

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

Recommendation

That the Chief Executive's report be received.

Prepared by:

Shane Ellison, Chief Executive

Belonging and participation

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



AT employees farewell Shane Ellison - Chief Executive

Over 100 staff farewelled Shane Ellison as Chief Executive at an event at AT's 20 Viaduct Harbour Avenue headquarters on 7 June 2022. Coordinated by the Diversity and Inclusion Network, presentations and gifts celebrating Shane's leadership over four and half years were made. Over 500 staff joined the event online.

2022 Kaihoe

During May, 36 members of the 2022 Kaihoe (graduate) intake met for the first time in person at 20 Viaduct Harbour Avenue. The

entire selection process, on-boarding, induction, and welcome to AT, to date, has been virtual. Although much of the selection and onboarding process was redesigned to provide the best possible people experience in a virtual world, this photo was taken at the first group session designed as a team building exercise, connecting our Kaihoe's "why" and AT's purpose.



Plus One Concession – launching 17 July 2022

The 'Plus One Bus Companion' will enable the support person of a Total Mobility Card Holder to ride an AT Bus¹ * at no charge, when travelling together. This new initiative supports a safer and more equitable public transport (PT) network that already includes kneeling buses, accessible footpaths, and bus shelters, as well as the on-bus audio announcements.

These investments support delivery of the strategic outcomes in the Accessibility Action Plan and AT's transition to an Accessibility Accreditation Tick. This concession has already been implemented on the Wellington, Waikato, and Bay of Plenty PT networks with great success.

¹ Because of the current operational requirements to issue a paper ticket, this will initially be launched through AT buses only. This means the Plus One Companion is not available on the Waiheke Island or Howick & Eastern buses, AT trains or ferries. AT will review the feasibility and operational requirements to provide the Plus One Concession within those services in due course.

Active Modes Programme

So far, this financial year, 4,784 students in schools have received bike skills training and 1,027 adults and 1,256 children received training as part of our community bike skills courses. A number of schools opened up as part of Bikes in Schools (BiS) in May. 7 schools officially opened up bike tracks tacking the total number of BiS schools in Auckland to 73 giving 33,486 students access to bikes and a track. 202 teachers across these schools have also received teacher training.

In May, 19 events and activations were delivered in partnership with communities to activate the cycle network and promote safe cycling. 14 pitstops were delivered providing safety checks and basic bike maintenance to customers passing through. 123 participants took part on an e-bike guided ride which activates the city centre loop and introduces people to riding e-bikes.

Summary of Operational Performance

Customer contact volumes (telephone and written) into our Contact Centre increased 34% month-on-month to 21,500. The volume jump reflects increased network activity and PT patronage, along with network disruption such as unplanned cancellation of PT services.

Service levels have been further strained by sickness and unplanned absenteeism in our Contact Centre combined with attrition and recruitment delays. Recruitment continues to be a challenge in a highly competitive labour market for customer service employees as other large organisations scale up their front-line teams following COVID-19 pandemic (COVID-19) restrictions.

Despite the challenges, 60% of calls were still answered within 20 seconds. We now have a program of work underway to reduce our time to respond to written queries. This includes lifting the proportion of contacts resolved first time.

Case Management

Operational Performance – Elected Member Cases

Standard Cases ¹

- 175 standard elected member cases resolved in May 2022 with an average resolution of 11 working days, same as May 2021.



Standard Cases

Resolution*	11	No Change	vs same month LY
Cases Received	216	+1%	vs same month LY

* Average working days



Interim Cases

Resolution*	44	+12	vs same month LY
Cases Received	27	+50%	vs same month LY

* Average working days

- Road Sweeping (29), Disruptions & Closures (21) and Missing or Damaged Sign (18) accounted for 31% of cases for May.

Interim Cases

- 59 interim elected member cases (where the case is deferred for further investigation) were resolved in May with an average resolution time of 44 working days, up 12 days on the same month last year.
- Over the past few months, the number of cases requiring an interim for further investigation has increased due to COVID-19 impacts of staffing levels across the organisation.
- Cycling Facilities (3) and Overgrown Trees (Visibility) (3) accounted for 22% of all interim elected member cases for May.

Operational Performance – Councillor Cases

Standard Cases ¹

- 31 standard councillor cases were resolved in May 2022 with an average of 15 working days, up 4 days from the same month last year.
- Road Markings (3), Footpath Surface (3), Pedestrian Facilities (3) and Infrastructure (3) were the major drivers for May.

Interim Cases ¹

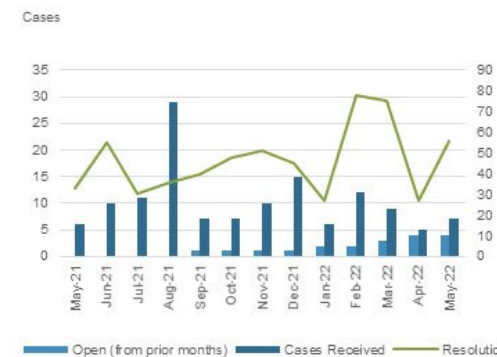
- 15 interim councillor cases (where the case is deferred for further investigation) were resolved in May, with an average resolution time of 56 working days, up 23 days from the same month last year.
- Over the past 6 months the number of cases requiring an interim for further investigation has increased due to COVID-19 restrictions.
- Interim councillor cases for May were mostly about Pedestrians (3).



Standard Cases

Resolution*	15	+4	vs same month LY
Cases Received	36	-39%	vs same month LY

* Average working days



Interim Cases

Resolution*	56	+23	vs same month LY
Cases Received	7	+17%	vs same month LY

* Average working days

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

Formal Complaints

- There were 88 cases classified as formal complaints for May 2022, a 28% decrease on the same month last year.
- Bus Staff Conduct (14), Bus Route or Schedule Related (9), and Road Surfaces (10) were the major drivers accounting for 38% of all cases received for May.
- 85 formal complaints were resolved in May with an average resolution time of 13 working days. 9 of these resolved cases were on interim (requiring some form of engineering assessment) with an average resolution of 31 working days.

LGOIMA

- There were 175 LGOIMA cases received in May, a 13% decrease on the same month last year.
- All customers were communicated to within the 20-day statutory timeframe.
- Outside the lead driver of CCTV related requests (75) for May, other drivers were Revenue and Costs (23), Our People (17) and LGOIMA Webform Request (13).
- 166 LGOIMA cases were resolved in May with an average resolution time of 12 working days.



Formal Complaints

SLA % ¹ (Target = 80%)	86%	+10	vs same month LY
Cases Received	88	-28%	vs same month LY
Cases Resolved	85	-24%	vs same month LY
Resolution ²	13	-2	vs same month LY

¹ SLA: 20 Working Days

² Average working days

LGOIMA



Resolution*	12	+4	vs same month LY
Cases Received	175	-13%	vs same month LY

* Average working days.

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

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.

