

Business Report

Recommendation:

That the Chief Executive's report be received.

Prepared by:

David Warburton, Chief Executive

Corporate

Employee Engagement

This year AT is taking a new approach to measuring employee engagement. Rather than conducting the annual engagement survey, a new tool will be introduced to run more frequent, shorter pulse surveys on a quarterly basis. Recognising that surveys can be influenced by periods in time, the annual engagement survey was found to be too infrequent to get real insight into how things are changing. This approach will give employees the opportunity to provide feedback throughout the year, which will enable a better understanding of what engages employees through a continuous listening approach.

AT will partner with Aon Hewitt to assist the engagement journey with roll out of the first pulse survey in the next couple of months. Quarterly pulse surveys will be combined with a full census survey every 18 months to fully understand the key drivers of engagement and test the impact.

Procurement

Eight tenders were published in March with an estimated value of \$7 million. One tender had an estimated value of over \$2 million.

Tender	Type
Light Rail Financial and Commercial Advisor	RFP

107 Contracts were issued in March with a total value of \$30 million. Three contracts were over the value of \$2 million.

Contract	Supplier
Towing, Recovery and Storage Services for Auckland Region	Supercity Towing Ltd
Waterview Connection Great North Road Bus Lane	NZ Transport Agency, Wellington
Mangere Future Streets Stage 3 – Mascot Avenue	Traffic Systems Limited

Regional Land Transport Plan (RLTP) Funding

During February, the following projects were approved for funding:

- **2012 – 15 Mt Albert Station (Implementation)** – This activity has been approved as a Cost Scope Adjustment for a total of \$1.43 m (\$713,000 from the National Land Transport Fund)
- **Long Bay Glenvar Ridge Road (Construction)** – This activity has been approved with conditions, for a total of \$23.1 m (\$3.25 m from the National Land Transport Fund). A private developer is contributing \$15 m to the project.
- **Streetlighting Upgrade LED (Construction)** – This activity has been approved for a total of \$23.3 m (\$11.9 m from the National Land Transport Fund)
- **Quay Street Cycleway (Implementation)** – This activity has been approved for a total of \$2.18 m (\$760,000 from the National Land Transport Fund and \$700,000 from the Urban Cycleway Fund) as part of the Auckland Cycle Network – City Centre Network cycling package.
- **Morningside Level Crossing Improvements (Implementation)** – This activity has been approved for a total of \$1.33 m (\$680,000 from the National Land Transport Fund) under Delegated Funding Authority

Note: All project costs include 5.32% administration fee

Customer Contact Metrics

- Average call wait time: AT Metro 21 seconds, AT HOP 29 seconds
- Service level: AT Metro 74%, AT HOP 71%, AT Specialist Team - core hours 69%
- Abandonment of call: AT Metro 5.97%, AT HOP 6.29%, AT Specialist Team – core hours 7.9%
- Call volumes: AT Metro 30,769, AT HOP 11,291, AT Specialist Team – core hours 21,224

BT Programme

- **Capital Infrastructure**

Project Highlight Report (PHR) Reporting Enhancements – the decision has been made not to proceed with its current scope for AT's infrastructure projects summary report, due to high development costs, and work is continuing on an alternative solution.

- **Corporate**

Implementation of the Health and Safety system continues.

- **Intelligent Transport Systems (ITS) & Parking**

Technical issues that have delayed CCTV migration for some cameras have been resolved by Hewlett Packard Enterprise (HPE) and roll out has recommenced of the CCTV analysis.

The Parking Platform consists of two phases: On-Street Parking and Enforcement, for which development is due to be delivered in September; and Parking Permits and Leases, the project scope and timeline of which is still being worked through with the vendor and Parking.

- **AT Metro**

All contract management reporting requirements for new Public Transport Operating Model (PTOM) contracts are complete and the build of these has commenced.

Technology / Infrastructure

- Phase 2 is underway of the 6 month three-staged transition of services to Fujitsu which commenced 1 December 2015, and is due to be completed in July 2016. Phase 2 will see the introduction of service ownership for Infrastructure, Database, Change Management and Capacity Management pass to Fujitsu. This aims to provide greater accountability for service quality, provide a single line of support, and improved service coverage to 24/7 in a number of areas.
- A new Service Desk deployed in December 2015 as part of the Fujitsu contract is now starting to produce detailed trending information, which is then used to focus efforts towards problem management, workforce planning, and improving the information which is conveyed back to the Business Units.
- BT is investigating options relating to the archiving of electronic information and records, as AT's existing technology (tape) is soon at its end of life and will no longer be supported. This upgrade is critical as it ensures compliance to the Public Records Act.

Training

- Project Management Office (PMO) Project training for staff for 200 new project sites: training is almost completed for 150 project managers. Refresher training may also be required.
- A Customer Relationship Management (CRM) Training Strategy is being drafted and a Training Needs Analysis is being completed. This will give direction to and enable the prioritisation of the training scheduling for the coming months to expand the use of CRM to new areas of the business.
- Skype for Business training for ATEED staff has been completed.
- Flexible Working – eLearning for Managers developed:
This module is designed to give introductory information to Managers on what flexible working is, and how they can begin to understand what it means for their staff. It is a prerequisite 15-minute eLearning course that they will undertake prior to attending a Managers' Briefing/ Training session on Flexible Working. This training is now available.
- Understanding Technology – demonstration of technologies used at AT:
This hands-on presentation was given to Managers which included the best ways to use Skype for Business, how to run online meetings, how to use OneNote, and tips for how to manage their teams remotely. This session will be continued as part of the suite of Flexible Working training offerings.

AT HOP Technology

- A programme has been established to address the aging AT HOP infrastructure and the associated support requirements. This will also incorporate increased capacity if required; following the Integrated Fares rollout.

Emerging Technology

- The change of email addresses from @aucklandtransport.govt.nz to @at.govt.nz has been completed. Work is now underway to shift the email servers to Microsoft Office online to provide full redundancy and improve synchronisation issues between the many devices users have. This will also reduce costs and provide more storage for users for their email files.
- Work is underway to review Narrow-Band Internet of Things (NB-IoT) technology to ensure that AT has an understanding of where this technology will impact devices such as sensors and longer term costs.

