

BUSINESS REPORT – December 2020

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:

Shane Ellison, Chief Executive

Belonging and participation

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

Redoubt Road Dynamic Lanes

Following the success of dynamic lanes in Whangaparaoa, a similar system has been introduced on Redoubt Road in Manukau. The overall aim of the project is to reduce traffic congestion and help improve travel times. It was successfully launched this month with comprehensive local communications. The project has resulted in a six to seven-minute travel time saving (during the first week).

Auckland Freight Plan

The freight plan (“Delivering the Goods”) was launched to media and key stakeholders from the freight sector. The ten-year plan identifies the critical challenges for freight movement, desired outcomes, and an action plan to achieve those outcomes.

Dairy Flat

Work has finished on the long-awaited \$10 million roundabout at the high-risk Dairy Flat Highway and Coatesville Riverhead Highway intersection. A 1,000-strong community petition to AT to lower the speed limit also identified crucial changes needed to improve driving conditions and safety along Dairy Flat Highway. The project was co-funded by AT and Waka Kotahi New Zealand Transport Agency (Waka Kotahi) and was designed using safe system principles, including providing active mode facilities. The roundabout is just one improvement, along with right turn bays, centre median safety barriers, side barriers and intersection upgrades. The speed limit was also lowered to the safe and appropriate speed along sections of Dairy Flat Highway last year. Rodney Local Board member Louise Johnston, who has long been advocating for the work, says it’s difficult to put into words what a massive safety improvement the new roundabout will be for residents: “Too many of us have a horror story to tell about Dairy Flat Highway. It will be an absolute relief that this work is now complete. On behalf of the community, I would like to thank AT for making this happen.”

Mt Roskill

Mt Roskill will now be safer for people walking and cycling as AT unveiled the completed \$3.1 million Safer Communities project on 6 November 2020. The work includes widened footpaths, reallocated pick-up / drop off areas and new raised zebra crossings to make it much easier for people to get around on foot or by bicycle. Auckland Mayor Phil Goff launched the project.

AT worked closely with the community to make changes to Frost Road, Carr Road and surrounding streets. Construction on the project began in March 2020, following public consultation which began in 2017. Further consultations were held until 2019.

Council Advisory Panels

Auckland Council coordinates 11 advisory panels (e.g. Heritage, Rural, Rainbow, Urban Design, Youth). In November 2020, AT presented to the Seniors Advisory Panel, which represents older Aucklanders. The interactive session gave them an introduction to the organisation, key priorities and major projects as part of their strategic planning for the next 12 months. Similar sessions will be held with other advisory panels in the coming months.

Elected member engagement

Engagement with Local Boards and Councillors has returned to being primarily face to face, following COVID-19 pandemic (COVID-19) related precautions. Recent Local Boards workshops and briefings covered the last few sessions of “Year Ahead” presentations and Innovating Streets (in four Local Board areas).

Staff are currently preparing for the next round of “Year Ahead” presentations, which will look forward to what AT is planning for the 2021 – 2022 Financial Year. These will give Local Boards and Councillors a good understanding of what is planned and the opportunity to give feedback on proposed projects and initiatives.

Over the past month, AT has held seventy-four workshops/briefings with Local Boards and thirteen Councillor briefings.

The Chief Executive and senior staff visited Great Barrier Island to meet with the Local Board and Councillor Coom on a number of matters. The agenda for the day included a discussion around road maintenance, climate change mitigations, the impact of road run-off on native fish species and how AT might be able to assist the Island in its efforts to gain international "Dark Sky" status.

Local MPs have been briefed on a range of issues. These have included Simon Watts (North Shore), Christopher Luxon (Botany), Shannan Halbert (Northcote), Chris Penk (Kaipara ki Mahurangi), Mark Mitchell (Whangaparaoa) and Simeon Brown (Pakuranga).

The Chair and Chief Executive have also held an introductory meeting with the new Minister of Transport, Hon Michael Wood.

Speed Management Update

Public consultation for a proposed speed limits bylaw amendment for 26 roads in north and west Auckland commenced on 9 November 2020. The roads where speed limit changes are proposed are located in Swanson, Warkworth, Matakana and Tawharanui.

Public consultation on two different Road Safety Engineering proposals for Mission Bay town centre also commenced on 9 November 2020, with the public being asked for feedback on both options. Two public drop-in sessions are planned for later in November 2020. Public consultation on road safety engineering measures proposed for St Heliers village has closed. Two public drop-in sessions were held and received lots of interest from the local community.

Construction of engineering measures in Orewa town centre is still in progress. The speed limits in Orewa, Mairangi Bay and Torbay town centres will be reduced to 30km/h on 30 November 2020.

Coatesville Riverhead and Dairy Flat Highway Update

The works to implement a flagship safe system transformation at the intersection of Dairy Flat Highway and Coatesville Riverhead Highway is now complete. This involved amending a priority intersection with dedicated left turn slip lanes into a rural roundabout. The intersection was the location of 17 injury collisions in the 5-year period between 2014-2018 and in 2019 Urban KiwiRAP (Road Safety risk assessment tool) ranked it as the highest risk intersection in Auckland. This improvement is part of a wider package of safety improvements aimed at addressing safety concerns on this strategically important rural corridor.

The roundabout was constructed at a cost of \$10.5 million and is anticipated to save 2.4 Deaths and Serious Injuries (DSI) over a 5-year period.

The project has strong support from the Rodney local board and Police. A media opening event took place on site either 11 November and was attended by AT, Waka Kotahi, NZ Police, Local Board members and Dempsey and Wood.

Safer Communities Update

Stage 1 of the Mount Roskill project is complete. The aim of this project is to improve pedestrian safety and connectivity within the Mount Roskill area outside the three schools on Frost Road and Carr Road. The projects were prioritised based on extensive community engagement due to the combined land use of light industrial/commercial and school grounds. AT worked closely with the Puketāpapa Local Board to develop these improvements complimenting the greenway projects, that was initiated by the local board. Positive feedback has been received from the community since the completion of the work as the measures have created a much safer environment and much easier for pedestrians to cross and cyclists to ride. Improvement works were completed at the following locations:

- Frost Road/Britton Avenue Intersection
- Frost Road (between Britton and Summerset)
- Frost Road/Carr Road intersection
- Carr Road (between Frost and Hayr)
- Carr Road/Dornwell Road intersection
- Carr Road/Clinker Street intersection

- Carr Road/Hayr Road intersection.

Active Mode focus: AT Mobile and Website

As part of our ongoing development of AT Mobile and the AT website, we have added new walking and cycling features into the application to support our active modes. In the first week alone, we had over 1200 users per day searching and viewing active journeys - which is almost 2% of all journey searches.

Live Occupancy Information: Passenger Information Displays (PIDs)

The Real-Time team have completed the rolling out changes for the Rail LED PIDs that shows live occupancy information. In the future it is hoped to be able to show this by EMU set, i.e. the front or back of a train.

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.

In this reporting period, the Māori Road Safety team held 13 driver licence workshops with 141 participants:

- Three workshops for the Raihana Akonga (Learner Licence) 42
- Five workshops for the Raihana Whītiki (Restricted Licence) 69
- Five workshops for the Raihana Tuturu (Full Licence) workshops 30

There were 10 events attended by 397 participants for Whītiki (restraint and child restraints). There were five events, attended by 166 participants taking part in Waipiro me ngā Tarukino (alcohol and illegal drugs education).

The AT Transport's Marae Safety Programme is on track. The project team attended a meeting at Kia Ora Marae to assess possible assistance in the future and to view the site.

Auckland Council, has released its Māori Outcomes Report for 2019/2020. The report references AT in a number of areas such as social procurement, marae safety improvements, support for Te Reo, and road safety programmes targeting Māori.

