**Auckland City Centre Advisory Board**

**OPEN MINUTE ITEM ATTACHMENTS**

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**Note:** The attachments contained within this document are for consideration and should not be construed as Council policy unless and until adopted. Should Councillors require further information relating to any reports, please contact the relevant manager, Chairperson or Deputy Chairperson.
About ‘Streetscapes’

Community Facilities continues to consolidate the delivery of services across the council family removing duplications, standardising outcomes and delivering benefits to the region.

As a result, the following services have been bundled under the umbrella of ‘Streetscapes’ and are intended to be brought in under the management of each of the Auckland Council Community Facilities Full Facilities (FF) contracts:

- CBD / City / Town Centre cleaning, including street cleaning and furniture cleaning
- Berm mowing and vegetation management (urban and rural)
- Loose litter collection, bins and bin maintenance
- Holiday places (loose litter, bins and bin maintenance)
‘Streetscapes’ – the problem, the solution

1. Bus shelter cleaning: AT to CF
2. Street bin: WS to CF
3. Cleaning of catch-pit grates: AT to CF
4. Park bins: CF
5. Street cleaning (kerb and channel) in designated areas: AT to CF
6. Litter collection: WS to CF
7. Cleaning hard surfaces e.g. footpath: AT to CF

A. Bus shelter maintenance (AT)
B. Street furniture maintenance: minor maintenance to be done by CF, major repairs and renewals by AT
C. Private vegetation maintenance: AT to manage where there is a H&S matter
D. All major transport hubs done wholly by AT
Please note

- Major repairs / renewals to Street Furniture remains with AT
- Street sweeping and carriage way sweeping remains with AT
- Illegal dumping will be managed by Auckland Council’s Waste Solutions business unit
- Leaf fall will be done by AT in the carriageways
- Graffiti (including leaflets and stickers) will be managed by Arts, Community and Events (ACE)
- Walkways and cycleways are included in Streetscapes
New go-live dates

• 1 April 2019:
Berm mowing and vegetation management goes live (transitions from Auckland Transport to Community Facilities)

• 1 July 2019:
Town centre cleaning and loose litter collection goes live (as does Holiday Places). Transitions from Waste Solutions to Community Facilities.
Standardisation is key

Policies
- Community Facilities will ensure standardised application of the following policies across the region:
  - Weed management
  - Berm mowing (private berms)

Town Centres – cleaning and loose litter collection and street bin emptying
- The Unitary Plan mapping has been applied to demarcate areas comprising the CBD, City / Town centres, minor town centres
- Most sites have been accordingly remapped, and service levels reviewed and applied

The Panuku Wynyard Quarter and Viaduct assets will be managed and piloted by AIM starting 1 October 2018 – 30 June 2019. Lessons learned will be shared with the other Full Facilities suppliers before go-live on 1 July 2019
Impact on CBD

In the previous contract, Auckland Transport provided frequency based specs.
- Streetscapes has changed these to outcomes based specs, providing a higher level of service

Previously, the current Auckland Transport areas were used for pricing
- Streetscapes has extended these using the Unitary Plan delineation

The result:
A larger area to clean, with higher levels of service = potential higher costs

Community Facilities maintains great places in Auckland and with expected high tourist volumes in the next few years, how can we afford to not invest in keeping our city clean, livable and a destination that people want to return to?
ATT current cleaning area (yellow as A+ and light blue as A, purple as B). Notice that the cleaning excludes all the entrances to Myers Park, the entire university area, Victoria Park, other small parks in the greater CBD, and all the streets in the new Wynyard Quarter area (opposite Silo Park to Victoria Park). Excludes Nelson Street, and a portion of Queen Street (from town hall to Karangahape road).

Proposed Cleaning Area – Red as A-LL and Blue as B-LL. To avoid having this area potentially being left behind whilst the inner and downtown CBD is having a major makeover, we have included the entire greater CBD, every street, including narrow roads within the inner CBD.

