

Business Report – February 2023

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 Outcome	Plan	Description
Belonging and participation	and	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 access	and	Providing easy, safe and sustainable transport modes across an integrated network, in alignment with the Auckland Transport Alignment Project (ATAP).
Environment and cultural heritage	and	Preserving and protecting the natural environment and significant land marks and cultural heritage unique to Auckland.
Opportunity and prosperity	and	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.

Summary of Response to Significant Weather Events

This report covers the December 2022 to February 2023 business period. I feel that it's appropriate, given the two recent significant weather events of Auckland Anniversary Weekend and Cyclone Gabrielle to provide a short update on AT's response.

Auckland transport major event response is coordinated and managed from the joint AT and Waka Kotahi New Zealand Transport Agency (Waka Kotahi) Auckland Transport Operations Centre (ATOC) located at Smales Farm.

On 27 January 2023, the weather rapidly deteriorated (far beyond forecast expectation). A decision was taken mid-afternoon to setup the Major Events Incident Management Team (IMT) to oversee and manage transport arrangements for the Elton John concert at Mt Smart Stadium from ATOC. During the course of the rest of the day, the IMT pivoted to provide transport network significant weather response coordination, interfacing with the Auckland Emergency Management (AEM) Controller according to the Coordinated Incident Management System (CIMS).

The road network suffered major road infrastructure damage, flooding and road closures. Public transport (PT) services (bus, ferry, rail) were disrupted or closed. Over the course of the following week, as part of the AT response to the event, our customers and stakeholders were advised of PT service disruptions, road deviations and closures, across our multiple media and social media communication channels. This included setting up a dedicated real-time web page, social media posts, two to three media releases per day, marketing activity and elected member engagement.

Engagement commenced with AEM from Friday evening and was enhanced over the following days with dedicated liaison staff in both the IMT and the AEM Emergency Control Centre.

Efforts continued throughout the following week and into Waitangi holiday weekend to clear and clean storm-damaged roads (around 100 full or partial road closures) and the PT network. More than 550 road maintenance crew members worked across the region with 85 roads re-opened within the first few days and 11 roads remaining closed within two weeks of the event. Two bridges - Mill Flat Road bridge (destroyed) and Sherwood Drive bridge (abutments washed out) - were reinstated within one week.

AT prepared to transition from emergency 'response' to 'recovery' phase with the IMT stood down on 7 February 2023.

The IMT was re-established five days later to prepare for Cyclone Gabrielle.

At the time of writing, the Auckland region has sustained widespread damage to our roading network, particularly in the north and west of the region. More than 120 roads have been fully closed over the last three weeks and 40 remain closed one week after Cyclone Gabrielle; most are where roads have fallen away in part or significant over-slips remain that will take time to repair. Focus has now switched to undertaking engineering investigations and design to reinstate as quickly as possible, with a particular focus and support to AEM on road impacts in the West of the region.

Across the network, our contractors have unfortunately had to tow more than 6,000 damaged or abandoned vehicles and removed four large barge loads (40-60 tonnes) of debris from the harbour.

AT teams, partners, and suppliers have been working tirelessly around the clock to restore and recover Auckland's transport network and to help Aucklanders reconnect and recover from these two serious events.

The recovery will take time, and AT has established a Flood Recovery team to get networks and roads reopened and restored, manage larger scale projects like bridge replacements and plan for future network resilience. A priority is to keep our customers and stakeholders well informed throughout this process.

Not all sites can be repaired quickly, with some repairs likely to take many months. To keep our communities updated with progress on roads that will have long-term repair programmes we have created a dedicated webpage on the status of road closures and repairs.

I am proud of how AT people and our partners and suppliers have come together to respond to the impact of these two major events. They exemplify our values of Auahatanga – better, bolder, together and Manaakitanga – we care, full stop. Thank you to our partners, stakeholders and contractors for working alongside us to deliver the best service possible to all Aucklanders.

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.

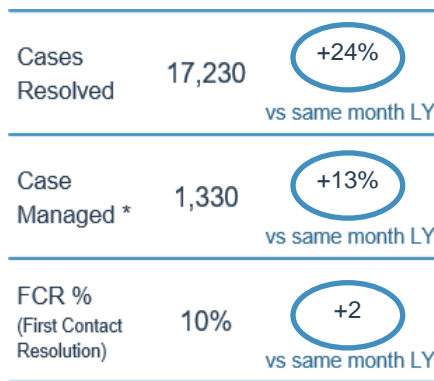
Customer Contact Channels

Customer Case Management

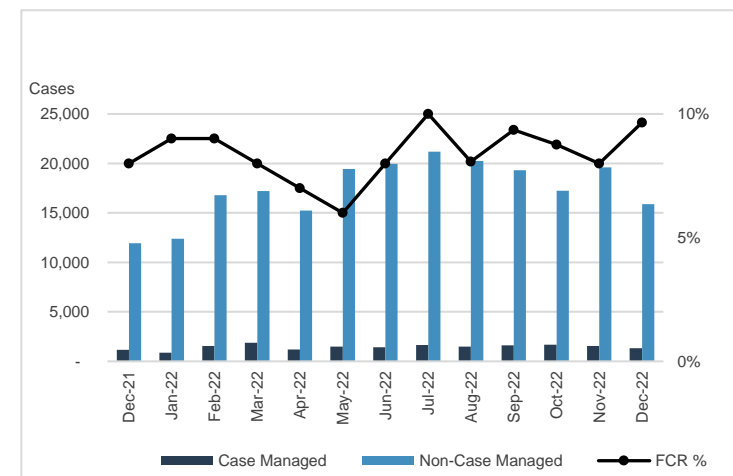
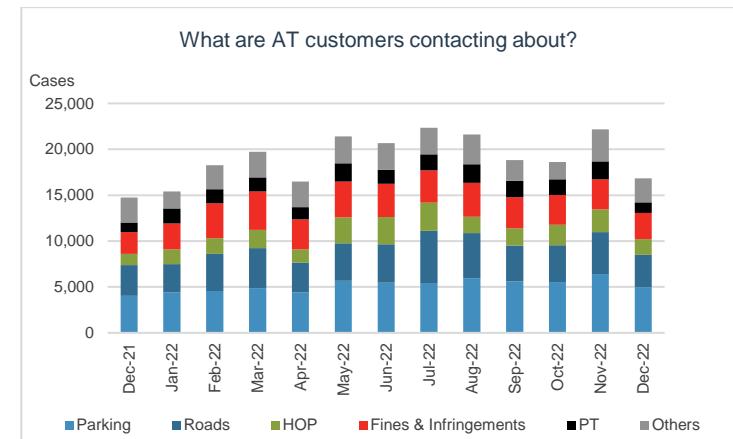
- There were 16,845 cases for December 2022, a 14% increase on the same month last year.
- Parking (4,994), Roads (3,493), Fines & Infringements (2,840), HOP (1,736), and PT (1,171) making up 84% of all cases received for December.



- There were 17,230 cases resolved for December, a 24% increase on the same month last year.
- Of the total resolved cases for December, 8% were case managed with Reduce Speed (88), Route or Schedule Related (86) and Crashes and Incidents (76) comprising 19% of all case managed resolved cases.
- First Contact Resolution (FCR) cases for December were 10% of the total resolved cases, with Route or Schedule Related



* Not all case managed cases were handled by the Customer Services team.



(290), Report a Problem (182), Cancel Card & Transfer Balance (112), PT Webform Request (106) and HOP Webform Request (105) comprising 48% of all FCR cases.

Formal Complaints

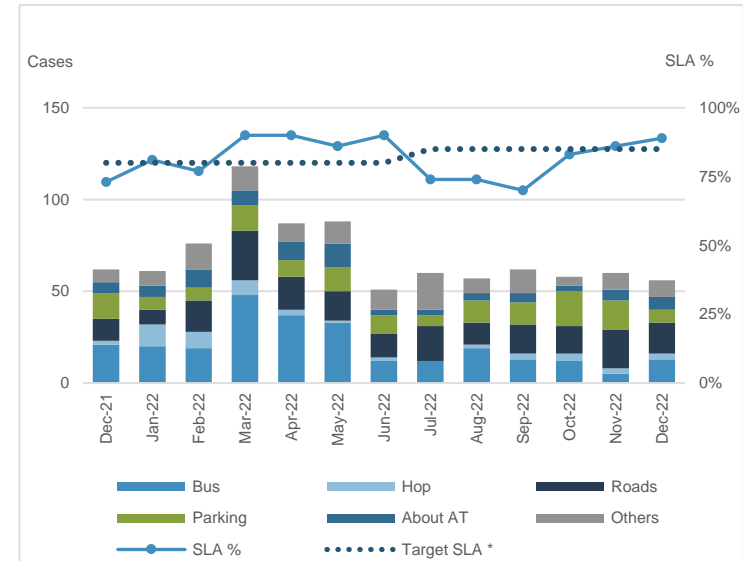
- There were 61 cases classified as formal complaints for December, a 2% decrease on the same month last year.
- Road Surfaces (8), Road Signage & Signals (6), AT Staff Conduct (6) and Bus Route or Schedule Related (5) were the major drivers accounting for 41% of all cases received for December.
- 71 formal complaints were resolved in December with an average of 12 working days. Six of these resolved cases were on interim (requiring some form of additional assessment) with an average resolution of 10 working days.

