

BUSINESS REPORT – September 2020

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.

Safety

Speed update

New and safe speed limits on more than 600 roads across Auckland were implemented on 30 June 2020, with 200 signs installed across the city centre. There is now a 30km/h speed environment except for on Nelson, Hobson and Fanshawe Streets which have a new speed limit of 40km/h. Shared streets such as Federal and Fort Streets will have a 10km/h speed limit.

The consultation on the speed management engineering measures proposed for Orewa Town Centre has closed and the feedback addressed. Detail design is underway, with construction scheduled to start in September 2020.

The installation of the 30km/h speed limit signs for Otahuhu Town Centre has been completed.

Consultation and Community Engagement

A number of significant consultations have been closed out, including the Matiatia summer traffic trial on Waiheke Island. AT partnered with the Waiheke Island local board trialling a new way to manage traffic at Matiatia ferry terminal over the busy summer season to help reduce congestion and improve safety for everyone who uses the area. Feedback from the community will lead to a re-look at what possible permanent interventions may be introduced.

The Lake Road improvements consultation attracted 563 submissions. There was strong support for making cycling safer, including separated lanes, a desire to see powerlines placed underground, and some concerns that the proposal would make traffic congestion worse. AT held a workshop with the Devonport-Takapuna local board to outline and present the themes of submissions received. The local board subsequently asked AT to continue to look at design changes to improve traffic flows and travel times.

Road safety projects consulted on included the Rutherford Primary School Safe School Streets project in Te Atatu Peninsula.

Partnering with City Rail Link (CRL), AT is proposing to make the lower Queen Street area more people-friendly by removing the thoroughfare option for vehicles. This is in line with the city centre master plan and is complementary to the Down Town Project and the Queen Street project that is being led by Auckland Council. This consultation has now been completed and submissions are being analysed.

Two parking consultations are underway: 1) the Mt Eden parking zone extension, and 2) the Arch Hill and Grey Lynn parking zones. Both are taking place at the request of residents.

We have also undertaken approximately 100 smaller consultations during this reporting period including bus stop moves, minor safety improvements and parking changes.

Any consultations underway at the time of Auckland's move to Alert Level 3 have had their deadlines extended and online or phone discussions have been offered in lieu of any drop-in sessions planned. It should be noted that historically the vast majority of submissions are received via direct mail or online. Consultation briefings or meetings with elected members and other stakeholders have been moved online where possible.

A weekly meeting, attended by several ELT members, approves any consultation due to be opened as well as those that are being closed out.

On 11 August 2020, AT hosted a workshop for Business Improvement District (BID) representatives at our Customer Central facility at 20 Viaduct Harbour Avenue. This was an opportunity for BIDs to present thoughts and suggestions on how AT may be able to assist as part of the COVID-19 pandemic (COVID-19) economic recovery. Key themes centred around physical works disruptions and timings, and the importance of maintaining parking and traffic flows through town centres as well as the opportunity to use AT channels to promote retail destinations or events. Staff will continue to work with BIDs to develop a joint work programme/approach going forward. The BIDs in attendance were Heart of the City, Karangahape Road Business Association, Newmarket Business Association, Takapuna Beach Business Association, Business North Harbour and Greater East Tamaki Business Association. Other interactions included:

- Cross-AT meeting with Newmarket Business Association on a wide range of issues including parking changes;
- Mayoral site visit to Karangahape Road, with the Business Association;
- Meeting with the Local Board and Business Association representatives in Papakura about their aspirations for the area; and
- Meeting with Otahuhu Business Association about a range of issues including speed limits and carpark security.

Elected Members

AT staff, including the Chief Executive, presented at the local board chairs' forum on 10 August 2020 on the emergency budget and what it means for the Local Board Transport Capital Fund and Community Safety Fund. Workshops are now being held with individual local boards where they will consider how to best allocate their funds for 2020/2021.

During this reporting period AT staff also attended (either in person or online) 25 local board business meetings, which included the presentation of monthly reports/updates. Staff also attended and presented at 27 local board workshops.

Councillors received 14 personal meetings/briefings as well as numerous responses to requests and other updates via email.

The Mayor hosts a fortnightly transport update briefing, which is attended by senior AT staff. Also in attendance are representatives from Waka Kotahi New Zealand Transport Agency (Waka Kotahi).

Māori identify 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.

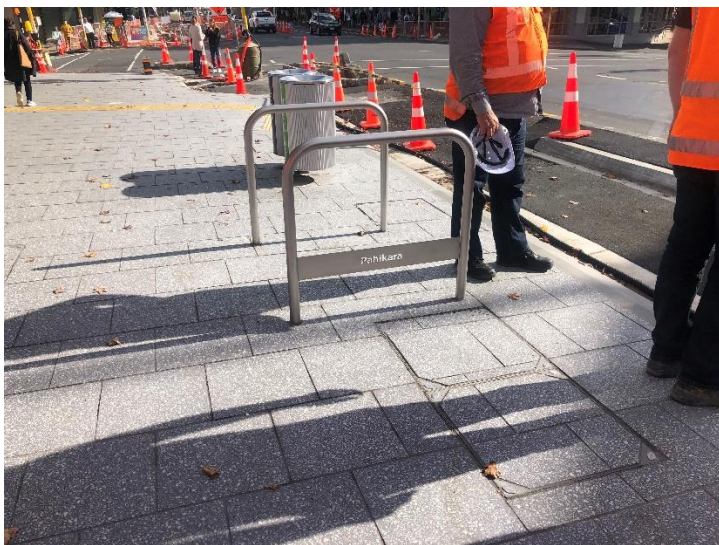
Road Safety

The Māori Road Safety team held eight community events and the following workshops for 303 participants:

- Six Raihana Akonga (Learner Licence)
- Nine Raihana Whītiki (Restricted Licence)
- Four Raihana Tuturu (Full Licence) workshops
- Ten individual online sessions for ten participants

Te reo Māori

Te reo Māori is continuing to be implemented across AT infrastructure and signage. One of the latest initiatives is the use of te reo Māori on bike parking stands (pahikara) as part of the Downtown Programme.



The Downtown works will also include significant te reo wayfinding signage. These are currently going through final approvals.

At Otahuhu train station the new platform upgrade will also include imagery which has been agreed with mana whenua. The illuminated signage will again serve as a wayfinding device to draw customers to key information such as timetables.

Infostand: Front view



Side view



A hui with mana whenua leaders on 26 August 2020 will consider the issue of a Māori name being incorporated into AT's brand.

Mana whenua hui

There were three mana whenua hui held in the northern, central and southern regions, covering a range of projects. During Alert Level 3 these have reverted to being online. AT also hosted a mana whenua hui for the Downtown Programme.

Projects and procurement

AT continues to look for opportunity through its social procurement policy and recently the board Chair and staff attended the opening of a new entranceway, driveway and car park at Makaurau Marae in Mangere. This \$800,000 project was awarded to Lite Civil Ltd, a 100% Māori-owned business. In awarding the contract, AT worked with an intermediary organisation, He Waka Eke Noa, which facilitates relationships with around 50 of its members. The Makaurau Marae project was tendered to that group of businesses only.

On 3 September 2020, the Chief Executive was asked to speak at a function where He Waka Eke Noa will be relaunched. The Mayor and a Government Minister, yet to be confirmed, will also be in attendance.

Learning and Development

Four workshops as part of the Ngā Kete Kiwai Māori learning and development programme were delivered and attended by 30 staff. The elements of the programme are:

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

Since the beginning of this year around 200 staff have participated in the programme.

Staff are also developing a tikanga programme for Directors. It is envisaged this may include an introduction to Māori concepts which sit behind the organisation's values, responsibilities of AT under the Treaty of Waitangi, and an introduction to the mana whenua hapu/iwi of Tamaki Makaurau. Staff are working with the board Chair and director Dr Jim Mather on this.

