

Business Report – December 2021

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.

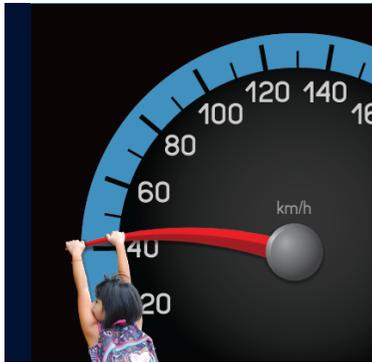
Prepared by:

Shane Ellison, Chief Executive

Belonging and participation

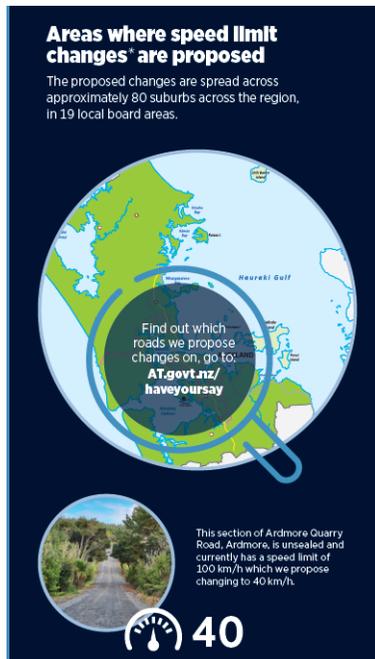
For AT, this outcome area is focussed on improving accessibility, inclusivity and the well-being and safety of Aucklanders.

Speed limit changes around Auckland – Speed Limits Amendment Bylaw 2022 (Tranche 2A)



Public consultations closed on speed limit changes on approximately 800 roads around Auckland after running for seven weeks (27 September – 14 November 2021) and receiving a total of 8,413 submissions. The campaign was predominantly focused on schools and high-risk roads in South Auckland. The Amendment Bylaws aim to reduce the number of deaths and serious injury and covers 19 local board areas, mainly in Franklin, Waitemata, Otara-Papatoetoe, Manurewa and Papakura.

Due to COVID-19 pandemic (COVID-19) Alert Level restrictions, planned drop-in sessions were changed to webinars, with 15 taking place during the consultation period. The highest attendances were at the South and Central Auckland schools' webinars with over 20 people attending each of them. The South Auckland school event was also well attended by local board members from the area. Following the closing of the consultation period, a public hearing session was held on 25 November 2021.



Tranche 2B of the Speed Management Programme is now finalised and ready for AT Board (board) consideration. The total scope of Tranche 2 has increased to cover 27% of the AT network, having originally planned to cover 13%. This is in alignment with Road Safety Business Improvement Review recommendations to expedite the programme for better outcomes for Auckland.

Feedback from the public consultation on engineered speed calming measures in Manurewa's Coxhead quadrant was responded to in November 2021. Construction is scheduled to commence in December 2021.

As part of the Residential Speed Management Programme, prioritisation of all urban residential areas in Auckland (approximately 400) for engineering measures and/or speed limit changes will be completed in December. This information will feed into the Speed Management Plan, which is currently progressing in parallel with Tranche 2 work. It is a principle-based approach speed management plan and is being prepared for 2023-26 delivery, after Tranche 2 is completed. The principles are currently being developed, along with setting the scope for speed limit changes. The Speed Management Plan will replace the bylaw process and enable AT to accelerate the programme supported by the expected rule change in 2022.

High-Risk Intersections Programme

Public consultation on safety improvements along Ash Street, Avondale and Rata Street, New Lynn closed on 14 November 2021 and feedback is now being worked through. The two roads have been identified as high-risk areas for vulnerable road users, particularly pedestrians. Between 2015 and 2019 there were seven reported pedestrian injury crashes with two resulting in a fatality. The project aims to improve pedestrian safety by upgrading existing pedestrian facilities, installing new crossing facilities at pedestrian desire lines, and reducing the speed at high-risk locations such as major intersections by installing raised safety platforms.

Public consultation on safety improvements along Atkinson Avenue in Ōtāhuhu closed on 21 November 2021 and feedback is now being worked through. Atkinson Avenue is the main traffic route to State Highway 1 via the Prince Street on/off ramp and also has a high level of pedestrian activity due to its proximity to Ōtāhuhu town centre. These factors have contributed to it being identified as a high-risk area for vulnerable road users, particularly pedestrians. Between 2015 and 2019 there were six reported pedestrian injury crashes with three of the crashes resulting in serious injuries. The project aims to improve safety for pedestrians by installing new crossing facilities at pedestrian desire lines and lowering the speed along this section of Atkinson Avenue with raised intersections.

Auckland Parking Strategy 2022

At the Auckland Council Planning Committee's meeting on 4 November a motion was passed that endorsed the principles recommended by the board as forming the basis on which the 2022 Auckland Parking Strategy will be built. These principles express that parking should support the AT strategic objectives, that parking space should be seen within the wider context of the important role roads and streets play as valuable public space, that changes to parking management will be assigned to areas on the basis of readiness for change, that the strategic network will be subject to automatic parking removal where projects require it and that we will work closely with communities and local boards on transparent plans for changes to parking management in their area ahead of any implementation.

AT and Auckland Council have jointly published a discussion document: 'Parking in Auckland – Starting the conversation: how should Auckland manage its future parking needs' which is available on our website. The document provides background information on how and why AT is proposing to make changes in response to the challenges the region faces. This initial feedback will be factored into the draft Auckland Parking Strategy 2022 to be completed in early 2022.



Figure 1 Agreed Strategic Objectives for Auckland's Transport system

Mind the Gap – Public Pay Gap Registry

AT understand the importance of providing equity and equal opportunity for everyone and improving outcomes for the vulnerable and underrepresented in our community. We have made significant inroads into addressing inequity and inequality for females, Māori, and Pasifika recently and agreed to be part of the "mind the gap movement". Mind the Gap is a New Zealand public pay gap registry which aims to encourage organisations to do the right thing by signing on and committing to pay gap reporting.

