



May 2021  
**Business  
Report**

# Introduction

This business report summarises activities undertaken in this reporting period by Auckland Transport (AT) which contribute to the six outcome areas of the Auckland Plan.

The six outcome areas of the Auckland Plan are:

## Recommendation

That the Chief Executive's report be received

## Prepared by:

Shane Ellison, Chief Executive

## Auckland Plan Outcome Description

### Belonging and participation

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, focussed 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.

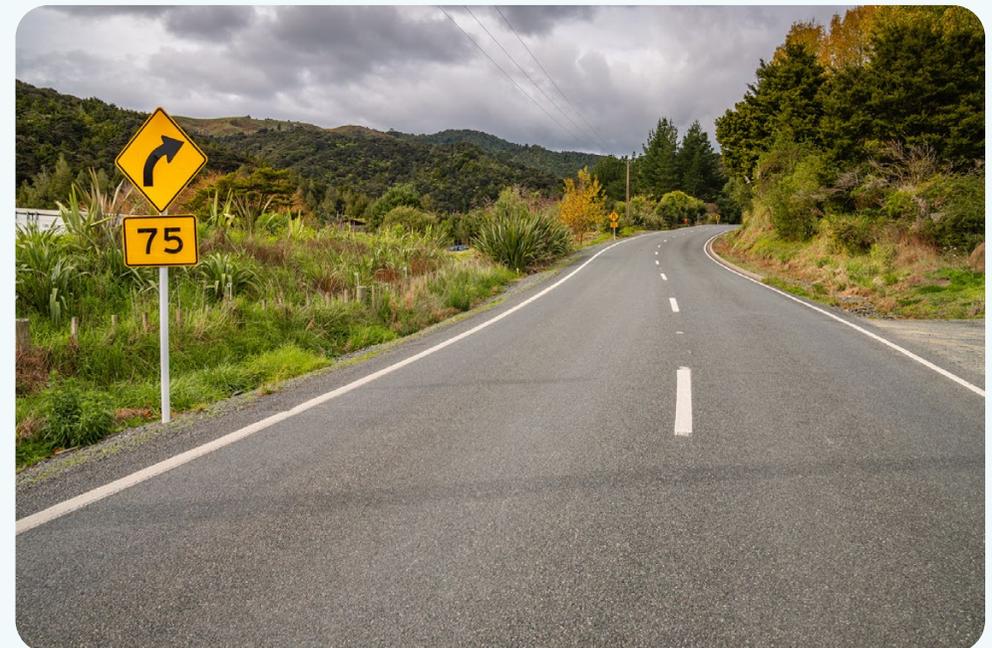
# Belonging and participation

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

## Safer Communities Update

The Speed Limits Amendment Bylaw 2021 (26 roads) was approved by the AT Board on 29 April 2021 and the revised speed limits will be implemented on 31 May 2021.

The scope and proposed changes for the first stage of Tranche 2 Safe Speeds Programme has been presented to the key stakeholders, Auckland Council's Planning Committee and affected local boards as part of the early engagement engagement process.





### Draft 2021 – 2031 Regional Land Transport Plan (draft RLTP) and Regional Fuel Tax (RFT) variation

Consultation for the draft RLTP ran from 29 March to 2 May 2021, with around 6,000 submissions received. The draft RLTP consultation ran in conjunction with Council's RFT variation. Feedback is still being analysed but early indications are that more than 50% of submitters feel we have correctly identified the most important transport challenges facing Auckland. Over the coming weeks, we will be considering the public feedback received and reviewing the draft RLTP to understand what changes may be introduced as a result of the feedback received. The Planning Committee will consider the draft RLTP on 24 June and on 28 June the AT Board will consider the final RLTP.



### The benefits of the draft RLTP include:

- A significant increase in rapid transit travel options (fast, frequent, high capacity bus and train services separated from general traffic).
- Prevent 1,760 deaths or serious injuries (DSI) over the next 10 years - a 67% reduction in DSIs.
- More than 200 kilometres of new and upgraded cycleways and shared paths.
- Projected increase in public transport (PT) use.
- Properly renewed transport assets – the road network will be kept up to standard.
- Significant progress towards decarbonising Auckland's PT fleet.
- Submissions close on 2 May.

# Māori identity and well-being

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

## Te reo Māori across the transport network (Reo Māori outcomes)

Te reo Māori is being progressively implemented across the PT network, and on signage relating to infrastructure projects. Bilingual signage for Puhinui Interchange and the Downtown Ferry terminal is confirmed and being installed. Britomart and route 70 bilingual announcements have been recorded.

## Te Matatini Kapa Haka Festival 2022

AT staff have met with the CEO of Te Matatini and the Chairperson of the Auckland Regional Kapa Haka Committee to discuss support for the event. The event is Aotearoa's largest Māori cultural event and is being held at Eden Park in February 2022 with expected numbers up to 50,000 people over a three-day period.





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 four mana whenua hui held in the south, central and north/west regions. There were two alliance hui that the Māori Policy and Engagement team support; the Downtown Project and Tupu Ngātahi (Supporting Growth).

The Marae Safety Programme is on track.

### Road Safety

Te Ara Haepapa delivered activations, events, and educational workshops with 4,406 engagements in this reporting period.

Programme	Workshops / Activities / Groups	Attendees
Raihana Akonga (Learner Licence)	1 workshop	17
Raihana Whītiki (Restricted Licence)	1 workshop	16
Raihana Tuturu (Full Licence)	1 workshop	34
Āta Haere programme	3 kura kaupapa	102
Whanau Hīkoi programme	3 kura kaupapa	102
Rising Foundation (Partner)	8 activities	57
Seat belt safety activities	8 activities	176
Walking road safety activities	5 activities	332

### AT engaged with mana whenua on the following projects:

- Draft RLTP
- RFT
- Safe Speeds Tranche 2
- Innovating Streets: Shaping the programme evaluation
- Glen Innes to Tamaki Drive – Section 4
- New North Road – Connected Communities
- Eastern Busway Alliance EB2/3

Project Delivery Plan FY 20/21	Status	Q1	Q2	Q3	Q4
Makaurau Marae carpark	Construction completed	█			
Te Aroha Pa carpark	Construction has commenced		█	█	
Motaitere Stage 2 road	Construction has commenced		█	█	
Hoani Waititi Mare road detailed design	The detailed design is underway				█

# Homes and places

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

## Safe School Street

The first of the permanent schemes for the Safe School Streets pilot programme will be delivered by the end of the financial year for Rutherford Primary School and Rutherford College in Te Atatu Peninsula. These neighbouring schools have had interim designs in place for some 18 months which were developed through a co-design process. This interim scheme has been adjusted over the period, based on local community and school feedback. The final design will incorporate footpath widening, new crossing facilities and speed tables to reduce speeds. The evaluation report from the interim design has shown that there has been an increase in active modes for school travel and 36% of respondents believe Kotuku Street is safer overall since the changes. The funding for this work has been provided by both AT and Accident Compensation Corporation.



