

Date: Monday 17 February 2025
Time: 1.00pm
Meeting Room: Room 1, Level 26
Venue: Te Wharau o Tāmaki - Auckland House
 135 Albert Street
 Auckland

Te Kāhui Tohutohu mō te Pakihi Iti / Small Business Advisory Panel





OPEN MINUTE ITEM ATTACHMENTS

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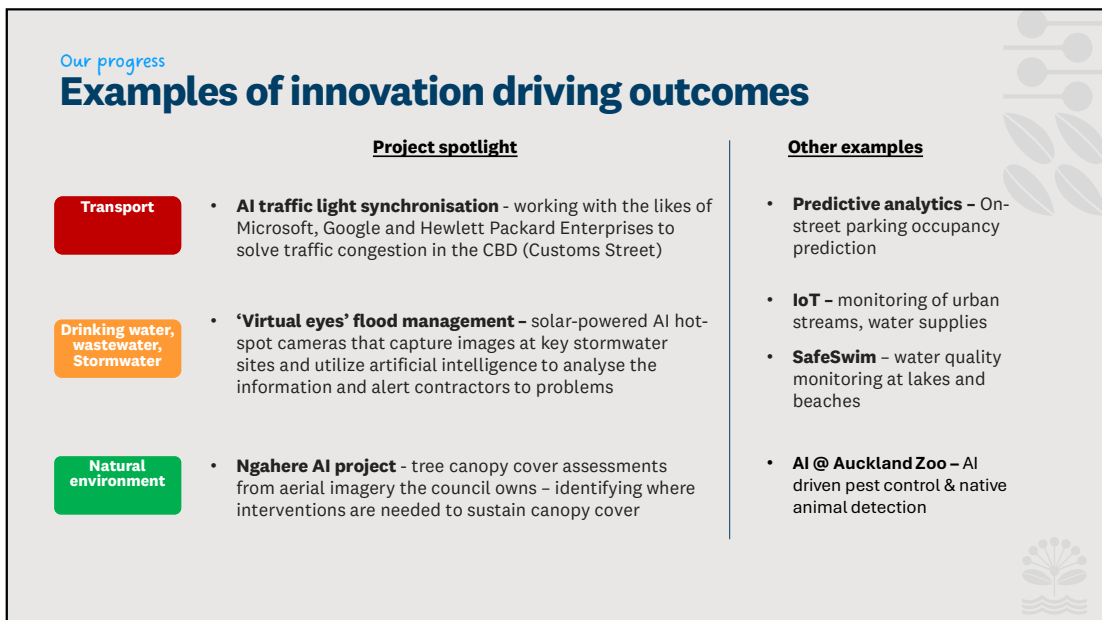
Introduction
Background and context

-  Auckland Council group has set some ambitious outcomes over the next 10 years through the recent Long-Term Plan (LTP)
-  Technology enablement, including through innovative solutions such as Artificial Intelligence (AI), smart city technologies and analytics, are increasingly a component of enabling these outcomes
-  There are examples across the group where technologies have been deployed in innovative ways to solve problems for the region
-  Building confidence in working with new and emerging technologies is an essential part of our growth. Enthusiasm is present. Guiderails help us be responsible with it.

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Our progress





Examples of innovation driving outcomes

	Project spotlight	Other examples
Community	<ul style="list-style-type: none"> • Drone facility monitoring – use of drones and Light Detection and Ranging (LIDAR) sensing to monitor and assess the condition of community facilities 	<ul style="list-style-type: none"> • Optical sensor technology - for facility visitation analysis
Economic and cultural development	<ul style="list-style-type: none"> • AI content moderation – use of AI technology to automate content moderation on the interactive ‘Discover Auckland’ tourism site 	<ul style="list-style-type: none"> • ‘Voice of the visitor’ - AI feedback review of tourism facilities
Well-managed Local Government	<ul style="list-style-type: none"> • Buzzly platform for youth engagement – use of AI, personalisation and gamification to drive youth engagement around Auckland issues and opportunities 	<ul style="list-style-type: none"> • Contact centre AI – for notetaking of customer calls

