

Waitākere Ranges Local Board Workshop Record

Workshop record of the Waitākere Ranges Local Board held at the Waitākere Ranges Local Board office, 39 Glenmall Place, Glen Eden, Auckland on Thursday, 20 April 2023, commencing at 9.30am.

PRESENT

Chairperson: Greg Presland
Members: Michelle Clayton
Mark Allen
Sandra Coney (*from 11.50am*)
Linda Potauaine
Liz Manley

Apologies:
Also present: Adam Milina, Darshita Shah, Brett Lane, Natasha Yapp and Nataly Anchicoque

Workshop Item	Summary of Discussions
Parks and Community Facilities monthly update Greer Clark, Manager Area Operations Helen Biffin, Work Programme Lead Thomas Dixon, Parks and Places Specialist 9.30am-10.30am	Parks and Community Facilities staff provided the Board with an update on the current work being carried out in the Waitākere Ranges local board area.
Community investment options for local board plans - WS2 Confidential Item Jonathan Hope, Principal Integration Specialist Tracey Williams, Service Programmes Lead Gemma Kaldesic, Integration Specialist Giles Dodson, Senior Advisor Plans 10.50am - 11.55am	Board members provided with more detailed options for changes in community investment for inclusion in consultation material for local board plans.

Workshop Item	Summary of Discussions
<p>Local Board Annual Planning workshop 3 - Fees and Charges Faithe Smith, Lead Financial Advisor 1.30pm – 2.00pm</p>	<p>Staff led the discussion on fees and Charges to help the Board develop feedback on the subject matter.</p>
<p>Auckland Transport monthly update Edward Newbigin, Principal Planner Customer Engagement Andrew Fairclough, Transport Engagement Planner Julian Smith, Principal Engineer- Investigation and Design Donald Green, Rail Operations Mobilisation Manager Claire Dixon, Community Transport Manager 2.30pm – 3.30pm</p>	<p>Auckland Transport staff updated the Board on the current work being carried out, including the O’Neills Pedestrian Level Crossing.</p>

The workshop concluded at 3.30pm



WAITĀKERE RANGES

Local Board Report – March 2023

MAKING
GREAT PLACES
AUCKLANDERS LOVE
PARKS & COMMUNITY FACILITIES



Area Manager update by Greer Clark

Lopdell House (c. 1973)



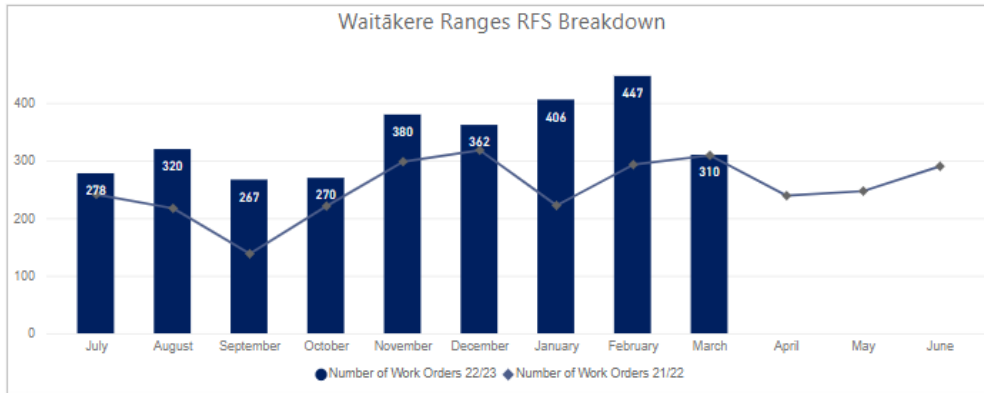
PERFORMANCE REPORTING

Audit Results and Request for Service

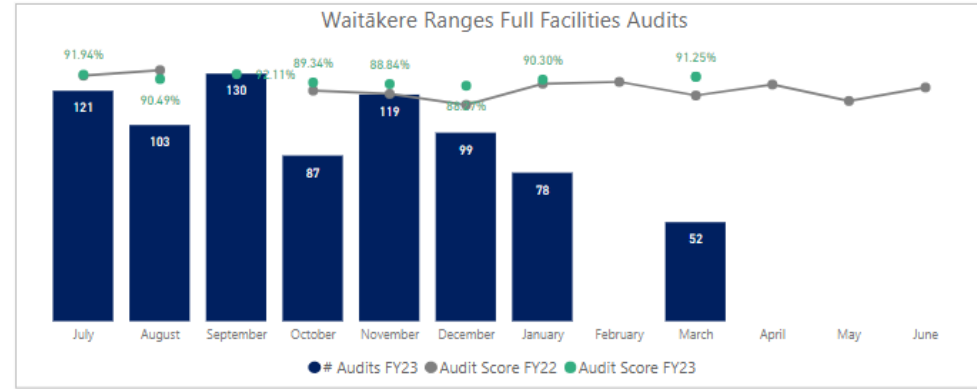
Request for Service Received

Audit Results

Total raised for FY22/23 YTD **3040**



*Only includes RFS that have resulted in a Work Order for action.



Breakdown of Top 5 Request for Service for March

Service Name	#Received
Tree Maintenance - General	53
Structure Maintenance and Repairs	31
Carpentry Maintenance Service	23
Plumbing Maintenance Service	23
Loose Litter Collection	18
Electrical Maintenance Service	17

Breakdown of Top 5 Request for Service FY22/23 YTD

Service Name	#Received
Tree Maintenance - General	506
Structure Maintenance and Repairs	357
Plumbing Maintenance Service	246
Carpentry Maintenance Service	200
Loose Litter Collection	188

The highlights and lowlights of audits undertaken FY22/23 YTD are:

Highlights YTD
Sportsfields
Response WO
Litter
Building Maintenance
Building Cleaning

Lowlights YTD
Water Feature
Tracks (incl. Structures)
Streetscapes Green
Hard Surfaces & Paths
Gardens & Plants

COMMENTARY

COMMENTARY

310 RFS's were raised in March, which is consistent with the same time last year.

Tree maintenance has recorded the highest number of request for service which is a result of the recent storm events experienced.

Loose litter collection requests for service have decreased, which is a great achievement.

March full facilities audits are looking good sitting at 91.25%, a slight increase from this time last year. Highlights were response work orders, jobs completed to a satisfactory standard and on time. Loose litter audits were also reflected in the highlights, which corresponds with the requests for service received which had decreased.

Lowlights - tracks audits (incl structures). This could be a reflection of the recent cyclone Waitakere Ranges experienced. We are working closely with our contractors to achieve better results in the coming months.



MAINTENANCE DELIVERY UPDATE

Corrective, preventive, risk-based and condition-based maintenance

MAKING
GREAT PLACES
AUCKLANDERS LOVE
PARKS & COMMUNITY FACILITIES

Arapito Plantation Reserve

Path renewal with box stairs installed and resurfacing of the track:



Rahui Kahika Kauri Track

Work in progress building of new box stairs:





ARBORICULTURE UPDATE

The cultivation of trees and shrubs

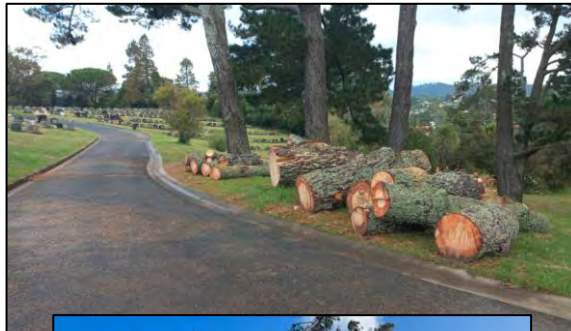
Summary and looking forward

The General Arb Contract is still working on the clean up with some important sites still yet to be finished. The majority of work being completed are the more significant sites with some of the normal priority jobs being prioritised where needed. There is a focus to have storm related and new jobs initially assessed even if work is scheduled much later on.

Routine pruning has not returned and still will not for some time, however planting season is starting with prospective sites being checked for suitability. The new planting specification that is in place should lead to a better quality of tree for Auckland in the future. This specification covers the selection of product from the nursery through to planting on the street. Specific members of the greater team have been working with nurseries so as to have them be able to supply plants of a higher quality that will better meet our needs.

Waikumete Cemetery

The cemetery received further work this month with many fallen branches or trees having been removed.



Titirangi - There are many sites in Titirangi that have been completed, though some still remain. Paturoa Rd still has some sites that need more work though what is left is safe and not obstructing the public.



44 Paturoa Rd – Kauri fell on council land. Stable and in mostly bush.

48 Paturoa Rd – Large kauri mostly removed. Head of tree to be tidied up still. Scheduled for further works.





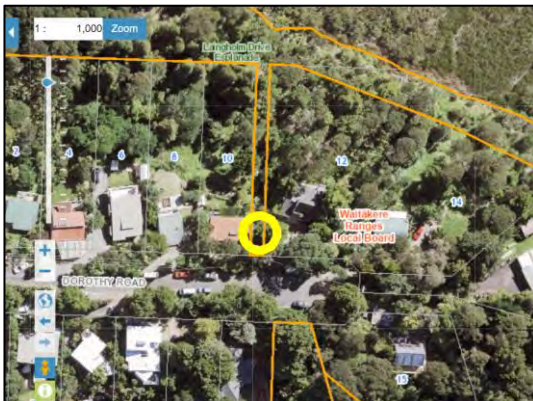
ECOLOGICAL UPDATE

Plants, animals and their environment

Tiny home built in Laingholm Drive Esplanade

A tiny home was found to have been built in or encroaching into a public accessway from Dorothy Road into Laingholm Drive Esplanade (approximate location on map below). The home is visible on Google maps, looks well built and looks like it has gas bottles, but is impeding access to the reserve by the public and workers. The nature of any connections to water and sewage services has not yet been established, although a sewage main does run across the reserve accessway below the building.

Parks & Community Facilities staff requested investigation by Compliance / Regulatory Dispatch. Compliance closed the case the following day, advised PCF as landowner was responsible and that they should request the owner remove their house from the reserve, but that they could not provide a template letter. PCF staff note they are not warranted under the Reserves Act, Building Act or Resource Management Act, that a request may have limited efficacy, and that a poorly worded request may limit future legal options to have the building removed.





NOTIFICATIONS

Community leasing and land-owner approvals

Community Leasing

Community lease movements

No new Community Leases were granted during March (2023).

Land Advisory

Land-owner applications received are assessed by Land Use Advisory and reviewed by Community Facilities staff. The board will be contacted for feedback in due course.

No new landowner approval applications were received during March (2023).

One landowner approval application was approved during March (2023).

- The developers of 8 Aetna Place gained approval to connect to existing stormwater infrastructure within the Oratia Esplanade.



PROJECT DELIVERY UPDATE

Assets being built, renewed or maintained

Waitakere Ranges - renew park fixtures and furniture

The new rubbish bins for Piha have all been manufactured and delivered to our contractor to commence installation from South to North Piha. The removal of the old bins and installation of 17 brand new rubbish bins will take several weeks to complete.





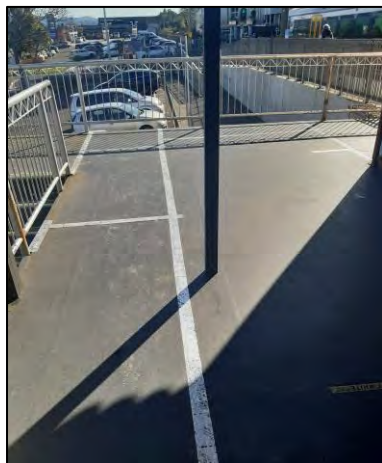
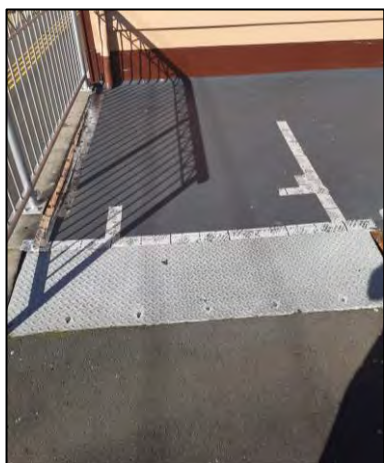
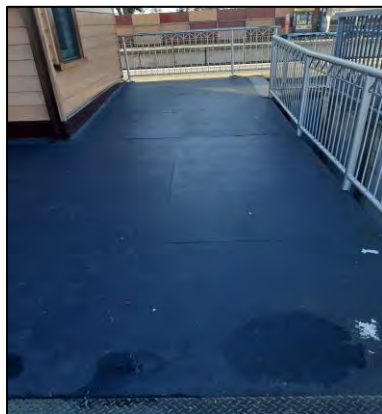
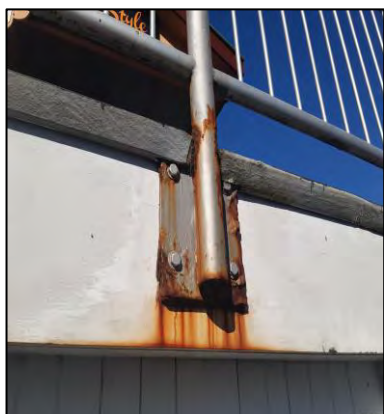
PROJECT DELIVERY UPDATE

Assets being built, renewed or maintained

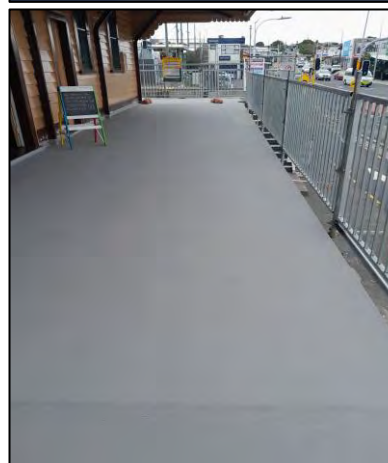
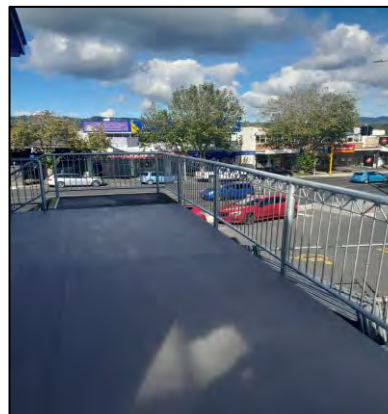
Glen Eden Railway Station – replace decking & handrails

The decking and handrails have been replaced. Area is open to the public and the local restaurant is open for business.