### People friendly spaces in Papatoetoe

A new trial of road layouts to help reduce vehicle speeds, provide safer crossings and prevent traffic from using residential streets as short cuts has begun in West Papatoetoe. The trial involves using temporary devices such as rubber speed cushions, concrete blocks, pavement art and converting neighbourhood intersections into a temporary cul-de-sac. As part of the trial, access will be restricted to Claude Avenue, Hillside Road, Park Avenue and Sumner Street.

Since January 2021, AT and the Ōtara-Papatoetoe Local Board have been seeking community feedback on how to create people-friendly spaces and safer ways to travel in West Papatoetoe. The trial interventions are near Aorere College and West Papatoetoe School.

The trial is part of the Innovating Streets programme. In recent weeks, staff have also attended a number of workshops and public meetings on other Innovating Streets projects, including those in Onehunga and the Wynyard Quarter.

### National Policy Statement – Urban Development

AT is providing specialist inputs into the AC-led work programme to identify implications and opportunities resulting from the implementation of this National Policy Statement. Phase 1 is based on determining the policy direction and interpretation of the National Policy Statement, with Phase 2 being what this then looks like spatially. AT will continue to ensure the priorities and implications for the transport network are considered in this process.

### Mural Project, Te Tōangaroa, April 2021

After releasing its Masterplan for its landholding in central Tāmaki in 2018, Ngāti Whātua Ōrākei sought opportunities to share its history by placing visual art in Te Tōangaroa.

An AT owned 12m high air vent, with three paintable panels located on Tangihua Street was identified as an initial opportunity. After discussions with AT, agreement was reached for a mural art feature to be created on the vent. Ngāti Whātua Ōrākei whānau artist, Hana Maihi and Te Whētū Collective artist, Poi Ngawati were commissioned to design two of the three panels. Ross Liew, a renowned local artist, led the design of the third panel in consultation with Hana Maihi, on behalf of Auckland Unlimited.

The three panels collectively speak to the importance of welcoming all cultures and encouraging diversity in Te Tōangaroa and Tāmaki Makaurau as a whole, whilst incorporating elements of Ngāti Whātua Ōrākei's history as ahi kaa of Tāmaki. Ngāti Whātua Ōrākei and Auckland Unlimited have collaborated on the delivery of this unique creative project. Traffic Safe were engaged early on to manage the Traffic Management Plan and discussions will soon commence to plan the ongoing maintenance of the murals.

A karakia was held on 4 May 2021 to align Tangaroa a Mua, which brings a surging energy according to the Maramataka.



## Growth, Spatial Planning, and Development

### North/West

Following a reconvened hearing on Auckland Council's (AC's) plan change to implement the first stage of the Whenuapai Structure Plan, the Hearing Panel has continued the adjournment to allow Council officers to draft a variation which has now been released for public comment.

This variation responds to updated noise contours from the New Zealand Defence Force, the National Policy Statement Urban Development and other information on stormwater, changes in land use, acquisition of land for open space, indicative collector road alignments, and the Trig Road alignment. It proposes more intensive residential

zonings in locations where the Council considered this is needed to meet the National Policy Statement imperatives. This includes providing for residential development of up to 19 metres in locations considered to be within a walkable distance of Westgate Metropolitan Centre or of a future planned rapid transit stop on State Highway 18.

These proposals illustrate some of the challenges in interpreting and applying the policy statement with the Westgate Centre being on the other side of the motorway from the plan change land, and the rapid transit on State Highway 18 currently being unfunded with the location of stops being indicative only.

### South

Drury continues to be a focus for growth / urban planning work programmes. The Drury private plan changes have now been set down for hearings from June to September 2021. This is the largest number of private plan changes in one area to have been active at the same time. The Hearing Panel has released directions applying to the Drury East plan changes at this stage (Kiwi Properties, Fulton Hogan, and Oyster Capital). The Resource Management Act enables a process to resolve disputes between parties and the Hearing Panel has now directed expert conferencing in this respect on stormwater, traffic and transportation, and planning. AT has been directed to attend as a submitter to these plan changes.

The conferencing sessions are to occur prior to the exchange of hearing reports and all evidence. The hearing report is to be available to all parties on 17 June 2021, therefore, conferencing sessions are to be completed by the end of May. Planning and Investment will

be attending these conferencing sessions with the support of consultant experts. The aim of these sessions is to identify matters that can be agreed and matters not agreed to assist the Hearing Panel.

Council and AT are continuing to work with the Drury private plan change developers to determine if an infrastructure funding solution can be developed and agreed prior to the hearings. AC and Central Government have commenced a workstream to explore how the recent Infrastructure Funding and Finance Act provisions can be applied in Drury. AT will be assisting this process. This workstream has the opportunity to assist Council in determining a policy approach to the use of funding mechanisms provided for by this Act. With the hearing dates now set, there is a significant quantum of funding and financing consideration work required, with a risk that this will not be completed for the commencement of the hearings.

### Parking improvement projects

Location	Status
Takapuna Residential Parking Zone	Resident parking permit applications are currently being processed. The residential parking zone is scheduled to go live on 8 June 2021.
Papakura Town Centre P90 restriction	An open day was held on 29 April 2021 at Sir Edmund Hillary Library in Papakura. This provided an opportunity for the community to speak with the project team and provide feedback. Consultation closed 3 May 2021.
Hand-held Officer Licence Plate Recognition (LPR) Devices	Full implementation of LPR software onto the handheld devices was completed on 14 April 2021; helping Parking Officers register licence plate information more efficiently and accurately.
Fencing, Claris Airfield, Great Barrier Island	A fence around the perimeter of Claris airfield is being installed to keep wild animals off the runway. Materials for the fence have been delivered to Great Barrier Island and construction has commenced.

### Bike Racks

The double stack bike rack at Aotea Square and Queen Street was installed on 3 May 2021. Feedback on the bike rack has been overwhelmingly positive to date. Parking Services in conjunction with Metro Facilities, Sustainable Mobility, Traffic Operations and Bike Auckland have been working to establish possible next sites. A further bike rack is targeted to be installed in and around Lower Queen with the Waitemātā Local Board supportive of this initiative.

