

Te Whakarāpopototanga
o te Pūrongo ā-Tau a Te Kaunihera
o Tāmaki Makaurau 2019/2020

Auckland Council

Summary Annual Report 2019/2020



Summary



On the cover:
Motuihe Island
in front with
Auckland City in
the distance.

Mihi

Noho mai rā Tāmaki Makaurau,
moana waipiata,
maunga kākārīki.
Mai i ngā wai kaukau o ngā tūpuna,
ki ngā puke kawē i ngā reo o te tini,
i puta ai te kī mōu.
Tū ana he maunga,
takoto ana he raorao,
heke ana he awaawa.
Ko ō wahapū te ataahua,
ō tāhuna te mahora,
te taiao e whītiki nei i a koe he taonga tuku iho.
Tiakina kia meinga tonu ai koe
ko 'te tāone taioreore nui o te ao,
manakohia e te iwi pūmanawa'.
Tāmaki Mākaurau tirohia te pae tawhiti
he whakairinga tūmanako
mō ngā uri whakaheke ō āpōpō,
te toka herenga mō te hunga ka takahi ake
mā ō tomokanga,
te piriti e whakawhiti ai
tō iwi ki ngā huarahi o te ora.
Tāmaki Mākaurau e toro whakamua,
hīkina te mānuka.
Tērā te rangi me te whenua te tūtaki.
Maranga me te rā, he mahi māu me tīmata,
ka nunumi ana ki te pō,
whakatārewahia ō moemoeā ki ngā whetū.
Ko te oranga mutunga mōu
kei tua i te taumata moana.
Tūwherahia ō ringa, kūmea mai ki tō uma.
Tāmaki Makaurau
he tāone ūmanga kurupounamu koe;
tukua tō rongō kia rere i te ao.

Tāmaki Makaurau
who bestrides shimmering seas,
and verdant mountains.
From the bathing waters of our forebears,
and hills that echo with voices
that acclaim.
Your mountains stand lofty,
your valleys spread from them
and your streams run freely.
Your harbours are majestic,
your beaches widespread,
the environment that surrounds you is a legacy.
Take care of it so that you will always be known
as 'the world-class city
where talent wants to be'.
Tāmaki Makaurau looking to the future,
repository of our hopes
for generations to come,
anchor stone for those who venture
through your gateway,
and the bridge that connects
your citizens to life.
Tāmaki Makaurau moving on,
accepting all challenges.
Where even heaven and earth might meet.
Rise with the sun as there is work to be done
and when evening comes,
allow your dreams to glide among the stars.
Perpetual health and growth
is beyond the horizon of cresting waves.
Open your arms and pull them to your embrace.
Tāmaki Makaurau, you are a city
where valued business and enterprise thrives;
let your good name traverse the world.

Rārangi kōrero

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Nau mai ki ngā kōrero mō mātou

Welcome to our story

Auckland is a fantastic city – diverse, vibrant, and naturally beautiful. Serving this city is a group of elected members and dedicated staff across the Auckland Council Group, meeting your needs by delivering essential and equitable services and investing in the future of our city.

This report tells the story of what we did across the group (the council, council-controlled organisations (CCOs), other subsidiaries, associates, and joint ventures) over the past year on some of the multi-billion-dollar investments in infrastructure projects and services delivered for Auckland to be the world-class city that New Zealand needs it to be.

It covers the period from 1 July 2019 to 30 June 2020 and reports against the amended 10-year Budget 2018-2028 (Long-term Plan 2018-2028). The report fulfils our obligations under the Local Government Act 2002 to report our past year's highlights, performance results and budget.

It has been a challenging last quarter of our financial year with the impacts of COVID-19. Throughout the report, we share how our readiness helped us respond to COVID-19, how our fast response supported those communities most in need, and how we came together to plan a recovery.

This summary report contains a summary of our high level financial and service performance information followed by an update on our strategic plans and priorities such as the Auckland Plan, Māori Outcomes, and our response to climate change. The Groups of Activities (GoA) section is a statement of service performance against our eight GoAs (one or more related activities provided by, or on behalf of, the group) as outlined in the 10-year Budget. For each GoA, we provide an update on the key projects that help us contribute to the six community outcomes as outlined in the Auckland Plan 2050, followed by a summary of key performance measures, as well as capital and operating expenditure. COVID-19 impacts are featured as case studies for each of our GoA.

Finding your way around the volumes:

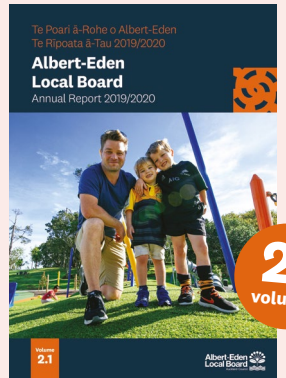
Volume 1 **Volume 1: Overview and Service Performance**

An overview of the group covering financial and non-financial performance of the group.



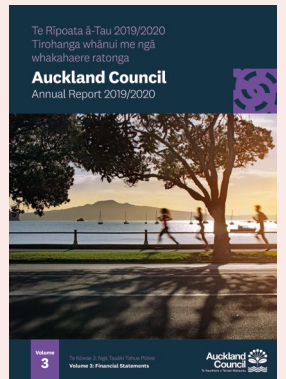
Volume 2 **Volume 2: Local Board reports**

A collection of individual annual reports for each of the 21 local boards, reporting financial and non-financial performance.



Volume 3 **Volume 3: Financial Statements**

The financial statements of the Auckland Council Group and Auckland Council for the year ended 30 June 2020.



Volume 4 **Volume 4: Climate change risk**

A summary of the group's climate-related financial risks and opportunities.



This Summary Annual Report is a high-level overview of key information across the four volumes.

Nā te Koromatua From the Mayor

Auckland Council's prudent and responsible approach to financial management has put it in a strong position to respond to the COVID-19 crisis while continuing to deliver essential services and invest in the future of our region.



Phil Goff at Papatōetoe West Primary.

Cities and countries around the world have been hit hard by the COVID-19 pandemic and its effect on economies, businesses and jobs. Auckland is no exception. The government's decision to go to Alert Level 4 lockdown to stop the spread of the disease was the correct one – it ensured our hospital system was not overwhelmed and potentially saved thousands of lives. However, the lockdowns and the broader effects of the pandemic have had a severe impact on Auckland Council's finances, with an estimated \$450 million loss in revenue expected in the 2020/2021 financial year and the risk of further impacts if Auckland remains under restrictions.

Auckland Council's prudent approach to financial management means that we have been able to respond to these challenges – as well as to those caused by the worst drought our region has experienced – while continuing to invest in the infrastructure and deliver the services needed for Auckland to be the world-class, global city that New Zealand needs it to be.

We have worked hard to build the housing, transport and environmental infrastructure Auckland needs to keep pace with rapid population growth.

We invested more than \$1.1 billion in transport infrastructure, progressing important projects such as the Eastern Busway and the Puhinui Station Interchange. Revenue from the Regional Fuel Tax has supported these projects and contributed to investment in the Downtown Ferry Terminal redevelopment and other projects. Other transport projects, such as the Tāmaki Drive Cycleway and the Herne Bay to Westhaven Cycleway, as well as shared paths at Wynyard Quarter and from New Lynn to Avondale, are underway, and will make it easier and safer for pedestrians and people on bikes to get around Auckland.

The City Rail Link continues to make progress, with work on the Karangahape and Aotea underground stations underway and tunnel excavation between Mt Eden Station and Aotea due to start in April 2021. When complete, the CRL will carry more than 54,000

passengers per hour during peak periods – the equivalent of 16 extra traffic lanes – and help reduce congestion and journey times across Auckland's wider transport network.

Work to substantially reduce wastewater overflows and dramatically improve the water quality of Auckland's beaches, harbours and streams continues. The \$1.2 billion Central Interceptor entered its first phase of major construction in February with the start of work near the Māngere Wastewater Treatment Plant.

The Water Quality and Natural Environment targeted rates also continue to support important investment in our natural environment. Over the past year, construction has started on infrastructure to reduce wastewater overflows to beaches around central Auckland and we have worked with industry on 5000 sites across the region to reduce contamination. We continue to protect our environment from the threats that kauri dieback disease, climate change and pests pose to our native plant and animal species.

With its continued focus on managing the effects of climate change, the council has progressed its development of a Te Tāruke-ā-Tāwhiri: Auckland's Climate Plan, and this was adopted in July 2020. Despite the financial pressures caused by the COVID-19 pandemic, we have kept intact provisions in the Emergency Budget that will reduce the council's own carbon emissions by 20 per cent (over the next five years) as a starting point. We are committed to working with government, our community, iwi, and businesses to ensure we all take effective action to reduce our emissions and to adapt to and manage the changes which are already occurring as a result of global heating.

Although COVID-19 is likely to negatively impact housing construction, the last year saw record consenting volumes, with 14,780 new dwellings consented in the 12 months to June 2020, a 5 per cent increase on the previous year. The Auckland Unitary Plan will continue to enable intensification and ensure that Auckland's land is used efficiently to build a more people-friendly region.

Despite the impact of COVID-19 on the council's finances in the 2019/2020 financial year, we have continued to invest in supporting vulnerable members of our community. An additional \$5 million funding for the Auckland City Mission's HomeGround Project has helped provide 80 secure and affordable housing units to help solve chronic homelessness in Auckland. Since September 2019, all staff employed by the council have been paid a living wage, and over the next three years this will be progressively extended to council-contracted cleaners.

We continue to manage our finances prudently, retaining our stable Aa2 and AA credit ratings from Moody's Investor Service and S&P Global and keeping our debt-to-revenue ratio within prudent limits. While the impact of COVID-19 means that our debt-to-revenue ratio is likely to exceed its previously agreed ceiling in the short term, we have a plan to bring it back to more sustainable levels once the effects of the pandemic subside. We have kept rates rises fair and reasonable despite cost pressures caused by COVID-19 and strong population growth.

The challenges ahead

Phil Goff helping at food distribution centre.



The impact of the COVID-19 crisis, as well as the record-breaking drought in our region, means that Auckland Council faces a \$690 million financial challenge.

Our response has been to manage our finances prudently while continuing to invest in the future of our city and provide the essential services that are so valuable to our communities. This will not only support Auckland and New Zealand's recovery from the COVID-19 crisis through infrastructure-driven stimulus, it will also create a legacy for future generations and ensure that we deliver on our vision to create a city that is vibrant, inclusive and successful.

Thank you for your support as we continue to build a world-class city together.

Hon Phil Goff, CNZM, JP
Mayor of Auckland

Nā te Tumu Whakarae From the Chief Executive

Kia ora koutou katoa,

I am pleased to present the Auckland Council Group's Annual Report for 2019/2020.

It has been a year like no other in Auckland Council's short history. For the first nine months we were tracking well – our services were delivering great outcomes for our growing city and we were delivering new infrastructure across our region.

While COVID-19 and the restrictions implemented throughout New Zealand had an impact on our organisation, our solid performance and strong financial management meant we could quickly and effectively respond to the new challenges presented by COVID-19 over the last few months of 2019/2020.

The global pandemic will largely define this financial year, but we will also remember this financial year as one of significant investment and delivery. We have built on the momentum created in previous years and delivered the largest capital programme in Auckland Council's history.

Across the region, we have invested \$2.6 billion in a wide range of projects to help keep Auckland moving, protect our natural environment, and improve the quality of our waterways. And we've achieved all this while continuing to deliver quality services that our diverse communities rely on.

As with many organisations, COVID-19 has had a major impact on the council. Public transport usage reduced significantly and many of our services, such as our venues, including our stadiums, theatres and zoo, libraries, pools and leisure centres, had to close temporarily, which reduced our revenue and impacted our customers and staff.

The impact on our communities was also significant, but the redeployment of around 500 staff enabled us to help and support Aucklanders in need. We reached out and provided support to our Māori communities (page 31), older Aucklanders (page 21) and our remote communities. Our staff were involved in the distribution of more than 56,000 boxes of basic food items across the region, they made around 15,000 welfare calls to over-70-year-



Patricia Reade

olds living alone and they helped the Auckland City Mission provide 400 meals a day to the city's rough sleeper community and those facing severe financial hardship. Our comprehensive response is detailed on pages 34 - 123.

I'm proud of our staff and the way they stepped up and supported our communities and each other, through these unprecedented and challenging times.

I'd like to acknowledge the great mahi of our elected representatives, who had to make some tough decisions about how best to respond to the financial impacts of COVID-19, and who worked together on an Emergency Budget that sees us respond to the immediate needs of Aucklanders while laying the foundations for a strong financial and economic recovery. It was an honour to support our elected representatives through this time.