Formal Complaints

SLA % ¹ (Target = 85%)	89%	+16	vs same month LY
Cases Received	61	-2%	vs same month LY
Cases Resolved	71	-16%	vs same month LY
Resolution ²	12	-6	vs same month LY

¹ SLA: 20 Working Days

² Average working days



* As per Statement of Intent (SOI), Target SLA % are as follows: FY 2021 / 22: 80%; FY 2022 / 23: 85%; FY 2023 / 24: 90%

Local Government Official Information Act (LGOIMA)

- There were 149 LGOIMA cases received in December, a 35% increase on the same month last year.
- All requests were communicated within the statutory time frames.
- Outside the lead driver of CCTV related requests (76) for December, the other lead driver was Meetings and Correspondents (30).
- 151 LGOIMA cases were resolved in December with an average of 12 working days.

Contact Centre - Phone

- Calls received for December were 14,590.
- 65% of calls were answered within 30 seconds.
- Bus service cancellations and staffing impacts continue to put pressure on our service levels.
- 301 customer surveys were completed in December.
- The Social Media team received 1,712 incoming messages. Of these, 13% (222) required a resolution from the Customer Service team.

AT Calls Offered

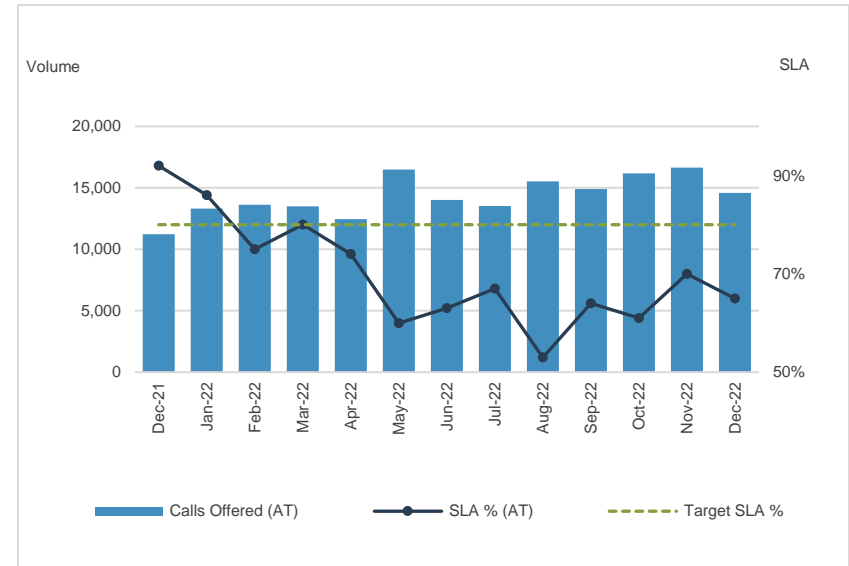
Calls Offered 14,590 **+30%**
 vs same month LY

SLA % (Target = 80%) **65%** **-27**
 vs same month LY

Social Media

Incoming Messages 1,712 **3%**
 vs same month LY

% CS Addressed Enquiries 13% **-7**
 vs same month LY



Contact Centre - Written

- There was a total of 4,307 cases received for December 2022 of which 3,279 were initially allocated to the written team while the remaining 1,028 originated from other business units.
- In December, 1,258 cases were resolved at first contact with an average response of 13 days, and 3,676 cases originating from other business units with an average response of 9 days.

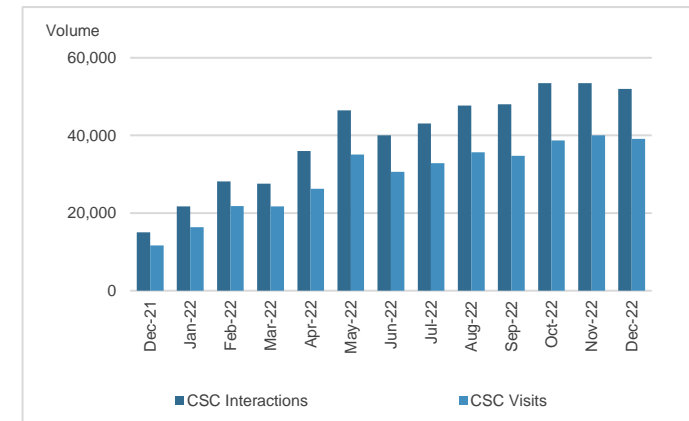
Customer Service Centre (CSC) Interactions & Visits

- Customer interactions across the CSC network recorded for December was 51,974 which was an increase of 245% compared with the same month last year.

- Top-ups continue to be the main driver with 17,349 interactions (33% of all interactions recorded for December). Card Sales (10,054), Paper Ticket Sales (7,535) and AT HOP Query (6,345) accounted for 46% of all customer interactions for December.

CSC Interactions & Visits

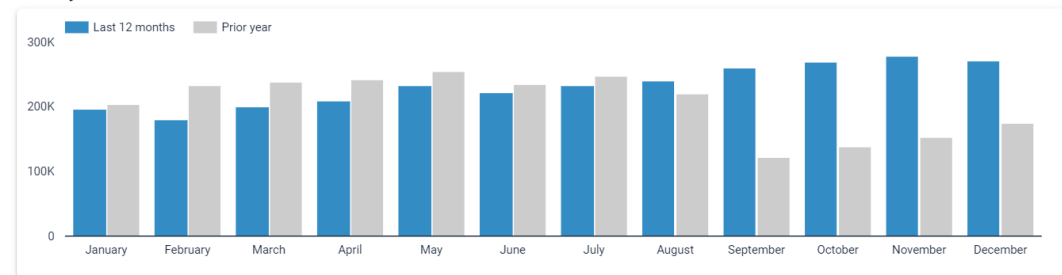
Customer Interactions	51,974	+245%
		vs same month LY
Customer Visits	39,114	+235%
		vs same month LY



Digital: AT Mobile

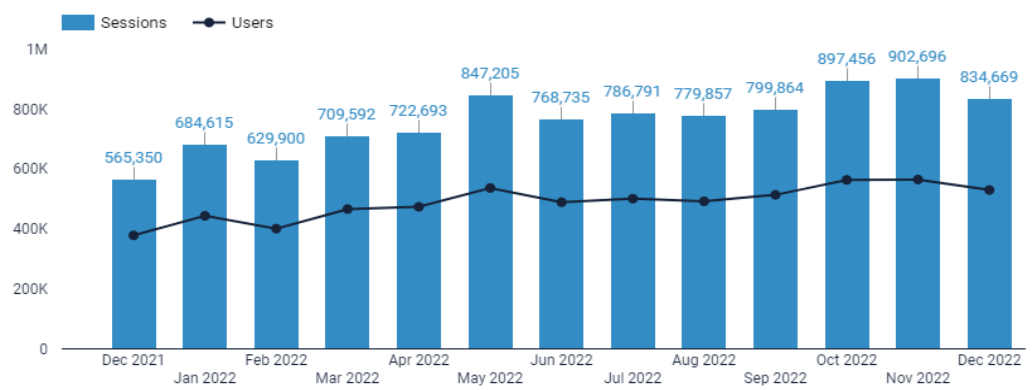
- Notification usefulness score is above 83% and remains above the 80% target.

Monthly Active Users



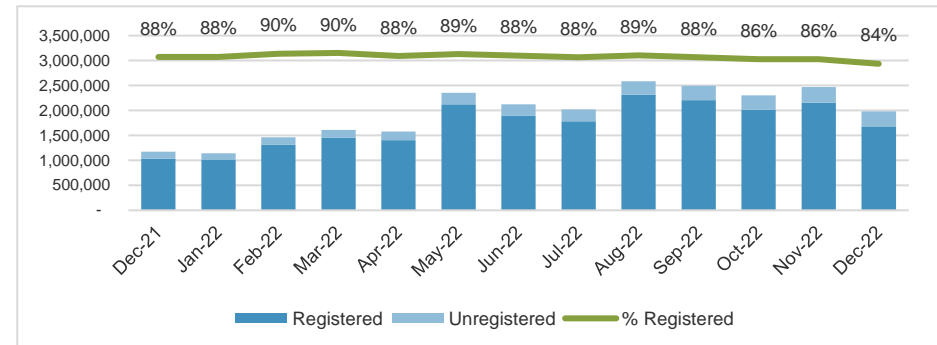
Digital: AT website

- Our overall Search Engine Optimisation score increased by 2.4 points from 82.4 to 84.8. The new cycle and walkway page was a major contributor.



AT HOP - Registered Users

- We have seen an increase in registered users that travelled on PT in December (year-on-year). Registered travel reached 84% in December 2022.



Elected Member Cases

Non-Interim Cases

- 171 non-interim elected member cases were resolved in December with an av. of 14 working days, up one day from the same month last year.
- Road Sweeping (33) and Surface Flooding (10) were the major drivers, accounting for 27% of cases for December.

Interim Cases

- 55 interim elected member cases (where the case requires further engineering investigation) resolved in December with an average resolution time of 50 working days, up 11 days from the same month last year.
- Project Plan & Design (6) was the major driver, accounting for 11% of all interim cases received for December.

