



February 2021

**Business
Report**

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:

Recommendation

That the Chief Executive's report be received.

Prepared by:

Shane Ellison, Chief Executive

Auckland Plan Outcome Description

Belonging and participation

Focused 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

Focused 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.

Belonging and participation

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

Safe Speeds Programme

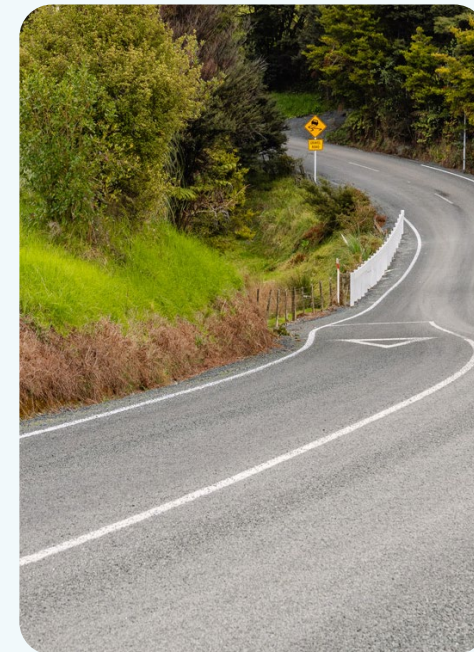
AT has completed consultation on 26 roads in the west and north of the region, as part of its Safe Speeds Programme.

These roads are spread across five areas in Auckland's west and north: Massey, Swanson, Warkworth, Matakana and Tāwharanui Peninsula. All 26 are 'self-explaining' roads, which means drivers already travel at a lower speeds than the existing posted speed limit due to road conditions (such as sharp bends).

Consultation on the proposed speed limits changes closed on 17 January 2021 as per Section 83 Special Consultative Procedure of the Local Government Act 2002. Formal hearings took place on 4 February 2021.

We received 336 submissions. Every piece of feedback will be analysed and taken into consideration before recommendations are taken to the board.

The scope and scale for the second stage of the Safe Speeds Programme (Tranche 2) for investigation works was approved by the board in December 2020 and the respective media update was released on 22 January 2021. Elected members were also provided with an update.



Safer Communities Update

Two additional packages of work have been programmed for the Mt Roskill community. These include the signalisation of the intersection of Mt Albert and Frost Roads, as well as the intersection of Dornwell and Hayr Roads with Mt Albert Road. The upgrade of these two intersections was requested as part of the 2018 public consultation for the Mt Roskill Safer Community Project. The re-engagement and consultation for these two projects commenced in February 2021.

Manurewa Safety Improvements

Consultation has opened on proposed speed calming changes in Manurewa. These aim to address an issue which has seen vehicle speeds recorded in excess of 121km per hour. The proposed changes are supported by the Manurewa Local Board and if the project proceeds, it will be partly funded by the Regional Fuel Tax. Feedback is open until 8 March 2021.



Rainbow Crossing

Auckland’s first ‘Rainbow Crossing’ was installed in front of St Kevin’s Arcade on Karangahape Road in February, to mark the end of Auckland Pride Month. The design includes the colours of the Progress Pride Flag, a more recent design created by international artist Daniel Quasar.



Regional Land Transport Plan (RLTP) Engagement with Local Boards

In preparation for public consultation on the draft RLTP, several workshops were held with the Governing Body and local board chairs. A region-wide awareness campaign will aim to generate public submissions; this will include media and paid advertising, a brochure and drop-in sessions.

Council Advisory Panels

Auckland Council (AC) coordinates 11 advisory panels (e.g. Heritage, Rainbow, Urban Design, and Youth). In February, AT presented to the Rural Advisory Panel on new maintenance and the unsealed road programme.

Advanced Analytics: Footpath Injuries

The Data Science team have developed a solution for the Safety team to explore themes in Customer Relationship Management (CRM) cases involving footpath injuries. The solution uses text mining of CRM data to capture themes and generate insights.

The top issues were identified as:

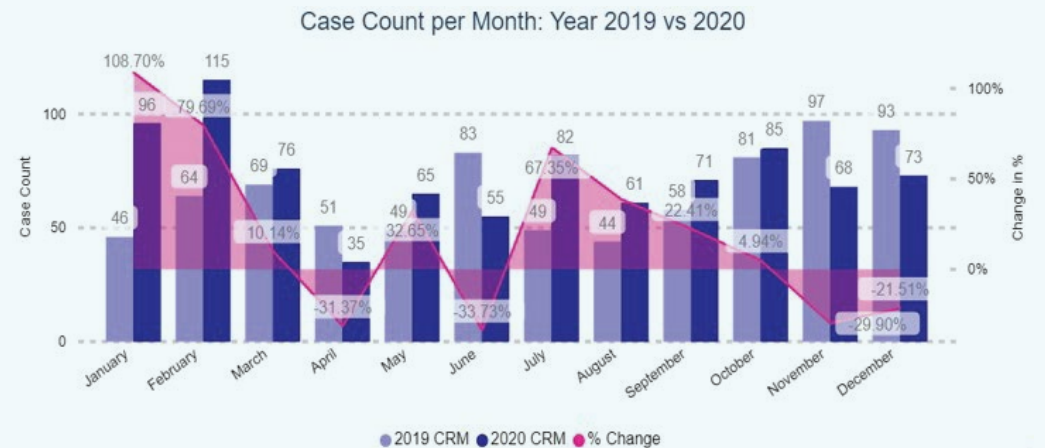
- Footpath surface;
- Bee and/or wasp nest; and
- Surface cleaning.

A high number of the cases were related to ‘footpath surface’ and the Safety team wanted to examine this in more detail, using key phrase extraction. This showed the top themes for ‘footpath surface’ as:

- Trip hazard;
- Tree roots; and
- Uneven surface.

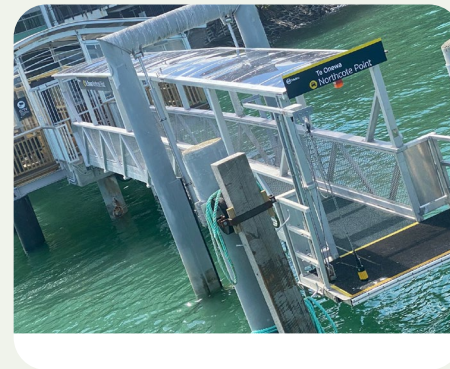
Spatial analytics were also applied to group these cases by suburb, local board and ward.

The Data Science team are looking to extend the CRM text mining solution to add more value to AT.



Māori identity and well-being

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



Te Onewa/Northcote Point Wharf

The reopening of the wharf at Northcote Point was a significant milestone in terms of AT's ongoing relationship with mana whenua. The wharf has been officially renamed as Te Onewa Northcote Point making it the first dual-named wharf on Auckland's ferry network.

By recognising the area's Te Reo Māori name, AT recognises the intimate connection between Māori and the land on and around which the wharf is located. Bilingual signage will direct people to the location of bus services and help them navigate their way to the nearby pā site.

Within the new shelter, ferry users will find a new, covered gangway featuring designs created specifically for Te Onewa by Reuben Kirkwood, Kaiwhakairo (head carver) for Ngāi Tai Ki Tāmaki. The design reflects a coastline panorama of the flat-topped maunga of Tāmaki Makaurau creating varying headlands and inlets, and hikuwai, the reflectivity of the sunrise and sunset within the tidal patterns on the water's surface.

The Marae Safety Programme is on track.



There were two mana whenua hui held in the northern and central regions. There were 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:

- Crown Infrastructure Partners – Argent Lane Extension Project
- Lincoln Road update
- Hibiscus Coast Station whare opening
- Northcote Cycle Route
- Innovating Streets – Ponsonby Rd (Project WAVE & Great North Rd)
- AMETI/ Eastern Busway workshop
- Safety Improvements projects: Mission Bay Town Centre & St Heliers Village
- Northwestern shared path from Central Rd, Kingsland, to Takau Street, Eden Terrace
- Downtown programme

Road Safety

In this reporting period, the Māori Road Safety team held the following workshops:

Three workshops for the Raihana Akonga (Learner Licence);

Three workshops for the Raihana Whītiki (Restricted Licence); and

Three workshops for the Raihana Tuturu (Full Licence) workshops.

