

Business Report – September 2022

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
Belonging and participation	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.
Māori identity and wellbeing	Seeks to advance Māori wellbeing at all levels from whānau, hapū and iwi and across all areas of life: housing, employment, education and health.
Homes and places	Focussed on accessibility to healthy and affordable homes as well as inclusive public places.
Transport and access	Providing easy, safe and sustainable transport modes across an integrated network, in alignment with the Auckland Transport Alignment Project (ATAP).
Environment and cultural heritage	Preserving and protecting the natural environment and significant land marks and cultural heritage unique to Auckland.
Opportunity and prosperity	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:

Mark Lambert, Interim Chief Executive

Belonging and participation

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

Local Engagement

There were a number of engagements with the Business Improvement Districts (BID) over the last 3 months including:

- Warkworth – co-ordinating an inter-agency response with WorkSafe New Zealand, Auckland Council and AT on industrial precinct issues.
- Matakana – supporting our contractors to mitigate works the impact on the businesses in the Matakana township.
- Orewa – expediting urgent issues including flooding in the beachfront town centre. Trialling new pink wayfinding signage to allow safe pedestrian navigation of worksites as well as providing highly visible access to affected businesses.
- Silverdale – assisting the Silverdale Business Association in its funding application for a shared walking and cycleway.
- Kumeu – ongoing delivery of communications regarding the road closures that are required for the SH16 widening enabling works.
- Browns Bay – co-ordinating a working group to feed into the design of the town centre slow speeds project.
- Takapuna – ongoing town centre project with the completion of the working group engagements.
- Devonport – planning the public engagement on the town centre slow speeds projects following the community working group.
- Milford – supporting the local business association with several projects including line marking changes, safety and safe speeds.
- Kaukapakapa – management of the relationships between AT and property owners on SH16.

Ngā Kaihoe graduate recruitment underway

Recruitment for our 2023 cohort of Ngā Kaihoe graduates took place in mid-September, with over 100 candidates joining us in person at 20 Viaduct Harbour Avenue for assessment centres and interviews with leaders from across our organisation. Candidates have been of a high calibre, from diverse backgrounds and specialty areas from across Aotearoa. 44 people will be offered placements, starting the programme from December 2022 onwards. The Ngā Kaihoe programme is critical for our talent pipeline to recruit and grow young talent.

Brain Badge update

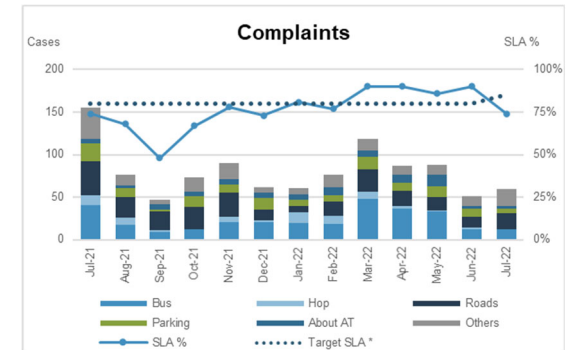
Our partnership with Brain Badge, New Zealand's neurodiversity employer accreditation programme, is well underway. In September, we hosted Rich Rowley, Brain Badge's founder for a series of workshops focused on building human centred design capability with a neuro diverse lens so our people can explore how we can better empower and support neurodiverse employees.

Case Management

Formal Complaints

There were 57 cases classified as formal complaints for August, a 26% decrease on the same month last year.

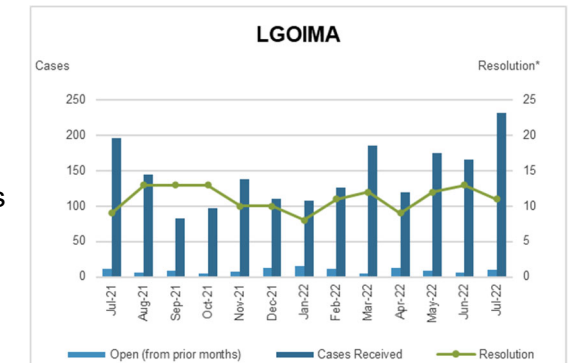
- Bus Route or Schedule Related [11], Parking Enforcement [5], Parking Staff Conduct [5], and Road Surfaces [5] were the major drivers accounting for 46% of all cases received for August.
- 54 formal complaints resolved in August with an average of 18 working days. 8 of these resolved cases were on interim (requiring some form of additional assessment) with an average resolution of 30 working days.



Local Government Official Information Management Act (LGOIMA) Cases

There were 197 LGOIMA cases received in August, a 36% increase on the same month last year.

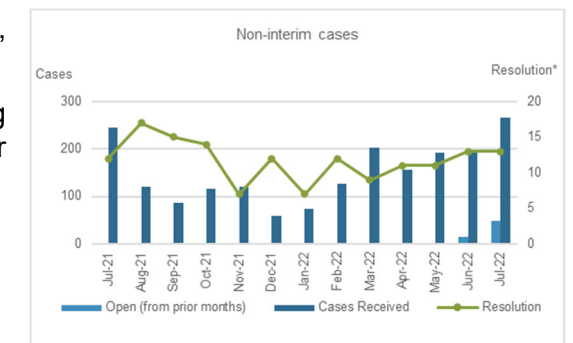
- All customers were communicated to within the 20-day statutory timeframe.
- Outside the lead driver of CCTV related requests [82] for August, other drivers were Meetings and Correspondents [27], Revenue and Costs [20].
- 225 LGOIMA cases were resolved in August with an average of 13 working days.



Elected Member Cases

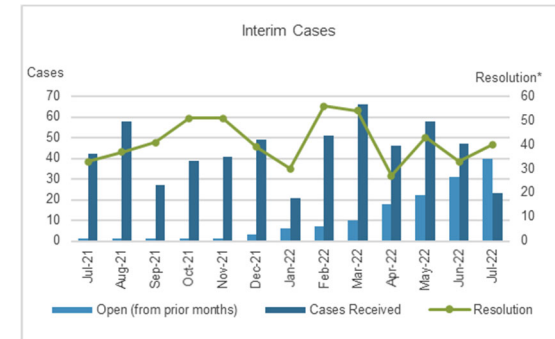
Non Interim Cases

- 250 non interim elected member cases resolved in August with an average of 9 working days, down 8 days from the same month last year.
- Report a Problem [31], Sealed Road Surface [24], Route or Schedule Related [17], Parking Restrictions [12] and Infrastructure [12] were the major drivers, accounting for 36% of cases for August.



Interim Cases

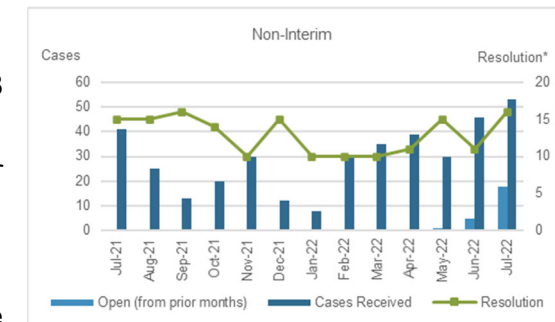
- 67 interim elected member cases (where the case requires further engineering investigation) resolved in August with an average resolution time of 47 working days, up 9 days from the same month last year.
- Parking Restrictions [7] was the major driver accounted for 20% of all interim cases received for August.



Councillor Cases

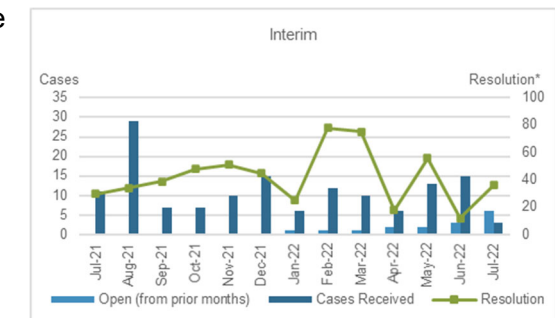
Non Interim Cases

- 49 non interim councillor cases resolved in August with an average of 7 working days, down 8 days from the same month last year.
- Report a Problem [9], Route or Schedule Related [6] and Parking Restrictions [5] were the major drivers, accounting for 34% of all cases for August.