Operational Performance – Elected Member Cases

Standard Cases¹

There were 92 standard elected member cases resolved in October 2021 with an average of 15 working days, up 5 days from the same month last year.

Roads [52], footpaths [17] and parking [14] accounted for 74% of all standard elected member cases for October.



Interim Cases



47 interim elected member cases (where the case is deferred for further investigation) were resolved in October with an average resolution time of 51 working days, up 19 days on the same month last year.

Over the past 3 months the number of cases requiring an interim for further investigation has increased due to COVID-19 restrictions.

Roads [4] and footpaths [3] accounted for 70% of all interim elected member cases for October.

¹ Monthly figures (i.e. Case Volumes & Resolution) may change over time as cases may be flagged as interim during its lifecycle

Operational Performance – Councillor Cases

Standard cases

21 standard Ward Councillor cases resolved in October 2021 with an average of 14 working days, an increase of 6 days on the same month last year.

Roads [10] and footpaths [6] accounted for 62% of all standard Ward Councillor cases for October.



Interim cases



11 interim Ward Councillor cases (where the case is deferred for further investigation) were resolved in October, with an average resolution time of 48 working days, up 13 days from the same month last year.

Over the past 3 months an increased number of cases have been deferred due to investigations being delayed due to COVID restrictions.

There was 1 footpath interim case for October.

Making access to student concessions simpler

Leveraging its supplier relationships and coordination points with Auckland schools, AT facilitates a physical plastic Student ID card which, amongst other things, enables secondary school students to access public transport concessions. Whilst student and school communities appreciate the coordination role of AT, the card and process is costly to produce in both time and materials to students, parents, schools, and AT. As a result, AT has engaged with a digital ID provider to look at transitioning to a digital student ID ahead of the start of the 2022 school year. This will result in a simpler, more sustainable, and less costly solution. It will also enable AT to communicate more effectively with students, a key public transport user group.

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.

Mana Whenua Engagement

AT contributes to mana whenua engagement through forums for operations and governance matters. Project fora are held across various rohe on a fortnightly basis, focussing primarily on Resource Management matters. There were three mana whenua hui held for the south, central and north/west regions. Engagement has continued online during COVID-19 level restrictions.

AT engaged with mana whenua on the following projects:

- Walking & Cycling Programme: New Lynn to Avondale Project
- Tamaki Drive Road - Northern Footpath and Handrail Renewal Project
- Glen Innes – Tamaki
- Papakura Park and Ride West Car Park
- Manukau and Māngere East Cycling Single Stage Business Case
- Eastern Busway Alliance
- Eastern Busway 1, AMETI
- Te Mahia Station works: Feasibility study for a pedestrian/cycle bridge linking Waiata Shores to Wattle Downs
- Candia road footpath extension
- Connected Communities
- Kepa Road Retaining Wall
- Parnell Station

Te reo Māori

Bilingual departure announcements are being installed at Britomart, Papakura, Pukekohe, Manukau, The Strand, Swanson, and Onehunga stations.

Road Safety

Te Ara Haepapa delivered 26 activations, events, hui, and educational workshops, with 116 participants, in October 2021. All delivery was online due to Auckland being in COVID-19 lockdowns. The online hui covered driver licence workshops, child restraints, online Road Safety Expo and Kōrero, and an internal workshop for AT staff on Te Arahaepapa and Vision Zero

Marae Safety Programme

Project Delivery Plan FY 20/21	Status	Q1	Q2	Q3	Q4
Te Aroha Pa carpark	Construction delays due to COVID-19 with an estimated date for completion in Q2.				
Motairehe Stage 2 road	Construction delays due to COVID-19 and with an estimated date for completion in Q3.				
Hoani Waititi Marae	The contract for construction is in the final stages of the tender process and likely to be awarded by the end of November.				

Ngā Kete Kiwai Māori Learning and Development

Two workshops from the Ngā Kete Kiwai programme were held for AT staff: Hōnonga ā-tinana ā wairua - Māori Engagement Workshop and Tuia ka mana Māori – Māori Outcomes & Responsiveness. There were 30 attendees from across the organisation.

Executive Leadership Team (ELT) Te Reo Māori workshops

As part of its commitment to improving its knowledge and awareness of Te Reo Māori the ELT is participating in two workshops in late November and early December 2021. The interactive workshops are hosted by members of the Māori Engagement Team.

Homes and places

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

Community Safety Fund Programme

Two projects have recently been completed – the pedestrian bridge on Flat Bush School Road, Flat Bush and the signalised mid-block crossing on Matakana Road, Matakana. Of the 28 projects to be delivered this year, 11 are in construction and 17 are programmed to start before early 2022.

Advanced Directional Signage

A proactive Advance Directional Signage (ADS) strategy has been developed to achieve consistency of signage along a route and to help drivers reach their destination safely and efficiently. As part of this, locations or areas that will be prioritised for ADS will be identified based on criteria including significance of the destination, target audience (e.g. commuters or freight) which would include analysis of population growth data, gap analysis of existing and future routes, and road characteristics. The prioritised areas will be identified by February 2022 with installation of the signs by the end of this financial year.

Regional Streets for People Programme update

The Innovating Streets programme with Waka Kotahi New Zealand Transport Agency (Waka Kotahi) has been affected by COVID-19 restrictions. These restrictions have caused a delay in the monitoring and evaluation of trial projects and the final evaluation. However, initial findings highlighted the success for internal processes, streamlining for tactical measures and developing changes to rules with Waka Kotahi (e.g. roadway art). There were a number of recommendations taken forward for the Regional Streets for People programme and to Waka Kotahi for future Innovating Streets. These included project timeframes, governance arrangements need to be clear, co-design needs to be more flexible and resourcing needs.

