

Business Report – May 2023

Te tūhunga / Recommendation

That the Chief Executive's report be received.

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1 Introduction

This business report summarises activities undertaken in this reporting period by Auckland Transport (AT) which contribute to the six outcome areas of the Auckland Plan.

The six outcome areas of the Auckland Plan are:

Auckland Plan Outcome	Description
Belonging and participation	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 (ATAP).
Environment and cultural heritage	Preserving and protecting the natural environment and significant landmarks 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.

2 Belonging and participation

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

2.1 Improved Alternative Buses Information for Long Term Rail Network Closures in Live Departures

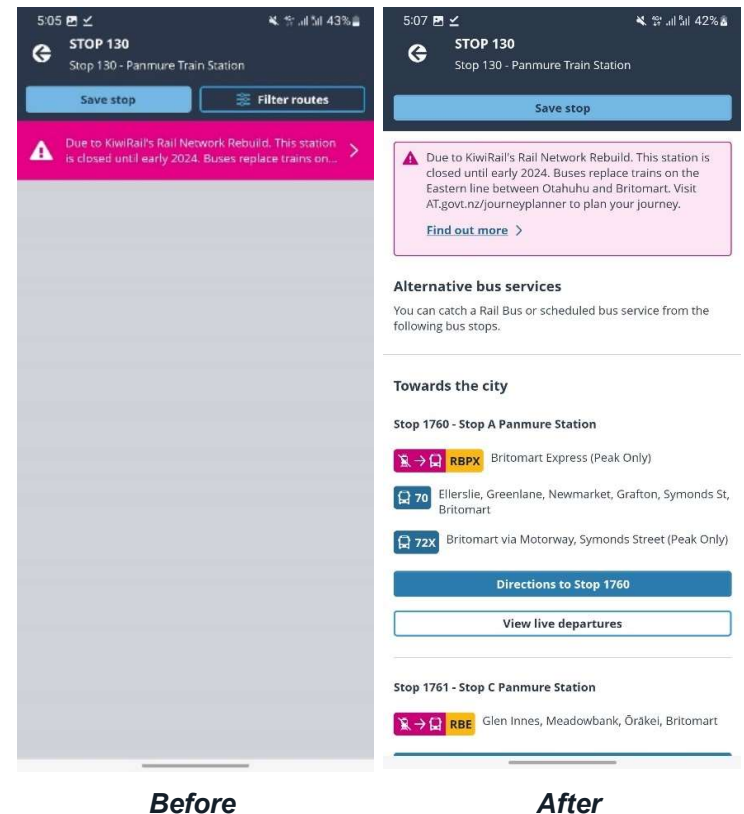
On 21 April 2023, we released the Alternative Bus Services for Train Stations in Live Departures functionality. This functionality is designed to give customers improved information on alternative services for long term rail network closures.

Key Features:

- Customers can easily see information on what alternative routes are available, what bus stop to catch them from and can get walking directions to these stops.
- For all stops in Live Departures (not just closed train stations), we have improved how alert messages are displayed, making them easier to view and access.

Impact Since Launch (data from the first 3 weeks):

- Our 5 closed stations have been viewed 2,012 times since launch with approximately 90-110 views on a typical day. This shows that there are still a small proportion of customers still accessing information about closed stations.
- We have seen increased views of these stations during network wide disruptions, with 160 views on 5 May (KiwiRail Arcing Issue) and 352 views on 9 May (Flooding).
- 30% of customers viewing the train station are then viewing the live departures of an alternative stop or getting walking directions to an alternative stop.



2.2 Road Safety Theme – Alcohol Campaign Game Plan Complete

After speed, alcohol is the second biggest contributing factor to road crashes. In Auckland between 2016-2020 there were 88 deaths and 520 serious injuries due to impaired driving caused by drugs and alcohol.

There is no safe limit when driving. AT's Game Plan Complete campaign is a behaviour change campaign that aims to get Aucklanders to plan their safe ride home before they head out drinking – whether that be a sober driver, an Uber, or a bus. We want them to make sure their "game plan" is complete – no night out is complete without a safe plan to get home.

This campaign ran over the peak 'drinking season' over November 2022 – to February 2023 alongside the Community Transport team's engagement activities (which included New Zealand Police checkpoints) along with another drive in April 2023 to support the start of winter sport season.

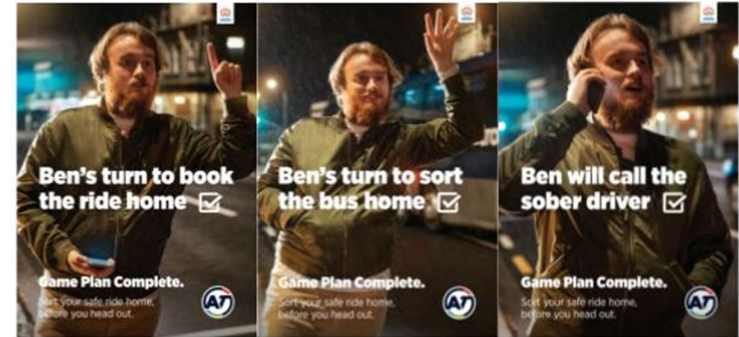
The campaign used contextual nudges including posters and coasters at pubs and bars, and a first for AT utilising digital screens in Auckland Liquorland stores – reaching the audience at the point of purchase and to get them thinking about how they might get home safely. We also experimented with Twitch, a gaming platform, to reach young males (the key target audience).

Customer Insights indicate the campaign was effective:

- Unprompted recall with 15–39-year-old males was 41%.
- Key message outtake was clear.
- Participants said the ads would encourage or remind them to always plan not to drive if they drink alcohol while out.

Most people agreed it was an effective campaign and a very important message to promote and the message was clear, simple and easy to understand, good use of relevant channels to promote it and easy to relate to.

Interestingly, the gaming platform Twitch (a new addition in our media schedule) was rated as one of the most effective channels. We will look to consider Twitch for our other safety themes with the common target audience of young males. Behaviour change in this area is a long-term play beyond a single campaign but it's great to know we're on the right track with this one.



2.3 Karangahape Road consultation

With the new Karanga-a-Hape train station being built as a part of the City Rail Link (CRL), AT is looking at making some changes to the surrounding areas, including road layouts, bus stops and street furniture, to help create a safer and more connected area outside of the station. We want people to leave the station and be met by safe walkways, bus stops and bike lanes, rather than roads and cars which is the current situation.

We will be running a small media campaign to promote the public consultation being run by the transport engagement team. The campaign will end on 26 May 2023, to coincide with the end of the consultation period.

We will be using targeted social media (Facebook and Instagram) and a mix of digital and static display to let people know about the proposed changes, and where they can find out more information. Most importantly we want people to participate in the consultation and 'have their say'. We will be targeting residents and businesses in and around the area, people who might frequently travel through Karangahape Road and neighbouring areas that may be impacted by these changes. This work is also accompanied by brochure drop to businesses and residents in the area.

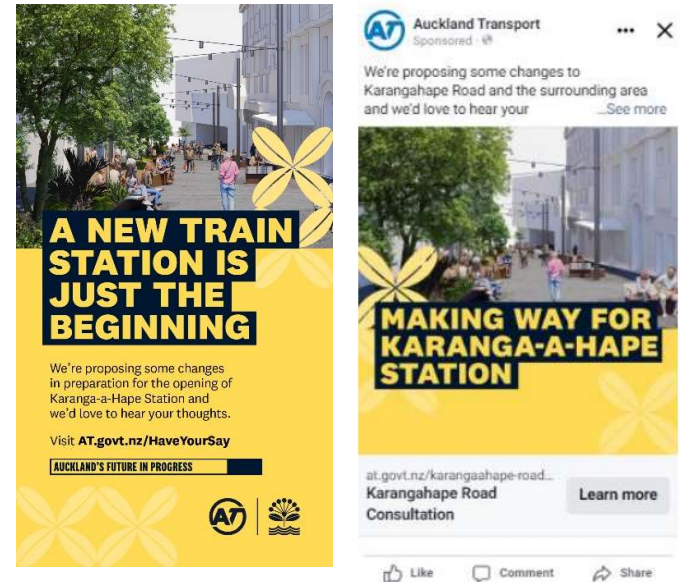
2.4 First sod turned for Eastern Busway's final stretch

Minister of Transport / Minister for Auckland Michael Wood joined Mayor Brown to turn the first sod for stages two, three and four of the Eastern Busway. This milestone means construction is underway for the significant transport project's final stretch, from Pakuranga towards Botany.

The project will include new paths for walking and cycling, placemaking, urban renewal initiatives and improvements for general traffic.

As part of AT's commitment to sustainability, this project will encourage the use of walking, cycling and public transport (PT). The buses that use this infrastructure will be electric - creating a transport future for Auckland.

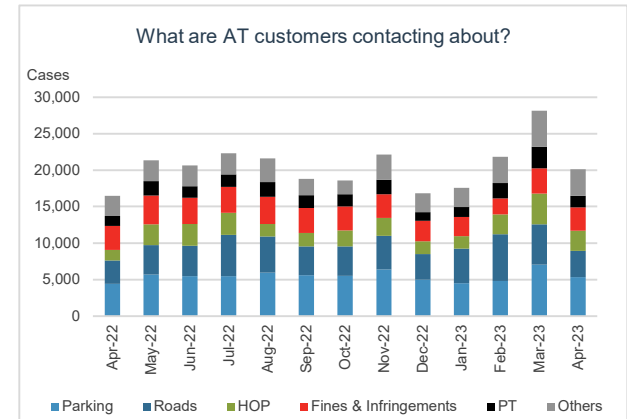
The Eastern Busway is expected to carry more than 30,000 people per day between the rapidly growing south-eastern suburbs and the rail network in Panmure.



2.5 Operational Performance: Case Management (All of AT) – April 2023

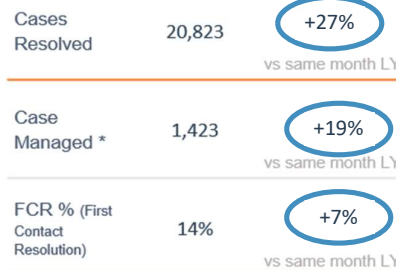
Total Received Cases

- There were 20,140 cases for April, a 22% increase on the same month last year.
- Parking (5,315), Roads (3,593), Fines & Infringements (3,224), HOP (2,754) and PT (1,595) making up 82% of all cases received for April.

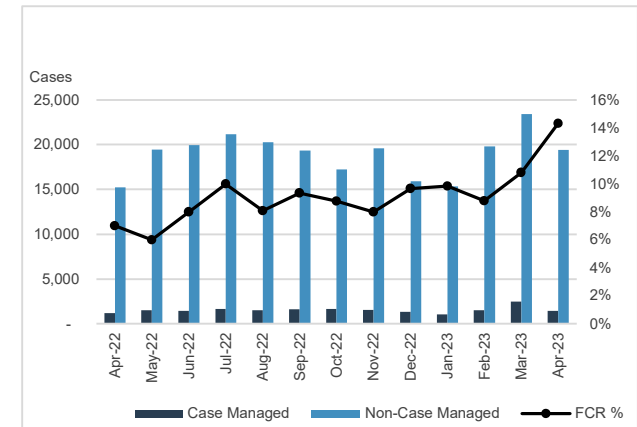


Total Resolved Cases

- There were 20,823 cases for April, a 27% increase on the same month last year.
- Parking (5,490), Roads (4,232), Fines & Infringements (3,187), HOP (2,408) and PT (2,169) making up 84% of all cases resolved for April.



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

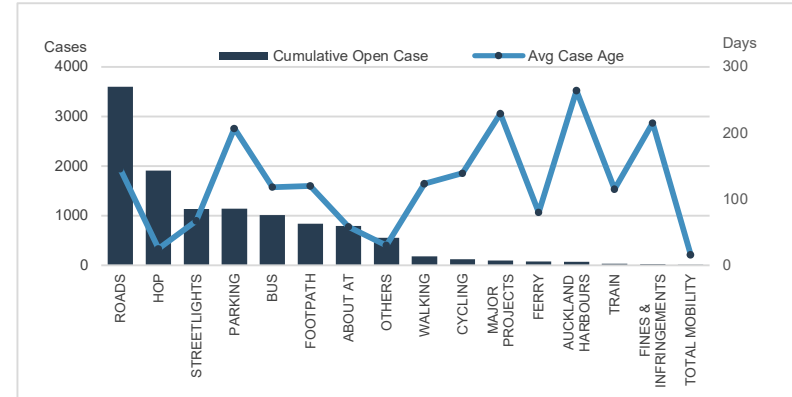


Open Case Volume by Product

- As at the end of April, there were 11,594 cases open.
- Roads (3,600), HOP (1,907), Parking (1,141) Streetlights (1,134), and Bus (1,012) making up 76% of all open cases.
- Increase in roading related cases and response times. Open cases related to roads has increased month on month from 3,242 to 3,600 with a related increase in case-age.
 * The resolved cases in Received vs Resolved graph were cases created and resolved in April.

Total Open Cases (all)	11,594	N/A*
		vs same month LY

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



Average Resolution Time by Product

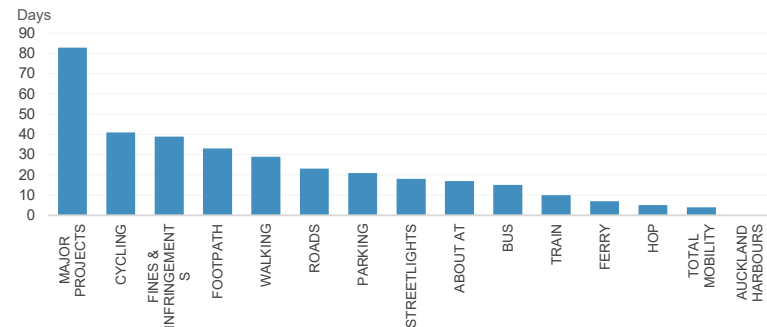
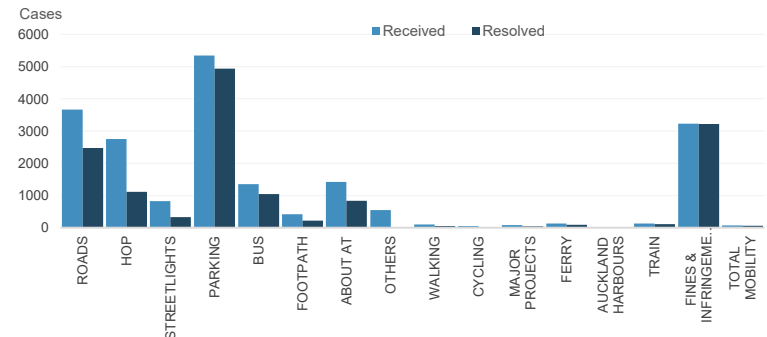
- As at the end of April, the average resolution of all cases resolved was 12 working days.
- All case managed cases were resolved within average of 19 working days.
- All First Contract Resolution (FCR) cases were resolved within average of 15 working days.

Average Resolution Time (in working days)

All Cases	12	N/A*
		vs same month LY
Case Managed ¹	19	N/A*
		vs same month LY
FCR (First Contact Resolution)	15	N/A*
		vs same month LY

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

* No resolution numbers available in the same month LY.



2.6 Customer Contact Centres

AT Contact Centre - Phone

- Calls offered for April were 12,894.
- 66% of calls were answered within 30 seconds.
- 85% of customers surveyed indicated they were satisfied with the agent they spoke to.
- The Social Media team received 1,568 incoming messages. Of these, 12% (187) required a resolution from the Customer Service team.

