

# Business Report – October 2021

## Introduction

This business report summarises activities undertaken in this reporting period by Auckland Transport (AT) which contribute to the six outcome areas of the Auckland Plan. The six outcome areas of the Auckland Plan are:

Auckland Plan Outcome	Description
<b>Belonging and participation</b>	Focussed on Aucklanders being able to contribute to their city and its direction for the future. It aims to improve accessibility to the resources and opportunities that Aucklanders need to grow and reach their full potential and is about working towards an inclusive and equitable region, focused on improving the health and wellbeing of all Aucklanders. This outcome also covers wellbeing and health, a thriving and prosperous Auckland is a safe and healthy Auckland.
<b>Māori identity and wellbeing</b>	Seeks to advance Māori wellbeing at all levels from whānau, hapū and iwi and across all areas of life: housing, employment, education and health.
<b>Homes and places</b>	Focussed on accessibility to healthy and affordable homes as well as inclusive public places.
<b>Transport and access</b>	Providing easy, safe and sustainable transport modes across an integrated network, in alignment with the Auckland Transport Alignment Project (ATAP).
<b>Environment and cultural heritage</b>	Preserving and protecting the natural environment and significant land marks and cultural heritage unique to Auckland.
<b>Opportunity and prosperity</b>	Ensuring adaptability in the face of a rapidly changing economy and taking advantage of technological developments through collaboration and participation.

## Recommendation

That the Chief Executive's report be received.

## Prepared by:

Shane Ellison, Chief Executive

## Belonging and participation

*For AT, this outcome area is focussed on improving accessibility, inclusivity and the well-being and safety of Aucklanders.*

### Moving the consultation process online

Consultations under Alert Level 3 are being undertaken largely online with the exceptions of minor projects such as installation of no-parking lines or pedestrian crossings where letters can still be delivered directly to affected property owners.

For larger public consultations, the period to provide feedback has been extended by up to 6 weeks, with face to face briefings moved as late in the consultation period as possible to allow for any change in alert level settings. Advertising for these online consultation forums have been increased with particular focus on targeted geo-spatial and interest Google advertisements.

### Connected Communities: New North Road Project's online 'community collaboration panels'

An online community collaboration panel has been set up for the Connected Communities New North Road Project which includes a virtual room where members of the public can use collaboration maps, read frequently asked questions, watch videos explaining the process and view pictures from previous consultation sessions.

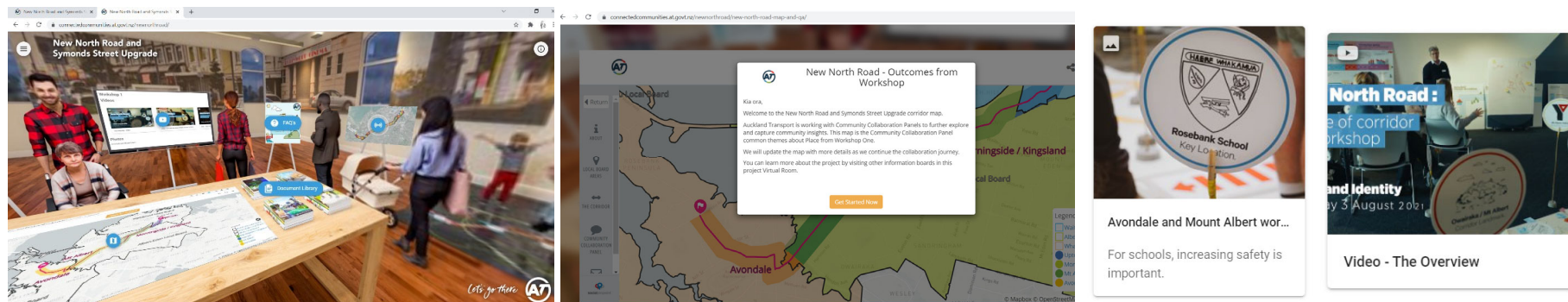


Figure 1 Online Community Collaboration Panel

## Supporting the vaccination programme and our communities

The Parking Compliance, Parking Facilities and front-line Harbourmaster team members have worked together supporting a number of interagency initiatives alongside the Ministry of Health and mana whenua. These included:

- The support and set up of COVID-19 pandemic (COVID-19) testing sites within AT parking facilities;
- Provision of segregated parking facilities for Ministry of Health vaccination staff;
- Marshalling and logistics around community vaccination centres;
- Delivery of hundreds of welfare packs and food vouchers across the region (provided by mana whenua) to vulnerable families; and
- Internal support of staff to ensure they have what they need to continue delivering work remotely. This has included furniture, business technology equipment, vehicles, personal protective equipment, sanitation products and consumables to hubs such as the Auckland Transport Operations Centre.

Team members from Parking Compliance and the Harbourmaster also took the opportunity to engage in additional workshops to ensure their currency with the latest COVID-19 guidance and legislative changes and training in road safety and driver best practice from certified driving instructors and child restraint technicians.



Figure 2 Harbourmaster Compliance team delivering essential items to vulnerable families



Figure 4 AT staff with Councillor Bartley supporting Samoan mass vaccination



Figure 3 Compliance offers assisting with "Shot Bro"

## Free transportation for vaccinations, and campaign specifically for ‘Super Saturday Vaxathon’

In support of the recent ‘Super Saturday Vaxathon’ event on 12 October 2021, AT promoted free bus and train journeys to and from vaccination centres, with an intensive 5-day marketing campaign in the lead up to the event. AT has enabled free travel to reduce accessibility barriers since April 2021, however Super Saturday enabled AT to provide further support to Aucklanders to access vaccination.

There were 30,200 public travel trips taken across Auckland on Saturday; this equates to 21% of the passenger volume seen on the same day in 2019 and approximately 8% above the previous Saturday. There were 476 paper tickets<sup>1</sup> that bus drivers tallied to account for people attending vaccinations.

