

Business Report – September 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	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.

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.

Transport discussions

AT's 'central hub' has begun monthly elected members fora to informally discuss issues of interest. The first was held in person (pre-lockdown) with some 40 attendees and was focussed on 'Innovating Streets and Tactical Urbanism'. This was followed by an online discussion about the upcoming Parking Strategy review and was attended by over 20 local board members.



Safe School Streets – Owairaka

As part of the Safe School Streets programme, AT installed a number of temporary safety improvements around Owairaka Primary School. The measures are being trialled to understand what permanent improvements may be introduced.

We are seeking feedback from residents and parents about the changes and the impact they are having.

A 200-person petition was submitted by a parent opposing removal of parking. AT will meet with the resident and school this month to discuss potential solutions. The school is strongly in support of the Safe School Streets project.

Meadowbank to Kohimarama Connections Project

Recently, AT ran project consultation, including 'drop-in' sessions at local venues. The Ōrākei Local Board and Councillor Desley Simpson helped AT discuss the project with local residents and the events received significant feedback, a high percentage of which is positive. AT will continue to receive feedback from the community and the outcomes of the consultation will be published as soon as they are finished.



Speed Management Programme

The consultation for Tranche 2A of the Speed Management Programme, which was expected to commence on 6 September 2021, has now been put on hold due to the COVID-19 pandemic (COVID-19) Alert Level 4 lockdown. Engagement with local boards, stakeholders and mana whenua is still being undertaken and management is considering options for wider public engagement.

Community working groups which were set up for Devonport and Takapuna Town Centre speed management planning have been progressing well. The town centre extents for the speed management proposals have been identified by the community working groups and the potential safety improvements are being investigated. Furthermore, the Speed Management team have been engaging with the local boards about investigation

findings. A series of workshops have been held with Waiheke Island, Waitākere Ranges, Devonport-Takapuna, Upper Harbour and Ōrākei Local Boards to provide updates on the Safe Speeds programme and to discuss specific roads in each local board area.

In parallel to the engagement with the local boards, another series of hui have been held with mana whenua in the north-west, central, and south to brief and engage with them specifically on the Tranche 2B 'Rural Marae' work stream. The Safe Speed presentations have been well received at all of the hui, with support to implement improvements to speed and safety issues as soon as possible.

Safe Speeds Tranche 2 - Hobson, Nelson, and Fanshawe Streets

AT is reviewing speed limits in several areas around the region. Speed limits on the majority of City Centre roads were reduced to 30km/h or less in June 2020. A 30km/h speed limit was selected as evidence suggests this is a survivable speed for people hit by vehicles.

Speed data suggests that on some city centre roads the new speed limits are not being adhered to on these corridors. Higher speeds on these roads, combined with the high presence of people outside of vehicles, increases the risk of deaths and serious injuries (DSI), and on that basis. AT plans to introduce engineering measures to improve safety.

Tranche 2 is the second group of proposed speed limit changes. AT has commenced engagement and at this stage consultation will be focussed on a representative group of users to discuss the scope of the project and to gain an understanding of issues or impacts the project may have before progressing with a wider engagement strategy for the project.

COVID-19 communications

AT continued to provide media, social media, and direct communication to customers throughout the latest move in alert levels. Mainstream media has again been supportive in carrying messaging around face masks on public transport (PT), QR codes and social distancing.

Abuse of bus drivers was also an issue which received widespread coverage. The early stages of Alert Level 4 saw 16 reported incidents involving abuse or aggression towards our train, bus, ferry, and security staff.

Ponsonby Road – a street for people

AT and the community working together to make Ponsonby Road between Anglesea Street and Williamson Avenue safer and a nicer place to live or work.

Following co-design and two rounds of public feedback, nine concepts were developed. The concepts were reviewed by subject matter experts and we are developing detailed plans for several of the concepts.

This would allow some positive changes in to be made before summer and give the community an idea of where we are heading without causing significant disruption. AT recognise the importance of the holiday season and are working to avoid unnecessary disruption to businesses from December 2021 – mid February 2022.

“The Power of Artificial Intelligence (AI)” workshop for kids

During the July 2021 school holidays, the Data Science team ran the very first “The Power of AI” workshop for children of AT employees. Over two days, more than 30 children spent the day exploring new technologies, learning, thinking, playing, and making new friends.



AT Future Women Leaders Programme

In October 2021, AT will launch a Future Women Leaders Programme designed to equip exceptional future women leaders to increase their leadership impact and become ready for leadership roles. The programme supports our diversity and inclusion (D&I) strategy to increase female representation from 31% to 40% in senior leadership roles by the end of 2022. A robust discovery and insights from over 50 of our wāhine has shaped the programme that will set women up for success to reach their full potential, helping them grow as leaders within their career and AT. We will be seeking expressions of interest from women leaders for a 9-month development journey from October 2021 to June 2022 and 20 exceptional women will be selected for the initial cohort. Another highlight is our partnership with reputed industry thought leaders, Yvonne McLean and Jane Davis who will develop and deliver the programme.

Diversity & Inclusion Accreditations

Further to our accreditation partnerships with Rainbow Tick, Domestic Violence (DV) Free and BrainBadge Neurodiversity, we are embarking on two additional accreditations in our D&I ecosystem.