Proposed Auckland Unitary Plan (PAUP)

AT continues to present evidence in support of Council on the zoning and precincts. AT is also attending a number of hearings to assist the hearing panels with any queries that arise. These hearings are scheduled to close end of April. Council is preparing a way forward for the upcoming review of the Independent Hearing Panel's recommendations to be released by 22 July.

Designations

The Unitary Plan Independent Hearing Panel will be releasing their recommendations on designations in the coming months. AT has a number of designations that have been rolled over into the Unitary Plan. These recommendations will need to be reviewed so AT as a requiring authority can then inform the Council of its decisions. Council will then be serving notice of AT's decisions to relevant submitters and landowners/occupiers for the commencement of the appeal period. The date for these key milestones will be known shortly and the Board advised accordingly.

Special Housing Areas (SHAs)

AT provided due diligence for Tranche 10 SHA site requests. Thirty six new sites were recommended to the Minister by Council along with extensions to 6 existing sites. The Minister confirmed and gazetted Tranche 10 on 7 April 2016. Tranche 10 involves some 244ha with an approximate yield of 2,700-3,400 units.

Rapid Transit Network (RTN)

A business case to explore bus improvements at the Learning Quarter will commence this month. AT and NZTA are underway on planning and consenting processes for the proposed Rosedale Rd bus station as part of NZTA's Northern Corridor Improvements project which extends the busway to Albany.

Transport for Future Urban Growth

Draft transport networks to support future housing and business areas planned for greenfields land in the north west, south and north Auckland are open for public feedback. Council, AT and NZA have developed the draft preferred transport networks following technical assessments and earlier public consultation in February and March.

Once finalised the recommended transport networks will be included in Council's structure plans that are developed for future urban areas.

Central Access Plan

The Programme Business Case for the Central Access Plan (isthmus to city centre) has been developed jointly with NZTA and Council. A recommended integrated programme (IP) will be provided to the AT Board in April and NZTA Board for approval in May. The IP identifies a range of investments to address growing bus patronage demands against corridor / terminus capacity constraints.

Customer Insights

The Market Perceptions Survey for March 2016 was completed. AT brand recall continues to increase incrementally, while network reputation measures are neutral to slightly negative. 'Adoption Framework' behaviour change models have been benchmarked for walking, cycling and morning peak car travel and will now be tracked quarterly.

Public Transport Customer Satisfaction has been reported to March 2016; train satisfaction is slightly above 2015 levels at 84% while bus is stable at 83%. Satisfaction with bus information continues to trend down at 71%.

Results from Roothing Customer Satisfaction shows a slight decrease to 68% compared to 71% in March 2015. Satisfaction with traffic flow (20%, down 5%) and road safety (63%, down 3%) have also declined in the past 12 months.

Project Updates

Te Atatu Road Upgrade

The relocation of utility services, stormwater lines and installation of retaining walls and fences continues. Over the last three months, a total of four traffic lanes were available on Te Atatu Road whilst extensive service location investigation works were undertaken within the berm area. In late March the re-establishment of the three traffic lane configuration was undertaken from Edmonton Road to Vera Road. One north bound lane and two south bound lanes are provided.

The 355mm bulk watermain has been fully installed and commissioned along the length of the project. A large stormwater filtration tank will be installed in Vera Road carpark outside the All Seasons Pharmacy over consecutive weekends this month.

Glenvar Ridge Road

Construction of the lower section (Stage 1) has now commenced and is currently focused on the installation of stormwater works. Property acquisitions for the upper section (stage 2) are progressing.

Albany Highway Upgrade

Construction is progressing well with a focus on completing the sections south of Rosedale Road and the second half of Days Bridge. A night time road closure for a beam lift was completed this month and a longer closure after the Anzac weekend is proposed for the concrete pour to stitch the old and new bridge sections together.

Nelson Street Cycle Route

Phase 2 (Victoria Street to Waterfront) design is 85% complete with a small section under review to determine the best location of the cycleway on Nelson St north of Victoria Street. Construction is planned to commence around October 2016.

Wynyard Quarter – Integrated Road Programme

Halsey Street utility, sewer works and lamp/tram pole foundations are under construction. Tram track foundations have been laid and the southern common utility trench is complete in Gaunt Street. Halsey South and Gaunt Street will be completed mid-May with Halsey (north) programmed for completion in mid-December 2016.

Glen Innes to Tamaki Drive Shared Path

Construction of Section 1 (Merton to St John's Roads) is due for completion in August 2016. The design of Section 3, the Orakei Basin boardwalk widening is nearing completion and will proceed ahead of Section 2 for a planned September 2016 construction start. Consents for both Section 3 and the designation for Section 2 are to be lodged shortly.

Quay Street Cycle Route

Construction commenced last month, with work starting at the Lower Hobson Street intersection. The works are planned to be complete by June 2016, with an Opening Event confirmed for July 2016. The section of cycleway between Lower Hobson Street and Commerce Street must be completed before the end of May to avoid conflict with CRL enabling works starting in Lower Queen Street at this time. The remaining section of cycleway between Commerce Street and Taporā Street will be completed in June 2016.

Franklin Road Upgrade

Stage 1, utility upgrade works, are planned to start later this month/early next month subject to resource consent approval. These works are expected to be completed by February 2017 and include: stormwater separation from Ponsonby Road to Wellington Street; upgrading water mains under the footpaths on both sides; providing ducting for undergrounding powerlines and upgrades to the street lighting.

Mount Roskill Safe Routes

The construction contract has been awarded to Downer New Zealand Ltd and works commenced this month. Expected completion of construction is early 2017.

Waitemata Safe Routes

Public consultation took place last month with respect to the wider Waitemata area from Pt Chevalier to the CBD. The results of the consultation will be used to inform the consultation process for the more detailed work on Richmond Road, Surrey Crescent and Old Mill Road.

EMU

A trial EMU now has harmonic reducing software installed and will be in testing for two weeks to include substation monitoring before roll out through the fleet later in the month. Five EMUs have been upgraded energy meter hardware and software with the likelihood that these modifications will be rolled out through the fleet in the coming month. Once both upgrades are installed fleet wide, the Auckland Electrification Project (AEP) system testing can be completed which will lead to the closure of the AEP projects.