Expressions of interest for Regional Streets for People closed at the end of November. AT is managing this programme on behalf of Auckland Council's Sustainability Office as part of the Climate Action programme. Applications have been received from local boards and Council Controlled Organisations for measures to reduced emissions through increased walking, cycling or micromobility either through tactical measures for infrastructure or events. A panel of evaluators includes AT, Auckland Council and Eke Panuku Development Auckland specialists. The programme will be announced in March 2022.

Parking management improvements

St Patrick Square

St Patrick Square is currently designated as a pedestrian mall. Due to this designation, it is not legally possible for parking infringements to be issued pursuant to our bylaw. The Parking Design team are proposing a long-term solution which will change St Patrick Square from a pedestrian

mall to shared space. This will allow parking issues to be enforced through normal mechanisms. In the short-term, some tactical solutions will be installed including concrete planter boxes relocated from Queen Street, placed to prevent vehicles from parking in the square. Installation is planned for mid-December 2021.

Papakura town centre P90 parking zone

The implementation of Papakura town centre P90 parking zone, to standardise the current restrictions in the area, is scheduled for mid-December.

Takapuna parking plan

In line with the Demand Responsive Pricing Policy, the price of parking in the Toka Puia carpark, Takapuna has increased from \$1.00 per hour with a cap of \$8.00 per day, to \$1.50 per hour with no maximum cap, Monday to Friday. Saturday and Sunday tariffs are \$0.50 per hour with no maximum cap. This change went live on 1 November.

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.

Safer separated cycling for Aucklanders

60km of cycling facilities across Auckland will soon be made safer following approval of a proposal to separate existing on-road cycle lanes by the board. This work will be delivered as part of AT's Minor Cycling Programme over three years and not the original five years stated in the Regional Land Transport Plan 2021-2031 (RLTP). The five-year budget was \$30 million.

The programme will improve safety for people on bikes and aims to grow active mode use in Auckland as part of AT's commitment to low-carbon transport options. The protection of the existing cycling facilities has been developed in discussion with Bike Auckland. The barriers used will vary, to ensure the safest option is implemented cost-effectively for each location. They will be installed during the night, with most locations anticipated to take one to three nights to complete.

AT Local Launch in Papakura

The 12-month Takaanini/Papakura trial began on 31 October 2021, replacing bus route 371 and extending to Conifer Grove. This is the second iteration of this service, which has been redesigned to better integrate with other public transport options. People in Takaanini, Conifer Grove and Papakura will be able to access the train, key bus routes as well as other locations in the area without needing a car.

Almost 400 AT Local pick up and drop off points are located throughout the service zone, meaning customers will only have a short walk (around 120 metres) at the start and end of their AT Local journey. AT Local is a rideshare service, so people will share the vehicle with other passengers going to the same place. At the current Alert Level, AT Local will be using three ten-seater vans and will take a maximum of three customers per van to ensure physical distancing. Customers over 12 must wear a mask, unless they have an exemption, or they will not be able to use the service.

Bookings are made through the AT Local app or the AT customer call centre. Customers can book to travel straight away, or they can book up to a week in advance. Customers who require a wheelchair accessible van can specify this when booking. Customers pay their fare using their AT HOP card. AT Local costs the same as a bus fare and all AT HOP concessions are accepted, including child, tertiary and SuperGold. If a customer uses AT Local within 30 minutes of using an AT bus or train, their AT Local fare is covered by their bus or train fare.



Active modes update

The Investment Committee approved an increase to the New Footpaths programme 2021-22 financial year budget from \$3.88 million to \$7.1 million. The increased budget allows for construction of the North-western shared path upgrade along with five other projects that have been on hold for two years and are shovel-ready. It also allows for the development of a 3 year programme pipeline. Construction of the North-western shared path is in ongoing.

Finance

Audit NZ has begun Interim Audit work with a two week review in December 2021. The next scheduled visit in January 2022 will support reporting of results for the six months to 31 December 2021.

Procurement

There were eight tenders published in the current reporting period (7 October – 22 November) with an estimated value of \$217 million. Four tenders had an estimated value of over \$2 million.

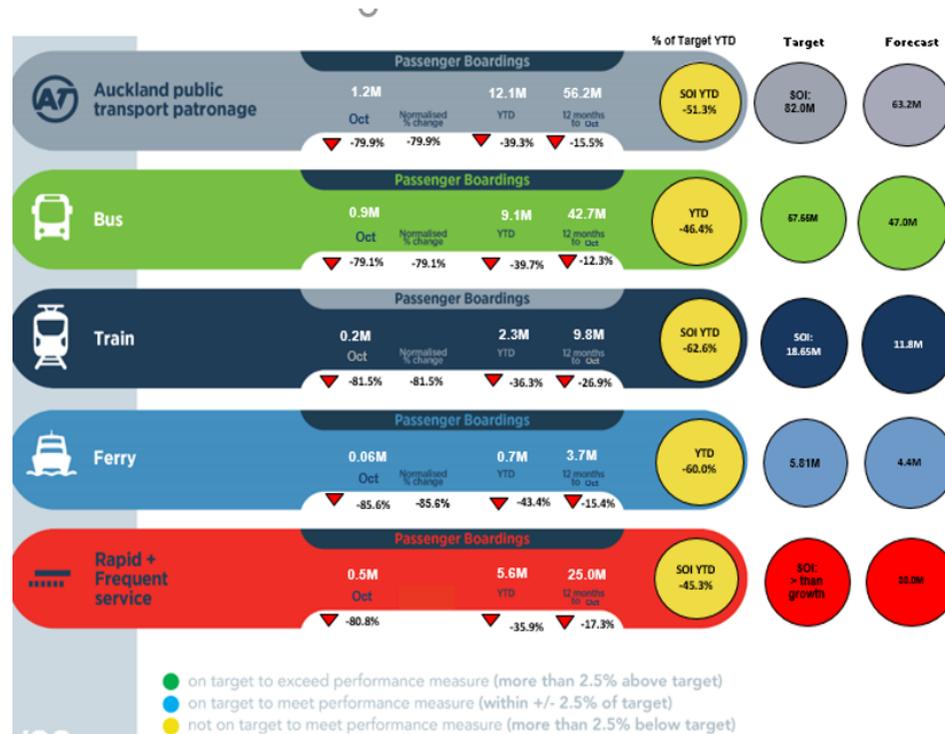
Tender	Type
Future Road Corridor Maintenance and Renewals (RCM) Contracts - Tranche 2 – Road corridor maintenance and renewal contract to Auckland - Central, North Urban, West, and North Rural regions to ensure the delivery of road asset maintenance and renewal works to support the asset growth.	Request for Proposal
Glenvar Road - East Coast Road Improvements Detailed Design – Professional Services to carry out the detailed investigation, designing, planning and communication and engagement for the proposed improvements of Glenvar Road and East Coast Road.	Request for Proposal
Bus Priority Programme Physical Works – Three-year contract (2021 to 2024) - This programme supports the growth and evolution of Auckland’s strategic public transport network, by increasing the efficiency, capacity and reliability of bus services, through the provision of dedicated special vehicles lanes (such as T2 lanes and bus lanes) and the elimination of network pinch points that adversely impact bus travel times.	Request for Tenders
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	Request for Proposal