The challenges didn't stop with COVID-19. Since early 2020, we have been dealing with one of the most severe droughts Auckland has ever experienced, which led to mandatory water restrictions being put in place in May. Over the next year we are planning to spend \$244 million to improve the resilience and security of Auckland's water supply.

Looking ahead, we know that COVID-19 will continue to impact us. These are uncertain times and our ability to adapt and be prepared for whatever lies ahead will remain critical. We know that the future will be financially challenging, but we are committed to delivering the services and the infrastructure that Auckland needs and to make our services the best they can possibly be.

It has been a privilege to serve as Auckland Council's Acting Chief Executive over the past few months. I would like to acknowledge Stephen Town, who stepped down as Chief Executive on 26 June 2020, and who guided us through some of the most significant challenges Auckland Council has faced. I would like to extend a very warm welcome to Jim Stabback, who joined us as our new Chief Executive on 1 September 2020.

Aku mihi nei ki a koe (My thanks to you).

Ngā mihi nui,

Patricia Reade

Acting Chief Executive (to August 2020)

Message from incoming Chief Executive

It has been an honour to join the Auckland Council whānau this month as its third Chief Executive, at what is an incredibly important time for Auckland and New Zealand.

In a city that's been growing, and where continued investment in infrastructure is required, there are both challenges and opportunities around transport, housing and growth.

We also have an important role to play supporting the citizens and businesses of Auckland in every way we can to recover from the impacts of COVID-19. This includes ensuring that our work programmes are targeted at the things that matter the most to the future growth and success of Auckland and its people.

The council has made a commitment to the customers, citizens, communities and businesses of Auckland and our priority is to deliver on those commitments made in the Emergency Budget. Our reputation will be built on our delivery.

"Poipoia te kakano kia puāwai"

Nurture the seed and it will blossom.



Jim Stabback

The role we play within our communities is a privilege. With that privilege comes an obligation – to meet or exceed the expectations of Aucklanders when it comes to quality, service, and efficiency. I look forward to leading this organisation – together we can help Auckland recover faster and stronger.

Jim Stabback

Chief Executive (from September 2020)

Te whakahaere i ā tātou take moni

Managing our finances

Auckland Council's prudent financial management is reflected in its sound end of year result.

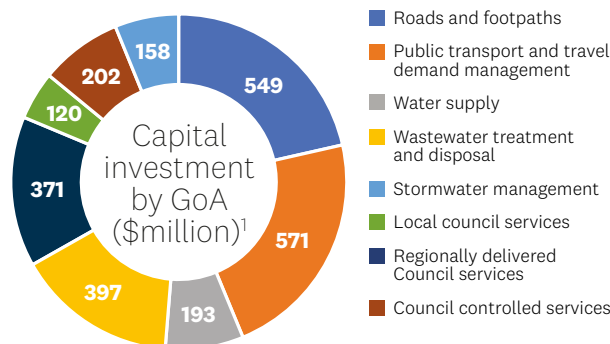
This approach to managing our finances has positioned us well to respond to the ongoing impact of COVID-19 and the drought. We continued investment in critical infrastructure, kept essential services going and adapted to deliver community services where they were needed most. We will continue our work that will take Auckland to being a world-class city and our prudent financial management will ensure a strong future for Auckland's rangatahi.

Unprecedented investment in infrastructure

2019/2020 saw the biggest capital investment ever made in Auckland Council's history.

This investment is building the infrastructure that Auckland needs to keep pace with its growing population, deliver to its diverse communities, and support them with continual investment in community facilities, such as upgrading parks, cemeteries and community centres.

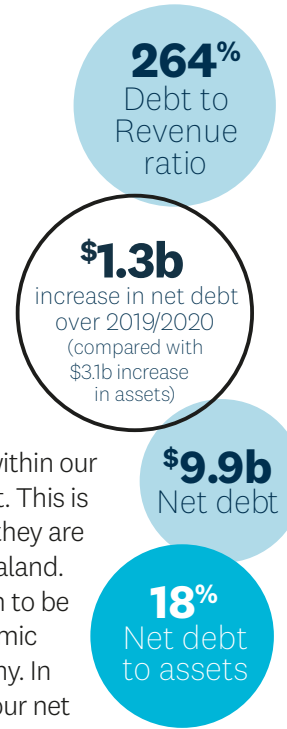
We invested \$258 million in the City Rail Link project in partnership with the government. Better access to the airport is key, and we spent \$20 million on the Puhinui Interchange which will significantly improve connections to the airport. With the 36th Americas Cup (AC36) happening next year, we spent \$168 million upgrading the city centre and waterfront to ensure that it's a world-class venue. Population growth and an increased awareness of environment has meant we have had to invest in improving our water infrastructure. To keep our waterways clean we spent \$85 million on the Central Interceptor, and \$51 million to upgrade the Pukekohe wastewater treatment plant.



1. Includes investment in CRLL (\$258m).

Prudent management of debt

We use debt to fund capital investment so that we spread the cost of those assets across the generations who will benefit from them. We take a prudent approach to managing our debt, keeping our net debt to revenue ratio within our prudential limit of 270 per cent. This is reflected in our credit ratings; they are some of the highest in New Zealand. Looking ahead, we expect cash to be tighter as the COVID-19 pandemic continues to affect the economy. In the short-term, we anticipate our net debt to revenue ratio to increase to no higher than 290 per cent, but we have a plan to bring it back to prudent and sustainable levels.



Credit ratings

Maintaining these credit ratings allows us to keep interest costs low and to access a wide range of overseas funding sources.



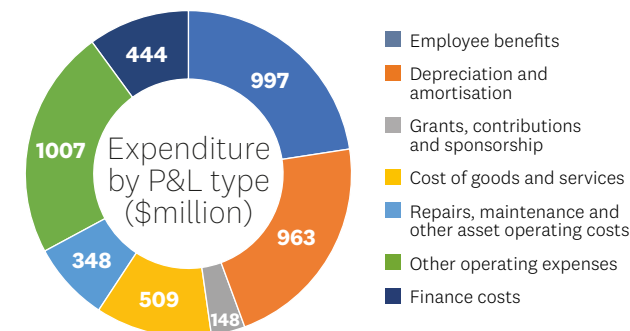
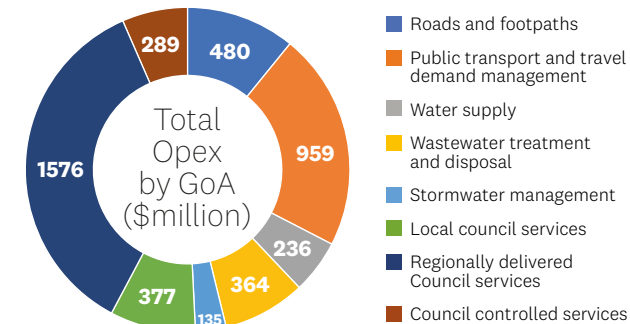
Operating expenditure

Our operating expenditure is what it costs to deliver our day-to-day services. It includes things like paying our staff, maintaining our venues and parks, and providing support to the community.



In response to our expanding capital programme and improving service delivery in frontline services we increased our overall staff numbers. These roles related to improving transport services, water infrastructure, water quality, and bolstering environmental compliance activities, while also reducing reliance on outsourcing. We also recruited to support live arts and entertainment and support major programmes such as APEC, AC36 and deliver to Māori outcomes.

The final result was an increase of 277 full time equivalents to 11,083. Our emphasis on reducing costs and placing controls on recruitment, professional service fees and discretionary spend helped us achieve our target of \$23 million in savings, focussing on specific initiatives such as organisational design changes and process improvements.



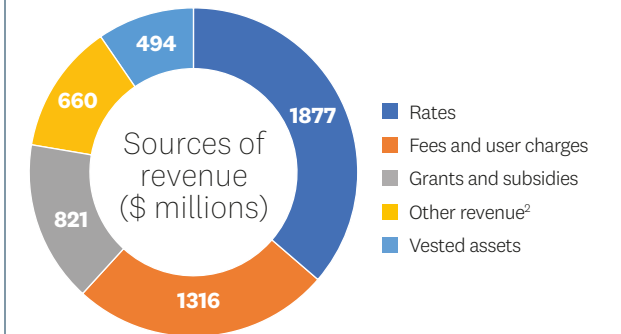
2. Other revenue is made up of development and financial contributions, finance revenue and other revenue

Revenue sources

We fund our services and operations through a mix of rates and non-rates sources.



Unlike many other councils, we fund the majority of our services from non-rates sources such as user charges, subsidies, and dividends from investments. This reduces our reliance on rates, but it has meant that we were hit hard by the COVID-19 pandemic and revenue from activities were disrupted.



Rates to non-rates revenue %



COVID-19's impact

The COVID-19 pandemic shut down curtailed many of our services from March 2020. Hardly anyone used public transport, our community facilities had to close, the Port's shipping volumes dropped, and many events were cancelled. A lot of our construction activity also came to a halt. Border closures meant some events and concerts were cancelled and restrictions on public gatherings affected Zoo visits.

We responded to the pandemic by providing emergency relief on behalf of the government and re-deployed staff to support relief efforts where possible.

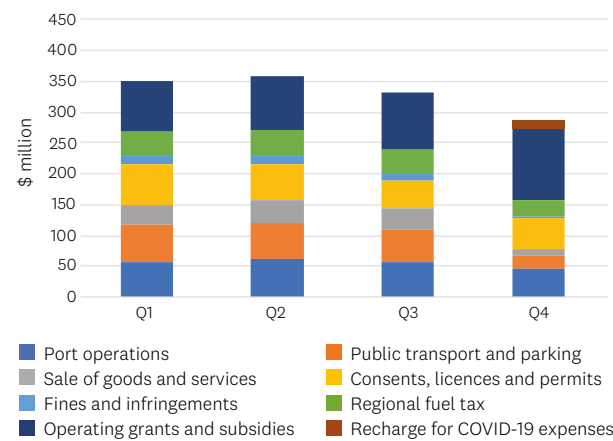
On the cost side, there were savings made from reducing services, however, we also had additional unavoidable costs in responding to the pandemic. We immediately put in place tight spending controls with only essential expenses incurred during the lockdown period.

Overall, the COVID-19 pandemic had a net negative impact of \$79 million on the group revenue. The government supported us through this time with \$42 million of subsidies for lost public transport revenue, \$6 million for wage subsidies to support jobs and \$13 million for COVID-19 related welfare activities.

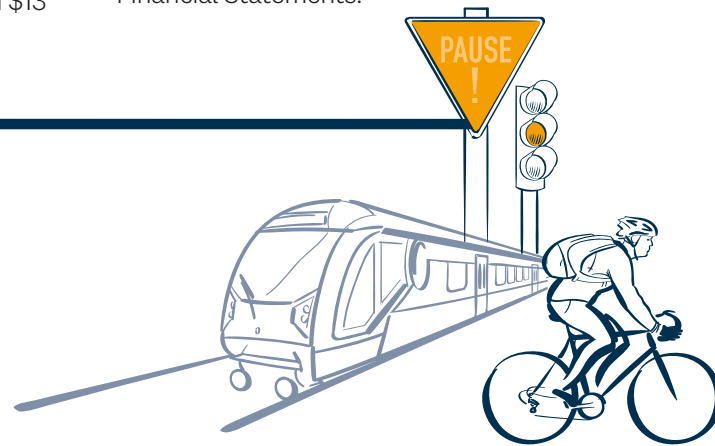
Our strong financial performance and prudent

management of debt and funding from the government for our welfare activities ensured that we were able to respond quickly and effectively. Despite the impact of COVID-19, our revenue was on budget for the year.

Revenue sources¹ impacted by COVID-19



For the detailed implications of COVID-19 on the group financial statements, please see Volume 3: Financial Statements.