AMETI

The commercial closeout of the AMETI Panmure Stage 1 Main Works contract is complete. Works to construct a carpark at 118 Mt Wellington Highway have commenced. Technical work supporting the review of the AMETI Delivery Strategy is complete. Work supporting the processing of the Stage 2A (Panmure to Pakuranga busway) Notice of Requirement (NoR) application is ongoing.

Newmarket Crossing

Preparations for the NoR hearing in mid-April continue, with evidence being completed and issued to Council this month. Interim safety improvements to install electronic pedestrian gates at the crossing were completed over the Easter rail block of line.

Pukekohe Bus Rail Interchange

The developed design for the interchange was completed with updates to cost estimates and funding approvals underway prior to commencing the detailed design.

Manukau Bus Interchange

Detailed design of the main building and enabling works are progressing. Detailed design is expected to be completed in May 2016. Enabling works are expected to be complete in June 2016.

Ōtāhuhu Bus Interchange

Works are progressing in accordance with the project delivery programme, with demolition of most of the Walmsley road footbridge and replacement with a temporary ramp over the Easter rail block of line. The concourse structure is in place and preparation for glazing installation underway. Project completion is planned for August 2016.

Planning and Consenting Update

Notices of Requirement, Consents and Archaeological Authorities

1. Lodged Applications in March

Resource Consents:

- Glen Road, Henderson – Massey Local Board Road Safety Project
- Westcoast Road Shared Path
- Seal extensions (Stages 1 and 2)
- Currys Lane Cycleway

NoR and Regional Consents:

- AMETI Stage 2A NoR and Panmure Regional Consents

Outline Plans of Work:

- None this month

Archaeological Authorities with Heritage New Zealand Pouhere Taonga:

- None this month

2. Targeted to be lodged within the next three months

NoR and Regional Consents:

- Murphys Road Bridge Improvements
- CRL Regional Consents
- AMETI - Pakuranga Regional Consents

Resource Consents:

- Franklin Road Improvements (Package 2, AT application)
- Murphys Road Widening and Bridge Improvements
- Mt Eden Double Decker Bus Route (Package 4 and Package 5)
- Wynyard Quarter South Upgrades (Package C - Westhaven Drive and Beaumont Street)
- New Lynn to Waterview Shared Path (Whau Bridge)
- Ngapipi / Tamaki Safety Improvement Project
- Manukau Bus Interchange
- Westgate Bus Stop
- Glover Road Shared Path

Outline Plans of Works:

- Waterview Shared Pathway (Stage 1 and 2)
- Seal extensions (Stages 1 and 2)

3. Public Notifications and Hearings

NoR and Resource Consents:

- Newmarket Level Crossing Hearing scheduled for this month (April 2016)

4. Decisions/Approvals

- AT accepted the independent commissioner recommendation to confirm the Mill Road designation
- AT accepted the independent commissioner recommendation to confirm the CRL Britomart designation
- Mt Eden Double Decker Bus Route resource consent packages for phase 1, 2, 3 by Council approved
- Orewa Reserve Footpath resource consent by Council approved

- Mt Albert Railway Station / Mt Albert Pedestrian Bridge outline plan confirmed
- CRL Enabling Works Archaeological Authority decision from Heritage New Zealand Pouhere Taonga pending
- Wynyard Quarter South Upgrades (Package B - Wynyard Common, Daldy Street, Gaunt Street West, Beaumont Street South) resource consent decision by Council pending
- Franklin Road Improvements (Package One, joint application of Watercare, Vector, Chorus and Council Stormwater) resource consent decision by Council pending

5. Environment Court Appeals

- Environment Court Hearing for Medallion Drive Link commenced 18 January 2016 and was adjourned on 22 January 2016. The hearing reconvened on 22 February and closed on 26 February 2016. Decision pending
- Two Environment Court appeals have been received on the Penlink designation

Land Acquisition

Two unconditional agreements signed in March 2016: Taharoto/Wairau Stage3 (1), Mt Roskill Safe Routes (1), total project cost incurred for the month was \$1.27m. YTD 25 property agreements have been signed and settled at a cost of \$6.51m.

Assets and Maintenance

Strategic Asset Management & Systems

Seal Extensions

On-going correspondence with customers requesting seal extensions continues with generally minimal opportunity to meet their expectations due to the committed seal extension budget which prioritises projects and AT already trialling low cost solutions to assess lifecycle impacts. Consultation with Councillor Penny Webster, Local Boards and Iwi will shortly commence. The likely significant change being that prioritisation will occur annually.

Digital Auckland/BIM strategy

Initial business requirements have been provided to the 3D Auckland project and now waiting for the 'Use Case' documentation phase to begin. A BIM Strategy session was held which identified further needs around the organisations information requirements.

Storm water data Improvements

This is a significant collaboration project with Council Storm Water unit. Meetings have been held to ensure alignment and mapping of respective data fields. Spatial analysis is being undertaken to identify duplicates and where the two database differ. Information is also being collated on Rain Gardens. The RAMM User Defined Table developed in 2014 is being refined to address any new information requirements.

Road Corridor Access

Major Third Party Project Updates

Watercare Hunua 4 Bulk Watermain	Currently working in and around Wheturangi Road, Victoria Street South, Aratonga Rd and Horotutu Rd. These works incur some road and lane closures plus intersection disruptions. There are also ongoing works on Campbell Rd (approximately 23 weeks) where the contractor will endeavour to construct a Scour Valve at St Oswalds St and complete the remaining part of 667 Pipe Cross Connection at the Horotutu Rd / Campbell Rd intersection.
UFB Rollout	The Year 5 (2015/16) build is now nearing completion with 297 cabinet areas now at the build complete stage. It is expected that the number of open CAR applications will reduce significantly over the coming months as these cabinet areas are moved into warranty.

