

# Business Report – March 2022

## 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
<b>Belonging and participation</b>	Focussed on Aucklanders being able to contribute to their city and its direction for the future. It aims to improve accessibility to the resources and opportunities that Aucklanders need to grow and reach their full potential and is about working towards an inclusive and equitable region, focused on improving the health and wellbeing of all Aucklanders. This outcome also covers wellbeing and health, a thriving and prosperous Auckland is a safe and healthy Auckland.
<b>Māori identity and wellbeing</b>	Seeks to advance Māori wellbeing at all levels from whānau, hapū and iwi and across all areas of life: housing, employment, education and health.
<b>Homes and places</b>	Focussed on accessibility to healthy and affordable homes as well as inclusive public places.
<b>Transport and access</b>	Providing easy, safe and sustainable transport modes across an integrated network, in alignment with the Auckland Transport Alignment Project (ATAP).
<b>Environment and cultural heritage</b>	Preserving and protecting the natural environment and significant land marks and cultural heritage unique to Auckland.
<b>Opportunity and prosperity</b>	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.*

### Living Wage Adjustment

The Living Wage rate is voluntary and paid by employers who want to make sure their people get enough money to live with dignity. The previous 2020/2021 Living Wage was \$22.10, and this increased to \$22.75 on 1 September 2021. AT is committed to paying our people at least the Living Wage.

For some of our roles, remuneration increases are negotiated and agreed through Collective Bargaining with the Public Services Association (PSA) Union. This has a flow on effect for other remuneration adjustments. Following discussions with the PSA, it has been agreed that Living Wage adjustments (back-paid to 1 September 2021) will be undertaken in the next pay run, particularly in the current inflationary context, as opposed to waiting the conclusion of the collective bargaining process.

### Speed Management Programme

#### Speed Limits Amendment Bylaw 2022 No. 2 (Phase 3)

'Phase 3' (previously referred to as 'Tranche 2B') is currently under public consultation with roads in Glen Innes, Waiheke Island, Devonport, and Takapuna town centres included. A wide range of engagement has taken place including:

- Over 350,000 mailouts to properties on or near roads with proposed speed changes.
- More than 210,000 emails through Auckland Council and AT databases.
- Webinars for approximately 150 key stakeholders including businesses, emergency services and educational institutions.
- Advertising via NZ Herald, community newspapers, radio, and social media.
- Promotion via AT's Metro and ATHOP e-newsletters.

#### Interim Speed Management Plan

Initial engagement with local boards took place in late February and early March 2022 to gather input and identify opportunities for the drafting of the Interim Speed Management Plan.

### **Safer Communities Programme**

The external consultation for the two proposed intersection improvement projects at Mount Albert Road and Frost Road, and Mount Albert Road and Hayr Road intersections in Mount Roskill is now completed with construction programmed to start in May 2022.

### **High-Risk Intersections Programme**

There are four high-risk intersection upgrade projects that have completed construction or are nearing completion. These projects are all signalised intersections located at Norman Spencer Drive and Cavendish Drive, Papatoetoe; Wiri Station Road and Plunket Avenue, Manukau; Titirangi Road, Croydon Road and Parker Avenue, New Lynn; and Burundi Avenue and Roscommon Road, Clendon Park.

The raised signalised intersection projects at Takanini School Road and Manuroa Road, Takanini and speed calming and pedestrian improvements projects at Royal Oak roundabout will be completed for construction in April. The raised signalised intersection project at Makora Road and Triangle Road, Massey is expected to start construction in April 2022.

### **Minor Improvements Programme**

Construction for a new roundabout at the intersection of Hillsborough Road with Commodore Drive and Griffen Park Road, Mount Roskill commenced in mid-February 2022. The project involves installing a new roundabout, raised zebra crossings and a new pedestrian crossing with traffic lights. The proposed changes are in response to requests from local residents. The project will make the intersection safer which is currently at high-risk for crashes. Construction is due to be completed by June.

Construction of safety improvements at the roundabout of Alison Road and Donald Bruce Drive on Waiheke Island is due to commence in April 2022. The roundabout has a high level of vehicle traffic as it connects three of the main roads on the island, and Donald Bruce Road is the main throughfare to and from the Kennedy Point Ferry Terminal. As there are two schools and a kindergarten near the roundabout most of the pedestrians crossing the road there are children, hence the need for improvements. The work has been scheduled for April to avoid the island's peak season for tourism and does not significantly impact the traffic movements as buses are timed with the ferry timetable.

### **High-Risk Corridors Programme**

The external consultation for the projects on Atkinson Avenue, Ōtāhuhu and Ash Street and Rata Street, New Lynn is now completed with construction likely to commence in April and June 2022 respectively.

The Loss of Control/Bend Treatment programme for 21 bends and the Rural Delineation Programme for 21 routes, which covers approximately 90km, started construction in early March. The Audio Tactile Profiled markings programme for three routes (East Coast Road, Dairy Flat Highway; Whitford Road, Whitford; and Whitford-Maraetai Road, Whitford) also started construction in March.

## **Vulnerable Road User Safety Improvement Programme**

There have been 22 pedestrian improvements schemes constructed this financial year and a further 68 schemes, comprising of 52 pedestrian improvements, 11 motorcycle improvements and five cycle improvements, are programmed for construction by the end of this financial year. Work with Waka Kotahi New Zealand Transport Agency (Waka Kotahi) is ongoing to ensure alignment with their Road to Zero Programme and to confirm funding for these projects.

## **Community Transport team**

The Community Transport team delivered a number of events to inform road users that children are returning to school and encouraging drivers to slow down around schools during February, and are working closely with teachers, principals, volunteers through digital newsletters, email, Facebook, to provide support.

Road Safety teams delivered 14 activations and attended six fatal crash investigations across Tamaki Makarau.

## **Active Modes Programme**

A re-launch of public engagement events and cycle skills training commenced in February 2022 following being put on hold as a result of COVID-19 pandemic restrictions.

## **Aotearoa Bike Challenge**

A total of 9,309 riders registered for the Aotearoa Bike Challenge this year (up 5% on 2021, despite the impacts of the COVID-19 pandemic)..

Over 3,000 of these came from the digital advertising and over 16,000 clicks to the information page from the social and digital advertising placements.

During the campaign, registered riders travelled 1 million kilometres and saved 47,000kg of carbon dioxide.

## **TravelWise**

The Schools Team continue to re-establish engagement with schools following the latest lockdowns due to the COVID-19 pandemic and completed 26 TravelWise Programme events/activities during the month, including three Safe School Street activities and four rural schools' activities.

Activities undertaken in conjunction with Bike Month included dress up your bike competition, Whole School Bike to School competition, a Bike Quiz, Helmet and Bike Safety checks, bike trains and a bike safety video production.

## Walking School Bus

The Walking School Bus team completed 11 events in the month and worked closed with volunteers to agree a process for capturing COVID-19 vaccine pass information.

## Special Vehicle Lane Programme

### Transit Lanes

The installation of cameras in eight enforcement zones on Onewa Road outbound and in nine enforcement zones on Onewa Road inbound has been completed. Computervision build is underway, but no delivery date is available yet due to staff shortages associated with the Omicron outbreak. The Omicron outbreak is also causing supply chain delays which is impacting the delivery of four enforcement zones on both Manukau Road, Epsom and Pah Road, Epsom.

Five of the six enforcement zones on Walmsley Road, Ōtāhuhu are live for enforcement and the final one is awaiting Transit Lane markings to be placed on the road. Following a vehicle incident, a camera in enforcement zone 4 required replacing, completed within 24 hours.

### Bus lanes

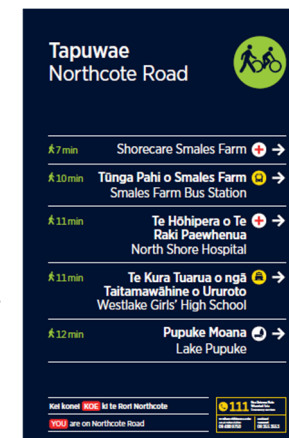
The establishment of one enforcement zone on Lower Hobson Street, one enforcement zone on Fanshawe Street, both in Auckland Central; and 8 enforcement zones on Lambie Drive, Manukau are experiencing delays due to the Omicron outbreak, mainly around delays to supply of equipment.

## Providing wayfinding solutions to guide Aucklanders' throughout their journey

### Tapuwae shared path signage

Signage is planned for Tapuwae, the new shared cycle/pedestrian bridges that have been built either side of Northcote Road as it crosses over the Northern motorway. Artwork has been created and installation is being arranged in conjunction with Waka Kotahi.

The signage will provide an explanation of the narrative behind the artwork created by mana whenua chosen artist Reuben Kirkwood (Ngāi Tai ki Tāmaki) and wayfinding to nearby points of interest.