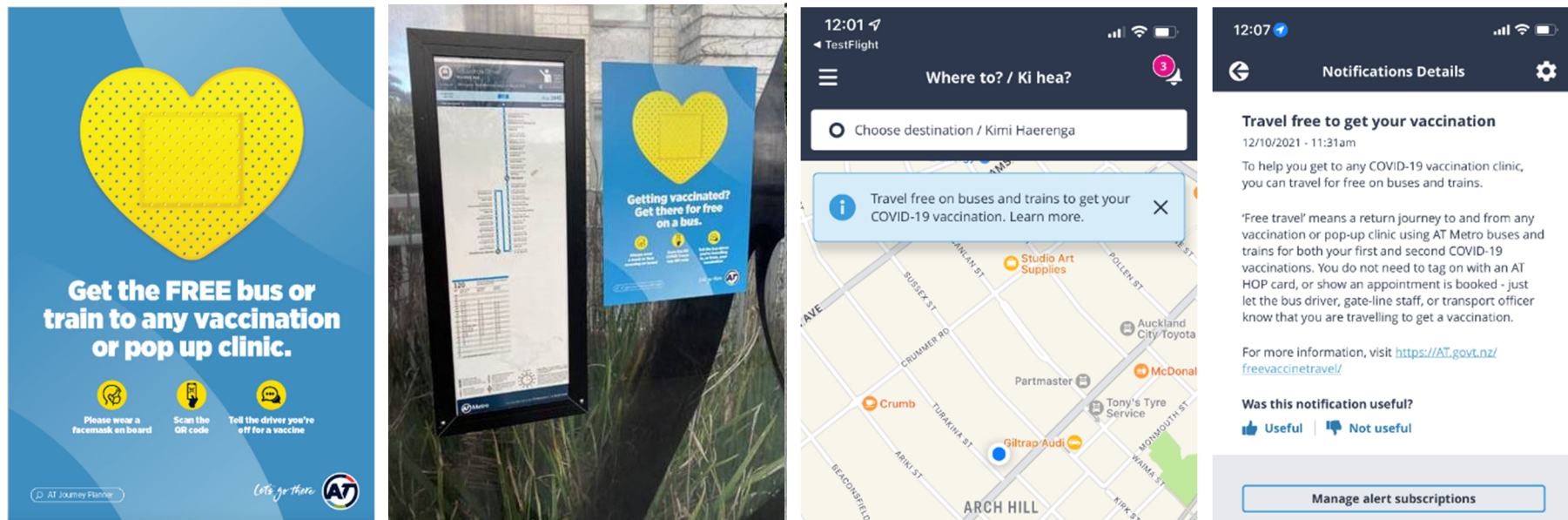


Figure 5 Free PT Campaign

<sup>1</sup> \*Paper tickets are a manual process undertaken by the bus driver to account for people onboard which is important to support real-time capacity indicators; no paper tickets were passed to customers.

## Mental Health Awareness Week

AT actively participated in New Zealand’s Mental Health Awareness Week from 27 September to 3 October 2021. The theme this year was ‘*Take time to kōrero – a little chat can go a long way*’. We hosted a series of virtual events, webinars, and panel discussions to engage our people in mental health conversations as outlined in the table below.

Event	Description	Facilitators
Webinar	Conflict, work, and stress	Manawa Rahi
Panel Discussion	Panel discussion on one of the things we want to achieve is to remove the stigma about mental health and normalise it being discussed in the workplace.	Sir John Kirwan and Dr Fiona Crichton from Mentemia. Two Executive Leadership Team members.
Lunch and laugh	Julia tackled the large topic of mental health with a lighter touch.	Julia Grace, comedian, singer, and public speaker.
Webinar on anxiety	With our new normal of living in a COVID-19 world, and with the ups and downs of modern life, they recognise that there has never been a better time to invest in your health and wellbeing.	AT Wellbeing consultants, Sir John Kirwan, and Dr Fiona Crichton from Mentemia.
Mindfulness session	‘What colour is your mind? Discover your mental health blueprint’. Becoming aware of our mental health leads to clarity in thinking, taking control of our mood and better relationships with everyone around us.	Two AT mindfulness coaches from the capability team.
Mental health talk	The Olympic cyclists recent experience as part of the cycling team at Tokyo 2020 and their journey with mental health.	Olympians Sam Dakin and Callum Saunders.

## Ngā Kaihoe – Emerging Careers Programme Update

In September 2021, we concluded the recruitment of our Ngā Kaihoe emerging careers programme. We are excited to have offered positions to 33 new graduates for our 2022 intake. The increased numbers in 2022 from previous years reflects our focus on growing and developing our own talent and responding to the challenges of global talent shortages and border restrictions.

Diversity and inclusion was a focus throughout the recruitment process to ensure we had applications and could offer placements to people from diverse backgrounds that reflect the people we serve in Tāmaki Makaurau. We engaged early with a number of external organisations to attract candidates including TupuToa, First Foundation, BeLab (accessibility candidates), Autism NZ and The Growth Project - Whakaahu Whakamua. This year has been an incredibly competitive market for graduates due to the implications of COVID-19 restrictions on the talent market. Overall,

we are comfortable we have a good breakdown of applicants across gender, ethnicity, and other diversity factors. The COVID-19 lockdown required our team to quickly redesign the planned in-person assessment centres to a virtual offering. The challenge was to still create a positive, engaging, people experience where candidates could shine and felt safe to ask questions, while also giving a taste of AT's diverse opportunities, personality, and culture. This was achieved at pace and after surveying participants we have received positive feedback.

## **Speed Management Programme**

Consultation for Tranche 2A of the Speed Management Programme commenced on 27 September 2021 and is expected to remain open for feedback until 14 November 2021. Content has been provided across multiple formats in the form of printed media (flyers, postcards, posters, feedback forms), digital, radio and video to leverage engagement. In addition, seven online and 16 public events are planned during the consultation period. In-person events are subject to Alert Level restrictions and, if required, will be changed to online events to ensure public safety. The AT website has been updated with a project webpage containing all the relevant information about the speed limit proposal.

Tranche 2B investigation stage has been completed and will be presented to the AT Board (board) in November 2021, after consultation with Waka Kotahi New Zealand Transport Agency (Waka Kotahi). Engagement with local boards continues with workshops with Aotea Great Barrier Island, Hibiscus and Bays and Howick Local Boards taking place on 7, 14 and 28 October 2021 respectively. The Franklin West rural road package (Āwhitu Peninsula) has been added to the scope of Tranche 2B. This addition was strongly supported by the Franklin Local Board.

Following the implementation of the Residential Speed Management (RSM) area in Manurewa's Wordsworth quadrant, customer feedback has highlighted the benefits to safety and active mode transport. This RSM, which is the largest area treated or designed to date, was co-funded by the Manurewa Local Board who have supported AT throughout the project. Responses received by the Local Board were very positive with 82% of respondents reporting they felt there was an increase in road safety and 35% reporting they now use at least one more active mode (walking, scooter, or bicycle).

## **Safe School Speeds Programme**

The consultation period for the next tranche of proposed speed changes closes on 14 November 2021. At the time of writing AT has received 4,035 submissions (of which 3,250 were online). All consultation events are taking place online as a result of restrictions from COVID-19 alert levels. All local boards have been briefed on this approach and will receive a tailored report and data for their areas in early November 2021.

## **Waitemata Local Board**

Glenda Fryer has been appointed to the Waitemata Local Board following the resignation of sitting member Sarah Trotman. Ms Fryer was the highest polling unsuccessful candidate at the last election. She is a long-standing local body politician having previously served as an Auckland City Councillor, and local board chair and member (Waitemata and Albert-Eden).