We are very excited to begin the process to gain the GenderTick. The GenderTick accreditation programme focuses on gender issues in the workplace and supports organisations to progress to a more inclusive culture where all genders are valued and included. The current state of organisations in Aotearoa New Zealand is that there are inequalities towards women, trans and non-binary people regarding equal pay, leadership representation, career progression, and even feeling safe and included at work. Our goal in this accreditation is to build on the work we have already started as outlined in our D&I strategy and identify further areas of opportunity to create positive change for our employees and our customers. We are also now working toward becoming a hearing accredited workplace with the National Foundation for Deaf and Hard of Hearing. The Hearing Accredited Workplace programme is a nationwide initiative that will help to raise awareness and become a more inclusive organisation for both our employees and customers who are deaf or hard of hearing. Becoming a Hearing Accredited Workplace will provide us with opportunities to learn a range of communication skills and new approaches to conducting business that better accommodate people with hearing loss.

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 Wiki o Te Reo Māori – Māori Language Week

AT is promoting Te Wiki o Te Reo Māori across its various social media platforms and collaborating with oOH Media to showcase te reo Māori on strategic bus shelters across the Auckland region.

The Māori staff network, Mana Ka Māori with the Māori Policy & Engagement are leading initiatives to promote te reo Māori in AT; launching Te Ara Tohu a Māori customs guide for AT; joining the Te Taura Whiri I te reo Māori's – Māori language moment; a themed bake-off, korero challenge and themed art.

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 in the south, central and north/west regions. There was one alliance hui that the Māori Policy and Engagement team support: Tupu Ngātahi (Supporting Growth). Engagement has continued online during COVID-19 Alert Level 4 restrictions. AT engaged with mana whenua on the following projects:

- Argent Lane site visit
 - Connected Communities - New North Rd
 - Point Chevalier – Westmere cycleway project
 - Great North Road – bus, cycling and safety improvements project
 - Eastern Busway Alliance
 - Eastern Busway1
 - Glen Innes to Tamaki
 - Highgate Bridge progress
 - Kingsland/Eden Terrace - North-western Dual Path construction update
 - Mana Whenua Caucus around Te Tupu Ngātahi
 - Manukau and Māngere East Cycling (Business Cases) Single Stage Business Cases
 - Ngapipi Pedestrian Bridges project
 - Ormiston Town Link: Pre-construction update progress
 - Safe Speeds Tranche 2 update: Rural marae) Tranche 2B early 'heads up'
 - Southwest Gateway Programme – early deliverables
 - Māngere West Cycling Improvements
 - Puhinui Road / Lambie Drive Bus Priority
- Tamaki Drive - Northern Footpath and Handrail Renewal Project

Ngā Kete Kiwai Māori Learning and Development

Two workshops from the Ngā Kete Kiwai programme were held, Te Tiriti o Waitangi Workshop and Te Reo me ōna Tikanga. There were 16 attendees from across AT. This programme continues online during COVID-19 restrictions.

Road Safety

Te Ara Haepapa delivered 23 activations, hui, events, and educational workshops with 117 engagements in August 2021:

- 10 partnership hui
- driver licence workshops with 17 participants
- participated in child restraints checkpoints
- child restraints installation training, installs and hui
- waipiro me ngā tarukino/alcohol and drugs hui.

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 with an estimated date for completion in Q2.				
Hoani Waititi Marae	The procurement process is underway.				

Homes and places

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

Community Safety Fund

The Community Safety Programme has secured funding in the Regional Land Transport Plan (RLTP) for the current financial year. The programme will deliver 37 projects, including 29 pedestrian improvements, four intersection improvements, four road corridor improvements and contribute to the Gills Road footpath project in Upper Harbour. The associated local boards have been updated on projects within their board areas.

Safer Communities Programme

The public consultation for two proposed intersection improvement projects at Mount Albert Road and Frost Road, and Mount Albert Road and Hayr Road intersections in Mount Roskill, commenced on 16 August 2021 and feedback closed on 19 September 2021. The consultation was extended in response to the Alert Level 4 lockdown. The originally planned drop-in sessions were changed to online sessions and took place on 13 September 2021. The online session went well with 12 attendees including two local board members. The proposal has received approximately 232 comments so far, of which 155 were from Bike Auckland. The project team had a meeting with Bike Auckland on 31 August 2021 and is reviewing their suggestions.

High-Risk Intersections Programme

The construction phases of several high-risk intersection improvement projects are either on-hold or cannot start because of Alert Level 4. These include the Cavendish Drive and Norman Spencer Drive intersection signalisation in Manukau, the Royal Oak roundabout speed calming, the Wiri Station Road and Plunket Avenue intersection signalisation, and Titirangi Road and Croydon Road intersection signalisation and movement restriction in New Lynn. These intersection projects are likely to resume or commence as we move to Alert Level 3. However, there may be delays due to the health and safety restrictions required for the alert level such as social distancing and thus may limit the number of people onsite.

High-Risk Corridors Programme

The construction of safety improvement projects on May Road in Mount Roskill and Glen Eden Town Centre have also been placed on-hold due to Alert Level 4. Further, the lockdown has delayed public consultation on the following improvement projects: Ash Street in Avondale, Rata Street in New Lynn, and Atkinson Avenue in Ōtāhuhu. These projects are likely to resume once the alert levels decrease, however there may be further delays due to different public health restrictions.

Residential Parking Zones

The Herne Bay Residential Parking Zone presentation to the Waitemata Local Board has been delayed due to Alert Level 4. The delivery date for this project has been moved to November 2021.