## Complaints programme

Through the second half of 2021, improvements have been made to the management of complaints and how insights are identified to inform AT-wide improvement to products, services, and service interactions. The objective is to improve the responsiveness, transparency, objectivity, and quality of complaints handling, ensuring that these are genuinely resolved, to improve confidence in AT and improve advocacy.

While complaints account for less than 0.1% of total customer interaction volume through all AT channels (approximately 1,500 per year), the successful resolution and remediation of root causes is the primary concern.

As part of the improvements, all aspects of the complaints programme have been reviewed, improving the way and ease with which people can contact AT, and introducing a more customer focused approach to handling complaints, (reflected in updates to policy, procedures, AT's website and staff training). Changes were endorsed by the Office of the Ombudsman's and align to international standards in complaint handling (ISO 10002). AT has also leveraged the investment and implementation of the Customer Relationship Management (CRM) system to track our responsiveness, types of complaints, and generate insights, enabling greater performance transparency and visibility of improvement opportunities more effectively.

In September 2021, AT introduced new Statement of Intent (SOI) accountability targets to resolve 80% of all complaints within 20 working days including cases which require engineering assessment(s), and for less than 0.75% of all customer and stakeholder queries logged with AT result in a complaint.

These improvements also fulfil and complete the recommendations related to complaints management made in July 2020 by the independent panel responsible for the review of Council Controlled Organisations (CCOs).

## Case Management

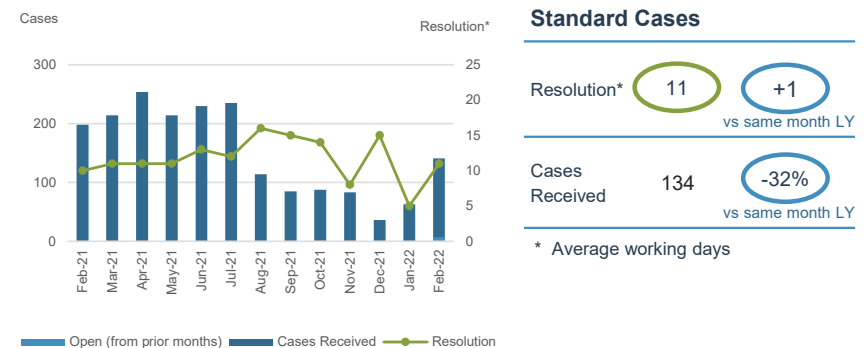
### Operational Performance – Elected Member Cases

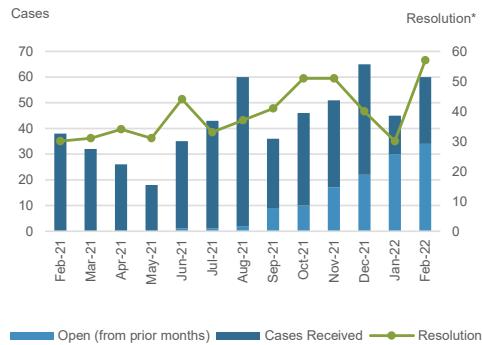
It should be noted for the following reports that the recording of monthly case volumes & resolution may change due to a change in classification over their lifecycle, and that those cases that require engineering assessment are being impacted by the COVID-19 pandemic.

#### Standard Cases

78 standard elected member cases resolved in February 2022 with an average of 11 working days.

Roads (65), Footpath (14), and Parking (13) accounted for 69% of all standard elected member cases for February.





Interim Cases	
Resolution*	57 (+27 vs same month LY)
Cases Received	26 (-32% vs same month LY)

\* Average working days

Roads cases were mostly about Reduce Speed (14) and Road Markings (8); Footpath cases were mostly about Surfaces (7) and Parking cases were mostly about Abandoned Vehicle (3) and Illegally Parked Vehicle.

**Interim Cases**

37 interim elected member cases (where the case is deferred for further investigation) resolved in February with an average resolution time of 57 working days, up 27 days on the same month last year.

Over the past 6 months the number of cases requiring an interim for further investigation has increased due to COVID-19 pandemic restrictions.

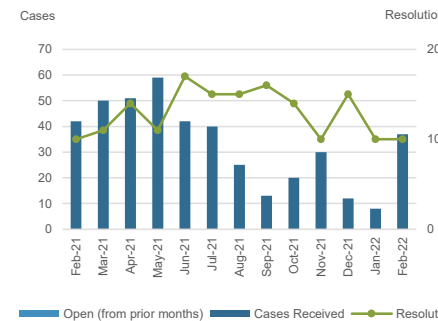
Roads (14) accounted for 54% of all interim elected member cases for February.

**Operational Performance – Councillor Cases**

**Standard cases**

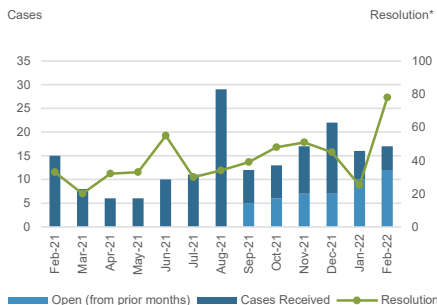
20 standard councillor cases resolved in February 2022 with an average of 10 working days.

Roads (21) accounted for 57% of all standard councillor cases for February wherein majority were about Reduce Speed (6).



Standard Cases	
Resolution*	10 (No change vs same month LY)
Cases Received	37 (-12% vs same month LY)

\* Average working days



Interim Cases	
Resolution*	78 (+45 vs same month LY)
Cases Received	5 (-67% vs same month LY)

\* Average working days

**Interim cases**

13 interim councillor cases (where the case is deferred for further investigation) were resolved in February, with an average resolution time of 78 working days, up 3 days from the same month last year.

Over the past 6 months the number of cases requiring an interim for further investigation has increased due to COVID-19 pandemic restrictions.

Interim cases for February were Roads (3), Parking (1) and Cycling (1).



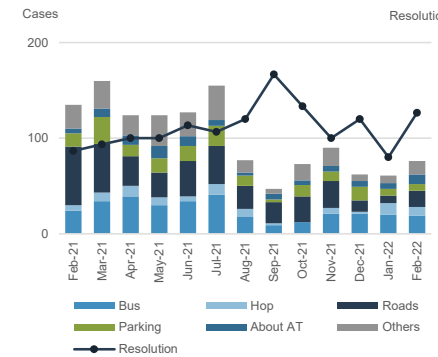
## Operational Performance – Complaints and Local Government Official Information Management Act (LGOIMA) Cases

### Formal Complaints

There were 76 cases classified as formal complaints for February, a 44% decrease on the same month last year.

Bus (19) and Roads (17), accounted for 47% of all formal complaints received in February with Bus Staff Conduct (14) and Road Surface (11) being the top drivers.

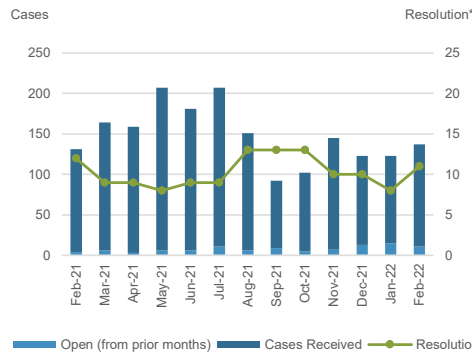
91 formal complaints resolved in February with an average of 19 working days. 24 of these resolved cases were on interim (most requiring some form of engineering assessment) with an average resolution of 51 working days.



### Formal Complaints

SLA % <sup>1</sup> (Target = 80%)	77%	-8%	vs same month LY
Cases Received	76	-44%	vs same month LY
Cases Resolved	91	-42%	vs same month LY
Resolution <sup>2</sup>	19	-6%	vs same month LY

<sup>1</sup> SLA: 20 Working Days  
<sup>2</sup> Average working days



### LGOIMA

Resolution*	11	-1	vs same month LY
Cases Received	126	-0.8%	vs same month LY

\* Average working days.

Note: 100% cases due for February were responded to within the 20 day statutory timeframe.

### LGOIMA

There were 126 new LGOIMA cases received in February 2022, a 0.8% decrease on the same month last year.

All customers were communicated to within the 20-day statutory timeframe.

Outside the usual lead driver of Close Circuit Television (CCTV) related requests (54) for February, other drivers were My Personal Information (14), and Policy / Regulations (12).

146 LGOIMA cases were resolved in February with an average of 11 working days.



## 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.*

### Road Safety

Te Ara Haepapa delivered 37 activations, events, hui and educational workshops with 213 participants in February 2022. Most deliveries were pivoted to online due to Auckland being in the red setting of the COVID-19 Protection Framework. Te Ara Haepapa supported nine rangatahi to pass their full licence and 24 to pass their restricted licence.