## Māori identity and well-being

*For AT, this outcome area is focussed on improving the well-being of Māori at all levels across all areas of life.*

### Te Tiriti o Waitangi Audit

As reported in July 2021, the Independent Māori Statutory Board (IMSB) He Waka Kotuia has undertaken a Te Tiriti o Waitangi Audit, covering Auckland Council and its controlled organisations. The final report was presented to a joint meeting of the IMSB and Governing Body in September.

There were several specific areas of focus for this year including:

- Processes that facilitate and provide opportunities for Māori to contribute to decision-making processes
- Quality assurance mechanisms over Māori Impact Statements in reports to Committees
- Clarity and consistency of organisational leadership and direction setting for the organisation(s) to be Māori responsive and achieve Māori outcomes
- The framework for managing Māori Responsiveness Plans, which contain key initiatives that support the Council to be more responsive to Māori and enhance delivery of both the Council's statutory obligations and contribution to Māori outcomes.

The Audit notes a positive shift in the maturity of the Council group's frameworks and embedded processes that meet responsibilities referring to the Treaty/Te Tiriti and Māori. Among the observations and recommendations are:

- Further training and guidance is needed for staff in preparing Maori Impact Statements that are consistent and well understood by decision-makers.
- Consistent Māori Responsiveness Plan action tracking and monitoring is required. This recommendation has already been partially actioned with Auckland Council issuing a template for MRPs to be used across the Group.

The Audit forms part of the agenda for a planned hui between the AT Board and IMSB in November.

### Road Safety

Te Ara Haepapa delivered 36 activations, events, hui, and educational workshops with 611 engagements in September 2021. All deliveries this month were pivoted to online due to Auckland being in COVID lockdowns. The online hui covered:

- driver licence workshops,
- child restraints,

- online Road Safety Expo and Kōrero,
- internal workshop for AT staff on Te Arahaepapa and Vision Zero.

### AT Marae Safety Programme

Project Delivery Plan FY 20/21	Status	Q1	Q2	Q3	Q4
Te Aroha Pa carpark	Construction delays due to COVID-19 with an estimated date for completion in Q2.				
Motairehe Stage 2 road	Construction delays due to COVID-19 with an estimated date for completion in Q2.				
Hoani Waititi Marae	The contract for construction is to be awarded at the end of October 2021.				

### 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. There were three mana whenua hui held for the south, central and north/west regions. There was one alliance hui that the Māori Policy and Engagement team support; Tupu Ngātahi (Supporting Growth). Engagement has continued online during covid-19 level 4 restrictions. AT engaged with mana whenua on the following projects:

- Argent Lane
- Eastern Busway 1, AMETI
- Eastern Busway Alliance Workshop: Sustainability, procurement strategy and associated targets
- Environment action plan
- Innovating Streets
- Manukau and Māngere East Cycling SSBCs
- Meadowbank-Kohimarama Connection Project
- Walking & Cycling Programme
- Wellesley Street Bus improvements

### Ngā Kete Kiwai Māori Learning and Development

Two workshops from the Ngā Kete Kiwai programme were held, Te Tiriti o Waitangi Workshop and Te Reo me ōna Tikanga. There were 30 attendees from across AT. This programme continues online during covid-19 restrictions.



## Te reo Māori

Bilingual audio announcements have been installed at the Downtown Ferry Terminal. Kuputaka, an online glossary of AT te reo Māori translations has been completed and is accessible to all staff.

## Data Governance

AT's Data Release Procedure regarding "3rd party" ownership now include and recognise the ownership, storage, and release of all Māori data from a treaty obligations and Māori ethics approach.

## Homes and places

*For AT, this outcome is focussed on improving accessibility to homes and inclusive public places.*

### Safer Communities Programme

The consultation on two proposed intersection improvement projects at Mount Albert Road and Frost Road, and Mount Albert Road and Hayr Road intersections in Mount Roskill received 322 comments, of which 234 were related to cycling. The project team are analysing the comments received.

### Innovating Streets Programme

In mid-September 2021, the Monitoring and Evaluation report and supporting data were submitted for the Papatoetoe West Low Traffic Neighbourhood (LTN) trial delivered for Ōtara-Papatoetoe Local Board as part of Waka Kotahi's Innovating Streets for People Programme. Papatoetoe West LTN was the only project in Auckland that successfully delivered 'modal filters' (i.e. roadblocks that allow pedestrians and cyclists, but bar vehicular movements) such that their impact in the community could be monitored in terms of vehicular speeds, volumes, travel time, pedestrian activity and perception of road user safety for active modes.



Figure 6 Delivery of modal filter

In general, the trial has been successful in increasing perceptions of road safety with the community. Feedback at community events, including a 'coffee and chat' and 'sausage sizzle and kōrero', has been positive. Localised temporary speed-calming measures have been well-received.

Public feedback both before and after the installation of the trial provides rich data as the LTN trial transitions to permanent improvements through the Residential Speed Management (RSM) programme. The Ōtara-Papatoetoe Local Board have been very complimentary of AT staff efforts in the LTN trial and wish to continue the positive working relationship on this pathway to permanence through the RSM programme.



### Responding to Growth Pressures - Resource Consents

AT provides subject matter expertise to Council on resource consent applications that are considered of relevance to or potential impact on the transport network. AT has received requests for advice on 1,049 assessments in 2021, with 92 received in September 2021, in comparison to 70

in August. Development is consistent across the region with all areas experiencing growth. Auckland Council has advised a significant increase in both resource consents and building consents, even with the current lockdown, with a large increase in the number of major commercial developments seeking consent. The number of resource consents lodged with Council is 24% higher than this time last year.

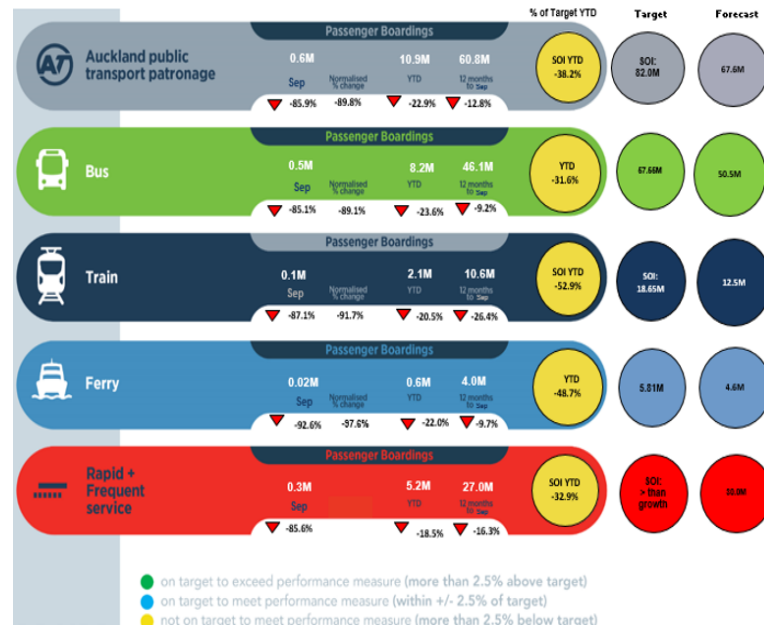
The number of proposals utilising the COVID-19 Recovery (Fast Track Consenting) Act process continues to increase at a steady rate and AT is now assisting Council, the Ministry for the Environment or an Expert Consenting Panel established through the Environmental Protection Authority on 16 applications, with 4 additional proposals expected over the next month. Two projects that AT has provided assessment on since the enactment of the legislation have had decisions issued - a retirement village in Kohimarama and a Mixed-Use development on Dominion Road that includes a supermarket, 122 residential units and retail and commercial activities,

## Transport and access

For AT, this is a key outcome area and is focussed on providing easy, safe and sustainable transport modes across an integrated network.

