

Business Report – March 2023

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	Focused 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	Focused 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:

Mark Lambert, Interim Chief Executive

Belonging and participation

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

Flood and Cyclone Event Recovery

The extreme weather event on 27 January 2023, and Cyclone Gabrielle on 14 February 2023, caused significant damage to the transport infrastructure across Auckland.

Immediately following the storm events there were over 1300 slips across the transport network and more than 130 roads were closed.

AT immediately mobilised more than 500 maintenance workers to clear slips and reinstate access to communities. A focused recovery team, led by the Chief Engineer has been established and continues to direct AT's activities. One month after the cyclone the majority of slips have been cleared and 112 roads re-opened. All communities now have at least single lane access restored, and can access properties from either side of the remaining 18 road closures.



A critical component of the recovery work is regular two-way communication with all customers and stakeholders. Community and elected member engagement has been proactive and responsive, and undertaken in close coordination with our counterparts at AC, Watercare, Healthy Waters, Waka Kotahi, and various utilities.

Initial damage assessment has been completed at all sites and initial remediation cost estimates are well advanced. Waka Kotahi have advised a special FAR of 91% will apply for opex recovery works completed before 30 June 2023.

The focus is now on geotechnical investigation, design and construction to reinstate damaged assets as quickly as possible. Resilience and adaptation is being considered in all designs. A number of major slips and complex projects such as the Mill Flat Road bridge replacement will take some time to complete.

Across the network, our contractors have unfortunately had to tow more than 6,000 damaged or abandoned vehicles and removed four large barge loads (40-60 tonnes) of debris from the harbour.

AT played a key role in reaching and informing Aucklanders during the events. including emergency messaging on bus shelter screens, small format screens and billboards across Auckland for Auckland Emergency Management (AEM).

Throughout multiple AT staff were deployed to AEM as specialists in incident response and logistics to support coordination of delivery of food, water, fuel and other supplies to cut off communities. In one day, over 9 tonnes of welfare supplies (including food, generators, extension cords) were delivered to Karekare. Staff with previous experience in air operations, logistics and operations coordinated ongoing air support with private operators and NZ Defense.

Speed Management Programme

Following AT Board (board) approval of Phase 3 speed changes in September 2022, new speed limits for selected roads on Auckland's North Shore, Central and West were implemented during March 2023. All required speed limit changes were implemented by the 2 March 2023 bylaw date, specifically:

- Around schools: all speed limit changes around schools are completed. The road marking and engineering measures are being implemented, but these works have no regulatory implications over the speed limit changes;
- Rural roads: rural roads around Waiheke Island and Āwhitu Peninsula completed; works underway in Waitākere and Rodney areas;
- Town centre roads: all town centre roads in Glen Innes, Devonport and Takapuna completed;
- Residential roads: all roads in the Manurewa Coxhead Quadrant completed;
- Community requests: mostly in Rodney and underway; and
- Rural Marae: 11 Marae implementations completed. For Makaurau marae, ELT decided not to proceed with proposed infrastructure due to the current closure. For Umupuia marae, construction design delayed due to engagement challenges.

The remaining speed limit changes planned for 30 March are 95 roads in Rodney, and 1 road in Henderson- Massey area.

The Papatoetoe Residential Speed Management Project began public consultation at the end of 2022, which included two open days with the community. The proposal addresses high speeds on residential streets which have experienced 145 crashes over a five-year period and high speeds of up to 121 km/h. Design changes are underway and have been discussed with the local board in a recent workshop. The public consultation will be closed by the end of March and construction is planned in a staged approach starting in this financial year.

AT is working in partnership with Waka Kotahi to deliver safety cameras on the network to reduce deaths and serious injuries as part of the Road to Zero programme. This year we are installing nine cameras on the network at high-risk locations. The enabling works are near completion for the cameras to be installed, and enforcement is anticipated to come into effect later in the year.

Speed Management Plan – Katoa Ka Ora

Engagement with local boards and the Devonport Business Improvement District (BID) started in February 2023 regarding how a Speed Management Plan could affect their area. Workshops highlighted the desire to reduce the time and level of disruption the physical works will require to implement further localised speed management, which will be considered. The Devonport BID and local boards are supportive of the proposal for localised speed management and the indicative implementation schedule. Katoa Ka Ora will work-shopped with the Council Transport & Infrastructure Committee on 5 April.

Safer Communities Programme

Construction for the final stage of Mt Roskill Safer Communities Programme started in February and is expected to be completed by early April. The Safer Communities Programme aims to promote walking by working with the community to identify locations of concern and develop potential solutions. The final stage involves raising the existing zebra crossing on Mt Albert Road outside the Three Kings Plaza and introducing speed calming measures along Hayr Road, as the existing zebra crossing has a poor safety record and between 2016 and 2020 it has two reported pedestrian injury crashes (one serious and one minor).

High-Risk Intersections Programme

Construction has started on the safety improvements at the Glenfield Road and Coronation Road roundabout and is planned to be completed by the end of June. The intersection is classed as high-risk as there have been six reported injury crashes (three serious and three minor) between 2016 and 2020. The improvement will provide a safer conditions at the intersection for all road users.

High-Risk Corridors Programme

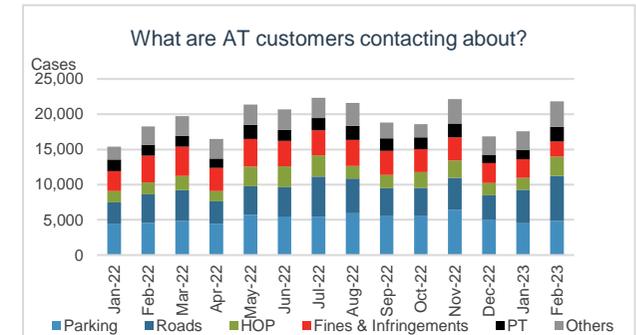
Construction is completed on Atkinson Avenue, Otahuhu, between Prince Street and High Street intersections; all that remains is for the contractor to switch on the new signalised crossing. This section of Atkinson Avenue is on the fringe of the Otahuhu Town Centre, has a very high pedestrian demand and has had 24 reported crashes resulting in injury between 2016 and 2020, eight of which involved pedestrians. The project included raising three existing intersections and installing new raised zebra crossings and signalised crossings along pedestrian desire lines. The project is expected to reduce DSI crashes in the area.

Customer Contact Channels

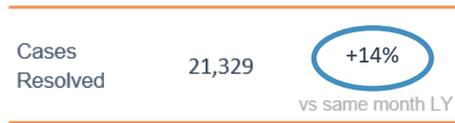
Volumes across our assisted channels are up materially in February as both Public Transport patronage and complex cases/queries increase. Of note: Britomart and Downtown Ferry Terminal (DTFT) continue to see an increase in interactions with DTFT up 492% and Britomart up 132% when compared to Feb 2022.

Customer Case Management

- There were 21,812 cases for February, a 19% increase on the same month last year.
- Roads (6,391), Parking (4,835), Fines & Infringements (2,166), HOP (2,731) and PT (2,111) making up 84% of all cases received for February.



- There were 21,329 cases resolved in February.
- First Contact Resolution (FCR) cases for February were 9% of the total resolved cases.



* Not all case managed cases were handled by the Customer Services team.



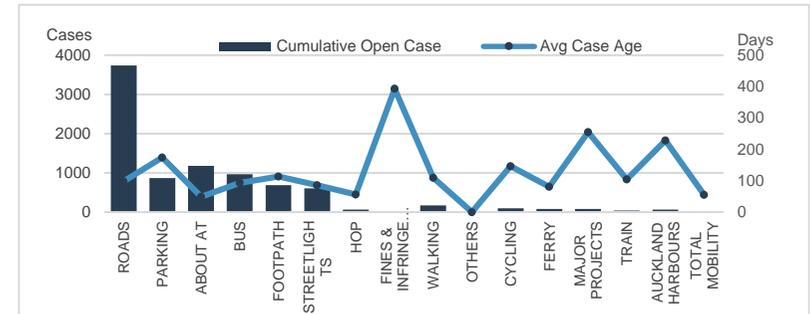
Open Case Volume by Product

- At the end of February there were 8,637 cases open.
- Roads (3,734) and Parking (864) making up 53% of all open cases.

Total Open Cases (all) 8,637 **N/A***
 vs same month LY

* No total open cases number available in the same month LY.

* The resolved cases in Received vs Resolved graph were cases created and resolved in February.



Average Resolution Time by Product

- At the end of February, the average resolution of all cases resolved was 9 working days.
- All case managed cases were resolved within average of 20 working days.
- All FCR cases were resolved within average 8 working days.