Marae Safety Programme

Project Delivery Plan FY 21/22	Status	Q1	Q2	Q3	Q4
Te Aroha Pa carpark	Construction has been completed.				
Motairehe Stage 2 road	Construction delays due to COVID-19 & with estimated date for completion in Q4.				
Hoani Waititi Marae	Construction has commenced and due to be completed in Q4.				

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 that the Māori Policy and Engagement team supported: Tupu Ngātahi (Supporting Growth). AT engaged with mana whenua on the following projects:

- Activities in the Road Corridor Bylaw
- Connected Communities – New North Road Corridor project
- Eastern Busway Alliance
- Eastern Busway1
- Ferry Terminal Upgrade work
- Great North Road Cycling, Safety & Bus Improvement project update
- Huia Road, Waitakere - footpath installation
- Kupenga
- Manukau and Māngere East Cycling Single Stage Business Case update
- Parking Strategy
- Puhinui Station update
- Southwest Gateway Programme – Early Deliverables
- Walking & Cycling Programme: New Lynn to Avondale Project update

Te Aara Haepapa

Te Ara Haepapa delivered 139 activations, 38 mini events, 130 educational workshops and 21 hui over the reporting period. The deliveries were a mixture of online and face to face due to the "Traffic Light" system for COVID-19 operating in Tāmaki Makaurau during this month.

Homes and places

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

People Powered Streets Programme

Waka Kotahi New Zealand Transport Agency (Waka Kotahi) has confirmed that Auckland have been accepted onto the Streets for People programme with proposals to be presented to Waka Kotahi in July 2022. The programme focuses on climate change through a shift in modal choice to active modes. An Auckland Council Planning Committee workshop has been undertaken on programme development. The project team is moving from a long list to a short list approach identifying areas of change where infrastructure projects can either be accelerated or complimented.

Regional Improvements Programme

Construction began in early June 2022 for the new footbridge that will clip-on to the western side of the Slippery Creek Bridge, Great South Road, Drury. There are no pedestrian facilities on the western side of the bridge and, due to the ongoing housing developments, there is an increasing demand for pedestrian facilities. The project will improve safety for people, particularly children, by providing a safe link to nearby schools.

Parking improvement projects

Remote camera enforcement trial

Management have been running a remote camera enforcement trial at the Killarney Street car park in Takapuna. This trial is a significant step for change in off-street parking enforcement as many carparks across our region do not have barrier-arms at the entry and exit points. The results of the trial are positive, with licence plate recognition in the high 90%. With one eye to the future, this solution can be used to trial charging at Park 'n' Ride Facilities across Auckland.

St Patrick Square

St Patrick Square is designated as a pedestrian mall. Due to this designation, it is not legally possible for parking infringements to be issued. Management is proposing a long-term remedy which will change St Patrick Square from a pedestrian mall to shared space which will allow parking issues to be enforced through normal mechanisms.



Figure 1 Concrete boxes placed in St Patrick Square

The short-term tactical solution of placing concrete boxes relocated from Queen Street was completed on 1 June 2022. These boxes have been successful in preventing vehicles from parking in the square to date.

Auckland City centre – Loading and servicing interim plan

A Loading and Servicing interim plan has been developed for the city centre. This interim plan contains recommended changes to ensure the effective operation of loading and servicing activity until the end of March 2023. The plan would be refreshed on an annual basis until the Comprehensive Parking Management Plan for the city centre is ready.

The city centre has been broken down into ten areas for analysis. An assessment of loading and servicing has been carried out in each area to identify the main issues in each. This plan focuses on the areas of the city centre where the most disruption is occurring, and it identifies changes that would improve short-term operations in areas that aren't experiencing disruption. The plan will be used as supporting evidence to ensure that projects mitigate their impacts on loading and servicing.

This plan also recommends two potential innovative loading and servicing initiatives that could be trialled. These are aimed at addressing compliance and access issues. If successful, it would form part of a long-term strategy to manage the aforementioned issues in the city centre and the wider Auckland region.

We are in the process of introducing this plan to key stakeholders. The plan has already been presented to Waitemata Local Board, Heart of the City and Auckland City Centre Advisory Board.

Government Health and Safety Lead Annual Awards

The Government Health and Safety Lead annual Health and Safety Representative (HSR) of the Year Award acknowledges outstanding work done by HSRs. Agencies are able to nominate individuals who have played a significant role in delivering specific health, safety or wellbeing initiatives or have shown leadership and commitment to health and safety; encouraging engagement and development of staff or the organisation.

Six individuals are selected as the finalists, and they are presented their awards at the annual Government Health and Safety Representative Conference held in June 2022. The overall winner is selected at the conference. ATOC, as part of the joint venture with Waka Kotahi, has nominated individuals for these awards since 2019 with nominees being selected as one of the six national finalists every year. This year, we are proud to advise that Dianne Sharp, an ATOC employee, has been selected as one of the six national finalists. Dianne will receive her award at the annual conference.

Customer Project Delivery: Wayfinding

A number of wayfinding solutions have been installed during the reporting period including:

New Lynn to Avondale Path Wayfinding

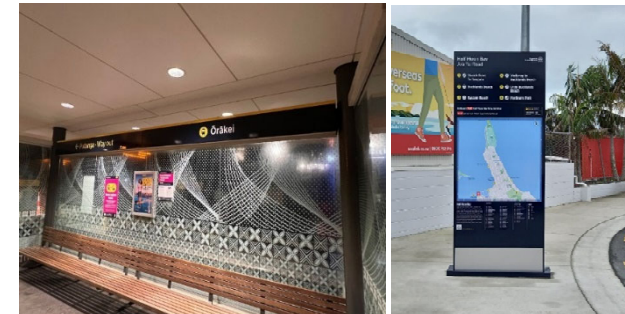
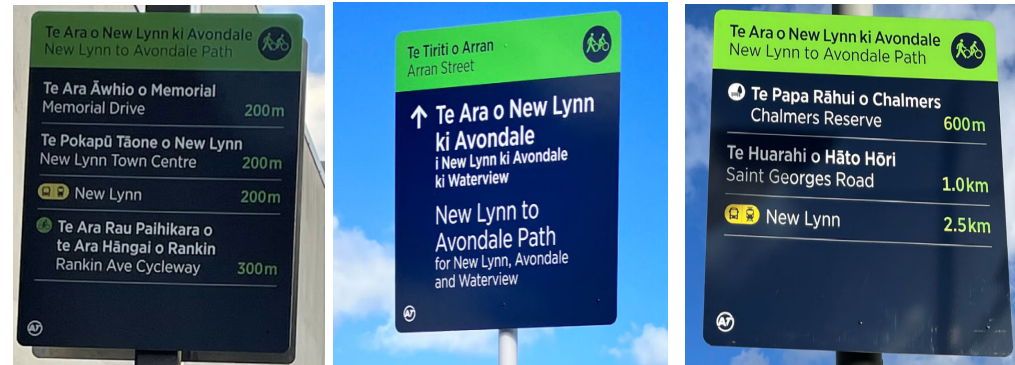
The New Lynn to Avondale Path is a 2.9km shared path linking the New Lynn and Avondale train stations and surrounding areas to the Waterview Path and City Centre in the Whau Local Board Area.