Te Ara Heepapa have supported the Customer Engagement and Speed Management project teams with advice on engagement and translations

### Whitiki (Child restraints)

- 124 engagements across 10 Local Board areas.
- Child Restraint Technician training session held with Buckle Up NZ and mana whenua.
- A clinic was held alongside Papakura Marae, Papakura Local Board and Papakura Māori Wardens with mana whenua medical clinicians and technicians involved in supporting the kaupapa.

### Kaihautu (Driver education and licencing programme)

- 57 total engagements during February including workshops held across 7 local boards.
- 33 successful passes from previous hui, wananga and workshops.
- Participants have continued to be supported by Te Ara Heepapa and Class 1 Driving, through theory, practical assessments and testing.

### Ara Hearenga/Pahikara (Active Travel)

- Two AT HOP Card Events in the Papakura Local Board area.
- One hui with Beam Scooters in the Waitematā Local Board area.

## Ngā Kete Kiwai Māori Learning and Development

There were 113 staff who completed the four Ngā Kete Kiwai workshops and a graduation was held online to acknowledge their achievement. There were a total of 100 attendees at the workshops from July to December 2021.

## Marae Safety Programme

Project Delivery Plan FY 20/21	Status	Q1	Q2	Q3	Q4
Te Aroha Pa carpark	Construction has been completed.				
Motairehe Stage 2 road	Construction delays with an estimated date for completion in Q3.				
Hoani Waititi Marae	Construction has commenced.				

## Mana Whenua Engagement

AT contributes to mana whenua engagement through forums for operations and governance matters. Project fora are held across various rohe on a fortnightly basis, focussing primarily on Resource Management matters. There were three mana whenua hui held for the southern and north/west regions. There was one alliance hui Tupu Ngātahi (Supporting Growth). AT engaged with mana whenua on the following projects:

- Eastern Busway Alliance
- Future bus changes in West Auckland
- Manukau and Māngere East Cycling SSBCs
- Proposed changes to North Shore bus services
- Safe Speeds Programme and the Speed Management Plan 2022
- Southwest Gateway Programme – Early Deliverables
- Wellesley Street Bus Improvements Stage One

## Homes and places

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

### Residential Parking Zones

A project to create a new Herne Bay Residential Parking Zone (RPZ) was initiated in September 2020 following multiple requests from local residents. The new RPZ will encompass 11 streets from Salisbury Street to Westwood Terrace and is scheduled to go live in April, together with an expansion of the Ponsonby RPZ including four new streets (with Ardmore Road, Wanganui Avenue, Albany Road and Trinity Street).

### Responding to Growth Pressures

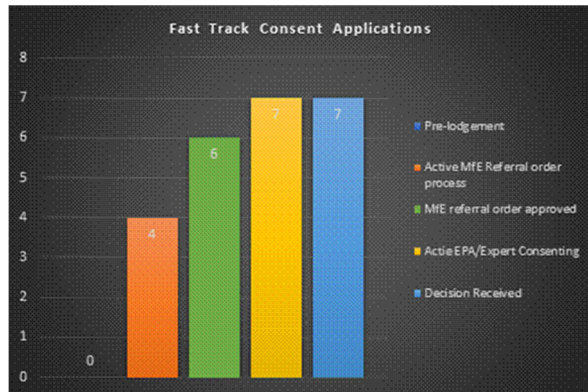
There are currently 38 active plan changes across Auckland that have implications for our transport system.

AT has recently presented evidence as a submitter at two private plan change hearings.

- Schnapper Rock Road, Albany, seeks to rezone a site from Large Lot, designed to limit development to a low residential intensity, to Mixed Housing Suburban which would enable approximately 90-110 dwellings. AT's interests were on pedestrian safety and ensuring the required mitigation was put in place as part of the plan change process.
- Private Plan Change 67 proposes to rezone properties on Park Estate Road, Hingaia and make changes to the existing precinct provisions in the Unitary Plan. The proposal seeks to change the zoning from Residential Mixed Housing Suburban to Residential Mixed Housing Urban to enable increased intensification.

AT lodged a submission on a private plan change proposal that seeks to rezone rural zoned land on Kaipara Coast Highway. The submission identified concerns that the proposed rezoning would result in a residential development that would not have access to the Kaukapakapa township through a range of transport options as identified by the Auckland Unitary Plan and Regional Policy Statement. including walking and cycling facilities.

AT provides subject matter expertise to Auckland Council on resource consent applications that are considered of relevance to or have a potential effect on Auckland's transport network. AT received 85 requests from Auckland Council for analysis in February, with 174 assessments received to date in 2022. AT has been investigating opportunities to improve consent invoicing processes to assist Auckland Council. An amended template will improve transparency for the customer.



AT has supported Auckland Council in its analysis of a proposed residential development at Bayswater Marina of significant public interest. AT was asked to provide commentary on the effects on the operation of the existing park and ride and ferry facilities. AT also supported a hearing for a proposed residential development at 79 College Road, St Johns. AT is continuing to work with Auckland Council and the applicant for the proposed IKEA store at Sylvia Park.

AT is currently involved in 27 fast-track consent applications that are utilising the COVID-19 Recovery (Fast Track Consenting) Act. There is continued interest by developers in seeking to use this legislation, with no cost recovery available to cover AT or Auckland Council's involvement in such applications. AT has an interest in these applications to ensure Auckland's transport network is appropriately considered and that any changes to network assets or new assets to be vested will meet AT's design standards and requirements.

### Auckland Monthly Housing Report March 2022

Auckland Council has released the monthly Auckland Housing report, identifying:

- 1,202 dwellings were consented (building consents) in January 2022 (20,321 dwellings for year ended January 2022) and 30% of new dwellings consented in January 2022 were houses, 11 per cent were apartments, and 59 per cent were townhouses, flats, units, retirement village units, or other types of attached dwellings.
- 1,151 of dwellings consented in January 2022 were inside the Rural Urban Boundary (RUB). Over the past 12 months, 93% of new dwellings consented were inside the RUB.
- 335 dwellings (28% of total dwellings consented) were consented inside the rapid transit network's (RTN) 1,500m walking catchments in January 2022. In the last 12 months, 4,675 dwellings were consented inside the 1,500m RTN walking catchments.

	Jan 21	Oct 21	Nov 21	Dec 21	Jan 22
Dwellings consented inside the 1500m RTN walking catchments	509	370	486	366	335
Percentage of total dwellings consented	36%	23%	28%	21%	28%
12-month rolling total inside RTN walking catchments	4439	4888	4930	4849	4675
Proportion from the last 12-month inside RTN walking catchments	25%	24%	24%	24%	24%

## 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.

**Hobsonville Point & Beach Haven**

**Weekday and Weekend Ferry Service Changes**

Hobsonville Point and Beach Haven ferry changes with extra sailings from Monday 21 March 2022.

Weekday Timetable					Weekend Timetable				
From	To	From	To	From	To	From	To	From	To
06:30	06:37	07:00	07:07	07:30	07:37	08:00	08:07	08:30	08:37
07:00	07:07	07:30	07:37	08:00	08:07	08:30	08:37	09:00	09:07
07:30	07:37	08:00	08:07	08:30	08:37	09:00	09:07	09:30	09:37
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20:30	20:37	21:00	21:07	21:30	21:37	22:00	22:07	22:30	22:37
21:00	21:07	21:30	21:37	22:00	22:07	22:30	22:37	23:00	23:07

\* New timetable for **weekday and weekend** sailings.  
 \* Additional evening and Friday sailings on weekdays with the last sailing from Downtown at 10:25pm.  
 \* Weekend route pattern will change to the same as the weekday route pattern for quicker journeys between Hobsonville Pt and downtown: Downtown > Hobsonville Point > Beach Haven > Hobsonville Point > Downtown.  
 \* Yellow highlighted times are additional trips.  
 \* Please check the timetable before travelling.

### Public Transport (PT) Service Changes

From 21 March 2022, five additional midday and evening weekday trips are added to the Hobsonville Point and Beach Haven ferry with the last sailing from Downtown at 10:25pm. The weekend route pattern will change to the same as the weekday route pattern for quicker journeys between Hobsonville Pt and downtown: Downtown > Hobsonville Point > Beach Haven > Hobsonville Point > Downtown.

Bus routes 112 and 114 will also have timetable changes from 20 March to improve bus / ferry connections. Most trips on route 114 will arrive at Hobsonville Point 7 minutes before ferries depart to downtown, and most 114 trips will depart from Hobsonville Point 7 minutes after.

A trial of weekend Pine Harbour ferry services will be undertaken between 19 March –25 April. The weekend ferry trial will run on Saturdays, Sundays and public holidays including Good Friday, Easter Monday and Anzac Day (15, 18, 25 April).