### AT Metro Public Transport

#### Passenger boardings – September 2021 and 12 months to September 2021



Overall, for the 12 months to September 2021 passenger boardings totalled 60.8 million, -12.8% on the previous year. September 2021 monthly patronage was 0.6 million, -85.9% on September 2020.

Bus services totalled 46.1 million passenger boardings for the 12-months to September 2021, -9.2% on the previous year. Patronage for September 2021 was 0.5 million, -85.1% on September 2020.

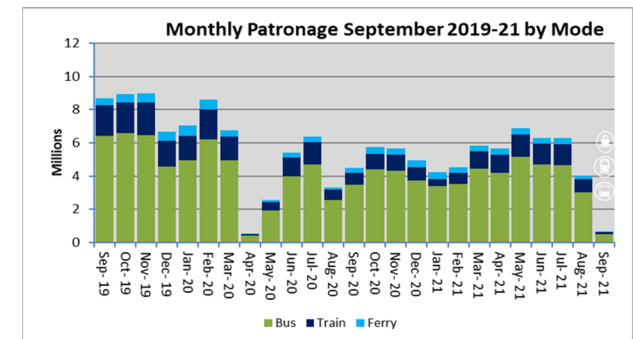
Train services totalled 10.6 million passenger boardings for the 12-months to September 2021, -26.4% on the previous year. Patronage for September 2021 was 0.1 million, -87.1% on September 2020.

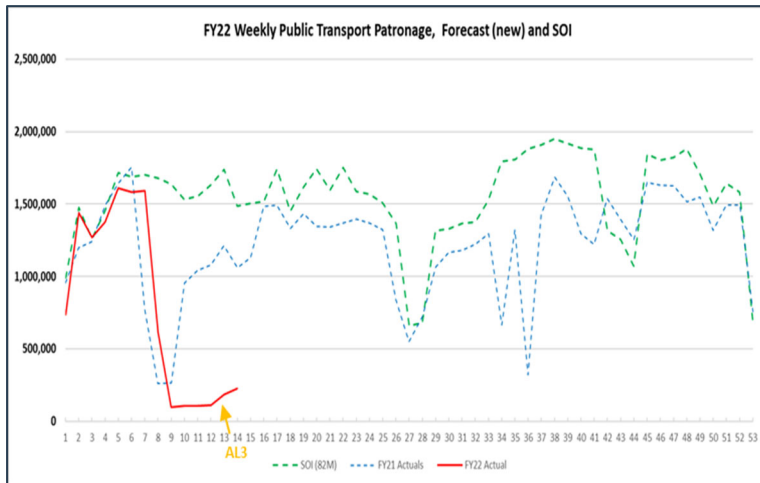
Ferry services totalled 4.0 million passenger boardings for the 12-months to September 2021, -9.7% on the previous year. Patronage for September 2021 was 0.02 million, -92.6% on September 2020.

Rapid and Frequent services totalled 27.0 million passenger boardings for the 12-months to September 2021, -16.3% on the previous year. Patronage for September 2021 was 0.3 million, -85.6% on September 2020.

Passenger boardings in September 2021 were significantly lower compared to August 2021. This was due to Alert Level 4 and 3 lockdown restrictions imposed in Auckland due to the COVID-19 Delta outbreak. At the same time last year, Auckland was at COVID-19 Alert Level 3.

In September 2021, patronage was 0.6 million compared to 8.1 million in September 2018 or 7.4%; 8.7 million in September 2019 or 6.9%; and 4.5 million September 2020 or 13.3%.



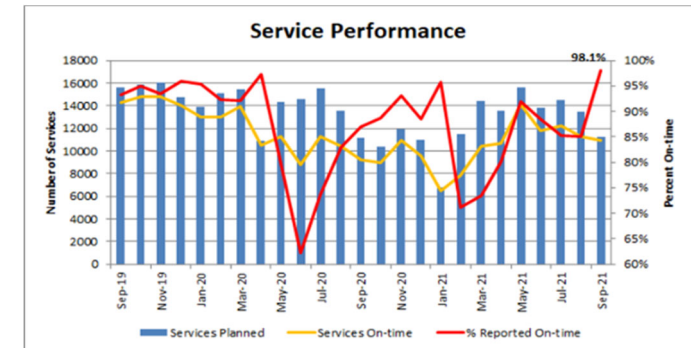


AT’s Statement of Intent (SOI) target for the 12-months for 2021/22 is 82 million passenger boardings across public transport. This is 80-81% of the highest year (2018/19) pre-COVID-19. This is reflected in AT’s operating budget set prior to the August 2021 COVID-19 Alert Level 4 lockdown.

To achieve the SOI, the green dotted line profile would need to be achieved. Current performance is illustrated by the red line showing the reduction of passenger boardings to around 5-7% of pre COVID-19 levels during COVID-19 Alert Level 4 restrictions from mid-August to early October and for Alert Level 3 restrictions from early October. The SOI is unlikely to be achieved with a current 12-month rolling result of 60.8 million against the 82 million SOI target.

### Rail Service Performance

The Sunday train timetable has continued to be delivered under COVID-19 Alert Level 4 throughout the month of September 2021. Train performance has been strong during this period.



### Service Punctuality and Reliability – September 2021

	Punctuality at Destination		Reliability at Destination	
	Sep-21	12 Month Average	Sep-21	12 Month Average
<b>Train</b>	98.08%	86.04%	99.16%	98.04%
<b>Bus</b>	100.00%	98.01%	100.00%	98.77%
<b>Ferry</b>	99.11%	93.26%	99.49%	97.56%

The weighted (to patronage) punctuality improved on strong performance on prior month. General traffic following the re-emergence of COVID-19 had some impact on bus reliability however service delivery improved compared to previous months. The rolling average remains well above the SOI target.