There were 242 contracts created in the current reporting period (7 October – 22 November) with a total award value of \$203.7 million. Eight contracts had value of over \$2 million.

Contract	Supplier
Future Road Corridor Maintenance and Renewals (RCMR) - South Rural – Ten-year (2021-2031) road corridor maintenance and renewal contract to ensure the delivery of road asset maintenance and renewal works to support the asset growth in South Rural Auckland.	Higgins Contractors Ltd and HEB Construction Joint Venture Trading as Liveable Streets South Rural
Ormiston Town Centre Main Street Link – This project involves building a new 460 metre link road from Stancombe Road and Kensway Drive intersection to the new road being constructed by the Todd Property Group in the development of the Ormiston Town Centre shopping precinct.	HEB Construction Limited
CCTV Enforcement of Special Vehicle Lanes (SVL) – Supply and installation of CCTV infrastructure, including poles, cameras, Montrose boxes, and ducting across eight SVL's. This work will include civil, traffic management, electrical connection, Vector work and commissioning.	CSL Infrastructure
High Risk Intersections Improvement Package 1 – This work package consists of installation of new traffic signals and road, footpath, and drainage improvements of three high risk intersections under the Road Safety 2021/22 programme.	Nayler Contractors Limited
North Western Dual Cycleway and Footpath Improvements – This project is improvement of North Western path, creating a dual 850 metre separated cycleway and footpath between Central Road and Haslett Street.	Nayler Contractors Limited
Central Minor Improvement Projects 2021/22 – This improvement program consists of various projects to improve road safety for all users and meets AT's vision zero strategy. The work consists of raise pedestrian crossings, intersection upgrades, and mid-block signalised crossings on five sites in the Auckland Central region.	Fulton Hogan Contracting Limited
South Community Safety Fund Projects 2021/22 – This improvement program consists of various projects to improve road safety for all users and meets AT's vision zero strategy. The work consists of raise pedestrian crossings, intersection upgrades, and mid-block signalised crossings on eight sites in the Auckland South region.	John Fillmore Contracting Limited
South Region Minor Improvement Projects 2021/22 – This improvement program consists of various projects to improve road safety for all users and meets AT's vision zero strategy. The work consists of raise pedestrian crossings, intersection upgrades, and mid-block signalised crossings on six sites in the Auckland South region.	Ventia NZ Operations Limited

AT Metro Public Transport

Passenger boardings – October 2021 and 12 months to October 2021



Overall, for the 12-months to October 2021 passenger boardings totalled 56.2 million, -15.5% on the previous year. October 2021 monthly patronage was 1.2 million, -79.9% on October 2020.

Bus services totalled 42.7 million passenger boardings for the 12-months to October 2021, -12.3% on the previous year. Patronage for October 2021 was 0.9 million, -79.1% on October 2020.

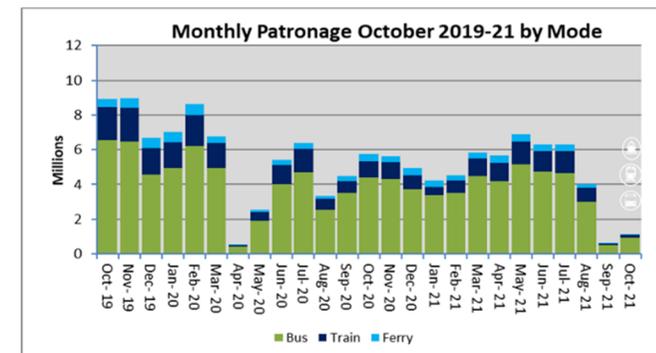
Train services totalled 9.8 million passenger boardings for the 12-months to October 2021, -26.9% on the previous year. Patronage for October 2021 was 0.2 million, -81.5% on October 2020.

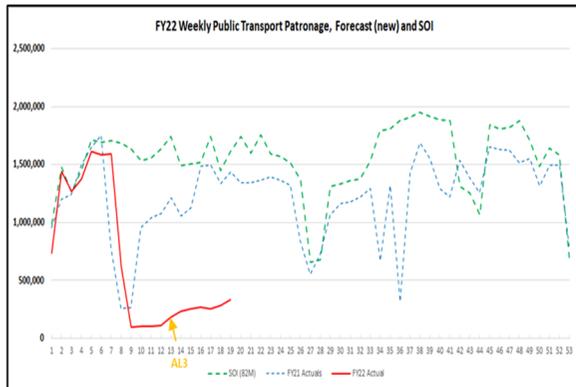
Ferry services totalled 3.7 million passenger boardings for the 12-months to October 2021, -15.4% on the previous year. Patronage for October 2021 was 0.06 million, -85.6% on October 2020.