Completed double stack bike rack, Aotea Square & Queen Street



### Community improvement projects

Area-wide parking changes in Addison development in Takanini have been completed. These improvements focussed on no stopping restrictions within a relatively new residential area that was experiencing significant safety and access issues. These changes were made following discussions with New Zealand Police and elected representatives.



Completed raised zebra crossing at Kolmar Road, Papatoetoe

In May 2021, a number of pedestrian improvements with raised zebra crossings were completed. These responded to feedback from the community and local board representatives to improve safety and access. New pedestrian facilities were completed at the following locations:

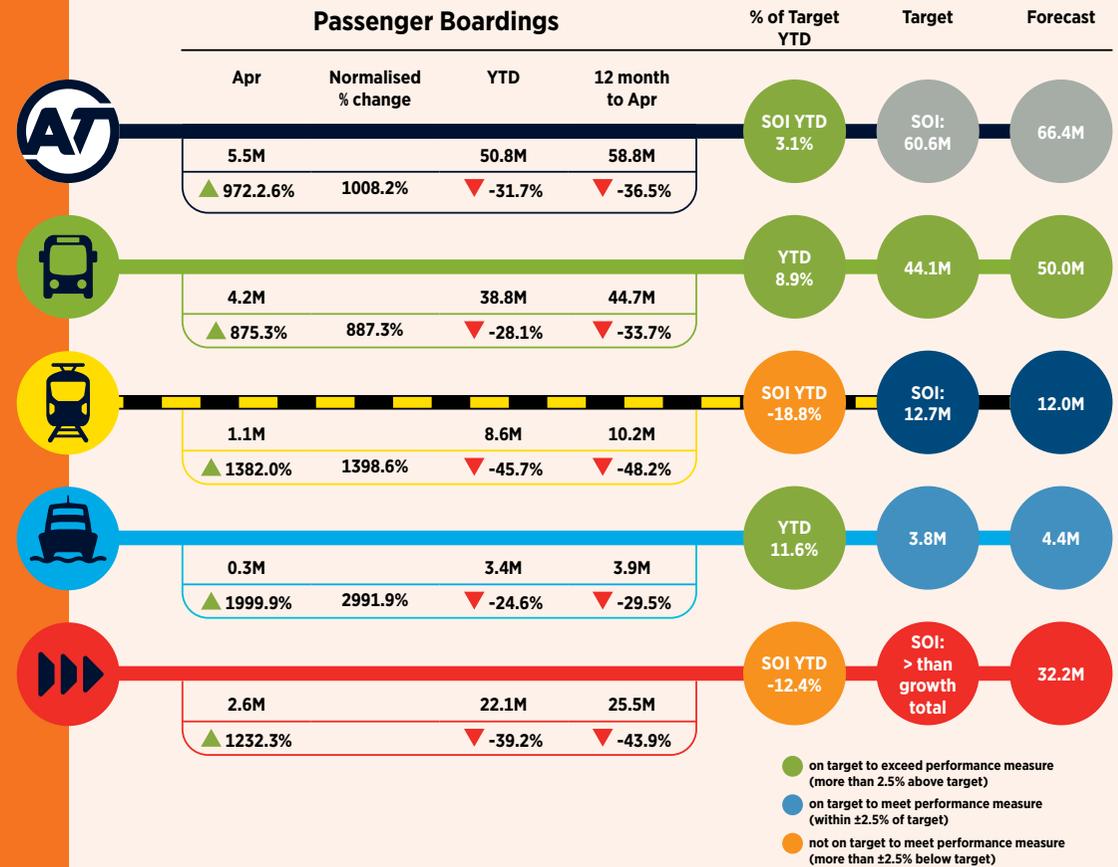
- Kolmar Road, Papatoetoe: Enabling safer pedestrian crossing near the local temple
- King Street, Waiuku: Changing a courtesy crossing to a zebra crossing on a Walking School Bus route
- Vine Street, Mangere East: Expanding existing pedestrian crossing facilities
- Trelawn Place, Cockle Bay: Reducing driver speeds and improving pedestrian safety, especially for young schoolchildren.

### Intersection improvement at Coronation Road and Archers Road, Hillcrest

A new roundabout at the intersection of Coronation Road and Archers Road was completed at the beginning of May 2021, improving safety at this location. Prior to completion, a temporary roundabout was used to support changes in behaviour which previously was a priority T-intersection. This successful intervention supports slower speeds and the temporary roundabout enabled greater acceptance of changes from drivers.

# Transport and access

For AT, this is a key outcome area and is focussed on providing easy, safe and sustainable transport modes across an integrated network.



## Passenger boarding's - April 2021 and 12 months to April 2021

**Overall**, for the 12 months to April 2021 passenger boarding's totalled 58.8 million, -36.5% on the previous year. April 2021 monthly patronage was 5.5 million.

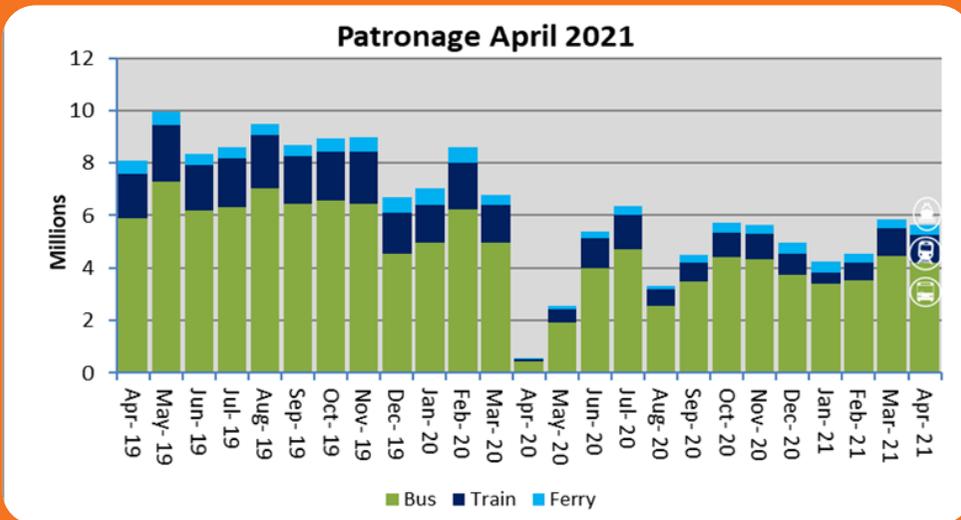
**Bus services** totalled 44.7 million passenger boarding's for the 12-months to April 2021, -33.7% on the previous year. Patronage for April 2021 was 4.2 million.

