

AGENDA ITEM 14.0 | BOARD NOTING PAPER

To:	Board of Auckland Transport
From:	Dean Kimpton, Chief Executive Officer
Reviewed:	Andrew Downie, Governance Lead
Date:	30 October 2023
Title:	Chief Executive's Open Board Business Report

Aronga / Purpose

1. To summarise Auckland Transport's (AT's) activities which contribute to the delivery of the Statement of Intent (SOI).

Te tūhunga / Recommendation

That the Auckland Transport Board (board):

- a) notes the information provided in this report.

Te horopaki / Background

2. This new report format recognises the shifts we are making to refocus our organisation and how our decisions impact those who use and experience our network.

Me mōhio koe / What you need to know

Operational highlights and challenges (previous month or year to date)

Highlights

3. A **letter of thanks** from the General Manager, Tourism, Ministry of Business, Innovation and Employment was received acknowledging AT's work to support the FIFA Women's World Cup 2023.
4. **Open Loop/contactless payments:** we have created a customer experience journey map and identified key gaps and risks to address for customers and operations ahead of implementation, mid 2024.
5. **Eastern Busway (EB):** we have undertaken research with Aucklanders who may be directly impacted by, and benefit from, the busway. Research insights

have been shared with the EB Alliance to support customer-centric decision-making that influences mode-shift behaviour.

6. Also in relation to EB, Notices of Requirement and Resource Consents for EB stage 3 Commercial and EB stage 4 Link Road were submitted to Auckland Council in October.
7. **AT Market Insights and Voice of the Customer** September quarter: We have returned to our natural levels of satisfaction with two in five people satisfied with AT's overall performance. Fewer people claim to be critical of AT and there has been a strong improvement in the number of Aucklanders claiming that AT listens and responds to Aucklanders' needs.

Additional information detailed in the Snapshot of Market Insights and Voice of the Customer, Attachment 3.

8. Also in relation to EB, Notices of Requirement and Resource Consents for EB stage 3 Commercial and EB stage 4 Link Road were submitted to Auckland Council in October.
9. **Temporary Traffic Management (TTM):** Customer Experience Design facilitated a workshop with 30 Persons Conducting a Business or Undertaking, utility organisations and TTM contractors to co-create a common understanding of what a new risk-based approach means, and how it could be implemented in Tāmaki Makaurau. Workshops are ongoing to seek commitment, explore changing roles and responsibilities and co-design a transition plan to the new national TTM approach.
10. **New wayfinding** has been installed at over 150 locations across eight cycle paths across the city centre. This links the City Centre Cycle Loop with many other paths and routes customers use across Tāmaki Makaurau. Cycling options are now more visible than ever, and customers are supported with intuitive wayfinding throughout their journeys.
11. **Glen Innes to Tāmaki Drive Shared Path:** Te Ara Ki Uta Ki Tai: Resource consent was granted for Section 4B (boardwalk around Orakei Basin) of the shared path by an Expert Consenting Panel under the COVID-19 Recovery (Fast-track Consenting) Act 2020. Affordability within the capital programme is being assessed to progress.
12. **Flood recovery works:** Tahekeroa Road and the adjacent rail line slip repair was completed incorporating build back better resilience features to protect the road and rail line against future weather events. The top section of Glenvar Road, a key route to and from Long Bay and Torbay, reopened mid-October. There remain eight fully closed roads (all with resident access) across the region.

13. **A review of parking in St Heliers** was completed, that proposes short to medium-term parking management improvements to support economic activity and access to the town centre. Following this, Parking Design met with the Ōrākei Local Board and presented the staged approach with the view of starting consultation on time restrictions.
14. Successful execution of operational plans to manage and mitigate risks to the network of unpermitted event activity on the network of the **Walk for Peace March** on 30 September and **Groundswell** on 1 October 2023. This was a collaborative multi-agency effort coordinated by the Auckland Transport Operation Centre (ATOC) planned events team. ATOC received an award from the New Zealand Police to recognise our valuable relationship with them and the contribution ATOC makes to assisting the Police with public safety.
15. **The organisational redesign process** is on track to structure AT “to be a great service provider meeting the needs of Aucklanders now and in the future”. The change is shaped by core principles of removing bureaucracy, strengthening customer focus and intuitive business design, aligning with our role of trusted Kaitiaki (guardian) of Auckland’s transport system, and partnering with Māori to create shared outcomes for all who use our transport system.