The Māori Road Safety team have built a relationship with the Auckland kapahaka groups and have supported 103 members through the licence workshops.

Māori businesses were included in the tender process for the Te Aroha carpark sourced through the Amotai network.



Internally, the final Ngā Kete Kiwai Māori learning and development workshops were held in Dec 2020. These cover:

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

There were 68 staff members that completed all four workshops throughout the year which was acknowledged at the annual graduation.

A half-day expo was held for staff on Waitangi Day at the Viaduct Harbour offices. This was an opportunity to learn more about the importance of the Treaty of Waitangi as the founding document of Aotearoa New Zealand.

Audio and customer testing on board the 380 bus trip from Onehunga to Manukau via the airport was completed. This included testing next bus stop announcements in Te Reo Māori and English, transfer information, safety messaging, a welcoming karanga and customer experience announcements.



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) Takapuna	Went live on 14 December 2020. Consultation outcome presented for discussion to the Local Board mid-February 2021.
Devonport Ferry Terminal carpark	Feedback and responses to the proposed change of 24-hour parking to 24-hour paid parking are currently being analysed.
Arch Hill/Newton Paid Parking	Go-live date targeted for end of March 2021.
Otahuhu P60	Implementation started on 25 January 2021. Signage installation currently underway.
Manukau Time Restriction (Meadowcourt Drive)	Implementation completed 14 December 2020.
Vehicle Occupancy Detection (VOD)	CCTV based solution to generate occupancy counts in vehicles to assist in managing Transit Lanes. The first system was installed on Albany Highway on the Northshore. Warning notices were issued from 13 January 2021 with full enforcement commencing 10 February 2021.
Licence Plate Recognition-Officer Equipped (handheld)	AT Learning and Development commenced training Parking Officers 2 February 2021 in preparation for the system being used for enforcement. Full implementation was scheduled for mid-February 2021.
Aotea Square/Queen Street Road bike rack update	The 40-space double stack bike rack on Aotea Square/Queen Street was targeted for installation in February.



Matiatia Carpark, Waiheke Island

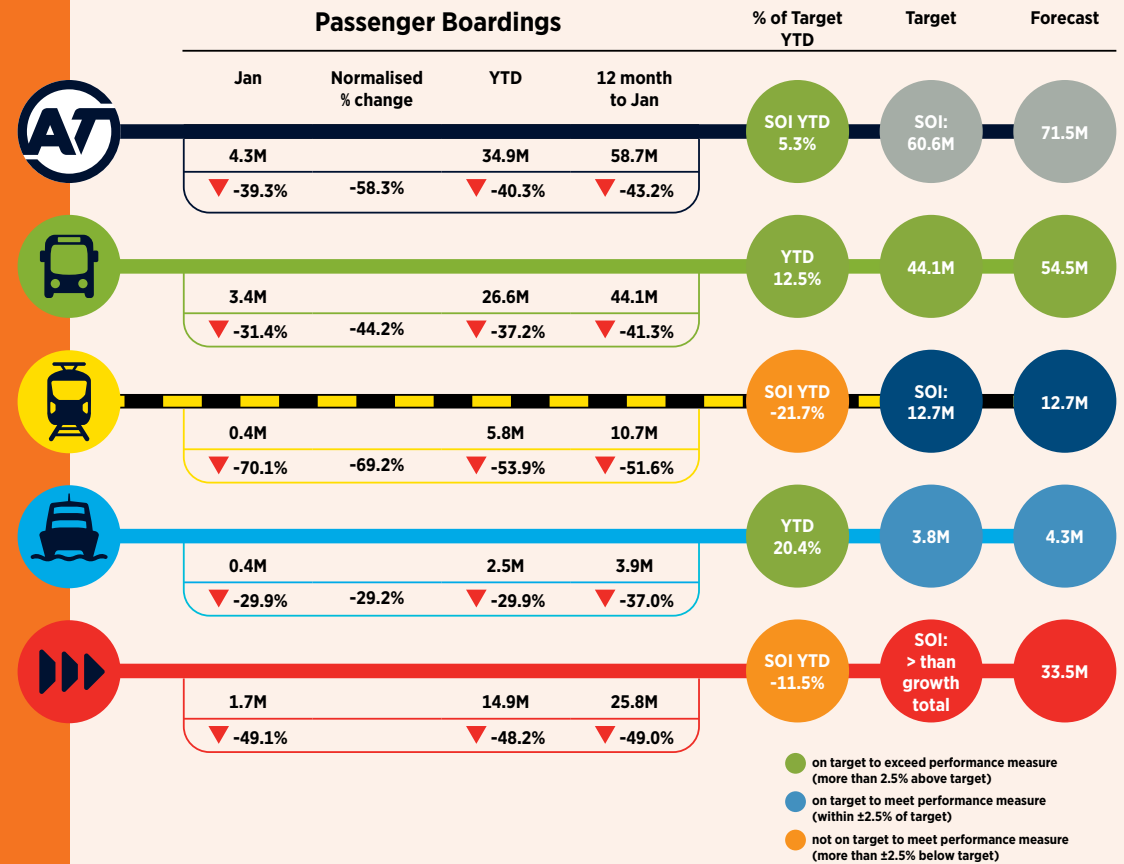
Parking restriction controls will be put in place to deal with issues caused by the inappropriate use of the mobility parks closest to the ferry terminal. A go-live is targeted for end of February 2021 and will include a press release by AT.

The controls include weight restrictions to be applied to prevent smaller vehicles (that comply with the definition of a bus) using bus stop facilities adjacent to the terminal as a taxi rank. These bus stops are intended for use by scheduled public transport service operators and larger pre-booked buses. Further changes include:

- Converting the two mobility parks in the keyhole to P2 (2-minute parking).
- Adding fixed cameras to increase compliance.
- Amending the current restriction from being a bus stop by adding a weight limit to the restriction, for example five tonnes Gross Vehicle Mass (GVM) only.

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.



Passenger boarding's - January 2021 and 12 months to January 2021

Overall, for the 12 months to January 2021 passenger boardings totalled 58.7 million, -43.2% on the previous year. January 2021 monthly patronage was 4.3 million, -39.3% on January 2020.

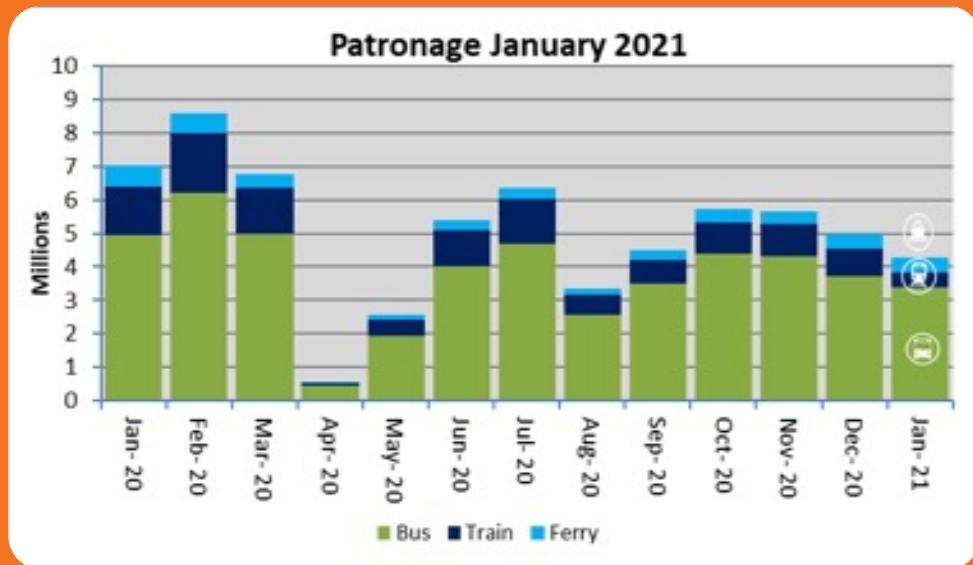
Bus services totalled 44.1 million passenger boardings for the 12-months to January 2021, -41.3% on the previous year. Patronage for January 2021 was 3.4 million, -31.4% on January 2020.