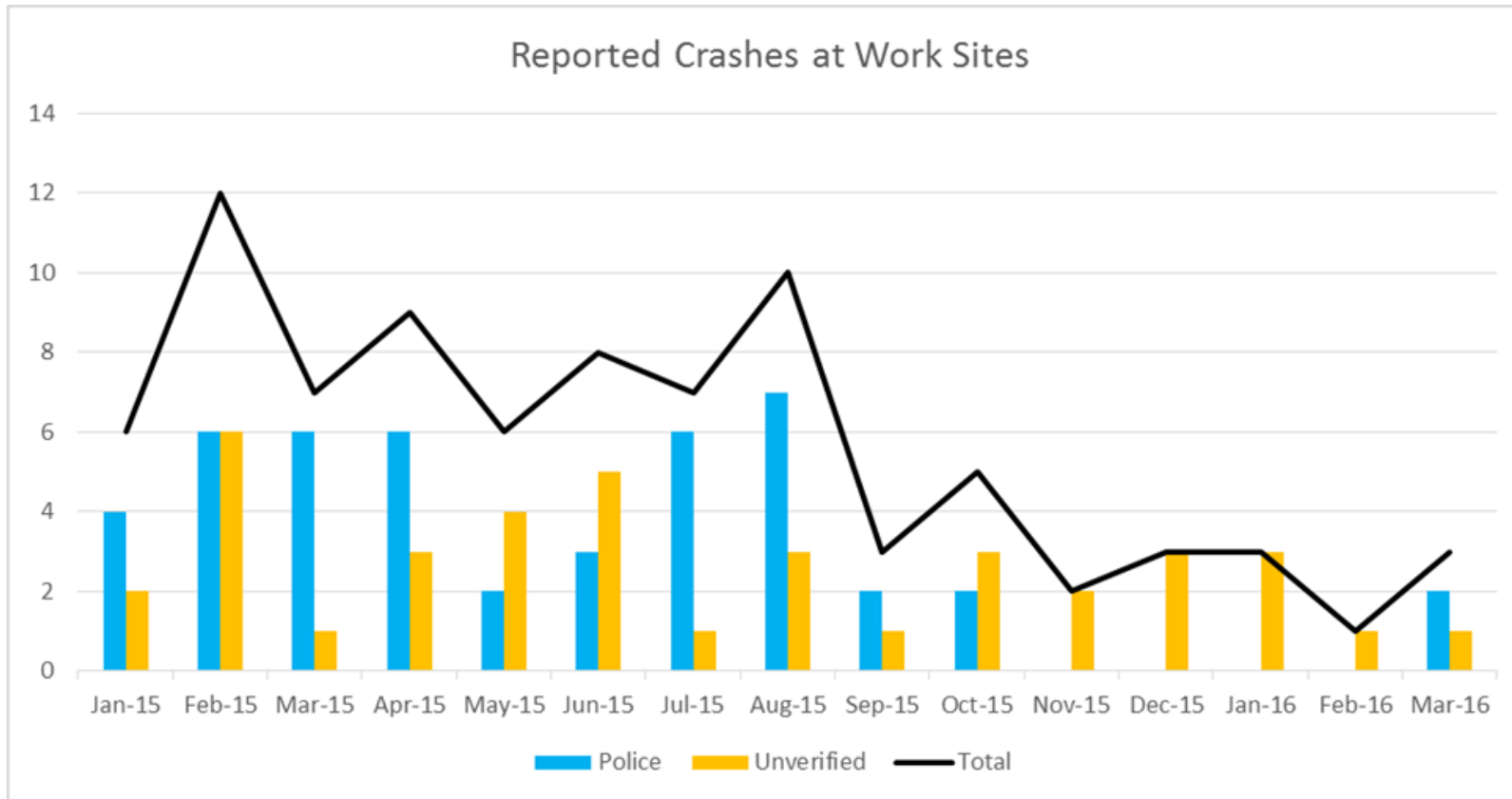
Temporary Traffic Management – (TTM)



The percentage of lower risk sites is 90% (High Standard, Acceptable, Needs Improvement and Unacceptable) for March 2016 (target is greater than 90%).

Of the 99 reviews undertaken, seven were completed outside normal business hours as a result of complaints. Only two were rated as Satisfactory i.e. above the 90% satisfactory target with the remainder requiring mostly minor adjustments to layout etc. Of the total 22 reviews arising as a result of complaints, 10 were satisfactory (above 90%).

An ongoing schedule of engaging with TTM Contractors has continued to yield small improvements. Several joint TTM SCR's exercises were completed this month, including members of contractors and internal TTM reviewers / compliance auditors. As a result of this work, five reviews completed by others in AT (by Compliance Auditors and Special Events) have been included in the statistics.



Work is continuing, specifically with one poorly performing TTM contractor, and as a result, they have recently engaged a specialist independent TTM advisor to help them improve.

There were three reported crashes at work sites during the month of March. This includes the fatality at Mullins Rd, Clevedon. As a result of early knowledge of the crash, AT advisors attended the site the next morning and took a complete video of the TTM set up. This was confirmed to be unchanged from the time of the crash.

Our source of knowledge on the occurrences of crashes at work sites is word of mouth (including complaints through the call centre), Police Reports (CAS) and reports received direct from organisations undertaking the work. Historically, there is a low level of reporting of crashes from all sources.

Road Corridor Delivery

Physical Achievement

MARCH 2016					
Asset Renewal Activities	March YTD Actual (km)	March YTD Forecast (km)	Full Year Target (km)	Completion v. YTD Target (%)	Completion v. Full Year Target (%)
Pavement Rehabilitation	22.09	32.40	37.70	68%	59%
Resurfacing	416.38	454.40	480.07	92%	87%
Footpath Renewals	58.18	58.66	75.65	99%	77%
Kerb and Channel Replacement	63.87	66.64	82.67	96%	77%
TOTAL	560.52	612.10	676.09	92%	83%

Operating expenditure is running to budget.

Renewal expenditure is continuing to run behind forecast (14%) with \$133.8 m YTD spend compared with a forecast YTD spend of \$153.2 m. The under spend against forecast is primarily in pavement rehabilitation (\$10.3 m) and resurfacing (\$4.5 m). For both these activities projects have either proceeded slower or commenced later than originally forecast.

Despite being behind forecast, the total YTD spend is 74% of the approved full year budget of \$180.8 m. This leaves remaining budget of \$47.0 m, an average spend of \$15.7 m per month which compares favourably with the average spend over the previous 6 months (October-March inclusive) of \$17.3 m per month. Despite being behind forecast, most of the remaining pavement rehabilitation projects are under construction and will be completed this financial year.