Stage 1 of the bilingual signage (40 directional and confirmation destination signs) was installed prior to the official path opening on 4 June. Stage 2 of the bilingual signage (Directional blades, route markers and beacons) will be installed over the coming weeks.

Disruption wayfinding: Hobsonville Point and Ōrākei Station

Disruption wayfinding was installed at Hobsonville Point Ferry Terminal to direct people along the waterfront to a new temporary bus stop that will be in use for the next six months while construction on a new Kainga Ora housing development takes place. Ōrākei Station also required wayfinding for the first phase of works on Phase 4C of the Glen Innes to Tamaki Drive shared path. For the next two months there is no step free access to the station and all train passengers need to access the station via the park and ride entrance. There is also disruption to cyclists and people walking in the area as the underpass is closed during works.

Installation for both projects took place late at night after the last service before go-live date to ensure wayfinding was accurate at all times.



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.

Safe Speeds

A marketing communications campaign is underway to communicate the Phase 2 (formerly Tranche 2A) speed changes occurring from 30 June to 14 July 2022.

Speed limit change date	Local Board areas
30 June 2022 – rural roads	Franklin, Howick, Māngere-Ōtāhuhu, Manurewa, Ōtara-Papatoetoe, Papakura.
14 July 2022 – urban roads	
21 July 2022	Albert-Eden, Aotea / Great Barrier, Maungakiekie-Tāmaki, Ōrākei, Puketāpapa, Waiheke, Waitemātā.
28 July 2022	Devonport-Takapuna, Henderson-Massey, Hibiscus and Bays, Kaipātiki, Rodney, Upper Harbour, Waitākere Ranges, Whau.

Consultation for Phase Three, (previously known as Phase 2B) closed on 3 April 2022. Phase 3 proposed changes are predominantly around schools, but also rural marae, high-risk rural roads, town centres, some residential roads in Manurewa and a whole-of-island review for Waiheke Island.

Interim Phase 3 reports have been supplied to local boards, allowing them to provide further feedback on key themes in the public submissions. This additional local board feedback will be reviewed along with public submissions before final recommendations are made to the AT Board. If passed, speed limit changes are anticipated in late 2022.

Speed management technical workshops have been undertaken to introduce *Katoa, Ka Ora*, a draft speed management plan for Auckland for 2023-2026. Four sessions, two online and two in person, with approximately 60 attendees in total, were held between 28 May and 1 June.

New North Road – business engagement

The Connected Communities programme includes upgrades to 12 of Tāmaki Makaurau Auckland’s major arterials. The programme implements Auckland’s strategic direction and integrates and aligns the outcomes and delivery of other projects to ensure consistency and to minimise disruption.

The transformation of the New North Road and Symonds Street corridor is a key focus for AT. It plays an important role in connecting the western and central isthmus suburbs to Auckland's city centre. New North Road is the first of these routes to proceed. Public consultation on a short list of options occurred between February and April 2022.

The four project outcomes or pillars include safety, thriving town centres, PT, and connectivity, and walking and cycling. All pillars have been used throughout the development and design of the approaches and guide outcomes in considering the needs of local communities along the route.

Thriving Town Centres is a key project outcome, addressing the concerns and needs of businesses along New North Road and beyond, creating town centres that are attractive and prosperous is a key consideration. AT has learnt from past experiences and has deliberately taken a business centric approach to engaging with businesses.

Targeted engagement and dedicating resources to this need has seen anecdotal benefits through engagement with this community. Constructive feedback from business improvement districts (BIDs) and businesses who have focused on the future opportunities and benefits of change.

Positive feedback was received both in the media and directly through direct feedback and submissions received from businesses and Local Boards. Local businesses who provided input have helped AT understand local issues and also to understand what is important for a thriving town centre with unique characteristics, what is good for businesses and communities.

The next phase of engagement will provide another opportunity for businesses to be involved in the consultation on the preferred option. Proactive engagement will focus on the next level of detail and on ways AT can develop an option that balances the needs of everyone.

Mission Bay town centre safety improvements

The construction of the Mission Bay Safety improvement project started on 26 April 2022 after consultation and significant community input.

We acknowledge everyone who shared their views with AT including representatives from the Business Association, Resident's Association and the Ōrākei Local Board.

As a Vision Zero organization, AT is committed to making the roads around Auckland safer and reducing death and serious injury on our roads. Mission Bay is prioritised under its town centre safe speeds programme due to high numbers of vulnerable users interacting with motorists.

The improvements include a separated on-road cycleway along Tāmaki Drive; Wider and improved shared space around the clock tower area (Tāmaki Drive / Patteson Avenue intersection); Raised speed tables and pedestrian crossings along Tāmaki Drive; New bus shelters and bike parking facilities; and a new improved car parking area on Selwyn Avenue and Marau Crescent.

Weekly drop in engagement sessions are scheduled, modelled on the approach applied to neighbouring St Heliers.

Devonport Village safety improvements

AT is working alongside the local community and special interest groups to make it safer to walk, bike, and drive around Devonport Village.

Devonport Village is prioritised for improvements under this programme due to the high numbers of vulnerable road users – children, senior citizens, pedestrians, cyclists, or motorcyclists interacting with motorists. A community working group has been established comprising members of the Devonport-Takapuna Local Board, local business association, Bike Auckland, local residents and others from the wider community. Local councillors have contributed significantly to this working group and the draft proposal that is now out for public feedback. Construction of the community-backed safety improvements will follow in 2023.

Mātiatia improvements

AT has been working with the Waiheke Island Local Board, Auckland Council, Direction Mātiatia and Ngāti Paoa representatives on a set of transport improvements for Mātiatia. The plan is being developed to address the impact of significant growth over time and prepare for future growth on the island. The improvements are designed to provide better safety, stormwater management and look to address congestion issues at Mātiatia. Following a delay, due to COVID-19, public consultation will occur in July 2022 around a set of improvements that include changes to parking, increased cycling and walking options, and bus facilities. Prior to public consultation, workshops have been held with the community and interested groups, including Ngāti Pāoa, Waiheke Transport Forum, Cycle Action Waiheke, Waiheke Couriers, tourism and taxi group operators.

AT participation in two international presentations

AT joined the Ministry of Transport and Waka Kotahi on two international presentations this month. The first presentation was at the 2022 Vision Zero Philadelphia conference. AT management presented on the journey the organisation has been on to deliver speed limit changes across Auckland. The second presentation was a follow up at the request of the City of Philadelphia's Safe Streets Subcommittee and was focussed on the technical and communication approach. Both presentations were very well received and highlighted to all involved that AT is making considerable progress not just nationally but also internationally.

