

# Business Report – December 2022

## 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
<b>Belonging and participation</b>	Focussed on Aucklanders being able to contribute to their city and its direction for the future. It aims to improve accessibility to the resources and opportunities that Aucklanders need to grow and reach their full potential and is about working towards an inclusive and equitable region, focused on improving the health and wellbeing of all Aucklanders. This outcome also covers wellbeing and health, a thriving and prosperous Auckland is a safe and healthy Auckland.
<b>Māori identity and wellbeing</b>	Seeks to advance Māori wellbeing at all levels from whānau, hapū and iwi and across all areas of life: housing, employment, education, and health.
<b>Homes and places</b>	Focussed on accessibility to healthy and affordable homes as well as inclusive public places.
<b>Transport and access</b>	Providing easy, safe, and sustainable transport modes across an integrated network, in alignment with the Auckland Transport Alignment Project (ATAP).
<b>Environment and cultural heritage</b>	Preserving and protecting the natural environment and significant land marks and cultural heritage unique to Auckland.
<b>Opportunity and prosperity</b>	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.*

### Customer Services – Summary of Operational Performance

Traffic and ticket volumes at the Devonport and Downtown Ferry Terminals have increased due to Fullers no longer selling tickets on board and an increasing number of tourists (including cruise ships). There has been a 12.5k increase in service centre interactions and an increase of 19k more single ticket sales per month. Customer Service Centre staffing has been adjusted accordingly and a new Virtual Retail Device (VRD) has been installed at Devonport.

Our new cloud-based contact centre technology, Genesys Cloud (PureCloud) will go live on 16 November 2022. System configuration and User Access Testing is complete, staff are trained, and a comprehensive go-live week is planned. As part of PureCloud, the introduction of a streamlined Interactive Voice Response, (reducing time for customers to get to the correct place from 1 minute down to 10 seconds), and the new Text-to-Voice live bus departure information over the phone, will provide an improved experience for customers.

Frontline resourcing remains 10 percent below plan and sustainable operating needs. External agency support, new bulk assessment centres, and creative community sourcing (including school leavers) are some initiatives being used to close this gap.

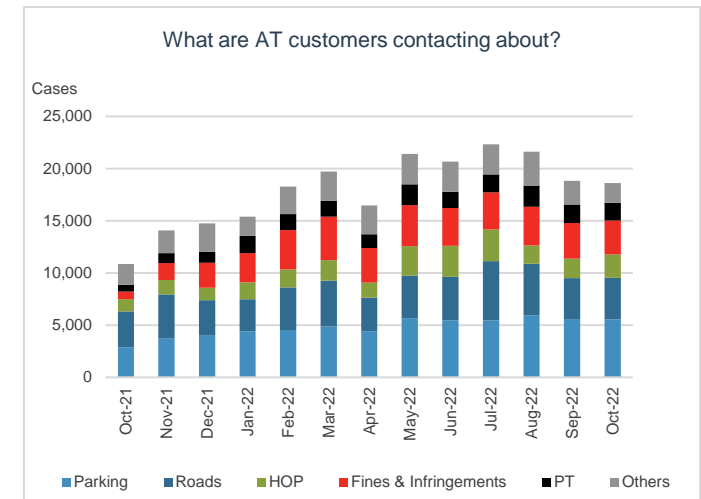
The Customer Services Group has facilitated a heightened focus on our Passenger Information Displays (PIDs) in the PT network following a lift in negative feedback from customers on faults and time to fix them. AT is working to improve the operational performance of these 850+ PIDs through a combination of renewals, new displays, more proactive remote monitoring to ensure displays are 'online', and a program to improve the interface that supports the service information feeds.

Through continuous improvement in our Transport Operations Team (people and process), and working closely with AT's Subject Matter Expert teams, we have been able to reduce the turn-around-time on road corridor requests for service by 35 percent (down to 34 days). These cases are complex and generally require engineering site visits.

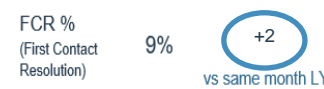
## Customer Contact Channels

### Customer Case Management

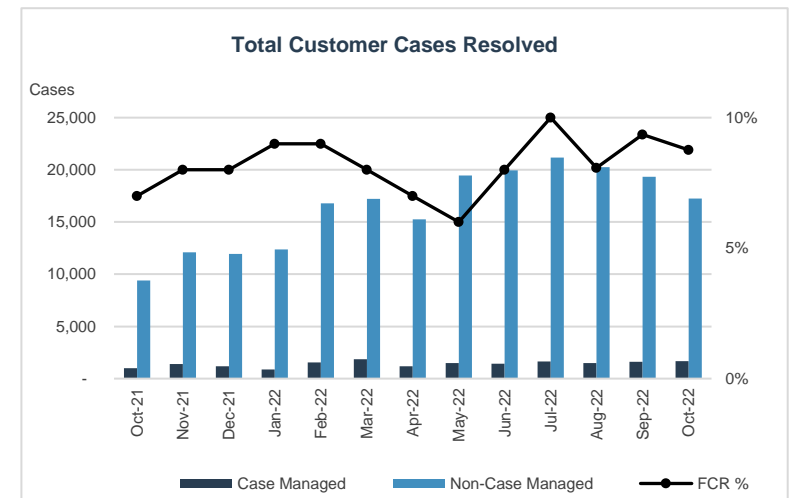
- There were 18,603 total cases received for October, a 71% increase on the same month last year.
- Parking [5,539], Roads [4,000], Fines & Infringements [3,240], HOP [2,237], and PT [1,701] making up 90% of all cases received for October.



- There were 18,921 cases resolved for October, an 82% increase on the same month last year.
- Of the total resolved cases for October, 8% were case managed with Congestion & Delays [171], CCTV Camera [115], and Reduce Speed [113] comprising 24% of all resolved cases.
- FCR cases for October were 9% of the total resolved cases, with Route or Schedule Related [382] and Congestion & Delays [135] comprising 33% of all FCR cases.



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



## Formal Complaints

- There were 58 cases classified as formal complaints for October, a 21% decrease on the same month last year.
- Parking Staff Conduct [11], Bus Route or Schedule Related [8] and Road Surfaces [6] were the major drivers accounting for 43% of all cases received for October.
- 69 formal complaints resolved in October with an average of 15 working days. 10 of these resolved cases were on interim (requiring some form of additional assessment) with an average resolution of 28 working days.