There were three mana whenua hui held in the northern, central and southern regions and two alliance hui that the Māori Policy and Engagement team support, Downtown Project and Tupu Ngātahi. AT engaged with mana whenua on the following projects:

<ul style="list-style-type: none"> • Future Connect • Walking & Cycling Programme New Lynn to Avondale • Crown Infrastructure Partners Project – Argent Lane Extension • Northcote Wharf Narratives/Mahi toi/ mana whenua signage • Northcote Wharf Narratives/Mahi toi/ mana whenua signage • New Footpath - Kyle Road, Greenhithe • Innovating Streets, Connected Communities 	<ul style="list-style-type: none"> • Causeway Road Waiheke • Matiatia Wharf Works • AMETI, EB1 and EB2/3 • Māngere Cycling Improvements • Puhinui Road / Lambie Drive Bus Priority • High Risk Urban Corridors
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Within the organisation, Ngā Kete Kiwai Māori learning and development workshops continued. A feedback survey was completed to evaluate the Ngā Kete Kiwai workshops being delivered online. All workshops received strong and positive feedback. A bespoke Māori engagement workshop is currently being developed specifically for resource consent staff and project managers. The workshops in the programme are:

- Te Tiriti o Waitangi ki Tāmaki Makaurau - The Treaty of Waitangi in Auckland - Learn about the Treaty of Waitangi in Auckland and what relevance it has to you and your role at AT.
- Tuia ka mana Māori - Māori Responsiveness - Get an insight into how AT as an organisation, is responding to its Treaty obligations.
- Hononga ā-tinana ā-wairua - Māori Engagement - Be provided with the knowledge, skills and tools to engage with Māori safely and appropriately within your role at AT.
- Te Reo Māori & Tikanga - The Māori Language and Customs - Learn how to pronounce Māori words correctly, greet & introduce yourself in Māori and basic protocols associated with the culture.

Homes and places

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

Residential Parking Zones

Location	Status
Mount Eden (extension)	Currently analysing consultation feedback and responses
Takapuna	Consultation closed on 10 November 2020, currently analysing feedback
Licence Plate Recognition (LPR) enforcement	LPR vehicles have been operating in residential parking zones since September 2019. One of the benefits of the LPR scheme is that parking offences can be detected in real time. This allows for infringements to be issued more efficiently and addresses poor parking behaviour, which contributes to a safer network.

Parking Projects

Location	Status
Arch Hill/Newton Paid Parking	Currently analysing consultation feedback and responses
Eden Terrace Paid Parking	Currently analysing consultation feedback and responses
Grafton Mews Paid Parking	Pending Environment Court hearing and direction from Auckland Council
Otahuhu P60	Preparing for implementation
Manukau Time Restriction (Meadowcourt Drive)	Currently in implementation phase
Killarney Street carpark (Parking Facility management)	Handover to AT took effect 2 November 2020
Toka Puia carpark	Opened 27 November 2020
Downtown Valet	Opened 7 November 2020

Improved Enforcement Technologies

Licence Plate Recognition (LPR) software went live on 2 November 2020 with implementation in Ronwood Avenue Carpark in Manukau. In addition, an LPR module has been added to the Parking Officers' handheld devices used for enforcement with go-live in early November 2020. The benefits of this technology include the elimination of manual infringement data entry errors, and a decrease in the time spent per infringement issued by automatically scanning the licence plate data as the Parking Officer passes the offending vehicle.

Bike Racks

Parking Services is targeting the delivery of 184 new bike parking spaces across both End-of-Trip (EoT) facilities and outdoor bike rack shelters in the 2020/2021 financial year. Bike Auckland has been consulted and have provided excellent technical feedback on both the location and design and AT will continue to work with Bike Auckland on this project in the future. Due to resource consent requirements, an implementation date has not yet been determined. Bike racks currently being planned include:

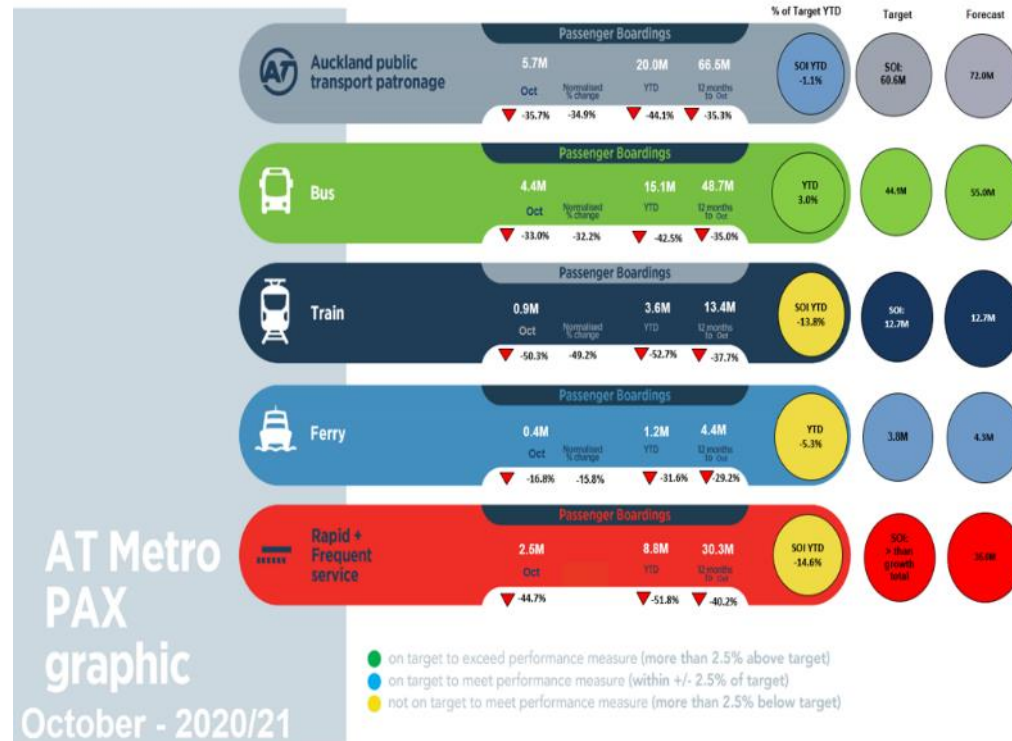
- Fort Street - double stack bike rack: this bike rack will have 20 spaces with installation likely in early 2021.
- Toka Puia EoT facility: this bike rack will have 84 spaces, including 28 for e-Bike charging. This became available to the general public from 27 November 2020, including changing rooms, water bottle filling and two repair stations.
- Aotea Square/Queen Street Road Frontage – double stack bike rack: this bike rack will have 40 spaces with installation likely in in early 2021.
- Britomart Station, Chief Post Office (CPO) – double stack bike rack: this bike rack will have 40 spaces with installation likely in in early 2021.

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 - October 2020 and 12 months to October 2020



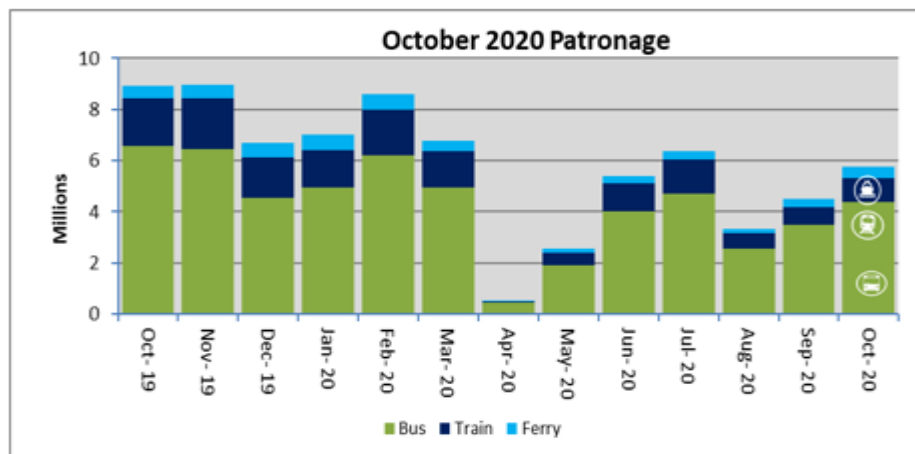
Overall, for the 12 months to October 2020 passenger boardings totalled 66.5 million, -35.3% on the previous year. October 2020 monthly patronage was 5.7 million, -35.7% on October 2019.

Bus services totalled 48.7 million passenger boardings for the 12-months to October 2020, -35.0% on the previous year. Patronage for October 2020 was 4.4 million, -33.0% on October 2019.

Train services totalled 13.4 million passenger boardings for the 12-months to October 2020, -37.7% on the previous year. Patronage for October 2020 was 0.9 million, -50.3% on October 2019.

Ferry services totalled 4.4 million passenger boardings for the 12-months to October 2020, -29.2% on the previous year. Patronage for October 2020 was 0.4 million, -16.8% on October 2019.