High-Risk Intersections Programme

There are seven high-risk intersections that have completed construction this year. These projects include signalised intersections at Norman Spencer Drive and Cavendish Drive, Papatoetoe; Wiri Station Road and Plunket Avenue, Manukau; Burundi Avenue and Roscommon Road, Clendon Park; a signalised intersection and movement ban at Titirangi Road, Croydon Road and Parker Avenue, New Lynn; a raised signalised intersection at Takanini School Road and Manuroa Road, Takanini; speed calming at the Royal Oak roundabout and a raised crossing and movement ban at Great South Road, Portage Road and Saleyards Road, Ōtāhuhu. The raised signalised intersection project at Makora Road and Triangle Road, Massey started construction in mid-June 2022.

High-Risk Corridors Programme

The safety improvement project at Glen Eden Town Centre has completed construction. The project had several issues causing the delayed completion, but significant changes have now been made. The construction for Atkinson Avenue, Ōtāhuhu has started and is likely to be completed by the end of October 2022. This project includes raising three intersections and installing three raised pedestrian crossings. The Ash Street and Rata Street project in New Lynn has also resumed with some minor design changes to support future cycling provision along the corridor.

The Loss of Control/Bend Treatment programme for 21 bends, the Rural Delineation Programme that will treat 90 kilometres on our rural network and the 27 kilometres of Audio Tactile Profile are all on track to complete installation by the end of this financial year, weather permitting.



Figure 2 Raised intersections at Glen Eden Town Centre



Figure 3 Roundabouts in Glen Eden Town Centre

Vulnerable Road Users

There have been 37 pedestrian improvement schemes and five motorcycle improvement schemes constructed this financial year. The pedestrian improvements are generally raised crossings that provide safe system outcomes for our most vulnerable road users. There has been a significant piece of work undertaken to determine the most appropriate device for providing the safety outcomes while minimising noise and vibrations for our customers.

A further 40 schemes are either in construction or currently programmed for construction this financial year, which include 33 pedestrian improvements, five cycle improvements and two motorcycle improvements.

'Phase 1' of the Dominion Road motorcycle trial has been completed and will be monitored closely to see if we can effectively address the 'right turn across oncoming traffic' type crash with new technology. This type of crash is the most common where motorcyclists are using the bus lanes and has been traditionally a difficult crash type to address. 'The signs for 'Phase 2' have been installed. When the power supply is connected to the signs, they will be calibrated.

Fatal Crash Reporting

A review of the Fatal Crash Reporting process has been undertaken and a number of changes to the process have now been completed. Significant changes to the report template have been made to make the report far simpler to complete and increase focus on operational deficiencies. A major improvement in the delivery of the recommendations from the reports has been achieved by having members of the Road Corridor Maintenance team as part of the initial site visit, if items are identified as being urgent then they can make quick changes in a short timeframe. The next phase of the changes will finalise the second part of the Fatal Crash Investigation that will identify any safe system gaps or themes that are developing over several Fatal Crash Reports. This work is being carried out with Waka Kotahi as part of a national working group.

Transport Officer update

In May 2022, there were 106 incidents reported by Transport Officers across the PT network with disorderly behaviour being the most common and accounting for 81% of the total. The second most reported incident, accounting for 13%, was for drinking alcohol. The number of reported incidents is the same as May 2021. Transport Officers have continued to conduct blockades at various locations on the network during Traffic Light Orange setting. Transport Officers have also been asked to provide a presence on bus routes 66 and 70 due to issues with fare evasion and disorderly behaviour.

On 10 June, an Auckland One Rail (AOR) train manager was stabbed by a young offender as he disembarked at Sylvia Park rail station. The offender and several associates ran from the scene to the nearby mall. They were apprehended by New Zealand Police later that afternoon and arrested. The train manager was transported to Middlemore Hospital and treated for his injuries, which were not life threatening.

The Transport Officer contingent took immediate action and redeployed to the Eastern and Southern lines to show a strong presence in support of the train managers and the traveling public. This deployment continued on 11 June. Initially there were no officers rostered on for 12 June, six officers volunteered to work to ensure continued confidence and safety on the network.

Procurement

Published Tenders

There were four tenders published in the current reporting period (4 May – 10 June 2022) with an estimated value of \$2.76 million. No tender had an estimated value of over \$2 million.

Awarded Contracts

There were 272 contracts created in the current reporting period (4 May – 10 June 2022) with a total award value of \$69 million. Six contracts had values of over \$2 million.

Contract	Supplier
Bus Infrastructure Improvements Programme – Three-year contract (2021/22 to 2023/24) The programme will implement localised bus stop infrastructure improvements geared to improving bus operations, pedestrian safety and customer amenity at bus stops and stations.	Fulton Hogan Contracting Limited
Bus Priority Programme – Physical Works – Three-year contract (2021/22 to 2023/24) The programme supports the growth and evolution of Auckland’s strategic PT network, by increasing the efficiency, capacity and reliability of bus services through the provision of dedicated special vehicles lanes (such as T2 lanes and bus lanes) and the elimination of network pinch points that adversely impact bus travel times.	Fulton Hogan Contracting Limited
Mission Bay Town Centre Speed Management This safety improvement project will create a better and safer environment for everyone who visits Mission Bay town centre area. This town centre has been prioritised under the town centre safe speeds programme due to high numbers of vulnerable users.	Fulton Hogan Contracting Limited
Vulnerable Road Users Package 5 The Vulnerable Road Users packages of work are intended to improve pedestrian safety at crossings at various locations across the Auckland region by reducing the speeds to a survivable limit should crashes occur.	Fulton Hogan Contracting Limited
Atkinson Avenue Corridor Improvements	Fulton Hogan Contracting Limited

Contract	Supplier
AT and Waka Kotahi have identified Atkinson Avenue as a high-risk corridor and eligible for safety improvements as part of the Safety Network Programme. The work includes improvements of intersections, mid-block crossing, zebra crossing, road marking and signage.	
Mount Roskill Package 4 and 5 AT has identified the intersection of Mount Albert Road and Frost Road to be a high-risk intersection. The work includes upgrading the priority-controlled intersection to a signalised intersection and improvement of road marking and signage.	Nayler Contractors 2018 Limited

RLTP funding

The table below outlines activities approved by Waka Kotahi during the period 7 May 2022 to 12 June 2022.