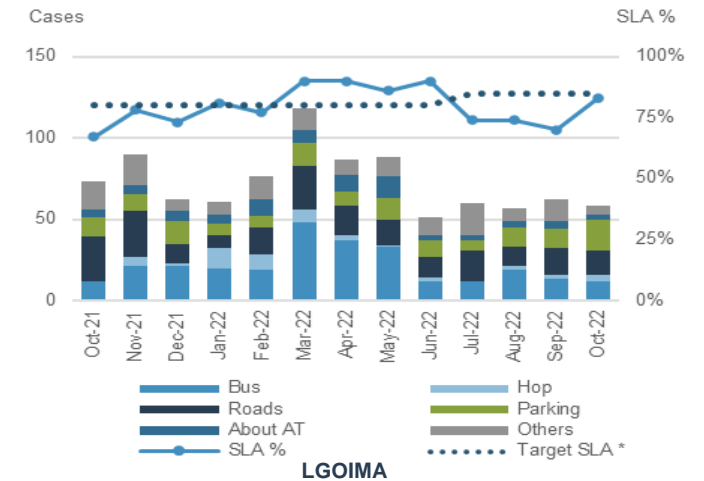
### Formal Complaints

SLA % <sup>1</sup> (Target = 85%)	83%	+16	vs same month LY
Cases Received	58	-21%	vs same month LY
Cases Resolved	69	+3%	vs same month LY
Resolution <sup>2</sup>	15	-5	vs same month LY

1 SLA: 20 Working Days

2 Average working days

### Formal Complaints



## Local Government Official Information Act (LGOIMA)

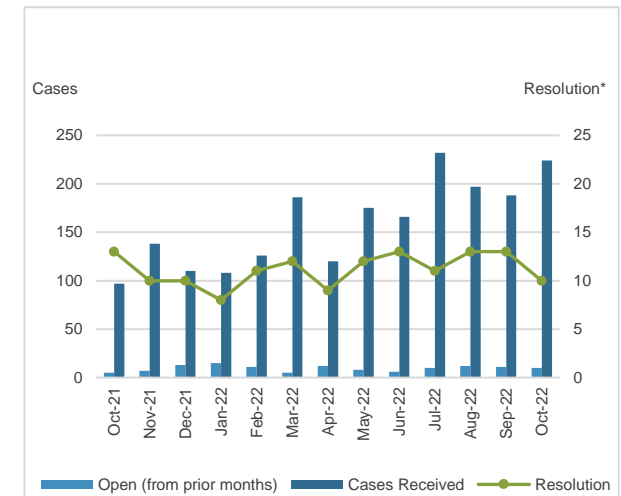
- There were 224 LGOIMA cases received in October, a 131% increase on the same month last year.
- One case was not communicated to within the 20-day statutory timeframe.
- Outside the lead driver of CCTV related requests [116] for October, the other lead driver was Meetings and Correspondents [37].
- 221 LGOIMA cases were resolved in October with an average of 10 working days.

### LGOIMA

Resolution*	10	-3	vs same month LY
Cases Received	224	+131%	vs same month LY

\* Average working days.

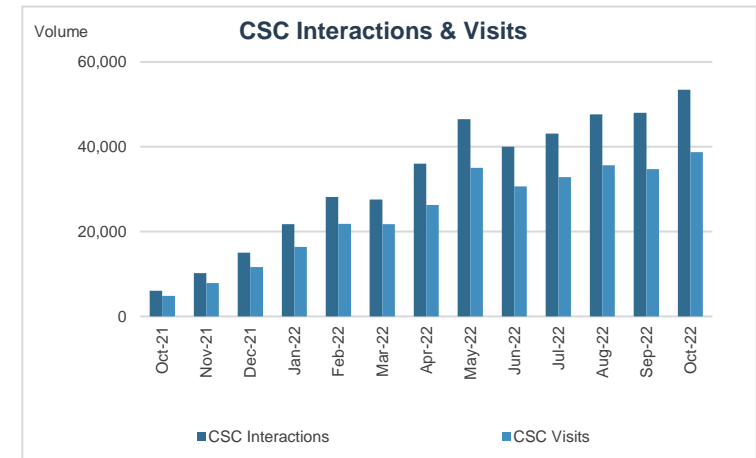
Note: 99.4% cases due for October were responded to within the 20-day statutory timeframe.



## Customer Service Centre (CSC) Interactions & Visits

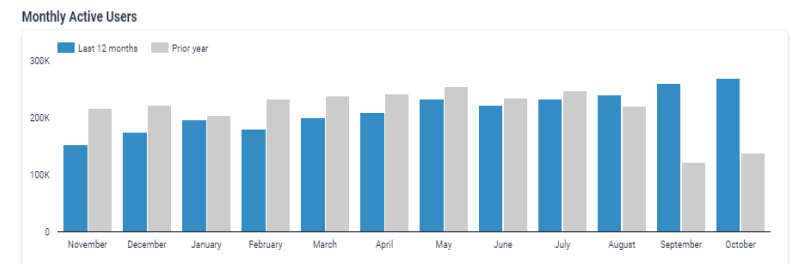
- There were 53,450 customer interactions recorded across the CSC network for October - an increase of 777% compared with the same month last year.
- Top-ups continue to be the main driver with 18,359 interactions (34% of all interactions recorded for October). Card Sales [9,367], AT HOP Enquiry [7,380], Paper Ticket Sales [7,014] and Journey Planning [5,657] accounted for 55% of all customer interactions for October.
- 4 instances of threats and aggression reported. Threats and aggression reports from July to October have a total of 16 recorded events.

CSC Interactions & Visits	
Customer Interactions	53,450 <span style="border: 1px solid blue; border-radius: 50%; padding: 2px;">+777</span> vs same month LY
Customer Visits	38,742 <span style="border: 1px solid blue; border-radius: 50%; padding: 2px;">+699</span> vs same month LY



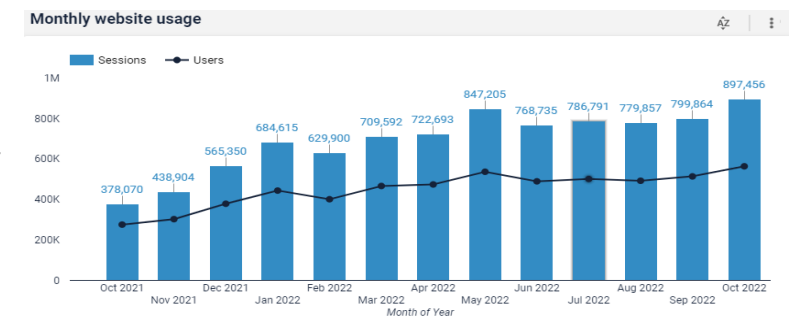
## Digital: AT Mobile

- The number of active users increased by 3.5% to 269,000 in October, with App downloads increasing by 13% compared to September.
- Usage of the Journey Planner area has increased by 7%. Live Departures area remains stable and AT HOP Card area has increased 5%.
- Android Play Store rating and the iOS rating remained stable at 4.5. Monthly customer satisfaction decreased slightly to 42%.
- Notification usefulness score has decreased 4.8% to 87% but remains well above the 80% target.



## Digital: AT website

- Website sessions in October increased by 12% and website users increased by 9%



## Elected Member Cases

### Non-Interim Cases

- 164 non interim elected member cases resolved in October with an average of 13 working days, up 1 day from the same month last year.
- Sealed Road Surface [13], Route or Schedule Related [12], and Road Sweeping [11] were the major drivers, accounting for 21% of cases for October.

