

Entered by Board Secretary

## Chief Executive's Open Board Business Report

### Aronga / Purpose

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

### Te tūtohunga / Recommendation

That the Auckland Transport Board (board):

- a) notes the information provided in this report.

### Te horopaki / Background

2. With the approval of the SOI by the board at its 27 June 2023 meeting, we have revised the format of the open business report and the attached SOI Dashboard to refocus on key SOI deliverables, milestones, significant operational issues impacting those deliverables and strategic challenges and opportunities. This new report recognises the shifts we are making to refocus our organisation and how our decisions impact those who use and experience our network.

### Me mōhio koe / What you need to know

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

##### Highlights

3. **Auckland Transport's FY22/23 Annual Report** was published last week.
4. **Low Emission Bus Roadmap 2023 update**, has been publicly released targeting 2035 for a full zero-emission fleet.
5. We received a **Toitū certification for our emissions inventory** last week, due to meeting the requirements of a carbon reducing entity. Certification identified that the emissions measurements, calculations and reporting AT does for category 1-3 emissions, essentially operational and electricity use, are of a "reasonable" standard and are reducing annually against the baseline.

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6. **Kinetic NZ Bus New Lynn bus depot** has been electrified with 44 new electric buses. Auckland now has the second highest number in Australasia and the highest in New Zealand of zero-emission buses in its fleet at 133.

Next steps:

- Application for Climate Emergency Response Fund funding has been made to accelerate additional roll-outs across the region
- Operator briefing and planning around the application of Climate Action Transport Targeted Rate funding in the next three-year period is being progressed.

7. **Vehicle Kilometres Travelled Reduction Programme** - this has developed three future scenarios each aimed at achieving the government's VKT reduction target for Auckland of -29% by 2035. The scenarios are broadly, 1) go fast and hard with more incentives, 2) moderate speed with a mix of carrots and sticks, 3) invest in large scale change (major infrastructure) to be delivered at 2035. The scenarios and their assessment are informed by parallel work on Voice of the Customer research on Aucklanders' attitudes to climate change, transport and the links between these, leading to actions.

Next steps:

- Assessing the interventions in each one to identify a preferred scenario on which to base the proposed programme, the preferred scenario will be determined and
- Costing (including carbon costing) will be completed, and reporting will begin ahead of presentation to the Board in November for endorsement.

8. **Eastern Busway Alliance** - Significant milestone achieved with the finalisation of the project agreement variation for stage 2 and the Project Alliance Agreement has been amended for delivery of the Eastern Busway physical works between Pakuranga Creek and Botany.

9. **Corridor improvement and urban cycleway projects**, progress on a number of previously paused and reviewed includes the start of the Great North Road enabling works construction later this month, and the construction contract award for the Point Chevalier to Westmere corridor improvements.

10. **Katoa, Ka Ora** - Consultation has been completed for Katoa, Ka Ora and the final number of responses received was 7801.

Next step:

- All the feedback will be reviewed, and changes will be made following recommendations from the Road Safety Engineering Team.

**Challenges**

11. **Cyber incident** - Part of our AT HOP system was impacted by a cyber incident on Wednesday 13 September, which required us to take our systems offline and rebuild it. At the time of writing, the AT HOP system was being restored, with significant focus on ensuring our customers could catch a bus, train or ferry. We take cyber security very seriously and we believe no customer or financial data has been compromised.

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12. **Technology outage** earlier this month we experienced a significant outage affecting customer access to public transport service information. A Microsoft Azure data centre in Australia experienced a major power surge, which affected AT systems over a 12-hour period. Customers were unable to use Journey Planner or Live Departures on AT Mobile and the AT Website.

Next step:

- Our BT team is conducting a full review of this incident, with a focus on how our disaster recovery processes can be improved to ensure any future potential downtime is minimised.

13. **Violence, threats and aggression** continues to be a risk and a concern across all public transport services. Increased reporting by operators is allowing us to gain better insights and trend analysis into behaviour and occurrences. Particularly concerns exist in the Downtown area of the city, most notably around Quay Street and the Downtown Ferry Terminal.

Next step:

- Assistance is being sought from New Zealand Police.

