**Ngā Hui a te Poari Kaitohutohu mō te Pokapū o Te Tāone Nui o Tāmaki Makaurau / 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.
9  **Summary of Auckland City Centre Advisory Board information updates, memos and briefings - 28 August 2019**

A. 28 August 2019, Auckland City Centre Advisory Board - Item 9 Summary of Auckland City Centre Advisory Board information updates, memos and briefings, Victoria Street Linear Park presentation  

B. 28 August 2019, Auckland City Centre Advisory Board - Item 9 Summary of Auckland City Centre Advisory Board information updates, memos and briefings, Update on the city centre public amenity project presentation

11  **Sector panels - review and end of term reporting**

A. 28 August 2019, Auckland City Centre Advisory Board - Item 11 Sector panels - review and end of term reporting, presentation
Strategic Assessment – Project

<table>
<thead>
<tr>
<th>Investment proposal information</th>
<th>Decision making body: &lt;Business unit/department/CCO, local board, etc.&gt;</th>
<th>Auckland City Centre Advisory Board</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiative Name:</td>
<td>Funding for assertive outreach to rough sleepers in the city centre</td>
<td></td>
</tr>
<tr>
<td>Initiative Lead:</td>
<td>Natalie Hansby, Operations Manager Community Empowerment Unit</td>
<td></td>
</tr>
<tr>
<td>Unique ID#</td>
<td>IDF Project Details Sentient ID</td>
<td>01/10/2019</td>
</tr>
</tbody>
</table>

Strategic case

Introduction

What does this proposed initiative involve? (Context)

In August 2018, staff provided the Auckland City Centre Advisory Board with an update on Auckland Council’s operational response to homelessness. At this meeting, the board asked staff to identify initiatives to respond to homelessness in the city centre for potential funding from the city centre targeted rate.

In June 2019, staff presented proposals from Lifewise and Auckland City Mission to seek support for funding for an assertive homeless outreach service from the city centre targeted rate portfolio. Moira Lawler, Chief Executive Officer Lifewise and Chris Farrelly, Chief Executive Auckland City Mission attended the meeting to answer questions on their proposals.

The board resolved to:

b) support in principle, for the assertive outreach service proposals from Lifewise and Auckland City Mission

c) support in principle, the consideration of the funding request for the assertive outreach service proposals from the city centre targeted rate portfolio, in accordance with the funding assessment process.

The Auckland City Mission and Lifewise play an integral role in supporting people experiencing homelessness in the city centre. The Auckland City Mission currently operates a small outreach team that connects people experiencing homelessness to vital health and social services. This outreach team plays an important part in the wider homelessness system / ecology of care however are under resourced due to growing demand. An independent evaluation of Auckland outreach services in February 2017 highlighted the value of the service and recommended that Auckland Council explore opportunities to develop it further.

In order to truly end homelessness, it is critical that the systemic and socio-economic factors which drive housing insecurity are addressed. However, until this is achieved, assertive outreach plays a major part in early intervention to reduce the time new rough sleepers spend on the street and provide more intensive services to chronic rough sleepers.
Strategic Assessment  - Project

At the June 2018 Auckland City Centre Advisory Board meeting, Dame Diane Robertson, Chair of James Liston Hostel, recommended that intensive outreach would be the most impactful way that the council could support the response to homelessness in the city centre.

IDF Project Details
An independent evaluation of the Auckland City Mission outreach service in February 2017 identified resource and capacity issues as barriers to improving the success of the service in ending homelessness in the city centre. An identified key area of further development for the outreach service is greater multi-disciplinary activity. The Lifewise and Auckland City Mission proposals will enhance both multidisciplinary and peer support services.

"Assertive outreach is a form of persistent and purposeful street outreach that aims to end homelessness for people sleeping rough. Building rapport and trust are the foundation of this approach" (Council to Homeless Persons, 2018).

An international evidence review in 2017 led by Crisis, the national charity for homelessness in Great Britain, identified assertive outreach as one of the five key principles, along with being housing-led and taking a person-centred approach, to ending homelessness and homelessness prevention.

Peer support services have a robust evidence base and are most developed in mental health and addiction services. Peer workers have a unique contribution because they are positive role models who have walked in the person’s shoes (O’Hagan, 2018:4). Peer providers are a key component of successful outreach and engagement efforts (SAMSHA, 2011).

Assertive outreach should be part of a co-ordinated system focused on ending homelessness based on the principles of Housing First. The co-ordinated system must include:

- housing pathways and supply
- support to sustain tenancies
- well-integrated health, social, employment and community supports.

Housing First Auckland are leading the development of a city centre by-name list and coordinated access system, alongside the Auckland City Mission and Lifewise.

IDF Project Details Objectives
The objectives of the assertive outreach service are to:

- Identify highly vulnerable and marginalized individuals in Auckland Central by-name
- Engage and provide peer support to rough sleepers/chronic homeless on their terms
- Deliver effective, timely and individualized assessment, intervention and case management
- Connect people experiencing homelessness to health and social services and sustainable housing options
- Significantly reduce homelessness and rough sleeping in the city centre.

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4 The Housing First Principles are: Immediate access to housing with no housing readiness conditions. Consumer choice and self-determination: A harm-reduction and recovery orientation approach. Individualized and person-driven supports; Social and community engagement.
Strategic Assessment – Project

IDF Project Details Scope
The assertive outreach teams will comprise of complementing teams from Auckland City Mission and Lifewise and will focus their service on the city centre.

The Auckland City Mission outreach team will comprise of professionals with specialist competencies in alcohol and drug assessment and treatment, mental health and allied health, along with knowledge of the issues unique to homelessness/rough sleeping.

The Lifewise outreach team will be staffed by trained peer outreach workers. They will comprise of people with lived experience of homelessness in the city centre who are also trained in peer support. The peer outreach team will be focused on building authentic relationships of trust with people who have been long term rough sleepers in the city centre and central Auckland, and who are the most vulnerable. They will also have a specific focus on youth.

The combined approach of both specialist professionals and a peer-led team will provide complementary outreach services to support the diverse range of individuals sleeping rough, and their diverse needs. Through the existing Housing First Auckland collaborative, Auckland City Mission and Lifewise have demonstrated experience of working in a collaborative and coordinated way which avoids duplication and maximises their combined impact.

Table 1 – Proposed assertive outreach package.

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Cost per year</th>
<th>Purpose</th>
<th>Approach</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auckland City Mission</td>
<td>$180,000</td>
<td>Two full-time equivalent outreach professionals, plus a contribution for management and coordination</td>
<td>Multidisciplinary, professional</td>
</tr>
<tr>
<td>Lifewise</td>
<td>$120,000</td>
<td>Two full-time equivalent trained peer support workers with lived experience</td>
<td>Peer-led</td>
</tr>
<tr>
<td>Total package</td>
<td>$300,000</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The funding request is for $600,000 over two financial years 2019/2020 and 2020/2021.