AT Calls Offered

Calls Offered 12,894 **+3%**
vs same month LY

SLA % **66%** **-8**
(Target = 80%) vs same month LY

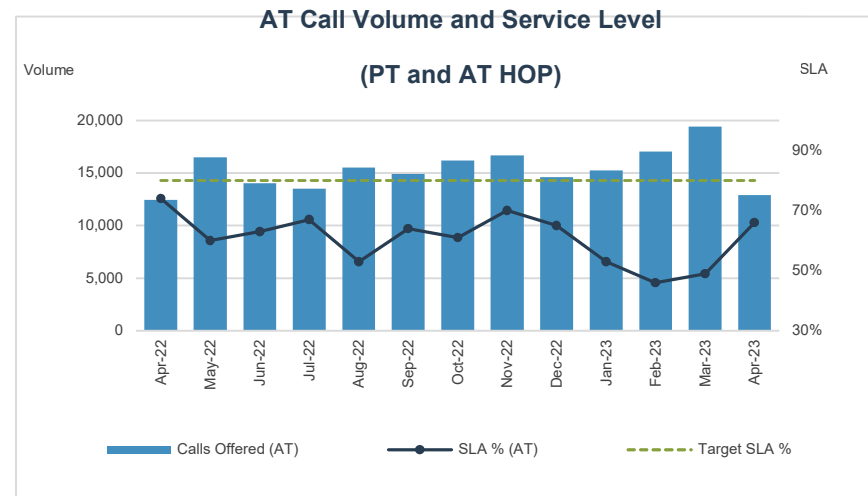
Social Media

Incoming Messages 1,568 **-25%**
vs same month LY

% CS Addressed Enquiries 12% **-3**
vs same month LY

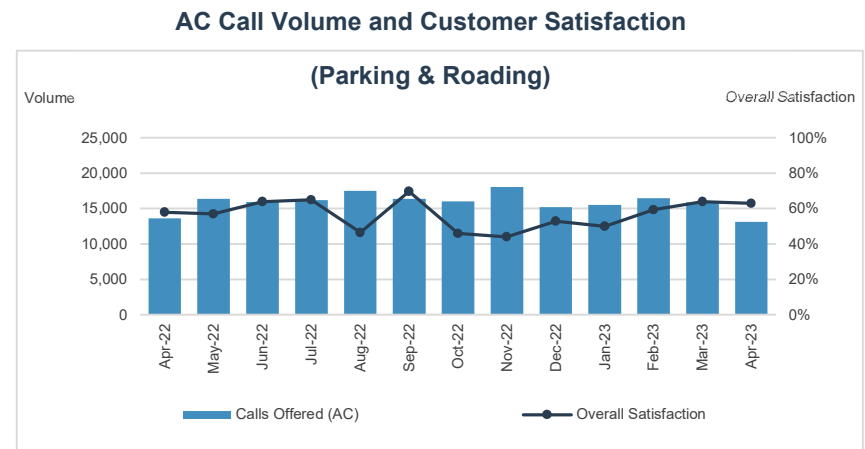
AC Calls Offered

Calls Offered 13,143 **-3%**
vs same month LY



Auckland Council (AC) Contact Centre - Phone

- Calls offered for April were 13,143.
- 63% indicated they were satisfied with the agent they spoke to.



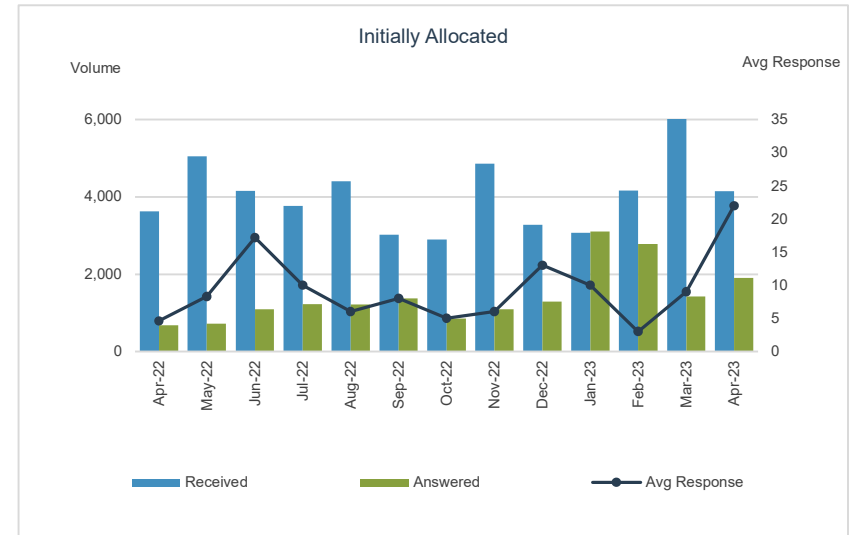
AT Contact Centre - Written

- There were a total of 5,943 cases received for April of which 4,146 were initially allocated to the written team whilst the remaining 1,797 originated from other business units.
- In April, 1,900 cases were resolved at first contact with an average response of 22 days and 6,245 cases originating from other business units with an average response of 16 days.
- Changes to AC and AT's contact us information has led to more roading related customer enquiries being directed online (written enquiries via web-forms) to be triaged by the AT Contact Centre versus a phone call to AC - 6,000 in March versus 4,000 forecast.
- This, combined with recent attrition of senior staff, has adversely impacted time to triage written requests in April – recruitment is underway along with upskilling of team members to recover service levels.
- In the interim Sensitive Cases including Health and Safety, Total mobility, Cases related to Children, Complaints and Local Government Official Information Management Act (LGOIMA) requests are being prioritised.

Initially Allocated

Received ¹	4,146	+14%
vs same month LY		
Avg Response (days)	22	+17
vs same month LY		

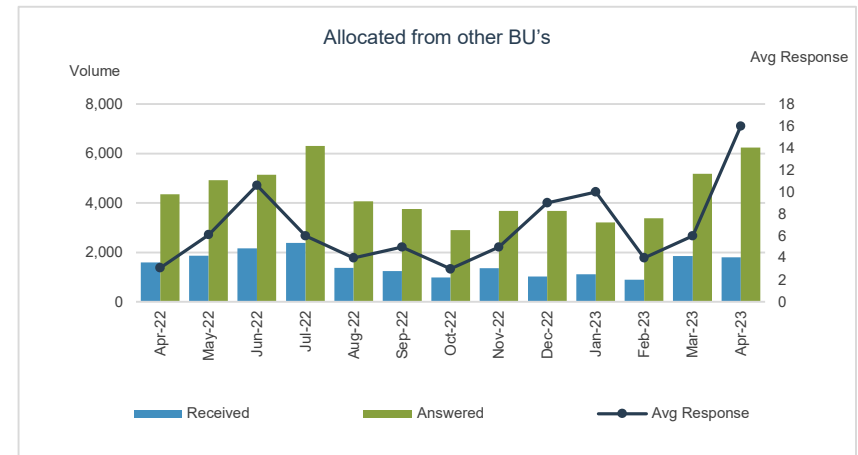
¹ Any CRM case initially allocated to the Written Team.



Allocated from other BU's

Received ²	1,797	+13%
vs same month LY		
Avg Response (days)	16	+13
vs same month LY		

² Any cases that originated from other business units and were subsequently assigned to the Written team.



2.7 AT HOP Revenue & Penetration*

- Monthly revenue (excluding paper tickets) for April was \$7.1m, 71% increase on the same month last year. *Government has temporarily applied a 50% discount on AT PT fares from 1 April 2022 to 30 June 2023.
- Overall AT HOP penetration was 98%, the same compared to the same month last year.
- AT HOP trips were up 52% on the same month last year.

AT HOP Revenue

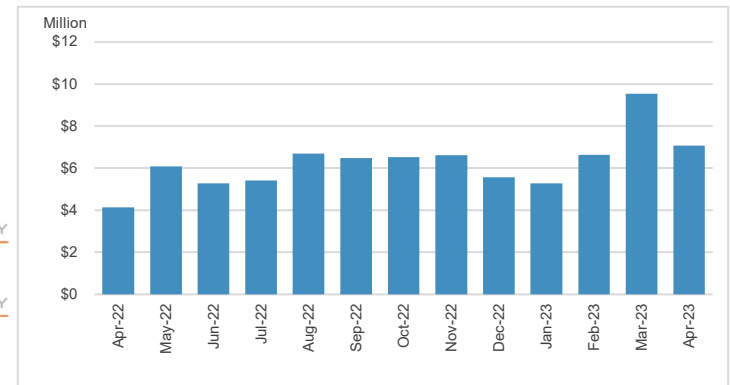
Revenue \$7.1m **+71%**
 vs same month LY

AT HOP Penetration*

AT HOP Penetration 98% **No**
 vs same month LY

AT HOP Trip Count 5,375,792 **+52%**
 vs same month LY

* Penetration is the number of trips enabled by an AT HOP card versus a stand-alone ticket(s) being purchased



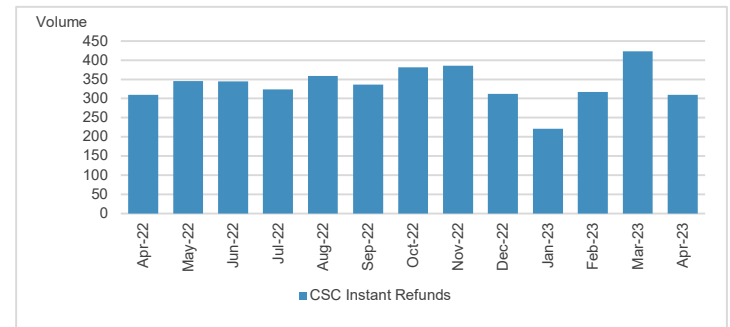
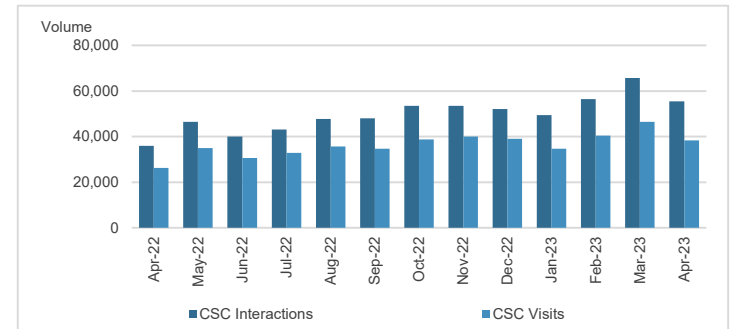
2.8 Customer Service Centre (CSC) Interactions & Visits

- Customer interactions across the CSC network recorded for April was 55,509 which was an increase of 54% compared with the same month last year.
- Top-ups continue to be the main driver with 17,997 interactions (32% of all interactions recorded for April). AT HOP Query (10,687), Card Sales (8,962), Paper Ticket Sales (6,218) and Journey Planning (5,635) accounted for 57% of all customer interactions for April.

CSC Interactions & Visits

Customer Interactions 55,509 **+54%**
 vs same month LY

Customer Visits 38,323 **+46%**
 vs same month LY



2.9 Operational Performance: LGOIMA

Formal Complaints

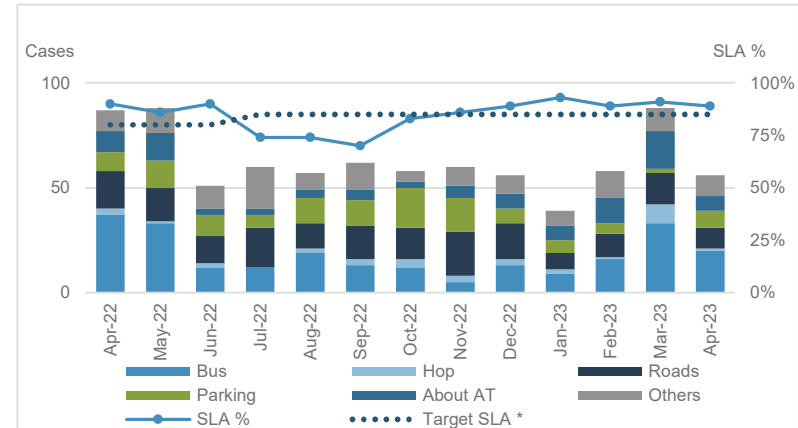
- There were 56 cases classified as formal complaints for April, a 36% decrease on the same month last year.
- Staff Conduct (12), Route or Schedule Related (11) and On-board Services (6) were the major drivers accounting for 52% of all cases received for April.
- 66 formal complaints resolved in April with an average of 10 working days.
 * As per Statement of Intent (SOI), Target SLA % are as follows: Y 2021 / 22: 80%; FY 2022/ 23: 85%; FY 2023 / 24: 90%

Formal Complaints

SLA % ¹ (Target = 85%)	89%	+1	vs same month LY
Cases Received	56	-36%	vs same month LY
Cases Resolved	66	-20%	vs same month LY
Resolution ²	10	-2	vs same month LY

¹ SLA: 20 Working Days

² Average working days



2.10 LGOIMA

- There were 193 LGOIMA cases received in April, a 58% increase on the same month last year.
- All requests were communicated within the statutory time frames.
- Outside the lead driver of CCTV camera (75) for April, the other lead driver was Meetings and Correspondents (40). The processing time for the received requests has increased due to the higher complexity of the requested information compared to previous months.
- 201 LGOIMA cases were resolved in April with an average of 12 working days.

LGOIMA

Resolution*	12	+3	vs same month LY
Cases Received	193	+58%	vs same month LY

Average working days.