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

14. **Climate Change and Sustainability** we will be bringing to the board a refreshed programme for engagement on climate change and sustainability issues as they affect transport and Auckland.

15. **Asset Management Plan (AMP)** First draft of 2024-34 AMP completed, and Draft 2024-27 Maintenance, Operations and Renewals (MOR) funding application submitted to Waka Kotahi New Zealand Transport Agency (Waka Kotahi). The renewals funding gap over the 10-year period will continue to be a significant focal point.

Next step:

- Finalise the AMP through engagement with the board and feed this into the Auckland Council Long-Term Plan (LTP) funding processes and the Regional Land Transport Plan (RLTP) development.

16. **Northwest Bus Improvements project.** The SH16 peak bus shoulder lanes, bus facilities at SH16 intersection with Lincoln and Te Atatu Roads, Westgate temporary bus facilities and new bus service network mobilisation is progressing for a 12 November 2023 launch. The design for Westgate Station is likely to be delayed to May 2024 to future proof for the future Rapid Transit Network mode and route being investigated by Waka Kotahi.

Next step:

- Additional funding has been sought from Construction Infrastructure Partners for Westgate Station design and construction and the Brigham Creek Park and Ride design and property acquisition, due to cost overrun on the initial project works.

17. **Ferry Accelerated Training Programme** commences on 1 October 2023. An alternate ferry service provider has been announced for Birkenhead and Bayswater; the focus is now on implementing the right level of alternate bus service for Gulf Harbour and implementing inter-peak shuttles to Panmure for Half Moon Bay. Service reinstatement across Fullers services is expected to commence in the middle of 2024.

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**18. Road Safety Engineering Programme** - To mitigate the impact of the reduction in investment for the Road Safety programme, a holistic programme has been developed with projects reprioritised to ensure clear visibility of outcome and output targets.

Next step:

- Co-designing the next National Land Transport Plan (NLTP) period with feedback from local boards and Waka Kotahi to align with Road to Zero and maximise funding support.

### **Strategic challenges and opportunities (focused on the next one to five years)**

**19. Government Policy Statement on Land Transport 2024 / 2025 - 2033 / 2034** – we supported the council draft submission and we have contributed to two submissions to government on the draft Government Policy Statement for Transport 2024 (GPS).

The chair wrote to Mayor Brown to emphasise the board's support for strengthening the group submission, funding, road safety and climate change issues were all highlighted as opportunities for stronger advocacy. The letter acknowledged the government's progress on maintenance and renewals funding.

Next step:

- Feedback will be received by the Minister of Transport, but final direction will not be provided until after the election.
- It is likely a new draft GPS will be consulted upon by early 2024.

**20. Public transport growth:** good progress across a range of initiatives.

Next steps:

- Workshops proposed with councillors to update with formal presentation due in October.

**21. Regional Land Transport Plan** consultation has been completed with over 3,200 responses received.

Next step:

- Meeting with all local boards to receive their views before identifying changes in response to the feedback.

**22. LTP funding needs.** We remain focused on performance efficiency, with upcoming workshops to address strategic outcomes, what can be achieved, funding and affordability, good progress is being made in line with Council timeframes.

### **Risks**

**23.** Our risk profile continues to remain at the high levels reported in recent months. In relation to our key risks, people risk remains particularly important as we continue to deal with change in the organisation. Retention of key talent and recruitment continue to be a focus as we risk further loss of institutional knowledge. We are continuing to work on the new key risk area referred to as Mega Project and Complex Project risk and intend to report on this further at the next Finance and Assurance Committee meeting.

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### Key approval papers

24. The key items requiring approval by the board at this meeting are:
- a) National Ticketing System Ticketing Branding.
  - b) Future Connect - Version 2.
  - c) Supporting Growth Alliance North Strategic Transport Network and next steps.
  - d) Supporting Growth Alliance Level Crossings Walters Road.
  - e) Downtown Car Park Redevelopment – Strategic Transport Outcomes.

### Ā muri ake nei / Next steps

25. The next Chief Executive’s Open Board Business Report will be presented to the board at the 31 October 2023 meeting.

### Ngā whakapiringa / Attachments

Attachment number	Description
1	SOI Dashboard

### Te pou whenua tuinga / Document ownership

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