IDF Project Details Deliverables/Products
The establishment of an assertive outreach team as part of an integrated system of care in the city centre will contribute towards the achievement of the following outcomes:

- every person sleeping rough in the city centre is offered support; rough sleepers who are reluctant to engage with existing services have access to a peer to peer alternative
- almost every person rough sleeping in the city centre is known by name and there is a plan to assist each person into housing along with other supports
- people rough sleeping in the city centre are well-supported on their path out of homelessness
## Strategic Assessment – Project

- outreach services are well-integrated with other housing and support options
- intensive housing and support are allocated to people who have the most obstacles to stable tenancy and who are most vulnerable

<table>
<thead>
<tr>
<th>What is the targeted delivery date / estimated time to deliver this initiative?</th>
</tr>
</thead>
<tbody>
<tr>
<td>IDF Project Details</td>
</tr>
<tr>
<td>2-year duration, starting in November 2019</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If possible, provide a ballpark figure of delivering this proposed project.</th>
</tr>
</thead>
<tbody>
<tr>
<td>IDF Project Details</td>
</tr>
<tr>
<td>The cost of the combined proposals form Auckland City Mission and Lifewise is $800,000 ($300,000 per annum over two financial years 2019/2020 and 2020/2021).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Is funding sought to build the business case?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funding of this pilot initiative will enable monitoring and evaluation of the more intensive outreach approach and form the basis of applications for long-term sustainable funding from non-council sources.</td>
</tr>
</tbody>
</table>

### Strategic assessment – Outlining the need for investment

Clearly define the opportunity / problem statement. Why should we invest in this proposed initiative?  

**IDF Project Details Case For Change**

Homelessness is a complex issue which results from multi-layered social, structural and individual factors including national policy settings and economic conditions, immigration, access to health and social services, discrimination, family violence, unemployment and poor health. The housing market is also a key driver, generating high levels of unmet demand for social and affordable housing.

Despite significant investment from central government for projects like Housing First Auckland, there is still an unmet need for accommodation and wrap around support services for people experiencing homelessness in Auckland, particularly in the city centre.

Statistics New Zealand defines homelessness as including those sleeping rough, in temporary accommodation, sharing temporarily or living in uninhabitable dwellings. The level of homelessness across Auckland region increased by 26 per cent between the 2006 and 2013 censuses.

In the 2013 census, 20,296 people were homeless in Auckland, and 29 percent of those were aged between 15 and 24 years. Based on the average increase between censuses, homelessness could reach more than 26,000 by 2021.

The most at-risk groups include those with mental health issues or alcohol and drug addictions, and those experiencing family violence. However, homelessness is increasingly affecting groups who have not traditionally been at risk. This includes low-income households (both working and
Strategic Assessment – Project

beneficiaries), sole parent households, and young people (in particular gay, lesbian, bisexual, transgender and intersex - GLBTI).

An assertive outreach service would support a coordinated system approach to those most in need, connecting them into health, housing and social support services. Through identification of, and proactive engagement with people sleeping rough, an assertive outreach service will capture data and build relationships to enable design and delivery of the quality and depth of service provision across all partner agencies, required to end homelessness.

Alignment with CCTR Purpose:

The assertive outreach service proposals from Auckland City Mission and Lifewise are considered a priority for funding as they closely align with the city centre targeted rate purpose and vision, as shown in Table 2 below.

<table>
<thead>
<tr>
<th>Proposal evaluation criteria</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alignment with city centre targeted rate purpose and vision</td>
<td>High</td>
</tr>
<tr>
<td>Strategic alignment with other homelessness initiatives</td>
<td>High</td>
</tr>
<tr>
<td>Potential impact on ending city centre homelessness</td>
<td>High</td>
</tr>
<tr>
<td>Funding need (no alternative source of funding)</td>
<td>High</td>
</tr>
</tbody>
</table>

Table 2 – Evaluation of assertive outreach package

What are the measurable benefits of implementing this change?

<table>
<thead>
<tr>
<th>Benefit Statement</th>
<th>Benefit Method of Measurement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Early intervention and greater reach – more resourcing will enable services to intervene earlier, have a greater ability to reach our most vulnerable population, and improve the services provided to individuals in need</td>
<td>Auckland City Mission and Lifewise monitoring of number and nature of interactions and services provided Outcome tracking for individuals receiving services</td>
</tr>
<tr>
<td>All city centre rough sleepers will be identified, known by name and have an individualised plan to support them into housing or other support services</td>
<td>The Vulnerability Index-Service Prioritisation Decision Assistance Tool (VI-SPDAT) is designed to improve coordinated access to services. Improved data collection tools like this one are important in enabling the effective, timely and individualised assessment, intervention and case management needed by homeless people. Central city by-name list using the VI-SPDAT triage tool to feed into the co-ordinated access system.</td>
</tr>
</tbody>
</table>
## Strategic Assessment – Project

| Provides a referral pathway for calls related to wellbeing of people experiencing homelessness received by the council customer call centre. | Number of calls received through the council customer call centre that relate to homelessness and are referred to the assertive outreach services. |
| Will support a more integrated and coordinated system of care focused on ending homelessness. | Central city by-name list using the VI-SPDAT triage tool to feed into the co-ordinated access system. |
| Reduced rough sleeping in the city centre. | Increase in number of people referred to support services, emergency housing and permanent housing (e.g. Housing First). Decrease in incidents reported by city centre residents and businesses. |
| Reduced burden on public system including health, emergency services, courts and corrections and council resources (security, regulatory and compliance) | Hospitalisation data, Justice and Corrections system data, Police data and Council data. |

What would happen if we didn’t continue with this proposed initiative? <Highlight the risks, issues and impacts of not implementing this change.>

The rate of homelessness in Auckland is likely to remain high, and possibly get worse, unless there is a systematic and coordinated effort from all partners and stakeholders to end it.

The homelessness outreach services are currently under resourced to meet the growing demand. Increased and more targeted resource will increase capacity and capability of these teams and will enable them to work in a more coordinated way with other service providers. Furthermore, there are some individuals who currently choose not to engage with existing services, but may prefer to engage with peer-support workers who can facilitate trusted relationships to access support services.

An issue of growing concern in the city centre is antisocial behaviour. Not necessarily related to homelessness, some issues include aggressive begging and an increase in synthetic drug use. When these issues are related to homelessness the outreach services can provide support by connecting with the relevant agencies.

What other similar projects/initiatives/programmes are currently on the go?