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



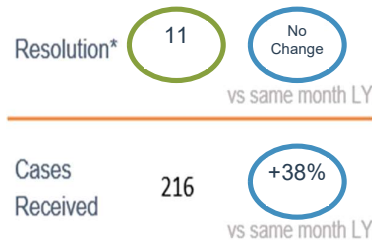
2.11 Operation Performance

Operational Performance: Elected Member Cases

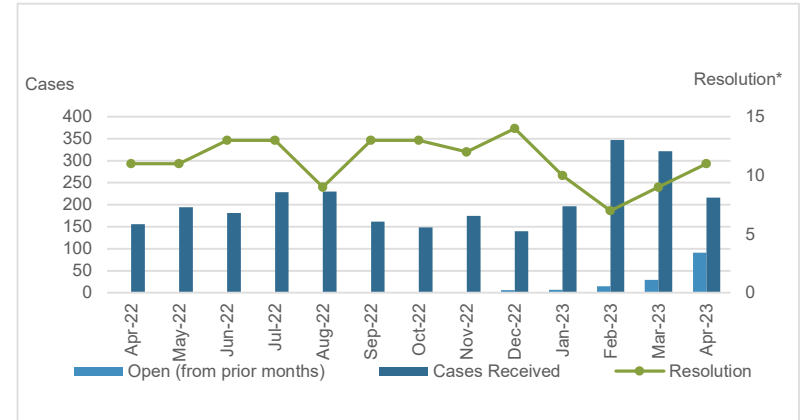
Non-Interim Cases ¹

- 171 non interim elected member cases resolved in April with an average of 11 working days, the same as the same month last year.
- Infrastructure (29), Road Sweeping (22), Speed limit (12), Sealed Road Surface (8), Route or Schedule Related (8) and Missing or Damaged sign (8) were the major drivers, accounting for 40% of cases for April. ¹ *Monthly figures (i.e., Case Volumes & Resolution) may change over time as cases get flagged as interim during its lifecycle.*

Non Interim Cases



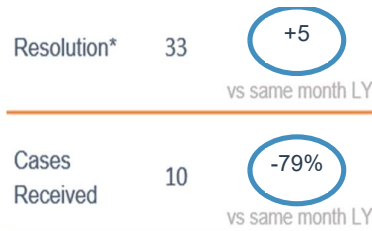
* Average working days



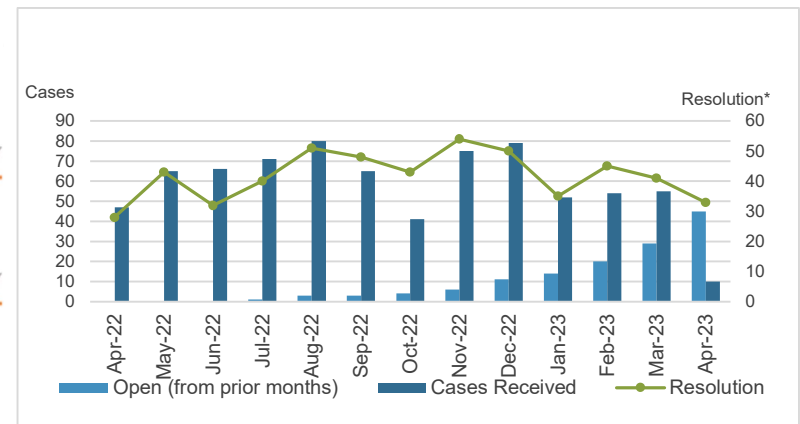
Interim Cases ¹

- 54 interim elected member cases (where the case requires further engineering investigation) resolved in April with an average resolution time of 33 working days, down 5 days from the same month last year.
- Clearways, Transit & Bus Lanes (3) and Infrastructure (2) were the major drivers, accounting for 50% of all interim cases received for April. ¹ *Monthly figures (i.e., Case Volumes & Resolution) may change over time as cases get flagged as interim during its lifecycle.*

Interim Cases



* Average working days



Operational Performance: Councillor Cases

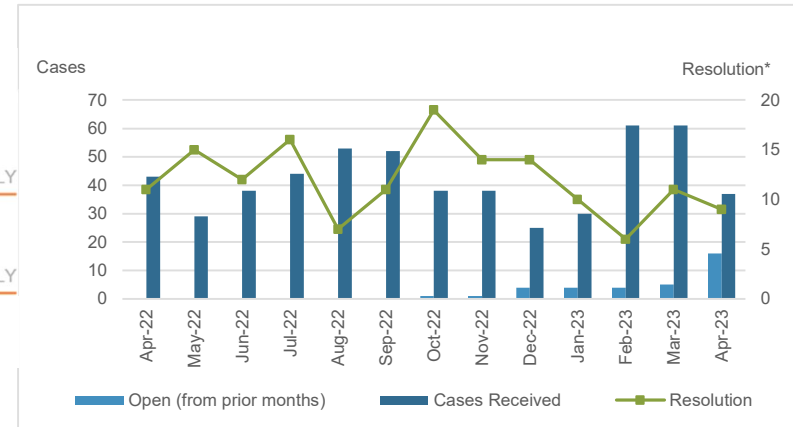
Non-Interim Cases

- 35 non interim councillor cases resolved in April with an average of 9 working days, down 2 days from the same month last year.
- Illegally Parked Vehicle (4), Road Markings (4) and Abandoned Vehicle (3) were the major drivers, accounting for 26% of cases for April.

Non-Interim Cases

Resolution*	9	-2	vs same month LY
Cases Received	43	+16%	vs same month LY

* Average working days



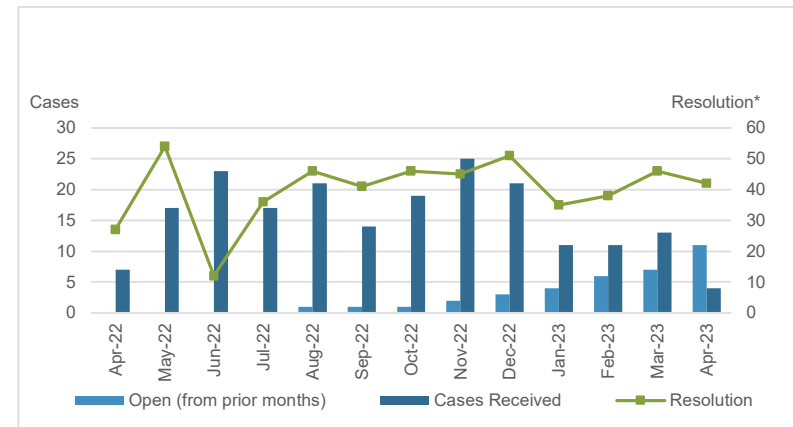
Interim Cases 1

- 9 interim councillor cases (where the case requires further engineering investigation) resolved in April with an average resolution time of 42 working days, down 15 days from the same month last year.
- Clearways, Transit & Bus Lanes (1), Concessions (1), Congestion & Delays (1) and Infrastructure (1) were the major driver.

Interim Cases

Resolution*	42	-15	vs same month LY
Cases Received	4	-43%	vs same month LY

* Average working days



Operational Performance: Digital AT Mobile Usage

AT Mobile usage slightly declined in April 2023, likely reflecting the reduction in PT usage due to the school and university holidays. Usage however remains strong, with April being the highest April on record.

The number of monthly active users declined to 318,132, an 8.3% decline on March 2023 but a 52.3% increase on April 2022.

In April, 68.9% of customers said they used AT Mobile to help with their PT Journey according to our PT Satisfaction survey, a 0.5% increase on March 2023.

New app downloads decreased month on month by 28.4% to 21,517 in March, but this was still up 90% compared to 12 months ago.

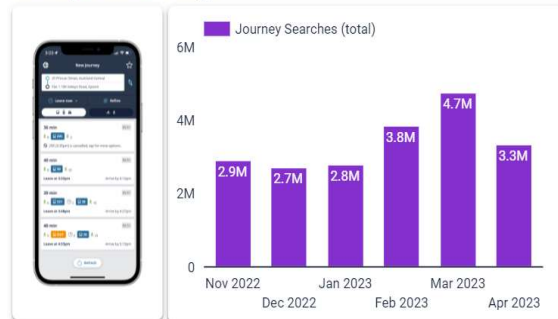
Usage of Journey Planner declined by 30% to 3.3 million journey plans, while the Live Departures area decreased by 22% and the AT HOP Card area decreased by 27%. In addition to reflecting lower PT Patronage, the decline in Journey Plans likely reflects new customers becoming more familiar with their journeys.

The Google Play Store rating declined slightly during the month from 4.5 to 4.4 stars out of 5, while the Apple App Store rating remained stable at 4.5 stars.

Monthly Active Users



Journey Planner: Usage



Live Departures: Usage



Operational Performance: Digital Journey Planner Website

Monthly active users were 125,461 in April 2023, a 21.9% decrease compared to March 2023. This was an 11.3% increase on April 2022.

Customers completed 856k Journey Planning searches on the Website in March, a 32.1% decline compared to last month. This is likely to reflect lower PT patronage, customers migrating to using AT Mobile and the increasing familiarity of new customers with their PT journey.

Customer satisfaction increased significant from 30.4% to 36.3%. This is the highest satisfaction recorded with Journey Planner since December 2022. *(note this measure relates to the use of the AT website for journey planning, not specifically the Journey Planner application).*

Operational Performance: Digital AT Website

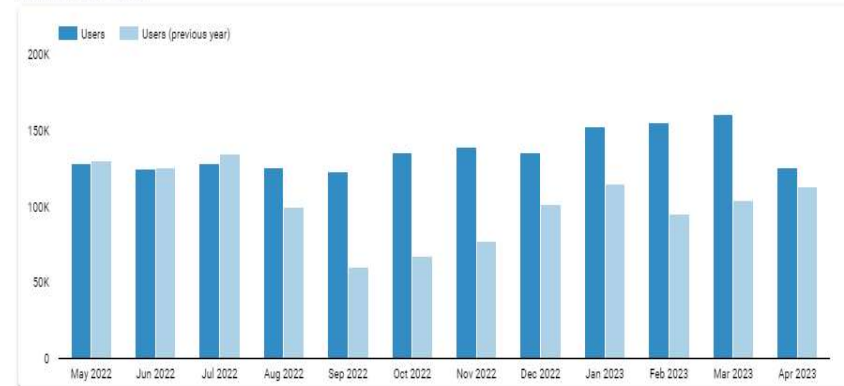
Website sessions (number of times customers visited the website) in April decreased by 30% compared to March mainly driven due to the public holidays we had in April. However, there is a 15% increase in sessions compared to April 2022. This due the patronage growth.

Page views for the HOP section of the website increased by 148% compared to last year due to the increase in patronage. Also, MyAT section in increased by 43% in April compared to April 2022.

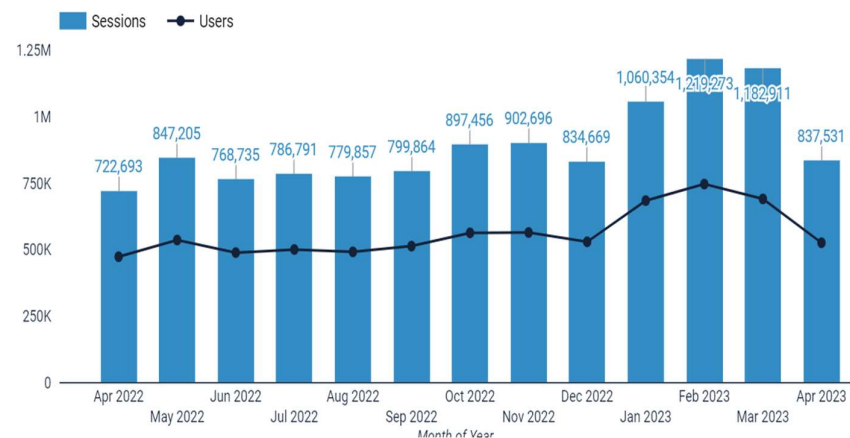
In the month of April, there was a steady number of daily average users..

The overall Google organic search engine click-through rate (the number of clicks respective to the number of impressions on Google search) increased by 4%, compared to April 2022 mainly contributed by the content changes we are making on the website.

Monthly Active Users



Monthly website usage



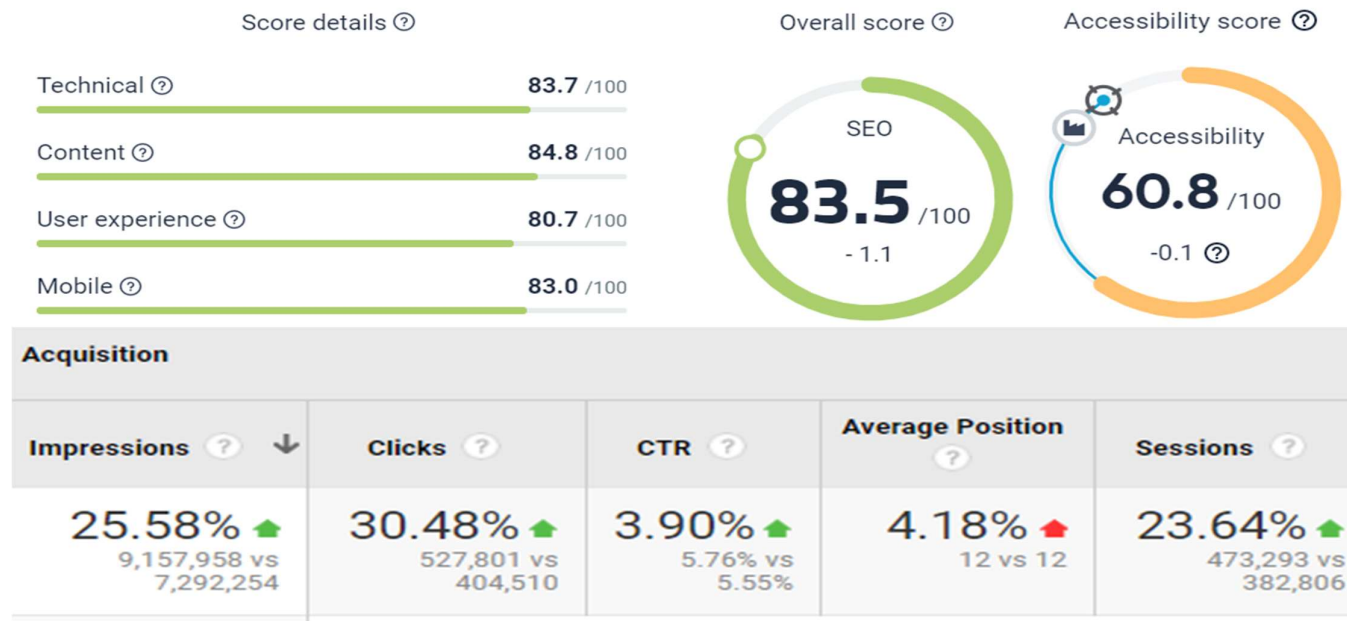
Operational Performance: Digital AT Website Content

The overall website Search Engine Optimisation (SEO) score increased by 0.5 points to 83.5 points. This is due to the Digital Content Strategy content rework and migration to the new templates and components we have been doing for key content sections on the website.

The main issues in terms of SEO are the sitewide mobile speed and we have work planned with our development partner Propellerhead to make improvements in this area.

Our sitewide organic search impressions increased by 17% in April compared to April 2022, mainly contributed by patronage growth and AT website usage increase.

Sitewide (all content)



2.12 Early Engagement of Speed Management Plan- Katoa, Ka Ora 2024-27

Engagement with local boards

Following workshops in February and March 2023, local boards provided resolutions on the proposed approach for Katoa, Ka Ora. The feedback focuses on:

- An easy-to-understand, consistent approach.
- Prioritising community, local board and mana whenua requests for safe speeds.
- Cost-benefit analysis for proposed approaches.
- Area coverage and of proposed changes.
- Pace of implementation should the changes be approved following public consultation.

Engagement with Transport and Infrastructure Committee (TIC)

At the April 2023 TIC meeting, feedback was provided on the proposed approach for Katoa, Ka Ora. Delegation was sought to include the AC portion of Karioitahi Beach in the public consultation and was unanimously approved.

Public consultation on Katoa, Ka Ora will take place later in 2023.

Devonport Town Centre Safety Improvements

Engagement work with the Devonport community working group has been undertaken over the past 18 months to codesign the safety improvements within the town centre. This Community working group includes representatives from the Devonport-Takapuna Local Board, Devonport Business Association (DBA), Bike Auckland, Devonport Peninsula Trust and the general community. Engagement has also included Councillor Chris Darby, Councillor Richard Hills, Mana Whenua, Devonport Naval Base, Fire Emergency New Zealand, Devonport Primary School, New Zealand Police and affected residents.