#### Non Interim Cases

Resolution\* 13 (+1)  
 vs same month LY

Cases Received 175 (+50)  
 vs same month LY

\* Average working days



### Interim Cases

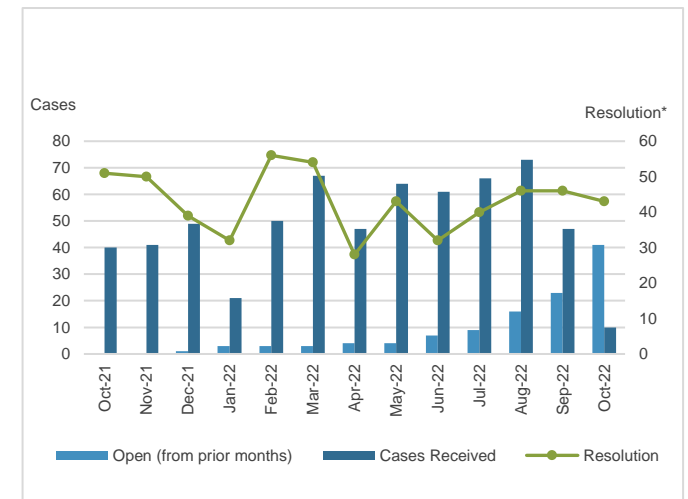
- 53 interim elected member cases (where the case requires further engineering investigation) were resolved in October, with an average resolution time of 43 working days (down 8 days from the same month last year).
- Parking Restrictions [3] was the major driver, accounting for 30% of all interim cases received for October.

#### Interim Cases

Resolution\* 43 (-8)  
 vs same month LY

Cases Received 10 (-75%)  
 vs same month LY

\* Average working days



## Takapuna Town Centre Safety Improvements

AT, in collaboration with a working group made up of representatives from the Takapuna community, developed a proposed design to make the roads in the town centre safer for all users and tie these improvements into the pending 30km/h town centre speed limit change. The project includes such things as upgrading existing pedestrian crossings, adding raised tables with zebra crossings, pedestrian and cyclist refuges in some locations and new 30km/h signs. The project is funded by the Regional Fuel Tax, Waka Kotahi New Zealand Transport Agency (Waka Kotahi) and AT, and construction could begin in Q3 2023.

AT ran a Have Your Say online between 10 October and 6 November 2022 and offered two public walk-in sessions in early October to gather public feedback on the proposed changes. This feedback is currently being assessed and project managers are working to respond to any issues and questions that were raised. The project team has a workshop (to present the project feedback and the team's responses) planned with the Devonport-Takapuna Local Board in late November.

## Innovating Streets

### Safe School Speeds Birkdale, Glenfield, Willow Park and Milford (Primary Schools)

North Shore primary schools - Birkdale Primary, Glenfield Primary, Willow Park School and Milford Primary – have participated in the Safe School Speeds trial where the programme sees temporary measures introduced around a school before any long-term solutions are implemented. The changes are designed to increase safety outside schools, reduce the speed of vehicles and encourage more students and their families to walk and cycle to and from school each day.

After thorough evaluations, the trials will now move to permanent schemes. This will involve working alongside the communities to shape the permanent treatments.

### Glenvar Road and East Coast Road improvements

The Glenvar Road and East Coast Road Project is designed to improve safety and provide better travel options for all road users. The corridor includes sections of East Coast Road (approximately 1km between Oteha Valley Road and Lonely Track Road) and Glenvar Road (approximately 2.1km between East Coast Road and Ian Sage Avenue). The proposed improvements include two signal-controlled intersections, separated cycleways, shared paths, transit lanes and traffic calming measures.

A team of engineers, geologists, ecologists and designers are currently undertaking the research and work required to deliver a detailed design, including mitigation plans for environmental considerations. We expect the design and resource consent process to be finalised by early 2023.

## Community Road Safety, Awareness and Education

AT runs extensive community road safety, road safety awareness and education programmes. This month:

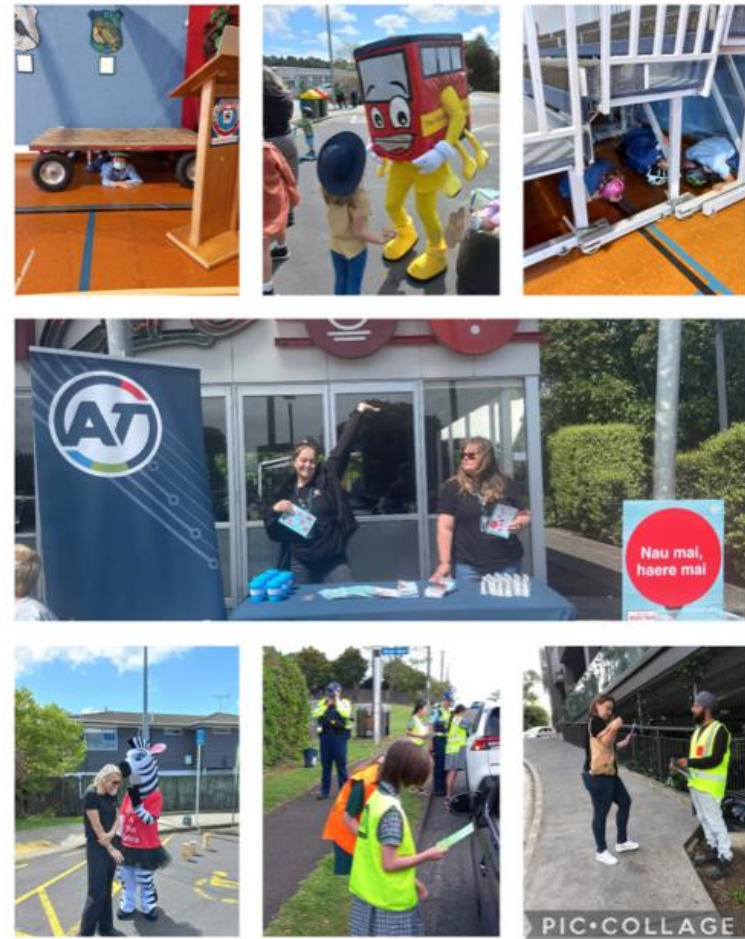
- All 88 Young Drivers from Ormiston Snr College and Sancta Maria College participating in a licensing workshop sat and passed their license
- AT staff attended Compulsory Breath Testing **check points** with NZ Police and engaged with 726 drivers.
- An expert trainer and child restraint technician provided advice to over 315 people through consultations, marae visits, hospital and Police referrals and alongside other programmes such as the Kaihautu and Young Driver Education and Licensing.



## Community Transport – Whiringa-a-nūku (October)

AT road safety advocates were busy in multiple Tamaki Makaurau communities during October:

- Running "Slow Down Around Schools" activations with students and Police engaged with drivers in Pukekohe
- Encouraging drivers to 'plan their journey' with information about Fatigue Stops in Drury and Warkworth prior to Labour Weekend
- Collaborating with the school community in Glen Eden /Titirangi to look at how the Vibrant Streets Project can support safe and active travel choices
- Engaging with pedestrians and drivers in Titirangi undertaking a short quiz and survey about the safe use of non-signalised intersections
- School Travelwise teams participated in National Earthquake drills while delivering safe and sustainable travel activities.



## Slow Down Around Schools – Term 4

Speed is a huge influence in the survivability of road crashes. Safe speeds around schools are especially important as children are vulnerable road users due to their age and size.