Interim Cases

Resolution*	50	+11	vs same month LY
Cases Received	57	+16	vs same month LY

* Average working days

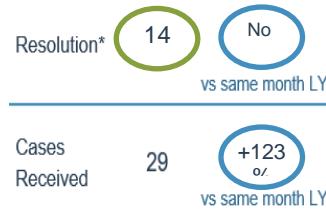


Councillor Cases

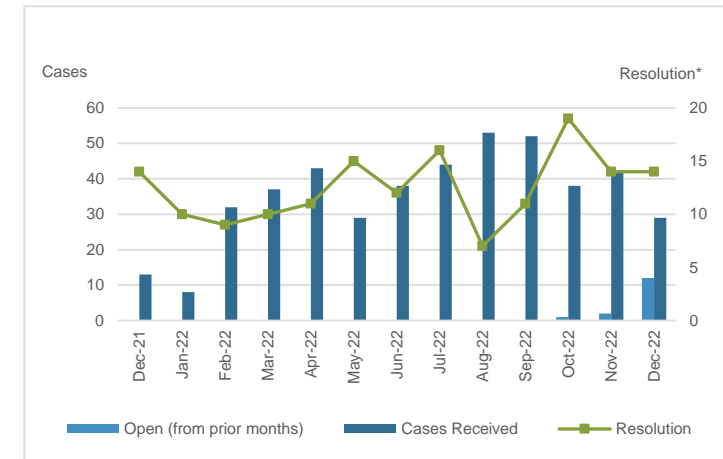
Non-Interim Cases

- 35 non-interim councillor cases resolved in December with an average of 14 working days, same to the same month last year.
- Abandoned Vehicle (3) and Facilities (3) were the major drivers, accounting for 21% of all cases for December.

Non-Interim Cases



* Average working days



Interim Cases

- 26 interim councillor cases (where the case requires further engineering investigation) were resolved in December, with an average resolution time of 51 working days, up 6 days from the same month last year.
- Project Plan & Design (3) was the major driver for December.

Interim Cases



* Average working days



Speed Management Programme

Following Board approval of Phase 3 speed changes in September 2022, new speed limits for selected roads in South Auckland, Waiheke Island and Aotea Great Barrier Island have been implemented and came into effect between 1 December 2022 and 26 January 2023.

Additional roads in Central, North and West Auckland will have their new speed limits implemented between 2 March and 30 March:

- Around schools: approximately 980 roads covering 82 schools;
- Rural roads: 415 rural roads around Waiheke Island, Āwhitu Peninsula, Waitākere, Okura, Stillwater, Waiwera, and Whenuapai;
- Town centre roads: in Glen Innes, Devonport and Takapuna town centres;
- Residential roads: approximately 58 roads in the Manurewa Coxhead Quadrant;
- Community requests: approximately 41 roads, mostly in Ponsonby and Rodney; and
- Rural Marae: 18 roads near eight rural Marae.

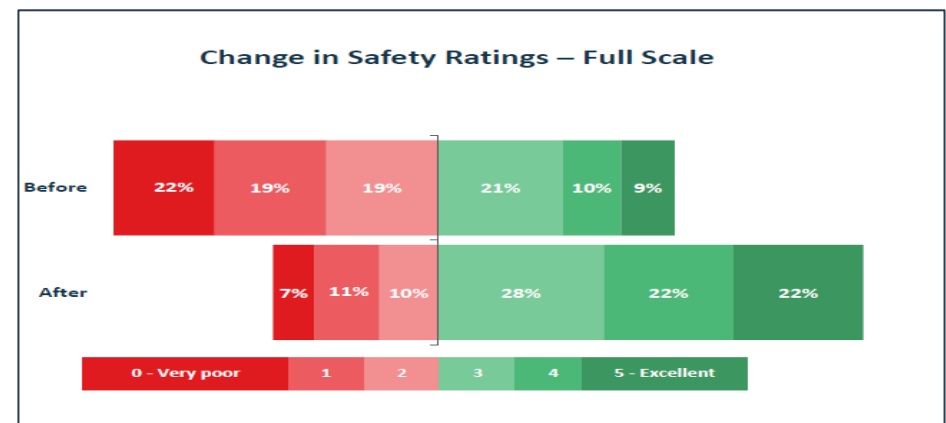
Speed Management Plan – Katoa Ka Ora

Engagement with Local Boards commenced in February 2023 and will continue through March regarding how a Speed Management Plan could affect their area. The feedback will be collated and will help guide what will be included in the final version of Katoa Ka Ora. The document will be ready for consultation in July to meet timeframes set by Waka Kotahi within the Speed Limit Setting Rule and to align with Regional Land Transport Plan funding.

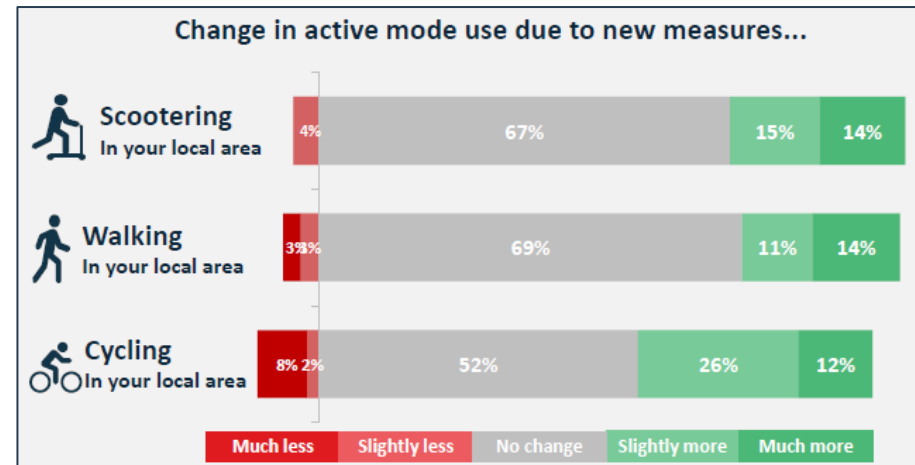
Community Engagement Results for the Residential Speed Management Programme Manurewa Stage 2

This covers the residential area in Manurewa between Weymouth Road, Great South Road and Mahia Road, and was identified as a priority area for residential speed management due to high speeds and safety risk. The project was delivered in early 2022 and was supported and partly funded by the Manurewa Local Board.

There has been a significant change in safety rating of intersections and roads as a result of the programme.



Independent research was undertaken to hear from the residents on the impact of the changes. The results showed that the majority of residents (75%) feel that the speed calming measures have made the area safer and there has been a significant increase in walking, cycling and scootering in the area.



High-Risk Intersections Programme

Construction has been completed on the new signalised intersection at Triangle Road and Makora Road, Massey. The intersection is classed as high-risk as there have been eight reported injury crashes between 2016 and 2020. The improvement will provide a safe intersection for all road users and is expected to reduce Death and Serious Injury (DSI) crashes by 0.4 per year.

Construction has started on the new signalised intersection at Neilson Street and Alfred Street, Onehunga and is planned to be completed by the end of March. The intersection is classed as high-risk as there have been 11 reported injury crashes between 2016 and 2020. The improvement will provide a safe intersection for all road users and is expected to reduce DSI crashes by 0.62 per year.



Caption: The new signalised intersection at Triangle Road and Makora Road

Vulnerable Road Users Programme

There are 66 projects on the programme for delivery this financial year, of which 23 have been constructed and a further nine are currently under construction. The remaining projects are in various design and consultation phases.

Māori identity and well-being

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

Te Matatini Update

Te Matatini is the national Māori kapa haka performing arts festival and February 2023 is the first time in 20 years the event has been held in Auckland. Initiatives undertaken by AT in support of this event are:

- (Integrated Ticketing (free transport on scheduled buses and trains) for Te Matatini ticket holders from 22 February – 25 February 2023.
- Te Matatini 'Waka to the Haka' graphic wraps on five double-decker buses promoting PT to/from Te Matatini.
- 10,000 Te Matatini Limited Edition AT HOP cards on sale at AT Customer Service Centres.
- Transport to Ngā Ana Wai Eden Park promoted on AT Journey Planner for duration of Te Matatini.
- Kapa Haka pedestrian lights installed at rainbow crossings on Karangahape Road.

Hūtia Kia Mana Māori

Recruitment highlights for Māori over the reporting period include onboarded four Māori graduates.

Mana whenua Engagement

The Central hui mana whenua engagement was held week commencing 13th February.

Homes and places

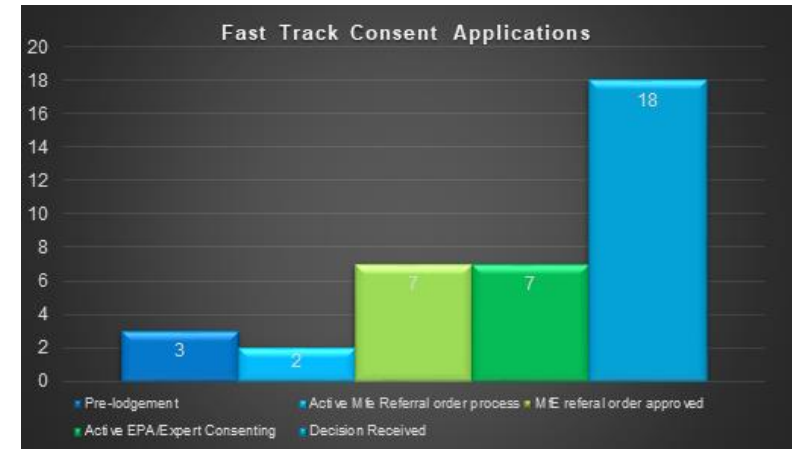
For AT, this outcome area is focussed on improving accessibility to homes and inclusive public places.