Auckland Council has been working with central government, non-government agencies, Māori and philanthropic organisations to develop Kia Whai Kāinga Tātou Katoa – the regional cross-sectoral homelessness plan for Auckland. A draft strategic framework has been developed and an implementation plan (roadmap) is being developed. Kia Whai Kāinga Tātou Katoa focuses on system change and includes a focus on prevention and early intervention to address homelessness in the medium to long-term as well as crisis response interventions. Staff consulted with Auckland Council’s Community and Social Policy team which is leading and coordinating the development of Kia Whai Kāinga Tātou Katoa, and this assertive outreach proposal aligns to the draft regional framework.
Strategic Assessment – Project

Despite significant investment from central government for projects like Housing First Auckland, there is still an unmet need for support services for people experiencing homelessness in the city centre.

Redevelopments currently underway such as Housing New Zealand’s Greys Avenue redevelopment and Auckland City Mission HomeGround are not due to be completed until 2021. 2021 is a particular focus for Auckland as the city hosts the Asia Pacific Economic Conference (APEC) and the 21st America’s Cup.

Identify the link to strategic outcomes, business and/or asset management plans.

<table>
<thead>
<tr>
<th>Auckland Plan Outcomes</th>
<th>Our 6 Steps up</th>
</tr>
</thead>
<tbody>
<tr>
<td>IDF Project Details Strategic Link</td>
<td>IDF Project Details Strategic Alignment</td>
</tr>
<tr>
<td>Belonging and participation</td>
<td>Engage and enable communities</td>
</tr>
<tr>
<td>Māori identity and well-being</td>
<td>Quality advice and support for elected members</td>
</tr>
<tr>
<td>Homes and places</td>
<td>Smart and easy for customers</td>
</tr>
<tr>
<td>Transport and access</td>
<td>Value and empower our people</td>
</tr>
<tr>
<td>Environment and cultural heritage</td>
<td>Better value for ratepayers and residents</td>
</tr>
<tr>
<td>Opportunity and prosperity</td>
<td>Make the most of our size and scale</td>
</tr>
</tbody>
</table>

Describe the strategic linkage in more detail here:
- Outcome 1: Belonging and Participation
  - Direction 1: Foster an inclusive Auckland where everyone belongs
  - Direction 2: Improve health and wellbeing for all Aucklanders by reducing harm and disparities in opportunities

- Outcome 2: Māori identity and well-being
  - Direction 1: Advance Māori wellbeing

- Outcome 3: Homes and Places
  - Measure 4: Homelessness

- Alignment with Auckland Council’s approach to making homelessness rare, brief and non-recurring (ENV/2017/113).

Māori Responsiveness

IDF Project Details Māori Responsiveness

Māori are disproportionately affected by homelessness and have the second highest rate of homelessness, after Pacific peoples. In the 2013 census, 32 percent of the homelessness population identified as Māori and more than 40 percent of people on the social housing register identify as Māori. The Ira Mata Ira Tangata – Auckland’s Homeless Count in September 2018 found that 43 percent of people living without shelter were Māori.

Auckland City Mission and Lifewise have strong links with mana whenua, Ngāti Whātua Ōrākei and a number of urban marae. More than 80 percent of Auckland City Mission clients are Māori.
Strategic Assessment – Project

and Mission HomeGround will provide an opportunity to strengthen their programmes for Māori.

Each of the Housing First Auckland Collective providers have their own kaupapa Māori approaches to service delivery, and one of the providers is Kāhui tū Kaha, a Ngāti Whātua (mana whenua) organisation. Lifewise, Auckland City Mission and the other Housing First Auckland providers employ Māori staff who often have lived experience of homelessness and provide peer support through their outreach programme, such as the Lifewise ‘Lived Experience Crew’. Such peer support is the differentiating factor of the Lifewise portion of this assertive outreach package.

Key stakeholders
Which stakeholders / communities have been engaged regarding this proposed initiative?
IDF Project Details Stakeholders
Auckland City Mission Chief Executive and staff
Lifewise Chief Executive and staff
Rough Sleeping Steering Group (this group includes representatives from central government agencies such as health, corrections, housing and social development, as well as key NGOs)
Auckland Council staff:
- Community and Social Policy
- Arts, Community and Events

SMEs (Subject Matter Experts)
Have SME experts been engaged?

Subject Matter Experts from the Community and Social Policy team who are leading and coordinating the development of Kia Whai Kāinga Tātou Katoa were consulted, along with Subject Matter Experts in the Arts, Community and Events department, who lead council’s homelessness operations response.

Approval and acceptance

Approval
“This initiative is worthy of further development into the Initiate phase. I agree that the potential benefits identified are realistic, and the required budget to support movement into the Initiate phase of the project is available and approved. The Project Complexity Assessment Tool (PCAT) should be used to identify the rigour required regarding the development of either the Auckland Council Business Case – low, medium or high complexity, which should now be prepared.”

Role | Name | Signature
--- | --- | ---
Sponsor | John Dunshea, General Manager Development Programmes Office |  
Business Owner | John Dunshea, General Manager Development Programmes Office |  
Benefit Owner | Graham Bodman, General Manager – Arts, Community and Events |  

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Strategic Assessment – Project

<table>
<thead>
<tr>
<th>Initiative author / lead</th>
<th>Natalie Hansby, Operations Manager, Community Empowerment Unit</th>
</tr>
</thead>
</table>

**Appendices**

- A. Auckland City Mission assertive outreach proposal
- B. Lifewise outreach proposal
Port of Auckland Update to ACCAB
Air Quality Monitoring

28 August 2019

Alistair Kirk – General Manager Infrastructure

Nigel Ironside – Senior Environmental Advisor

Jordan Hurinui – Senior Community Engagement Advisor
Attachment A

Introduction

- A leading sustainable port at the global level.
- Reduce the negative impacts of the port on neighbouring communities.
- This includes the impact of emissions from the port and shipping.
- Triple bottom line approach to Sustainability.
Air Quality – Monitoring Sites

• Ambient air quality monitoring undertaken to better understand issue

• Initially 2 sites chosen
  i. Parnell (Jan. 2018 – Feb 2019) measured NO\textsubscript{X}, SO\textsubscript{2}, PM10, PM2.5, meteorology.
  ii. Devonport (Sept. 2018 – ongoing) measuring SO\textsubscript{2} and meteorology
Parnell Site Findings – Wind Direction

- Winds dominated by southwesterlies and northeasterlies.

- Monitoring site downwind of Port (northwesterlies to northerlies) around 24% of the time during monitoring period.