Resource Consents

AT provides subject matter expertise to Council on a high number of resource consent applications that are considered of relevance to or potential impact on the transport network. AT has received requests for advice on more than 811 assessments in 2021, with 70 received in August, in comparison to May to July seeing approximately 125 each month. Development is consistent across the region with all areas experiencing growth. The number of proposals utilising the COVID-19 Recovery (Fast Track Consenting) Act process continues to increase at a steady rate and AT is now assisting the Ministry for the Environment or an Expert Consenting Panel established through the Environmental Protection Authority.

The Fast Track applications include the progression through the process of projects listed in the Act such as those for extensions of the State Highway network (State Highway 1 Papakura to Drury) and further electrification of the rail network, as well as several referred projects which have been approved by the Minister. Only one of the projects that AT has provided advice on since the enactment of the legislation has had a decision issued and this was for a retirement village in Kohimarama. Other significant proposals in process are a mixed use development on Dominion Road, a subdivision at Scotts Point, Hobsonville and Integrated Residential Developments in Whangaparaoa and Glen Eden.

Plan Changes

There are 29 active plan changes that AT is involved in. There are 7 private plan changes in the Drury Future Urban Zone area that are progressing through a hearing process. AT has recently lodged evidence for one of these private plan changes on Great South Road Papakura to rezone 6.1 hectares to Residential - Mixed Housing Suburban and Business - neighbourhood centre.

AT has also lodged a submission on a proposal to rezone 28 hectares in Kaukapakapa to Countryside Living that would enable an 20-30 additional dwellings on the edge of the existing settlement, seeking to ensure consideration of the Auckland Plan and Regional Policy Statement. Submissions on a plan change proposal to rezone 1.62 hectares on Onewa Road, Northcote from Light Industry to Mixed Use have been reviewed and further submissions lodged to support concerns raised by a local school and residents on pedestrian safety, to ensure that such a matter is addressed in the development proposal. Council has notified a private plan change in Hingaia (Park Estate Road) for 185 hectares to change zoning to enable higher density residential developments – increasing the potential yield from 1230 dwellings to 1660. We are assessing this proposal to determine any transport impacts that need to be addressed.

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.

Karangahape Road records retail high, before bracing for lockdown

Before Alert Level 4, figures from Marketview ranked Karangahape Road the highest performing Business Improvement District (BID) of all 66 BIDs across the Auckland region for the past three months.

Customer spending at Karangahape Road businesses from May to July 2021 was 25.9% higher than the previous three months (February to April 2021). The value of each transaction also increased by 3.3% in the same period.

Michael Richardson, Manager of the Karangahape Road Business Association (KBA), attributes the business improvements from May to July to the new street enhancements delivered by Auckland Council and AT, the public celebration of the new street on 26 June 2021, the street's new promotional campaign 'Be Our Guest' and the area's new website.



Figure 1 Karangahape Road Photo Credit LandLAB

COVID-19 Alert Level 4: Auckland Transport Operations Centre (ATOC) Response

ATOC Control Room: The latest COVID-19 outbreak and the speed in which New Zealand was put into an Alert Level 4 required a quick response from ATOC to ensure critical functions could continue, whilst also ensuring the safety and wellbeing of our people. While most people were able to seamlessly switch to working from home, other ATOC staff had to adjust to a different way of working. Our control room staff split each shift into two, with half operating from the ATOC control room at Smales Farm, and the other half working from the ATOC business continuity site at Albany. This split shift set-up helped keep people separated so that, should one team be impacted by a potential COVID-19 case, the remainder could continue to operate. The team working in the office strictly adhere to hygiene practices, including wearing masks.

Vaccination and testing centres: ATOC staff have also been heavily involved in supporting District Health Boards and other operators to manage the impact of the testing and vaccination centres on the transport network. Following the August 2021 outbreak, a significant number of new testing and vaccination centres were stood up. Many of these resulted in long traffic queues forming, which affected access for PT as well as posing potential safety risks to other transport network users. The intersection of Parkway Drive and Constellation Drive in Rosedale had queues extend through the intersection, blocking buses from turning left. Drivers were then forced to undertake unsafe manoeuvres to get through. In this case ATOC deployed temporary traffic management and set-up detours to maintain access to testing sites, and also to ensure road users and bus drivers could continue through the area in a safe and more efficient manner.

Border checks: ATOC staff have also been heavily involved in the planning and support for the southern and northern border checkpoints in Auckland. Significant planning and coordination efforts were required to ensure that New Zealand Police had the appropriate support and advice to deliver an effective and efficient operation at these borders. With over ten individual checkpoints, there were approximately six different road controlling authorities involved in providing temporary traffic management support. Given Auckland's previous experience in managing border checkpoints, there were plenty of lessons to draw from in order to deliver an improved service this time round. So far, the borders have operated very well with travel time delays of no more than six to seven minutes. On average approximately 10,500 vehicles pass through the checkpoints daily.



Figure 2 20 August 2021 | Intersection of Parkway Drive & Constellation Drive, Rosedale before and after detours

Procurement

There were six tenders published in the current reporting period (4 August 2021 – 8 September 2021) with an estimated value of \$14.5 million. One tender had an estimated value of over \$2 million.

Tender	Type
Ormiston Town Centre Main Street Link – This project proposes to provide an access/collector road to the emerging Ormiston Town Centre being developed in Flat Bush. The new link will facilitate access to social, commercial & economic opportunities and provide PT/walking/cycling facilities.	Request for Tender (RFT)

There were 202 contracts created in this reporting period (4 August 2021 – 8 September 2021) with a total award value of \$502 million. Six contracts had value of over \$2 million.