**Train services** totalled 10.2 million passenger boarding's for the 12-months to April 2021, -48.2% on the previous year. Patronage for April 2021 was 1.1 million.

**Ferry services** totalled 3.9 million passenger boarding's for the 12-months to April 2021, -29.5% on the previous year. Patronage for April 2021 was 0.3 million.

**Rapid and Frequent services** totalled 25.5 million passenger boarding's for the 12-months to April 2021, -43.9% on the previous year. Patronage for April 2021 was 2.6 million.

Passenger boarding's in April 2021 are significantly higher compared to the previous year. This is a direct result and consequence of less restrictions put in place due to COVID-19 pandemic (COVID-19) Alert Levels resulting in more travel demand. Passenger boarding's in April 2021 were 5.5 million compared to 8.1 million in April 2019, the last comparable month prior to patronage impacts from COVID-19 restrictions.



### Service Punctuality and Reliability – April 2021

**Total Network Punctuality (Weighted to Patronage) at Origin** **96.37%** **12 Month rolling average** **97.63%** **SOI** **95.5%**

The weighted (to patronage), punctuality improved on strong performance on prior month. Service delivery improved compared to previous months. The rolling average remains well above the Statement of Intent (SOI) target. A summary of performance by mode at destination is provided below:

	Punctuality at Destination		Reliability at Destination	
	March 2021	12 Month Average	March 2021	12 Month Average
Train	80.01%	80.05%	98.70%	97.12%
Bus	97.10%	98.45%	98.63%	99.23%
Ferry	92.28%	94.44%	96.78%	98.13%

## Public Transport (PT) improvements for the north west

This joint AT/Waka Kotahi New Zealand Transport Agency (Waka Kotahi) project will make bus journeys quicker, easier and better connected by upgrading and extending the existing bus shoulder lanes along the North-western Motorway (SH16) and building interim bus stops at Westgate and the Lincoln Road and Te Atatū motorway interchanges. Public feedback was sought late last year. In May, we will contact submitters and key stakeholders to share the public feedback report with them and update them on next steps.

The benefits of these improvements are expected to be:

- Faster and more reliable bus services. Bus journeys from Westgate to the city are expected to be around 25 minutes quicker.
- Encourage more people to use buses to help reduce congestion and carbon emissions.
- Improved access to job opportunities. Around 170,000 more people in the northwest will be able to get into the city within a 45-minute bus journey.

## Transport system planning and policy

The Auckland Rapid Transit Plan (ARTP) team is providing guidance to the Auckland Light Rail Establishment Unit on the problem and scope to be solved by the City Centre to Mangere (CC2M) project, and on the parameters for integration of the CC2M project with the wider Auckland Rapid Transit system.

Work on the Parking Strategy is continuing, with internal stakeholder engagement now underway. A consultant has been appointed to progress the Kerbzone Optimisation Strategy, looking at international approaches which can be applied to

Auckland to help manage kerbzone space. We will be outlining the approach to the Parking Strategy review to the Planning Committee at a workshop in early June and to local boards in late May 2021.

Development of the Walking Programme Business Case is progressing with the project completing the shortlist Multi Criteria Assessment process. Mana whenua engagement has also been undertaken for this part of the project. Next stages involve establishing geographic areas of investment.

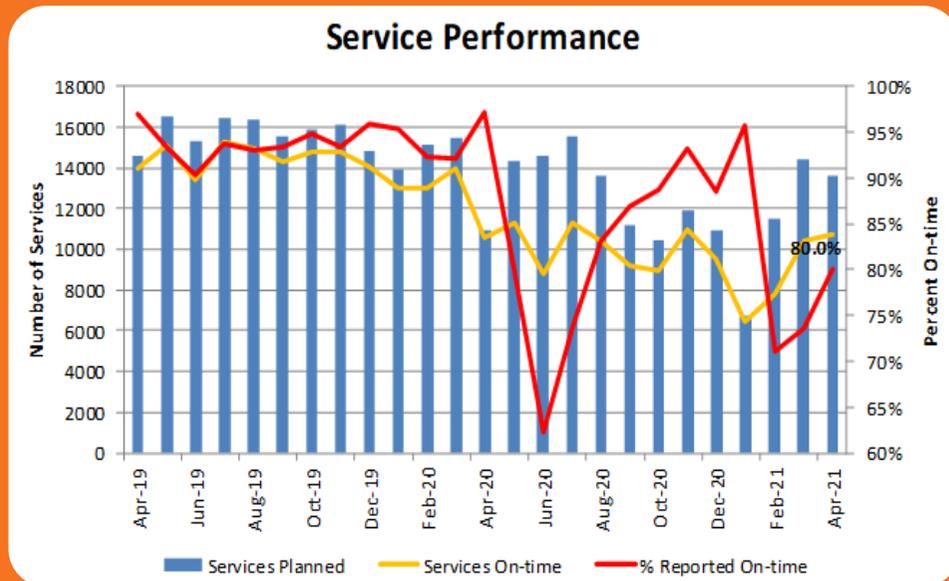


### Rail Service Performance

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

During April 2021, train reliability performance continued to be strong and by the end of April 2021 punctuality performance has also begun to improve with services averaging around 90% punctuality. The increase in performance has been the result of speed restrictions being removed from the network by KiwiRail as they utilise different engineering solutions to rectify issues on the network including Rail Contact Fatigue.

Upcoming project work on the network including the third main, Papukura to Pukekohe electrification, Rail Network Growth Impact Management, the Tamaki Cycleway and City Rail Link will have an impact on the train network and may potentially add speed restrictions to the network. AT Train services are working closely with KiwiRail to understand the impact to the rail network of these projects and specifically to train performance in order to manage and mitigate any issues as a result of these projects.