Figure 4.1: Wind rose of 1-hour averaged wind speed and directions (blowing from) measured at Gladstone Park over the monitoring period.
## Contaminants Compared Against National Environmental Standards

<table>
<thead>
<tr>
<th>Pollutant</th>
<th>Averaging period</th>
<th>Air quality standard/guideline (μg/m³)</th>
<th>Highest measured concentration (μg/m³)</th>
<th>Highest percentage of guideline/standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sulphur dioxide</td>
<td>1-hour</td>
<td>350</td>
<td>136.3</td>
<td>39%</td>
</tr>
<tr>
<td></td>
<td>24-hour</td>
<td>120</td>
<td>33.7</td>
<td>28%</td>
</tr>
<tr>
<td>Nitrogen dioxide</td>
<td>1-hour</td>
<td>200</td>
<td>71.5</td>
<td>36%</td>
</tr>
<tr>
<td></td>
<td>24-hour</td>
<td>100</td>
<td>43.2</td>
<td>43%</td>
</tr>
<tr>
<td></td>
<td>Annual</td>
<td>40</td>
<td>14.7</td>
<td>37%</td>
</tr>
<tr>
<td>PM₁₀</td>
<td>24-hour</td>
<td>50</td>
<td>29.4</td>
<td>59%</td>
</tr>
<tr>
<td></td>
<td>Annual</td>
<td>20</td>
<td>13.4</td>
<td>67%</td>
</tr>
<tr>
<td>PM₂.₅</td>
<td>24-hour</td>
<td>25</td>
<td>12.0</td>
<td>48%</td>
</tr>
<tr>
<td></td>
<td>Annual</td>
<td>10</td>
<td>5.2</td>
<td>52%</td>
</tr>
</tbody>
</table>
Environmental Performance Indicators

Figure 5.1: Air quality presented in EPI categories.

**Excellent**: concentration less than 10% of guideline/standard

**Good**: between 10% and 33% of guideline/standard

**Acceptable**: between 33% and 66% of guideline/standard

**Alert**: between 66% and 100% of guideline/standard

**Action**: greater than 100% of guideline/standard
Trends in Pollutant Concentrations

Figure 6.1: Variation of mean pollutant concentrations over time: a) weekday and hourly variation, b) diurnal variation, c) monthly (seasonal) variation, and d) weekday variation. Concentrations have been normalised (divided by the mean) so that the relative concentrations between pollutants can be compared more easily.
Attachment A

Mean Pollutant Concentration Heat Maps

- 10-minute SO₂, NO₂, PM₁₀, and PM₂.₅ concentrations with respect to wind speed and direction.
Relationship Between SO₂ Concentrations and Shipping

[Graphs showing the relationship between SO₂ concentrations and the number of ships in the port, as well as the mean 1-hour SO₂ concentration for different gross tonnage ranges.]
AOB
POAL Air Quality Update

Glossary of Terms

Below are a list of terms that will come up in today’s discussion –

NOx / Nitrogen Oxide

NOx is produced from the reaction of nitrogen and oxygen gases in the air during combustion, especially at high temperatures. In areas of high motor vehicle traffic, such as in large cities, the amount of nitrogen oxides emitted into the atmosphere as air pollution can be significant.

SO2 / Sulphur Dioxide

Sulphur dioxide is produced mainly from the combustion of fossil fuels that contain sulphur, such as coal and oil. These pollutants are all associated with combustion processes, including exhaust emissions from cars, trucks, diesel trains and ships, as well as burning of wood or gas for domestic heating. The main source of SO2 in the area is likely to be shipping emissions. This is because ships often burn heavy fuel oil, which has a much higher sulphur content than land transport fuels (diesel or petrol).

PM10 - PM10 is particulate matter 10 micrometers or less in diameter.

PM2.5 - PM2.5 is particulate matter 2.5 micrometers or less in diameter.

By way of comparison, a human hair is about 100 micrometres. PM is also known as dust, smoke, mist.

MARPOL – Marine Pollution

An international marine environmental convention that was developed by the International Maritime Organization (IMO) in an effort to minimize pollution of the oceans and seas, including dumping, oil and air pollution.

The MARPOL Annex VI agreement aims at reducing shipping related emissions of SOx, NOx and particulate matter.

Specifically, from 1 January 2020, the global sulphur limit of marine fuel will reduce from 3.50% to 0.50%, for signatory countries.

NZ has yet to sign this agreement so there is some uncertainty as to what quality of fuel international shipping will burn while in NZ waters/ports.
America’s Cup Leverage and Legacy

Martin Shelton – Programme Director AC36
Fiona Knox – Development Manager, Panuku
Fiona Dally – Leverage and Legacy Project Manager
Alicia Bullock – Legacy Workstream Lead
Areas to cover:

- Overall context and timeframes
- America’s Cup Leverage and Legacy Frameworks
- Long-term strategic planning
- Place programming
Place programming
Place programming
America’s Cup programme of works
Leverage and legacy definitions

- **Leverage** is defined as activities outside the normal running of the event which result in benefits to either enhance or add to the impacts already created by the event.

- **Legacy** is defined as long-term and sustainable benefits which are aligned with existing strategic objectives, achieved by using the event itself, or the attention created by the event, to catalyse and advance these impacts.
VISION: Ignite the passion – celebrate our voyages

We’re in this waka together. Through all our efforts, we will succeed.

<table>
<thead>
<tr>
<th>Manaakitanga:</th>
<th>Kaitiakitanga:</th>
<th>Kotahitanga:</th>
</tr>
</thead>
<tbody>
<tr>
<td>A warm welcome</td>
<td>Guided by mana whenua, we will</td>
<td>Collaboration</td>
</tr>
<tr>
<td>We share the abundance and spirit of</td>
<td>actively care for our place, our</td>
<td>We will work together in</td>
</tr>
<tr>
<td>generosity with our visitors</td>
<td>environment, our people</td>
<td>unity</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Place</th>
<th>Economic Wellbeing</th>
<th>Participation</th>
</tr>
</thead>
<tbody>
<tr>
<td>To accelerate the sustainable</td>
<td>Creating shared benefit through</td>
<td>Every New Zealander has the</td>
</tr>
<tr>
<td>transformation of our communities,</td>
<td>connection, innovation and trade.</td>
<td>opportunity to participate in</td>
</tr>
<tr>
<td>our water and our whenua.</td>
<td></td>
<td>and celebrate the America’s Cup.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Storytelling</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>The rich cultural and voyaging stories</td>
<td></td>
<td></td>
</tr>
<tr>
<td>of Tamāki Makaurau and Aotearoa are</td>
<td></td>
<td></td>
</tr>
<tr>
<td>shared and valued.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# Leverage Framework