Responding to Growth and Development

There are currently 28 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 88 requests in October and 102 requests in September from Council for analysis, with 752 requests for assessments received to date in the 2023 Financial Year. The year-to-date figure represents a 5% increase on 2021.

AT is currently involved in 11 fast-track consent applications that are utilising the COVID-19 Recovery (Fast Track Consenting) Act.



Auckland Monthly Housing Update – December 2022

Auckland Council has released its monthly housing report, with the following metrics:

- A total of 21,960 dwellings were consented in the region in the year ending in October 2022, with 1589 dwellings consented in October 2022, significantly fewer than the 2213 dwellings consented in September 2022.
- In October 2022, 78% of the new dwellings consented were apartments, townhouses, flats, units, retirement village or other types of attached dwellings.
- 56 dwellings were consented on land owned by Kāinga Ora or Tāmaki Regeneration Company in October 2022, a significant decrease from 206 in September 2022.
- In October 2022, 1,468 dwellings consented were inside the Rural Urban Boundary (RUB) with only 121 consented outside the RUB. Over the past 12 months, 94% of new dwellings were consented inside the RUB.
- 404 dwellings were consented within 1500m catchment of the rapid transit network. This represents 25% of the total dwellings consented, a noticeable decrease from 41% in the previous month.

- In October 2022, 218 dwellings (14% of the dwellings consented) were located within hazard zones, a slight increase from the monthly 9% average of total dwellings were consented within a hazard zone.
- The number of the multi-unit homes (townhouses, flats, and units, as well as retirement village units) consented across New Zealand reached new annual records in the year ending November 2022. Over the past five years, the number of townhouses, flats, and units consented has more than tripled, growing from 6,370 in the year ending November 2018 to 21,064 in the year ending November 2022. This increase was dominated by the Auckland region, which consented more townhouses, flats and units than the rest of the country combined over this period.



Supporting Growth Alliance Te Tupu Ngatahi

Notices of Requirement (NoRs) were lodged with Auckland Council in December for the North West Network. This is a significant milestone including 17 AT corridors in addition to Waka Kotahi's projects. Auckland Council will publicly notify the applications for submission (to approximately 5000 people) on 23 February 2023. There is expected to be a high level of interest given the scale of the network.

NoRs were also lodged with Auckland Council for Airport to Botany in December, including both AT and Waka Kotahi projects. Auckland Council will publicly notify the applications for submissions (to approximately 5,000 people) on 12 March 2023.

Public engagement is planned for the Takanini Frequent Transit Network optioneering in March 2023, which includes urban corridors between Drury, Takanini and Manukau. Landowner engagement on the preferred options route refinement is planned for February and March for Warkworth, Pukekohe, Takanini Level Crossings and North.

Policy and Advocacy

Resource Management reform

The Government introduced the Natural and Built Environments Bill (NBE Bill) and Spatial Planning Bill (SP Bill) on Tuesday 15 November 2022. These Bills underpin an overhaul of the resource management system and will be followed by the Climate Adaptation Bill later this year. Council has worked closely with Auckland Transport, Watercare, and Eke Panuku to develop a Council submission to the Select Committee. The draft Council submission supports the need for reform of the resource management system, but notes that, as currently drafted, the Bills will not achieve the key objectives of the reform as outlined by the Government.

A key point highlighted by AT (and reflected in Council's submission on the NBE Bill and the SP Bill) is the need for a new suite of funding and financing tools for growth infrastructure in the proposed permissive planning system. The submission was lodged by 19 February 2023, following an extension granted by the Ministry for the Environment.

Review into the Future for Local Government

At the same time as resource management feedback, the council group has been developing feedback on the independent panel's draft report into the Future for Local Government. This is another significant process and, although not at the stage of implementation, does nevertheless raise very complex questions around the appropriate role and function of local government in New Zealand.

Transport is not generally discussed in the panel's report, with emphasis instead placed on democratic processes, inclusion and other characteristics of well-functioning local democracy. Consequently, AT staff have been less proactively engaged in the submission, and instead have provided support on an "as needed" basis to council officials. The key issue of relevance to AT in the report, notably the funding and financing of local government, is being addressed in the submission.

Water Services Legislation Bill

In December 2022, Parliament's Finance and Expenditure Committee sought views on the second piece of legislation implementing the government's water reforms. This is the key statute which empowers water services entities, setting out their functions, powers, obligations, and oversight arrangements. The Bill, as currently drafted, will establish an independent water entity with responsibilities for water supply, wastewater and stormwater services, separate from the Auckland Council. This legislation is of extremely high interest to council and Watercare and, at the time of writing this update, Watercare have been provided with an opportunity to provide their own submission.

The principal point of interest to AT is in regard to stormwater. The Bill clarifies that road-related stormwater assets are excluded from the restructure, but AT technical staff have identified several issues in the proposals which conflict with this general exclusion. Responsibilities for overland flowpaths (which may include roads) and other connections to the stormwater network are proposed to be transferred to the new entities.

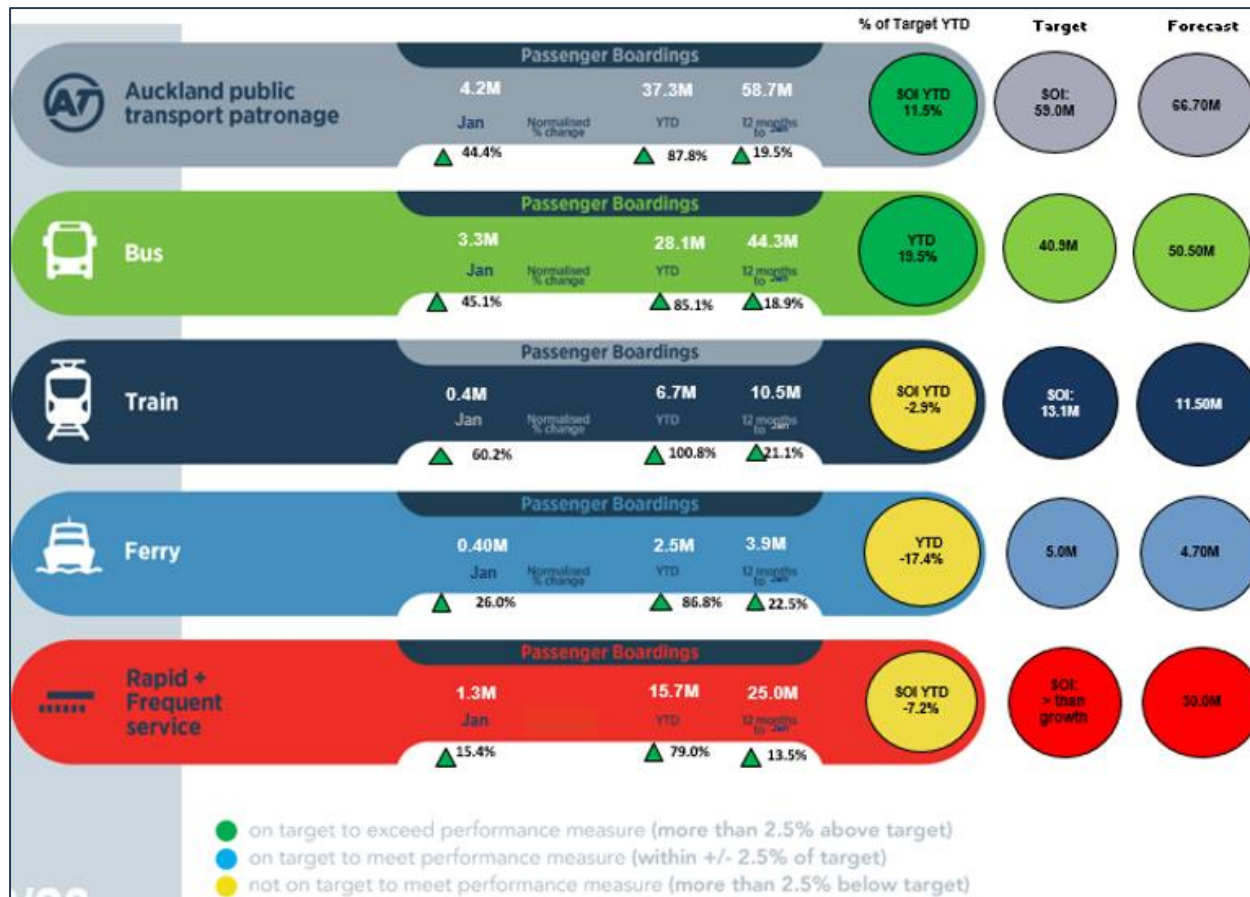
The sensitive political nature of the government's water proposals combined with severe constraints on council resources due to the high volume of large submissions have impacted the submission process. Management have provided technical feedback to council, though further details on the submission are still to be confirmed. An extension has been granted to council, and management await a copy of the draft.