Train services totalled 10.7 million passenger boardings for the 12-months to January 2021, -51.6% on the previous year. Patronage for January 2021 was 0.4 million, -70.1% on January 2020.

Ferry services totalled 3.9 million passenger boardings for the 12-months to January 2021, -37.0% on the previous year. Patronage for January 2021 was 0.4 million, -29.9% on January 2020.

Rapid and Frequent services totalled 25.8 million passenger boardings for the 12-months to January 2021, -49.0% on the previous year. Patronage for January 2021 was 1.7 million, -49.1% on January 2020.

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 January 2021 was 4.3 million.



Service Punctuality and Reliability – January 2021

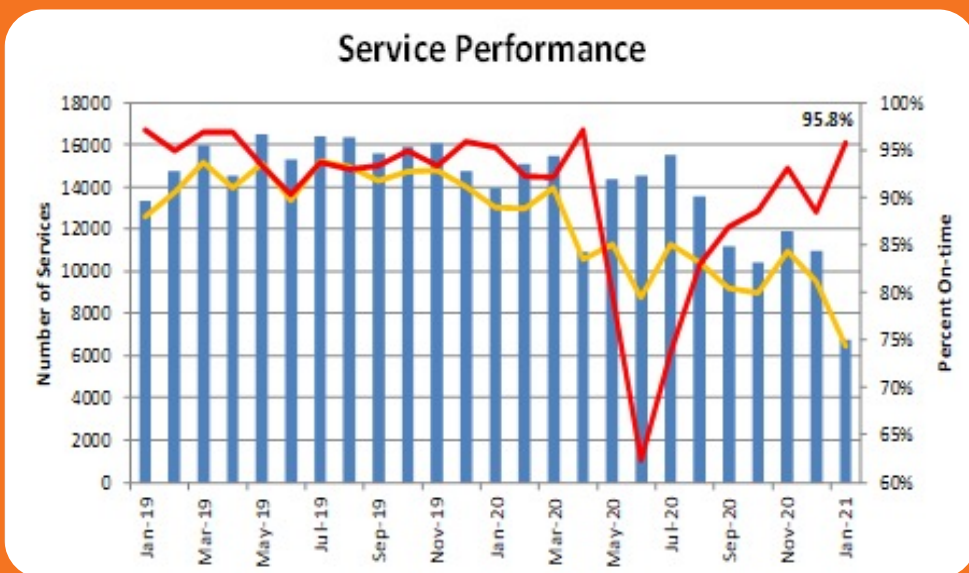
Total Network Punctuality (Weighted to Patronage) at Origin **97.70%** **12 Month rolling average** **97.96%** **SOI** **95.5%**

The weighted (to patronage), network punctuality for January was 97.7%. The rolling 12-month average remains above the Statement of Intent (SOI) target. Performance by mode at destination is provided below:

	Punctuality at Destination		Reliability at Destination	
	January 2021	12 Month Average	January 2021	12 Month Average
Train	95.80%	85.10%	99.60%	96.90%
Bus	98.40%	98.50%	99.20%	99.20%
Ferry	91.60%	94.80%	97.50%	98.40%

Accelerated rail track infrastructure deterioration was identified on the Auckland rail network by the infrastructure provider KiwiRail, resulting in speed restrictions on the network including a blanket 40 kph restriction from early August 2020.

Train lines have been blocked for large periods between August 2020 and January 2021. Normal speed operations and timetables are expected to be reinstated in early March 2021, other than between Pukekohe and Papakura with works continuing into March. Some isolated long term temporary speed restrictions will be in place pending infrastructure fixes.



Key Construction Project Updates

Project Progress	Current Phase	% Phase Completed
Eastern Busway 1 (Panmure to Pakuranga) – Programme completion is still forecast ahead of the October 2021 public commitment with final delivery targeted for August 2021. Zone 1 (Panmure Intersection to Church Crescent) will be completed by end of February 2021, with Zone 3, (Ti Rakau intersection to Kerswill Place) completed by Easter 2021.	Construction	80%
Eastern Busway 2/3/4 (Pakuranga to Botany) – The Interim Project Alliance Agreement (IPAA) is progressing with preliminary optioneering and estimation of preferred option. Public consultation planned for May 2021.	Investigation	15%
Puhinui Interchange – A successful Christmas Block of Line was completed with the extension of the rail platform and installation of the platform shelter. The station concourse is being clad with glass and roofing elements and the areas that will house public toilets and staff offices have started to be constructed.	Construction	65%
Downtown Programme; Quay Street Seawall Strengthening – The project is complete. The team are in the process of formally closing out the project and collating all final documentation; this is expected to be completed by the end of February 2021.	Construction	100%
Downtown Programme; Quay Street Enhancement (inclusive of Quay St Interface, i.e. “Public Realm”) – Quay Street was re-instated to two lanes at the end of December 2020 with all vehicle lanes now open to traffic in both directions. The team are on track to have the paving areas completed prior to the America’s Cup main regatta in March 2021.	Construction	82%

Key Construction Project Updates

Project Progress	Current Phase	% Phase Completed
<p>Downtown Programme; Ferry Basin Redevelopment – Another major milestone was met with the final canopy now installed on the west side of Queens Wharf above the gangway accessing the new ferry pontoons 1+2. Work continues on the ferry pontoons and good progress is being made to commission these for operational use and handover to AT operations. The new Ferry Basin infrastructure is expected to be open and operational for ferry passengers by mid-2021.</p>	Construction	84%
<p>Wolverton Street Culverts 1 and 2 Replacement – Culvert 1: North side pavement surfacing is complete and utility services are reinstated at their permanent positions. Installation of concrete panels in H-piles is in progress. Culvert 2: Earthworks on the Southside are in progress.</p>	Construction	40%
<p>Karangahape Road Enhancements & Cycleway – The construction works are progressing well with the Pitt Street and Symonds Street section nearing completion. Regular weekly meetings are being held with the CRL team and key stakeholders including the K Road Business Association.</p>	Construction	87%
<p>Herne Bay Walking & Cycling Improvements – The project was completed in January 2021 excluding the east leg of Sarsfield St and some streetlights which are postponed to June 2021, whilst waiting for Healthy Waters project work to be completed in the adjacent Erin Park area.</p>	Construction	99%

Key Construction Project Updates

Project Progress	Current Phase	% Phase Completed
<p>Tāmaki Drive Cycle Route (The Strand to Ngapipi) – The construction works continue to progress well in multiple locations. The construction has shifted to the south side of Tamaki Drive between the Port entrance and Point Resolution Bridge. The design for the section of Tamaki Drive between The Strand and Solent Street has been finalised and endorsed by the Project Control Group.</p>	Construction	80%
<p>New Lynn to Avondale Cycleway – The physical works for Stage 1 (Blockhouse Bay Rd to Chalmers St) are well advanced with the path behind Avondale Station underway. The underpass was successfully constructed over the Christmas Block of Line. Stage 2B (St Georges Rd to Arran St) resource consent has been approved.</p>	Construction	60%
<p>Matakana Link Road – Earthworks are progressing, and Bridge piling work has commenced. Stormwater infrastructure is being installed. Discussions are underway regarding future-proofing for the positioning of bus stops, to be installed by the developers.</p>	Construction	34%
<p>Medallion Drive Extension – The project is progressing well with construction of the Lucas Creek bridge completed with the exception of the concrete barriers. Services relocation works on Fairview Ave and the twin stormwater box culverts across Fairview Ave are complete.</p>	Construction	44%