<table>
<thead>
<tr>
<th>Programme Outcomes</th>
<th>Place</th>
<th>Economic Wellbeing</th>
<th>Participation</th>
<th>Storytelling</th>
</tr>
</thead>
<tbody>
<tr>
<td>To accelerate the sustainable transformation of our communities, our water and our whenua.</td>
<td>Creating shared benefit through connection, innovation and trade.</td>
<td>Every New Zealander has opportunity to participate in and celebrate the America’s Cup.</td>
<td>The rich cultural and voyaging history of Tamaki Makaurau and Aotearoa are shared and valued.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Leverage Goals</th>
<th>Place</th>
<th>Economic Wellbeing</th>
<th>Participation</th>
<th>Storytelling</th>
</tr>
</thead>
<tbody>
<tr>
<td>To maximise the opportunities to strengthen and profile sustainable destination management, whilst promoting positive environmental outcomes.</td>
<td>To showcase business, trade and investment (with a focus on leading edge technology and innovation) both domestically and internationally.</td>
<td>To develop opportunities for national pride by engaging New Zealand Aotearoa in the 36th America’s Cup.</td>
<td>To deliver authentic and powerful stories of/about Tamaki Makaurau and Aotearoa, our people, business, place, history and future both domestically and internationally.</td>
<td></td>
</tr>
</tbody>
</table>
## Legacy Framework

<table>
<thead>
<tr>
<th>Programme outcomes</th>
<th>Place</th>
<th>Storytelling</th>
</tr>
</thead>
<tbody>
<tr>
<td>To accelerate the sustainable transformation of our communities, our water and our whenua.</td>
<td>To tell the authentic and powerful story of our mana whenua, the rich cultural and voyaging history of Tamaki Makaurau and Aotearoa.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Legacy Goals</th>
<th>Place</th>
<th>Storytelling</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accelerating the social &amp; physical transformation of Auckland’s waterfront.</td>
<td>Cleaning up our waters (freshwater and marine) and our islands.</td>
<td>Our voices are reflected.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Legacy Goals (description)</th>
<th>Place</th>
<th>Storytelling</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continuing the transformation that began in 2000 when Aucklanders turned their face to the water and towards a publicly accessible waterfront - further opening gateways to the Waitemata, the Hauraki Gulf and beyond.</td>
<td>A unique opportunity to focus on the mauri, cultural and environmental health of the Waitemata and the Hauraki Gulf, and the waters which flow into it.</td>
<td>Ensure our voices continue to be heard long after AC36 itself is over – to celebrate our cultural heritage and the taonga of the Waitematā and the Hauraki Gulf, so that New Zealander’s and visitors understand, value, protect Tikapa Moana and beyond.</td>
</tr>
</tbody>
</table>
The America’s Cup Legacy – catalysing long-term environmental benefits for the Waitematā, the Hauraki Gulf and communities

- Bringing agencies and groups together to work collectively to amplify outcomes.

- With our voices in unison - raise awareness with audiences and empower them to care for our natural environment.

He Waka Eke Noa. Kia Eke Panuku, Kia Eke Tangaroa. We’re in this waka together. Through all our efforts, we will succeed.
Next steps for engagement

- Regular updates will be provided as the America’s Cup programme develops
- America’s Cup related questions can be sent to americascupmo@aucklandcouncil.govt.nz
- Workshop with Panuku – Place programme and activation ideas

Information on the major events taking place in Auckland in 2021 is available at www.ak2021.co.nz
City Centre Targeted Rate Portfolio Update

Auckland City Centre Advisory Board – 28 August 2019
Content

• City Centre Targeted Rate Portfolio – Part of the City Centre Transformation

• City Centre Targeted Rate Project updates
  • Federal Street Stage 2
  • Federal Street Stage 3/4
  • Access for Everyone Concept Pilot – High Street
  • Nelson Street Slip Lane
  • Karangahape Road Enhancements
  • Myers Park Underpass
  • CRL Urban Realm Upgrades – Lower Queen Street and Albert Street
  • Quay Street Enhancement
  • Britomart Precinct Streetscapes
Federal Street Upgrade Stage 2  
(Mayoral Drive to Wellesley Street)

**Status**
- Liaison with Auckland City Mission regarding construction phasing options is to continue to confirm programme.

**Objectives**
- Contribute to the creation of a coherent laneway circuit and envisioned in the City Centre Masterplan.
- Celebrate existing land use.
- A streetscape that better fits the scale and speed of pedestrians.
- Provide more interaction between building and street activities.

**Key Risks**
- Total project costs exceed approved budget.
- Auckland City Mission development causes significant delays to Federal Street upgrade.
- Reduced market capacity to deliver project due to city wide programme of works.

**Milestones**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Start</th>
<th>End</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction</td>
<td>Q1 '20</td>
<td>Q4 '20</td>
</tr>
</tbody>
</table>

**Funding**
- City Centre Targeted Rate - ~$8M
Federal Street Upgrade Stages 3 and 4
(Victoria Street to Wyndham Street and Swanson Street to Fanshawe Street)

Status
- Concept Design contract awarded to Boffa Miskell in August.

Objectives
- Deliver a streetscape that prioritises function and operation.
- Create a destination that celebrates the historic built form of the street and diverse social character of the city centre.
- Provide a flexible streetscape that empowers the local community and businesses.
- Demonstrates best practice in sustainability.
- Respond to council's budget and time constraints.

Key Risks
- Significant developments anticipated in the area result in delay to the project.

Funding
- City Centre Targeted Rate - ~$14M
### Access for Everyone concept pilot – High Street

#### Strategic Alignment

- Transport and Access
- Homes and Places
- Environment and Cultural Heritage
- Belonging and Participation

#### Milestones

<table>
<thead>
<tr>
<th>Activity</th>
<th>Start</th>
<th>End</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Case Options</td>
<td>Jun ’19</td>
<td>Aug ’19</td>
</tr>
<tr>
<td>Detailed Scope &amp; Design</td>
<td>Aug ’19</td>
<td>Sep ’19</td>
</tr>
<tr>
<td>Trials Commence</td>
<td>Oct ’19</td>
<td>May ’20</td>
</tr>
</tbody>
</table>

#### Status
- Business Case received council investment approval to pass through to the plan stage.
- Scope is being defined and stakeholder engagement and the co-design development is underway.

#### Objectives
- Improve the distribution of street space to prioritise people, operations and street functions.
- Reduce the level of discretionary traffic accessing High Street.
- Enhance loading and servicing options of High Street businesses.
- Improve footpath standards to meet AT and NZTA recommended widths.
- Provide a new way to consult and engage with the community to manage change.

#### Key Risks
- Impact of on-street parking changes to local businesses.
- Traffic Control Committee resolution for parking space removal.

#### Funding
- City Centre Targeted Rate - $0.6M
Hobson Nelson Street Programme
Nelson Street Slip Lane – Placemaking Improvements

**Status**
- Strategic assessment received council investment approval to pass through to the business case stage.
- An option based business case is currently under development.

**Objectives**
- Enhance the amenity of the slip lane and encourage more active use at street level.
- Address current pedestrian safety concerns in the slip lane.
- Provide an improved pedestrian link for users of the slip lane and residents of the surrounding residential developments.