Pavement rehabilitation projects are currently underway on The Drive, Gordons Road, Waitakere Road, Don Buck Road, Sabulite Road, Kaipara Portage Road, Woodcocks Road, Little Barrier Avenue, Nile Road, Sunnynook Road, Council Terrace, Brigham Creek Road, Cavendish Drive, St George Street, Porchester Road, Great South Road, Te Irirangi Drive (westbound lanes), Wellington Street/Vincent Street roundabout, Constable Road, Kitchener Road, Nelson Street and Whitford-Maraetai Road.

The length of pavement rehabilitation projects currently under construction is 11.4 km which, together with the length of completed projects (22.1 km), means that 33.5 km (89%) of the programme is either under construction or complete as at the end of March.

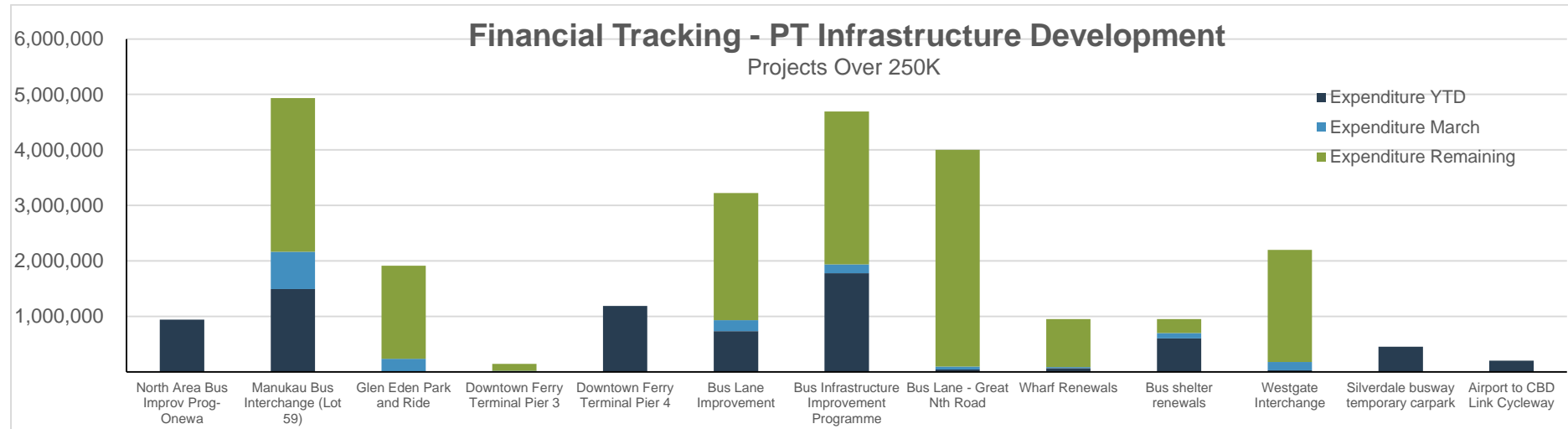
Street Lighting

Tenders closed on 31 March 2016 for the provision of LED luminaires for the 2016/17 year. Prices are being obtained for the supply of 16,000-18,000 luminaires from multiple suppliers.

A further 1,600 LED luminaires were installed on the network in March and connected to the central management system. A similar level of progress is expected for the remaining months of the year. The total number of luminaires installed to date is 7,430.

PT Facilities Infrastructure Development

Project Financial Tracking (for projects over \$250k)



Projects & Programme Updates

Manukau Transport Interchange	<p>Enabling works are well underway. The Contractor is running two weeks behind programme and has been asked to advise how it will overcome this delay.</p> <p>Tender evaluation for the Ronwood/Davis Intersection upgrade is almost completed and should be awarded this month.</p> <p>Detailed design for the mains works package is underway and scheduled to be completed later in April.</p>
Wharf Renewals	<p>Currently underway with the design of a number of urgent wharf renewal project requests received from AT Metro (25 February 2016). These are targeted to be completed by 30 June 2016.</p>

<p>Bus Infrastructure Improvements</p>	<p>Still on target to spend the \$4.7m budget. A significant number of physical works will be undertaken over May & June. This is because of the TCC resolutions being approved in April only, after which we can do the physical works.</p> <p>The extra \$1m was signalled to be added onto this budget is not yet approved by the PMO.</p>
<p>Bus Priorities & Bus Lanes</p>	<p>As a result of delays in receiving project mandates, we are forecasting a \$1.3m underspent this financial year. It is proposed to defer the underspent amount to next financial year. That way we will still be on track to deliver the overall three year programme. We continue to work with Metro to improve program and gateway handover's.</p>

Technical Services

Suppliers Contract

As at end of March, approximately \$5.8m has been spent against the TSS budget of \$9.6m (60% of budget). The YTD planned budget was \$6.8m (YTD variance \$1.02m). The programme is behind by \$136k for South, \$494k in North, \$340k in Central and \$116k for street lights. West is currently \$66k ahead of programme. Underspend is mainly due to delay commissioning detail design for pavements and structures works as the 2016/17 programme confirmation was expected in December 2015.

Local Boards

Auckland Transport staff are endeavouring to deliver a large number of Local Board projects before calendar year end. Some of these projects are quite substantial, with the Mangere Future Streets project (approx. \$7 m), joining Mangere-Otahuhu Local Board money, and money from both AT and NZTA.

AT and the Howick Local Board are working together to deliver a new passenger ferry facility at Half Moon Bay (\$5.1 m, plus landside works of approx. \$800K).

The Devonport-Takapuna Local Board have used \$700K of its Transport Capital Fund, together with around \$1.8 m from the Board's Parks budget, to build an opening pedestrian and cycle bridge over the Wairau Estuary that leads to the Milford Marina, creating much improved links to public transport services.

Māori Engagement

Four AT/mana whenua hui are now operating on a monthly basis covering southern, northern, central and western projects. Recently particular attention has focused on the regional wide engagement with mana whenua for the Transport for Future Urban Growth project and developing Māori values criteria in decision-making, and the selection of suitable sites and content by mana whenua for the Regional Signage project.

The Chief Executives of AT and NZTA are also working with mana whenua leaders to establish a forum for engagement at a governance level with iwi. Two initial meetings have been held to discuss scope, principles and membership. It is envisaged this will be an advisory group which will meet four to six times a year to discuss region-wide strategic transport issues.

