

BUSINESS REPORT – July 2020

Introduction:

This business report is presented in a new format, with content aligned to the six outcomes of the Auckland Plan and thus summarising AT's contribution to delivering on our shareholder's six outcome areas. The rationale for this proposal is that it will tie back monthly progress and business unit contributions to an overarching strategic narrative, as opposed to being a lengthy description of any and all activities undertaken.

The six outcome areas of the Auckland Plan are:

Auckland Plan Outcome	Description
Belonging and participation	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.
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	Focussed 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.
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.

Activities undertaken in this reporting period by Auckland Transport (AT) which contribute to the Auckland Plan outcomes are summarised below. Board feedback is welcomed on this new format and approach to the business report.

Recommendation:

That the Chief Executive's report be received.

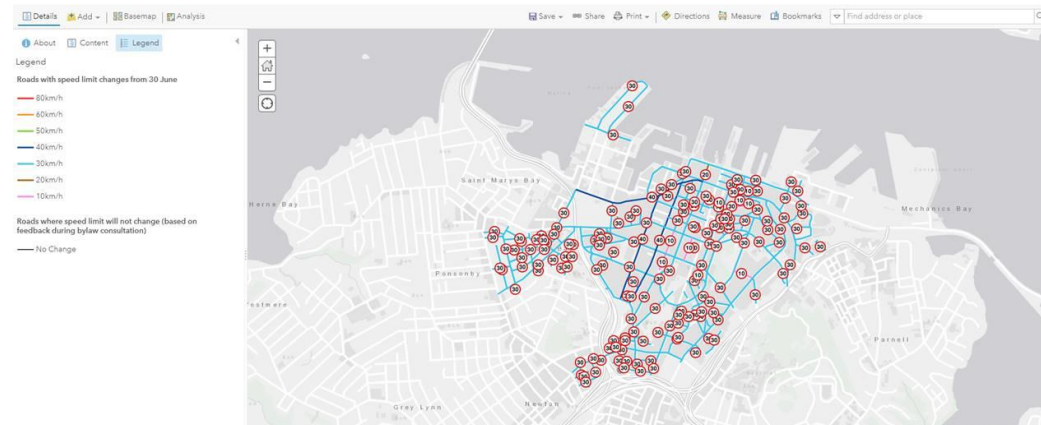
Prepared by:

Shane Ellison, Chief Executive

Belonging and participation

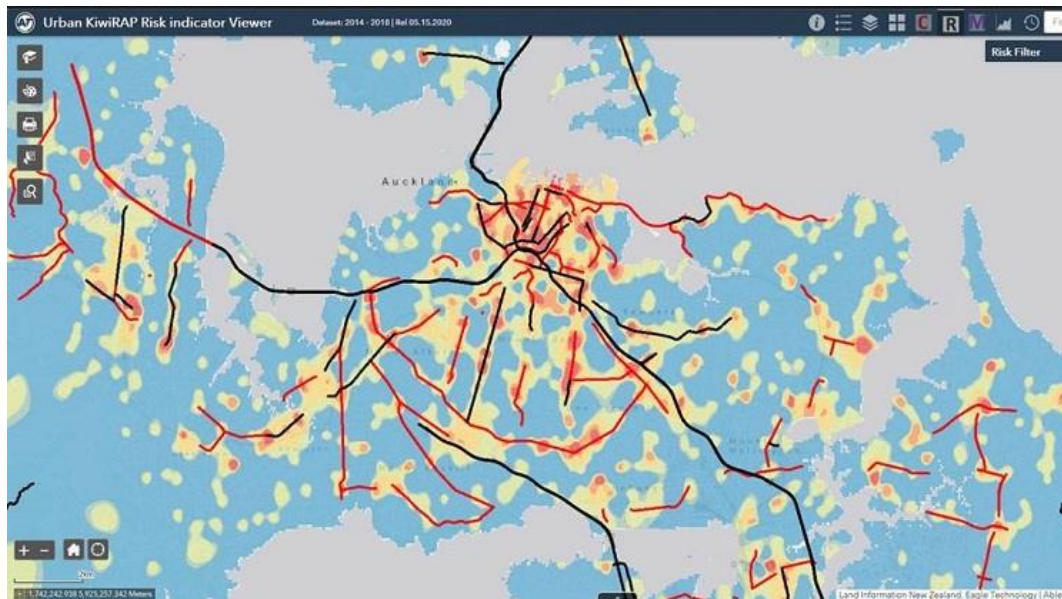
For AT, this outcome area is focussed on improving accessibility, inclusivity and the well-being and safety of Aucklanders.

