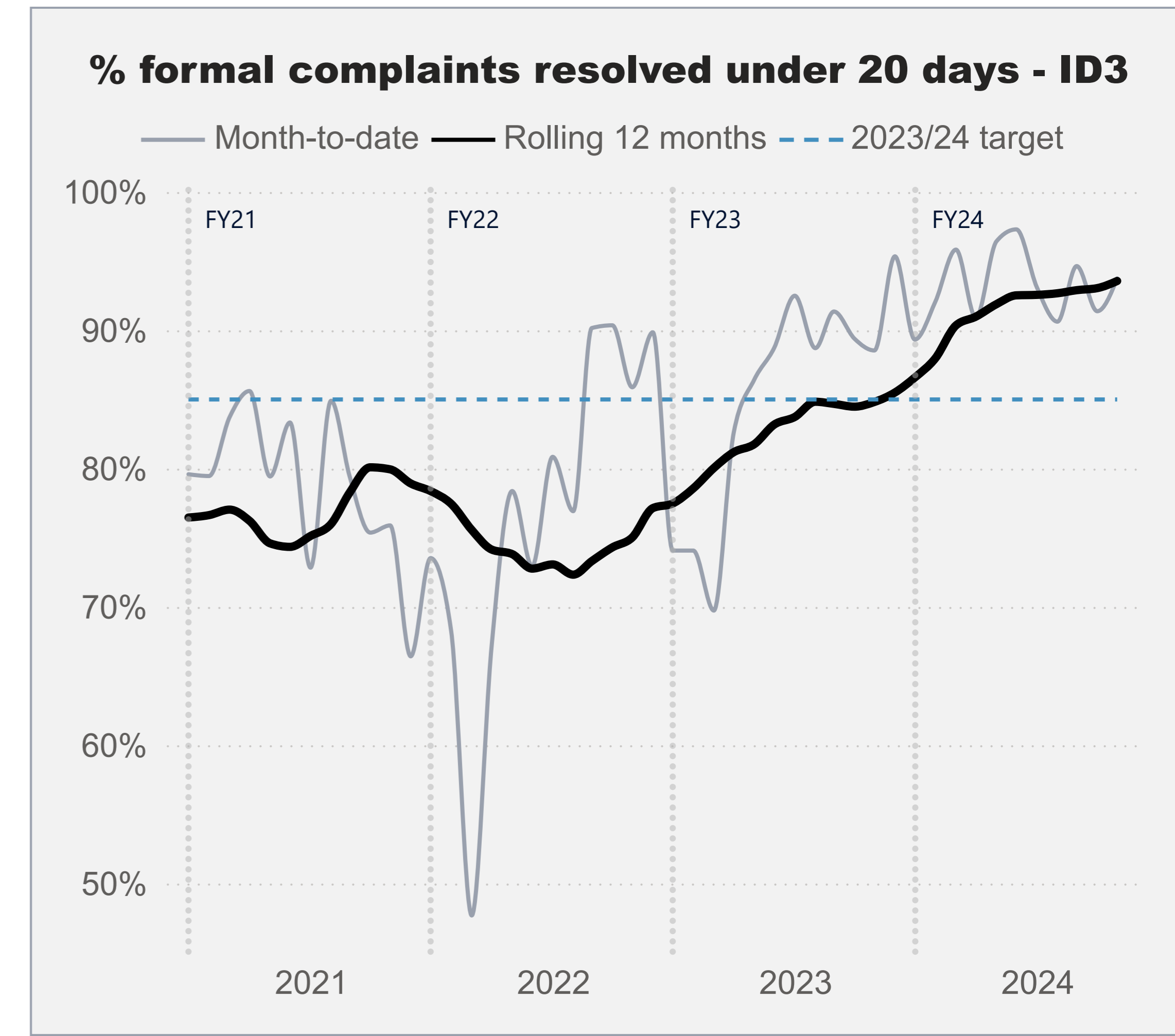
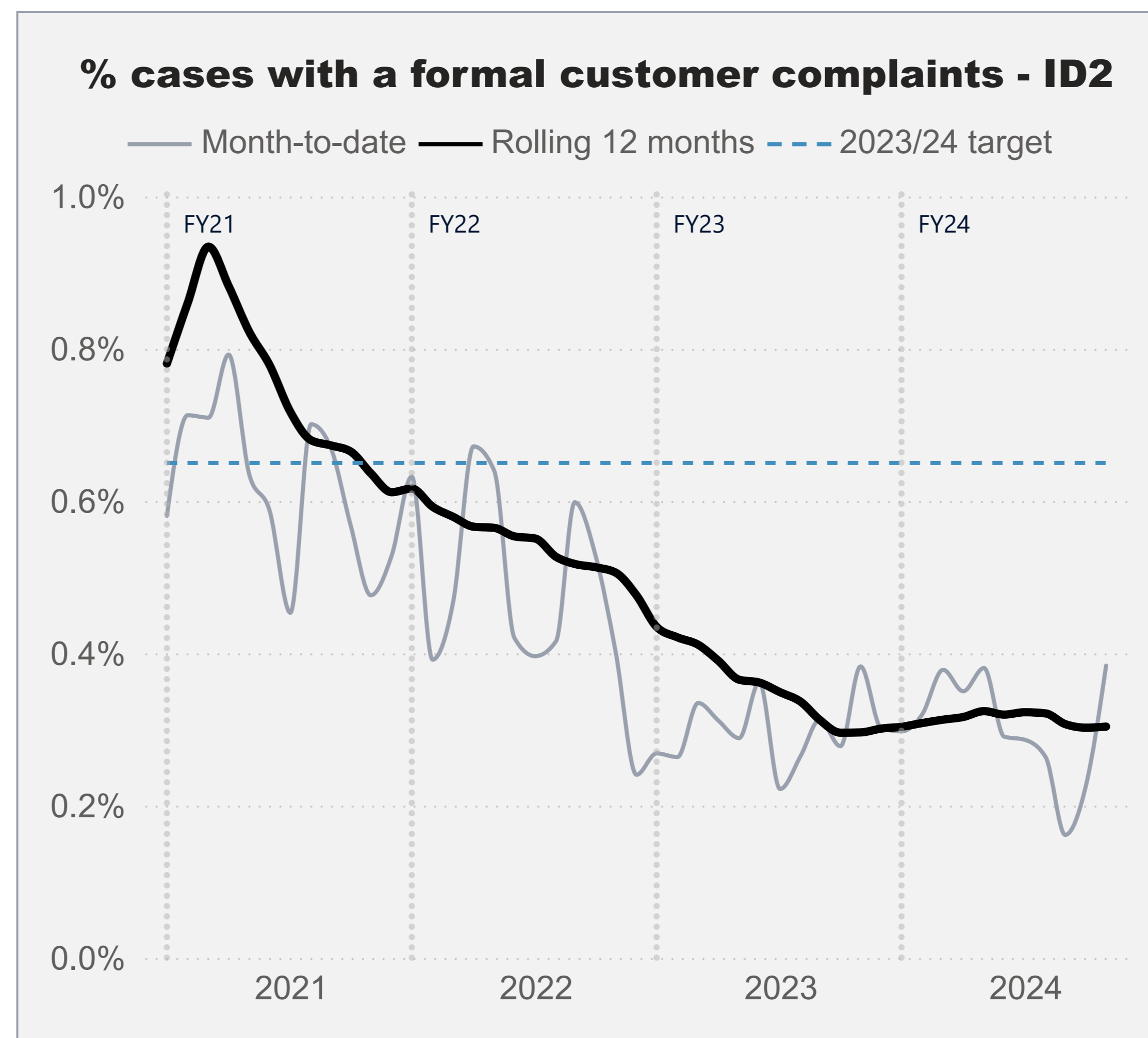
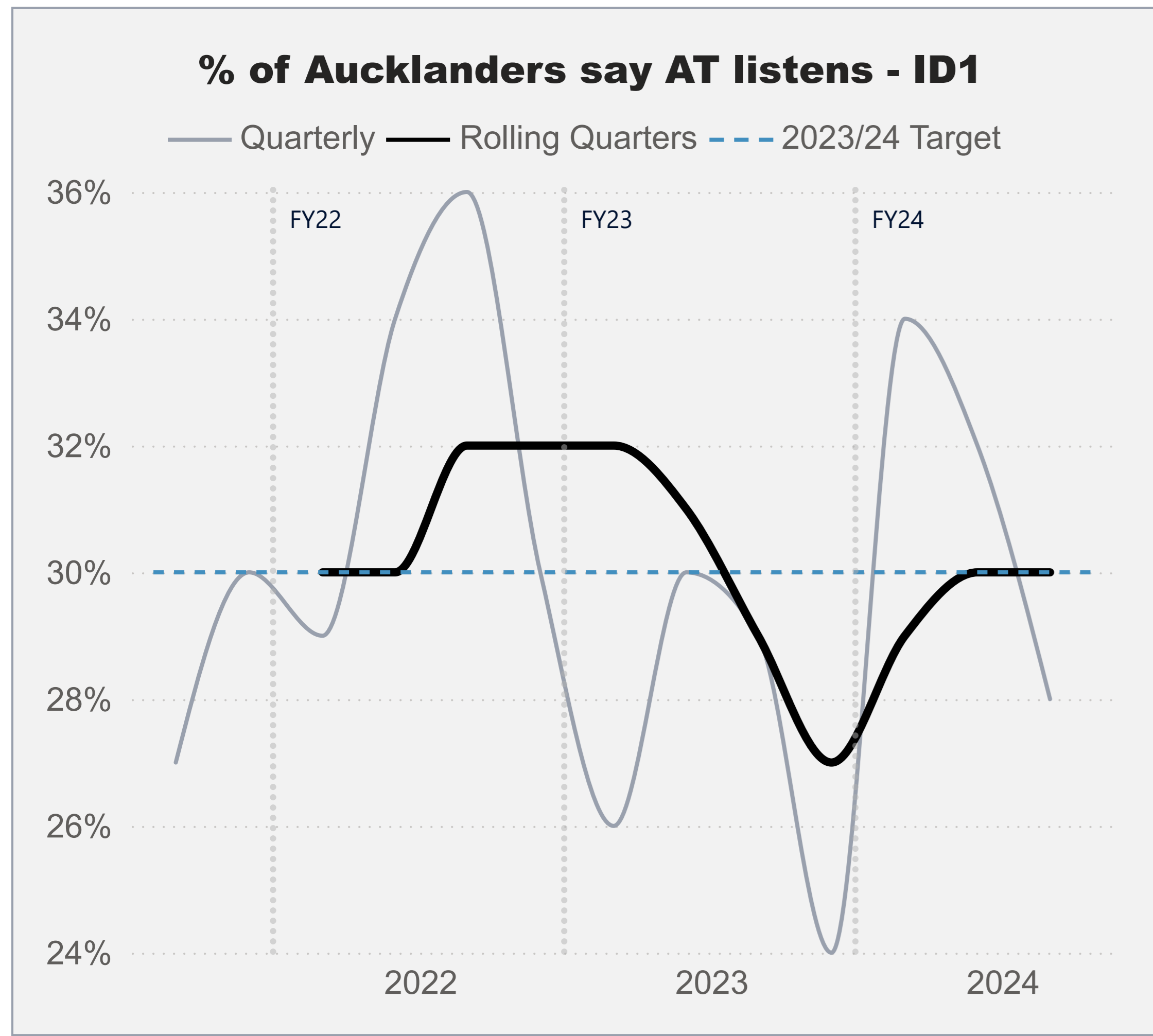