Rapid and Frequent services totalled 30.3 million passenger boardings for the 12-months to October 2020, -40.2% on the previous year. Patronage for October 2020 was 2.5 million, -44.7% on October 2019.



The downturn in passenger boardings compared to the previous year is a direct result and consequence of restrictions put in place due to COVID-19 Alert Levels resulting in less travel demand, balanced through less capacity due to physical distancing requirements.

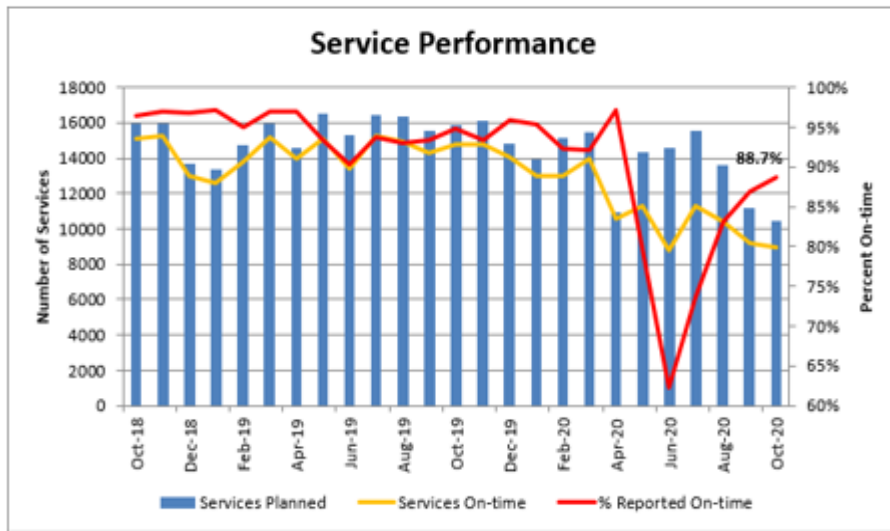
Passenger boardings in October 2020 is at 5.7 million, this is a significant increase from the September 2020 total of 4.5 million.

Service Punctuality and Reliability - October 2020



Overall punctuality at service origin across the network was 97.7% for October 2020 compared to the SOI target of 95.5%. Performance by mode at destination is provided below:

Travel Mode	Punctuality at Destination		Reliability at Destination	
	October 2020	12 Month Average	October 2020	12 Month Average
Train	88.70%	86.50%	97.10%	97.00%
Bus*	98.40%	98.40%	99.40%	98.40%
Ferry	91.00%	96.00%	97.60%	99.00%



Accelerated track infrastructure deterioration has been identified on the Auckland rail network by the infrastructure provider KiwiRail, resulting in speed restrictions on the network including a blanket 40kph restriction from early August 2020. Train service performance was significantly impacted in July 2020 with 73.60% on-time performance and has now recovered to 87.00% (illustrated in the graph to the left). Speed restrictions on the network due to the KiwiRail upgrade programme affected services on the Southern and Onehunga lines to a varying extent during the month.

To undertake track replacement and upgrade work by KiwiRail, a series of early evening service shut-downs are likely with extended (up to two weeks) rail block of lines over the next six months to progressively permit a return to normal track speeds.

Key Construction Project Updates

Project Progress	Current Phase	% Phase Completed
Eastern Busway 1 (Panmure to Pakuranga) – the project is forecast to be completed ahead of the October 2021 public commitment, with delivery expected in late June 2021. On the Panmure side, the gabion baskets will be completed in early November 2020. Works have commenced on the Ellerslie-Panmure Highway pavement which will be completed in mid-November 2020.	Construction	75%
Puhinui Interchange – steel installation is nearing completion and carpentry, roofing and glazing works have commenced. Preparations are underway to lift in elements of the vertical transport. The rail platform has been resurfaced with a new central drain and preparations are underway to commence the steel installation for the new platform canopy.	Construction	42%
Downtown Programme; Quay Street Seawall Strengthening – good progress continues with coring for the test anchor underway. Health and safety continues to be a focus for the entire programme team with increased leadership and support from AT and the JV home organisations. An audit of all construction sites was undertaken by WorkSafe NZ and Maritime Safety, with no major non-conformances found.	Construction	84%
Downtown Programme; Lower Albert Street Bus Interchange – construction has steadily progressed and the expectation is that the project will be ready for full public access before the close of 2020. The cost savings from the early finish along with finalisation of funding contributions from City Rail Link Ltd and Watercare will relieve some of the overall budget pressures.	Construction	84%
Downtown Programme; Ferry Basin Redevelopment – canopy installation has commenced following sign off of the safety issues and confidence from all parties on the decision to proceed. The first lifts have been successfully carried out.	Construction	73%

Project Progress	Current Phase	% Phase Completed
<p>Wolverton Street Culverts 1 and 2 Replacement – culvert 1 downstream (north side) piling for the bridge is complete. The piling platform in the stream is complete and installation of H-piles for the retaining wall is in progress. Culvert 2 – north side bridge decking slab is complete and sheet piles are being removed.</p>	Construction	30%
<p>Karangahape Road Enhancements & Cycleway – construction works are complete in most of the sections. Construction on the north side motorway over bridge to Pitt Street has commenced with planned completion by March 2021.</p>	Construction	70%
<p>Herne Bay Walking & Cycling Improvements – package 1: a small number of streetlights are still to be upgraded. Package 2: table and hump installation is progressing.</p>	Construction	80%
<p>Tamaki Drive Cycle Route (The Strand to Ngapipi) – construction works are progressing on the north side of Tamaki Drive between the Port entrance and Ngapipi Bridge. Design of the Tamaki Drive section between The Strand and Solent Street has been finalised and final construction drawings for the cycleway west of Solent Street is being priced by the contractor.</p>	Construction	64%
<p>New Lynn to Avondale Cycleway – stage 4 precast elements and the cantilevered path adjacent to the New Lynn rail trench are complete. Stage 3 works on the shared-user path are progressing. The boardwalk foundation has been poured and fabrication is progressing offsite.</p>	Construction	50%
<p>Matakana Link Road – earthworks are progressing and proof bores for the bridge foundations have been carried out. The issue with the pile foundation materials which was revealed during the investigation phase will require a reassessment of the foundations and other bridge structural members.</p>	Construction	22%
<p>Medallion Drive Extension – installation of the concrete lined steel watermain, concrete piles and casting of bridge beams are complete. Construction of the Lucas Creek bridge is progressing. Relocation of services has commenced on Fairview Avenue.</p>	Construction	28%

Transport Infrastructure Asset Design and Management

Key activities through to the end of October 2020 include:

- Design and Standards: Engineering Plan Approvals (EPA), the asset owner acceptance element of third party vested assets, was transferred from Planning and Investment during October 2020. This will improve efficiency of EPA processing timeframes for customers. Work continued with Auckland Council on the Integrated Code of Practice: Chapter 3 – Transport, seeking internal and external feedback.
- Asset Management: Key areas of focus for the period include finalisation of the draft 2021 Asset Management Plan prior to internal consultation,. Work has begun to respond to the CCO Review action #16 which relates to the improved coordination of asset management plan development between Auckland Council, AT and Watercare. Peer to peer asset management collaborations have been commenced with Transport for New South Wales and KiwiRail. Waka Kotahi will be on site for the annual Investment Audit of AT during November and December 2020.
- Enterprise Asset Management: Bridges structure management functionality is implemented, and refresher training is underway for external consultants who undertake bridge inspections. A Facilities Management training plan is under development with user acceptance testing about to get underway. Work has started on assessing the roading data structures as part of the next step EAM system rollout.

Road Maintenance and Renewals

OCTOBER 2020					
Asset Renewal Activities	October YTD Actual (km)	October YTD Forecast (km)	Full Year Target (km)	Completion v. YTD Target (%)	Completion v. Full Year Target (%)
Pavement Rehabilitation	1.4	0.5	7.5	280%	19%
Resurfacing	114.6	78.4	305.0	146%	38%
Footpath Renewals	28.9	24.0	60.0	120%	48%
Kerb and Channel replacement	16.3	13.6	35.0	120%	47%
TOTAL	161.2	116.5	407.5	138%	40%

Achievement against forecast is 138% of the YTD target with 40% completion to date against the full year targets. An excellent start has been made with the delivery of the renewal programme with achievement substantially ahead of the YTD forecast for all major work activities. The good weather has meant that chip sealing has been able to commence early with 88.8 km of chip sealing completed by the end of October 2020.