Road Maintenance and Renewals

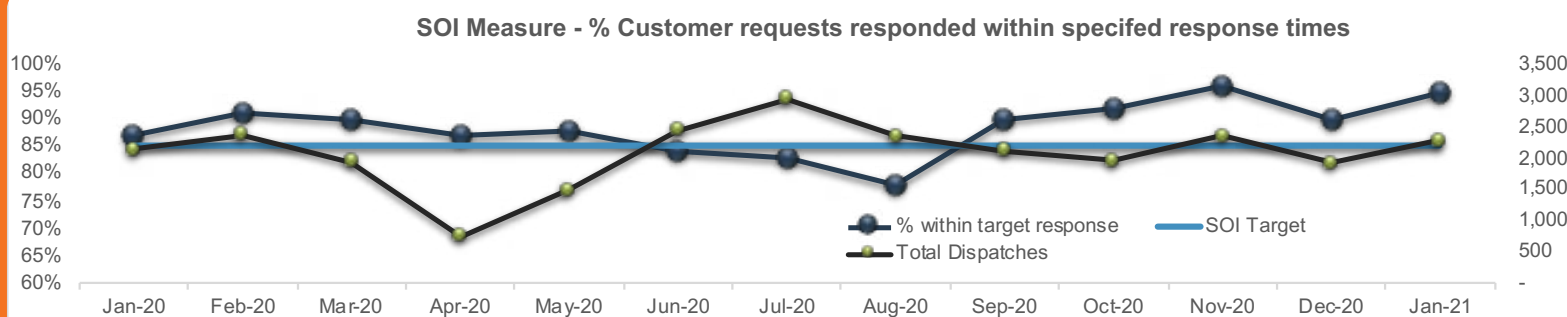
Achievement against forecast is 109% of the YTD target with 72% completion to date against the full year targets.

Good progress continues to be made with delivery of the renewal programme which is 72% complete by the end of January. To date there has been 207.4km of resurfacing completed (42.4km of asphalt and 165.0km of chip sealing) which is an outstanding result. At the same time last year we had completed 189.0km of resurfacing despite the programme being substantially larger.

The SOI target for the 2020/21 year is that we will resurface/rehabilitate 4.6% of the sealed road network (6,774km as at 30 June 2020) which is a combined length of 312km.

January 2021

Asset Renewal Activities	January YTD Actual (km)	January YTD Forecast (km)	Full Year Target (km)	Completion v. YTD Target (%)	Completion v. Year Target (%)
Pavement Rehabilitation	1.7	2.0	7.5	85%	23%
Resurfacing	221.0	207.4	305.0	107%	72%
Footpath Renewals	43.8	37.0	60.0	118%	73%
Kerb and Channel Replacements	26.3	21.6	35.0	122%	75%
TOTAL	292.8	268.0	407.5	109%	72%



Customer Service

The performance of our road maintenance contractors in respect to their responsiveness to customer service requests is shown in the following table. In January 2021, 95% of dispatches were responded to within the specified response times which comfortably exceeded the SOI target of ≥ 85%. There were 2,279 dispatches received in the month.

Financial Reporting

The Audit NZ review engagement was completed in January to support reporting of results for the six months to 31 December 2020. The six month reporting pack was presented to the Finance and Assurance Committee meeting on 3 February 2021.

Work has begun with AC and Aon (AC group insurance brokers) reviewing insurance policies and coverage in place to support 30 June 2021 insurance renewals.

Work is progressing to deliver 2021/22-2031/32 LTP submissions to AC in line with programme timetables.

National Land Transport Programme (NLTP)

The Funding Team has been working on 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 2020. 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.

Ten year transport capital and operating programme

Our focus has remained on completing the ATAP negotiations, and developing the draft RLTP. Engaging with the Governing Body on the development of ATAP and the RLTP, to bring our Councillors up to speed on the challenges and trade -offs and the processes associated with each of these plans has also been a priority.

Investment Development

Manukau and Mangere East cycling

Tenders have been received for the development of the Manukau and Mangere East cycling Single Stage Business Cases. These are currently being evaluated and an appointment is expected during February. Manukau and Mangere East were identified as priority areas through the 2017 Cycling Programme Business Case.

Connected Communities

New North Road

Public engagement has commenced for the New North Road corridor. Feedback closes on 3 March 2021, and co-design of the improvements with key stakeholders and the community is expected to commence mid-2021.

Great North Road

The Great North Road project is looking to begin public consultation on designs in early February 2021, with construction potentially to be started this financial year.

Ponsonby

Two community co-design workshops have now commenced for the Ponsonby Innovating Streets project, with the third scheduled for mid-February 2021. Following problem and opportunity identification in workshops one and two, in the third workshop the group will start working through solutions and design. The outcomes of this project will be used in the wider Ponsonby Single Stage Business Case.

Access for Everyone

The Programme Business Case (PBC) to develop the optimal programme to deliver AC's Access for Everyone (A4E) concept is well underway. Engagement with stakeholder groups will occur from February 2021, as part of identifying the issues and requirements for city centre users. Options will then be developed for assessment, covering a wide range of systemic and operational matters, as part of determining a preferred way forward.

National Policy Statement – Urban Development

The National Policy Statement on Urban Development 2020 (NPS-UD) replaced the National Policy Statement on Urban Development Capacity (NPS-UDC) on 20 August 2020. It has a broader focus on “well-functioning urban environments” and a particular focus on the intensification of urban areas.

There are four key matters in the NPS-UD that relate to AT's role and functions:

- Providing for Higher Density Development.
- Development Capacity/ Infrastructure Ready.
- Out of Sequence Development/ Responsive Planning.
- Removal of Minimum Parking Requirements.

An AC led work programme has been set up to respond to these matters, including workstreams and working groups. AT is providing on-going input and advice to this, working with teams internally and with Council to identify implications and opportunities resulting from the implementation of this policy statement. This includes identifying the potential impact on investment programmes, network planning, network operations, and implications on future work programmes.

Congestion

In November 2020, 32% of the arterial network operated at congested levels of service (LOS) and was 12% higher than October 2020. Although it was 2% higher than November 2019, it remains below the 33% threshold. The network had an average travel speed of 33 km/h, 2km/h lower than October 2020 AM peak.

In December 2020, 21% of the arterial network operated at congested LOS and was 11% better than November 2020. This is attributable to the lower demand levels during the Christmas holidays. It was slightly worse (1%) than December 2019 but remains below the 33% threshold. The average travel speed of 35 km/h was 2km/h higher than November 2020 AM peak.

In January 2021, 13% of arterial network operated at congested LOS and was 8% better than December 2020. This is attributable to the lower demand levels during the holidays. It was 2% worse than January 2020 but remains below the 33% threshold. The average travel speed of 39 km/h was 4 km/h higher than December 2020 during AM peak.