Activity	Approved Costs (\$M)
High Risk Intersections and Corridors – Ash Street and Rata Street (Implementation) <i>Note: This was approved under Delegated Funding Authority</i>	\$4.51
High Risk Intersections and Corridors – Atkinson Avenue (Implementation) <i>Note: This was approved under Delegated Funding Authority</i>	\$5.93
Kepa Road Slip Remediation Improvements (SSBC Lite) <i>Note: This was approved under Delegated Funding Authority</i>	\$0.06
Streets for People – Funding the Foundations (Pre-Implementation) <i>Note: This is approved at a 90% Funding Assistance Rate</i>	\$0.19
Transport Network for Growth – North West (Pre-Implementation) – Post Lodgement and Notice of Requirement	\$9.21
Wellesley Street Bus Improvements (Pre-Implementation) – Stage 1 (Central Blocks)	\$2.11
Whangaparaoa Bus Access (Detailed Business Case)	\$0.93

Finance

Work is in progress for the financial year end and the Annual Report. Audit New Zealand has begun its year-end audit work and is expected to be on site until mid-August 2022.

Active modes update

Four projects from the New Footpath programme have completed construction this financial year. These projects include Maire Road, Ōrewa; Muriwai Road, Waimauku; Hibiscus Coast Highway, Ōrewa; and Third View Avenue, Beachlands. The Northwestern Dual Path and Huia Road project are under construction and will be completed by the end of June.

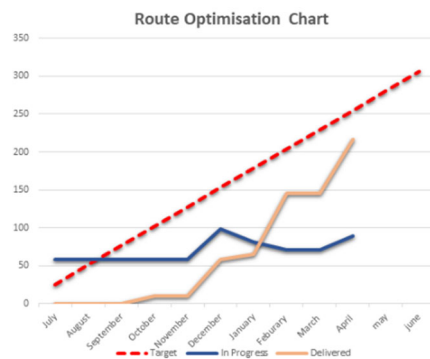


Minor cycling protection of existing cycleways is continuing to deliver with separators being installed on Upper Harbour Drive, Greenhithe; Hingaia Road, Karaka; Ian McKinnon Drive, Eden Terrace; Lambie Drive, Papatoetoe; Grafton Road, Grafton; Manukau Station Road, Manukau; Porchester Road, Takanini; Clark Street, New Lynn and Carrington Road, Mount Albert. It is forecasted that 10.8km of cycle lane separation will be delivered by the end of June, weather permitting.

Figure 4 New footpaths at Muriwai Road and Maire Road

Network Optimisation Programme (NOP)

The intersection upgrade at Whangaparāoa Road and Main Street, Stanmore Bay, and the signalised crossing at Morningside Train Station are complete. There are six projects currently under construction. These projects aim to improve access for active modes and PT. The signalised crossing at Teed Street, Newmarket, improves pedestrian access to the Newmarket Train Station.



Route Optimisation Programme

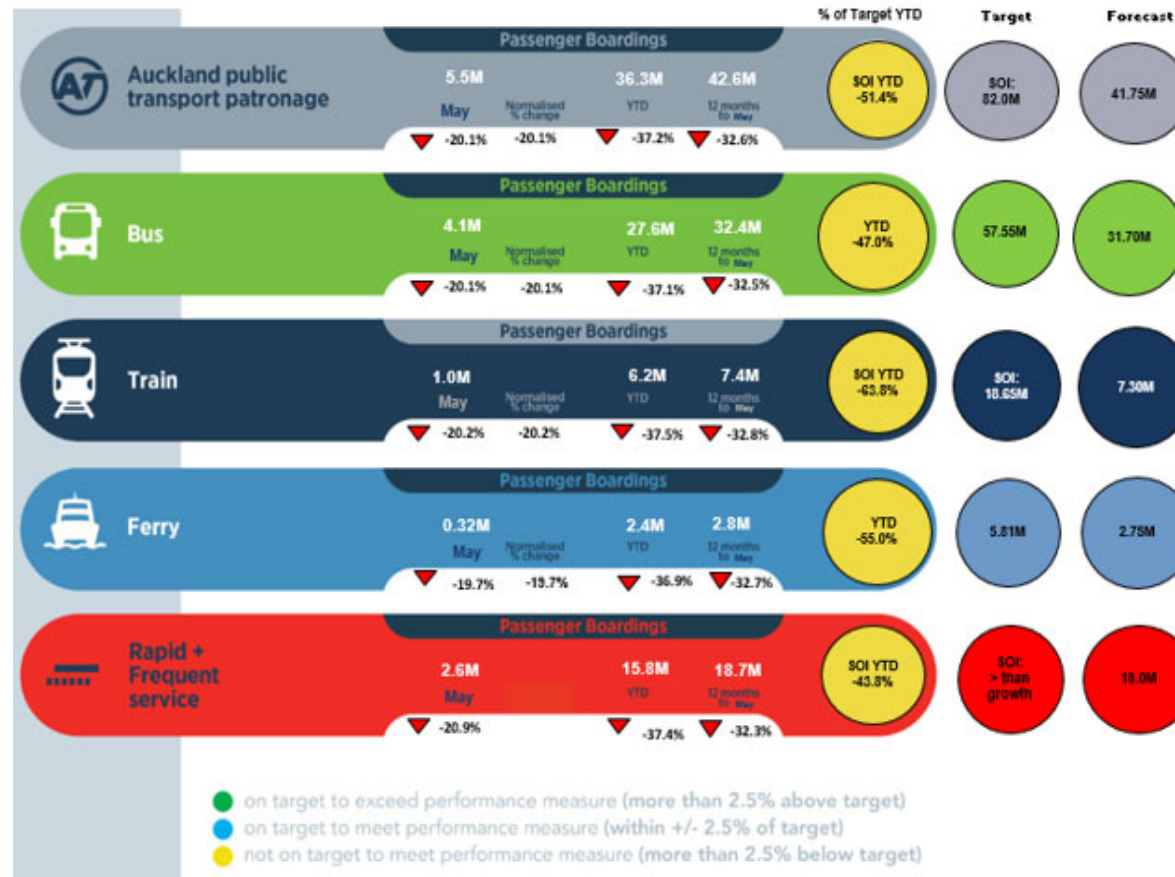
The Optimisation Delivery team has completed the review and optimisation of 217 sites out of targeted 306 sites for this year. The remaining 89 sites are currently in progress and planned to be completed by end of June.



Figure 5 The intersection upgrades at Whangaparāoa Road and

AT Metro PT

Passenger boardings – May 2022 and 12 months to May 2022



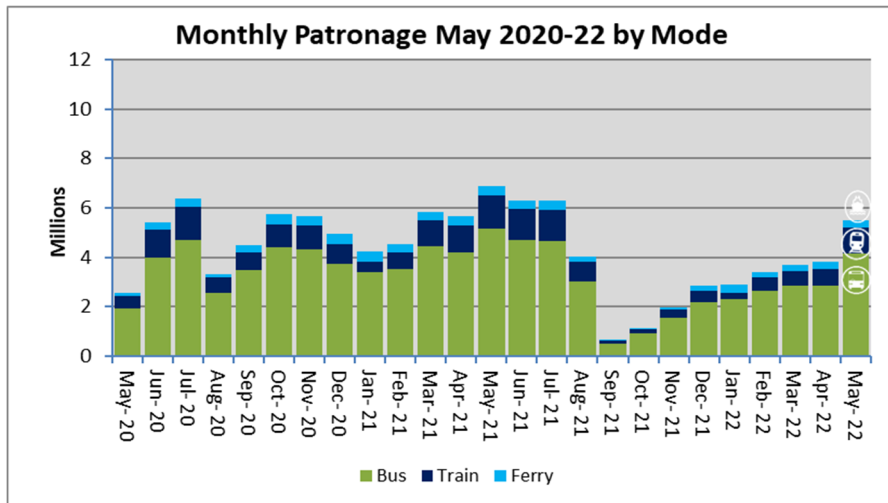
Overall, for the 12-months to May 2022 passenger boardings totalled 42.6 million, -32.6% on the previous year. May 2022 monthly patronage was 5.5 million, -20.1% on May 2021.