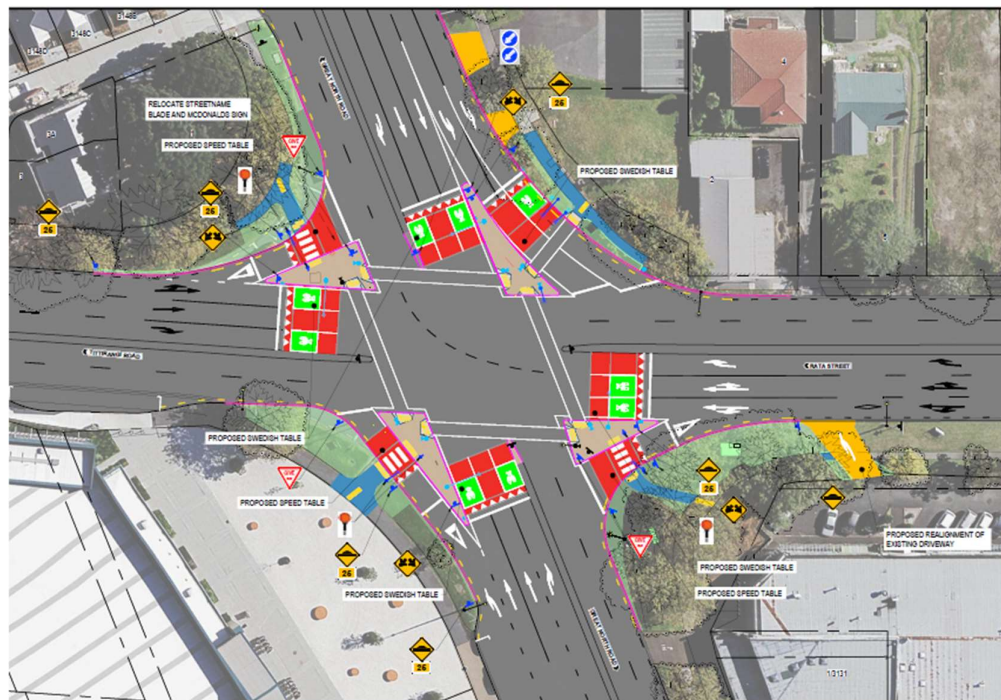
The project is at pre-construction stage, with the most recent community engagement to communicate the schedule for construction. At this stage concerns have been raised by the DBA relating to disruption caused by construction. Options to minimise any disruption to local businesses are being worked through with our contractor and delivery team. Traffic management proposals have been amended and with delivery during the off-peak season for the town centre businesses, at the request of the DBA, works are due to commence in mid-June 2023.

In addition, following feedback from the DBA and the local board, AT is proposing an option to stage delivery by installing the traffic calming devices at both ends of the project (and town centre) and then monitor the effectiveness for speed and safety to determine if the central section of the

project is required. This approach is aligned to the advice and guidance provided by Waka Kotahi New Zealand Transport Agency (Waka Kotahi) and will be the way AT approach's town centre's moving forward. If following the monitoring, there is still a need for additional traffic calming AT will add these to future road safety programs.

2.13 High-Risk Corridors Programme

Construction has started on the safety improvements on Ash Street and Rata Street, Avondale. The corridor is classed as high-risk as there have been 40 injury crashes between 2018-2022 (five serious and 35 minor). The improvement will provide safer conditions at high-risk locations along the corridors for all road users. The below plan shows the improvements at the Rata Street/Great North Road/Titirangi Road intersection.



Caption: Improvements at Rata Street/Great North Road/Titirangi Road intersection.

2.14 Vulnerable Road Users Programme

There are 63 projects on the programme for delivery this financial year, of which 37 have been constructed and a further 14 are currently in construction. The remaining projects are being programmed to commence and where possible completed before the end of June 2023.

The project for Scotts Road in Manurewa has been completed. The project consists of two raised zebra crossings to improve pedestrian safety and three chicanes to reduce vehicle speeds, photos are shown below.



Caption: Photo of one of the chicanes



Caption: Photo of one of the raised crossings

2.15 Special Vehicle Lane Programme

- Two inbound and two outbound bus lane zones on Dominion Road have been converted from manual to Closed Circuit Television (CCTV) enforcement. Warnings have been issued since 1 May 2023, and live enforcement is planned to commence on 22 May. The operational time is 7-10am and 4-7pm.
- Three inbound bus lane zones on Mt Wellington Highway have been converted from manual to CCTV enforcement. Warnings have been issued since 24 April and live enforcement is planned to commence on 8 May. This is a 24-hour bus lane.
- Three inbound and one outbound bus lane zones on Pah Road have been converted from manual to CCTV enforcement. Warnings have been issued since 24 April and live enforcement is planned to commence on 8 May. This is a 24-hour bus lane.

3 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.

3.1 Māori Road Safety

Te Ara Haepapa delivered 257 activations, events, hui and educational workshops for rangatahi to support them to pass their learners, restricted and full licences, with 316 engagements.

3.2 Marae Safety Programme

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

3.3 Mana Whenua Engagement

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

<ul style="list-style-type: none"> • Eastern Busway Alliance • Glenvar Road – East Coast Road Update & Flood Repairs Update • Gowing Drive Underpass update • Low Emission Ferry Programme - Landside Project - Hobsonville Ferry Terminal • Low Emission Ferry Programme - Landside Project Downtown Ferry Terminal • Low Emission Ferry Programme - Landside Project Half Moon Bay Ferry Terminal • Low Emission Ferry Programme – Vessel Naming • Mokoia Pā Park Design and Development 	<ul style="list-style-type: none"> • NAL 86km and Tahekeroa Road Recovery Project, Makarau • Progress update on Glen Innes to Tāmaki Drive Shared Path • Pukewhakatara Bus Station Westgate update • Rapid Transit plan Update • Rodney Footpath Tranche 3 • RPTP - Regional Public Transport Plan Update • Speed Programme: update on Katoa, Ka Ora • Vessel naming/mana whenua engagement • Waiheke Causeway sealed shoulder Update • Whangaparaoa Bus Interchange update
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3.4 Māori Businesses

AT's procurement spend with Māori owned businesses is \$14.2 million year to date.

3.5 Te reo Māori

Te reo Māori translations were completed for wayfinding signage.

3.6 Māori Learning & Development

There were two Ngā Kete Kiwai workshops held in February with 43 attendees. The workshops held were:

- Hononga ā-tinana ā-wairua - Māori Engagement.
- Te Reo Māori & Tikanga - The Māori Language and Customs.

3.7 Mataawaka Engagement

As a member of the CCO whānau, AT has a responsibility to represent the community it serves. This includes Māori communities in Tāmaki Makaurau which make up around 12% of our city's population. AT has made some important progress in meeting our commitments to these communities - particularly through our partnerships with Mana Whenua.

However, we have tended to miss the voices of whānau and individual Māori in our community engagement, products and services.

Māori Policy and Engagement have requested support from Customer Experience Design to explore new ways of reaching and engaging early with Māori who whakapapa outside of Tāmaki Makaurau so that we include voices of whānau and individual Māori in our community engagement, products and services. The purpose of this work is to understand how mataawaka (Māori with ancestral links outside of Tāmaki Makaurau) connect with AT. Ultimately this work will contribute to our mataawaka engagement strategy.

Guided by Te Taurapa - the anchor to Te Ao Māori, to date, we have facilitated a hui with AT kaimahi focused on whakawhanaungatanga, exploring the origins of the term mataawaka, how we currently serve mataawaka and co-designing next steps.

This month we planned our tangata engagement approach; recruiting 6-8 individuals through the customer recruitment platform "Askable" and 4-6 individuals or whānau through word of mouth, with interviews scheduled w/c 8 May 2023.

Early insight themes point to:

- Mataawaka might be a useful term to use internally, however when engaging with communities this term might not immediately identify those individuals who are mataawaka.
- There's an opportunity to grow the cultural intelligence of AT to better recognise our obligations under the Treaty.
- Our systems and processes do not always make it easy for all Māori to be visible and participate in the work we do.
- AT need to be willing and prepared to listen, and work in partnership.
- Te ao Māori and western world views are sometimes at odds with each other.

3.8 Te Ara Haepapa: The journey to pave a better future for Māori on our roads

Activations and Engagements

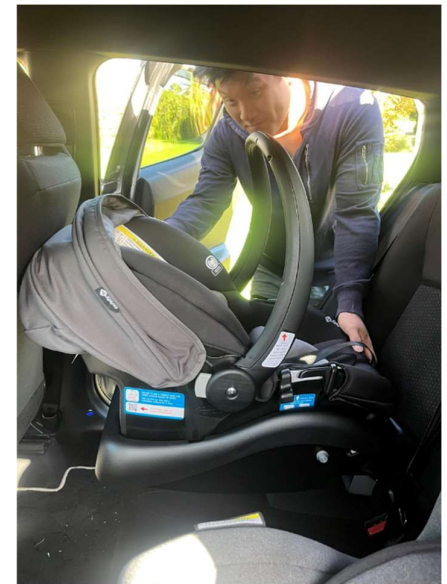
257 activation, events, hui and investigations and educational workshops with 316 engagements in April 2023 across 14 local board areas.

Kaihautū - Driver Licensing

28 whanau sat their restricted and full license with 26 successfully passing. 270 on-road practical assessment hours were provided through both the Kaihautū and Young Drivers programmes. These are particularly important as many of the participants lack the confidence to engage with mainstream providers, a suitable (legal) supervisor, legal vehicles, finances, literacy skills and many other factors to successfully obtain their license on their own. This also enables them to experience the practical element of being a safe, courteous and responsible driver.

Whitiki - Restraints

Whitiki/Child Restraint Technicians are partnering closer with agencies working in the same space and with the same safety outcomes, particularly with child passenger safety. Technicians were called to assist New Zealand Police with a family they had stopped with unrestrained children in a vehicle travelling through Auckland from Northland to Hawkes Bay. Stories like this are becoming more and more common as AT's profile and capability increases in the injury prevention area.



In total, one check point was attended, six installations completed with educational resources provided to parents, two workshops with 18 participants, one clinic and two online consultations.

Young Drivers workshops also included child restraint presentations which provided participants the opportunity to view videos of crash test dummies and discuss consequences and the responsibilities on them as new drivers.

3.9 Waipiro me nga Tarukino: Alcohol and Drugs

In partnership with Steps to Success, Te Ara Haepapa engaged with 17 young people to not only assist with driver licensing but to ensure there was an understanding of the effects of alcohol on driving and the possible consequences including anecdotal evidence regarding people who have been caught drinking and driving and subsequently lost their jobs. This was surprising to participants.

The sessions included a practical activity and challenge with impairment goggles replicating undertaking basic tasks whilst being under the influence of alcohol.

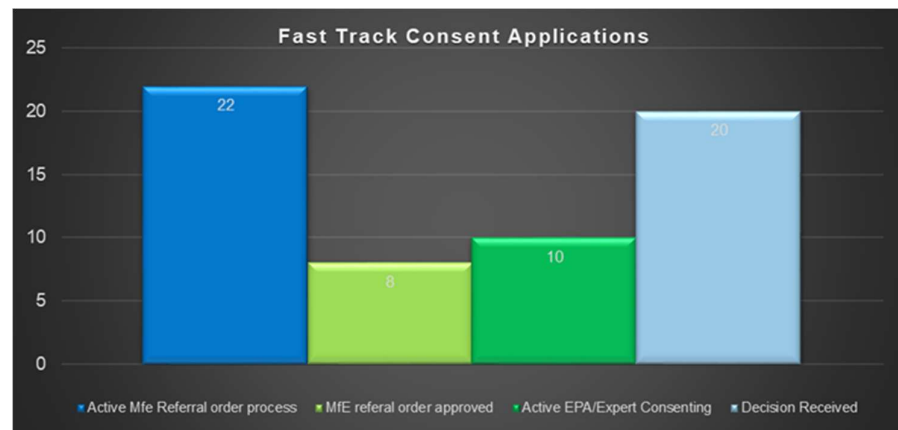


4 Homes and places

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

4.1 Responding to Growth and Development

- There are currently 29 active plan changes across Auckland that have implications for our transport system. This includes several significant greenfield proposals including Beachlands South (with associated work supporting AC on PC78 regarding the Transport Qualifying Matter additional to this) as well as smaller scale brownfield developments. We are currently working with the Ministry of Housing and Urban Development on a private plan change to amend the Wairaka redevelopment precinct in Mt Albert.
- AT provides subject matter expertise to AC on resource consent applications that are considered of relevance to or have a potential effect on Auckland's transport network. AT received 53 requests in April and 87 requests in March from AC for analysis, with 1,011 requests for assessments received to date in the 2023 Financial Year.
- AT is currently involved in 32 fast-track consent applications that are utilising the COVID-19 Recovery (Fast Track Consenting) Act.



4.2 People Powered Streets Programme

Ngā Tiriti Ngangahau

Story: Avondale Open Streets – The Whau Arts Festival

This year the Whau Arts Festival was celebrated in a new way. The festival was held on street, with traffic closures on Great North Road, in Avondale Town Centre, for Saturday afternoon and evening on 15 April 2023. The community enjoyed using the street space to enjoy the arts, take part in activity and enjoy the entertainment and company of others.



Caption: Photos of the Whau Arts Festival on Great North Road in Avondale town centre.

This event is the first of a series of events which have been made possible through the Nga Tiriti Ngangahau Programme (Vibrant Streets) which is funded through Te Tāruke-ā-Tāwhiri: Auckland's Climate Plan and coordinated by AT. The Whau Local Board put forward an application for a series of Open Street events, on behalf of the community. The purpose of Open Streets is to open public spaces to other forms of transport beyond motorised vehicles. This demonstrates a commitment to creating a greater balance in transport options and the importance of community in the development of Auckland's transport infrastructure. Positive feedback was received from the local board regarding the quality and success of the event.

4.3 Minor Improvements Programme

St Lukes Road and Morningside Drive, Mt Albert

AT is making changes to the intersection of St Lukes Road and Morningside Drive, Mt Albert, to improve pedestrian safety and access. This will involve increasing the size of the traffic island where pedestrians wait to cross the road and will provide a wider raised crossing to the island. The changes will not reduce traffic capacity through this arterial road intersection. Construction started in April 2023 and will be complete by July 2023.



Existing traffic island deficiency at St Lukes Road/Morningside Drive intersection

As part of the flood recovery near Glenvar Road, residents have raised concerns about increased traffic volumes, increased speeds, and large construction trucks passing through the local area and not following the arterial road diversion route while a section of Glenvar Road remains closed. Traffic counts show daily traffic volumes are high for local roads, traffic speeds are higher than the temporary speed limit although remain below 50 km/h, and there is evidence on the count data of HCV1 and HCV2's (the big trucks) going down Kate Sheppard Avenue and Caversham Drive, which is also backed up by observations. A range of mitigation measures have been put in place and further measures are planned, such as upgrading the temporary 3.5-tonne weight limit on the local roads to ensure it is legally enforceable and working jointly with New Zealand Police to enforce speed and the weight restrictions.

4.4 Aotea Great Barrier Airfields

During April 2023, Claris Airfield recorded 874 aircraft movements and 32 helicopter movements. For the last 12 months there were 8,899 movements which is a 13% increase for the same period in the previous year. The increase is due to the addition of an independent commercial operator, Island Aviation, which has commenced daily flights to Claris from the North Shore and Waiheke Island. Island Aviation is sharing airport terminal facilities at Claris with Sunair Aviation which operates a scheduled service to the island out of Tauranga.

13 Notices to Airmen (NOTAM) were issued in April to temporarily close grass runways due to heavy rain.

4.5 Parking improvement projects

Parking Design conducted an internal review of on street parking on Alex Evans Street, Newton to understand the current parking utilisation. Site observations have shown parking occupancy to be at capacity throughout the day and parking is being used by commuters. All nearby streets in the area are regulated by paid parking restriction which improved parking availability and provides flexibility to its users. To improve parking turnover and address commuter type use of parking at City Centre fringe, AT introduced paid parking restrictions on currently unrestricted on-street parking spaces on Alex Evans Street. It will be operational from 9am to 6pm Monday to Friday after the existing clearway restriction (7am-9am) finishes. The tariff is set at \$1 per hour for the first two hours and \$2 per hour thereafter.