- AT's 'Slow Down Around Schools' campaign is live at the start of each school term with contextual placements to reach drivers at the right moment and remind them to reduce their speed around schools. We utilise bus backs and bus shelter ads around schools as well as radio to reach drivers.
- The children that feature in the campaign showcase Auckland's diversity as well as represent their local area through their school uniforms.
- The message to Slow Down appears to come from the tamariki themselves which we know resonates with Aucklanders when it comes to general support of safe speeds.
- The campaign complements the work that the Community Transport team are doing with schools such as students holding "Slow down" placards at the start of school terms and a speed maths activity where they measure speeds people travel at around their school to help create school and community messages.



## Promote and encourage active and public transport modes of travel – walking, cycling and scootering

AT delivered 117 active mode and road safety activities in schools, including 51 Travelwise Programme events/activities and 39 speed activations.

During October 2022, Community Transport Coordinators (CTC's) have also been focused on planning the November Travelwise Schools Celebration, advocating for schools with parking and infrastructure issues, updating 2022 Safe School Travel Plans and engaging with 194 active Walking School Buses.

On 13 October the Sustainable Mobility team held a Cycling Industry Event attracting more than 80 cycling industry stakeholders. Speakers included Adrian Lord (vision for and why we want to make Auckland a safe cycling city), Ella Davis and Harriet Glen (strategy for building the cycling network) and Cliff Wilton (the human infrastructure of cycling).

## Biketober

Biketober is run every year to get more people out and about on their bikes. Key activities this year included supporting:

- Bike Auckland to provide Valet Bike Parking services for Women's Rugby Works.
- Bike Kingsland to hold their Community Bike Funded 'Buy-Cycle New North Road'.

- The EcoMatters Bike Hubs to launch the Street Art Bike Challenge and run four bike hubs. In the year to date bike hubs have had 4,188 visitors, fixed 1,459 bikes, and redistributed 272 bikes into the community.
- Delivering five events and activations in partnership with communities to activate the cycle network and promote safe cycling. including Halloween events in both Bayswater and Henderson.

### **Improve safety outcomes for people walking or riding bikes**

- BikeReady Grade 1 basic off-road skills training was delivered to 1,802 (YTD) year 5-6 children in schools. Target of 10,000; BikeReady Grade 2 basic on-road skills training delivered to 1,067 (YTD) year 7-10 children in schools. Target of 5,000. The ongoing impact on COVID-19 and poor weather resulted in lower school attendance than usual (about 50%-60%).
- Bikes in Schools (BiS) Teacher Training is about upskilling teachers and giving them the confidence and skills to take their children out on their bikes and track and has been delivered to 56 teachers (YTD). Target of 400. In October three new schools (Hobsonville Point Primary, Marist School, Stella Maris School) had their official BiS openings taking the total of BiS Schools in Auckland to 79. This means 37,540 students have access to bikes and a track in schools.
- Community-based Adult Bike Skills training was delivered to 420 adults across 59 different courses teaching beginners how to ride a bike, on road and advanced road riding skills, e-bike courses and bike maintenance.
- Kids Learn to Ride is for children aged 2-8 years old and gets them going on a bike for the first time. YTD 15 courses have been delivered reaching 568 people.

## 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.

### Mana Whenua Engagement

AT runs mana whenua engagement project fora across various rohe on a fortnightly basis, focusing primarily on resource management matters. Three mana whenua hui were held for the southern and north/west regions, engaging on the following projects:

AT Wellesley Street Bus Improvements - Stage One Auckland Light Rail Eastern Busway Alliance Great North Road – Connected Communities update Hikina te Wero (Environment Action Plan) Karanga a Hape Station Neighbourhood Project Māngere West Cycling Improvements. 45mins	MKCP- Gowing Drive Underpass update Portland Road Flood Mitigation Upgrade, Remuera Rail Programme project Regional Public Transport Plan (RPTP) Update Southwest Gateway Programme – Early Deliverables Speed Management Plan update Tāmaki Makaurau Safety Camera Expansion Waiheke Island Transport Design
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### Marae Safety, Māori Businesses, Te Reo Māori, Learning & Development

- The detailed design and construction of a carpark at Te Kia Ora Marae and improvements to Whatapaka Road are progressing
- AT's procurement spend with Māori owned businesses is \$6.1m for the financial year to date.
- Te reo Māori translations were completed for website content, wayfinding signage, planning documents, job titles, mataa waka engagement survey, on-bus audio and communications.
- 30 participants attended Ngā Kete Kiwai workshops in October 2022.

### Improve Road Safety Engagement with Māori and Pacific Island Communities through Te Ara Haepapa

Te Ara Haepapa delivered 50 activations, events, hui, investigations and educational workshops, with 1,318 engagements in October including:

- Kaihautū (Driver education and licensing programme) – 149 participants, 298 on-road Kauhautu and the Young Drivers assessment hours.
- Waipiro me nga Tarukino (Alcohol and Drugs) – 106 participants at schools, marae, sports facilities and community events.
- Ara Haerenga (Active Travel) – two activations.
- Partnering with Brothers and Sisters United and Accelerating Aotearoa to promote PT and AT HOP.

## 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 35 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 October and 102 requests in September from Council for analysis, with 1255 requests for assessments received to date in 2022. The year-to-date figure represents a five percent increase on 2021.
- AT is currently involved in 11 fast-track consent applications that are utilising the COVID-19 Recovery (Fast Track Consenting) Act.

### Community Connect Concession Soft Launch

The Community Connect concession card, available from 1 February 2023, offers Community Service Card (CHC) holders a 50% travel discount for most public transport (PT) services. It will not be eligible on non-AT services: Waiheke Island and Rakino Island ferry services, Inter-regional bus services or Te Huia and Northern Explorer train services. The concession will be delivered via the AT HOP ticketing system in the same way SuperGold card concessions are currently applied, rather than via a separate card.

- On 15 November, the Ministry of Social Development (MSD) started to notify their customers of the new concession. An initial batch of 50,000 emails was sent, along with 82,500 letters. There are around 300,000 eligible customers in Auckland MSD.
- AT began processing applications to encourage uptake prior to the concession becoming live, and to ensure the systems used to operate AT HOP are not overloaded with a one-off spike early next year.
- Within the first 48-hours, over 1,100 customers had applied for the new concession, and AT has started allowing eligible customers to pre-register for an AT HOP card with the concession pre-loaded.