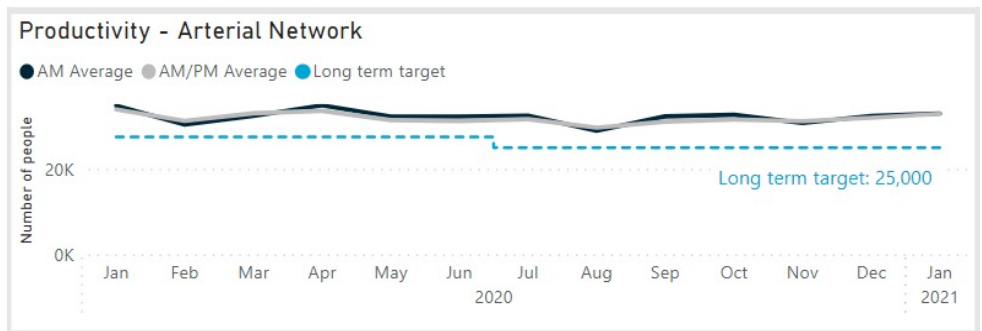
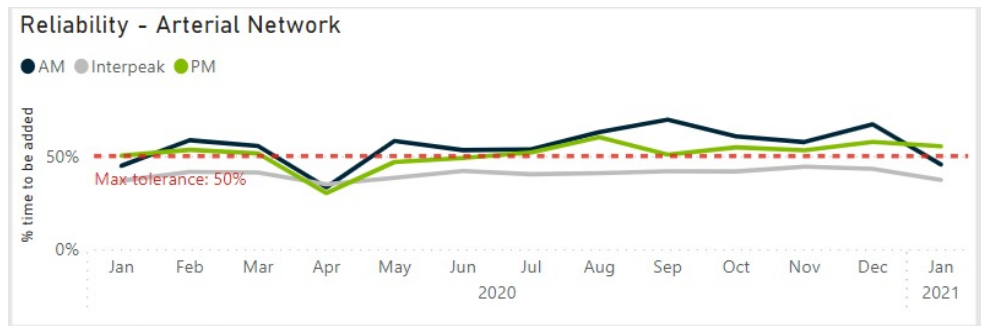
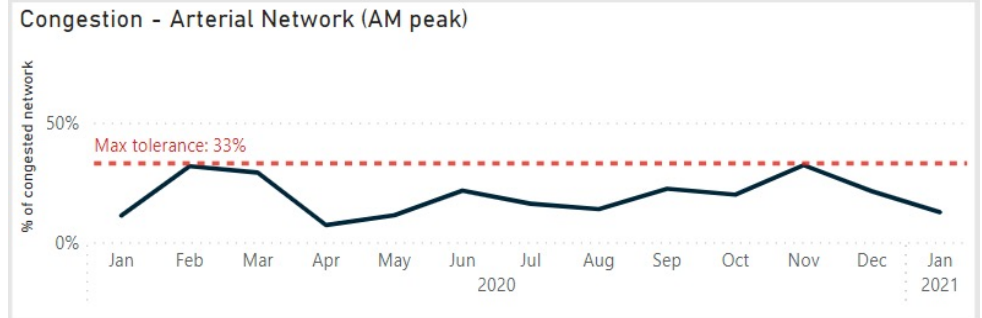
Reliability

Travel time reliability continued to improve between November 2020 and January 2021. In December 2020, the network was reasonably busy followed by the quieter Christmas holiday period. This caused a more diverse travel time experience over the month and translated to a relatively poor AM peak travel time reliability result.

Productivity

In November 2020, the average arterial road productivity was 31,200 which exceeds the target of 25,000 and indicates that the network continued to operate relatively efficiently in terms of people movement. This was 1% lower than both October 2020 and November 2019.

In December 2020, the average arterial road productivity was 31,997 which exceeded the target of 25,000 and indicated that the network continued to operate relatively efficiently in terms of people movement. This was 1% better than December 2019 and 3% better than November 2020 due to higher average travel speed compared to November 2020.

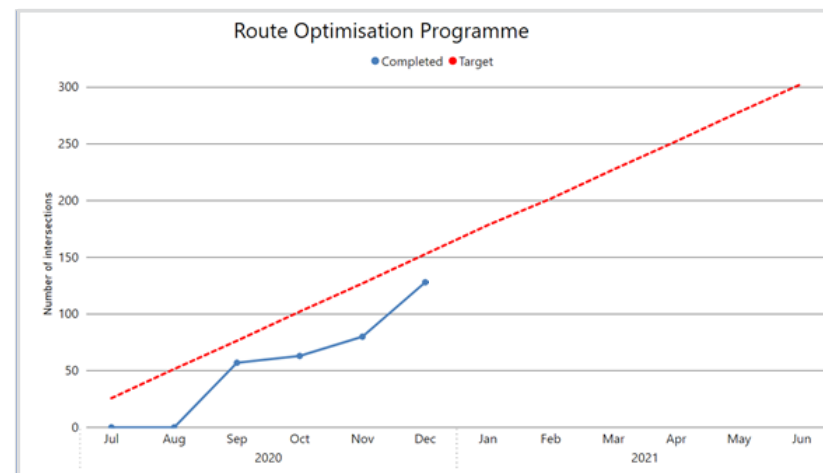


**Network optimisation projects
Optimisation Single Stage Business Case**

The joint AT and Waka Kotahi New Zealand Transport Agency (Waka Kotahi) Auckland Optimisation Single Stage Business Case (SSBC) has achieved the following milestones:

- The Future Connect Tool developed to support the RLTP is being used to identify the current network deficiencies and prioritise projects in the SSBC. The Auckland Optimisation Programme Business Case endorsed by the Board did propose building a standalone tool.
- The joint project team have agreed a draft Auckland Network Operating Plan (ANOP). Once consulted on and approved, the ANOP will provide network operational decision-making guidance for both organisations. This provides a better integrated planning approach to the “One Network View” that benefits the customers.
- External Consultants have been appointed after a tender process to support Waka Kotahi and AT deliver the SSBC.

Route Optimisation Programme

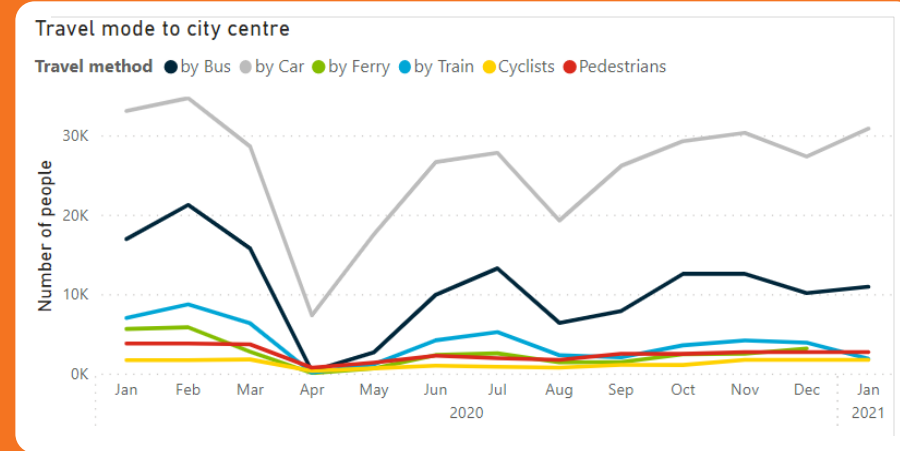
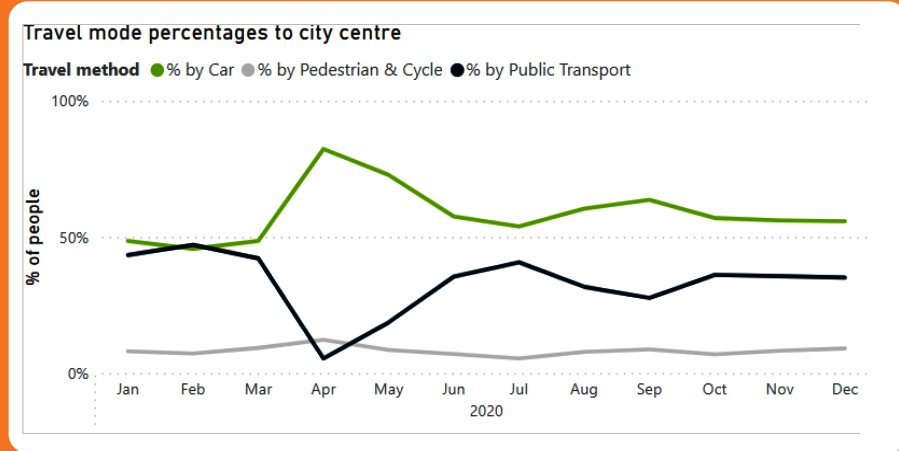


The Routine Traffic Signals Optimisation Programme is developed by the Auckland Transport Operations Centre (ATOC) in collaboration with Waka Kotahi and AT.

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 the 2020/2021 financial year. The Optimisation Programme includes 257 Local Roads Sites and 46 Ramp Signals Sites.

At the end of December 140 sites had been optimised including six ramp signals sites and 42 regional intersection sites along six routes.

People movement into city centre



In November 2020, the vehicle volume into the city centre during the AM peak period was 7% lower than November 2019. Total people into the city centre by different modes was 54,000, 28% lower than November 2019. The percentage by car increased by 9% while that by public transport (PT) decreased by 10% compared to November 2019. There was a 5% increase in total number of people into the city centre compared to October 2020.