Homes and places

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

Community improvement projects

Intersection safety upgrade in Glenfield

A safe system safety intervention at the intersection of Bentley Avenue and Chartwell Avenue, Glenfield has been completed. This intersection was identified as one of Auckland's high-risk intersections and required measures to improve safety for all road users, including a new roundabout intersection, with mountable central island, pedestrian refuge islands, speed tables with zebra crossings. The left-turn lane was removed and a lighting upgrade completed.

Since the work was completed, very positive feedback has been received from both motorists and pedestrians.



Aerial photograph of Bentley Avenue and Chartwell Avenue intersection improvements

Parking improvement projects

Work has progressed on the following Residential Parking Zones (RPZ):

- Public consultation on the Mount Eden RPZ extension began on 10 August 2020.
- The Parnell RPZ was implemented 1 July 2020.
- The Newmarket RPZ is scheduled for implementation on 17 August 2020.
- The Remuera RPZ is scheduled for implementation on 17 August 2020.
- The Grey Lynn RPZ extension is currently progressing through the design stage.

Parking technology improvements

Five Licence Plate Recognition (LPR) vehicles are fully operational (effective mid-July 2020) and are patrolling RPZs in Freemans Bay, Ponsonby, Grey Lynn, Arch Hill, Parnell, and Mt Eden. Enforcement measures include overstaying time restrictions and no valid permit or coupon.

Paid parking projects:

- Consultation discussions are underway with the Business Association for paid parking in Newton.
- The public consultation is being prepared for Eden Terrace paid parking.
- Grafton Mews paid parking is currently scheduled for implementation in early September 2020.
- Public consultation feedback is being reviewed for Otahuhu P60 time restrictions (Great South Road and surrounding streets) and Manukau P120 time restrictions (Meadowcourt Drive).

Code of Practice for Temporary Traffic Management low impact trial

Special Events have been investigating different mechanisms to open access for low impact roads for community events in a more enabling way. The current level of guidance advised by the Code of Practice for Temporary Traffic Management (CoPTTM) places a layer of expense, and in some cases an unnecessarily high level of Temporary Traffic Management (TTM) and complexity to obtain council and AT permission for an event to take place where a road closure is requested. The trial process involves special events planning the traffic management, remaining on site to observe and audit the impact to the surrounding network and the effect on residents living in the area.



Road closure trial at Vauxhall School, Devonport

Vauxhall School, Devonport trial

One successful trial took place at Vauxhall School in Devonport on Friday 31 July 2020. Councillor Chris Darby was on site and was impressed with the trial, results and the innovative approach. This trial also highlighted the benefits of notifying residents outside of the closure area.

For the next trial, the focus will shift to addressing a better process for ensuring consultation has taken place and functions that could be used for advanced warning in place of traditional signage.



Councilor Darby with AT Walking School Bus mascot 'Buster', Vauxhall School, Devonport

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.

Emergency Budget and Financial Reporting

The Emergency Budget 2020/2021 for Auckland Council (including CCOs) was formally adopted on 30 July 2020. AT's Emergency Budget, including final updates, was presented to the Finance, Capital & Risk Committee on 30 July 2020 and recommended for board approval on 1 September 2020.

Audit NZ has substantially completed final audit work for the 2019/20 Financial Statements and Annual Report, due to be adopted by the board on 1 September 2020.

Regional Land Transport Plan Funding

The following activities were approved by Waka Kotahi during July 2020:

Activity	Approved Costs (\$M)
Northern Busway Enhancements – Detailed Business Case	1.50
Transitional Rail – Pedestrian Level Crossings (Single Stage Business Case). This has been approved with a 100% FAR. The Transitional Rail activities cover KiwiRail activities. KiwiRail is not yet an approved organisation with Waka Kotahi.	0.57

Procurement

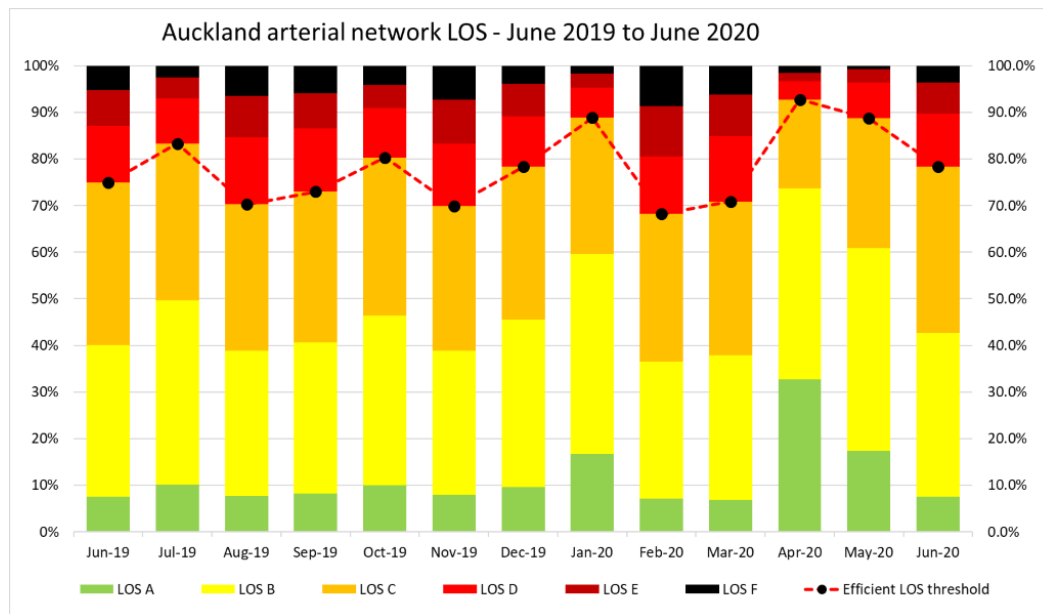
There was one tender published in the current reporting period (29 June to 9 August 2020) with an estimated value of \$130K. No tenders had an estimated value of over \$2 million.

There were 158 contracts created in the current reporting period with a total award value of \$17.8 million. Two contracts had a value of over \$2 million.

Contract	Supplier
Enterprise Asset Management Toolset – Contract for an EAM Toolset and implementation partner	Infor Global Solutions
Northcote Wharf Construction – Project to renew the existing wharf structure, substructure and decking; along with minor improvements to the waiting area, lighting and CCTV	STF Ltd

Network Performance

Arterial Network Performance

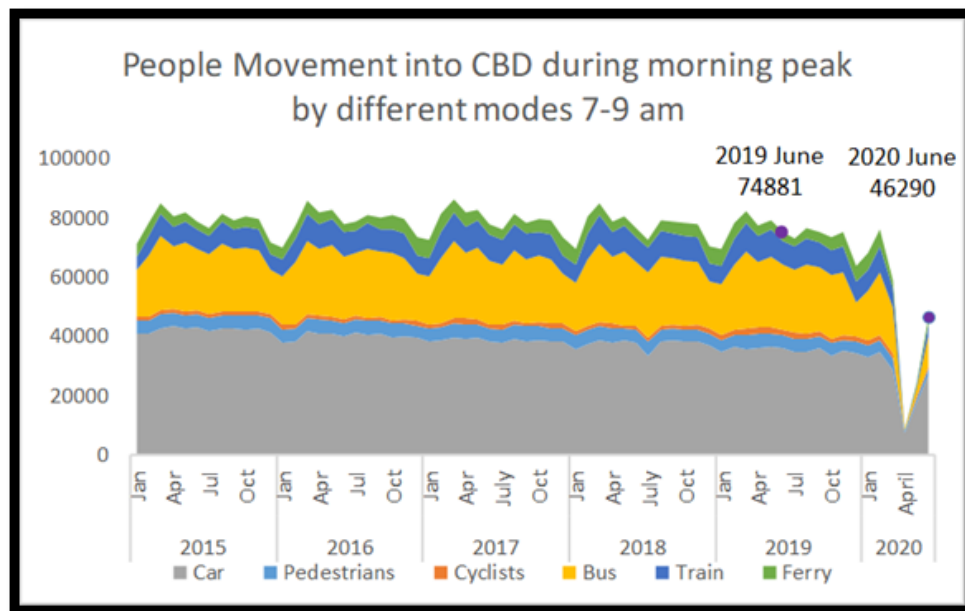


Since the onset of Alert Level 1 in June 2020, traffic conditions have not yet returned to levels prior to the initial COVID-19 outbreak. This is due to overall reduced travel demand on the network, attributable to factors such as increased working from home, a rise in unemployment and reduced economic activity related to the foreign tourist/education sectors. In June 2020, 78% of the arterial network operated at good levels of service (LOS A-C), however it was 10% worse than May 2020 but 3% better than June 2019.