Transport and access

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

AT Metro Public Transport

Passenger boardings – January 2023 and 12 months to January 2023



Overall, for the 12-months to January 2023 boardings totalled 58.7 million, +19.5% on the previous year. January 2023 monthly patronage was 4.2 million, +44.4% on January 2022.

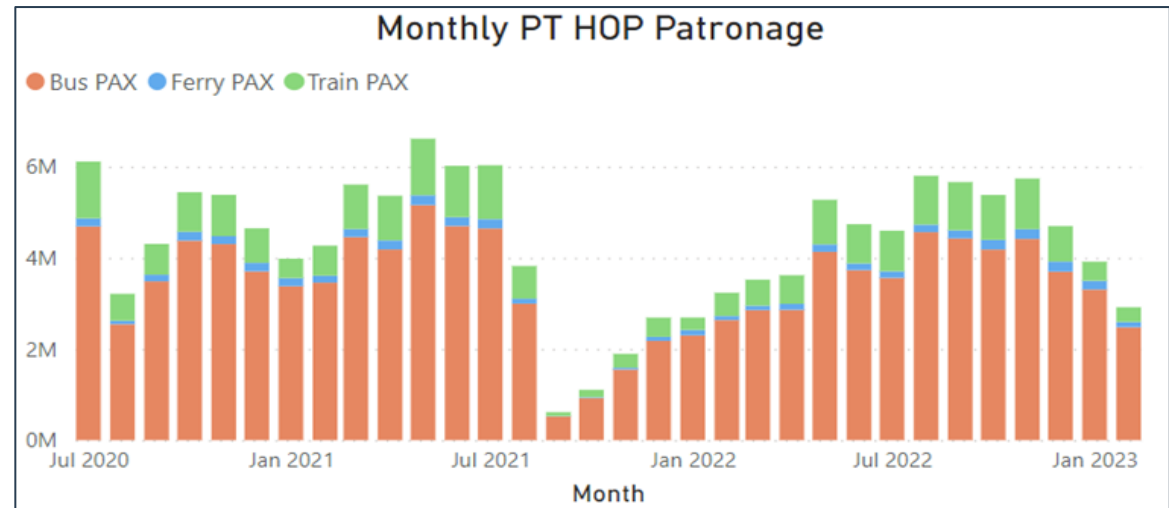
Bus services totalled 44.3 million boardings for the 12-months to January 2023, +18.9% on the previous year. Patronage for January 2023 was 3.3 million, +45.1% in January 2022.

Train services totalled 10.5 million boardings for the 12-months to January 2023, +21.1% on the previous year. Patronage for January 2023 was 0.4 million, +60.2% in January 2022.

Ferry services totalled 3.9 million boardings for the 12-months to January 2023, +22.5% on the previous year. Patronage for January 2023 was 0.4 million, +26.0% in January 2022.

Rapid and Frequent services totalled 25.0 million boardings for the 12-months to January 2023, +13.5% on the previous year. Patronage for January 2023 was 1.3 million, +15.4% on January 2022.

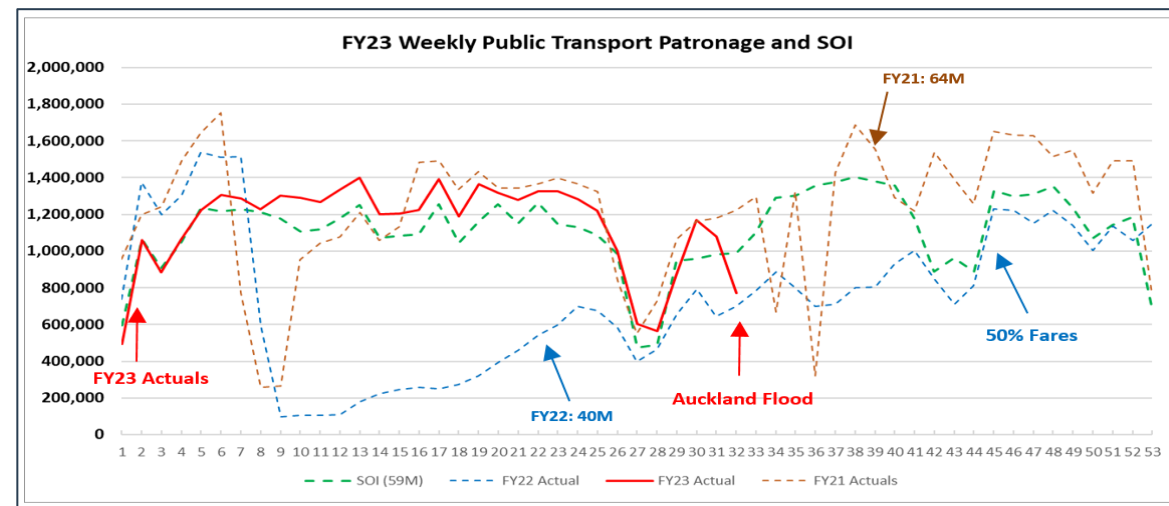
In January 2023, patronage was 4.16 million compared to 2.89 million in January 2022 or 144%, and 4.24 million in January 2021 or 98%.



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.

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).

The recent significant weather events in Auckland reduced January and February boardings against forecast and target.



Total Mobility scheme

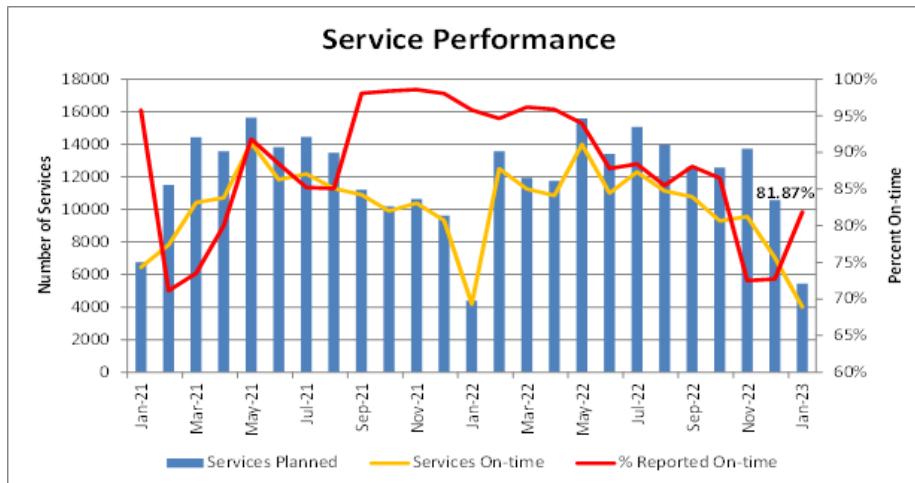
Total Mobility survey FY22/23 recorded 91% customer satisfaction with the services.

Network Service Punctuality and Reliability – January 2023

Total Network Punctuality (Weighted to Patronage) at Origin	96.54%	12 Month rolling average	96.81%	SOI	96.0%
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	Punctuality at Destination		Reliability at Destination	
	Jan-23	12 Month Average	Jan-23	12 Month Average
Train	81.87%	87.53%	90.06%	94.13%
Bus	98.72%	98.41%	90.81%	89.67%
Ferry	79.29%	80.98%	87.01%	85.67%

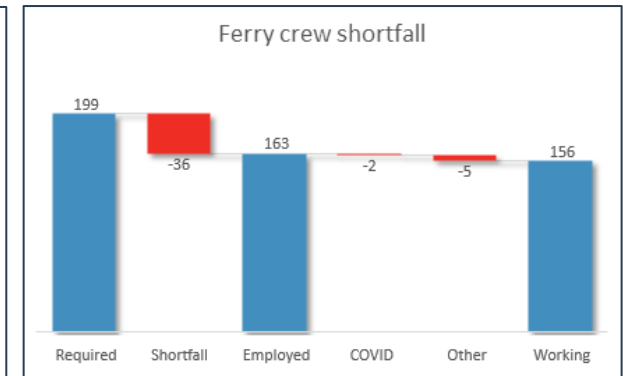
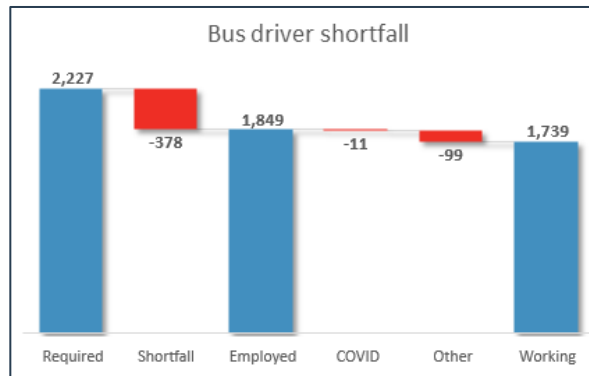
Rail Service Performance



Auckland One Rail’s performance continued to be impacted by speed restrictions imposed for track faults and also heat-related speed restrictions. This has impacted on services and caused considerable late running.

At week ending 19 February 2023, the shortfall in bus drivers reduced by 15 to 378, which is 17% of full requirement. This is a significant improvement to pre-Christmas when the driver shortfall was over 500 and at over 23% of the full workforce requirement.