### Key Construction Project Updates

Project Progress	Current Phase	% Phase Completed
<b>Eastern Busway 1</b> (Panmure to Pakuranga) – Completion of the Howick interceptor cutover works during the recent school holidays is a significant milestone. Challenges around the Watercare blockwork on the eastern bridge abutment, as well as allowances for settlement monitoring have emerged. The public completion date is programmed within October 2021.	Construction	88%
<b>Eastern Busway 2/3/4</b> (Pakuranga to Botany) – The Interim Alliance is progressing design optioneering and risk analysis. Preparation for public consultation on preferred designs in the next few months are progressing.	Investigation/Design	40%
<b>Puhinui Interchange</b> - A roof shout was held onsite with all employees following the completion of the roofing and cladding. Asphaltting of the bus station road is complete and footpaths are currently being poured around the bus station canopy. The power for the station has been livened with light fixtures being installed and lifts and escalators undergoing the final commissioning tests.	Construction	84%
<b>Downtown Programme: Te Wānanga - Downtown Public Space</b> - With the exception of one balustrade, works are expected to be completed by the end of May 2021. A blessing is scheduled to take place on 28 May 2021.	Construction	95%
<b>Downtown Programme: Quay Street Enhancement</b> (inclusive of Quay Street Interface, i.e. "public realm") - Major works are complete, with minor works scheduled for completion by the end of May 2021. A blessing, along Quay Street, was held on 30 April 2021 to lay the calm before opening the new kāhui kaiarataki elements to the light of day.	Construction	95%

### Key Construction Project Update

Project Progress	Current Phase	% Phase Completed
<p><b>Downtown Programme: Ferry Basin Redevelopment</b> (FBR) - The FBR project is substantially complete with all new berths now handed over to AT Metro for trialling. A formal opening is scheduled for 2 July 2021 with 5 July 2021 targeted for full operational use.</p>	Construction	100%
<p><b>Wolverton Street Culverts 1 and 2 Replacement</b> - Culvert 1: Piling Work platform in the central section is complete and piling underway. The platform to the South is being completed and the stream platform is continuing to be installed. Culvert 2: Temporary sewer diversion is complete and piling to the central section is underway. Both culverts are progressing as per programme.</p>	Construction	48%
<p><b>Northern Busway Extension Stations</b> (Rosedale and Constellation) - Rosedale Road four Laning and Rosedale Bus Station detailed design is 95% complete. Completion of the detailed design for Rosedale Road four-laning is expected by the end of May 2021.</p>	Construction	29%
<p><b>K Road Enhancements and Cycleway</b> - Construction works are progressing well between Pitt Street and Karangahape Road Overbridge and Cobden Street to Ponsonby Road. Resurfacing from Pitt Street to Day Street is mostly complete. The mid-block rainbow crossing at Day Street is planned to be completed before the official opening event on 11 June 2021.</p>	Construction	98%

### Key Construction Project Updates

Project Progress	Current Phase	% Phase Completed
<p><b>Tamaki Drive Cycle Route</b> (The Strand to Ngapipi) - Section1: The construction work for Tamaki Drive between Solent Street and Ngapipi Bridge is complete, the carriageway has been resurfaced and traffic lanes have been reopened. Section 2: The section of Tamaki Drive between The Strand and Solent Street is starting construction.</p>	Construction	S1 100% S2 25%
<p><b>New Lynn to Avondale Cycleway</b> - Stage 1 (Blockhouse Bay Road to Chalmers Street) Works on the Rosebank Road/Blockhouse Bay Road intersection are complete. St Jude Bridge is in place and the path leading to Chalmers Street is complete.</p>	Construction	73%
<p><b>Matakana Link Road</b> - Earthworks are progressing on programme. Bridge piling work is complete with some remedial works required prior to installation of piers. The team is working with adjacent developers / on development tie-ins. Discussions are underway regarding futureproofing for the positioning of bus stops that are to be installed by the developers.</p>	Construction	44%
<p><b>Medallion Drive Extension</b> - The project is on track for completion by February 2022. Fairview Avenue works are substantially complete, with the exception of concrete barriers on the culvert headwall, and the road has been re-opened to two-way traffic. Concrete bridge barriers have been installed with stitch pour to be completed by the end of May 2021. Work has now moved to Oteha Valley Road with existing services location and vegetation removal complete. Existing roundabout and median islands have been removed and a temporary pavement constructed to maintain two lanes of traffic in each direction.</p>	Construction	61%

### Transport Infrastructure Asset Design and Management

Key activities through to the end of Apr 2021.

**Design and Standards:** Engineering Plan Approvals and Land Use Consent design advice and reviews continue to increase. The department is continuing to review and advise the Eastern Busway Alliance and ensure that the design is meeting the design and technical requirements.

**Asset Acceptance and Information:** The second year of focussed asset management maturity work has commenced. The successful delivery of the new Enterprise Asset Management (EAM) System has been identified as a critical part of this year’s improvement programme. Data cleanse activities are continuing following the bridges pilot of EAM and bugs in the new system are progressively being resolved. Work will start of implementing the EAM analytics tools for PT assets in May 2021.

A process has been confirmed to formally adopt the 2021 Asset Management Plan (AMP). The three-year programme to develop the 2024 AMP has been developed and work on the supporting elements of the new plan have commenced. AC are due to publish the updated coastal erosion and flood maps in May 2021 which will serve as a key planning inputs to the 2024 AMP.

### Road Maintenance and Renewals

April 2021					
Asset Renewal Activities	April YTD Actual (km)	April YTD Forecast (km)	Full Year Target (km)	Completion v. YTD Target (%)	Completion v. Year Target (%)
Pavement Rehabilitation	3.9	7.5	7.5	52%	52%
Resurfacing	313.5	304.4	305.0	103%	103%
Footpath Renewals	57.7	52.0	60.0	111%	96%
Kerb & Channel Replacements	34.7	31.5	35.0	110%	99%
<b>TOTAL</b>	<b>409.8</b>	<b>380.4</b>	<b>407.5</b>	<b>108%</b>	<b>101%</b>

Achievement against forecast is 108% of the YTD target with 101% completion to date against the full year targets. The target lengths will be exceeded for resurfacing, footpath renewals and kerb and channel replacement. The target length for pavement rehabilitation will not be met due to the deferral of several projects due to approval not being attained to work on the network. The issues with these projects are being worked through with the projects deferred to the 2021/22 year. The reduced spend on pavement rehabilitation has been offset by committing additional resurfacing across the region.

As of April 2021, 3.9 km of road rehabilitation work and 313.5 km of resurfacing was completed (65.9 km of asphalt and 247.6 km of chip sealing) which is 103% of the resurfacing programme. The SOI target for the 2020/21 year is that we will resurface/

rehabilitate 4.6% of the sealed road network (6,774 km as at 30 June 2020) which is a combined length of 312 km. At the end of April 2021, we had resurfaced/rehabilitated 4.7% or 317.4 km of sealed road which means we have achieved the SOI target.

34.7 km of kerb and channel replacement, together with 57.7km of footpath renewals work was completed as of April 2021.

In April 2021, 97% of customer requests for service were responded to within the specified response times. There were 2,408 requests for service received in April 2021.

Due to budgetary constraints, funding provided for seal extension works in 2020/21 was to meet remaining contract commitments from the 2019/20 year for physical works on Ahuroa Road Stage 1, which has now been completed.