Road Safety



Speed Management

As part of the safe speeds programme there was a need to communicate to the public the changes to speeds on 600 roads in Auckland in a clear and easy to understand way. The GIS team have set up a public interactive map showing the changes to speeds on affected roads. The team worked closely with the safe speeds engineers to ensure the data is as accurate as possible (aligned to actual positions of the new road signs). This has also been provided as an API for external organisations to incorporate into their data sets as well.



KiwiRAP

KiwiRAP is a tool for showing road safety information for every intersection in Auckland. The Application has been updated with the latest available data (years 2014 to 2018).

By identifying the high-risk roads on the network and modifying them, AT can help to reduce the consequences of crashes on their roads over time.

Customer Sentiment

Concern around the threat of the COVID-19 pandemic (COVID-19) has decreased as New Zealand moves down through the alert levels. At the end of June, just 21% of Aucklanders consider the personal threat of COVID-19 to be high or very high, compared to 43% at the end of March. There was a spike in concern in mid-June when new cases of COVID-19 first arrived at the border, but this has decreased once again.

With the pandemic continuing to grow overseas, almost two thirds (63%) of Aucklanders believe that a second wave of COVID-19 is likely in New Zealand at some point in the future.

Half (52%) of those who used public transport (PT) prior to COVID-19 claim they are now using PT less than they did in February. The main reasons are that their travel needs have changed (48%) due in a large part to more people working flexibly and that they are worried about COVID-19 transmission on PT (38%).

Satisfaction with PT fell as we moved out of lockdown down Alert levels.

New Customer Experience Enhancements

AT released a new 'live occupancy' feature on AT Mobile to provide customers with a live view of space available on-board buses and trains so passengers could get advanced information on their ability to meet government physical distancing requirements. Blind and low vision customer needs were prioritised, by providing descriptions for screen reader users and reviewing designs for colour contrast.

The live occupancy information has also been made available on Public Information Displays (PIDs).

A new look website home page provides customers with direct access to the most used tools and tasks and a COVID-19 specific page keeps customers updated with AT's response to the pandemic.

A trial is underway which places some specially trained contact centre staff alongside the Day of Operations team to provide a means of proactively updating the public about unplanned disruptions. This will improve the customer experience and reduce calls to the contact centre as customers will no longer need to call to find out what is happening. If successful, the capability will be operationalised.

Mode shift

30% off off-peak fares was run in June to help spread PT demand to assist with physical distancing requirements during Alert Level 3. There was a 49% increase in the number of customers travelling off-peak in the morning and a 64% increase in the evenings (compared with the week prior to campaign start).

4,000 HOP cards were given out at customer service centres and schools during Alert Level 2. This was supported by a promotion which increased HOP card registrations by over 20,000, which improved our contact tracing capability.

Safe School Streets pop-up test events have been run with Rutherford, Sunnyhills, Milford and Owairaka schools (Willow Park school is planned for July). Interim designs for Owairaka and Sunnyhills delayed until Term 3 due to COVID-19. Permanent installations are planned for delivery in 2021/22.

New online training courses (which complement face-to-face training) were developed during lockdown to support young driver licensing, child restraint and host responsibility training and education programmes.

Our People

COVID-19 presented both challenge and opportunity for the Culture & Transformation team and our wider workforce with the following initiatives delivered over this period to enable an engaged and sustainable organisation. We established the AT Support Fund, which is designed for our people experiencing extreme financial hardship due to the effects of the pandemic. We put in place voluntary

short-term remuneration reductions for our people who earn over 100k per annum, with and an opt-in agreed by the majority of our people. We focused on managing the transition from alert levels 4 to 1 for our people, implementing the relevant workspace changes required to ensure physical distancing, safety and hygiene. Significant support was provided behind the scenes for our people who were unable to work from home due to the nature of their role or needing to self-isolate through payment of special leave and provision wellbeing support. The majority of our workforce was able to work remotely with minimal disruption, while also working in cross-functional teams to deliver key programmes of work during the lock-down period.

Following our flexible working experiences over COVID-19 we have commenced a review of 'Flex' to determine how we can harness these new ways of working for the future. The objective of our new Flexible Working Policy is to help everyone at AT understand, talk about and plan what 'flex' might look like for them. With trust at the core, this policy provides a consistent framework to work flexibly and will guide our people in how to have a productive conversation about flexibility. It is also about reinforcing the role AT and our people play in keeping Auckland moving and enabling easy journeys.