The shortfall in ferry crew remains at 36, which is 18% of full workforce requirement. It is proving challenging to attract experienced skippers as they were not included in the changes to immigration settings recently announced.



Transport Officer update

In December 2022 there were 28 incidents reported by Transport Officers across the PT network. Of the 28 incidents, the most common was for disorderly behaviour with 20 instances and second most common was medical emergencies with five instances. During the Christmas rail network shutdown, Transport Officers focused their efforts on the bus and ferry services.

Special Vehicle Lane Programme – Bus and Transit Lane Improvements

Four bus lane zones on Parnell Road went live with enforcement on 10 November 2022 and two bus lane zones on Symonds Street went live with enforcement on 17 October 2022 following a move from manual to CCTV enforcement.

Two transit lane zones on Sunnybrae Road went live with enforcement on 12 December 2022 following a move from manual to CCTV enforcement.

Harbourmaster’s update

Auckland’s flooding event caused many slips around the regions coastline resulting in numerous trees to enter the regions waters which pose potential navigational hazards. Harbourmaster engaged contractor to patrol Upper Waitematā Harbour which was particularly hard hit and to remove floating potentially hazardous debris.

Harbourmaster met with organisers of SailGP regarding an event scheduled for March 2024. There are a number of concerns regarding the provision of a transit lane around the event exclusion zone and also with regard to the marshal boats and training of marshals. A monthly on-water meeting will be held between organisers and the Harbourmaster team going forward.

Transport Support to Major Events

Transport support for planned major events in Auckland is provided by the Auckland Transport Operation Centre (ATOC), a joint venture between Auckland Transport and Waka Kotahi NZ Transport Agency which works behind the scenes to help keep people and freight moving.

The centre helps manage the transport network in real-time, using CCTV cameras and other sources to identify risks and issues on the roads and in public transport facilities such as bus stations. It optimises traffic signals in real-time to help improve safety and efficiency, provides travel information to help ensure customers are informed before and during their journey and helps manage the impact of planned activity such as roadworks and public events. ATOC is also responsible for incident management, such as coordinating the response to crashes, breakdowns, storms and other unplanned events.

The ATOC Special Events team approves traffic management plans and/or arranges Special Event transport services for approximately 75 major event dates each year. Since December, this team has supported the following major events:

- Billy Joel (3 December 2022) – Eden Park crowd size: 32,503. Special Event bus services to the event provided capacity for 20,150 concert goers. Eight hundred parking spaces were provided at Alexandra Park and Westfield (Park & Walk) and two private carparks in the CBD. A full rail network closure was in place. 18,000 pax historically travel by rail to Eden Park events of this scale.
- Guns n Roses (10 December 2022) – Eden Park crowd size: 23,546. Rail services catering for 10,000 (24%) concert goers was provided.
- Red Hot Chilli Peppers (Saturday, 21 January 2023) – Mt Smart Stadium crowd size: 34,575. Special Event buses catered for 14,600 users with 250 vehicle parking spaces additional to free, on-street capacity from Park & Walks.
- Football Ferns vs USA (Saturday, 21 January 2023) – Eden Park crowd size: 10,000. Rail replacement bus capacity: 10,000.
- Elton John (Friday 27 & Saturday 28 January 2023) – Cancelled. Special Event buses provided capacity for 13,760 concert goers and 250 park & walk spots. Penrose station closed as part of KiwiRail Rail Network Rebuild with customers requiring a bus transfer to Otahuhu for rail services (Friday) and full rail network closure (Saturday).
- Ed Sheeran (Friday 10 & Saturday 11 February 2023) – Eden Park crowd size: 52,000 (Saturday) then 47,000 (Sunday). Rail capacity 12,000; 11,700-14,880 bus capacity plus free park & walk facilities on Saturday night.

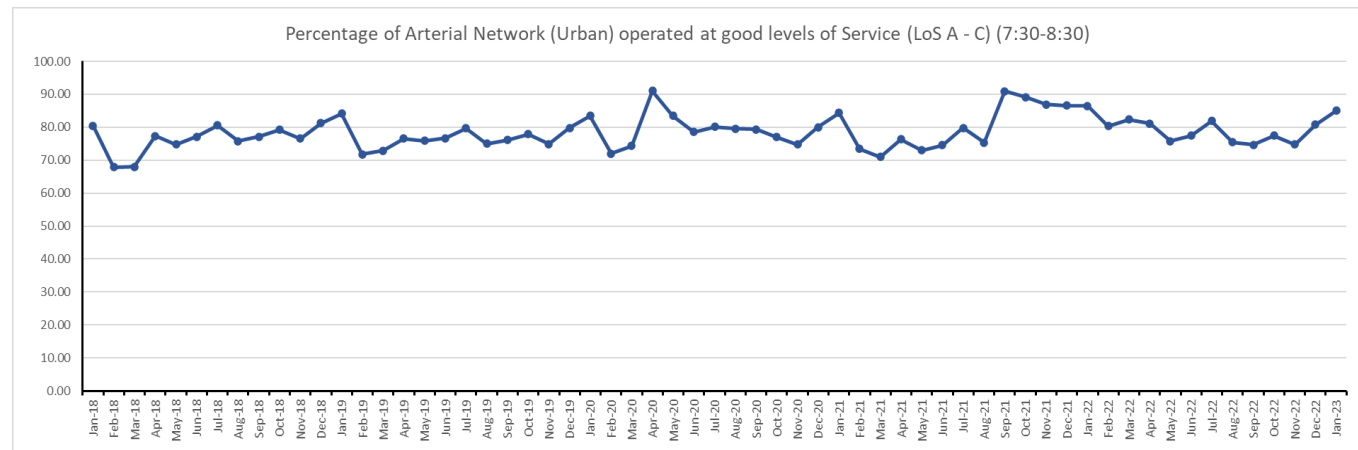
Upcoming events:

- Te Matatini (21-25 February) at Eden Park; integrated event and bus/rail scheduled service ticketing provided.
- Lorde (4 March) at Western Springs
- Round the Bays (5 March)

- Harry Styles (5pm Tuesday 7 March) at Mt Smart Stadium; currently no rail between Otahuhu and Newmarket including Penrose Station and Onehunga Line due to KiwiRail Rail Network Rebuild Stage 1 – planning for bus shuttle between Otahuhu and Penrose Station; request made of KiwiRail to reinstate for Tuesday 7 March rail infrastructure between Otahuhu / Newmarket or at least Otahuhu / Penrose; timing of event at 5pm Tuesday coincides with peak PM travel demand and PM peak scheduled bus service.
- ASB Polyfest 8-11 March).
- Snoop Dog (11 March) at The Trusts Arena.

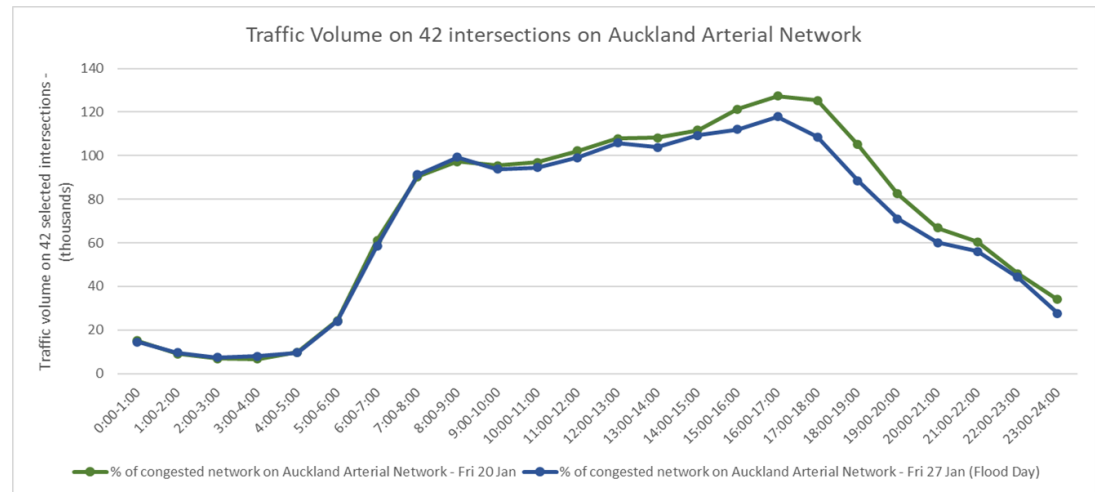
Road Network Performance

In December 2022, Auckland network experienced a low level of congestion; the percentage of the network operating with minimal congestion (Levels of Service A-C) during the AM peak period was 81%. This is slightly better than December 2019, as a comparison to pre-COVID-19 levels. The AM peak average speed on the Arterial Network was 36 km/h in December 2022, 2 km/h higher than the previous month.