As of October 2020, 1.4km of road rehabilitation, 114.6km of road resurfacing, 16.3km of kerb and channel replacement, together with 28.9km of footpath renewals work was completed.

In October 2020, 92% of customer requests for service were responded to within the specified response times. There were 1,960 requests for service received in October 2020.

Due to budgetary constraints there has only been sufficient funding provided for seal extension in 2020/21 to meet the remaining commitments from the 2019/20 year. Seal extension projects on Wellsford Valley Road and Ngawera Drive were completed in July 2020. Physical work on Stage 1 of Ahuroa Road was substantially completed in October 2020.

Property Acquisition, Consents and Property Optimisation

Four land acquisitions were completed in October 2020. Three of the acquisition are for the Eastern Busway Programme and the other one is for the Cycling Programme. Settlement has been reached for the sale of the Mill Road and Penlink properties to Waka Kotahi for \$95.9m.

The application for consents for a new park and ride facility in Warkworth was lodged this month. This will serve Rodney residents, is funded through the Rodney Transport Targeted Rate funds and is being undertaken in conjunction with the Rodney Local Board.

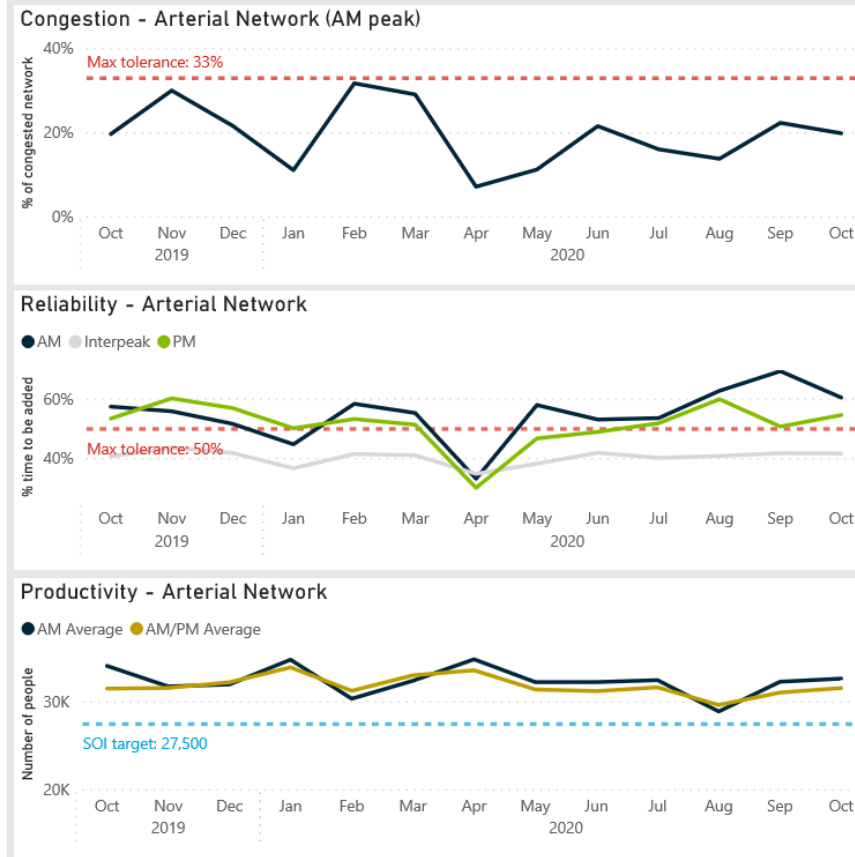
Consent was obtained for Stage 2B of the New Lynn to Avondale Shared Path Project allowing construction to commence shortly on the works between St George Road and Arran St.

During October, the AT Property Optimisation Team took over the management of the property airport licenses at Great Barrier Island and the Millennium Copthorne lease in Downtown Carpark from Panuku.

Licenses to Occupy have been executed with Mumma Coffee for the kiosk at Kennedy Point Wharf, with Dough Boys for a kiosk at Albany Station and with South Seas Healthcare for their COVID-19 testing site in Otara.

In partnership with the Devonport Business Association, an information caravan has been placed in Devonport Wharf for our customers.

Arterial Network Performance



In October 2020, 20% of the arterial network was congested during the AM peak (Levels of Service D-F in the map), which is well below the maximum tolerance level of 33%. Congestion was also 2% lower than the previous month due lower travel demand during the school holidays. Productivity continued to exceed the Statement of Intent 2020/2021 target, with 31,600 people travelling in vehicles (including buses) across the network during the AM peak, 1% higher than the previous month and similar to 2019 levels.

Network optimisation projects

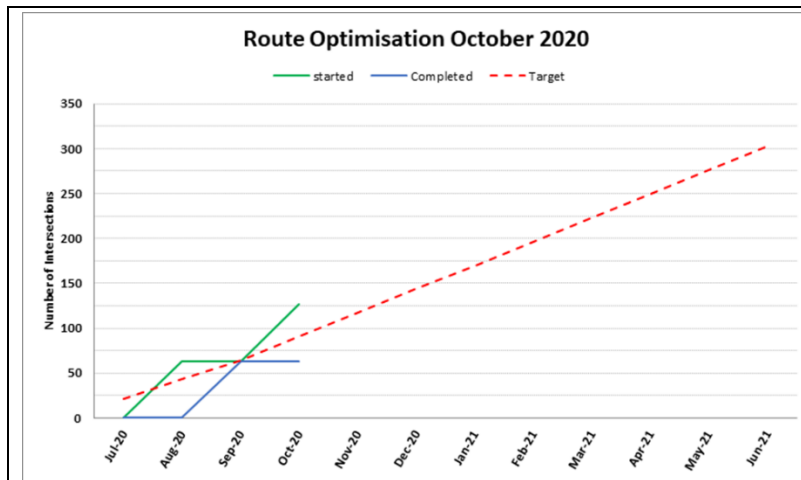
Optimisation Single Stage Business Case

The Auckland Optimisation Single Stage Business Case procurement of consultant's tender closed at the end of October 2020. The project team will evaluate the tender responses during November 2020.

Redoubt Road Dynamic Lane

The Redoubt Road dynamic lane went live on 9 November 2020, operating in the eastbound direction from 3.30pm to 7.00pm on weekdays. There were some immediate travel time benefits observed of between two-three minutes for people travelling by bus and car relative to the previous Monday. All queuing that typically occurs on Redoubt Road in the eastbound direction dissipated and travel was largely free-flow at safe speeds. Travel time benefits have continued since, with 11 November 2020 exhibiting significant benefits of over seven minutes for people traveling from Manukau Station Road through to the Redoubt Road / Hollyford Drive intersection.

Route Optimisation Programme

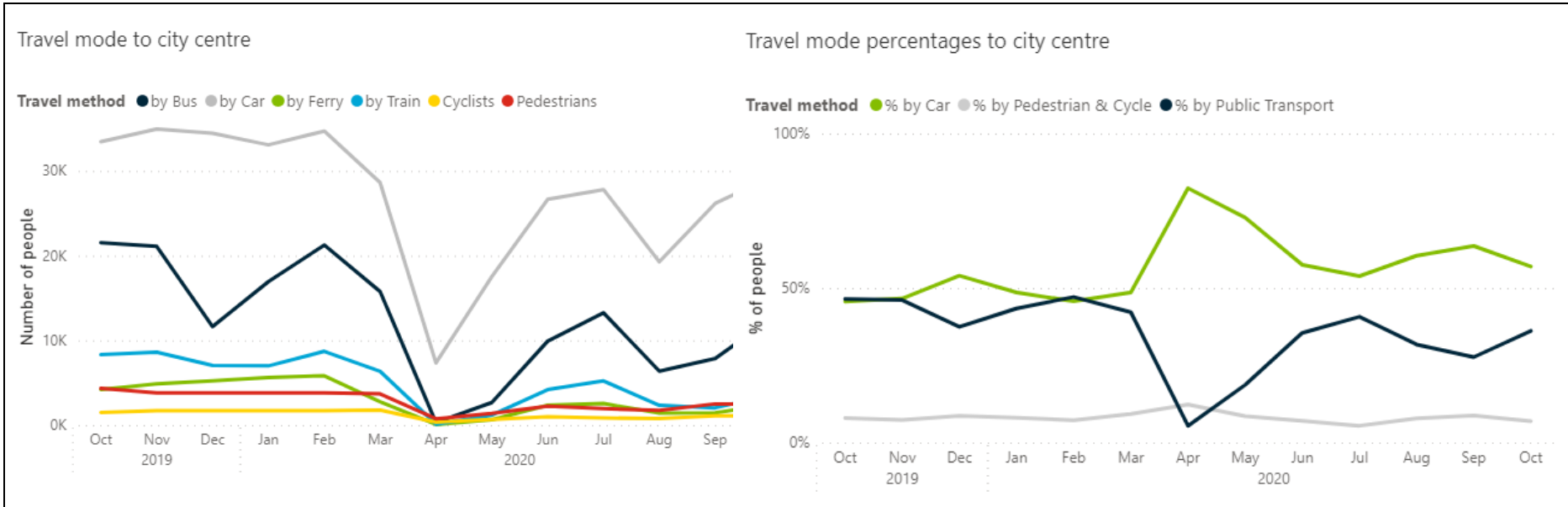


The Routine Traffic Signals Optimisation Programme is developed by the Auckland Transport Operations Centre in collaboration with Waka Kotahi and AT.