Total Network Punctuality (Weighted to Patronage) at Origin **99.87%**

12 Month rolling average **97.43%**

SOI **96.0%**

## Key Construction Project Updates

Project Progress	Current Phase	% Phase Completed
<b>Eastern Busway 1 (Panmure to Pakuranga)</b> – On 27 September 2021 the new Panmure bridge was opened for traffic in both directions. Full access to the pedestrian and cycle facilities are currently forecast for the permanent configurations in early December 2021. The current contract practical completion is early November 2021 with an indicative opening date of either late November or early December 2021.	Construction	93%
<b>Eastern Busway 2/3/4 (Pakuranga to Botany)</b> – Geotechnical testing has recommenced under Alert Level 3 conditions. Consultation on the ultimate outcome scheme is ready to go and will proceed when Auckland moves into Alert Level 2.	Interim Project Alliance Agreement	60%
<b>Puhinui Interchange</b> – Onsite works have recommenced under Alert Level 3 restrictions. Rail Block of Lines (BoL) have been utilised to progress outstanding works with the last rail closure planned for Labour weekend.	Construction	99%
<b>Puhinui Bus Priority and Mangere Cycling</b> – The detailed design is complete and resource consent application for tree removal has already been lodged. Project completion is expected in late February 2022.	Construction	82%
<b>Northern Busway Extension Stations (Rosedale and Constellation)</b> – Pavement redesign on Rosedale Road is under way prior to agreeing the new total outturn cost. This will help keep costs within budget and pull back time delays.	Construction	49%
<b>Matakana Link Road</b> – Installation of bridge pre-cast beams is progressing well. Stormwater infrastructure and utility services installation continues.	Construction	59%
<b>Wolverton Street Culverts 1 and 2 Replacement</b> – Culvert 1 Stage 2 South side deck slab is poured and backfilling. Culvert 2, Stage 2 South side, deck slab and in-situ wall are poured, and backfilling has started. IP20 gas main reinstatement to its original position is scheduled for early October 2021.	Construction	75%
<b>Ngapipi Bridge Widening</b> – The final design has been issued by the designer and shared with key stakeholders. The project team is finalising the safety assessment and discussion with key stakeholders.	Detail Design	96%
<b>Medallion Drive Extension</b> – The project completion is delayed by a month to March 2022 due to the loss of 25 days as a result of COVID-19 Alert Level restrictions. Site clearance work continues on the westbound side of Oteha Valley Road and 75% of stormwater drainage is complete.	Construction	83%
<b>Tamaki Drive Cycle Route (The Strand to Ngapipi)</b> – Construction of the section between Solent Street and Ngapipi Bridge is substantially complete, the road carriageway has been resurfaced and traffic lanes are re-opened. Construction of the section of Tamaki Drive between The Strand and Solent Street has started, and this work is expected to finish by late January 2022.	Construction	S1 100% S2 72%

Project Progress	Current Phase	% Phase Completed
<b>Links to Glen Innes Cycleways</b> – Package 1: Detailed design is complete. Resource consent has been approved. Transport Control Committee resolution fully approved in September 2021. The cycleway is to be constructed in collaboration with the AT maintenance renewal programme this FY (2021/22).	Construction	91%
<b>Glen Innes to Tamaki (Section 4)</b> – Consent for 4c was lodged on 16 September 2021 and the project is getting construction-ready for an earlier start to section 4c in the Orakei Train Station area; contingent on consent, funding and KiwiRail approval.	Detail Design	20%
<b>New Lynn to Avondale</b> – Construction of Whau Bridge is now complete. Arran Street to New Lynn Station – the boardwalk abutment formwork and starters are complete and ready for concrete to be poured.	Construction	82%

### Construction site safety during COVID-19 Alert Level 3

When construction sites restarted after Level 4, each site had a return to work safety plan which also specified how they would manage the COVID risk, reviewed and approved by our safety team if they were deemed to be acceptable. The CHASNZ guidelines for COVID management are used as a benchmark. Work could not begin without this approval.

When new construction sites start, and approval to work is required from AT. The same process is undertaken as above. During normal visits to site by either AT staff or agents, observations are undertaken which also include COVID risk management. Contractors are very interested in managing COVID risk appropriately as not doing so directly affects their livelihood.

During Level 4 essential maintenance activities continued but all renewal activities ceased. Following the drop to Level 3 all maintenance and renewal activities recommenced. As with construction sites the provision and approval of Level 3 Safe Work Method Statements was required before work could recommence.

Monitoring of work practices is being undertaken to ensure there is ongoing compliance.

### Transport Infrastructure Asset Design and Management

Key activities through to the end of September 2021.

- **Design and Standards:** The Design Review internal process is operational from the 30 September 2021. All AT projects bar basic markings and signs will be reviewed as they progress through the Enterprise Programme Management Framework gateways.
- **Asset Management:** Limited monitoring of assets undertaken by the Inspectors during the lockdown period, e.g. Grafton Bridge. Structures in the North and West have been inspected, some debris clearance and scour repairs will be required at several locations.

## Road Maintenance and Renewals

SEPTEMBER 2021					
Asset Renewal Activities	September YTD Actual (km)	September YTD Forecast (km)	Full Year Target (km)	Completion v. YTD Target (%)	Completion v. Full Year Target (%)
Pavement Rehabilitation	-	-	10.0	-	-
Resurfacing	14.9	40.0	405.0	37%	4%
Footpath Renewals	11.5	15.0	60.0	77%	19%
Kerb and Channel replacement	7.3	9.0	35.0	81%	21%
<b>TOTAL</b>	<b>33.7</b>	<b>64.0</b>	<b>510.0</b>	<b>53%</b>	<b>7%</b>

The SOI target for the 2021/22 year is that we will resurface/rehabilitate 6.0% of the sealed road network (6,875 km as of 30 June 2021) which is a combined length of 412.5 km.

There has been 14.9 km of resurfacing completed for the three months ending 30 September 2021. 11.5 km of footpath and 7.3km of kerb and channel was also renewed during the three-month period.

## Property Acquisition and Consents

Eastern Busway 1 – There are six Advanced Agreements where mitigation/compensation was subject to the final footprint and levels for the project being available. These are now being concluded as the construction is at an end.

Acquisition of the freehold and leasehold interest required for the proposed Westgate Station is ready to commence subject to funding being approved by Waka Kotahi at its November 2021 Board meeting.

The number of consents dropped this month with some projects slowing down due to the current COVID-19 restrictions.

The application for consents to enable Section 4C of the Glen Innes to Tamaki Shared Path Project were lodged in September 2021.

## Property Optimisation

AT has provided its retail tenants 50% rent and outgoings abatement during COVID-19 Alert Levels 3 and 4 lockdowns; this currently covers the period 18 August 2021 to 4 October 2021. Further abatement will be managed in line with when retail premises are able to begin trading again under Alert Level settings.