Interim Cases

- 18 interim councillor cases (where the case requires further engineering investigation) were resolved in August, with an average resolution time of 45 working days, up 9 days from the same month last year.
- Enforcement [2] were the major driver for August.



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.

Marae Safety Programme

There are two marae projects in this financial year, including the detailed design and construction of a carpark at Te Kia Ora Marae that will begin this financial year and which will be completed in September 2023. In addition, road safety improvements will be made on Whatapaka Road to provide better access to Whatapaka Marae and improve a bus shelter for the school students and locals. The Whatapaka Road project will also be completed in September 2023.

Project Delivery Plan FY 22/23	Status	Q1	Q2	Q3	Q4
Te Kia Ora Marae	The design phase begins in September and is due to be completed by March 2023.				
Whatapaka Road	The design phase begins in September and is due to be completed in March 2023.				

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, focusing primarily on Resource Management matters. There were three mana whenua hui held for the southern and north/west regions. The Māori Policy and Engagement team support Tupu Ngātahi (Supporting Growth) and Light Rail Māori engagement. AT engaged with mana whenua on the following projects:

- Safe Speeds Programme:
 - Update on Safe Speeds Rural Marae project
 - Update on Safe Speeds Phase 3 consultation, including levels of feedback received and emerging themes
 - Feedback from Katoa, ka ora to date relating to Māori
 - Seeking input on Katoa, ka ora: Auckland Speed Management Plan 2023-26
- Road Equity and Safety Fines Penalty
- Regional Public Transport Plan (RPTP)
- Building Better Bike Hubs
- Hill Street Intersection workshop
- Glen Innes to Tamaki Update
- Manukau and Māngere East Cycling Single Stage Business Cases (SSBCs) update
- Eastern Busway (EB) Alliance
- The AT Equity Framework

Te Ara Haepapa / Māori Road Safety Programme

Te Ara Haepapa delivered a total of 299 activations, events, hui, investigations and educational workshops with 4,467 engagements in August 2022:

Māori Businesses

AT's procurement spend with Māori owned businesses is \$3m financial year to date.

ATOC host Tuia programme rangatahi

The Tuia programme is an intentional, long term, intergenerational approach to develop the leadership capacity of young Māori (rangatahi) in communities. It involves local Mayors selecting a young Māori from their district to mentor on a one-to-one basis, to encourage and enhance leadership skills.

As part of this programme, two rangatahi along with members of the Franklin and Papakura local board visited ATOC at the end of August as part of CCO tours that included Watercare, Auckland Unlimited, Screen Auckland, and Auckland Council.

The guests were extremely impressed with the facilities and overall function that ATOC provides for Tāmaki Makaurau, noting the framed pictures which showcase some of ATOCs biggest events.

This engagement not only enabled a greater understanding of local government functions for the rangatahi, but also enabled excellent relationship building with the local board members.

Te reo Māori

Like many other organisations across Aotearoa, AT celebrated Te wiki o te reo Māori during the week of 12 September – 18 September 2022. Our Mana Kaa Māori network and the Māori Policy and Engagement team worked with Internal Communications to plan a week filled with events, waiata, kai and kōrero for our people to celebrate the language of Aotearoa. This included daily kōrero from people who shared their journeys of learning te reo, a podcast focused on the achievements in bringing te reo to life across our transport network, desktop backgrounds, posters and a social media campaign that shared kīwaha (slang) with our customers and AT people for them to use in their day-to-day conversations. Kia kaha te reo Māori! Specific initiatives included:



Across the network

- Kupu o te Rā” posts on Facebook & Instagram challenging followers to share how they’ve incorporated the phrases into their everyday life. Te Reo Māori HOP Cards given out to the person with the best example on each day
- “Kupu o te Rā” creative shared with Ooh Media to display on bus shelter advertising
- “Kupu o te Rā” A3 posters displayed on AT train services across the network
- “Pau te Kaha, Tāmaki Makaurau” digital signage across Commuter Network, on Fanshawe Street Blades & at Newmarket Plaza

At AT

- Mana ka Māori staff network led Kawhe & Kōrero setting, playing kēmu (games) and practicing pepeha and mihi
- Promoting Te Aratohu, AT’s guide to tikanga and te ao Māori in the workplace
- Internal Comms rollout via Engine Room, All the Latest & Yammer with whakataukī, te wiki o te reo collateral & designs (incl. email signature banner) and 5x people stories each workday of whānau kaimahi (Māori & non-Māori) and their learning journeys with te reo.
- Participation in the waiata-off Voices of the Moana on Friday with the wider council whanau

Homes and places

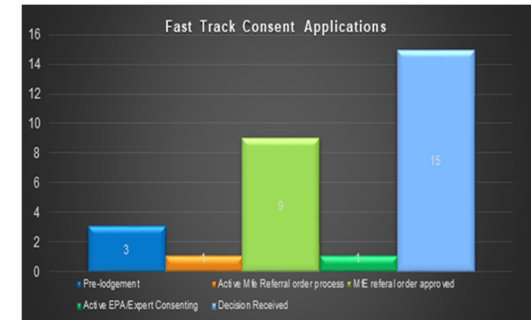
For AT, this outcome is focussed on improving accessibility to homes and inclusive public places.

Responding to Growth and Development

There are currently 35 active plan changes across Auckland that have implications for our transport system. This includes several significant greenfield proposals as well as smaller scale brownfield developments.

AT provides subject matter expertise to Council on resource consent applications that are considered of relevance to or have a potential effect on Auckland's transport network. AT received 102 requests in August and 117 requests in July from Council for analysis, with 990 requests for assessments received to date in 2022. The year-to-date figure represents a 12.5% increase on 2021.

AT is currently involved in 28 fast-track consent applications that are utilising the COVID-19 Recovery (Fast Track Consenting) Act.



People Powered Streets Programme

The Minister for Transport announced the Streets for People programme on 6 September 2022. Streets for People aims to make it safer, quicker and more attractive to walk, bike or ride to reduce emissions, increase safety and improve public health. AT, on behalf of the Council family, has been working with Waka Kotahi New Zealand Transport Agency (Waka Kotahi) on projects for this fund. Two projects have been successful and will be taken forward to be co-designed with communities.

Regional Improvements Programme

Pukekohe has been undergoing rapid urban growth and this is predicted to continue in the next decade. Some locations on the current roading network are inadequate to accommodate the increasing volumes of vehicles, pedestrians and cyclists, especially around the town centre. AT has proposed to install two sets of traffic lights at the intersections on Stadium Drive and provide new pedestrian crossings at multiple roundabouts within the town centre. Proposed signalisation at King Street has been redesigned following learnings from Innovating Streets.