Key Projects

Transport for Future Urban Growth Consultation

Public consultation on the Transport for Future Urban Growth project was carried out in February and March with Council and NZTA.

Meetings with local boards and councillors were held to update them on the potential transport networks ahead of consultation and to gain feedback during the consultation period.

Feedback was carried out online and at information days in south Auckland, the North West, Silverdale, Dairy Flat and Warkworth (circa 770 people attended). A total of 620 pieces of feedback were received.

In the South there was a clear preference for strong public transport options to support growth. Rapid transit between the airport, Manukau and Botany, as well as express rail services were seen as most important. There was also strong support for the Mill Road corridor upgrade to be extended to growth areas in Papakura and Drury.

In the North West there was also strong support for rapid public transport, with extending commuter rail and the north-western busway to Huapai. Providing a new road south of Kumeu and Huapai town centres as an alternative to State Highway 16 was also a priority.

In the Silverdale-Dairy Flat area extending the Northern Busway to Silverdale or Orewa was seen as the most important priority. More park and ride, extending capacity on SH1 and an additional north-south route between Orewa and Albany were other priorities.

Providing an alternative route between Sandspit Road and Matakana Road was the clear priority for people in Warkworth. They also highlighted further improvements on SH1 and improved public transport to the North Shore as important.

A further round of consultation on updated draft transport networks will take place from 15 April to 13 May.

Other Consultation

Pt Chevalier to City cycle network

The four week public consultation period closed on 5 April. A total of 839 submissions were received. Submission analysis is underway, with early indications of strong support for the proposals. The issues raised mainly focused on the possible removal of parking on residential streets.

New Lynn to Avondale shared walking and cycling path

The shared path will start at Rankin Avenue in New Lynn and finish east of the Blockhouse Bay Road/Rosebank Road/Trent Street intersection in Avondale. The 2.9 kilometres long path will be largely off-road. Public feedback opened on 15 April and closes 15 May.

Ponsonby Road pedestrian improvements

AT and the Waitemata Local Board sought public feedback on proposed improvements for pedestrians along Ponsonby Road (at eight side streets) between Williamson Avenue and Franklin Road and on Mackelvie Street (two options, to provide a continuous, safe and consistent pedestrian experience along Ponsonby Road). The Local Board supports AT's proposals and the project now goes to the detailed design stage. A total of 129 submissions were received.

Karangahape Road

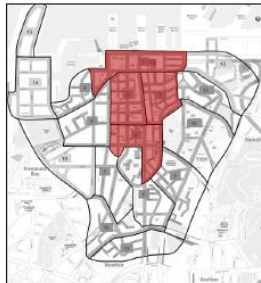
AT is looking to enhance the Karangahape Road streetscape, which includes the creation of a cycleway and enhancements to the footpath and road environment. Public submissions are scheduled for early to mid- May.

City Centre Parking Zone On Street Pricing Changes

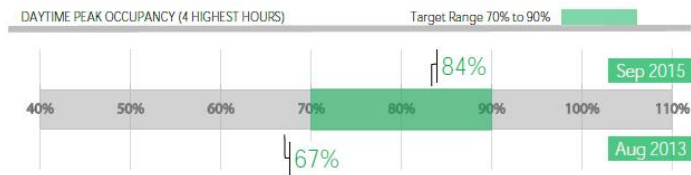
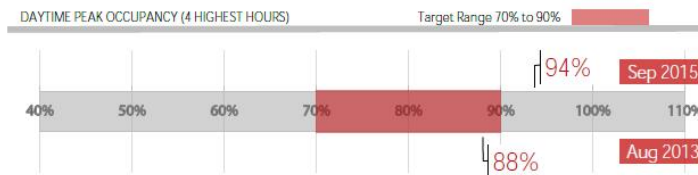
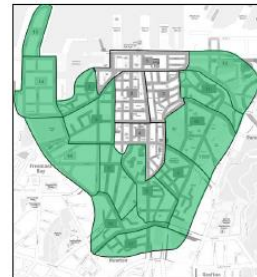
During March, AT updated the Waitemata Local Board Transport subcommittee and Heart of the City regarding the proposed pricing changes within the City Centre Parking Zone (CCPZ) (consistent with the demand responsive pricing policy for parking management). The CCPZ will now have only two price areas (reduced from the existing three price areas)

1. The central area (Area 1) is currently priced at \$4/hour for the first two hours with \$8/hour thereafter and the average peak occupancy is 94%. It is proposed to increase the price of the central area to \$4.50/hour for the first two hours then \$9/hour for every subsequent hour
2. The outer area (Area 2) is currently priced at different rates of \$2/hour and \$3/hour in various areas of this proposed zone for the first two hours and the average peak occupancy is 84%. It is proposed to standardise the pricing of this outer area to \$3/hour for the first two hours and then \$6/hour for every subsequent hour. While this represents a price increase for the Wynyard Quarter, some streets around Sale Street, and streets around Vector Arena, the majority of the outer area will not change in price

Area 1



Area 2



Off-Street Parking Facilities

On 15 March, AT communicated an increase in pricing for most unallocated and reserved parking within AT CBD car parks by 20%. The increase took effect for new leases from 1 April and for existing leaseholders the rates are proposed to take effect from 1 May. The increase is part of the strategy to prioritise short stay parking and promote public transport options. In August 2015 the daily rate in CBD car parks was increased from \$17 to \$24, (with AT signalling at this time that a review of the leaseholder pricing would follow). The current review falls under the Parking Policy 2B (Demand Responsive Prices Parking) and updates the previous price review implemented in December 2014.

Western Ring Route Completion Plan

The Western Ring Route (WRR) Completion Plan encompasses the identification, development and implementation of actions to ensure that NZTA and AT are ready for the opening of the Waterview Tunnel (and hence the WRR).

An Operational Risk assessment was formally published in January, and consolidates earlier work aimed at documenting the expected range traffic demand scenarios and how these will be distributed across the State Highway and AT network. Some additional physical mitigation works have been proposed. The impacts and issues associated with these were workshopped with NZTA and AT staff (ATOC, traffic, roading, public transport, walking/cycling and communications) in early March. These are now being further developed. The work is primarily on the State Highway corridor, but a small amount of physical work is proposed for the AT network.