AT has entered into a temporary partial surrender of the Papatoetoe Train Station Lease with KiwiRail to allow KiwiRail access to undertake its third main line works until December 2022, subject to COVID-19 restrictions. The partial surrender affects approximately 68 Park and Ride spaces at the Papatoetoe Train Station. A communications plan to inform commuters of this temporary loss of Park and Ride is underway.



## Active Modes update

Construction on the North-western Dual Path commenced in mid-October 2021. This project had been delayed last year due to the COVID-19 emergency budget review.

The number of 'pop-up protection' sites planned for delivery this year has increased from 16 to 19 sites across the region. These enhance existing painted cycleways and will be delivered through the Minor Cycling and Micromobility Programme. Detailed designs are due to commence shortly.

### Active Modes Quarterly Snapshot (April – June 2021)

The latest version of the Active Modes Quarterly Snapshot for the period April - June 2021 is now available on the Auckland Transport website. This is a publicly available summary of some of the core achievements and updates for active modes across Auckland Transport. The highlights from this quarter include 5.9km of new cycleways added to the Cycle & Micromobility Network; the UniCycle Hackathon to hack new ways to get more people cycling to the City Centre Learning Quarter and the results of the annual active modes survey, which shows that participation in cycling is on the rise (2020 Active Modes Annual Report).

### Cycle & Micromobility Supporting Network

Our Cycle & Micromobility Supporting Network was recently developed, and complements the Strategic Network with local, leisure and sports routes. These routes provide for local and rural trips, as well as utility and recreational trip purposes. The full Cycle & Micromobility Network (both the Strategic and Supporting Network) provides access to places where Aucklanders regularly go to through a connected network. The network is also where we want to prioritise investment to create a high level of service for people on bikes or micromobility devices over the long term.

### Micromobility Risk Study

We recently completed a high-level study to improve our understanding of safety risks for micromobility users (e.g. e-bikes, e-scooters, e-skateboards and monowheels). Some of the key learnings from the research include:

- Slippery/bumpy or uneven surfaces are the leading cause of solo micromobility crashes.
- Crashes occurring on gradients tend to result in more severe injuries.
- Crashes occurring on the roadway (rather than footpath) tend to be more severe.
- Bike and e-scooter speeds below 20km/h have a lower likelihood of concussion if a collision with a pedestrian occurs, hence a lower risk of severe injury to the pedestrian.

The study delved into multiple data sources and provides recommendations based on the key learnings for where policy makers could target their efforts, including where further research is needed. The final research report with a full list of the key lessons and recommendations will soon be available on the AT website.

## Tāmaki Drive COVID-19 physical distancing

A pop-up cycleway has been introduced on Tāmaki Drive to assist with physical distancing during Alert Level 3. This initiative has been promoted by the Ōrākei Local Board who held a Facebook poll with over 200 people responding positively. Following national guidelines for the change in Alert Level 4 to 3, the pop-up cycleway has been extended from Ngāpipi Road through to St Heliers (though not through the town centres) to allow physical distancing as more people exercise. The cycleway has been marked out by traffic cones and temporary signage. It will likely be removed under Alert Level 2 as the operation of the network changes, dependant on government advice.



Figure 7 Tamaki Drive COVID-19 pop up cycleway

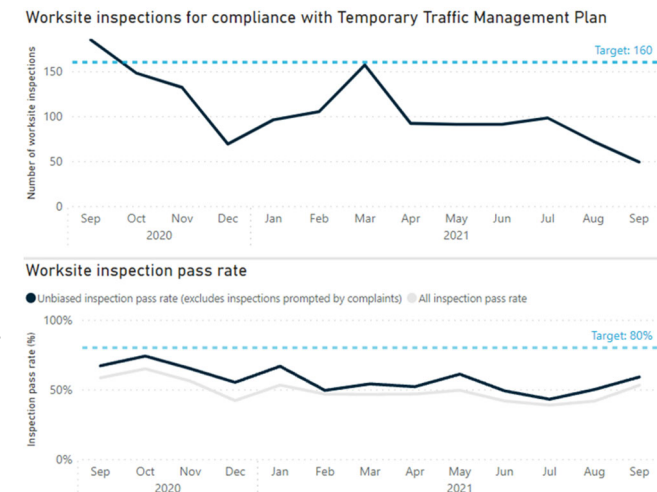
## Transport Officer update

In September 2021 there were 53 incidents reported by Transport Officers across the public transport network, a decrease of 21 incidents compared to August 2021. This is largely due to the impacts of the Alert Level 4 and 3 lockdown restrictions. The incidents which took place were mostly disorderly behaviour and alcohol related incidents. There are no figures available on fare evasion due to the lockdown restrictions and the requirements to remain physically distanced

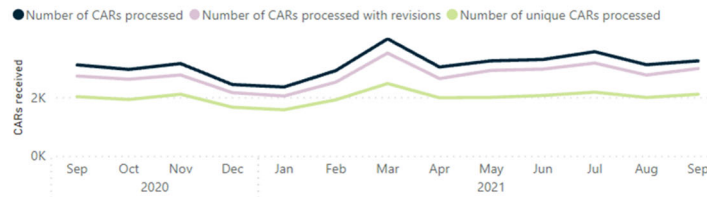
## Temporary Traffic Management inspections

The number of inspections undertaken by the Temporary Traffic Management and Road Corridor Compliance teams has been significantly influenced by the Alert Level 4 and 3 restrictions. As a result of the lower number of inspections, overdue administrative actions and a review of some processes were able to happen.

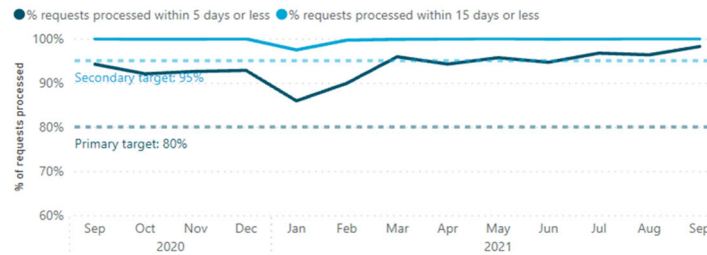
Inspections were initially limited to safety related call outs, however in the last week of Alert Level 4 activity improved with the use of remote auditing technology. The results of the inspections show a continued poor performance of temporary traffic management to agreed standards of safety. Approximately 59% of 49 inspections (10 of which were the result of customer reports) achieved a pass. The low inspection numbers mean result in a margin of error of approximately 14%.