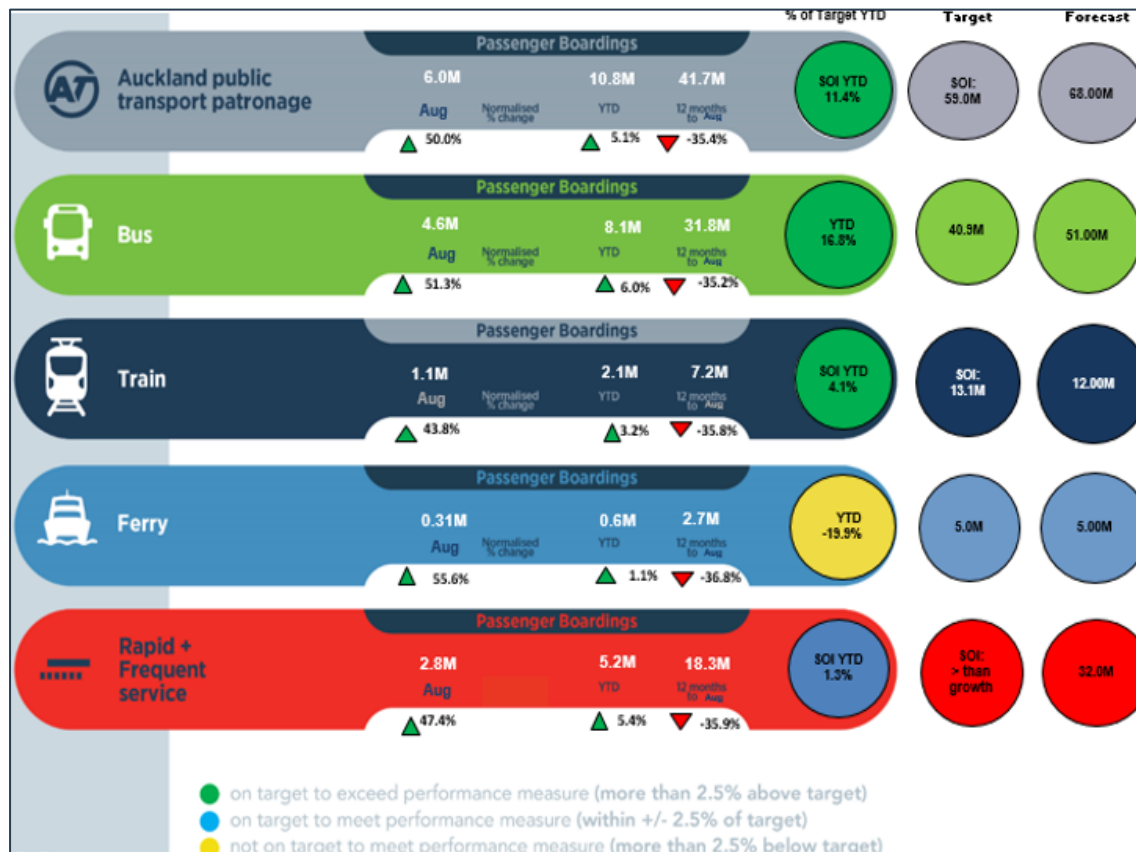
In August, AT partnered with Eke Panuku to hold various public events to share these AT projects as well as Eke Panuku's masterplan for the town centre. These events included multiple drop-in sessions during Saturday markets and within Pukekohe Library. There have also been targeted engagements with some key stakeholders, including Pukekohe Business Association and a number of individual businesses. These public events have been greatly supported by Franklin Local Board who have had representatives to facilitate and assist in each event. The public consultation closed on 4 September and feedback is now being analysed before a decision on how to proceed is made.

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 (PT)

Passenger boardings – August 2022 and 12 months to August 2022



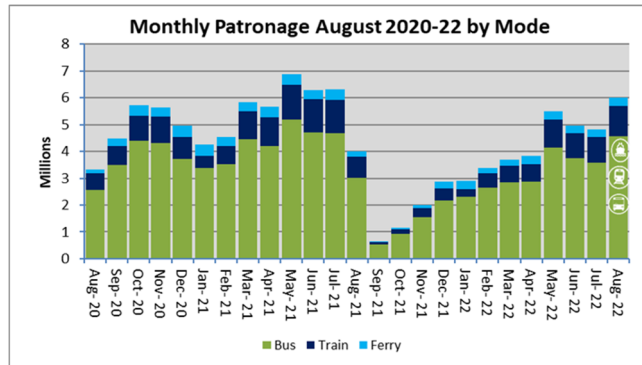
Overall, for the 12-months to August 2022 passenger boardings totalled 41.7 million, -35.4% on the previous year. August 2022 monthly patronage was 6.0 million, 50.0% on August 2021.

Bus services totalled 31.8 million passenger boardings for the 12-months to August 2022, -35.2% on the previous year. Patronage for August 2022 was 4.6 million, 51.3% on August 2021.

Train services totalled 7.2 million passenger boardings for the 12-months to August 2022, -35.8% on the previous year. Patronage for August 2022 was 1.1 million, 43.8% on August 2021.

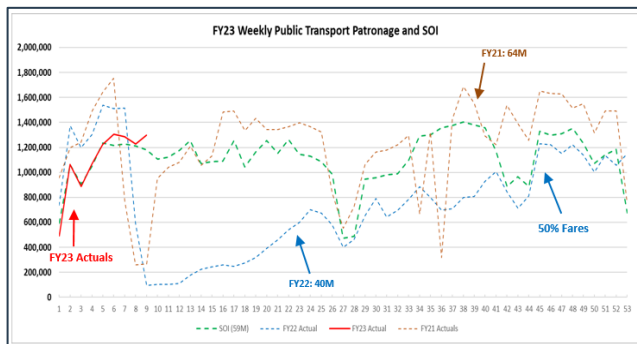
Ferry services totalled 2.7 million passenger boardings for the 12-months to August 2022, -36.8% on the previous year. Patronage for August 2022 was 0.31 million, 55.6% on August 2021.

Rapid and Frequent services totalled 18.3 million passenger boardings for the 12-months to August 2022, -35.9% on the previous year. Patronage for August 2022 was 2.8 million, 47.4% on August 2021.



Passenger boardings in August 2022 are higher than July 2022 for all the modes.

In August 2022, patronage was 6.0 million compared to 4.0 million in August 2021 or 150%, and 3.3 million in August 2020 or 182%.



AT's Statement of Intent (SOI) target for the 12-months for 2022/23 is 59 million passenger boardings across PT. This is 60% of the highest year (2018/19) prior to the COVID-19 pandemic (COVID-19).

The chart illustrates the actual 2022/23 patronage performance (red line) against the required SOI patronage profile (dotted green line) for 59 million boardings and actuals in the last year 2021/22 (dotted blue line) and actuals in year 2021/22 (dotted brown line).

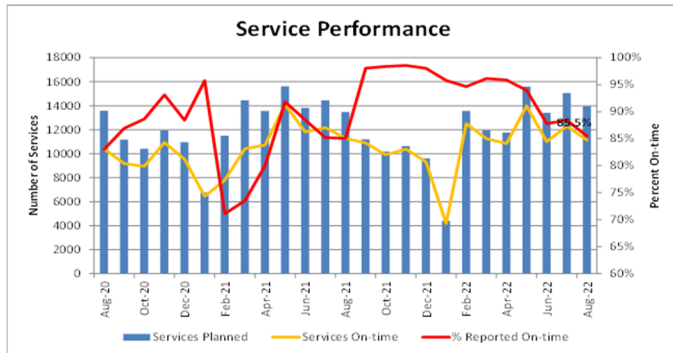
Service Punctuality and Reliability – August 2022

PT reliability (service trips operated against planned schedule for August 2022 was below the 12-month average for all modes. This was due to staff shortages as a result of absenteeism through sickness and COVID-19. Service punctuality during August 2022 was also below the 12-month average for all modes.

The punctuality 12-month rolling average across the network remains above the SOI target. Improved management of contractual performance indicators, and regular changes to timetables to better reflect traffic and adjust for impact of diversions due to major construction projects help to maintain performance above SOI target for punctuality with higher YTD average.

	Punctuality at Destination		Reliability at Destination	
	Aug-22	12 Month Average	Aug-22	12 Month Average
Train	85.50%	93.79%	93.37%	96.39%
Bus	98.36%	99.00%	86.57%	94.22%
Ferry	83.82%	88.50%	90.44%	91.59%

Total Network Punctuality (Weighted to Patronage) at Origin **96.93%** **12 Month rolling average** **98.13%** **SOI** **96.0%**

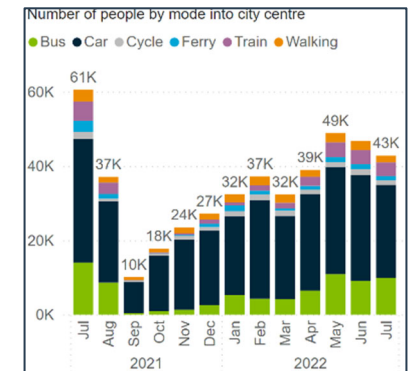


Rail Service Performance

Auckland One Rail’s (AOR) performance continued to be impacted by a number of events for the period of August. The train manager shortage continued to impact the reliability of services, while speed restrictions imposed on the network by KiwiRail for engineering works have impacted on punctuality performance. AOR expect to be at full operating staff compliment next month.

City Centre Access

In July, the total number of people entering the city centre by all modes during the AM peak period was 42,843, 41% lower than pre-COVID-19 levels of July 2019. It was also 8% lower than the previous month, which is mainly attributable to lower demand during the school holidays in July.