This is being reviewed to see how costs might be lowered.
Next steps

- Through negotiations, we will test a variety of approaches to assess how best we can deliver benefits
- However, the reality is that due to the extended m2 to clean, the final price could be higher than the budget
- We will meet with the Strategic Procurement Committee, and the Finance and Performance Committee and present the outcome to them
- Community Facilities will report back to the ACCAB with the final outcome in late 2018.
Emerging Auckland
A transformational journey
Attachment A

The City Centre 10 Year Vision

- The City Centre Masterplan refresh
- $12 billion investment over the next 10 years
- Transport infrastructure - City Rail Link, Light Rail
- Major infrastructure projects – Downtown programme, K Road
- Streetscape Enhancement, Victoria Linear Park
- Major events – America’s Cup, APEC
The Transformation
The Transition
Development Response

“Development response is the coordinated planning and implementation of tools to mitigate the impacts of large scale development and cumulative impact of construction activity on people.”

Auckland City Centre Development Response Action Plan
Development Response Goals

- People are placed at the centre of the decision making and communication process
- Disruption responses are coordinated and integrated
- Messaging about city centre projects is clear and consistent
- Communication is timely and helpful
- Activation reinforces the attractiveness and vitality of the city
- Holistic engagement with people, groups and businesses to help them during development
- City amenities are managed and enhanced
- Development response tools are used as an opportunity to shape the city of the future – legacy planning
Item 6

Utility Works - Public & Private Developments - Road Closures - CRL - Events

Technical City Centre Mapping
City Centre Mapping

Effective Development Response programming and construction coordination relies on a detailed understanding of phasing and construction timings

- The mapping captures all of the city centre property developments, road closures, the City Rail Link construction footprint, civic works, major public events.
- Current mapping is on a month-by-month basis for the next three years with a view to extending the mapping forecast out to align with the 10 year budget timeline. This information can be used by stakeholders to reduce risk and assist with effective forward planning of projects.
- Current stakeholders informing and using the city centre mapping tool are: Auckland Council, Auckland Traffic Operations Control, Auckland Transport, City Rail Link Limited, Auckland Tourism, Events and Economic Development and the Development Programme Office.
- It is helpful for understanding the logistical challenges and impacts of multiple projects happening in the same area at the same time.
- Requests have been made to incorporate more data, including construction logistics such as truck access and movement plans.
Development Response Pilot 2017-18
Auckland Council partnered with City Rail Link Limited
Funding & Strategic Planning

• The Albert Street Development Response Plan was drafted May 2017.
• It was a site specific plan to alleviate the impacts of construction on the business, resident and visitor community.
• The plan was cognizant of the precinct’s values.
• It was a collaboration between City Rail Link Team and Activate Auckland Development Response Teams.
• It was funded as a year-long pilot.
• City Rail Link Limited funded a Street Response Manager, foot orderly service and design and installation of hoardings. The total City Rail Link contribution was $205,000.
• Activate Auckland Targeted Rates funded $185,000 for Business Pac, events and activations, tactical urban interventions, equipment and training of City Rail Link Limited Team.
Attachment A

Item 6

Chamber of Commerce Membership - Mentors New Zealand - Social Media Training

Business Support

FREE FOR ONE YEAR
Communications & Engagement
Pop Up Parks
On-Street Activations
Wayfinding
Other Tools

Operations Management
Engagement with the City Rail Link Limited construction team has been focused on minimising the impact of construction on the street by:

- Removing solid hoardings wherever possible
- Removing unnecessary fences and barriers
- Maintaining a clean and tidy site at all times.
- The level of service for loose litter collection has increased.
- Regular monitoring of rubbish collections, illegal dumping and the placement of private rubbish bins has enabled litter issues to be resolved as they arise.

Monitoring and Evaluation

- Baseline measures for pedestrian activity, manual pedestrian counts and business trade using Marketview have been established.
- Data will be continuously collected and analysed until the end of the construction of City Rail Link Limited.
Benefits - Development Response Planning

Risk Management - Strategic - Financial - Reputational - Operational

- Development response is an effective risk management strategy, that focuses on reducing negative impacts of construction on residents, business people, students, workers, service providers and visitors.
- There are positive long-term legacy outcomes for the City Centre resulting from the implementation of development response plans:
  - Travel demand management - results in long-term behaviour change and increased use of public and active transport modes.
  - Messaging about the construction programme is positive – encourages people to continue visiting the affected areas.
  - Improved public engagement in the city centre – citizens learn about and become advocates for the changes in the city centre.
  - Strong economic development opportunities for businesses to survive and thrive during the transformation – BusinessPac supports business growth and creates a resilient and robust economy and reduces churn/empty retail spaces.
  - The needs of residential and student populations in the city centre are considered and supported throughout – central Auckland continues to be a vibrant and attractive place to live.