In December 2020, the vehicle volume during the AM peak period was 15% lower than December 2019. Total people into the city centre by different modes was 48,000 per day, 25% lower than December 2019. The percentage by car increased by 3% while that by PT decreased by 1% compared to December 2019. There was however an 11% decrease in total number of people into the city centre compared to November 2020, due to the lower demand during Christmas holidays.

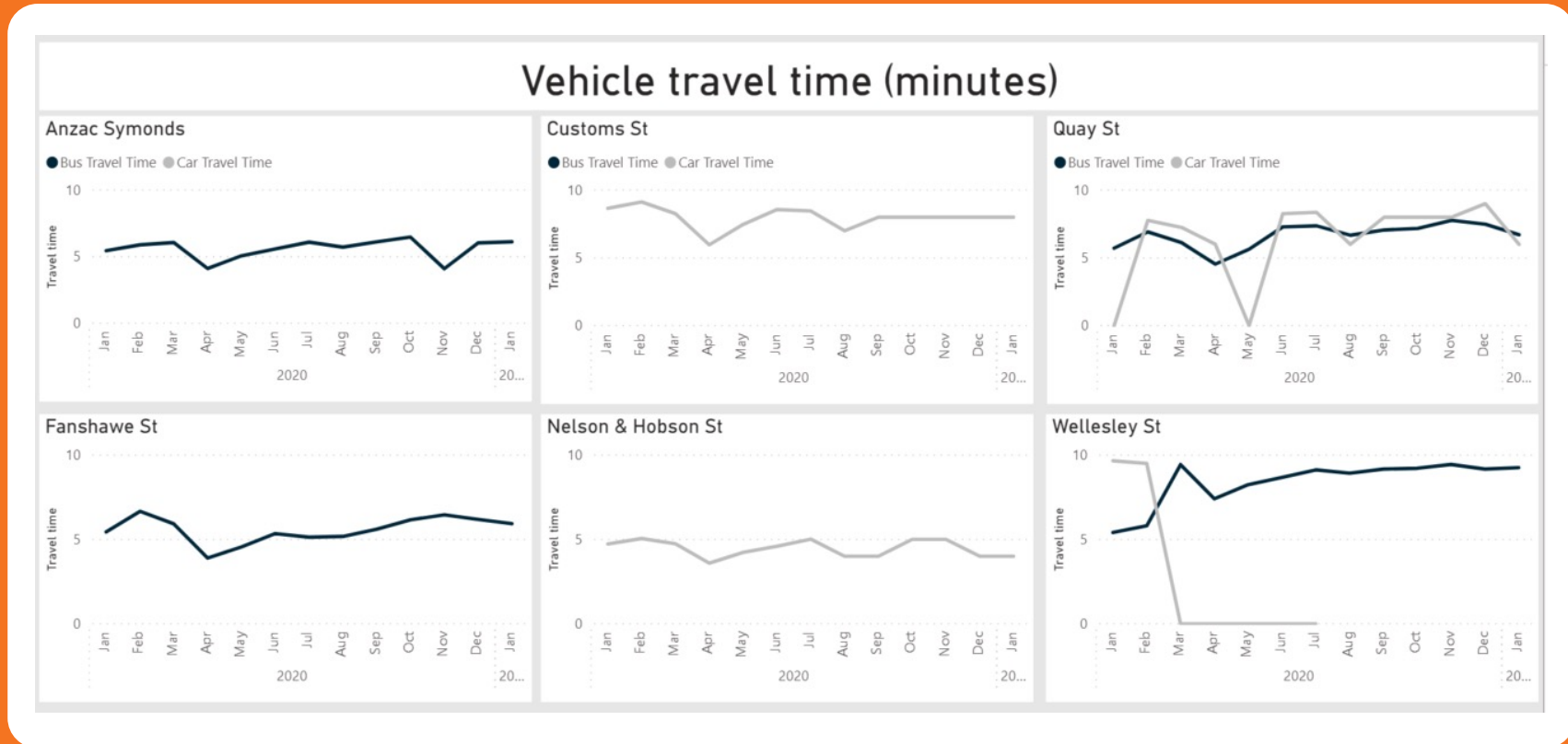
In January 2021, the vehicle volume during the AM peak period was similar to January 2020. Total people into the city centre by different modes was 51,000 per day, 25% lower than January 2020. The percentage by car increased by 12% while that by PT decreased by 12% compared to January 2020. There was however a 5% increase in total number of people into the city centre compared to December 2020.

The reduced number of people travelling into the city centre in January 2021, December 2020, and November 2020, was mainly related to holidays, increased working from home and the impacts of the COVID-19 pandemic (COVID-19).

Active modes update

In September 2020, AC in collaboration with AT, issued rental micro-mobility licenses to four operators. The rental micro-mobility licences for e-Scooters and e-bikes issued to Lime and the rental bike license issued to Nextbike, were granted for 6 months, and expire on 3 March 2021. Both operators have been invited to apply to extend their licenses for a further 6-month period. Any decision around license renewal is based on compliance with the bylaw, code of practice and relevant legislation. Applications for renewal will be reviewed and presented with recommendations to the Micromobility Steering Committee for approval. Should the applicant be successful, the license would run for a further 6-month period and will expire at the same time in September 2021.

Travel times into city centre



In November 2020, December 2020, and January 2021, general traffic and public transport operated within acceptable thresholds. Most key routes experienced minor delays during the peak periods. General vehicle travel times remained similar to same month last year. Due to the Wellesley Street closure, bus travel time increased marginally because of the required detour.

City Rail Link construction activity

During December the City Centre Network Operations (CCNO) team worked with major projects to accommodate works to be conducted over the Christmas holiday period. Members of the CCNO team participated in the America's Cup Incident Management team and worked closely with the Downtown project to handover Quay Street traffic management plans to support pedestrian movement to/from the Cup Village at the Viaduct.

- **C1 (Britomart Station and Lower Queen Street):** A blessing ceremony was held on Lower Queen Street in December to mark the significant milestone of works being completed in this area and the opening of Te Komititanga. Works continue on Tyler and Galway Streets. Plans are being made for completing line markings at the Queen Street and Customs Street intersection.
- **C3 (Aotea Station through to Mt Eden Station):** The tunnel boring machine unveiling event went ahead successfully on 5 and 6 December 2020. A block of lines was placed on the rail network after Christmas. The project team made good use of this block of lines to complete works in the Mt Eden area.

Special events

ATOC processed 140 activations in December 2020 of which 37 related to filming activities. In addition to the 36th America's Cup (AC36), the Planned Events team were activated for the following key events:

- T20: Blackcaps v Pakistan at Eden Park, 18 December 2020; and
- New Year's Eve in the city centre, 31 December 2020.

New Year's Eve

New Year's Eve 2020/2021 plans were delivered through a three-way partnership between Auckland Unlimited, SkyCity and ATOC. The aim was to provide safety improvements via the financial support and operational delivery of a traffic management plan and public transport scheduling and operational improvements.

Historically, there has been comprehensive media coverage which has focused on both the lack of and delays to public transport and the safety issues for pedestrians who congregate on the road corridor to view the fireworks. The traditional midtown closures this year were accompanied with the 'high level' closure plans for America's Cup due to village activations. The cup village consequentially saw its busiest ever day with around 12,000 attendees reported on site (simultaneously).

