

Business Report – October 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.

Customer Contact Channels

Customer Case Management

There were 18,814 customer cases received for September 2022, an 88% increase on the same month last year. There were 20,948 cases resolved for September, a 71% increase on the same month last year.

- Parking (5,594), roading (3,923), fines & infringements (3,409), HOP (1,866) and public transport (1,774) made up 88% of all cases received for September.

Complaints

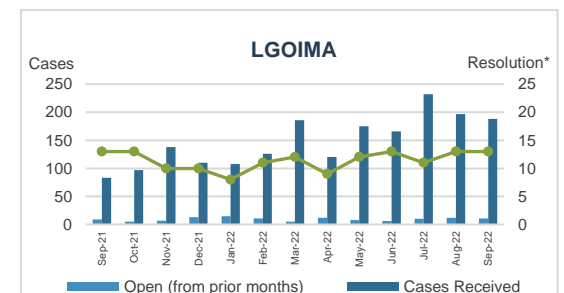
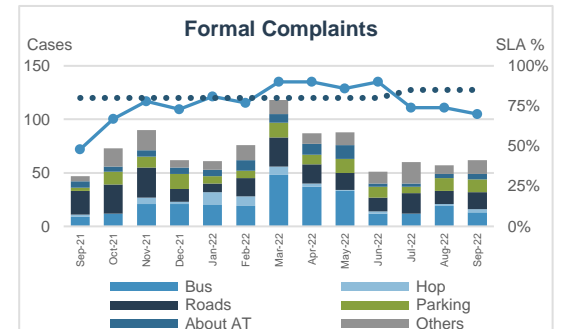
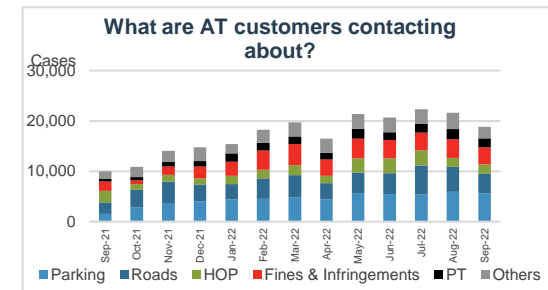
There were 63 cases classified as formal complaints for September, a 34% increase on the same month last year.

- Road Surfaces [10], Bus Route or Schedule Related [5], and Parking Staff Conduct [5] were the major drivers accounting for 32% of all cases received for September.
- 76 formal complaints resolved in September with an average of 17 working days. 28 of these resolved cases were on interim (requiring some form of additional assessment) with an average resolution of 26 working days.

Local Government Official Information Management Act (LGOIMA) Cases

There were 190 LGOIMA cases received in September, a 129% increase on the same month last year.

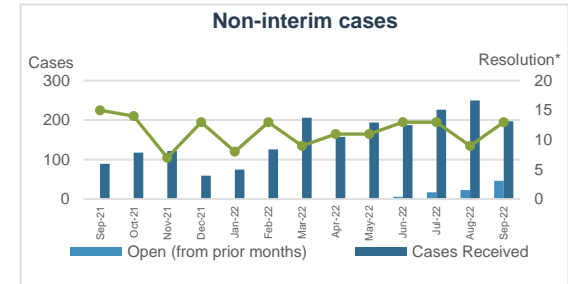
- All customers were communicated to within the 20-day statutory timeframe.
- Outside the lead driver of CCTV related requests [105] for September, the other lead driver was Meetings and Correspondents [23].
- 202 LGOIMA cases were resolved in September with an average of 13 working days



Councillor Cases

Non-Interim Cases

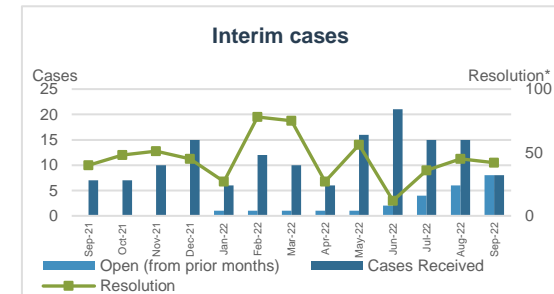
- 165 non interim elected member cases resolved in September with an average of 13 working days, down 2 days from the same month last year.
- Infrastructure, project planning & design, report a problem, sealed road surface, and road renewal were the major drivers, accounting for 30% of cases for September.



Interim Cases

26 interim councillor cases (where the case requires further engineering investigation) were resolved in September, with an average resolution time of 42 working days, up 2 days from the same month last year.

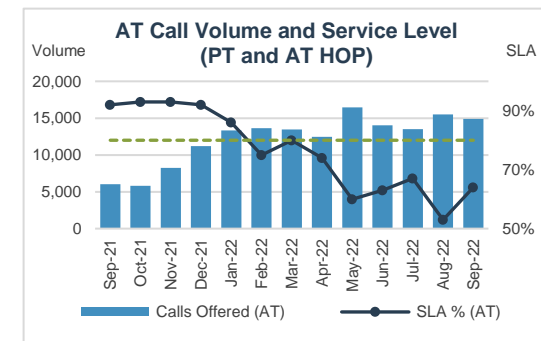
- Enforcement and Road Renewal were the major drivers for September.



Customer Contact Centres

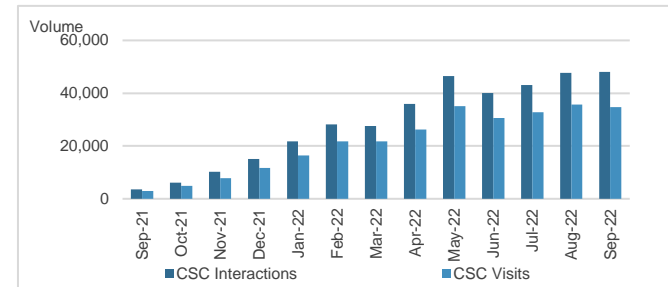
Auckland Transport Contact Centre – Phone:

- Calls offered for September were 14,910.
- 64% of calls were answered within 20 seconds.
- Bus service cancellations and staffing impacts continue to put pressure on our service levels.
- Of 606 completed customer surveys in September, 78% indicated they were satisfied with the agent they spoke to.
- The Social Media team received 2,488 incoming messages.