**Key Risks**
- 60 Cook Street development proceeds and overlaps with the slip lane enhancement programme. ( риск 1)
- Project delay results in stakeholder disillusion. ( риск 2)

**Milestones**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Start</th>
<th>End</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Business Case approved</td>
<td>Aug '19</td>
<td>Mar '20</td>
</tr>
</tbody>
</table>

**Funding**
- Funding for the Business case is being sourced from the Hobson/Nelson Street Upgrade programme.
Karangahape Road Enhancements

Status
- Site establishment for the first two stages of the project has commenced.
- Work underway on southern side of Karangahape Road, between Symonds Street and Upper Queen Street, and the northern side of Karangahape Road, between Ponsonby Road and Howe Street.

Objectives
- Deliver a high quality integrated streetscapes environment.
- Provide a safe and attractive cycle route along Karangahape Road.
- Give greater priority to public transport while enhancing access.

Key Risks
- Public response due to traffic changes during construction.
- Unexpected utilities encountered throughout construction.

Milestones
<table>
<thead>
<tr>
<th>Activity</th>
<th>Start</th>
<th>End</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction</td>
<td>Jul '19</td>
<td>End '20</td>
</tr>
</tbody>
</table>

Funding
City Centre Targeted Rate - $9M
Myers Park Underpass

<table>
<thead>
<tr>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Preferred Concept Design supported by Auckland City Centre Advisory Board in July 2019.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Objectives</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Improve public perception of Myers Park and help establish it as a safe place to be.</td>
</tr>
<tr>
<td>- Improve accessibility and connectivity of the park.</td>
</tr>
<tr>
<td>- Utilise public art to improve activation and quality of the park.</td>
</tr>
<tr>
<td>- Maintain existing stormwater retention capacity.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Key Risks</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Design does not effectively mitigate safety issues such as antisocial behaviour.</td>
</tr>
<tr>
<td>- Design not perceived to improve accessibility.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>- City Centre Targeted Rate - $7.55M</td>
</tr>
</tbody>
</table>

### Strategic Alignment

- Belonging and Participation
- Māori Identity and Wellbeing
- Environment and Cultural Heritage

### Milestones

<table>
<thead>
<tr>
<th>Activity</th>
<th>Start</th>
<th>End</th>
</tr>
</thead>
<tbody>
<tr>
<td>Design Development</td>
<td>Sep ‘19</td>
<td>May ‘20</td>
</tr>
</tbody>
</table>
CRL Urban Realm Upgrades – Lower Queen Street and Albert Street

Status

- Contract C1, lower Queen Street – urban realm upgrade works
due to commence late 2019 and run through to late 2020.
- Contract C2, lower Albert Street – urban realm upgrade works
commenced 2018 and run through to late 2020.
- Contract C3, upper Albert Street – urban realm upgrade works –
design to be developed following formation of the Alliance.

Objectives

- Achieve higher quality urban realm outcomes on the back of the
City Rail Link reinstatement works along Albert Street and lower
Queen Street.

Key Risks

- Insufficient remaining budget to deliver the full scope of urban
realm upgrade for the Contract C3 section of Albert Street.
- Construction cost escalation further increase cost pressure on
the project budgets.
- Interface with private development results in programme
delays.

Funding

- Contract C1 - ~$15,000,000 from City Centre Targeted Rate
- Contract C2 - ~$11,000,000 from City Centre Targeted Rate
- Contract C3 - ~$4,000,000 from City Centre Targeted Rate
Quay Street Enhancement (Commerce Street to Viaduct East)

### Status
- Detailed design completed July 2019.
- Construction underway, due for completion Dec 2020.

### Objectives
Delivers on the City Centre Masterplan vision and outcomes by:
- Creating a people-focused waterfront that caters for the anticipated growth in pedestrians and enhances connections between public transport modes;
- Reconnects the city with the Waitematā Harbour through good urban design and prioritises local traffic movements over through movements;
- Promote a thriving and authentic Māori identity and culture through a design approach that is founded on Māori design;

### Key Risks
- Managing design outcomes and expectations within the total project budget;
- Delays to the construction of the project impact the ability to deliver the works by Dec 2020;
- Construction impact on local stakeholders

### Funding
- City Centre Targeted Rate - $22,900,000

### Milestones

<table>
<thead>
<tr>
<th>Activity</th>
<th>Start</th>
<th>End</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction</td>
<td>Q3 2019</td>
<td>Q4 2020</td>
</tr>
</tbody>
</table>
Britomart Precinct Streetscapes

**Status**
- Galway Street (mid-block) construction due to commence in Q1 2020. Project delivered as part of the Downtown Programme.
- Tyler Street and Galway Street (lower Queen to Commerce) construction due to commence in Q1 2021. Project delivered by City Rail Link Limited.

**Objectives**
- The City Centre Master Plan 2012 identifies the Britomart Precinct as intended to be a high-quality mixed use precinct.
- The Britomart Precinct Streetscapes programme is envisioned to create a pedestrian friendly precinct with high public amenity value.

**Key Risks**
- Construction impact on local stakeholders
- Construction delays due to neighbouring projects.

**Funding**
- City Centre Targeted Rate - $20,000,000, comprising:
  - Tyler Street and Galway Street (lower Queen to Commerce) - ~$8,000,000
  - Galway Street (mid-block) - ~$5,500,000
  - Galway Street east (completed) - $3,620,000

**Milestones**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Start</th>
<th>End</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction (various)</td>
<td>Q1 2020</td>
<td>Q3 2021</td>
</tr>
</tbody>
</table>

**Strategic Alignment**
- Transport and Access
- Environment and Cultural Heritage
- Opportunity and Prosperity
Access for Everyone concept pilot – High Street

James Buckley – Project Manager City Centre Development Programmes Office
• What's happening on High Street?
Access for Everyone

- Response to Growth in the city centre:
  - Pedestrians
  - Public transport
  - Business deliveries / servicing
  - Development traffic
  - Road space in more contested

CONCEPT

- Emerging themes
- Access management
- Discretionary traffic reduction
CRITICAL THINKING

- Enabling a successful centre
  - Manaakitanga
  - Operations
  - Function

CHANGE

- People first
- Urban space
- Low Emissions zone
Pilot - High Street

- How
- What
- When

Empathize
- Place value
- Shared understanding
- Ask and learn
THE PROJECT OBJECTIVES

01 Access management
Evolving the distribution of street space to prioritise people, operations and street functions

02 Reduce the level of discretionary traffic accessing High Street

03 Enhance loading and servicing of High Street businesses

04 Enhance engagement with the community to manage change

05 Introduce step change to manage disruption
Minimising disruption through an iterative process
AN ITERATIVE CO-DESIGN PROCESS

- Plan and scope
- Ask and learn
- Shared understanding
- Test and validate
- Create ideas
- Refinement
HOW MIGHT WE ACHIEVE THIS?