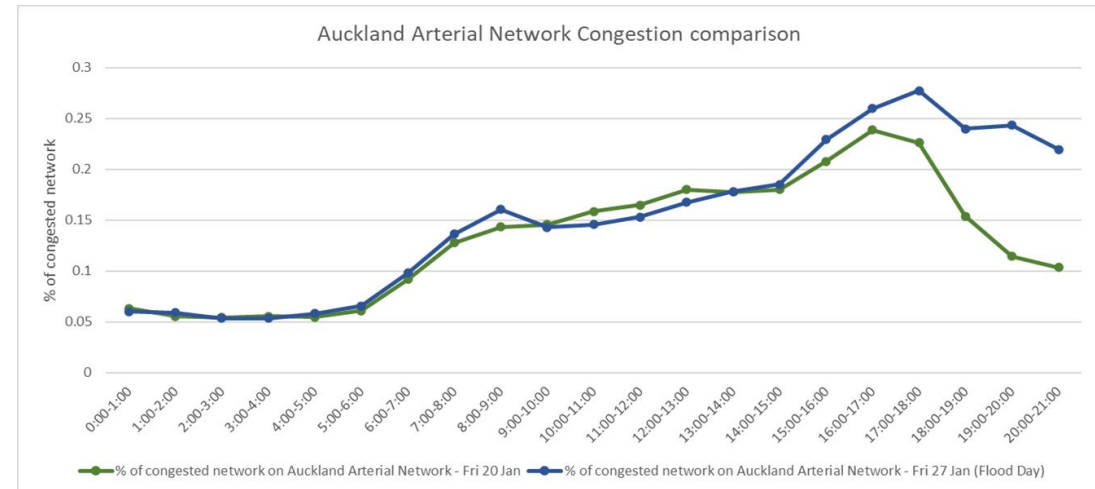


Arterial Network Performance during Auckland Anniversary Significant Weather Event

Traffic volume on Friday 27 January, until 15:00 hrs, followed the same pattern as the previous Friday. However, after 15:00 hrs, the traffic volume started to decrease, bottoming out at 16% lower than the previous Friday between 18:00 and 19:00 hrs. The total traffic movement between 16:00 and midnight was 11% lower compared to the previous Friday.



Typically, congestion levels in January are low, with an average of 16% during the AM peak and 22% during the PM peak. On 27 January, congestion levels were similar or even lower than previous Friday until 15:00 hrs, after which they started to increase.



Network Optimisation Programme

The Trugood Drive/Cryers Road intersection project is under construction and is approximately 20% complete. Procurement for physical works is underway for the Northcote Road corridor improvements project and the Paul Matthews Road pedestrian improvements project.

Seven sites have had new cyclist sensors installed to improve detection, and eight new CCTV cameras have been installed on the AT network, with configuration into the video management system underway to have these online by mid-February.

AT and Waka Kotahi are also investigating requirements for a joint ATOC related project aiming to improve real time network performance monitoring.

In response to the Letter of Expectation from the Mayor, the Network Optimisation Programme will seek through the Statement of Intent to:

- Bring forward the investigation of dynamic lanes.
- Pilot dynamic timings (change the use of lanes depending on operational requirements and time of day).
- Enhance Integrated Technology Solutions across the network.

Infrastructure

Review of corridor upgrades

A number of business cases and designs for project upgrades to road corridors are currently undergoing a review to confirm options and to ensure alignment with the mayoral letter of expectations, including consideration of all transport users, project prioritisation and engagement with Local Boards and communities. The reviews shall be undertaken in 2023 and include re engagement with the relevant Local Boards. The current projects under review include Great North Road, New North Road, Waitemata Safe Routes, Point Chevalier to Westmere and the central area cycling business.

Capital projects that have yet to commence will also need to be considered in a review of the priorities of the capital programme in light of current Auckland Council fiscal constraints and additional infrastructure budget priorities resulting from the January and February extreme weather events.

Upper Harbour Drive Cycleway Redesign Consultation

The current cycle lanes on Upper Harbour Drive, have had concrete lane separators, between the traffic lane and the cycle lanes. The concrete separators are being replaced with rubber separators after public feedback.

Consultation was due to begin this month (note this is delayed by the State of Emergency) around a proposed bi-directional cycleway on the eastern side of Upper Harbour Drive. The consultation will ask the public to give feedback on the design, and to select a preference between the current cycle lanes with rubber separators, or bi-directional design. The consultation will guide the team to the final design.

Footpath Upgrades

Four new sections of footpath have been completed on the following roads: Huia Road, Parau, East Tamaki Road, East Tamaki, Munroe Road, Ranui and Helvetia Road, Pukekohe. A new section of footpath on Walters Road, Takanini is also planned to be delivered this financial year. These projects are part of our region-wide footpath programme that responds to community requests and aims to improve walking connections across Auckland by providing new footpath connections.



Major Projects

Key Construction Project Updates	Current Phase	% Phase Completed	
<p>Eastern Busway (EB) 1 (Panmure to Pakuranga) residual items The Heritage Swing Bridge - Demolition to uncover the heritage structure, cleaning and recoating has been completed plus fabrication of the viewing platform structure is underway. Construction of the viewing platform and the board walk will commence in March 2023 with completion scheduled for mid-June 2023. Mokoia Pa Park - Detailed design draft has been issued, procurement is planned for February 2023, construction start is planned for June 2023 with completion in late 2023.</p>	Construction	93%	
<p>EB 2/3/4 Alliance (Pakuranga to Botany) –TOC2 price exchange is complete, and reconciliation is in progress. Negotiations for EB3 Commercial properties (Burswood section) are progressing well. AT and EBA are currently awaiting the outcome of funding approval for the Howick Loop Main Watermain from Watercare. This will enable AT/EBA to enter into an agreement with Watercare (WSL) for the Howick Loop Main which is currently planned for late February 2023.</p>	PAA	22.4%	
<p>Northern Busway Extension (Rosedale & Constellation Stations) – The project team is working with the NCI Alliance to close out existing works. The handover date for Rosedale site has moved out from February 2023 to March 2023. AT have agreed the design cost with the NCI Alliance and are currently finalising the side agreement for the transfer of design documentation.</p>	Construction	53%	
<p>Puhinui Bus Priority and Mangere Cycling – The civil and concrete works for northern side of the shared use path are complete. All civil and concrete works and the snag list walk over were completed just before the Christmas 2022 holidays. All projects work is expected to be completed by March 2023.</p>	Construction	90%	
<p>LRGF – Huapai – Access Road: Physical works commenced on 10 January 2023 with completion expected by the end of September 2023. The Severe storm event on 27 January 2023 resulted in only minor ponding of water and displacement of temporary traffic management devices which was rectified. Station Road. It is anticipated to award the contract by mid-February 2023 and physical works to commence mid-March 2023 with completion expected March 2024.</p>	Construction	35%	
<p>Matakana Link Road – The bridge decking / stitch pours are underway, and final road construction, footpath and cycleway tie-in works will follow the completion of the bridge. Bridge construction is on critical path which has been delayed partly due to weather and ongoing impacts from COVID. This means completion of the bridge construction will push the overall completion into February 2023, although developer tie-in works AT is undertaking may continue through to March 2023. The team is still working with two adjacent developers on development tie-ins.</p>	Construction	97%	
<p>Northwest Rapid Transit Network – Te Atatu South and North main works have issued practical completion. Lincoln North works are progressing well and remain on programme. Due to the inclusion of Lincoln Bus Stops E and F, Lincoln South main works are anticipated to be completed in October 2023. SH16 main works are anticipated to be completed in April 2023. However due to lack of available staff resourcing, there may be a slight delay to the anticipated completion date. The Westgate detailed design completion milestone remains on-track to be delivered by May 2023. Construction will commence in February 2024.</p>	Design and Construction	64%	

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 Tamaki Footpath Construction is progressing well. The Ngapipi Pedestrian Bridge has received its resource consent. Construction started in late January 2023. A smaller barge is also being assembled in order to carry out the scour protection of the existing western abutment of the existing road bridge. This work is expected to be carried out in February 2023. The Kepa Road retaining wall construction has been delayed to March 2023.	Construction	9.9%	
Links to Glen Innes Cycleways – Package 1: Taniwha St construction is underway with civil works beginning at Line Rd. This package is programmed to complete in June 2023. Package 2: SP2 and SP4 detailed design and engineer's estimate are complete. Awaiting tree asset owner approval and tree consent approval from Council. The SP3 draft detailed design and engineer's estimate are complete, the street lighting design is to be completed and the tree consent application is to be prepared. A discussion on an integrated delivery approach between road maintenance and cycleway capital works is underway to deliver the remaining routes. Delivery coordination with Watercare, Vector, and Kāinga Ora is ongoing. A 'Dig once, Dig well' opportunity is being explored.	Design and Construction	25%	
Glenn Innes to Tamaki Cycleway (Section 4 - Orakei Basin to Tamaki Drive) – Section 4 (Orakei Basin to Tamaki Drive): Section 4A and 4C physical works are targeted for completion in February 2023. The Ngapipi interim safety physical works are planned for mid-February 2023. Section 4B consent, has been lodged with the Ministry for the Environment as per the fast-track approval process. Section 4B design is now 100% complete and is undergoing internal SME design review.	Detail Design 4B Construction 4A and 4C	36%	

Road Maintenance and Renewals – YTD January 2023

Asset Renewal Activities	YTD Actual (km)	YTD Forecast (km)	Full Year Target (km)	Completion v. YTD Target (%)	Completion v. Full Year Target (%)
Pavement Rehabilitation	0.9	4.0	6.0	23%	15%
Resurfacing	147.4	256.0	394.0	58%	37%
Footpath Renewals	25.2	27.0	60.0	93%	42%
Kerb and Channel Replacement	18.1	16.0	35.0	113%	52%
TOTAL	191.6	303.0	495.0	63%	39%

The combined length of 400km is the target for 2022/23 for resurfacing and rehabilitation. There has been 147.4km of resurfacing completed for the seven-month period ending January 2023 – this is 23% of the year-to-date target. The extremely wet weather over the latter months of 2022 and the extreme weather events of January and February 2023 have restricted the volume of resurfacing and rehabilitation work that could be achieved. A further 25.2km of footpaths and 18.1km of kerb and channels were replaced for the seven months ending January 2023.