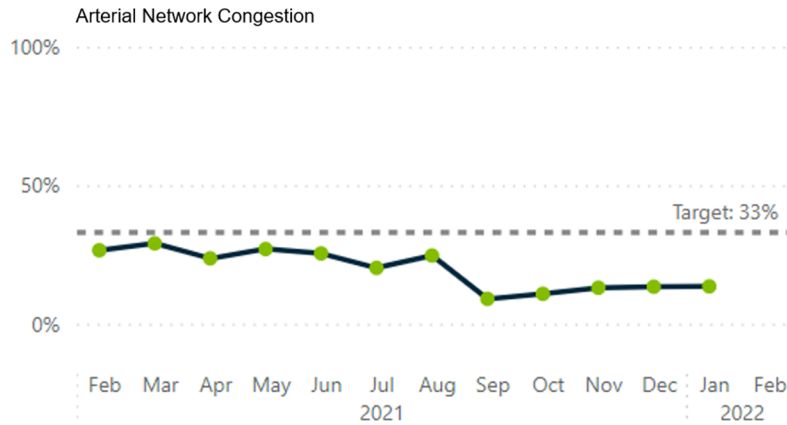
### Smales Farm Bus Station Platform Extension

The platform extension at Smales Farm Bus Station is now operational, ahead of the March 2022 target. The northbound platform was not big enough to cater for the approximate 1,300 school children and other customers who gathered to travel northward during the school finishing hours which was resulting in children walking or being jostled onto the active busway. This situation required daily on site crowd management by AT Metro Facilities staff to ensure a safe environment for our customers.

With the new platform operational and 16.5m longer, AT’s customers can experience a much safer, customer friendly environment during these peak periods.

Despite disruptions due to the COVID-9 pandemic, Troy Wheeler Contracting (TWC) were able to take advantage of the reduced school capacity and extended their working hours to gain significant ground on the time lost to their programme. Works are planned for July 2022 to cut back the existing platform canopy, which is no longer compliant for double decker bus clearances.





## Network performance

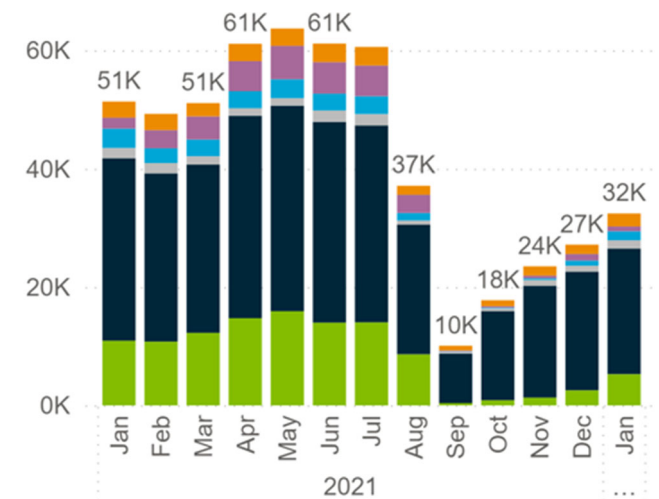
In January 2022, Auckland experienced lower demand levels due to the New Year's holidays and the orange setting of the COVID-19 Protection Framework. The arterial network operated 86% at good levels of service during the AM peak period. The AM peak average speed on the network was 40 km/h whereas the pre-COVID-19 speed was 34 km/h.

## City centre performance

In January 2022, the total number of people entering the city centre by all modes was 32,440 during the AM peak period, 52% lower than pre-COVID-19 levels in January 2020. Compared to December 2021, there was a 19% increase mainly attributable to the eased COVID-19 restrictions.

Number of people by mode into city centre

● Bus ● Car ● Cycle ● Ferry ● Train ● Walking

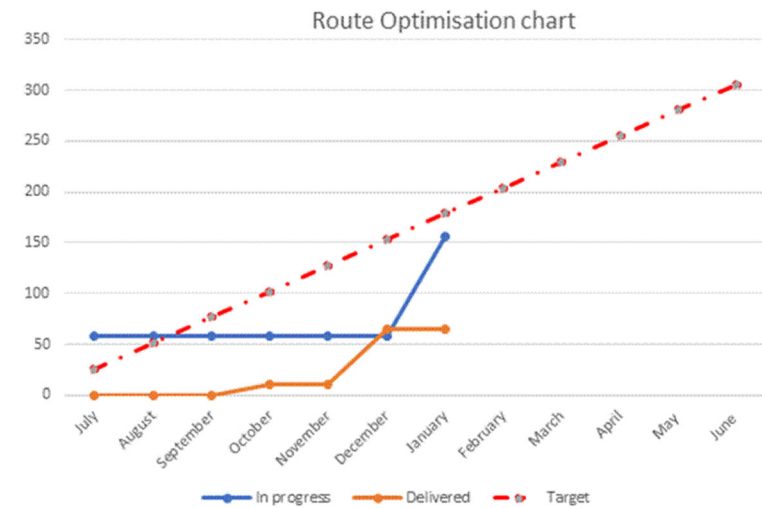


## Route Optimisation Programme

The Route Optimisation Programme has been delayed due to the impacts of the COVID-19 pandemic, having completed 65 sites, and 81 sites in progress of the 306 sites planned for optimisation during the 2021/2022 financial year.

## Transport Officer update

There were 67 incidents reported by Transport Officers across the PT network in February 2022, compared to 61 the previous month and 82 in February 2021. 34 of the incidents last month were for disorderly behaviour such as smoking or cycling on the platform, verbal arguments and jumping fences. 11 instances related to alcohol consumption. Transport Officers recommenced monitoring of fare evasion in the month and recorded a rate of 3.52% against, prior year rate of 2.09%. Mask compliance remains at high levels with occasional breaches being detected.

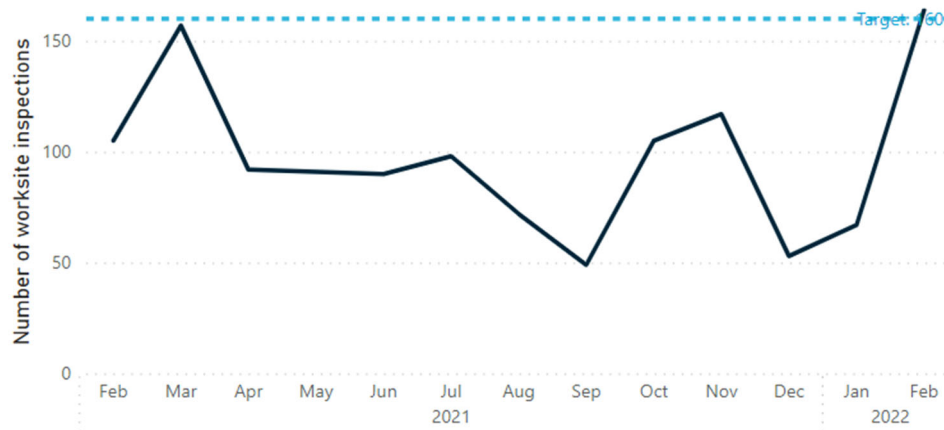




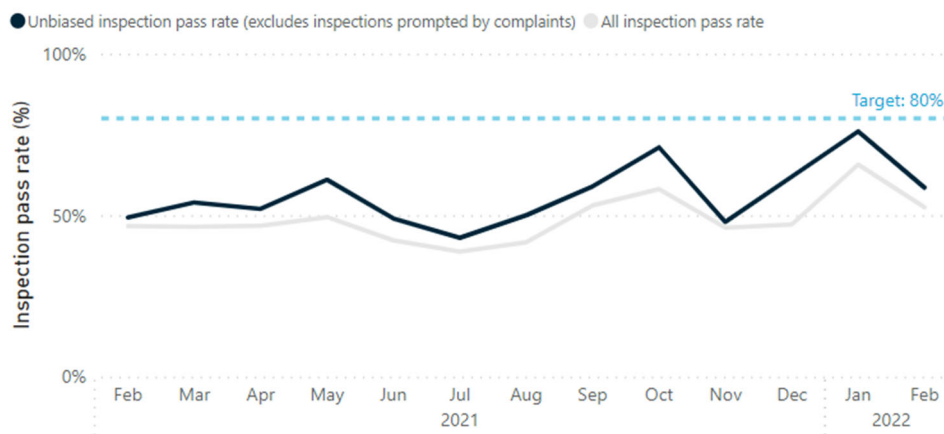
## Road corridor and worksites

Corridor Access Requests (CARs) applications have increased in volume in February with a sharp increase in the number of resubmissions. This has been largely due to difficulties in access to materials and work force, with labour shortages being the major reason given for needing to reprogramme work.