Before



After





PROJECT DELIVERY UPDATE

Assets being built, renewed or maintained

Harold Moody Park - renew main carpark and driveways

Harold Moody Park carpark project is now complete, with practical completion issued early March 2023. As part of project both the carpark and driveway were renewed and also the issues with drainage were also addressed.

This project dealt with many areas of soft spots and required additional excavation. Also following the work completion an incident of asphalt burning in the carpark occurred, causing some damage to a small section of carpark which has now been addressed (please see photo below).



Construction works



Construction works



Asphalt burning



Asphalt burning - remediated



Completion photos



PROJECT DELIVERY UPDATE

Assets being built, renewed or maintained

Harold Moody Park - renew main carpark and driveways completion photos





PROJECT DELIVERY UPDATE

Assets being built, renewed or maintained

Lopdell House Stairs

The Lopdell House Stairs have been reopened for use by the public and final certificate of compliance issued now the permanent handrail has been installed. Installation of the Atkinson statue, pile foundations and surrounding pavers and lighting will commence once traffic management has been approved. Replacement of the Atkinson Statue and the granite plinth is scheduled for May.



Waitakere Ranges Local Board Fees and Charges

2023/2024 Annual Budget

David Rose- Lead Financial Advisor



Fees and charges – 2023/24 Local Board Agreement refresh

Business Area	Proposed
Active Communities	Phase 1 review - this was workshopped November last year. The proposal involves decreases and increases in fees due to standardisation and inflation. Please refer to pages 52 – 55 of the Supporting Information for Consultation Document (and slide 5). Proposing to increase 7.5% for the remaining fees
Venue hire (excludes Active Communities bookable spaces)	Proposing a 7.5% increase
Community, Arts Centres and Bookable Library Spaces	Proposing a 7.5% increase (excluding Library Services)

- Fees and charges will be reviewed after public consultation and adopted as part of the Annual Budget process in June-2023 upon Governing Body approval
- Please refer to attachment for details of local board’s fees and charges
- There were a few errors found in the advertised pricing schedule for Gold, Silver and Bronze gym memberships in the current year. These errors have now been corrected for 2023/24 financial year. The risk and impact is minimal to the local board



Waitākere Ranges Local Board Fees and Charges

Purpose

The purpose of this workshop is to provide a list of proposed local fees and charges for 2023/2024 financial year for the local board.

Proposed Fees and Charges 2023/2024

The tables on the following pages will outline the changes proposed to the current fees and charges from the following areas (where applicable) of Council:

- Active Communities
- Digital & Customer Services – Venue Hire
- Connected Communities – Community, Arts Centres and Bookable Library spaces

Digital & Customer Services – Venue Hire

Digital & Customer Services teams are proposing to increase hire fees by 7.5 percent to manage inflationary pressures.

Principles for the application of the Venue Hire Fee Framework

Revenue targets have been set based on following rates and subsidies (discounts):

- Standard
- Off peak, 20% off standard**
- Regular, 20% off standard (10 or more bookings in a financial year)
- LB Priority, 50% off standard. Criteria for the LB priority subsidy is:
 - Activities are contributing to community outcomes, such as those offered by not-for-profit and community groups.

**Off peak times per table below:

	5:00 AM	5:30 AM	6:00 AM	6:30 AM	7:00 AM	7:30 AM	8:00 AM	8:30 AM	9:00 AM	9:30 AM	10:00 AM	10:30 AM	11:00 AM	11:30 AM	12:00 PM	12:30 PM	1:00 PM	1:30 PM	2:00 PM	2:30 PM	3:00 PM	3:30 PM	4:00 PM	4:30 PM	5:00 PM	5:30 PM	6:00 PM	6:30 PM	7:00 PM	7:30 PM	8:00 PM	8:30 PM	9:00 PM	9:30 PM	10:00 PM	10:30 PM	11:00 PM	11:30 PM	12:00 AM																	
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Saturday																																																								
Sunday	Off-peak																																																							

Category Name Description	Peak	Off-peak
Venue Hire		
Ceramco Park Function Centre		
Main Hall	\$39.50	\$31.80
Titirangi War Memorial Hall		
Main Hall	\$45.50	\$36.20

Connected Communities - Community, Arts Centres and Bookable Library spaces

Connected Communities teams are proposing to increase fees by 7.5 percent to manage inflationary pressures.

The following rates and 50% community discount apply:

Category Name Description	Standard
Community, Arts Centres and Bookable Library spaces	
Glen Eden Library	
Commercial - Glen Eden Library Meeting Room	\$26.60
Council / Community - Glen Eden Library Meeting Room	13.20



Pedestrian Level Crossing Removal project

*Presentation to the Waitākere Ranges Local Board
20 April 2023*

Edward Newbigin, Andrew Fairclough, Julian Smith, Donald Green



20 April 2023

Purpose

To seek feedback on AT's proposed engagement approach for mitigating the closure of O'Neill's Road pedestrian level crossing.

To address safety risks with future increases in train services, we recommend closing the pedestrian level crossing.

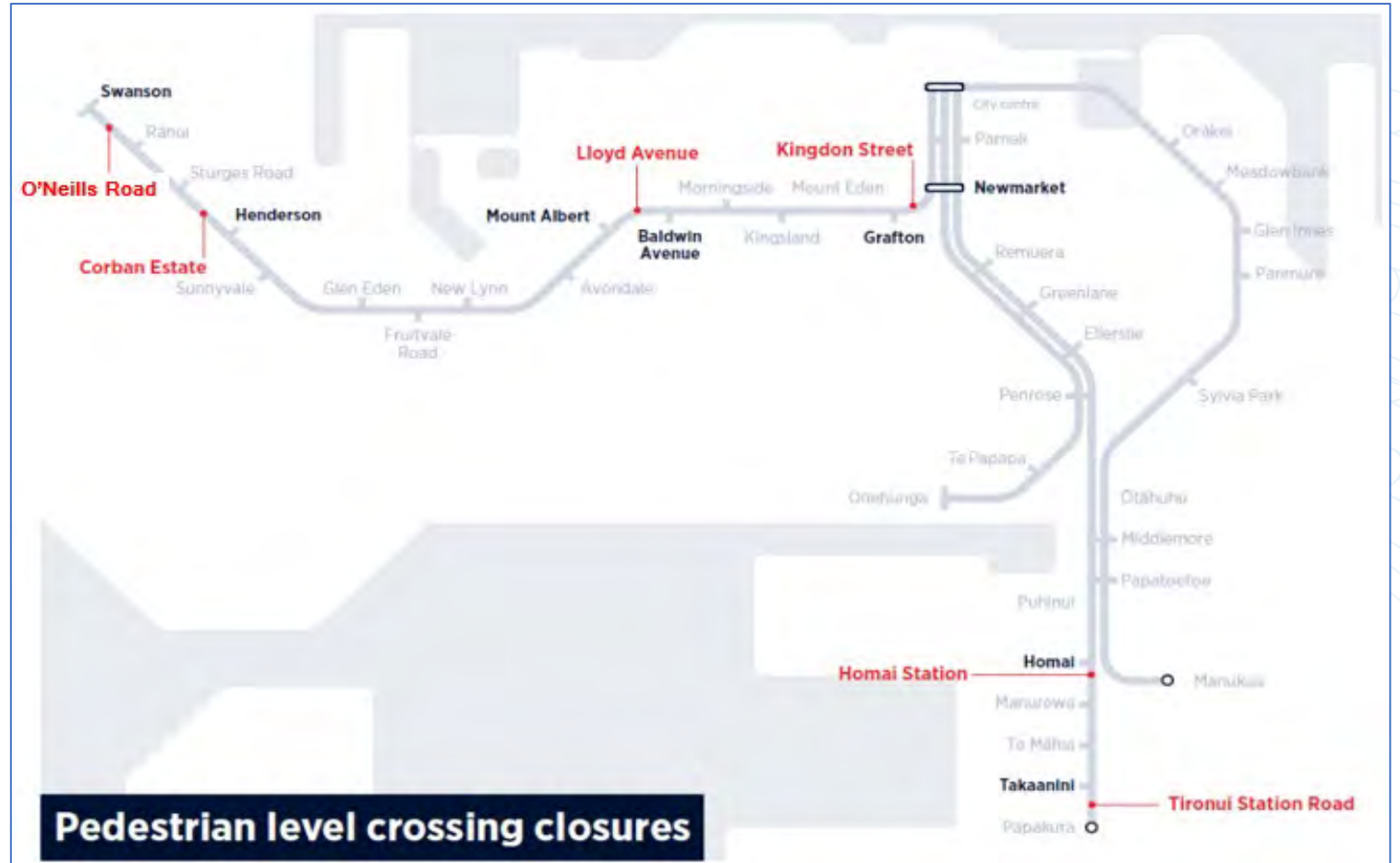
Outcomes of this workshop:

- We would like to seek your support for the safety improvements.
- We would like to seek feedback on our proposed engagement approach for mitigating the closures.



Background

We are investigating closing 7 pedestrian-only level crossings in 6 locations.



Background

Closure is needed for two key reasons:

Safety:

- More frequent trains means there will be fewer opportunities to cross the rail line.
- Fewer opportunities will result in more risk-taking and a greater likelihood of unsafe crossing attempts and rail-related deaths.
- Population growth and densification around train stations will increase safety risks.
- Level crossings will not support future rail frequencies without creating greater safety risks.



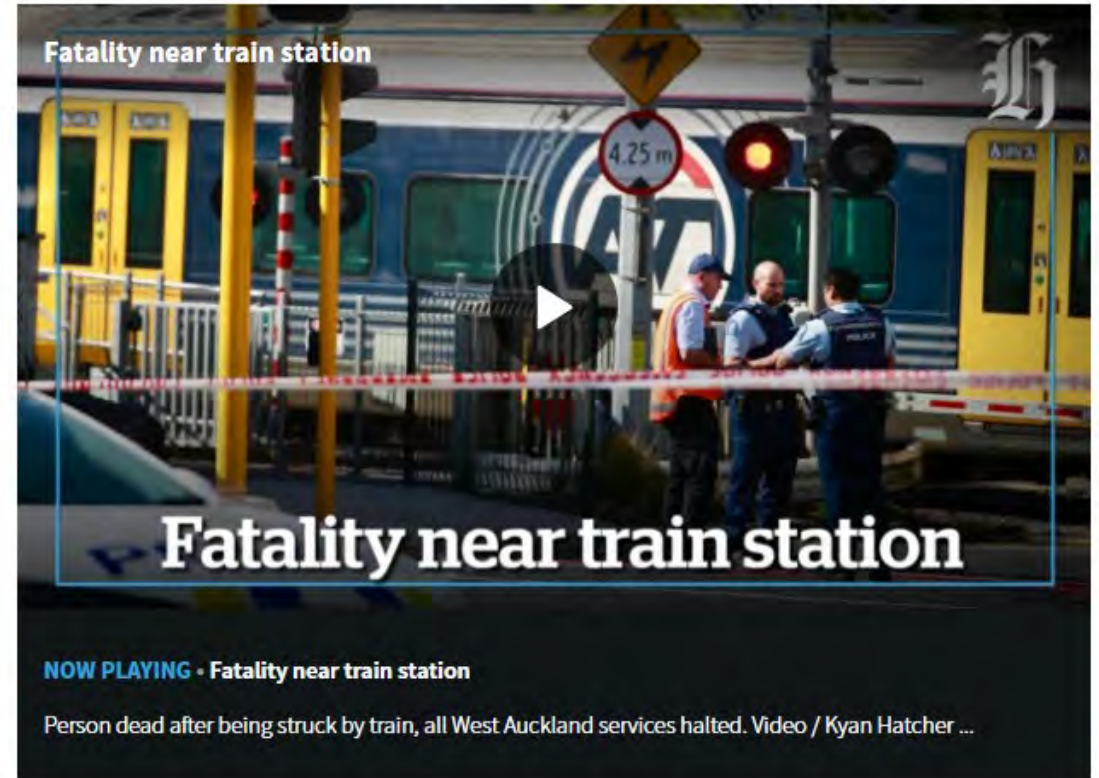
Person dead after being struck by train, all West Auckland services halted



NZ Herald

10 Feb, 2023 09:57 AM © 2 mins to read

Save | Share



Background

Closure is needed for two key reasons:

Safety (continued):

- Automatic gates are sufficient but can be bypassed by unlawfully accessing the release button.
- Automatic gates are therefore not 100% effective at preventing unsafe behaviour.
- Removing conflict points between people and trains helps meet Vision Zero objectives.



Background

Closure is needed for two key reasons:

Legal requirement:

- AT and its rail operators are required to meet safety requirements set out in the Railways Act (2005).
- Waka Kotahi, the rail safety regulator, monitors these requirements through each operator's rail safety case.
- AT must meet these requirements to enable more frequent trains after CRL is open.



Railways Act 2005

If you need more information about this Act, please contact the administering agency: [Ministry of Transport](#)

- Warning: Some amendments have not yet been incorporated

Search within this Act

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Version as at 30 November 2022



Railways Act 2005
Public Act 2005 No 37
Date of assent 20 April 2005
Commencement see section 2

Note
The Parliamentary Counsel Office has made editorial and format changes to this version using the powers under [subpart 2](#) of Part 3 of the Legislation Act 2019.
Note 4 at the end of this version provides a list of the amendments included in it.

This Act is administered by the Ministry of Transport.

Contents

1	Title
2	Commencement
Part 1 Preliminary provisions	
3	Purpose
4	Interpretation
5	Meaning of reasonably practicable
5A	Transitional, savings, and related provisions
6	Act binds the Crown

Background

Closure is needed for two key reasons:

Legal requirement (continued):

- Regulations restrict Metro rail frequencies due to the existence of rail crossings and the associated safety risks.
- If we cannot increase Metro train frequencies, we will be unable to meet future train patronage growth.
- The removal programme also addresses the future growth in KiwiRail freight services.