The People's Kōrero (Coffee Kōrero), which is the AT Story Capturing Squad, conducted 50 empathy interviews with people from all across AT throughout May and June. The purpose was to connect with our people and truly understand their lived experiences, their needs, and co-create what a better future could look like for the AT workforce post COVID-19. The evidence based insights were insightful and will be used to inform our culture and transformation strategy and plan. We identified 18 key themes distilled focussed on building a culture of connection and belonging.

We have continued to focus on building a learning culture focused on growing the capability of our people so we can deliver on our Plan on a Page and Enterprise Business Plan. The key enablers are our Learning Centre of Excellence, clarity on our organisational and technical capabilities, development of learning pathways and collaboration with our people and trusted partners and suppliers. We continue to design, build and deliver (virtually during COVID-19) many learning experiences for our people.

Māori identify 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.

Homes and places

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

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.

Significant work has been undertaken to support the preparation of AC's Emergency Budget 2020/2021 which was released to the public for consultation on 29 May. Various COVID-19 scenarios were modelled and a draft COVID-19 2020/21 budget was submitted to AC on 6 May. Further information was provided to AC on 19 May outlining the potential impacts of a material reduction in AT's capital envelope along with further revenue growth and opex reduction opportunities. This information was incorporated into the Emergency Budget 2020/2021 consultation document. The Emergency Budget 2020/2021 will not be formally adopted by AC until 30 July 2020.

Audit NZ completed interim audit work remotely during Alert Level 4 with a three week review completed in April. Work is in progress for the financial year end and Annual Report with Audit NZ on site from the start of June to conduct the final audit.

Work was completed with Auckland Council (AC) and Aon to review insurance policies and cover prior to a successful renewal from 30 June 2020.

Regional Land Transport Plan Funding

The following activities were approved during February to June 2020:

Activity	Approved Costs (\$M)
Approved in February 2020:	
Auckland Metro Train Capacity – ETCS with Driver Assist retrofit (Implementation)	2.10
Regional Improvement – Portage/Gray/Station Road Improvement (Implementation). Approved under Delegated Funding Authority.	2.41
Approved in March 2020:	
Downtown Programme - Lower Albert Street Bus Interchange (Implementation)	14.7
Transitional Rail – Auckland Integrated Rail Management Centre – (Single Stage Business Case). As per the above, this activity has been approved with a 100% FAR.	1.0
Ormiston Town Centre – Main Street Link (Implementation and Property)	13.20
Safer Communities – Mangere Bridge (Implementation)	5.50
Safer Communities – Mount Roskill (Implementation)	6.20
Approved in April 2020:	
Cycling Investment Mangere East (Single Stage Business Case)	2.70
Transitional Rail - Rail Network Growth Management (Implementation). This has been approved with a 100% FAR. The Transitional Rail activities cover KiwiRail activities. KiwiRail is not yet an approved organisation with Waka Kotahi New Zealand Transport Agency (Waka Kotahi).	195.10
Network Performance – Auckland Network Optimisation (Single Stage Business Case)	1.05
Cycling Investment Manukau (Single Stage Business Case)	2.70
Enterprise Asset Management System (Implementation)	26.90
Hill Street Intersection Improvements (Pre-implementation)	2.30

Activity	Approved Costs (\$M)
LRGF - Huapai/Kumeu SHA (Implementation)	20.80
Meadowbank-Kohimarama Connectivity Project (Detailed Business Case)	0.20

Activity	Approved Costs (\$M)
Safe Speeds Programme (Pre-implementation). This has been approved with an Enhanced FAR of 75.5%.	6.30
Safe Speeds Programme (Implementation)	26.60
Approved in May 2020:	
System Improvements – HOP - Barcodes on Paper Tickets (Implementation)	1.20
Road Safety Programme Urban Activity – Standard Safety Intervention – Glen Eden Village (Implementation). This has been approved with an Enhanced FAR of 75.5%.	5.79
Northern Busway Enhancements (Detailed Business Case)	1.5
Approved in June 2020:	
Grafton Gully (Learning Quarter) Bus Interchange (Detailed Business Case)	1.1
North Western Rapid Transit Corridor (Detailed Business Case)	0.55
Regional Improvement Programme - Botany Road Intersections Improvement (Implementation). Approved under Delegated Funding Authority.	2.1