Lantern Festival

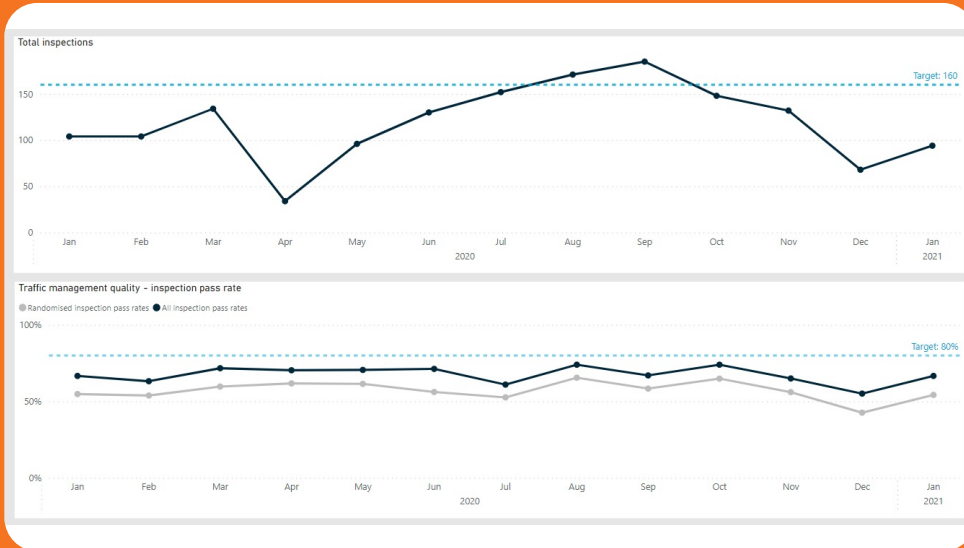
Auckland Unlimited has confirmed the Lantern Festival will be taking place between 25 and 28 February 2021 at the Captain Cook and Marsden Wharfs. Previously this event has been held in Albert Park and the Auckland Domain. This year's event will include the final night fireworks which will impact the Auckland motorway network more heavily than from previous venues due to the ease of viewing from the Northern motorway and Auckland Harbour Bridge. This is a significant change for the event which typically attracts a large volume of people.

The event includes two public sessions each day, lunch (11.30am - 3.30pm) and dinner (5.00pm - 10.30pm). The Planned Event team will develop a real time operation plan for this event.

Eden Park Concert Consent

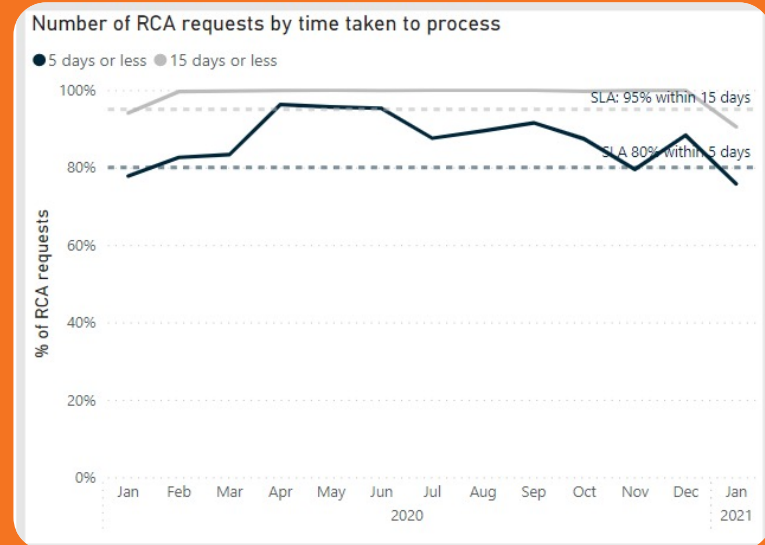
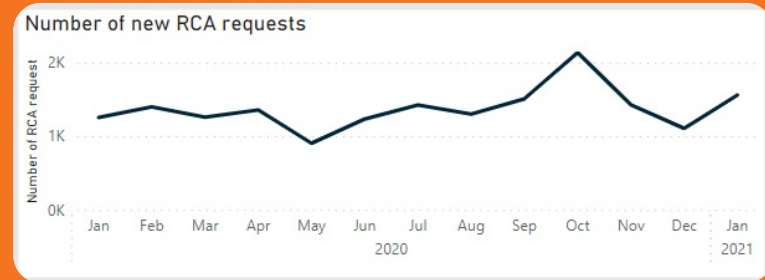
Eden Park received resource consent to hold concerts on 15 January 2021. The consent grants six concerts over a 12-month period and expires in January 2026. Those opposing the consent have 15 working days to file an objection from the date of issue. If an objection is filed, the consent is frozen and the objection will then be processed after which time it may or may not be upheld. It is expected that an objection will be filed.

Temporary Traffic Management Inspections



Temporary Traffic Management (TTM) performance continues to show below target results across the region. The total number of inspections each month was less than the monthly target which was heavily influenced by short work months along with staff leave and end of year shutdowns. There was also a focus on clearing outstanding customer concerns many of which do not result in a formal recorded site review. AT worksites achieved a corrected KPI of 61% (from a raw KPI of 51%).

Road Corridor Access Requests



In November and December 2020, Road Corridor Access (RCA) request applications have been consistent with previous years. Service Level Agreements (SLA) were met for both months.

In January 2021, both the five day and 15-day SLAs decreased due to staff leave as well as the reduced number of working days in the month.

Procurement

There were 16 tenders published in the current reporting period (16 November 2020 to 7 February 2021) with an estimated value of \$23.6 million. Four tenders had an estimated value of over \$2 million.

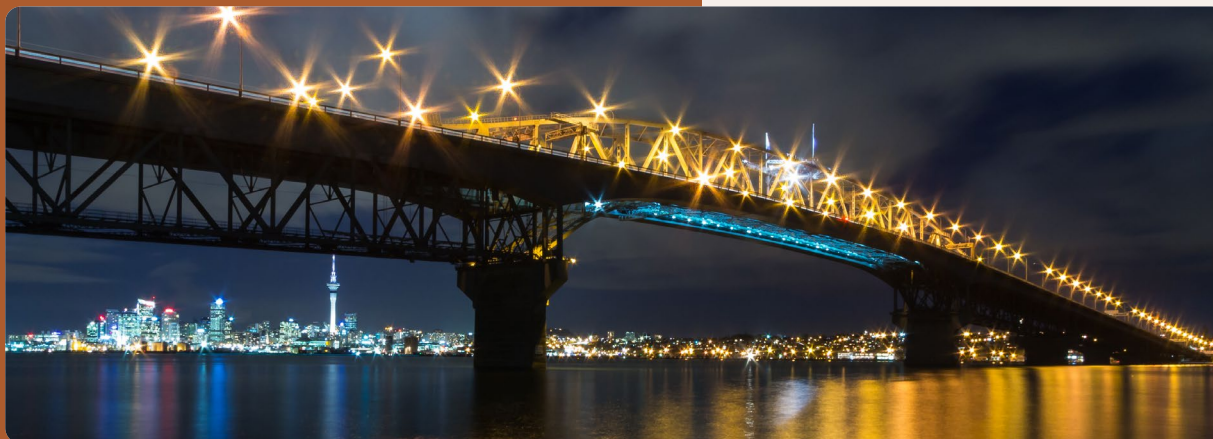
Tender	Type
North-Western Bus Improvements (Detailed Design Package 1) – procurement to source consultant resources to deliver detailed designs for Bus shoulder lane extensions: <ul style="list-style-type: none"> • Te Atatu Road interchange • Lincoln Road interchange. 	RFP
Matiatia Main Wharf Pontoon and Gangway Renewal – approval to engage a suitable marine contractor under a NZS3916 Design and Build contract	RFT
Corridor Improvements – engagement of a contractor to carry out installation of long-life and Audio Tactile Profiled (ATP) line markings on Waiuku Road, Kingseat Road and Linwood Road in South Auckland.	RFQ
Park & Ride – design, construction and maintenance of the new Park & Ride facility at 80 Great North Road, Warkworth.	RFT

There were 315 contracts created in the current reporting period with a total award value of \$35.4 million. Two contracts had a value of over \$2 million.

Contract	Supplier
Time of Use (TOU) Electricity Supply – AT's participation and contribution to the AC Group (Council Group) contract for the supply of electricity for both TOU and Non-Time of Use (NTOU) categories.	Meridian Energy Ltd
Matakana Link Road (Vector Works) – relocation of overhead lines and installation of ducts for futureproofing as part of the Matakana Link Road project.	Vector Metering

Environment and cultural heritage

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



Unsealed Road Environmental Analysis

The Asset Management team wanted to determine the treatments to use on Auckland's unsealed roads that reduce adverse effects on the natural environment.