Average Resolution Time (in working days)

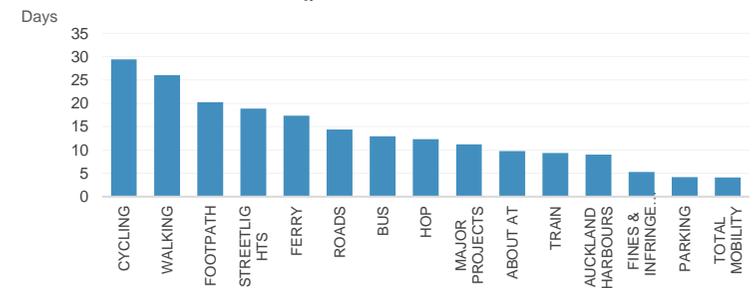
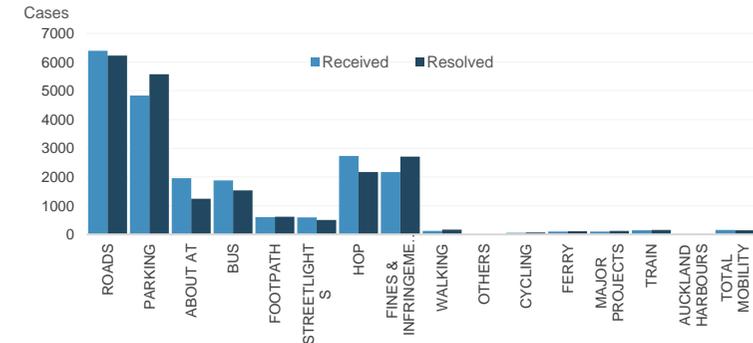
All Cases 9 **N/A***
 vs same month LY

Case Managed ¹ 20 **N/A***
 vs same month LY

FCR (First Contact Resolution) 8 **N/A***
 vs same month LY

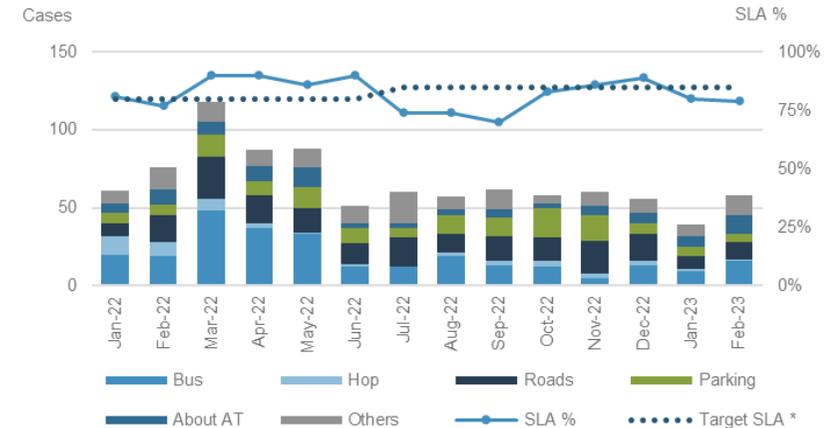
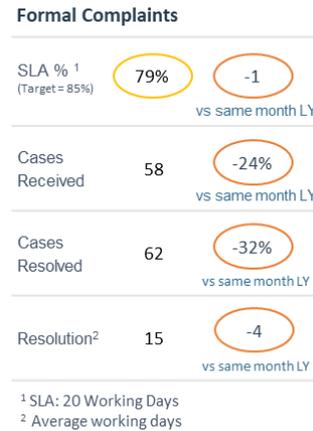
¹ Not all case managed cases were handled by the Customer Services team.

* No resolution numbers available in the same month LY.



Formal Complaints

- 58 cases were classified as formal complaints during February, a 24% decrease on the same month last year.
- Staff Conduct (19), Road Surface (7) and Signage & Signals (5) were the major drivers accounting for 53% of all cases received for February.
- 62 formal complaints were resolved in February with an average of 15 working days. 8 of these required some form of additional assessment with an average resolution of 38 working days.



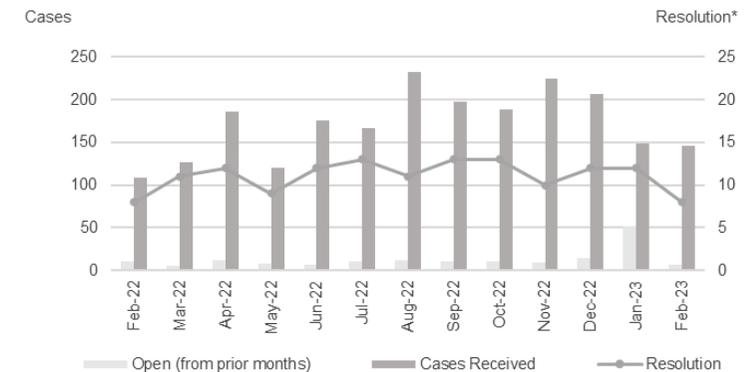
Local Government Official Information Act (LGOIMA)

- 130 LGOIMA cases were received in February, a 3% increase on the same month last year.
- All requests were communicated within the statutory timeframes.
- CCTV related requests (53) led for February, followed by Meetings and Correspondents (22).
- 149 LGOIMA cases were resolved in February with an average of 10 working days.



* Average working days.

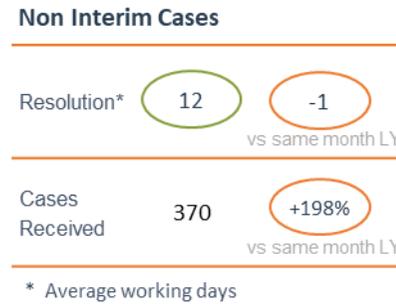
Note: 100% cases due for February were responded to within the 20-day statutory timeframe.



Elected Member Cases

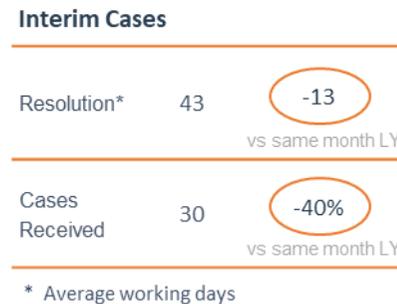
Non-Interim Cases ¹

- 286 non-interim elected member cases were resolved in February with an average of 12 working days, down 1 day from the same month last year.
- Road Sweeping (26), Surface Erosion (23), Disruptions & Closures (21), Surface Flooding (15) and Route or Schedule Related (14) were the major drivers, accounting for 35% of cases for February.



Interim Cases ¹

- 83 interim elected member cases (where the case requires further engineering investigation) resolved in February with an average resolution time of 43 working days, down 13 days from the same month last year.
- Infrastructure (10), Route or Schedule Related (6) and Speed limit (5) were the major drivers, accounting for 25% of all interim cases received for February.



¹ Monthly figures (i.e. Case Volumes & Resolution) may change over time as cases get flagged as interim during its lifecycle.

Councillor Cases

Non-Interim Cases ¹

- 56 non-interim councillor cases resolved in February with an average of 13 working days, up 4 days from the same month last year.
- Route or Schedule Related (8), Disruptions & Closures (6), Surface Flooding (4) Infrastructure (4) and Pedestrian Facilities (4) were the major drivers, accounting for 41% of cases for February.



Interim Cases ¹

- 15 interim councillor cases (where the case requires further engineering investigation) resolved in February with an average resolution time of 43 working days, down 35 days from the same month last year.
- Surface Cleaning/Spills (2) was the major driver, accounting for 22% of all interim cases received for February.



¹ Monthly figures (i.e. Case Volumes & Resolution) may change over time as cases get flagged as interim during its lifecycle.

Customer Contact Centres

AT Contact Centre - Phone

- Calls offered for February were 17,033.
- 46% of calls were answered within 30 seconds.
- Bus service cancellations and staffing impacts continue to put pressure on service levels.
- 236 customer surveys (4% response rate) were completed in February. Due to the move to Genesys Cloud updated reporting is in progress.
- The Social Media team received 2,641 incoming messages. Of these 11% (281) required a resolution from the Customer Service team.