Waka Kotahi has also approved funding for the recovery of COVID-19 PT response costs (total approval \$58.8 million), at 100% FAR:

Activity	Funding Approved (\$M)
Bus Services Fare Revenue Foregone	35.0
Ferry Services Fare Revenue Foregone	1.9
Rail Services Fare Revenue Foregone	16.6
Additional associated costs related to PT (for example, additional cleaning and additional services)	4.0
Total Mobility Fare Payments	1.3

Procurement

There were 32 tenders published in the current reporting period (18/01/2020 to 28/06/2020) with an estimated value of \$120.6 million. Five tenders had an estimated value of over \$2 million.

Tender	Type
Provision of Manned Security Services – This procurement is for the provision of security guard and patrol services for AT covering all PT facilities including train stations, bus stations and ferry terminals as well as AT owned carparks.	RFP
Traffic Signal Maintenance & Upgrades – Renewal of three existing contracts across three regions to provide a comprehensive maintenance programme to ensure that traffic signals are maintained in a safe and efficient manner.	RFP
Short-Term Airport Access Improvements – Contract to construct bus priority lanes, a shared use path, signalised crossings and intersection improvements on Puhinui Road West and Lambie Drive.	RFT
On Bus Connectivity Solution – Selection of a preferred supplier to implement an on-bus connectivity solution.	RFT
City Rail Link (CRL) Bus Infrastructure Mt Eden and Others – Sourcing of construction works for bus priority infrastructure improvements to mitigate traffic congestion and improve the frequency and reliability of bus services in the Mt Eden area, ensuring these are viable alternatives to rail services while Mt Eden train station is closed due to CRL works.	RFT

There were 839 contracts created in the current reporting period (18/01/2020 to 28/06/2020) with a total award value of \$196.6 million. Fourteen contracts had a value of over \$2 million.

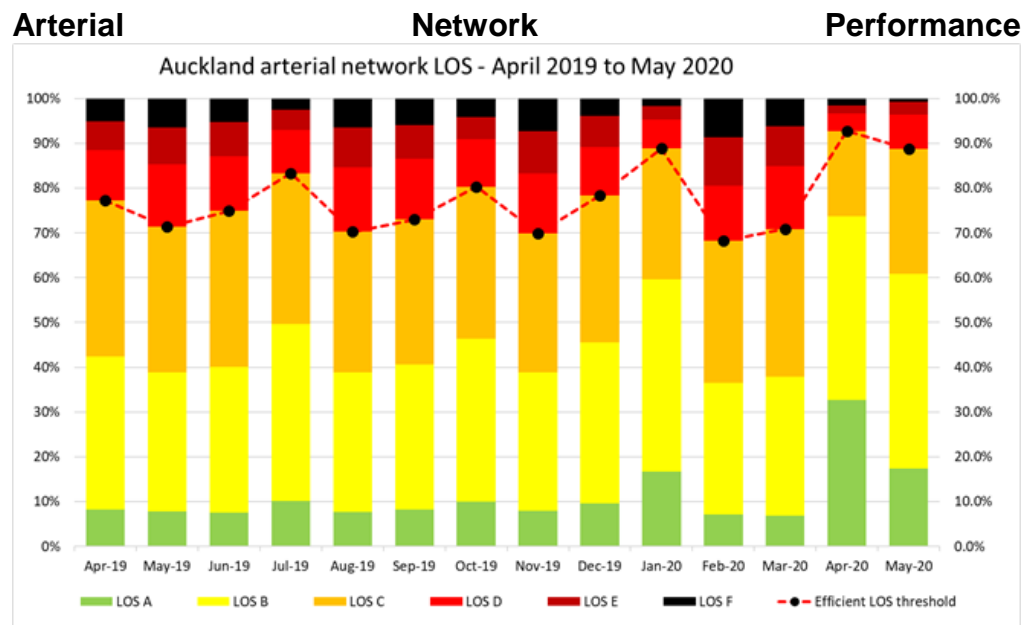
Contract	Supplier
Tamaki Drive Cycle Route Construction – Work involving construction of the 2.3km cycleway on Quay Street and Tamaki Drive in order to provide a high quality, safe and attractive cycle route, suitable for people cycling of all ages, abilities and confidence levels.	Downer NZ Ltd
Victoria Street Cycleway – Construction of the cycleway on Victoria Street from Beaumont Street, connecting to the existing Nelson Street cycleway.	Downer NZ Ltd

