

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, 7 September 2023, commencing at 9.30am.

PRESENT

Chairperson: Greg Presland
Members: Michelle Clayton
Mark Allen (*from 9.45am*)
Linda Potauaine
Liz Manley

Apologies: Sandra Coney (*Bereavement leave*)
Also present: Adam Milina, Brett Lane, Natasha Yapp, Nataly Anchicoque, Sharlene Riley and Keri MacKinnon

Workshop Item	Summary of Discussions
2023 Regional Public Transport Plan (RPTP) Luke Elliott, Principal Planner, Auckland Transport 9.30am – 10.30am	Staff led the discussion to assist the board's development of feedback on the Regional Public Transport Plan (RPTP).
Draft Local Board Plan follow-up session Confidential Item Brett Lane, Senior Local Board Advisor 10.45am – 11.30am	Staff led the discussion on public submissions on the draft Local Board Plan to seek direction for its adoption in the October business meeting.
Parks and Community Facilities Contracts Update Jennifer Rose, Head of Asset & Business Performance Julie Pickering, Head of Area Operations Eli Nathan, Head of Area Operations Greer Clark, Manager Area Operations 11.30am – 12.30pm	Board members updated on the past 18 months' performance of Parks and Community Facilities maintenance providers across the region.

Workshop Item	Summary of Discussions
<p>West Coast Beaches Animal Management Update</p> <p>Hana Perry, Relationship Advisor</p> <p>Chris Bindon, Conservation Advisor</p> <p>Aaron Neary, Team Leader Animal Management West</p> <p>1.15pm – 2.00pm</p>	<p>Board members updated on the West Coast Beaches Animal Management Update summer patrol 2022/2023</p>
<p>Review of Ahi Kā event</p> <p>Confidential Item</p> <p>Bronwyn Bent, Place and Partner Specialist, Arts</p> <p>Sharnae Inu, Māori Programming Specialist</p> <p>2.00pm – 2.45pm</p>	<p>Staff led the discussion on the strategic purpose and desired community outcomes for this event.</p>
<p>Draft Local Board Plan follow-up session</p> <p>Confidential Item</p> <p>Brett Lane, Senior Local Board Advisor</p> <p>2.55pm – 3.54pm</p>	<p>Staff led the discussion on public submissions on the draft Local Board Plan to seek direction for its adoption in the October business meeting.</p>

The workshop concluded at 3.54pm.



Draft 2023 Regional Public Transport Plan

Waitākere Range Local Board Workshop

7 September 2023



What is the RPTP?

Our main plan for public transport

- Sets out all planned services and policies
- Explains our public transport strategy
- Guided by the Regional Land Transport Plan (RLTP)
- Enables engagement with operators and the public



Auckland's Draft Regional Public Transport Plan 2023-2031



What we want from you

Feedback helps us to improve the plan

To assist in revising the draft RPTP, AT would like you to provide formal feedback on:

- The proposed changes services changes in your area,
- Anything you feel is missing from the draft RPTP, and
- Any other content of the plan that you wish to comment on.

Feedback from your constituents are provided to assist your consideration of these points.



RPTP Vision and Goals

These guide the wider plan

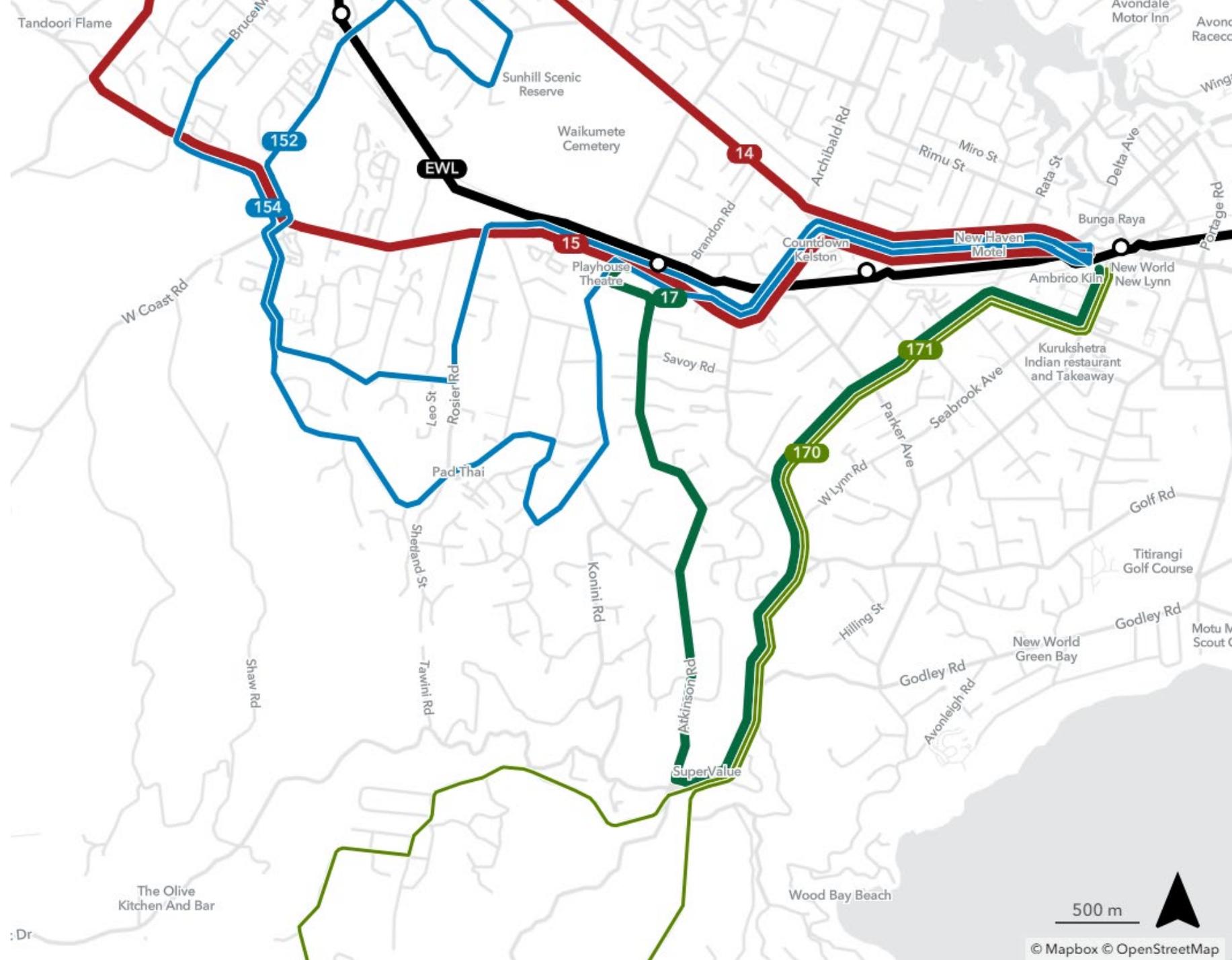


Service changes in your area

Route Number	Route Name	Route Description	Level of Service		Description of changes
			Current (2023)	Future (2031)	
14	Lincoln Road	Lincoln Road interchange – Waitakere Hospital – Henderson – Glendene – New Lynn	N/A	Frequent	Replaces existing 14T and 14W from late 2023
15	West Coast Road	Henderson – Parris Park – Glen Eden – New Lynn	N/A	Frequent	New route from 2026
143	Sturges Road	Henderson – Sturges Road – Lake Panorama Drive – Rānui Station	Connector	Connector	Additional evening trips from 2025
145	Western Heights	Henderson – Henderson Valley – Border Road – Summerland Drive – Pomaria Road – Lincoln Road interchange	N/A	Connector	New route with introduction of WX1 in late 2023
152	Sunnyvale	Henderson – View Road – Sunnyvale Station – Rosier Road – Glen Eden – New Lynn	Local	Connector	Route upgraded to connector from 2026. Service via Pisces Road not Glengarry Road from 2026 once 15 introduced
154	Glen Eden	Henderson – Bruce McLaren Road – Glengarry Road – Glendale Road – Glen Eden – New Lynn	Connector	Connector	Additional evening trips from 2026. Service via Glengarry Road not Sunvue Road from 2026 once 15 introduced
162	Glendene	Henderson – Glendene – Hepburn Road – St Leonards Road – Kelston – New Lynn	Connector	Connector	Additional peak and evening trips from 2026
195	Blockhouse Bay Road	New Lynn – Green Bay – Blockhouse Bay – Blockhouse Bay Road – Pt Chevalier – Grey Lynn – Karangahape Road – Britomart	Connector	Connector	Additional daytime and evening trips from 2026. Service via Williamson Avenue from 2023 to replace 134 with introduction of WX1
146 becomes 147	Swanson Road	Waitakere Village – Swanson Station – Rānui – Henderson	Local	Connector	Changed to travel via Metcalfe and Lincoln Roads, not Universal and Central Park Drives, from late 2023 with introduction of WX1
172 Becomes 17	Titirangi Road	Glen Eden – Titirangi – Titirangi Road – New Lynn	Connector	Frequent	Route upgraded to Frequent (with new number) from 2026
142	Henderson West Loop clockwise	Henderson – Henderson Valley – Border Road – Summerland Drive – Rathgar Road – Henderson (loop)	Connector	N/A	Replaced by 145 from late 2023
151	Glengarry Road peak	Parris Park – Glengarry Road – Kaurilands Road – Titirangi Road – New Lynn	Peak	N/A	Removed from late 2023