Railways Act 2005

If you need more information about this Act, please contact the administering agency: [Ministry of Transport](#)

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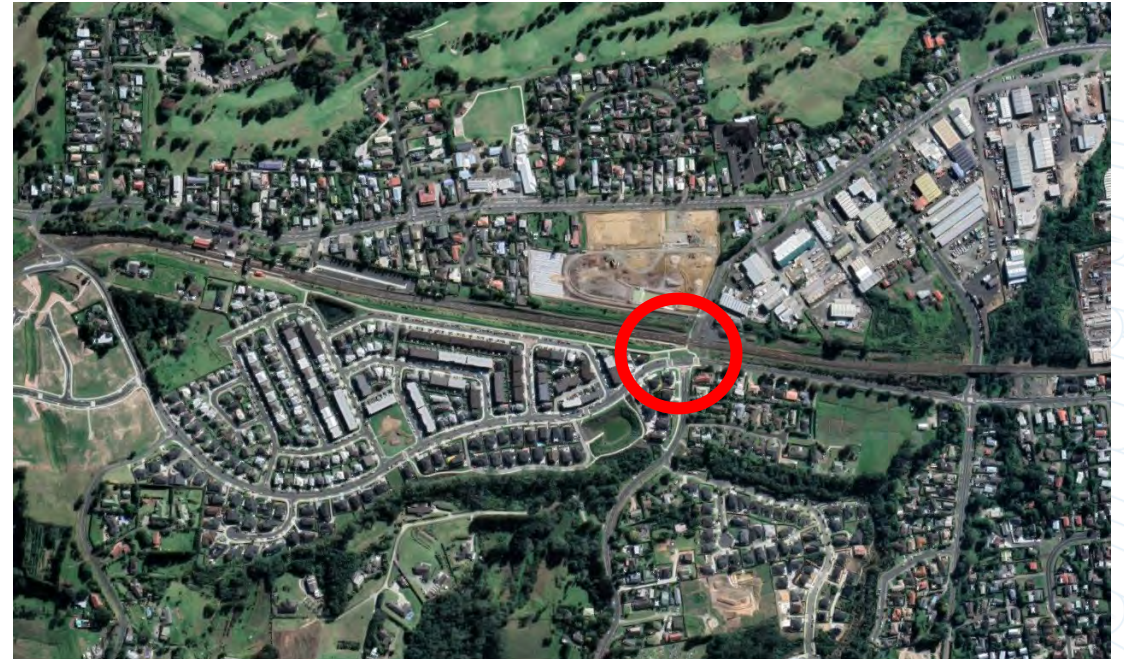
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Today's focus

O'Neills Road Pedestrian Level Crossing

AT has identified one pedestrian level crossings in your local board area:

- **O'Neill's Road, Swanson** – on the border of the Henderson-Massey & Waitākere Ranges local board areas.



O'Neills Road Pedestrian Level Crossing

About

- Sits between O'Neill's Rd and Swanson Rd
- New residential developments on both sides of railway.
- The crossing is not controlled by automatic safety gates.
- There are no streetlights at the level crossing and poor visibility at night



- Average daily crossings: 66 (measured 15 Dec 2020)

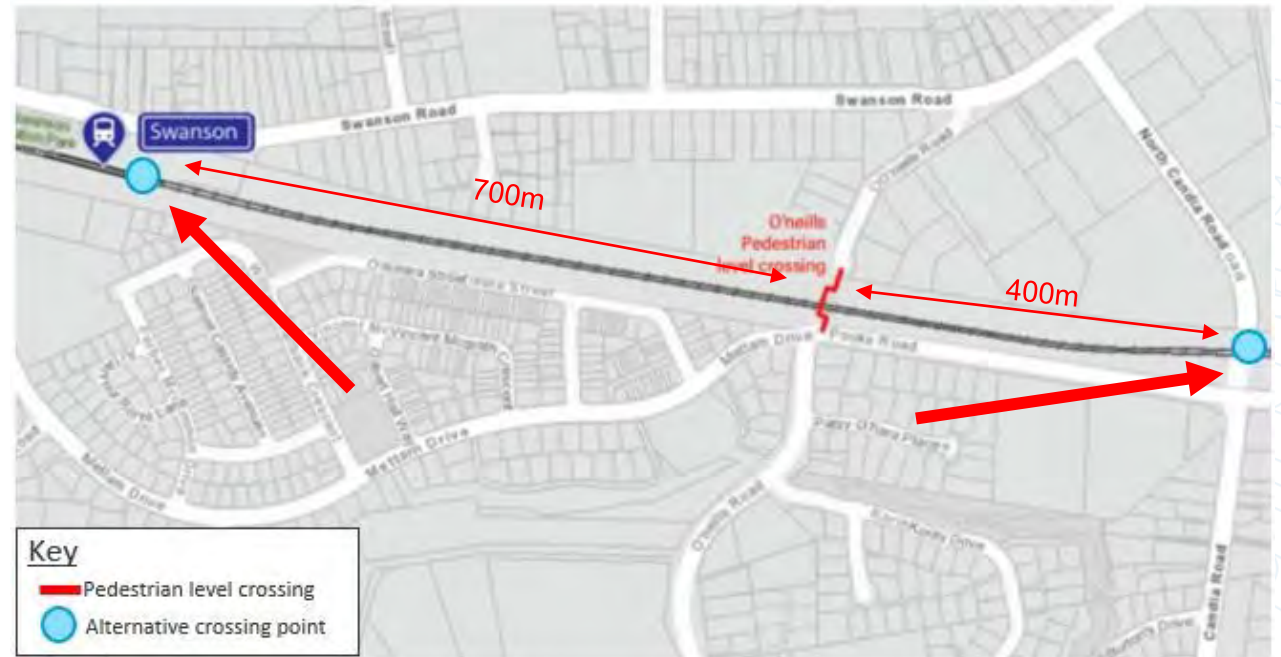


O'Neills Road Pedestrian Level Crossing

Alternative crossing locations

There are two alternative safe, grade-separated options to this crossing:

- North Candia Road via an underpass. This is approximately 400 metres away with a concrete footpath.
- Swanson Road via an overbridge at Swanson train station. This is approximately 700 metres away with a concrete path.



O'Neills Road Pedestrian Level Crossing

Timing

- KiwiRail need to access the rail corridor from this location during their Rail Network Rebuild on the Western Line from late 2024 to mid-2025.
- KiwiRail will ensure that the crossing is safe for all users throughout this period
- Full closure of the crossing will be aligned with this work



O'Neills Road Pedestrian Level Crossing

Recommendation

- AT recommends closing this crossing as there are safe alternative crossings nearby.
- AT acknowledges that the closure of this pedestrian level crossing may require people to have to travel further to cross the railway line using a safe grade-separated crossing

Public engagement for the O'Neills Rd crossing

- We want to seek feedback from people who live and work near this crossing.
- We would like to hold public drop-in sessions at a location near the crossing to listen to the community and allow them to ask questions and express any concerns to AT staff.
- We would like to understand the importance of this crossing and how a closure will affect people. We could use local knowledge to help minimise the inconvenience caused by a closure.
- We would like to hold the public information sessions as soon as possible in the first half of 2023.





WAITĀKERE RANGES LOCAL BOARD

April 2023



Introducing the Bulletin

The Bulletin is a monthly update to keep you informed about what happened in our area last month and about plans in the future.

Local Board Impacts and local board requests

Local Impacts in the Local Board area and responses for Local Board Members that have lodged requests on behalf of constituents with Auckland Transport and requests that are still being investigated.

CYCLONE GABRIELLE – REPAIR STAGE OF SLIPS AND ROAD REBUILDS

Further Update will be given at the time of this report in the Waitākere Ranges Workshop.

OVERVIEW

In Auckland there has been significant damage across the roading network, and updates are continually coming in as our contractors are out assessing the situation.

FOCUS AREA

The Recovery Team is focusing on the coordination of the response-type activities that are transitioning into Recovery, be moved into the same operational space as the AEM.

The Recovery Team is focusing on providing information on key priorities as follows:

- Continue responding to our community's needs, in particular isolated communities.
- Consolidate updates from contractors across Auckland Region with focus on full road closures updates, damage assessment report and budget.
- Coordinating the geotechnical assessments with key operational functions, prioritizing safety of staff and communities.
- Provide a map overview and statistics showcasing the response to road closures across all regions.
- Updating AT websites with up-to-date information on the progress.

As well as continuing priorities to:

1. Maintain and improve safety and situational awareness of the impacts on our community.
2. Keep our community and stakeholders well informed of the situation and response activities.

KEY ARTERIAL ROADS

- Currently there are 18 local roads with full closures in place. These closures are expected to last the next few days. This remains fluid and will change throughout the day and week.
- Details of road network closure can be found at: [Severe weather impact across the Auckland area](#)

FULLY CLOSED

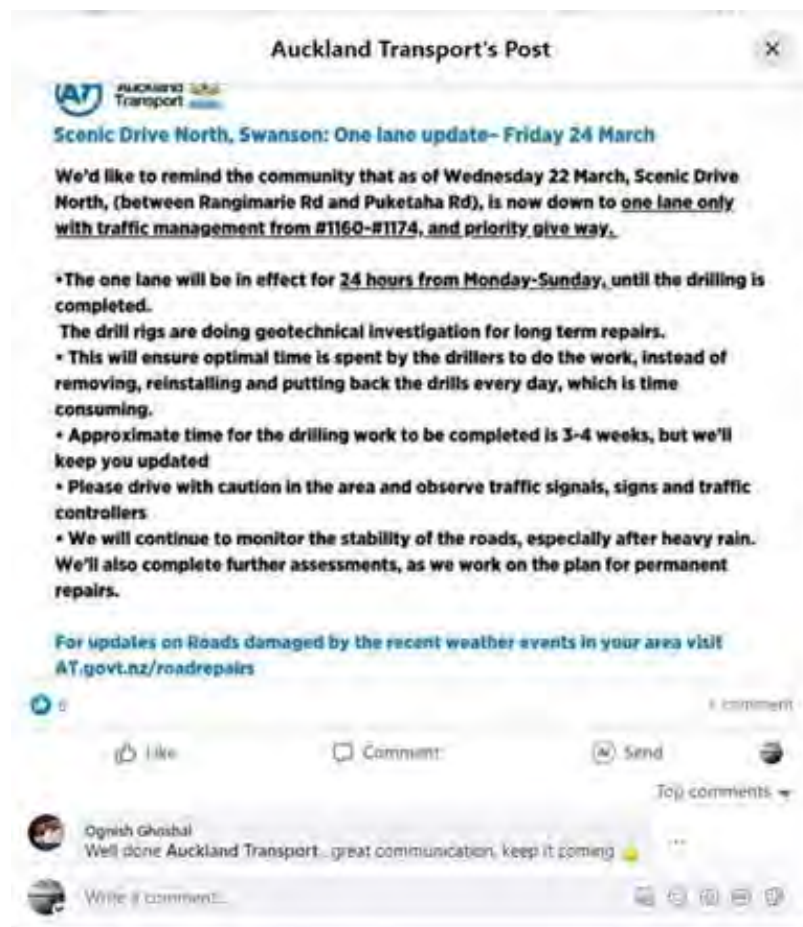
- Kay Road, Swanson
- Paturoa Road (#13, #15)
- Takahe Road, Titirangi (#32, #55)
- Mountain Road, Henderson Valley/Titirangi
- Scenic Drive, Titirangi – North Way to West Coast Road
- 16 Wood Bay Road, Henderson Valley

The AT website is being updated with latest information on open roads and lane closures. Link: <https://at.govt.nz/projects-roadworks/road-works-disruptions/auckland-flood-impacted-road-repair-and-recovery-programme/>

CUSTOMER/ STAKEHOLDER MESSAGING

Comms Representative attended the Titirangi on-line community meeting on Wednesday 22nd of March. A good progress update was conveyed. The representative was provided several issues to further investigate. The West Hub submitted material to the Fringe- local Titirangi community magazine- article published online 29th March - www.fringemedia.co.nz.

Several Facebook posts have been made on West FB pages and have been well received by community members and Local Board and EMS- topics have covered recent road openings/ closures and proactive information sharing such as Bunding- see below.



Auckland flood-impacted road repair and recovery programme FAQ's

Why does it take so long to repair the roads?

Most of the damage to the roads have been caused by the earth under the road being washed out by large volumes of water. There are several steps that need to be followed to repair the damaged roads.

Each road will need a unique plan for the repair which may include:

1. **Allowing the soil to dry** – whilst the soil is still saturated it is difficult to assess the depth of the damage, and there is risk of further movement.
2. **Geotechnical assessment & investigation**– engineers will drill into the soil to discover the depth of the damage, followed up with offsite assessment and report. Depending on the severity of the slip it may take weeks to months depending on testing required or whether the site simply needs to be monitored.
3. **Planning and design** – a plan to rebuild the road is designed. In many cases this will include rebuilding the earth under the road, and construction of retaining walls. These designs then go through safety assessments.
4. **Procurement and delivery** – the resources needed for the rebuild need to be ordered and prepared. A contractor is engaged for the physical works, and Traffic management plans need to be approved before the work onsite can begin.

What are the steps involved?

General steps for the repair process

- Budget approval
- Design approval
- Consents approval
- Procurement approval
- TMP (Traffic Management Plan) approval

How much will it cost to fix my road?

As this is un-planned weather event that has caused damage to roads in Auckland, there is no planned budget for this. We aren't sure how much the road will cost until an assessment is made.

How long is it going to take to repair my road?

This will depend on the assessment, severity of the damage and availability of resources. This includes road crews and equipment that have already been scheduled to BAU road maintenance. Roads will also be prioritised based on the highest risk or safety needs. Please check for updates on roads affected at [AT.govt.nz/roadrepairs](https://at.govt.nz/roadrepairs).

What are the reasons for a road being open or closed?

A road is open if it's been assessed by our team as safe to drive on. Roads are closed if there is a risk to safety.

My road is not on the list, why?