AT Calls Offered

Calls Offered 17,033 **+25%**
 vs same month LY

SLA % (Target = 80%) **46%** **-40**
 vs same month LY

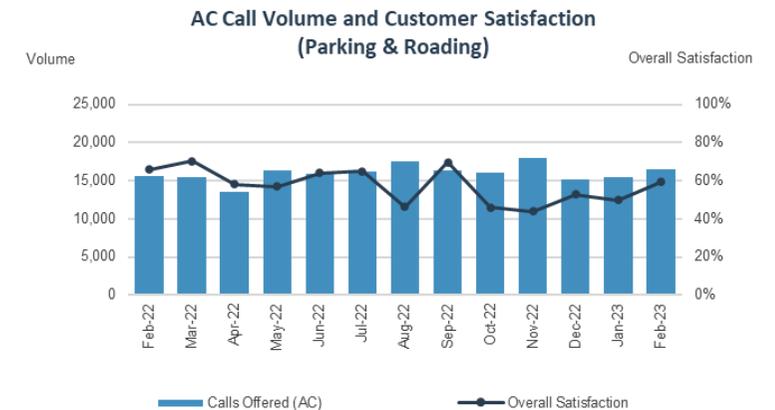
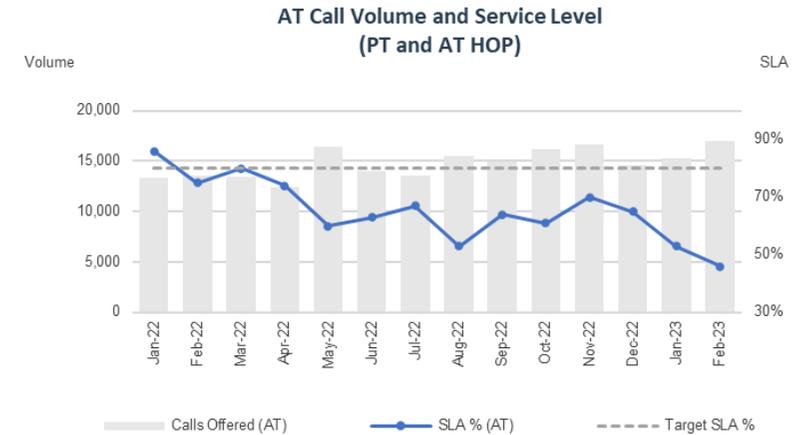
Social Media

Incoming Messages 2,641 **+66%**
 vs same month LY

% CS Addressed 11% **-6**
 Enquiries vs same month LY

AC Calls Offered

Calls Offered 16,479 **+5%**
 vs same month LY



AT Contact Centre - Written

- 6,062 cases were received for February; 4,776 were allocated to the written team and the remaining 1,286 originated from other business units.
- In February 908 cases were resolved at first contact with an average response of 6 days; 2,821 cases originated from other business units with an average response of 16 days.
- Staffing shortages have impacted our time to respond to written requests – recruitment is underway along with upskilling of team members and filtering to assist with prioritisation of Sensitive Cases including H&S, Total mobility, Cases related to Children, Complaints, and LGOIMA's

Initially Allocated

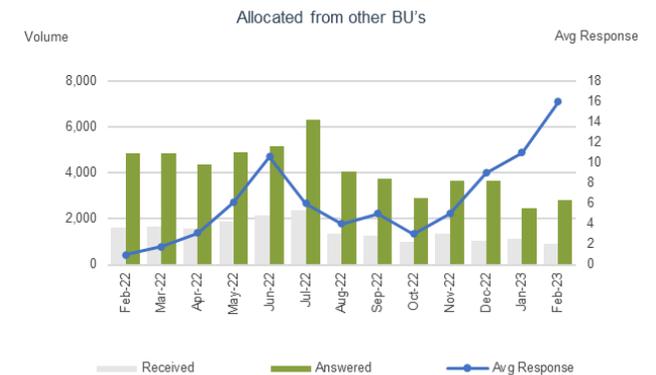
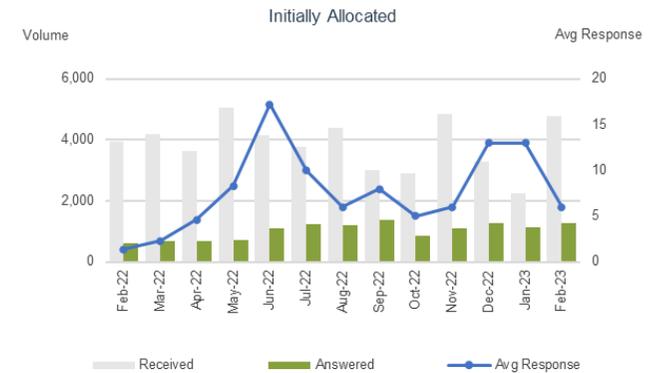
Received ¹	4,776	+21%
vs same month LY		
Avg Response (days)	6	+5
vs same month LY		

¹ Any CRM case initially allocated to the Written Team.

Allocated from other BU's

Received ²	1,286	-20%
vs same month LY		
Avg Response (days)	16	+15
vs same month LY		

² Any cases that originated from other business units and were subsequently assigned to the Written team.
 Note: Despite being initially assigned to other business units, a CRM case can be reassigned to the Written team numerous times during its lifecycle due to previous incorrect referrals.



Customer Service Centre (CSC) Interactions & Visits

- Customer interactions across the CSC network for February was 56,334, an increase of 100% compared with the same month last year.
- Top-ups continue to be the main driver with 19,002 customer interactions (34% of all interactions for February). Card Sales (12,059), AT HOP Query (7,725), Journey Planning (6,363) and Paper Ticket Sales (6,286) accounted for 58%.
- Britomart and Downtown Ferry Terminal (DTFT) continue to see an increase in interactions with Britomart up 132% and DTFT up 492% when compared to Feb 2022. Other increases include Puhinui (237%) and Albany (151%) with Manukau (44%), New Lynn (70%), New Market (52%) and Panmure (53%)
- 7 instances of Threats and Aggression reported in Synergy, up from 3 in January.

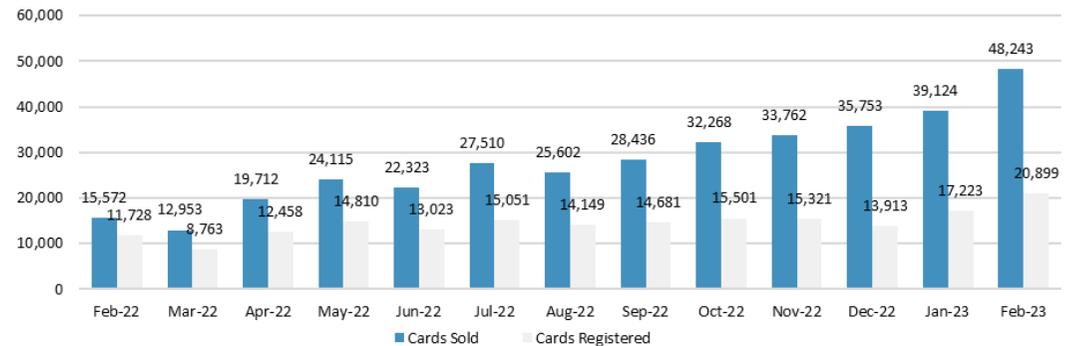
CSC Interactions & Visits

Customer Interactions	56,334	+100%	vs same month LY
Customer Visits	40,365	+85%	vs same month LY



AT HOP Cards Sold vs Cards Registered *

- 349,801 AT HOP cards have been sold in the last 12 months with 50% of these now registered.
- 43% of cards sold in February 2023 are now registered.



Digital AT Mobile

- AT Mobile set another of students to schools and universities and weather-related communications.
- The number of monthly active users increased to 321,022, a 13.1% increase on December 2023 and a 78.4% increase on February 2022.
- In February, 68% of customers said they used AT Mobile to help with their Public Transport Journey.
- New app downloads increased by 21.3% to 33,684 in February.
- Usage of Journey Planner increased by 37% to a record of 3.8 million journey plans, while the Live Departures area increased by 50% and the AT HOP Card area has increased by 42%.

Active Users



Downloads

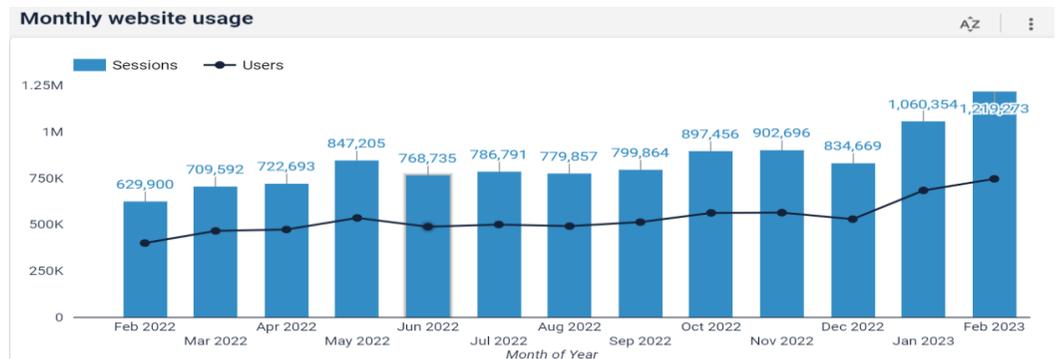


monthly usage record in February 2023, driven by increased PT patronage, the return



Digital AT Website

- Website sessions in Feb increased by 15%, driven by increased patronage and the need to access information caused by the severe weather events.
- The weather update page was the fifth highest viewed page, with higher user numbers at the beginning of the month. All main sections had a significant increase in sessions - HOP, Journey Planner, MyAT and Contact Us all had monthly increases between 30 and 49%.