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Statement of Intent (SOI) 2023/2024 performance targets

Reporting as at May 2024



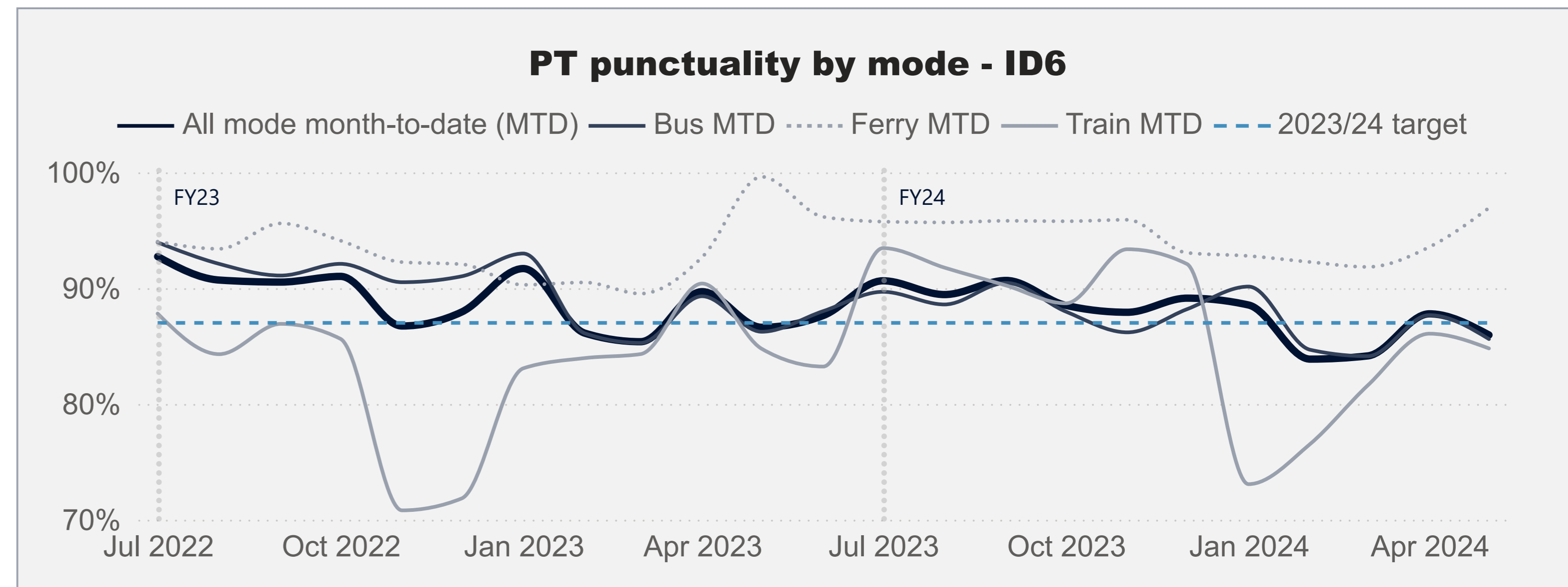
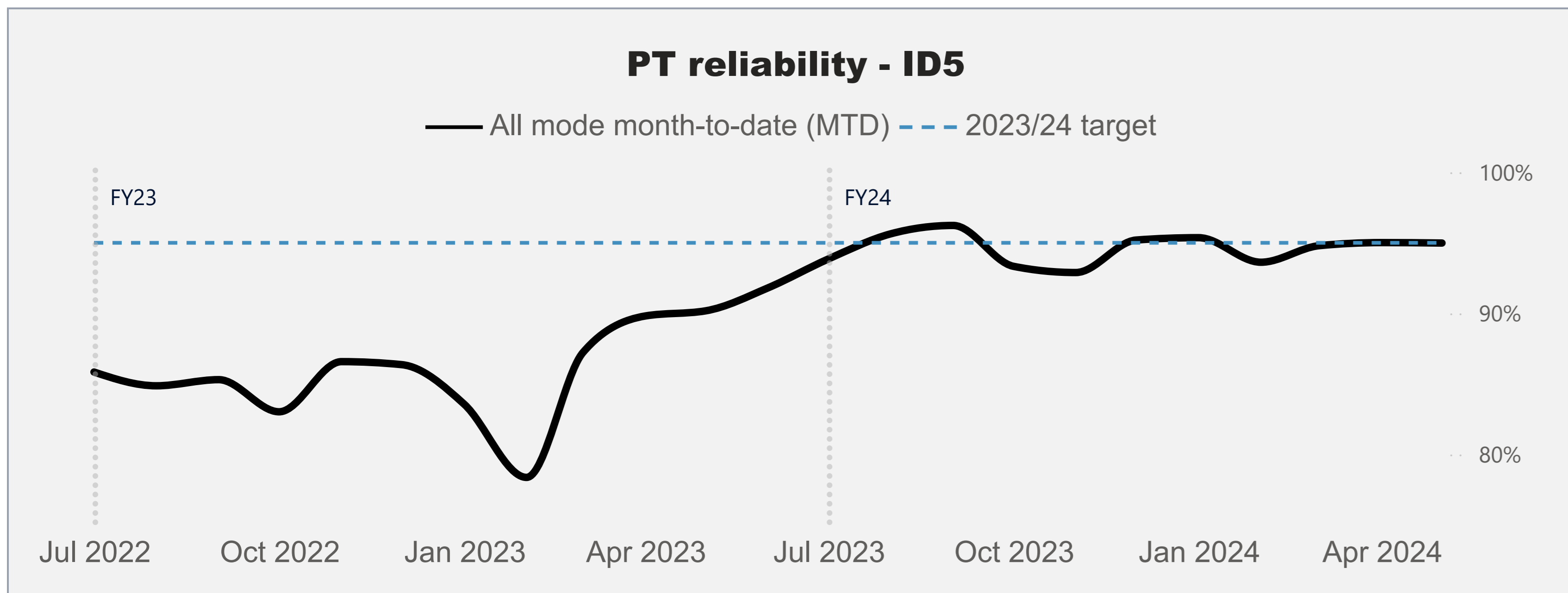
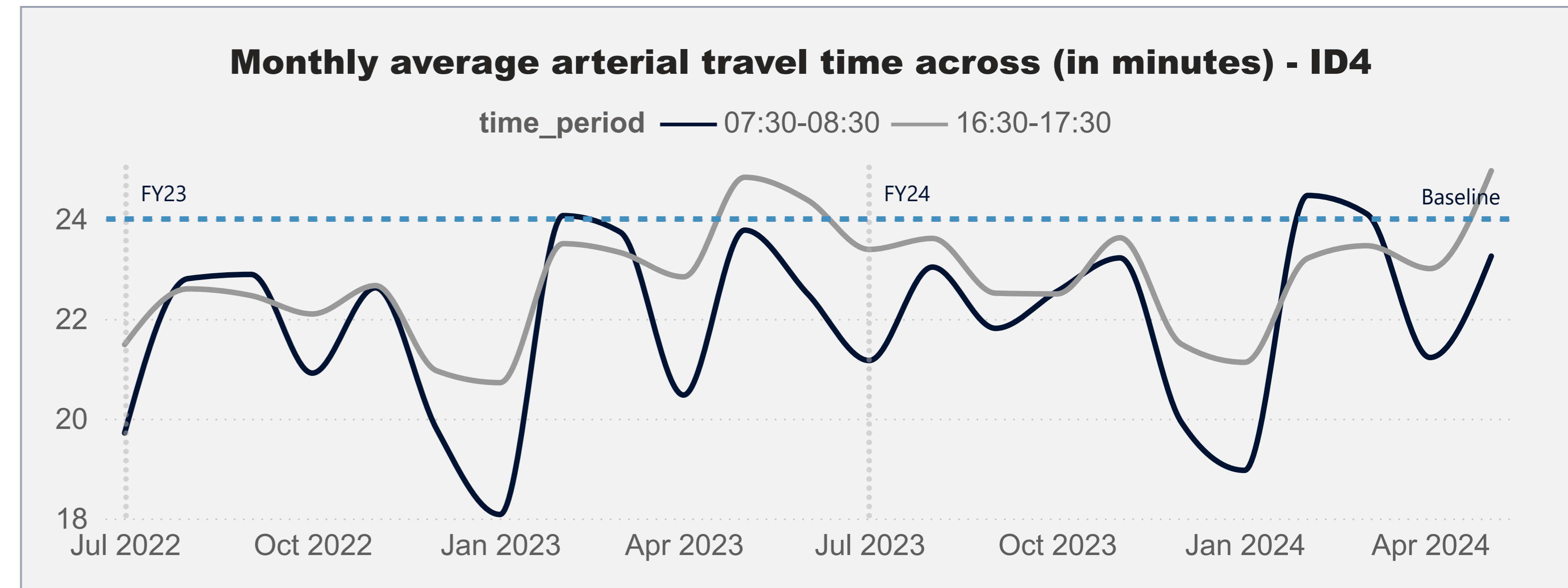
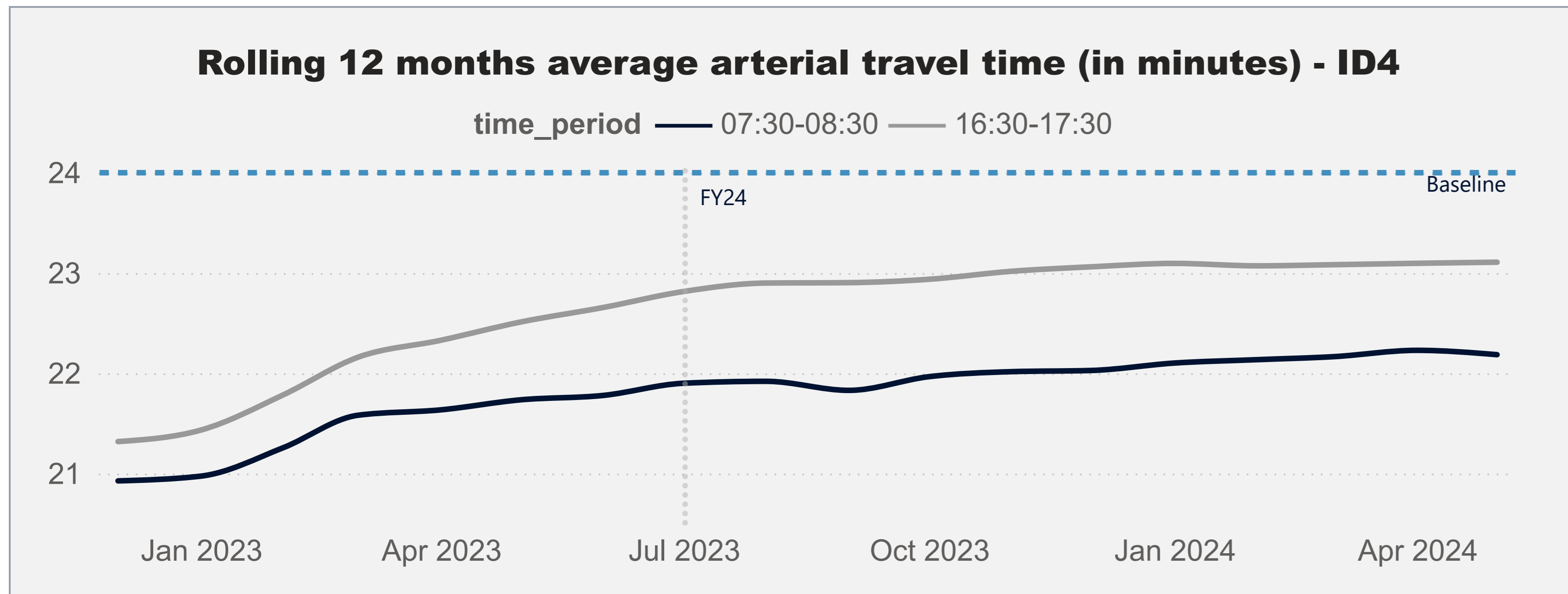
1. Better understanding of the communities we serve