If your road is not on the list, it's because it's now open with no restrictions and is safe for all to drive on.

RETAINING WALL ON LAINGHOLM DRIVE – Update 4 April 2023

In response to a watermain break and the subsequent under slip of the road in June 2021, Ventia on behalf of Auckland Transport, are building a retaining wall on Laingholm Drive. The work so far involved removing the slipped material, then building a platform to build the wall from. Twenty-seven twelve-metre-long steel I beams, have been concreted in place along the thirty-meter length of the wall. The watermain has been replaced.

The work was scheduled to start at the beginning of February; however, the cyclone and related weather has slowed the initial progress. As of the 3rd of April, the team are currently working on completing the footpath, handrail, and the road, and should be completed within 2 weeks.



Local Board Issues Being Investigated

The Local board have requested the following issues be investigated. These are still under investigation:

- Piha Life Saving Parking
- Charging Stations in Glen Eden
- Blocked culverts and drains on Forest Hill Road and a part of Scenic Drive
- Manhole cover outside 8A Pleasant Road
- Sunnyvale Cycle Park Safety Issues
- Tanekaha Road, Titirangi Retaining Wall
- Anawhata Road ongoing maintenance issues
- 278 Bethells Road sealing request
- Otitori Bay Road Issues
- Blocked road water pipes 98 Bethells Road

Local Board Transport Fund

In February 2023 we conducted a workshop providing the background and purpose of the Local Board Transport Fund, the decision-making process to June 2023. Auckland Transport has received the list of projects to be investigated. Auckland Transport will come back in either May/June with a rough estimate of cost for each project for the local board to consider.

	Project	Location	Notes
1	Traffic calming: Captain Scott Road (Oates Rd roundabout to Savoy Rd)	Glen Eden	In response to the trial cycleway on CSR in 2022, the WRLB asked AT to investigate and report back on permanent traffic calming on Captain Scott Road between Savoy Road and the Oates / Wilson Road roundabout to create a safer road environment for all road users. Resolution WTK/2022/92
2	Footpath upgrade: Glengarry Road (near #32)	Glen Eden	Public request. The footpath has a significant crossfall with injuries reported to wheelchair user/s. The project scope is to realign/regrade the footpath without impacting the driveway at No. 32.
3	Footpath upgrade: Glenmall Place	Glen Eden town centre	Assess condition of footpaths and paved areas on both sides of Glenmall Place in the town centre and report back on options and costs to improve, renew or upgrade.
4	Greenways: shared path from Glen Eden train station to upper Waikumete Stream	Glen Eden	Feasibility report funded in previous term. Once this is reported back the WRLB can consider funding delivery through the LBCTF. This is for a section of the identified route (G7) in the greenways plan to extend the existing shared path from Savoy Road through to the park.

	Project	Location	Notes
5	Greenways: shared path from Parrs Park to Sunnyvale train station	Parrs Park / Sunnyvale	Feasibility report funded in previous term. Once this is reported back the WRLB can consider funding delivery through the LBCTF. This is to complete the identified route (G1) in the greenways plan through Parrs Park to the train station.
6	Traffic calming: driver feedback sign	Location to be determined	Driver feedback sign (mobile or fixed) – please identify location options where this would be beneficial

The Indicative timeline for the Local Board decision-making 2023:

- Quality advice: By end of April 2023:**
 AT provides quality advice to local boards about possible LBCTF projects and rough estimates of cost for projects. We are looking to hold the first workshop in February to develop a long list of project ideas. This long list will be developed from the list of candidate projects provided by AT (See Appendix 1) and any new project ideas identified by local board members.
- Resolve projects:**
 By June of the year after the election: The local board identifies a list of projects that it wants AT to deliver. All projects are initiated by resolutions of the local board.
- Design process undertaken: From June of the year after the election until complete:**
 AT works with the local board informing and reporting on an as-required basis to develop project designs. This process includes public engagement about the projects (note that for efficiency and effectiveness these projects should be part of the consultation on the Local Board Plan where possible). This sets the scene for the LBCTF to contribute to meeting the local board's wider objectives.
- Construction approved:** AT returns to the local board with finalised designs and firm estimates of cost and the local board authorises construction by resolution.
- Projects delivered.**

Workshops held with the Waitākere Ranges Local Board

Auckland Transport have held the following workshops with the Local Board in March 2023

- AT Monthly Update
- Storm Update
- Kelston/New Lynn Single Stage Business Case - Cycleway

Local Board Consultation for Proposed Improvements

Consultation documents for the following proposals have been provided to the Waitākere Ranges Local Board for its feedback and are summarised below for information purposes only.

After consultation, Auckland Transport considers the feedback received and determines whether to proceed further with the proposal as consulted on or proceed with an amended proposal if changes are considered necessary:

35 TOWNSHIP ROAD, WAITĀKERE – BROKEN YELLOW LINES

To provide safe access to the fire trucks turning in/out of Waitākere Fire Station, we are planning to paint broken yellow lines (no stopping at all times) outside #33 and #35 Township Road, Waitākere.

The Work We're Doing

We are planning to:

- Paint broken yellow lines (no stopping at all times) outside #33 and #35 Township Road, Waitākere. This will lead to a removal of 6 parking spaces. We understand parking removal is inconvenient, but we have tried to minimise it. The drawing shows where we'll be working.

How This Will Benefit Your Neighbourhood

This project will improve safety in the area by:

- Cars parked outside #33 and #35 Township Road restrict the fire trucks from getting in/out of the Waitākere Fire Station easily causing a safety issue. Painting broken yellow lines (no stopping at all times) will ensure safe access for the fire trucks.

What Happens Next

We anticipate the works will be completed by June 2023.



NOT TO SCALE

Aerial photograph might not reflect recent changes.

Page 1 of 1

Date: 17/01/2023

Township Road, Waitākere
Broken Yellow Lines

For Information



GLENDALE ROAD, GLEN EDEN – RAISED ZEBRA CROSSING

In April 2022, we proposed to install a raised zebra crossing outside no. 95 Glendale Road in Glen Eden in response to the community feedback on a previous proposal to improve pedestrian safety in the area.

What your neighbourhood told us

We consulted from 14 April 2022 to 28 April 2022 and received 19 responses. 7 respondents were supportive of the proposal as it is, 2 were not supportive and 10 suggested some changes to the proposal. The main topics raised by the community were:

- **Parking** – concerns about parking losses
- **Location of Crossing** – some still prefer the previously proposed location (79 Glendale Road)
- **Speed Calming** – requests for additional speed-calming measures

A summary of all your feedback and our responses to community questions can be found on our website: www.at.govt.nz/haveyoursay - search for: **Glendale Road, Glen Eden – Raised Zebra Crossing**

How we're moving forward

After several discussions, we have decided to redesign the proposal within the next two months. A property owner advised us that the proposed pedestrian crossing location would conflict with their plans to install a new driveway.

We will change the current design to accommodate the planned driveway and look into other improvements we can apply based on the community feedback.

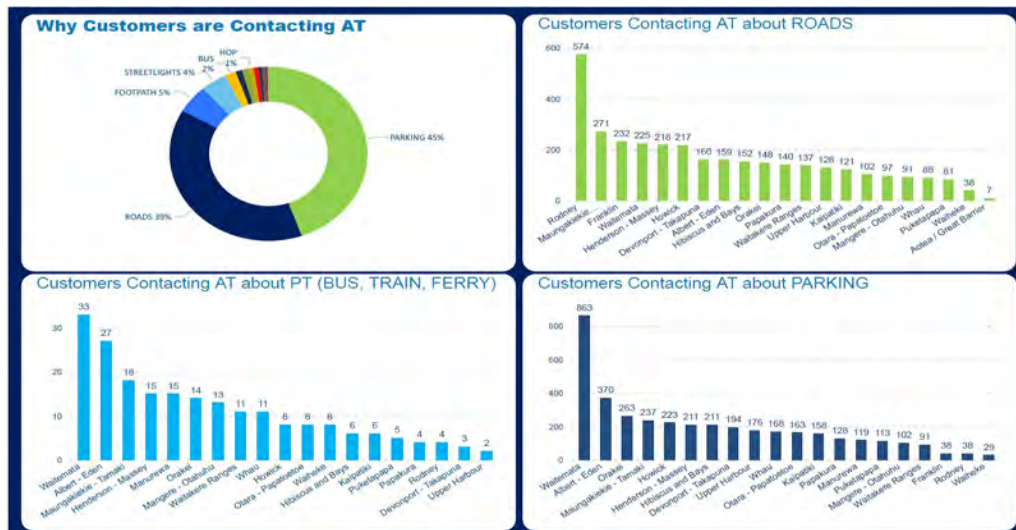
If the changes are significant, we will go back and reconsult.

Why Aucklanders contact Auckland Transport

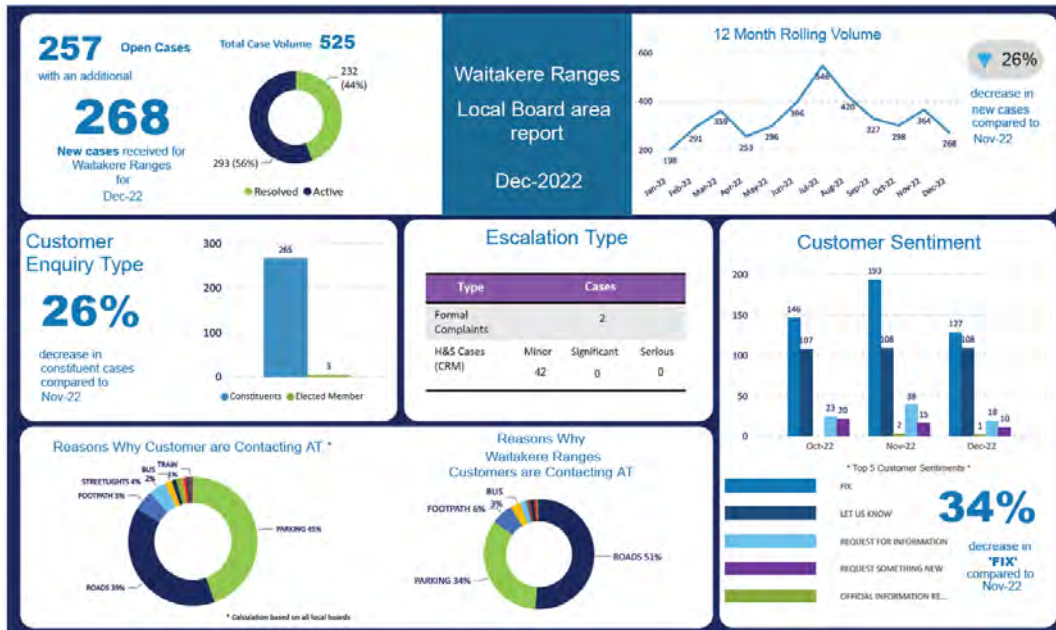
Below is a summary of the reasons why people are contacting Auckland Transport's customer service teams across all of Auckland. The data is summarised by issue and by how key issues like parking effect all of Auckland's local boards.

Local customer activity

This section tells you what people are contacting Auckland Transport about this month in this area. It is to help decision-makers see trends and to inform their planning.



In December 2022, 268 Waitākere Ranges residents contacted Auckland Transport and their concerns are summarised below:



List of proposed bus stops in your Local Board area.

Below is a table of proposed 2022/2023 financial year for your information.

Bus stop by Street Number	Street Address	Suburb
905	Swanson Road	Swanson
905 - Opp	Swanson Road	Swanson
30	Northfield Road	Waitākere
15	Northfield Road	Waitākere
66	McEntee Road	Waitākere
71	McEntee Road	Waitākere
2	McEntee Road	Waitākere
11	McEntee Road	Waitākere

Road Safety Incidents in your Local Board area

Waitakere Ranges - March 2023 - Serious Incident Closures and Deaths / Serious Injury										
ATOC/SCU	Incident Type	Day, Date, Time	Location	Collective Crashrisk & Road Type	Person killed or seriously injured	Death	Serious Injury	Local Board	Urban/Open	Speed Environment
SCU	Train Pedestrian	Friday 10 th February 2023 09:20	Pedestrian crossing on train track on Glen View Road, Glen Eden	Glenview Rd Medium Arterial	Pedestrian	1	0	Waitakere	Urban	50kmh

Planned Road Maintenance in your Local Board area.