Routes map

14, 15, 17

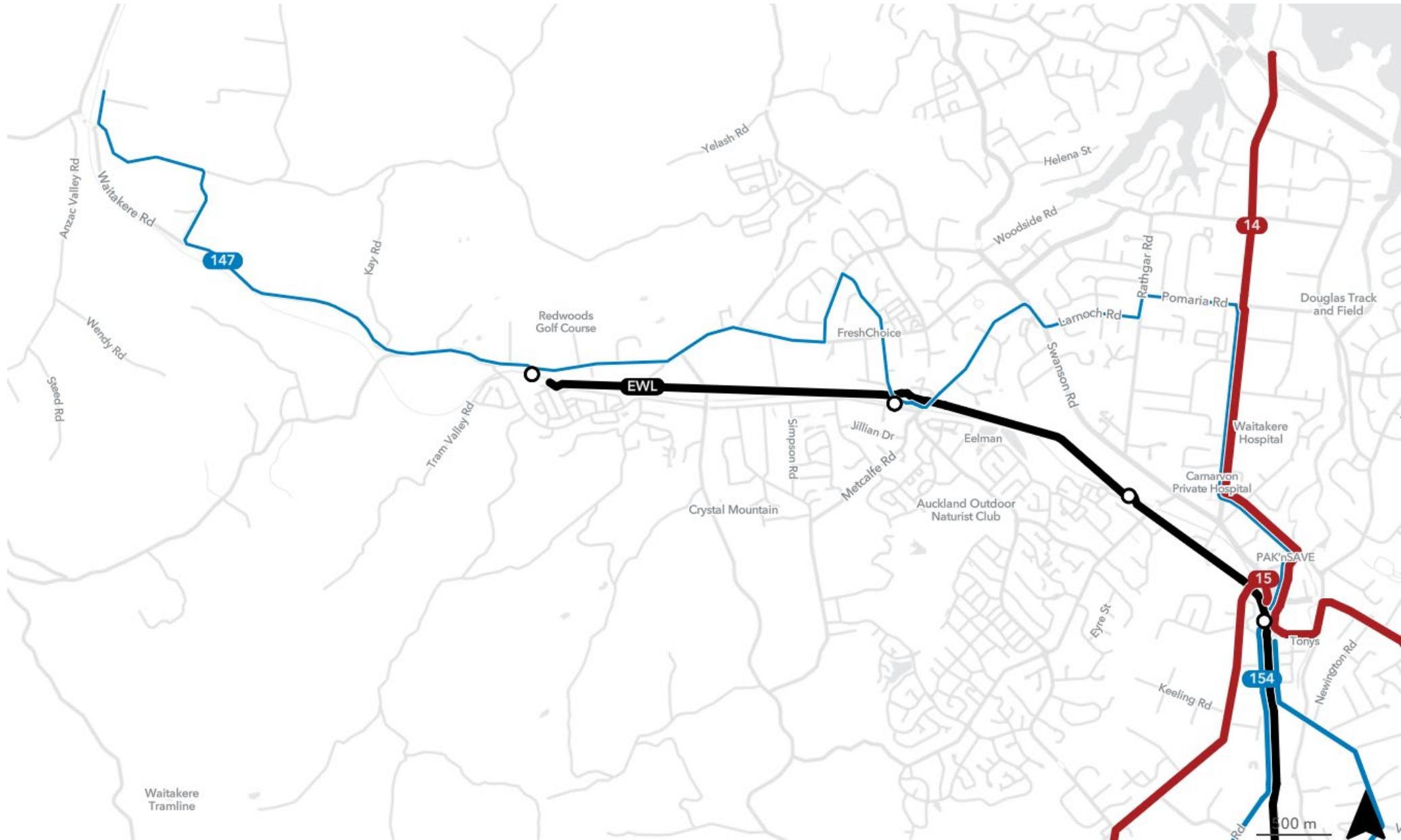


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Routes map

147

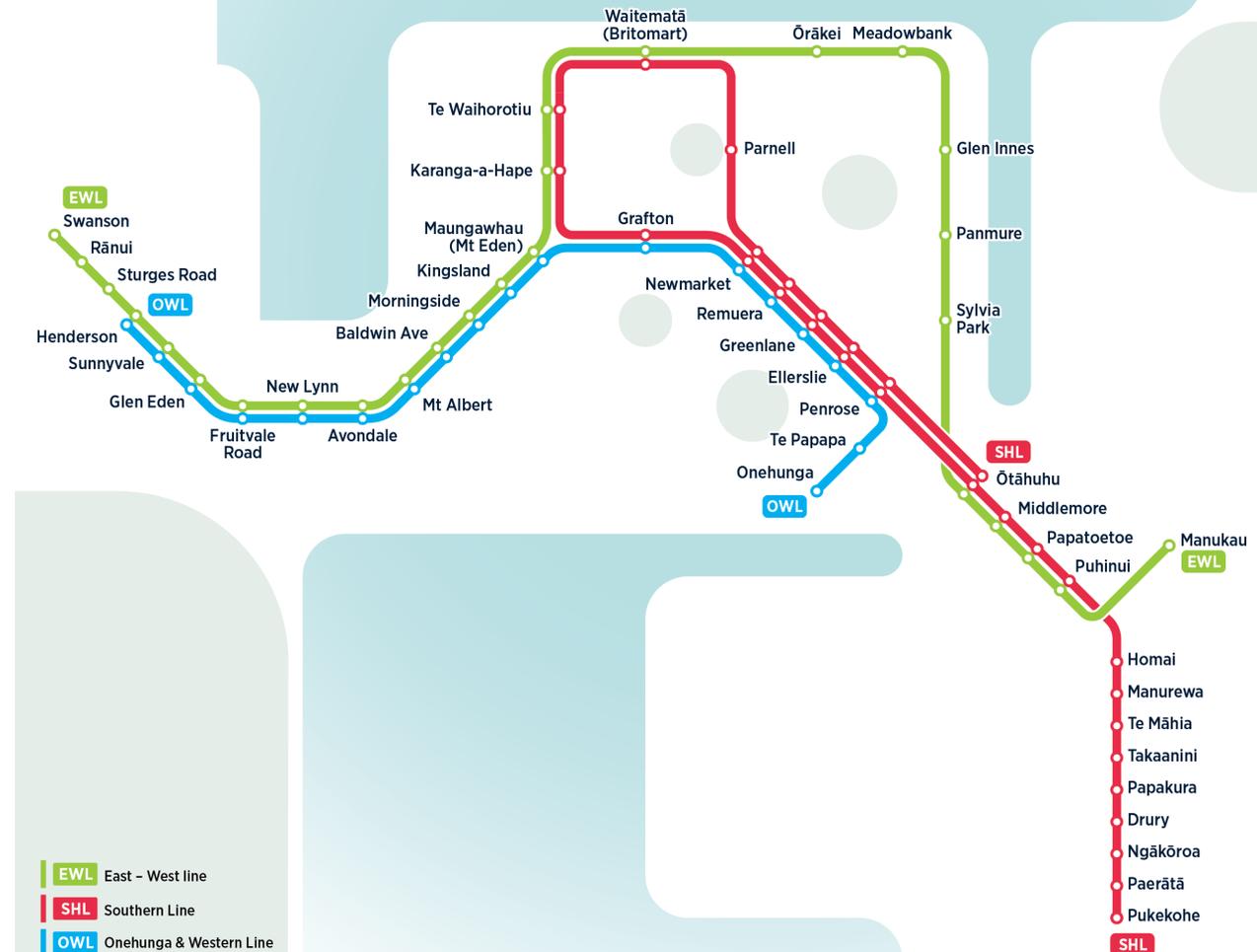


Waitakere
Tramline

Train services after CRL

New train services from 2026

- CRL opens in 2026
- Eastern and Western lines will combine
- Southern Line changes
- Trains will operate more frequently
- Line names and numbers to be confirmed



Next steps

After this workshop

Following the workshop, the next steps are:

- i. To provide formal feedback to AT on the draft RPTP at your next business meeting.
- ii. AT will consider your feedback as part of finalising the RPTP.
- iii. The revised RPTP will go to the AT Board for endorsement at their 29 November meeting.
- iv. The final RPTP is expected to be released in early December.



Memorandum

31 August 2023

To: Waitākere Ranges Local Board

Subject: Auckland's Draft Regional Public Transport Plan 2023 – 2031

From: Luke Elliott – Principal Planner Rapid Transit Network,
Auckland Transport

Contact Information: luke.elliott@at.govt.nz

Purpose

1. To provide information to support a workshop with the board on the Draft Regional Public Transport Plan 2023 – 2031 (RPTP).

Summary

2. Consultation on the Draft RPTP has now closed. Attached to this memo are a summary of submissions, both regionally and from your local board area.
3. This information is provided to you to assist you in considering providing formal feedback on the draft RPTP to AT at your business meeting following the workshop.
4. Your feedback will help inform changes to the draft plan and will be considered by the AT Board before they adopt the final RPTP in November this year.

Context

5. The RPTP is Auckland's main plan for public transport (PT) services. It outlines PT will be managed and improved over the next 8-years, with a detailed focus on the first 3-years. This includes the services that will operate during this period (and how they will change) and the goals, policies and actions that will shape PT.
6. The purpose of the RPTP is to enable consultation with the public and PT operators on the planning of PT services. This is a requirement of Land Transport Management Act 2003.
7. Public consultation on the draft RPTP was open from 17 July to 17 August 2023, and Auckland Transport (AT) received over 3,200 responses. This compares well to the 462 the previous (2018) RPTP received.

Discussion

8. The rate of responses to the draft RPTP's consultation received from the Waitākere Ranges area was similar to many other boards, noting that not all submitters provided their local board.
9. To assist in revising the draft RPTP, AT would like you to provide formal feedback on:
 - The proposed changes services changes in your area,
 - Anything you feel is missing from the draft RPTP, and
 - Any other content of the plan that you wish to comment on.
10. Your feedback will assist in the refinement of the plan ahead of its finalisation.
11. The appendix to this memo sets the top five areas residents of the Waitākere Ranges local board area provided feedback on, and also summarises the overall feedback that AT received.
12. This memo should be read alongside the memo provided to you on 12 July 2023, which outlines key aspects of the draft RPTP and the consultation process.

13. From that memo, the main service changes affecting Waitākere Ranges can be summarised as:
- Changes as part of the Northwest Bus Improvements (from late 2023) which will reorganise buses from northwest Auckland to the city centre, and also how buses connect to the new Northwest, Lincoln Road, and Te Atatū interchanges. These network changes were consulted on in 2020. More information on these changes is available on our website at <https://at.govt.nz/projects-roadworks/northwestern-bus-improvements/>
 - A new frequent route (15) that will connect Henderson, Glen Eden, and New Lynn stations, and the upgrade of the current route 170 to be a frequent service (route 17)
 - The proposed removal of route 115.
 - Changes to train services related to the opening of the City Rail Link.
 - General improvements to service levels on other routes.
14. The full content of the RPTP is available on AT's website at at.govt.nz/RPTP.

Next steps

15. Following the workshop, the next steps are:
- i. To provide formal feedback to AT on the draft RPTP at your next business meeting.
 - ii. AT will consider your feedback as part of finalising the RPTP.
 - iii. The revised RPTP will go to the AT Board for endorsement at their 29 November meeting.
 - iv. The final RPTP is expected to be released in early December.

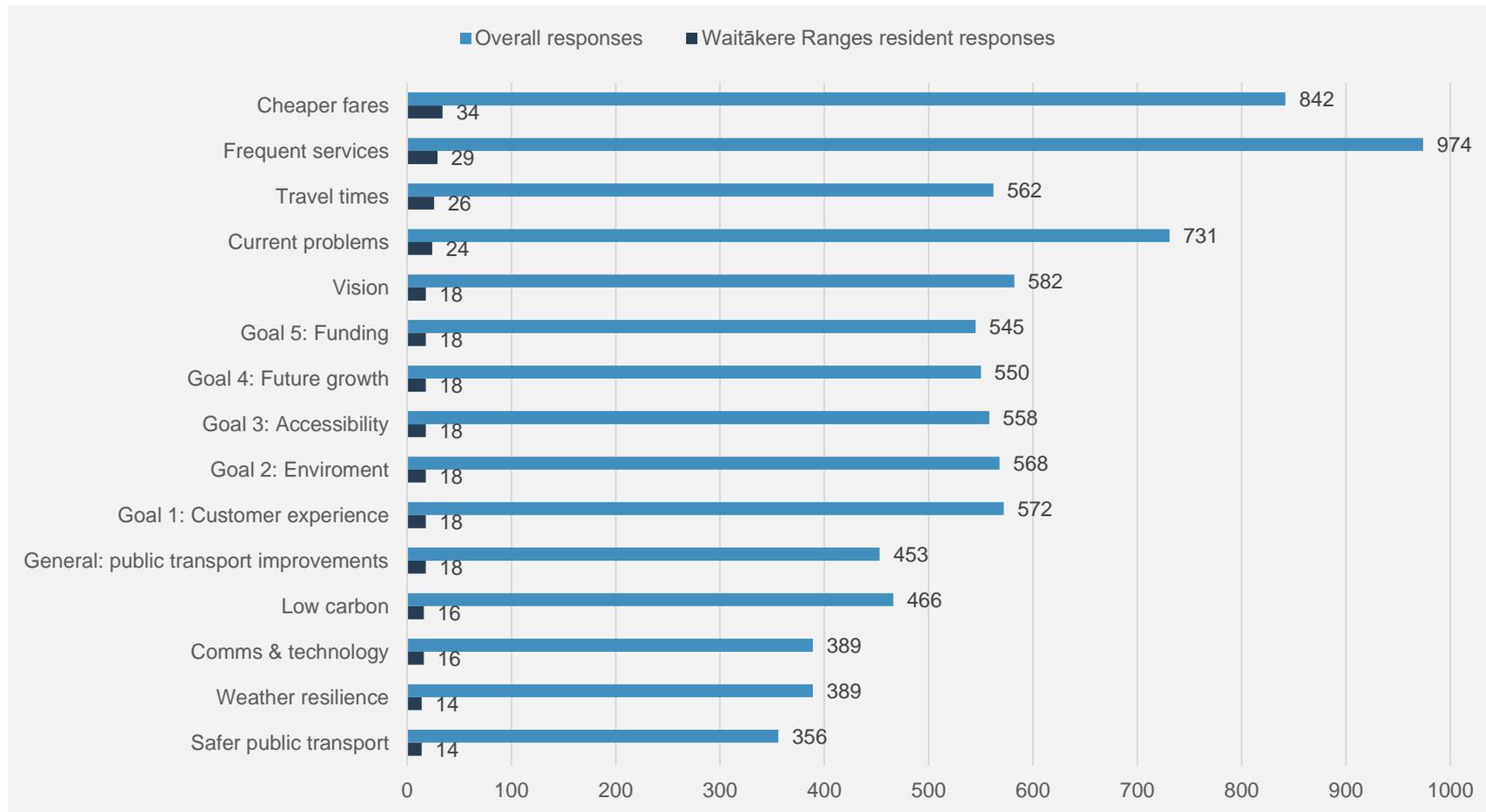
Attachments

RPTP Consultation 2023 – Waitākere Ranges Local Board area snapshot

RPTP 2023: Waitākere Ranges Local Board area snapshot

We received a total of **3,192** submissions, **63** of which were from your Local Board area – *please note that there are likely more submitters from your area however **only 57% of all respondents told us their Local Board.***