Māori identity and well-being

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

Marae Safety Programme

There are two marae projects in this financial year. The detailed design and construction of a carpark at Te Kia Ora Marae and the improvements to Whatapaka Road that will begin this financial year and completed in September 2023.

Mana Whenua Engagement

AT contributes to mana whenua engagement through forums for operations and governance matters. Project fora are held across various rohe on a fortnightly basis, focusing primarily on Resource Management matters. There were two mana whenua hui held for the southern and central regions. The Māori Policy and Engagement team support Tupu Ngātahi (Supporting Growth) and Light Rail Māori engagement. AT engaged with mana whenua on the following projects:

- Karanga-a-Hape Station Neighbourhood Improvements
- Avondale Open Streets
- Nelson Fanshawe Hobson Safety Improvements update
- Eastern Busway Alliance
- Criterion Square, Otāhuhu
- Half Moon Bay Vehicular update

Māori Businesses

AT's procurement spend with Māori owned businesses is \$11 million year to date.

Te reo Māori

- Te reo Māori translations were completed for wayfinding signage.
- Te Matatini Te Reo Māori AT HOP card – of the total 10,000 special edition Te Matatini AT HOP cards, 4,876 of the tane cards and 4,883 of the wahine cards have been sold so far. A record breaking 900 cards were sold on one day (20 February).

Māori Learning & Development

There were two Ngā Kete Kiwai workshops held in February with 52 attendees. The workshops held were:

- Te Tiriti o Waitangi ki Tāmaki Makaurau - The Treaty of Waitangi in Auckland
- Tuia Ka Mana Māori - Māori Responsiveness.

Te Matatini National Kapa Haka Festival 2023

Aucklanders expect to be able to travel easily and conveniently to events across the city.

In the case of Te Matatini, a magnificent Kapa Haka festival, concert goers were reached via several channels and communications began in the two months leading up to the festival with Double Decker Bus "showstoppers."

As the event drew closer, over 416,000 Aucklanders were reached through social media, Facebook and Instagram.

Integrated ticketing was operated for the event providing free travel on bus and train scheduled with an event ticket.

The Community Transport Te Ara Haepapa Team and Road Safety ran an AT stand during the event, assisting over 1,000 visitors from Auckland and other parts of New Zealand.



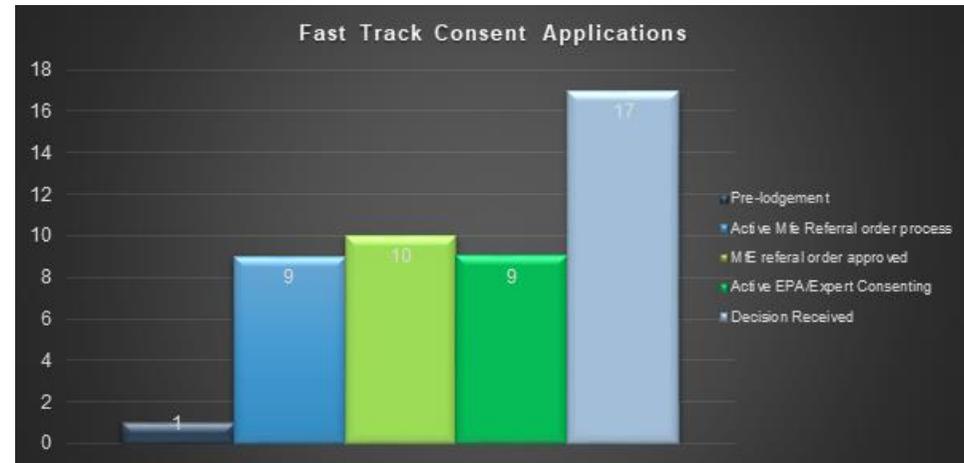
Homes and places

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

Responding to Growth and Development

There are currently 30 active plan changes across Auckland that have implications for our transport system. This includes several significant greenfield proposals as well as smaller scale brownfield developments.

AT provides subject matter expertise to Council on resource consent applications that are considered of relevance to or have a potential effect on Auckland's transport network. AT received 88 requests in February and 77 requests in January from Council for analysis, with 795 requests for assessments received to date in the 2023 Financial Year. The year-to-date figure represents a 5% increase on 2021.



AT is currently involved in 18 fast-track consent applications that are utilising the COVID-19 Recovery (Fast Track Consenting) Act.

People-Powered Streets Programmes

Ngā Tiriti Ngangahau – The Vibrant Streets Programmes

Most project teams are in the community engagement and co-design phase, and some are heading towards the implementation phase.

Avondale Open Streets Project will deliver a series of events with an 'open streets' element by making parts of the Avondale town centre temporarily car-free. Working with Whau the People, the first event will be delivered on 15 April.

Konini School – Safer Streets Project

This programme builds a partnership with Konini School (Glen Eden) and the local community to test out aspects of the school transport plan. The project team has successfully run a series co-design sessions with students, parents/caregivers, teachers and staff to generate insights and longlist the opportunities for project design and implementation.

Mangere eBike Trial – Stage Two Project

This project has completed Wave One with 20 Māngere residents having successfully completed their eight week trial in January, and Wave Two is currently onboarding residents. Evaluation of Wave One's participant experiences is currently underway.

The Puketāpapa - Cycling Haven Project

Puketāpapa - A Cycling Haven Project team has created an initial route to test for initial bike train activity with Wesley Primary School.

Minor Improvements Programme

Innovating Streets Safe School Streets is a pilot programme that AT is trialling with a number of schools around Auckland. The programme introduces temporary measures around a school prior to implementing any long-term solutions. The changes are designed to increase safety outside schools, reduce the number of vehicles during peak times and encourage more students and their families to walk and cycle to and from school each day. Some of these changes may include temporary measures such as planter boxes, speed humps, better signage and no parking and speed reduction zones.

Trials for 12 schools across Auckland have been completed after a one-year period and the project sites are ready for design and permanent installation. Sunnyhills and Birkdale Schools are planned for permanent installation commencing in the 2022/2023 financial year. For these two schools, community engagement drop-in sessions began in December 2022 and will continue through to March. For the remaining ten schools, community drop-in sessions and design work will commence at the end of this financial year, with permanent installation planned in the subsequent financial years subject to budget availability.

Kelston/New Lynn Streets for People

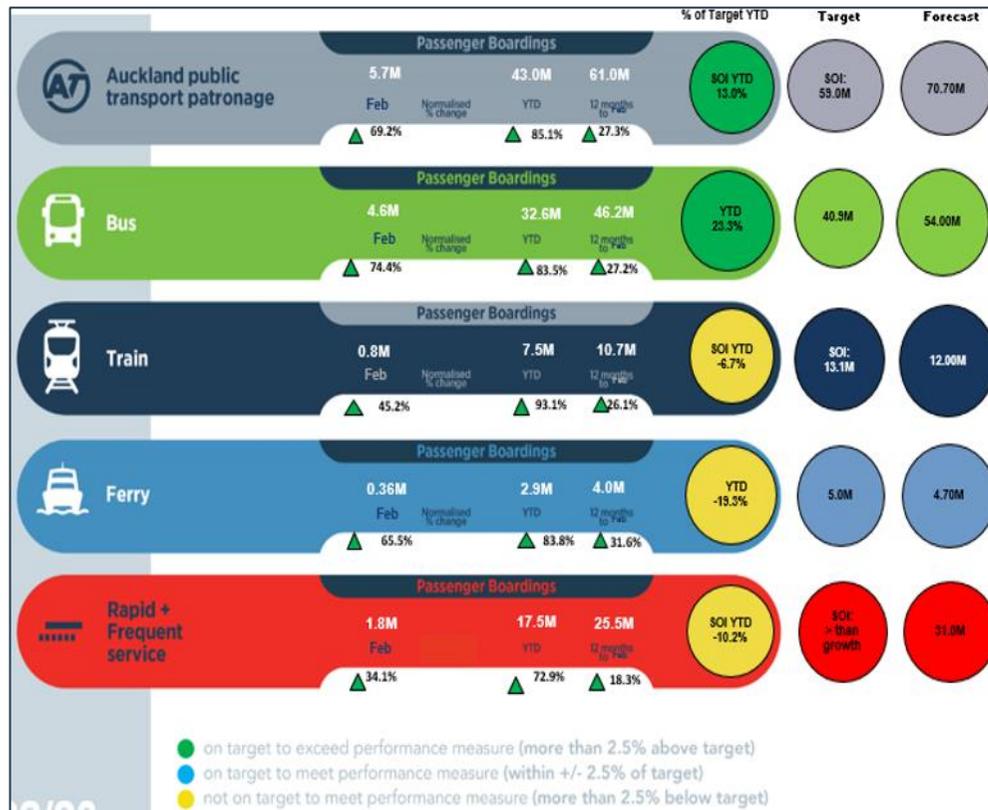
We are currently in the Early Engagement phase where the goal is to form relationships to increase participation through local area and community investigation, engagement events and activities.