1. This graph shows the revenue sources that were impacted by COVID-19 and how they were tracking across the quarters.



Tō matau whakaaweawe ki tō matau tāone

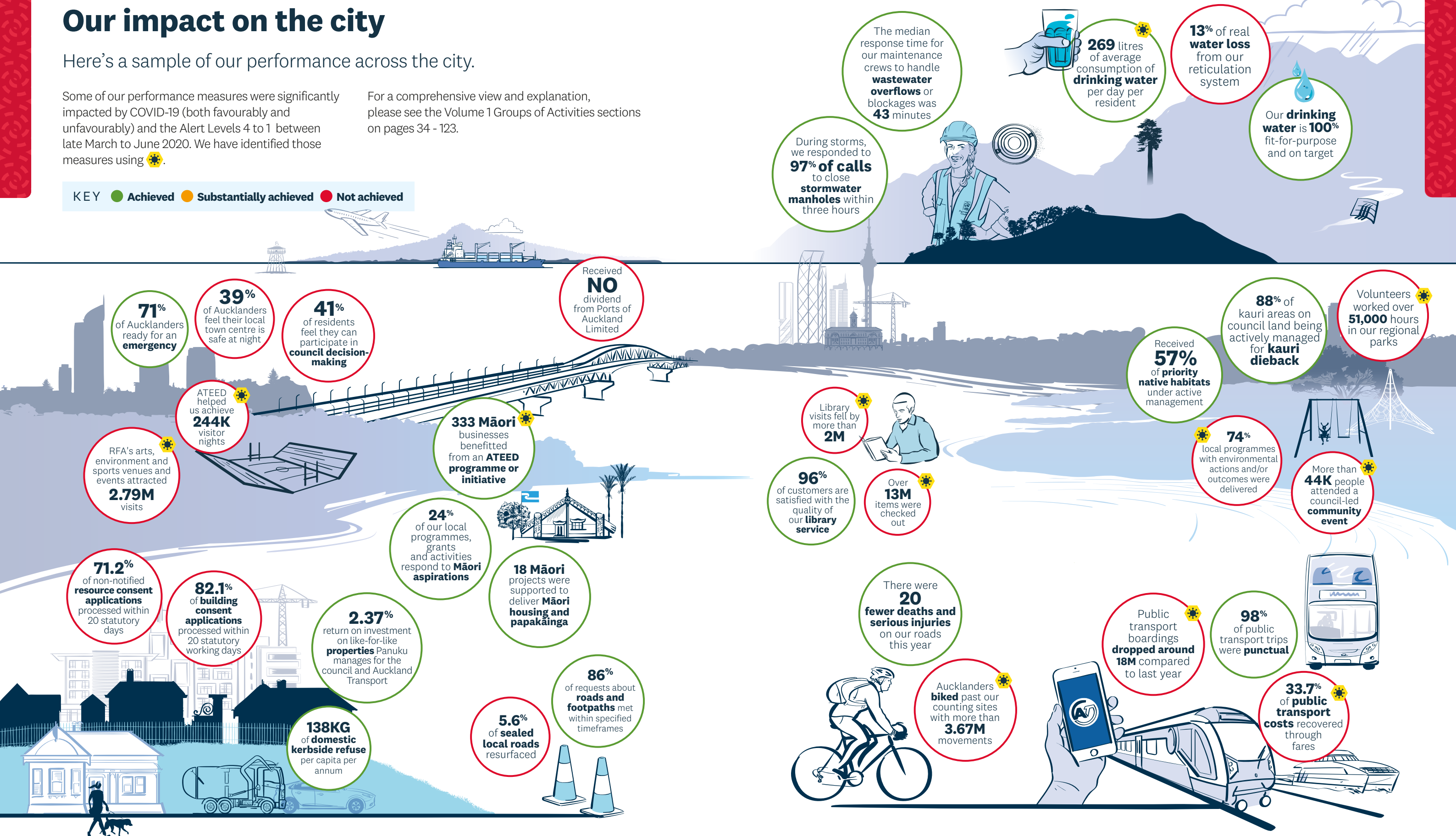
Our impact on the city

Here's a sample of our performance across the city.

Some of our performance measures were significantly impacted by COVID-19 (both favourably and unfavourably) and the Alert Levels 4 to 1 between late March to June 2020. We have identified those measures using 🚨.

For a comprehensive view and explanation, please see the Volume 1 Groups of Activities sections on pages 34 - 123.

KEY ● Achieved ● Substantially achieved ● Not achieved



Te whakautu ki te mate korona

Responding to COVID-19

From 26 March to 27 April 2020 New Zealand was under Alert Level 4 restrictions to prevent the spread of COVID-19. This included border closures along with restrictions on the movement of people and public transport use.

Our **readiness** helped when COVID-19 hit

As an organisation, through our emergency management function, we were well-positioned to respond to COVID-19. We had already done a lot of work with communities and had strong relationships across the council group, with community groups and government agencies so that we can respond quickly to emergencies. This was tested in our response to the SkyCity International Convention Centre (NZICC) fire before COVID-19.

Our emergency management unit led the coordinated government response to COVID-19 in Auckland from February onwards. This was the largest ever response from any of the country's 16 civil defence and emergency management agencies.

Council's fast **response** to COVID-19

We had to make quick decisions around our services. We had to severely restrict many of our services such as public transport, and close a wide range of community facilities including our leisure centres, swimming pools, art facilities and our zoo. We also had to cancel many events and shows. Some of our capital programmes had to be stopped or deferred. We were conscious of the effect this would have on our revenue, so it was prudent to take immediate action to restrict costs which included letting go of 600 contingent and temporary staff.

Many of the usual places of work for our frontline staff were closed for the period of the lockdown. Our adaptable workplace strategy allowed us to have many of our staff work seamlessly from home and immediately redeploy our staff to support those communities most in need during the lockdown period. Within a week we had mobilised 500 of our

staff away from their day to day jobs to form part of the response, including 150 who transferred to work with partner organisations.

We came together to plan **recovery**

Our Emergency Budget developed between April and July 2020 saw our elected representatives come together under the 'Together We Can' principle to make difficult and critical decisions about how to recover from the effect of COVID-19. We consulted with the public on our Emergency Budget and received 34,915 separate submissions, the highest number ever. The Emergency Budget crystallised what was most important in terms of community welfare, our core services, and the importance of continued capital investment to support the economy and stimulate jobs.

Moving forward in an uncertain future

Moving forward we don't know what COVID-19 has in store for us. What we do know, is that through our Together We Can principle our adaptability and our knowledge of what's most important for Auckland, we are prepared to respond to future challenges that COVID-19 might present.

As we move through different alert levels, we continue to review our initial response and plan for recovery. We will continue to adopt a sustainable plan that helps us recover quickly, and which continues to deliver for Auckland.

We acknowledge the financial impacts of COVID-19 have been significant and are outlined in the financial overview, please refer to page 12.

For more information on the impact of and our response to COVID-19 for each of our key activities, please refer to Volume 1 Groups of Activities sections, from pages 34 to 123.

We helped where it was most needed. We worked with the community and government to provide immediate welfare support to Aucklanders who needed it most.

We also set up the Regional Isolation and Quarantine operation to quarantine international arrivals.

During the lockdown period, we supported our communities including our most vulnerable communities by:

Working alongside iwi, hapū, whānau and marae to ensure **Māori communities** received the support they needed. For more information, see page 31

Handling more than **35,900** requests for assistance during Alert Levels 3 and 2

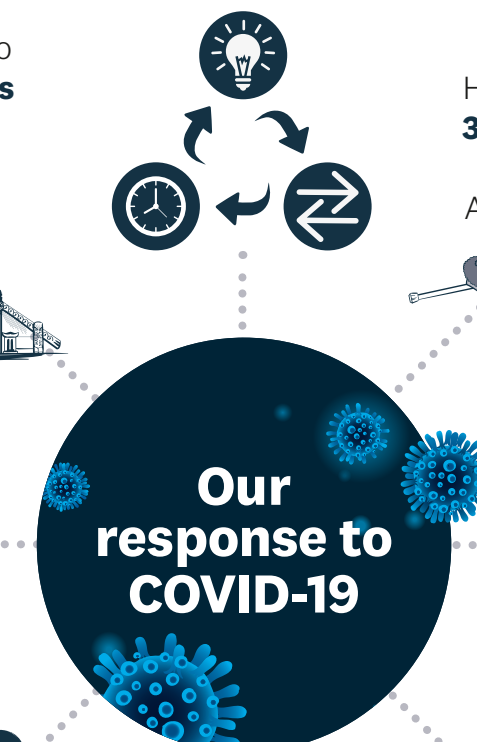
Partnering with other agencies to dispatch more than **27,400 food parcels** and **10,000 essential parcels** through our distribution centre at Spark Arena to over **25,000 households**

Ensuring our region's most remote communities were able to access **essential services**. Daily flights to Aotea Great Barrier Island and a ferry service to Kawau Island ensured residents continued to receive services and supplies

Making more than **15,000** calls to those over 70 living alone, with 388 of those requesting **further assistance**

Working with our community partners to reach out to the city's homeless, **providing accommodation** and essential services such as distributing food packages

Delivering **50,000** Ministry of Health bilingual English and Te Reo Māori COVID-19 flyers across Tāmaki Makaurau and a total of **2500 kai and hygiene packs**



Together we can recover stronger.

Hurihanga āhuarangi Climate change

Climate change is one of the most significant issues we face today. Over the last decade, Auckland has felt the impacts of heavy rain events, storm surges and coastal inundation, and droughts. These impacts are expected to increase in frequency and severity.

In June 2019, the Auckland Council Group declared a climate emergency, committing the group to take the necessary action to manage and mitigate climate-related risks, while taking advantage of the opportunities created by climate change.

By declaring a climate emergency, the group has committed to continue to:

- robustly and visibly incorporate climate change considerations into work programmes and decisions
- provide strong local government leadership in the face of climate change, including working with local and central government partners to ensure a collaborative response
- advocate strongly for greater central government leadership and action on climate change
- increase the visibility of our climate change work
- lead by example in monitoring and reducing the council's greenhouse gas emissions
- include climate change impact statements on all council committee reports.

The group has a number of commitments that guide our response to climate change:

- committed to climate action as a member of C40 cities
- delivering clean and healthy air through the C40 green and healthy streets declaration

- zero waste by 2040 as part of the C40 zero waste declaration
- endorsed the C40 Global Green New Deal
- a member of the climate leaders coalition, committed to voluntarily measure and report our greenhouse gas emissions, and work with suppliers to reduce their emissions
- committed to disclosing our climate-related financial risks under the Task Force on Climate-related Financial Disclosures (TCFD) framework.

In its 2019 Interim Results, the Auckland Council Group made its inaugural climate risk disclosures using the TCFD Framework. We recognise that climate change is one of the most important issues we face as a group and that inaction could severely impact the crucial services we provide to Aucklanders.

The group's summary of climate-related financial risks and opportunities is detailed in Volume 4: Climate change risk.

**“Toitū te Marae o Tane,
Toitū te Marae o Tangaroa,
Toitū te Iwi”**

Protect and strengthen the realms of the Land and Sea, and they will protect and strengthen the People.

We adopted the Te Tāruke-ā-Tāwhiri: Auckland's Climate Plan

Te Tāruke-ā-Tāwhiri: Auckland's Climate Plan is Auckland's regional response to climate change and sets the path to rapidly reduce greenhouse gas emissions to keep within 1.5°C of warming while ensuring Auckland is prepared for the impacts of climate change.

There are two core drivers:

- Climate mitigation – reducing our greenhouse gas emissions by 50 per cent by 2030
- Climate adaptation – preparing for change by ensuring we plan for the changes we face under our current emissions pathway.

Auckland Council will play several roles in the delivery. However, the implementation of this plan requires the efforts of multiple parties, including central government, mana whenua, communities, business, individuals and rangatahi.

Te Tāruke-ā-Tāwhiri: Auckland's Climate Plan sets out eight priority areas for action on climate change that deliver broader environmental, economic, social and health benefits for all Aucklanders. The plan details how the Auckland region can mitigate climate risks whilst leveraging from the opportunities presented by climate change. The priorities focus on the areas where we can have the greatest impact:

- natural environment
- built environment
- transport
- economy
- communities and coast
- food
- Te puāwaitanga o te Tātai (Intergenerational whakapapa relationships of taiao (nature), whenua (land) and tangata (people) are flourishing)
- energy.

We will be revising our investment across our activities as part of the 10-year Budget 2021-2031. Using a climate lens, we will identify a package of key investment decisions to be phased over the 10-year period with priority on programmes which have the most climate-related impacts.

Once the 10-year Budget 2021-2031 is published, we will have a better idea of the financial impact of climate change.