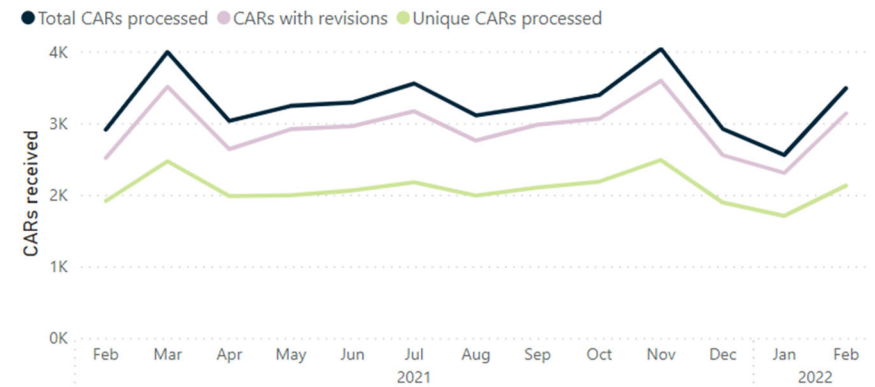
Worksite inspections for compliance with Temporary Traffic Management Plan



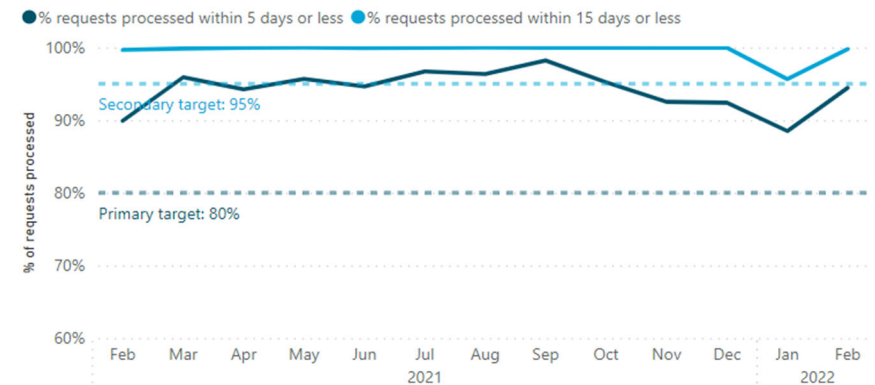
Worksite inspection pass rate



Number of CARs received

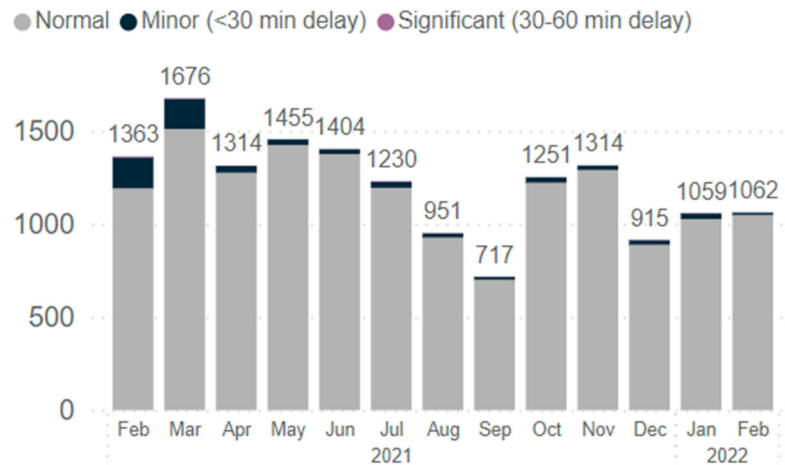


CAR process times



The number of Temporary Traffic Management (TTM) inspections performed during February reached target for the first time since March 2021. While inspection numbers are seasonal there have been impacts from the COVID-19 restrictions and resourcing levels which have resulted in fewer than optimal inspections being carried out. TTM worksite pass rates were below 80% again in February, however, average pass rates since October 2021 have been trending upwards.

### Number of planned events and their impact on the network



### Managing planned events

The COVID-19 pandemic continues to impact special events with most events scheduled for March either postponed or cancelled, including major events such as Round the Bays and SIX60 at Eden Park. The Women’s Cricket World Cup has commenced but with significant limits on crowd attendance. Filming is able to continue without impact.

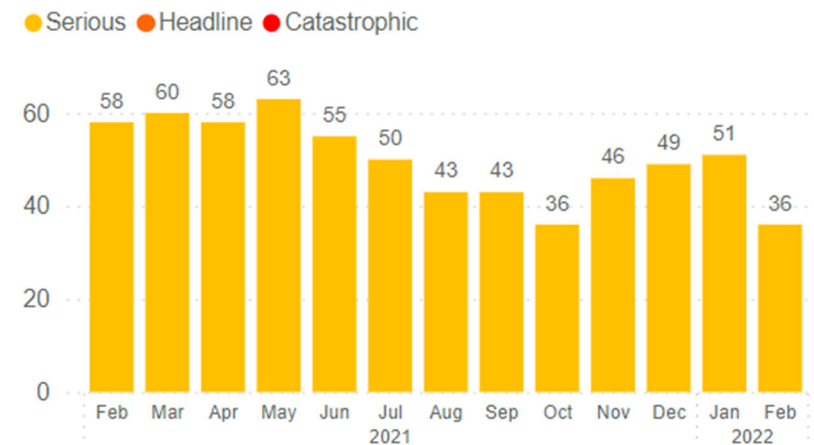
Planned Events have continued to support travel around testing and vaccination centres, as well as the heightened protest activity in February and March which impacted network operations.

### Managing unplanned incidents

In February 2022, there was a spike in serious crashes involving trucks with 15 incidents recorded.

The Auckland Harbour Bridge was closed in both directions for 4 hours and 45 minutes on 13 February 2022 due to winds exceeding thresholds.

### Number of Serious, Headline or Catastrophic unplanned incidents



## Transit Lane Monitoring

AT has developed a bespoke high-tech solution to enable automated vehicle occupancy counts in vehicles in high-occupancy vehicle lanes in conjunction with CSL infrastructure.

Once in operation, it will be used to capture images of vehicles and occupancy counts in real time. During the initial 3-week trial period, warnings will be issued to drivers not following the high-occupancy and bus lane rules after which, non-complying drivers will receive infringement notices. Each evidence pack of footage is witnessed by a warranted officer and the warranted officer initiates the offence.

Onewa Road in Kaipātiki will soon have automated Traffic Lane Enforcement to monitor the high occupancy T2 and T3 or bus lane-only travel lanes. The solution was first successfully tested during February 2021 on the Albany area along Upper Harbour Highway, six installations for six zones are operating on Walmsley Road in Ōtāhuhu and Onewa Road, Northcote, has 17 camera installation zones.

## Great North Road – Safety, Bus, and Cycling Improvements

Consultation for Great North Road improvements closed on 7 May 2021 having received 274 submissions, having engaged virtually with community panels and stakeholders. The detailed design of the resulting solution is complete with construction due to commence. Engagement continues with major stakeholders, including local businesses, Grey Lynn Business Association and Grey Lynn Residents Association. The AT website has been updated with the public feedback report and detailed plans along with an overview of the project which aims to improve safety for pedestrians, cyclists and vulnerable road users.

## Medallion Drive

Medallion Drive, an important link between Fairview Avenue and Oteha Valley Road, has opened. This connection will allow vehicles, people on bikes, and pedestrians to move safely and efficiently around the area and will improve access between the residential community, PT, schools, the retail precinct and the future designated growth area north of Oteha Valley Road.

## Regional Land Transport Plan (RLTP) funding

The table below outlines activities approved by Waka Kotahi during the period 11 February 2022 to 15 March 2022.

Activity	Approved Costs (\$M)
Auckland - PT Service Improvements – Bus Service Improvements - Implementation - PT Services	\$30.1
Auckland Network Optimisation - Stage 1 - Implementation – Local Road Improvements	\$8.9
Auckland Network Optimisation - Stage 1 - Single-Stage Business Case – Local Road Improvements	\$0.5

## Finance

Work is continuing with Auckland Council and Aon (Auckland Council group insurance brokers) to review insurance policies and coverage in place to support 30 June 2022 insurance renewals.

Work is continuing with Auckland Council to finalise the 2022/23 Annual Plan. AT's draft budget was submitted at the end of February 2022 with Auckland Council consulting on a budget proposal until the end of March. Auckland Council workshops will take place following this with final budget decisions expected by early June.

## Procurement

There were four tenders published in the 1 February to 4 March 2022 period, with an estimated value of \$3.27 million, none of which exceeded \$2 million in value. There were 172 contracts created in the current reporting period of 1 February to 4 March 2022, with a total award value of \$175.10 million. Two contracts had values of over \$2 million.