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.

AT Metro Public Transport

Passenger boardings – February 2023 and 12 months to February 2023



Overall, for the 12-months to February 2023 passenger boardings totalled 61 million, 27.3% up on the previous year. February 2023 monthly patronage was 5.7 million, 69.2% up on February 2022.

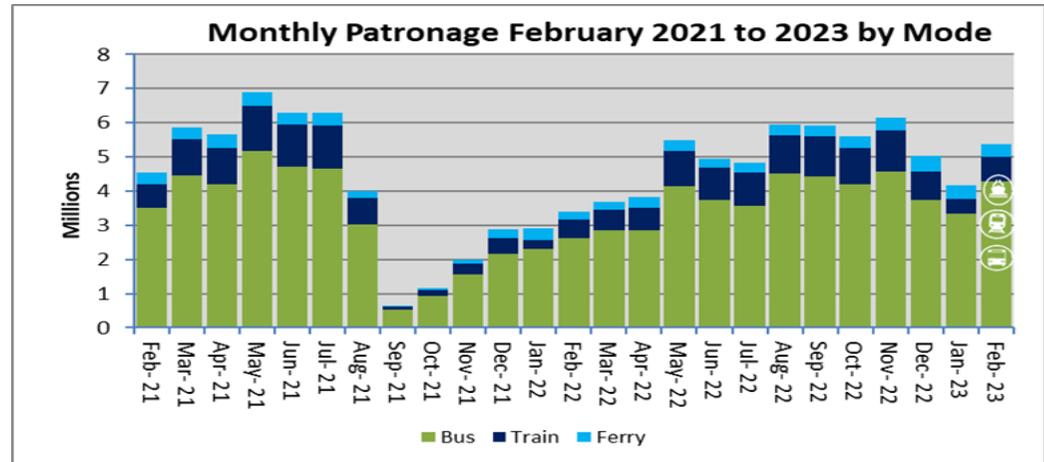
Bus services totalled 46.2 million passenger boardings for the 12-months to February 2023, 27.2% up on the previous year. Patronage for February 2023 was 4.6 million, 74.4% up on February 2022.

Train services totalled 10.7 million passenger boardings for the 12-months to February 2023, 26.1% up on the previous year. Patronage for February 2023 was 0.8 million, 45.2% up on February 2022.

Ferry services totalled 4.0 million passenger boardings for the 12-months to February 2023, 31.6% up on the previous year. Patronage for February 2023 was 0.36 million, 65.5% up on February 2022.

Rapid and Frequent services totalled 25.5 million passenger boardings for the 12-months to February 2023, 18.3% up on the previous year. Patronage for February 2023 was 1.8 million, 34.1% up on February 2022

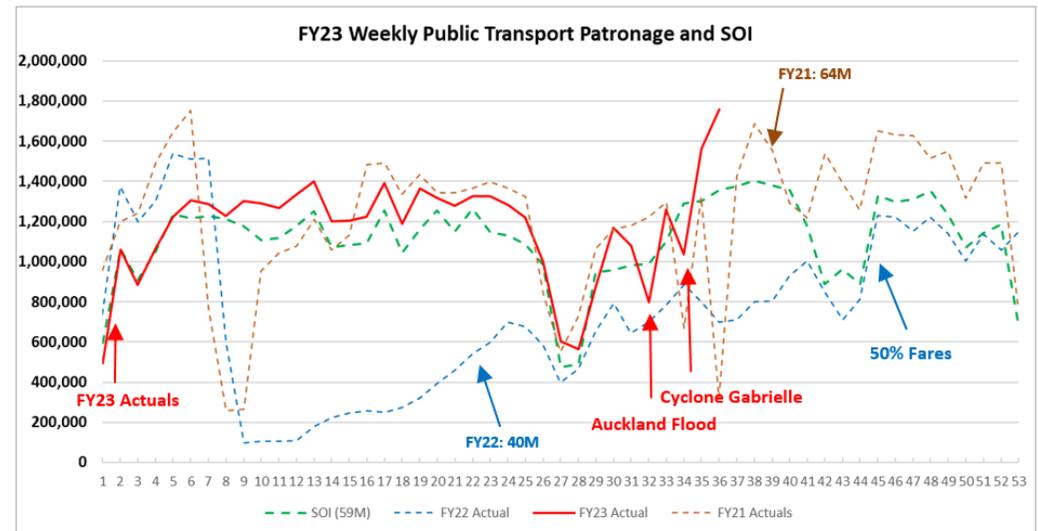
In February 2023, patronage was 5.74 million compared to 3.39 million in February 2022 or 169%, and 4.54 million in February 2021 or 126%.



AT's Statement of Intent (SOI) patronage target for this year is 59 million.

The chart illustrates the actual 2022/23 patronage performance (red line) against the required SOI patronage profile (dotted green line).

There has been consistently strong patronage growth on all modes since September 2022. Patronage is now exceeding the SOI target.

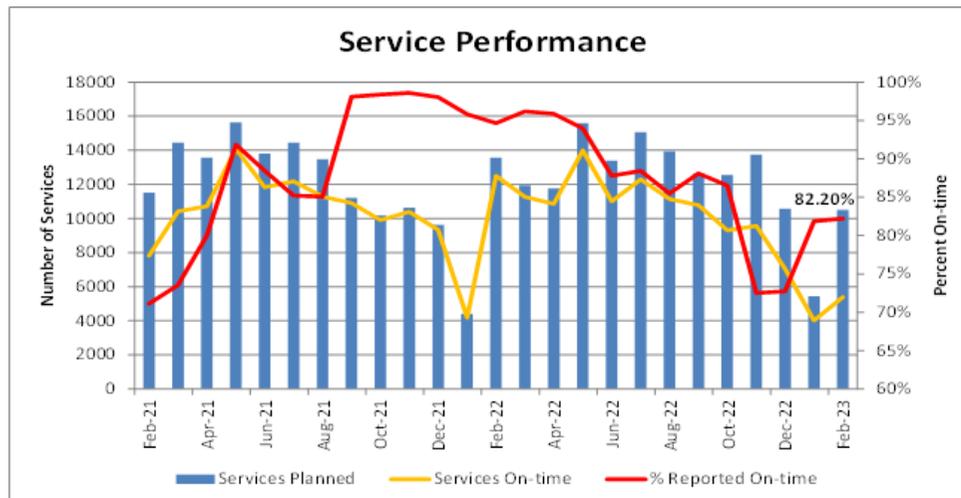


Service Punctuality and Reliability – February 2023

Total Network Punctuality (Weighted to Patronage) at Origin **94.97%** **12 Month rolling average** **96.48%** **SOI** **96.0%**

	Punctuality at Destination		Reliability at Destination	
	Feb-23	12 Month Average	Feb-23	12 Month Average
Train	82.20%	86.58%	62.52%	91.58%
Bus	96.47%	98.12%	91.01%	88.92%
Ferry	78.03%	80.05%	84.99%	85.07%

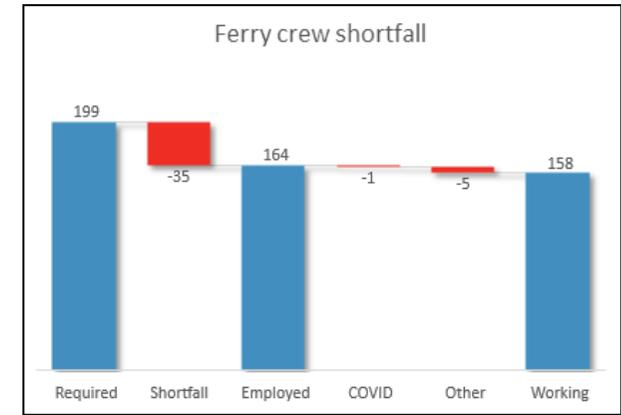
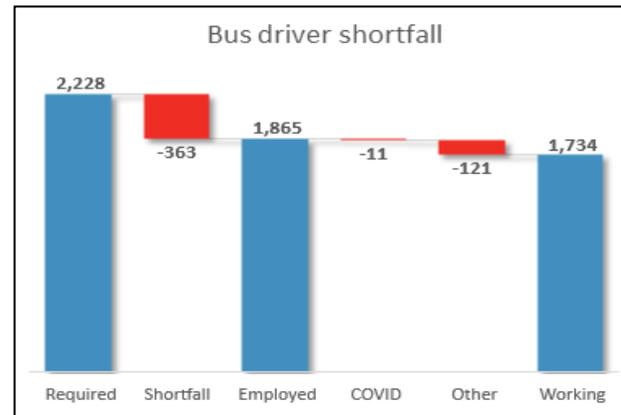
Rail Service Performance



Infrastructure damage due to the recent flooding and Cyclone Gabrielle caused major disruptions on the network during the month of February 2023.