ID	SOI measure	FY Target	YTD Status	Key Insights	Progress Commentary
1	AT listens and responds to Aucklanders' needs	Increase from 29% to 30%	● MET	March quarter results are driven by declining PT user perceptions and slightly improving but weak non-PT user perceptions. Negative media has continued to impact perceptions with stories related to train disruptions, costs associated with building and removing pedestrian crossings, PT fare increases and project issues or cancellations (e.g. Meola Road, Light Rail).	March quarter shows a decline for a second quarter in a row, now less than 3 in 10 Aucklanders agreeing that AT listens and responds to Aucklanders' needs.
2	Percentage of total AT case volume resulting in a formal complaint (SOI).	Decrease from the baseline of 0.77% to less than 0.65%	● EXCEEDED		The number of complaints as a percentage of requests for service continues to track well ahead of target reflecting the improved quality of first contact resolution.
3	Percentage of formal complaints that are resolved within 20 working days (SOI).	Increase from the baseline of 79% to at least 85%	● EXCEEDED		Timeliness of complaint resolution continues to exceed targets with strong collaboration between AT's customer care team and subject matter experts.



Statement of Intent (SOI) 2023/2024 performance targets

Reporting as at May 2024



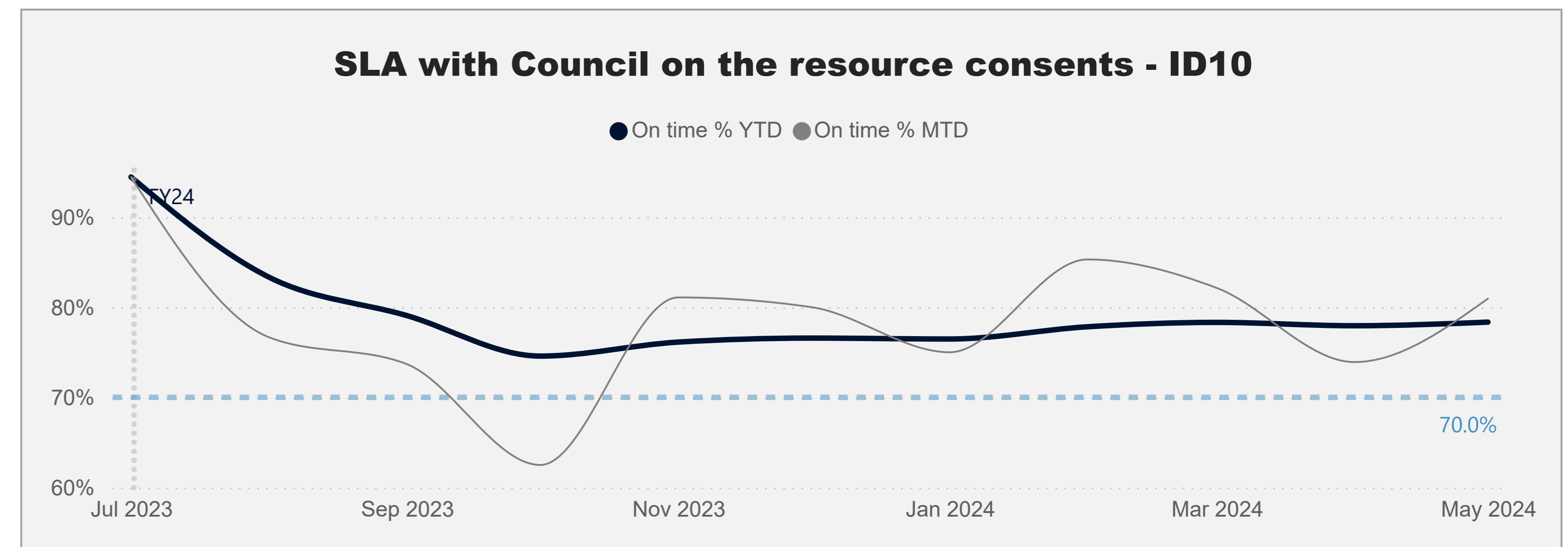
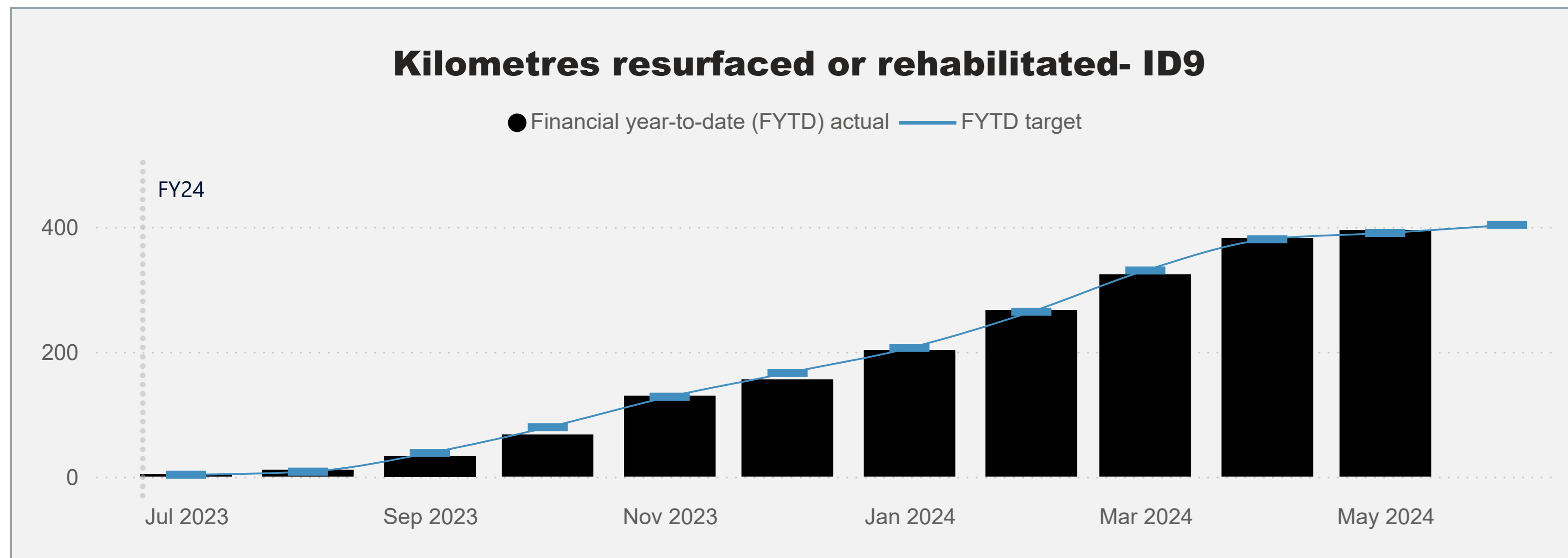
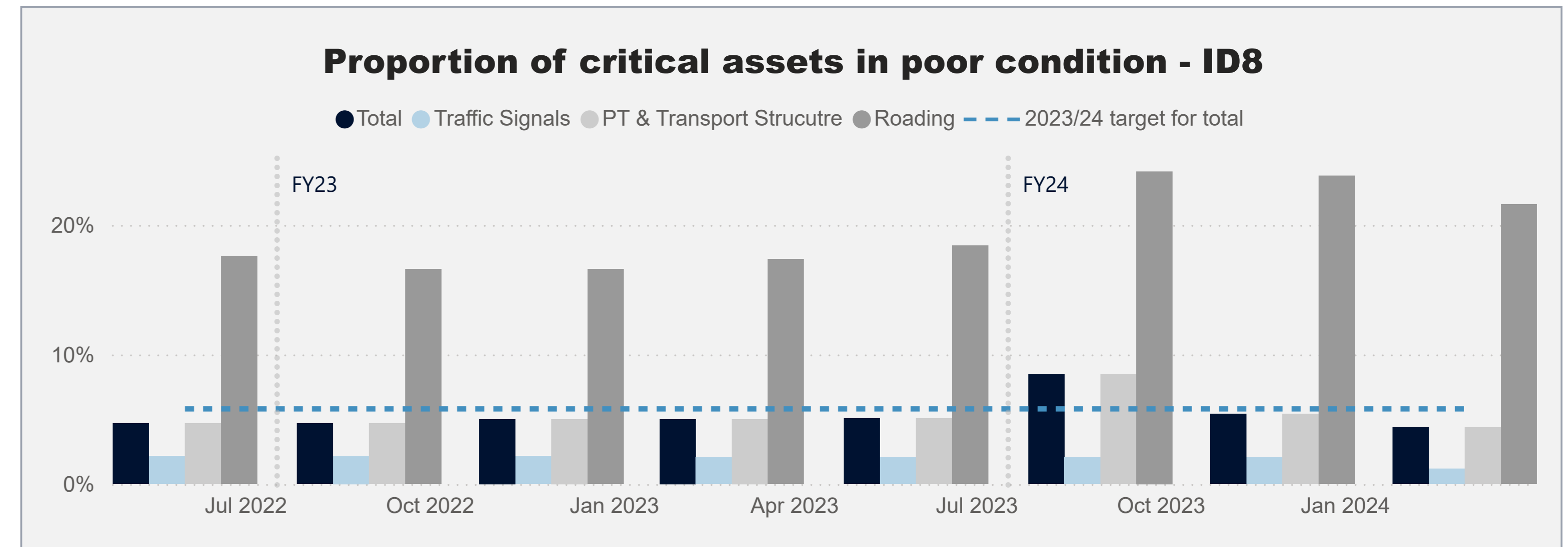
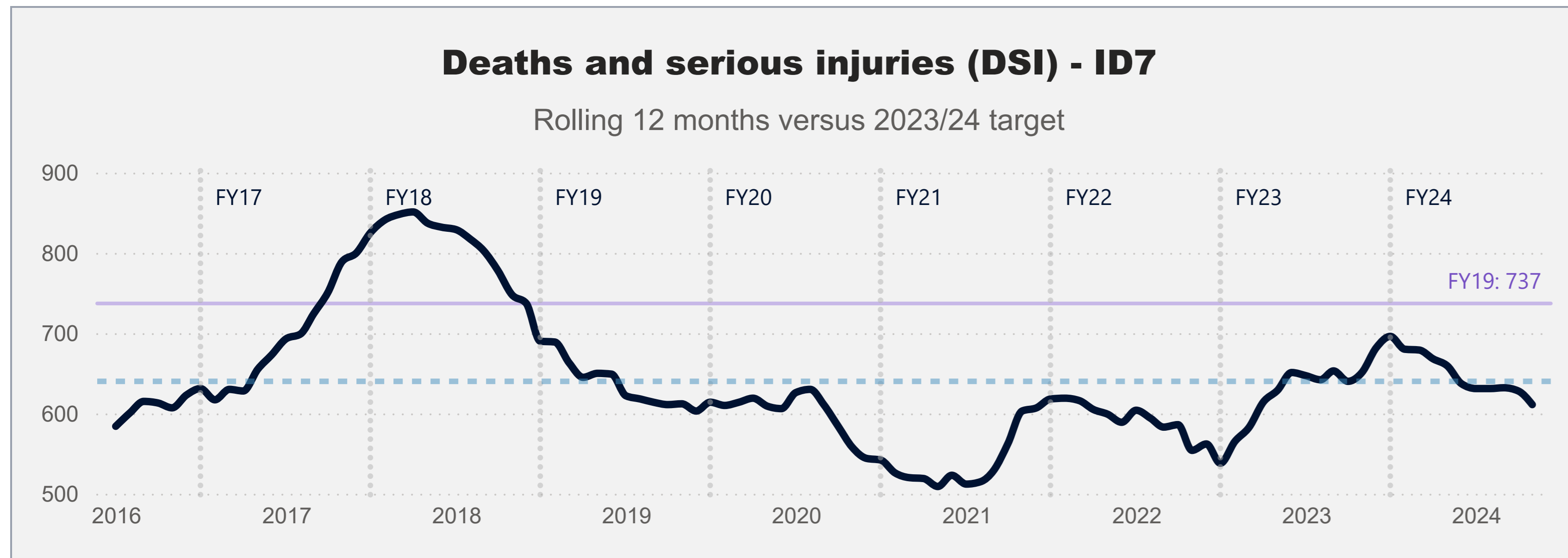
2. Getting the basics right

