

Core Theme	Summary of Recommendation
Develop Common Operating Picture and Processs (COP)	<p>Develop a network status management tool providing a single source of truth for realtime & informed customer decision making (multi modal with local roads and state highways)</p> <p>Review the Waka Kotahi contract with Metservice (briefings, multi modal, comprehensible language, risks to the transport system in Auckland)</p>
Define ATOC's Purpose and Function	<p>Review the ATOC Partnering Agreement between Waka Kotahi and AT including (Purpose, Objectives, Remit/scope, LOS, Performance reporting framework)</p> <p>AT, ATOC and Waka Kotahi emergency response plans reviewed and aligned to provide clear expectations for ATOC's Incident Management Team</p> <p>Waka Kotahi to consider the respective roles of the TOCs, consistency of operations and coverage of the state highway network</p>
Enhanced Customer Communications	<p>Single network travel information communication capability to provide 24/7 travel information for Auckland Transport customers. Align with Waka Kotahi for integration of all Auckland travel information services</p> <p>Develop customer communication plans for severe weather events including information on specific public transport areas on the network. Should be ready to go and pre agreed.</p>
Develop IMT - Capability	<p>Identify role specific CIMS training needs and exercise programme (IMT, relevant support functions, key partners) - align with national exercise programme.</p> <p>Increase the number of full-time emergency management roles to provide increased capacity for immediate deployment to meet increased requirements from the new Emergency Management Bill</p>
Develop IMT - Process & Procedures	<p>Develop early escalation process of the Tactical Assessment Team (TAT) and Executive Assessment Team (EAT). Include ATOC's role in escalation of events outside of Auckland and those that affect more than one region where a NERT should be considered.</p> <p>Clarify role of governance team to interface with the response teams</p>
Develop IMT - Tools and Resources	<p>Review accessibility at ATOC Smales during an emergency response and ability to remote in and facilities requirements such as alternative power supply/ generator.</p> <p>Develop full set of templates and collateral curated for ATOC to support the IMT processes with appropriate accessibility for all response staff</p> <p>Determine the number of trained and experienced personnel required to allow for a full, extended operation of the IMT to deliver the defined LOS and objectives. Include support functions.</p>
Develop IMT - Roles & Responsibility	<p>Strategic communications role to be included to provide high level oversight and provide political, reputational, stakeholder risk management and opportunities.</p> <p>Review the roles in the IMT and identify additional supporting roles that would support effective response with clear expectations for individuals</p> <p>The Public Information Management (PIM) function to be reviewed to provide suitable resources to cover all external communication channels</p> <p>Clarity on expectations of the role and reduce reliance on individuals. Release from their BAU role if possible.</p> <p>Build awareness of emergency management readiness arrangements across governance & executive level</p>
Network Resiliency	<p>Identify and assess opportunities to address known issues on the network. Retrospective and proactive measures to protect equipment and assets on the network (signals).</p> <p>Public transport plans for unplanned events to clear city centre areas.</p>
Enhanced Strategic Relationships	<p>Develop strategic relationship with AEM for early and informed decision making with AT and Waka Kotahi around public information on transport.</p> <p>Ensure AEM LO is appropriately trained and senior within the organisation.</p>
Develop IMT Welfare & Wellness	<p>Develop a wellness tool for those involved in a response (rostering, recuperation). HSW develop processes for Safety role focusing on welfare of our people in an impacted area</p>