Contract	Supplier
Mangere Bridge Safer Communities – Project to improve safety for pedestrians and help ensure walking is a desirable option through installation of interventions such as pedestrian crossing facility upgrades, new facilities and traffic calming measures.	Higgins Contractors Ltd
Otahuhu Town Centre (AT Contribution) – A joint contract between AT and the Mangere-Otahuhu Local Board to undertake upgrade works.	Auckland Council New Core
Mt Roskill Safer Communities (Carr Road and Frost Road) – Project to improve safety for pedestrians and help ensure walking is a desirable option through installation of interventions such as pedestrian crossing facility upgrades, new facilities and traffic calming measures.	Traffic Systems Ltd
Wolverton Culverts Construction – Appointment of contractor for the construction of two culvert/bridge structures at Wolverton Street.	Fletcher Construction Company
Medallion Drive Link Construction – Improvement project for the Oteha Valley Road / Albany area network, including new traffic and turning lanes, a shared path on the eastern side, new footpath on the western side, civil works to support the installation of new and relocated utilities, new roundabout, signalised intersection, stormwater treatment area and landscaping.	Dempsey Wood Civil Ltd
ATOC Waka Kotahi Amalgamation Cost Share – Agreement as a mechanism to reimburse Waka Kotahi for shared costs incurred for the operation and re-location of ATOC.	Waka Kotahi – Wellington
AT Data Storage – This contract is for a solution and support for AT’s increasingly complex digital environment and data storage demand.	Hewlett Packard New Zealand
Herne Bay Walking & Cycling Improvements Project – Contract involving construction of the Local Area Traffic Management Treatments and Street Light upgrades in the Herne Bay suburb.	Fulton Hogan Contracting Ltd
Matakana Link Road Construction (Stage 1) – Construction of 1.35km of new road, including a bridge, walking and cycling facilities on one side and a roundabout at the Matakana Road intersection.	Wharehine Construction Ltd
PT Public Information Displays & Content Management – Selection of a supplier for the ongoing supply of Public Information Displays.	Radiola Ltd

Contract	Supplier
Procurement of Light Emitting Diode (LED) Luminaries (streetlights) – Part of the LED Retrofit Programme (Stage 2) this procurement requires the delivery of 12,500 LED luminaries by end of January 2020; and the balance (12,500) to be supplied in July 2020.	Orangetek NZ Ltd
Procurement of Light Emitting Diode (LED) Luminaries (streetlights) – Part of the LED Retrofit Programme (Stage 2) this procurement requires the delivery of 12,500 LED luminaries by end of January 2020; and the balance (12,500) to be supplied in July 2020.	NVC Lighting NZ Ltd

Network Performance

Arterial Network Performance



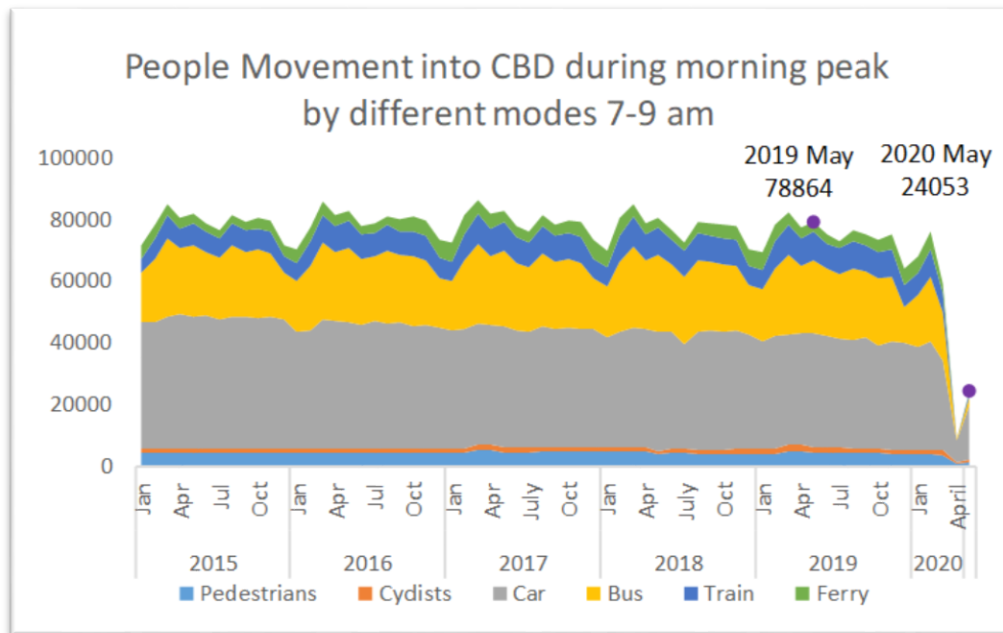
The network operated at good Levels of Service A-C (LOS) of 89% and 68% respectively for January and February 2020. However, in February 2020 the initial effects of COVID-19 and related reduced travel were beginning to be observed as LOS were 3% better than February 2019. In March 2020 COVID-19 effects were increasingly obvious, with 71% of the network operating at good LOS, 3% better than February (the opposite typically occurs), and 3% higher than March 2019. Following lockdown 25 March 2020, the observed AM peak traffic volume across the network reduced by approximately 80% relative normal conditions.