**“Whatungarongaro
te tangata toitū
te whenua”**

**As man disappears from sight,
the land remains.**



He tauākī whakarāpopoto whānui mō te mō te whiwhinga pūtea me te whakapau pūtea

Summary statement of comprehensive revenue and expenditure

For the year ended 30 June 2020

\$million	Group			Auckland Council		
	Actual 2020	Budget 2020	Actual 2019	Actual 2020	Budget 2020	Actual 2019
Revenue						
Rates	1,877	1,877	1,790	1,887	1,889	1,802
Fees and user charges	1,316	1,411	1,333	299	299	287
Grants and subsidies	821	837	612	58	60	60
Development and financial contributions	156	258	178	156	258	178
Other revenue	494	444	464	259	237	565
Vested assets	494	300	486	158	99	119
Finance revenue measured using effective interest method	9	9	15	26	38	38
Other finance revenue	1	2	1	91	105	85
Total revenue excluding other gains	5,168	5,138	4,879	2,934	2,985	3,134
Expenditure						
Employee benefits	997	960	911	575	567	532
Depreciation and amortisation	963	965	922	292	292	268
Grants, contributions and sponsorship	148	156	144	1,083	1,067	1,035
Other operating expenses	1,864	1,706	1,633	782	641	631
Finance costs	444	456	478	422	436	453
Total expenditure excluding other losses	4,416	4,243	4,088	3,154	3,003	2,919
Operating surplus (deficit) before gains and losses	752	895	791	(220)	(18)	215
Net other gains/(losses)	(628)	-	(651)	(586)	-	(585)
Share of surplus/(deficit) in associates and joint ventures	(15)	69	93	(17)	66	90
Surplus/(deficit) before income tax	109	964	233	(823)	48	(280)
Income tax expense	74	39	58	-	-	-
Surplus/(deficit) after income tax	35	925	175	(823)	48	(280)
Other comprehensive revenue/(expenditure)						
Net gain on revaluation of property, plant and equipment	731	1,219	41	-	-	-
Tax on revaluation of property, plant and equipment	-	-	(11)	-	-	-
Movement in cashflow hedge reserve	-	-	(4)	-	-	-
Tax on movement in cash flow hedge reserve	-	-	-	-	-	-
Share of associates and joint ventures' reserves	(146)	-	7	(146)	-	7
Reclassification of share of associates reserves	21	-	-	21	-	-
Unrealised gain (loss) on revaluation of financial assets classified as fair value through other comprehensive revenue and expenditure	164	-	-	154	-	-
Deferred tax written back to revaluation reserve on asset transfer	2	-	27	-	-	-
Total other comprehensive revenue	772	1,219	60	29	-	-
Total comprehensive revenue/(expenditure)	807	2,144	235	(794)	48	(273)

The accompanying basis of reporting forms part of, and is to be read in conjunction with these financial statements.

He tauākī whakarāpopoto mō te kaha o te taha pūtea

Summary statement of financial position

As at 30 June 2020

\$million	Group			Auckland Council		
	Actual 2020	Budget 2020	Actual 2019	Actual 2020	Budget 2020	Actual 2019
Current assets						
Non-current assets held-for-sale	127	136	59	50	136	3
Other current assets	996	767	876	697	523	606
Total current assets	1,123	903	935	747	659	609
Non-current assets						
Property, plant and equipment	50,421	50,644	48,196	16,151	15,880	15,717
Investment in subsidiaries	-	-	-	19,681	20,349	19,731
Investment in associates and joint ventures	565	2,032	1,850	565	598	1,849
Other non-current assets	3,882	1,736	1,892	5,765	3,310	3,568
Total non-current assets	54,868	54,413	51,938	42,162	40,137	40,865
Total assets	55,991	55,316	52,873	42,909	40,796	41,474
Current liabilities						
Current borrowings	1,093	923	1,172	1,092	745	1,172
Other current liabilities	1,117	1,228	1,158	869	800	912
Total current liabilities	2,210	2,151	2,330	1,961	1,545	2,084
Non-current liabilities						
Non-current borrowings	9,121	8,797	7,786	8,630	8,446	7,291
Other non-current liabilities	4,811	2,726	3,715	3,232	1,220	2,219
Total non-current liabilities	13,932	11,523	11,501	11,862	9,666	9,510
Total liabilities	16,142	13,674	13,831	13,823	11,211	11,594
Net assets	39,849	41,642	39,042	29,086	29,585	29,880
Equity						
Total equity	39,849	41,642	39,042	29,086	29,585	29,880

The accompanying basis of reporting forms part of, and is to be read in conjunction with these financial statements.

He tauākī whakarāpopoto mō ngā panonitanga o te whakangaonga pūtea

Summary statement of changes in equity

For the year ended 30 June 2020

\$million	Group			Auckland Council		
	Actual 2020	Budget 2020	Actual 2019	Actual 2020	Budget 2020	Actual 2019
Opening equity as at 1 July	39,042	39,498	38,807	29,880	29,537	29,336
Return of equity	-	-	-	-	-	817
Total comprehensive revenue/(expenditure)	807	2,144	235	(794)	48	(273)
Closing equity as at 30 June	39,849	41,642	39,042	29,086	29,585	29,880
Components of equity						
Contributed equity	26,732	26,732	26,732	26,569	26,569	26,569
Accumulated funds	2,451	3,242	1,788	(1,488)	(790)	(1,263)
Reserves	10,666	11,668	10,522	4,005	3,806	4,574
Total equity	39,849	41,642	39,042	29,086	29,585	29,880

He tauākī whakarāpopoto mō te whiwhi, whakapau pūtea hoki

Summary statement of cash flows

For the year ended 30 June 2020

\$million	Group			Auckland Council		
	Actual 2020	Budget 2020	Actual 2019	Actual 2020	Budget 2020	Actual 2019
Net cash inflow from operating activities	1,370	1,577	1,248	24	99	8
Net cash outflow from investing activities	(2,497)	(2,468)	(1,683)	(1,124)	(947)	(556)
Net cash inflow from financing activities	1,131	792	116	1,138	748	169
Net increase/(decrease) in cash and cash equivalents and bank overdrafts	4	(100)	(319)	38	(100)	(379)
Opening cash and cash equivalents and bank overdrafts	291	200	610	205	180	584
Closing cash and cash equivalents and bank overdrafts	295	100	291	243	80	205

The accompanying basis of reporting forms part of, and is to be read in conjunction with these financial statements.

Ngā karere ki te tauākī taha pūtea whakarāpopoto

Notes to the summary financial statements

Basis of reporting

Auckland Council has designated itself and the Group as public benefit entities and applies New Zealand Tier 1 Public Benefit Entity Accounting Standards (PBE Accounting Standards). These standards are based on International Public Sector Accounting Standards, with amendments for the New Zealand environment. The full financial statements have been prepared in accordance with New Zealand Generally Accepted Accounting Practice, PBE Accounting Standards and other applicable financial reporting standards, as appropriate for public benefit entities. The summary financial statements comply with Public Benefit Entity Financial Reporting Standard 43: Summary Financial Statements.

The information presented is in New Zealand dollars, which is the functional currency of each of the Group's entities, rounded to the nearest million dollars (\$million) unless otherwise stated.

The summary financial statements and associated disclosures have been extracted from the full

annual report. However, the summary financial statements do not include all the disclosures provided in the full financial statements and cannot be expected to provide as complete an understanding as provided by the full financial statements.

The Annual Report 2019/2020 and Summary Annual Report 2019/2020 were authorized for issue by the group's Governing Body on 29 October 2020. The Annual Report 2019/2020 can be found on the Auckland Council website and in Auckland Council libraries.

Budget information

The budget figures presented in the financial statements of the Group and Auckland Council are those included in the Annual Budget 2019/2020 and are consistent with the accounting policies used to prepare the financial statements.

Key variances to budget

A summary of the key variances against budget is as follows:

Comprehensive revenue and expenditure

Other operating expenses were higher than budget by \$158 million. Due to inherent uncertainty around the provision for remediation of weathertightness and associated building defect claims, as well as the remediation and management of contaminated land and closed landfills, these costs are not budgeted for. Both had significant increases during the year. Weathertightness remediation claims increased by \$86 million as a result of the high costs associated with multi-unit claims and the contaminated land and closed landfills provision increased by \$19 million due to an increase in climate change coastal adaptation costs associated with closed landfills. Other provisions increased by \$17 million, including provisions made for future losses that the group expects to incur in relation to the Eden Park Trust loan, and to remit interest on Retrofit Your Home scheme loans.

Net other gains and losses for the group and Auckland Council of \$628 million and \$586 million

respectively are not budgeted. These net losses mainly relate to movements in the value of derivative financial instruments used as hedges against interest rate and foreign exchange movements.

Financial position

Investment in associates and joint ventures is \$1,467 million below budget, of which \$1,345 million relates to the unanticipated change in accounting for the group's investment in Auckland International Airport Limited (AIAL). Pursuant to AIAL's equity raise of \$1.2 billion in April 2020, the group's interest in AIAL was diluted from 21.99 per cent to 18.63 per cent and subsequently to 18.09 per cent. Management assessed the effect of the dilution on the group's ability to influence AIAL's financing and operating policies and concluded that the group no longer had significant influence. The investment was reclassified as an investment in an equity instrument and was remeasured to fair value.

The change in accounting for AIAL also gave rise to an offsetting variance against budget of \$1,750 million in Other non-current assets.

Subsequent events

The following events that took place subsequent to balance date have had no impact on the financial statements.

Government announcement of funding of shovel-ready projects

In April 2020 the group submitted a list of 73 projects for consideration of government shovel-ready

funding. In August the government announced funding of shovel-ready projects for several projects, some of which had funding allocated within group budgets, while other projects did not. A summary of the funding is as follows:

Project (\$million)	Group entity responsible	Funding status before shovel ready	Total agreed shovel-ready funding
Extension of Te Whau pathway through New Lynn and Te Atatū	Auckland Council	Unfunded	35.3
Community recycling infrastructure development	Auckland Council	Unfunded	10.7
Ferry basin redevelopment - stage 1	Auckland Transport	Funded	42.0
Upgrade to Puhinui creating a major bus and train interchange	Auckland Transport	Funded	22.1
North-western bus improvements including new bus interchanges at Te Atatū Rd, Lincoln Rd and Westgate	Auckland Transport	Unfunded	50.0
Infrastructure for housing including three waters and roading upgrades and development	Auckland Council, Watercare, Auckland Transport	Unfunded	188.0
Total			348.1

Funding will be provided by Crown Infrastructure Partners, the Ministry of Housing and Urban Development and Kāinga Ora to the relevant group entity on the completion of agreed milestones. Funding is subject to several terms and conditions, primarily around meeting agreed milestones, covering any cost overruns and achieving the benefits represented when submitting the project.

City Rail Link Limited contract awards

Link Alliance (Vinci Construction Grands Projets S.A.S., Downer NZ Limited, Solentache Bachy International NZ Limited, WSP Opus (NZ) Limited, AECOM New Zealand Limited and Tonkin + Taylor Limited), the C3 contractor, has been awarded the C5 and C7 contracts. The C5 contract is for the connection of tunnels into the existing North Auckland live rail corridor environment and the C7 contract is for rail systems, integration, testing and commissioning from Britomart to Mt Eden Stations.

Ministry of Education and Carter Holt Harvey

In 2013 the Ministry of Education (MOE) initiated High Court Proceedings against Carter Holt Harvey (CHH) and others alleging inherent defect in the shadow clad plywood cladding sheets manufactured and distributed by CHH. In 2016, CHH commenced proceedings against 48 councils, including Auckland Council, alleging a breach of duty in the processing of building consents, undertaking building inspections and issuing Code of Compliance Certificates. On 3 September 2020 proceedings were discontinued against Auckland Council and the other councils.

Financial impact of the resumption of COVID-19 lockdown

COVID-19 Alert Level 3 lockdown resumed in Auckland on 12 August 2020 followed by lower alert levels from 30 August 2020. The lockdown did not have a material impact on the group results.

Review of Auckland Council's council-controlled organisations

A report on the review of Auckland Council's CCOs, conducted by an independent panel, was issued to the public on 11 August 2020. One recommendation was that the CCOs Regional Facilities Auckland Limited (RFAL) and Auckland Tourism, Events and Economic Development Limited (ATEED), be merged and a steering group be appointed to implement the change. The Auckland Council Governing Body met on 27 August 2020 and approved this recommendation to be effective 1 December 2020.

He kōrero mō ngā momo mahi

Introduction to Groups of Activities

The following sections of this volume include the Statement of Service Performance (SSP) for our eight Groups of Activities (GoAs) in the 10-year Budget 2018-2028 (Long-term Plan 2018-2028).

A Group of Activity is one or more related activities provided by, or on behalf of, the Auckland Council Group, which contribute to the Auckland Plan outcomes. The SSP comprises our performance results and funding impact statements which are audited by Audit New Zealand on behalf of the Auditor-General. The funding impact statements are prepared for each of the eight GoAs. Please refer to Volume 3 for the consolidated funding impact statement.

For 2019/2020, we have produced the 21 local board reports within Volume 2 as individual documents.