Contract	Supplier
<p><b>Supply and Maintenance of Electric Multiple Units (EMUs) – Batch 3 Rolling Stock – City Rail Link (CRL) tranche</b></p> <p>This contract is for the direct award of an additional 23 EMUs (the third batch of the original train order) to meet the forecast passenger growth coinciding with the CRL opening.</p>	<p>Construcciones y Auxiliar de Ferrocarriles (CAF), S.A.</p>
<p><b>Supply and Maintenance of EMUs – Batch 3 Rolling Stock - CRL tranche - Spares / Retrofit Existing Fleet</b></p> <p>Additional insurance and rotable (maintenance) spares, to accommodate the expanded fleet and to retrofit the existing fleet of 72 EMUs as required to ensure interoperability with the new Batch 3 rolling stock.</p>	<p>Construcciones y Auxiliar de Ferrocarriles (CAF) New Zealand Ltd</p>

## Freight

Our Freight Reference Group, an industry liaison group led by AT that regularly brings together a wide range of representatives from the freight industry, central and local government to share perspective and concerns from a freight movement perspective, held its most recent forum in February 2022. Key highlights were:

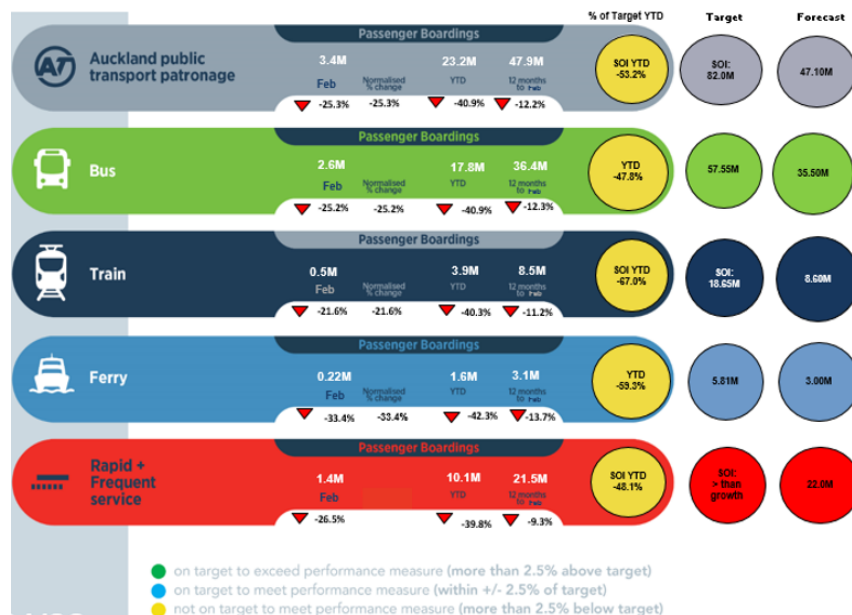
- The impacts of the COVID-19 pandemic, specifically supply chain disruption in the freight industry with the industry representatives confident that they had adapted to conditions over the last two years and would continue to do so for the challenges ahead.
- Ongoing concerns about the impact of speed limit reductions on freight movement, with a preference for education and enforcement over speed management. Within this, there was a desire to see more consistency in the design of speed tables on freight routes.

- Issues around vegetation maintenance on freight routes, particularly over-size and over-dimension routes, which Auckland Council undertook to address.
- Moves towards electric mobility, with the Automobile Association highlighting the purchase of three Electric Vehicle recovery vehicles as part of its service fleet, and Carl Haslam showcasing their introduction of their first electric car transporting truck.

## AT Metro PT

### Passenger boarding's – February 2022 and 12 months to February 2022

Overall, for the 12-months to February 2022 passenger boarding's totalled 47.9 million, -12.2% on the previous year. February 2022 monthly patronage was 3.4 million, -25.3% on February 2021.

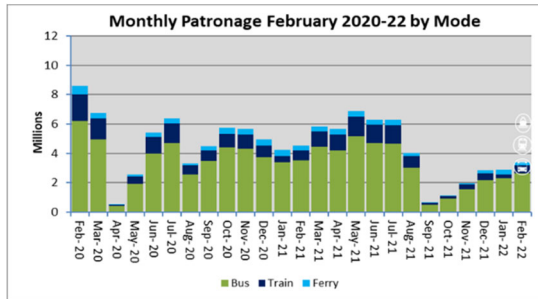


Bus services totalled 36.4 million passenger boardings for the 12-months to February 2022, -12.3% on the previous year. Patronage for February 2022 was 2.6 million, -25.2% on February 2021.

Train services totalled 8.5 million passenger boardings for the 12-months to February 2022, -11.2% on the previous year. Patronage for February 2022 was 0.5 million, -21.6% on February 2021.

Ferry services totalled 3.1 million passenger boardings for the 12-months to February 2022, -13.7% on the previous year. Patronage for February 2022 was 0.22 million, -33.4% on February 2021.

Rapid and Frequent services totalled 21.5 million passenger boardings for the 12-months to February 2022, -9.3% on the previous year. Patronage for February 2022 was 1.4 million, -26.5% on February 2021.



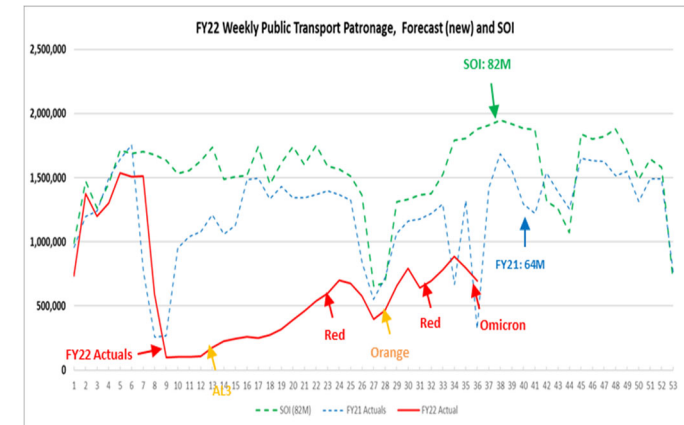
Passenger boardings in February 2022 were higher than January 2022 due to an easing of the COVID-19 Protection Framework settings.

In February 2022, patronage was 3.4 million compared to 4.5 million in February 2021 or 76% and 8.6 million in February 2020 or 40%.

AT’s 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, and reflected in AT’s operating budget set prior to the August 2021 COVID-19 Alert Level 4 lockdown.

To achieve the SOI, with an actual starting weekly run-rate for 2021/22 at 74% of pre-COVID-19, assuming a straight increase during 2021/22, the year-end weekly run-rate for June 2022 would need to 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 reduced travel demand as the COVID-19 Omicron variant impact has accelerated. The achievement of the SOI and budget targets is not considered feasible for this financial year.

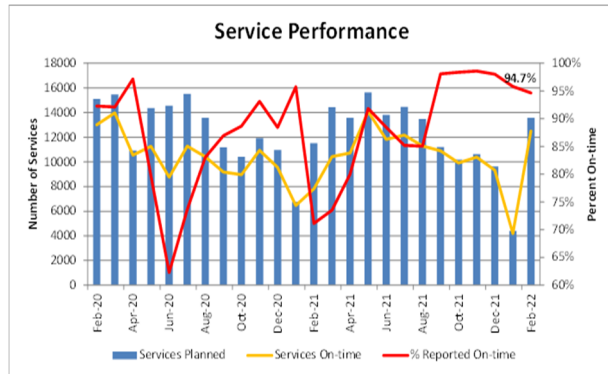


### Service Punctuality and Reliability – February 2022

All PT service reliability (services delivered) has been negatively impacted during February and into March, as a result of workforce impacts from the presence of the Omicron COVID-19 variant in the community. Bus service reliability in early March reached a low point of between 85-87% against the published timetable, which equates to approximately 1900 bus services being proactively cancelled on a daily basis. As a result of proactive and targeted cancellation of selected services, good customer facing timetables and majority acceptable frequencies have been maintained with overall acceptable punctuality of those services retained.

Ferry sailings have changed daily and reduced timetables put in place for Devonport, Birkenhead and Bayswater.





### Rail Service Performance

The full rail timetable returned on 8 February 2022 following reduced timetables over the Christmas period and to accommodate KiwiRail and CRL works on the network.

Performance has been relatively consistent during February with the main factor contributing to lower punctuality being speed restrictions imposed on the network by KiwiRail to manage rolling contact fatigue defects. The cyclone event on 13 February 2022 also caused considerable disruption with over 50 train cancellations.

Train services have been reduced as of 7 March 2022 to operate on an extended weekend timetable (regular 20 minute frequency timetables compared to 10 minutes peak).