ID	SOI measure	FY Target	YTD Status	Key Insights	Progress Commentary
4	Average travel time across the arterial network (SOI).	To establish and maintain baseline	● EXCEEDED		In May 2024 average people travel time was 23 minutes (on an average trip of 10 km long) which was below the set target of 24 minutes. It was 2 minutes higher than April 2024. This is due to the higher demand levels in May compared to the lower demand in April caused by school holidays and the Easter holiday.
5	Percentage of public transport services that run according to published timetable PT reliability (SOI).	Increase from 94% to 95%	● MET	Target met for May. Although reliability for Bus fell slightly, this was offset by an increase in Train and Ferry performance.	The reliability result for all public transport (PT) services in May was 95.0%. The breakdown of the results by mode is as follows: bus at 94.4%, train at 96.6%, and ferry at 98.6%.
6	Percentage of public transport services that start and end on time according to published timetable PT punctuality (SOI)	Increase from 86% to 87%	● MET	Target met for May. Bus, Train and Ferry punctuality met target.	The punctuality rate for public transportation in May was 86.1%. The breakdown by mode was as follows: Bus at 85.6%, Train at 84.8%, and Ferry at 96.9%.



Statement of Intent (SOI) 2023/2024 performance targets

Reporting as at May 2024



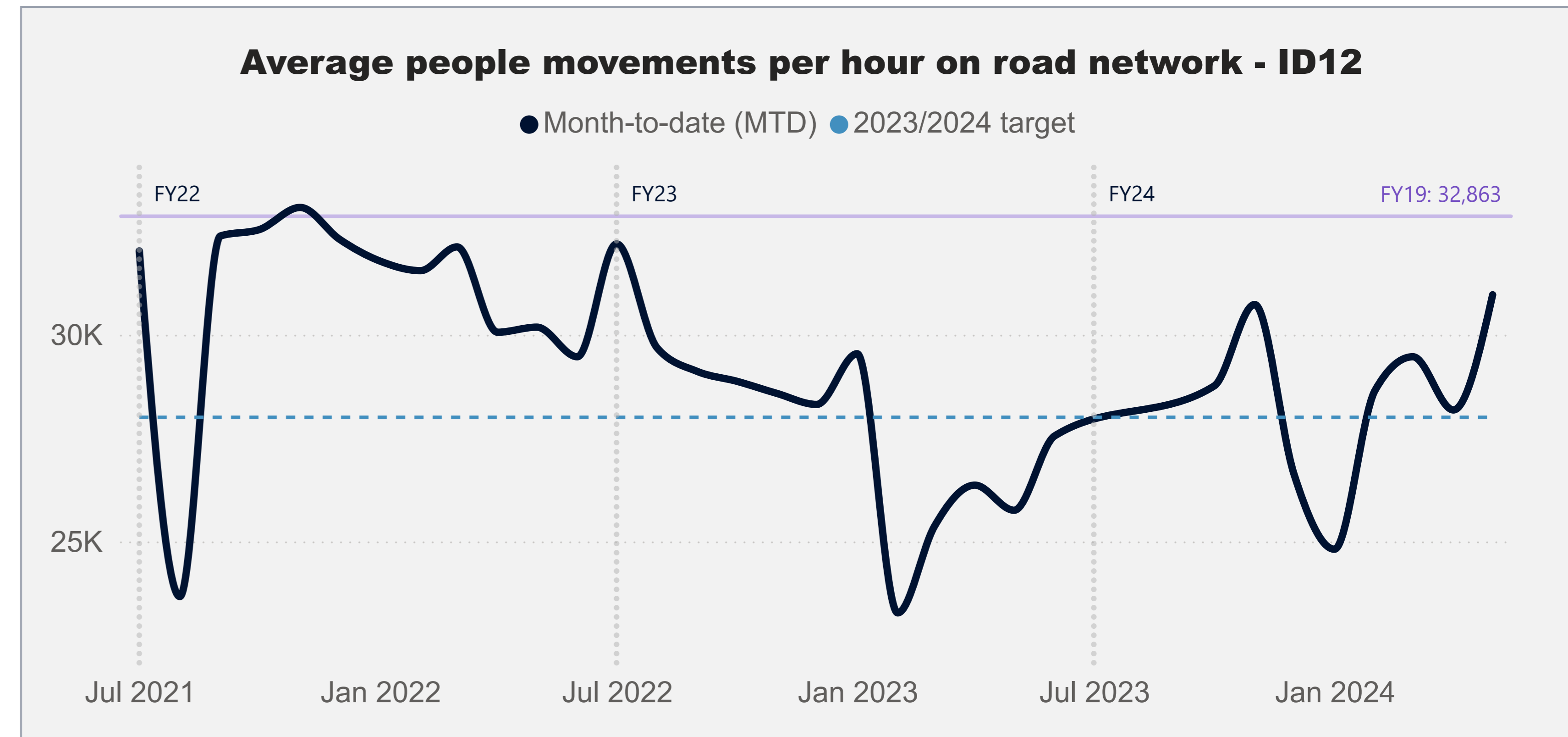
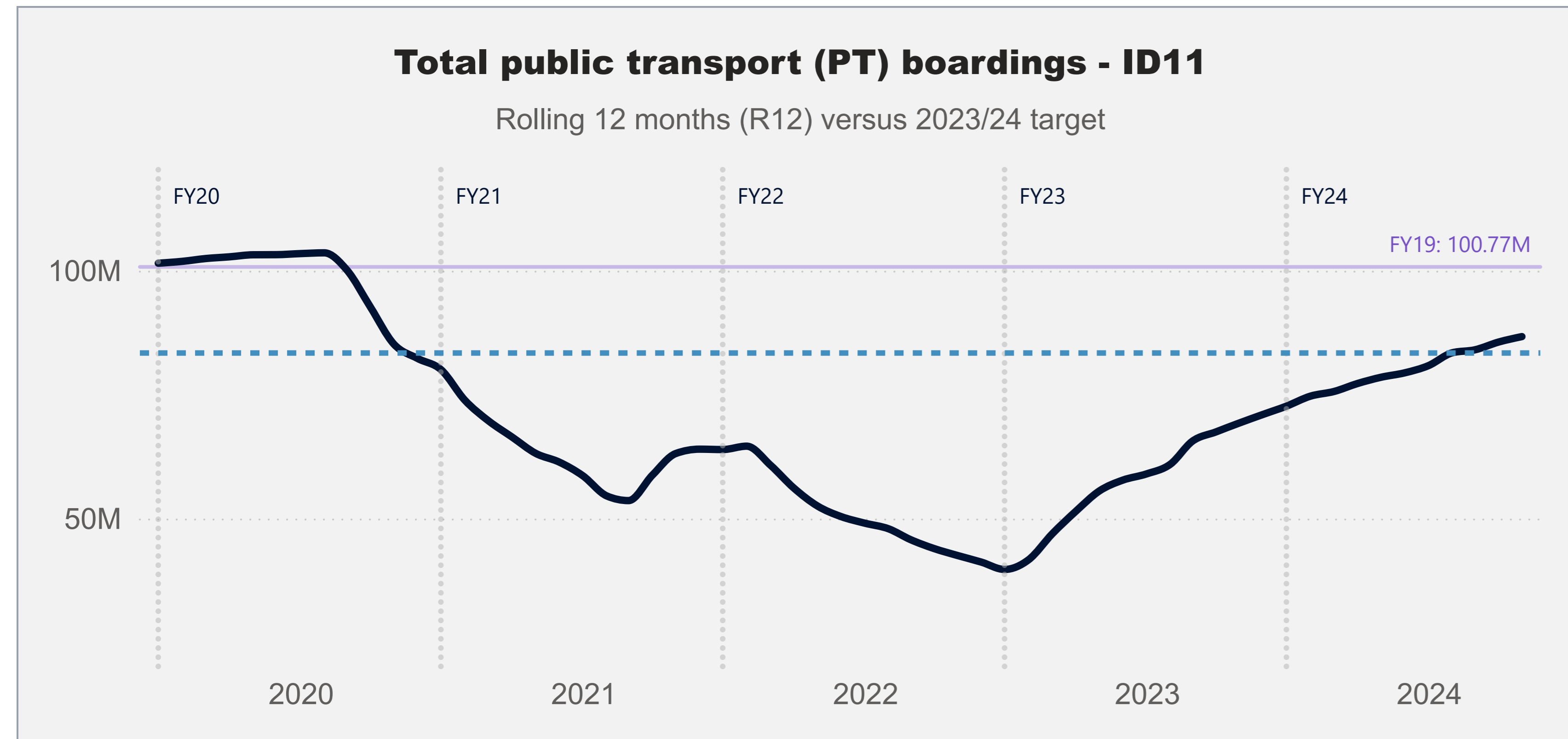
2. Getting the basics right

ID	SOI measure	FY Target	YTD Status	Key Insights	Progress Commentary
7	Deaths and Serious Injuries on the road network in Tāmaki Makaurau (SOI).	Reduce from the baseline of 716 to no more than 640	● EXCEEDED	There were 611 people killed or seriously injured from June 2023 – May 2024 on Auckland roads. We continue to see the majority of harm occurring on local roads, with over half of these being people outside of vehicles (people walking, cycling and motorcyclists). In this period we have seen a decrease in fatalities, while serious injuries have remained static.	In the past 12 months (June 2023 to May 2024) 34 people were killed on our roads and 577 were seriously injured, compared to 51 deaths and 608 serious injuries the previous year. This represents a decrease of 7% year-on-year. While we are on track to meet the SOI target, the trend over the past five years remains static.
8	Proportion of critical assets in poor condition Asset condition (SOI).	No more than 5.8%	● MET	It should be noted that the overall percentage of sealed roads in poor and very poor condition is 21.4%.	As at March, 4.35% of critical assets are in poor condition.
9	Percentage of the sealed local road network that is resurfaced or rehabilitated Road maintenance (SOI).	At least 6% or 403 kilometres of the network	● MET		At the end of May we have completed 394.7 km (91.5 km of asphalt, 298.6 km of chip sealing and 4.6 km of pavement rehabilitation) of sealed road resurfacing/rehabilitation which is 98% of the full year target of 403 km.
10	Adherence to the service level agreement to provide specialist input into the resource consents (SOI)	Increase from 50% to 70%	● EXCEEDED	Rolling average for adherence to consents is 78%.	Resource consent specialist inputs are tracking consistently over the last few months and exceeding service level agreements.