Contract	Supplier
Wainui Improvements Infrastructure Funding Agreement (IFA) – This funding agreement with Fulton Hogan is to facilitate a new housing development comprising of 4,500 houses at Wainui. AT's financial contribution will be made in five milestone payments totalling \$25 million.	Fulton Hogan Land Development
Road Corridor Maintenance and Renewals (RCMR) Contract - South Urban – Ten-year (2021-2031) road corridor maintenance and renewal contract to ensure the delivery of road asset maintenance and renewal works to support the roading asset growth in South Urban.	Fulton Hogan Contracting Limited
Road Corridor Maintenance and Renewals (RCMR) Contract - 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 roading asset growth in South Rural.	Liveable Streets (Higgins/HEB Joint Venture)
Road Corridor Maintenance and Renewals (RCMR) Contract - Great Barrier Island – Ten-year (2021-2031) road corridor maintenance and renewal contract to ensure the delivery of road asset maintenance and renewal works to support the roading asset growth in Great Barrier Island.	Fulton Hogan Contracting Limited
Microsoft EAS (Enterprise Agreement Subscription) Licensing – Three-year (2021 to 2024) renewal of Microsoft Windows Desktop and Storage Licences.	Spark NZ Trading Limited
On-Demand trials Papakura & Pukekohe - Operator – One year trial for the replacement of four bus services that are not meeting patronage targets and are performing poorly (Route 371, 391, 392, 393) and trial of more flexible on-demand options in Papakura/Takanini and Pukekohe.	Ritchies Murphy Transport Solutions Ltd

National Land Transport Plan (NLTP)

The Waka Kotahi New Zealand Transport Agency (Waka Kotahi) Board approved the 2021-2024 NLTP on 31 August 2021. All of AT's eligible projects have been included in the NLTP. New projects are still required to go through the business case and funding application process to receive approval for NLTF funding.

RLTP funding

There were no new approvals by Waka Kotahi during the period 9 August 2021 to 8 September 2021.

Route Optimisation Programme

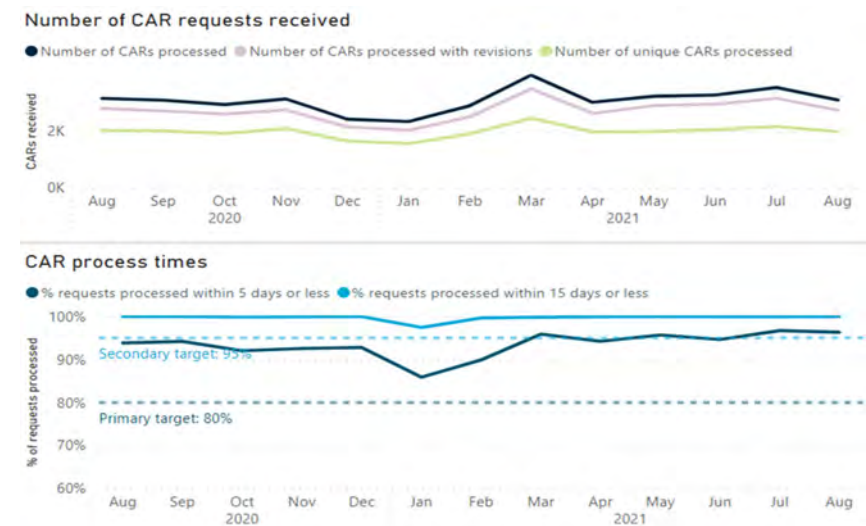
The Routine Signal Optimisation Programme is delivered by ATOC in collaboration with Waka Kotahi and AT. A target of 306 traffic signals sites are planned to be optimised in 2021/2022. ATOC has started the Q1 programme with the aim of optimising 77 signalised sites. Of the 77 sites, 58 are in progress and expected to complete optimisation by the end of September.

Active Modes Update

New rideshare or rental micro-mobility licenses (scooters and e-bikes) have been issued to operators under the Trading and Events in Public Places Bylaw 2015, following a collaborative review undertaken with AT and Auckland Council. Licenses have been extended for all existing operators for a 12-month period to September 2022, retaining previous allocations. AT will continue to work with Auckland Council around compliance with the relevant bylaw and codes of practice.

Temporary Traffic Management Inspections

The number of Corridor Access Requests (CARs) have remained steady, despite entering COVID-19 Alert Level 4 in the last two weeks of August. The team has continued processing CARs to keep essential work happening and to ensure that a smooth transition can be made when Alert Level 3 is announced when many worksites may be able to recommence construction.



Filming Parking Permits

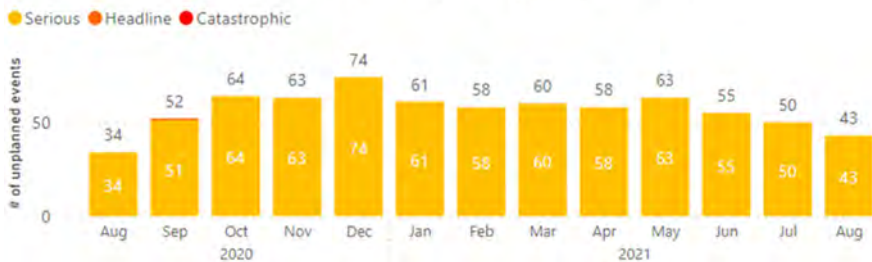
The trial for use of the AT mobile app to process filming industry requests for parking was completed in August. The project will now focus on training of staff, confirming any legal requirements (for coning areas), and finalising the pricing structure. The COVID-19 August outbreak has impacted the filming industry, meaning the go-live date for this project will be considered once Auckland is back under Alert Level 2.