In April 2020, the full effects of COVID-19 on travel demand was observed. 92% of the network operated at good LOS (better than January, typically the lightest trafficked month of the year), and 15% better than April 2019. Following Alert level 3 on 28 April 2020, the AM Peak traffic volume increased to 50% of its normal value. In May 2020, on average 88% of the network operated at good LOS, comprehensibly 17% better than May 2019. During the first half of May 2020, the observed AM peak traffic volume across the network remained at approximately 50% relative normal conditions, however from the onset of Level 2 on 14 May 2020, traffic volumes increased to approximately 85% relative to normal.

Travel times in city centre

The average travel times in the city centre over the COVID-19 response period has been considerably less than the same time last year due to the significantly reduced traffic through the period April and May 2020 and are not comparable to the figures for the same time in 2019.

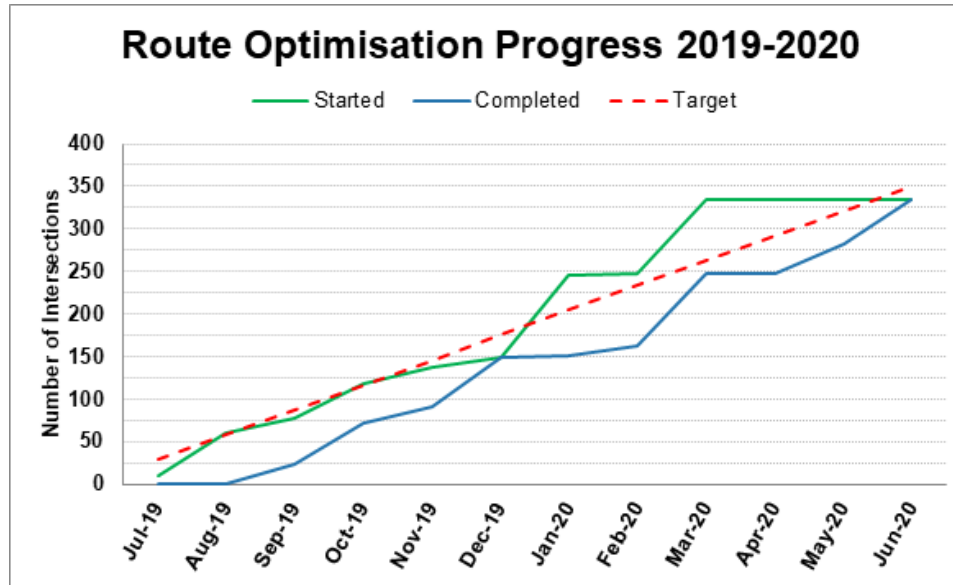
People movement in city centre



It is estimated that on average **24,053** people travelled into the city centre during the morning peak period (7-9am) in May 2020. The number of people entering the city centre were hugely impacted due to the COVID-19 Alert Level 4 restrictions and are not comparable to the figures for the same time last year.

Auckland One Network Optimisation

Routine Traffic Signals Optimisation Programme



The three years traffic signal optimisation programme was developed to improve the performance of signalised intersections as well as safety and efficiency within the road network. A target was set to optimise a total of **350** sites each year.

By the end of June, optimisation has been completed on 335 sites, with the remaining 15 sites being postponed due to road works.