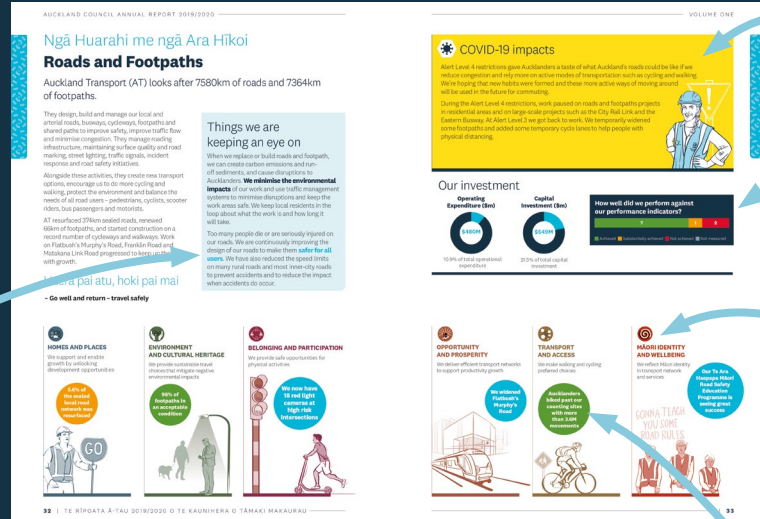
These also contain SSP information for each of the local boards.

The following pages on each follow a similar structure. In each GoA section, we outline key activities and projects, and report against our performance measures. We show a balanced selection of these projects and measures aligned to our community outcomes as outlined in our Auckland Plan 2050.

We display our evaluation of levels of service performance information, with commentary and results for performance measures in the following format:

Groups of Activities
One or more related activities provided by, or on behalf of the Auckland Council Group and Auckland Council

Case Study
on how we mitigate the negative effects and impacts created or associated with the Groups of Activities



Case Study
on COVID-19 impacts

High-level summary of our performance

Auckland Plan outcomes
The community outcomes that we seek to deliver to realise our vision for Auckland to be a world-class city

Project or performance measures
aligned to our Auckland Plan outcomes

Ngā take rawa rangahau

- He aronga whakatupu

Material issues - Responding to growth

Auckland has a current population of approximately 1.6 million people, and it's projected to hit 2 million people by 2036.

Auckland has experienced a high level of population growth over recent years with people attracted by our quality of life, diversity, and robust economy. The following pages outline our general approach to the material issues of housing, transport and water. More specific information about what we did is provided within Volume 1 Groups of Activities sections, from pages 34 to 123.

The rate of growth is a key consideration for our infrastructure programming. We provide the infrastructure necessary to accommodate growth, including new transport, water, housing, environmental and community infrastructure. We need to continuously replace, upgrade, and build new infrastructure to keep pace with growth, but at a rate that ensures we are managing our finances prudently.

Our 10-year Budget 2018-2028 sets out a \$26 billion capital investment plan. Last year, we spent \$2.6 billion in capital investment. We invested \$1.1 billion in transport infrastructure, including \$258 million on the City Rail Link, \$104 million on the rapid transit network, and \$100 million on city centre and waterfront development projects. We invested \$748 million in water infrastructure, including \$193 million on the water supply, \$397 million on wastewater and \$158 million on stormwater.

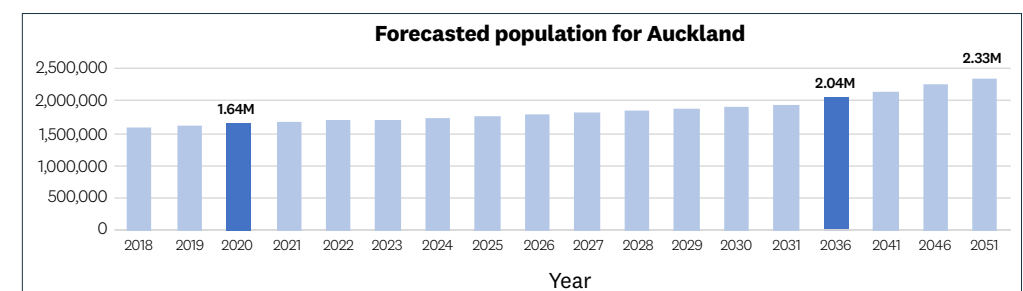
Our land use planning enables development that supports growth. In 2016, our Unitary Plan enabled an additional one million dwellings to be built in Auckland and provided for more dwellings to be built in multi-unit complexes. We also ensure that the development is safe and statutorily compliant through our regulatory activities.

As our population grows, we continue to safeguard the things that attract people to Auckland. Our community services, natural environment, economic development, democratic systems, arts and culture, – these must all be provided at a level that makes Auckland one of the most livable cities in the world. The following sections on our Groups of Activities provides an outline of how we do this.

Recently, Statistics New Zealand announced that it had been overstating Auckland population estimations. These statistics are used in the Auckland Strategic Planning model and the Macro Strategic Model (previously known as the Auckland Regional Transport model) which are used to simulate future growth scenarios and plan infrastructure investment in Auckland. The previous Statistics New Zealand model overstated Auckland's population by 88,000 people in 2018. In 2031, it's estimated that Auckland's population will be around 107,000 less than previously anticipated. The previous estimates also overstated the number of households in Auckland by almost 31,000 in 2018.

This means that we were most likely overstating the housing shortfall in Auckland. In previous reports we estimated a housing shortfall of around 45,000 houses, however in this report we have estimated the shortfall to be around 20,000.

The revised lower population projections will be a key assumption underpinning the infrastructure strategy of the 10-year Budget 2021-2031. Given the uncertainty about the effect of COVID-19 on population growth, adaptive infrastructure planning will be important, so we do not over-invest in building infrastructure that is not needed.



Ngā take rawa rangahau - Hāerenga

Material issues – Transport

Traffic congestion makes it difficult to move around the city, negatively affecting business productivity, the health of our environment and our quality of life.

We have been encouraging Aucklanders to get out of their cars, and instead choose public transport and active transport (such as walking and cycling) to move around the city.

We have seen Aucklanders return to public transport in record numbers with patronage continually increasing. Before COVID-19, in February 2020, the cumulative 12 month rolling patronage was at 103.58 million.

However, COVID-19 restrictions meant that public transport patronage fell dramatically during lockdown, and nervousness about physical distancing has meant that public transport usage is expected to be lower than before. Over the short-term, we may reduce or stop some services that don't carry enough passengers. Auckland Transport is ensuring that we are prepared to adapt to a range of possible future COVID-19 outcomes.

The City Rail Link will double the capacity of our rail network when it's completed in 2024. The line has been trenched up Albert Street, work on the Aotea, Karangahape and Mt Eden stations has begun, and the tunnelling between Aotea and Mt Eden stations will begin soon.

Auckland Transport will continue to invest in improving Auckland's transport network as part of the \$28 billion 10-year transport programme that was agreed with the government, partly funded by the

Regional Fuel Tax. The financial impact of COVID-19 will reduce the pace of that programme over the short-term, with some projects deferred until Auckland has recovered its financial strength.

The COVID-19 lockdown did get people out and about in their local neighbourhoods with more people going for walks and cycling. We are hoping that new active transport habits have been formed and people will continue to choose active options to move around the city.

During COVID-19, we also established temporary cycleways on major routes such as Ponsonby Road, and widened busy footpaths on streets such as Queen Street and High Street in the CBD, some of which may become permanent.

Auckland Transport's road safety programme has introduced new road signage, layout improvements, speed management and community initiatives to promote road safety. This reduced the rate of deaths and serious injuries to 533 by end of 2019. Local road deaths have decreased by 21 per cent and local road serious injuries decreased by 2 per cent compared to 2018.

For more information and updates on our key projects, please go to the Roads and Footpaths, and Public Transport and Travel Demand Management in the Groups of Activities sections within Volume 1, pages 36 to 49.

CASE STUDY

Regional Fuel Tax

The Regional Fuel Tax (RFT) provides investment for transport projects that would otherwise be delayed or not funded. It makes possible 14 projects and programmes, with contributions from the National Land Transport Fund and other Auckland Council funding.

\$148m
RFT
revenue

\$132m
in reserve¹

During the last year, we have used the revenue from RFT to support the following projects:

- **Downtown ferry terminal and redevelopment** – to increase capacity and customer experience on the water's edge at the foot of Auckland's city centre. Construction of breakwater piling is complete, and Pontoon 5 and the Landing Pontoon 2 are now at the commissioning stage
- **Road safety** – we introduced lower speed limits on 600 Auckland roads to reduce harm and loss of life. Another red-light running enforcement and CCTV cameras added to improve safety
- **Improving airport access** – the Puhinui Station interchange is on track, with construction now underway on the new interchange.



For more information on targeted rates and reserve funds, please see Volume 3: Financial Statements section D6: Ratepayer equity and F7: Regional Fuel Tax.



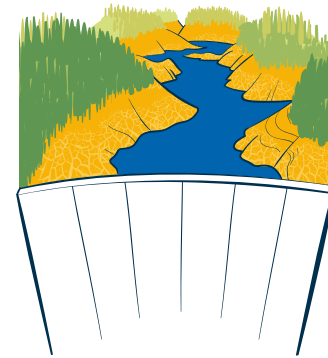
Nelson street cycleway.

1. Reserve held for future or underway projects.

Ngā take rawa rangahau - ngā whare

Material issues – Water

There are three aspects to managing water in Auckland. Watercare provides a safe and reliable supply of drinking water and looks after the wastewater network, including treating wastewater. The council manages the stormwater network.



Safe Aa-grade drinking water is delivered to 1.6 million Aucklanders. We have local beaches that are safe to swim in most times of the year. And our waterways support a variety of natural ecosystems. Old infrastructure, a growing population, and climate-driven weather events have strained our water network. The quality of water in our waterways has also been harmed during storms when wastewater

and stormwater have mixed. Some areas have also been prone to flooding. For more information and updates on our key projects, please go to the Water Supply, Wastewater treatment and disposal, and Stormwater in the Groups of Activities sections within Volume 1, pages 50 to 71.

CASE STUDY

Water Quality Targeted Rate

The Water Quality Targeted Rate (WQTR) provides investment for new stormwater infrastructure and initiatives to reduce wastewater, sediment and other pollutants contaminating our waterways and marine environment. The investment is dedicated to achieving cleaner harbours, beaches and streams. During the last year, we have used the revenue from WQTR to support the following projects:

- **Cleaner beaches and streams** – to ensure that waterways are protected from harmful sediments. We have worked with the industry on 5000 construction sites as we continue to reduce contamination. We have fined 342 people for not meeting their sediment control requirements
- **Cleaner inner harbour beaches** – construction in western central suburbs including Pt Chevalier, Westmere, Waterview and Grey Lynn is reducing wastewater overflows to nearby beaches. 1.8km of major pipes have been constructed, servicing over 3000 properties and further reducing overflows into the Waitematā Harbour
- **108 stormwater outlets and networks across 16 beaches** were screened by the Safe Networks programme to help improve the water quality at some of our Safeswim beaches

For more information on targeted rates and reserve funds, please see Volume 3: Financial Statements section D6: Ratepayer equity.



One of our biggest current challenges is the effect of one of the worst droughts in Auckland’s history on water supply.



Between November 2019 and 1 July 2020, water storage lakes received 25 per cent less rainfall than normal, and our dams fell to less than 50 per cent of capacity in May 2020.

Without opening up new water supplies and reducing our water usage, Auckland could face severe water restrictions by the summer of 2020.

Watercare responded with the Water is Precious campaign calling on Aucklanders to save water and so far, water use has reduced to being within the limits set. On 16 May we implemented Stage 1 water use restrictions, banning outdoor hose use (unless it’s for health, safety, emergency, or biosecurity reasons) and stopping commercial water users from using potable water for car washes and watering sports fields, plants or paddocks. Water restrictions are forecast to be in place until at least Autumn 2021.

We pursued consent applications with the Waikato Regional Council to take water from ground and surface sources. We negotiated with Hamilton City Council around the use of 25 million litres a day (MLD) allocated to that council, but not used. We reduced water pressure to reduce water use; reduced environmental flow releases from Waitākere, Cossey’s and Wairoa Dams; and increased proactive leak detection, leak management and network renewals.

Opening up new water supplies could cost up to \$224 million, a massive investment given it coincides with the financial impacts of COVID-19.

We have four projects to rapidly increase supply and treatment capacity.

Project	Details	Additional production
Waikato	Building additional capacity adjacent to the existing water treatment plant in Tuakau. This aligns with the long-term strategy for an additional plant adjacent to the existing Waikato Water Treatment Plant.	50MLD by May 2021
Onehunga	Expansion of the existing plant’s treatment capacity. The additional volume is typically only available in winter; however, the aquifer is sensitive to rainfall and it is expected that some additional water can be abstracted in summer during rainfall events.	Additional 4MLD in September 2020
Pukekohe	Activate the Hickeys Springs bore, providing 5 MLD of capacity. The plant will be comprised of two 2.5 MLD package water treatment units.	2.5MLD in August 2020; 2.5MLD in December 2020
Hays Creek	Activate the Hays Creek source and provide three 6 MLD package water treatment units (total 18 MLD). In addition, 7km of network pipe enhancements/upgrades are required to convey the increased flow into the wider system.	6MLD in December 2020, 12MLD in March 2021

Ngā take rawa rangahau - Wai

Material issues – Housing

Auckland has a housing shortfall and needs up to 20,000 homes to adequately house its population.