ATOC has set a yearly target of traffic signal sites to be optimised each financial year. The target number of 303 sites is set for 2020/2021 financial year. The Optimisation Programme includes 257 Local Roads Sites and 46 Ramp Signals Sites.

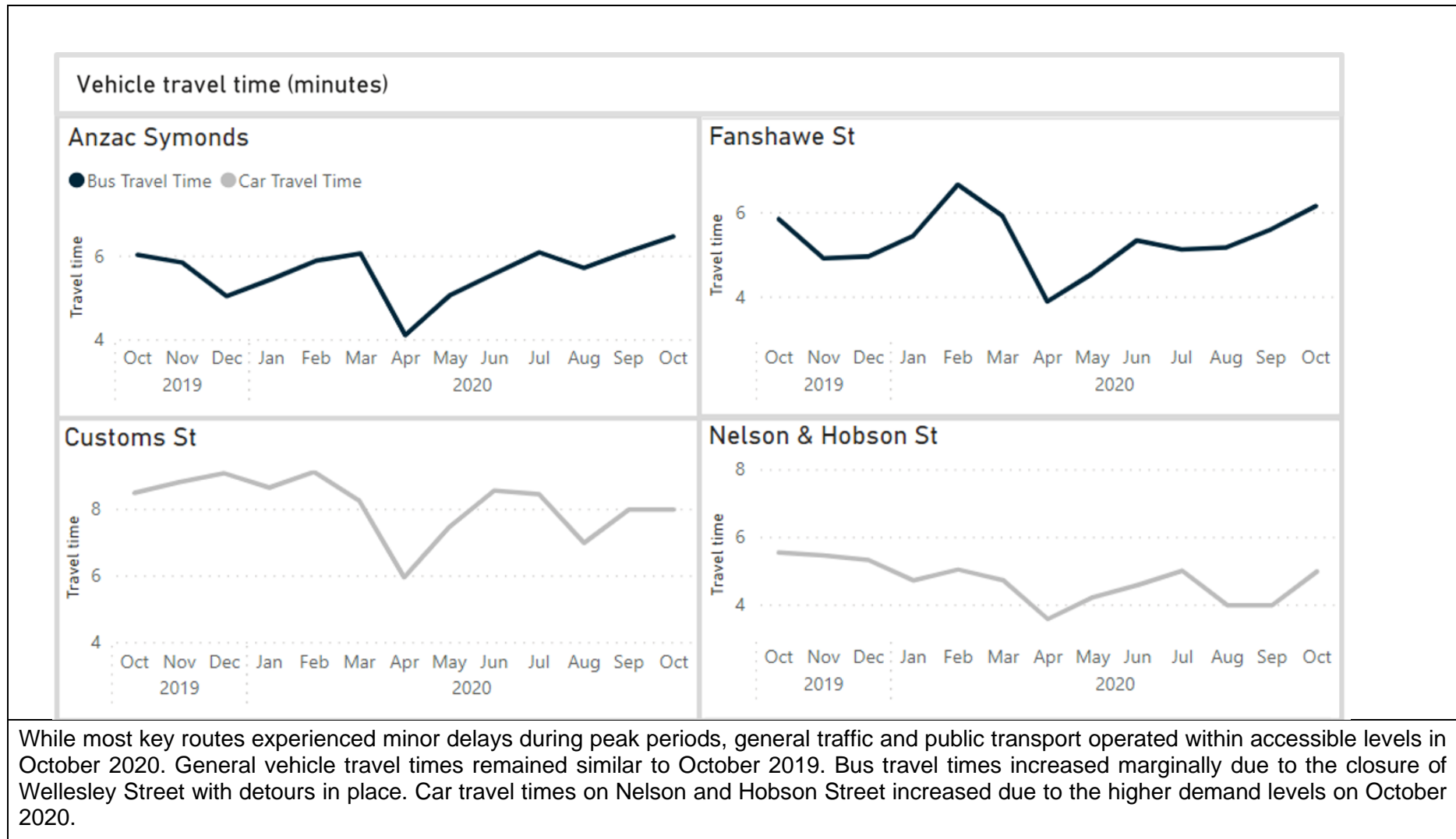
In October 2020, eight routes (59 sites) and 15 Ramp signal sites were in progress.

People movement into city centre



In October 2020, vehicle traffic into the city centre during the AM peak was 12% less than the same time last year. The total number of people coming into city through all modes was 51,400, which is 30% lower than 2019. The percentage of car journeys increased by 11% while public transport decreased by 10% compared to October 2019. This can be attributed to increased working from home, lower public transport patronage due to COVID-19 impacts and the lower travel demand during school holidays.

Travel times into city centre



City Rail Link construction activity

- C1 (Britomart Station and Lower Queen Street): A further update was received from the project team with a revised methodology for the mega-pit installation. This new approved methodology means the mega-pit no longer requires connection to the centre of the Queen/Customs Street intersection, but instead will be connected at Lower Queen Street. The current kerbside lane closure will be in place until mid-December (prior to the 36th America's Cup (AC36) events commencing).
- C2 (Cut and cover, Albert Street): Albert Street between Wyndham and Customs Streets in both directions, was re-opened on the 6th October.
- C3 (Aotea Station through to Mt Eden Station): The project team have been liaising with other stakeholders planning to work in the Mt Eden area to co-ordinate their works and combine road closures where possible. Long-term closures have been installed on Pitt Street and Mt Eden Road for the reconstruction of the Mt Eden Road overbridge, and at Mercury Lane for the Karangahape Station works.

Special events

ATOC processed 144 activations in October 2020, 89 of which related to filming activities. No events required Special Events team activation due to the Alert Level and a number of these bookings being cancelled.

Integrated ticketing

The All Blacks v Wallabies match at Eden Park on 18 October 2020 was the first instance of integrated ticketing being delivered with a single rail track working in place on the western line along with the temporary speed restrictions (a number of Mitre10 Cup fixtures also had integrated ticketing in place). This does significantly impact the speed and flexibility available to clear crowds following events. As the All Blacks match was on a Sunday there was a small increase in crowds moving by private vehicle which eased some of the pressure on rail and allowed crowd clearance to occur within usual time frames.