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Next steps

Upcoming areas of focus

- 
Technology ecosystem - Partnering and enabling the wider technology ecosystem e.g. Innovation precincts, tech sector coordination, Auckland as an innovation hub
- 
Accelerating use of AI - implement a regular flow of new AI innovations to improve customer experience e.g. Digital avatars, Chat enabled interactions – all aimed at simplifying Aucklanders’ and our kaimahi’s access to what they need
- 
Digital Twin – real time, accurate, all encompassing asset data coupled with visualization of present and future city growth and planning
- 
Group approach to innovation – leveraging Auckland Council groups collective capability and scale to drive increasing use cases for AI and smart technology

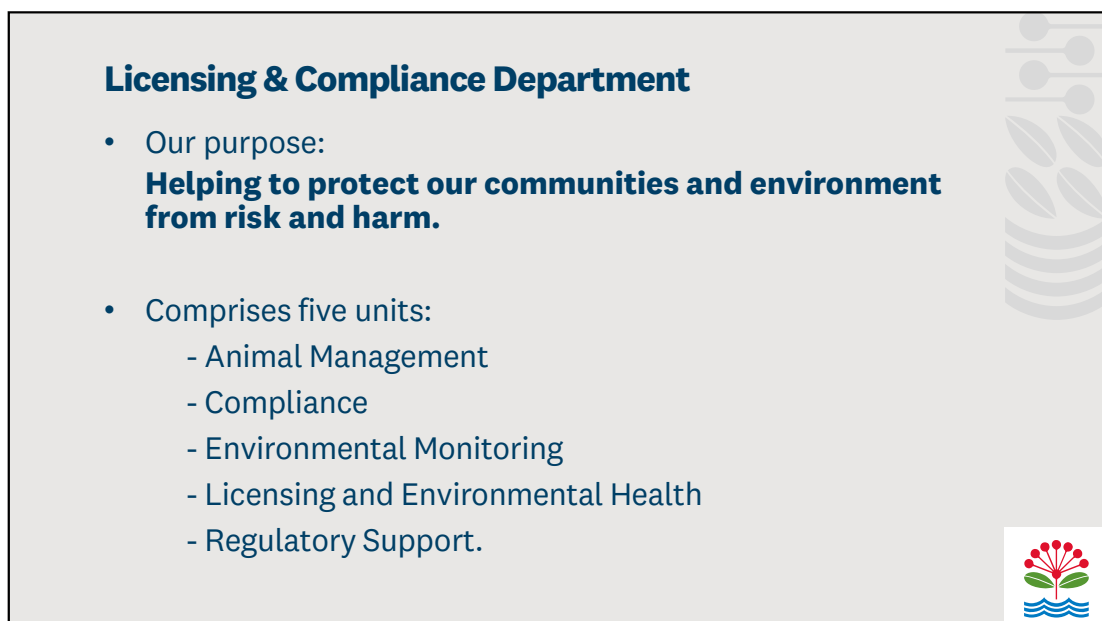
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Our work

Over 260,000 customer interactions per annum:

- 16,000 alcohol, food and street trading licences
- 14,000 pool inspections
- 36,000 noise complaints
- 14,000 compliance request for service (RFS)
- 110,000 registered dogs
- 45,000 RFS for roaming dogs etc
- 11,500 resource consents monitored
- 14,000 sediment control inspections.


*Approximate numbers



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Background

- We understand that Auckland is getting bigger, busier and more complex, with changing customer demands.
- The work we do across the department is important and we want to improve on the services that we provide for Aucklanders.
- To do this we need to continuously review and improve the efficiency and effectiveness of our services.