Auckland Council doesn't build houses, but it is responsible for planning and providing sufficient infrastructure to meet the future demand for housing. We zone land, facilitate, and advocate for quality development, and regulate building. We work alongside the government and the private sector to meet the demand for housing.

In 2016 the Unitary Plan enabled an additional one million dwellings to be built in Auckland and identified 15,000 additional hectares for urban growth. It enabled greater urban intensification by allowing more townhouses, apartments, and other attached dwellings.

The Unitary Plan has been achieving its objectives. We have seen an unprecedented level of residential dwellings consented, with more than 50 per cent of those dwellings being in multi-unit complexes (such as townhouses and apartments).

We are expecting that with a slower population growth, housing development will slow, and there will be a reduction in the number of consents issued looking forward. However, there is still a housing shortfall that needs to be met, and large developments are still being built particularly by Kāinga Ora across the city.

Regulatory Services team have faced unprecedented growth in the numbers of building and resource consent applications. Meeting this growth is challenging and we have struggled to meet our performance targets in this area. Improved systems, recruiting more staff, providing more staff training and new quality assurance steps have helped, and whilst we are still not achieving our performance targets there has been a gradual improvement. Please see Volume 1 pages 108 - 109 for more information.

Panuku, our urban development agency, works with developers across Auckland to regenerate town centres, facilitate housing and mixed-use developments, upgrade public spaces and provide activation. Its work increases the vibrancy, safety, and success of town centres. Panuku is currently working on 159 projects across the region. Over five years, Panuku has helped to deliver 987 new dwellings for Auckland and it aims to deliver a further 7000 new dwellings over the next 10 years.

For more information and updates on our key projects, please go to the Regionally Delivered Council Services and Council Controlled Services Groups of Activities sections within Volume 1, pages 82 - 123.



Ūrunga Plaza in Wynyard Quarter.

Ngā Huarahi me ngā Ara Hīkoi

Roads and Footpaths

Auckland Transport (AT) looks after 7580km of roads and 7364km of footpaths.

AT design, build and manage our local and arterial roads, busways, cycleways, footpaths and shared paths to improve safety, improve traffic flow and minimise congestion. They manage roading infrastructure, maintaining surface quality and road marking, street lighting, traffic signals, incident response and road safety initiatives.

Alongside these activities, they create new transport options, encourage us to do more cycling and walking, protect the environment and balance the needs of all road users – pedestrians, cyclists, scooter riders, bus passengers and motorists.

AT resurfaced 374km sealed roads, renewed 66km of footpaths, and started construction on a record number of cycleways and walkways. Work on Flatbush's Murphy's Road, Franklin Road and Matakana Link Road progressed to keep up the pace with growth.

"Haera pai atu, hoki pai mai"

Go well and return – travel safely.

Things we are keeping an eye on

When we replace or build roads and footpaths, we can create carbon emissions and run-off sediments, and cause disruptions to Aucklanders. **We minimise the environmental impacts** of our work and use traffic management systems to minimise disruptions and keep the work areas safe. We keep local residents in the loop about what the work is and how long it will take.

Too many people die or are seriously injured on our roads. We are continuously improving the design of our roads to make them **safer for all users**. We have also reduced the speed limits on many rural roads and most inner-city roads to prevent accidents and to reduce the impact when accidents do occur.

COVID-19 impacts

Alert Level 4 restrictions gave Aucklanders a taste of what Auckland's roads could be like if we reduce congestion and rely more on active modes of transportation such as cycling and walking. We're hoping that new habits were formed and these more active ways of moving around will be used in the future for commuting.

During the Alert Level 4 restrictions, work paused on roads and footpaths projects in residential areas and on large-scale projects such as the City Rail Link and the Eastern Busway. At Alert Level 3 we got back to work. We temporarily widened some footpaths and added some temporary cycle lanes to help people with physical distancing.



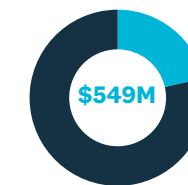
Our investment

Operating Expenditure (\$m)



10.9% of total operational expenditure

Capital Investment (\$m)



21.5% of total capital investment

How well did we perform against our performance indicators?



HOMES AND PLACES

We support and enable growth by unlocking development opportunities

5.6% of the sealed local road network was resurfaced



ENVIRONMENT AND CULTURAL HERITAGE

We provide sustainable travel choices that mitigate negative environmental impacts

98% of footpaths in an acceptable condition



BELONGING AND PARTICIPATION

We provide safe opportunities for physical activities

We now have 18 red light cameras at high risk intersections



OPPORTUNITY AND PROSPERITY

We deliver efficient transport networks to support productivity growth

We widened Flatbush's Murphys Road



TRANSPORT AND ACCESS

We make walking and cycling preferred choices

Aucklanders biked past our counting sites with more than 3.6M movements



MĀORI IDENTITY AND WELLBEING

We reflect Māori identity in transport network and services

Our Te Ara Haepapa Māori Road Safety Education Programme is seeing great success

GONNA TEACH YOU SOME ROAD RULES



Ngā Tikanga Kawe Pāhihi/ Ngā Tikanga Aro Hāereere

Public Transport/Travel Demand Management

We're on our way to a simpler and more integrated public transport network that will change the way you travel.

Auckland Transport (AT) manages and plans current and future public transport. This includes new bus, train and ferry networks, local and peak services, connections and hubs, with more frequent, more connected travel. AT manages off-street and on-street parking, balancing parking demand with the needs of road users, businesses and residents.

The City Rail Link is due to open in 2024. It will double the capacity of the rail network and will deliver transport benefits across the whole of Auckland.

Important infrastructure projects are progressing such as the Eastern Busway and the Puhinui Station Interchange. AT continued to innovate using the AT HOP app to make it easier for Aucklanders to travel safely on public transport.

Things we are keeping an eye on

When we work on public transport infrastructure, we can create carbon emissions and run-off sediments, and cause disruptions to commuters. We **minimise the environmental impacts** of our work and use schedule changes, traffic management systems and alternative public transport services to **minimise disruptions** and **keep the work areas safe**. We **keep commuters in the loop** about what the work is and how long it will take.

COVID-19 impacts

After seeing an unprecedented resurgence in the popularity of public transport, COVID-19 had a dramatic effect. During Alert Level 4 public transport was restricted to essential workers and those accessing essential services. This had a massive effect on patronage, with April 2020 passenger volumes being only 6.4 per cent of what they were in April 2019. Public transport was free, as was parking around the region. As Alert Level 3 came in, we took measures on public transport to help physical distancing on buses, such as spacing out seating and moving to cashless payments only.

There was some recovery, with June 2020 levels returning to almost 65 per cent of what June 2019 levels were. However, it will take some time for public confidence to recover and for us to return to the high public transport usage that we had prior to COVID-19.



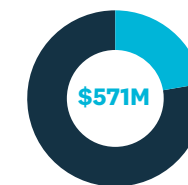
Our investment

Operating Expenditure (\$m)



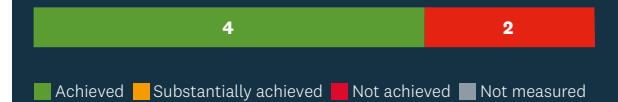
21.7% of total operational expenditure

Capital Investment (\$m)



22.3% of total capital investment

How well did we perform against our performance indicators?



"Waiho i te toipoto, kua i te toiroa"

Let us be close together, not far apart.



HOMES AND PLACES

We integrate travel choices where people live, work and play

We opened the Takanini Park and Ride

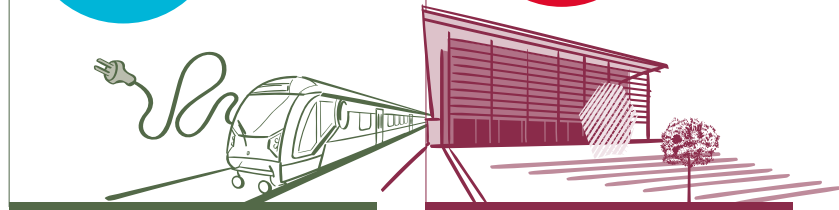
98% of our public transport trips are punctual



ENVIRONMENT AND CULTURAL HERITAGE

We provide sustainable travel choices that mitigate negative environmental impacts

We added two new Electric Multiple Units to our trains



BELONGING AND PARTICIPATION

We provide accessible travel choices to enable Aucklanders to get where they want to go more easily, safely and sustainably.

82 million public transport trips

86% of passengers (between April-June 2020) were satisfied with public transport services



OPPORTUNITY AND PROSPERITY

We deliver efficient transport networks to support productivity growth

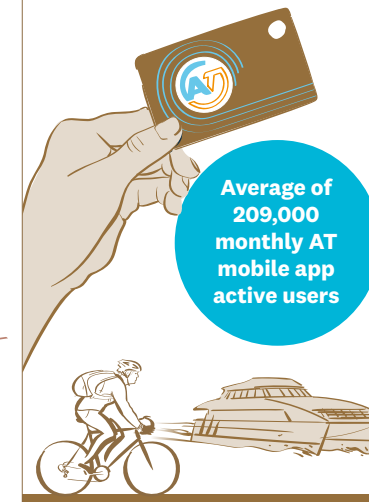
Construction of the Eastern Busway is on schedule



TRANSPORT AND ACCESS

We influence travel demand and make use of transport technology

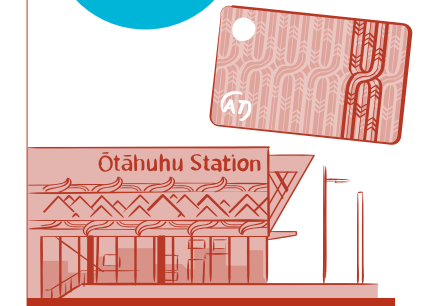
Average of 209,000 monthly AT mobile app active users



MĀORI IDENTITY AND WELLBEING

We reflect Māori identity in transport network and services

Issued special edition Te Reo Māori AT HOP card



Ngā Putunga Wai

Water Supply

We're all used to a constant and safe drinking water supply to our homes, workplaces, and community places.

Watercare manages a vast water supply system critical to our economic, social and environmental health and wellbeing.

Construction completed on the 50 million litres storage at Pukekohe East Reservoirs. The 31km long Hunua 4 Water Tunnel is almost complete to help with Auckland's water supply and resilience.

"Ko te wai te ora o ngā mea katoa"

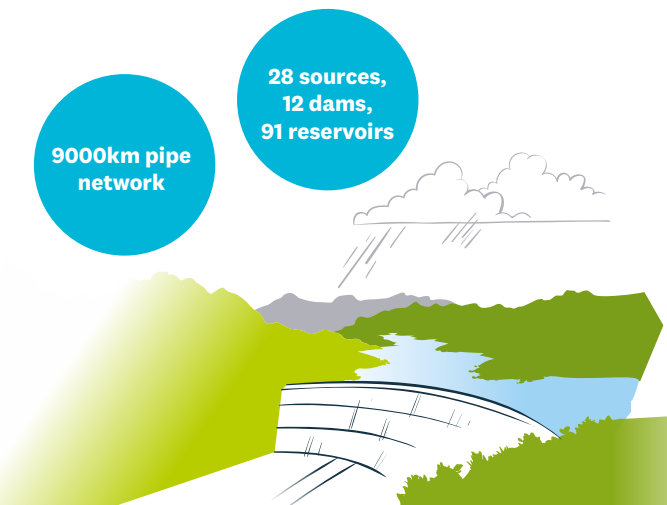
Water is the life-giver of all things.

Things we are keeping an eye on

We sometimes have to turn off your water supply when working on our water network. To **minimise disruptions**, we provide early notices to customers and for any unplanned outages and keep the service disruption as short as possible.

Our dam systems need to be managed to safeguard **healthy ecosystems in our waterways**. We manage the flows of water to mimic natural events such as storms on waterways downstream of dams. Our trap and haul programme traps whitebait and eels from downstream systems and moves them upstream of dams, and then back, so that they can complete breeding cycles.

Water is a taonga that needs protection, and we are guided by **Māori as kaitiaki for our water resources**.