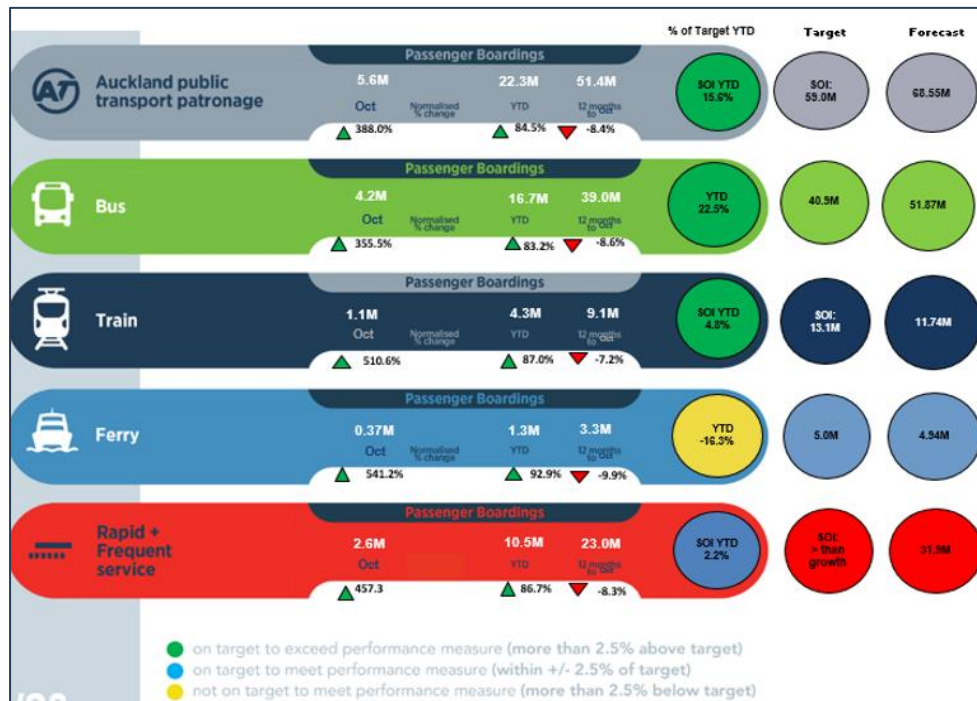
Application for the concession is via digital channels only, but to help those customers who are unable to access this themselves, AT placed ambassadors in all Auckland WINZ offices from 21 November 2022 for three weeks. Accessible communications have been produced and a marketing campaign will run after Christmas.

## 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 – October 2022 and 12 months to October 2022



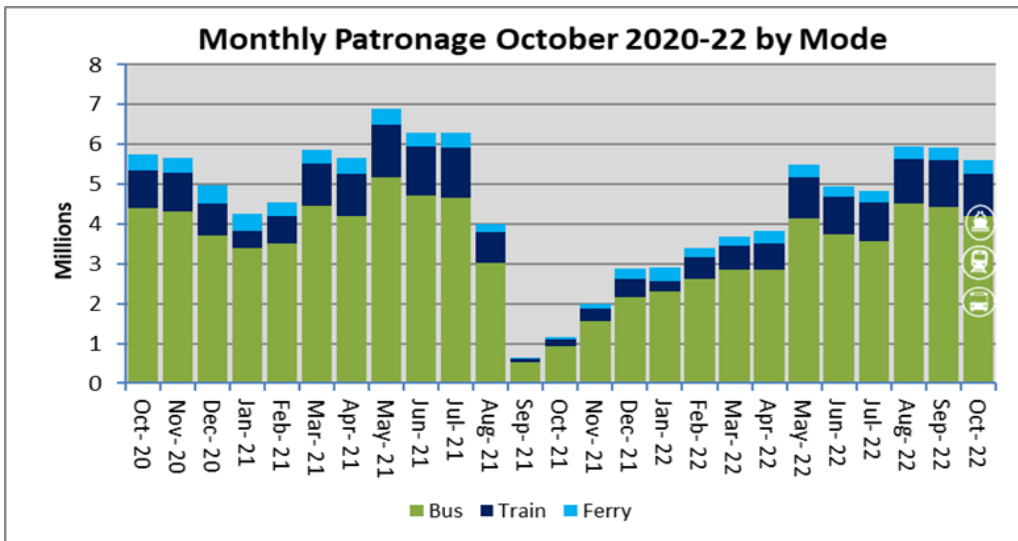
**Overall**, for the 12-months to October 2022 passenger boardings totalled 51.4 million, -8.4% on the previous year. October 2022 monthly patronage was 5.6 million, 388% on October 2021.

**Bus services** totalled 39.0 million passenger boardings for the 12-months to October 2022, -8.6% on the previous year. Patronage for October 2022 was 4.2 million, 355% on October 2021.

**Train services** totalled 9.1 million passenger boardings for the 12-months to October 2022, -7.2% on the previous year. Patronage for October 2022 was 1.1 million, 511% on October 2021.

**Ferry services** totalled 3.3 million passenger boardings for the 12-months to October 2022, -9.9% on the previous year. Patronage for October 2022 was 0.37 million, 541% on October 2021.

**Rapid and Frequent services** totalled 23.0 million passenger boardings for the 12-months to October 2022, -8.3% on the previous year. Patronage for October 2022 was 2.6 million, 457% on October 2021.

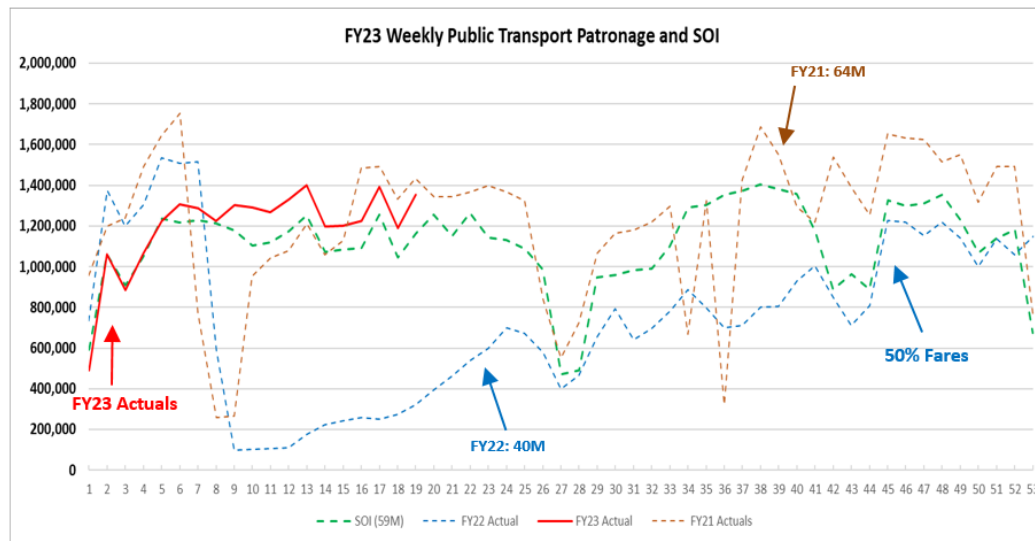


Passenger boardings in October 2022 was 0.3 million less than September 2022.

In October 2022, patronage was 5.6 million compared to 1.2 million in October 2021 or 466%, and 5.7 million in October 2020 or 98%.

AT's Statement of Intent (SOI) target for the 12-months for 2022/23 is 59 million passenger boardings across public transport. This is ~60% of the highest year (2018/19) pre-COVID-19.