Customer Service Centre (CSC) Interactions & Visits

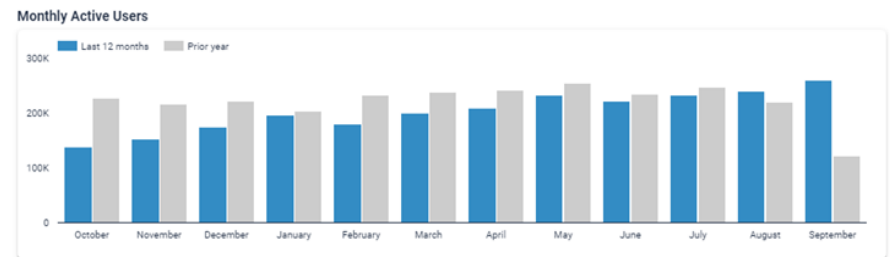
- Customer interactions across the CSC network recorded for September was 48,051 which was an increase of 1260% compared with the same month last year.
- Top-ups continue to be the main driver with 17,822 interactions (37% of all interactions recorded for September). Card Sales [8,740], AT HOP Enquiry [7,095], and Journey Planning [5,071] accounted for 44% of all customer interactions for September.



Digital: AT Mobile

The number of active users increased by 8% to 260,000 in September, which for the first time has surpassed the pre-COVID peak in the number of monthly active users (253,000). App downloads increased 15% from August.

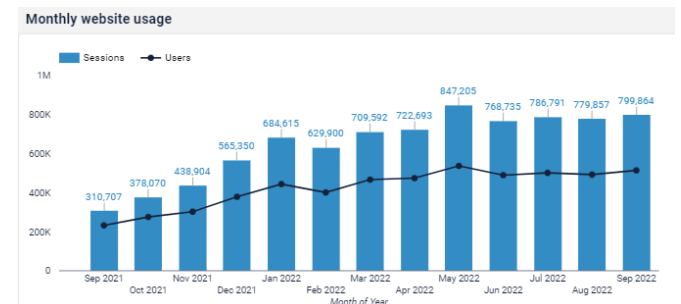
- Usage of Journey Planner, Live Departures and AT HOP card functions has slightly decreased in September by 4%, 11% and 7% respectively.
- Android Play Store rating has increased to 4.5 (from 4.4) and iOS remains at 4.5. Monthly customer satisfaction has remained stable at 45%.
- Notification usefulness score has increased from 87% to 91% and remains well above 80% target.
- Customer feedback in September mainly relates to AT HOP support queries, Beta 1.22 testing feedback, as well as general enquiries about cancellations and buses not showing up. We have seen a slight decrease in feedback around cancellations.



Digital: AT Website

Website monthly sessions and users in September were slightly higher than August at +4% and +3% respectively.

- Daily website usage increased significantly on 29 and 30 September, which is likely related to AT's announcement on 29 Sept about lower speed limits on more than 1,600 roads which had a link to a specific webpage (the 9th most popular page in the month).



Speed Management Programme

Safe speeds save lives. Speed determines whether someone is killed, injured, or walks away unharmed from a crash.

In areas where speed limits were changed on 30 June 2020, fatalities have reduced by 30 per cent in the following 24-month period *. Rural roads where speeds were changed on 30 June 2020 have seen a 48 per cent reduction in fatalities and a more than 25 per cent reduction in serious injuries.

The Safe Speeds Phase 3 proposal to change the speed on more than 1,600 roads in AT's network was endorsed by the AT Board in September. The speed limit changes will be predominantly around schools, with changes on approximately 980 roads surrounding more than 70 schools. Speed limit changes will also be around rural marae, high-risk rural roads, town centres including Takapuna, Devonport and Glen Innes, further residential roads in Manurewa, and a whole of island review for Waiheke. The implementation is planned to happen in stages between December 2022 and March 2023.

The public consultation for Takapuna Town Centre safety improvement project started on Monday 10 October and will continue until Sunday 6 November.

Safer Communities Programme

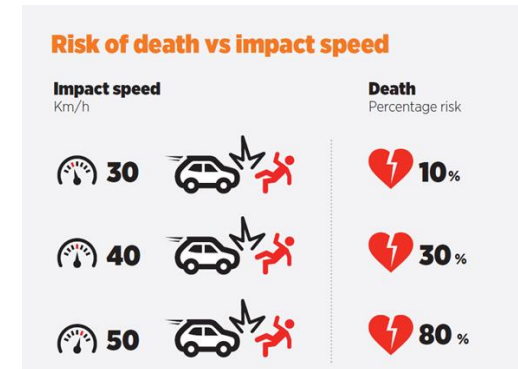
As part of the Mt Roskill Safer Community programme, AT has been working on the new signalised intersection at Mt Albert Road / Frost Road intersection since July 2022. The project is near completion and is expected to finish towards the end of October. The intersection is located next to the three Mt Roskill schools on Frost Road and St Therese School on Mt Albert Road and the safety improvements will provide safe crossing facilities for pedestrian, especially students, along with separated cycling facilities on Mt Albert Road.

High-Risk Corridors and Intersections Programmes

The construction of the raised zebra 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.

Construction has started on the new roundabout at the intersection of Kowhai Road and Beach Road, Campbells Bay. The intersection is classed as high risk as there have been five reported injury crashes between 2016 and 2020. The improvement will provide a safe crossing facility for pedestrians using the intersection and is expected to save 0.19 Death and Serious Injury crashes per year.

*Annualised figures for the period 1 July 2020 to 30 June 2022, when compared to the prior five-year comparison period. Data sourced from the Waka Kotahi Crash Analysis System, September 2022.



Community improvement projects

The Community Safety Fund programme is in its final year and all projects are progressing well. Four projects have recently been completed: Waikowai School signalised pedestrian crossing; Kohimarama School raised pedestrian crossing; Matua Road/Oraha Road intersection and pedestrian upgrade in Kumeū; and raised pedestrian crossings in Ramsgate Terrace. A further three projects are currently under construction: Raised signalised intersection at Universal Drive/Rathgar Road intersection in Henderson; signalised intersection on Alfriston Road/Claude Road, Manurewa East; and a pedestrian crossing upgrade on Davis Crescent, Newmarket.

People Powered Streets Programmes

The Stage 2 Māngere E-Bike trial, supported by the Māngere-Ōtāhuhu Local Board is a community initiative funded through Ngā Tiriti Ngāngahau - The Vibrant Streets programme. Our community delivery partner Time to Thrive (TTT), took delivery of 20 brand new e-bikes. To celebrate this milestone, a blessing by local kaumatua John, was held at the Bike Community Hub in Māngere Town centre and was planned to coincide with World Car-Free Day. Our AT team, local board members, Hamish Mackie from Mackie Research, Karen Witten from Massey University and staunch community bike supporters attended the special occasion. The launch of the project was planned for early October, after which eligible members of the community have full use of an e-bike for a period of up to eight weeks.

The goal is to understand a model for successful e-bike use by trialling and evaluating e-bike use in Māngere. The main objectives include providing training and support to individuals and groups who are novice e-bike users, followed by e-bike access. Another objective is evaluating the participants' use and experience, readiness to continue, and any change in travel behaviour. Finally, we hope to find and develop solutions for any barriers to ongoing e-bike use as well as a sustainable model for successful use.