Auckland Transport Operations Centre (ATOC) incidents and Deaths and Serious Injuries

In the week ending Sunday 16 August 2020 ATOC managed 413 unplanned events within the entire ATOC area of operations. Of these, 62 were Level 2 events. On the Auckland network alone, there were four Serious Injuries.

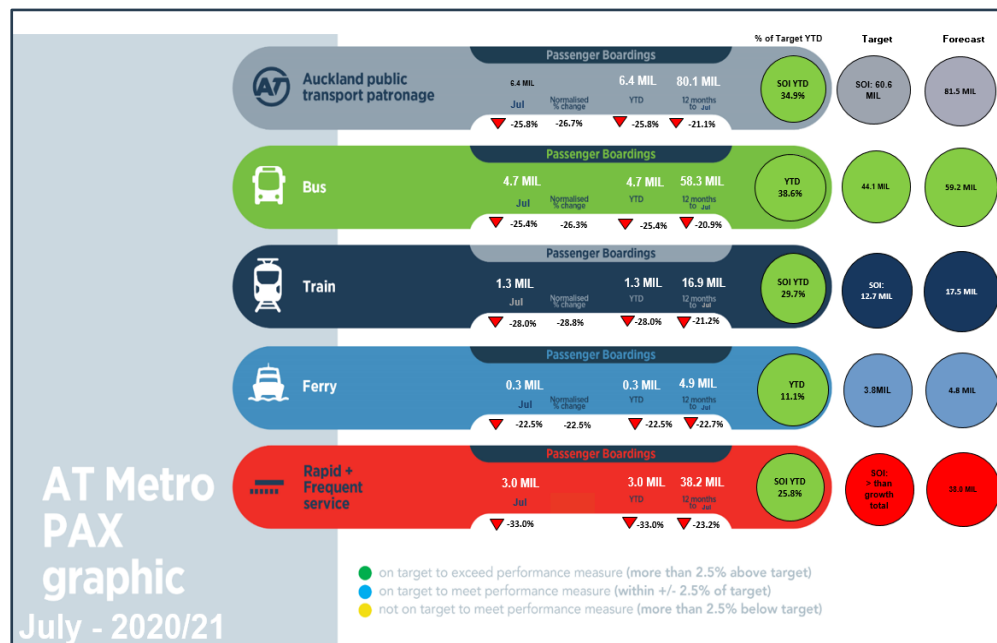
People movement in city centre



It is estimated that on average 46,290 people travelled into the city centre during the morning peak period (7-9am) in June 2020. This is almost twice the number recorded in May of 24,053. The number of people entering the city centre was hugely impacted by the COVID-19 restrictions between April to June 2020 and are therefore not comparable to the figures for the same period in 2019.

AT Metro Public Transport

Passenger boardings - July 2020 and 12 months to July 2020



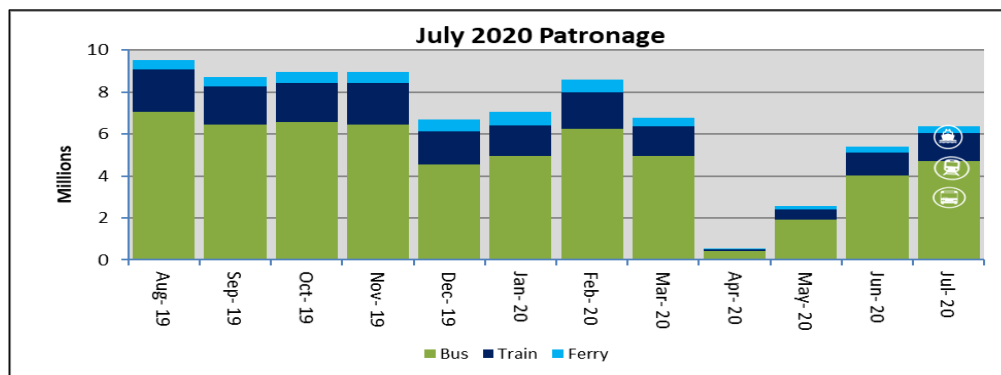
Overall, for the 12 months to July 2020 passenger boarding's totalled 80.1 million, -21.1% on the previous year. July 2020 monthly patronage was 6.4 million, -25.8% on July 2019.

Bus services totalled 58.3 million passenger boarding's for the 12-months to July 2020, -20.9% on the previous year. Patronage for July 2020 was 4.7 million, -25.4% on July 2019.

Train services totalled 16.9 million passenger boarding's for the 12-months to July 2020, -21.2% on the previous year. Patronage for July 2020 was 1.3 million, -28.0% on July 2019.

Ferry services totalled 4.9 million passenger boarding's for the 12-months to July 2020, -22.7% on the previous year. Patronage for July 2020 was 0.34 million, -22.5% on July 2019.

Rapid and Frequent services totalled 38.2 million passenger boarding's for the 12-months to July 2020, --23.2% on the previous year. Patronage for July 2020 was 3.0 million, -33.0% on July 2019



The downturn in passenger boardings compared to the previous year is a direct result and consequence of restrictions put in place around COVID-19 Alert Levels with resulting in less travel demand, balanced through less capacity due to physical distancing requirements.

Full service levels had been reinstated at the start of Alert Level 1 and boardings overall had recovered to 80% of pre-COVID levels at the end of July.