### Property Acquisition and Consents

A number of new acquisition processes commenced in April 2021.

Funding has been approved to commence acquisition of 8 full properties for Eastern Busway this financial year.

Alteration of the existing designation for the Lincoln Road project was lodged this month. Minor applications were also made for safety improvement works. Independent commissioners approved the resource consents AT sought on behalf of Fulton Hogan as part of the Crown Infrastructure arrangement for the Highgate Bridge Project. Highgate Business Park Limited which owns the land affected, has agreed not to appeal the decision to approve the bridge.

### Property Optimisation

Britomart Florist, Mojo Coffee, Goodness Bread and Auckland Unlimited all opened for operation in Britomart during April 2021. The final remaining tenant, convenience store Localito will open in early May 2021.

The April 2021 Expression of Interest (EOI) for Manukau Bus Station has attracted two submissions and these are being evaluated.

AT provided 50% rent relief to our retail tenants for the period when Auckland was placed into the Alert Level 3 in February and March 2021. This rebate is reflected in the April 2021 figures.



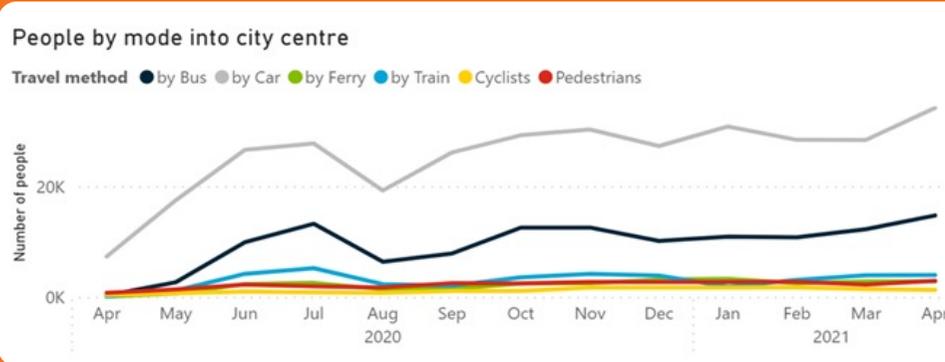
### Arterial Network Performance

In April 2021, 73% of the arterial network operated at good levels of service, 4% worse than April 2019 and was above the 67% threshold (in April 2020, Auckland was under COVID-19 lockdown; therefore, April 2019 was used as baseline for comparison). The average morning peak vehicular travel speed was 34 km/h, similar to March 2021 and 1km/h slower than April 2019. Morning peak travel time reliability was 65% (percentage of time added to a normal trip), above the 50% threshold mainly due to school holidays. The average arterial road productivity was 32,140, indicating the network operated efficiently in terms of people movement, 2% higher than March 2021 and similar to April 2019..



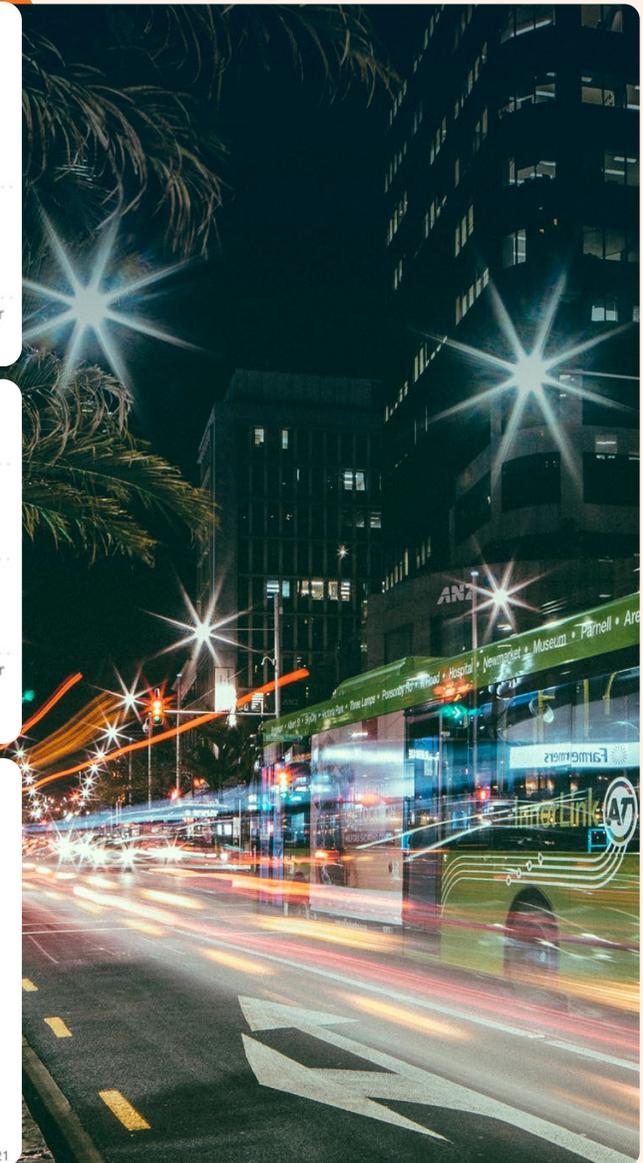
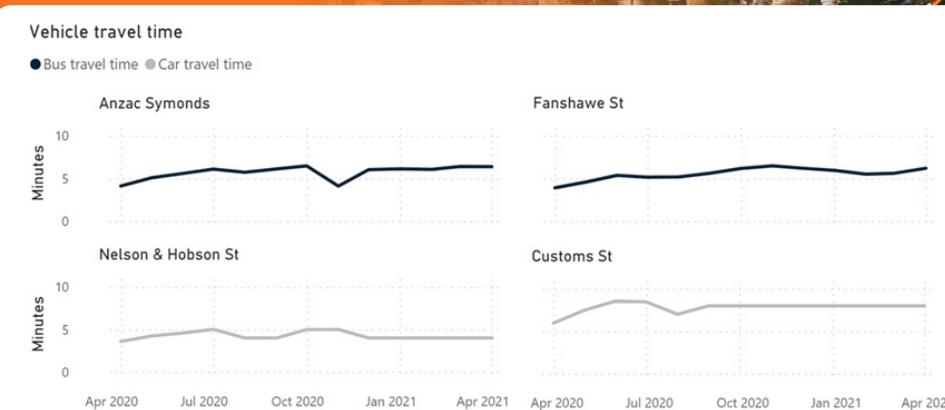
### People movement into City Centre

In April 2021, the total number of people entering the city centre by all modes was 59,992 per day. This was 17,000 (or 22%) less than April 2019. The reduced number of people travelling was mainly related to increased working from home since the first COVID-19 lockdown in March 2020. There was however, a 17% increase in the total number of people into the city centre compared to March 2021. This included an increase of 20% by car and 13% by people using PT.