Topics with the most responses in the Waitākere Ranges Local Board area



Details on the top topics in your constituents were most interested in

These components of the RPTP received the most responses from the people in your local board area

Cheaper fares

34 residents responded to this question, and 23 provided comments

Top themes	LB area mentions	Public mentions
Public transport is too expensive	6	103
Generally supportive of the proposed actions	3	55
Concern there is no incentive to use public transport when private vehicles are easier/cheaper	3	55
Fares should be reduced overall	3	32
Half price fares should be introduced for all users	2	44

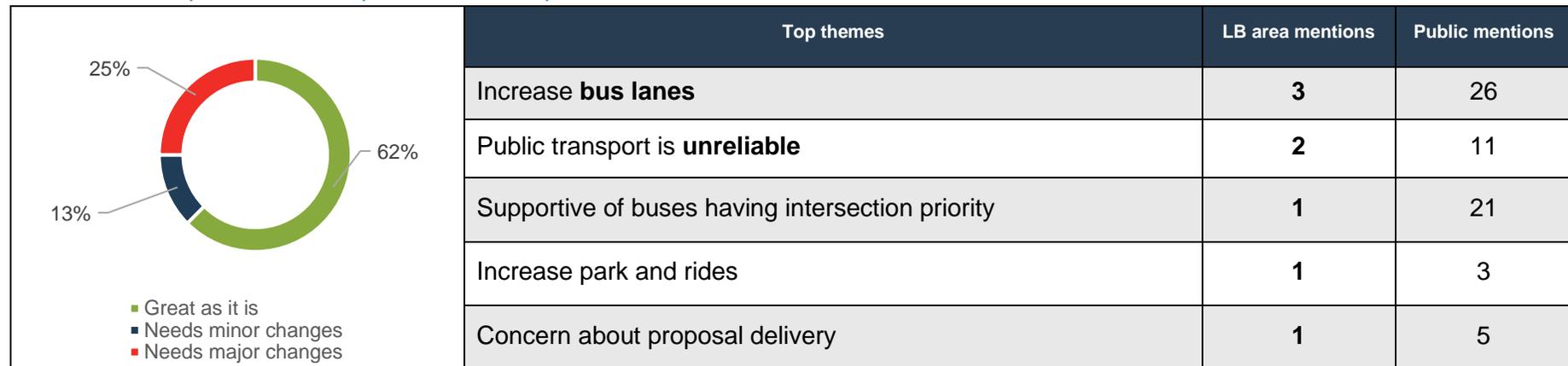
Frequent services

29 residents responded to this question, and 16 provided comments

Top themes	LB area mentions	Public mentions
Supportive of increased services	3	52
Service level is poor in West Auckland	2	2
Increase public transport frequency	2	25
Improve public transport reliability	2	3
Public transport travel times are too long	1	12

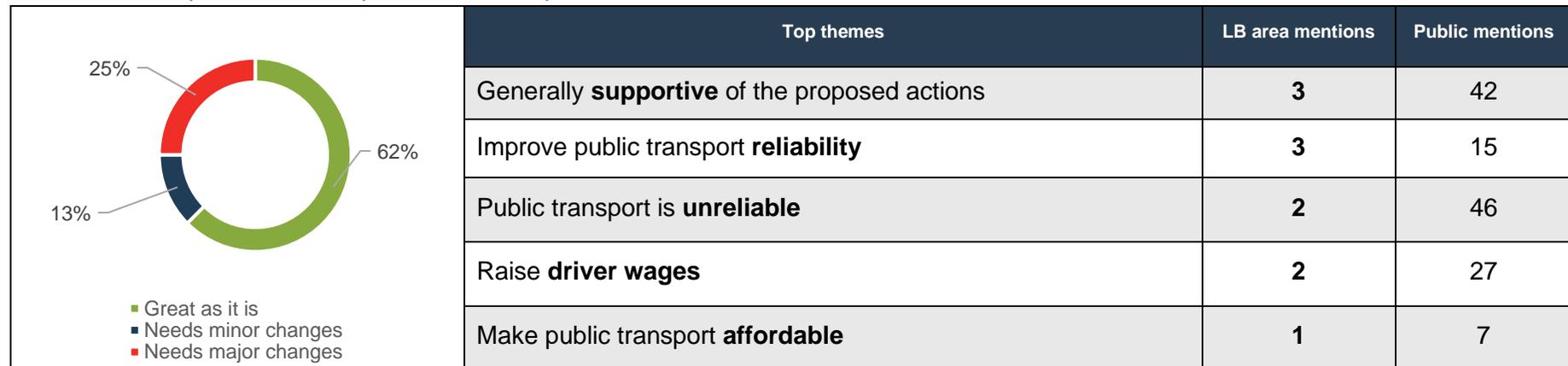
Travel times

26 residents responded to this question, and 18 provided comments



Addressing current problems

24 residents responded to this question, and 10 provided comments

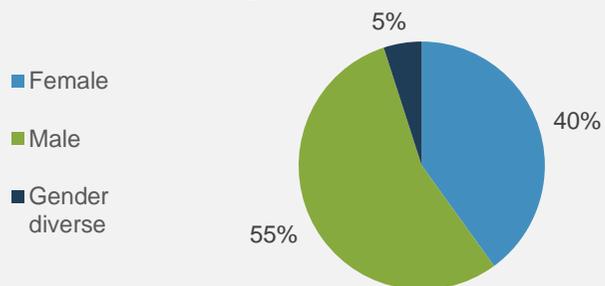


Demographics of submitters from your local board

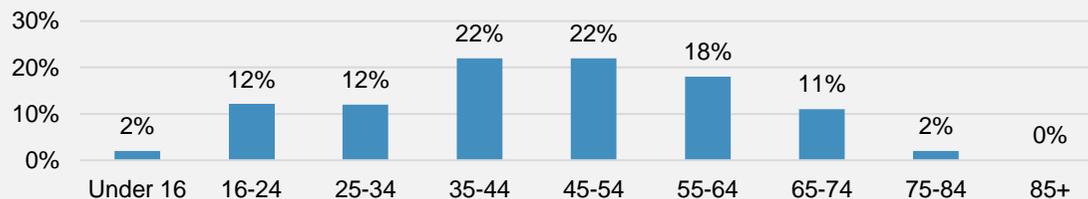
3,192 total submissions

63 submissions from your local board area

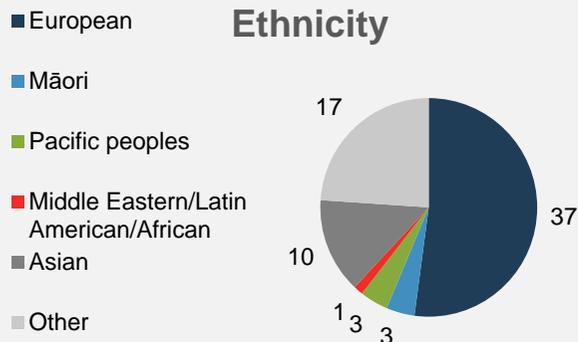
Gender



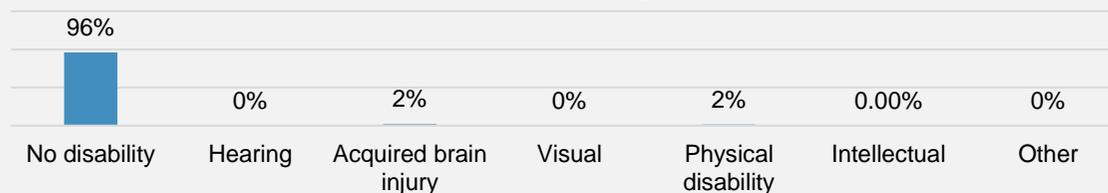
Age



Ethnicity



Disability



Travel habits of people in your local board area:



55% of people use **public transport** 1+ times a week to work/study, and 33% use it to other places.



42% of people use a **private vehicle** 1+ times a week to work/study, and 77% use it to other places.



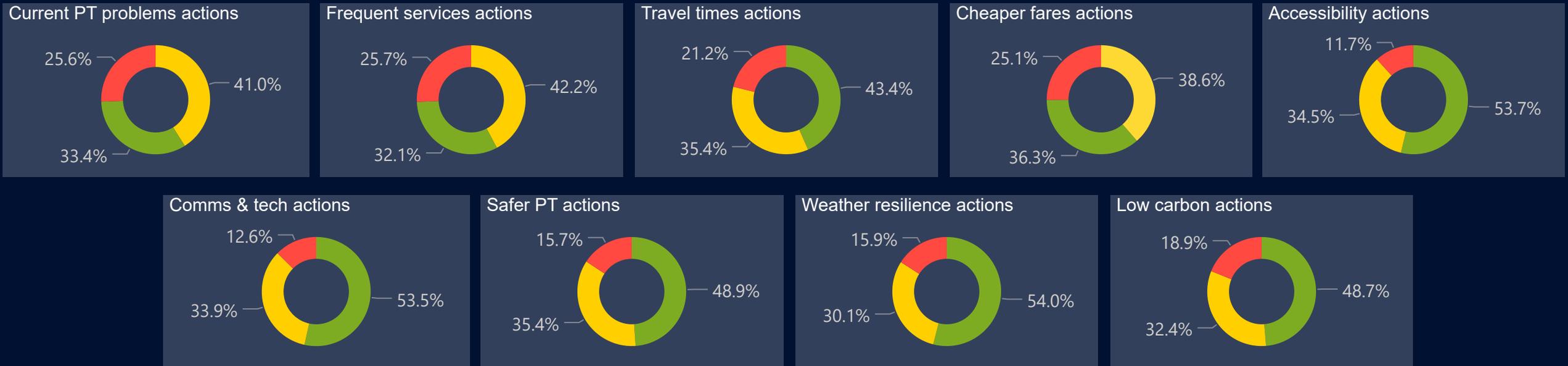
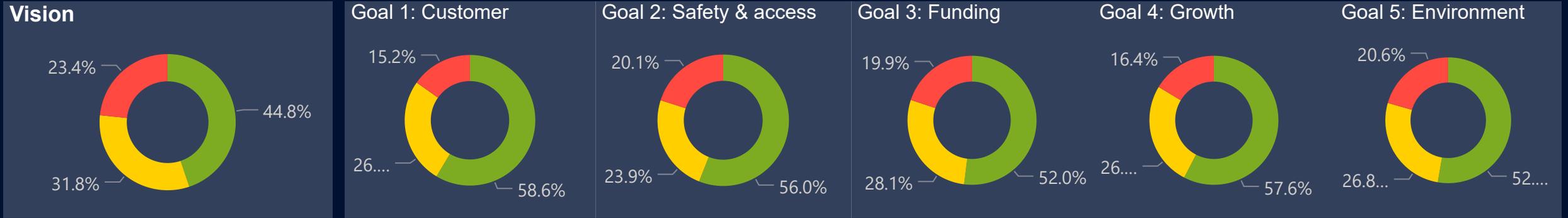
16% of people use **bike or micro-mobility** 1+ times a week to work/study, and 20% to other places.

Overall RPTP topic responses

Tick box response feedback from all respondents



● Great as they are
 ● Right track, but needs minor changes
 ● Needs significant changes





Freepost feedback form

Draft Regional Public Transport Plan 2023-2031

Feedback is open until 17 August 2023

Is your feedback on behalf of an organisation or business? *(select one option)*

- Yes – I am the official spokesperson for the organisation / business
- No – These are my own personal views

If yes, what's the name of the organisation or business you are the spokesperson for?

Share your views on our proposals for Auckland's public transport system

Over the page you will find a list of topics covered in this survey, you can choose which topics you comment on, none of the questions are compulsory.

Important please read:

- If you only want to provide general feedback on the draft Regional Public Transport Plan (RPTP), or just want to share your general thoughts on public transport, then please answer the following questions:
 - General comments on the RPTP *(see page 22)*.
 - General comments on how to improve Auckland's public transport system *(see page 23)*.
- To make it easier to provide feedback, some examples from the draft RPTP are outlined under the “Key proposals/actions” questions.
- For more information or to provide feedback via our online survey visit [AT.govt.nz/rptp](https://at.govt.nz/rptp)



Survey topics / questions

This survey covers the following topics, you can comment on whichever topics you are interested in.

Vision and goals

The vision and goals set out what we want the public transport system to look like.