Rapid and Frequent services totalled 25.0 million passenger boardings for the 12-months to October 2021, -17.3% on the previous year. Patronage for October 2021 was 0.5 million, -80.8% on October 2020.

Passenger boardings in October 2021 were higher compared to September 2021. This was due to easing of Alert Level restrictions imposed in Auckland due to the COVID-19 outbreak.

In October 2021, patronage was 1.2 million compared to 8.6 million in October 2018 or 14.0%; 8.9 million in October 2019 or 13.5%; and 5.7 million in October 2020 or 21.0%.





AT’s Statement of Intent (SOI) target for the 12-months for 2021/22 is 82 million passenger boardings across public transport. This is 80-81% of the highest year (2018/19) pre-COVID-19. This is reflected in AT’s operating budget set prior to the August 2021 COVID-19 Alert Level 4 lockdown. To achieve the SOI, with an actual starting weekly run-rate for 2021/22 at 74% of pre-COVID-19, assuming a straight increase during 2021/22, the year-end weekly run-rate for June 2022 would need to be 89%.

The chart illustrates the actual 2021/22 patronage performance (red line) against the required SOI patronage profile (dotted green line) for 82 million boardings and actuals in the last year 2020/21 (dotted blue line). The recent reduction in actual patronage (red line) is a result of the mid-August 2021 COVID-19 Auckland Alert Level 4 and 3 lockdown with actual patronage operating at 5-7% of pre-COVID-19 levels during Alert Level 4 and at the time of writing recovering to around 23%.

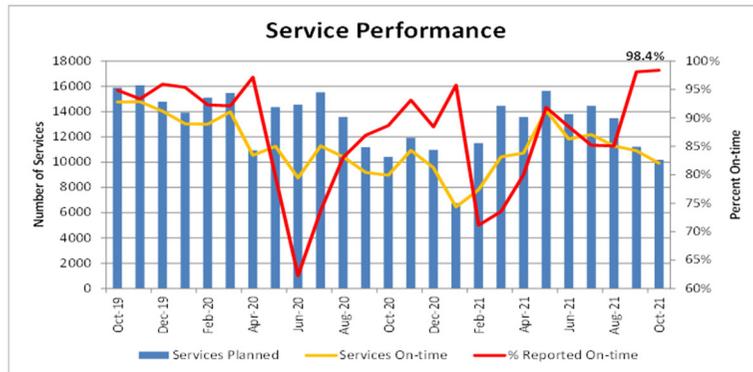
Service Punctuality and Reliability – October 2021



	Punctuality at Destination		Reliability at Destination	
	Oct-21	12 Month Average	Oct-21	12 Month Average
Train	98.38%	86.71%	98.96%	98.17%
Bus	100.00%	98.14%	100.00%	98.82%
Ferry	99.01%	93.93%	99.41%	97.71%

The weighted (to patronage), punctuality improved on strong performance on prior month. General traffic following the re-emergence of COVID-19 had some impact on reliability however service delivery improved compared to previous months. The rolling average remains well above the SOI target:

Rail Service Performance



The reduced rail timetable continues to be delivered due to COVID-19 restrictions and performance continues to be strong.

Property Acquisition and Consents

The Eastern Busway 2 and 3 acquisition programme has commenced with letters sent to all affected property owners and meetings are being undertaken with individual property owners via Teams.

92 Gowing Drive was acquired for the Meadowbank to Kohimarama Connectivity Project.

Additional funding has been provided for the Encroachments and Designation Acquisition Programmes that has enabled three new acquisitions to be progressed at:

- Great South Road, Otahuhu (designation);
- Metcalf Road, Henderson (designation); and
- Kokihi Lane, Warkworth (encroachment).

A number of minor resource consent applications have been made for minor safety improvement works and maintenance works. The majority of these were prepared by the internal planning team avoiding the use of professional services and reducing costs for AT.

Transport Infrastructure Asset Design and Management

Key activities through to the end of October 2021 include:

- **Design and Standards:** The team continue to evolve the Design Review processes, embarking on weekly subject matter expert (SME) squad reviews from 1 October 2021. Work with Kāinga Ora and the Drury Stations is gathering momentum, ensuring that these projects deliver on their integration of land use and transport
- **Asset Management:** Continued development of on-line Asset Management Plan related reporting. Working with Asset Management teams to define/ monitor Asset Management maturity improvements. Collaborating with Risk and Assurance and Design teams on policy document reviews/ retirement.

Road Maintenance and Renewals

OCTOBER 2021					
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	0.1	0.1	10.0	100%	1%
Resurfacing	45.4	90.0	405.0	50%	11%
Footpath Renewals	16.3	21.0	60.0	78%	27%
Kerb and Channel replacement	12.1	13.6	35.0	89%	35%
TOTAL	73.9	124.7	510.0	59%	14%

The SOI target for the 2021/22 year is that we will resurface/rehabilitate 6.0% of the sealed road network (6,875 km as at 30 June 2021) which is a combined length of 412.5 km.

There has been 45.4 km of resurfacing completed for the four months ending 31 October 2021. 16.3 km of footpath and 12.1 km of kerb and channel was also renewed during the four month period.

Property Optimisation

AT has continued to provide its retail tenants 50% rent and outgoings abatement during COVID-19 Alert Level 3 in the month of October 2021. Abatement for the month of November 2021 has also been provided subject to changes in COVID-19 restrictions.

Parking technology and facilities

Carpark motorcycle lock upgrade

Following a spate of thefts of unsecured motorcycles from carpark buildings across Auckland, the Parking Facilities team have sourced 383 bike lock anchors which fasten to the floor. The locks have been installed in Ronwood, Toka Puia and Downtown (Level 1-6 only due to seismic strengthening being done on the other levels). Installation of the locks are currently underway in Victoria Street and Civic carparks and are scheduled to be completed by mid-December 2021. The idea for these locks came from a customer who provided us with drawings of the suggested locks.