WHERE	TYPE OF WORK	WHEN	DURATION
Laingholm Drive (102 Laingholm Drive to 109 Laingholm Drive)	Structure Maintenance -	7 Feb - 31 Mar	Day - Road Closure
West Coast Road (RP 278 to RP 7443)	Road Resurfacing - Chipseal	27 Feb 23	Day - Lane Closure - Stop/Go
Rimu Road (West Coast Road to RP 356)	Road Resurfacing - Chipseal	27 Feb 2023	Day - Lane Closure - Stop/Go
Westward Ho (West Coast Road to End)	Road Resurfacing - Chipseal	28 Feb 2023	Day - Lane Closure - Stop/Go
Lemnos Place (The Grove to End)	Road Resurfacing - Chipseal	28 Feb 23	Day - Lane Closure - Stop/Go
Glengarry Road (West Coast Road to Glendale Road)	Pre-seal Repairs - Mill & Fill	2 - 3 March 23	Day - Lane Closure - Stop/Go
Karekare Road	Road Improvements	20 Feb- 4 Mar 23	Day Shift Only
Sunnyvale Road	Road Maintenance	27 Feb- Mar 23	Day Shift Only
Te Aute Ridge Road West	No info provided	27 Feb- Mar 23	Day Shift Only
Glengarry Road, between Nandana Drive & Matama Road	Mill and Fill Works	2 - 9 March 23	Monday to Friday 7 am to 7 pm - 5 Days
Miranda Street, between Wolverton Street & Ruahine Street	Mill and Fill Works	1 - 8 Mar 23	Monday to Friday 7 am to 7 pm - 5 Days
Laingholm Drive (102 Laingholm Drive to 109 Laingholm Drive)	Structure Maintenance -	7 Feb - 31 Ma 23	Day - Road Closure

WHERE	TYPE OF WORK	WHEN	DURATION
Karekare Road	Road Improvements	20 Feb - 4 Mar 23	Day Shift Only
Boylan Rd (Woodlands Park Rd to End)	Pre-seal Repairs - Mill & Fill	10 March 2023	Day - Lane Closure - Stop/Go
Te Aute Ridge Road West	No info provided	27 Feb - 1 Mar 23	Day Shift Only
Manarini Road	Road Maintenance	20 Feb - 6 Mar 23	Day Shift Only
Laingholm Drive & Warner Park Avenue between Western Road & Dorothy Road Titirangi	Regular Maintenance	20 - 23 Mar 23	7am – 7pm
Laingholm Drive (102 Laingholm Drive to 109 Laingholm Drive)	Structure Maintenance -	7 Feb - 31 Mar 23	Day - Road Closure
Kauri Point Road (Victory Road to Ewing Road)	Road Resurfacing - Chipseal	13-Mar-23	Day - Lane Closure - Stop/Go
Woodlands Park Road, Ngaio Road, Boylan Road,	Road Resurfacing	21 Mar - 20 April 23	7.00am to 7.00pm 4 days for resurfacing works
Glengarry Road, Glen Eden	Road Resurfacing	21 Mar-20 April 23	7.00am to 7.00pm 4 days for resurfacing works
Maywood Crescent, Glen Eden	Road Resurfacing	21 Mar - 20 April 23	7.00am to 7.00pm 4 days for resurfacing works
Mudgeways Road, Massey	Road Resurfacing	21 Mar - 15 April 23	7.00am to 7.00pm 4 days for resurfacing works
Opanuku Road, Henderson Valley	Road Resurfacing	21 Mar - 20 April 23	7.00am to 7.00pm 4 days for resurfacing works
Westward Ho, Glen Eden	Road Resurfacing	21 Mar - 20 April 23	7.00am to 7.00pm 4 days for resurfacing works
Laingholm Drive (Huia Road to Warner Park Avenue)	Road Maintenance - Mill & Fill	24 - 27 March 2023	Day - Lane Closure - Stop/Go

WHERE	TYPE OF WORK	WHEN	DURATION
Laingholm Drive (Warner Park Avenue to Dorothy Road)	Road Resurfacing - Asphalt Reseal	21 - 22 March 2023	Day - Lane Closure - Stop/Go
Kauri Point Road (Victory Road to Ewing Road)	Road Resurfacing - Chipseal	20-Mar-23	Day - Lane Closure - Stop/Go
Warner Park Ave (Laingholm Drive to Sandys Parade)	Road Resurfacing - Asphalt Reseal	20 - 21 March 2023	Day - Lane Closure - Stop/Go
Bethells Beach	Road Maintenance	20 - 24 March 2023	Lane closure. Stop/Go. Minor impact to traffic
Laingholm Drive (102 Laingholm Drive to 109 Laingholm Drive)	Structure Maintenance -	7 Feb - 31 March 2023	Day - Road Closure

Auckland Transport (BIDs) Update – April 2023

Auckland Transport will report on our engagement with the BIDs in the Waitākere Ranges Local Board area on a monthly basis:

Glen Eden Business Association

- Continued to provide updates on the State of Emergency and the response and repair work for the Waitākere Ranges community.
- Advised the Business Association that as requested by the association, the poster advertising bollard in Glenmall will be removed. The licensee has advised that its contractor expects to start the removal work in mid-April.

Local Board Project, Campaign, and other impacts updates:

It includes information about current projects, campaigns and other impacts being undertaken in the area.

CAMPAIGN INFORMER: MISSION ELECTRIC: TAMAKI LINK

Mission Electric is the AT programme of work related to electrifying PT.

AT also has a programme of work to support the electrification of light vehicles (passenger and light commercial vehicles).

A few of our activities are:

- The recent adoption of an Electric Vehicle Policy (operational internal policy) which will guide how staff licence EV chargers on AT controlled property and the road corridor. This is a technical policy to guide staff decision-making during the encroachment application

process. There will be some targeted coms around this soon, it was only noted at FAC on the 15th of Nov.

- Development of a Business Case to obtain funding from Waka Kotahi for projects to support EVs – such as facilitating the installation of EV chargers at carparks etc. We do not currently have funding for the installation of chargers in Glen Eden or anywhere else.
- Looking at ways we can partner with the private sector, Government and Auckland Council to support the roll out of EV chargers at scale across the region. There are legislative and regulatory challenges to address before this can happen.
- Investigating the capability of our carparks and facilities to be able to install chargers as not all locations have network capacity or location-specific capability for such installations.

We aim to have secured funding and be initiating EV-related projects by the end of 2023.

Bus Service Disruption

BUS SERVICE DISRUPTION NOTIFICATION	
Location	Glendale Rd, Glen Eden
Type	Police Incident
Service Affected	154, 172
Impact	Glendale Rd is blocked between West Coast Rd & Oates Rd Detour via Oates Rd, Wilson Rd & Bowers Rd

Auckland Transport's Traffic Control Committee (TCC) report

Date	Street (Suburb)	Type of Report	Nature of Restriction	Decision
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There was no Traffic Control Committee approval for the Waitākere Ranges Local Board for January 2023.

Regional Updates

The following are brief updates about projects in this area.

PT PERFORMANCE UPDATE 6-12 MARCH

This is the summary of public transport (PT) performance for the week 6-12 March. March Madness is evident across the network, with patronage remaining high and keeping us on track toward the busiest month since COVID began. Auckland is now around the same patronage recovery rate as Christchurch.

We're preparing for the Eastern Line closure for Rail Network Rebuild that starts on 20 March. This will mean Southern and Onehunga Line services are restored. We're making make sure buses are ready for rail replacements and upgrades to local frequent routes.

- Public transport patronage last week was **80%** of the comparative week in 2019.

- Bus trip cancellations last week were **8.6%** of services scheduled, staying relatively low because of continued additions of new drivers to the workforce.
- Bus driver shortfall reduced by 14 to **363**; ferry crew shortfall remains at **35**. Go Bus have now reached their full requirement of drivers.

Performance

Bus Network					
8.6%	(+0.1)	96.0%	(-0.0)	90.2%	(-0.1)
% Cancellation		% P unctuality		% Reliability	

Train Network					
2.0%	(+0.4)	83.2%	(+0.2)	98.0%	(-0.4)
% Cancellation		% P unctuality		% Reliability	

Ferry Network					
9.9%	(+2.7)	88.6%	(-1.9)	94.3%	(-2.9)
% Cancellation		% P unctuality		% Reliability	

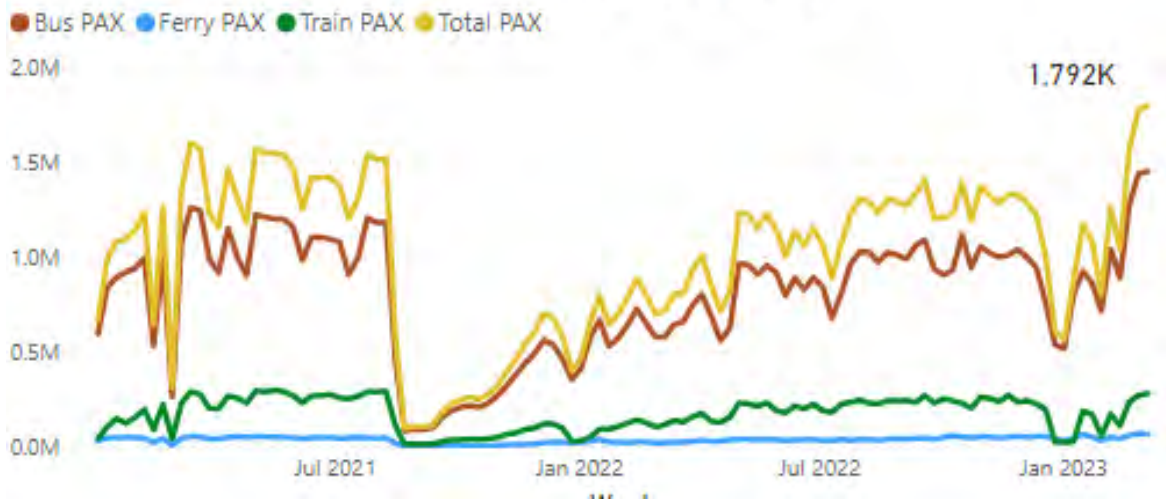
Patronage

There were 1.792 million boardings across public transport last week, which is 80% of the comparative week in 2019, and a 32,000 increase in boardings from the previous week. This brings the total 12-month rolling patronage to 63.17 million boardings. Based on current recovery rates we forecast to end the financial year at 65 million total boardings.

Weekday boardings were around 300,000 and the weekend days were both over 100,000. Patronage on Saturday was at the same level as the comparative day in 2019. Ferry carried double the 2019 number of passengers and bus was also above its 2019 level.

We had a busy weekend of events that we supported with marketing comms - My Chemical Romance at Western Springs, Snoop Dogg at Trusts Arena, and Wellington Phoenix vs. Sydney FC at Eden Park. We reminded Aucklanders of the PT and active mode options available.

Weekly PT HOP Patronage



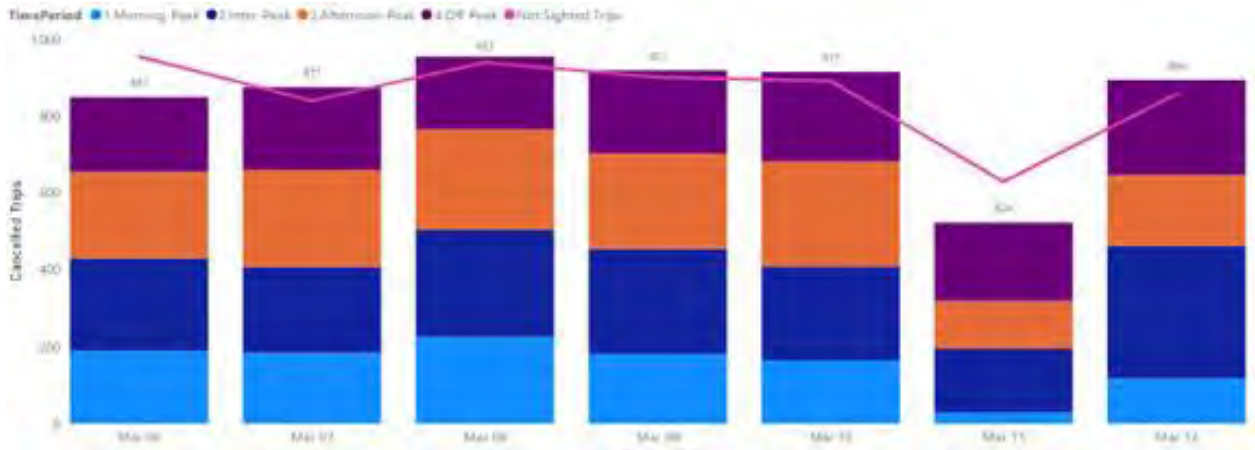
Day	DOW	Bus RR D	Bus PAX	Ferry RR D	Ferry PAX	Train RR D	Train PAX	Total RR D	Total PAX
6/03/2023	Mon	80.5%	239,540	88.4%	10,009	60.4%	49,833	76.47%	299,382
7/03/2023	Tue	82.3%	256,906	98.8%	11,144	63.6%	54,661	78.80%	322,711
8/03/2023	Wed	81.6%	257,219	96.5%	11,442	63.0%	54,881	78.09%	323,542
9/03/2023	Thu	81.7%	253,849	94.6%	10,813	62.4%	53,696	77.99%	318,358
10/03/2023	Fri	79.6%	223,623	87.2%	8,670	56.5%	44,979	74.87%	277,272
11/03/2023	Sat	117.6%	123,769	200.8%	7,383	22.8%	6,208	100.92%	137,360
12/03/2023	Sun	96.9%	91,905	130.2%	6,421	77.6%	14,714	95.21%	113,040

22/23FY Cumulative Actuals vs SOI 59M vs Year Exit Target 85M Progression



Cancellations

Bus trip cancellations were 8.6% of scheduled service, with average daily cancellations around 950 trips. The 170, 171 and 856 bus services continue to operate with detours due to road closures following the recent Auckland storms. Multiple school bus services are also detouring due to road closures. Due to the severity of damage to some roads, these detours to buses are likely to be in place for an extended period. Ritchies are working on a reschedule to try to improve the performance North Shore services.



Train cancellations were 2% of scheduled service, also similar to the previous week. The first stage of RNR is on track to be completed on Sunday 19 March, when work will move to the Eastern Line. Speed restrictions are impacting punctuality, but the majority of services are running.

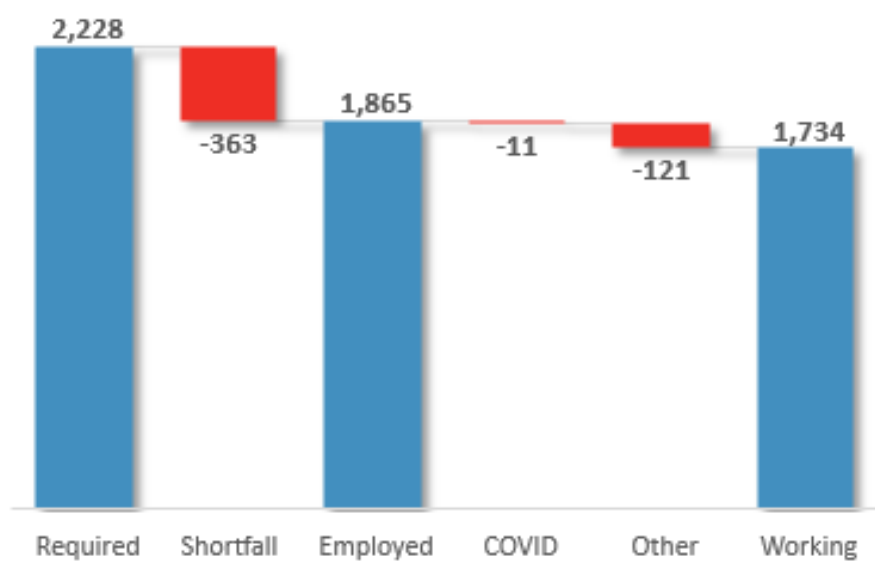
An electrical fault with the gangway at Devonport closed Pier 1 from Tuesday to Thursday afternoon. This caused several services to be cancelled and many passengers to be left behind. Only pier 2 was available at Devonport and other vessels blocked access at times. A Marine NZ audit of Fullers also caused some cancellations.