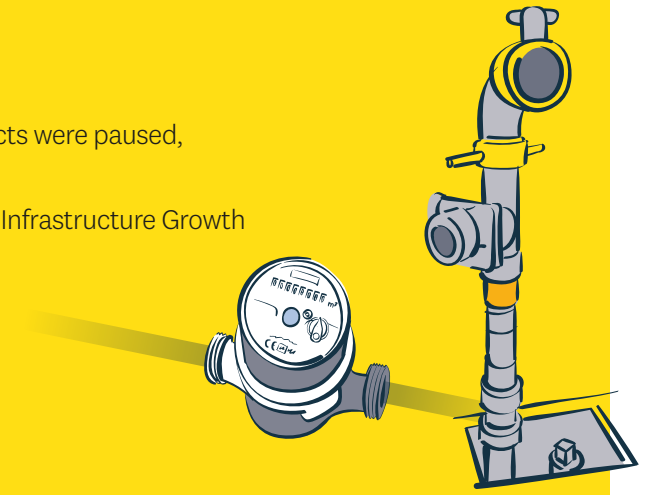


COVID-19 impacts

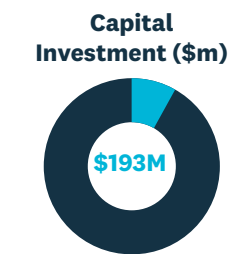
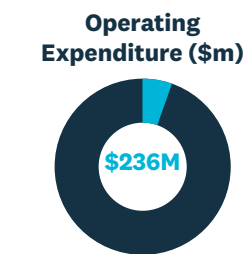
During Alert Level 4, non-essential infrastructure projects were paused, restarting when we entered Alert Level 3.

With development projects pausing around the region, Infrastructure Growth Charges received by Watercare fell, impacting on the overall revenue received.

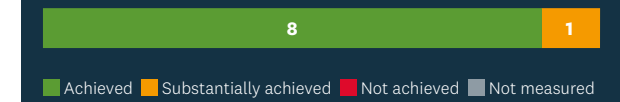
Drinking water supply remained safe for Aucklanders with stringent hygiene measures in place at our water treatment plants - there is almost no human contact in the treatment process.



Our investment



How well did we perform against our performance indicators?



ENVIRONMENT AND CULTURAL HERITAGE

We provide resilient infrastructure and mitigate negative environmental impacts

The Hunua 4 watermain almost finished

BELONGING AND PARTICIPATION

We support Aucklanders' health by providing safe drinking water

269 average litres of drinking water per day per resident

100% drinking water quality compliance

MĀORI IDENTITY AND WELLBEING

We enable mana whenua participation in the management of water

Attended various hui with Iwi regarding the Waikato Awa water consents

Ngā Tikanga Tiaki me te Tuku Wai Para

Wastewater Treatment and Disposal

Managing our wastewater is the second part of Watercare’s job. Collecting, transferring and treating wastewater is crucial for community and environmental health - it’s a core function of a first world city.

Wastewater, also known as sewage, is what leaves our sinks, washing machines, showers, baths and toilets at home, work, and industry. Most of it is water, but it can also include food scraps, cooking fats and debris. Then there’s chemicals, paint and medicines which can harm our health, waterways and harbours. This makes effective treatment very important.

Every day, Watercare’s 515 wastewater pump stations collect around 396 million litres of wastewater, treating it to a high standard through 18 wastewater treatment plants before discharging. This happens through 8000km of wastewater pipes.

The Rosedale Wastewater Treatment Plant upgrade is on schedule to be completed by November 2020. Along with the Northern Interceptor wastewater tunnel it will help free up capacity at the Māngere Wastewater Treatment Plant to cater for growth in that area.

"Toitū te marae a Tāne, toitū te marae a Tangaroa, toitū te whenua"

Care for the domains of Tāne and Tangaroa, and the land will sustain you.

Things we are keeping an eye on

When we build or repair wastewater pipes, our work can be smelly, involve biohazards and chemicals, and be disruptive. We advise local residents early to warn them of the work and associated odour issues and manage work areas very carefully to **contain hazardous materials and to minimise disruption**.

To **avoid blockages and overflows** in our wastewater system, we provide information to households and businesses about what can be safely flushed down toilets, and what causes problems.

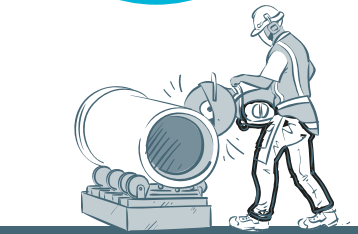
We minimise odours as much as possible by monitoring and maintaining the balance of bacteria in our treatment ponds. We grow bacteria that help convert nitrogen in wastewater in a very efficient new way. It also produces biogas which **reduces our power demands**.

Water is a taonga that needs protection, and we are guided by **Māori as kaitiaki for our water resources**.



HOMES AND PLACES

We support and enable growth by unlocking development opportunities

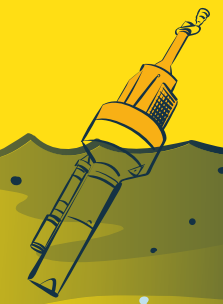


COVID-19 impacts

During Alert Level 4, non-essential infrastructure projects were paused, restarting when we entered Alert Level 3.

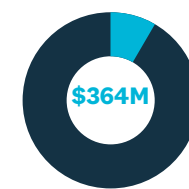
With development projects pausing around the region, Infrastructure Growth Charges received by Watercare fell, affecting on the overall revenue received.

As with other viruses, COVID-19 can be present in the faeces (poo) of infected people. Watercare continues to manage and treat wastewater properly and carefully to protect public health and the environment.



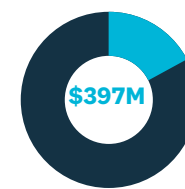
Our investment

Operating Expenditure (\$m)



8.2% of total operational expenditure

Capital Investment (\$m)



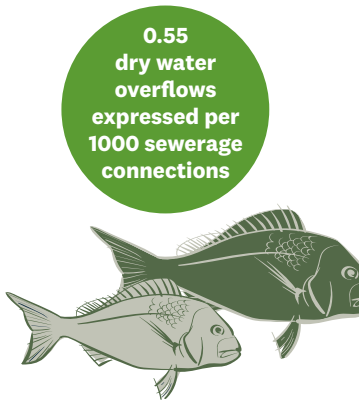
15.5% of total capital investment

How well did we perform against our performance indicators?



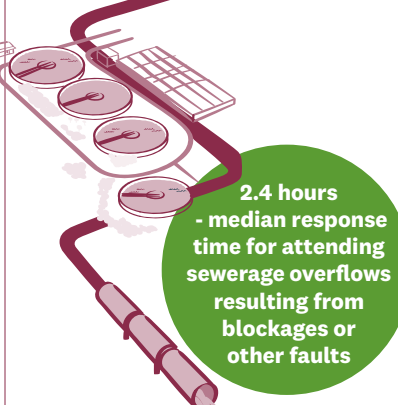
ENVIRONMENT AND CULTURAL HERITAGE

We provide resilient infrastructure and mitigate negative environmental impacts



BELONGING AND PARTICIPATION

We support Aucklanders’ health by treating wastewater and returning it safely to the environment



MĀORI IDENTITY AND WELLBEING

We enable mana whenua participation in the management of water



Te Whakahaere Wai Āwhā

Stormwater Management

Climate change is making storms and flooding more common. We must improve our stormwater system so we can adapt to climate change and keep up with our growing population.

We are improving our stormwater and wastewater networks to prevent them mixing during storms. This will reduce wastewater overflows and stormwater contaminants entering our harbours. By improving water quality, we create healthy habitats for plants and animals in streams. By expanding our stormwater network, we reduce the risk of flooding during storms.

1.8km of major pipelines have been built for the Western Isthmus Water Quality Improvement programme. We are keeping our stormwater network safe through the Ōkahu Bay Stormwater Network Separation, Safe Networks, and the Urban Contaminant Reduction programmes.

"E rere kau mai te awa nui
e mai te kāhui maunga ki
Tangaroa. ko au te awa. ko
te awa ko au"

The river flows from the mountain to the sea.
I am the river. The river is me.



Blowhole Bay, Piha.

Things we are keeping an eye on

When we repair or build stormwater pipes, we can create carbon emissions and run-off sediments, and cause disruptions to Aucklanders. We keep locals in the loop about what work will happen and when, and manage work areas very carefully to **minimise environmental impacts and to minimise disruption.**

Our Ngā whatunga wai Haumaru (Safe Networks) initiative helps us **reduce contaminants entering our stormwater network.** We use smoke machines to track down leakages from the network and mixing of stormwater and wastewater, that pollutes waterways and harms ecosystems. This helps us to target our repair work to where it's most needed.

Water is a taonga that needs protection, and we are guided by **Māori as kaitiaki for our water resources.**

COVID-19 impacts

During Alert Level 4, non-essential infrastructure projects were paused, restarting when we entered Alert Level 3.

Construction of the St Marys Bay Water Quality Improvement and Picton Street projects were suspended during Alert Level 4 causing delays to the estimated completion date.

During Alert Levels 4 and 3 with physical distancing requirements, we faced challenges in continuing emergency management and responses to wastewater and stormwater overflows.



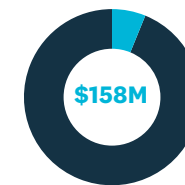
Our investment

Operating Expenditure (\$m)



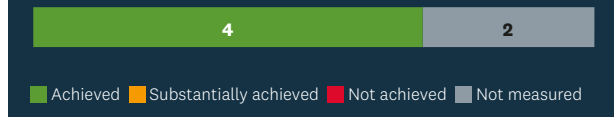
3.1% of total operational expenditure

Capital Investment (\$m)



6.2% of total capital investment

How well did we perform against our performance indicators?



HOMES AND PLACES

We support and enable growth by unlocking development opportunities

Construction for the St Marys Bay Water Quality Improvement project began in January 2020



ENVIRONMENT AND CULTURAL HERITAGE

Provide resilient infrastructure and mitigate negative environmental impacts

97% of stormwater manhole callouts completed within 3 hours during storms



MĀORI IDENTITY AND WELLBEING

Enable Māori participation in management, restoration, and protection of taonga resources

We monitor waterways through our Wai Ora Cultural Monitoring Framework which meets cultural guidelines under Te Tiriti o Waitangi

Ngā Ratonga Kaunihera ā-Rohe

Local Council Services

Local boards are heavily involved in community services and public spaces which help to create community wellbeing and a sense of belonging.

Activities and services range from library and literacy, sport, and recreation, to community-led action and volunteering, and caring for the environment. Local planning and development focus on street environments, town centres, and local environment and heritage protection. It also includes the business improvement districts which are funded by a targeted rate.

The council supports local boards with governance, preparing local board plans and agreements, engagement with mana whenua and Māori, and providing input into regional plans, policies, and strategies.

For more information on each local board's performance, see the relevant report for your area in Volume 2.

Things we are keeping an eye on

Auckland is demographically diverse, and it can be challenging to **equitably meet the needs of our diverse communities**. Our 21 local boards with 149 elected members in total, ensure the diverse needs of our communities are met through tailored work programmes, activities, and events for each area.

"Hurihia to aroaro ki te ra tukuna to ātārangi kia taka ki muri i a koe"

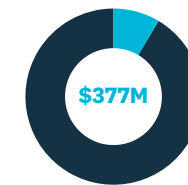
Turn your face toward the sun and the shadows fall behind you.

COVID-19 impacts

COVID-19 had a major effect on our local services. Libraries, community centres, pools and recreation centres all had to close during Alert Levels 4 and 3. We implemented a staggered opening approach with our venues with reduced capacities until Alert Level 1. Staff from those community facilities were redeployed to help the communities in most need throughout the lockdown period. Parks became very important for recreation during the lockdown period as playgrounds and tracks were closed. All community events were cancelled during Alert Level 4.

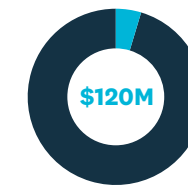
Our investment

Operating Expenditure (\$m)



8.5% of total operational expenditure

Capital Investment (\$m)



4.7% of total capital investment

How well did we perform against our performance indicators?