Network Improvements

Speed limits

Speed limit changes in the city centre, residential areas, urban and rural roads were successfully delivered on 30 June 2020. Draft documents for consultation on a bylaw amendment for speed limits on 26 roads in Rodney and Waitakere are complete and will be presented to the Board for approval. Consultation on Orewa Town Centre is complete and consultation proposals for Mission Bay and St Heliers have been prepared. Initial investigations for Tranche 2 are progressing and are focussed on the top 10% high risk roads, roads around schools and requests from our customers received in the consultation for Tranche 1.

Key Project Updates

City Centre Network Operations (CCNO)

During COVID-19 response period, AT made a number of temporary changes in the road corridor to support physical distancing. All of the changes have been removed as we came out of Alert Level 2, with the exception of Queen Street where the active mode lanes are still operational as a part of the Access for Everyone initiative.

New and safe speed limits on more than 600 roads across Auckland were implemented on 30 June 2020, with 200 signs installed across the City Centre. The City Centre is now a 30km/h speed environment with the exception of Nelson, Hobson, and Fanshawe Streets (that have a new speed limit of 40km/h). Shared streets like Federal and Fort Streets will have a 10km/h speed limit.

Project Highlights

- **Quay Street** - The Project team are still working to have the eastbound closure between Lower Hobson and Commerce Streets, to shorten the project timeline.
- **Tamaki Drive Cycleway** - Works on Tamaki Drive cycleway is being supported with temporary traffic management implementing one lane each direction. This will be undertaken between 4 and 20 July 2020, during the School Holidays when traffic volumes are low.

City Rail Link (CRL)

- **C1** - CRL have service utility connections on the northern carriageway at the Queen and Custom Street intersection, which will be followed by a full reseal of the northern lanes, for approximately five weeks.
- **C2**- On track for completion and handover of Customs Street to AT in October/November 2020 as required under their consent conditions. They have commenced off peak lane closures on Customs Street to complete enabling works (two service ducts).
- **C3**- The Karangahape Project team have proposed to implement further restrictions to reduce Pitt Street to one lane in each direction. The CCNO and CRL teams worked with the project team to understand the impacts of this proposed change on the Pitt Street corridor.

Significant upcoming works

Top 3 Upcoming works
Wellesley/Sale Street Intersection signalisation
Wellesley street Rising main (Watercare)
Wellesley St Bus Improvements Project

Investment Development

AT has been advised that 40 of the 47 'Shovel Ready' projects submitted to the Infrastructure Reference Group have been forwarded to ministers for their consideration.

Early works on Puhinui Station Interchange are ongoing, with the main works contract awarded in May 2020. Puhinui Station Interchange has been affected by the COVID-19 site shutdown and operational opening of the station will be delayed until 2nd quarter 2021. Tendering for the majority of the Puhinui Road and Lambie Drive improvements is underway, with procurement for the remaining section on Puhinui Road east of the interchange paused, pending approval to proceed with the preferred option. The bus priority improvements are currently programmed to be operational by early 2021, but work is underway to align bus lane operation with the opening of Puhinui Interchange.

Preparation of the Airport to Botany Single Stage Business Case is in the course of being completed, with finalisation and board approval planned for Q3 2020.

A summary report outlining the feedback received from the November - December 2019 Southwest Gateway/Airport to Botany public engagement will be released in late June 2020.

The North Western Short Term Bus Improvements project team is finalising proposals for new interim bus interchanges at Te Atatu and Westgate, and better bus priority along State Highway 16. Stakeholder and public consultation is expected to occur later in the year. This work is being undertaken in conjunction with Waka Kotahi.

The Northern Busway Enhancements project team is finalising proposals for station improvements and mainline improvement opportunities, to improve the performance and capacity of the busway. These proposals will be developed for consultation later this year.

Key stakeholder engagement on the short-listed options for Matiatia Land Side improvements will commence in July. This is expected to be followed by public engagement in August.

Public engagement for the South Packages was extended by a week and closed on 19 June with over 1000 pieces of feedback received. The Supporting Growth Alliance (SGA) will consider the quality and spread of that feedback before determining if any additional engagement is required as part of this phase. Public engagement with landowners affected by the North West Housing Infrastructure Fund projects and wider Redhills Arterial Network commenced 22 June.

Sustainability

AT have been working with Auckland Council to develop and finalise the Te Tāruke-ā-Tāwhiri: Auckland's Climate Plan (formerly the Auckland Climate Action Framework). The Plan sets an ambitious greenhouse gas emissions (GHG) reduction target of 50 per cent by 2030, with transportation being one of eight priorities for reducing Auckland's GHG. AT has worked with Auckland Council to identify and prioritise interventions to that reduce GHGs.