One to One
Gain practical insights from people in the community

Reference Group — Workshops
- Develop clarity of purpose
- See the shared values
- Co-create the pilots
- Connect to the community – take it to the street

Network of Place Champions
A group of locals willing to promote and speak on behalf of the project

High Street Get Togethers
- Informal feedback channel
- Quarterly get together with community members

Have Your Say
Utilise Auckland Council resources to engage with wider public on pilot implementation
PLAN & ENGAGE BY DOING

01 Establish the sentiment
02 Refine the Approach
03 Develop the Place Value
04 Pilot Implementation
05 Evaluate
KEY THEMES

POP-UP CAFES
To promote outdoor public seating in the parking lanes and provide local business opportunities to overflow into the street.

PAVEMENT TO PARKS
To add more neighborhood green space and to further activate streets with public seating.

FOOTPATH BUILD-OUT
To reclaim inefficiently used asphalt as public space with minimal capital expenditure.

STREET GRAPHICS
Adding color as a low cost traffic disrupter to reclaim the space.
WHAT'S IN SCOPE?

- Qualitative and quantitative research / analysis
- Co-design workshops: Auckland Council technical experts and High Street Reference Group
- Re-evaluation of qualitative and quantitative research
- Temporary or permanent removal of on-street parking
- Temporary activation initiatives i.e. Art week, Parking day
- Organised Events
- Installation of place kits and gap fillers
- TCC application for temporary removal of on-street parking
- Footpath extension - Setdown (mechanical) Infill (civil)
- Provision of additional loading bays
- Provision of additional mobility access space
- Painted carriageway graphics
- New trade/service medium - long stay parking
- Pick up and drop off areas established
- Static signage: northern entrance High St & Shortland St
- Limited traffic access
- Enhanced car park wayfinding
- Changes to the lower levels car park layout

Estimated budget $600,000
Attachment B

Item 8

Detail Plan 1 of 3 - Co Design Outcome for initial trial

Shortland Street - Vulcan Lane
Victoria Street 1890s
Victoria Street 1960s
Attachment A

Victoria Street 2000s
Attachment A

Extent of Study Area
Project framework

Better Business Case process
- Logical, consistent process
- Record of assumptions and decision making
- Mitigating risk – redesign, stakeholder opposition, delays

Community of Practice
- Drawing together broad community of experts right from the beginning

Strong partnership with manawhenua
- Commitment to ensuring partners are part of the process from the beginning
- Project emphasis on identify and culture
**Work to date**

- Clear scope and framework for business case (complete)
- Award of contract (complete)
- Drafting a Strategic case for investment (in progress – workshop 1)
- Gathering baseline data (in progress)
- Identifying a longlist of layout options for full length of street (in progress – workshop 2)
- Identifying a clear assessment framework to apply to longlist (in progress – workshop 2)
Workshop 1:
Broadening our definition of a ‘Park’
Identifying why investment is needed
Linear parks...

“Longer than they are wide, linear parks take people on a journey through the city.

They can be as short as a few blocks—even the expanse of a single bridge—or as long as several miles, but linear parks differ from traditional green spaces thanks to their proportions.

They often serve as a link in a city’s plans to boost alternative transportation, a thoroughfare carrying pedestrians, rollerbladers, bikers and more...”
Regenerative Lens

1) Social/Cultural
2) Infrastructure
3) Environment
4) Economy
5) Human Development

Nested Systems
Site/Self
Neighbourhood Group
Wider Community
### Investment Logic Map

#### INVESTMENT LOGIC MAP

<table>
<thead>
<tr>
<th>PROBLEM</th>
<th>BENEFIT</th>
<th>RESPONSE</th>
<th>SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>There is inadequate space for people on Victoria Street to rest, move and play now and as Auckland grows</td>
<td>Increased active transport linkages for movement along and across Victoria Street</td>
<td>Change form of Victoria Street</td>
<td>Re-allocation of road space to people</td>
</tr>
<tr>
<td>The absence of visible culture and history on Victoria Street results in a lack of identity and sense of connection between residents, commuters and visitors with the street, as a key destination</td>
<td>Activated quality spaces for commercial and recreational activities</td>
<td>Change function of Victoria Street</td>
<td>Provide flexible and activated infrastructure and spaces for resting, moving, playing, contemplating and recreating</td>
</tr>
<tr>
<td>As a link between the two major city centre parks, Victoria Street has the potential to enhance the urban biodiversity and green space in the city centre</td>
<td>Improved sense of belonging and connection to place</td>
<td>Re-design the public realm through a collaborative process</td>
<td>Integration of public art and cultural design to reflect the history, place and unique identity of Tamaki Makaurau</td>
</tr>
<tr>
<td>Healthier and more sustainable city centre</td>
<td>Healthier and more sustainable city centre</td>
<td>Develop and implement a sustainability plan for Victoria Street</td>
<td>To create a partnership with mana whenua to co-create quality spaces on Victoria Street</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Increase quantity and diversity of flora on Victoria Street, to encourage increased biodiversity</td>
</tr>
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<td></td>
<td></td>
<td></td>
<td>Apply sustainability principles</td>
</tr>
</tbody>
</table>

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Attachment A

Item 9

Workshop 2: Layout Longlist options
Reviewing critical success factors
Things to Consider when Preparing Options

- Pedestrian Requirements
- Different User Groups
- Modal Allocation
- Environmental Improvements
- Context
- Experiences
Indicative Business Case Assessment Process

- High Level Options developed
- Qualitative Assessment
- Concept designs progressed
- Quantitative Assessment
- Basis for Detailed Business Case
Indicative Business Case Assessment Process

Multi-Criteria Analysis

Assessment Dimension

Critical Success Factors

Indicators
DRAFT Indicative Business Case Assessment Process

**Assessment Dimension**

- Achieving Benefits
- Delivering the Project
- Wider Impacts

**Critical Success Factors**

1. Provision of dedicated spaces that create destinations on Victoria Street
2. Reduced opportunity for conflicts between modes
3. Demonstrate cultural identity on Victoria Street
4. Dedicated infrastructure and connections for active modes
5. Victoria Street provides a choice for people wanting to visit a park
6. Affordability
7. Consistency with local government plans and strategies
8. Support from stakeholders
9. Sustainability
10. Disruption during construction
11. Transport network performance
12. Interface with proposed projects
13. Environmental impact
Next Steps

The project team will now
✓ Confirm Assessment Framework
✓ Develop the Long List
✓ Assess the Long List against Critical Success Factors

• Finalise Strategic Case

• Develop Short List Options for layout of the street
Update on the city centre public amenity project

Michael Brown – Programme Analyst, Development Programme Office
Context

- The City Centre Public Amenities report was endorsed by the Waitematā Local Board in March 2018.

- A cross-council working group has been established to progress the report’s conclusions.