### Key Construction Project Updates

Project Progress	Current Phase	% Phase Completed
<b>Eastern Busway (EB) 1 (Panmure to Pakuranga)</b> – The new bridge has been given its final Certificate of Public Use. The Bridge now has open access for pedestrians and cyclists. The outstanding main contract works are expected to be finalised by late February/early March 2022. The Heritage Swing Bridge is ready to tender with construction now planned for mid-2022.	Construction	93%
<b>EB2/3/4 (Pakuranga to Botany)</b> – The Total Outturn Cost (TOC) for Stages 2 and 3 exchange between AT and the Alliance occurred on programme at the end of February 2022, and the outcome of the reconciliation process will be known early April 2022 to determine a reasonable cost for the works. Following community feedback on the Stage 3 commercial section and the Burswood alignment, additional analysis was completed of the alignment option selection.	Investigation	75%
<b>Puhinui Interchange</b> – Practical Completion has been issued with only remaining snags left to rectify. Physical works expected to be complete by April 2022. All mana whenua items are complete and installed for the sod return ceremony in April/May 2022.	Construction	99%
<b>Puhinui Bus Priority and Mangere Cycling</b> – All construction works for the bus priority lanes are complete. Construction for the last stage of the project, Puhinui Road Shared Use Path (SUP) east of Puhinui station, is now programmed to start in late March 2022 with completion expected in August 2022.	Construction	90%
<b>LRGF – Huapai</b> – The tender process is underway, and It is planned to engage the roading contractor in April 2022. The detailed design for SH16/Station Rd intersection is substantially complete. The resource consent application was lodged in August 2021, and approval is expected in March 2022. Construction is expected to start in June 2022.	Detail Design	98%
<b>Matakana Link Road</b> – The building up of the road pavement on Matakana Road and roundabout is underway. Utility Services continue to be installed throughout the Matakana Link Road and works on the bridge deck are underway.	Construction	82%



Project Progress	Current Phase	% Phase Completed
<b>Wolverton Street Culverts 1 and 2 Replacement</b> – Main culvert structure and stream works are complete on both sides and the stream is flowing through the new culvert. The landscaping of upstream area is in progress. Viewing platform and retaining wall construction is in progress on the downstream side which will be followed by pavement construction.	Construction	91%
<b>Northwest Rapid Transit Network</b> – Corridor main works design package to be completed in April 2022. Construction works will commence in stages with Te Atatu Road commenced in February 2022. Lincoln Road is scheduled to commence in July 2022 and all construction works is expected to be completed in April 2023. Westgate detailed design is underway. Current programme has land acquisition completing in December 2023, construction to commence in February 2024 with completion expected in January 2025.	Detail Design	28%
<b>Medallion Drive Extension</b> – The project has made good progress and construction is now complete. Traffic signals have been commissioned and the new link road is opened to the public.	Construction	100%
<b>Tamaki Drive Cycle Route (The Strand to Ngapipi)</b> – Construction for the Tamaki Drive Cycle Route is complete and practical completion has been issued, landscaping work will be carried out in April 2022. Walk over has been done and the contractor is actioning the snag list. A post construction safety audit will be carried out.	Construction	100%
<b>Links to Glen Innes Cycleways</b> – Package 1: Detailed design is complete. Construction RFT procurement plan has been approved and will be out to tender in March 2022. Package 2: SP2 and SP4 draft detailed design is complete. It is to be followed by streetlighting design and engineer's estimate in late March 2022.	Detail Design	96%
<b>Glenn Innes to Tamaki (Section 4) –:</b> Section 4A & 4C detailed design is 95% complete and construction planned to commence in late March 2022 subject to Waka Kotahi funding. 4C resource consent has been received and 4A consents expected imminently. Section 4B consent is planned for lodgement in late March 2022.	Detail Design	32%
<b>New Lynn to Avondale Cycleway</b> – Project is progressing well and expected to be completed by April 2022. Construction on the Whau bridge is almost complete. Boardwalks, fencing, and artwork are being installed during February 2022.	Construction	98%

## Transport Infrastructure Asset Design and Management

Key activities through to the end of January 2022.

- **Design and Standards:** The Design Review Panel has now reviewed over 100 projects. Review process optimisation is ongoing to improve efficiency. The team continued to support major projects design review at a detailed level, such as CRL and EB. The replacement for the transport code of practice for land subdivision is now in final review phase with a release date planned for end of Q1 2022.
- **Asset Management:** The development of specific procurement plans are underway in preparation for retendering of the asset management professional services contracts. Waka Kotahi annual audit has been completed with a focus on financial accounting and safety aspects of the asset maintenance and renewals programme. Initial Waka Kotahi feedback identified an overall improvement on the previous audit (late 2020).

## Road Maintenance and Renewals

FEBRUARY 2022					
Asset Renewal Activities	February YTD Actual (km)	February YTD Forecast (km)	Full Year Target (km)	Completion v. YTD Target (%)	Completion v. Full Year Target (%)
Pavement Rehabilitation	2.7	4.0	10.0	68%	27%
Resurfacing	227.9	296.0	405.0	77%	56%
Footpath Renewals	33.7	37.5	60.0	90%	56%
Kerb and Channel replacement	26.2	24.5	35.0	107%	75%
<b>TOTAL</b>	<b>290.6</b>	<b>362.0</b>	<b>510.0</b>	<b>80%</b>	<b>57%</b>

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

There has been 2.7 km of rehabilitation and 227.9 km of resurfacing completed for the eight months ending 28 February 2022. 33.7 km of footpath and 26.2 km of kerb and channel was also renewed during the eight month period.

### Consent Planning

Minor applications were lodged in February for tree works and safety improvements, with all applications prepared in-house by our internal planning team. The Supporting Growth Alliance Drury Arterials Hearing for the four Notices of Requirement was officially closed in February 2022 and we await the recommendation from the Independent Hearings Panel.

### Property Optimisation

AT has ceased applying rental abatement since the initiation of the COVID-19 Protection Framework commencing 3 December 2021. However, the ongoing pandemic has affected PT patronage and retail spending on the transport network, especially in Britomart and Manukau Stations. From March 2022 AT will commence 50% rental abatement on a case by case basis to assist retailers most impacted and who have requested this assistance.

AT has finalised a co-location licence with Auckland Unlimited for the offices above Downtown Ferry Terminal Pier 1. This will allow Auckland Unlimited consolidate its security operations for its key regional assets and for AT to relocate its Transport and Parking Officers from Downtown Carpark. The co-location ensures that the asset is fully utilised for council family purposes.

## **CRL Technology Deliverables**

February was a significant month for systems design reviews and activities. The AT Business Technology (BT) team have reviewed in detail the design work packs for Communication Systems - Data (Stage B) Design and Building Management System (Stage C) Design.

Work commenced with Link Alliance on the inclusion of systems within the Systems Integration Facility (SIF) in Level 1 of the Britomart Chief Post Office building. This facility will be the systems staging and functional validation area for the CRL stations building management and integrated control systems solutions. As part of these works, additional safety systems have been brought under the management of BT.

## **Temporary Traffic Management guide**

Waka Kotahi is now asking for feedback on a new guide for temporary traffic management. The guide outlines how to use a risk-based approach to prioritise the safety of all road users including people walking, on bikes, driving vehicles and the many New Zealanders who work on roads. It will be useful for road construction and maintenance, events, emergency response or any activity where a temporary road design is required.

Auckland Council has indicated that it will not be developing a submission, but the issue is of high relevance to AT. Several AT staff have been involved in the guide's development and will be contributing to feedback. Submissions close in early April, but it is likely that there will be ongoing collaboration between Waka Kotahi and AT.

## Environment and cultural heritage

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

### Street Lighting

February 2022 saw an extra 738 streetlights replaced with light emitting diode luminaires and another 405 light point controllers installed on the network and connected with the Central Management System.

### Green bus shelters

In early December 2021 AT opened the second living shelter, outside Redoubt North Primary, Diorella Drive, Manukau. This shelter included solar panels to power a pump for irrigation of the roof plants.

The shelter has a bench seat with a water reservoir which holds rainwater and a small pump. When the plants on the roof need watering, the solar panels provide power to the pump to push water up to the roof for irrigation.



### Ferry electrification is one step closer

The Metro Decarbonisation team and the Procurement team have increased their knowledge on low emission ferry charging systems during a successful round of interactive sessions with ferry charging suppliers from around the world. As well as from information outlined in the Request for Information (RFI) submissions. The teams met with suppliers who showcased their products that enable low emission ferry charging units (for electric ferries) at Auckland ferry terminal berths.

The learnings from these interactive sessions and from the RFI submissions have been collated and form the next steps in both the ferry charging procurement process and in the low emission ferry infrastructure enablement.