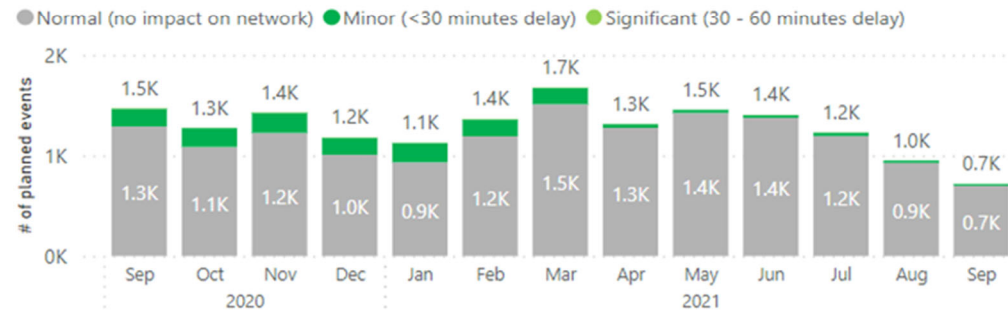
### Number of CAR requests received



### CAR process times



### Number of planned events



## Road corridor and worksites

The Corridor Access team have been unaffected by the recent changes in Alert Levels. The review and approval of corridor access requests has continued to support vital works, the demand for testing and vaccination sites, and heavy congestion areas around takeaway food outlets when Auckland moved to Alert Level 3. Much of this work is short notice and urgent requiring a fast approval time.

There has also been an ongoing flow of new applications and extensions of existing sites affected by Alert Level 4. These applications have all been processed to ensure that works can resume as fast as possible when the Alert Levels allow mainstream work to resume. The team have performed extremely well in meeting these challenges regarding Alert Level changes and the increased demands they bring.

## Managing Planned events

All of September's planned events were cancelled and work is underway to enable planning for new dates for most events. This includes the Auckland Marathon where organisers have proactively elected to push the date of the event back to 23 January 2022.

Work continues to support COVID-19 testing and vaccination centres on the transport network, with a particular focus on high-risk areas such as public transport links and safety risks. Heightened monitoring of the network took place during the change from Alert Level 4 to Alert Level 3 as traffic volumes and congestion increased around takeaway outlets.

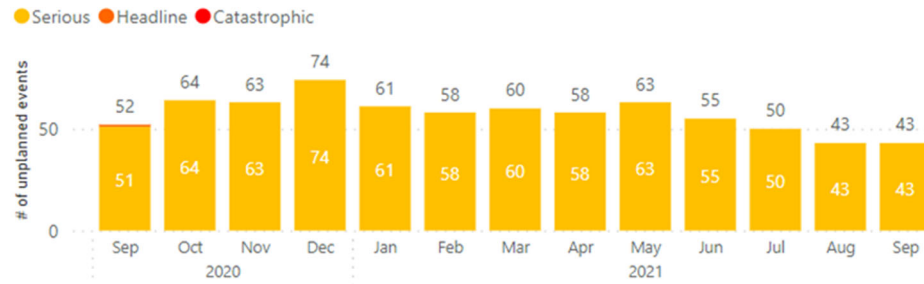
While the traffic volumes remain higher under Alert Level 3, congestion around takeaway outlets has eased.

## Upcoming planned events

Work is underway to enable events that are eligible to operate under Alert Level 2, with a special interest from the filming industry. Planning is proceeding as usual for most events scheduled to take place in November or December and early 2022, which traditionally sees a seasonal increase in events taking place, including Christmas celebrations around the region.

## Managing unplanned events

Number of Serious, Headline or Catastrophic unplanned incidents (MOP)



September showed a numerical dip in serious incidents, similar to August. This was due to COVID-19 Alert Level 4 and 3 restrictions, which reduces demand on the transport system. Although demand is higher than previous Alert Level 4 and 3 periods in 2020. The COVID-19 response continues to be a focus, including the management of regional boundaries, vaccination centres, testing centres and the transition to Alert Level 3 with the associated increase in network activity around takeaway venues. Two 'red' wind alerts have occurred over September for the Auckland Harbour Bridge. The first had wind gusts reaching 111km/h for 4 minutes and the winds did not eventuate on the second.

All plans were enacted. A better understanding of the amount and impact to customers of unplanned events sits within the 'significant' classification; with investment in the system there is an opportunity to reveal the evidence and insights that exist

## Finance

The PCI DSS annual compliance audit has been completed for the year under review, ending September 2021.

## Procurement

There were six tenders published in the current reporting period (8 September 2021 – 7 October 2021) with an estimated value of \$6.5 million. One tender had an estimated value of over \$2 million.

Tender	Type
<b>Cycle Skills Training</b> – AT delivers a variety of different cycle skills training sessions to schools and community groups across Auckland. The aim of these sessions is to improve the safety and competency of people on bikes and increase the number of people on bikes through the provision of cycle safety skills training.	Request for Proposal (RFP)

There were 165 contracts created in the current reporting period (8 September 2021– 7 October 2021) with a total award value of \$417.5 million. Nine contracts had value of over \$2 million.

Contract	Supplier
<b>Rail Network Growth Impact Management (RNGIM) Services</b> – Funding agreement between KiwiRail and AT – RNGIM is a multifaceted programme of works to improve the operation and maintenance of the Auckland Metro Rail Network.	KiwiRail Holdings Limited
<b>Waiheke and Rakino Islands Road Maintenance and Renewals</b> – Ten-year (2021-2031) road corridor maintenance and renewal contract to ensure the delivery of road asset maintenance and renewal works to support the asset growth in Waiheke and Rakino.	Downer New Zealand Limited
<b>Regional Road Stormwater Services</b> – A collaborative agreement between AT and Auckland Council Healthy Water to operate services as one network to consolidate four existing/current contracts for road corridor activities including road stormwater services in Auckland region.	Auckland Council New Core
<b>On Bus Connectivity Solution</b> – 3-year contract (2021-2024) for improvements to the on-board passenger information services that will deliver more accurate and frequent data to AT’s real-time data platform, to improve customer experience.	Torutek Limited
<b>Red Light Camera and Vehicle Occupancy Detection Installation and Maintenance</b> – Five-year (2021 to 2026) consolidated installation and maintenance contract for Vehicle Occupancy Detection (VOD) and Red-Light Cameras.	CSL Infrastructure
<b>Hardware Procurement Vehicle Occupancy Detection</b> – Acquisition of hardware for Vehicle Occupancy Detection (VOD) for 30 road corridor zones.	CSL Infrastructure
<b>Service Now Licences</b> – Three-year (2021-2024) contract - Renewal of existing contract with ServiceNow for a range of IT service and operational management modules.	ServiceNow Australia Pty Ltd
<b>Tactical Campaigns - Media Services</b> – Collaboration between Auckland Council, AT and Auckland Unlimited (Council Group Source) appointing via a Master Service Agreement (MSA) a single media services provider to gain purchasing efficiencies along with having a clearer strategic direction.	Multi Market Services New Zealand Limited (Trading as McCreedy Bale Media Limited)
<b>Undergrounding of Overhead Lines and Installation of Street Lighting</b> – Two-year (2021-2023) extension of Vector’s Overhead to Undergrounding (OHUG) programme to convert existing overhead lines to underground networks. OHUG is necessary for installation of new street lighting columns replacing the old poles.	Vector Limited

## Bylaw review programme

The scope and approach to the review of AT’s traffic bylaws was presented to Auckland Council’s Regulatory Committee at the end of September 2021. This included the proposed new ‘Activities in the Road Corridor’ bylaw, which would combine a number of existing or lapsed bylaws, including the transport elements of the Trading in Public Places bylaw. The approach received support from the Committee.