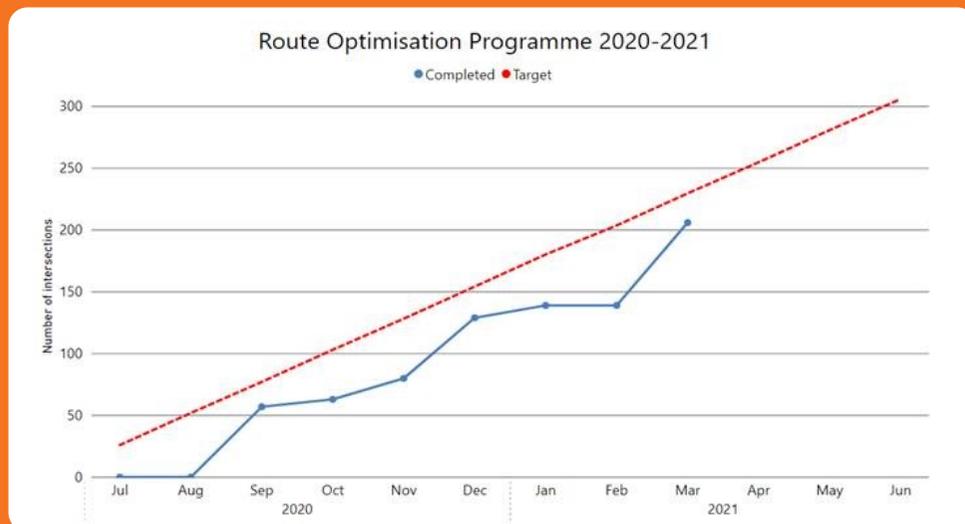
### Travel times into the City Centre

General traffic and PT continued to operate within acceptable thresholds in April 2021. Most key routes experienced minor delays during peak periods. General vehicle travel times were similar to March 2021.



### Transport Officer Update

In April 2021, there were 126 reported incidents, a slight decrease compared to March 2021. Incidents of aggressive behaviour included travellers objecting to being given an infringement, alcohol related incidents, reported assaults (public vs public) and minor incidents involving Transport Officers. There were also reported incidents of tagging and acts of vandalism. Fare evasion decreased to 1.24% of all HOP card checks, down from 1.65% in March 2021.



### Road Corridor Access Requests

In April 2021, Corridor Access Requests (CARs) were processed within target time frames with 90% approved within five working days and 100% within 15 working days. Numbers of applications were down compared to March 2021; however, this number does not reflect the amount of extensions on existing CARs, therefore volumes have remained high.



### Route Optimisation Programme

The Route Signal Optimisation Programme is delivered by ATOC in collaboration with Waka Kotahi and AT. In 2020/2021, ATOC planned to optimise 306 traffic signal sites comprising of 260 regional sites and 46 ramp signals. Currently, 206 sites have been optimised, of which 190 were regional sites and 16 were ramp signals. There are a further 100 sites in progress.

## Special events

Auckland Transport Operation Centre (ATOC) processed 143 activations in April 2021. The Planned Events team were activated for the following operations:

- T20 Blackcaps vs Bangladesh (Eden Park).
- Blues vs Hurricanes (Eden Park).
- Six60 (Eden Park).

The ATOC Planned Events team developed operational plans to mitigate the impact on the transport network for the following events in April:

- School Strike 4 Climate.
- Stop Asian Hate March.
- Easter Holiday Plan.
- Northern Corridor Initiative State Highway 18 Off Ramp Switch.
- ANZAC Day Long Weekend Plan (including SIX60 and ANZAC Day).
- COVID-19 Resurgence Recovery and Response Plans (ATOC Incident Management Team).
- Auckland Airport Trans-Tasman Quarantine Free Travel.



## ANZAC Day

The ATOC Special Events team approved 37 activations of which 34 had temporary traffic management plans. Operations plans were also completed to mitigate the impact to the transport network. This was the first 'normal' ANZAC day since 2018 due to the events in Christchurch in 2019 and COVID-19 in 2020. The transport network operated effectively on the day and there were no major issues.



## Six60

ATOC delivered integrated ticketing for Six60 at Eden Park on 24 April 2021. Approximately 48,000 patrons attended with roughly 20,000 travelling via PT, around 42% of all patrons. All post-events were cleared from the venue within 50 minutes. AT partnered with radio station 'The Edge' to deliver activations on special events services and new marketing collateral including entertainment of both selected bus and train services.

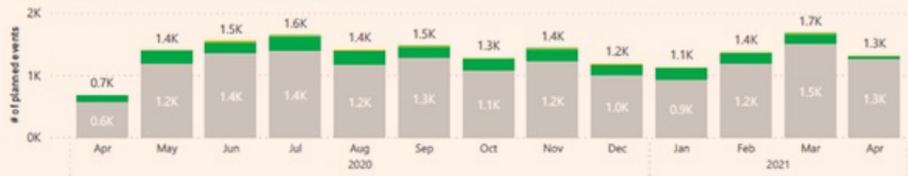
## Filming activities

There were 103 filming activities processed in April.

## Planned Events

Number of planned events

● Normal ● Minor ● Significant ● Serious ● Headline ● Catastrophic



Impact on the network of Special, Filming and Other Planned Events

● None ● Minor ● Moderate ● Major

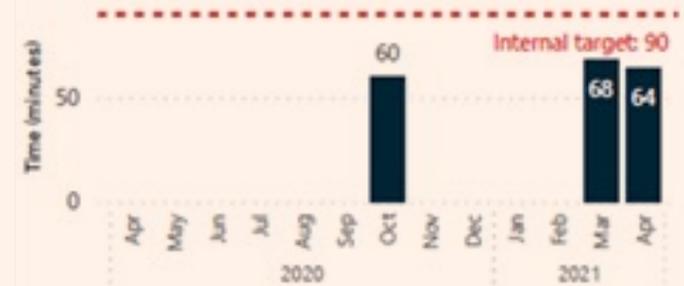


Number of Special, Filming and Other Planned Events

● Special events ● Filming events ● Other planned events



Average crowd clearance time for planned events with public transport integrated ticketing



### Severity key

Incident level	People	Delay (Urban)
Catastrophic	Widespread deaths	> 24 hours
Headline	Multiple serious injuries or deaths	3 - 24 hours
Serious	Serious harm or death	1 - 3 hours
Significant	Minor injuries	30 - 60 minutes
Minor	No injuries	< 30 minutes
Normal	No impact	No impact

### Planned events key

Event type	Definition
Special events	Events that require a permit from AC that are approved by AT
Filming events	Events that require a permit from AU that are approved by AT
Other planned events	Unpermitted Events, Works and Capital Construction, Technology Events and Motorcading

## Procurement

There were two tenders published in the current reporting period (5 April 2021 to 5 May 2021) with an estimated value of \$1.1 million. No tenders had an estimated value of over \$2 million.