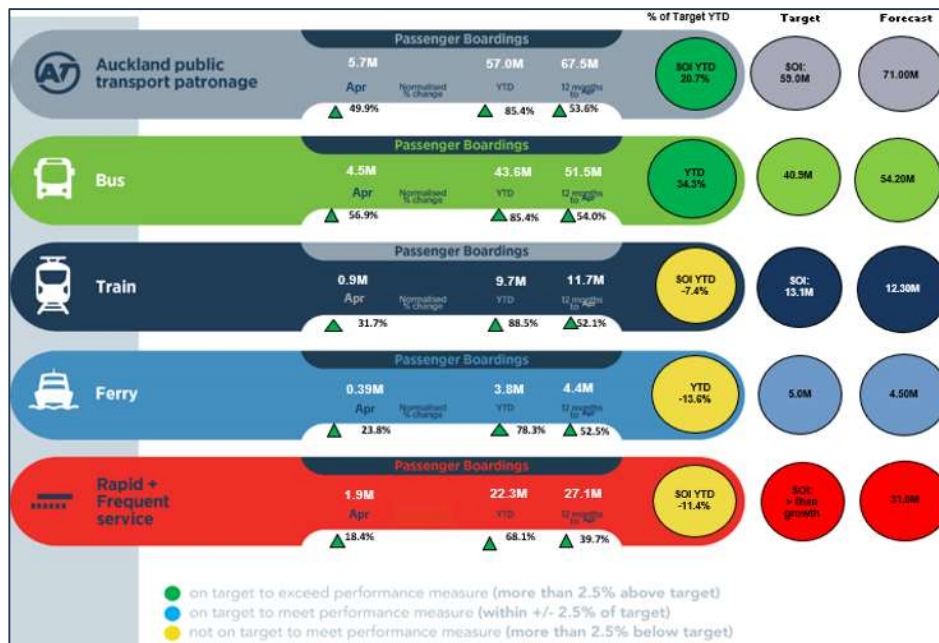
AT Parking's Interim Loading and Servicing Plan for City Centre was developed to manage disruption and reduce its impact on loading and servicing activity. As part of this plan, AT Parking has delivered five new loading zones in various parts of the city centre in May 2023.

5 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

5.1 AT Metro Public Transport

Passenger boardings – April 2023 and 12 months to April 2023



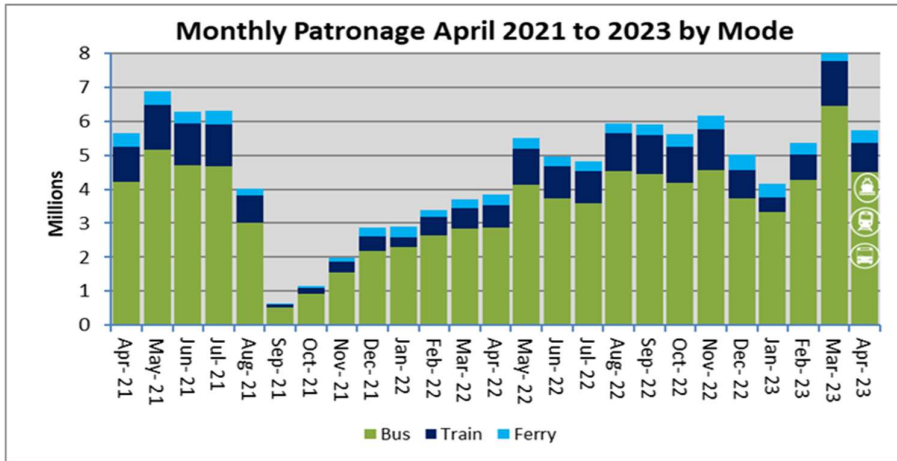
Overall, for the 12-months to April 2023 passenger boardings totalled 67.5 million, +53.6% on the previous year. April 2023 monthly patronage was 5.7 million, +49.9% on April 2022.

Bus services totalled 51.5 million passenger boardings for the 12-months to April 2023, +54.0% on the previous year. Patronage for April 2023 was 4.5 million, +56.9% on April 2022.

Train services totalled 11.7 million passenger boardings for the 12-months to April 2023, +52.1% on the previous year. Patronage for April 2023 was 0.9 million, +31.7% on April 2022.

Ferry services totalled 4.4 million passenger boardings for the 12-months to April 2023, +52.5% on the previous year. Patronage for April 2023 was 0.39 million, +23.8% on April 2022.

Rapid and Frequent services totalled 27.1 million passenger boardings for the 12-months to April 2023, +39.7% on the previous year. Patronage for April 2023 was 1.9 million, +18.4% on April 2022.

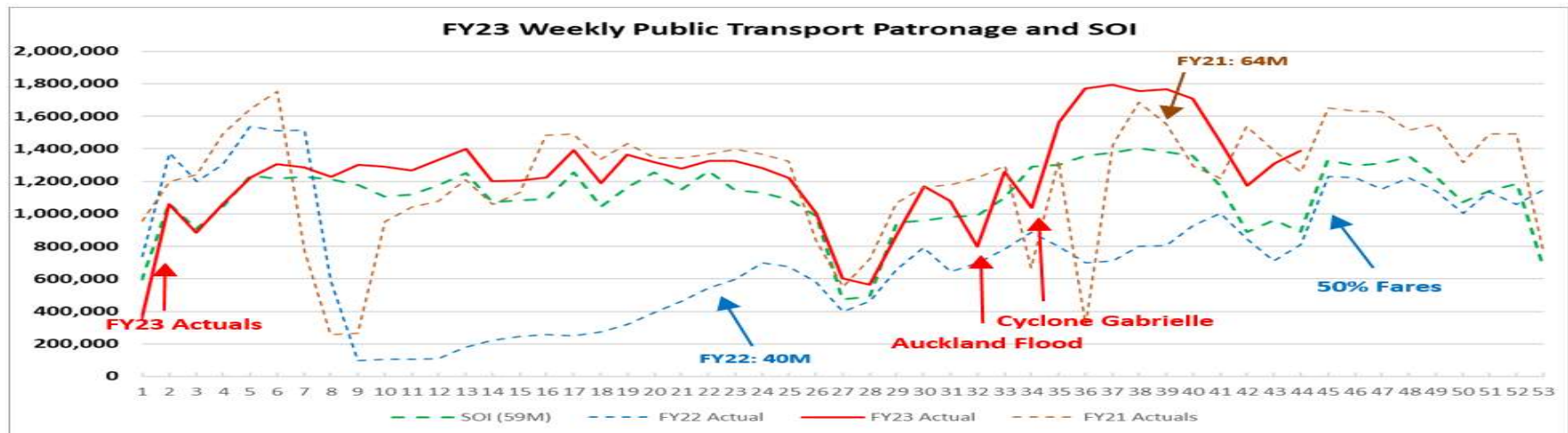


Passenger boardings in April 2023 was significantly lower than March 2023.

In April 2023, patronage was 5.74 million compared to 3.83 million in April 2022 or 150%, and 5.66 million in April 2021 or 101%.

The chart below 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 2021/22 (dotted blue line).

Patronage is exceeding the SOI target at a forecast for the 12-months to end June 2023 of around 71 million boardings.



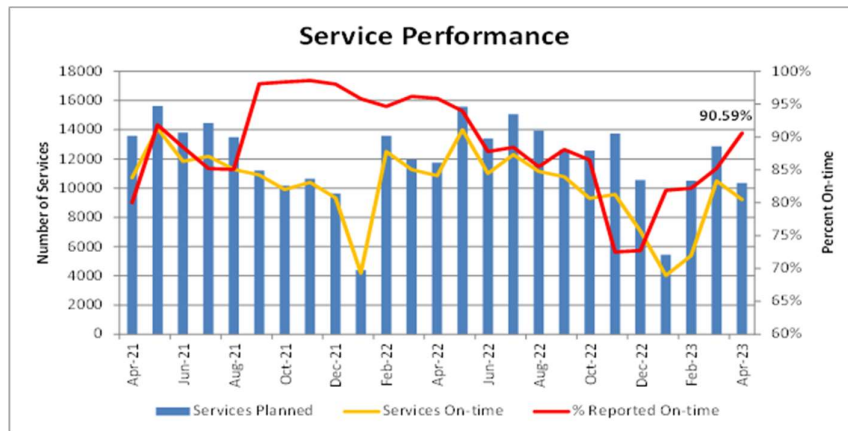
Service Punctuality and Reliability – April 2023

	Punctuality at Destination		Reliability at Destination	
	Apr-23	12 Month Average	Apr-23	12 Month Average
Train	90.59%	85.14%	98.20%	91.50%
Bus	97.44%	97.83%	92.85%	89.25%
Ferry	85.09%	80.44%	90.34%	86.04%

Reliability measures the number of services operated against schedule. Across all modes continues to be impacted by network and system issues. Bus driver availability continues to impact on bus reliability, ferry crew on ferry services and KiwiRail Rail Network Rebuild (RNR) on train services.

Punctuality of those services operated reduced slightly during April.

Rail Service Performance

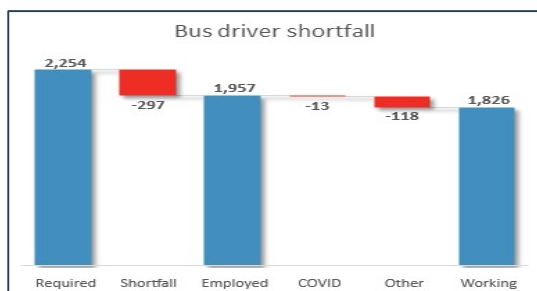


Service delivery improved during the month but there was still some disruption related to the reoccurrence of slips from the flooding and cyclone events in the previous months.

PT Staff Shortfall

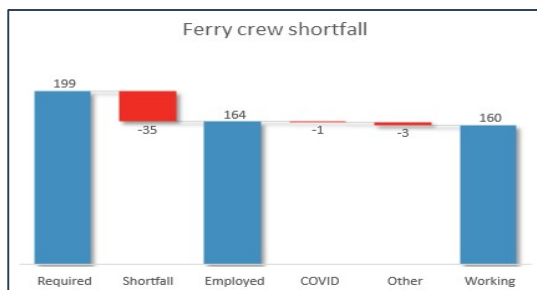
The third bus driver remuneration uplift this financial year will be completed through operator payments on 20 May 2023 following completion of Memorandums of Understanding (MOU) signed off by bus operators and agreement letters issued to operators.

At the time of writing, the latest shortfalls in PT staff are reported below for the first week of May to 7 May 2023.



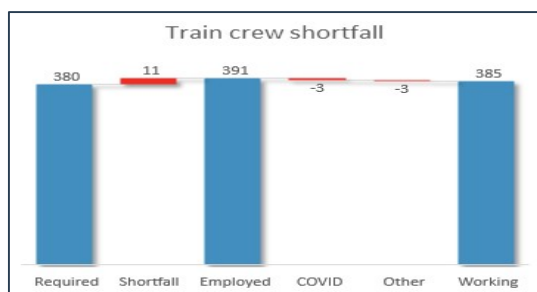
Bus drivers

Compared to the last report for the week ending 12 March 2023, bus driver shortfall reduced by 66 to 297, which is 13% of full requirement. Compared to the previous week, Go Bus added 38 new recruits to the workforce, NZ Bus had a smaller group of 5, and Waiheke Bus added one new driver.



Ferry crews

The shortfall in ferry crew remains at 35 and is not expected to change significantly until operators have recruited from overseas using the new immigration settings announced in April.



Train crew

Trains have more crew than currently required due lower requirements as a result of the closure of the Eastern Line for KiwiRail's RNR.

5.2 Infrastructure

Major Projects

	Current Phase	% Phase Completed
Eastern Busway 1 (Panmure to Pakuranga) – The Heritage Swing Bridge - Construction of the viewing platform and the board walk commenced in April 2023 with completion scheduled for mid-July 2023. Mokoia Pa Park - Detailed design has been issued and reviewed by the AT Design Review Panel, with preparation of NZHPT General Authority application is in progress.	Construction	93%
Eastern Busway 2/3/4 Alliance (Pakuranga to Botany) – Total Outturn Cost 2 (TOC2) price for stage 3 is being progressed with approval to be sought by AT Board expected at the June 2023 board meeting.	PAA	29%
Northern Busway Extension (Rosedale & Constellation Stations) – The project team implemented AT's Temporary Traffic Management (TTM) and took possession of the site on 31 March 2023. Waka Kotahi have agreed to release the Rosedale design documentation for the purpose of completing the design review and gap analysis. The project team is currently drafting the Registration Of Interest (ROI) and Request For Proposal (RFP) tender documents for the design gap analysis and MSQA support.	Construction	53%
Hill Street (Warkworth) Intersection Upgrade – 70% design progress. Outcomes of external consultation awaited. External consultation is scheduled to be carried out between May and June 2023. The project team is collaborating with the One Mahurangi Transport Forum (OMTF) on the development of the design as part of the detailed design phase.	Detail Design	60%
Matakana Link Road – Physical works is essentially complete with tidy up work and landscaping underway. The team is coordinating with Waka Kotahi for the opening of both the Puhoi to Warkworth SH1 extension and Matakana Link Road. The team is working through finalizing betterment costs (contributions from Vector and Watercare) for utility services installation, which is higher than initially estimated, resulting in some cost savings to AT.	Construction	99%
Northwest Rapid Transit Network – Te Atatu South and North main works have issued practical completion. Lincoln North works are progressing well and remain on programme. Due to the inclusion of Lincoln Bus Stops, Lincoln South main works are anticipated to be completed in October 2023. SH16 main works are anticipated to be completed in April 2023. However due to recent weather events and shortage of staff, the works are now anticipated to be completed in July 2023. The Westgate Station detailed design review has been completed by the Design Review Panel.	Design and Construction	67%
Orakei Infrastructure Projects (includes Ngapipi Bridge Widening, Kepa Rd Retaining Wall and Tamaki Northern Footpath Rehabilitation) – The Tamaki Footpath construction is progressing well with construction completion by August 2023. The Ngapipi Pedestrian Bridge has received its resource consent. Construction started in late January 2023, anticipated completion in October 2023. The Kepa Road retaining wall - slip remediation work is complete.	Construction	28%
Pt Chev to Westmere C/way – Tender documents are being finalised and compiled for release early May 2023. Risk workshop held and register being updated. Engineering plan approval being lodged.	Tender	10%

<p>Links to Glen Innes Cycleways – Package 1: Taniwha St construction is underway between Line Road and West Tamaki Road combining road maintenance related work. Reconstruction of the Elstree-Taniwha St intersection was completed end of March 2023. Cycleway capital works and road maintenance have been combined for delivery and is due to complete in October 2023.</p> <p>Package 2: Street lighting design is complete and is with AT streetlighting team for review. An integrated delivery approach between road maintenance and cycleway capital works is proposed to deliver the package 2 cycle routes. Delivery coordination with Watercare, Vector, and Kāinga Ora (KO) is ongoing. 'Dig once' opportunity is being explored.</p>	<p>Design and Construction</p>	<p>53%</p>
<p>Glenn Innes to Tamaki Cycleway (Section 4 - Orakei Basin to Tamaki Drive) – Section 4 (Orakei Basin to Tamaki Drive): Section 4A & 4C are complete. Ngapipi interim physical works are targeted to be completed end of May 2023. Section 4B consent is lodged with the Ministry for the Environment as per the fast-track approval process. The project team anticipates a decision by end of July.2023 Section 4B design is now 100% complete and is undergoing internal SME design review.</p>	<p>Detail Design 4B Construction 4A and 4C</p>	<p>38%</p>

Road Maintenance and Renewals – YTD April 2023

Asset Renewal Activities	YTD Actual (km)	YTD Forecast (km)	Full Year Target (km)	Completion v.YTD Target (%)	Completion v. Full Year Target (%)
Pavement Rehabilitation	3.0	6.4	6.0	47%	51%
Resurfacing	291.9	388.2	394.0	75%	74%
Footpath Renewals	37.7	50.0	60.0	75%	63%
Kerb and Channel replacement	28.4	35.0	35.0	81%	81%
TOTAL	361.1	479.6	495.0	75%	73%

The combined length of 400km is the target for 2022/23 for resurfacing and rehabilitation. There has been 191.9km of resurfacing completed for the ten months ending April 2023 – This is 75% of the year-to-date target. Further 37.7km of footpaths and 28.4km of kerb and channels were replaced for the ten months ending April 2023.