Service Punctuality and Reliability - July 2020

Total Network Punctuality (Weighted to Patronage) at Origin

97.03%

12 Month rolling average

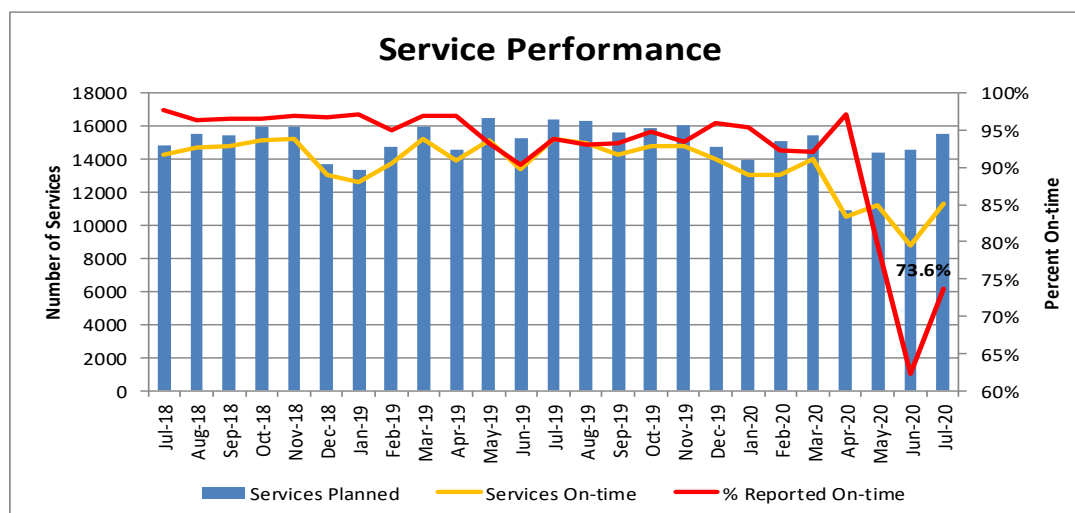
97.78%

SOI

95.5%

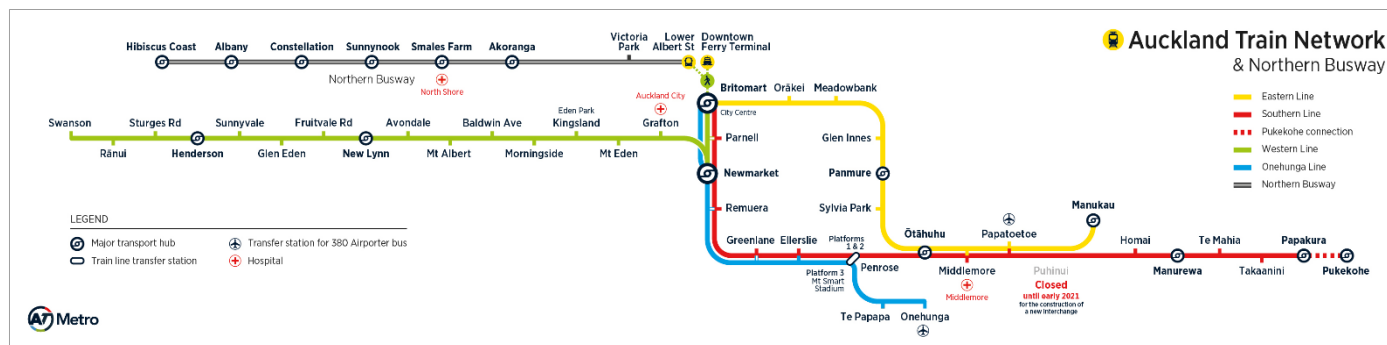
Overall punctuality at service origin across the network was 97.03% for July compared to the SOI target of 95.5%. Performance by mode at destination is provided below.

	Punctuality at Destination		Reliability at Destination	
	July 2020	12 Month Average	July 2020	12 Month Average
Train	73.60%	88.50%	98.70%	97.80%
Bus	97.50%	97.90%	98.70%	98.20%
Ferry	97.90%	96.00%	99.60%	98.90%



Accelerated track infrastructure deterioration has been identified on the Auckland rail network by the infrastructure provider KiwiRail, resulting in speed restrictions on the network including a blanket 40kph restriction from early August. Train service performance significantly impacted in July with 73.60% on-time performance (illustrated in the graph to the left).

To undertake track replacement and upgrade work by KiwiRail, a series of early evening service shut-downs are likely with extended (up to two weeks) rail block of lines over the next six months to progressively permit a return to normal track speeds.



The following are the confirmed KiwiRail and CRLL rail track closures from mid-August to end-September 2020.

Date of rail closure	Extent	Reason for Closure
15/16 August 2020	10 hour “no trains” period on the entire network	Signal system upgrade testing
17 to 28 August 2020	Single Line running only on the Western Line between Grafton and Kingsland (this affects train service operations only).	City Rail Link (CRL) – Mt Eden Station
22/23 August 2020	Western Line blocked. Buses replace trains on the Western Line. Trains run as normal on other lines.	CRL work
24 to 27 August 2020 (from 21:00)	Buses will replace Western Line trains after 21:00	CRL (C5) work at Mt Eden
24 August to 6 September 2020	Eastern Line blocked between Britomart and Otahuhu; bus replacements provided.	Track infrastructure upgrade and replacement
29 to 30 August 2020	Buses will replace trains between Penrose and Pukekohe on the Southern Line and between Sylvia Park and Manukau on the Eastern Line	Track work is planned at Westfield Junction (related to the CRL Otahuhu project), Wiri Junction upgrade, Puhinui station redevelopment and track work between Wiri and Pukekohe
7 to 10 September 2020 (from 21:00)	Buses will replace trains on the Western Line after 21:00; Buses will replace Eastern Line trains after 21:00 between Otahuhu and Manukau	CRL C5 construction activities; Puhinui station upgrade work

12/13 September 2020	Western Line blocked; Buses will replace trains on the Western Line and on the Southern and Eastern Lines between Otahuhu and Pukekohe	CRL C5 Construction enabling work; Puhinui station redevelopment and Wiri Junction upgrade will affect Southern and Eastern Line operations. KiwiRail projects (Wiri Junction, RNGIM & P2P investigations) will also occur
14 to 17 September 2020 (from 21:00)	Buses will replace trains on the Western Line after 21:00	CRL C5 construction activities (removal of wires and masts)
19/20 September 2020	Buses replace trains on the Western Line	CRL C5 construction, cycleway work and rail and sleeper replacements on the Western Line; 10-hour overnight “no trains” window required for control systems testing (20:00 Saturday to 04:00 Sunday)
26/27 September 2020	Western Line closed; Eastern Line closed Britomart to Otahuhu; Buses replace trains on the Western Line and on the Eastern Line between Britomart and Otahuhu. Trains will run as normal on the Southern and Onehunga Lines, and between Otahuhu and Manukau	CRL C5 work; KiwiRail track upgrade and Tamaki cycleway
28 September to 11 October 2020	Eastern Line blocked between Britomart and Otahuhu; bus replacements will be provided	Track infrastructure upgrade and replacement

Service Development:

The Request For Proposal (RFP) for the new passenger rail franchise is scheduled for release in late August 2020 to procure a new service contract to commence in 2021.

A service optimisation review is underway to enable a reduction in service expenditure in this financial as part of the Emergency Budget allocation. Public and stakeholder engagement is expected to commence in September 2020.

The ‘Pets on Trains’ trial has been completed with the operator of trains reporting no major issues. The initiative is now live and the conditions of carriage for the pets to be allowed to travel on the trains has been updated with Transdev.

Key Construction Project Updates

Project Progress	Current Phase	% Phase Completed
Eastern Busway 1 (Panmure to Pakuranga) – The project is on track to be completed by May 2021. Temporary traffic diversion onto the busway is enabling works to be undertaken on the main carriageway. Stage 2 of the Tamaki River bridge launch has been completed.	Construction	67%
Puhinui Interchange - Construction of the structural slab on the concrete beams is on track. The preparation of shop drawings for the structural steel is in progress with the first stages approved and fabrication has commenced. The station is targeted to open to the public in May 2021.	Construction	28%
Downtown Programme; Quay St Seawall Strengthening - The Princes Wharf Jet Grouting is complete. Installation of rock anchors in the Ferry Basin East section is underway. The Ferry Basin West section demolition of wharf slabs is complete and anchors are being installed. Works will be complete in the next few months.	Construction	73%
Downtown Programme; Lower Albert St Bus Interchange - Construction will be complete by the end of 2020 including the return of the Northern bus services.	Construction	64%
Downtown Programme; Ferry Basin Redevelopment – New pontoons and gangways are being progressively opened to public use from earlier in the year through to late 2 nd quarter 2021. The second pontoon (of six in total) went live for ferry layover as planned on 6 July 2020.	Construction	63%
Downtown Programme; Downtown Public Space (DPS) - The works on site are progressing well following the COVID-19 restart. Slippage to the programme due to COVID-19 delay sees a target completion now of early 2021.	Construction	50%

Project Progress	Current Phase	% Phase Completed
Wolverton Street Culverts 1 and 2 Replacement - The works are progressing well at both culverts. The redesign of the south side of both culverts to retain the watermain location is complete and currently being peer reviewed. The target is to issue the Issued Construction drawings for both culverts by mid-August 2020.	Construction	15%
K Road Enhancements & Cycleway - Several sections of the works are complete. The Upper Queen St to Pitt St section of works are planned to commence soon.	Construction	50%
Herne Bay Walking & Cycling Improvements – Works are underway on site and work completed during the July school holidays outside Bayfield school was appreciated by the community.	Construction	60%
Tamaki Drive Cycle Route (The Strand to Ngapipi) - Construction on the south side between Ngapipi bridge and the Lilliput car park is almost complete and all works will be focused on the northern side of Tamaki Drive between the Port entrance and the Parnell Baths overhead pedestrian bridge from 18 August 2020. The new pedestrian bridge extension at Point Resolution was successfully installed on the weekend of the 15 th August 2020.	Construction	20%
New Lynn to Avondale Cycleway - The cantilevered path adjacent to the New Lynn rail trench is almost complete with the last elements to finish being the fencing and landscaping.	Construction	40%
Matakana Link Road – Site enabling and establishment works are progressing.	Construction	3%
Medallion Drive Extension – Earthworks and drainage works underway.	Construction	6%
Northcote Wharf Renewal – Resource consent was granted in June 2020. Construction began early July 2020 with piling underway. Off-site structure pre-fabrication underway.	Construction	20%

Key Project Updates

CRL

C1: Works by CRL to service utility connections on the northern carriageway at the Queen/Custom Street intersection, followed by a full reseal of the northern lanes, commenced 3 August 2020. The weather and COVID-19 Alert Level 3 physical distancing requirements for workers may cause delays to the planned five-week construction time frame.