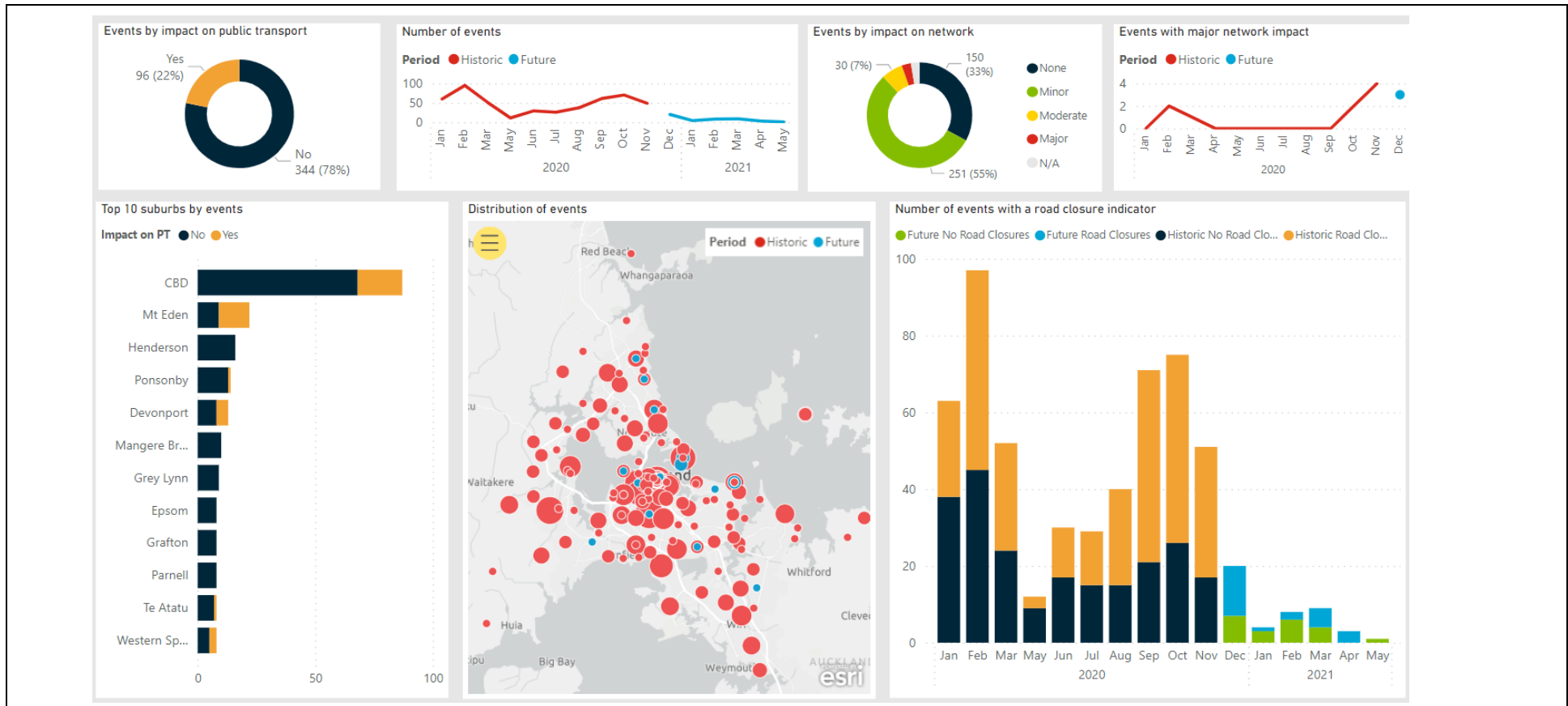
Labour Weekend

A high number of planned events took place across the network. ATOC delivered a network-wide real time operations plan including management of Situation Reports (SITREPs), a Variable Message Sign (VMS) strategy, numerous planned works closures and other large events on the network (Armageddon Expo, Takapuna Rocks and Mitre10 Cup fixtures). The plan itself was well received, operated well and has highlighted some important focus areas for further development.

Filming Activities

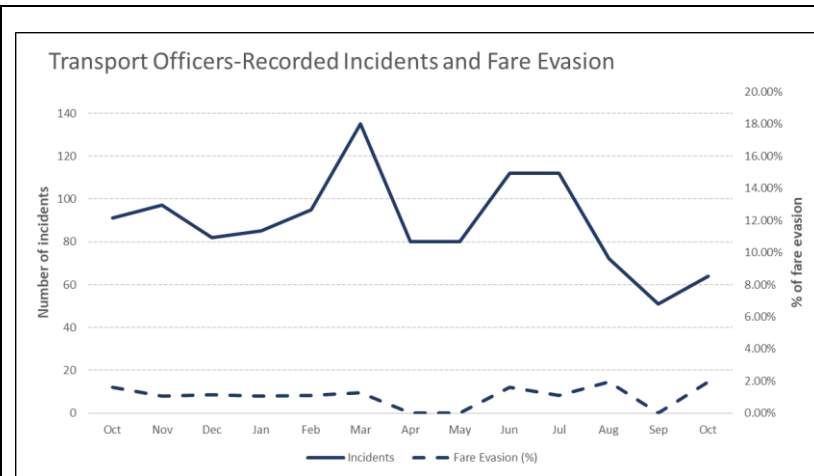
Eighty-nine event activations were related to filming activities. Filming continues to be in high demand with a large volume of offshore filming now being relocated to New Zealand due to favourable management of COVID-19 compared to other locations globally. We continue to work with Auckland Tourism, Events and Economic Development (ATEED) to endeavour to find situations where we can accommodate filming and to manage expectations in some cases around the level of access productions may be able to achieve, especially in the city centre.

Planned Events



The variable state of the industry and the potential for COVID-19 alert levels changing has left ATOC with a large amount of short lead time events. Further, this year several Christmas Parades have been cancelled. It is anticipated that planned events will look significantly different at the next report in terms of the future bookings.

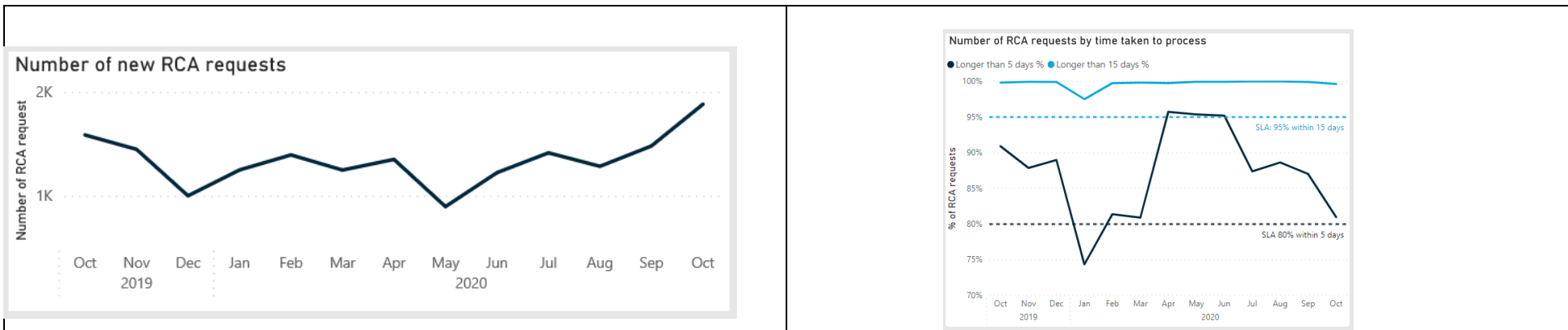
Transport Officer Update



Recorded incidents for October were down compared to October 2019 due to the reduction in the number of people travelling on the network. On 12 October 2020, Transport Officers deployed to bus and ferries across the network. The deployment included educating passengers for one month on ferries and six months on buses. Thereafter infringement issuance went live for passengers that were non-compliant.