A Concept of Operations has been scoped, this is the "operating manual" for the new route, and will provide clear guidance for ATOC to operate the WRR and its interfaces with the AT network after opening. Due to the requirement to manage traffic in the Waterview Tunnel, implementation of the Concept of Operations will require additional operating processes and supporting decision making tools than is presently used for traffic management on the wider State Highway network.

The focus for the next three months is defining the agreed physical mitigation works, and producing the first full draft of the "Concept of Operations".

Waitemata Police Liaison Officer Trial

ATOC has been conducting a trial with Waitemata Police since mid-November 2015 whereby Police Liaison Officer (Senior Sergeant) works in ATOC to determine the feasibility of co-locating a Police officer at ATOC during peak periods or during critical incidents on the road network. The officer has assisted with real time command and control of Police resources, along with operational support to ATOC during their deployment. During this time ATOC has also been able to assist Police with their programme to prevent crime and crash incidents occurring. Police have now committed to a further six month period of co-location. This trial has already resulted in faster and better targeted responses being provided on the road network by Police. There have also been occasions where Police have inadvertently impacted traffic flow through their activities, which the officer has been able to correct immediately.

Project Updates

Inner Western Cycle Routes

The AT consultation on the Auckland Cycle Network Inner Western cycle routes, from Ponsonby to Pt Chevalier, engagement took place between 7 March and 31 March. The public was asked what routes they would like in the area which will feed into future projects. The feedback is currently being collated.

Lake Road, Northcote Transit Lane

The extension to the Lake Road T3 Transit Lane at Northcote opened this month providing a more reliable journey time and travel time savings for buses and higher occupancy vehicles in the morning peak period. Monitoring showed that significant traffic queues were experienced on Lake Road, extending back nearly 1km from the Onewa Road intersection to the roundabout with Raleigh Road and Exmouth Street (the Raleigh Road roundabout). The previous southbound T3 lane only extended back some 310m from Onewa Road so its effectiveness was limited. Additionally, buses using Lake Road experienced delays southbound in the morning peak, resulting in a level of service level F (travel speed 0-30% of the posted speed limit). The transit lane is now operating in the morning peak from 6.30am to 9.00 am. Journey times and Level of Service will be monitored to assess the benefits of the new lane.

Other Activities

Driver Distraction "Oi! How many times?"

This is a 'mini campaign' aimed at Driver Distraction with smart phones. It is an extension and evolution of the highly successful campaign *Oi! Mind on the road, not the phone* from last year, which went viral with well over 10 million views world-wide.

'Distraction' or 'Inattention' is a medium risk under Safe Roads and Roadsides in the Safer Journeys document. As it is under-reported (drivers tend not to admit it) this area has not received the focus that their contribution to crashes actually warranted. The number of distracted drivers is increasing due to the increase of people using Mobile phones and Smart Phones whilst in their cars. Distraction from passengers is also an area of concern. In the Auckland region, the number of recorded All Attention Diverted/Distraction stats for 2010- 2014 is 29 fatal and 196 serious injuries, so there remains a need to promote safety around use of mobile phones in the car. Research conducted by AT on driving and phone use found that a high level of usage of phones, particularly with regard to Social Media whilst driving still exists.

AT commissioned research said...

- 81% of young drivers admitted to being distracted at some point
- 62% admitted using a smart phone device whilst driving
- Of these, 66% make receives calls, 62% text and 56% use an app
- Of those making a call, only 24% had a hands free kit

The video was launched on 3 April and the campaign will last until 15 May. It is primarily targeted to 20-29 year olds through True view (Paid You Tube promotion) but will also be supported by:

- Google Display Network (Banner ads)
- Facebook sponsored video post plus Facebook written posts
- Instagram promoted video and written posts
- AT Webpage www.at.govt.govt.nz/oi updated with the new video, stats and link
- Low level cinema adverts in the high risk crash areas in Urban South and Urban Central

Nelson Street Lightpath 100,000th trip

The Nelson Street Lightpath has been well-used by cyclists and is a significant contributor to growth of people cycling into the city centre. On 30 March the 100,000th trip milestone was reached across the Lightpath and celebrated with photo's capturing some of the riders on the Lightpath, ice creams and a few high fives all round!

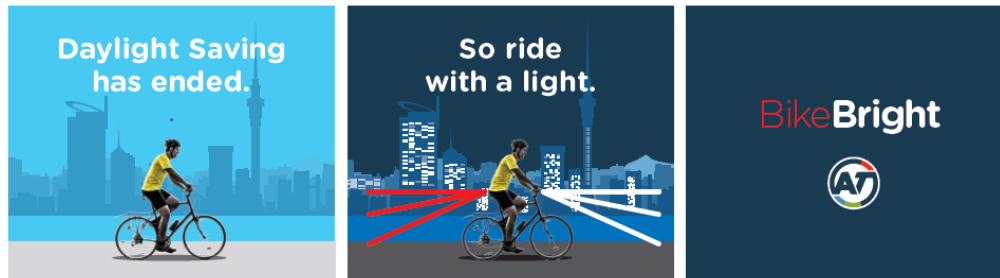
Since its opening on 3 December 2015, there has been a daily average of 841 cycle journeys across the Lightpath and has led to an estimated 200% growth in people cycling on Nelson St during weekdays. The cycle counter on the Lightpath is one of 28 functioning count sites across Auckland (as of January 2016). Despite only being added in December 2015, the Lightpath features as one of the top ten most used cycle paths for financial year 2015/2016 however in comparison only 3 of the counters used for reporting purposes (SOI) appear in the top ten counters for the region (year to date figures).

The most popular top ten routes (in order) YTD (2015/2016 FY) are:

- Tamaki Drive
- NW Cycleway Kingsland
- Karangahape Road
- Quay Street (added Dec 2015)
- Te Wero Bridge
- Grafton Bridge
- Mangere Bridge
- NW Cycleway Te Atatu
- Symonds Street
- Nelson Street Lightpath (added Dec 2015)



Daylight Savings – Bike Bright Reminder



Daylight savings ended 3 April and a social media campaign was launched to remind cyclists of this change and the importance of being visible to other road users. A major risk factor for cyclists as we head into winter is being less visible on the road which is particularly important at night, in low light conditions at dawn and dusk, and in poor weather conditions. Cyclists are required to wear a helmet, a red or yellow rear reflector, a flashing rear-facing red light, a white or yellow headlight and yellow pedal reflectors or wear reflective material. This campaign encourages cyclists to bike bright with lights.