Caption: 20 new e-bikes and the team during the blessing at the Bike Community Hub in Māngere Town centre

Minor Improvements Programme

Innovating Streets Schools is a pilot programme that AT is trialling with a number of schools around Auckland. The programme sees temporary measures introduced around a school before any long-term solutions are implemented. The changes are designed to increase safety outside schools, reduce the number of vehicles during peak times and encourage more students and their families to walk and cycle to and from school each day. Some of these changes included temporary measures such as planter boxes, speed humps, better signage and no parking and speed reduction zones. Two of the projects in the pilot programme, Sunnyhills School and Birkdale School, have been prioritised in the Minor Improvement programme for permanent infrastructure upgrade this financial year.

Deliver road safety behaviour change programmes across high-risk road safety themes and communities

Young Drivers

Work continues alongside the Driving Change Working Group to understand the funding possibilities and access through MSD to address some of the barriers people face with the Graduated Licensing System.

Two AT representatives from the Te Ara Haepapa team were nominated and voted to lead several groups within the Network. Unfortunately, both respectfully declined and withdrew from the lead positions due to the increase in demand in Tamaki Makaurau and their current commitments in AT programmes.

This Month we contacted 35 whanau who attended previous workshops to follow up on where they are sitting in their license journey. Out of these 35 whanau, 6 have passed and are looking forward to moving on to the next license and 5 have their license booked. Our team are still waiting to hear from 24 of the whanau contacted.

Alcohol

Partnerships with the Rugby clubs enabled the development of elements for the sober driver programme, including safety messaging provided to season ticket holders at Counties Manukau Rugby. Player Ambassadors were identified, and team billboards displayed across South Auckland with sober driver messaging.

Planning for Liquor Controller Licence Qualification (LCQ) course is underway, and an invitation was extended to community partners to encourage those who serve alcohol in their premises to register for our next LCQ opportunity aimed at equipping them with the skills needed to managed host responsibilities.

700 participants engaged in rugby activations where they were encouraged to pledge to be a sober driver. The event was well received and is just one element of the work we have been doing with Rugby clubs to work on “culture” in order to reduce the risk of drink driving.

In partnership with Harmony Trust and Care NZ AT have worked to develop the support and rehabilitation programme for recidivist drink drivers. Opportunity was provided for AT to engage with participants and observe the programmes for those who have been referred by the courts or who were waiting for their cases to be heard. This has allowed us to get a better understanding of the challenges and motivators for this group of high-risk road users.

Distractions

We have started to investigate how we can work with malls to create opportunities to engage with drivers to encourage them to manage their mobile phones to reduce distractions. Working with Telco outlets and mall management we are exploring ways we can develop ambassadors and raise awareness and skills of phone users to drive the use of do not disturb functions while driving.

Intersections

The team engaged with 101 people in Central City and Sandringham to raise awareness of risks and educate them on the road code to encourage them not to enter intersections unless their exit is clear, to be aware of vulnerable road users.

Motorcycle

September was motorcycle awareness month (MAM) and we worked with ACC and Ride forever the Road Safety team engaged with 50 motorcycle riders encouraging them to get ride fit by upskilling.

Slow Down Around Schools Term 3 campaign

In market for several weeks at the beginning of Term 3 to reach drivers at the right moment and remind them to reduce their speed around schools and school children. Media consisted of OOH (bus backs), social and radio. Radio achieved 1+ reach of 63% against Aucklanders 18+ and an average frequency of 5.9. We also received lots of bonus spots. Bus Backs were spread across North, East, South and West. Social reached 644k Aucklanders and drove 938 clicks. For Term 4 the social media will be replaced with street furniture panels in close proximity to schools.



Partner with schools and communities to drive awareness, education

AT has delivered over 129 active mode and road safety activities delivered in schools. This includes:

- 79 Travelwise Programme events/activities during the month, including rural school activities
- 29 Cycling activities including 5 Bike Ambassador workshops
- 7 Scooter training events
- 10 Speed activations - including Back to School and Slow Down Around School events
- 2 Nga Tiriti Ngangahau (Vibrant Streets programme) Konini School project

During this month Community Transport Coordinators have also been focused on:

- Planning for the Annual Travelwise Celebration where 600+ students from across Tamaki come together to participate in activations in the CBD
- Planning for Bike Month March 2023, promoting active travel by bike
- Engagements with Police School Community Officers to work through safety engagement in schools and how the programmed can work in partnership
- New Zealand Schools Partnership - ongoing work internally and with external stakeholders to promote and support delivery of the new Ready Steady Go! programme in schools
- Investigation phase work for Nga Tiriti Ngangahau (Vibrant Streets programme) Konini School project with a considerable amount of effort in planning for the launch event. The event was postponed until the 19th of October.
- Providing schools with their annual survey results continued with – planning meetings to update their individual Safe School Travel Plans and planning for 2023
- Advocating for schools with parking and infrastructure issues – liaising with internal AT teams to resolve school-related issues especially school crossing maintenance requests

Walking school buses (WSB) across the region

There are over 198 active walking school buses. AT has delivered

- 56 activities (e.g. mascot appearances, gate promotions, meeting with volunteers, school activities, route audits)
- Other deliveries: Movie promotion to encourage WSBs to get active together; Organising first aid courses later in the year for volunteer; Planning of an End-of-Year Celebration at Auckland Zoo and the involvement of WSBs in the Santa Parade; Provided briefs to the Marketing team for ideas on promoting WSBs in the new year
- Explored improvements to “Business as Usual” and potential efficiencies through GIS and CRM enhancements

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. The detailed design and construction of a carpark at Te Kia Ora Marae and the improvements to Whatapaka Road that will begin this financial year and completed in September 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:

- Orakei Infrastructure Project updates:
 - Tamaki Dr Northern Footpath and Handrail
 - Ngapipi Pedestrian Bridge
 - Kepa Rd Retaining Wall
- Bus station at Rosedale
- Carrington Road Corridor Improvements
- Eastern Busway Alliance
- Frances to Esmonde Connection project
- Half Moon Bay Vehicular extension update
- Henderson Cycleways
- Hiikina te Wero (Environment Action Plan)
- Nelson Fanshawe Hobson Safety Improvements
- New Lynn to Avondale update
- Speed Management Plan
- Speed Management Plan workshop
- The Auckland Transport Equity Framework
- Westgate Bus Station

Māori Businesses

AT's procurement spend with Māori owned businesses is \$4m financial year to date.

Māori Learning & Development

There were four Ngā Kete Kiwai workshops held in September with 30 attendances:

- Te Reo Māori & Tikanga - The Māori Language and Customs
- Te Tiriti o Waitangi ki Tāmaki Makaurau - The Treaty of Waitangi in Auckland

Te reo Māori

Te reo Māori translations were completed for website content, wayfinding signage, communications and announcements.