The chart illustrates the actual 2022/23 patronage performance (red line) against the required SOI patronage profile (dotted green line) for 59 million boardings and actuals in the last year 2020/21 (dotted blue line). AT's forecast for 2022/23 is 65 million boardings

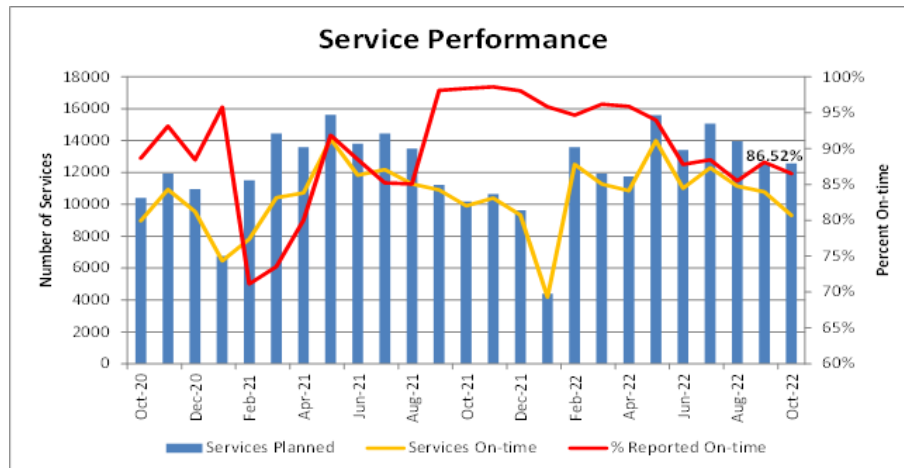


### Network Service Punctuality and Reliability – October 2022



	Punctuality at Destination		Reliability at Destination	
	Oct-22	12 Month Average	Oct-22	12 Month Average
<b>Train</b>	86.52%	92.04%	85.57%	95.11%
<b>Bus</b>	98.36%	98.70%	87.68%	92.06%
<b>Ferry</b>	81.00%	85.64%	87.79%	89.68%

### Rail Service Performance



Auckland One Rail’s performance continued to be impacted by a number of events for the period of October. While the train manager shortage was resolved, service reliability was impacted by a subsidence issue on the western line which significantly reduced the timetable to interpeak frequencies for several weeks.



### ***Regional Public Transport Plan (RPTP) 2023***

AT has started developing the RPTP 2023 with the Stakeholder Communities and Communication and Planning and Investment teams jointly working on engagement and planning. Along with mana whenua, AT is refining the document structure and identifying goal areas for the coming three years of investment.

AT will invite early input from transport operators, project partners, advocates and key stakeholders in December 2022.

In early 2023 we intend to raise public awareness of the RPTP process before formally consulting mid-2023.

### ***Tamaki Link goes green***

The TāmakiLink is the easiest way to get to and from the Eastern Bays. It operates along Tāmaki Drive from Britomart, to Spark Arena, Okahu Bay, Sea Life Kelly Tarlton's, Mission Bay, Kohimarama Beach, St Heliers Bay, and Glen Innes.

On 14 November 2022, AT launched eight new electric buses for the TāmakiLink bus service, inviting elected members and media to a 'ride-along' event accompanied by Deputy Mayor Desley Simpson and Darek Koper, AT's GM of Metro Services.



Some of the elected members

## Travel Demand

AT's Give It A Go (GIAG) HOP card offering has had a 34% behaviour change rate among participants. With the vision to enhance this offering, a trial distributing GIAG HOP Cards to new starters at Te Whatu Ora has been underway since August 2022 to show how 'times of change' in people's lives. The Travel Demand team has also created standardized and new pitch pack for businesses interested in the Travelwise programme.

## AirportLink and Buses in the Zone

In October AT trialled a range of digital-only campaign messages to see what would resonate with different audiences. This included advertising to Aucklanders in the North and West as well as those outside of Auckland. The new HOP vending machine installation was also included in the messaging.

- The campaign messages reached 180,352 Aucklanders and 221,631 non-Aucklanders, resonating most with females 55+.
- October saw an all-time high monthly patronage of 26.1K, following on from steady month on month growth since COVID-19 restrictions were lifted.. This indicates that the low price point is a key driver attracting customers Auckland-wide.



## Peak Travel Campaign

Launched in market in late September, this campaign targeted motorists travelling at peak times on motorways and key arterial routes.

- The messaging highlights public transport as a better solution, with the goal of decreasing cars on the road by communicating the benefits of PT such as speed and ease of journey.
- The campaign utilised radio, adshels and over 30 billboards. During peak congestion, over 425,000 impressions were delivered across the week.



Key Construction Project Updates	Current Phase	% Phase Completed
<p><b>Quay Street Minor Works</b></p> <p>The Downtown programme was completed in July 2021 with a 12 months minor works and snag completion period. Some works on Quay Street were identified during that 12-month period and the contractor, JFC Ltd, is now completing the last of these including:</p> <ul style="list-style-type: none"> <li>• Tactile paver installation at the Princes Wharf and Viaduct Basin entrances.</li> <li>• The repair of loose pavers in the carriageway between Lower Albert Street and Te Komititanga (Lower Queen Street).</li> <li>• The installation of a spire onto the WWI memorial beacon, which is located between the cycleway and the footpath at the Lower Albert Street intersection with Quay Street.</li> </ul> <p>HEB Construction, on behalf of Auckland Council, is planning (prior to Christmas) to replace the kupenga (net) in Te Wānanga and measure up an adjacent closed off aperture to prepare for the installation of a low-level planter bed.</p>	Construction	95%
<p><b>Eastern Busway 1 (Panmure to Pakuranga)</b> – The Heritage Swing Bridge site establishment and demolition are planned to begin on November 7, 2022. Expected completion is June 2023.</p> <p>Mokoia Pa Park - Detailed design draft has been issued, procurement is planned for December 2022, and the start of construction is planned for early 2023 with completion expected in June 2023.</p>	Construction	93%
<p><b>Eastern Busway 2/3/4 Alliance (Pakuranga to Botany)</b> – Demolition (including reuse of materials and relocation of some houses) is well advanced in the EB2 section of the project. Regular security is in place. The construction laydown yard is being made operational. Good progress has been made in reaching agreement with utility operators on works which will be undertaken as part of the Eastern Busway project.</p>	PAA	16.5%
<p><b>Northern Busway Extension (Rosedale &amp; Constellation Stations)</b> – The project team is working with the NCI Alliance to close out existing works. December 1, 2022 has been agreed as a handover date where AT takes over site control from the NCI Alliance. The project team is working on procurement activities for the construction phase.</p>	Construction	53%

