

Minutes

Auckland Transport Board meeting (Open session)

Date: 30 June 2022
Time: 9:00am – 10:15am
Venue: Auckland Transport, 20 Viaduct Harbour (1.04) | MS Teams

Directors and CCO Adrienne Young-Cooper, Chair
Wayne Donnelly, Deputy Chair
Abbie Reynolds
Dr Jim Mather
Kylie Clegg
Mark Darrow
Nicole Rosie
Tommy Parker

Board Intern Isabella Horrocks

**Executive Leadership
Team Members and
Presenters** Mark Lambert, Interim Chief Executive
Andrew Allen, Executive General Manager, Service Delivery
Andrew Downie, Governance Lead
Jenny Chetwynd, Executive General Manager, Planning &
Investment
Mark Laing, Executive General Manager, Finance
Murray Burt, Interim Executive General Manager, Integrated
Networks
Natasha Whiting, Executive General Manager, Culture &
Transformation

Roger Jones, Executive General Manager, Business Technology
Rodger Murphy, Executive General Manager, Risk & Assurance
Stacey Van Der Putten, Executive General Manager, Safety
Vanessa Ellis, Executive General Manager, Customer Experience
Kay Sevillano, Board Secretary
Andrew McGill, Head of Integrated Network Planning
Madi Salter, Transport Planner
Sean Cavanagh, Senior Advisor
Tim Brown, Investment Planning Manager

**Members of the
public** Andrew Morris
Daniel Marsh
Mateusz Zebrowski
Todd Niall

Item	Topic	Responsible
1.	<p>Welcome/Acknowledgements The chair welcomed members of the Auckland Transport (AT) Board (board) to the meeting. Tommy Parker was welcomed back after a leave of absence and Mark Lambert was acknowledged as the interim chief executive.</p>	
2.	<p>Opening Karakia The chair led the open karakia.</p>	
3.	<p>Apologies Darren Linton, Councillor Bill Cashmore, Councillor Chris Darby.</p>	
4.	<p>Update from the Chair The chair highlighted the following priorities as AT's focus for the financial year 2022/2023:</p> <ul style="list-style-type: none"> • Delivering public transport (PT) recovery at a rate faster than that targeted by the Statement of Intent, which will require a change in access to and behaviour towards PT and creative thinking. • Establishing appropriate targets in response to the Transport Emissions Reduction Plan (TERP). <p>The COVID-19 pandemic continues to impact bus services and other PT contractors. Driver shortages, and significant levels of PT cancellations are a current challenge due to ongoing staff illness.</p> <p>The chair acknowledged the attack on the train manager at Sylvia Park and his focus on the welfare of his passengers first, as he only sought treatment once the train itself had been cleared of passengers.</p>	
5.	<p>Late Items for General Business No late items were requested.</p>	
6.	<p>Interest Register - Declarations/Conflicts Mr Darrow noted a potential conflict of interest as a trustee of an entity with interests in Burswood. It was agreed that he would not participate in discussions and deliberations with respect to any implications for Burswood in relation to the Eastern Busway (EB) project to be discussed during the closed session.</p>	
7.	<p>Approval of Draft Open Session Minutes – 26 May 2022 The board approved the minutes of the meeting held on 26 May 2022. Carried: Kylie Clegg Mark Darrow</p>	



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8.	<p>Action Register</p> <ul style="list-style-type: none"> Action 2022May01: The results of the customer satisfaction survey of the Approvals (Permits and Consents) Initiative were provided to the board. The Tāmaki Makaurau Safety Governance Group members have presented to the Safety Committee on the response to DSI increases and enforcement levels. Development of new measures are in progress and are expected to be presented to the board in September 2022. 	
9.	<p>Chief Executive Business Report</p> <p>The interim chief executive highlighted the following matters:</p> <ul style="list-style-type: none"> A cross functional team has been established to focus on PT recovery. Terms and conditions to enhance the minimum wage of drivers will be finalised in the next few weeks. Bus services resources are being reallocated to appropriate parts of the network as part of Network Recast to enhance the integrated connected PT network. The Kaihoe graduates for 2022 were welcomed onsite for the first time. The marketing campaign for phase two of the Safe Speeds Programme is underway with a media release planned for 30 June 2022. The Mission Bay town centre safety improvements have received a favourable response from the community. The following cycleway improvements were completed and opened in the last 6 weeks: <ul style="list-style-type: none"> New Lynn Avondale cycleway. Glen Innes to Tāmaki cycleway (Stage 2). Awarding of construction contracts for stages 4a and 4c of the Glen Innes to Tāmaki cycleway. <p>Ms Clegg acknowledged Dianne Sharp for having been selected as one of 6 national finalists in the Government Health and Safety (H&S) Lead Annual H&S Representatives of the Year award.</p> <p>Ms Clegg queried whether AT was considering non-ticketed events (e.g. secondary school rugby matches, Pasifika events) to further promote the use of PT. The interim chief executive explained that non-ticketed events are already being used to attract patronage and more will be done as part of AT's enhanced promotion and marketing over the next few months. He said that major events such as international and local rugby games have always been opportunities to successfully promote PT.</p> <p>Ms Clegg queried AT's collaboration with support services (e.g. New Zealand Police) to provide a safe environment for employees and customers given recent violent incidents. The Executive General Manager (EGM) Service Delivery said that AT is working closely with New Zealand Police around intelligence sharing. Numerous transport officers volunteered to work on their day off in response to the recent attack on the train manager at Sylvia Park. The EGM Safety further</p>	