From the previous report for ending 19 February 2023 to week ending 12 March 2023, the shortfall in bus drivers reduced by 15 to 363, which is 17% of full requirement.

The shortfall in ferry crew reduced to 35, which is 18% of full workforce requirement. It is proving challenging to attract experienced skippers as they were not included in the changes to immigration settings recently announced.



KiwiRail Rail Network Rebuild

Stage 1 of the KiwiRail Rail Network Rebuild commenced on 16 January 2023 and was completed 19 March. The Onehunga Line and Southern Line between Newmarket and Otahuhu reopened on 20 March.

Stage 2 of Rail Network Rebuild between Britomart and Otahuhu on the Eastern Line commenced 20 March and will run through to January 2024.

In preparation for Stage 2, customer experience design team members visited key transfer hubs to observe and interview customers for detailed insights, pain points and to provide actionable recommendations. This intercept research was added to two rounds of customer focus group research, before and after launching initial communications. Key findings include that customers were frustrated, need much more reliable day-to-day planning information (particularly digital bus timing in AT Mobile and on Personal Information Devices (PIDs)), and that bus timings were not working for customers during peak times.

As a result, AT has:

- Adjusted Rail Bus operating patterns and deployed backup buses where they are needed to keep to timetables
- Reviewed wayfinding post implementation to adjust to customer needs in stations
- Provided training to Auckland One Rail (AOR) to support better real time customer information on PIDs and in AT Mobile
- Provided better information on posters at stations and rail bus stops to guide customers to alternative transport options
- Developed a dedicated campaign to show customers how they can use AT Mobile for personalised information and guidance



- Optimised and updated website information to provide more guidance on travel options (including using QR codes at stations to direct to station-specific advice)
- Optimised communication content targeting all customers through AT Mobile app notifications and email.

Transport Officer update

In January there were 41, and in February there were 29 incidents reported by Transport Officers across the public transport network. Of these, 33 of January's, and 17 of February's incidents were for disorderly behaviour, while the second most reported incident with six instances in January and eight in February, involved drinking alcohol. Transport Officers have been deployed across all modes of transport. Due to ongoing rail upgrades, Transport Officers were also deployed to stations as required to assist passengers.

Special Vehicle Lane Programme

Three inbound bus lane zones on Great North Road started with warnings being issued from 6 March, and live enforcement is planned to commence on 27 March following a move from manual to CCTV enforcement. Operational time is 7am-10am.

Four bus lanes zones on Anzac Avenue commenced live enforcement from 27 February, following a move from manual to CCTV enforcement. This is a 24-hour bus lane.

Five transit lane zones on Forrest Hill Road started with warnings being issued from 6 March, and live enforcement is planned to commence on 27 March following a move from manual to CCTV enforcement. Operational time is 6am-10.30am.

Public Transport B2B

An Employer Public Transport: Give It a Go trial was completed in February through Travelwise, where eligible employees at Te Whatu Ora Counties Manukau receive a Give It A Go AT HOP card loaded with two weeks of free travel.

The trial involved people who have not recently used public transport or have a registered HOP card. Due to the excellent activation and continued use, this trial was a success, and we will seek opportunities with other businesses.

Of the Give It A Go cards distributed:

- 90% of cards were activated
- 63% of cards had continued use (topped up after the trial)

Harbourmaster's update

The Auckland Anniversary weekend weather event caused a large number of land slips around the regions coastline resulting in a large number of trees entering the regions waters, which posed a significant navigation hazard. The Harbourmaster engaged a marine contractor to remove floating debris from the worst affected area of the Upper Waitemata Harbour and two barge loads of debris were removed. Floating debris will continue to pose a hazard for the next few months as it is mobilised by rising tides. As such, the Harbourmasters Office has issued a Local Notice to Mariners and has used social media to notify the public of the danger. The Harbourmaster also featured in a story on TVNZ's Seven Sharp highlighting the issue.

As Cyclone Gabrielle approached New Zealand, the Harbourmaster closely monitored its path. After discussing the impending weather with the General Manager Marine, Ports of Auckland, a joint decision was made to stop arriving vessels from entering the Waitemata Harbour from midday on Saturday and to send most of the ships presently alongside berths to sea. The exception was the cruise vessel Arcadia which was permitted to berth alongside Queens Wharf on Sunday morning and to remain there until the winds eased. All vessels complied voluntarily with the request to sail, and it was not necessary for the Harbourmaster to issue a Direction.

The Harbourmaster engaged with the Naval Base port operators, and they developed a robust plan for their warships. One large warship was immobilised alongside the berth and could not proceed to sea.

Ports of Auckland Ltd (POAL) placed their tugs and pilots on standby to assist ships in the inner Harbour if needed. Most of the ships which left port sought shelter in the Hauraki Gulf. Four were at anchor in designated anchorages and the other remained underway, slow steaming. The Bay of Plenty Harbourmaster issued a Direction requiring the 14 vessels that had been at anchor off Tauranga to leave the anchorage and proceed to sea. A number of these vessels sailed north to seek shelter in the Hauraki Gulf. In total 14 ships sought shelter in the Gulf. The Gulf is divided and under the jurisdiction of both Auckland and Waikato Harbourmasters and effective communication and cooperation was maintained between both during the event.

Once the winds started to subside on Tuesday evening, the first ships re-entered the port. A decision was made to delay the departure of Arcadia until 0100 on Wednesday as neither POAL nor the Harbourmaster were comfortable sailing her in the prevailing conditions. Normal cargo operations at the port resumed at 0700 on Wednesday.

The weather associated with the cyclone exacerbated the issue of land slips and debris entering the water. The weather also caused a number of recreational boats to sink on their moorings, and several to break their moorings and come ashore. Seven category C navigation aids were either destroyed or came ashore; fortunately, these do not affect commercial shipping and their status will be promulgated on the weekly navigation warning to mariners.

The Harbourmasters Office has commenced salvaging the wrecks and has engaged contractors to replace the destroyed navigational aids.

Managing planned special events

The ATOC events team continue to deliver the biggest event season on record, with several major events of note, including Red Hot Chilli Peppers, Elton John, Ed Sheeran and Harry Styles. Compounded by the effects of the Rail Network Rebuild and an industry-wide bus driver shortage, the Special Events team have worked to mitigate the impacts of the significant decrease in service levels for Special Events.

For the period January – March 2023, the team reviewed and approved 469 event and filming activities.

Road Network

Network Optimisation Programme

The Northcote Road corridor improvements project began construction in March. This project will reconfigure the lanes to improve corridor utilisation on Northcote Road between Taharoto Road and State Highway 1 overbridge. The existing eastbound cycling lane will also be widened and protected, and an existing zebra crossing at Taharoto and Northcote intersection will be raised to improve pedestrian safety.

Investigations have begun to identify suitable dynamic lane locations and dynamic timing trial locations in response to the Mayor's Letter of Expectation.

Route Optimisation Programme

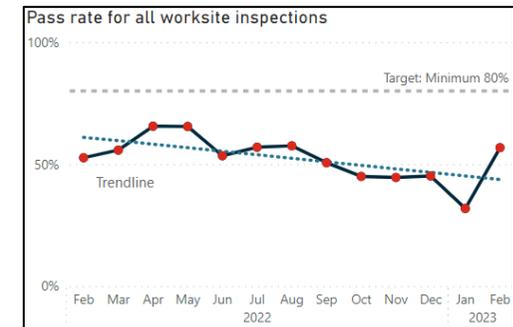
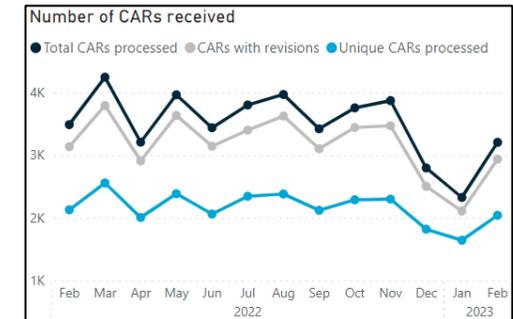
The programme plans to review and optimise 397 signalised sites for the 2022/2023 financial year. 207 sites have been reviewed and optimised during the last quarter and engineers are progressing optimisation for 111 sites for this quarter. The optimisation programme improves traffic signals performance and identifies operational and physical deficiencies at signalised sites along regional routes.