Licence Plate Recognition Enforcement Trial

Parking Compliance and Business Technology are progressing a programme of work aimed at helping manage compliance in an effective and timely way in expanding regional centres. Stage Three of AT's first complex enforcement zone for Licence Plate Recognition, which will extend enforcement capability, is underway with a trial at Onehunga Mall. The trial is to determine the capability of the operating system to separate restrictions and capture data per restriction in linear parking, offering multiple restriction categories. So far the following has happened:

- Stage One was non-complex single time restriction enforcement, which interfaced with virtual permits and coupons.
- Stage Two was non-complex time and paid parking restrictions which interfaced with AT Park and Pay by Plate (Ezicom).
- Stage Three consists of complex linear restrictions that accommodate multiple restriction categories, running back-to-back.

The program of works is scheduled for completion in June 2022.

Parking customer feedback analytics

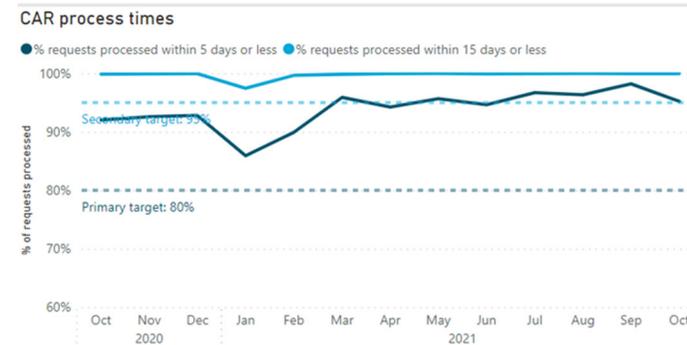
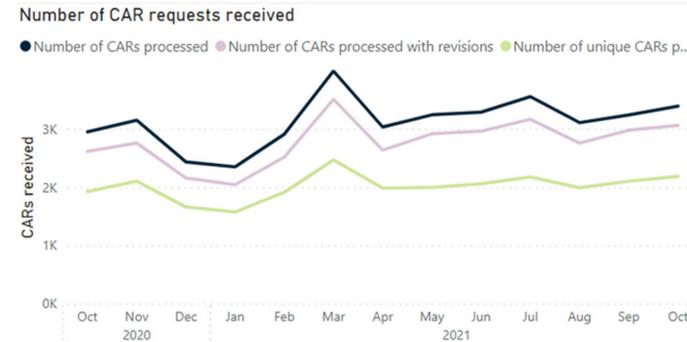
A new tool is being developed which will receive customer requests (Customer Relationship Management (CRM) cases) that allow the Parking Services and Compliance group to better understand customer feedback. Analysis of these CRM cases will make it easier to apply the customer feedback to future business planning and development of required work programmes.

Transport Officer update

In October 2021, there were 73 incidents reported by Transport Officers across the public transport network, an increase of 20 incidents compared to September. Over half of the incidents reported (39) were for disorderly behaviour which covers a wide variety of incidents such as smoking on the platform, riding on the platform, verbal arguments and jumping fences. The second most commonly reported incident with 24 instances was drinking alcohol. As tickets are not being checked during Alert Level 3 there are no statistics available for fare evasion. The restrictions of COVID-19 are still being widely experienced particularly around patronage. Mask compliance remains at high levels with occasional breaches being detected.

Temporary Traffic Management Inspections

In October, Temporary Traffic Management inspections and worksite pass rates were below intended targets across the region. The pass rate for worksites was 71%, up from September. It is too soon to determine if this is a change in underlying trends. The number of inspections was still low due to a combination of COVID-19 Alert Level restrictions and an understrength team, although inspections were back to pre-Alert Level 4 numbers. It is anticipated that the number of inspections will begin to pick up in future months as restrictions relax.



Road corridor and worksites

Corridor Access Request (CAR) numbers were greater for October 2021 compared to both last month and the same time last year. A higher than normal volume of resubmissions are being received for extension of work dates due to the recent lockdown affecting the ability to operate.

Despite a quarter of the Road Corridor Requests team being on various types of leave, all CARs were processed within prescribed timeframes with 95% being 5 days or less.

Managing planned events

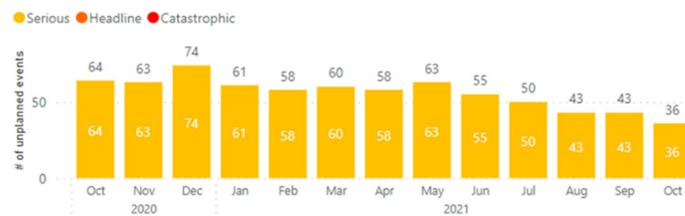
Number of planned events (MOP)



Despite the majority of scheduled events being rescheduled or cancelled, the major events season is shaping up for the summer with the support of the vaccine certificate programme. A smaller number of filming activities have taken place at Alert Level 3, along with a large amount of testing and vaccination events and a smaller amount of protest activity

Managing unplanned incidents

Number of Serious, Headline or Catastrophic unplanned incidents (MOP)



The network impacts of COVID-19 (i.e. testing and vaccination sites, regional check points and protests) continue to be managed in operations. A higher level of antisocial behaviour continues to occur across the transport network compared to previous COVID-19 lockdowns.

Protest Activity

Towards the end of October there was an increase in anti-lockdown sentiment which saw increased protest activity across the country with 16 protest events over three days. For the events within Auckland, organisers chose to stage the protest rally at the Auckland Domain. The involvement of the Domain created significant interest from the Domain Committee, and AT were requested to provide advice on how events of this nature could be managed differently. Auckland Transport Operations Centre Planned Events facilitated meetings with Auckland Council and New Zealand Police to ensure that feedback was accounted for in police planning. While this did not limit the organisers from using the domain as a public open space, management of council assets within the domain was better accounted for in planning, allowing protection of the Cenotaph in front of the Museum.