HOMES AND PLACES

We provide public spaces that enhance urban living

5.46M participants in activities at art facilities, community centre and hire venues



ENVIRONMENT AND CULTURAL HERITAGE

We lead environmental action and encourage community stewardship

74% of local programmes delivered intended environmental actions and/or outcomes



BELONGING AND PARTICIPATION

We provide opportunities for Aucklanders to participate and foster a sense of belonging and inclusion

79% of Aucklanders feel their local town centre is safe during the day



OPPORTUNITY AND PROSPERITY

We support strong local economies through skills development and lifelong learning

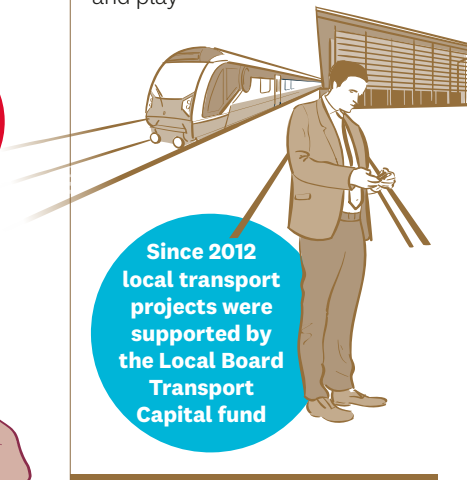
Over 8M visits to libraries



TRANSPORT AND ACCESS

We integrate travel choices where people live, work and play

Since 2012 local transport projects were supported by the Local Board Transport Capital fund



MĀORI IDENTITY AND WELLBEING

We advance wellbeing through creating welcoming spaces and enabling whānau Māori

24% of local programmes, grants and activities responded to Māori aspirations



Ngā Ratonga Kaunihera i Tukuna ā-Rohetia

Regionally Delivered Council Services

These are service-based activities, designed to create a city with great neighbourhoods, centres, parks and public spaces loved by Aucklanders. We also support the mayor and councillors in governing Auckland for the benefit of ratepayers, residents, and businesses.

This group of activities includes Auckland Emergency Management, investment, environmental services, regional community services, regional governance, regional planning, waste services, third party amenity and grant, organisational support, and regulatory services.

We looked after the safety of Aucklanders. We continued to protect our Kauri trees, controlled pests and predators from our parks, and helped Aucklanders to live more sustainably. Over three million e-items out of 13.5 million library items were checked out. The 2019 local government election saw four new councillors and 65 new local board members. Each Aucklander contributed an average of 138kg of kerbside waste. Our statutory timeframes for building and resource consents improved with system improvements and additional controls to ensure the integrity of consenting information.

Things we are keeping an eye on

These services cover different roles and functions – from **managing emergencies, overseeing investments, providing community services** such as parks, libraries, recreation centres and community centres, through to regulatory functions. The negative effects and challenges we manage are listed under each activity.

Across all the activities, we focus on the principles of **equity, diversity, fairness, sustainability, and efficiency.**

"Nā tō rourou, nā tāku rourou ka ora ai te iwi"

With your food basket and my food, the people will thrive.



HOMES AND PLACES

We support and enable growth by unlocking development opportunities

All unitary and area plan changes are processed within statutory timeframes

78% of notified resource consent applications are processed within statutory timeframes



ENVIRONMENT AND CULTURAL HERITAGE

We lead environmental action and encourage community stewardship

61% of schools engaged in sustainability education programmes



BELONGING AND PARTICIPATION

We provide opportunities to participate and foster a sense of belonging

41% of Aucklanders feel they can participate in decision making

403K active library members



COVID-19 impacts

During Alert Level 4, many of our community facilities closed down physically but work continued in a major way online. Our libraries' e-collection such as digital books were a welcome relief for thousands of Aucklanders, while some donned leotards and got their exercise fix with our recreation centres' online workouts. And the fact that most consent applications were done online meant processing times became faster during lockdown periods.

We established an Emergency Committee so that key decisions could be made to provide support for the community. This was critical during the deliberations and consultation on the Emergency Budget. Our councillors and local board members became online experts with key decisions being made over Skype.

Collecting rubbish and recycling is critical to the

health and safety of all Aucklanders, and this essential service continued through the COVID-19 restrictions. However, restrictions on exporting to other countries affected our recycling activities and we had to send some fibre and low-grade plastics to our landfill. This challenge remains and we continue to seek offshore markets for this material and advocate for better onshore processing infrastructure.

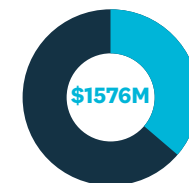
Unfortunately, most projects involving community volunteers had to stop. Our pest reduction programmes and winter planting programmes, for example, had to halt during Alert Level 4.

Our working from home strategies and IT support meant that within a week after Alert 4 restrictions were in place, over 7500 staff were able to work from home.

Our investments were hit hard by COVID-19 with no dividends from Auckland International Airport Limited and the Ports of Auckland Limited this year.

Our investment

Operating Expenditure (\$m)



35.7% of total operational expenditure

Capital Investment (\$m)



14.5% of total capital investment

How well did we perform against our performance indicators?



OPPORTUNITY AND PROSPERITY

We support strong local economies through skills development and lifelong learning

Over 13M library items checked out



TRANSPORT AND ACCESS

We integrate land-use and transport decisions

'Take a journey on your journey' campaign was a great success



MĀORI IDENTITY AND WELLBEING

We provide support to mana whenua to exercise kaitiakitanga

49% of regional programmes, grants and activities responded to Māori aspirations



Ngā Ratonga Whakahaere ā-Tari i Raro i te Mana o te Kaunihera

Council Controlled Services

Auckland Council delivers a significant amount of services through its Council Controlled Organisations.

Panuku Development Auckland (Panuku) delivers urban regeneration across the city, creating vibrant, liveable places with high-quality housing, businesses and well-designed town centres with good transport connections.

Auckland Tourism, Events and Economic Development (ATEED) promotes Auckland as a place to work, invest, study and visit.

Regional Facilities Auckland (RFA) enriches people's lives by getting them involved in the arts, environment, sport and events.

Auckland Transport's and Watercare's work and funding is summarised in pages 34 - 37 of this report.

"Manaaki whenua, Manaaki tangata, Haere whakamua"

Care for the land, care for the people, go forward.

Things we are keeping an eye on

Town centre developments can cause disruption to local communities and Panuku provides targeted information to local residents and businesses and puts on special activities to ensure **town centres remain vibrant and safe when they are redeveloped**. We ensure that developments provide a range of mixed housing types, at different price points in the market, to **retain diversity in communities**.

We want all Aucklanders (not just those who can afford it) to have the **opportunity to be involved in arts**, cultural, and community activities and events. We provide a large range of free community events so everyone can be involved.

Large scale events can also cause disruptions to local residents and businesses. **To minimise health and safety risks and traffic congestion**, RFA and ATEED use traffic management systems and partner with Auckland Transport to provide free public transport to and from large concerts and sport events held in our stadia.

COVID-19 impacts

COVID-19 restrictions halted the urban regeneration projects that were on the go around the region, with these projects restarting during Alert Level 3. Community engagement for activating Panuku's regeneration projects has been challenging with restrictions on public gatherings.

Our regional facilities, such as our Zoo, Art Gallery, stadia and theatres were all closed for business during Alert Level 4 and 3. Visitor numbers fell significantly during March and April 2020 to around 27 per cent of the same period last year. During this time, RFA pursued new and innovative ways to engage with Aucklanders. Virtual stages, exhibitions, and live streaming of Zoo animals in action were available to the public. When reopened, the Zoo was popular as Aucklanders made the most of staying local. However, many events that were planned have not occurred.

ATEED has worked closely with Auckland businesses to help them cope with the challenges presented by COVID-19. They connected with more than 3000 businesses seeking support to manage the impacts of COVID-19, resulting in more than 2000 COVID-19 Business Advisory Fund vouchers. ATEED's promotion of Auckland as an international tourism destination has stopped while our border restrictions are in place. Border restrictions resulted in cancellation of some of the highlight events of 2020 such as the first Challenger Series (World Surf League) event and the FIA World Rally Championship.



Our investment

Operating Expenditure (\$m)



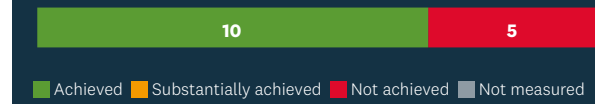
6.5% of total operational expenditure

Capital Investment (\$m)



7.9% of total capital investment

How well did we perform against our performance indicators?



HOMES AND PLACES
We support and enable growth by unlocking development opportunities

18 neighbourhood transformation projects

ENVIRONMENT AND CULTURAL HERITAGE
We provide opportunity to interact with cultural heritage

Elemental AKL ran 65 events to celebrate Auckland's winter with light, food, entertainment and culture.

BELONGING AND PARTICIPATION
We provide opportunities to celebrate and showcase Auckland's diversity

2.8M people experienced RFA arts environment and sports venue and events

OPPORTUNITY AND PROSPERITY
We drive investment and support businesses to thrive and innovate

Over 4000 businesses go through ATEED programmes

ATEED helped us achieve 244K visitor nights

AUCKLAND ZOO

TRANSPORT AND ACCESS
We activate urban regeneration that facilitates all modes of transport

Free public transport to and from large concerts and sport events held in our stadia

MĀORI IDENTITY AND WELLBEING
We promote Māori business, tourism and employment by showcasing Māori culture and identity

44 programmes contribute to the visibility and presence of Māori in Tāmaki Makaurau/Auckland

Independent Auditor's Report

To the readers of Auckland Council's summary of the annual report for the year ended 30 June 2020

The summary of the annual report was derived from the annual report of the Auckland Council for the year ended 30 June 2020.

The summary of the annual report comprises the following summary statements of Auckland Council and the Group on pages 20 to 25 and pages 34 to 49:

- the summary statement of financial position as at 30 June 2020;
- the summaries of the statement of comprehensive revenue and expenditure, statement of changes in equity and statement of cash flows for the year ended 30 June 2020;
- the notes to the summary financial statements that include accounting policies and other explanatory information; and
- the summary statement of service provision referred to as the Statement of Service performance.

Opinion

In my opinion:

- the summary of the annual report represents, fairly and consistently, the information regarding the major matters dealt with in the annual report; and
- the summary statements comply with PBE FRS-43: *Summary Financial Statements*.

Summary of the annual report

The summary of the annual report does not contain all the disclosures required by generally accepted accounting practice in New Zealand. Reading the summary of the annual report and the auditor's report thereon, therefore, is not a substitute for reading the full annual report and the auditor's report thereon.

The full annual report and my audit report thereon

I expressed an unmodified audit opinion on the information I audited in the full annual report for the year ended 30 June 2020 in my auditor's report dated 29 October 2020. That report also includes communication of key audit matters. Key audit matters are those matters that, in my professional judgement, were of most significance in my audit of the audited information of the Auckland Council and Group for the current period.

Council's responsibility for the summary of the annual report

The Council is responsible for preparing the summary of the annual report which includes preparing summary statements, in accordance with PBE FRS-43: *Summary Financial Statements*.

Auditor's responsibility

My responsibility is to express an opinion on whether the summary of the annual report represents, fairly and consistently, the information regarding the major matters dealt with in the full annual report and whether the summary statements comply with PBE FRS 43: *Summary Financial Statements*.

My opinion on the summary of the annual report is based on my procedures, which were carried out in accordance with the Auditor-General's Auditing Standards, which incorporate the Professional and Ethical Standards and the International Standards on Auditing (New Zealand) issued by the New Zealand Auditing and Assurance Standards Board.

In addition to reporting on the summary and full annual reports, my staff and appointed auditors and their staff have carried out a range of other assurance engagements, which are compatible with independence requirements. Other than this reporting and these engagements, and in exercising my functions and powers under the Public Audit Act 2001, I have no relationship with, or interests in, Auckland Council or its subsidiaries and controlled entities.



Greg Schollum
 Deputy Auditor-General
 Wellington, New Zealand
 29 October 2020



Me pēhea te whakapā mai ki te kaunihera

How to contact the council

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Our customer service centres

Albany

30 Kell Drive, Albany

Birkenhead

Corner of Rawene Street and Hinemoa Street,
Birkenhead

Bledisloe Lane (CBD)

Bledisloe House, Ground Floor,
24 Wellesley Street, Auckland CBD

Glenfield

90 Bentley Avenue, Glenfield

Graham Street

Ground level, 35 Graham Street,
Auckland CBD

Great Barrier Island

75 Hector Sanderson Road, Claris
Great Barrier Island

Helensville

49 Commercial Road, Helensville

Henderson

6 Henderson Valley Road, Henderson

Hibiscus and Bays

Corner of Bute Road and Glen Road,
Browns Bay

Huapai

296 Main Road (SH16), Huapai

Manukau

Ground floor, Kotuku House,
4 Osterley Way, Manukau

Orewa

50 Centreway Road, Orewa

Papakura

35 Coles Crescent, Papakura

Pukekohe

82 Manukau Road, Pukekohe

Takapuna

9 The Strand, Takapuna

Te Manawa

11 Kohuhu Lane, Westgate

Waiheke Island

10 Belgium Street, Ostend,
Waiheke Island

Waiuku

10 King Street, Waiuku

Warkworth

1 Baxter Street, Warkworth

Whangaparāoa

9 Main Street, Whangaparāoa

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