Key Construction Project Updates	Current Phase	% Phase Completed
<p><b>Puhinui Bus Priority and Mangere Cycling</b> – All shared user path (SUP) works between the Puhinui Road station and Lambie Drive are complete with only the remaining works at the SW corner of Lambie/Puhinui Road intersection. Green surfacing on the bus priority lane and traffic signal loop cutting works is expected to be completed after the completion of SUP project.</p>	Construction	60% (for SUP)
<p><b>LRGF – Huapai</b> – Access Road: The Chorus enabling works are complete and the KiwiRail enabling works are substantially complete with the remainder to be undertaken in conjunction with civil works for the intersection upgrade. Station Road: It is anticipated to award the contract by mid-January 2023, and physical works starting February 2023 with completion expected February 2024.</p>	Construction	32%
<p><b>Matakana Link Road</b> – The building up of the road pavement on Matakana Link Road is progressing well, with the sealing programmed for November 2022, while the sealing on the Matakana Road roundabout is complete. Work continues on the construction of the footpaths and cycleways on Matakana Link Road. Bridge superstructure is complete with barriers and decking being completed. The majority of streetlighting and services have been installed.</p>	Construction	96%
<p><b>Northwest Rapid Transit Network</b> – The Corridors main works design package is to be completed in November 2022. Construction works have finished at Te Atatu North. Works are ongoing at Te Atatu South and practical completion is anticipated in February 2023. SH16 main works commenced in September 2022 and are anticipated to be finished in April 2023. The design change for Lincoln North is underway with completion expected early November 2022. Main works are anticipated to be finished in April 2023. All corridor construction works are expected to be complete in April 2023.</p> <p>Westgate station 50% developed design milestone is reached in October 2022. Construction to commence in February 2024. The freehold land parcel was settled in October 2022.</p>	Design and Construction	59%
<p><b>Orakei Infrastructure Projects</b> (includes Ngapipi Bridge Widening, Kepa Road Retaining Wall and Tamaki Northern Footpath Rehabilitation) – Tamaki Dr Footpath and Handrail received its Authority to Work (ATW) at the end of October and a karakia was held before work commenced. The Resource Consent for Ngapipi Bridge is under review.</p>	Construction	2%
<p><b>Waitemata Safe Routes</b> – The detailed design is ongoing with forecast completion by end of November 2022. The Resource Consent application is complete and lodged with Council with approval expected by early December 2022. The procurement plan and draft tender documentation for physical works are to be completed by the end of November, allowing construction to commence from April 2023 onwards.</p>	Design and Construction	90%

Key Construction Project Updates	Current Phase	% Phase Completed
<p><b>Links to Glen Innes Cycleways</b> – Package 1: Taniwha St construction is underway with civil works beginning at Line Road. This package is programmed to complete in June 2023. Package 2: SP2 and SP4 detailed design and engineers estimate are complete. Arborist report is near completion. No Resource Consent is needed for those routes. The SP3 preliminary design is complete. Currently closing out feedback from Design Review Panel and Road Safety Audit. Resource Consent is under planning. A discussion on an integrated delivery approach between road maintenance and cycleway capital works is underway to deliver the remaining routes.</p>	Construction	5%
<p><b>Glen Innes to Tamaki Cycleway (Section 4 - Orakei Basin to Tamaki Drive)</b> – Section 4A and 4C construction activities are progressing well. Section 4C physical works are delayed and targeted for completion in February 2023 and the 4A works in January 2023. Section 4B consent, lodged with Ministry for the Environment is now approved. Section 4B design is now at 85% and is undergoing a price review.</p>	Detail Design 4B Construction 4A and 4C	47%

### ***Bayswater Avenue Cycleway Project***

The Bayswater Avenue Cycleway Project was originally part of the Lake Road Improvements Project (previously publicly consulted on) in the Devonport-Takapuna Local Board area. It was submitted to the Ngā Tiriti Ngāngahau (NTN) -The Vibrant Streets Programme (an Auckland Council-funded programme) as a project that was ready to go and was one of seven selected for NTN funding in March 2022.

There is a high rate of bike-to-school on the Bayswater Peninsula, and the new cycleway will tie in with Bayswater School and the popular Bayswater Park. It's proposed the cycleway runs on the southern side of the road along the 2.1km Bayswater Avenue corridor, from Lake Road in Belmont to the Marine Terrace roundabout near the Bayswater Ferry Terminal.

In late October 2022, the Bayswater Avenue Cycleway Project team attended a Halloween community event and talked with local residents about the proposed cycleway. This hyper-local engagement saw roughly 80 percent support for the plan with 20 percent expressing concerns or questioning the need for the project.

More targeted engagements are planned before the end of the year, and the project team will take detailed designs to the Local Board early next year before starting work in Q2 or Q3 2023.

## ***Henderson Cycle Network***

AT is installing new cycling and walking facilities in Henderson in line with the Henderson-Massey Local Board's aspirations for people to be able to get around without vehicles. An initial public consultation held earlier last year showed that Swanson/Rathgar Road was the most preferred route after Lincoln Road, which was ruled out due to cost and complexity.

In September/October 2022 community consultation on the Swanson/Rathgar route was run to ask the community on the proposed cycling and walking designs such as where the proposed pedestrian crossings are to be located and the cycle facilities they would like placed along the cycle way. During this consultation period we run a number of community information sessions, met with local Businesses and worked extensively with local school students, including Liston college students who created an NCEA Unit to better understand the project and collect and analyse data about pedestrian movements, parking and cycling.

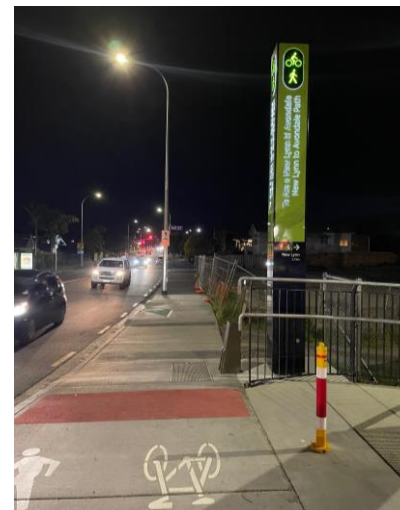
## ***Community Bike Hubs***

The Community Bike Hubs (CBH) Project involves upgrading or developing bike hubs in nine areas across Auckland. It was one of seven projects selected by NTN - The Vibrant Streets Programme (Auckland Council-funded) in March 2022.

A Bike Hub is loosely defined as community-run space for people interested in bikes to meet, learn, fix-up and ride. They provide basic bike fixes and training, donated bike fix-up and re-distribution, events, and education. Bike Hubs are being developed in Papakura, Manukau, Onehunga, Grey Lynn, Devonport, Pakuranga, Epsom, and upgraded in Mt Roskill and Waiheke.

## ***New Lynn to Avondale Shared Path Wayfinding Beacon***

AT's first bilingual wayfinding beacon - at the start of the New Lynn to Avondale Path on Blockhouse Bay Road.- was connected and switched on in October 2022.



### ***New Lynn to Avondale Share Use Pathway – New Zealand Excellent in Steel Awards***

D&H Steel, contracted to Dempsey Wood, has won two New Zealand Excellence in Steel Awards for their work on the St Judes Bridge and the Boardwalks on the New Lynn to Avondale Share Use Pathway. D & H Steel won the award for *Excellence in Steel Construction* in the Over \$1.5m to \$3m category, and was also selected as the *Overall Supreme Winner 2022* (for account innovation, design, sustainability, manufacturing and safety) for the NL2A Shared Pathway from 57 entries and 21 finalists.

## **Infrastructure Management**

### ***Road Maintenance and Renewals – YTD October 2022***

<b>Asset Renewal Activities</b>	<b>YTD Actual (km)</b>	<b>YTD Forecast (km)</b>	<b>Full Year Target (km)</b>	<b>Completion v. YTD Target (%)</b>	<b>Completion v. Full Year Target (%)</b>
Pavement Rehabilitation	0.2	1.3	6.0	15%	4%
Resurfacing	72.1	108.7	394.0	66%	18%
Footpath Renewals	14.3	21.0	60.0	68%	24%
Kerb and Channel Replacement	8.9	13.0	35.0	69%	25%
<b>TOTAL</b>	<b>95.5</b>	<b>144.0</b>	<b>495.0</b>	<b>66%</b>	<b>19%</b>

### ***Property Acquisition***

Two acquisitions were completed in October 2022 for the Eastern Busway Alliance Project, and two acquisitions were completed for the Regional Designation Programme and NW Bus Improvements Programme respectively.