Bus services totalled 32.4 million passenger boardings for the 12-months to May 2022, -32.5% on the previous year. Patronage for May 2022 was 4.1 million, -20.1% on May 2021.

Train services totalled 7.4 million passenger boardings for the 12-months to May 2022, -32.8% on the previous year. Patronage for May 2022 was 1.0 million, -20.2% on May 2021.

Ferry services totalled 2.8 million passenger boardings for the 12-months to May 2022, -32.7% on the previous year. Patronage for May 2022 was 0.32 million, -19.7% on May 2021.

Rapid and Frequent services totalled 18.7 million passenger boardings for the 12-months to May 2022, -32.3% on the previous year. Patronage for May 2022 was 2.6 million, -20.9% on May 2021.

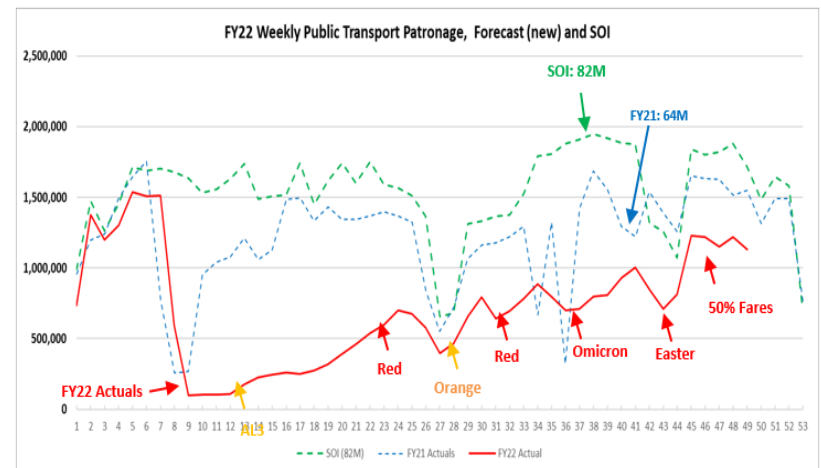


Passenger boardings in May 2022 are significantly higher than April 2022. This was due to increased travel demand and promotional activity including half price fares initiative introduced on 1 April 2022.

In May 2022, patronage was 5.5 million compared to 6.9 million in May 2021 or 80% and 2.6 million in May 2020 or 212%.

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 2021 COVID-19 Alert Level 4 lockdown.

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).



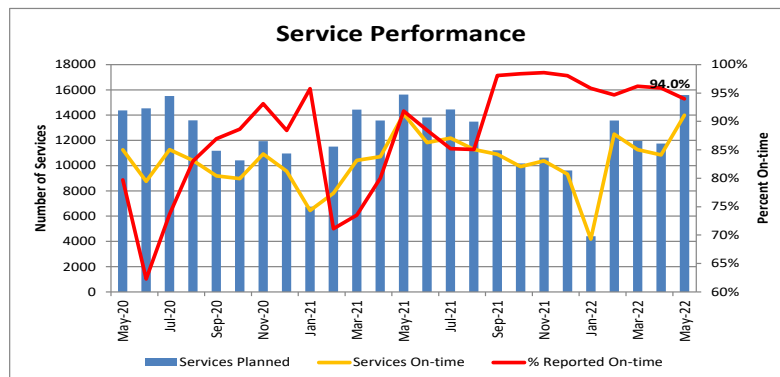
Service Punctuality and Reliability – May 2022

PT reliability (service trips operated against planned schedule for May was below the 12-month average for all modes. This was due to underlying staff shortages and absenteeism through sickness and COVID-19 community resurgence. Service punctuality during May was below the 12-month average for bus and ferry, with rain performance improving. The punctuality 12-month rolling average across the network remains above the SOI target.

	Punctuality at Destination		Reliability at Destination	
	May-22	12 Month Average	May-22	12 Month Average
Train	93.96%	93.42%	95.51%	97.88%
Bus	98.00%	98.93%	87.70%	96.83%
Ferry	83.92%	91.52%	87.91%	94.12%



Rail Service Performance

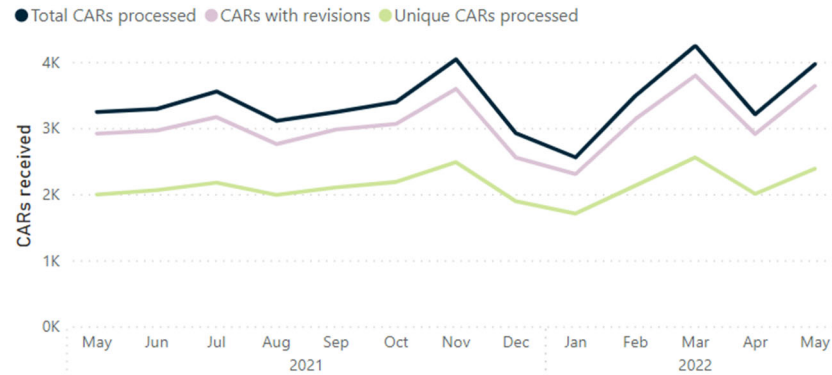


The rail operator, AOR, reintroduced the full train timetable from 19 April 2022 in anticipation of greater patronage on the network following the reduction in government COVID-19 restrictions.

Performance has improved in May 2022, the highest for this financial year.