Shortfall

The shortfall in bus drivers is now 363, an improvement from last week of 14. The gap is now 16% of the full driver requirement. Go Bus have now reached their full driver requirement and have no shortfall.

NZ Bus, Ritchies and Waiheke Bus have sourced drivers in the Philippines. There are over 300 candidates in the pipeline and operators aim to have them in NZ in the coming months. It will take some time to bring these drivers into the workforce because there are dependencies on immigration processing, training capacity and time for familiarisation with routes in Auckland.

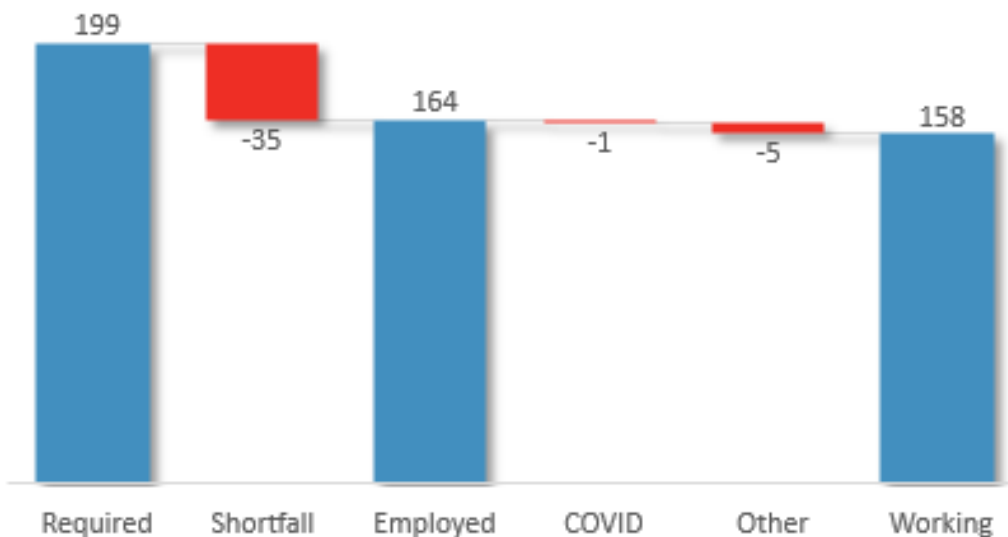
Bus driver shortfall



The shortfall in ferry crew remains at 35, which is 17.5% of full requirement. These roles are all at Fullers, who are making good progress with recruitment of deckhands. It is proving challenging to attract experienced skippers and Fullers continue to recruit overseas. As ferry skippers were not included in the changes to immigration settings recently announced it may prove harder to attract candidates than for bus driver roles. Fullers initially targeted the Philippines but their government see our roles as sea-based which means an additional monthly levy for each employee, so it is not viable to pursue. Focus is now on recruiting from the South African market.

Belaire and Sealink are still at their full requirement, and are maintaining worker levels with ongoing recruitment. Both operators have deckhands in induction.

Ferry crew shortfall



Capacity

1,473 bus trips were fully seated last week, up by 280 trips from the previous week. This is around 2% of all scheduled trips and these trips were mainly in the peak travel periods. Fully seated means that all seated capacity is in use at some point along the trip, so some passengers may have to stand to complete their journey, and some waiting customers may perceive the bus as full because they see standing. This clearly shows the move into March Madness as the number of fully seated buses has nearly doubled in the last two weeks.

From 20 March an additional power feed will be restored to the rail network (after storm impacts), which will mean that most train services will be six-cars. This will increase capacity.

PT PERFORMANCE UPDATE 13 - 19 MARCH

The week of 13 – 19 March 2023, was the final week of Rail Network Rebuild work on the Southern Line and we've been completing preparations for the Eastern Line closure. The 762 and 734 bus services will become 76 and 73 frequent services to add capacity. We also have rail replacement services in place, including a Panmure Express and Glen Innes Express.

- Public transport patronage last week was **78%** of the comparative week in 2019.
- Bus trip cancellations last week were **9%** of services scheduled, close to previous weeks.
- Bus driver shortfall dropped slightly to **362**; ferry crew shortfall remains at **35**.

Performance

Bus Network					
9.1%	(+0.8)	96.2%	(+0.3)	89.7%	(-0.5)
% Cancellation		% P unctuality		% Reliability	
Train Network					
2.8%	(+0.8)	87.8%	(+4.8)	97.2%	(-0.8)
% Cancellation		% P unctuality		% Reliability	
Ferry Network					
18.0%	(+8.1)	89.6%	(+10)	85.5%	(-8.8)
% Cancellation		% P unctuality		% Reliability	

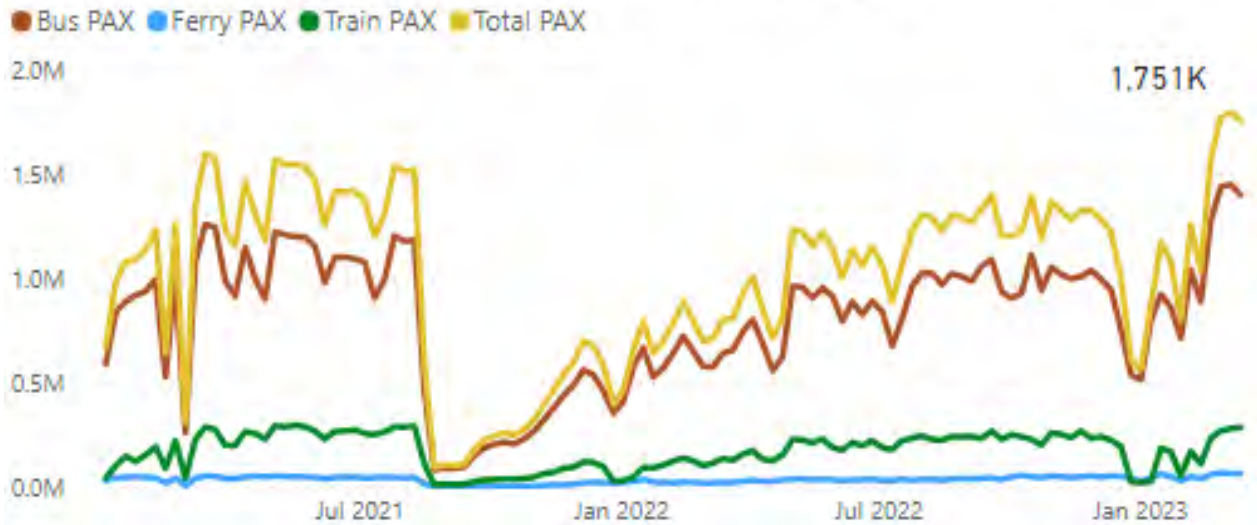
Patronage

There were 1.751 million boardings across public transport last week, which is 78% of the comparative week in 2019, and 43,000 fewer than the previous week. This brings the total 12-month rolling patronage to 64.19 million boardings. Based on current recovery rates we forecast to end the financial year at 66 million total boardings.

Ferry services and weekend travel continue to perform strongly. Weekday travel is around 300,000 daily boardings, though poor weather reduced demand on Thursday and Friday. This weekend was another busy one for events with the All Whites and Black Caps matches and the Pasifika festival. We're also lined up to promote the Blues and the Warriors in the week ahead.

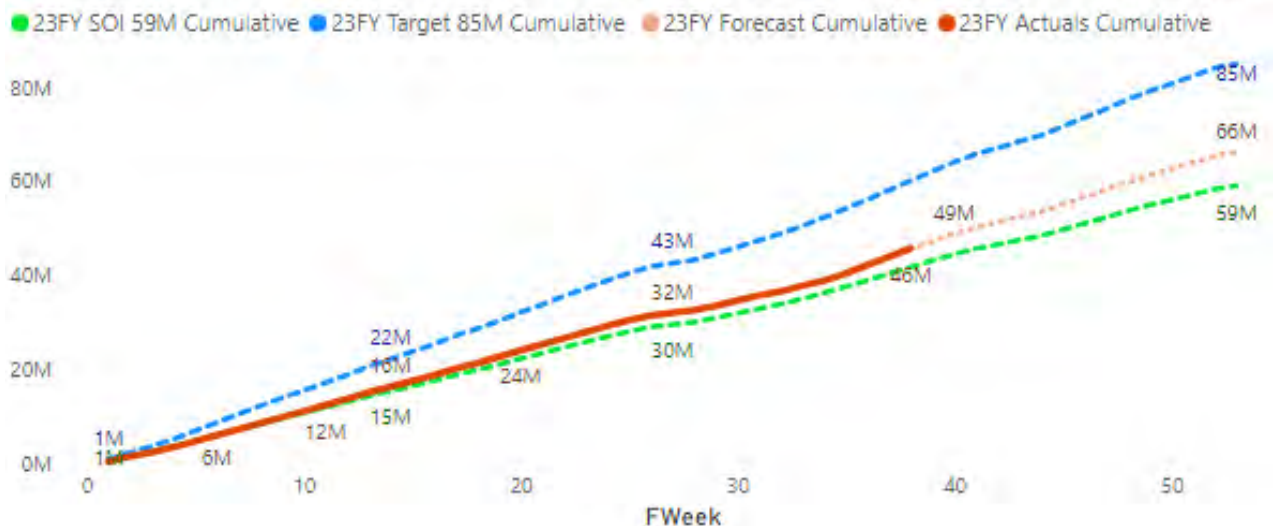
In the week ahead we have the remaining PT fare change materials rolling out in the lead-up to 2 April, and Stage 2 Rail Network Rebuild messaging is well underway. Mission Electric will also feature in 60 digital street furniture placements across the city – taking the message outside of the Eastern Bays and broadly across Auckland.

Weekly PT HOP Patronage



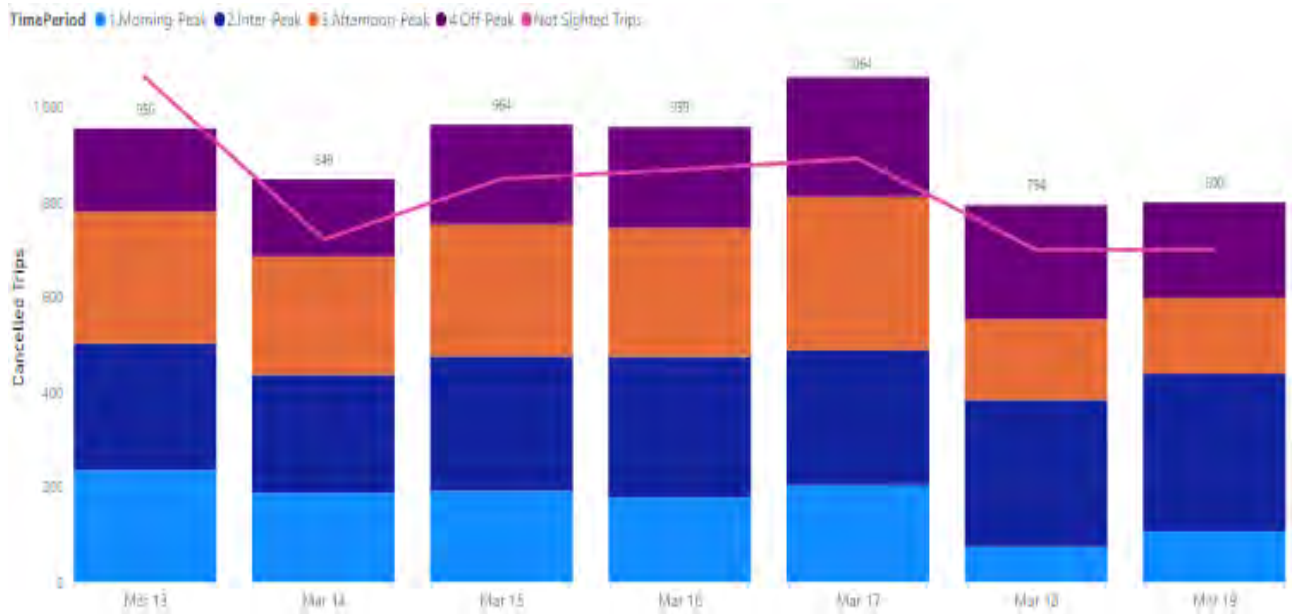
Day	DOW	Bus RR D	Bus PAX	Ferry RR D	Ferry PAX	Train RR D	Train PAX	Total RR D	Total PAX
13/03/2023	Mon	77.3%	229,813	82.3%	9,456	59.4%	48,543	73.73%	287,812
14/03/2023	Tue	83.0%	256,225	100.7%	11,560	63.0%	53,968	79.31%	321,753
15/03/2023	Wed	84.1%	259,847	99.9%	11,598	64.4%	55,474	80.40%	326,919
16/03/2023	Thu	72.4%	225,305	100.1%	11,659	66.3%	55,056	71.97%	292,020
17/03/2023	Fri	74.6%	223,668	67.1%	8,184	51.7%	43,617	69.49%	275,469
18/03/2023	Sat	104.2%	112,249	128.0%	7,029	69.7%	16,550	99.17%	135,828
19/03/2023	Sun	103.8%	91,493	143.1%	6,365	73.2%	12,964	100.45%	110,822

22/23FY Cumulative Actuals vs SOI 59M vs Year Exit Target 85M Progression



Cancellations

Bus trip cancellations were 9% of scheduled service, a small increase from the previous week. These were driven by the ongoing driver shortage.



Train cancellations remain low, though a trespasser on the lines on Thursday and a landslip near Newmarket on Sunday evening caused some disruption to services.