Statement of Intent (SOI) 2023/2024 performance targets

Reporting as at May 2024



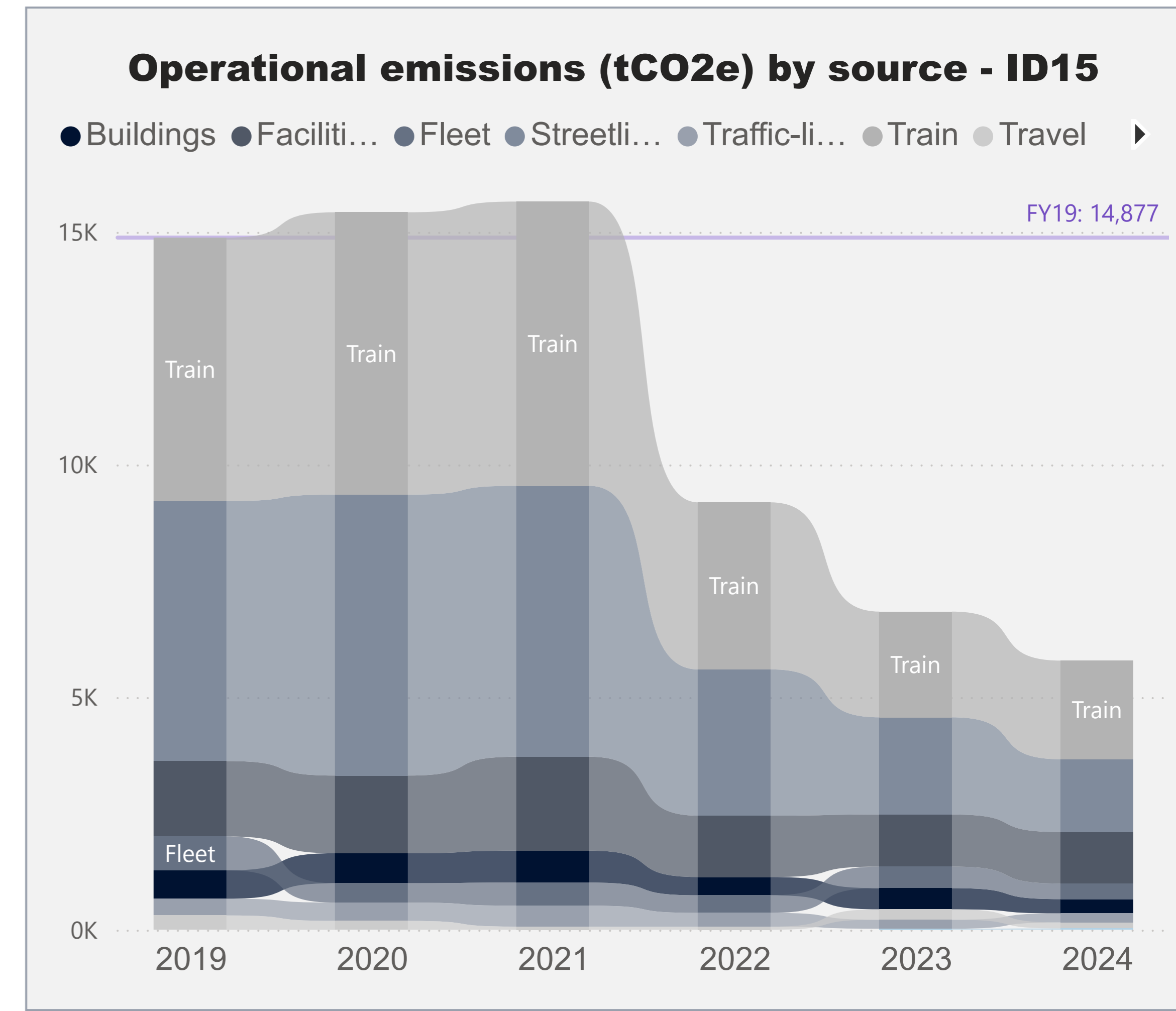
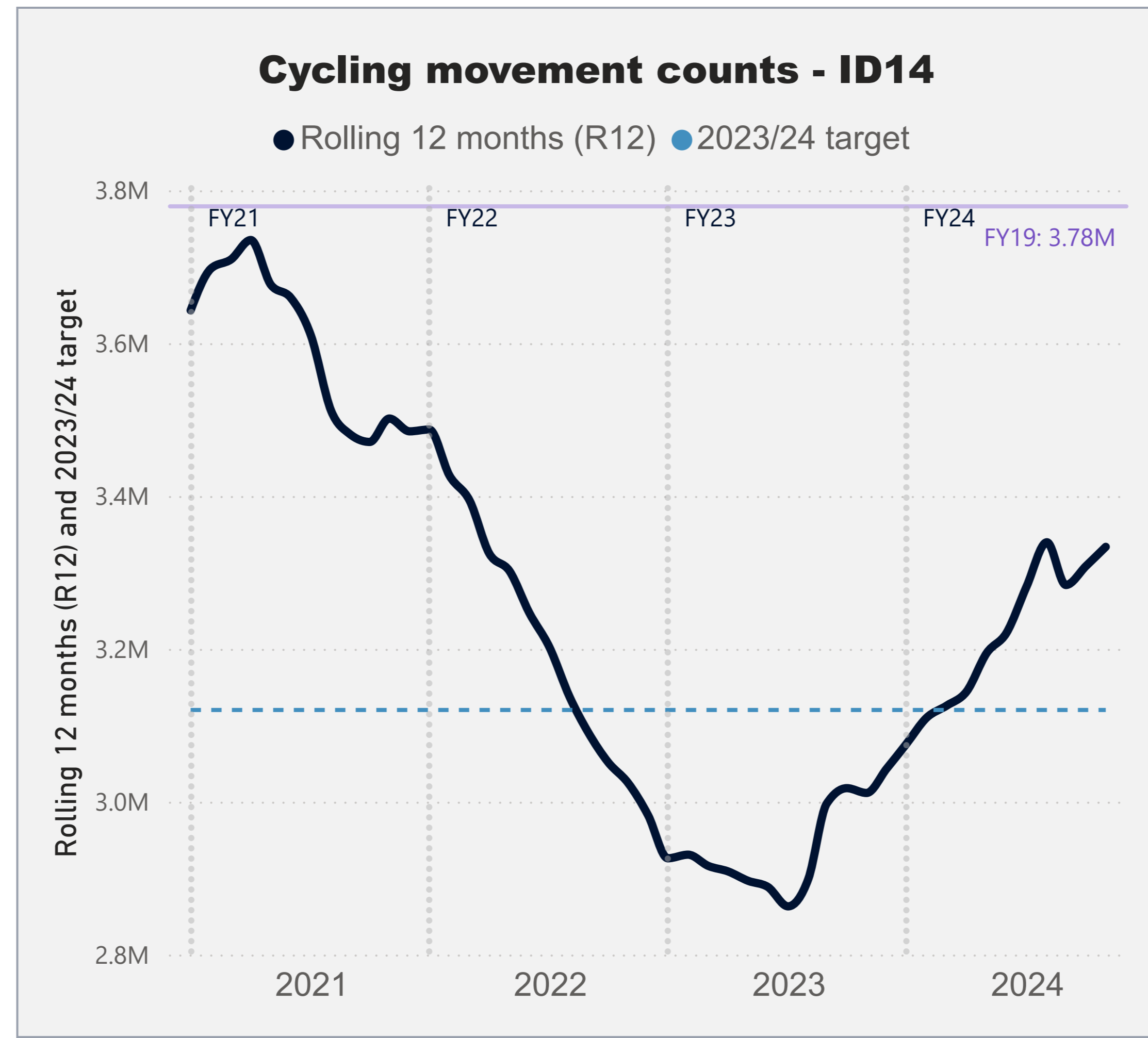
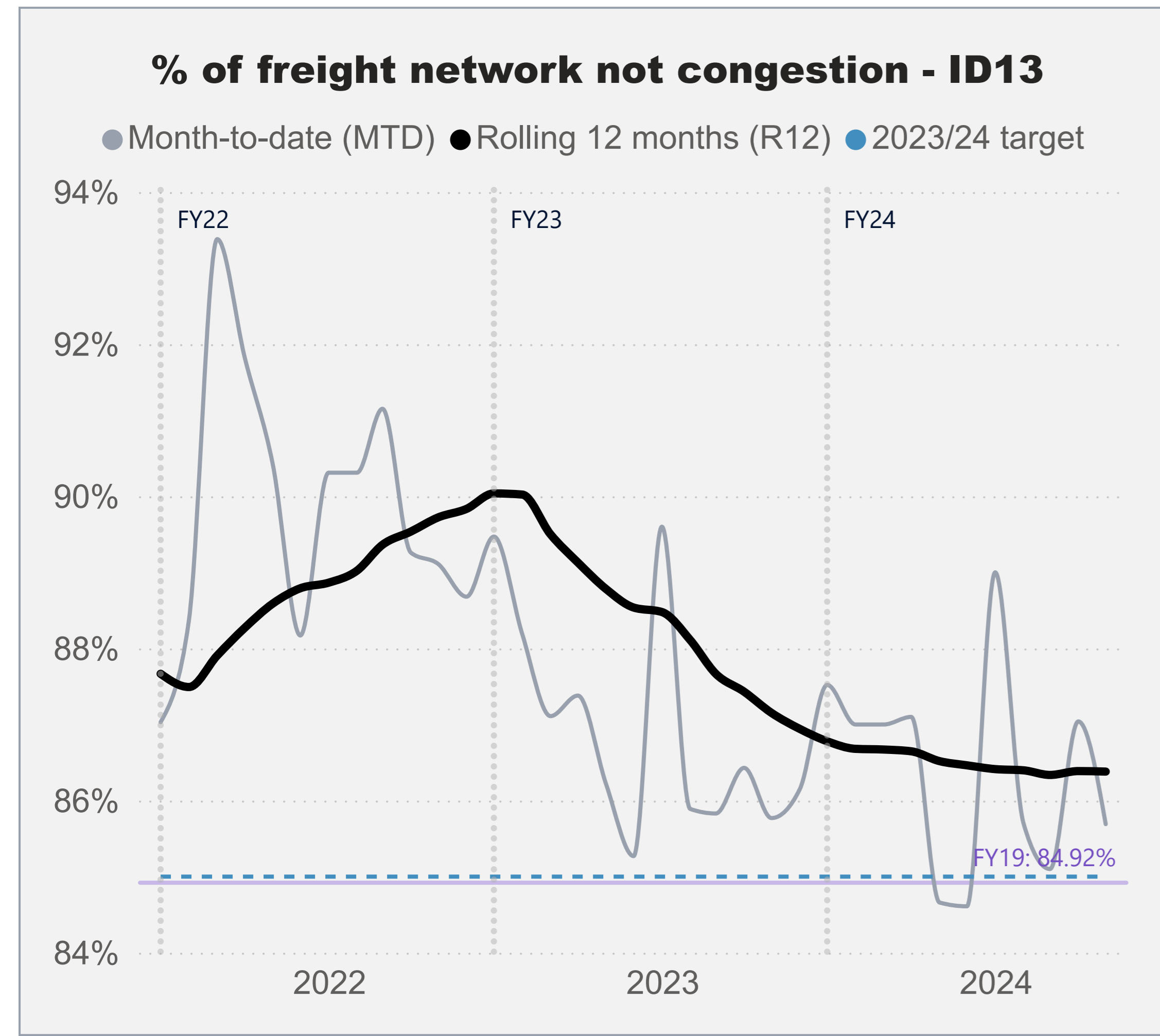
3. Leveraging our existing network using data, technology and insights

ID	SOI measure	FY Target	YTD Status	Key Insights	Progress Commentary
11	Number of public transport passenger boardings (SOI).	Increase from 71m in 2022/23 to 83.4m during 2023/24 and progress to 100m by 2024/25	● EXCEEDED	Patronage is holding at around 90% of pre-COVID levels. Underlying growth is evidenced through unique HOP Cards utilising the network as well as average days used and trips per customer, which are all still trending upwards.	We are tracking ahead of the SOI target and now forecast to reach expect to reach 86.6 million total boardings in FY24.
12	Average number of people moving on the arterial roads per hour during the morning peak Road productivity (SOI).	Grow above 28,000	● EXCEEDED		In May 2024 the arterial productivity during the AM peak was 30965 and was 11% above the 28000 SOI target value and 10% higher than April 2024. This increase is primarily attributable to the regular school traffic in May 2024 in contrast to the lower demand levels observed during the school holidays and Easter holiday in April 2024. Consequently the elevated demand levels have resulted in an increase in productivity.