C2: On track for completion and handover of Customs Street to AT in October/November 2020 as required under the resource consent conditions. They have commenced off peak lane closures on Customs Street to complete enabling works (two service ducts).

C3: CRL are preparing to signalise the intersection of Mt Eden Road and Enfield Street and the intersection of New North Road and Ngahuru Street, to enhance safety and maintain access network changes to facilitate the reconstruction of Mt Eden Station.

Other projects affecting central city

Karangahape Road: The Karangahape Road Project team have proposed to implement further restrictions to reduce Pitt Street to one lane in each direction. The CCNO and CRL teams worked with the K-Rd project team to understand the impacts of this proposed change.

Quay Street: The Project team are still working to have the eastbound closure between Lower Hobson and Commerce Street, to shorten the project timeline. CCNO is assessing the impact with a view to have the closure once CRL works on Customs Street are completed.

Tamaki Drive Cycleway: A full closure of Tamaki Drive (between Ngapipi Drive and The Strand) took place 14 to 17 August 2020 to install bridge beams. Lower traffic volumes during COVID-19 Alert Level 3 now allow two traffic lanes (one in either direction) to operate 24/7.

Significant upcoming works

Transport system planning and policy

Our highlight this month was the launch of the Waiheke Island 10 year transport plan. This was approved by the board and received a positive welcome from Waiheke Island residents. We have also completed all of the Innovating Streets Pilot Fund applications for rounds 1 and 2 and are proceeding with subsequent implementation. The Future Connect Programme has been socialised across the business and with directors, and we have progressed the work around the policy framework for potential piloting of charging for Park and Ride sites.

10 year transport capital and operating programme

We are focusing on managing AT's input and risk into the review of the ATAP. This process is moving at pace and requiring significant resource input from across AT.

Investment Management

We have advanced the establishment of the new portfolio governance arrangements – with several portfolio groups now up and running. We are continuing to implement Edison365 Projects in Integrated Networks, Service Delivery, Customer Experience and Business Technology.

Investment Development

On Tuesday 14 April 2020, AT submitted 47 projects to the Infrastructure Reference Group through Auckland Council. The submission covered a broad range of in-flight and planned projects.

Three of the 47 projects AT submitted to the Infrastructure Reference Group for the government's Shovel Ready initiatives have been approved, namely:

- Puhinui Interchange (bus/rail)
- Ferry Basin Redevelopment - Stage 1
- Northwestern Busway – Early Deliverables

Funding Agreements for these projects are being finalised with Crown Infrastructure Partners Ltd. The Puhinui and Ferry Basin projects are currently in-flight; procurement for detailed design for the Northwestern Busway Early Deliverables is expected to commence shortly.

Development Planning

AT submitted on a resource consent application for a LED billboard proposed to be constructed either in the road reserve adjacent to 127 Greenlane East Road or on private land at this location. The Hearing Panel's decision has now been received, with the road reserve location declined and the private property location approved with conditions. These conditions include requiring the consent holder to consult with AT regarding the desirability or otherwise of roadside armoured and reporting the results of this consultation to Council.

AT's evidence referenced "Vision Zero for Tamaki Makaurau" and the Council's decision notes the panel's acceptance that Vision Zero is a matter that is relevant and reasonably necessary to determine the application. The panel was made aware of AT's policy against private structures in the road reserve and concluded that AT's decision to not grant an encroachment licence removes any prospect that a consent under the Resource Management Act could be implemented and so to proceed further with the option would run counter to sound resource management practice.

Sustainability

Work has commenced work on assessing climate change risk, using the methodology presented to the Finance Capital and Risk Committee on 30 July 2020. Completion of the project is anticipated in mid-2020; progress updates will be provided to the Finance Capital and Risk Committee.

In early October, the FY18/19 and FY19/20 greenhouse gas emissions of AT and its public transport operators will be measured and independently audited (FY18/19 was delayed due to COVID-19). The approach taken in October will be much more thorough and robust than the FY17/18 measurement; so, it is likely that emissions will increase as more sources of emissions are captured and measured fully.

Land use integration policy and planning

Drury Growth Area

Auckland Council adopted the Drury-Opāheke Structure Plan in August 2019, identifying the land use aspirations and the supporting infrastructure network for the land zoned Future Urban in the Auckland Unitary Plan. The plan provides a framework for the future urban growth of Drury-Opāheke,

estimated to provide approximately 22,000 houses and 12,000 jobs with a population of approximately 60,000 over the next 30 years. This is a population similar in size to Rotorua or Napier. The structure plan does not rezone land, rather will support council-initiated plan changes to provide urban zones and guide the provision of future key infrastructure.

There are now a number of proposals for private plan changes from private developers in the Drury area. These include:

- Rezoning approximately 340 hectares of land on the eastern side of the Drury interchange to Metropolitan Centre zone (similar to Newmarket, Albany, and Henderson), Business Mixed Use, and residential zones
- Rezoning approximately 90 hectares of land on the western side for centre and residential development.

Three of these plan changes are proposed to be notified for formal submissions at the end of August. AT will be reviewing these applications to determine position and submission content, including ensuring appropriate mitigation of the proposed developments through transport infrastructure identification, staging and sequencing.

AT is also working with Auckland Council on infrastructure requirements for the structure plan area.

The NZ Upgrade Programme has identified and funded infrastructure improvements for Mill Road, State Highway 1 and rail. AT is working with the two delivery agencies (Waka Kotahi for State Highway 1 and Mill Road and KiwiRail for rail stations, park and rides, and public transport interchanges) to deliver the appropriate transport outcomes for the area and support the NZ Upgrade programme. There are a number of complimentary projects that could further support and deliver on the proposed growth and promote mode change in the area. These, however, have not been funded through the NZ Upgrade programme and are currently being considered through the ATAP and Regional Land Transport Plan prioritisation processes. As AT prioritises on a regional basis, any funding allocated to Drury will not be available to support other growth areas in the Auckland region.

North and North West Strategic Land-Use Frameworks

AT and Supporting Growth Alliance has commenced working with Auckland Council on the development of Strategic Land Use Frameworks for Silverdale-Dairy Flat-Wainui and Kumeu-Huapai. In the absence of structure plans for these areas, this work seeks to identify 'high-level land use' to a level of detail that is sufficient to guide the location of the proposed Rapid Transit Network to support Supporting Growth Alliance's detailed business case. Auckland Council will be undertaking public consultation on these plans towards the end of this calendar year. These frameworks will then form a base for the preparation of future structure plans and subsequent plan changes to enable urban growth in such locations.

Special events

ATOC processed 26 applications to take place between 21 July and 31 August, ten of which related to filming activities. Only four events required Special Events team activation across three days. Three events had integrated ticketing and transport planned (all rugby events) and ten impacted the AT network and/or required temporary traffic management.