Managing Planned Events

In August, the number of planned events that took place was originally scheduled to be higher than pre-COVID-19 levels. In what is traditionally a quieter time of the year for community events, two All Blacks fixtures took place on back-to-back weekends. However, a total of 34 events were postponed or cancelled in the two weeks after 17 August 2021 due to the country entering Alert Level 4 lockdown. Significant work is underway to reschedule and approve new dates for the majority of these events.



Number of Serious, Headline or Catastrophic unplanned incidents



For the first two weeks of September 2021, events across Auckland have been cancelled (15) or postponed (17). Postponement results in additional work for the team as all postponed events need to be re-assessed and approved. A significant influx of requests is expected to be received when the government signals a move to Alert Level 2 for Auckland. The majority of the planned events being managed at present revolve around mass and drive-through vaccination centres.

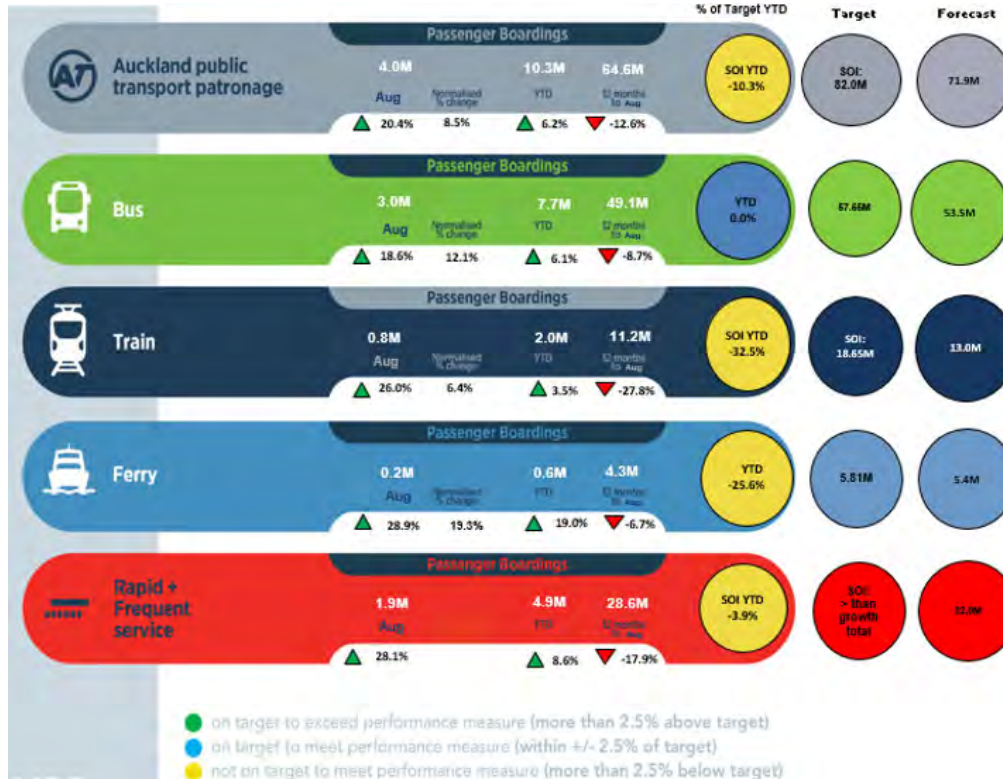
Managing Unplanned Incidents

August showed a decline in serious incidents. This was due to Alert Level 4 which dramatically reduced the demand on the transport system and the number of unplanned events.

The change of season brought variable weather conditions at the start and end of August. There were ten serious events, including the severe flooding event in west/northwest Auckland. If Alert Level 4 had not reduced the number of unplanned events on the network, we would have seen a spike in serious incidents during August.

Public Transport

Passenger boarding's – August 2021 and 12 months to August 2021



Overall, for the 12 months to August 2021 passenger boarding's totalled 64.6 million, -12.6% on the previous year. August 2021 monthly patronage was 4.0 million, +20.4% on August 2020.

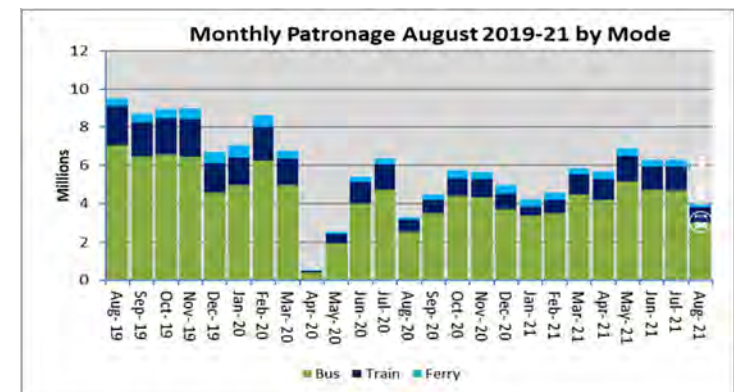
Bus services totalled 49.1 million passenger boarding's for the 12-months to August 2021, -8.7% on the previous year. Patronage for August 2021 was 3.0 million, +18.6% on August 2020.