Manukau Pilotage Area

The Harbourmaster has requested that the Director of Maritime New Zealand consider amending Maritime Rule part 90 to disestablish the Manukau pilotage area. It is five years since the last large vessels left the Wiri terminal and Onehunga. The licences of the Manukau pilots have expired and there is no easy way to obtain a new licence. The Harbourmaster believes that maritime safety can be adequately achieved through his powers of direction. A direction would put specific controls around the entry requirements and movement of large vessel wishing to enter the Manukau.

Key Construction Project Updates

Project Progress	Current Phase	% Phase Completed
Eastern Busway 1 (Panmure to Pakuranga) – The main components of the project including the Busway and cycleway are approaching practical completion in mid-November 2021 with commissioning and public opening planned for December 2021. The Howick Interceptor sewer work is estimated to be completed by mid-November 2021 with final lane configurations implemented by early December 2021.	Construction	93%
Eastern Busway 2/3/4 (Pakuranga to Botany) – Property owner and community consultation commenced on the current design of the Busway from Pakuranga to Botany and will continue through to early 2022.	Interim Project Alliance Agreement	63%
Puhinui Interchange – Rail Block of Lines (BoL) have been utilised to progress the remaining works with the last one planned for early November 2021 and Practical completion issued.	Construction	99%
Puhinui Bus Priority and Mangere Cycling – Construction of the minor finishing works completed on 29 October 2021 for the Bus Priority Lanes under the Alert Level 3 restriction. The start of construction for the last stage of the project, Puhinui Road Shared Use Path (SUP) east of Puhinui station, is now deferred by one month to late November 2021, with completion expected in late March 2022.	Construction	82%
Local Regional Growth Fund – Huapai – The detailed design for SH16 / Access Road intersection is substantially complete. Resource consent was obtained for Access Road widening. Traffic resolution approval has been obtained for the proposed changes at the Service Road of Kumeu Village.	Detail Design	94%
Matakana Link Road – The stabilising and building up of the road pavement on Matakana Road and roundabout is underway. Utility Services continue to be installed throughout the northern side of Matakana Link Road and Matakana Road.	Construction	62%
Wolverton Street Culverts 1 and 2 Replacement – Culvert 1; Stage 2 South side deck slab is poured and backfilling and construction of the MSE wall has started. Culvert 2, Stage 2 South side, deck slab and in-situ wall are poured, and backfilling has started. IP20 gas main reinstatement to its original position is scheduled for early October 2021.	Construction	78%
Ngapipi Bridge Widening – The final design has been issued by the designer and shared with key stakeholders. The project team is finalising the safety assessment and discussion with key stakeholders.	Detail Design	97%
Medallion Drive Extension – Site clearance is complete on the westbound side of Oteha Valley Road. Stormwater drainage has been completed. Kerb & channel has been completed on the westbound side of Oteha Valley Road.	Construction	89%

Project Progress	Current Phase	% Phase Completed
<p>Tamaki Drive Cycle Route (The Strand to Ngapipi) – Construction of the section between Solent Street and Ngapipi Bridge is substantially complete, the road carriageway has been resurfaced and traffic lanes are re-opened.</p>	<p>Construction</p>	<p>S1 100% S2 77%</p>
<p>Links to Glen Innes Cycleways – Package 1: A memo has been submitted to Maungakiekie-Tamaki Local Board to respond to their comments on the design. Subsequent design changes have been completed. Package 2: Most of the sections require public consultation which is planned for late 2021.</p>	<p>Detail Design</p>	<p>93%</p>
<p>Glen Innes to Tamaki (Section 4) – Bridge and Boardwalk (4b) early contractor involvement is in the detailed design phase. The August 2021 public consultation closed on 6 September 2021. Consent for 4c was lodged on 16 September 2021 and the project is getting construction-ready for an earlier start to section 4c in the Orakei Train Station area.</p>	<p>Detail Design</p>	<p>23%</p>
<p>New Lynn to Avondale – Physical works are nearing completion and design amendments for the path re-alignment north of Avondale Station are now complete.</p>	<p>Construction</p>	<p>85%</p>

Environment and cultural heritage

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

Sustainability

AT continues to support the Council-led Transport Emissions Reduction Plan. In early December, Council staff provide a plan update at the Council Environment and Climate Change Committee.

The inaugural sustainability Enterprise Portfolio Steering Group (EPSG) session was held in mid-November. Its way of working, including responsibilities and reporting, are being established. In early 2022, a governance framework will be presented that incorporates the EPSG (Executive Leadership Team) and board roles.

In the July-September 2021 quarter, greenhouse gas emissions from AT's operations and assets fell 10% below normal (provisional). This reduction is similar to that seen during lockdown level four in 2020. AT's operations and assets include parking and public transport facilities, street and traffic lights, trains, and corporate activities (e.g., office buildings and staff travel).

Living bus shelter trial begins

Two of Auckland's bus shelters have become living bus shelters as part of a trial in Panmure and Manukau as part of AT's wider effort to respond to the changing climate. They are believed to be the first living bus shelters in Aotearoa and were celebrated at a small opening ceremony earlier this month.

The trial will look at the viability of installing greener infrastructure throughout Tāmaki Makaurau. One of the significant benefits of green infrastructure like this is that it also reduces temperatures on hot days. In the city there are lots of hard surfaces that hold the heat in. Plantings in these areas absorb this radiant heat, which means pedestrians and wildlife are less susceptible to the negative effects of high temperatures, like heat stroke.

The living bus shelter in Manukau has been installed on the Diorella Drive bus shelter near Redoubt North School. Dr Cathy Bebelman has been liaising with the school's environmental team to teach children about green buildings and she says that they are "extremely enthusiastic" about the project.

Learnings from the trial will be applied to the ongoing AT work programme, Greening Our Network, which is seeking to increase the ecological function of our road corridors.