Transport Officer update

In July 2022, there were 59 incidents reported by Transport Officers across the PT network, which is 23 less than the previous month and 55 less than July 2021. Disorderly behaviour accounted for 40 of the month’s reported incidents, followed by 10 instances of drinking alcohol. Transport Officers have mainly been deployed to the CityLink & InnerLink bus services for most of July due to increased issues with fare evasion, disorderly behaviour and the abuse bus drivers have been encountering recently.

Regional Public Transport Plan (RPTP) public engagement

Working with the Planning and Investment project team, Strategic Consultations and the Māori Engagement teams are building the public engagement plan for the RPTP. Key objectives of engagement include:

- Engagement for RPTP that draws on public knowledge to provide useful and necessary PT services for public good.
- Public engagement seeks to raise awareness of PT service developments.
- Encouraging public participation is strategic planning to promote increased levels of patronage and understanding of investment.

- Stakeholder engagement seeks to coordinate development efforts, share knowledge and planning across sectors.
- Engagement seeks to improve understanding of transport needs for underrepresented demographics in customer data, including equity and access issues.
- Māori engagement embodies and strengthens partnership working approach and ensure outcomes for Māori are meaningfully embedded throughout RPTP.

Infrastructure Management

Transport Infrastructure Asset Design and Management

The Design Review Panel (DRP) and its associated processes passed its first year anniversary. The system has been a success and has processed 238 projects worth a total of \$773m during the first year.

Road Maintenance and Renewals

AUGUST 2022					
Asset Renewal Activities	August YTD Actual (km)	August YTD Forecast (km)	Full Year Target (km)	Completion v. YTD Target (%)	Completion v. Full Year Target (%)
Pavement Rehabilitation	0	0	10	100%	0%
Resurfacing	2.41	5	405	48%	1%
Footpath Renewals	12.84	11	60	117%	21%
Kerb and Channel replacement	5.95	6	35	99%	17%
TOTAL	21.2	22	510	96%	4%

The combined length of 415km is the target for 2022/23 for resurfacing and rehabilitation. There has been 2.41 km of resurfacing completed for the two months ending August 2022. Further 12.84km of footpaths and 5.95km of kerb and channels were replaced for the two month ending August 2022.

North West Remediation

Twelve Months ago, North West Auckland was hit by massive rain event that damaged roads and homes on a scale that we had not seen before. This resulted in seven closed roads, a community cut off for three months, and the need for ten new retaining structures, to ensure the safety and ongoing performance of our roading network. By early April this year, we completed seven structures and reopened the seven closed roads. In late August 2022, we completed construction of the last of the three remaining and complicated structures.

This was achieved by true collaboration, challenging the status the quo, and pushing some boundaries, completing activities in parallel rather than end on end. In the period of 12 months a massive slip has been cleared, a causeway built, 10 new walls designed and built, while keeping the impacted customers informed.

Before



After



Property Acquisition

Six acquisitions were completed in August 2022 for the Eastern Busway (EB) Project.

Property Optimisation

A total of 144 properties in the Facilitation Portfolio are required to be vacated by the end of FY23, 30 June 2023 for the EB Project. As of 31 August 2022, 117 properties were vacated.

Key Transport Infrastructure Construction Project updates

Key Construction Project Updates	Current Phase	% Phase Completed
<p>EB 1 (Panmure to Pakuranga) – The Heritage Swing Bridge contract was awarded, with mobilisation planned for end-September 2022. The programme is for demolition and conservation of the historic elements to be undertaken prior to Christmas and construction of the viewing platform and hardscape .to begin in the new year. Expected completion is May 2023.</p> <p>Mokoia Pa Park - detailed design is progressing, need to seek approval for artwork design from AT stakeholders, procurement is planned for September 2022, construction start is planned for late 2022 with completion expected in May 2023.</p>	Construction	93%
<p>EB 2/3/4 Alliance (Pakuranga to Botany) – During August 2022, the project hosted a number of community engagement sessions focused on the Pakuranga Town Centre to Ti Rakau Drive Bridge section of the busway which has construction commencing early 2023.</p>	IPAA PAA	100% 1%
<p>Northern Busway Extension (Rosedale & Constellation Stations) – The project team is working with the NCI Alliance to close out existing works. The design cost negotiation is underway and is expected to conclude soon. The project team are also working on procurement activities for the construction phase in the background.</p>	Construction	53%
<p>Puhinui Bus Priority and Mangere Cycling – All construction works for the bus priority lanes are complete. Construction for the last stage of the project, Puhinui Road Shared Use Path (SUP) east of Puhinui station commenced in July 2022. All 38 native trees have been planted. Green surfacing on the bus priority lane and traffic signal loop cutting works is expected to complete in September 2022.</p>	Construction	20% (for SUP)
<p>LRGF – Huapai – Access Road: The Chorus enabling works are complete and the KiwiRail enabling works are substantially complete with the remainder to be undertaken in conjunction with the civil works for the intersection upgrade. Station Road: The detailed design for the Station Rd intersection is complete and all the consents are in place. It is anticipated to award the contract by end of November 2022 with physical works commencing mid-January 2023 and completion expected early November 2023</p>	Construction	30%
<p>Matakana Link Road – The building up of the road pavement on Matakana Link Road is progressing well and the tie-in of Matakana Rd is ready for the final seal. Bridge superstructure is complete with barriers and decking to be completed. Streetlighting installation continues. The team is still working with two adjacent developers on development tie-ins, this has pushed the completion date into December 2022.</p>	Construction	93%
<p>Northwest Rapid Transit Network – The Corridors main works design package is to be completed in November 2022. Construction works have finished at Te Atatu North this month and asset handover is underway. Works are ongoing at Te Atatu South and are due to be completed in November 2022. SH16 main works have been awarded and are scheduled to commence in September 2022. Lincoln Road works commenced in July 2022 and all construction work is expected to be completed in April 2023.</p> <p>Westgate detailed design is progressing well, and the 50% detailed design milestone is due to be completed in September 2022. Current programme has land acquisition completing in December 2023, construction to commence in February 2024 with completion expected in January 2025.</p>	Design and Construction	51%

Key Construction Project Updates	Current Phase	% Phase Completed
Orakei Infrastructure Projects (includes Ngapipi Bridge Widening, Kepa Rd Retaining Wall and Tamaki Northern Footpath Rehabilitation) – The project is on track to start the footpath site establishment in September 2022, Kepa Rd retaining wall enabling works in November 2022 and to bring the Ngapipi bridge works forward to January 2023 start.	Construction	2%
Waitemata Safe Routes – A walking and cycling project in Grey Lynn contributing to the implementation of a cycle network in the Western Waitemata area. For the main cycleway project, the project design is progressing towards completion forecasted now for end October 2022. Preparation of the resource consent is underway, and submission is scheduled for mid-September 2022 with approval expected by mid-November 2022.	Design and Construction	88%
Links to Glen Innes Cycleways – Package 1: The Physical works contract has been awarded to Fulton Hogan. The work is programmed to begin in October 2022 with completion in May 2023. Package 2: SP2 and SP4 detailed design and engineer's estimate have been completed. Continuous discussions are underway with Asset Management and Renewals about the coordination between the two programmes. The SP3 preliminary design is completed. It is under review by the Design Review Panel and Road Safety Audit.	Detail Design	99%
Glenn Innes to Tamaki Cycleway (Section 4 - Orakei Basin to Tamaki Drive) – Section 4A & 4C construction activities are progressing well. Section 4C physical works are targeted for completion in October 2022 and the 4A works in December 2022. Section 4B consent is lodged with Ministry for the Environment as per the fast track approval process to ensure a faster decision than the standard RMA consent processes. Section 4B design is now at 85% and is undergoing price review.	Detail Design 4B Construction 4A and 4C	45%

Upper Harbour cycle separators

Cycle delineators were installed along Upper Harbour Drive as a part of the Cycling Minor safety improvement programme. The programme is designed to provide separation between cyclists and vehicles. Installation was not fully completed prior to negative public feedback around the use of the concrete for these delineators. There have been two public meetings resulting in requests for the removal of the scheme. The Upper Harbour Local Board and Ward Councillors have also made a request for removal.