Train services totalled 11.2 million passenger boarding's for the 12-months to August 2021, -27.8% on the previous year. Patronage for August 2021 was 0.8 million, +26.0% on August 2020.

Ferry services totalled 4.3 million passenger boarding's for the 12-months to August 2021, -6.7% on the previous year. Patronage for August 2021 was 0.2 million, +28.9% on August 2020.

Rapid and Frequent services totalled 28.6 million passenger boarding's for the 12-months to August 2021, -17.9% on the previous year. Patronage for August 2021 was 1.9 million, +28.1% on August 2020.

Passenger boarding's in August 2021 were lower compared to July 2021. This was due to Level 4 Lockdown restrictions imposed in Auckland due to the latest COVID-19 outbreak. In August last year Auckland was at COVID-19 Alert Level 3.

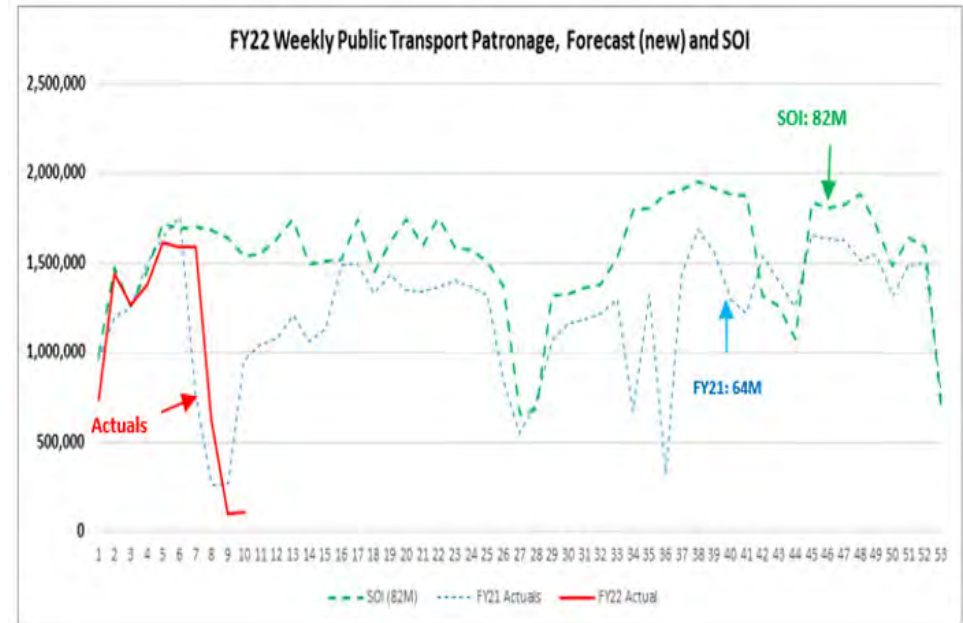


In August 2021, patronage was 4.0 million compared to 9.0 million in August 2018 or 44%, 9.5 million in August 2019 or 42%, and 3.3 million August 2020 or 121%.

AT's Statement of Intent (SOI) target for the 12-months for 2021/22 is 82 million passenger boardings across PT. 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 COVID-19 Alert Level 4.

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 achieve 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 reduction in actual patronage (red line) over the previous four weeks is a result of Auckland entering COVID-19 Alert Level 4 with actual patronage operating at 5-7% of pre-COVID-19 levels. The achievement of the SOI and budget targets is significantly impacted.



Network-wide Service Punctuality and Reliability – August 2021



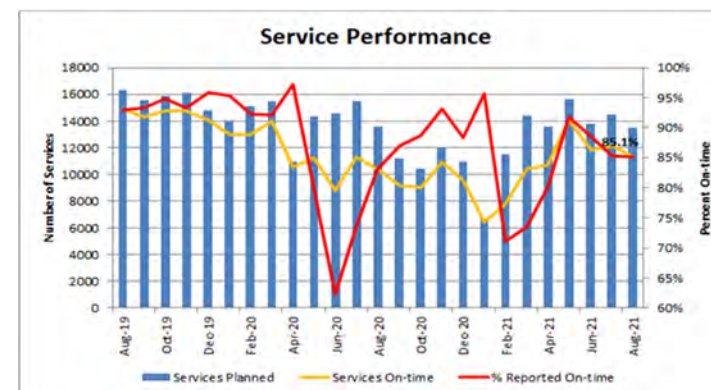
The weighted (to patronage) punctuality improved on strong performance on prior month. General traffic following the re-emergence of COVID-19 had some impact on reliability however service delivery improved compared to previous months. The rolling average remains above the SOI target:

	Punctuality at Destination		Reliability at Destination	
	Aug-21	12 Month Average	Aug-21	12 Month Average
Train	85.07%	85.17%	98.39%	97.69%
Bus	98.83%	98.01%	98.40%	98.77%
Ferry	96.29%	92.88%	98.79%	97.45%

Rail Service Performance

The 20-minute peak Southern Line service continued until 28 July 2021 as a result of KiwiRail applied speed restrictions in June / July 2021. On 29 July 2021, the full Southern Line 10-minute peak frequency was returned with the Onehunga Line converting to a shuttle between Penrose and Onehunga.

From 18 August 2021 with Auckland entering COVID-19 Alert Level 4, train operations reverted to a Sunday timetable. Performance has been relatively consistent under the Sunday timetable with reduced disruptions on the network.