Statement of Intent (SOI) 2023/2024 performance targets

Reporting as at May 2024



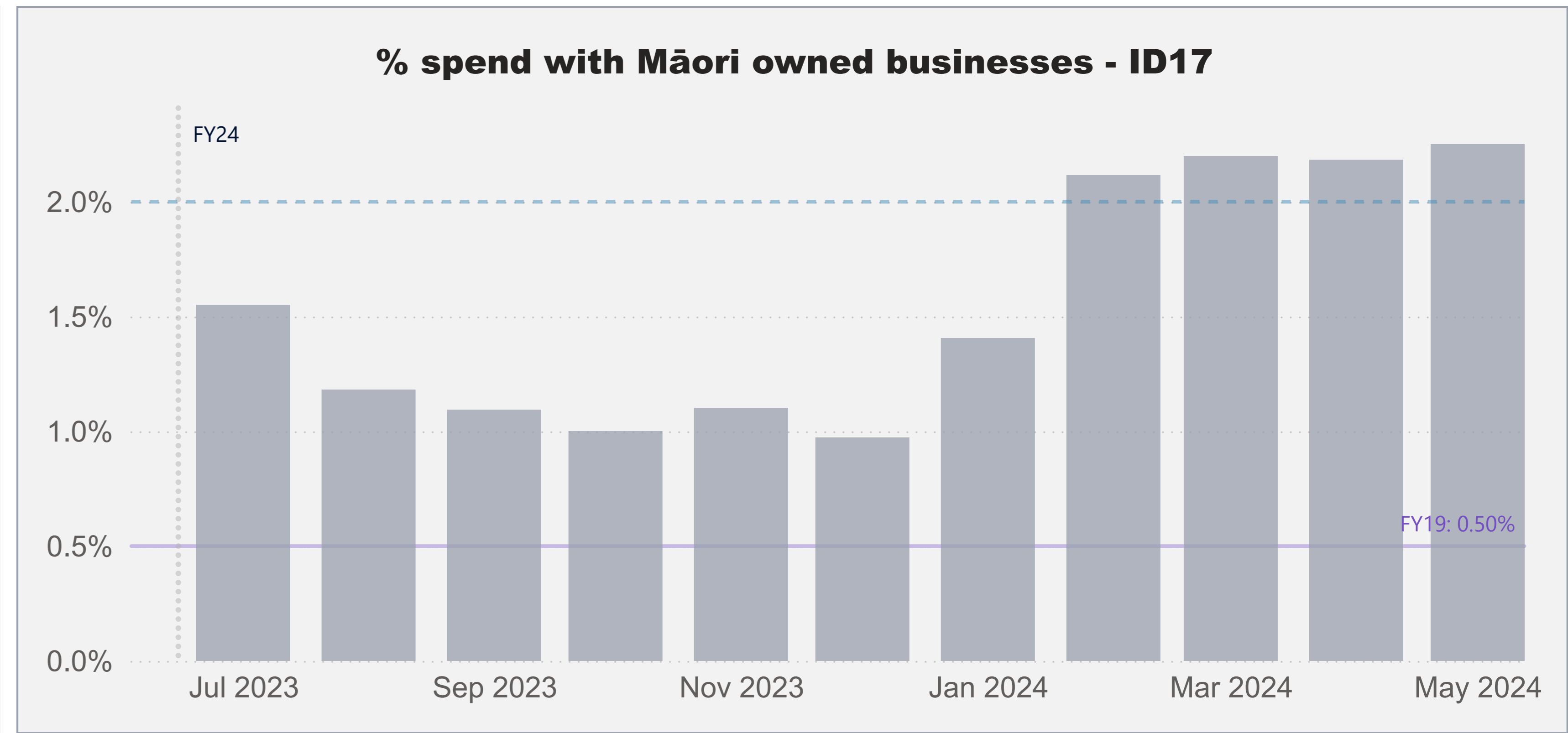
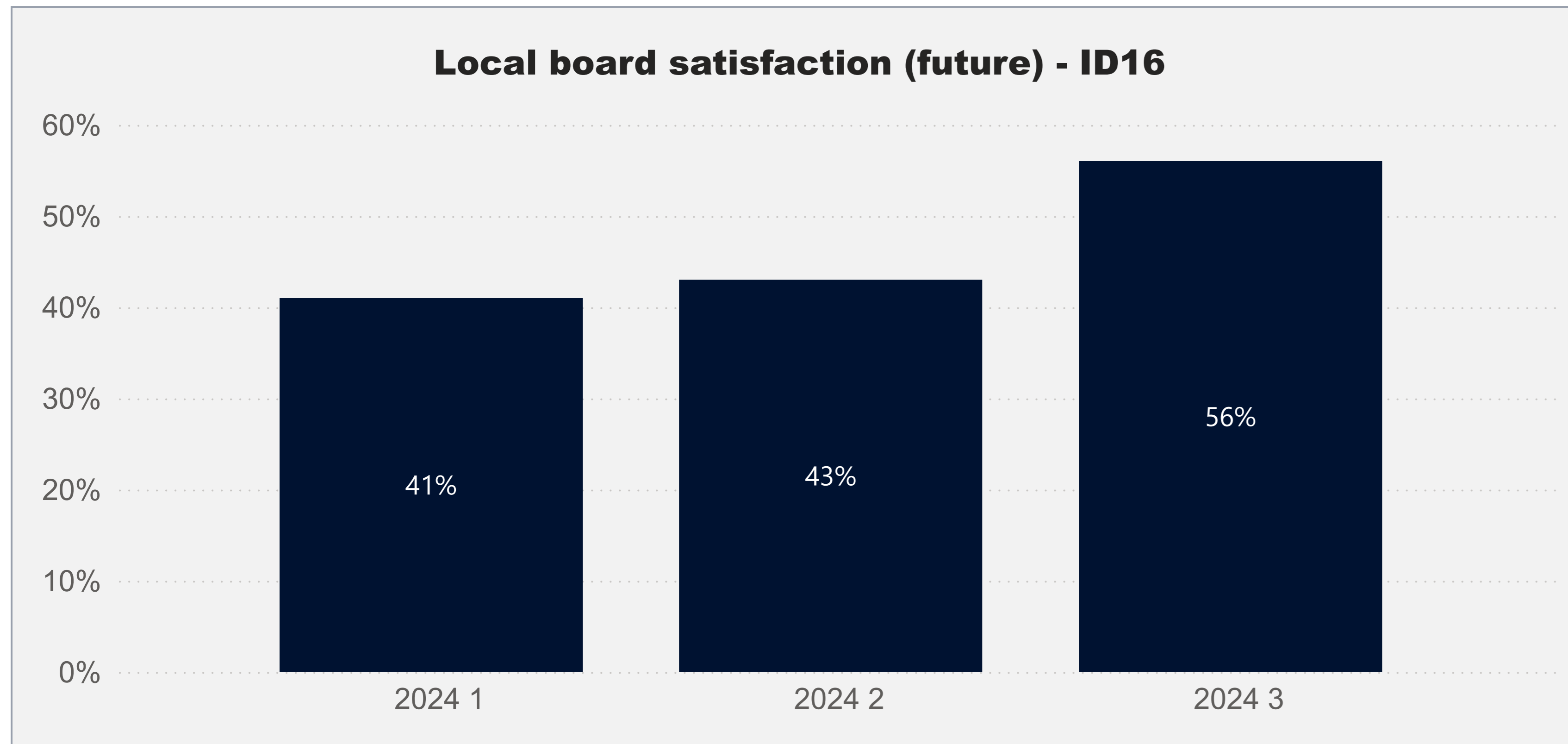
3. Leveraging our existing network using data, technology and insights

ID	SOI measure	FY Target	YTD Status	Key Insights	Progress Commentary
13	Percentage of the freight network moving without congestion in the interpeak (SOI).	At least 85%	● MET		In May 2024 86% of the Freight Network operated at the Levels of Service A-C (not congested conditions) during the interpeak period which was 1% above the Statement of Intent target for good levels of service.
14	Number of cycle counts on the defined cycle network count sites (SOI).	Increase by 4% or 3.12m from 3m counts	● EXCEEDED		Cycle counts in May 24 were 9.8% higher than May 23 –Great to see so many Aucklanders making the most of the great cycling weather we've had recently The cumulative cycle movement for this financial year surpasses the YTD target by 7.4% and is expected to exceed the target at the end of the financial year. Over the period from June 2023 to May 2024, a total of 3.33 million cycle movements were recorded at the 26 count sites, indicating a 10.7% increase compared to the corresponding twelve-month period from the previous year. May counts are at 80-90% of pre-covid levels
15	AT's operational GHG emissions.	15% reduction from the 2018/19 baseline	● EXCEEDED		FY24 Q3 Operational emissions performance is ON TRACK with respect to the SOI target of 15% reduction. FY24 Q3 emissions is 43% less than the FY19 Q3 (baseline).



Statement of Intent (SOI) 2023/2024 performance targets

Reporting as at May 2024



4. Collaboration and improving relationships

ID	SOI measure	FY Target	YTD Status	Key Insights	Progress Commentary
16	Local Board satisfaction with engagement.	To establish baseline and improve	● MET	An element of Work being recognised from Local Boards on the momentum of the Local Board Relationship Project, and the ongoing value of the Kōkiri engagement plan.	May 2024 Survey had a result of 56% of Local Board members either satisfied or very satisfied with AT's engagement. An Improving response from local boards for third engagement survey.