- The proposed RPTP vision and goals (*see page 3*)

Policies

Policies are statements as to how we will achieve the vision and goals, they also set the direction for the actions.

- The proposed RPTP policies (*see page 8*)

Actions

Actions give effect to the policies, generally they are the tangible changes happening to the public transport system you will see happening around you.

Key proposals/actions

- Fixing the current problems with public transport (such as service cancellations) (*see page 9*)
- Providing more frequent better-connected bus, train, and ferry services (*see page 10*)
- Speeding up travel times (*see page 11*)
- Rolling out cheaper fares (*see page 12*)
- Improving communications and technology (*see page 13*)
- Making improvements for people with accessibility needs (*see page 14*)
- Making public transport even safer (*see page 15*)
- Increasing the resilience of public transport to severe weather events (*see page 16*)
- Creating a low carbon public transport system (*see page 17*)

General feedback on RPTP actions

- Feedback on other RPTP actions, or general comments on the RPTP actions (*see page 18*)

Changes proposed to specific public transport services/routes

- RPTP proposals for specific public transport services/routes (*see page 19*)

General feedback

- General comments on the RPTP (*see page 22*)
- General comments on how to improve Auckland's public transport system (*see page 23*)

The proposed RPTP vision and goals

The vision and goals set out what we want the public transport system to look like.

Our highest and most urgent priority is fixing problems like driver shortages and service reliability, but we still need to plan for the future.

Our proposed vision and goals for the public transport system are shown below, you can also find out more on pages 24-30 of the draft RPTP and page 4 in the summary document.

Vision

To massively increase public transport use to reduce congestion, improve access for Aucklanders, support the economy and enhance the environment





What do you think of this vision for Auckland’s public transport system? *(select one option)*

- The vision is great as it is
- The vision is on the right track but needs some minor changes
- The vision needs major changes

Why do you feel this way?

Goal 1: Services providing an excellent customer experience

What this means:

- Improved quality and number of services
- Public transport is efficient, frequent, reliable, and convenient.
- Public transport is resilient and responsive to changes in demand.
- Public transport adopts innovative approaches and integrates new technology.
- All aspects of public transport provides an excellent customer experience.

What do you think of this goal for Auckland's public transport system? *(select one option)*

- The goal is great as it is
- The goal is on the right track but needs some minor changes
- The goal needs major changes

Why do you feel this way?



Goal 2: Enhancing the environment and tackling the climate emergency

What this means:

- Reduced carbon emissions from transport through more people using public transport and a low emissions public transport system.
- Public transport protects and restores biodiversity, water, and air quality.
- Public transport is resilient to severe weather events

What do you think of this goal for Auckland's public transport system? *(select one option)*

- The goal is great as it is
- The goal is on the right track but needs some minor changes
- The goal needs major changes

Why do you feel this way?

Goal 3: Safe and accessible transport for everyone

What this means:

- Public transport reduces inequity, enabling people to access key social, economic, and cultural opportunities.
- Public transport is accessible and safe (including for people with disabilities).
- Public transport provides Māori whānau, hapū, iwi, and communities access to a range of cultural sites (such as marae and wāhi tapu).

What do you think of this goal for Auckland's public transport system? *(select one option)*

- The goal is great as it is
- The goal is on the right track but needs some minor changes
- The goal needs major changes



Why do you feel this way?

Goal 4: Integrating public transport into a growing Auckland

What this means:

- Public transport helps to create more compact, sustainable, and efficient development patterns.
- New development areas are well connected to public transport.
- Public transport enables and supports well-functioning urban environments.
- Public transport is well connected with other transport modes.

What do you think of this goal for Auckland's public transport system? (select one option)

- The goal is great as it is
- The goal is on the right track but needs some minor changes
- The goal needs major changes

Why do you feel this way?



Goal 5: Funding and delivering public transport transparently

What this means:

- Utilises community, and other, partnerships to better meet Aucklanders needs.
- Sharing more data about the performance of public transport services.
- Public transport supports Māori identity and Māori outcomes.
- Procurement supports the efficient delivery of services and value for money.
- Advocate for additional funding to address current funding shortfalls.

What do you think of this goal for Auckland's public transport system? *(select one option)*

- The goal is great as it is
- The goal is on the right track but needs some minor changes
- The goal needs major changes

Why do you feel this way?



Fixing the current problems with public transport

There have been many issues recently such as driver shortages and cancellations. We're working hard to fix these problems and get things back to where they were before the pandemic, this is our priority. Some key points to note are:

- We're on track to have the bus driver shortage fixed by the end of 2023.
- We're working with the government to raise wages and improve immigrations pathways for bus drivers and ferry skippers.
- KiwiRail's rebuild of the rail network will be complete by early 2026, reducing cancellations and disruptions.

Other short-term proposals are outlined on page 19, and pages 32-53 (as part of the actions) of the draft RPTP, and pages 7-11 in the summary document.

What are your thoughts on our initiatives to fix the current problems with public transport?

(select one option)

- The proposed actions are great as they are
- The initiatives are on the right track but need some minor changes or additions
- The initiatives need significant changes

Why do you feel this way?



Providing more frequent better-connected bus, train, and ferry services

Most Aucklanders want to be able to just turn up and go, rather than planning journeys around timetables. More frequent services also improves the connectivity of the public transport system by reducing waiting times when transferring between services.

Some of our key proposals to improve the frequency of public transport include:

- The Auckland Council Climate Action Targeted Rate will fund 10 new frequent bus routes by 2027, and we will deliver another three frequent routes by 2031 (see map in RPTP “Rapid and Frequent Transit Network 2031”).
- More buses on other lower frequency routes.
- Stages 2 and 3 of the Eastern Busway – between Pakuranga and Botany.
- Working with Waka Kotahi to deliver the north-west bus improvements, which includes buses every 7-8 minutes during peak hours.
- Planning improvements to the public transport system that will support and connect to Light Rail.
- City Rail Link creates the rail capacity to have more trains arriving more often.
- By 2026 trains will run every 7.5 minutes at peak travel times and every 15 minutes the rest of the day.
- KiwiRail is building three new trains stations on the southern line.
- Between 2024-2026 we will introduce more ferry trips on several routes, including Pine Harbour, West Harbour, Hobsonville Point, and Half Moon Bay; as well as more reliable connections to bus services.
- Changes to Gulf Harbour Ferry, Te Onewa Northcote Point Ferry, and OuterLink Bus Service.

Proposals to improve the frequency of public transport are outlined on pages 20-21, pages 34-41 (as part of the Goal 1 actions) and pages 82-118 (under Services) of the draft RPTP, and pages 7-11 in the summary document.

What are your thoughts on our proposed actions to provide more frequent public transport services?

(select one option)

- The proposed actions are great as they are
- The proposed actions are on the right track but need some minor changes or additions
- The proposed actions need significant changes

Why do you feel this way?



Speeding up travel times

Aucklanders have told us they want public transport journeys to be quicker. Some of our key proposals to speed up travel times, include:

- City Rail Link will speed up train journeys meaning twice as many people will be within 30 minutes of central Auckland.
- Electric trains to Pukekohe.
- More bus lanes on key routes.
- More bus queue jumps and priority at intersections. For example buses running behind schedule will be able trigger a green traffic light.
- Stages 2 and 3 of the Eastern Busway – between Pakuranga and Botany.
- Working with Waka Kotahi to deliver the north-west bus improvements, which includes longer bus lanes on the motorway shoulders.

Proposals to speed up travel times are outlined on pages 20-21, and pages 34-41 (as part of the Goal 1 actions) of the draft RPTP, and pages 7-11 in the summary document.

Please note: These proposals are focused on travel times once people are on a bus, train, or ferry service. Other proposals that speed up overall travel times, such as service frequency and reliability, are covered in other questions in this survey.

What are your thoughts on our proposed actions to speed up travel times? *(select one option)*

- The proposed actions are great as they are
- The proposed actions are on the right track but need some minor changes or additions
- The proposed actions need significant changes

Why do you feel this way?



Rolling out cheaper fares

Aucklanders have told us they want cheaper public transport fares and discounts for frequent use. Some of our key proposals to provide better value fares, include:

- A weekly fare cap that allows unlimited travel for a fixed price.
- Half-price fares for under 25s and free fares for under 13s has just kicked off.

Proposals to provide better value fares are outlined on page 47 of the draft RPTP and page 7 in the summary document.

What are your thoughts on our proposed actions to provide better value public transport fares?

(select one option)

- The proposed actions are great as they are
- The proposed actions are on the right track but need some minor changes or additions
- The proposed actions need significant changes

Why do you feel this way?



Making improvements for people with accessibility needs

Some Aucklanders have told us they want public transport to be easier to use for people with accessibility needs, such as those with visual impairments or reduced mobility. Some of our key proposals to improve the accessibility of public transport, include:

- Continue to implement our Accessibility Action Plan.
- Funding of the Total Mobility Scheme.
- Continued roll-out of audio announcements on buses.
- Ongoing accessibility improvements to stops and other infrastructure.

Proposals to improve the accessibility of public transport are outlined on pages 45-47 of the draft RPTP, and page 8 in the summary document.

What are your thoughts on our proposed actions to improve the accessibility of public transport?

(select one option)

- The proposed actions are great as they are
- The proposed actions are on the right track but need some minor changes or additions
- The proposed actions need significant changes

Why do you feel this way?



Improving communications and technology

Aucklanders have told us they want AT to communicate better about things like services changes and cancellations. They also want better ticketing options and more innovative technology that improves the experience of using public transport. Some of our key communication and technology proposals, include:

- In 2025 passengers will be able to use credit cards to board public transport.
- AT HOP card will be replaced in 2026 when we move to the national ticketing system. One benefit of the new system is that it will enable online balance top-ups to take effect immediately.
- Improvements to the AT Mobile app and online channels to let you know things quickly.
- Better real-time service tracking information.

Communication and technology proposals are outlined on page 42 of the draft RPTP and page 8 in the summary document.

What are your thoughts on our proposed actions to improve communications and technology?

(select one option)

- The proposed actions are great as they are
- The proposed actions are on the right track but need some minor changes or additions
- The proposed actions need significant changes

Why do you feel this way?



Making public transport even safer

Some Aucklanders have told us they want to feel safer when using public transport. Here are some of our key proposals to make public transport even safer:

- Rolling out transport officers on buses like on Auckland’s trains.
- Testing the implementation of safety barriers to protect drivers.
- Conflict de-escalation training for drivers.
- Run buses and trains more frequently in the evening.

Proposals to make public transport even safer are outlined on page 48 of the draft RPTP and page 8 in the summary document.

What are your thoughts on our proposed actions to make public transport even safer? *(select one option)*

- The proposed actions are great as they are
- The proposed actions are on the right track but need some minor changes or additions
- The proposed actions need significant changes

Why do you feel this way?



Creating a low carbon public transport system

Many Aucklanders have told us they want a low carbon public transport system. Here are some of our key proposals to reduce carbon emissions from the public transport system:

- Over 1,000 buses (75% of the fleet) will have no tail pipe emission by 2031.
- Electric ferries in operation on several routes by 2025.
- Electric trains to Pukekohe.
- Ensure all PT projects consider the emissions embodied within the whole project, such as materials and construction techniques, and reduce them where possible.

Proposals to create a low carbon public transport system are outlined on pages 43-44 of the draft RPTP and pages 8-11 in the summary document.

What are your thoughts on our proposed actions to create a low carbon public transport system?

(select one option)

- The proposed actions are great as they are
- The proposed actions are on the right track but need some minor changes or additions
- The proposed actions need significant changes

Why do you feel this way?



Feedback on RPTP proposals for specific public transport services/routes

Our proposals for specific bus, train, ferry, and on-demand services/routes are outlined in Part 7 of the draft RPTP.

How do you feel about the following proposed changes to public transport services/routes?

Proposed train service plan after City Rail Link opens

Eastern busway changes, including new direct routes from Ormiston and Meadowlands

(Bus routes 70, 705, 706)

OuterLink changes

(Bus routes OUT, 64, 65, 661)

Extending the AirportLink service to Botany, and associated changes

(Bus routes AIR, 31, 35, 356, 357, 358, 72)



Whangaparāoa changes related to the opening of Ō Mahurangi (PenLink)

(Bus services NX2, 99, 981, 982, 983)

Opening of Rosedale Station and associated bus network changes

(Bus route 864, 865, 907)

Removal of the Gulf Harbour ferry after the Whangaparāoa changes are made

(GULF ferry route)

Proposal for AT to take over the Waiheke ferry

(MTIA ferry route)



Contact details

PRIVACY: Auckland Transport is committed to protecting our customers' personal information. **Providing your postal or email address ensures that we can contact you with updates to the project (email is the preferred contact method).**

Your feedback will be made publicly available in our feedback report, but your name and contact details will always remain private.