## Regional Land Transport Plan (RLTP) funding

The following activities were approved by Waka Kotahi during the period 9 September 2021 to 8 October 2021.

Activity	Approved Costs (\$M)
Auckland Metro Train Capacity - EMU Rolling Stock (Tranche 3) – Implementation (this was approved for funding at 51% FAR)	\$319.8
Auckland Metro Train Capacity - EMU Stabling (Tranche 3) – Pre-implementation (this was approved for funding at 51% FAR)	\$2.1
Auckland Rail Programme Business Case (Funding) – Single Stage Business Case	\$2.2
Auckland Level Crossing Removal - Church St East – Single Stage Business Case	\$0.3
Auckland Level Crossing Removal - Programme SSBC – Single Stage Business Case	\$2.2
Development of 2024 Asset Management Plan	\$4.0
Regional Land Transport Planning Management 2021-24	\$3.2
Development of the 2022 Regional Public Transport Plan	\$0.6

## Auckland Rapid Transit Plan

Work is progressing on the fourth and final phase of the Auckland Rapid Transit Plan, with two main workstreams underway:

1. Network planning workstream – this will incorporate Cabinet’s decision on the City Centre to Māngere project, once released. This will consider the implications of the chosen mode and alignment on the wider Rapid Transit Network (RTN), particularly the North Shore and Northwest corridors and develop different options for how the network could be developed. A preferred option and network staging will be considered.
2. Delivery workstream – this will incorporate the Establishment Unit’s advice to Cabinet regarding the delivery entity, funding and financing, and regulatory changes, but also consider these issues at a network level. It will also consider the roles and responsibilities of the agencies involved in the planning and delivery of rapid transit and how the organisations can best work together to achieve the plan.

The final Plan will therefore consist of three core sections:

1. An overview of rapid transit, its role in the wider transport network and land use planning, and objectives for the RTN’s development.
2. A network plan, outlining a vision for the RTN in 2050. This will include technical details relating to its performance against the objectives, an outline of potential options considered, and key next steps for business cases to investigate on individual corridors.
3. A delivery strategy, that will discuss how we can realise the plan. This will include possible land use responses, regulatory and policy changes, how we might fund the future network, and how the agencies involved can work together to achieve this vision.

Work on the plan is expected to be complete early in 2022.

## Environment and cultural heritage

*For AT, this outcome area is focussed on protection of the natural environment and Auckland's cultural heritage.*

### Street Lighting

September 2021 saw an extra 117 new LED lights added to the network and 97,993 are now reporting to the Central Management System (CMS).

### Infrastructure Emissions and Environment (Fish Passage)

Waka Kotahi is developing an infrastructure emissions tool specifically for transport networks. AT and Waka Kotahi are investigating the opportunity for AT to pilot the beta version on Auckland RLTP projects. The tool will assist AT to develop an infrastructure carbon emissions reduction target.

AT received Low Value/Low Risk category funding from Waka Kotahi this month for Fish Passage, a culvert renewal to protect an endangered bird species without a transport requirement. This is the first such approval.

### CO2 Emissions Pathway

The Council-led Transport Emissions Reduction Plan (TERP) had its second Reference Group meeting on 20 October 2021. The Reference Group includes three Councillors, three AT Board members (Adrienne Young-Cooper, Wayne Donnelly and Abbie Reynolds), two Kaitiaki Forum members, and an Independent Māori Statutory Board member. TERP identifies actions (and their impacts) necessary to achieve the Auckland Climate Plan transport emissions reduction goal of a 64% reduction on 2016 emissions by 2030.

Through the project's Working Group, AT staff continue to stress the critical concerns of: (i) the scale of the change needed and the inadequacy of existing planning mechanisms; (ii) the need to take a blue-sky approach to identify emissions reduction actions; and (iii) the importance of communicating with the public on the need to change.

### Development of Sustainability Governance Framework

In September 2021, work began with KPMG to develop AT's sustainability vision and operating model. The operating model includes the elements needed to deliver on the vision, such as organisational culture, working, reporting, and governance structures. The governance structures will include the different governance groups (executive, board and/or external), their roles, and what should be reported to each. In late November 2021, a board-level governance structure will be proposed at the Design & Delivery Committee for board endorsement in December 2021.

## **Public Electric Vehicle Charging and Strategy Development**

A new bylaw is under development which will include appropriate process for granting an application for an electric vehicle (EV) charging station within the road corridor. To supporting the bylaw work, strategy development has begun on what should be AT's role in supporting EVs.

## **Natural wetlands feedback**

AT completed its feedback to council as part of the family submission on the Ministry for the Environment's proposal to redefine the meaning of "wetlands" in the 2020 NPS and NES on freshwater. AT supported the redefinition to align with the original intent of the regulations and this recommendation was supported by the council.



## Opportunity and prosperity

*For AT, this outcome area is focussed on collaborative technological development enabling resilience and adaptability.*

### Customer Relationship Management (CRM) Case Viewer

The CRM case viewer project is surfacing all relevant CRM cases and their respective states on a GIS map to enable AT business owners to analyse issues in areas around the Auckland region quickly with access to current and historic cases going back up to five years.

### Speed Management Programme

The Speed Management Programme is creating a GIS viewer to enable the transfer of data between Engagement HQ and the AT GIS environments from the consultation and to consolidate the data into one easy-to-access viewer. The consultation has opened for the public with Engagement HQ and all our GIS data supporting information inside the application. The consultation closes in late November.

### Local Board Reporting App

This is an initial minimum viable product (MVP) to enable local elected board representatives to easily view what is currently happening in their local board area regarding roading impacts. This will enable the local board members to engage with their constituents with easy-to-view data and maps. The Orakei local board has had a demo of the application and feedback was positive. Further development is planned and is also dependent on the Infrastructure Projects Viewer (IPV) project updates.

### Roads Statistics Crash and Planned Improvements by Local Board

A secure process has been enabled to allow Waka Kotahi to send a data file, and then an automated daily upload into AT's enterprise data platforms. A PowerBI report and dashboard has been created to share insights / modelling of crash analysis system (CAS) data. This is currently being reviewed / approved by relevant stakeholders.