Challenges

16. **AT HOP account maintenance:** The fare changes implemented on 1 July 2023 saw a large increase in case volume, doubling in total to 3,000 cases within the first week of the fares being implemented and causing a negative impact to customer responsiveness. Additional resource was brought in to process the increased volume. Since then, the recent cyber incident has resulted in case volume exceeding 5,000 cases and responses to customers are outside of our expected 5-day turnaround; With queries now taking up to four weeks to be resolved. Contract resource is being extended to process the backlog.
17. **Incidents of violence, threats and aggression (VTA)** continue to be a risk and a concern across all public transport services. Increased reporting by operators is allowing AT to gain better insights and trend analysis into behaviour and occurrences. Particular concerns continue to exist in the Downtown area of the city, most notably around Quay Street and the ferry terminal. Discussions with New Zealand Police are ongoing. Separately, a roadmap for the installation of bus driver cab screens is being developed.

Operational issues(forward focused the on the next one to three months)

18. **AT HOP Cards Expiring:** AT HOP cards issued 10 years ago and still in circulation are starting to expire. 32,500 active cards (used in the last six months) will expire between now and the end of 2025 requiring replacement

cards and transfer of any residual balance to the new card. As the expiry date is not printed on cards, there is a risk that customers may try to use their card unsuccessfully once expired. The next step will be to notify registered cardholders in advance of the expiry (91% of affected cardholders are registered) and AT servicing teams and public transport operators are ready to support should customers encounter any difficulties with an expired card.

19. Recent developments on the ferry network include:

- a. The introduction of an alternate ferry service provider for the Birkenhead and Bayswater routes (Explore Group Limited)
- b. Reducing Gulf Harbour ferry to peak sailings.
- c. The implementation of direct peak bus services to the city centre from Gulf Harbour Marina and the Plaza.
- d. Extending the 988-service off-peak to connect Gulf Harbour Marina to Hibiscus Coast interchange.
- e. Implementation of inter-peak shuttles to Panmure for Half Moon Bay.
- f. Monitoring of recruitment and training of skippers and deckhands has been implemented with Fullers.
- g. Service reinstatement across Fullers services is expected to commence in the middle of 2024.

20. **Service planning for the summer period and March 2024:** reduced service plans across all modes for the Christmas and New Year period are being finalised with operators. Service provision will be similar to previous years with a reduction over the period. Proactive planning of capacity management for the annual upturn in demand during ‘March Madness’ is progressing, funded by the Christmas reductions and offsets by reducing service in lower-use routes.

Risks

21. The risks raised at the last board meeting are still relevant but have not increased, a verbal update will be provided if there has been any change.
22. An updated risk report will be presented to the Finance and Assurance Committee at its November meeting.

Key approval papers

23. The key items requiring approval by the board at this meeting are:
 - a) Wellsley Street Bus Improvements.
 - b) Public Transport Growth Plan. Ā muri ake nei / Next steps



24. The next Chief Executive's Open Board Business Report will be presented to the board at the 28 November 2023 meeting.

Ngā whakapiringa / Attachments

Attachment #	Description
1	SOI performance measures September 2023
2	Ministry of Business, Innovation and Employment thank you

Te pou whenua tuhinga / Document ownership

Submitted by	Recommended by	Approved for submission
Mark Cressey Enterprise Programme Director, Governance	Andrew Downie Governance Lead	Dean Kimpton Chief Executive
		