

Attachment 2: Shareholder Feedback

| Item | AC Feedback | Change to SOI |
|--------------|---|--|
| Exec Summary | The increased focus on climate change within the context of Te Taruke-a-Tawhiri is good and the final SOI should strongly reflect the agreed priorities from the under-development Transport Emissions Reduction Plan. Agreed early actions from TERP should be referred to and reported on through quarterly reporting. | The SOI references the early actions in TERP. The SOI also includes the initiative to develop an implementation plan for the Transport Emissions Reduction Plan and Emissions Reduction Plan on the pathway to a 64% reduction in transport related greenhouse gas emissions by 2030 (compared to 2016 levels) |
| Exec Summary | Performance measures in relation to public transport are noted for reduction, reflecting financial and COVID-19 challenges. The final SOI should ensure these targets reflect potential upcoming changes in the context (government decisions, easing of COVID-19 restrictions) and outline AT's plan for PT recovery. | To the extent practicable in the current and foreseeable operating environment, AT has considered the public transport recovery profile within known and risk parameters. AT is using the "half-price" fare initiative to refine the recovery profile if necessary. The SOI includes the recovery plan in terms of customer experience, marketing campaigns and fares (pricing) strategies. It includes a focus on behaviour change campaigns to get Aucklanders back to public transport. |
| Body | AT's draft SOI has an increased focus, compared to last year's, on climate change within context of Te Taruke-a-Tawhiri (see pages 13-14 of the draft). This is welcome, but as the Transport Emissions Reduction Plan continues to be developed, we would expect this strategic focus and actions out of the TERP to be reflected in the final SOI provided to Council. In particular, a range of early actions were agreed by the Environment and Climate Change Committee in December 2021 (ECC/2021/45), and these should be reflected in the final SOI with an expectation that these will be reported on through the quarterly reporting process. | AT will specifically highlight the agreed early TERP actions and associated reporting from the in the SOI. |
| Body | Additionally, the change which will be required if we are to meet climate change and emissions goals is such that consideration should be given to what existing activities need to be stopped (over time, given project lifespans). Similarly, | The current programme reflects the intended outcomes of the TERP and has been adjusted due to the financial constraints we are operating within and a focus on sustainable modes of travel. We |

| Item | AC Feedback | Change to SOI |
|------|--|---|
| | <p>consideration should be given to whether a measure such as arterial road productivity with static or slowly increasing targets (based on volume of vehicles and their speed) is consistent with climate change and safety priorities of Council.</p> | <p>anticipate that the next stages of the TERP will inform a wide “change programme” required.</p> <p>Arterial road productivity considers the volume of people and the average speed per person. It isn’t a measure of vehicle congestion but captures the efficiency of the corridor in moving people and freight. The measure captures faster travel for people in Special Vehicle Lanes (including bus lanes). This is consistent with the objective to Better Connecting people, places, goods and services.</p> |
| | <p>Safety on the roading network is also a strategic issue which receives a welcome focus in the draft SOI. Recognising that progress in this area is partly determined by funding, there is also a degree to which the programme outlined feels incremental rather than transformative. The final SOI should signal actions for future years which AT believes would achieve this transformative change, in particular in relation to providing safe facilities for walking, cycling and vulnerable road users.</p> | <p>The SOI highlights our approach to active modes safety as emerging from the Walking PBC and the Cycling and Micromobility PBC which both represent a significant evolution in our approach.</p> |
| | <p>The work programme provides a comprehensive account of the activities which AT plans to undertake in the next three years. In some areas it is clear what activities will happen in the coming year, but it would be useful (as a presentational point) to make this even more obvious, such as by splitting the table into year 1 and years 2/3 of the programme. This way, it will be easy to track achievement of actions over time and across subsequent statements of intent. In addition, consideration should be given to providing a summarised capital programme table in the financial section (with budgeted costs) so that this element of the work programme is transparent.</p> | <p>The SOI reflects a first year programme and out year programmes to the extent practicable.</p> |
| | <p>Some specific comments on the work programme include:</p> | <p>The SOI reflects:</p> |

| Item | AC Feedback | Change to SOI |
|------|--|--|
| | <ul style="list-style-type: none"> The Plans and Strategies section on page 37 should include reference to the Transport Emissions Reduction Plan. The proposed minor and pop-up protection programmes for cycling are very welcome and Council will look with interest at progress on this through quarterly reports Renewals optimisation (p52) should be linked with other budgets to ensure that opportunities to 'build back better' are taken. | <ol style="list-style-type: none"> The under-development Transport Emissions Reduction Plan (p37) The delivery of the minor and pop-up protection programme will be reported through our quarterly reporting to Council The intention is to optimise our resources to pursue opportunities for renewals and improvements to be combined under a dig-once approach, where practical. |
| | <p>Performance measure targets are largely unchanged from the Long-term Plan, with some exceptions which are shown as strikethroughs, with new figures adjacent. The new figures are especially important for public transport patronage, which reflect revised budgets, and the ongoing impact of COVID-19 and its effect on behaviour. The final SOI should reflect any further agreed changes to these targets with Council as the Annual Budget process is settled, but the SOI should more clearly outline AT's plan for recovery in public transport usage. There is likely to be significant contextual change in the next few months with government announcements about its climate plan, and a potential resumption of greater mobility by Aucklanders. Rather than being passive, AT should seek to influence how people in Auckland travel, and see this period as an opportunity to embed a 'new normal'.</p> | <p>To the extent practicable in the current and foreseeable operating environment, AT has considered the public transport recovery profile within known and risk parameters. AT is using the "half-price" fare initiative to refine the recovery profile if necessary.</p> <p>The SOI includes the recovery plan in terms of customer experience, marketing campaigns and fares (pricing) strategies. It includes a focus on behaviour change campaigns to get Aucklanders back to public transport.</p> <p>AT is actively pursuing initiatives to invest in sustainable modes of transport and marketing campaigns to encourage Aucklanders to return to PT and attract new passengers and cyclists. This is pre-empting a wider range of investment proposals to deliver on the expectations to reduce transport related greenhouse gas emissions by 64% (compared to 2016) by 2030.</p> |
| | <p>One issue with performance measures is that despite a relatively comprehensive list of programmes and projects contributing to Māori Outcomes it has no KPIs relating to them. This is an anomaly compared to other CCOs.</p> | <p>The final SOI reflects KPIs contributing to Māori Outcomes consistent with Kia Ora Tamaki Makaurau</p> |
| | <p>Add reference in the table on page 17 to the 64% target e.g. "To be developed, reflecting the target to reduce emissions</p> | <p>The measure of "transport related greenhouse gas emissions" has been added based on fuel consumption reported on through the</p> |

| Item | AC Feedback | Change to SOI |
|------|---|---|
| | <p>by 64% by 2030” (that is – assuming that by the time you do the final SOI there aren’t some yearly targets to insert here, which there might be by then)</p> | <p>Regional Fuel Tax. Annual targets to be developed following completion of implementation planning from the Transport Emissions Reductions Plan on a pathway to a 64% decrease in transport related greenhouse gas emissions by 2030.</p> |
| | <p>Page 14:.... “a range of measures that seek to avoid the need for travel, shift modes and – most importantly – improve the efficiency of the vehicle fleet”.</p> | <p>The reference to “most importantly” has been removed. AT is developing a “response plan” (or implementation plan) to progress the TERP and ERP. It is anticipated that this implementation plan will canvass the investment in policies, infrastructure and services to deliver on the outcomes of the TERP.</p> |