Road corridor and worksites

The number of new Corridor Access Requests (CAR) received and processed for January and February remain similar to the same period in 2022 (largely due to the seasonal impact of the summer holidays).

The number of worksites inspected that achieved an 'acceptable' standard increased in February after several months of poor performance. This was influenced by a higher number of inspections performed for the month after staff returned from leave and recently hired team members increased the team's productivity.

February's result is still significantly lower than the target of 80% pass rate and AT has some levers in the new Activities in the Road Corridor Bylaw that can be used to influence quality standards in the wider Temporary Traffic Management industry. These include higher non-compliance fees (subject to public consultation and Traffic Control Committee resolution) and the ability to temporarily suspend approval to work on the network (for non-utilities) based on past poor performance.



Managing unplanned incidents

Since 8 January, ATOC have, in collaboration with broader AT and Waka Kotahi business units, led the transport response to three nationally significant weather events. Over this period, ATOC Incident Management Team (IMT), was active for 26 days and staffed by more than 120 ATOC personnel and volunteers from the partner organisations. This intense period of crisis response has required the team to reprioritise their efforts from BAU activities to emergency response, to ensure the best post-response environment for recovery.

The ATOC IMT is part of New Zealand's Coordinated Incident Management System (CIMS) response to local, regional or national emergencies and supports any local or national state of emergency that requires a transport response. Led by a duty Incident Controller, it is typically staffed by five function leads and around 15-20 CIMS trained personnel who task and action tasks with any broader AT and Waka Kotahi response requirements.

Traffic and Parking Bylaw

AT has recently started the initial work to update and refresh the AT Traffic Bylaw. The refreshed Bylaw will consider the following, among others:

- new and emerging traffic and parking policies and regulations in New Zealand/globally;
- investigate whether any changes could be made to allow for greater alignment with the planned new Auckland Parking Strategy;
- harmonise and dovetail the AT Traffic Bylaw with the AC Traffic Bylaw which is also currently being updated by the Council;
- with consideration to the above points, assess how to best empower the TCC through the Bylaw.

Moving forward, AT will facilitate internal workshops from March to October 2023 and finalise the first draft of the refreshed Bylaw before the end of the year. Stakeholder engagements and public consultations are expected to commence within the first half of 2024.

Aotearoa Bike Challenge 2023

Targeting businesses, we facilitated the Aotearoa Bike Challenge in Auckland:

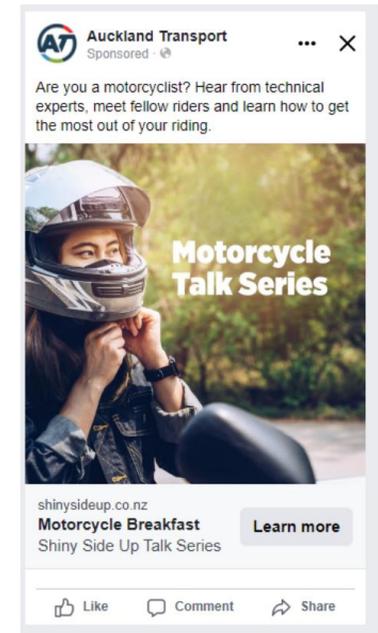
- 780 workplaces participated
- 5,427 individuals took part (853 new to cycling)
- 54,896 trips were recorded
- 47,508 KG of CO₂ was saved.



Programme Performance: Road Safety Theme – Motorcycles

Last month we reported on the focus on motorcycle safety. This month efforts continued in collaboration with ACC and the Community Transport team to encourage riders to a motorcycle breakfast as part of the 'Shiny Side Up' series. This is a nationwide talk series led by ACC and supported by both AT and Waka Kotahi New Zealand Transport Agency (Waka Kotahi) that aims to bring motorcyclists together and to leave as better, safer riders – ultimately contributing to a reduction in Deaths and Serious Injuries (DSI).

- Riders gain valuable information, free safety gear, connect with other riders and hear from technical experts who give pointers for safer riding.
- ACC is the lead organisation for Motorcycle Safety in New Zealand and AT has worked collaboratively with them on this talk series since 2017.
- 150 riders attended the event, 33 signed up to Ride Forever training and staff engaged with 110 riders.
- To promote the event we ran targeted social and native content (content on sites other than AT) in the lead up aimed at 'auto enthusiasts' and 'motorcycle enthusiasts' 18-59 in Auckland. We achieved 1.4m impressions with 1.4k clicks. Native advertising drove the most clicks but social drove the most impressions, showcasing the need for multiple touchpoints.



Infrastructure

Major Projects

Key Construction Project Updates	Current Phase	% Phase Completed
<p>Eastern Busway 1 (Panmure to Pakuranga) – The Heritage Swing Bridge - Demolition to uncover the heritage structure, cleaning and recoating is complete, plus fabrication of the viewing platform structure is underway. Construction of the viewing platform and the board walk will commence in March 2023 with completion scheduled for mid-July 2023.</p> <p>Mokoia Pa Park - Detailed design has been issued, the procurement plan yet to be finalised with construction planned to commence end of August 2023.</p>	Construction	93%
<p>Eastern Busway 2/3/4 Alliance (Pakuranga to Botany) – Total Outturn Cost (TOC)2 reconciliation has been paused while three key areas are reviewed to reduce costs; the permanent and temporary works associated with the Chinatown Bridge, project programme risk and opportunities. EB3R consent application has received five submissions, two of which were in support, one was neutral and two against. Price and cost share have been finalised and key contract terms agreed with Watercare for progression of the Howick Watermain scope of works - the work is programmed to commence on 20 March 2023.</p>	PAA	23.6%
<p>Northern Busway Extension (Rosedale & Constellation Stations) – The project team is working with the NCI Alliance to close out existing works. The NCI Alliance is expected to complete their works on Rosedale site by 20 March 2023. AT will take possession of the site when NCI complete their works and implement our own Traffic Management Plan (TMP).</p>	Construction	53%
<p>Puhinui Bus Priority and Mangere Cycling – Practical Completion for the Puhinui Rd East Shared Use Path (SUP) was achieved in February 2023. Some of the line marking and colour surfacing works are still ongoing due to the delays caused by the cyclone and severe wet weather recently. All projects physical works are now forecasted to complete by end of April 2023.</p>	Construction	95%
<p>LRGF – Huapai – Access Road: Physical works commenced on 10 January 2023 with completion expected by the end of September 2023. Continued progress of pavement preparation, drainage & utilities ducting on north side of SH16/access lane. Station Road: Direct Appointment was issued on 3 October 2022 with the tender closing on 21 November 2022. It was anticipated to award the contract by mid-February 2023 however this been delayed due to ongoing negotiations with contractor to try resolve issues with the tender pricing.</p>	Construction	40%
<p>Te Honohono ki Tai Road (Matakana link road) – The final road construction, footpath and cycleway tie-in works will follow the completion of the bridge. Bridge construction is on the critical path which has been delayed partly due to weather and the impacts from COVID. This means completion of the bridge construction will push the overall completion into April 2023.</p>	Construction	97%
<p>Northwest Rapid Transit Network – Te Atatu South and North main works have issued practical completion. Lincoln North works are progressing well and remain on programme. Due to the inclusion of Lincoln Bus Stops E & F, Lincoln South main works are anticipated to be completed in October 2023. SH16 main works were anticipated to be completed in April 2023. However due to recent weather events and shortage of staff, the works are now anticipated to be completed in July 2023.</p> <p>The Westgate detailed design completion milestone remains on-track to be delivered by May 2023. Construction will commence in February 2024.</p>	Design and Construction	65%