Wayfinding: Bilingual Signage Testing

In conjunction with Maynard Design, AT conducted testing of bilingual signage using a test environment at Strand Station. The purpose of this work is to look at how te reo Māori will be applied across the whole signage suite and to optimise the design for legibility, building on work done to date on significant projects such as the Downtown Ferry Terminal redevelopment and City Rail Link (CRL). The recommendations from this work will inform an anticipated update to the Transport Design Manual to set bilingual signage as the standard for wayfinding.

The first day tested designs in line with our current approach and the system proved to work well, with people having no issues navigating using our bilingual signs. For the second day we pressure tested the signs with different text treatments, which proved challenging for people speaking neither English nor Māori.

Improved road safety engagement with Māori and Pacific Island communities through Te Ara Haepapa

- Kaihautū (Driver education and licensing programme) - 417 participants attended 19 workshops, activations, hui and mini events
- Whitiki (Child restraints) - This month the team delivered two Training days for Mana Whenua and AT employees on child restraint installation and safety. The theory and practical assessments are still being undertaken
- Ara Haerenga (Active Travel) - Alongside our Community Partners in Kaipatiki, a Hop Card activation was delivered, providing the opportunity for people to register limited edition Māori hop cards, encouraging specifically youth to use of public transport to and from work and training establishments
- Te Ara Haepapa a partner for the Kura Tuarua Secondary School Kapa Haka Competition working alongside the Kapa Haka committee enabling and monitoring the Traffic Management Company, supporting the Parking Enforcement Team. This enabled engagement with 700 whanau from across Tāmaki Makaurau as they came together to celebrate the second largest Māori event in the Country.

Homes and places

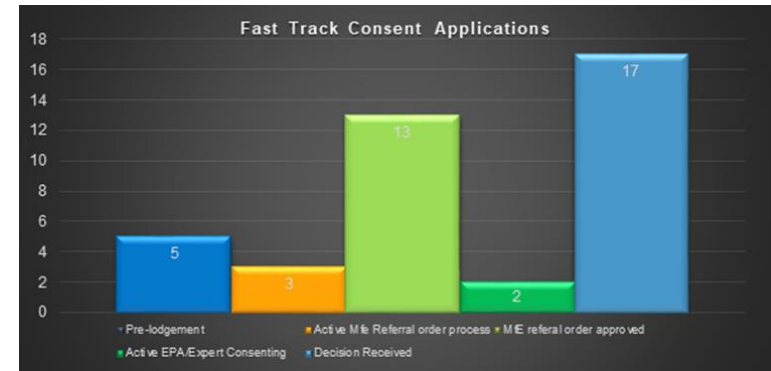
For AT, this outcome is focussed on improving accessibility to homes and inclusive public places.

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 79 requests in September and 113 requests in August from Council for analysis, with 1091 requests for assessments received to date in 2022. The year-to-date figure represents a 5% increase on 2021 assessment numbers.

AT is currently involved in 23 fast-track consent applications that are utilising the COVID-19 Recovery (Fast Track Consenting) Act.

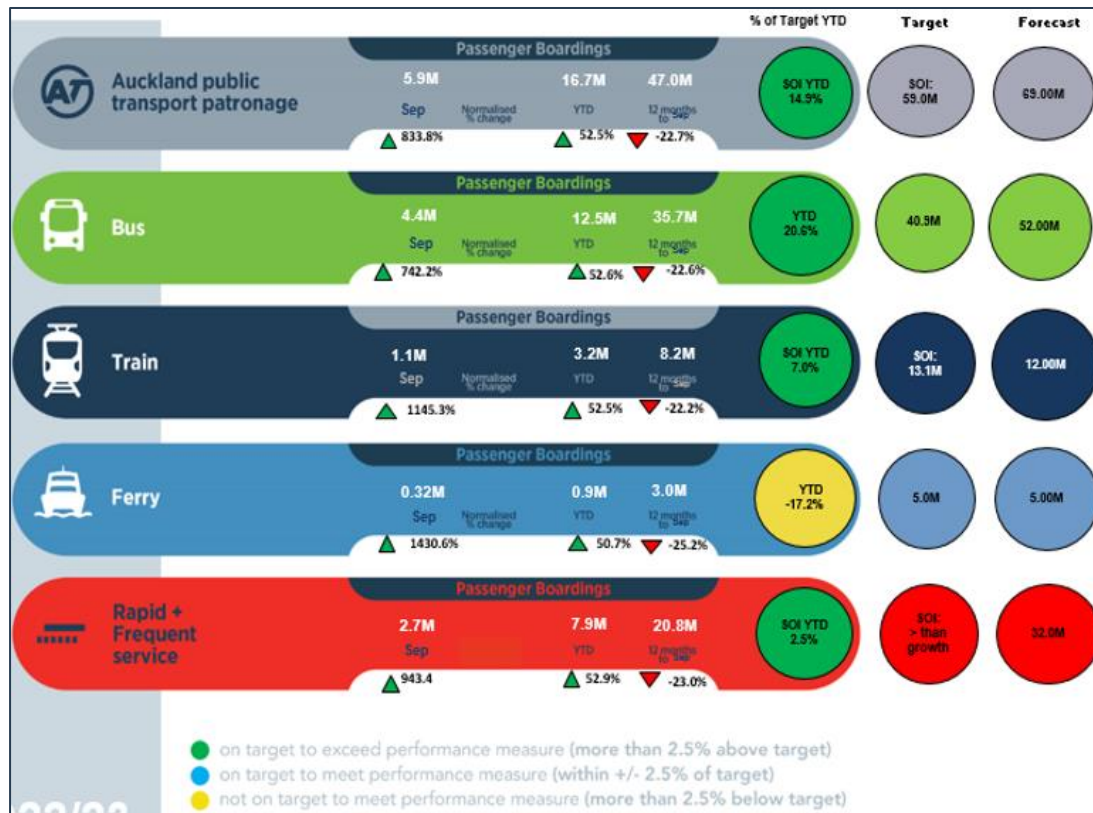


Transport and access

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 boarding's – September 2022 and 12 months to September 2022



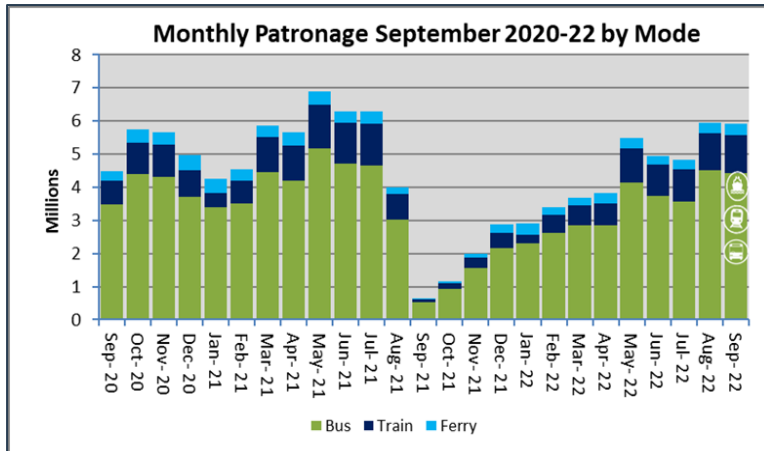
Overall, for the 12-months to September 2022 passenger boarding's totalled 47.0 million, -22.7% on the previous year. September 2022 monthly patronage was 5.9 million, 833% on September 2021.

