Komiti Tohu me te Arotake Tūranga Mahi, me te Rite o te Whiwhi ki Tā Tērā i Utu Ai / Appointments, Performance Review and Value for Money Committee

OPEN MINUTE ITEM ATTACHMENTS

<table>
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<td>11</td>
<td>Auckland Council progress on savings up to 30 June 2019</td>
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<tr>
<td>A.</td>
<td>5 September 2019, Appointments, Performance Review and Value for Money Committee, Item 11 - Auckland Council progress on savings up to 30 June 2019 - PowerPoint presentation</td>
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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.
Auckland Council progress on savings up to 30 June 2019

Appointments, Performance Review and Value for Money Committee

5 September 2019

Overview

• Progress for the year ended 30 June 2019

• Progress update on:
  • Digital and Transformation
Progress for the year ended 30 June 2019

Background

- The 10-year Budget 2018-2028 includes total cumulative operating savings for Auckland Council of $565 million over the next ten years.

- The target for the 2018/2019 financial year was $23 million.

Savings achieved

- For the year ended 30 June 2019, $24.6 million of savings have been achieved, with $6.4 million savings realised in the last quarter of the year.

- More than $500 million of other benefits such as cost avoidance and capital expenditure savings have been identified through the Value for Money, procurement and other workstreams.
**Progress for the year ended 30 June 2019**

**Savings initiatives**

<table>
<thead>
<tr>
<th>Workstream</th>
<th>Savings achieved</th>
<th>Initiatives</th>
</tr>
</thead>
<tbody>
<tr>
<td>Procurement</td>
<td>$1.2m</td>
<td>Supplier panel for professional services related to processing resource consent and other applications</td>
</tr>
<tr>
<td>Organizational design</td>
<td>$2.6m</td>
<td>Changes to composition of the executive leadership team, Consolidation of Commercial and Finance teams</td>
</tr>
<tr>
<td>Technology</td>
<td>$1.3m</td>
<td>Robotics Process Automation, Technology infrastructure licensing cost reduction, Reduction in staff required for complex bank reconciliations</td>
</tr>
<tr>
<td>Non-rates revenue</td>
<td>$1.0m</td>
<td>Venue and facilities hire digital booking system improvements</td>
</tr>
<tr>
<td>Prudent financial management</td>
<td>$18.0m</td>
<td>Focus on employee benefits including improved workforce planning and reporting and better use of contingent workers</td>
</tr>
<tr>
<td>Value for Money</td>
<td>$0.5m</td>
<td>Reduced costs in communications and engagement</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$24.6m</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Further potential opportunities:**

- Streamline low risk and low value procurements
- Corporate support review
- Sector shared services
- Multi-cloud data centre
- Further robotic process automation
- Digital transformation enabling self-serve and awareness of services
- Ongoing prudent financial management
- Future VFM reviews
Digital and Transformation
Creating efficiency gains

Where did we start?
Where did we start?

- No customer needs segmentation view.
- 8% of products had a digital presence – none integrated (251 products).
- Old website, not mobile friendly.
- Low customer satisfaction.
- No deliberate strategy for digital conversion.
- No single process mapping tool.
- No money set aside for capital investment.

What we’ve achieved in 3 years...

Customer satisfaction

65%
FY19

58%
FY15
Understanding and designing with our customers

We have talked, co-designed and tested with more than...

10,000 Customers
Single sign on

Sign in or create an account

Login to your account

Create a new account

Website redevelopment
### Website redevelopment

<table>
<thead>
<tr>
<th>Growth</th>
<th>50% increase in demand</th>
</tr>
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<tbody>
<tr>
<td>Visits</td>
<td>12,998,584 visits in 2018</td>
</tr>
</tbody>
</table>

**Satisfaction**

| 59.3% from 30% |

**Awards**

- Best public website 2018 Plain English Awards
- 2nd place 2018 ALGIM local gov't websites Up from 23rd in 2016 (old site)
- Finalist: User Experience 2017 Best Design Awards