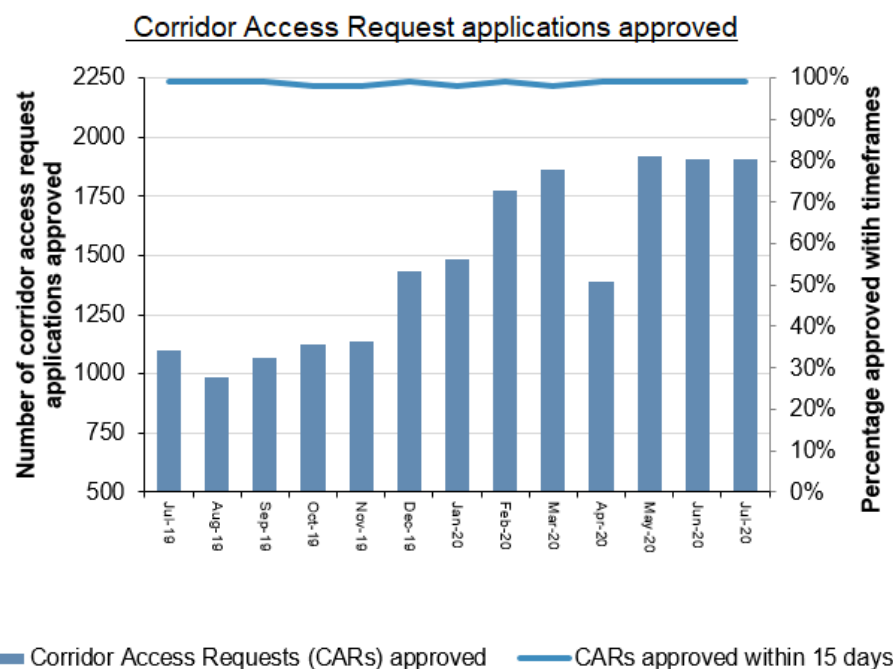
Filming Activities

Special Events have seen a significant increase in filming activities coming into Auckland with three international feature productions given the green light to progress shooting in Auckland. This coincides with both Lord of the Rings and the Netflix project which had commenced prior to the initial COVID-19 outbreak. There will no doubt be a settling in period as the various stakeholders get back into the negotiations and collaboration to align filming needs with capital construction projects, road maintenance and business as usual customers.

Active modes update

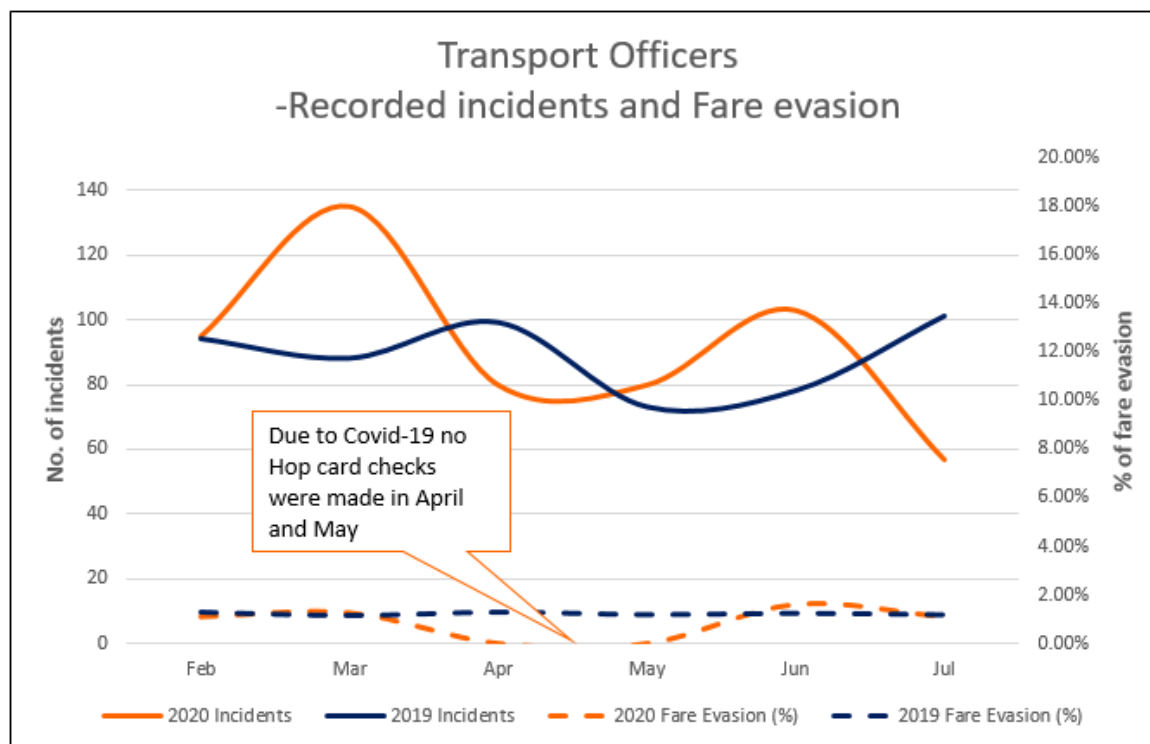
The licencing process for the fourth round of E-Scooter licences started on the 30 July 2020. The applications were reviewed in conjunction with Auckland Council and the final outcome of the review process was to be determined towards the end of August 2020.

Road Corridor Access Requests



In June and July, the volume of Corridor Access Request applications was similar to May 2020. In comparison to the same months in 2019 numbers have increased by 81%. Despite this large increase the team have continued to review and approve applications above the expected KPIs with 96% approved within five working days and 99% in 15 working days.

Transport Officer update



In July 2020 ticket checks by Transport Officers (TO) have returned to usual levels after the initial COVID-19 outbreak. Deployment on Bus services has continued to gather an image of fare evasion. TO have encountered repeat evasion on NEX services and have dealt with antisocial customers at Albany and Constellation Drive Stations. Assistance has been given for schools loading issues especially after school at Smales Farm. TOs have been on the Wellsford and Warkworth to Orewa services after feedback about fare evasion (substantial numbers from Wellsford were not paying). Patrols on the Britomart to Botany bus services detected fare evasion, especially between Newmarket and Panmure. A bus poster campaign has been launched and TOs will begin issuing infringements on bus routes from September.

COVID-19 update: The return to COVID-19 Alert L3 from 12 August 2020 has seen TOs deployed across all modes at key transport hubs including Downtown Ferry Terminal, NEX and other stops in the central city, key rail stations and onboard rail services. The focus has been on customer education with physical distancing messaging, non-essential travel enforcement and use of masks. No ticket checks are being made

Transport Infrastructure Asset Design and Management

Transport Design Manual

The Design & Standards Team has worked through the feedback received from the initial 6-month draft release of the Transport Design Manual (TDM) and is making updates to the affected documents.

Work on the Waiheke Island Design Guide has commenced with initial meetings with the Transport Forum of the Waiheke local board on the approach, principles and transport modes to be covered. This is anticipated to be a year-long engagement and collaboration exercise with the local board during which they will contribute directly to the development of the guide.

The replacement to the AT code of practice, Chapter 3: Transport, for the AC Integrated Code of Practice for Land Development has been created from the TDM Engineering Design Code. Design & Standards will take a few weeks to review the condensed document prior to circulating to Auckland Council for their wider review and integration with the AC code. Expecting approximately 4 months to socialize, review and amend prior to branding with release January 2021 as a year-long industry draft.

Urban Design support

The Urban Designers are focusing their efforts on TDM, reviewing the cadence around the Design Review Panel and supporting the strategic programmes to ensure that the principles for design are embedded up front prior to detailed work.

Enterprise Asset Management (EAM)

The bridge structures pilot went live on 20 July 2020. Work is underway to develop the software vendor's Statement of Work #2. Development will be focused on Public Transport Facilities and Road Network (carriageways) through to June / July 2021.

Asset Management Plans

Further development of the Asset Management Plan 2021 and the related Asset Class Management Plans have continued with the intention of publishing the final draft by end of December 2020.

Road Maintenance and Renewals

The target lengths for the major road renewal and resurfacing activities are currently being reviewed following finalisation of budgets and programmes for 2020/21. In July 2020, 1.6km of road resurfacing, 2.3km of kerb and channel replacement, together with 6.3km of footpath renewals work was completed.