Bus services totalled 35.7 million passenger boarding's for the 12-months to September 2022, -22.6% on the previous year. Patronage for September 2022 was 4.4 million, 742% on September 2021.

Train services totalled 8.2 million passenger boarding's for the 12-months to September 2022, -22.2% on the previous year. Patronage for September 2022 was 1.1 million, 1,145% on September 2021.

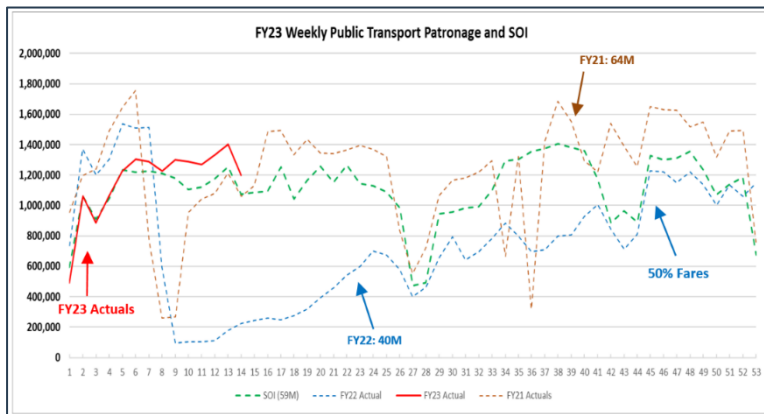
Ferry services totalled 3.0 million passenger boarding's for the 12-months to September 2022, -25.2% on the previous year. Patronage for September 2022 was 0.32 million, 1,430% on September 2021.

Rapid and Frequent services totalled 20.8 million passenger boarding's for the 12-months to September 2022, -23.0% on the previous year. Patronage for September 2022 was 2.7 million, 943% on September 2021.



Passenger boarding's in September 2022 were similar to August 2022 for all the modes.

In September 2022, patronage was 5.9 million compared to 0.6 million in September 2021 or 932%, and 4.5 million in September 2020 or 131%.



AT's Statement of Intent (SOI) target for the 12-months for 2022/23 is 59 million passenger boarding's across public transport. This is 60% of the highest year (2018/19) pre-COVID-19.

The chart illustrates the actual 2022/23 patronage performance (red line) against the required SOI patronage profile (dotted green line) for 82 million boardings and actuals in the last year 2020/21 (dotted blue line).

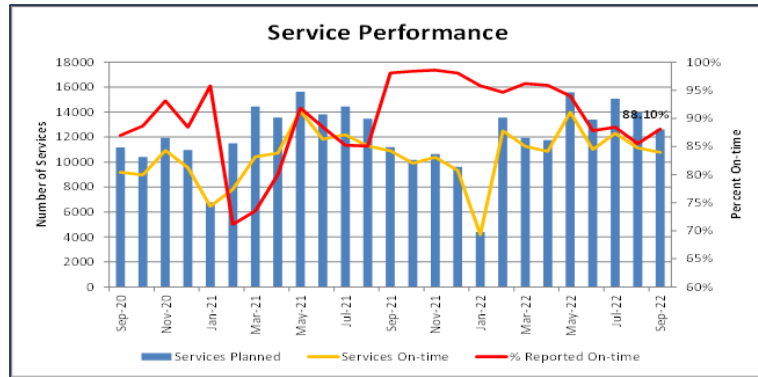
Service Punctuality and Reliability – September 2022

The weighted (to patronage) punctuality improved on the strong performance seen in prior months, with the rolling average at 96.91% above the SOI target of 96.0%. 12-month rolling average was 97.88%

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	
	Sep-22	12 Month Average	Sep-22	12 Month Average
Train	88.10%	92.93%	97.03%	96.23%
Bus	98.00%	98.84%	86.40%	93.09%
Ferry	82.88%	87.14%	88.21%	90.65%

Rail Service Performance



Auckland One Rail’s performance continued to be impacted by a number of events for the September 2022 period. 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.

New Fullers monthly pass



A Quality Partnership Agreement was recently signed between AT and Fullers360 to ensure reliable, affordable, and sustainable public transport for Waiheke Islander. As the result of this on 1 September 2022, AT launched a fully integrated AT HOP Waiheke monthly pass.

Peak Travel Campaign

In market the last week of September, AT developed a message workstream within the 50% fare initiative, that specifically targets motorists travelling at peak travel times on motorways and key arterials. This positions public transport as a better solution and aims to drive consideration by communicating the benefits such as speed and ease of journey. The campaign was run across radio and programmatically across adshels and 31 billboards, providing over 425k impressions to date.



50% Off Fares extension

An extension campaign using refreshed and high impact creative was in market over September to communicate that the 50% off fare offer has been extended until 31 January. This was run across adshels, commuter screens, Fanshawe Blades, Newmarket Atrium bus, train and ferry posters and through the HOP newsletter.

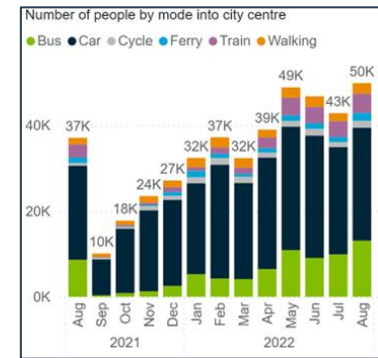


Central Post Office (CPO) unveiling

The external refurbishment works to the Britomart Chief Post Office (CPO) were completed on 26 September 2022. The CPO upper levels are now almost fully occupied with the last remaining space being available on part of Level 2 which is being marketed by Bayleys Real Estate on behalf of CRLL and AT.

City centre performance

In August, the total number of people entering the city centre by all modes during the AM peak period was 49,895 which is 35% lower than August 2019. It was also 16% higher than the previous month of July due to school holidays.