AT is currently reviewing the design of the project, including the style of separators used and have implemented some temporary measures while we work through a permanent solution for this location, including further speed reduction through the project area.

We will be inviting community and key stakeholders to attend Community participation workshops run by an independent facilitator to review several alternative options that can be worked up into a new design by the project team. Once we have this new design available it will be presented to the community during the consultation process. AT is committed to working with the community in replacing the existing separators with an acceptable alternative separation solution.

Warkworth Community Transport Hub now operational

The new Warkworth Community Transport Hub (pictured) at 80 Great North Road opened for use on Monday 9 September. The new \$3.4 million park-and-ride facility was opened by the Rodney Local Board in July.

Funded by the Rodney Local Board Transport Targeted Rate and delivered by AT, the Warkworth Community Transport Hub provides a central space for bus commuters needing to park their cars or bikes, before travelling north to Wellsford, and south to Warkworth township for connections to Matakana and the Kowhai Coast, and onward to connect to the Northern Busway and Auckland destinations.



The Warkworth Community Transport Hub offers 137 car parks (including 15 short term and four accessible parks), a bus layover, bike parking, two toilet blocks, Close Circuit Television (CCTV) security and lighting. Footpaths lead to two new bus stops on SH1, connected by a signalised pedestrian crossing.

Mātiatia landside transport improvements

AT has been working with the Waiheke Local Board, Auckland Council, Direction Mātiatia and Ngāti Paoa representatives on a set of transport improvements for Mātiatia. The plan is being developed to address the impact of significant growth over time and prepare for future growth on the island. The improvements are designed to provide better safety, stormwater management and look to address congestion issues at Mātiatia.

Public consultation is due to happen early 2023 around a set of improvements that include changes to parking, increased cycling and walking options, and bus facilities. Prior to public consultation, workshops have been held with the community and interested groups, including Ngāti Pāoa, Waiheke Transport Forum, Cycle Action Waiheke, Waiheke Couriers, tourism and taxi group operators.

Waiheke Transport Design Guide

The Waiheke Island Transport Design Guide was commissioned by AT and the Waiheke Local Board to recognise Waiheke's unique character and the pressure on the transport system the island is facing now and into the future due to both tourism and population growth, and to ensure resilience to climate change. The development of a Waiheke-specific design guide is identified within the Waiheke 10-year Transport Plan as a key priority. It is a tool to create a greater degree of consistency and certainty, while reflecting the island's character, in the upgrade of roads, footpaths and other transport infrastructure. The draft version of the guide is due to go out for public consultation in Q4 2022 for feedback before finalising in early 2023.

Takapuna Town Centre Safety Improvements

The Takapuna Beach town centre is prioritised for improvements under this programme due to high numbers of vulnerable road users – children, senior citizens, pedestrians, cyclists, or motorcyclists interacting with motorists. The project objective is to promote safe speeds throughout the busy retail precinct as this offers the greatest potential to reduce the chance of serious injuries and deaths occurring.

In September AT concluded a series of eight working group meetings with a panel of local stakeholders to co-design the slow speed infrastructure. The working group was formed in July 2021 and has met periodically over the last 15 months.

Safety-enhancing options include introducing speed tables, signalised intersections and raised pedestrian crossings. Affected streets include The Promenade, The Terrace, Anzac Street, Auburn Street and Campbell Road. A new 30 kph speed limit is proposed.

Public Awards

Airport to Botany (A2B) for the Single Stage Business Case

On 2 September 2022 the A2B Programme won an award for the A2B and 20Connect SSBC. This was via the Association of Consulting and Engineering NZ (ACE). Finance

The 2021/22 Financial Statements and Annual Report were finalised in September 2022. AT revalued roads, rolling stock and operational land and building asset classes this year resulting in an increase in the value of these asset classes by \$4 billion and AT's total assets increasing from \$23 billion to \$27 billion. Recent increases in Bitumen prices and general inflation have resulted in a 38% uplift in the replacement cost of roading assets (since last being revalued in June 2020) and will necessitate increased investment in renewals and maintenance going forward.

Procurement

Published Tenders

There were ten published tenders in the current reporting period (03 August to 09 September 2022) with an estimated value of \$7.70 million. No tenders had an estimated value of over \$2 million.



Awarded Contracts

There were 254 contracts created in the current reporting period (03 August to 09 September 2022) with a total award value of \$1,062.22 million. Four contracts had awarded value of more than two million.

Contract	Supplier
Road Corridor Maintenance - West – Ten-year contract (2022-2032) Road corridor maintenance and renewal contract to ensure the delivery of road asset maintenance and renewal works to support the asset growth in West Auckland.	Ventia New Zealand Operations Limited
Eastern Busway (EB) Target Out-turn Cost (TOC) 1 Insurance Insurance placement in respect of Professional Indemnity, Public Liability, Contract Works and Statutory Liability insurance policies to be procured by Auckland Transport on behalf of the Alliance for the EB2 and EB3R packages of the Eastern Busway initiative.	AON New Zealand
Vessel Build Agreement - Two-year contract (2022 to 2024) Vessel build and supply agreement to supply the initial low emissions vessel on the Devonport route.	Q-West Boat Builders Limited
Equipment Supply Agreement - Two-year contract (2022 to 2024) The propulsion / driveline equipment supply agreement relating to the supply of the initial low emissions vessel on the Devonport route.	C W F Hamilton & Co Limited

Regional Land Transport Plan (RLTP) funding

The table below outlines activities approved by AT (under Delegated Funding Authority) during the period 5 August 2022 to 12 September 2022.

Activity	Approved Costs (\$M)
High Risk Intersections and Corridors – Aviemore Drive and Highland Park Drive Standard Safety Intervention (Implementation)	\$4.48

Road Network

Network performance

In July, 82% of the One Network operated with minimal congestion (Levels of Service A-C) during the AM peak period. The congestion level is 5% better than previous month. This improvement is mainly attributable to the lower demand levels during school holidays in July. The AM peak average speed on the network was 44 km/h, similar to the pre-COVID-19 speed of July 2019.

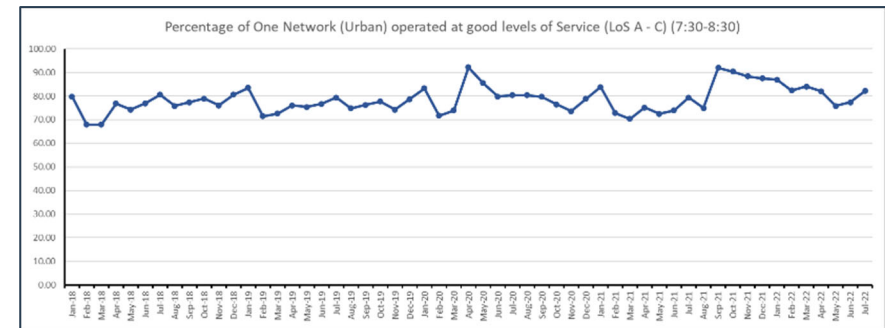
Speed Management Programme

The public consultation for the Devonport town centre safety improvement project was completed in mid-August. The proposal was developed in collaboration with the community working group which included the business association, local residents' group and elected members. The proposal included traffic calming, raised crossings and cycling improvements. The feedback indicated support for the improvements to safety and reduced speed, although there were concerns about the changes to intersections. A full review of the feedback is underway and there will be continued engagement with the working group on the consultation and any further design changes.

The public consultation for the Takapuna town centre safety improvement project is planned to commence in October. Similar to the Devonport proposal, a community working group had a key role in developing the proposal.

Vulnerable Road Users Programme

A proposed pedestrian crossing project on Pakuranga Road, Pakuranga went to consultation in May 2022 and received over 1,200 responses. Following consultation, discussions with Simeon Brown MP were held and a public meeting was arranged for 26 August 2022. The public meeting was set up to discuss the proposed project and listen to feedback from the community who raised concerns about the need for the crossing, its impact on congestion and concerns regarding the raised table proposed. The consultation responses and feedback are currently being analysed.