Road Maintenance and Renewals

Achievement against forecast was 103% of the YTD target with 6% completion to date against the full year targets. 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.

The move to COVID-19 Alert Level 4 restrictions on 17 August 2021 means that all programmed renewal works have ceased as they are not considered to be essential works at this time. Renewal works will recommence when alert levels drop.

AUGUST 2021					
Asset Renewal Activities	August YTD Actual (km)	August YTD Forecast (km)	Full Year Target (km)	Completion v. YTD Target (%)	Completion v. Full Year Target (%)
Pavement Rehabilitation	-	-	10.0	-	-
Resurfacing	12.7	10.0	405.0	127%	3%
Footpath Renewals	10.2	12.5	60.0	82%	17%
Kerb and Channel replacement	6.5	6.0	35.0	108%	19%
TOTAL	29.4	28.5	510.0	103%	6%

12.7km of road resurfacing, 6.5km of kerb and channel replacement, together with 10.2km of footpath renewals work was completed for the two months ending 31 August 2021.

In August 2021, 97% of dispatches were responded to within the specified response times which comfortably exceeded the target of ≥85%. There were 2,917 dispatches received in the month.

Key Construction Project Updates

Project Progress	Current Phase	% Phase Completed
Eastern Busway 1 (Panmure to Pakuranga) – The busway, footpaths and cycleways are substantially complete with ongoing remedial works being completed before the project opens to the public. All intersections are fully functional with traffic lights, final traffic lane configurations of Pakuranga Road and Lagoon Drive in operation. All works are currently paused due to COVID-19 Alert Level 4 restrictions.	Construction	93%
Eastern Busway 2/3/4 (Pakuranga to Botany) – The board in August 2021 formally approved the Ultimate Outcome Scheme to proceed with consultation. This includes obtaining consents for the full scheme noting that it needs to fit inside the current funding envelope. Consultation is paused due to COVID-19 Alert Level 4 restrictions.	Interim Project Alliance Agreement	50%
Puhinui Interchange – The station has been opened to the public. The main works contractor had been progressing snags and minor works at the station to secure Practical Completion, now paused during the current COVID-19 Alert Level 4 lockdown.	Construction	98%
Puhinui Bus Priority and Mangere Cycling - The planned start of construction for the Puhinui Road Shared Use Path (SUP) east of Puhinui station has been delayed from late August to October 2021, with completion expected in February 2022. The detailed design is complete, and a price offer is being sought from contractors.	Construction	82%
Northern Busway Extension Stations (Rosedale and Constellation) - The project team and independent assessor are progressing the Total Outturn Cost (TOC) estimate for the civil works and vertical construction for the Rosedale Bus Station.	Construction	49%
Matakana Link Road - Earthworks were progressing on programme prior to the Alert Level 4 restrictions closing the site. Bridge piling work is complete, and installation of the piers is being completed.	Construction	58%
Wolverton Street Culverts 1 and 2 Replacement - Culvert 1; Precast beams were placed, and the culvert lid was prepped for the main slab pour as the works start to come back up. Culvert 2; Stage 2 South side, the sewer drainage has been laid under the Huia 2.	Construction	68%
Ngapipi Bridge Widening - The final design has been issued by the designer and will be shared with key stakeholders.	Detail Design	95%
Medallion Drive Extension – Prior to the change in alert levels, the project was on track for completion by February 2022. Site clearance work commenced on the westbound side of Oteha Valley Road & 75% of stormwater drainage is complete.	Construction	83%
Tamaki Drive Cycle Route (The Strand to Ngapipi) - The construction in the section between Solent Street and Ngapipi Bridge is substantially complete and the road carriageway has been resurfaced and traffic lanes are re-opened. Construction has started on the section between The Strand and Solent Street and this work was planned to complete by November 2021 prior to Alert Level 4.	Construction	S1 100% S2 56%
Links to Glen Innes Cycleways – Package 1 pre-construction preparation is underway. Construction commencement is subject to COVID-19 Alert Level restrictions and closing out Maungakiekie-Tamaki Local Board's engagement. Utility service investigation for package 2 routes is on-hold due to Alert Level 4 Lockdown. Package 2 design work is underway.	Construction	91%

Environment and cultural heritage

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

Street Lighting

There are now 123,340 streetlights on the network of which 96,945 (79%) have Light Emitting Diode (LED) luminaires connected to the Central Management System (CMS). There are a further 10,000 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 which means that approximately 107,000 of the 123,340 street lights (87%) have LED luminaires.

In August 2021 we replaced a further 660 lights with LED luminaires and installed 691 light point controllers on existing LED lights so as to connect them to the CMS. Existing light point controllers have been purchased to enable existing LED lights to be connected the CMS as soon as possible.

Water Sensitive Cities

AT has been asked to contribute to the international benchmarking of Auckland as a water sensitive city. The work is being led by the Auckland Council Plan, Strategy and Research team. The Water Sensitive Cities framework was established in Melbourne and the process has been used internationally to identify progress towards water sensitive design maturity.

AT Greenhouse Gas Emissions

AT's greenhouse gas (GHG) emissions for its FY20/21 corporate, operational and public transport activities were recently estimated and independently verified. In FY20/21, AT's emissions were 117,110 tonnes of carbon dioxide equivalent (tCO₂e); 14% lower than last year and 15% down on the FY17/18 baseline.