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	<p>explained that a holistic approach in working with New Zealand Police is being established, which will include improved incident reporting, efficient and swift response times to reported incidents, and the creation of incident profiles. A senior forum focusing on threats and aggression will be established in collaboration with Auckland One Rail (AOR).</p> <p>Mr Darrow commented on the significant number of projects AT delivered during the year and said that these should be better communicated to the public. The interim chief executive explained that work on public engagement and external communications is underway. Ms Rosie acknowledged the projects delivered and mentioned do not always get media coverage. She recommended the use of infographics, advertorials and social media channels to better communicate successful projects.</p> <p>The chair acknowledged the work undertaken to complete the Avondale to New Lynn cycleway and the positive feedback it has received on social media. She asked whether a safety audit had been carried out on road crossings and on any ongoing work. The interim chief executive confirmed that a post construction delivery safety audit was completed, which included the identification of improvements, which are to be implemented.</p> <p>The board received the Chief Executive's report.</p>	
Items for Approval		
10.	<p>AT Statement of Intent (SOI) 2022/2025</p> <p>The EGM Planning and Investment introduced Mr Bunn and explained that the SOI had been updated for council feedback and was now in a form for final approval. The primary amendments requested by council were as follows:</p> <ul style="list-style-type: none"> • Better reflect the outcomes of the TERP due for approval later in the year. • Reference to the Emissions Reduction Plan. • Inclusion of Key Performance Indicators (KPIs) related to Māori Outcomes. • Separation of the first-year work programme from the remaining two years. <p>The requested amendments have been incorporated in the SOI, noting limitations as TERP has yet to be completed. The following changes have been made:</p> <ul style="list-style-type: none"> • Introduction of new measures including ongoing PT recovery targets and the initiation of an implementation plan for the TERP. • Inclusion of Māori-related KPIs (e.g. regional buses with bilingual announcements, planning for mana whenua hui, and Māori-targeted procurement). • Revision of the capital programme and modification of targets. • Modification of the cycling target (to correct an error) to 3 years in terms of kilometres of cycleways delivered. 	



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	<p>Ms Reynolds made the following comments:</p> <ul style="list-style-type: none"> • The SOI is improved as a result of the feedback and recommended changes (e.g. inclusion of a target for emissions cost network). • It is useful to use diesel and petrol sales as a proxy for measurement of emissions. • She was happy to endorse the SOI for approval. <p>Mr Bunn confirmed the measurement and monitoring of diesel and petrol sales as a proxy for measurement of emissions but noted that targets for this could not be set at this stage.</p> <p>Mr Darrow noted the inclusion of the Letter of Expectations in the SOI and that it better enabled an understanding of management's response to this. He also observed that whilst the SOI was a 3 year document, it will be important not to lose sight of the 10 year targets to 2031 that are in place.</p> <p>The chair noted that the regional fuel tax system measures fossil fuel use. She queried whether there is a single data source for vehicle kilometres travelled (VKT) and whether Waka Kotahi is collecting this information for state highways and motorways in the Auckland region. Mr Bunn noted that the Ministry of Transport (MoT) provides total data for Auckland based on odometer reading but that the dataset is lagged by one year and is also affected by the large car rental fleet based in Auckland but driven elsewhere in the country.</p> <p>Ms Rosie explained that that outcome measures were reset last year as part of Waka Kotahi's strategic direction. A tool to measure VKT was developed, but it is yet to be decided whether this will be used at state highway level. The tool is being further developed to help councils with urban planning and will be introduced in the next month or so. In terms of state highways, there are already models in place however some of the assumptions to be added to the models require approval from the MoT.</p> <p>The chair suggested that management consider development of a proxy for VKT measurement in real time over the next 12 months.</p> <p>Mr Donnelly commented that a more forward-thinking approach should be applied to the 'Enabling and housing culture and capability' measure.</p> <p>The board:</p> <ol style="list-style-type: none"> a) Approved the final AT SOI for 2022/23-2024/25. b) Delegated to the Interim Chief Executive the approval of any minor amendments prior to submitting the SOI to Auckland Council. <p>Carried: Dr Jim Mather Abbie Reynolds</p>	



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<i>Items for Noting</i>		
11.	<p>Monthly Transport Indicators</p> <p>The EGM Planning & Investment introduced Ms Salter and Mr McGill. Ms Salter explained the following matters:</p> <ul style="list-style-type: none"> • There has been a 3.8% increase in monthly PT patronage due to half-price fares. Although the increase is not as high as expected, it was noted that there is generally lower PT patronage in April due to the school holidays, and public holidays (Easter and the Anzac). • AT is tracking well towards its reduction target for deaths and serious injuries on road networks. • Programme delivery for cycleways and resurfacing of networks is behind due to the impact of COVID-19 pandemic lockdowns and ongoing staff illness. <p>Ms Rosie asked whether there is information around reliability of services in relation to PT fares and uptake. The interim chief executive explained that patronage is one of the largest indicators of PT uptake. Price elasticity is about 0.3 which indicates that if fares are increased or decreased by 50%, a 15% change in patronage is expected, based on international comparisons. He noted however that there has been less elasticity over the last few years with the introduction of AT Hop cards.</p> <p>Ms Horrocks asked whether an analysis on price-sensitive customer groups is available. The EGM Customer Experience explained that the Marketing and Insights team conduct regular customer group updates, which can be shared. Mr McGill added that AT are identifying different customer groups in terms of PT usage, location and ethnicity, as part of the Regional Long-Term Plan (RLTP), which will be presented to the board in August 2022.</p> <p>The board received the report.</p>	
12.	<p>General Business</p> <p>There were no matters discussed.</p> <p>The meeting closed at 9:52am.</p>	
Next meeting: Thursday 25 August 2022		



Signed as a true and correct record



Adrienne Young-Cooper
Chair

25 August 2022

Date