5.3 Property Acquisition

Ten (10) acquisitions were completed in April 2023 for the Eastern Busway Alliance Project.

Consent Planning

Submissions closed in April 2023 for two programmes:

- Around 195 submissions were received on the Airport to Botany Programme, 150 in opposition, 14 in support and 31 neutral. A hearing is scheduled for 21 August 2023 and the project team is working with a number of submitters including some key stakeholders to resolve issues prior to the hearing.
- Around 650 submissions were received on the Supporting Growth Alliance North West Programme, with a review underway by AC and AT to confirm how many were in support, how many in opposition and how many neutral. A hearing is scheduled for 18 September 2023.

The AC hearing for the notified applications for Eastern Busway Stages 2 and 3 Residential will commence on 15 May 2023.

Property Optimisation

April 2023 Facilitation Portfolio net revenue was \$0.23m below budget due to maintenance and compliance work required for two (2) new tenants at Victoria Street Carpark.

Operational and Retail Portfolio revenues are forecast to deliver \$0.9m over budget in FY 23.

5.4 Event Transport Response

April 2023 was a diverse month that included the start of the rugby and league season, concerts and ANZAC Day. Integrated ticketing has been shown to be an effective incentive for event-goers to use PT. However, in cases where it is not available, for example the One NZ Warriors games at Mount Smart Stadium, we have been promoting the 50% discounted fares or free weekend travel for children under 16. These efforts are showing encouraging results, and we are seeing a growing number of Aucklanders choosing to travel to events by PT.

For ANZAC Day we provided free travel for veterans on buses, trains and ferries and additional early morning services to get people to dawn services. In addition to promoting through our own channels we partnered with Auckland Museum.

The sporting season arrived during April with regular Warriors matches at Mt Smart Stadium.

Eden Park hosted the Black Caps vs Sri Lanka T20 and the start of the Blues rugby season and the Wellington Phoenix arrived in town to play the Brisbane Roar.

Ice Cube was the last of the major concerts along with Synthony at Auckland Domain. These smaller events (compared with the music concerts) were supported by consistent brand messages and efficient media buy. This effort encourages behaviour change of sustainable transport choices rolls up to the Climate Change strategic spotlight.



5.5 Sustainable Mobility Programme: Active Travel

Open Streets Avondale Festival

Sustainable Mobility partnered with local communities and Whau Local Board to make possible the first open streets event as part of Ngā Tiriti Ngāngahau, a cross-team internal collaboration. This event saw more than 936 visitors to the Te Whau Arts Festival that had the central road in Avondale closed for car traffic and open for pedestrians and bikes. More than 74 bikes were parked at the Bike Auckland run valet parking.

Guided Rides and Guided Walks New Programmes

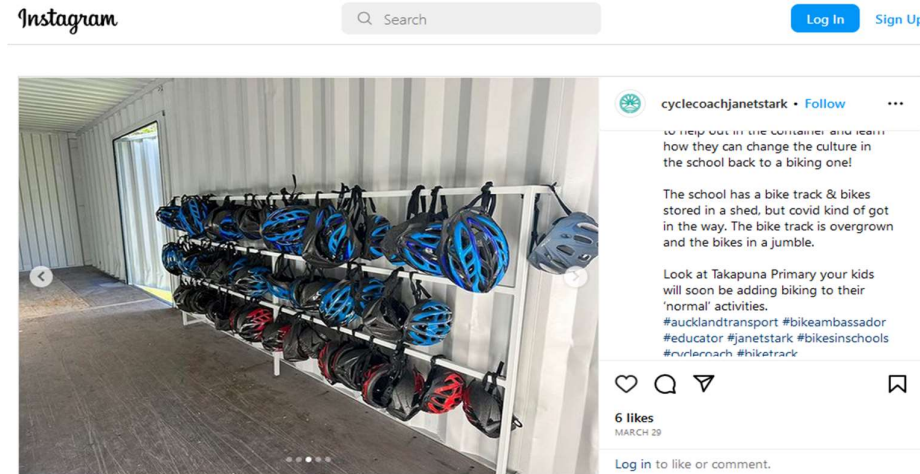
Two new programmes launched in April 2023 to activate priority parts of the network, Guided Walks and Guided Rides. April saw 40 participants for the new Guided Walks and over 230 registrations in just a couple of days through our new booking website. We haven't seen these high numbers of registrations since pre-Covid times. Guided Walks and Guided Rides will continue through May.

Cycle Skills for children

In April 2023, we delivered our cycle skill programme to almost 1,000 children at schools. Year to date we have taught cycle skills training to **6,600** children across 74 schools.

We are slightly below our target to deliver to 10,000 children before the end of June. These programmes are crucial for building **confidence and competence of cycling** and shape the minds and long-term travel choices of Aucklanders.

Part of the programme is Bike Ambassadors, in which kids are also trained to be the champions in their school on all matters cycling related. The programme also allows for containers, cleaning up and maintenance of the bikes.



5.6 Sustainable Mobility Programme: Travelwise

Personal Journey Planning

As part of a residential focused project in Kaipātiki local board area, we created 1,500 personal plans in April. This is a wonderful result for the team and the 1,500 people that have been introduced to new, more sustainable journeys to work, study or elsewhere. Customers will be contacted in a couple of months as part of a project evaluation to see what impact the project has had to their travel patterns.

Employer HOP Subsidy

The cross functional squad made some good progress in April, culminating in panel approval to move forward on the development of a software solution which will enable the product to be offered at scale. Through our Travelwise programme we continue to hear from employers who are keen to offer their staff a PT subsidy, particularly since the fringe benefit tax rules were changed in April. The team will be gearing up to sign up new businesses later in the year once the software solution is ready.

5.7 School Community and Road Safety Education

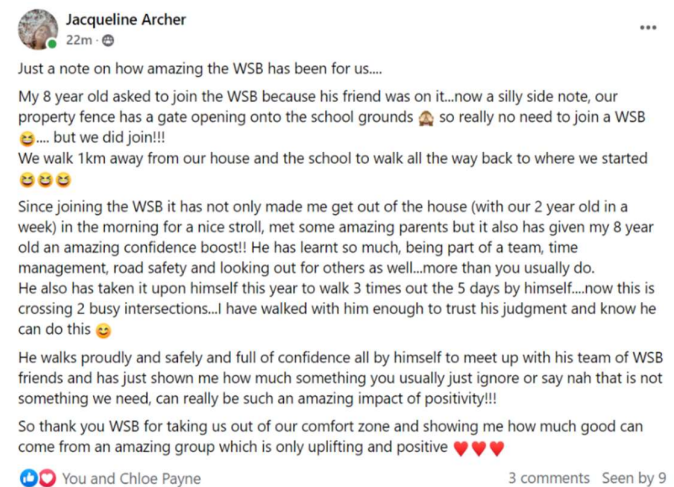
Travelwise and Walking School Bus Activations

Community Transport delivered 57 active mode and road safety activities delivered in schools. This included:

- 31 Travelwise programme activities during the month, including rural school activities.
- Eight speed activations – including "Back to School and Slow Down Around School activities.
- Six Innovating Streets and People Powered programme activities.
- One scooter skills training session.
- 11 cycling promotions and events, including two Bike Ambassador workshops.

School holidays had an impact on the delivery within schools so planning and project collaboration also undertaken in April included:

- Planning for Road Safety Week activations, information sessions and safety promotions
- Project planning for Nga Tiriti Ngangahau programmed in Konini School, Avondale Open Streets and Puketapapa Cycle Haven.
- Streets for People programme for the New Lynn/Kelston Schools Cluster and Mangere Cluster
- Continued collaboration with the Marketing and Creative@AT teams for the Rural School Bus Speed campaign to raise awareness of the "slow to 20km passed a stationary school bus" legislation and the risks around embarking and disembarking children, particularly in rural areas.



- Preparation continued in relation to the engagement and delivery of the annual Travelwise Active Modes surveys to best understand how we are tracking against Active Mode shift and the SOI Key Performance Indicators (KPIs). Alongside this a Master List is being created containing the communication to schools across these projects and delivery.

Walking School Bus numbers remain steady over the month with 202 active buses walking to and from schools across the network. Volunteer recruitment, gate promotions and parent volunteer meetings are some of the activities undertaken to maintain the number of routes and opportunities for active travel.

Motorcycle safety promotion

In partnership with New Zealand Police, checkpoints were conducted in Kaukapakapa and Clevedon engaging with 85 riders, promoting the Ride Forever programme, rider visibility and equally taking the opportunity to seek understanding from riders as to what their challenges are. New Zealand Police were also requesting information on the Motorcycle licensing process and the best way to initiate the journey that is suitable for them.

Along with checkpoints, AT provided a Pro Rider Maintenance workshop with a two-hour session with skilled instructors covering:

- Bike maintenance tips and how to look after your bike;
- Practical demonstrations on how to repair a tubeless tire; and
- What check a rider should conduct and how often.



The workshop gave lots of practical tips and provided an opportunity for riders to network, ask questions and seek expert advice.

Restraints, Impairment, Distractions Checkpoints

Operation Safer Roads provided an opportunity to work alongside New Zealand Police in checkpoints in Auckland's Central Business District and central suburbs. The purpose was to ensure the public in Auckland city are safe and feel safe by providing increased police and AT presence and visibility and to prevent harm through Road Safety Checkpoints.



Over 6,000 breath tests were conducted, with 20 impaired drivers processed for excessive breath alcohol. The AT team were able to provide support and technical advice to Police regarding restraints and the appropriate use of child car seats, engaging with drivers, removing faulty seats, providing education and in some cases the interactions resulted in infringements. Adult restraint use was also notably low particularly in Ubers, rear seats and taxis. The evaluation concluded that those not using restraints or using them incorrectly was higher than those processed for alcohol impairment.

Waiheke Island Activations – Speed Activation Assessments

Waiheke Island has recently had speed limits reduced to 30kph. An investigation concluded that drivers were travelling at speeds greater than the posted speed limit, therefore planning for speed activations in the local communities was underway.

Fatigue

Partnering with Brainwave, an organisation focused on promoting healthy brain development in babies, children and rangatahi the Community Transport team was able to engage with 40 participants from around the country, attending their Auckland Hui to discuss the effects of fatigue on drivers, sharing some of the results.

Fatigue stops were initiated in April, strategically placed in Drury to engage with drivers traveling long distances for the Easter weekend. Over 100 drivers stopped engaged with the team who were able to raise awareness of the Waka Kotahi journey planner to ensure their routes were safe to travel and they had planned breaks.



Young Drivers

Three activations were delivered with 19 participants in the Kaipatiki and Waitematā Local Board areas and Online

The Young Drivers and Kaihautu programmes are supporting Local Community Providers to successfully deliver within their communities particularly with those struggling within mainstream systems. The Rising Foundation is one of the Community Providers with an extensive reach who are now delivering the majority of their programmes successfully with limited support however, AT is supplementing the April 2023, the Rising Foundation were able to successfully provide workshops for both restricted and full licenses and 9 passed. All Community Providers empowered to deliver these workshops through AT also include evidence-based content to promote safe, responsible and courteous drivers on our roads.

5.8 PT Satisfaction

After reaching an all-time low last month, overall satisfaction saw improvements this month (41%, +5). We have arrested the decline in system satisfaction with a 1-point improvement to 23%. Reported disruptions reached its highest point last month. This month, we see a 6-point decrease (48%).

Despite improvements overall, reliability issues continue to erode customer trust and confidence in PT.

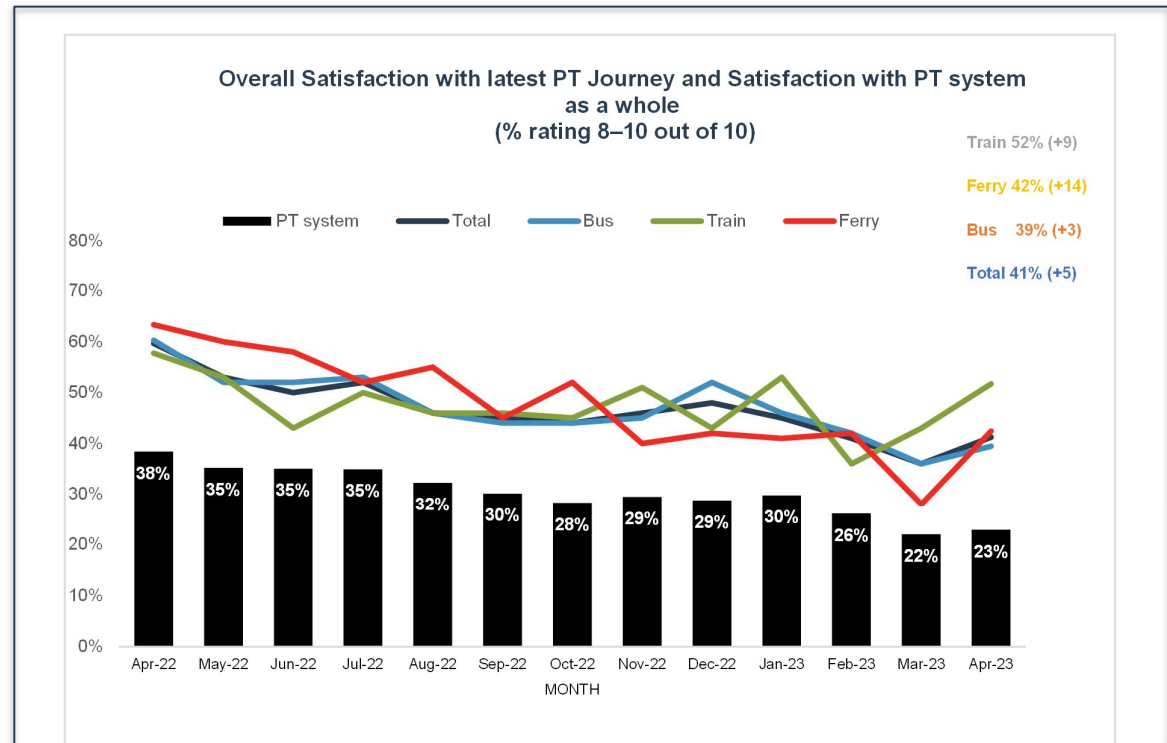
Last month, March Madness resulted in increased patronage across the network. Record high reported disruptions and already reduced services following the COVID-19 pandemic means that services were perceived to be full or overcrowded.

Improvements in satisfaction and disruptions may be partially impacted by school holidays and public holidays (Easter, ANZAC day). Despite this, satisfaction remains relatively low, and claimed disruptions relatively high.

For bus users, satisfaction remains relatively low at 39% (+3), whilst half of bus customers reported a disruption this month.

Satisfaction amongst our key journey metrics remains stable this month. The end of March Madness had a positive impact on satisfaction with *having enough seats available on-board* (52%, +5) and *having enough distance between you and other passengers* (35%, +3). However, for both these attributes, satisfaction levels are still lower than pre-March levels.

Satisfaction with *value for money for this trip* has seen a decrease for the fourth consecutive month (56%, -2). It is at its lowest level since half price fares were introduced.