In July 83% of customer requests for service were responded to within the specified response times. There were 2,938 requests for service received in July which was 496 more than in June.

The seal extension projects on Wellsford Valley Road and Ngawera Drive were completed in July 2020. Physical work on Stage 1 of Ahuroa Road is continuing and will be completed by October 2020.

Property Acquisition and Consents

Ten land acquisitions were completed in July 2020. Six of these acquisitions are for the Airport to Botany Mass Transit Project. Five Consent applications were lodged in July 2020.

Five consent applications were lodged for AT construction activities including for the Downtown Programme and for tree works in Market Place for the Westhaven to City cycleway. Seven consents were secured including for double decker bus improvements on New North Road and for the Downtown Programme.

Environment and cultural heritage

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

Street Lighting

AT has a target to replace a further 25,000 street lights with LED luminaires in 2020/21 and enable us to take advantage of the 85% subsidy available up to 30 June 2021. If the 25,000 luminaires are installed evenly over the financial year then we will achieve energy and maintenance cost savings of approximately \$1.8M in the 2020/21 year and \$3.6M for the following years.

In July 2020 there was a further 1,018 street lights fitted with LED luminaires. There are currently 120,276 streetlights on the network of which 66,230 have LED luminaires connected to the Central Management System.

Electric Bus Fleet

Despite the impact of COVID-19 on our supply chain we are on track to add 32 new zero emission (by tail pipe) buses this financial year, accelerating our transition to a low emission bus fleet. 29 of the new battery electric buses (e-buses) will be added to public transport services procured under Public Transport Operator Model (PTOM) Unit Agreements (bus service contracts), and three new extra-large three-axle new zero emissions (at tail pipe) buses have been purchased by Auckland Transport and will be used on operational trials in partnership with bus operators and Ports of Auckland under the Memorandum of Understanding (MoU) for hydrogen demonstration trials.

Following implementation of the new route 501 on Waiheke Island and additional buses required to meet the rest and meal break requirements under the Employment Relations Amendment Act (ERAA), eight e- buses will be operated by Waiheke Bus Company by the end of November 2020 with the first six buses already in transit from Scotland and expected to arrive in October 2020.



Nine e-buses will be operating on new Airport Link service from January 2021. The new battery electric buses are provided by Go Bus under variation of existing PTOM Unit Agreement and are currently undergoing final checks in Yutong's factory in China.



12 new battery electric buses for the City Link service have been delayed due to COVID-19 and will be introduced into service by NZ Bus from mid-February 2021.

The two battery electric trial buses and one hydrogen fuel cell (HFC) electric trial bus will be delivered between the end of August and November 2020. These buses will be used to test performance and operational costs of very large three-axle e-buses and assess suitability and economics of hydrogen technology in urban buses in Auckland and compare it to diesel and battery electric bus fleet of the same size with high passenger capacity.

Recycled Aggregates

AT has released the technical specification for the use of aggregates in the road corridor. The specification includes aggregates such as crushed concrete with the aim of increasing the recycle/reuse of “waste materials”. The specification was reviewed by Council and Watercare prior to release. AT strongly encourages contractors through the procurement process to use recycled aggregates where feasible to reduce the volume of material going to landfill. Recycled aggregates have been specified as part of the Matakana Link Road works contract and are being considered in the new road corridor maintenance contracts.

Water Quality Improvements

AT is working closely with Healthy Waters to review the use and selection of water quality treatment devices currently being installed in the road corridor by developers. The review aims to ensure the right device is in the right location to reduce the on-going maintenance burden to ratepayers. AT is currently collecting baseline data to support the development of a target for the treatment of road runoff in urban centres, in recognition of the role that road runoff plays in the quality of Auckland’s streams and harbours.

AT has developed an Unsealed Roads Framework to provide a process for identifying the suite of improvements suitable for the unsealed road network. These improvements, in addition to reducing maintenance and dust, also seek to reduce the volume of sediment being discharged to Auckland’s harbours.

Water Consumption

With the Auckland drought, AT is focussing on the on-going use of potable water for construction works on the transport network. Contractors are being advised to install rainwater tanks to provide an alternative water supply particularly for drilling works and dust suppression. For the larger construction contracts, contractors are required to report water consumption data as part of their sustainability reporting.

Opportunity and prosperity

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

Project NEXT

Project NEXT is a long-term programme currently in the procurement phase designed to procure, design, build, implement and operate a National Ticketing Solution for public transport across New Zealand. There are two parts to the procurement; one aspect is dedicated to the financial services component, which is currently undergoing negotiations with the preferred banking partner. The other is the RFP whereby evaluations to shortlist a prime contractor for the building and implementation of the ticketing solution began 31 August 2020. AT is providing a significant number of people to assist with the evaluation which will take some months of full-time effort.

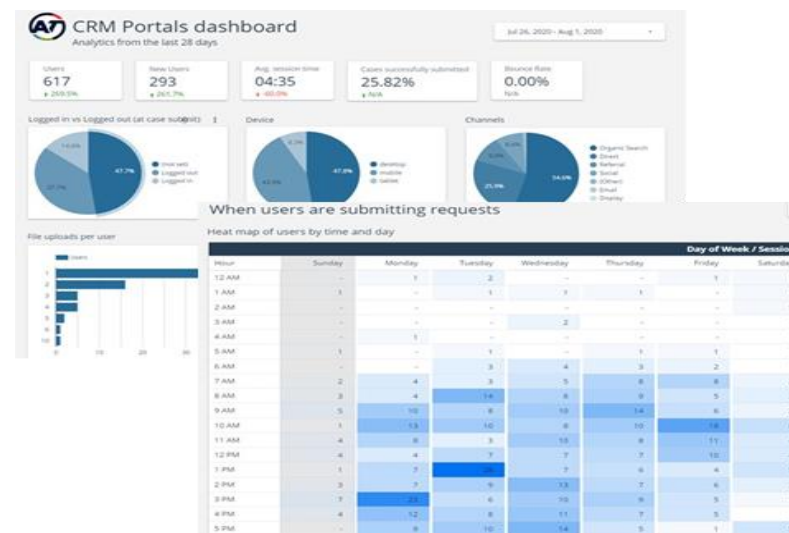
Over the next 6 months, the key deliverables include all parties involved creating and agreeing to the Participation Agreement, preparing and presenting the detailed business cases (both the wider Project NEXT programme business case as well as a specific AT business case which will include full transition costs) to the AT Board, and the selection of a preferred supplier through the RFP process.

This programme is being led by Waka Kotahi alongside participating public transport authorities (PTAs) from Canterbury, Wellington, Auckland as well as Regional representation including the likes of Waikato, Nelson City Council etc. In addition, there will be the development of a Shared Services Organisation which will offer services to the participating PTAs for ongoing operations.

CRM Portals

CRM Portals went live on 23 July 2020. The great cross-functional team from Business Technology, Customer Experience and a number of AT's suppliers came together to deliver new a Report-A-Problem portal and framework for other portals. This is the first of many new portals that can add real value to AT's customers by assisting them with self-service. Planning is now underway to roll out further portals.

See sample to the left of the CRM portal statistics.



Ferry Fare Integration

Starting on 26 July 2020, ferry fares joined AT Metro's integrated fare system. This means customers will be able to transfer between buses, trains and ferries and pay just once for their entire journey, when they tag on and off with their AT HOP card.

For ferry customers the change means that if they use a single-zone bus or train trip at the start of their journey to get to the ferry, and/or use a single-zone bus or train trip to complete their journey, the cost of the train and bus will be included in their total fare. Effectively they will only pay for their ferry trip. Aucklanders will be able to take advantage of the integrated fare system when travelling on Bayswater, Birkenhead, Gulf Harbour, Half Moon Bay, Hobsonville Point, Pine Harbour, Stanley Bay, Northcote Point and West Harbour ferry services contracted by AT. Customers travelling on Devonport and Waiheke Island ferry services will also benefit from these savings when using an AT HOP card for their journey.