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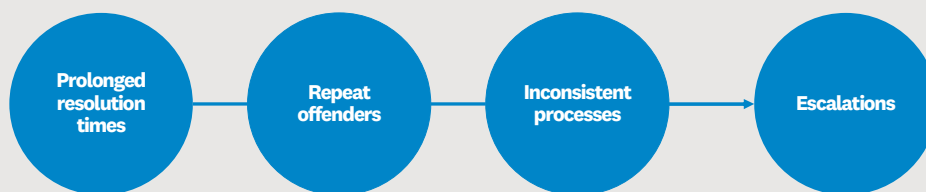
Current approach

- Education is a key part of our current graduated enforcement.
- We are good at investigating, however at times we do not take timely action.
- Sometimes we spend a lot of time on issues that cannot be resolved.

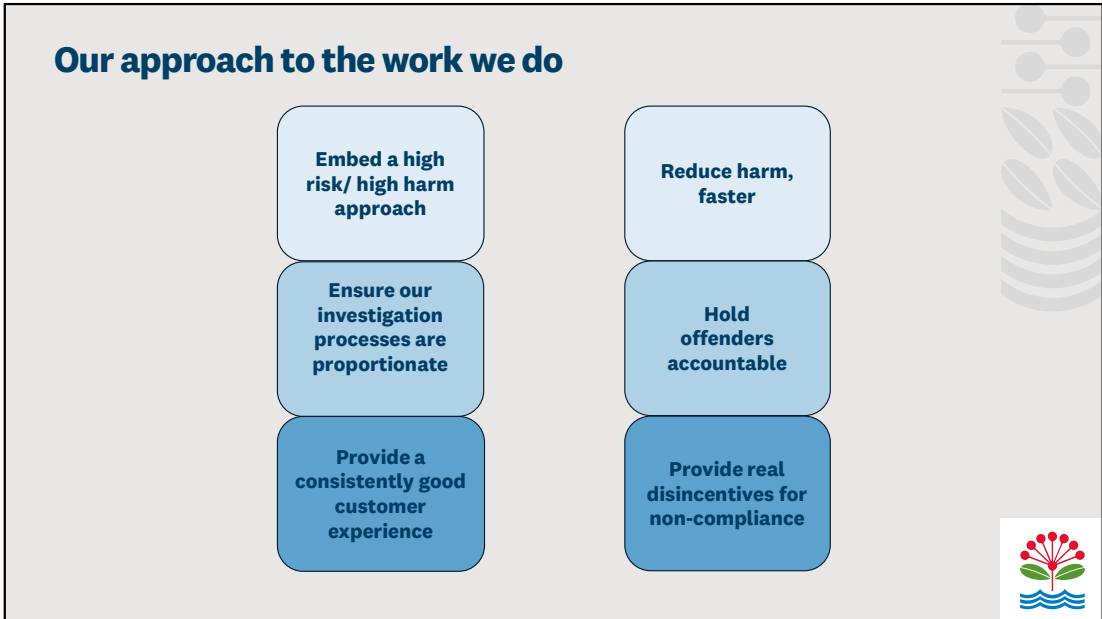


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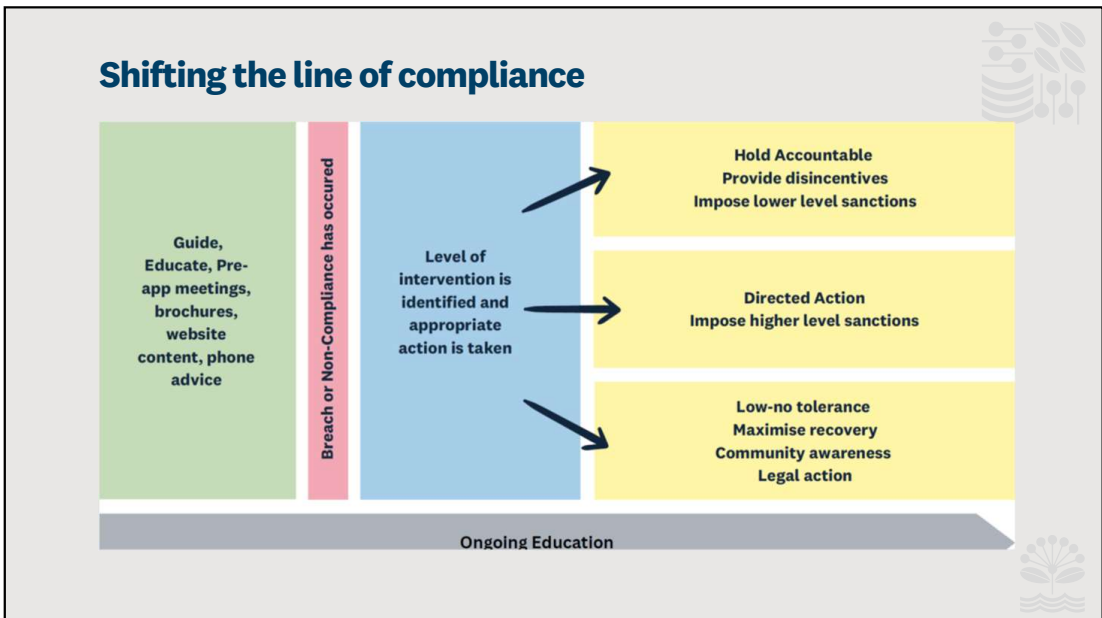
Opportunities for improvement