### Wireless Charging pilot

AT has collaborated with IntDevice to conduct New Zealand's first wireless charging pilot study at Ti Rakau Drive (Howick & Eastern bus depot). The study will be co-funded by Energy Efficiency and Conservation Authority (EECA) as part of Low Emission Transport (LET) Funds and is expected to start in the first quarter of 2023 after a 12-month period of designing, planning, procurement, and civil works.

## Intergovernmental Panel on Climate Change Report

On 28 February 2022, the Intergovernmental Panel on Climate Change (IPCC) released a major report on climate change impacts, adaptation and vulnerability. Key observations and conclusions from the report:

- 40% of humans' livelihoods are already impacted by climate change: a flood or fire in Australia destroying crops, heat stress for workers in Africa, or Westport's frequent floods impacting businesses.
- Adaptation responses to climate change need to be nature-based, often called "green infrastructure." For example, green roofs to cool buildings, more green areas to capture runoff, and restoring wetlands for flood protection.
- Opportunities to adapt to climate change decrease as the temperature rises because the impacts become too big to adapt to. The world is already seeing significant impacts with a 1.1°C increase (since 1850); over 2.7°C is likely by 2100.
- The link between climate change and social and economic impacts is now clearer and stronger.
- There is an urgent need to change from a near-exclusive focus on climate change mitigation (reducing emissions) to both climate change mitigation and adaptation.

AT is already working on climate change impacts and adaptation; our key workstreams are:

- Understanding the impacts: we have built our knowledge on the direct impact of climate change on our assets, customers, services, and staff. We have begun to build our knowledge on the indirect impacts of climate change, like the social, legal, and economic impacts. Information on both will be coming to the Finance and Assurance Committee over the next few months.
- Adaptation Responses: work is being done to enable changes to the design manual; adaptation plans will start being developed in specific areas. Green infrastructure has been trialled, and the Environment Action Plan focuses on providing more as funding becomes available.

## Historic Aotea Great Barrier bridges to be repaired

A stonemason will soon repair non-structural cracks in one of the nine historic, Depression-era stone bridges on Aotea/Great Barrier Island.

There are nine stone arch culverts on Blind Bay Road, Okupu, and 2 more on Puriri Bay Road, Tryphena, all thought to have been built in the 1930s during Depression-era work programmes.

AT will soon contract a stonemason to carry out maintenance and repairs one bridge on Blind Bay Road and one on Puriri Bay Road. The work is expected to be completed by June 2022.

## **Fish Ladders**

The Aotea/Great Barrier Local Board has allocated funds from their Local Board Transport Capital Fund to install some fish passage ladders at the Aotea Culvert between the bottom of the Aotea Hill and Okiwi Airfield. Passage ladders allow fish to bypass manmade structures such as culverts, weirs and dams which can limit or block migrations to spawning waters. When fish can't access critical habitats, their populations decline. Kōkupu, a family of three native trout species, are among fish which move within rivers and streams on Aotea and to and from the sea to complete their lifecycles. Kōkupu sprats are keenly sought by whitebait fishermen.

The work will likely involve preparation of the stream bed, placement of rocks and installation of some fish passage ladders and is planned for the latter part of the 2021/2022 construction season. It will take up to seven weeks once started.

## **Resource Management System**

Auckland Council, with input from AT, lodged a group submission to the Ministry for the Environment on proposed changes to the resource management system, including the creation of a new Natural and Built Environment's Act (NBA) and a Strategic Planning Act (SPA). The Ministry for the Environment will now consider feedback in advance of an anticipated release of draft SPA and NBA legislation later in 2022.



## Opportunity and prosperity

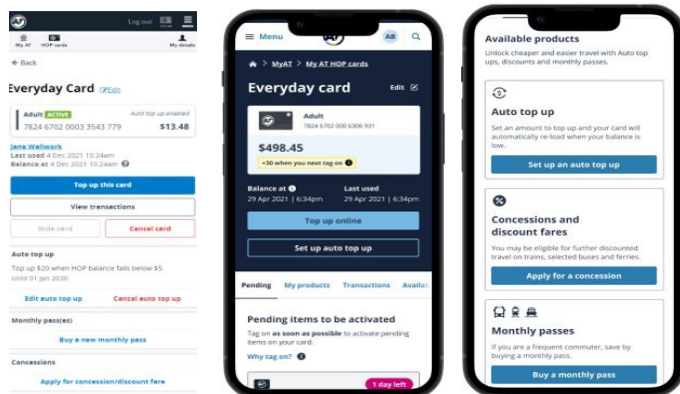
For AT, this outcome area is focussed on collaborative technological development enabling resilience and adaptability.

### Building Māori Construction Capability

AT, in conjunction with Auckland Council, iwi and Māori businesses are working on an ambitious multi-million-dollar project to improve the accessibility and safety of marae across Tamaki Makaurau and to build Māori connectivity and capability in the construction sector. The marae upgrade project has been conducted across the Auckland isthmus and over the Waitemata to Moteirehe Marae, in Katherine Bay on Aotea-Great Barrier Island, where works are due to be completed by the end of March. Also upcoming are works on Haranui Marae at the base of the South Head of the Kaipara Harbour.

To date, 13 projects on marae in Tamaki Makaurau have been completed in partnership with Māori businesses, part of AT's supplier diversity programme, designed to generate positive socio-economic change. The projects are boosting and enhancing the capability and capacity of Māori companies in the construction sector, leading to economic growth, increased employment and extending the commercial reach and capability of mana whenua organisations. Many of the works are small scale in nature (carparks, driveways, access points), but are delivering meaningful and measurable benefits, including providing school leavers with apprenticeship opportunities and employment pathways previously unavailable to them.

Working with 100% Māori -owned businesses (except for Aotea Great Barrier Island, where no Māori -owned company was available) to provide essential connectivity to marae enhances not only the accessibility of essential cultural and social services but is building significant experience in the Māori construction sector. Participating companies are now securing construction work in the private sector and increasing their market share in Tamaki Makaurau.



### Improved Hop Card details screen

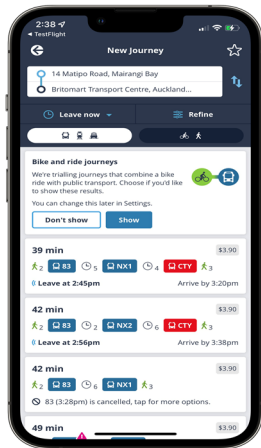
As part of the Self-Service project, the improved HOP card details screen has been released which will make it easier for customers to access the most used, most important details about their card(s).

It clarifies and highlights when a top-up is pending to reduce anxiety and confusion caused by the need to use the card to activate the credit.

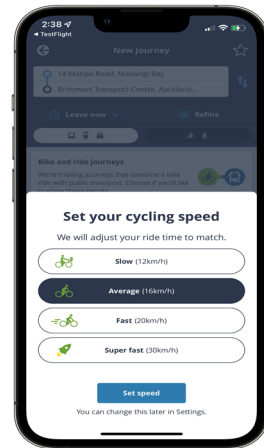
Available products have been broken out to a separate screen reducing the clutter on the main screen and providing more clarity around the products which are available.



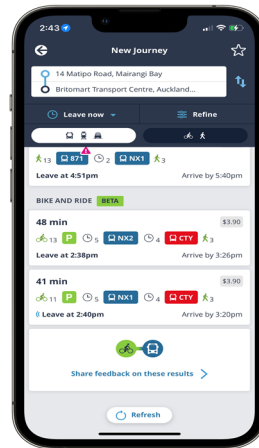
## Enhance digital customer experiences



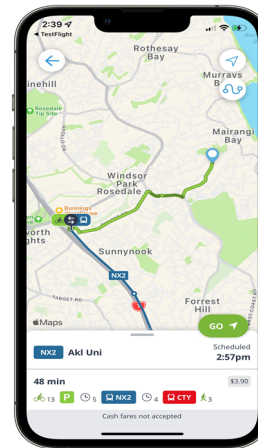
Opt-in in Journey Planner



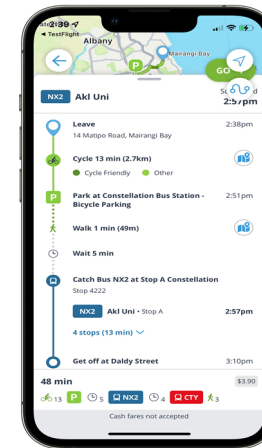
Choose cycling speed if not already set



Bike and Ride journey results



Close up of cycle leg connecting to bus leg



Journey details showing cycle leg connecting to bus

AT has already extended the journey planner in AT Mobile from bus, train, and ferry to include cycling for the first leg where there are bike parking facilities. In most cases these will be at major stations/hubs so customers can cycle when it suits them to connect with the Frequent Transit Network rather than having to work around feeder bus timetables. This has been launched as an opt-in feature to help us better understand demand, feedback etc before becoming a standard option.