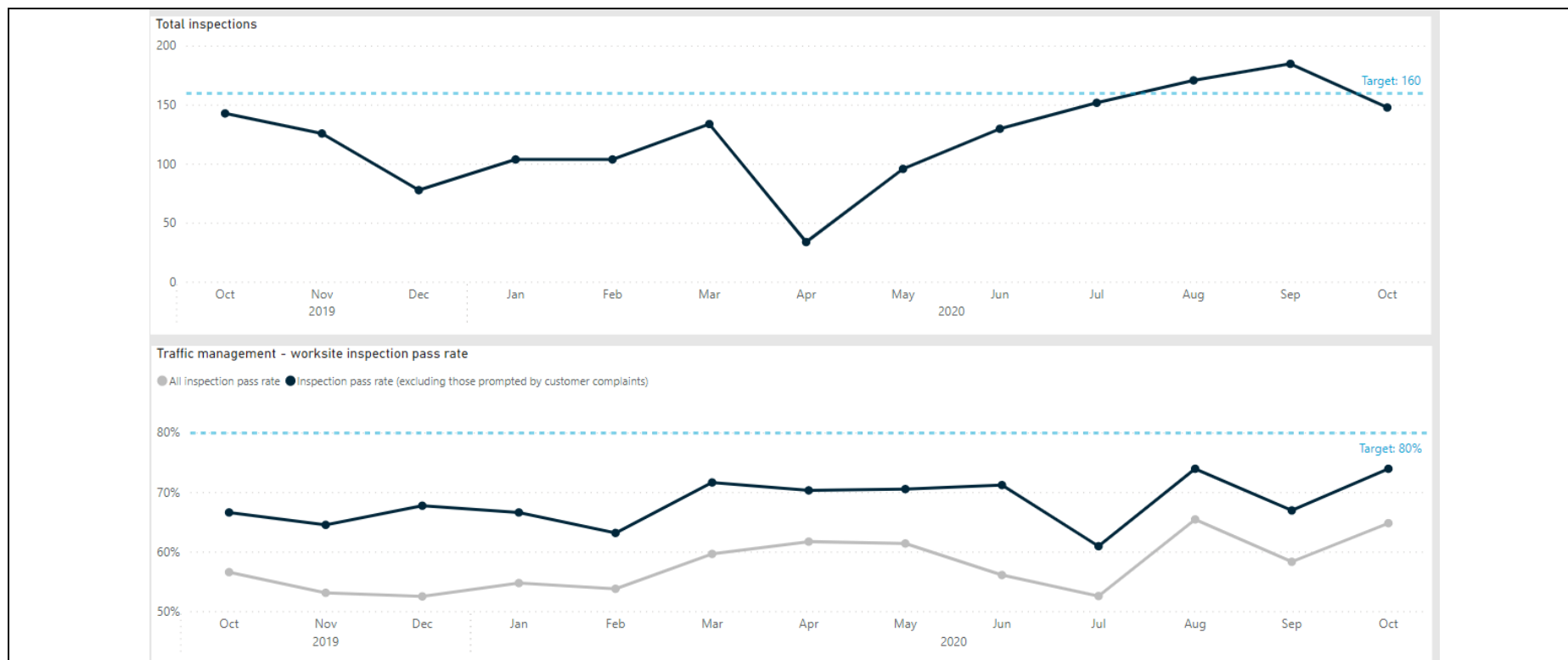
Ten new recruits started Transport Officer training on 27 October 2020 and will graduate during the first week of December 2020.

Road Corridor Access Requests



In October 2020, the number of Road Corridor Access (RCA) Requests approved continued to increase for all but one of the last six months. The expected Service Level Agreements (SLAs) have continued to be met, with 81% approved within five working days and 99% in 15 working days. However, there has been a decline in the five working day turnaround. This is due to the increasing volumes but also staff taking leave and involvement in projects.

Temporary Traffic Management Inspections



Temporary Traffic Management site inspection numbers declined this month, but still remain at a reasonable level. The target shows an increase to 74%, although works reviewed after hours continue to show poorly at 14%. Four dangerous sites were identified (approximately 2%) of which one was an AT worksite.

Although to a lesser extent in October 2020, worksites and organisations unfortunately continue to fail in key control areas including:

- Site staff monitoring and documentation (31 worksites failed representing 21% of worksites inspected).
- Following the approved Traffic Management Plan (22 worksites failed representing 15% of worksites inspected).
- Of those with an applicable Traffic Management Plan, nine worksites failed representing 6% of worksites inspected (an improvement due to efforts in this area over the last 24 months or more).

Transport system planning and policy

Work has been completed on the Future Connect draft Strategic Business Case which will underpin Future Connect, the Auckland Transport Alignment Project (ATAP) and the Regional Land Transport Plan (RLTP).

10 year transport capital and operating programme

We are working to produce a final draft RLTP capital programme for consideration by the Design and Delivery Committee and Regional Transport Committee. AT staff are also continuing to provide input to the ATAP process, including finalising the ATAP package advice to go to key stakeholders.

Investment Development

Māngere East and Manukau Cycling Single Stage Business Cases

The Auckland Cycling Programme Business Case identifies Māngere East and Manukau as priority areas for investment in cycling, recognising the opportunity for cycling to play an increased role in meeting people's transport needs in these two areas.

AT is procuring professional services in November 2020 to deliver two Single Stage Business Cases (SSBCs) – the Māngere East Cycling SSBC and the Manukau Cycling SSBC. Each business case will identify a preferred cycling network and recommend a set of cycling improvements to encourage increased cycling in the two project areas. Development of the two SSBCs is anticipated to begin in Q1 2021, with the SSBCs being finalised in late 2021/early 2022.

The two business cases will be delivered under the umbrella of Waka Kotahi's Safe and Healthy Streets South Auckland programme and will emphasise strong stakeholder and community engagement. A set of tactical improvements is included in the scope of the SSBCs to inform the development of cycling interventions and provide a platform for engagement in the two areas. The Manukau Cycling SSBC will be developed in partnership with the Panuku-led Transform Manukau programme, while Kāinga Ora will be a key stakeholder for both business cases with significant investment planned in Māngere and Manukau. The Māngere-Ōtāhuhu, Ōtara-Papatoetoe and Manurewa Local Boards will be engaged throughout the development of the SSBCs.

Access for Everyone (A4E)

AT has commenced a Programme Business Case on the A4E concept identified in Council's City Centre Masterplan. This work will investigate and confirm the comprehensive programme of work needed to deliver A4E, to support optimal design and implementation arrangement. The work is being jointly overseen by Auckland Council and Waka Kotahi representatives and is expected to be complete around mid-2021.

Development Planning

AT supported Council at a hearing for a resource consent hearing relating to a proposed LED billboard in Newmarket which was located on a building visible from the road network. The application was declined by the commissioners in line with the Council and AT recommendations. The billboard would have created driver distraction at a roundabout and would have increased safety risks for active modes crossing at that point.

Sustainability

Waka Kotahi announced in September that all projects they part-fund over a value of \$15 million should consider the merits of using the Infrastructure Sustainability Council of Australia (ISCA) certification programme. ISCA certification, used on Eastern Busway 2-4, assesses and rates a project's performance on (among other things) environmental and social outcomes. After discussion with Waka Kotahi, there will be no requirement for AT (or other Road Controlling Authorities) to use ISCA. AT is continuing to develop its sustainable construction policy; it intends to use ISCA certification for large projects and is developing a more straightforward approach for smaller projects.

Internal and external engagement has begun to identify the potential impacts of climate change to AT's assets, operations, customers, and employees. From December 2020, the risks associated with the identified impacts will be assessed and then prioritised. The prioritised risks will be reported to the board in July 2021.

On 12 November, AT presented to the Council Environment and Climate Change Committee. The presentation informed Councillors of our environmental and climate change programmes focused on our operations and construction activities.

Land use integration policy and planning

AT completed the review of four significant Private Plan Changes to the Auckland Unitary Plan in greenfield Drury. Auckland Council and AT have lodged submissions identifying the need to sequence growth in alignment with the provision of infrastructure and recognising the funding challenge that exists with these development proposals. The submissions identify the reliance development has on a suite of wider strategic transport network connections, upgrades and facilities with no certainty of funding. This requires a range of mitigation methods including the potential deferral of development or a review of land development staging to ensure coordination and alignment with the required transport network mitigation. Council and AT are working with the developers to determine if an infrastructure funding solution can be developed and

Macro Government Policy

We are continuing to develop policy inputs to the ATAP process around climate change, safety and *The Congestion Question*.

Financial Reporting

Audit NZ has begun Interim Audit work with a three week review in November 2020. The next scheduled visit in January 2021 will support reporting of results for the six months to 31 December 2020.

Work is progressing to deliver the 2021/22-2031/32 LTP, RLTP and ATAP submissions in line with programme timetables. Due to the uncertainty created by COVID-19 these processes are complex.

RLTP Funding

No new approvals were received from Waka Kotahi for the month of October 2020.

National Land Transport Programme (NLTP)

The Funding Team has been working on the submissions for the NLTP. The draft bid for Improvement Activities and an updated list of Low Cost/Low Risk bid were submitted to Waka Kotahi in late October. The Funding Team are currently in discussions with Waka Kotahi on the Continuous Programmes (for Road Safety Promotion, Local Road Maintenance and Renewals, and the Public Transport Programme) which were submitted in September 2020. Discussions on both bids will be on-going to develop final programmes and are subject to funding availability.

Procurement

There were six tenders published in the current reporting period (12 October to 15 November 2020) with an estimated value of \$227 million. Two tenders had an estimated value of over \$2 million.