High-Risk Corridors Programme

The construction of the raised pedestrian crossings safety improvement project on Swanson Road, Swanson was completed in August. Three raised zebra crossings were installed along Swanson Road between Don Buck Road and Airdrie Road, with road marking and signage upgrades and minor intersection improvements also taking place. The project means that there are now safe crossing facilities at bus stops along Swanson Road and within the Ranui town centre, which has high pedestrian activity generated from the Ranui train station, the local supermarket, schools and churches. The improvements are expected to provide a 1.5 death and serious injury crashes (DSI) reduction over a 5-year period.



After photos of the new raised zebra crossings on Swanson Road

Parking technology improvements

Historically, all activities involving Abandoned Vehicle Investigations for the Auckland Region was a manual, paper-based process for the Response and Investigations Coordinator. In August 2022, a wi-fi enabled tablet was installed in their AT-issued vehicle allowing them to electronically capture and update all of the information into the AT cloud. This led to a substantial improvement in business process for the Parking Compliance team, enhancing greater access to the information. As a result, the backlog of work has significantly reduced.

Special Vehicle Lane Programme - Enforcing Queen Street's new special vehicle lane

We issued a proactive press release and social about our enforcement approach to Queen Street's new special lane. The changes were made on 8 July 2022 to a small section of Queen Street between the Civic Theatre and Aotea Square.

In collaboration with the wider Auckland Council group, AT introduced this new zone as part of a broader programme to improve air quality, reduce traffic, and make bus trips more reliable.

Network Optimisation Programme

Pedestrian improvements at the Great North Road/Lincoln Road/Swanson Road/Buscomb Avenue intersection in Henderson have now been completed. The intersection has been optimised to improve level of service for pedestrians by removing a slip lane and providing the missing pedestrian link on Great North Road. Raised pedestrian facilities have also been provided on the Buscomb Avenue leg of the intersection.



Before and after photos of the pedestrian amenity at the Great North Road leg of the intersection

Route Optimisation Programme

Optimisation of traffic signals for 117 sites is currently underway. This programme of works includes recommendations for physical changes to improve vulnerable road users' safety, a review of the traffic signals operational settings to support better PT travel time and reducing pedestrians and cyclists' delays at intersections. There is also a focus to reduce the delay in repair of faulty inductive loops to reduce on-road carbon emission.



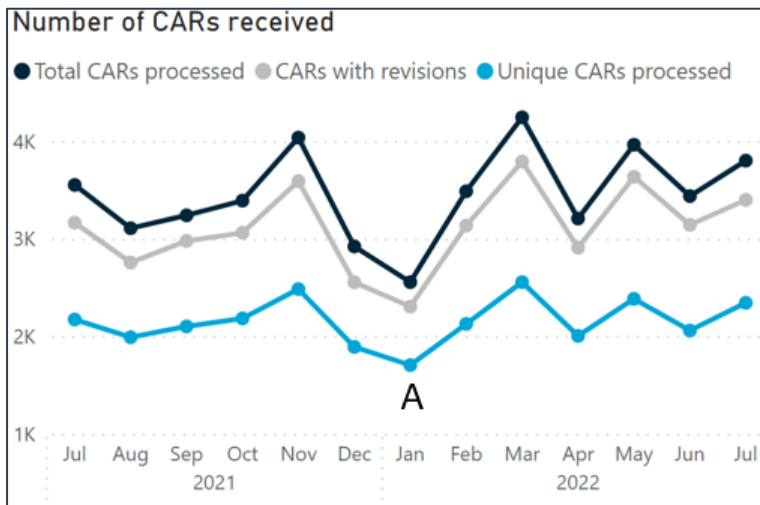
Before and after photos of the pedestrian amenity at the Buscomb Avenue leg of the intersection

Active modes update

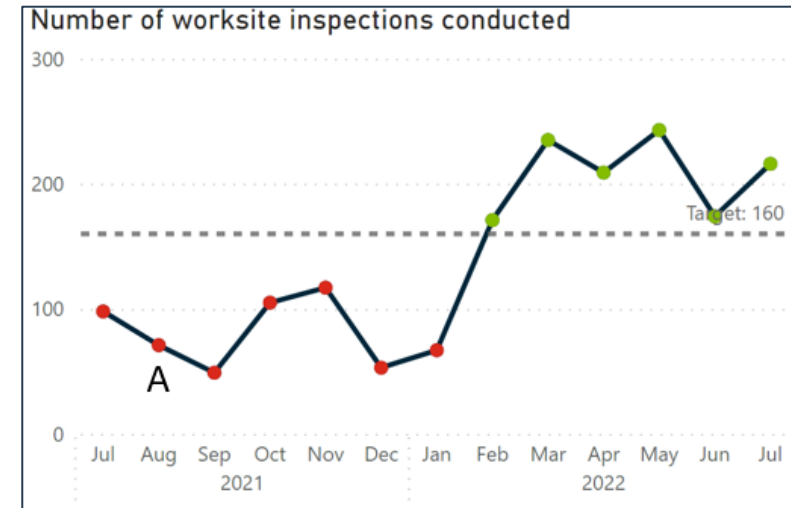
Auckland Council and AT have been reviewing the new applications to operate micromobility (ride share) devices in Auckland. Given there was no overlap between the previous licences' expiration and the AT bylaw coming into effect, which the new licences will need to adhere to, the existing licence holder's previous licences have been extended from 4 September until 2 November.

AT and Auckland Council are working with the ride share operators in Auckland to trial a new approach to scooter parking in the Britomart area. This involves scooters only being allowed to park in specific locations which are geofenced online, preventing users from parking in locations other than those provided. If successful, this could reduce instances of problematic parking and potentially could be rolled out to other locations within Auckland. The trial is live now and is being assessed for effectiveness.

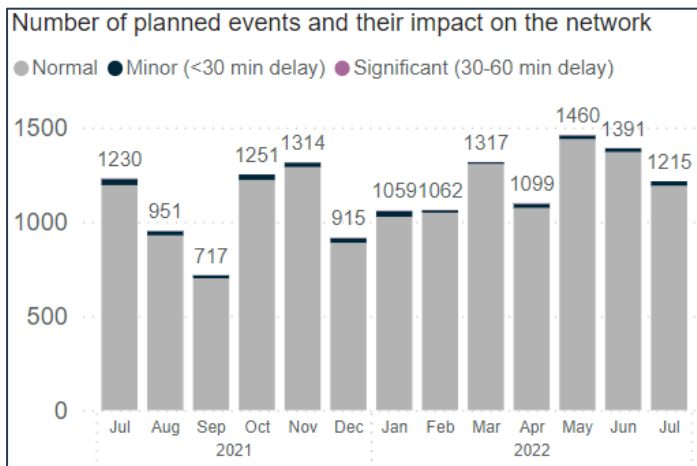
Road corridor and worksites



July saw a slight uptick in Corridor Access Requests (CARs) being processed, but it is in line with July 2021. This increase during July is likely in part due to the school holiday period where we see lower traffic volumes and contractors taking advantage of this. CAR applications should continue to increase as we head into the warmer, drier months.



Managing planned events



Special events with integrated ticketing in July 2022 included the All Blacks vs Ireland and the Vodafone Warriors whose home games return to Mt Smart Stadium.

Block of lines are still scheduled to have a huge impact on the upcoming major event season including conflicts with Billy Joel, Santa Parade rain date, Elton John, Christmas in the Park, Guns N' Roses, Jack Johnson, ASB Classic, Lantern Festival, Red Hot Chilli Peppers and Harry Styles.

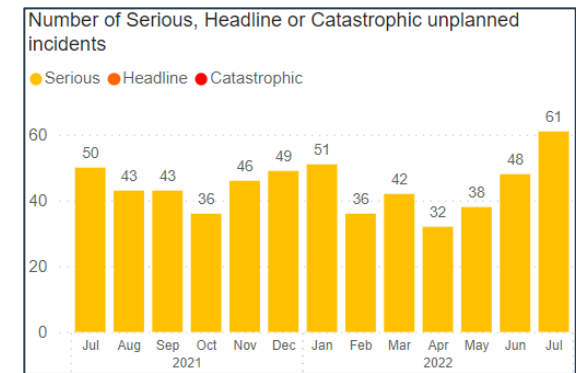
Planned Events are starting to see an increase in the volume and impact of protest activations. The team is working closely with Metro, New Zealand Police and Waka Kotahi to ensure full alignment for operational planning.