Key Construction Project Updates	Current Phase	% Phase Completed
Orakei Infrastructure Projects (includes Ngapipi Bridge Widening, Kepa Rd Retaining Wall and Tamaki Northern Footpath Rehabilitation) – Footpath Construction is progressing well. The Ngapipi Pedestrian Bridge has received its resource consent. Construction started in late January 2023. The TMP is expected to be received in March 2023. The construction period is March to November 2023. A smaller barge is also being assembled in order to carry out the scour protection of the existing western abutment of the existing road bridge. This work is expected to be carried out in February 2023. The Kepa Road retaining wall construction has been delayed to April 2023.	Construction	14%
Pt Chev to Westmere C/way – A deep-dive review of the project has been completed and approved by the AT Board for the project to progress to construction. The market has been notified that the tender documents will be available mid-March 2023.	Design	100%
Links to Glen Innes Cycleways – Package 1: Taniwha St construction is underway with civil works beginning at Line Rd. This package is programmed to complete in June 2023. Package 2: SP2 and SP4 detailed design and engineer's estimate are complete. Tree consent has been approved. The SP3 draft detailed design and engineer's estimate are complete, street lighting design still to be completed and the tree consent application is to be prepared.	Design and Construction	35%
Glen Innes to Tamaki Cycleway (Section 4 - Orakei Basin to Tamaki Drive) – Section 4 (Orakei Basin to Tamaki Drive): Section 4A & 4C were completed end of February 2023. Ngapipi interim physical works are targeted to be completed early March 2023. Section 4B consent, lodged with Ministry for the Environment as per fast-track approval process. Section 4B design is now 100% complete and is undergoing internal SME design review.	Detail Design 4B Construction 4A and 4C	37%

Road Maintenance and Renewals – YTD February 2023

Asset Renewal Activities	YTD Actual (km)	YTD Forecast (km)	Full Year Target (km)	Completion v.YTD Target (%)	Completion v. Full Year Target (%)
Pavement Rehabilitation	2.5	4.5	6.0	56%	42%
Resurfacing	179.4	335.5	394.0	53%	46%
Footpath Renewals	29.1	39.0	60.0	74%	48%
Kerb and Channel replacement	20.7	23.0	35.0	90%	59%
TOTAL	231.7	402.0	495.0	58%	47%

The combined length of 400 kilometres is the target for 2022/23 for resurfacing and rehabilitation. There has been 179.4 kilometres of resurfacing completed for the eight-month period ending February 2023 (53% of the year-to-date target). A further 29.1 kilometres of footpaths and 20.7

kilometres of kerb and channels were replaced for the eight months ending February 2023. The work has slowed down due to the extreme weather events experienced in January and February 2023. Works will accelerate with the onset of dry weather.

Property Acquisition

Eleven (11) acquisitions were completed in February 2023 for the Eastern Busway Alliance Project. Landowners who AT have not yet reached agreement with on the Eastern Busway Alliance Project have now been notified that their properties have been revalued. They have been given an additional four weeks to reach agreement based on the previous 2021 valuations and following that period revised offers based on the new valuations will be issued.

Requests for early acquisitions have been received for the Airport to Botany Project and these are being considered under the AT Hardship Policy to see whether the request to purchase can be approved.

Consent Planning

Cabinet has agreed that AT can use the COVID-19 fast-track consenting process for Section 4B of the Glen Innes to Tāmaki Drive Shared Path. Once the project team lodges their consent application with the Environmental Protection Authority (EPA), a decision is expected within around three months.

The last appeal to the NOR decision for the Supporting Growth Programme Drury Arterial D2 Jesmond Road to Waihoehoe Road Frequent Transit Network Upgrade has been withdrawn through a settlement agreement. All of the Drury Local Network is now operative and protected by designations.

AT has requested that Council allows the Notice of Requirement and associated resource consent application for the Westgate Bus Station Project to be determined by the Environment Court on direct referral. This will reduce duplication by avoiding a two-stage consenting process in circumstances where appeal to the Environment Court is very likely and achieve substantial time and cost savings for all parties and the Court. Direct referral will also enable the construction and delivery timeframes, and an important project for Aucklanders to be delivered more quickly.

Procurement

There were four published tenders in the current reporting period (30 January to 9 March 2023) with an estimated value of \$14.2 million. Two tenders had an estimated value of over \$2 million.

Published Tenders	Supplier
Public Transport Asset Management of Public Transport, Car Park and Airfield Assets – Three-year contract (2023 to 2026).	Request for Proposals

Consolidation of AT's asset management services and related professional services under the Public Transport, Car Park and Airfields portfolio.	
Transport Monitoring Services & Innovation Solutions (TMS & IS) – Three year contract (2023 to 2026). This procurement will allow improvements by including innovative solutions and emerging technologies for asset data collection based on lessons learned from previous/existing contracts, and feedbacks from end-users and suppliers.	Request for Proposals

There were 204 contracts created in the current reporting period (30 January to 9 March 2023) with a total award value of \$44.98 million. Four contracts had awarded value more than \$2 million.

Contract	Supplier
Rail Network Rebuild – Bus Replacement Services – (Britomart to Ellerslie) – Three-year contract (2023 to 2026) The Rail Network Rebuild is an upgrade of the entire Auckland rail network by KiwiRail. When a section of the rail network is being worked on, AT's trains will not run in that section and a bus replacement service is required.	Howick & Eastern Buses Limited
Rail Network Rebuild – Bus Replacement Services – (Glen Innes Express and Britomart to Otahuhu) – Three-year contract (2023 to 2026). The Rail Network Rebuild is an upgrade of the entire Auckland rail network by KiwiRail. When a section of the rail network is being worked on, AT's trains will not run in that section and a bus replacement service is required.	Go Bus Transport Limited
Fulcrum Enterprise Licence and Support 2022-27 – Five-year contract (2023 to 2028). Fulcrum remains AT's strategic project delivery solution which aligns with the organisations desire to standardise the digital delivery of all capital projects. AT has negotiated with LeapThought to continue providing enterprise access with all the future enhancements.	Leap Thought NZ Limited
Rata Street Corridor Improvements Upgrade of the Rata Street and Great North Road intersection to improve safety for all modes and improve active modes infrastructure by improving the existing cycling and pedestrian facilities.	Nayler Contractors 2018 Limited

Regional Land Transport Plan (RLTP) funding

There were no new funding approvals by Waka Kotahi during the period 8 February 2023 to 8 March 2023.

Environment and cultural heritage

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

Street Lighting

During the month of February, 874 lights replaced with LED luminaires, 502 streetlights are connected with Light Point Controllers. At months end we have 126,483 lights on the AT network with 109,770 connected to the CMS and 117,011 LED luminaires.

Vibrant Streets Ngā Tiriti Ngangahau – co-design

The Vibrant Streets Ngā Tiriti Ngangahau programme includes seven different projects across Tāmaki Makaurau that aim to reduce transport emissions and respond to local needs.

This month, the co-design lead supported the project team with a co-design workshop at Konini School to identify some of the unique barriers and opportunities for walking and cycling to school for their different year groups. Feedback to the session was positive with the staff sharing some of the trends and behaviours they have seen within their classroom and in personal life. The team are currently working through the information that was presented and plan to conduct a feedback session where they will share back the findings to the school.

Opportunity and prosperity

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

Out-of-Home (OOH) Revenue and Performance

Research tells us that AT customers feel that the facilities they are using are aesthetically pleasing, are designed to be ergonomically compatible and kept free from graffiti. To achieve this, we partner with oOH! Media and Media Works who carry out maintenance and provide a constant revenue share of the fees charged for the media.

In February 2023, our oOH! Media Partner (bus shelters) delivered AT \$325,000 in revenue, which represented a year-on-year lift of 13% - the best February on record.

In February, oOH!Media also responded to 44 vandalism calls (broken glass), removed graffiti from 23 locations and cleaned 1,500 shelters.

OOH!Media also offer us a regular allocation of sites on which to communicate our messages (see images to right).

Our MediaWorks partner delivered \$175,000 in February which is 30% up on January, however, much lower comparatively than oOH!Media.

MediaWorks have continued to drive usage of large-scale bus formats with brands, striving for standout creative concepts and have more planned as we approach the FIFA World Cup in April. We are now encouraging them to leverage this further with station activations linked to these creative campaigns.



Prioritisation of late running buses

A new technology solution that gives priority at intersections for busses if they are running late, is now operational at eight intersections along the Manukau/Pah Road Corridor. A further 17 intersections will be implemented on Dominion Road and the Eastern Busway in the next two months.

All buses in Auckland are fitted with Global Positioning System devices that transmit their location every 11 seconds. This is used on our real time websites and mobile applications to show the locations of buses and estimated arrival times at bus stops. The equipment also sends passenger count numbers which is translated in our systems to individual bus occupancy, which is then reflected on our Passenger Information Displays at all bus stops that have a sign indicating how full arriving buses are. This occupancy information is also shown in the AT Mobile app.

AT has implemented a solution that puts a rules engine in front of the traffic light prioritisation engine (SCATS). This can then use information such as the bus route, whether it is late running or not, and the desired priority direction (to or from the city for AM or PM) to determine if an individual bus gets signal priority at the upcoming intersection it is approaching.