Figure 2 Board Director Abbie Reynolds cuts the ribbon (accompanied by Mark Lambert, EGM Integrated Networks)

Australasia's biggest ever electric bus order

Australasia's biggest electric bus order has been announced, in a partnership between AT and NZ Bus. This will see a further 152 battery electric buses (BEVs) on Auckland's roads and will reduce greenhouse gas emissions from the AT Metro bus fleet by an estimated 11 per cent per year– which is almost 10,000 tonnes of carbon dioxide annually². These BEVs will replace around 12 per cent of the diesel bus fleet in Tāmaki Makaurau, in alignment with AT's Low Emission Bus Roadmap 2020 (LEBR).

The additional BEVs will significantly boost the number of zero emission buses operating on AT bus services across Auckland with NZ Bus providing services in the city centre and across some of the city's most congested urban areas. They will be deployed across four years, with plans for the first group to be driving the Tāmaki Link from October next year, followed by other services operated from the central and east Auckland bus depots.

AT and NZ Bus and have been working on plans to accelerate the BEV introduction since late 2020 following a proposal from NZ Bus to replace a significant part of its current diesel fleet with electric buses.



Infrastructure Emissions and Environment

AT received the beta version of the infrastructure emissions tool from Waka Kotahi this month. AECOM will be commissioned to pilot this tool on ATs RLTP projects with a view to developing an infrastructure carbon emissions target for AT.

AT participated in the Water Sensitive Cities benchmarking workshops with Auckland Council, Watercare, Eke Panuku and others this month. The benchmarking exercise forms part of the Council Water Strategy work and identified that Auckland is well advanced in the cultural inclusivity area of water sensitive design but has some work to be do in the governance and delivery areas. The Managing Our Discharges target in the Environment Action Plan ensured that AT was well placed to contribute to the regional work.

Street Lighting

In October 2021 an extra 1,287 streetlights were replaced with Light Emitting Diode luminaires and another 971 light point controllers installed on the network.

² relative to 2019 emissions

Policy and Advocacy

AT lodged one submission and fed into four Auckland Council family submissions over the past month.

AT submission on the Auckland Council Stormwater Bylaw Amendments 2021

AT supported the need for the Amendments, noting development pressures are increasing stormwater challenges. AT made a number of technical recommendations to ensure the Amendments aligned with AT's Transport Design Manual.

Government's Emissions Reduction Plan – Discussion Document

AT joined the Council family's submission on the Government's Emission Reduction Plan discussion document. The submission highlights Auckland Council's ambitious 64% carbon reduction target for transport, and the work underway to examine pathways to achieving that target. It supports a reduction in vehicle kilometres travelled, reductions in freight emissions and the zero-emission light vehicle target as means to achieve carbon reduction. The submission notes that existing institutional arrangements for transport planning and funding will be inadequate to achieve the aspirations of government and Auckland and calls for new funding processes and regulatory reform. The submission is expected to be approved by Council on 24 November 2021.

Housing Supply Bill

AT staff joined Council's submission on the Resource Management (Enabling Housing Supply and Other Matters) Amendment Bill. The Bill amends the Resource Management Act and parts of the National Policy Statement: Urban Development (NPS-UD) (August 2020) to speed-up and further relax planning controls in Tier 1 urban centres, including Auckland. AT's concerns are risks to the transport network from unanticipated demand as well as future challenges servicing distributed growth.

Proposed Ministry for Environment Waste Strategy Discussion Document

AT joined the Council submission process (currently still under consideration) on the new Waste Strategy for New Zealand designed to support the shift to a circular economy. The strategy is aligned with AT initiatives to reduce waste. There is a likely cost to AT, however, if proposed changes to waste fees are implemented (an increase in the waste levy from \$10 tonne to \$60 tonne is proposed). Given most AT waste is sent to clean fill, the financial impact from reforms were considered by AT staff to be manageable.

Proposed regulations for stewardship of tyres and large batteries

AT joined the Council submission process (currently still under consideration) on the Ministry for the Environment's new regulations for managing the lifecycle of tyres and large batteries. These regulations will have an impact on AT's emerging fleet of electric buses.

Opportunity and prosperity

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

NZ CIO50 Awards

The annual NZ CIO50 Awards were recently announced, which recognise New Zealand's most innovative Information Technology leaders. This year's list was judged on the work completed over the last 18-months, since the COVID-19 pandemic began. AT's Executive General Manager Business Technology, Roger Jones, was confirmed at number five on the list, which was New Zealand's top public sector CIO placing.

AT shines bright at United Nations Climate Change Conference

AT's zero-emission bus fleet was showcased in a virtual exhibition at the United Nations Climate Change Conference (COP 26) in Glasgow in November 2021.

The board adopted the Low Emission Bus Roadmap in 2018, which outlines the transition to a zero-emissions fleet by 2040. In December 2020, an accelerated roadmap targeting transition by 2030 was approved, and as a result AT will only procure low-emission buses, with no new diesel buses purchased.

Between October 2020 and October 2022, AT will have introduced 71 zero-emission buses into its fleet, including a hydrogen fuel cell trial for the route 70 from Botany to Britomart, via Panmure.



Planned improvements to managing complex customer queries

Each year approximately 65,000 complex service and information requests from members of the public, elected members, media, and other key stakeholders are centrally coordinated by AT's Customer Care Team. These requests are a subset of the 250,000 service requests logged with AT annually and, more broadly, the 1.2m assisted channel interactions with the public each year (via our contact centres and service centres). A plan has been developed to improve the responsiveness and quality of AT's responses to these complex queries. This will involve:

- Improved reporting and controls on timeliness of responses – these cases often touch multiple divisions and contact points within AT;
- The introduction of customer satisfaction measures via customer surveys;
- Development of a quality assurance programme;
- Investment in capability – senior case managers who will more proactively 'business partner' across AT's different divisions; and
- Enhanced complaint handling policy and procedures.