Tender	Type
Future Road Corridor Maintenance & Renewals (RCMR) Tranche 1 (South Urban, South Rural and Central) – Procurement process to execute RCMR contracts across three Auckland regions, encompassing reactive, routine and programmed road maintenance and renewal activities such as: <ul style="list-style-type: none"> • pothole repairs, pavement repairs, road resurfacing, pavement rehabilitation • traffic sign and road marking maintenance • kerb and channel repairs and renewals, footpath repairs and renewals and emergency response 	RFP

<p>Technology Field Device Maintenance, Renewals and Capital Works – contracts to provide:</p> <ul style="list-style-type: none"> • Ongoing programmed preventative maintenance • Reactive maintenance and renewal services (including the supply of component parts to ensure that AT's field devices are maintained and working to standard) • Capital works services for installation of new devices and additional services 	<p>RFT</p>
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There were 155 contracts created in the current reporting period with a total award value of \$44.7 million. Four contracts had a value of over \$2 million.

Contract	Supplier
<p>Eastern Busway Alliance – Strategic programme of work to deliver a high quality multi-modal transport solution for East Auckland; with far-reaching social, environmental and economic benefits by improving network safety, promote mode shift, connect communities, facilitate development and growth, offer greater employment opportunity and provide genuine travel choice through high quality walking and cycling facilities</p>	<p>Fletcher Construction</p>
<p>Traffic Signal Maintenance & Upgrades (Central) – Providing a comprehensive preventative maintenance programme including: Emergency maintenance, accident or vandal damage, minor repairs, specified repairs (items not identified as routine) and new site installation</p>	<p>Traffica Roding Services Ltd</p>
<p>Traffic Signal Maintenance & Upgrades (South) – Providing a comprehensive preventative maintenance programme including: Emergency maintenance, accident or vandal damage, minor repairs, specified repairs (items not identified as routine) and new site installation</p>	<p>Fulton Hogan</p>
<p>Traffic Signal Maintenance & Upgrades (North) – Providing a comprehensive preventative maintenance programme including: Emergency maintenance, accident or vandal damage, minor repairs, specified repairs (items not identified as routine) and new site installation</p>	<p>CSL Infrastructure Ltd</p>

Environment and cultural heritage

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

Street Lighting

AT has a target to replace a further 25,000 streetlights with LED luminaires in 2020/21 and enable us to take advantage of the Waka Kotahi 85% subsidy available up to 30 June 2021. If the 25,000 luminaires are installed evenly over the financial year then we will achieve energy and maintenance cost savings of approximately \$1.8M in the 2020/21 year and \$3.6m for the following years.

In October 2020; there was a further 2,846 streetlights fitted with LED luminaires. This means we have replaced 7,947 lights with LED luminaires to date in 2020/21 financial year. There are currently 121,055 streetlights on the network of which 73,991 (61%) have LED luminaires connected to the Central Management System (CMS).

New Electric Buses for Waiheke Island

On 10 November 2020, AT and Fullers360 officially welcomed the first of Waiheke Island's new, fully electric bus fleet. Six of the eight electric buses purchased by Fullers360 went into service with Waiheke Bus Company in late October 2020, making Waiheke Island the first area in Auckland to operate an electric bus fleet. The other two electric buses will join the fleet in December 2020 and the remaining nine buses in the 17-strong fleet will be replaced by electric buses as they reach their end of life.

An event was held with dignitaries including the MP for Auckland Central, Chlöe Swarbrick, Auckland Mayor Phil Goff, Councillors and Local Board members who attended the launch event at Wild Estate on Waiheke Island.

The first six electric buses coming to Waiheke will see a reduction of approximately 538t CO₂e of Green House Gas emissions per year, which is equivalent to 718 typical New Zealand homes' electricity use for one year.

Opportunity and prosperity

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

Contract Rate Card

The new Contract Configuration Engine for Bus and Ferry services has gone live. This enables the loading of new contracts and variations into a centralised system and replaces error prone spreadsheets. The new system is integrated into AT's Contract Management Operator Payment (CMOP) system.

HOP Disaster Recovery Test

Business Technology and Thales successfully migrated the AT HOP Production platform to the Disaster Recovery (DR) platform on 31 October 2020. This took around 16 hours, significantly below the agreed RTO (Recovery Time Objective) and RPO (Recovery Point Objective) of 24 hours. It is the first time that AT has fully migrated all AIFS (Auckland Integrated Fare System) services to the DR platform. We are currently working on the plan to switch back all services to the production platform and complete a full DR test cycle for the year 2020.

Real-Time Programme: Successful migration from legacy system

AT implemented a change to the ferry tracking system to migrate from a legacy automatic identification system to a newly supported interface. This enabled AT to continue to track its ferries across both the Command Centre and AT Web applications.

Redoubt Road Dynamic Lane: computer vision to be used to measure effectiveness

The vehicle journey times calculation via computer vision is being provisioned along Redoubt Road. The information captured will be used to baseline the travel time along the Redoubt Road corridor and measure the effectiveness of the new dynamic lane after it has been opened.

The design has been completed and the computer vision build has commenced.

Victoria Street West Cycleway: Computer Vision to be used to measure effectiveness

Following the opening of the new cycleway on Victoria Street West (by Victoria Park), computer vision builds have been refined for the new cycleway. Previously we had been counting both pedestrians and cyclists travelling in both directions on the shared path and the road. We are now able to isolate the cyclists only travelling on the new cycleway in any direction. The data collected will be used to measure the effectiveness of this cycleway by comparing the cyclists counts on the road versus the cycleway, as well as to classify the types of users using the new cycleway.

Strategic freight network map

The strategic freight network map shows the short-term strategic freight network up to 2031 in alignment with the first planning horizon of Future Connect, AT's long-term vision for Auckland's future integrated transport system.

The map reflects potential updates to the current strategic freight network in response to integrated land use development and transport outcomes over the next decade. Included are new freight routes, or changes in classification level to existing freight routes, required as Auckland grows and evolves. These recommendations are part of an ongoing change management and review process to ensure Auckland's strategic freight network remains fit for purpose.

Customer Relationship Management (CRM) text mining for bus red light running using data science

Buses running through red lights are a serious health and safety issue on the transport network, however monitoring and identifying individual buses and their drivers in the past has been challenging. AT has CCTV cameras specialised for image analytics for red light running buses, but these cameras are not available at all intersections and lights. AT staff are sent out to some intersections to monitor driver behaviour, however this is resource intensive.

The Red Light Running Bus report was developed to enable the Metro Service Performance team to see clear and actionable CRM insights around red light running. The text mining output quantifies how many red light running bus incidents have been reported over time, measuring the frequency and trend. With this information, the Metro team can be confident in which bus company they should raise identified issues with. The other detail extracted provides enough information up front for a bus company to pinpoint which bus driver schedule has the highest red light running record. This information has allowed the AT Metro Operations team to engage with the bus companies around targeting behaviour change and improvement with these drivers.

Due to the accuracy of the output of this data (100% precision), the AT Metro Operations team has asked for this proof of concept to be automated and productionised so that it can be used as part of their daily reporting and monitoring processes.

CRM text mining for vehicle crossing request insights using data science

A vehicle crossing is the area of driveway between a public road and a private property boundary and people are required to apply to AT for permission to put a new one in. The vehicle crossing report was developed to enable AT's Approvals Squad to see clear and actionable insights around vehicle crossing applications.

Data science text mining techniques were used to quantify the number of calls, themes (why customers are calling), when, and the frequency of calls per application. The first observation made was that nearly all customer correspondence was conducted via phone (96%), rather than preferred methods such as the website or email. Further observations included finding an excess number of CRM cases for some applications, highlighting a process issue to be investigated further by the squad.

Speed Management project (Tranche 1)

The AT Project Communications team engaged the GIS team to create a simple and easy-to-use web application that displays which roads' speed limits are changing as part of the 2019 Speed Limit Bylaw.

This map is public facing and enables customers to view the speed limit changes in a visual format throughout Auckland and its Local Boards using inbuilt search and filter features.

Vision Zero map

A Geospatial map was created to show the locations of crashes on Auckland's roads that resulted in DSI between 2015 and 2020. The map is intended to help start conversations around road safety.

HOP Retailer Dashboard

The HOP Retailer Dashboard has been developed to enable the Retail Channel – Customer Services Team to assess the performance of AT HOP retailers and overall retailer management. The report provides key metrics including retailer's revenue and cost, top and bottom retailers, contract monitoring, and a snapshot of retailer site visits.

The team can now identify areas which require attention in order to improve overall customer experience within the retail space, along with the ability to review how AT's retail network is managed.