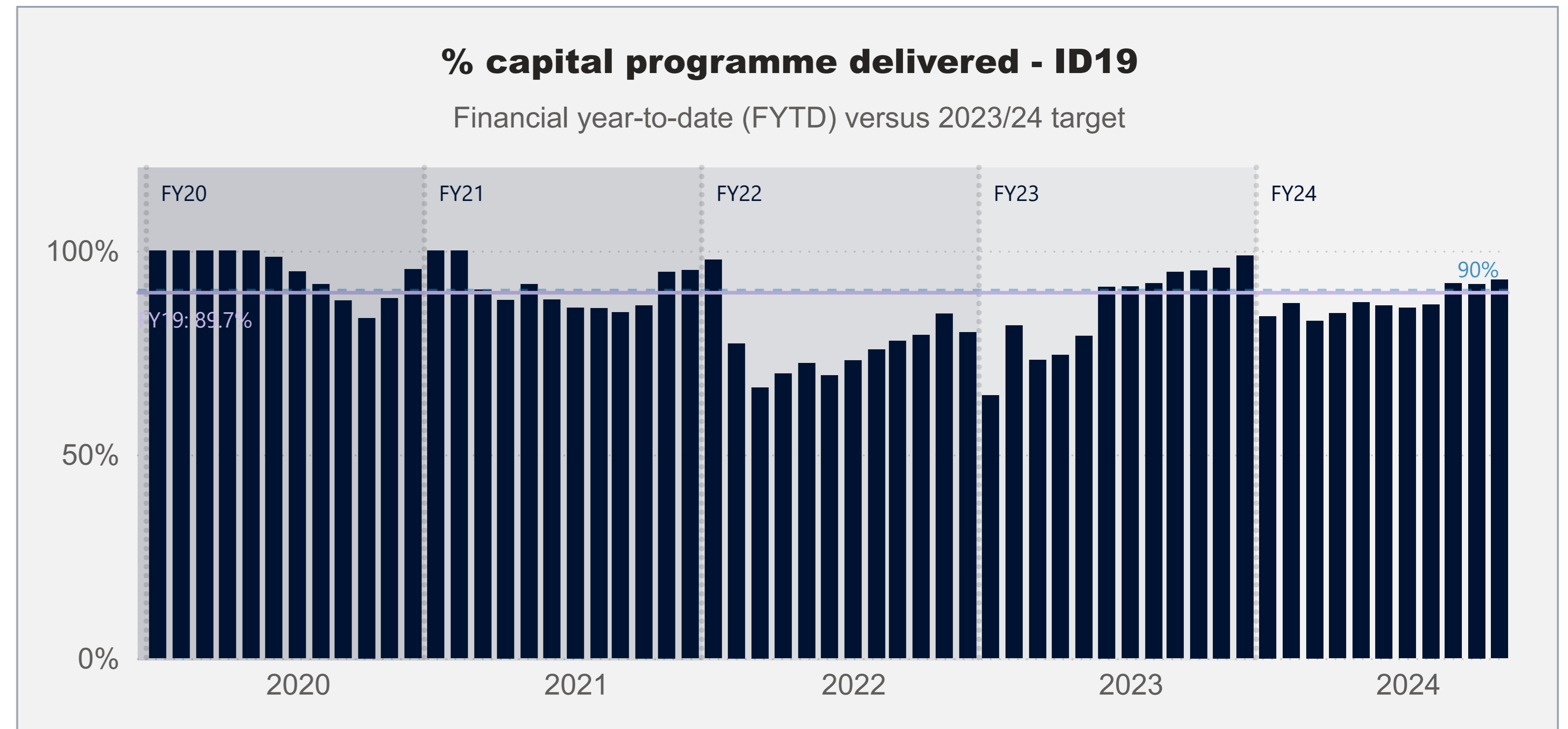
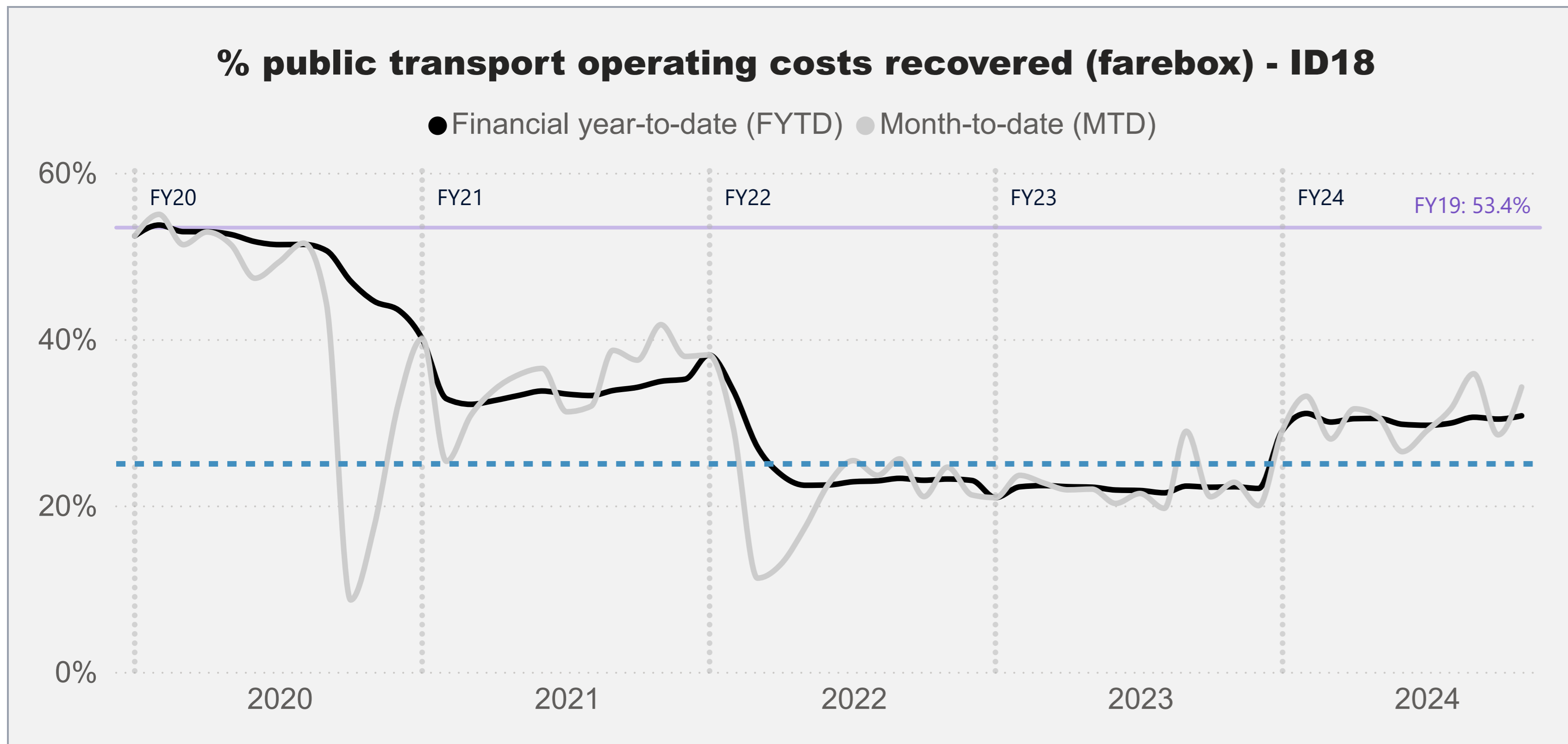
5. Supporting Māori wellbeing, outcomes and expectations

ID	SOI measure	FY Target	YTD Status	Key Insights	Progress Commentary
17	Percentage of procurement spend with Māori owned businesses (SOI).	Increase from 1.7% to 2%	● EXCEEDED	Expect an increase in direct spend through a physical works project to be completed before end June 2024: Te Kia Ora Marae (\$2.25 million). The Mōkoia Pā project (\$3.85 million) has been delayed to 2024-25, so will now contribute to direct Māori business spend in the next financial year. Expect further increase in indirect spend in FY24 through a range of high-value projects which have contractual requirements for delivering contract-specific Supplier Diversity KPIs and reporting – namely Eastern Busway, Road Corridor Maintenance, Auckland One Rail, and Pt Chev to Westmere Cycleway. Significant efforts ongoing to ensure contractor compliance with KPIs and monthly reporting.	Māori-owned businesses received \$34.78 million in direct and sub-contracted spending for the May 2024 financial year to date, representing 2.25% of the total spend, slightly exceeding the target of 2%.



Statement of Intent (SOI) 2023/2024 performance targets

Reporting as at May 2024



6. Delivering value for money

ID	SOI measure	FY Target	YTD Status	Key Insights	Progress Commentary
18	Percentage of the total public transport operating cost recovered through fares farebox recovery (SOI).	25% (30% including Government fare concession top-ups)	● EXCEEDED		In May 2024, the farebox Recovery Ratio was 34.2%, reflecting a significant uplift from the previous month. Total Farebox Revenue increased 32% during the period. This was achieved via a 43% increase in PT Activity income, offset with reduced commercial revenue (-16%) and higher operating costs (+9.6%) which included revision of the indexation accrual.
19	Percentage of direct capital budget invested (SOI).	At least 90% of the budget	● EXCEEDED	The capital program's progress in May has registered a spend of \$111.4M against a budget of \$110.2M.	YTD capital expenditure is \$881M (93%) compared to budget of \$948M as at end of May 2024.



Great North Road Improvements Project

- Great North Road between Crummer Road near the Grey Lynn shops to the junction of Ponsonby, Karangahape Road and Newton Road. Approx. 1.65km in length.
- There have been 84 collisions over the past five years (2019-23).
- The surrounding area is changing, with residential apartments and office space being constructed (anticipated growth approx. 24% by 2031).
- Improvements include: dynamic peak-flow bus lanes, continuous protected cycle lanes, bus stop reconfiguration and upgrades, side street entries/intersection treatments to improve safety, stormwater upgrades (Healthy Waters).
- Project has strong community support.



- Design review resulted in removal of vertical deflection(raised tables) from four signalised pedestrian crossings on Great North Road.
- Stage 1 completed March 2024 (tree pits, ducting, service locations, stormwater upgrade).
- Tender for Stage 2 will be advertised early July 2024.
- Stage 2 main construction works planned start of October 2024 and will take approximately 15 months.



Capital Programme: *Past Month Achievements*



First Batch of electric trains for CRL completed and ready to ship to Auckland for arrival in July 2024



Completion of Ngapihi Bridge Widening, Tamaki Drive



Wiri Train Stabling Yard construction underway and will be ready to receive first of the new trains in July 2024



Stage 1 completion of Meola Road upgrade works



Capital Programme: *Next Month Look Ahead*



Mercury Lane (Project K): Construction works commencing, including closure of Mercury Lane to general traffic.