Property Acquisition

Ten acquisitions were completed in December 2022 and January 2023 for the Eastern Busway (EB) Alliance Project, and two acquisitions were completed for the Regional Designation Programme.

The acquisition of 26 Ti Rakau Drive, which was a key acquisition for the EB Alliance, went unconditional in mid-December 2022 and has now settled. Acquisitions for EB are ahead of schedule and have contributed to the overall programme spend being at or slightly ahead of forecast.

Consent Planning

Notices of Requirement for three of AT's most significant programmes of work were submitted to Council before Christmas 2022.

The final appeal to the Drury Arterials Programme Notice of Requirement D2 has been withdrawn and settlement terms have been finalised. All of the Drury Notices of Requirement have now been confirmed and the designations will appear in the Auckland Plan.

Property Optimisation

AT has reactivated Unit 6 at Matiatia Wharf with an Electric Bike rental tenant which opened in December 2022. The offering provides another sustainable transport option for AT customers visiting Waiheke Island and contributes to AT's emissions reduction objectives. Strong demand has seen rentals being sold out in the first four weeks of trading.

AT has successfully completed vacation of all 144 tenancies in properties required for EB stage 2 and 3 within the timeframes required by the EB Alliance.

Procurement

There were 13 published tenders in the current reporting period (14 November 2022 to 27 January 2023) with an estimated value of \$4.9 million. Two tenders had an estimated value of over \$2 million.

Published Tenders	Supplier
Technical Facilities Maintenance Services (MEP) – Five-year contract (2023 to 2028)	Request for Proposals

Mechanical, Electrical and Plumbing (MEP) maintenance and repair services of scheduled and responsive nature across all PT modes and parking, but excluding Railway Stations with Park and Ride carparks, corporate accommodation and roading.	
Asset Database Support & Improvement Project (ADS&IP) – Nine-year contract (2023 to 2032) Asset Database Support and Improvement Projects (ADS&IP) services to maintain and improve database management.	Request for Proposals

There were 358 contracts created in the current reporting period (14 November 2022 to 27 January 2023) with a total award value of \$107.5 million. Nine contracts had awarded values of more than \$2 million.

Contract	Supplier
Orakei Infrastructure Projects Construction Integration of the three construction projects—Ngapipi Pedestrian Bridge, Tamaki Drive Northern Footpath and Kepa Road Retaining wall within the Tamaki Drive area linked by location and timing of proposed construction.	HEB Construction Limited
Information Technology Managed Services – Five-year contract (2022 to 2027) Information technology service management and server management and administration services.	Fujitsu New Zealand Limited
Low Emission Ferry Landside Infrastructure Design Ferry landside charging infrastructure and wharf upgrades to enable new low-emission ferries to operate is required at up to nine locations on the Auckland ferry network.	Beca Limited
Parnell Underpass Construction Contract Parnell Underpass main construction works, which include contract works (ramps, retaining walls, services) and underpass culvert installation.	Oxcon CLL Limited
SH16 Access Road Intersection Improvements and Widening Project Widening of SH16 on the approach to the access road intersection and addition of a left turn lane from the SH16 westbound approach into the access road. Construction of a new shared path on the southern side of SH16 and widening of the access road between Grivelle Street and SH16 to provide two northbound traffic lanes.	Fulton Hogan Contracting Limited
Marine Specialised Maintenance and Construction Contract Maintaining 25 wharves and ferry facilities used by operators and the public to ensure ferry transport operations are carried out safely without unplanned interruptions. The contract includes scheduled inspections, maintenance and renewal works, and upcoming minor capex construction projects.	STF Limited
Rural Roads Bend Treatments FY22-23 Consolidation of bend treatment works from high-risk intersections and corridors, Rural Delineation Programme (RDP), high-risk intersections and corridors – intersections programmes portfolios. The package is focussed on improving safety for motorists travelling around bends and high-speed intersections on the rural road network.	Fulton Hogan Contracting Limited

<p>Vulnerable Road Users Package 12 Installation of raised tables at various locations across the Auckland region to improve pedestrian safety at the crossing and reduce the crash severity.</p>	<p>Fulton Hogan Contracting Limited</p>
<p>Waka Kotahi Funding Agreement for John Rymer Place Physical Works This contract is to enable payment to Waka Kotahi for the delivery of the John Rymer Place construction works. The works are being delivered as a variation to Waka Kotahi's existing physical works contract with Contract Landscapes Limited (CLL) for Glen Innes to Tamaki Drive.</p>	<p>Waka Kotahi</p>

Regional Land Transport Plan (RLTP) funding

The table below outlines activities approved by Waka Kotahi during the period 11 November 2022 to 7 February 2023.

Activity	Approved Costs (\$M)
Auckland – PT Service Improvements: Ferry Services (Implementation)	\$2.8
Ferry New Purchase and Associated Infrastructure – Stage 1 Ferry Vessel Purchase (Implementation)	\$139.1
Ferry New Purchase and Associated Infrastructure – Stage 1 Charging / Landside Infrastructure (Pre-implementation)	\$11.4
Cycling Investment – Other Auckland Focus Areas (Single Stage Business Cases)	\$3.1
National Ticketing Solution (Implementation)	\$6.0
Safe Speeds - Residential: Papatoetoe (Implementation) <i>This was approved under AT's Delegated Funding Authority</i>	\$5.3
Safe Speeds – Schools: Tranche 2A and 2B Signage and Markings (Implementation) <i>This was approved under AT's Delegated Funding Authority</i>	\$5.0
Safe Speeds – Schools: Tranche 2B Supporting Engineering (Implementation) <i>This was approved under AT's Delegated Funding Authority</i>	\$12.1
Urban Cycleways Programme – Links to Glen Innes Package 2 (Implementation)	\$25.9

Parking technology improvements

AT Park Promotions module now allows a business to promote itself using an AT Park feature. Shops, cafés, health services, and any other business can offer a parking discount to customers to attract or reward them by providing them with additional value. This module went live on 21 November 2022.

Environment and cultural heritage

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

Street Lighting

In January 2023 there were a further 771 lights replaced with light emitting diode (LED) luminaires and another 523 light point controllers installed to connect existing LED lights to the Central Management System (CMS). There are now 109,437 LED lights (87%) connected to the CMS and approximately 116,137 LED luminaires (92%) on the network of a total 126,297 lights.

Climate Adaptation

The Climate Adaptation Strategy and Programme is in development with a draft due in March 2023. The document consolidates the different work streams under the adaptation umbrella and will contribute to the Climate Change and Sustainability portfolio.

In December 2022, the Global Biodiversity Framework at COP15 was ratified and signed by 196 nations to protect and enhance international biodiversity. NZ is a signatory to this. The COP15 establishes 23 targets, with three of these specifically relating to green infrastructure and nature-based solutions. This approach is consistent with the National Adaptation Plan support for nature-based solutions and aligns with ATs target (greening the network) in Hiikina te Wero.

The Taskforce for Nature-based Financial Disclosures (TNFD) is rapidly progressing internationally and there is an increasing expectation that TNFD reporting will become a requirement within the next 1-2 years. We are progressing discussions with KPMG to pilot the framework on our system, in preparation for the anticipated reporting requirement.

Climate Change and Environment

A climate Change transition risk appetite was endorsed by the Finance and Audit Committee (FAC) in January and has been incorporated into the Climate Change Adaptation Policy. This policy is being socialised across the organisation and with consultants and contractors. Further amendments to the policy will occur throughout the year to meet climate financial disclosure reporting requirements and ensure consistent guidance on our approach to climate change across planning, design, construction, renewal and maintenance work (including flood response work). These amendments will be taken to FAC for endorsement.

Environment

The Environment team is collaborating with Auckland Council to identify and develop a series of ecological corridors for Auckland. The project is funded via the Climate targeted rate. These corridors will enable AT to focus on the use of nature-based solutions to increase perviousness and biodiversity within our network, contributing to network resilience and climate adaptation.

Opportunity and prosperity

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

Mission Electric Tamaki Link

On 21st November 2022 a new advertising platform was launched to promote the introduction of electric buses, train and ferries. Mission Electric was first used to promote 35 new electric buses that went into service in the Eastern Bays, including seven buses on the Tamaki Link service.

- There was an extensive advertising promotion in the Eastern Bays during December 2022. This included bus backs, three full bus 'skins, bus shelter take-overs, adshels, press ads and street posters. We also provided six local cafes with Mission Electric branded coffee cups.
- Research conducted by the Purpose Business said, "Mission Electric makes existing **users feel good**, and makes PT a more **appealing choice**. It's a campaign that **challenges perceptions of AT** and shifts how people feel about the organisation.