With the extended drought and subsequent water restrictions, PT operators were advised to reduce the frequency of washing their vehicles and vessels. The water-saving from washing buses less frequently (every seven days compared to every two days) is approximately 120,000 litres of water per week.

Land use integration policy and planning

The Northern Pathway project has been included as one of the 11 fast tracked projects identified in the COVID-19 Recovery (Fast Track Consenting) Bill. While the Bill is not passed yet, this is likely to mean this project will be fast tracked. AT has been engaging with Waka Kotahi, including identifying any potential network gaps to ensure that the Northern Pathway is a success and integrates effectively with the local network.

AT has also been engaging with the Waka Kotahi on their proposed Warkworth to Wellsford project. The notice of requirement has been notified for the construction, operation and maintenance of the new four lane state highway between Warkworth and Wellsford. AT has lodged a submission in support of the proposal, providing some commentary on road stopping processes, local network integration, and road damage considerations.

There is a continuing interest in development in greenfield locations, including those that are not aligned with Auckland Council's Future Urban Land Supply Strategy and the Auckland Plan. AT has been engaging with Auckland Council, the Supporting Growth Alliance and developers on such proposals, ensuring that there is an understanding of transport network requirements for Auckland's greenfield areas and the quantum of costs for providing such. A number of plan changes have been lodged for Drury, with the three for Drury East to be considered at July's Planning Committee meeting.

Environment and cultural heritage

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

Opportunity and prosperity

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

Enterprise Analytics and Reporting

Data analytics has played an important role in helping manage the pandemic crisis. The “AT response to COVID-19” analytics team was created to provide analytics and insights to continuously monitor AT’s own performance, external influences, and customer sentiments in order to review and manage AT’s response to the evolving situation.

The team has been working in collaboration with different working groups across AT and has been delivering reports about the current situation and the impact on our people, services and customers.

The following reports are available through the GIS portal or Microsoft Teams:

- Patronage Impact
- Parking and Infringement metrics
- People – FTE; Headcount; Contracts expiring; Age group
- Communication Platform usage by AT staff –
 - Microsoft Teams usage,
 - Skype for Business usage
- PT Capacity
- Inbound Call Volumes
- Contact Centre Performance
- E-Scooter Trips

- COVID-19 World statistics – global virus tracker provided by Johns Hopkins University
- COVID-19 NZ statistics – relies on updates from ECAN (Environment Canterbury), reflecting numbers from Ministry of Health NZ

The reports are being continuously improved.

Harbourmaster Mooring Inspection / Compliance – GIS Solution

The Harbourmaster's current workflow for managing and maintaining moorings information and mooring inspection data is comprised mostly of manual processes of reading mooring inspection report data from paper-based reports created by contractors. Data relating to moorings and data covering customer, vessel, inspection booking information are stored and maintained in non-enterprise database.

AT's GIS team has built a cost effective and efficient enterprise GIS-centric solution. This new online-based inspection form streamlines the moorings inspection process for contractors; replaces the paper-based inspection form with a digital form; and provides a more robust platform to replace the Access front-end database used for managing moorings information, related data and administrative tasks.

Microsoft Teams Deployment

AT is expediting the replacement of Microsoft Skype for Business with Microsoft Teams in order to support new improved ways of working, drive the rapid sharing of information with customers, partners, and staff; in a safe, secure and legally compliant way. Microsoft Teams has been a key platform for the quick and smooth pivot from in-office to working from home for AT staff since the beginning of lockdown. The Microsoft Teams platform has been used to host Live events for staff briefings with in excess of 1000 participants, and allowed internal and external meetings to continue as normal.

Digital Architecture

During New Zealand's Alert Level 4 lockdown, AT's digital architecture team continued to support AT's ongoing projects, creating the holistic view of AT, and mapping out the business capabilities, application landscape, data and information architecture, and security and network strategy and landscape. With the new tool BiZZdesign, AT can now visualise all this effort. The tool is now being deployed into production and will be available along with training for staff. The tool incorporates all the work done over the last six months

across the business units to identify outcomes, initiatives required in the near future, and in order to map dependencies required to achieve the overall outcomes, both BT and non-BT related.

Operational Technology

Several large support contracts are being reviewed for effectiveness prior to being renewed. This is with a view of balancing Business Technology's ability to right-size the level of support on the environment with any deployed mitigating activities that have the ability to provide cost savings.