First name _____

Surname _____

Street Address, Suburb _____

Post Code, City, Country _____

Email _____

Tell us a bit more about yourself

We monitor the answers below:

- To see if the feedback we are getting on our proposals for the public transport system varies according to things like where people live, how old they are, or how they travel around Auckland.
- So we can try and make sure we hear from a range of people.

What suburb do you live in?

What local board area do you live in?

What is your age?

- | | | |
|--------------------------------|-----------------------------|-----------------------------|
| <input type="radio"/> Under 16 | <input type="radio"/> 5-44 | <input type="radio"/> 65-74 |
| <input type="radio"/> 16-24 | <input type="radio"/> 45-54 | <input type="radio"/> 75-84 |
| <input type="radio"/> 25-34 | <input type="radio"/> 55-64 | <input type="radio"/> 85+ |

What gender are you?

- | | |
|------------------------------|--------------------------------------|
| <input type="radio"/> Male | <input type="radio"/> Gender diverse |
| <input type="radio"/> Female | |



What best describes your travel habits? *(select an option from each row)*

	Regularly <i>(once a week or more on average)</i>	Sometimes <i>(once a month or more on average)</i>	Rarely/Never <i>(few times a year or less on average)</i>
I travel by public transport to <u>work or education</u> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I travel by public transport to <u>other destinations</u> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I travel by private motor vehicle (e.g. van or car) to <u>work or education</u> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I travel by private motor vehicle (e.g. car or van) to <u>other destinations</u> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I travel by bicycle and micro-mobility (e.g. e-scooter) to <u>work or education</u> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I travel by bicycle and micro-mobility (e.g. e-scooter) to <u>other destinations</u> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What ethnicity are you? *(select all that apply)*

- NZ European
- Māori
- Pacific peoples
- Middle Eastern/Latin American/African
- Asian
- Other – please specify _____



If you are Māori, is your iwi/hapū part of a Mana Whenua group with ancestral connections to Tāmaki Makaurau?

- Yes
- No
- Don't know

Which iwi do you identify with in Tāmaki Makaurau?

- | | |
|------------------------------------------------------|---------------------------------------------|
| <input type="radio"/> Ngāti Wai | <input type="radio"/> Ngāti Te Ata Waiohua |
| <input type="radio"/> Ngāti Manuhiri | <input type="radio"/> Te Ahiwaru Waiohua |
| <input type="radio"/> Ngāti Rehua Ngāti Wai ki Aotea | <input type="radio"/> Waikato-Tainui |
| <input type="radio"/> Te Rūnanga o Ngāti Whātua | <input type="radio"/> Ngāti Paoa |
| <input type="radio"/> Te Uri o Hau | <input type="radio"/> Ngāti Whanaunga |
| <input type="radio"/> Ngāti Whātua o Kaipara | <input type="radio"/> Ngāti Maru |
| <input type="radio"/> Ngāti Whātua Ōrākei | <input type="radio"/> Ngāti Tamaterā |
| <input type="radio"/> Te Kawerau ā Maki | <input type="radio"/> Te Patukirikiri |
| <input type="radio"/> Ngāti Tamaoho | <input type="radio"/> Other, please specify |
| <input type="radio"/> Te Ākitai Waiohua | _____ |
| <input type="radio"/> Ngāi Tai ki Tāmaki | <input type="radio"/> Don't know |

Do you have a disability?

- Yes
- No

If yes, what type of disability do you have?

- Hearing
- Acquired brain injury
- Visual
- Physical disability
- Intellectual
- Other – please specify _____



How did you find out about the plan, proposals, or survey?

- Social media
- Online advertisement
- Newspaper advertisement
- Poster in a bus, train, or ferry
- Poster in public transport stop or station
- AT Ambassador
- AT website
- OnBoard newsletter
- Email from AT
- Word of mouth
- Other (please specify) _____

Postage instructions

- Fold this survey into thirds along the dotted lines with the address at the bottom of the page showing (this panel should be hidden).
- Staple or stick together, to prevent unfolding.
- Place in post

FreePost Authority No. 233462



Integrated Network Planning
Auckland Transport
Private Bag 92250
Victoria Street West
Auckland 1142

Project: **Regional Public Transport Plan**



Full Facilities Contract Performance

Parks & Community Facilities



Sample of what we look after ...



102
Town
Centres

57
cemeteries

>1300
projects
delivered
annually

8.3m
visitors to
regional parks
& botanic
gardens



\$11b of assets

53,000 hectares of parkland

32 Regional Parks cover 8% of Auckland

Botanic Gardens & Wintergarden

280 tree planting events

260 volunteer groups

141,798 digital sportsfield bookings

19,366 accommodation & site bookings

46
pools &
recreation
centres

1,306
community
leases

3
holiday
parks

119
Flagpoles



7
Animal
centres

145
community
halls

35
community
centres

126
BBQ's



56
libraries

958
playgrounds

239
sports
parks

846
public toilets

767
Sports &
Amenity
Lighting



647
chapel
services

432
drinking
fountains

23
Corporate
buildings

1612
Litter Bins

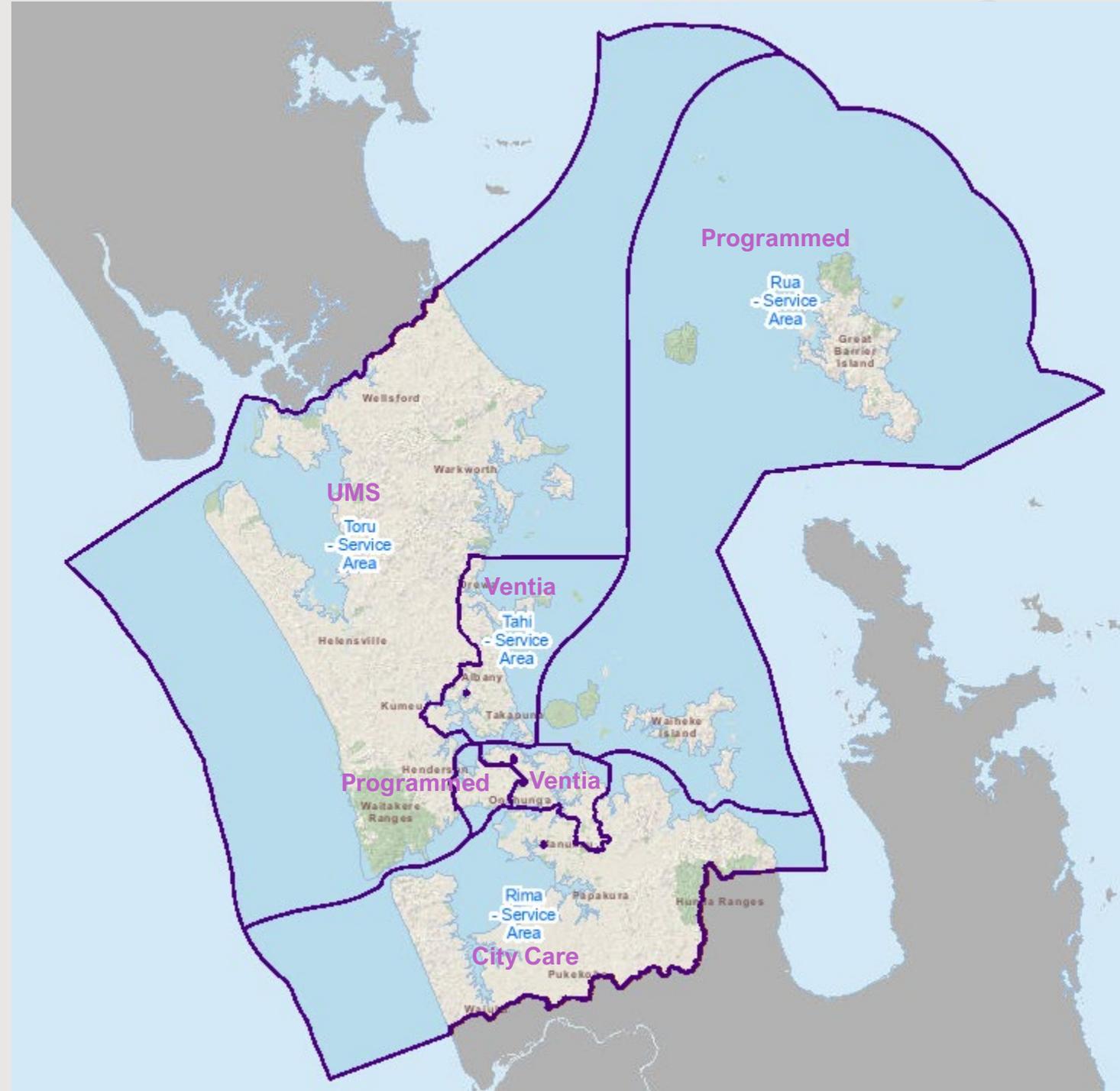
30
Technical
contracts



Project 17 - Background

30 June 2017

- ❖ 30 June 2017 all supplier contracts for the maintenance of Auckland Council's open spaces and assets expired
- ❖ Council moved from core function delivery e.g., mowing lawns, picking up rubbish, cleaning toilets etc to ownership by way of a single Supplier by region
- ❖ The result was in a reduction from 17 x Suppliers across 23 x maintenance contracts to 5 x main Full Facilities Suppliers
- ❖ The new contract model moved largely from 'scheduled' to both 'outcome' and 'scheduled'. Outcome means suppliers are required to meet agreed service level standards at all times
- ❖ Services delivered by various CCO's and departments integrated into the same P17 supplier contracts
- ❖ In March 2019 Streetscapes services were transferred from Auckland Transport to Council following recognition of the collective responsibility and collaboration across the road corridor.



Project 17 - Benefits

1 July 2017

- ❖ The full facilities supplier has **ownership of an entire service area** so there is one point of contact to respond to and address local maintenance issues
- ❖ **Outcome model** gives flexibility to respond to changes in the use of a facility ie. beaches in summer; grass mowing increased during spring flush
- ❖ Full facilities suppliers are responsible for all **works under \$1,000 at no extra cost** to council, which means it is in their best interest to look after and fix assets the first time
- ❖ Sharing **innovation and technology** is key part of the contracts, for example sensors in rubbish bins to inform the supplier when they need emptying
- ❖ Influence of **sustainability and environmental outcomes** through performance measures for reduction of emissions, types of agri-chemicals used etc
- ❖ **Operational efficiencies** with clarified service responsibility enabling better customer service through transfer of services from CCO's and other council departments into full facilities supplier contracts
- ❖ Influence **social outcomes** including working collaboratively with suppliers with council to achieve better outcomes for Māori.
- ❖ Significant **reduction in administrative** overheads and internal costs



What makes up Lump Sum (one off cost)

Plumbing

Lump Sum is scheduled works our Full Facilities contractors carry out to agreed asset specifications

Garden Maintenance

Non Sports Turf Maintenance & Repair

Cleaning Services

Roofing Maintenance Services

Floor Covering Repairs

Hard Sports Surface.