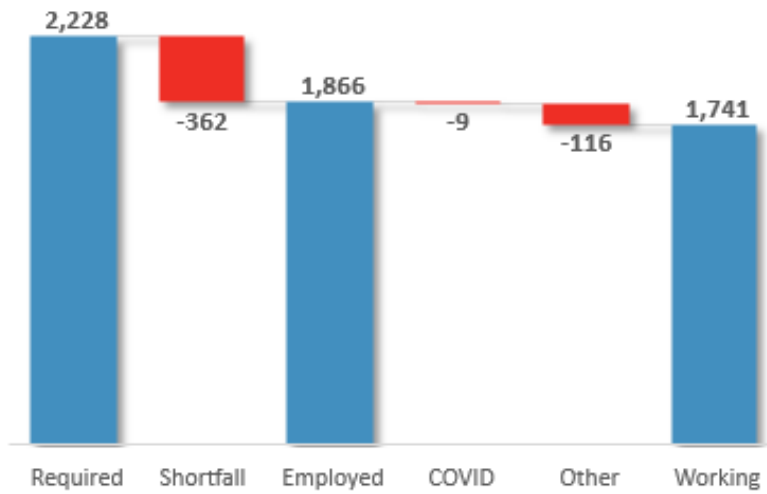
Ferry service cancellations increased to 18% of scheduled service, driven by the ongoing crew shortage, mechanical issues, and the flow on impact on following services, and further repairs required to the gangway at Devonport.

Shortfall

The shortfall in bus drivers reduced by one to 362 drivers short. NZ Bus added drivers to the workforce, while other operators had leavers. This means the shortfall is still at 16% of full requirement.

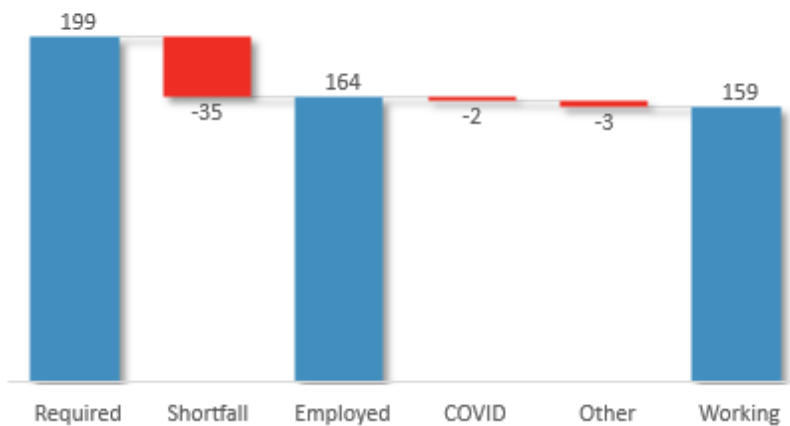
NZ Bus had a group of drivers from the Philippines start induction training this week. There are still candidates in the recruitment pipeline for several operators, expected to join in the coming months.

Bus driver shortfall



The shortfall in ferry crew remains at 35, which is 17.5% of full requirement.

Ferry crew shortfall



Capacity

There were 800 fully seated bus last week trips, a drop of 673 trips from the previous week. East Auckland had the highest utilisation of bus services, followed by North and Central. The NX1 and NX2 were particularly busy last week, averaging 15-20 trips fully seated in morning peaks. It may be that March Madness is starting to ease now, as tertiary students settle into their schedules.

Fully seated means that all seated capacity is in use at some point along the trip, so some passengers may have to stand to complete their journey, and some waiting customers may perceive the bus as full because they see standing.

PT PERFORMANCE REPORT 27 FEBRUARY TO 5 MARCH 2023

For the week 27 Feb-5 Mar. March madness has continued with another rise in patronage, meaning we've had our busiest week in three years.

Of particular note we prepared special event services for the Harry Styles concert including special event services, rail replacement shuttles to Penrose station, and extended late services.

Public transport patronage last week was **81%** of the comparative week in 2019.

- Bus trip cancellations last week were **8.3%** of services scheduled, as we restore the network following the severe weather events.
- Bus driver shortfall reduced by one to **377**; ferry crew shortfall remained at **35**.

Performance

Bus Network					
8.4%	(-19)	96.0%	(+0.6)	90.3%	(+2.2)
% Cancellation		% Punctuality		% Reliability	

Train Network					
1.6%	(-30.9)	82.9%	(-5.1)	98.4%	(+30.9)
% Cancellation		% Punctuality		% Reliability	

Ferry Network					
9.9%	(+2.7)	88.6%	(-19)	94.3%	(-2.9)
% Cancellation		% Punctuality		% Reliability	

Patronage

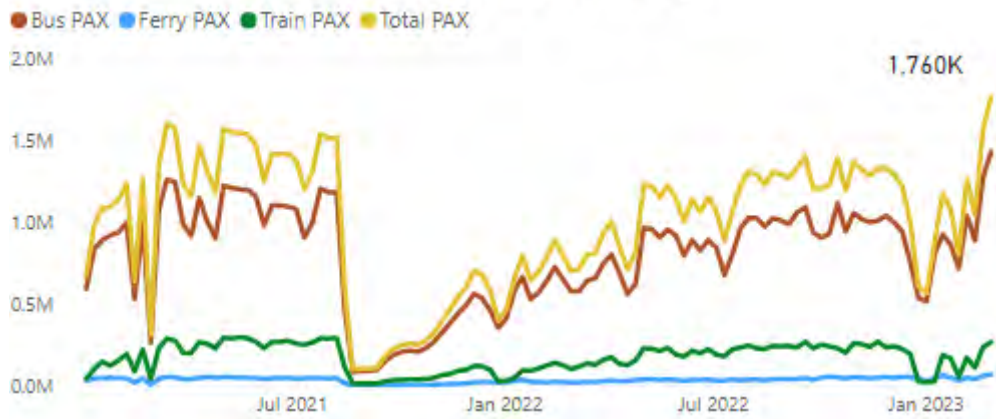
There were 1.76 million boardings across public transport last week, which is 81% of the comparative week in 2019, and an increase of 195,000 boardings from the previous week. This brings the total 12-month rolling patronage to 62 million boardings. Based on current recovery rates we forecast to end the financial year at 64 million total boardings.

This was the busiest week since the beginning of March 2020. The busiest weekdays (Tuesday to Thursday) were over 310,000 daily boardings. Tertiary Student patronage nearly doubled since the previous week due to the orientation week. We expect tertiary boardings to remain high through the rest of March.

There was a planned full Rail closure for multiple lines during the weekend in addition to Rail network rebuild stage one. Weekend travel on train only half the level we would expect if trains were operating, and we know that many passengers don't transfer to bus. Ferry was again over 2019 patronage levels at 103% recovery.

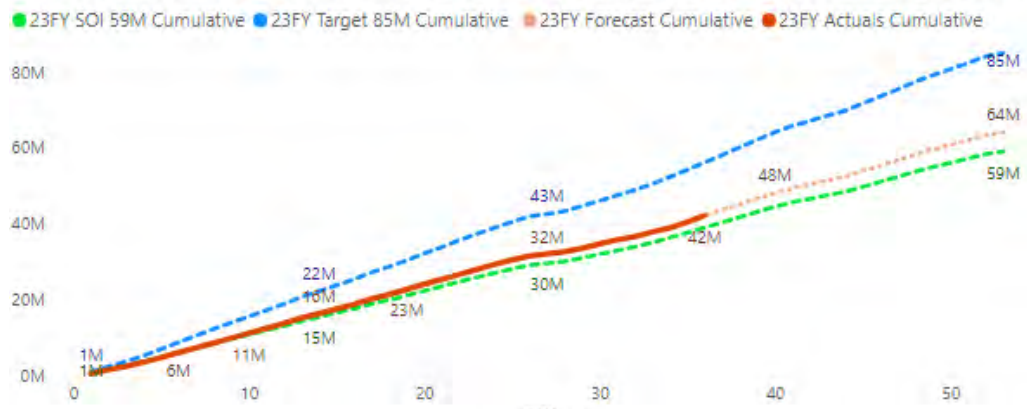
We've got a busy week coming up with a wide range of marketing comms informing customers about Stage 2 of the Rail Network Rebuild. Last week the focus was on Harry Styles - explaining the best ways to travel to the concert.

Weekly PT HOP Patronage



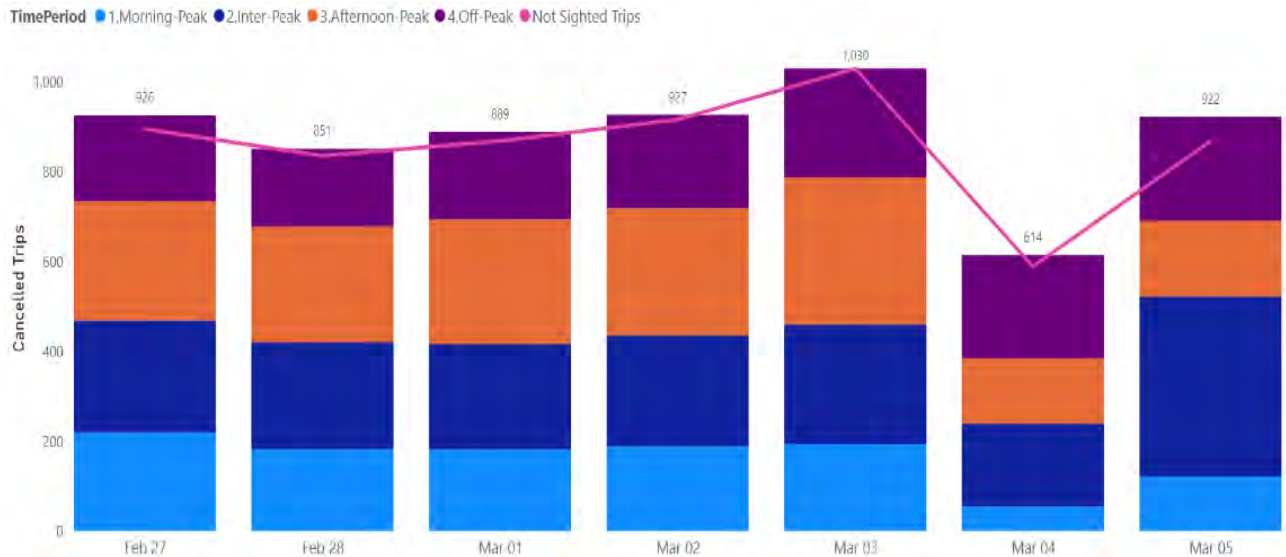
Day	DOW	Bus RR D	Bus PAX	Ferry RR D	Ferry PAX	Train RR D	Train PAX	Total RR D	Total PAX
27/02/2023	Mon	82.9%	229,410	88.7%	8,881	59.5%	45,829	78.09%	284,120
28/02/2023	Tue	87.6%	255,273	100.7%	11,153	64.1%	52,409	83.01%	318,835
1/03/2023	Wed	86.6%	253,935	100.3%	11,229	62.7%	52,095	81.90%	317,259
2/03/2023	Thu	85.3%	249,714	100.4%	11,142	62.5%	51,302	80.92%	312,158
3/03/2023	Fri	81.8%	231,102	98.3%	11,026	58.2%	46,384	77.28%	288,512
4/03/2023	Sat	95.8%	117,578	137.8%	7,811	31.7%	7,832	87.01%	133,221
5/03/2023	Sun	85.3%	88,225	122.9%	6,512	39.9%	11,258	77.42%	105,995

22/23FY Cumulative Actuals vs SOI 59M vs Year Exit Target 85M Progression



Cancellations

Bus trip cancellations were 8.3% of scheduled service, dropping for the second week. The average daily cancellations were 936 trips. Bus services are mostly back to normal after the Anniversary weekend storms and Cyclone Gabrielle, with detours in place on services 170, 171 and 856 where roads are closed.

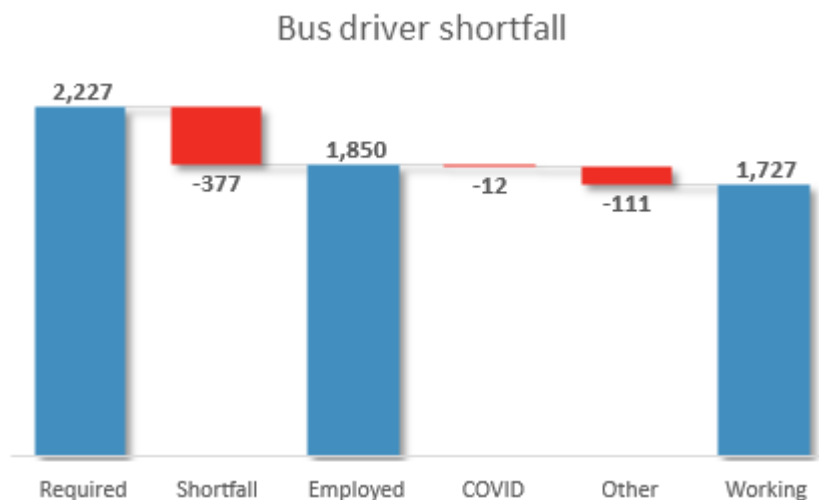


Train services are also back to normal service (with the planned Rail Network Rebuild closures). The Western Line returned to its normal frequency across the whole line on Tuesday. This means that passengers no longer need to change trains at Henderson. This week there will be closures on the Western Line between Britomart and Swanson on Saturday for planned maintenance work.

Ferry service is back to normal apart from Gulf Harbour trips that are replaced with bus services. Fullers had rostering issues over the weekend which meant a number of advance cancellations where there were no crew or backups available.

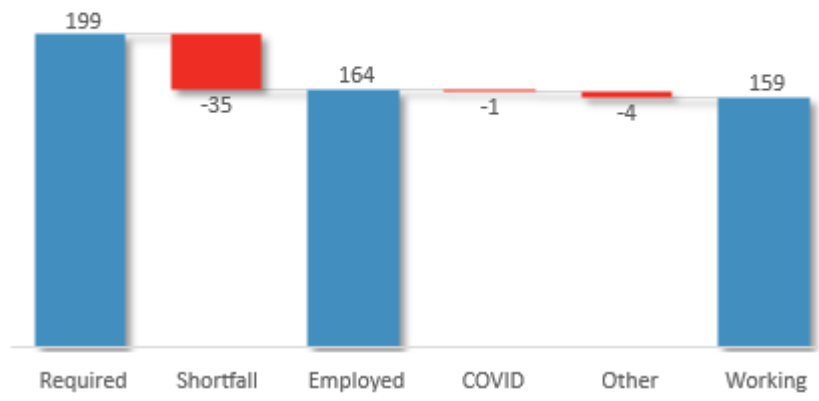
Shortfall

The shortfall in bus drivers reduced by 1 to 377, which is 17% of full requirement. We're aware that NZ Bus have overseas candidates in their recruitment pipeline, and waiting for entry to the country to being training. Timeframes are not confirmed, though they anticipate adding drivers incrementally over the coming five to six months.