After dropping to an historical low last month, ferry satisfaction sees a 14-point increase in satisfaction this month (42%). We also see fewer reported disruptions this month; however, ferries remain the highest of all modes with half of customers reporting a disruption (51%).

After reaching all-time lows last month, most key attributes see an improvement in satisfaction this month.

Despite some improvements, customer frustration remains high, with comments describing frequent cancellations and passengers being left behind due to capacity issues.

Train satisfaction continues to improve amongst customers not affected by the RNR, and now sits at 52% (+9). Reported disruptions is at 37% this month.

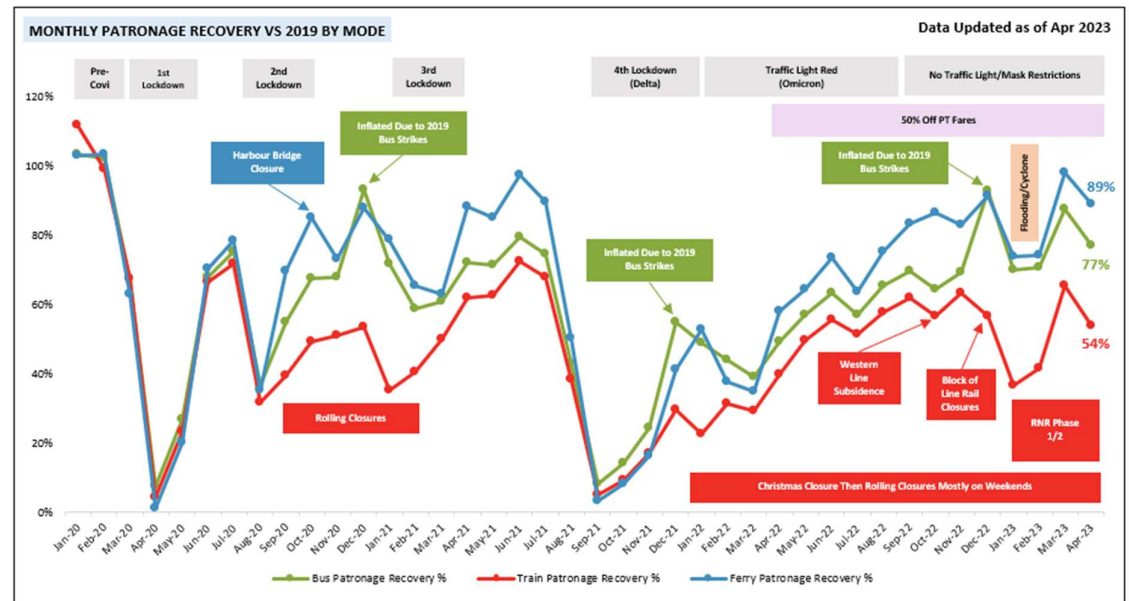
This month, satisfaction with *vehicle arriving and departing on time* is 49% (+9), its highest level since May 2022. For train customers who have been impacted by the RNR and are now using the rail replacement buses, their biggest pain point is the long journey times.

5.9 PT Recovery

394 days into the 50% off PT offer, 1.08m cards have been used with customer savings of \$75.8m (estimated based on regular fares) over 68.0m trips. To date, average savings per card is \$70.

Patronage for April 2023 was 5.53m (-31% vs March 2023) and down to 72% of 2019 levels. Looking at average Tuesday to Thursday (non-public/school holiday) patronage it was 300,000 passengers in April 2023 vs 313,000 in March 2023, so patronage for April still remained strong. The highest daily patronage we have seen since the pandemic was on 15 March 2023 at 327,000 passengers.

Tertiary patronage dropped off in April 2023 with the mid-semester break for Easter and is still the lowest for patronage recovery by concession sitting at 42% vs April 2019. Cards need to be registered for a concession to be loaded and we have seen a drop in



the percentage of patronage on registered cards from 93% in July 2021 (increased registrations for COVID-19 tracking) down to 86% in April 2023.

Similar to March 2023, card recovery in April 2023 was strong (+6,700 cards on the network vs April 2019), even with the RNR stage 2 starting during the month. Customers are returning to the network at a higher rate than overall patronage.

Cancellations for bus and train for April 2023 were at 6%, down from 8% last month (bus was at 6% and train at 2%, but bus had 323,000 scheduled services vs 10,400 for train). This is excluding the 1,233 unique bus services that are currently suspended across the network that translates into 15,800 monthly suspended services (based on 4 weeks at 3,953).

5.10 Procurement

Published Tenders

There were two published tenders in the current reporting period (10 March to 28 April 2023) with an estimated value of \$605,000. No tender had an estimated value of over \$2 million.

Awarded Contracts

There were 223 contracts created in the current reporting period (10 March to 28 April 2023) with a total award value of \$39.1 million. Three contracts had awarded more than \$2 million.

Contract	Supplier
Asset Management and System Roding Structure – Central and South Auckland – Ten-year (5+5) contract (2023 to 2033) Asset management and system roding structure services contract, including inspection conditions, analysis/interpretation and preparation of recommended works and asset replacement programmes for transport structures in the AT Central and South Auckland network.	Beca Limited
Asset Management And System Roding Structure – North and West Auckland – Ten-year (5+5) contract (2023 to 2033) Asset management and system roding structure services contract, including inspection conditions, analysis/interpretation and preparation of recommended works and asset replacement programmes for transport structures in the AT North and West Auckland network.	WSP New Zealand Limited
Technical Facilities Maintenance Services (Mechanical, Electrical, Plumbing) – Five-year (3+1+1) contract (2023 to 2028)	Masta Maintenance Services NZ Limited

Contract	Supplier
Mechanical, Electrical & Plumbing (MEP) maintenance and repair services of scheduled and responsive nature across all PT modes and parking, excluding Railway Stations with Park and Ride carparks, corporate accommodation and roading.	

5.11 Regional Land Transport Plan (RLTP) funding

The table below outlines activities approved by Waka Kotahi during the period 9 March to 9 May 2023.

Activity	Approved Costs (\$M)
Carpark Management Plan – City Centre	\$0.45
Climate Emergency Response Fund (Transport Choices) (CERF-TC) – <i>note these are 100% CERF Funded</i>	
<ul style="list-style-type: none"> • East Coast and Raleigh Road Bus Lanes (Implementation) • Hendry Avenue Cycling Improvement (Implementation) • Karangahape Road Cycling (Pre-implementation) • Mangere Cycling Improvement (Pre-implementation) • Mangere Schools (Pre-implementation) • Manurewa Package (Pre-implementation) • NorthWest Bus Improvement (Pre-implementation) 	<ul style="list-style-type: none"> \$6.16 \$1.83 \$1.27 \$0.77 \$0.83 \$2.36 \$4.27
Cycling Investment – Mangere East (Pre-Implementation)	\$9.20
Cycling Investment – Manukau (Pre-Implementation)	\$6.10
Cycling Investment – Manukau (Implementation)	\$1.30
Emergency Works – AT Anniversary Weekend and Cyclone Gabrielle – Immediate Response (Construction) <i>Note – this is for FY23 and is funded 91% through the Government’s Emergency Response Fund</i>	\$31.0
Emergency Works – AT Anniversary Weekend and Cyclone Gabrielle – Reinstatement (Construction) <i>Note – this is the estimate for FY23 only</i>	\$25.4
Karangahape Neighbourhood Improvements (Pre-Implementation)	\$1.60
Transport Network for Growth (TNFG) – Warkworth (Pre-Implementation)	\$5.50

Waka Kotahi and the Ministry of Transport have confirmed that \$200 million of New Zealand Upgrade Programme (NZUP) funding is now available to be allocated to fund the Eastern Busway project. The funding will flow in for up to six years, starting from the current year. Effectively, the National Land Transport Fund funding plus NZUP funding will provide two-thirds of the funding for Eastern Busway construction over this period, with local share funding the remaining third.

Waka Kotahi has also indicated that they will also be approving funding towards the Open Loop activity. The Funding Team are working with Waka Kotahi, however the total approval is estimated at \$32 million (at 51% Funding Assistance Rate).

Integrated Network Planning leading world practice

AT's Network Planning team met with representatives from Transport for New South Wales, and separately Edinburgh Council, to talk through how AT plans the transport network. Both overseas agencies noted they are taking guidance from AT in how to do network planning and are replicating the AT Network Plan - Future Connect, for use in their jurisdictions.

5.12 Next Steps for Connected Communities.

Our Connected Communities programme was established with the intention of optimising key transport corridors across the region with a focus on getting the most out of the existing infrastructure and developing solutions with local boards and the community. The programme was designed to develop solutions that addressed the needs of all modes while taking a dig once approach to minimise overall cost and disruption.

With changes to our funding context, these types of comprehensive solutions are no longer affordable in the short to medium term given other competing priorities. Accordingly, the Connected Communities programme, in its current form, has been stopped.

The project workstreams that make up the programme have been progressed to suitable hold points to allow for projects or elements of projects to be progressed in future work packages.

A communication plan is being developed to communicate the decision and impacts to local boards, communities and other stakeholders.

The Connected Communities programme also established a number of new approaches which will be applied to the development of future solutions for the transport system.

There remains however, a need to develop viable solutions that optimise our corridors, ensure they most effectively meet the needs of our current and future customers across all modes and that align with the Letter of Expectations for the next three years. We are working to determine the best way forward that will enable us to deliver solutions quickly within our funding parameters.

5.13 Network Optimisation Programme

The Paul Matthews Road Pedestrian Crossing project began construction in April 2023. This project upgrades two existing crossings on Paul Matthews Road in Rosedale to support the Northern Corridor Improvements. One of the crossing points will be signalled with a raised pedestrian and cyclist crossing. The other crossing is a pedestrian refuge crossing. The project will improve pedestrian safety and access to PT.

The Maioro Street Corridor Improvement project team met with the Whau Local Board to discuss an alternative option to the Dynamic Bus Lane that was consulted on last year. Feedback from the consultation was good support for bus reliability and pedestrian improvements, however there was strong opposition by residents to the removal of the flush median creating five live traffic lanes in the peak period and banning of right turns. The Whau Local Board are in support of the new T2 transit lane proposal, but also wanted the project to look at improving cycling in the area.

5.14 Dynamic Lanes

The project team have investigated 180 locations across the Auckland region to understand their suitability for a dynamic lane solution. The locations were evaluated using the following criteria: available road width, downstream capacity, difficulty/risk/cost of implementation and existing road corridor could be utilised without widening or significant civil works. Out of 24 potential sites identified, seven sites have the best combination of travel time benefits, ease of constructability and delivery. AT will evaluate which sites are suitable to be progressed to detail design and implementation, following consultation later in the year.

Bus Priority at Traffic Signals (use of bus transponders) has gone live on Dominion Road, with the Eastern Busway stage 1 route planned to go live in late May. These two routes with the Manukau / Pah Road route (which went live in March) completes the commitment of implementing three routes this financial year. After the benefits and learnings on these routes have been evaluated, the next set of bus signal priority routes will be planned and rolled out in the next financial year.

Other technology solutions on the road

Over 60 sites are currently being investigated as potential candidates to have vehicle queue detection, cycling or pedestrian detection installed in the next financial year depending on the outcome and learnings of the trials.

AT is currently trialling vehicle queue detection to improve efficiency at intersections that have a shared through / right turn lane and exclusive right turn lanes that affect upstream congestion. The three intersections on trial are Trugood Drive / Ti Rakau Drive, Mt Wellington / Sylvia Park and Gillies Road / Owens Road.

To improve efficiency and manage conflict at intersections between cyclists and vehicles, sensors have been installed at the Tamaki Drive / Solent Street (currently live) and will be installed in May at the Nelson Street / Wellesley Street and Victoria Street / Halsey Street intersections.

Sensors to detect pedestrians who have completed their crossing early at signalised pedestrian crossings will improve vehicle flow by cancelling the pedestrian phase when not needed. The sensors will also be able to prolong the green time at busy pedestrian intersections where there is an expected surge of pedestrians. Pedestrian detection sensors will be installed in Northcote Road / Onewa Domain, Symonds Street outside Auckland University in mid-May and Halsey Street / Fanshawe street staged crossing in early June.

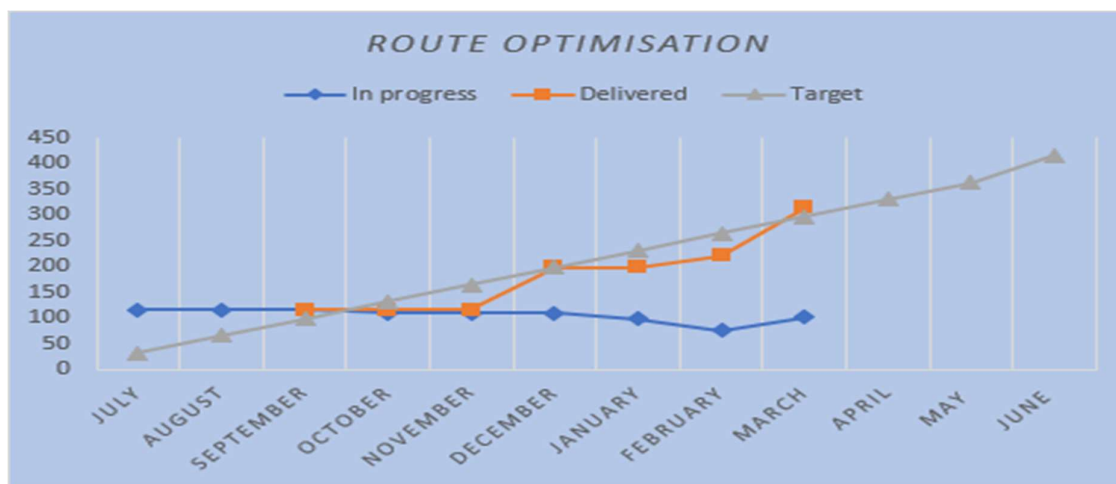
5.15 Route Optimisation Programme

The Optimisation Delivery Team have successfully completed the third quarter of this financial year 2022/2023 of the route optimisation program.

The total number of optimised intersections has been updated to 416 (was 397) due to urgency of adding two routes post completion of major projects

These two routes are: Constellation Drive and Te Atatu Road to Edmonton Road (after completion of bus stations part of North-western Bus Improvements project).

Optimisation is complete for 312 sites, while 104 sites remain in progress as shown in image below.



5.16 Active modes update

AT is working alongside AC and ride share operators (Beam and Lime) to extend a recent trial for virtual parking locations for scooters and bikes in the Britomart precinct, to also include Queen Street from Britomart to Mayoral Drive. This trial requires ride share users to only be able to park in specified locations which will be geofenced in the app, meaning users will not be able to end their trip and park outside of those areas. This trial has had some success within the Britomart precinct to help encourage good scooter and bike parking and manage compliance and it is hoped these benefits can be extended to Queen Street.

An additional ten temporary scooter parklets have recently been installed in the City Centre area. It is intended that these sites will be monitored for effectiveness and where they are well used, will be eventually turned into permanent scooter parking locations.

5.17 Transport Officer update

The Transport Compliance department has implemented a new reporting process to capture more detailed data regarding Adverse Events faced by our Transport Officers on the network (rail, bus, ferry & public spaces). The redesign of the event labelling system will enable us to better categorize and analyse the types of Events that occur.

The new categories are Alcohol, Assault (on Transport Officers), Assault (on Bus Drivers), Assault (on members of the public), Disorderly Behaviour, Drugs, Incident (this is a catch-all), Medical Event, Verbal Abuse (against Transport Officer), and Verbal Threat (against Transport Officer).