Train emissions fell with reduced services due to Kiwirail track maintenance works. Bus emissions fell 10% mainly from improved fuel efficiency (due to fewer passengers), and a small reduction from some services becoming electric. Thirty-three zero-emissions buses provided 0.75 million service kilometres (1.1% of total bus service kilometres) in FY20/21, reducing bus emissions by 1%.

AT's operational emissions target (i.e. emissions from corporate activities and the assets we own: facilities, street and traffic lights, trains) is to halve emissions by 2030 (compared to FY17/18). In FY20/21, operational emissions fell 24% compared to FY17/18; i.e., AT is halfway to achieving the 2030 target. Driving the reduction is the streetlight LED retrofitting programme.

Transport Emissions Reduction Plan

The Council-led Transport Emissions Reduction Plan (TERP) had its first Reference Group on 14 September. The Reference Group includes three Councillors, three AT Board members (Chair, Co-chair, and Abbie Reynolds), two Kaitiaki Forum members, and an Independent Maori Statutory Board member. TERP identifies actions (and their impacts) necessary to achieve the Auckland Climate Plan transport emissions reduction goal of a 64% reduction on 2016 emissions by 2030. We continue to work with Council on TERP.

Policy and Regulatory Advocacy Programme

AT provided feedback to Auckland Council as part of a family submission on the Government's Managing our Wetlands discussion document. The Government is proposing to clarify the definition of wetlands in the National Policy Statement for Freshwater Management (2020) and the National Environmental Standards for Freshwater 2020. Since the 2020 rules came into effect, a number of issues have arisen in the interpretation of wetlands, including unanticipated difficulties consenting developments and infrastructure.

AT supported the key elements of the proposal, including a revision of the definition of a "natural wetland" and provision of consenting pathways for urban development and quarries. The present definition has been challenging to interpret, with risk that some planned AT projects, developments or the supply chain could be impacted by factors never intended by the national guidance. A consenting pathway is appropriate to allow for case by case assessment of environmental costs and benefits.

Opportunity and prosperity

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

AT Data Principles Endorsed

The AT Data Principles were recently endorsed by the Executive Leadership Team, providing a foundation for:

- Finding and assigning data ownership.
- Formulating data policies, data quality standards and guidelines.
- Defining what data exists on the AT Data Landscape.
- Providing a capability to address data quality.
- Assistance in releasing data to external parties.
- Assistance in acquisition of third-party data.
- Implementing a data catalogue which contains all AT data sources.

AT HOP Retail Dashboard

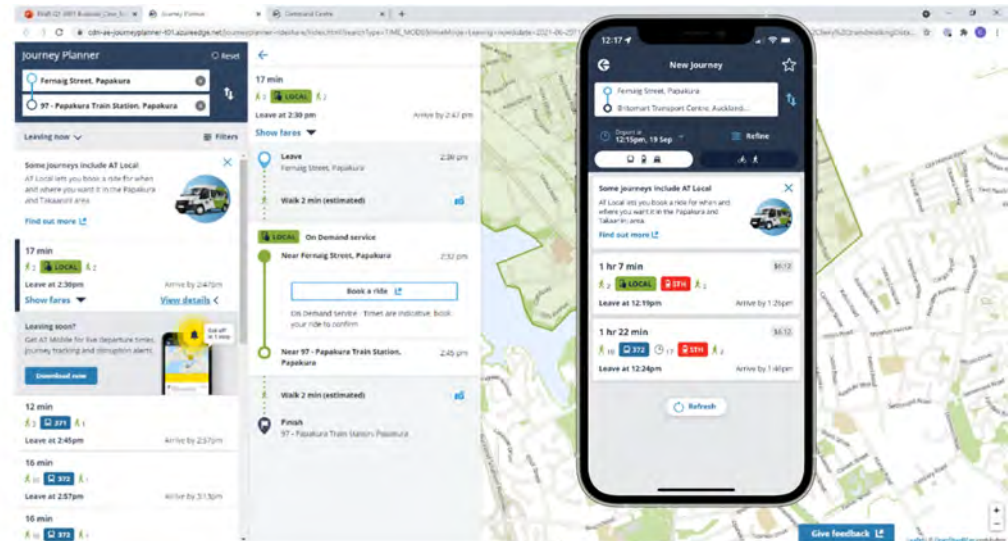
The Retail Channel – Customer Services team sought better visibility on their retailers and how they interact with them. Information has always been spread across various sources which made reporting and insights cumbersome. This new dashboard provides the ability to identify areas which require attention from an AT HOP Retailer perspective, to improve overall customer experience within the retail space, and to have visibility on how the retailer network is managed.



Figure 3 Snapshot of the AT HOP Retailer Dashboard

Channel Innovation – AT Mobile / AT Local

Ensuring that customers in the AT Local trial area of Papakura and Takanini can continue to plan their journeys using AT Mobile and Journey Planner. To support the upcoming introduction of AT Local in the Papakura and Takanini area, we've updated the journey planners in AT Mobile and on the AT website to ensure that customer can continue to plan their journeys. This is especially important as in this trial of AT Local, some existing bus routes are being removed with AT Local being the replacement. This function is live but disabled until the AT Local service launches - delayed due to COVID-19 alert level changes.



Channel Innovation - Digital channel choices for customers

Creating a more consistent Refine experience, and a foundation for new functionality

We created a new Refine journey view to provide consistency across Desktop and Mobile browsers, while simplifying and clarifying the options available. This new view provides the foundation for us to add new 'Preferred route' filters for customers to customise their search results for their needs.