The shortfall in ferry crew remained at 35, which is 17.5% of full requirement. These roles are all at Fullers, who are making good progress with recruitment of deckhands. It is proving challenging to attract experienced skippers and Fullers continue to recruit overseas. As ferry skippers were not included in the changes to immigration settings recently announced it may prove harder to attract candidates than for bus driver roles.

Ferry crew shortfall



WALKING SCHOOL BUS – CAMPAIGN INFORMER

<p>Purpose <i>Summarise reason for the campaign</i></p>	<p><u>Background</u></p> <p>The Walking School Bus (WSB) is a signature AT programme, having operated in communities for about 20 years. It is mainly run by parent volunteers with some grandparent and community volunteers, with support from AT for development, funding and volunteer resources. Initiatives like the WSB are important for changing perceptions of the overall AT brand and getting Aucklanders to think differently about AT. WSBs contribute to a reduction in vehicles on roads at peak hours, an increase in active modes with children socialising while walking to school (and therefore arriving energised and ready to learn) and also learning about road safety. Initiatives like the WSB bring communities together in a worthwhile way and also show that AT is investing in the future from both a safety but also a health and wellbeing perspective.</p> <p><u>The challenge</u></p> <p>Since 2020 the number of WSBs has declined – both from existing buses ceasing to operate and a lack of new buses being established. This is largely due to the Covid-19 pandemic as well as children outgrowing the buses and moving on. There are currently about 200 buses, down from about 400 at peak pre-Covid. There is a need to drive volunteer recruitment to replace the ones that have moved on and to set up new buses – currently there are about 1000 volunteers down from 1500 at peak. In addition the WSB is generally only familiar to those who are directly involved in it; there's a lack of general awareness of what the programme is and what it involves.</p> <p><u>The insight and opportunity</u></p> <p>Comprehending the benefits of a WSB for children is easy, but one of the key insights from customer research was that WSBs provide parent volunteers with benefits too – such as being a great way to connect with parents locally. In this campaign we've leveraged this insight to drive volunteer inquiry and sign ups by exploring and highlighting the benefits for the WSB volunteers. We've used real examples on the street furniture and filmed videos of real volunteers talking about their varied experiences and what they love about the WSB – from making new close friends, contributing to helping to care for our environment by taking cars off the road, all the way through to landing in a new community from overseas and making new local connections when they knew no one!</p>
<p>What's happening? <i>Description of campaign background</i></p>	<p>We are running a Walking School Bus volunteer recruitment campaign. This will tap into the key insights about why parents/volunteers do it and what they get out of it, over and above the benefits that the children get.</p> <p>The campaign will run in out-of-home advertising and on social media and features the following WSB volunteers:</p> <ol style="list-style-type: none"> 1. Heli & Tash from Meadowbank School and 'The Duck Express' bus 2. Catrina from St Leonards School 3. Hayden from Hauraki School 4. Liane from Epsom Normal Primary School 5. Yoko & Dore from Epsom Normal Primary School <p>The artwork features a QR code for interested people to scan which will open up a new email window with a pre-populated email to the WSB team at AT to follow up on.</p>  <p>The image shows a screenshot of an email form titled 'Request a Walking School Bus volunteer'. The form has several input fields for name, email, phone, and address. A large QR code is prominently displayed on the right side of the form, intended for scanning to access the volunteer recruitment information.</p>

<p>Key messages <i>What are our key messages?</i></p>	<p>Volunteer with a local Walking School Bus – there are lots of benefits for the volunteers too!</p>
<p>Target Audiences <i>Who do we primarily want to reach?</i></p>	<p>Parents, caregivers and families of primary-school aged children – keeping in mind that this is an audience who is very busy, particularly at this time of year and have a lot on their minds. We need to make it easy for them.</p>
<p>When is it in market? <i>Dates when the campaign is live in market</i></p>	<p>We've timed this campaign to be in market just after the dust has settled with kids back to school and back into routine. Kids have had a pretty disruptive start to the school year so the timing of this message still feels right.</p> <p>In market Monday 6th March – Sunday 9th April 2023.</p> <p><i>Digital street furniture and social: Live 6th March</i></p> <p><i>Bus kerbsides and static street furniture: Live 13th March</i></p>
<p>Media Channels <i>Creative channels the campaign will be shown through</i></p>	<ul style="list-style-type: none"> • OOH Street Furniture – digital and static street furniture on main arterials and around schools to reach parents/caregivers walking or driving. 114 placements in total. • OOH Buses – bus kerbsides for impact and to reach driver and pedestrian parents/caregivers. 6 in total – x1 North, x1 South, x1 East, x1 West x1 Outer Link and x1 Tāmaki Link. • Social media – video newsfeed and story placements to reach Auckland males and females aged 25-44 who are parents of kids aged 3-12. We will be running 15 second snippets of the full videos on social media that hone in on a key benefit. • AT website – the full videos of the volunteer testimonials will be on the WSB volunteer page: AT.govt.nz/WSBvolunteer

Creative
Incl. images

The creative emphasises a particular and real (from our own WSB volunteers) parent/volunteer benefit from being a WSB 'driver', including forging new friendships, finding a place in their community, getting more time with their kids before/after school, and doing their bit for the environment by helping to reduce congestion. These are also echoed in our videos.

COH – Street Furniture



OOH – Bus Kersides



Videos (full length for AT website and cut downs for social)

X4 15s versions will run across social advertising and the longer versions will live on the AT website (on the WSB volunteer page).


X5 45s versions will be housed at [AT.govt.nz/WSBvolunteer](https://www.youtube.com/watch?v=3326X0U065A).

Link to view videos:

https://drive.google.com/drive/folders/1AxY3lbdF743jb7fNXK4O9dbfPScNxc?usp=share_link

	<p>Social</p>  <p>The screenshot shows four social media posts from Auckland Transport. Each post includes a video thumbnail with a play button, a caption in both English and Māori, and a 'Learn more' link. The captions are: <ul style="list-style-type: none"> Post 1: Building strong bonds and community spirit with every step of the Walking School Bus. Post 2: Leading the charge for a more sustainable tomorrow with the Walking School Bus. Post 3: Health is waihi, and the Walking School Bus is the perfect investment! Get traffic for fresh air and exercise! Post 4: Step up and join the Walking School Bus for the opportunity to get to know and create lasting memories with your neighbours! </p>
<p>The Bigger Picture: Pillars and Principles <i>How does this relate to AT values/purpose/principles?</i></p>	<p><input checked="" type="checkbox"/> We connect <input checked="" type="checkbox"/> We care...full stop <input checked="" type="checkbox"/> Safe with us <input checked="" type="checkbox"/> Better, bolder, together</p>
<p>Brand pillars</p>	<p><input checked="" type="checkbox"/> Safe and Liveable <input type="checkbox"/> Enabling and Efficient <input checked="" type="checkbox"/> Protects and Restores</p>
<p>More information <i>Incl. contact info, landing page</i></p>	<p>For more information contact: Victoria Baird (Marketing Manager) Cody Lim, Delia Matthias and Nidhi Suri (Community Transport)</p>

RAIL NETWORK REBUILD – STAGE 2

<p>Purpose <i>Summarise reason for the campaign</i></p>	 <p>Stage 2 of KiwiRail's Rail Network Rebuild starts on 20 March 2023. Stage 1 will be complete by this time and stations that have been closed on the Southern and Onehunga Line will re-open.</p> <p>Stage 2 RNR requires five stations on the Eastern Line to be closed: Orākei, Meadowbank, Glen Innes, Panmure and Sylvia Park. These stations will be closed right through to January 2024. We are running a campaign to inform rail customers about the station closures and provide information on rail replacement buses and other travel alternatives.</p>
<p>What's happening? <i>Description of campaign + background</i></p>	<p>Campaign starting Monday 6th March informing customers about Stage 2 Rail Network Rebuild starting on 20 March.</p>
<p>Key messages <i>What are our key messages?</i></p>	<ul style="list-style-type: none"> • The Rail Network Rebuild is being completed by KiwiRail and involves rebuilding the foundations (under tracks) across our entire rail network • RNR work will be done in stages over the next three years • Stage 2 of the Rail Network Rebuild starts on 20 March 2023 and runs through to January 2024. It requires the closure of six stations on the Southern Line between Ōtāhuhu and Britomart: Orākei, Meadowbank, Glen Innes, Panmure and Sylvia Park • We'll keep you moving with rail replacement buses, express buses, and regular scheduled bus services. • Allow more time as journey times will be longer. • For more information visit AT.govt.nz/RailRebuild • Download the AT Mobile app for personalised notifications and current information. <p>Messages on stations will direct customers to Rail Replacement buses and other transport alternatives.</p>

	<p style="text-align: center;">Map of station closures during Stage 2 Rail Network Rebuild</p>
<p>Target Audiences <i>Who do we primarily want to reach?</i></p>	<ul style="list-style-type: none"> • Rail customers • All <u>Aucklanders</u> including stakeholders and media.
<p>When is it in market? <i>Dates when the campaign is live in market</i></p>	<p>Media running from Monday 6 March 2022, for six weeks. Posters and signage will remain on the network for a longer period of time.</p>
<p>Media Channels <i>Creative channels the campaign will be shown through</i></p>	<ul style="list-style-type: none"> • Posters on rail stations • Posters on trains • Press ads (Half Page) • Radio advertising 2x30" • OOH around closed stations - Street Posters, Dairy Posters, <u>Adshels</u> • Handrail hangers on trains • Social Media (Facebook/<u>Insta</u>) • Customer Flyers (hand-out via Ambassadors) • Digital screens on stations • Customer <u>eDM</u> <p>Full information on AT.govt.nz/RailRebuild</p>

<p>Creative <i>Incl. images</i></p>	<p>Social Media:</p>
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Press Ad (NZ Herald, Central Leader, Eastern Courier):



Auckland's rail network is being rebuilt one stage at a time
 Stage 2 starts 20 March

Auckland rail upgrade has begun and the first stage is nearly complete. From 20 March stations that have been closed on the Southern and Central lines will re-open, and **Stage 2 will start on the Eastern Line.**

What is the AT&T Network rebuild?
 The Government's biggest transport investment project to rebuild the rail network of Auckland's city centre, the Eastern Line, will see the 2.2km-long, 10.7km-long Auckland City Centre Line, connecting Auckland with the motorway network. Stage 2 will see the 2.2km-long, 10.7km-long Auckland City Centre Line, connecting Auckland with the motorway network. Stage 2 will see the 2.2km-long, 10.7km-long Auckland City Centre Line, connecting Auckland with the motorway network. For more information at.govt.nz/railrebuild

Stage 2 rail network rebuild, 20 March - January 2024
 Five stations on the Eastern Line will be closed: Otara, Meadowbank, Glen Innes, Parnum, and Sylvia Park. All other stations remain open. It will see you moving with the replacement Eastern Line Central Line-Transportation. Journey times will be longer as you pass through tunnels and need to transfer regular services but aren't.



How can you stay connected to AT Journey Planner and the AT code to the AT website? Please use the AT code to the AT website. Please use the AT code to the Akiwiri

KiwiRail 

Station digital screens:



Auckland's rail network is being rebuilt
 Stage 2
 20 March 2023 - January 2024

Five stations will be closed on the Eastern Line between Otara and Otchutahi:

- Otara
- Meadowbank
- Glen Innes
- Parnum
- Sylvia Park

All other stations remain open

For more information visit at.govt.nz/railrebuild  



While the rail network is being upgraded, make this your first stop

AT Mobile

Available on the App Store and Google Play



Train hand-rail hangers:



Station Posters:



During the second stage of KiwiRail's Rail Network Rebuild (RNR) project the following Eastern Line stations will be closed: Orakei, Mairangi Bay, Glen Innes, Panmure and Sylvia Park.



We'll keep you moving with rail replacement buses, new express buses and our regular scheduled bus services. Allow more time as journey times will be longer.

For info on the Rail Network Rebuild and to plan your journey, visit [AT.govt.nz/RailRebuild](https://at.govt.nz/RailRebuild)



You can also view Roadworks for AT Journey Planner and use the AT code to view other alternative transport options. Stay on AT-247 with the AT Mobile App.

KiwiRail





Radio ads:

Part One

30"

VO:

When the City Rail Link opens, Auckland will have a modern rail network with all electric train's that are more frequent and reliable, and with faster journey times.

Before this can happen, KiwiRail needs to rebuild the foundations under our tracks. They're working one stage at time, with stage 2 starting on the Eastern Line on March 20.

While each section is closed, trains will continue running across the rest of the network. AT will provide Rail Replacement buses and other alternatives to keep you moving.

For more visit AT dot GOVT dot NZ slash railrebuild

	<p>Part Two</p> <p>30"</p> <p>VO Auckland's rail network is being rebuilt one-stage at a time.</p> <p>AT is providing rail replacement buses and other alternatives to keep customers moving.</p> <p>For more visit AT dot GOVT dot NZ slash railrebuild or download the AT mobile app to find your best travel alternatives.</p>
<p>The Bigger Picture: Pillars and Principles <i>How does this relate to AT values/purpose/principles?</i></p>	<p><input checked="" type="checkbox"/> We connect <input checked="" type="checkbox"/> We care... full stop <input type="checkbox"/> Safe with us <input type="checkbox"/> Better, bolder, together</p>
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<p>More information <i>Incl. contact info, landing page</i></p>	<p>If you would like any more information email. Marketing – Rob Pitney Rob.Pitney@at.govt.nz 0275 534 301</p>