Managing unplanned incidents

The overall number of unplanned events increased by 600 in July, mainly in the area of "Normal" and "Minor" events which are generally administrative in nature. Serious incidents increased by 27% in comparison to last month. The key reason behind the increase is due to the weather-related workload such as heavy rainfall, slips & soil erosions.

Auckland Transport Operations Centre (ATOC) & Waka Kotahi Local Incident Management Team Exercise

The ATOC/Waka Kotahi Local Incident Management Team Desktop Exercise was hosted at ATOC. The day involved running through a scenario of a high visibility protest activity involving Auckland Harbour Bridge and City Centre locations, and threats being made to transport organisations and staff.



Harbourmaster’s update

The Harbourmaster has started disposing of 19 abandoned vessels which remain unclaimed. Harbourmaster is also actively developing plans to scrap a 28m long steel tug which is abandoned and unseaworthy.

Environment and cultural heritage

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

Street Lighting

677 streetlights were replaced with LED luminaires and 857 light point controllers were added to the network as at end of August 2022. 104,074 streetlights are connected to the Central Management System (CMS). The overall number of streetlights is recorded as 125,187.

Climate Adaptation

AT has had recent discussions with Ministry for the Environment, Infrastructure Commission and Waka Kotahi on the National Adaptation Plan (NAP) objectives in relation to ATs network. AT is now progressing with development of a draft adaptation plan for transport infrastructure, in alignment with the principles outlined in the NAP. Key climate change impacts to be considered will be sea level rise, and extreme weather events causing flooding, landslides and heatwaves.

The Beachlands Adaptation Plan trial has been completed and the results associated with using the dynamic adaptive policy pathway (DAPP) approach are being reviewed. The next step is to investigate how the results may be applied to the same asset classes across the AT whole network.

Environment

An application was made to the Regenerating Nature Category of the Sustainable Business Council Awards recently, for the Living Shelters work undertaken by AT. AT has been advised that the project has been selected as a finalist in this category.

The first Environment Scorecard was prepared this month. The results demonstrate positive progress against most targets, while reflecting the challenges of Covid associated delays with the Discharges work.

Infrastructure Emissions

The Environment Team has completed the modelling work to support the development of an embodied carbon emissions target for AT. Seventeen programmes/projects in the 2021 RLTP, covering the breadth of ATs transport network were modelled, and the results extrapolated across the remaining RLTP projects. The team is now working on development of an embodied emissions reduction target for AT by 2030.

Finalists announced for 2022 Sustainable Business Awards

The 71 finalists for this year's Sustainable Business Awards span sectors from food and beverage to transport, construction, biotechnology and retirement. The Sustainable Business Awards are Aotearoa New Zealand's pre-eminent sustainability awards. Now in their 20th year, they recognise businesses, local government, social enterprises and individuals for success in sustainability.

AT, alongside partner organisations Pattle Delamore Partners, Koru Environmental, Manaaki Whenua, Natural Habitats, Aireys Consultants & PDP, is a finalist in the Regenerating Nature category for the Living Bus Shelter trials at Manukau and Panmure stations. Together, these partners provided a wealth of expertise in green infrastructure, structural design, ecology, community engagement, project management, and operations and maintenance.

Key to the pilot's success was the meaningful collaboration with the local community, particularly for the Diorella Drive shelter where local board officials and Redoubt North Primary School were essential, enabling locals to champion the project, and take ownership for the shelters care.

The winners for all categories will be announced at a ceremony at the end of November.

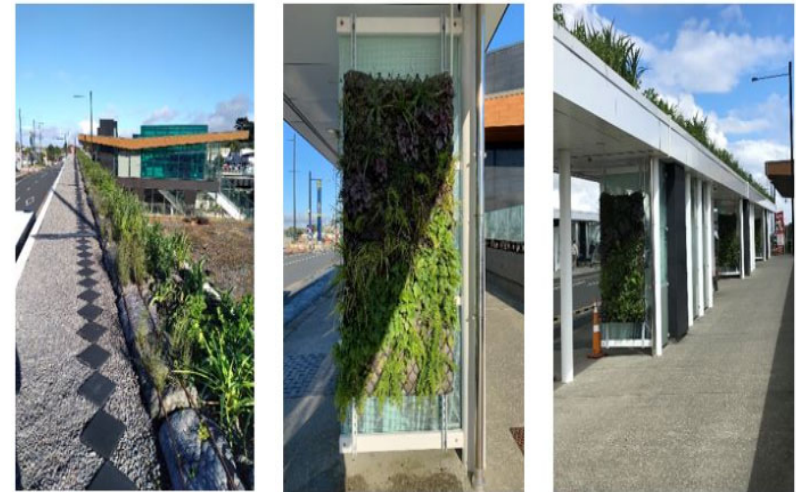
Policy and Advocacy

Accessibility for New Zealanders Bill

The Government has introduced a Bill to establish a new legislative framework that aims to provide a consistent methodology to address accessibility barriers, including establishment of a ministerial advisory committee and Whaikaha–Ministry for Disabled People. The Bill can be expected to have long term consequences for transport. Auckland Council is leading a group response and has approached AT for a small number of staff to feed into the response. Submissions close 7 November 2022.

Coastal wetlands

The Ministry for the Environment has produced a consultation document 'Managing our wetlands in the coastal marine area'. The document is seeking views on the degree to which the coastal area should be impacted by recent national freshwater direction. Auckland Council is leading a short group submission, noting our policy position has been stated through earlier phases of national policy development. AT has worked with council to submit that the coastal area should be excluded from freshwater national direction. A particular risk the organisation faces is that, if the coastal marine area is captured by freshwater direction, then ferry infrastructure and services may be impacted.



Opportunity and prosperity

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

Data Science and Advanced Analytics:

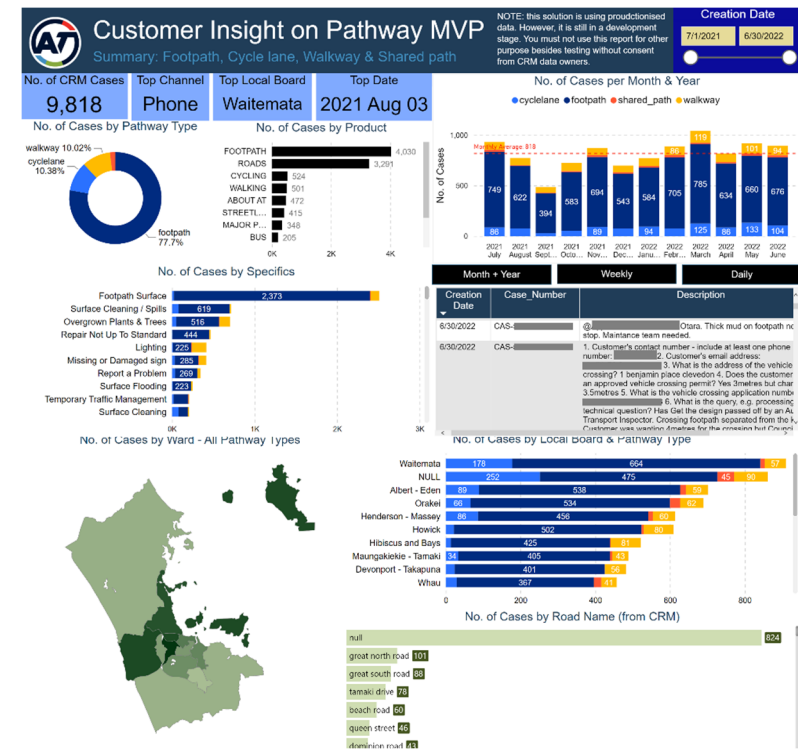
Insights and Reporting of Pathway Issues (footpaths, cycleways and shared paths) from Customer Relationship Management (CRM)

There are incidents raised by the public on pathways around Auckland every day. AT has a process of collecting this information and storing it on our CRM system. The Asset Management and Data Science teams are working in collaboration to extract key insights on pathways issues to support decision making for the future investment on our assets.

The solution automatically captures all pathway related CRM cases and classifies each one to an appropriate pathway type.

Time trend analytics in the solution show seasonality and highlight for any time period with an abnormally high volume of pathway related feedbacks.