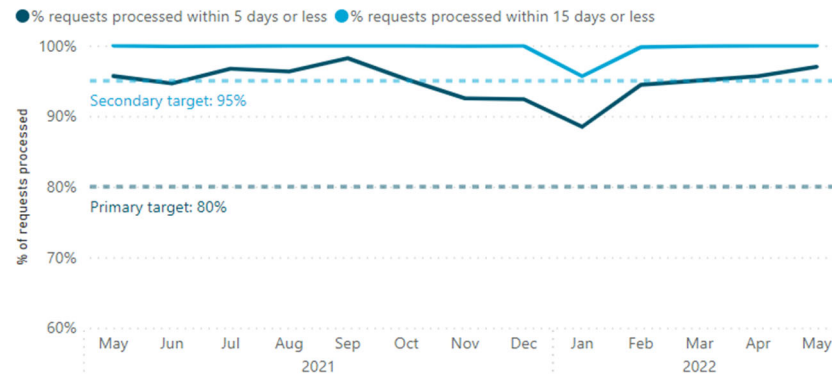
Road corridor and worksites

Number of CARs received

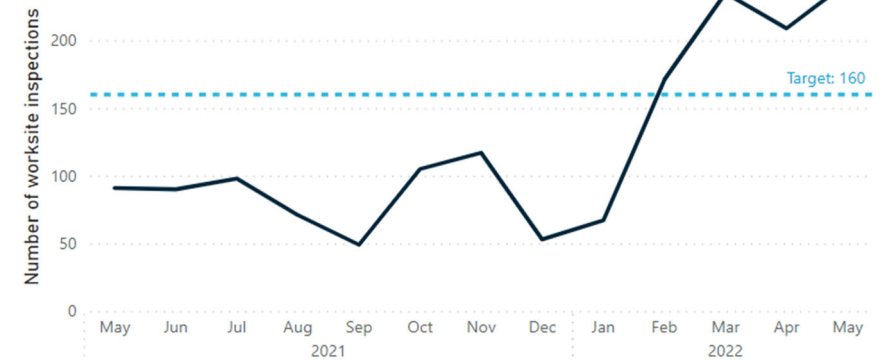


Corridor Access Request (CAR) numbers spiked in May to reflect the huge amount of work activity around the region. The team have continued to meet the challenge and once again exceeded approval Service Level Agreements.

CAR process times

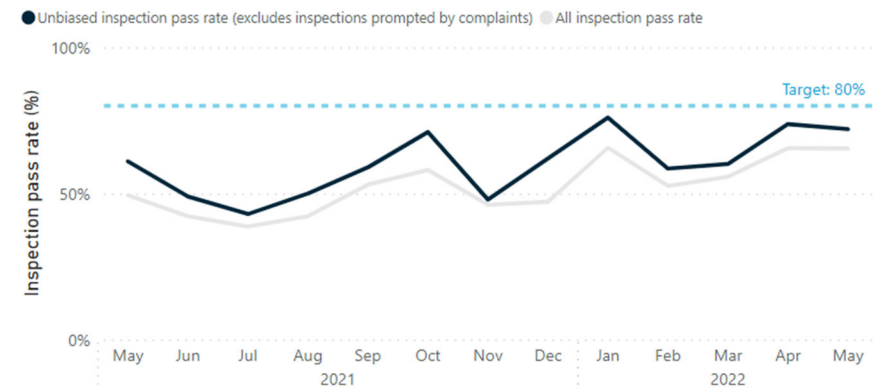


Worksite inspections for compliance with Temporary Traffic Management Plan



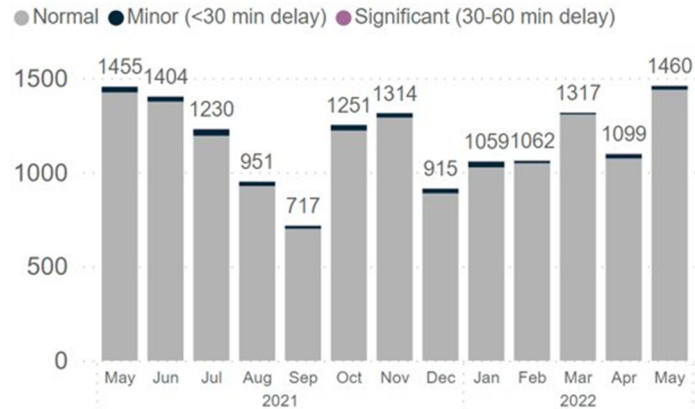
The Temporary Traffic Management Advisors have worked hard to raise inspection numbers despite the continuing challenges of the pandemic. There has been a noticeable reduction in sites requiring stop work orders to be issued due to unsafe practices over the last few months.

Worksite inspection pass rate



Managing planned events

Number of planned events and their impact on the network



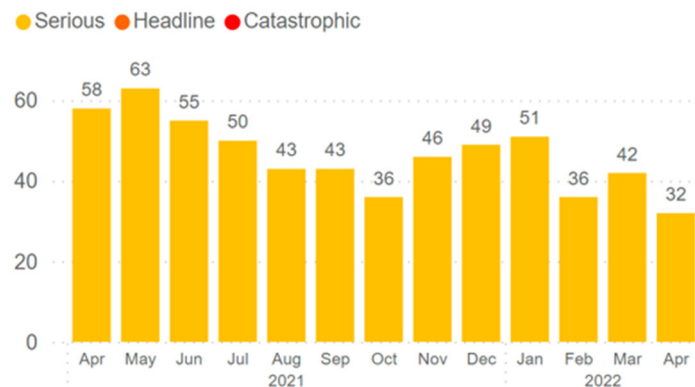
Planned events have had a significantly busy few months especially with regards to protest activity around the Three Waters reform and the Ukraine war. COVID-19 related activity for testing and vaccination is currently not requiring active planning and is being absorbed into business-as-usual network operations.

Special events are poised to enter a year scheduled at pre-COVID-19 levels, including an impressive programme of concerts which had previously been rescheduled due to COVID-19 restrictions. The Special Events team are proactively working to negotiate the planning and scheduling of Metro 'block of lines' to try to limit the impact to our capability to support customers travelling to and from these events.

The Women's Rugby World Cup remains on track to be hosted in Auckland in October 2022. Planning for the transport support for the FIFA Women's World Cup in 2023 continues.

Managing unplanned incidents

Number of Serious, Headline or Catastrophic unplanned incidents



In April 2022, there were 32 serious incidents in ATOCs area of responsibility. Although this is a decrease from 42 in March, there was a high number of deaths this year over the Easter and ANZAC Day weekends. This is potentially contributed to by it being the first opportunity for many people to travel domestically since COVID-19 restrictions eased. Many are 'unpractised' in driving on open roads, and certainly with the volume of other traffic on the network.