The GIS team performed spatial analysis on these roads to determine their proximity to receiving environments and other quantitative scores. This analysis was automated and would have otherwise been a manual process done for hundreds of unsealed road sections. The analysis output was then used to create a web-based map which will assist the Asset Management team to prioritise the sealing of these roads as part of the Unsealed Road Improvement Framework.

Street Lighting

In January 2021, we replaced a further 2,344 lights with LED luminaires which brings the year to date total to 15,080. We are committed to installing in excess of 25,000 LED luminaires in 2020/21 which will enable us to take advantage of the 85% subsidy available from NZTA up to 30 June 2021. If we install the 25,000 luminaires evenly over the financial year then we will get energy and maintenance cost savings of approximately \$1.8M in the 2020/21 year and \$3.6M for the following years.

There are currently 121,580 streetlights on the network of which 81,124 (67%) have LED luminaires connected to the Central Management System (CMS). The target is to have 75% of the streetlights on the network connected to the CMS by 30 June 2021. There are a further 8,000 LED lights on the network which are either not yet installed with light point controllers or fitted with luminaires which are not compatible with the CMS. The intention is to complete the LED Retrofit project over 2021/22 and 2022/23 and replace any other LED luminaires which are not able to be connected with the CMS with compatible LED.

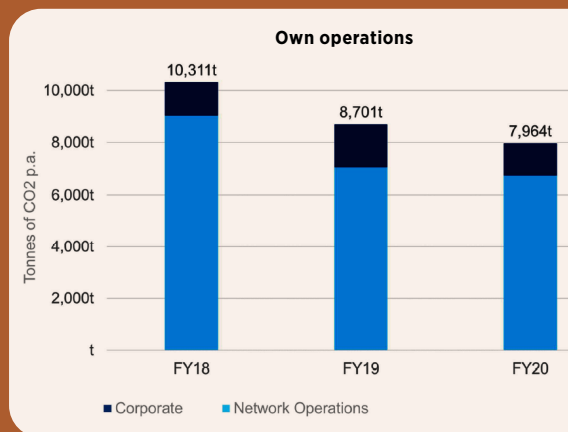
Sustainability

AT achieved carbonreduce certification from Toitū, New Zealand’s leading greenhouse gas certifier. The accreditation recognises our greenhouse gas reporting’s high quality and our actions to reduce greenhouse gas emissions. The certification recognised the operational emissions reduction target approved by the board in October 2020. The target is to halve our emissions by 2030 from the assets that AT owns or directly operates; this includes corporate activities and operational activities from our assets (like public transport facilities, parking facilities, traffic and street lights, and public trains).

Since 2018 AT has been able to reduce its net emissions and a plan is under development to achieve further reduce our emissions, noting that the number and scale of our public transport facilities will grow over the next nine years.

The Climate Change Commission announced on 1 February 2021 its draft carbon emissions budget for New Zealand and what it believes New Zealand needs to do to meet it. AT has met with the Climate Change Commission and is providing feedback on the budget and recommended actions.

Work is continuing on identifying, assessing, and prioritising climate change risks. This work considers how a range of climate-related natural hazards (e.g. sea-level rise and higher temperatures) work could potentially impact on AT’s assets, services, customers, and staff. Discussions with AT and Council staff identified over one hundred and thirty-one potential risks, which are being screened to remove insignificant and non-AT risks. The screened risks will be discussed with external stakeholders, including Local Boards, Waka Kotahi, KiwiRail and mana whenua. The finalised risks will then be prioritised. In May, a project update is being given to the Finance and Assurance Committee with the completed work presented to the board in July.



Hydrogen refuelling solutions

AT and Hiringa Energy Limited are looking at trialling hydrogen powered bus services - using a hydrogen refuelling facility being developed in south Auckland. Through the development of the Low Emission Bus Roadmap, AT has identified hydrogen as a potential energy storage and fuel for Auckland’s future low emission public transport fleet. AT has been assessing hydrogen fuel cell bus options to support the transition to zero emission buses and is a key partner of the hydrogen demonstration project with Ports of Auckland.

AirportLink Electric Bus Fleet

In January 2021, AT, together with Auckland Airport and Waka Kotahi introduced South Auckland’s first fully electric bus service. This marked the second electric fleet launch for the Auckland region following the Waiheke electric vehicle launch in 2020. The new AirportLink service, which commenced on 24 January and will provide key transport connections between Manukau and Auckland Airport, via Papatoetoe. When the Puhinui Station Interchange opens in June, the service will travel along a more direct route along bus priority lanes.

Land use integration policy and planning

Patumahoe Private Plan Change

AT also lodged a submission on a private plan change for Patumahoe. This plan change seeks to rezone 35 hectares from rural land use to that of residential and business. The plan change also seeks to rezone an area of rural land to Future Urban zone to enable further urbanisation. AT sought to ensure appropriate consideration of the transport requirements, including cumulative effect on the wider transport network. Opposition was noted on the additional Future Urban zoned land given the lack of rationale for such a proposal that is not identified in the Auckland Plan’s 30 year Development Plan nor the Future Urban Land Supply Strategy and lack of wider infrastructure planning.



Opportunity and prosperity

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

Corporate Information Dashboard

AT's corporate information is stored across multiple repositories: OneDrive, Teams, SharePoint, Fulcrum, and more. Previously we had no visibility of recordkeeping practices and trends in these repositories which prevented us from making evidence-based decisions on risk mitigation initiatives and improvements to information governance practices.

A new dashboard has been built to provide visibility of AT's repository trends and document auto-classification to enable the Information Governance team to benchmark AT's recordkeeping. This also enables compliance with Archives NZ's Information Record Management Standards.

Fibre Capture Mapping

AT's fibre network assets are the backbone for the IT infrastructure that provide services across the city, but there was no central system to record these assets. Existing records were spread in multiple places and formats, including being held by contractors, and were a risk to IT network maintenance and future planning.

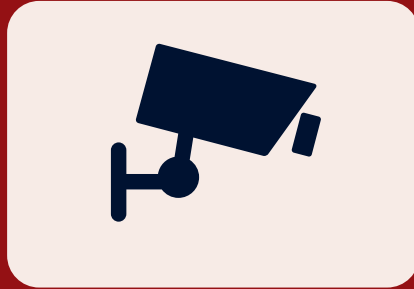
The GIS team have established a central repository where existing assets are now mapped. This will allow AT to supply up to date records to third party contractors as well as internal AT teams for various fibre project requirements.

They are also proposing to implement a new business process to update this asset information over time. The new process would make use of mobile field capture to enable field workers to update asset information.



EAM phase 2

The Enterprise Asset Management (EAM) solution went live for Facilities Management on schedule on 9 December. Work orders for maintenance activities at rail, bus, ferry and parking facilities are now being managed via EAM. Importantly, maintenance history is now being captured and recorded directly against specific Facilities assets for the first time.



Remote monitoring the transit lane

Transit Lane enforcement at Albany went live in early January 2021, with warning letters being issued. Communications to the nearby residents has also been completed. It is expected that enforcement will commence in February. Onewa Road has been identified as the next location for roll out of the solution.



CRL - Britomart

Business Technology (BT) continues to progress key infrastructure initiatives as part of the City Rail Link Limited (CRL) Britomart project. BT, in conjunction with vendor Honeywell, integrated the east and west Supervisory Control and Data Acquisition control systems ahead of schedule and to budget which provided time savings to the overall CRL project.

The removal of legacy mobile coverage in the bottom areas of Britomart as part of the refurbishment has meant partnering with 2degrees to deliver innovative temporary small cell site solutions so mobile communications to staff is retained as the remainder of the CRL build continues.

A large, stylized logo consisting of the letters 'A' and 'V' in a bold, blocky font. The 'A' is on the left and the 'V' is on the right. The logo is rendered in a dark blue color with a lighter blue outline, set against a dark blue background. The letters are slightly overlapping and have a modern, geometric feel.

Thank you