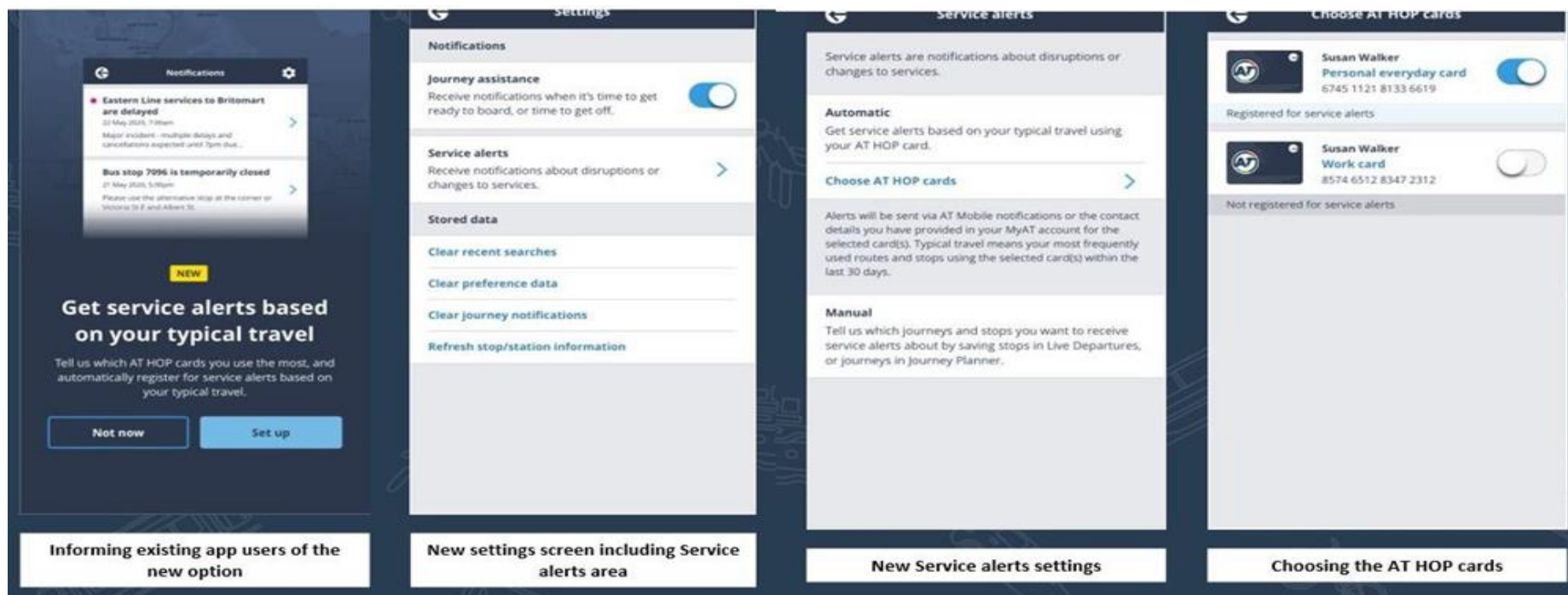
Enterprise Asset Management (EAM)

The EAM implementation project successfully delivered its first asset class, Bridges, into live use, using AT's new Infor EAM solution on 20 July, one week earlier than had been planned. The pilot implementation of EAM will support the first asset class to be implemented in the new solution and will, thereby provide the template that will be re-used for other asset types throughout its two-year roll-out across all of AT's public transport and roading assets-under-management, including vesting assets from CRLL.



Customer Preference Centre

Beta testing has gone live to 25% of AT Mobile customers, allowing them the ability to get personalised disruptions notifications based on their HOP history and their most frequently used routes. This will be rolled out further in the coming month, and the customer feedback incorporated into future releases. Work continues on the underlying platform to allow further customisation of preferences. This project is a cornerstone project to enable the customers to have a personalised experience from AT across all modes, and in future, other activity notifications.



Cloud Capability Engineering (CCE)

The Cloud Capability Engineering (CCE) team is a team focussed on cloud adoption and migrating services to the cloud. Cloud services, such as Microsoft's Azure and Office365, have been growing in popularity for the last few years. These services provide flexibility, speed to deploy and remote access to users, especially for those business affected by COVID-19.

AT has been using cloud services since 2015, and over the last two years have initiated a number of programmes to help develop and accelerate its capability in this space. The formation of the CCE team is the culmination of the last engagement with industry leaders Cloud Transformation Partners which built the processes and frameworks to enable full automation end-to-end of system deployments

The CCE is the working group that brings together various organisational capabilities and skills to drive momentum and adoption of cloud computing across the organisation. It acts as a hub for initiatives concerning the onboarding and broad adoption of top-level global cloud strategy and guiding principles, including supportability, frameworks, and developer workspace definition. The group also explores the impacts and optimisations for running applications in a cloud environment, including scale-out and scale-in execution of compute-intensive tasks.

A team of 11 staff from existing Business Technology teams have been engaged as either core members or support members of the CCE. These staff have been assessed for their skills in various cloud disciplines, and training plans have been identified.

Skill Area		CCE Role							
Discipline	Skill Detail	Cloud Platform Product Owner	Cloud Platform Architect	Cloud Platform Engineer	Cloud Technical and Tools Engineer	Network Engineer	Cloud Security Engineer	Scrum Master (PM)	Business Analyst
IaaS / PaaS Cloud Providers	MS-Azure	●	●	●	●	●	●	○	○
SaaS Provider	Office 365	●	●	●	●	●	●	○	○
Database	MS SQL Server	●	●	●	●	○	○	○	○
CI/CD Orchestration	Azure DevOps (ADO)	●	●	●	●	●	●	○	○
Infrastructure As Code (DevOps)	ARM Templates	●	●	●	●	●	●	○	○
Infrastructure As Code (DevOps)	Terraform	●	●	●	●	●	●	○	○
Configuration Management	Chef	●	●	●	●	●	●	○	○
Development Languages	PowerShell	●	●	●	●	○	○	○	○
Network and Infrastructure	Network Engineer	○	●	●	●	●	●	○	○
Network and Infrastructure	Systems Administration	○	●	●	●	○	●	○	○
Network and Infrastructure	OS Hardening and Image Mgt	○	●	●	○	○	●	○	○
Network and Infrastructure	Application Performance Monitoring	●	●	●	●	●	●	○	○
Network and Infrastructure	Centralized Logging (i.e.: Splunk)	●	●	●	●	○	●	○	○
Network and Infrastructure	Monitoring and event management	●	●	●	●	●	●	○	○
Security	IAM/IDM	●	●	●	●	●	●	○	○
Security	Controls	●	●	●	●	●	●	○	○
Security	Encryption	●	●	●	●	●	●	○	○
Security	Server Protection	●	●	●	●	●	●	○	○
Security	Threat Vulnerability Management	○	●	●	●	●	●	○	○
Architecture / Application Eng	Cloud Architecture	○	●	●	●	●	●	○	○
Architecture / Application Eng	Test Automation	●	●	●	●	●	●	○	○
Agile	Scrum	●	●	●	●	●	●	●	●
	Cloud Proficiency Program (CPP) MoSCoW Target	Foundation	Advanced	Practical / Advanced w/ focus on Must Have	Practical / Advanced w/ focus on Must Have	Practical	Advanced w/ focus on Security Must Have	Foundation	Foundation

Legend: ○ NA ● Foundational ● Practical ● Advanced

New relationships

The board has approved an agreement for Chorus to use AT fibre in Britomart to deliver fibre services to end-users. This means that Britomart is now a less complicated and safer environment with fewer organisations needing to access the building to deliver internet services. More importantly it is a small step for AT in moving towards being an internet service provider in its own right and offering up internet services to those organisations that rent property from, or work in partnership with AT. This, in turn enables AT to have a closer working relationship with the mobile carriers.