SERVICES

Drain Cleaning & Repair



MAINTENANCE

Carpentry

Track Maintenance

Plant Pest Removal

Gutter Cleaning

Carpark Cleaning

Lock / Unlock Gates & Toilets

Loose Litter Collection

Furniture and Fixtures Maintenance & Repairs



REPAIRS

Dead Animal / Carcass Removal

BWOF compliance

Structure Cleaning

HVAC Repairs & Maintenance

Playground Compliance

Window & Glass Repairs

Painting

Auto Door Maintenance

Electrical

Garden Irrigation Repairs & Maintenance

Plant Pest Removal

Water Features

Sports Equipment Maintenance

Clock Maintenance & Adjustment

Drain Cleaning & Repair

Grass / Turf Mowing

Raising & lowering flags

Chimney Sweeping

Cremator Repairs & Maintenance

Structure Maintenance & Repairs

What makes up chargeable

With approval, Full Facilities contractors are able to charge for works that are over and above the expected service level or more significant works to bring asset to agreed asset specifications



Executive Summary

- ❖ Our contracts for managing arboriculture, ecological, parks and cleaning services, and open space and building maintenance are in place, with final extensions to 30 June 2027.
- ❖ The contractors have been monitored over the past five years and have been issued their annual extensions as per the existing contracts, exceptions noted below.
- ❖ Performance has generally been good, with areas of non-compliance managed through the contract and regularly monitored. Areas of non-compliance covered further in presentation.
- ❖ Financial CPI adjustment savings have been made to the value of \$3m/



Full Facilities Overall Performance

A combination of contractor performance measures are applied; our main measure for Full Facilities is auditing on outcome based assets / services and a balanced scorecard

Total Audits
30,715

Total Elements
272,908



Full Facilities contracts achieve acceptable levels as measured by Key Performance Indicators	Target	July 2021	December 2021	January 2022	February 2022	March 2022	April 2022	May 2022	June 2022	July 2022	August 2022	September 2022	October 2022	November 2022	December 2022
	82%	86%	80%	81%	81%	83%	84%	84%	84%	89%	91%	92%	88%	89%	90%

Parks & Community Facilities Full Facilities contractors have collectively met targets. Due to the impacts of Covid-19 and associated lockdown restrictions, Full Facilities Contractors have been given a KPI exemption for the period of August through to November 2021.

Full Facilities contracts deliver agreed outcomes as measured by quality audits performed by Community Facilities staff	Target	July 2021	December 2021	January 2022	February 2022	March 2022	April 2022	May 2022	June 2022	July 2022	August 2022	September 2022	October 2022	November 2022	December 2022
# Audits		2402	1255	1371	1631	1954	1666	2715	2723	2441	2744	2836	2571	2748	1980
Audit Score	90%	94.3%	90.2%	91.2%	90.2%	91.5%	93.0%	93.9%	93.6%	94.0%	94.7%	94.3%	93.5%	93.1%	93.8%

Parks & Community Facilities Full Facilities contractors have collectively met targets. August through to November results were affected by Covid-19 Lockdown restrictions with significantly less audits carried out during this impactation scoring. Full Facilities Contractors have been given a KPI exemption for this period as reflected in the Key Performance Indicator results above.

Mechanisms to manage non-performance

In Schedule 2 of the contracts council outlines how to manage non-performance:

- ❖ KPI failure that is not remedied may result in 10% withheld sums from the monthly invoicing

Under Clause 12.3 of the contract council can use defective services:

- ❖ A notice will be serviced to the supplier with a timeline to remedy defective services if not remedied council may appoint an alternative supplier to remedy the service and deduct monies from the supplier.



Areas of Non-Performance managed regularly

Performance is tracked and monitored regularly

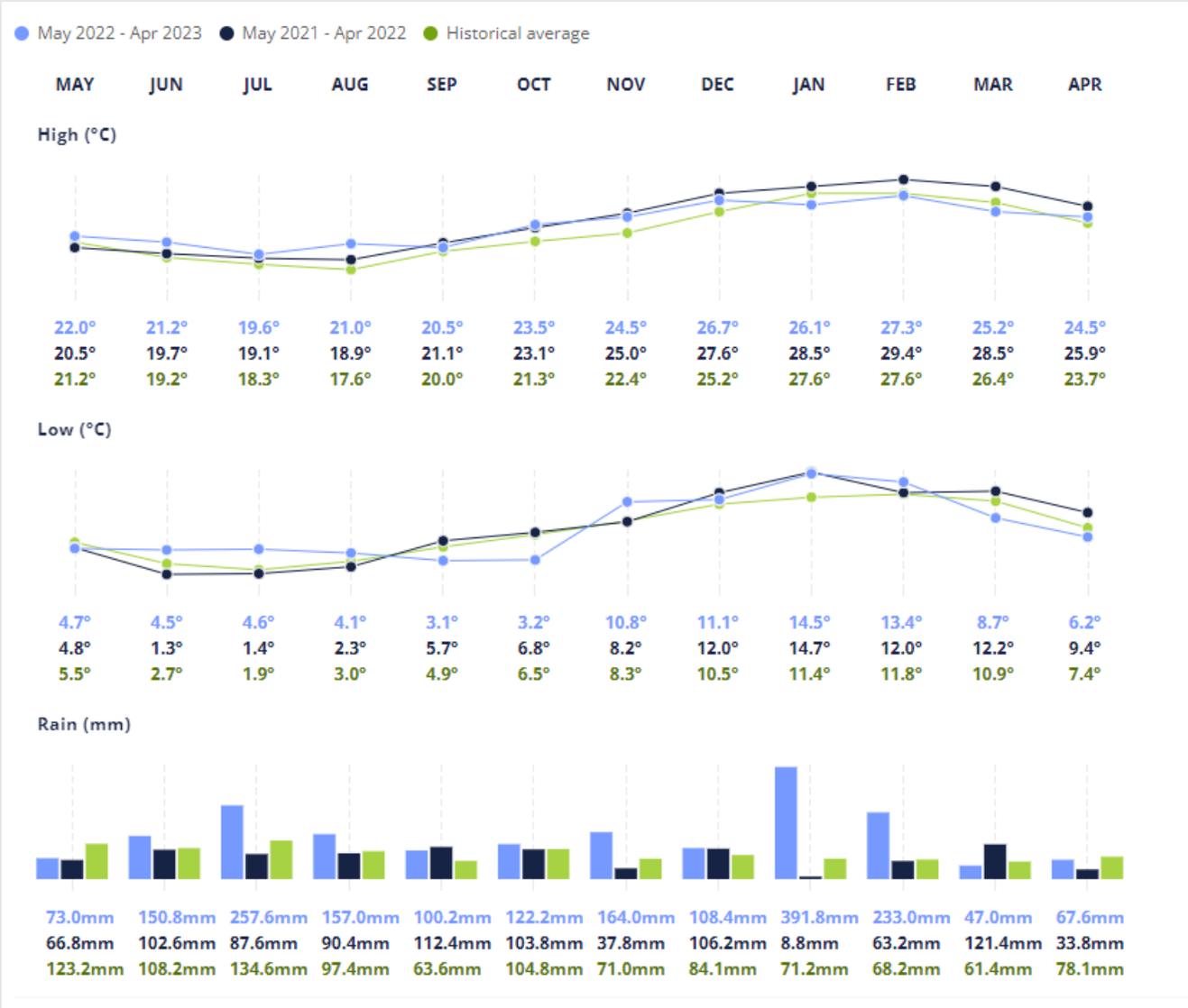
- ❖ Turf height maintenance and edging
- ❖ Pest plants
- ❖ Garden weeds
- ❖ Track maintenance
- ❖ Response audits
- ❖ Building gutters and drains



Month Name	July	August	September	October	November	December	January	February	March	April	May	June	Total									
Category 2	#	Score #	Score #	Score #	Score #	Score #	Score #	Score #	Score #	Score #	Score #	Score #	Score #									
Streetscapes Green	136	81%	101	75%	120	82%	109	88%	167	78%	95	80%	86	90%	110	91%	116	95%	52	85%	1092	86%
Are pest plants and/or weeds present which exceed contract specifications?	32	97%	20	90%	21	95%	22	100%	32	94%	15	100%	10	100%	17	88%	16	94%	10	100%	201	96%
Does edging meet contract specifications, and has the appropriate edging technique been used?	31	52%	23	61%	25	79%	21	67%	33	34%	20	65%	15	50%	22	66%	24	96%	11	82%	225	89%
Has vegetation been controlled to ensure any encroachment is removed and sight lines maintained?	8	100%	10	100%	16	100%	22	100%	34	97%	16	94%	17	100%	24	100%	24	100%	7	100%	178	99%
Is turf height acceptable as per contract (A, B, C or D) specification?	32	74%	23	69%	29	93%	22	77%	34	92%	22	89%	19	74%	23	76%	26	85%	12	84%	242	74%
Overall, is the area well maintained, safe and visually pleasing?	33	100%	25	100%	20	100%	22	100%	34	100%	22	100%	19	100%	24	100%	26	100%	12	100%	246	100%
Streetscapes Clean	142	93%	189	91%	145	93%	100	88%	273	95%	118	97%	112	99%	113	92%	155	89%	83	99%	1430	94%
Are all bus shelter surfaces free of algae, lichen and moss?	10	100%	19	95%	16	94%	9	100%	29	100%	13	100%	15	100%	13	100%	15	100%	10	100%	148	99%
Are all street bins hygienic and not full or overflowing?	19	89%	16	100%	12	100%	11	100%	24	96%	11	100%	8	100%	10	90%	18	89%	4	100%	133	95%
Are bus shelters clean and free from detritus and a build-up of dirt?	10	90%	19	74%	16	83%	9	89%	20	90%	13	89%	14	93%	13	85%	15	79%	10	90%	148	84%
Are bus shelters free from leaf?	10	100%	19	84%	18	100%	9	100%	29	100%	13	92%	14	100%	11	100%	15	93%	10	100%	148	97%
Are hand surfaces clean and free of debris (including kerb and channel catch-pits)?	23	79%	27	81%	18	79%	15	92%	33	79%	12	92%	10	100%	11	84%	18	74%	11	100%	175	80%
Has all loose litter within a 2m radius of the street bin been collected?	19	89%	16	100%	15	100%	12	100%	32	100%	15	100%	9	100%	11	91%	18	94%	4	100%	147	97%
Have all posters and stickers been removed from the bus shelter furniture clean, safe, functional, fit for purpose and visually pleasing?	15	100%	20	95%	13	92%	12	100%	29	100%	13	100%	13	100%	13	92%	15	93%	8	100%	143	97%
Overall, is the area clean, safe and visually pleasing?	26	100%	34	100%	26	100%	17	100%	41	100%	18	100%	16	100%	17	100%	26	100%	16	100%	237	100%
Gutters & Drains	33	87%	66	79%	47	81%	27	93%	46	92%	16	75%	17	94%	23	91%	30	87%	26	85%	311	82%
Do gutters/drainpipes appear to be fit for purpose, clean, free from obstruction and leak?	24	97%	55	93%	47	94%	45	94%	51	94%	31	97%	24	95%	41	94%	38	94%	29	94%	382	94%
Gardens & Plants	74	74%	95	74%	79	74%	84	74%	102	100%	72	74%	71	74%	90	74%	75	100%	41	100%	770	100%
Are there any weeds or pest plants present?	3	0%	23	60%	19	58%	21	76%	20	70%	3	100%	8	75%	11	73%	16	69%	12	73%	136	68%
Do any weeds or pest plants exceed the maximum height/width and/or coverage allowance?	11	100%	22	91%	27	96%	15	73%	16	83%	1	100%	14	91%	12	67%	12	92%	2	100%	132	80%
Are the tracks and in-ground steps (including box steps) safe, uniform, weed free, clean, clear of vegetation encroachment and functional for their intended use?																						



Too Wet to Mow



Mowing schedules are severely impacted by continuous wet weather over the past year. This has been unprecedented.

Schedules are generally based on 10-day cycles with these days being 'dry' to meet the outcome.

Each rain day during a cycle affects the productivity onsite which will vary depending on the amount of rain per day.

If there are all day showers, productivity will drop by approximately 30 – 40% and heavier rain would reduce this by 60 - 65%.

This is due to safety and site condition considerations, as well as damage to our grassed areas.