- A project update was provided to the Auckland City Centre Advisory Board in May 2019.
Discussion

- An asset register of public facilities has been compiled. The information has been sourced from the facilities operation’s divisions of various council group organisations.

- The asset register only contains information for public toilet facilities, as there are no public showers or storage lockers managed by the council group in the city centre.
Discussion

- The working group has reviewed national and international standards and guidelines for amenity provision in cities in order to scope the gap-analysis.

- The City of Melbourne and City of Sydney have adopted standards limiting the distance between toilet facilities to 500m and 800m respectively. These areas are comparable to Auckland’s City Centre.

- The working group has used distances of 250m, 500m and 1000m in the gap-analysis.
Discussion

Attachment B
Discussion

<table>
<thead>
<tr>
<th>Walking Catchment Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scenario</td>
</tr>
<tr>
<td>Control</td>
</tr>
<tr>
<td>Accessible</td>
</tr>
<tr>
<td>Unisex</td>
</tr>
</tbody>
</table>

- The gap-analysis shows that 74% of the city centre area is within 500m of a public toilet.

- This provides evidence that the council group are providing a level of service consistent with international cities, with respect to public toilet facilities.
Discussion

- Perception that the current provision is unsatisfactory may be influenced by external factors such as wayfinding, opening hours and servicing routines.

- The working group are contributing to Project AKL, a city centre focussed website that will inform the public on the city centre transformation.

- Project AKL will display public amenities within the centre. This represents a digital wayfinding opportunity.
Next Steps

- The working group are looking to identify opportunities to improve the effectiveness of the city centre public amenity network.

- The gap analysis will provide council with the ability to quantify impacts to the network from addition, relocation and removal of facilities.

- The working group will continue to provide a cross-council view on opportunities to influence the network.
Questions and Comments
Auckland City Centre Advisory Board Members Survey Report
28 August 2019
What do you think has been the board's biggest achievement this term (2016-2019)?

Summary of responses:

- Providing more robust, rigorous and focused advice
- Securing funding for Access for Everyone
- Completing Freyberg Square and O’Connell St upgrades
- Improving outcomes on both Albert St & Lower Queen St
- Decision to support upgrade of James Liston Hotel
- Encouraging Council and the CCOs to join up their thinking
- Work to improve the information and timing of that information to make better decisions e.g. review of the CCTR criteria and programme
# Strategic role of ACCAB

<table>
<thead>
<tr>
<th>Perspective</th>
<th>How this is working</th>
</tr>
</thead>
<tbody>
<tr>
<td>Defining strategic focus and advice to council</td>
<td>88% very well, 13% well</td>
</tr>
<tr>
<td>Level of impact the board has made to the council's strategies and policies</td>
<td>13% very well, 88% well</td>
</tr>
<tr>
<td>How well the City Centre Targeted Rate Investment Portfolio responds to the board's strategic focus</td>
<td>38% very well, 63% well</td>
</tr>
<tr>
<td>Clarify the council's process for establishing the City Centre Targeted Rate Investment Portfolio</td>
<td>50% very clear and robust, 25% clear and robust, 25% not clear and robust</td>
</tr>
</tbody>
</table>
Comments on strategic role

Selection of responses:

- “The recent discussion and review to the CCTR was very welcome, with a general view in the board that the use of the CCTR had deviated from what was originally envisaged.”
- “The Board has made great strides this year in getting our strategic focus right”
- “The board is remarkably united. There is a clear desire for change in the city centre from the people we represent, specifically for faster change.”
- “Process still takes precedence over outcomes”
Are discussions in your meetings are at the right level?

13% completely agree and 88% agree that discussions in the meetings are at the right level:

• “Our discussions are usually on point and focused”
• “Some members can go off on side-tracks…[or]…re-litigate issues that have been decided.”
• “.CRL and AT need to front at the same time, and be more responsive”
• “Sometimes there is not time left for discussion once presentations have finished.”
How could the panel assist the council to reach other stakeholders who would have an interest in its work?

- “Not sure this is our role. We give a lot of our time and energy as it is”
- “By having a broad as possible membership”
- “More communications about the ACCAB and the work programme in a way that could be shared with our various organisations and industries.”
- “It has been important to raise the bar in terms of the investment programme rationale and the level of respect and trust between the board and council [which] will underpin the growth of new stakeholder relationships.”
About meetings

Overall, how strongly do you agree or disagree that meetings

- Help me better understand the operations of the council
- Are productive
- Are well organised and prepared for
- Are frequent enough

1 - Strongly disagree
2 - Disagree
3 - Agree
4 - Strongly agree
Your voice during meetings

During panel meetings do you feel your voice...

- Is respected
- Is heard

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

1 - Strongly disagree  2 - Disagree  3 - Agree  4 - Strongly agree
Do you have any comments about your ratings above?

- “Main concern is that the length of presentations is sometimes too long – especially at workshops...perhaps more details on the agenda paper, shorter presentations..”
- “I would like to see a commitment to getting the board papers at least 5 working days prior to a meeting”
- “Agendas have and will continue to improve now the review work is complete”
- “There has been quite a bit of churn with administrative support but generally the staff are supportive and can pick up where others left off”
About support staff

How much you agree or disagree with the following:

- Support staff are approachable and easy to work with
- Support staff keep me well informed
- Support staff offer timely and useful advice


Auckland City Centre Advisory Board
28/08/2019
Staff presenting at panel meetings

How much you agree or disagree that staff who come to your meetings to seek advice and recommendations...

- v. Attribute these recommendations to your panel in reports and plans
- iv. Clearly explain follow-up processes
- iii. Provide you with information in a timely fashion
- ii. Provide quality material e.g. PowerPoint presentations
- i. Clearly explain in papers / reports what advice they want from the panel

1 - Strongly disagree %  2 - Disagree %  3 - Agree %  4 - Strongly agree %
How can council staff seeking your advice and recommendations better work with you?

- “There’s always the suspicion of attempts to control boards through the selective supply of information (too much, too little, too early, too late, irrelevant etc) but that’s true of every board!”
- “A big bugbear for me is low resolution visual material. Please; every map, plan, render or slide must be legible.”
- “Some of the PPP use up more time than is necessary when often the information required is already in the meeting papers.”
- “On the whole staff present as both honourable and conscientious….If we begin to suspect there is some preconceived outcome selected by higher up…this will likely only stimulate further interrogation and interest from the board.”
Do you have any other comments about your sector panel including any concerns or areas for improvement?

- “I think Viv Beck has done an excellent job to refocus the work that the Board does into a more strategic approach.”
- “I appreciate the hard work of the individuals, but there is room to improve the co-ordination, collaboration and communication between parts of Council.”
- “This is a critical time for cities everywhere... AKL is fortunate that significant strategic transport infrastructure is being delivered... but the streets are lagging behind... AKL lacks both quality open space (at all scales) and trees.”
Questions and discussion