Transport Officer update

In August there were 129 incidents reported by Transport Officers across the public transport network, which is 70 more than the previous month and 55 more than August 2021. Disorderly behaviour accounted for 110 of the month's reported incidents. Transport Officers have mainly been deployed to the CityLink & InnerLink services for most of August due to increased issues with fare evasion, disorderly behaviour and the abuse drivers have been encountering recently. Transport Officers are still monitoring the rail network when numbers allow and are reporting an increase in fare evasion and disorderly behaviour due to a lack of their presence. Initial ferry support operations at the Downtown ferry terminal commenced on 21 September.

Special Vehicle Lane Programme

Three new enforcement zones were upgraded to CCTV on the 24-hour bus lane on Symonds Street, Grafton. A two-week warning period commenced on 26 September and enforcement went live on 17 October.

Northwestern Bus Improvements Project

Work is continuing along SH16 to construct the bus lanes on the motorway shoulder. Monthly newsletters are keeping stakeholders updated on progress with the new one going out in the last week of October.

Signage will soon go on the recently completed bus shelters at Te Atatū peninsula to inform people that they will go into commission with the start of the WX1 service next year.

Northwest bus station consultation feedback report will be released early next week. The feedback showed that the community is supportive of the new station. Engagement with property owners and businesses in the northwest area is ongoing.

The consultations for the priority lanes in Te Atatū peninsula, Triangle Road and Fred Taylor Road will start later this month.

Infrastructure Management

Transport Infrastructure Asset Design and Management

Key activities through to the end of September 2022.

- **Design and Standards:** New practice note (PN) on the use of raised safety platforms was released for use by AT and the wider design industry. This PN clarifies the role and design requirements to reduce the negative impacts seen by the older standards. This was developed with Network Management and Safety.

Road Maintenance and Renewals

SEPTEMBER 2022					
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	0.0	0.3	6.0	0%	0%
Resurfacing	19.0	39.7	394.0	48%	5%
Footpath Renewals	9.9	15.0	60.0	66%	17%
Kerb and Channel replacement	6.5	9.5	35.0	68%	19%
TOTAL	34.40	64.5	495.0	53%	7%

The combined length of 415km is the target for 2022/23 for resurfacing and rehabilitation. There has been 19.0 km of resurfacing completed for the three months ending September 2022. This is 48% of the year-to-date target. Further 9.8km of footpaths and 6.5km of kerb and channels were replaced for the three-month ending September 2022.

Laingholm Slip Update

Geotechnical Engineers have completed the core drilling and the results were used to make recommendations on how to repair the slip. This work is now in detailed design for the new wall. A contractor is ready to start building once the designs have been peer reviewed and signed off. Materials will be ordered, in advance of the design being completed, however we have been advised there will be significant delays in the delivery of construction materials.

AT has opened the section of Laingholm Drive to light traffic from Monday 3 October. Light traffic includes cars, vans, utes, light trucks, ambulances and first responder vehicles up to 3.0 tonnes. Access through this section one way at a time, please follow the priority give way rules.

Property Acquisition

Five (5) acquisitions were completed in September for the Eastern Busway Alliance Project, and one (1) acquisition was completed for the Regional Designation Programme.

The s17 Agreement for acquisition of the freehold interest for the Westgate station has been signed and the s18 Notice was withdrawn.

Consent Planning

Notification closed on the Ngapipi Pedestrian Bridge resource consent application and two submissions were received in support. Council can now make a decision without the need for a hearing.

Glen Innes to Tamaki Shared Path Section 4B has been accepted for consideration by the consenting panel under the Covid-19 Recovery (Fast-Track Consenting) Act 2020 by Minister Parker and Minister Williams.

Key Construction Project Updates	Current Phase	% Phase Completed
<p>Eastern Busway 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 etc. to begin in the new year. Expected completion is June 2023.</p> <p>Mokoia Pa Park - detailed design is progressing, need to seek approval for artwork design from AT stakeholders, procurement is planned for November 2022, construction start is planned for early 2023 with completion expected in June 2023.</p>	Construction	93%
<p>Eastern Busway 2/3/4 Alliance (Pakuranga to Botany) – The Project Alliance Agreement (PAA) is now signed for the next stage. A site karakia was held in early October ahead of the building deconstruction and removal along the EB3 residential area. The upgrading scope for dry utilities has been instructed to the Alliance. Steady progress continues to be made on water utilities, and the Alliance team are working collaboratively with Healthy Waters and Watercare to finalise scope, time and cost for works along the first half of the busway corridor.</p>	IPAA PAA	100% 16%
<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 is also working on procurement activities for the construction phase in the background.</p>	Construction	53%
<p>Puhinui Bus Priority and Mangere Cycling –The programme finish date is now expected to be in early December 2022 allowing for the impact from the wet weather and the later than expected construction resource ramp up. Green surfacing on the bus priority lane and traffic signal loop cutting works is expected to complete in October 2022.</p>	Construction	33% (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. The tender to engage the civil works contractor was awarded in September 2022 with physical works to commence late October 2022 and completion expected by the end of September 2023.</p>	Construction	32%
<p>Matakana Link Road – The building up of the road pavement on Matakana Link Road is progressing well, with the sealing programmed for October 2022. Bridge superstructure is complete with barriers and decking being completed. The majority of streetlighting and services have been installed. The team is still working with two adjacent developers on development tie-ins.</p>	Construction	94%

Key Construction Project Updates	Current Phase	% Phase Completed
<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. Works are ongoing at Te Atatu South and are due to be completed in November 2022. SH16 main works commenced in September 2022 and are anticipated to be finished in April 2023. Lincoln Road works are progressing well and anticipated to be finished in January 2023. All corridor construction work is expected to be completed in April 2023.</p> <p>Westgate developed design is progressing well, and the 50% developed design milestone is due to be completed in October 2022. The 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	53%
<p>Orakei Infrastructure Projects (includes Ngapipi Bridge Widening, Kepa Rd Retaining Wall and Tamaki Northern Footpath Rehabilitation) – The project communications material is progressing, project video and website are live. Contractor management plans have been reviewed, feedback provided, and remaining issues have been closed out. The Traffic Management Plan (TMP) is approved and the contractor has applied for their Authority to work. A Karakia has been arranged with Mana Whenua for the project.</p>	Construction	2%
<p>Waitemata Safe Routes – The project design is progressing towards completion by mid-November 2022. The resource consent application is complete and lodged with Council with approval expected by early December 2022. TOA application has been approved. Planning has commenced for the physical works procurement plan. Construction to commence from April 2023 onwards.</p>	Design and Construction	89%
<p>Links to Glen Innes Cycleways – Package 1: The physical works contract has been awarded. 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 are complete. Continuous discussions are underway with Asset Management and Renewals about the coordination between the two programmes. The SP3 preliminary design is complete. Feedback has been received from Design Review Panel and Road Safety Audit. Further alignment is underway with Kainga Ora to coordinate future upgrade works in the area.</p>	Detail Design	100%
<p>Glenn Innes to Tamaki Cycleway (Section 4 - Orakei Basin to Tamaki Drive) – Section 4A and 4C construction activities are progressing well. Section 4C physical works are delayed and targeted for completion in February 2023 and the 4A works in December 2022. Section 4B consent, lodged with Ministry for the Environment is now approved. Section 4B design is now at 85% and is undergoing price review.</p>	Detail Design 4B Construction 4A and 4C	47%

Bayswater Cycleway

The Bayswater Avenue Cycleway Project will bring a bi-directional cycleway and improved walking facilities to the Bayswater Avenue corridor from Lake Road in Belmont to the Marine Terrace roundabout - and help connect the Bayswater Ferry Terminal to the Lake Road corridor. This is a project sought by the community concerned for the safety for cyclists and pedestrians. There is particular concern about the safety of children cycling to Bayswater Primary School, which has a high number of pupils riding each day. There are also large numbers of children cycling to Belmont Intermediate and Takapuna Grammar School.