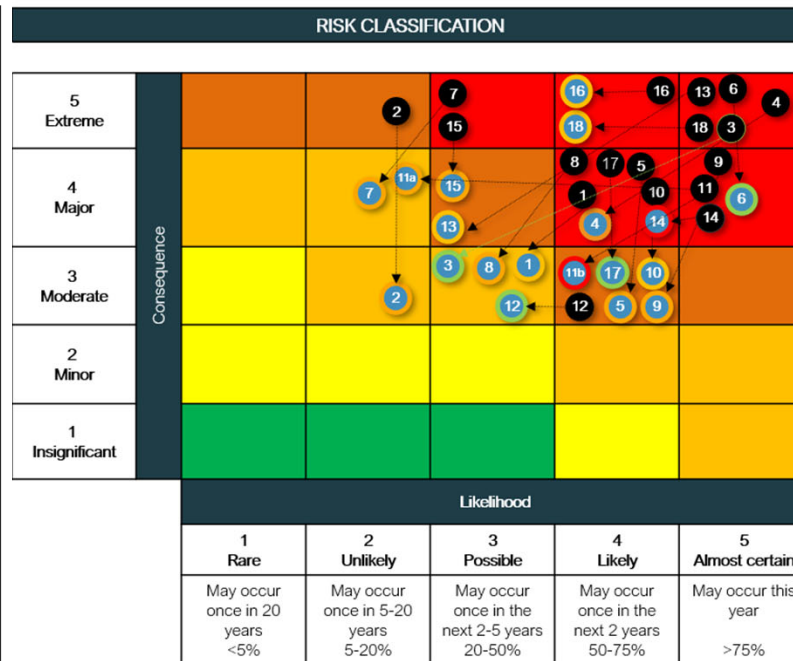


Rail Level Crossings: Kingdon Street Rail Pedestrian Crossing scheduled for closure on 22 June 2024. Alternative pedestrian footpath improvements on Davis Crescent will be completed prior to the closure.



Risk dashboard

#	Key Risks	Risk Appetite	Averse - Neutral - Open	KRI	Trend
1	Safety	Averse Averse			
2	Procurement	Neutral			
3	Projects, programmes and portfolio	Neutral			
4	Funding	Cautious			
5	Shareholder/stakeholder communications/expectations	Receptive			
6	Revenue recovery/growth	Cautious			
7	Regulatory	Averse			
8	Business continuity	Cautious			
9	Cybersecurity	Averse			
10	People	Cautious			
11	Asset management	Averse Neutral			
12	Customer experience/ expectation	Cautious			
13	Information technology	Cautious			
14	Reputation/ trust & confidence	Cautious			
15	Climate change response	Averse Cautious Neutral			
16	Strategy	Cautious			
17	Operations	Cautious			
18	Mega and complex projects	Receptive			



The Key Risk Indicators (KRIs) are measures that allow AT to understand whether it is operating within the agreed risk appetite for each of our Key Risk Areas. We have used this data and our understanding of the business to update this dashboard.

This dashboard indicates that the **organisation is operating outside of risk appetite** for

1. Reputation, Trust and Confidence – AT's reputation has been impacted by the controversy over the introduction of CBD parking Charges.
2. Asset Management - Proportion of Road Assets in acceptable condition (for sealed network) is 78%, exceeding the current target. Current funding for asset maintenance and renewals will see a decline in the condition of critical assets in the medium term, despite an overall increase in budget.

Key Project Risk areas include Open Loop / NTS and CRL integration.

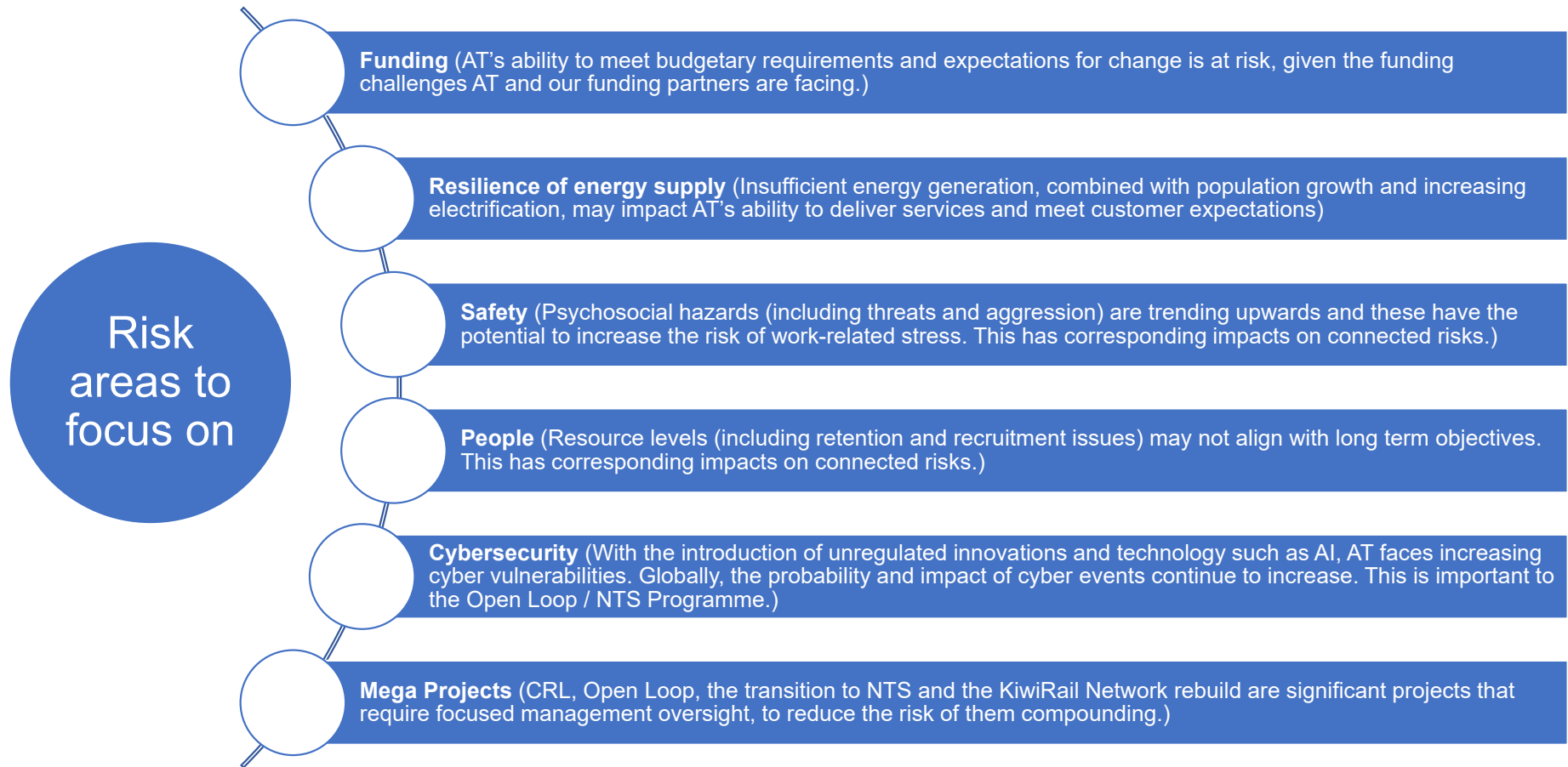
Key:

	Gross Risk
	Net Risk
	Within risk tolerance limits
	Breach of trigger / early warning
	Breach of tolerance limit
	Risk has increased or is increasing significantly and requires explanation and/or action to remediate
	Risk has experienced a moderate level of increase
	Risk has experienced a moderate level of decrease
	Risk has not changed since previous quarter



Emerging Risks

What lies ahead? Outlined below are the key risks relevant to AT, that will require close management in the next 12 months.



People and Performance - Auckland Transport

Update

AT's headcount remains within budget levels and continues to be managed under the resource governance group. Due to the appointment of new talent into vacancies, actual headcount has increased from 1754 in April to 1771 in May. All other measures have remained relatively stable including ethnicity representation, median age (43), and median tenure of the workforce decreased slightly from 4.5 years in April to 4 years in May.

Our voluntary turnover continues to fall to levels experienced pre-Covid and is 11.5% as at the end of April. The overall 12 month rolling average is 14.2% (15.6 percent in March compared to 19% at the end of the financial year June 2023).

Unplanned leave has increased as the incidence of Covid and cold have increased (1,001 in March, 1,063 in April and 1,251 in May). Similarly, the number of people with leave in excess of 5 weeks has increased from 283 in April to 314 in May increasing leave liability. With two long weekends in June and July school holidays in the near future, management will continue to encourage effective use of annual leave to enable time planned away from work.

Overall, our people metrics are tracking well, and the deployment of our people strategy remains on track in support of the organisation.

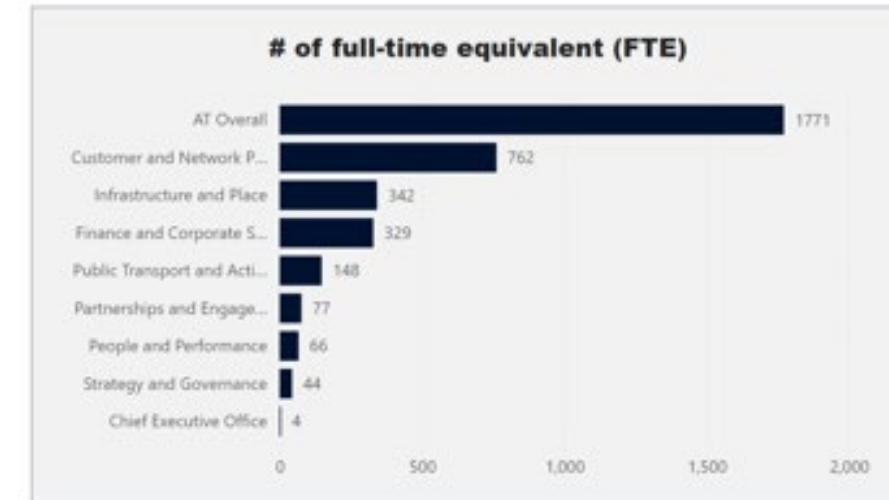
Dashboard

Reporting period: May 24

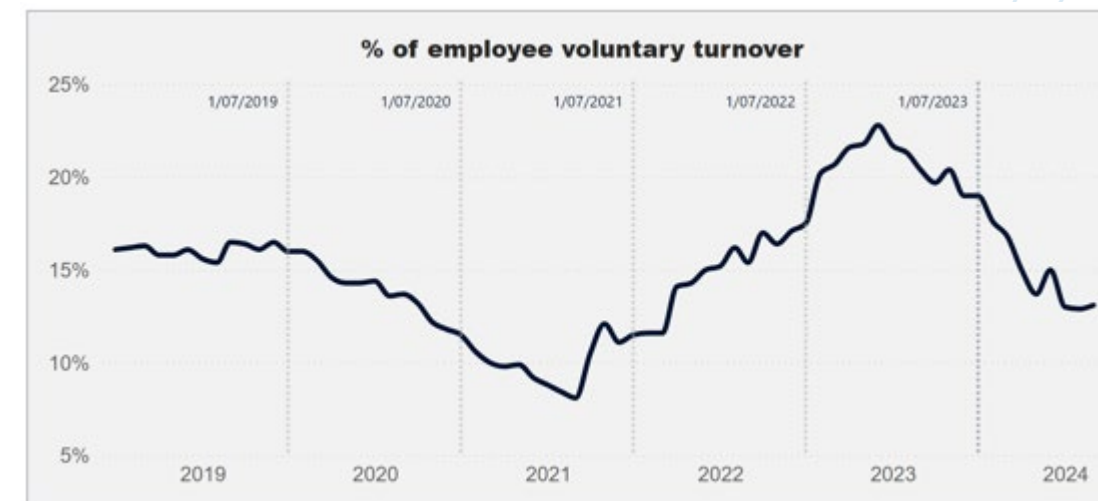
1,771
Full Time Equivalents

1,802
Total Headcount

55:44:1
Gender
Male:Female:Diverse



11.5%
Voluntary Turnover



1251
Unplanned Leave Days

Date	May 2024				
	Sick Leave Days	Domestic Leave Days	Bereavement Leave Days	ACC Leave Days	Total
Total	982	152	65	52	1,251