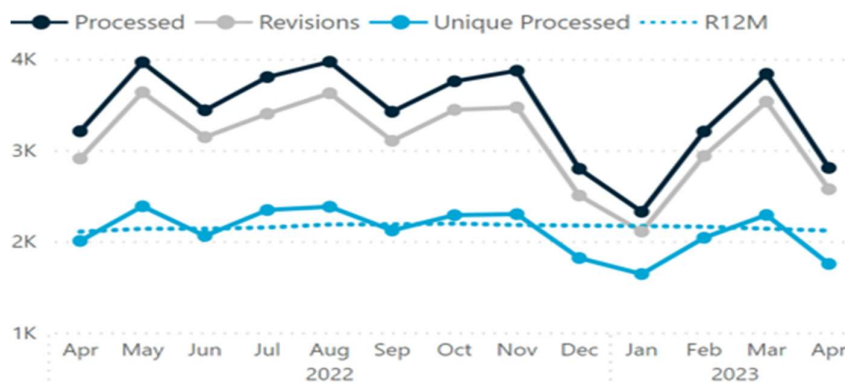
In April, a total of 65 Events were reported, compared to 56 in March. Of these, 15 were for Disorderly Behaviour and 8 were Alcohol related. Notably, there were 11 incidents of Verbal Abuse and eight Verbal Threats in April, which until now had been included under Disorderly Behaviour.

While Disorderly Behaviour events have decreased from March to April 2023 (partly due to the new categories), alcohol-related incidents have increased from four to eight. AT will continue to monitor the situation closely and take appropriate action to ensure the safety of all Transport Officers and the travelling public.

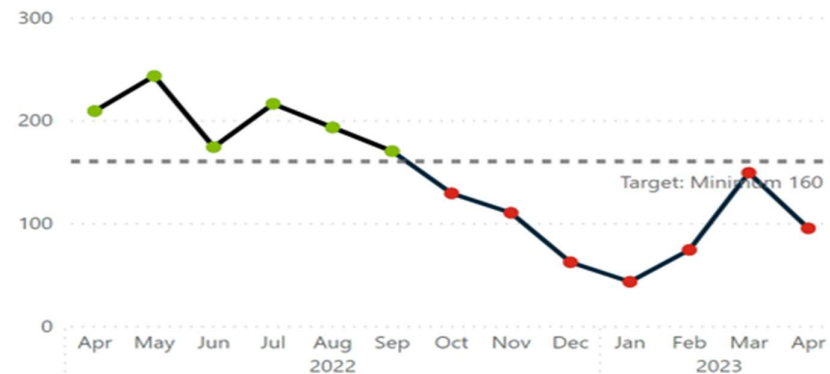
5.18 Road corridor and worksites

The total number of Corridor Access Request (CAR) applications saw a reduction during April. There is no obviously identifiable reason or trend at this time to explain this downturn but a decline in the construction and project areas after the activity following the weather events over January and February could be a relevant factor.

Number of CARs received



Number of worksite inspections conducted



As part of the programme of work to improve temporary traffic management in Auckland, AT improved the ability to report redundant temporary traffic management (TTM) equipment by promoting 'cone reporting' as a special category on the AT Report a Problem website page. This allows customers to drop a pin to indicate location and to upload photographs of the equipment being reported. The reports are then automatically uploaded into the Customer Relationship Management (CRM) system, ready to send to contractors to collect the equipment if it has been left behind or is no longer part of an active worksite.

As a result, during April there was a significant increase in number of reported redundant TTM equipment cases along with a slower than hoped start of the Abandoned Redundant TTM Equipment Programme. This programme involved eight contractors, assigned to different geographical regions, to collect the equipment. Due to this combination of factors, the team have worked hard to deal with cases as they arise, but resulted in the lower number of documented worksite inspections carried out over April.

There was no significant change in pass rates although these are known to compare favourably with other similar monitoring programmes undertaken by Waka Kotahi for State Highways.

6 Environment and cultural heritage

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

6.1 Policy and Advocacy

Draft Transport Government Policy Statement (GPS)

The government has signalled that it will release a draft of the next GPS for Transport in early June. Submissions will be open for approximately 6 weeks. AC has identified this submission as a priority, and will lead the drafting process, with AT support. AT and AC staff are collaborating to agree the key messages for our submission and confirm the process for developing and approving the final document.

To aid understanding of the proposals, we are negotiating with the Ministry of Transport to run a workshop on the draft GPS with the Regional Transport Committee (RTC). This will enable members of the RTC to inquire into and make sense of what is proposed, and to decide if the RTC wants to make a submission itself.

Funding Infrastructure for Growth discussion document

AT is working with AC staff to develop a technical discussion document on the significant challenge the group faces funding growth infrastructure. The document will discuss the growth pressures being felt across the region, current infrastructure funding tools and their limitations, and what some of the options for reform are.

Rather than making specific recommendations, this work will establish a platform for aligned central and local government understanding of the issues. Timing is designed to feed into Briefings to Incoming Ministers (BIMs).

AC's Submission on the Land Transport Management (Regulation of PT) Amendment Bill

AT has supported an AC group submission on the legislation which oversees PTOM (the PT Operating Model). The Government has proposed replacing PTOM with a new Sustainable PT Framework. The changes are designed to prioritise mode-shift, provide fair and equitable treatment of employees, and improve environment and health outcomes.

AT and AC supported the Bill, while noting significant pressures on PT funding. The Bill is generally enabling and provides additional options for PT service delivery, rather than prescribing any one solution. AT staff have been involved in development of the framework and continue to work with government on supporting processes.

Ministry of Transport draft EV Charging Strategy

In May 2023, AT lodged a submission on the Ministry of Transport's draft National Electric Vehicle (EV) charging strategy ("Charging Our Future") and discussion document. The draft strategy relates to public and private charging at all speeds required to serve the EV fleet and is intended to continue the momentum of the governments Clean Car Programme and encourage significantly more EV charging infrastructure across New Zealand. AT's submission noted the issues challenges facing a road controlling authority from expanded EV charging infrastructure and provided information on key issues for a large urban centre. A key concern for AT is that charging infrastructure may impact existing services in the road corridor, undermining transport outcomes including safety; and the commentary on the proposed urban targets for charging infrastructure in relation to existing urban planning such as the City Centre Masterplan. The submission was prepared with input from across the business and from AC staff.

6.2 Climate Change and Environment

TERP Implementation Plan and Vehicle Kilometres Travelled (VKT) Reduction Plan

A methodology to prioritise the implementation of actions in the Transport Emissions Reduction Pathway (TERP) has now been completed. There are substantial resource requirements to develop a full implementation plan, which are challenging in our current funding context, and direction from AC to deliver on the TERP outcomes within our current funding parameters. The prioritisation of actions represents a pragmatic approach within this context.

However, we are working hard to find alternative sources of funding. An application has been made to the Climate Emergency Response Fund (CERF) VKT Reduction Programme to develop a VKT Reduction Plan as per Waka Kotahi requirements. The VKT Reduction Plan is likely to include activities that will contribute to the achievement of TERP outcomes, and it is proposed to combine the two plans to make the VKT Reduction Plan a first stage of the TERP Implementation Plan.

Sustainability Strategy

Work is underway on the development of AT's Sustainability Strategy. This strategy is a key component of our approach to comprehensively guiding the business in achieving climate change, environmental and social outcomes and embedding these expectations in the business processes. This work will be completed in July and presented to the Board in August 2023.

6.3 Street Lighting

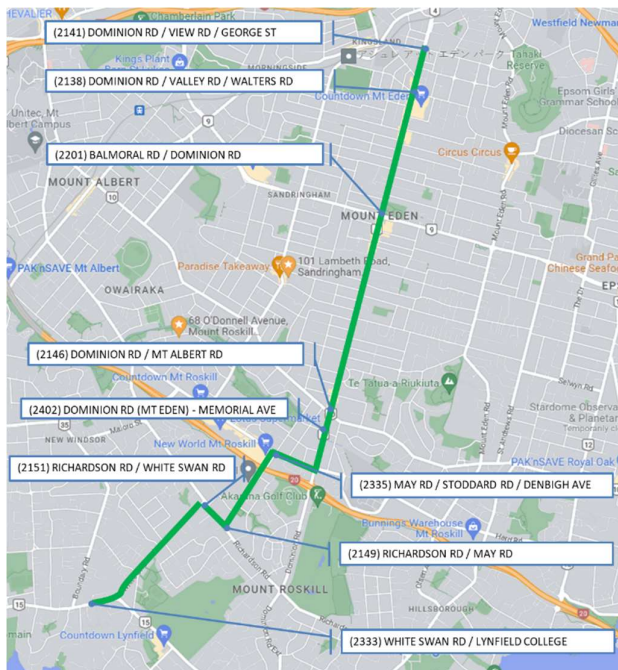
During the month of April 2023, 1,026 lights were replaced with Light Emitting Diode (LED) luminaires and a further 1,358 LED streetlights were connected to the Central Management System (CMS) with Light Point Controllers. At month end we have 124,761 lights on the AT network with 114,880 connected to the CMS.

7 Opportunity and prosperity

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

7.1 Prioritisation of late running busses

At the end of April 2023, the bus priority solution was successfully implemented for nine intersections along Dominion Road. Analysis of results will be presented in due course; but early indications are that the system is working well, and benefits are being achieved.

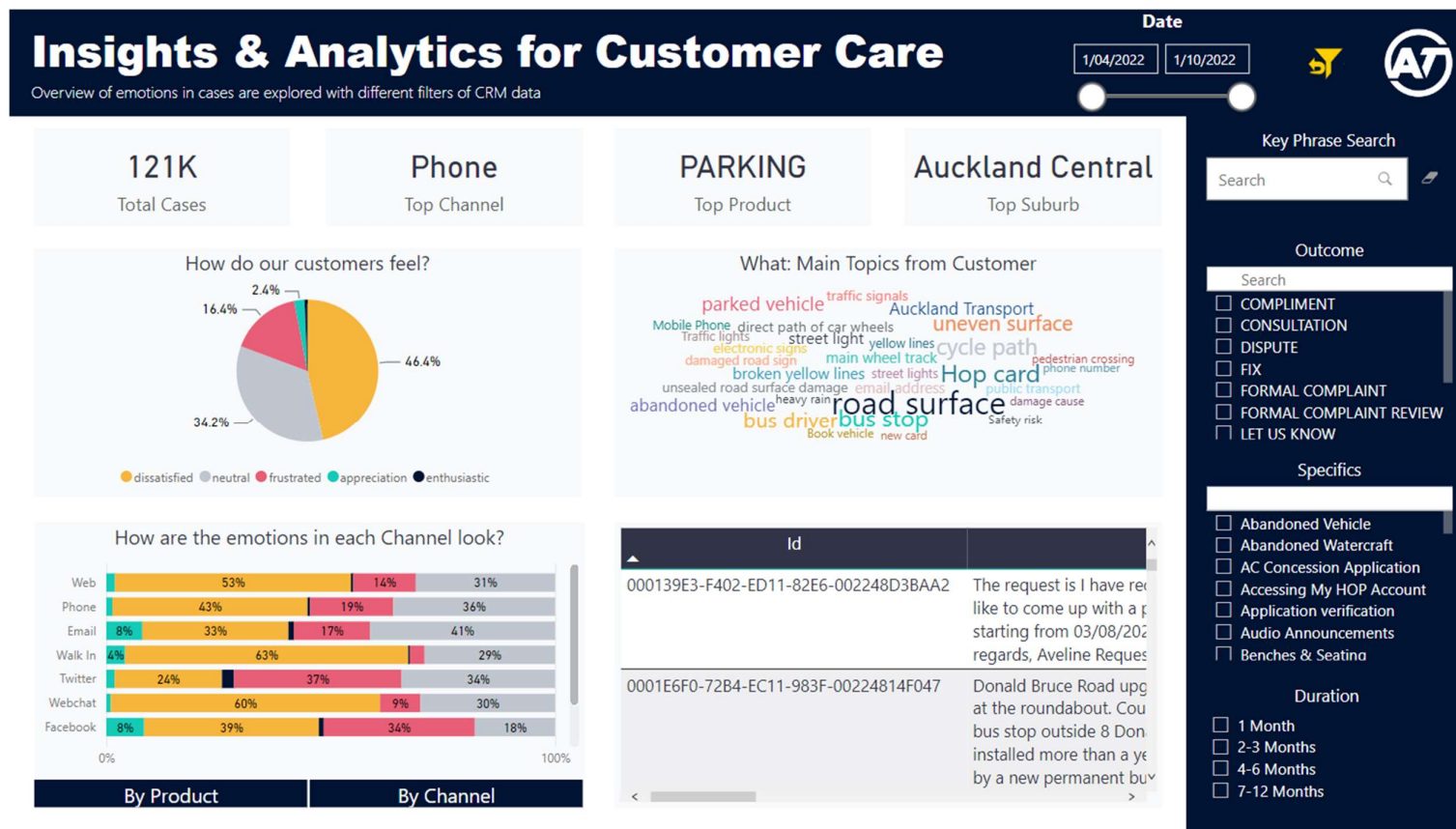


Bus Route Number	Route Name
252	Civic Centre To Lynfield Via Dominion Rd
253	Civic Centre To Blockhouse Bay Via Dominion Rd
25B	Blockhouse Bay To City Centre Via Dominion Rd

7.2 Data Science – Insights and Analytics for Customer Care

The goal is to provide the Customer Care team with an efficient way to understand the difficulties that customers are facing when interacting with AT. This can be achieved by gaining deeper insight into customers' needs and identifying key areas of improvement by extracting emotions, keywords, questions, addresses, and entities from the CRM data.

By doing so, AT can quickly and accurately understand customers' needs and integrate them into the decision-making process, leading to a more customer-centric approach. Overall, the focus is on improving the customer experience by addressing their needs and making it easier for them to interact with AT.



7.3 Data Science – Customer Insights on Assets

The Data Science team worked closely with the Asset Management team to incorporate customer feedback data for asset management, planning and strategy, to extract insights from CRM data to identify the main issues with assets from the customers' perspective. Using sentiment analysis and text mining the team have been able to create a PowerBI report that visualises the locations of the assets and the number of cases reported, which can be broken down to the local board level.

The Asset Planning team creates an Asset Class Management Plan (ACMP) for every asset, which is utilised to secure funding from AC and Waka Kotahi for maintenance and renewals, and to direct programme delivery. This solution will enable the Asset Planning team to incorporate customer feedback to gain a more comprehensive understanding of which assets require remediation. This effort also supports the wider objective of listening to and understanding our customers better.



7.4 Harbourmaster's Update: Emergency Towing Vessels and marine firefighting capability

Over the last few years, port companies around New Zealand have replaced their aging tug fleets with increasingly powerful ship handling tugs. The new tugs were specifically designed to handle large ships within the confines of the port and as such, the capability for the nations tugs to put to sea in order to assist a ship in distress has largely been lost.

The resulting loss of seagoing tugs creates a risk to New Zealand. If a ship becomes distressed whilst transiting the coast, there is often little that can be done to assist in the first few crucial hours. There are large towing vessels associated with the oil industry stationed off Taranaki which may be able to assist but the steaming time for these vessels to reach Auckland's east coast is over 24 hours.

With the present heightened interest in this issue, the Harbourmaster has joined other Harbourmasters and interested parties from around the country in an attempt to influence and work together with Maritime New Zealand and central Government to explore options on how this risk can be best mitigated once and for all. The Harbourmaster is also working closely with Ports of Auckland in this regard.

The Harbourmaster is also currently engaging with Auckland's Fire and Emergency New Zealand (FENZ) District Managers with a view to building an enhanced marine firefighting capability in the Auckland region.