There were 127 contracts created in the current reporting period with a total award value of \$18.6 million. One contract had a value of over \$2 million.

Contract	Supplier
<p><b>Central Post Office Building Remediation –</b> Assessment of the building has resulted in the need to undertake urgent remedial works relating to:</p> <ul style="list-style-type: none"> <li>• Stain removal from Oamaru stone.</li> <li>• Roof membrane repairs.</li> <li>• Repairs and replacement (where required) to steel Crittall windows.</li> <li>• Pigmented plastered brick work has levels of degradation.</li> </ul>	<p>Legacy Construction Ltd</p>

## National Land Transport Programme (NLTP)

The Funding Team has been working on submissions to the NLTP with the final submission of the improvement activities (including low cost / low risk activities) due on 21 May 2021 for the next three-year period. The submission for the improvement activities will be aligned with the draft Regional Land Transport Plan). Waka Kotahi has completed development of their recommendations on the Continuous Programmes (for Road Safety Promotion, Local Road Maintenance and Renewals and the PT Programme) which were submitted in December 2020. These are now being advanced to Waka Kotahi's Board for consideration, however in discussions Waka Kotahi have noted that there are National Land Transport Fund constraints and so they are looking at scenarios for funding, including "right sized" or constrained. It is the Funding Team's understanding that the 'right sized' programmes are recommended for approval. AT will be notified of continuous programme outcomes in early June.

## RLTP Funding

No new funding approvals were received from Waka Kotahi between 8 April 2021 and 7 May 2021.

# 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 streetlights with Light Emitting Diode (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 April 2021 we replaced a further 3,013 lights with LED luminaires which brings the year to date total to 24,947. We are on track to install in excess of 25,000 LED luminaires in 2020/21. There are currently 122,460 streetlights on the network of which 86,868 (71%) have LED luminaires connected to the Central Management System (CMS).

## Stormwater Design Guides

The Environmental Specialist and the design team spend a lot of time reviewing drainage designs, especially for green infrastructure devices to be vested to AT. Three design guides have been developed to support drainage engineers and developers with designing and selecting green infrastructure stormwater devices to be installed within the road corridor. These guides are referenced in the Technical Design Manual (TDM) Drainage chapter and have already been included in the AC Code of Practice Chapter 3 (Transport). The design series includes the AT Bioretention Design Guide for rain gardens, the AT Swales Design Guide, and the AT Bioretention Planting guide.

## Stormwater Treatment Devices

During April 2021 the Environment team reviewed 63 projects from both AT and the development planners (third party projects) that proposed stormwater treatment devices to be constructed within the road corridor.

## Sustainability

### Climate Change Mitigation

When the Council Planning Committee approved the recommended ATAP 2021-31 indicative package, it was with the expectation of many actions being undertaken. One action was the joint development of a transport emissions reduction plan for Auckland covering levers beyond ATAP, such as vehicle fleet and fuel decarbonisation, land transport pricing reform, urban growth management, and behavioural change. The plan is expected to address inequities from the impacts of decarbonisation.

The objective of the transport emissions reduction plan is to show the actions (across AT, Council, Government, and Aucklanders) needed to meet the Auckland Climate Plan's expectation of a 64% carbon emissions reduction from transport. The intent is to develop several scenarios that meet this target, to enable discussions with Councillors on the necessary trade-offs. AT is currently developing this methodology with Council, which will be shared for feedback with the AT Board, Councillors and ATAP partners commencing in May 2021.



### Climate Change Adaption

Work is continuing on identifying, assessing, and prioritising climate change risks to AT's customers, staff, services, and assets. This work has involved input from AT and Council-family staff, Local Boards, Waka Kotahi, KiwiRail, and mana whenua. In May 2021, a project update went to the AT Finance and Assurance Committee. Top priority risks have been identified, and the financial costs of addressing those risks are being calculated. The final results will be taken to the Committee in July 2021 for endorsement before going to the AT Board.

# Opportunity and prosperity

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

## **Business Technology (BT) Expo 2021**

In April 2021, the BT team showcased future thinking products and projects at the 2021 BT Expo. The expo was a great success with over 600 attendees, including Members of Parliament, councillors, local board members, Waka Kotahi and AT staff. The expo focussed on how technology can be used to deliver and promote safety, customer experience, and modal shift outcomes.

## **Digital Architecture**

The Department of Internal Affairs has asked AT's Head of Digital Architecture to be a member of the All of Government Enterprise Architecture Group as a representative of, not only AT, but also of all local government organisations. As a member, AT will be allowed to give input and steer the direction of all Government architectural artefacts.

## **Geospatial Analytics: Team Recruitment**

At the start of April, the Geospatial (GIS) team welcomed their new Geospatial technical lead and Geospatial analytics team lead. The GIS team is almost fully formed as part of the "Fit for the Future" initiatives to reduce AT's reliance on contingent labour, save money and continue the build out of AT's Analytics Centre of Excellence.

## **Data Science: Graph Technology for Network Optimisation**

The Data Science team are completing a proof of concept (PoC) to demonstrate the value of graph technology for network optimisation and customer experience (recommendation systems). The PoC has been developed using Neo4J (a very well known "graph database" that supports machine learning algorithms), with bus operational historical data from the Auckland CBD and the east coast of the North Shore. Graph algorithms to answer the common questions such as the shortest path and most important bus stops have been implemented. The next steps are to enhance the data modelling for business use cases, and to meet with business stakeholders to confirm the solution meets desired business outcomes.

## **Data Platforms: Process Improvements**

The Data Platforms team has automated the refresh of a non-production data warehouse. This process was previously four hours of manual effort and is now reduced to 30 minutes of manual effort.

Plans are also underway to archive data in the enterprise data warehouse which will improve database performance.

A large, stylized logo consisting of the letters 'A' and 'V' in a bold, blocky font. The 'A' is on the left and the 'V' is on the right. The logo is rendered in a dark blue color against a lighter blue background. The letters have a slight shadow effect, giving them a three-dimensional appearance. The logo is centered horizontally and vertically on the page.

Thank you