### ***Consent Planning***

Mediation for the remaining appeal on Notice of Requirement D2 for the SGA Drury Arterial Network Programme occurred at the end of October 2022. The parties are working to an agreement to resolve the appeal.

The Order-in-Council is expected imminently for the Glen Innes to Tamaki Shared Path Section 4B COVID-19 fast track application. The next step will be to appoint a panel to invite comments from interested parties and consider the application.

## Property Optimisation

Facilitation Portfolio revenue is currently on track with budget, however major roof repairs estimated to cost approximately \$0.8m are required on AT's largest asset in the portfolio - 49 Station Road, Papatoetoe - held for the Papatoetoe Second Rail Crossing. The property returns net revenue of \$0.45m per annum. Eke Panuku is preparing a feasibility analysis for AT's approval.

AT has continued to closely monitor the performance of its retail tenants post COVID-19 and is analysing the impact of planned rail line disruptions on affected tenants. Rent relief will be granted to those tenants most affected.

## Procurement

### Published Tenders

There were six published tenders in the current reporting period (03 October to 11 November 2022) with an estimated value is \$32.5 million.

Published Tenders	Supplier
<b>Huapai Triangle Special Housing Area (SHA) - SH16 / Station Road Intersection</b> This project is to relocate the SH16 / Station Road intersection to the west of the existing intersection and widen SH16 to provide additional traffic lanes for dedicated right-turn and left-turn movements from SH16 into Station Road.	Request for Tender
<b>Manurewa and New Lynn Focus Area Active Mode (CATR) Professional Services</b> Investigation and design stage professional services for Manurewa and New Lynn Focus area as part of the AT Active Mode projects plan for Climate Action Targeted Rate funding.	Request for Proposals
<b>Low Emission Ferry Landside Infrastructure Design</b> Ferry landside charging infrastructure and wharf upgrades project is to enable new low-emission ferries to operate in up to nine locations on the Auckland ferry network.	Request for Proposals
<b>Road and Pathway Asset Management Professional Service Contract</b> Road and pathway asset maintenance and renewal contract to Auckland—Northern and Southern Auckland regions to ensure the delivery of road and pathway asset maintenance and renewal works to support the asset growth.	Request for Proposals



### Awarded Contracts

There were 256 contracts created in the current reporting period (03 October to 11 November 2022) with a total award value of \$651.7 million. Five contracts had awarded values of more than \$2 million.

Contract	Supplier
<b>Eastern Busway (2/3/4) Alliance</b> Detailed design, consenting, consultation, and construction for the Eastern Busway between Pakuranga Town Centre and Pakuranga Creek, including the Reeves Road flyover.	EBA Construction JV
<b>Great North Road (GNR) Improvement Project Enabling Works</b> The GNR upgrade will deliver safety, bus, walking, and cycling improvements on the corridor network to enhance public transport efficiency and provide attractive opportunities to encourage walking and cycling.	John Fillmore Contracting Limited
<b>Microsoft MCSSA-G2021 Enterprise Agreement Subscription Licensing – Three-year contract (2022 to 2024)</b> Enterprise Agreement Subscription (EAS) Licensing agreement transfer from Spark to Datacom	Datacom Systems Limited
<b>Hill-Claude Roads and Neilson-Alfred Streets Intersection Improvements</b> Improvements on Hill Road and Claude Road intersection (high-risk intersection) will include signalised pedestrian crossing, adding kerbs, providing a right turn bay, and 'keep-clear' zone to improve the safety at the intersection.	Nayler Contractors 2018 Limited
<b>Panmure Swing Bridge Span Conservation and Viewing Platform</b> Construction of the viewing platform and boardwalk (including swing span conservation measures) as part of the conservation requirements for the historical Panmure Bridge Swing Span located on the southern bank of the Tamaki River, next to the new busway bridge.	STF Limited

### Regional Land Transport Plan (RLTP) funding

The table below outlines activities approved by Waka Kotahi during the period 05 October 2022 to 10 November 2022.

Activity	Approved Costs (\$M)
Great North Road Slip Remediation (Implementation) <i>This was approved under AT's Delegated Funding Authority.</i>	\$8.23
Urban Cycleways Programme – Pt. Chevalier to Westmere Cycleway (Implementation)	\$37.61

## 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 October 2022, 629 lights replaced with Light Emitting Diode (LED) luminaires, 921 streetlights are connected with Light Point Controllers. There are now 107,095 LED lights (85%) connected to the central management system and approximately 116,267 LED luminaires (93%) on the network out of a total 125,557 lights.

### Climate Adaptation

In October 2022, two members of the Environment Specialists team presented papers at the IPWEA Conference in Christchurch. The papers covered the Environment Scorecard and data portal that AT has developed to track data from contractors, and the progress AT has made in Climate Adaptation Planning with the Beachlands pilot study. Both papers demonstrated that AT is setting the tone and pace for adaptation and environment work for transport systems. The papers were well received and the Adaptation Specialist has been asked to apply for the Presidents Scholarship at the next conference (June 2023).

AT also presented the climate adaptation pilot to the Aotearoa Climate Adaptation Network (ACAN) in October 2022, again confirming our leadership in this area.

### Environment

The Design and Delivery Committee of the Board approved the first Environment Scorecard for public release. The Scorecard has been translated into Te Reo Māori as well as English and will be made available on the website shortly.

AT continues to collaborate with the Urban Ngahere Forest Team at Council to deliver the urban tree programme under the Climate Action Targeted rate. This programme will plan and identify the primary ecological corridors within the Auckland road network and seek to proactively support tree planting to "Green the Network" in accordance with Hiikina te Wero.

### Infrastructure Emissions

The embodied emissions work continues to progress with the baseline target being aligned with SBTi (Scientific Baseline Target Initiative) to achieve 1.5°C warming in accordance with the Climate Leaders Coalition membership requirements.

## Toitū Brighter Future Award 2022

AT has won a Toitū Brighter Future Award 2022 for *Climate Action (biggest reduction) in the >50,000 tonnes tCO2e Organisation* category. Organisations in this category demonstrated the most significant reductions during 2021-22, with at least two years of comparable emissions. In addition, AT was also a finalist in the *Climate Action in the Top Reducer (by volume) award category*. [Toitū Brighter Future Awards | Toitū Envirocare \(toitu.co.nz\)](#).



## Opportunity and prosperity

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

### Public Transport Driver Fair

The AT Job Fare took place Saturday 19th of November in Te Komititanga Square to boost recruitment initiatives for public transport:

- 12 operators attended from along with AT's Customer Care team and Transport Officer team
- Around 220 potential applicants attended.
- Five of the 12 operators have reported 147 leads, 12 people brought to interview and one bus driver already on the road.
- The Minister of Transport attended for a short time and mentioned he was glad to see AT proactively trying to address the driver shortage.