Key Construction Project Updates

Project Progress	Current Phase	% Phase Completed
Eastern Busway 1 (Panmure to Pakuranga) – Mokoia Pa Park concept design and Iwi engagement are underway with detailed design and construction planned for completion by early 2023. The Practical Completion Certificate was issued to Fulton Hogan with a date of 31 March 2022. In addition, the applicable retentions and Performance Bond have been released. This will now have the defects correction period closing in March 2023.	Construction	93%
Eastern Busway 2/3/4 (Pakuranga to Botany) – The Eastern Busway Detailed Business Case for the preferred Ultimate Outcome Scheme and the recommended staged approach to address the funding shortfall was approved at the AT Board meeting held mid-May 2022, subject to the indicated crown supplementary budget being confirmed.	Investigation (IPAA)	95%
Northern Busway Extension (Rosedale & Constellation Stations) – The current proposal from the NCI (Northern Corridor Improvement) ALLIANCE for the Rosedale Station and Road widening is above the AT Board approved budget. The independent estimator cost is much lower than the NCI Alliance proposal.	Construction	53%
Puhinui Bus Priority and Mangere Cycling – 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 delayed to late June 2022 due to consequential delays of construction crew and key subcontractors' availability because of the recent May 2022 COVID-19 outbreak.	Construction	95%
LRGF – Huapai – The enabling works at Access Rd intersection are substantially complete. The tendering process to engage the roading contractor is underway, and the contract is anticipated to be awarded by the end of June 2022. The detailed design for Station Rd intersection is complete.	Detail Design	99%
Matakana Link Road – The building up of the road pavement on Matakana Link Road, Matakana Road and the roundabout is progressing well. Utility Services continue to be installed on the Matakana Link Road. Watermain and street lighting, and work on the bridge deck is well underway.	Construction	89%
Wolverton Street Culverts 1 and 2 Replacement – The practical completion of Culvert 1 has been achieved. Culvert 2: The main culvert structure is complete, and the rest of the work is close to completion. Downstream landscaping, lower footpath handrail and stormwater works are in progress which will be completed by mid-June 2022.	Construction	98%
Northwest Rapid Transit Network – Construction works are progressing well at Te Atatu North and due to be completed in August 2022. Works are ongoing at Te Atatu South and are due to be completed in November 2022. SH16 works are scheduled to commence in Q2 FY22/23. Lincoln Road is scheduled to commence in July 2022. Westgate detailed design is underway.	Design and Construction	37%
New Lynn to Avondale Cycleway – The project is now complete with a Karakia held on 1 June 2022 with the Minister of Transport and Mayor opening the path on 4 June 2022.	Construction	99%

Project Progress	Current Phase	% Phase Completed
Waitemata Safe Routes – A walking and cycling project in Grey Lynn contributing to the implementation of a cycle network in Western Waitemata area. The remedial works are now complete. Public feedback has been positive.	Design and Construction	84%
Links to Glen Innes Cycleways – Package 1: Physical works tender closed in May 2022, tender evaluation is underway, and the team is aiming to award the contract in June 2022. Package 2: SP2 and SP4 street lighting design and engineers estimate are complete.	Detail Design	98%
Glen Innes to Tamaki (Section 4) – Sections 4A & 4C detailed design is 95% complete. Both Section 4A and 4C consents have been received. Section 4B consent is planned to be lodged as per the fast-track approval process to ensure a faster decision than the standard RMA (Resource Management Act) consent process. The 4C physical works are targeted for completion in September 2022 and the 4A works in November 2022.	Detail Design	36%

Transport Infrastructure Asset Design and Management

Key activities through to the end of May 2022 included:

- **Design and Standards:** The first Technical Design Manual (TDM) training sessions on street design were started in May 2022. This initial set of three sessions were targeted at AT T4 managers and select staff. These will progressively be rolled out to further internal teams and industry after critical analysis of how successful the training was. The Urban Design Strategy continues to be developed with a focus on a regional design approach to Transit Orientated / Adjacent Developments.
- **Asset Management:** The staggered development of procurement plans for retendering of the asset management professional services contracts remains on programme.

Road Maintenance and Renewals

MAY 2022					
Asset Renewal Activities	May YTD Actual (km)	May YTD Forecast (km)	Full Year Target (km)	Completion v. YTD Target (%)	Completion v. Full Year Target (%)
Pavement Rehabilitation	5.2	10.0	10.0	52%	52%
Resurfacing	339.3	400.0	405.0	85%	84%
Footpath Renewals	47.1	55.0	60.0	86%	79%
Kerb and Channel replacement	36.2	34.0	35.0	106%	103%
TOTAL	427.8	499.0	510.0	86%	84%

The SOI target for 2021/22 is resurfacing and rehabilitation of 6.0% of the sealed road network (6,875 km as of 30 June 2021) which is a combined length of 412.5 km. There has been 5.2 km of pavement rehabilitation and 339.3 km of resurfacing completed for the eleven months ending 31 May 2022 - 85% of the year-to-date target with 84% completion to date against the full year targets. Delivery of the renewal programme has been severely impacted by COVID-19 restrictions for the period from 17 August 2021 to 21 September 2021 with further delays due to contractor staff sickness and availability, and material supply chain delays.

Property Acquisition

Six acquisitions were completed in May 2022 for the Eastern Busway project. The Land Valuation Tribunal hearing for the Panmure Marina claim has been set for the week beginning 4 July 2022. Evidence has been exchanged.

Consent Planning

A resource consent application package has been made by the Eastern Busway Alliance for a temporary construction yard to enable the storage and transfer of construction plant and materials within the vicinity of the works area.

An application will be made shortly to the Minister for the Environment and the Minister of Conservation to have Section 4B of the Glen Innes to Tamaki Shared Path referred for consideration under the COVID-19 Recovery (Fast-track Consenting) Act 2020 (the Fast Track Act).

The decision on the Drury Local Package for the Supporting Growth Programme was released at the end of April 2022 and all five Notices of Requirement were recommended for approval, subject to conditions. AT has confirmed the recommendation subject to an extension in lapse date to 20 years and some changes to conditions.

Property Optimisation

Facilitation Portfolio Year to Date net revenue of \$4.70m has been received which is \$1.38m above FY22 budget. This positive variance is due to continued occupation of Eastern Busway (EB) 2 and EB3 properties which were budgeted to be vacant from April 2022. AT, through its property managers Eke Panuku, has issued termination notices to tenants of properties required for EB2 and EB3 early works with the first vacancies starting from August 2022.

Environment and cultural heritage

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

Street Lighting

May 2022 saw a further 608 streetlights replaced with Light Emitting Diode (LED) luminaires and 527 light point controllers added to the network. As of May 2022, 102,874 streetlights are connected to the Central Management System. The overall number of streetlights is recorded as 124,497.

Draft National Adaptation Plan

Central Government released its National Adaptation Plan (draft NAP) for consultation prior to the document being finalised in August/September 2022. The draft NAP identifies the need to investigate the funding mechanisms for adaptation of transport related infrastructure but suggests that this work will take another five to six years. The document also focusses on retreat as the primary solution longer term - an option that is best determined and managed by Auckland Council. Positively, the draft NAP strongly supported green infrastructure and nature-based solutions as part of the adaptation planning.

Cross-Council Sediment Management

The Environment Manager presented AT's work and contribution to the reduction of sediment entering Auckland's waterways, at a cross-Council workshop on sediment management. This was the first time that AT has contributed to this discussion as part of the wider Council Controlled Organisation family.

Opportunity and prosperity

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

Modernising the map used in Journey Planner

In May the map layer in AT's Journey Planner was replaced with one from Mapbox bringing improvements to map styling, spatial awareness, and faster loading and overall performance.