The cycleway complements the larger (and still pending) Lake Road Improvements Project. It is funded by the Ngā Tiriti Ngāngahau - The Vibrant Streets Programme (Auckland Council) and will be delivered by AT.

The goal is to have detailed design completed by February 2023 and work to begin in Q3 2023.

Summerland Primary Safe School Speed Zone Innovating Streets Trial

The Safe School Speed Zone Trial at Summerland has demonstrated a reduction in vehicle speeds passed the school, using temporary infrastructure. Speed counts post installation showed reduction of up to 14.5kmh at some of the points in the zone. This trial was initiated with the support of Waka Kotahi innovating street funds, after a child was struck by a vehicle outside the school in 2020.

The school has reported a significant improvement in how safe they feel it is for the children outside of the school. As a result of the trial outcomes, Auckland Transport has made the decision to retain this zone, and design and implement a permanent scheme.

Takapuna Town Centre Safety improvements

AT in collaboration with representatives from the Takapuna community, is working toward improvements to make it safer to walk, bike, or drive around Takapuna's town centre. The project includes upgrading existing pedestrian crossings, adding raised tables with zebra crossings, pedestrian and cyclist refuges in some locations, and new 30km/h signs. Engagement runs Monday, 10 Oct. to Sunday, 6 Nov. and includes the online form at Have Your Say, two live walk-in sessions at the Takapuna Library (14 and 20 Oct.) and an online session (18 Oct).

Feedback will be collated in November and a project update presented to the Devonport-Takapuna Local Board and ward councillors in late November with a media release to follow. Construction is tentatively scheduled for Q3 2023.

Awards

The Downtown Programme team and our Mana Whenua partners attended the New Zealand Institute of Landscape Architecture awards at the Cordis Hotel. It was a very successful night for the Downtown Programme, which won four awards:

- Award of Excellence – Civic and Urban Design Category: Quay Street Upgrade. LandLab, as part of the City Centre Design Collective, in partnership with Mana Whenua and the Downtown Programme

- Category Winner – Civic and Urban Design Category: Te Wānanga. Isthmus, as part of the City Centre Design Collective, in partnership with Mana Whenua and the Downtown Programme
- Award of Excellence – Master Planning and Urban Design Strategy: City Centre Design Collective. Auckland Council, in partnership with Mana Whenua and the Downtown Programme
- Supreme Award – George Malcolm Award: Te Wānanga. Isthmus, as part of the City Centre Design Collective, in partnership with Mana Whenua and the Downtown Programme

Procurement

Published Tenders

There were three published tenders in the current reporting period (01 Sept to 30 Sept 2022) with an estimated value of \$12.6 million. Two tenders had an estimated value of \$2 million or over.

Contract	Supplier
Technical Facilities Maintenance Services – Mechanical, Electrical and Plumbing (747-23-216-FM) AT is responsible for maintaining 13 Wharfs and Ferry Facilities used by operators and the public. A partner is sought to maintain these facilities and to ensure ferry transport operations are carried out in a safe manner without unplanned interruptions.	Request for Proposal
Procurement of LED Pendant Luminaires (Street Lighting) (753-22-066-RM) This procurement is a continuation of the LED Renewal Programme, as approved by the AT Board on 17 April 2017.	Request for Tender

Awarded Contracts

There were 193 contracts created in the current reporting period (01 Sept to 30 Sept 2022) with a total award value of \$24.1 million. Two contracts had awarded value of more than \$2 million.

Contract	Supplier
Links to Glen Innes - Taniwha Street Cycleway and Road Maintenance – August 2022 to May 2023 The Links to Glen Innes Cycleway project is being undertaken to complete a missing link in Auckland’s Cycle Network, improving cycle links to Glen Innes Train Station and Glen Innes to Tamaki Drive Shared Path from the suburbs of Stonefields and Glen Innes	Fulton Hogan Contracting Limited
Ferry Vessel Refit – Aug 2022 to July 2024 The refurbishment of four existing Fullers Group vessels is required to ensure sufficient network coverage and backup vessels over the service agreement term.	Oceania Marina Refit Services Limited

Regional Land Transport Plan (RLTP) funding

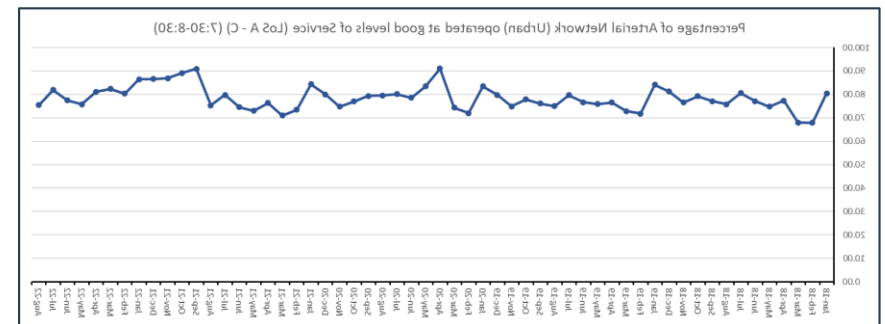
The table below outlines activities approved by Waka Kotahi during the period 13 September 2022 to 04 October 2022.