### Libraries website

- Library account login
  - Library card number
  - Login/Sign In (you're not logged in)

- Find your nearest library
- New Zealand’s largest library

- Search for: Books/Popular Authors
  - Sarah Akiyama, The Last Bookstore

- Explore the world of Possibilities
  - Digital storybook: The cat who ate paper
## Enterprise bookings

<table>
<thead>
<tr>
<th>Category</th>
<th>Online Percentage</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regional and sports parks bookings</td>
<td>91%</td>
<td>-</td>
</tr>
<tr>
<td>Events permit applications</td>
<td>100%</td>
<td>-</td>
</tr>
</tbody>
</table>

**Highly commended**
Transforming Service Delivery 2019 SOGIM awards

Judges praised the successful move as a near textbook example of a successful transformation project.

**Venue hire bookings**

- 41% online
- 47,965 out of other channels
- 21% increase revenue

## Holiday places bookings goes live

**Before**

**After**
**Item 11**

**Holiday places bookings goes live**

Michael Quinn 29/05/2018 10:27am:

We love our team. I often use the saying of saying that you pay for what you get. You get what you pay for.

Pete Thomas 28/05/2018 9:45am:

What a difference this will make. I am checking on 1 July and still get my booking for a traditional over-Anniversary weekend. Spain is thought for those who need to get there all done to be at the heart of the line! How will they cope with this change?

**LCS smart forms**

**Customer satisfaction**

<table>
<thead>
<tr>
<th>Alcohol licensing</th>
<th>Food licensing</th>
</tr>
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<tbody>
<tr>
<td>Target 67%</td>
<td>Target 70%</td>
</tr>
<tr>
<td>Result 85%</td>
<td>Result 80%</td>
</tr>
</tbody>
</table>
Consenting made easy

- Co-design described as international best practice

<table>
<thead>
<tr>
<th>Deposit calculator</th>
<th>Do I need a consent tool</th>
</tr>
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<tbody>
<tr>
<td>8593</td>
<td>40,797</td>
</tr>
<tr>
<td>Uses in FY 18/19*</td>
<td>Uses in FY 18/19*</td>
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<table>
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<tr>
<th>Applications online</th>
<th>*Efficiency gains</th>
</tr>
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<tbody>
<tr>
<td>BC 63% *</td>
<td>$915,000 per annum</td>
</tr>
<tr>
<td>RC 63% *</td>
<td></td>
</tr>
<tr>
<td>Property files 69%</td>
<td></td>
</tr>
<tr>
<td>LIMs 85%</td>
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Inspections bookings

- 297,170
  79%
  Bookings online

Removing

- 233,704
  calls out of the call centre
Digital Auckland Plan

- Delivered in-house
- Written for digital
- Elected members engaged
- Used as the framework for subsequent online plan

13,648 online submissions

AKL Paths

- Delivered in partnership with Downer
- Built in house
- Proof of concept used to gather user feedback and has informed iterative improvements

Commercial Partnership Award
2019 NZ Sport and Recreation awards

64,127 visits in FY 18/19
87% customer satisfaction
**Elections website**
- In house design and build
- Leveraging existing platforms
- Reusable for future elections

25,557
visits since launch
Full site launched 5 June

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*It's not all about technology...*

...it's about processes and people too
Swimming pool inspections

Backlog reduced from 8,000 to 700 and will be up to date by end of October

Dog registration

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<th>2017</th>
<th>2018</th>
<th>2019</th>
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<tr>
<td>Online</td>
<td>38%</td>
<td>70%</td>
<td>80%</td>
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Cost to Serve completed on the dog registration and renewal process. Cost out of the customer service team and hub with enhanced self-service. With new email and marketing approach revenue has also been bought forward.
myAUCKLAND

- First service is rates
- Went live 1 August 2019
- Since launch 13,826 properties have been accessed
- Over time myAUCKLAND will integrate the 53% of services that are currently online, and onboard other services into a single dashboard.

Coming soon...

- RFS
- Active recreation