Geospatial insights highlight where the most CRM cases are occurring.



Generic “Google Search” text mining solution

A PowerBI report with “Google Like” search functionality has been created to explore customer feedback and get insights on any desired topic of interest. The main functionality of this solution is a search engine, allowing a user to freely search any topic of interest as if in Google. This empowers a user to explore customer feedback, get insights relevant to his / her interest, without being restricted by the categories in CRM system.

The solution also summarises and ranks our customers’ main concerns without a specific topic in a user’s mind. Map and trend graph (with abnormality detection) are included to show where and when the concerns are the most prominent.



Agreement with Google for use of AT’s Bus Location Realtime feed

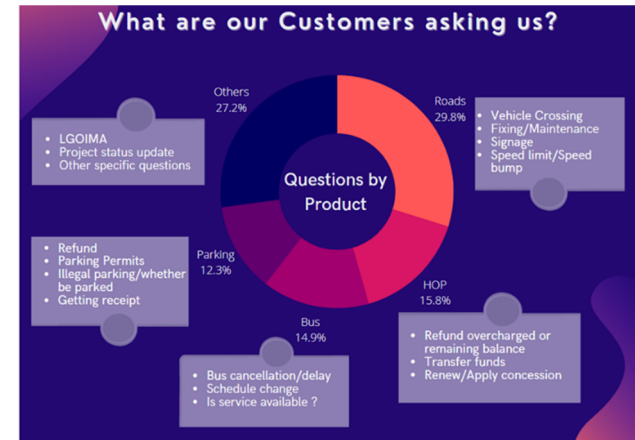
AT has signed an agreement with Google, allowing the use of AT’s General Transit Feed Specification (GTFS) Realtime service for Auckland in their map product, Google Maps. The agreement was signed on 1 September 2022.

Providing users transit data updates in real time greatly enhances their experience of transit services. Providing up-to-date information about current arrival and departure times allows users to smoothly plan their trips. The GTFS Realtime is a feed specification that allows public transportation agencies to provide real-time updates about their fleet to application developers. It is an extension to GTFS, an open data format for public transportation schedules and associated geographic information. Google Maps is currently answering around 450,000 transit queries a week with AT data – that’s a significant number of users who will now have access to real-time data as they plan their journeys on the platform.

Analysing our Customers' Questions

Ten thousand questions were captured in AT's CRM system in one year from July 2021 – June 2022. The main aim of this solution is to extract questions automatically, if a CRM case description contains one, to analyse and understand what topics / areas our customers require more information, are confused, or need help. Advanced text analytics methods like text classification, topic modelling, sentence clustering are applied to extract a question from a text field and then group them by similarity to identify frequently asked questions.

This functionality can be utilised in any analytics project involving customer feedback – CRM data, consultation, social media data, surveys, to help understand and respond quickly which in turn improves the organisation's customer relationship. The question extractor results can be explored in an infographic created.

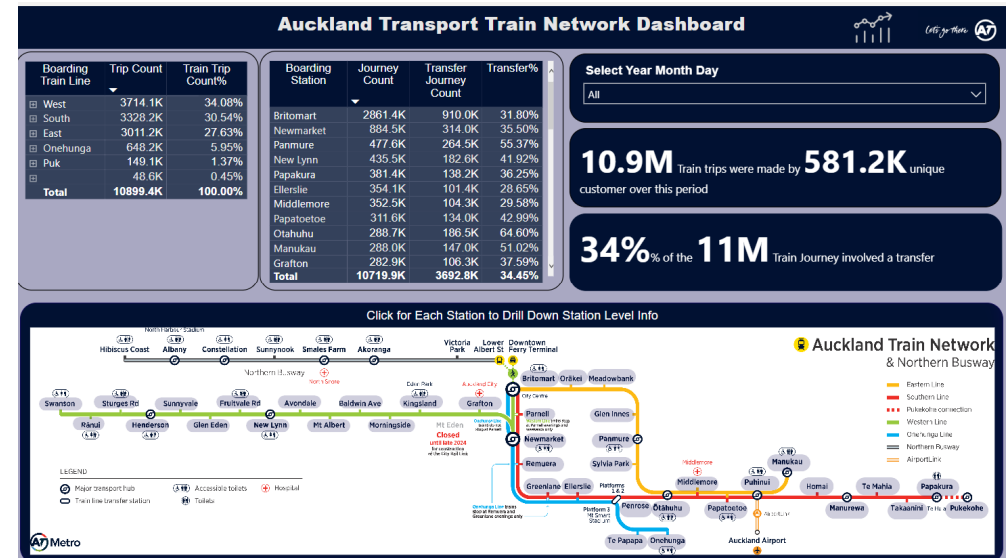


Customer Experience PT Train Network Dashboard

The Corporate Analytics team have worked with the Customer Experience team to automate a dashboard reporting on over four years of patronage data that allowed the Voice of Customer team to deep dive into on how customers travel on AT's train network.

Key information includes boarding and alighting at each station levels, percentage of transfer journeys and where customers are transferring from / to, also metrics like travel / waiting time, zones travelled and segments information such as concession type, age etc. Market Insights were looking at the correlation between train patronage during disruptions / cancellations and PT satisfaction survey data.

The underlying dataset, with its report set-up, would allow business stakeholders to dig into data at an hourly granularity to retrieve valuable information in a timely fashion. Use cases include:



- Planners who want to see what volume / proportion of transfers are happening at train stations, and if these are aligned with our expectations of these stations as hubs.
- Product owners who want to see the impact of disruptions on the train network (patronage on a usual day / hour versus when impacted, patronage on rail busses etc.).



AT's Real-Time System – Presentation to Department of Transport, Victoria, Australia

The Department of Transport (DoT) in Victoria recently reached out to AT to understand more about the implementation of our real-time system (Command Centre) for PT. DoT have limited real-time information and had kicked off innovation initiatives to determine how to provide better information to customers on arrival times of their services in-real-time. AT presented and demonstrated to 20 DoT staff on AT's journey over the past few years of replacing our legacy system, and the introduction of real-time data feed (schedules and associated geographic information. and the Command Centre application. We explained the Customer problems that have been addressed on this journey and how this eco-system provides real-time information through to all of our digital platform and channels, including AT Mobile, AT Web, Passenger Information Displays, and Public Address announcements for arriving services.

Awards and accolades

There have been a number of successes over the last few months as outlined below.

Puhinui Station Interchange:

- NZ Property Council Awards - the Warren & Mahoney Civic, Health & Arts Property Excellence Award (August 2022)
- NZ Civil Engineers and Contractors National Awards in Christchurch – NZ finalist for \$50m - \$100m project category (August 2022)
- NZ Civil Engineers and Contractors Auckland – Highly commended in category (September 2022)

The Downtown Infrastructure Development Programme:

- NZ Commercial Project Awards in Christchurch - the Gold Award for the Te Wananga (new Downtown public space) and Te Ngau o Horotiu (Ferry Basin Redevelopment) projects in the Civic category (May 2022)
- Engineering NZ Awards in Auckland - the Arthur Mead Award for the Te Wananga project within the DIDP (June 2022)
- Auckland Architecture Awards - the Te Wananga project won the Planning & Urban Design category and Te Ngau o Horotiu project won the Public Architecture category (July 2022)
- NZ Civil Engineers and Contractors National Awards in Christchurch – NZ finalist for \$100m + project category (August 2022)
- NZ Civil Engineers and Contractors Auckland - Finalist for \$100m + category (September 2022)
- ACE National awards in Rotorua - Association of Consulting and Engineering Gold Award (September 2022)



Streetlighting LED Retrofit

- Engineering NZ Awards – Highly Commended and Finalist for Arthur Mead award, June 2022

Ameti Eastern Busway EB1

- NZ Civil Engineers and Contractors National Awards in Christchurch – NZ finalist for \$100m + project category (August 2022)
- NZ Civil Engineers and Contractors Auckland – Winner of \$100m + category (September 2022)

AT Metro Hydrogen Fuel Cell Bus Trial

- New Zealand Energy Excellence Awards in Christchurch – finalist for Low Carbon Future Award (June 2022)

This is fantastic recognition of the organisation's great work.