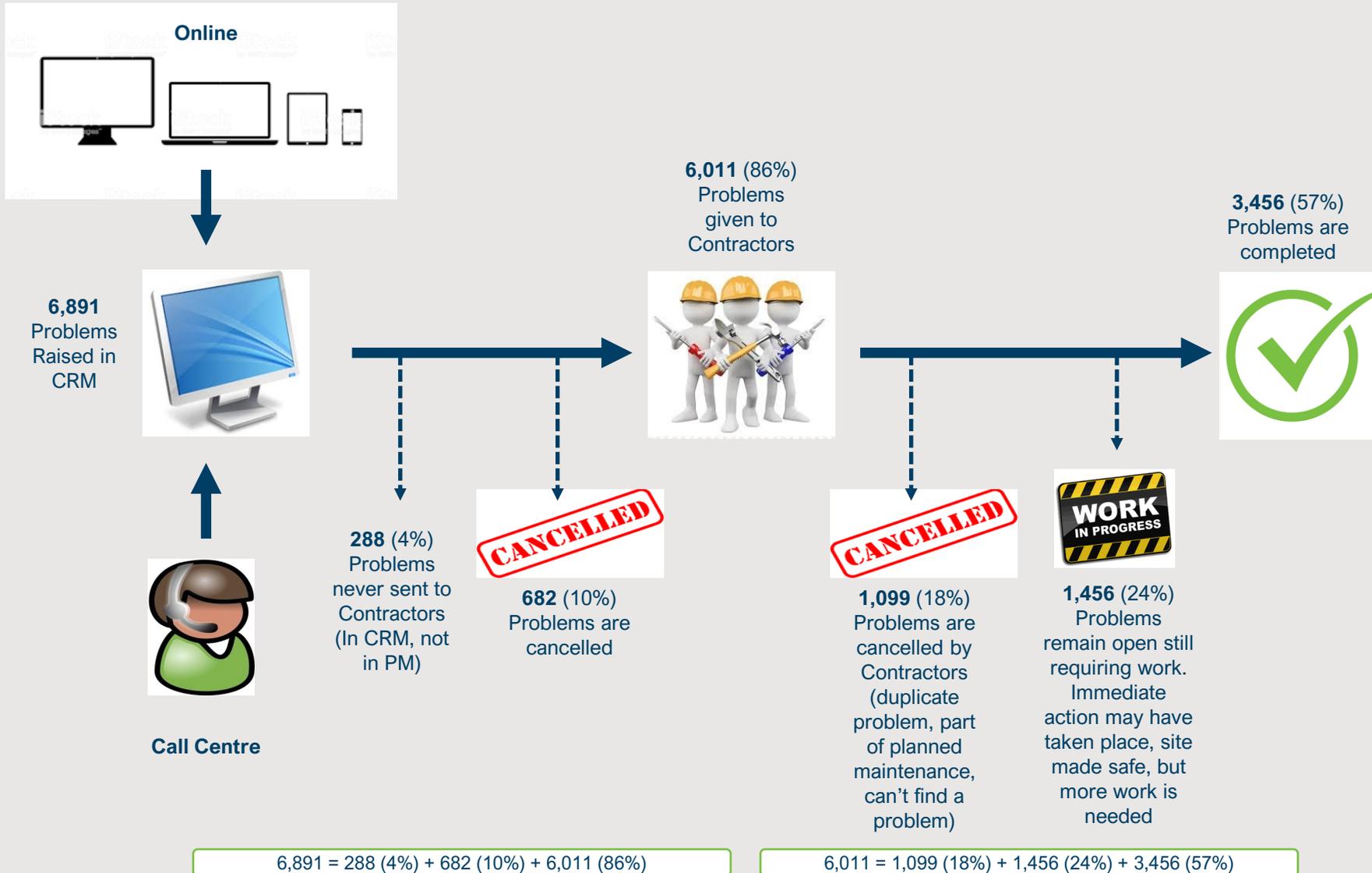
Too wet to mow areas are agreed weekly with Area operations teams who approve these.

Data from Metservice website.



A customer's 'reported problem' journey

(status of problems raised in April 2023, as at 22 May)



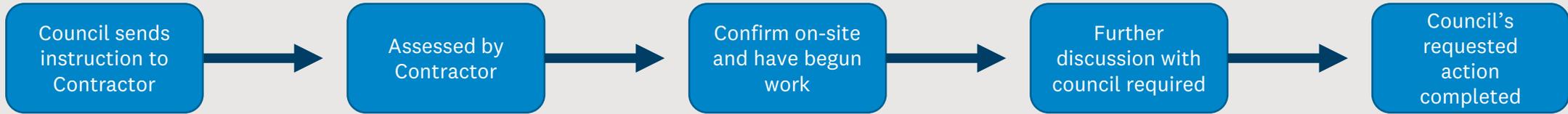
6,011 work orders raised by customers and AKLC staff accounts for 72% of response work contractors undertake

Approx. 2% of work orders require AKLC staff to approve a cost estimate

Work may have been done but 'completed' message will not be sent until invoice received from Technical Contractors 613 (10% of work orders)



Why contractor's 'cancel' work, or completion is delayed



Work with be returned to council:

- Request is not a maintenance problem
- Not the right contractor to undertake work
- Can't find the problem
- Request is a duplicate
- Contractor's regular maintenance will correct the problem within SLA

Work with be delayed or stopped:

- Repair costs need council approval
- Repair work needs LB input
- Repairs are in the LB work programme
- Not enough budget to carry out repairs
- Waiting for parts/traffic mgmt plan

Messages the customer receives:

MyAuckland	Txt	MyAuckland	Txt
<i>We have closed this request. Someone else already let us know about it and we're working on it.</i>	<i>We have closed your request.</i>	<i>We've taken a look and this is part of our scheduled maintenance which will be done in the next few months.</i>	<i>We have closed this request.</i>
<i>We've taken a look and this is part of our scheduled maintenance and will be completed in the next few months.</i>	<i>We have closed your request.</i>	<i>We have planned this work and we are waiting for suitable conditions before we can begin.</i>	<i>Work to resolve the problem is now on-hold.</i>
<i>We have closed this request. The problem you reported was for something that is not on council land or a council maintained asset.</i>	<i>We have closed your request.</i>	<i>The problem you reported is more complicated and we need more time to confirm our approach. Once we know more we will then respond to the problem quickly.</i>	<i>Work to resolve the problem is now on-hold.</i>



Green Flag Awards



Green Flag
Award Winner

Parks & Community Facilities earned 10 Green Flag Awards in partnership with Full Facilities contractors
The Green Flag Award is an internationally recognised programme that rewards well-managed parks and open spaces providing high quality recreational experiences for our communities

Totara Park

Open space with natural areas



Long Bay Regional Park

Busy seaside park



North Shore Memorial

Landscaped, natural amphitheatre



Auckland Domain

Auckland city's oldest park



Parrs Park

Waitakere Ranges door-step



Walmsley / Underwood Parks

Two park connection



Ambury Regional Park

Working farm and education centre



Tawharanui Regional Park

First open sanctuary



Waikumete Cemetery

Largest cemetery in New Zealand



Sanders Reserve

Paeremoremo North Shore



Innovation - Highlights

COVID-19 impacted contractors ability to innovate as focus was on managing services through Alert Level changes.

Bin Sensor Trials



Bins sensors are now set up across several of our contract areas following a trial across Whangaparaoa Peninsula by Ventia.

Bins were manually checked twice every day, now sensors allow for runs to be optimised. This is particularly useful for more remote bins.

From the optimisation model we saw a reduction from c. 135 bins to c. 65 bins that needed to be visited and emptied each day, a completion time of 4 hours and an average distance of 50km. The reduction in KM overall was 28% or 11.6 kgs of CO2.

Map showing the bins that needed emptying (green) on the 19th August morning run.

Drone technology trialled at Olympic Park



A robot Linemaker has been successful with savings and not just through running costs but environmentally.

In line with our OUTCOME contracts, areas can be checked via drone to see what services need completing, if any.

The foreman relays back to the upcoming work schedules, pushing out scheduled say mows if appropriate.

This saves on running costs, environmental footprint and enables a more efficient service.



Innovation – General



- ❖ SAP 1.2 Implementation: Financial system to improve billing and invoicing of work orders
- ❖ Developed APP for users to complete internal quality control audits electronically
- ❖ Driver Behaviour Programme: reinforcing beyond training keep drivers safer and lower fuel usage



- ❖ Implementation of additional recycling bins to enable greater recycling volumes and assist in collection of waste
- ❖ Purchased a new John Deere 4066R tractor to assist in times like spring flush, passive areas
- ❖ Successfully trialled an anti-vandal basketball net at Parrs park. These will now be rolled out region wide.



- ❖ The use of drone technologies is being actively investigated and trialled
- ❖ Actively analysing the feasibility of “Weedtech” a product that identified weeds and spot sprays rather than relying on staff to visually see or not and use excess spray when not required
- ❖ Several small parks have become spray free and others low mow sites as Local Boards want to encourage insect life



- ❖ Reticulated water wash-bay
- ❖ Through innovations Citycare has significantly improved Fleet Driver Ratings (Eroads competitions ratings)



- ❖ Developed ArbIT (Treescape product) to connect field staff with software information to improve planning and workflow efficiencies

Sustainability & Environmental - Highlights

Covid-19 environment affected targets for water, energy and waste



Green Cycle Recycling starting in November 2020 UMS partnered with Green Cycle to recycle all Green Waste produced by UMS.



This has allowed UMS to fully recycle both traditional plant waste as well as pest plant green waste. This has allowed UMS to divert 161 tonnes of waste from landfill.



Tree for Survival 767 plants were planted between the two schools which will remove 390T of CO2 in the next 50 years.



HammerHead Cleaner

A HammerHead cleaner will save large volumes of water as the fountains it cleans no longer need to be emptied before being cleaned. This leads to saving in excess of 1000L at some of the major fountains around the region.



Commercial Initiatives: Solar Charging Base Stations

Focussed drive toward expanding electrical equipment, saving on energy consumption and build towards a greener footprint



All contractors have adopted alternative / cleaner fuels leading to reduced emissions aligned PERSOL's net zero carbon targets

Future Post is a Waiuku based company that make fence posts out of 100% recycled plastic. The resulting ingenuity is beautiful bollards that are also environmentally friendly!

Mangere East Library used 100m² of the biform decking made from the equivalent of 35,156 plastic bottles and re-use of waste timber amounting to 3.3 x 10m trees.



Sustainability & Environmental – General



- ❖ Ventia has 21 hybrid vehicles on order/delivered and 1 fully electric
- ❖ Sustainable cleaning investment – Cmar 2500, C cat scrubbers, bin sensors, toilet sensors
- ❖ Eco friendly electric pedestrian footpath scrubbing machine
- ❖ A hammerhead cleaner will save large volumes of water as fountains will no longer need to be emptied before being cleaned



- ❖ Updating fleet with more fuel efficient vehicles
- ❖ Investigating electric powered plant and solar technology
- ❖ Rain water collection and use for some sites



- ❖ Adoption of alternate / cleaner fuels leading to reduced emissions aligned PERSOL's net zero carbon by 2030
- ❖ Working with Toitu for reducing carbon emissions
- ❖ Planned water harvesting and solar power generation



- ❖ Improved Fleet Driver Ratings (Eroads competitions ratings)
- ❖ Rubbish bin alternatives
- ❖ Central Park: Our projects team developed a Play Matta Original tile reducing carbon footprint and diverting waste from landfill



SMART Procurement

The SMART procurement outcomes that are required in the full facilities contracts are based on Community Outcomes and Workforce Development Plans.



Citycare offered Work Shadowing for staff's relatives (students) in a joined effort to promote their welfare and wellbeing. This also created the perfect opportunity to obtain some work experience and earn some pocket money to meet their own needs.

All students were show an understanding of the work environment and what Citycare expect of their workers with the opportunity to explore possible career options, increased self-understanding, maturity, independence, and self-confidence.



The **Te Ara o Rehua Maori Working Party Wananga and Hui** working party has rolled out a diversity survey to better understand our current Māori employment and cultural capability across the NZ business. This data once analysed will assist the working party determine strategies and initiatives for 2022 and beyond.

Te Ara o Rehua Pastoral Care Program for **Māori and Pasifika Apprentices programme** developed to better support trainees and apprentices on all business aspects including values.

Dream Girl Conference was an opportunity to show commitment to female participation at Ventia, growing the leaders of tomorrow, and supporting Māori and Pasifika communities.

Eli Foreman is one of those great examples of an upcoming **Māori entrepreneur** that is currently in the last parts of his training/competency with UMS before he will be signed off to start his journey as an individual contractor separate from UMS with the Kaipatiki Local board. UMS is happy to pass this part of their Contract in the Toru region on to a Māori owned small enterprise and help them to become a sustainable business.



UMS has also engaged with Fork n Hoe - from October 2021 which is a **Māori owned business and Local** we have spent approximately \$110k with them in the First Year and are estimating to spent around \$200k by the end of the current Financial year – Thus meaning an increase in usage of almost 81% over the last 10 months. UMS expects to increase this number yet again in the coming financial year due to the staff shortage we currently are experiencing in the Open Spaces/Hort areas.



Community Engagement – Highlights



Rosedale Restoration Project

Utilising a sustainability model that is underpinned by Te Tiriti O Waitangi (Treaty of Waitangi) principles and practices, the Rosedale Restoration Project is an avenue by which its community recognises the need to take ecological responsibility to work towards mitigating climate change and improving the wellbeing of the local environment in order for our local people to be well. The restoration model enables the development of greater social equity, placing mana whenua as a key stakeholder and primarily partner within the project.