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Shifting the line of compliance

- Reviewing and updating existing policy and processes
- Customer education and awareness
- Quality management and continuous improvement culture
- Additional training and support to staff
- On-going communications to stakeholders.



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Customer focussed approach

LICENSING AND COMPLIANCE PROMISE

- We consider the interests of all customers
- We make evidence-based decisions, as early as possible
- We hold offenders accountable
- Our communication is timely and clear
- When the answer is 'no', we say it early and with confidence
- We focus our resources to reduce harm



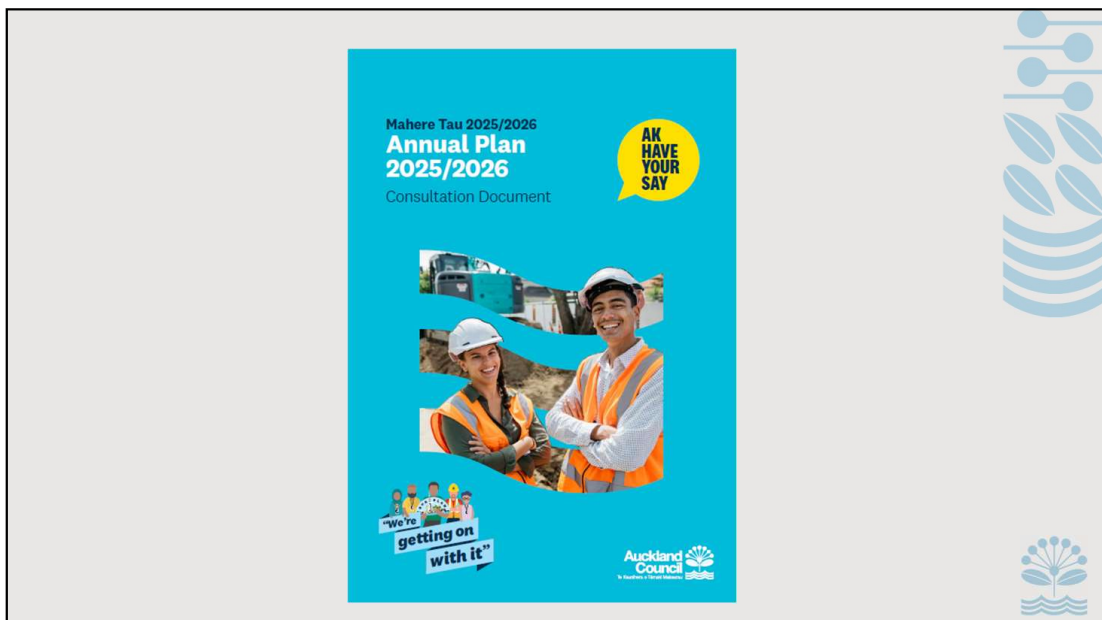
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