Activity	Approved Costs (\$M)
Streets for People - Mangere (Implementation) <i>This activity is 90% funded by Waka Kotahi</i>	\$2.92
Streets for People - New Lynn (Implementation) <i>This activity is 90% funded by Waka Kotahi</i>	\$3.67

Road Network

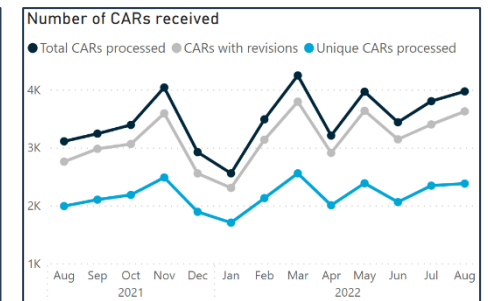
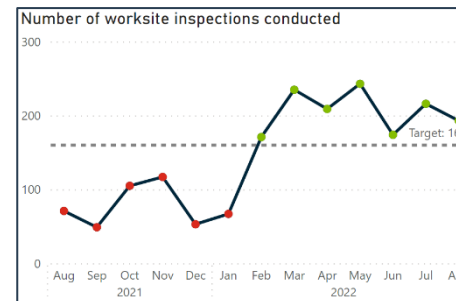
Network performance

In August 2022, 75% of the Arterial Network operated with minimal congestion (Levels of Service A-C) during the AM peak period. This is 7% worse than the previous month and similar to August 2019. The AM peak average speed on the Arterial Network was 35 km/h. This is 2 km/h slower than the previous month and similar to August 2019.



Road corridor and worksites

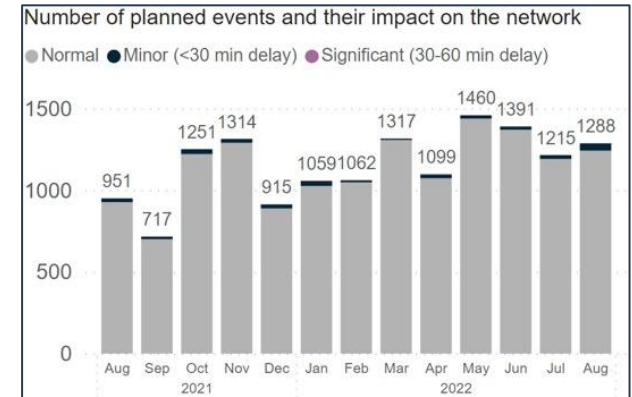
CAR application numbers are still tracking above previous years. New applications are only slightly up, however there is an increased number of revisions before each application is approved. This resulted from ongoing delays due to staffing and resource constraints that are being experienced by contractors.



Managing planned events

The team were using the traditionally quieter winter season period for planning along with delivery of core winter sporting events such as Auckland Rugby, Warriors, White Ferns and All Blacks fixtures at both Eden Park and Mt Smart Stadium.

The beginning of the regular season started with the Women’s Rugby World Cup and the FIFA Draw Event at Aotea Centre that took place in October. Prior to Christmas there are six major stadium concerts that will be impacted both operationally and financially due to block of lines on the rail network. The Special Events team are working with Metro and Customer Experience teams to look at how we mitigate the anticipated impacts.



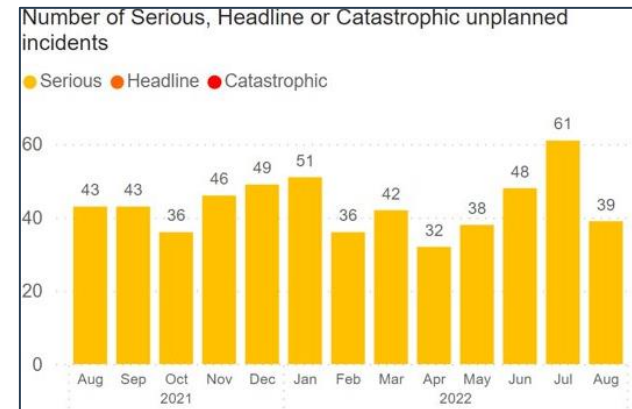
Managing unplanned incidents

August was a comparatively light month compared to July, but it was in line with previous months. The impacts of the weather have lessened which is reflected in the statistics.

Harbourmaster’s update

Tier 2 tabletop marine oil spill exercise

A Tier 2 tabletop marine oil spill exercise was conducted at the Harbourmasters Office in September. As well as the Harbourmaster team, other teams from within AT contributed to the exercise. An Environment Programme team member and a Media team member were present during the exercise, with the Māori Engagement team also briefed prior to the exercise. The exercise was overseen by a National On-Scene Commander and was a revalidation exercise for the Deputy Harbourmaster to retain his accreditation as Regional On-Scene Commander.



Abandoned vessels

The Harbourmaster team continue to dispose of abandoned and wrecked vessels from around the region. The sixty-year-old abandoned tug “York Syme” is currently anchored of Soldiers Bay, Upper Harbour. The Harbourmaster team are currently working with a scrap metal merchant to develop a plan to haul her out of the water and scrap her.

Environment and cultural heritage

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

Street Lighting

279 streetlights were replaced with LED luminaires and 616 light point controllers were added to the network as at end of September 2022. 106,274 streetlights are connected to the Central Management System (CMS). The overall number of streetlights is recorded as 125,191.

Climate Adaptation

The Environment Team participated in the Aotearoa Climate Adaptation Network forum in Wellington. The forum includes local government representatives working in climate adaptation planning and provides a platform to share approaches, information and progress. The forum confirmed that AT is one of the leading agencies in climate adaptation planning in New Zealand. AT is the only local government organisation to have progressed the development of signals/triggers/thresholds (STT) - as required by MfE and the National Adaptation Plan 2022) for a transport network (Beachlands Pilot Study).

The Environment Programme Director was invited to speak at the Road Controlling Authorities (RCA) Forum this month. The presentation of climate adaptation planning was well received and subsequent requests for assistance have been received from other RCAs.

Environment

The Environment Scorecard has been translated into te reo Māori in preparation for Design and Delivery Committee approval in October 2022. Engagement with Mana whenua is in progress with strong support for the transparent reporting approach noted to date. Mana whenua expressed concern with the slow progress against the stormwater treatment target and strongly support the proposed business case to allocate specific funding for retrofitting treatment devices.

Infrastructure Emissions

The draft embodied emissions targets were presented to ELT this month, with proposed reduction targets of 30% (achievable) or 40% (ambitious but plausible). To align with Watercare and use the Science Based Target Initiative (SBTI) for 1.5°C warming, the embodied emissions reduction target should increase to 46% (or approximately 50%) over 10 years.

Opportunity and prosperity

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

Providing technology services to Eke Panuku

Eke Panuku has been reviewing the management of their closed-circuit television (CCTV) coverage in the waterfront areas it manages, which was primarily installed for the Americas Cup. We are moving forward with an opportunity for Eke Panuku to leverage and undertake shared services using AT's mature enterprise scale CCTV systems, computer vision, and processes rather than procuring their own.

This is an excellent example of sharing technology solutions and capability within Auckland Council Controlled Organisations (CCOs).

Software Licensing Cost Initiative

A combined Request for Proposal (RFP) with Auckland Council, Watercare, and Auckland Transport resulted in Datacom being appointed as the sole reseller for purchasing software licencing. This has delivered a reduction in cost to obtain and service this function. This is a further example of joint technology capability within Auckland Council CCOs.