The Ranui Action Project (RAP) is recognised as a community hub for the Ranui/Massey/Swanson areas. UMS support their efforts by helping to maintain their grounds on a weekly basis and to look for joint opportunities to provide employment to local residents.



During the regular maintenance the litter team came across a large amount of waste at Corner of Simpson and Candia Road, they decided to clear it up (even though it sits outside the contract).



Enhancing the Wellbeing of our Communities

- ❖ 1100 Hours of volunteering work delivered to south Auckland area
- ❖ 1034 Manaaki Kai boxes delivered to the community during lockdown
- ❖ 230 Meats delivered to the elderly on behalf of 360 Tautua Trust
- ❖ 22 Food parcels delivered on behalf of 360 Tautua Trust



Community Planting

2150 Natives at Rongomai Park

500 Naylor's Esplanade

and more



Community Engagement – General



- ❖ Sent out a monthly “Goodnewsletter” and Community Job Newsletter
- ❖ Recognising and celebrating International Women’s Day and D



- ❖ As part of Ranui schools initiative they choose a couple weeks out of a year and choose a park nearby and they would go out there and collect loose litter throughout the park.
- ❖ Our employment of youth increased last year from 7% to nearly 13% of the UMS team



PROGRAMMED

- ❖ \$30,000 sponsorship payment to Keystone Trust over 3 years
- ❖ Waiheke team partnership with community volunteers to remove and dispose of rubbish from Orapiu Roa
- ❖ Horticulture team have signed up Te Whangai Trut as a subcontractor for several park areas



- ❖ Organised a collection for Tonga and organised for contributions of non-perishable food items to support the loved ones and the wider people of Tonga.
- ❖ Stream clean up for Curious Minds-South Sci Educator for Te Ararata Stream Team and Accelerating Aotearoa.
- ❖ Grocery deliveries where needed during lockdown



Ecological Services - Highlights



Rosedale Restoration Project

Wildlands is proud to be certified Zero Carbon Business. These offsets grow and protect forests in Aotearoa New Zealand and the Pacific Islands



Toitū enviromark®

Wildlands is a Toitū enviromark® diamond certified organisation, which meets and exceeds the requirements for ISO 14001, the international standard for environmental management.

Wildlands was a finalist in the **Toitū Brighter Future Awards 2022** Exceptional achievement in Environmental Management category.

Environmental Initiatives

Each year Wildlands undertakes a tree planting in lieu of sending calendars and promotional material to our clients at Christmas.



Wildlands carefully track our recycling, green waste, and waste to landfill by project (utilising separate bins), and liaise with suppliers to reduce waste at source.

Treescape **recycles** over 150 plastic chemical containers a year. The containers are triple rinsed and have holes drilled in the bottom before they are collected by Agrecovery, where the plastic is repurposed into re-usable products.



Treescape has agreements with the nurseries who provide the plants/trees for plantings that are carried out. All byproducts from the plants are collected and returned to the nurseries for reuse and/or recycling so that zero waste to landfill is generated. This year, plastic containers etc. associated with planting **upwards of 30 000 plants has been recycled.**

Four of the oldest Utes in the Ecological fleet have been replaced with newer Utes that are more fuel efficient and have a smaller carbon footprint.

Treescape Eco has also reduced the number of Utes in the fleet by two vehicles, in order to reduce **unnecessary emissions.**



Arboriculture Services



Treescape has continued with its **expansion of electric equipment** in place of petrol alternatives.

This financial year Arb has increased stock of electric chainsaws by 5 units and electric pole saws by 10 units.

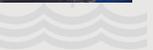


Treescape has switched from regular oil to a **biooil alternative** supplied by LubEco. This has been used on a trial basis, but Treescape has now moved over to only using this biooil substitute.

The arboriculture division is reducing carbon emissions by replacing 3032 liters of regular oil per year with this biodegradable and non toxic alternative

Rainwater is now being collected from the Otahuhu depot's roof and collected in two 25 000 liter tanks. The collected water is used to wash the vehicles and water plants in the nursery.

This financial year 1100 kiloliters of water has already been collected.



Regular Reporting on performance



PERFORMANCE REPORTING

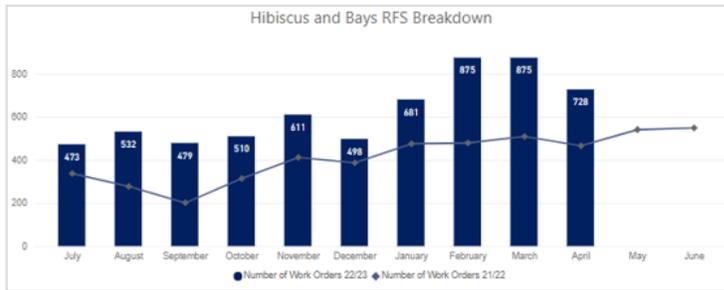
Audit Results and Request for Service

MAKING GREAT PLACES
AUCKLANDERS LOVE
PARKS & COMMUNITY FACILITIES

- Monthly Reporting is provided to Local Boards
- Annual Reporting through this committee

Request for Service Received

Total raised for FY22/23 YTD **6262**



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

Breakdown of Top 5 Request for Service for April

Service Name	#Received
Structure Maintenance and Repairs	111
Tree Maintenance - General	84
Electrical Maintenance Service	72
Plumbing Maintenance Service	67
Furniture and Fixtures Maint and Repairs	59

Breakdown of Top 5 Request for Service FY22/23 YTD

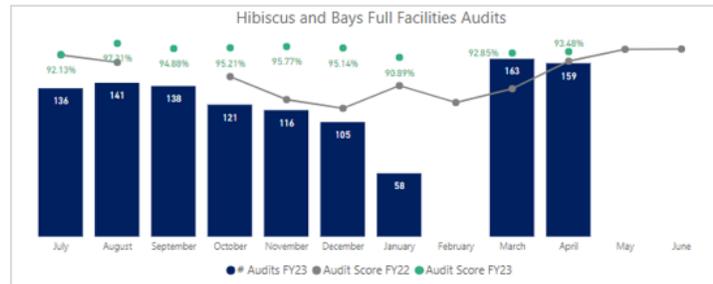
Service Name	#Received
Tree Maintenance - General	923
Structure Maintenance and Repairs	872
Plumbing Maintenance Service	711
Electrical Maintenance Service	514
Loose Litter Collection	352

COMMENTARY

This month has seen RFS requests have a down-turn toward average rolling numbers. Off the back of more weather events the tree service requests, and structure maintenance service lines remain top features.

What seems like non-stop rainfall has also raised plumbing service requests due to leaking issues, hopefully a drier winter provides some relief in this space.

Audit Results



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

Highlights YTD	Lowlights YTD
Streetscapes Clean	Water Feature
Response WO	Tracks (incl. Structures)
Litter	Streetscapes Green
Furniture, Playgrounds & Recreational Equipment	Street Garden
Building Cleaning	Sportsfields

COMMENTARY

Audit scores for the month were 93.5%. The large amount of rainfall and recent weather is really impacting on the KPI targets around track maintenance.

Notably however, building washing and cleaning has shone with a consistent PPM schedule being delivered on, which is a great change from this time last year.





Pātai





**WEST COAST SUMMER RANGER
ANIMAL MANAGEMENT**

SUMMER 22/23



**OFF LEAD DOGS AND DOGS
HARRASSING OR ATTACKING
PROTECTED WILDLIFE.**



**SUMMER OFFICER HIRED TO
PATROL.**



**INCREASED VISIBILITY,
COLLABORATION, AND
COMPLIANCE.**

Norfolk Island

CHALLENGES

Waititi Landing



➤ **Auckland Anniversary Day floods.**

- Severe flooding around Auckland shifted Animal Managements focus to assisting Civil Defence, access to West Coast Beaches restricted, Beach Officer redirected to Civil Defence effort.

➤ **Cyclone Gabrielle.**

- Severe damage to West Coast Beaches cut-off access.
- Once access restored it was still restricted to emergencies only.
- Beach Officer was again redistributed to allow residents of the West Coast to focus on recovery, patrols of coastline from Huia – Green Bay carried out instead.

➤ **Poor Weather generally.**

- Wet summer meant fewer people on beaches and fewer opportunities for Beach Officer to educate dog owners and/or enforce compliance than what we would usually expect during the warmer months.



STATISTICS

INFRINGEMENT STATS FOR PERIOD:



1 November 2019 – 30 June 2020

Karekare

Failure to Control – 2

Anawhata

Failure to Control – 1

Total - 3

1 November 2020 – 30 June 2021

Piha

Failure to Control – 2

Bethells

Dog off Lead – 1

Total - 3

INFRINGEMENT STATS FOR PERIOD:

1 November 2021 – 30 June 2022

Piha

Failure to Control – 10

Te Henga

Failure to Control – 3

Karekare

Dog off Lead - 1

Total - 14

1 November 2022 – 30 June 2023

Piha

Failure to Control – 2

Dog in prohibited area - 1

Dog off Lead – 1

Unregistered Dog – 2

Bethells

Dog off Lead – 1

Unregistered Dog – 1

Te Henga

Failure to Control – 2

Unregistered Dog - 1

Total - 17

Karekare

Dog off Lead - 2

Unregistered Dog - 4

RFS STATS FOR PERIOD:

1 December 2019 – 27 January 2020

Karekare

Beach Patrols – 1

Anawhata

Aggressive dog behaviour – 1

Piha

Roaming dog – 1

Pick up dog – 1

Te Henga

Roaming dog - 2

Total - 17

Bethells

Roaming dog - 4

Unregistered dog - 3

Dog attack on people - 1

Beach Patrols - 1

Pick up dog - 1

Whatipū

Beach Patrols - 1

5 December 2020 – 27 January 2021

Piha

Beach Patrols – 2

Barking – 1

Roaming dog – 1

Bethells

Beach Patrols – 2

Karekare

Beach Patrols- 1

Total - 10

Te Henga

Roaming dog - 1

Aggressive dog behaviour – 1

Pick up dog - 1

RFS STATS FOR PERIOD:

5 December 2021 – 27 January 2022

Piha

Beach Patrols – 14

Roaming dog – 4

Unregistered dog- 2

Aggressive dog behaviour - 2

Bethells

Roaming dog - 1

Total - 23

5 December 2022 – 27 January 2023

Piha

Beach Patrols – 70

Unregistered dog – 6

Roaming dog – 2

Dog attack on animals – 1

Bethells

Beach Patrols – 24

Roaming stock – 2

Unregistered dog – 1

Total - 135

Karekare

Beach Patrols - 16

Aggressive dog behaviour - 1

Welfare - 1

Unregistered dog - 1

Anawhata

Beach Patrols – 6

Whatipū

Beach Patrols - 4

WARNING STATS FOR PERIOD:

1 December 2022 – 3 February 2023

- **45 formal warnings** issued between Piha, Karekare, Whatipū, and Bethells/Te Henga.
- **6 formal warnings** issued for 'dogs in off-leash and prohibited areas' since Piha reopened and a graduated enforcement policy was re-introduced.
- **3 formal warnings** given for 'failure to carry a leash in public.
- **4 formal warnings** given for 'failing to register a dog' (dogs were later registered after being spoken to by beach officer.)

A blue and white penguin is perched on a grey rock in the foreground. The penguin has dark blue feathers on its back and wings, and white feathers on its chest and belly. It is looking towards the left. The background consists of dark blue water with some ripples and reflections. The word "ACCOMPLISHMENTS" is overlaid in the center of the image in a bold, black, sans-serif font with a green outline.

ACCOMPLISHMENTS

- AM Presence at surf events.
- Visibility on local social media.
- Central point for successful multi-unit collaboration including:
 - Animal Management
 - Surf life savers
 - Dotterel minders
 - Environmental services
 - Park and summer rangers

SUCCESS STORIES

- Dog owner spoken with, was previously unaware of any protected wildlife on the beach, was appreciative of the information.
- Dog owner had 2 dogs off leash on Karekare beach, immediately let dogs off once officer left, dogs then sighted chasing birds – 1 dog unregistered.
 - One of the dogs found in the scientific reserve at Whatipū the following week.
 - Owner infringed.



NEW SIGNS ADDED
FOR PIHA BECAUSE
OF COLLABORATION
WITH LOCAL
RANGERS AND
DOTTEREL MINDERS.



QUESTIONS?....



THANK YOU

**Auckland
Council**

Te Kaunihera o Tāmaki Makaurau



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