The Walking and Cycling team have been out and about with the team cargo bike, handing out bike lights and other safety resources to cyclists riding after dark with inadequate visibility. In May AT will introduce promotions including, a bus to highlight blind spots on HGV's, the NZTA's 'share the road' photobooth, a bike mechanic performing basic safety checks, and a coffee cart to entice cyclists to pull over and get a free bike light and safety resources.

Walking School Bus Kung Fu Panda 3 promotion

AT ran a competition in conjunction with 20th century Fox from 21 March to promote the New Zealand release of the Kung Fu Panda 3, and encouraging Walking School Bus (WSB) students to take responsibility for their safety while walking to school. Students were asked to provide a drawing/photograph/small piece of writing showing how they have been a hero on their WSB by modelling safe behaviour with crossing the road, sneaky driveways and avoiding hazards such as puddles and overhanging trees. The prize was 15 free tickets for their Walking School Bus and a chance to have Po the panda is walking with the winning buses. The winning schools were:

- Waterview School
- Tirimoana School
- Bayview School
- Ormiston Primary School

Promotional media included posters distributed to schools with a WSB programme, a competition webpage and an eDM to all WSB route coordinators.



Walking School Bus Kung Fu Hero Competition

Go in the draw to win Kung Fu Panda 3 movie tickets for your Walking School Bus and a visit from Kung Fu Panda to your school!

To enter send us a drawing, photo or small piece of writing about how you have been a hero on your Walking School Bus based on these themes:

- Crossing the Road
- Sneaky Driveways
- Avoiding puddles/Trees/Cracked Footpaths

Have your parent or Walking School Bus coordinator submit your entry using the online entry form at AT.govt.nz/walkingschoolbus by Sunday, 3 April.

AT

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Innovative new Young Driver Resources

Young Driver crashes are a high strategic priority identified in Safer Journeys Programme, these drivers have a high exposure to crash risk due to their lack of driving experience and still-evolving cognitive abilities. From 2010-2014 there were 664 death and serious injury (DSI) crashes involving young drivers. These resulted in 74 deaths and 749 serious injuries. 40% of the drivers at fault/part fault were on a learners or restricted licence.

In March, the Young Drivers programme launched a new, innovative young driver resource through two 'Train the Trainer' workshops held in Onehunga and Western Springs. The 42 attendees from schools, community based organisations and corrections, were trained by AT staff to conduct learner licence theory courses with young drivers in their own communities.

The Train the Trainer courses are one of the key interventions in our Young Drivers Programme, providing local community organisations the capacity and skills to deliver Driver Licence programmes to their local youth. This approach is a long term sustainable approach to improving safety of young drivers by progressing 16-24 year olds through the Graduated Driver Licence process. Previous to their introduction these community organisations relied on AT funding the delivery of these courses by external providers, within the community setting.

Community Transport Schools Workshops

The Community Transport team delivered a series of professional development workshops for Travelwise Schools in March. The workshops were offered to Primary and Intermediate Schools, and included both students and teachers. In addition a new workshop focusing on the Safer Communities model was also offered to staff from schools in targeted high risk areas. In total 101 teachers and 300 students took part in workshops throughout the Auckland Region. The training was designed to increase the capacity of Travelwise schools with regard to promotion of road safety and active transport and to showcase, and encourage uptake of, AT programmes and resources.



City Centre Tactical Operations

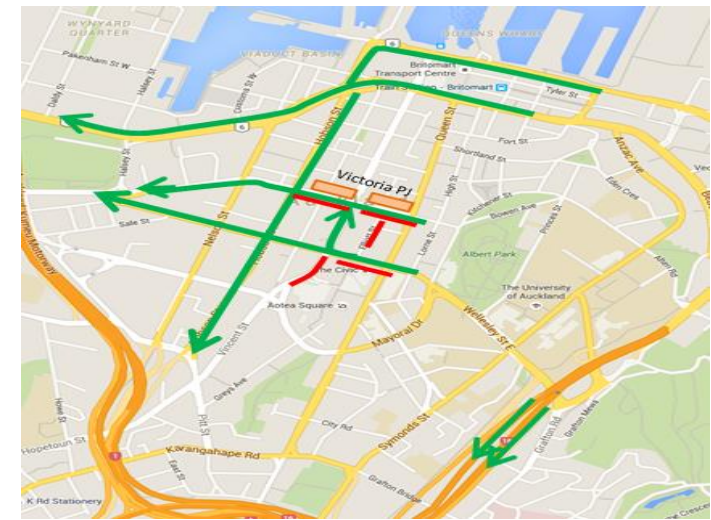
This month focused on linkages with the Council City Centre Intelligence Group to share information on monitoring, communications and developments in the city. This ongoing collaboration provides valuable insights into activities that may potentially impact the travel times on the network and availability/capacity of key routes. Information on changes in the city have been updated on the AT website and support 'The Build is on' campaign for CRL.




Monitoring of travel times in the city centre has highlighted issues with bus journey time reliability, which has been exacerbated by temporary traffic management required on key routes in the city centre. Actions undertaken include:

- Negotiating changes to temporary traffic management plans to reduce impacts
- Signal optimisation to improve traffic flow
- Alteration of signal operations such as removing right hand turns to avoid traffic backlogs
- Partial rerouting of bus services for the most efficient travel times

As referred to earlier construction of the Quay Street cycleway is underway and is being managed to have minimal impact on traffic flow on this key route through the city. This is illustrated on the map (inset) highlighting evening peak congested routes. Congestion monitoring has shown that:

- Queen Street is the slowest throughout the day (average travel speeds are 8-10km/hr)
- Reduced travel times have been recorded on Victoria and Wellesley during the morning peak. Measures have been introduced to improve journey times



Victoria Rd Construction	
Traffic queuing	
PM Traffic direction	

March Road Death Investigations

Four road deaths occurred in March, and five Road Death Investigations have been completed and forwarded to Police. The investigations identified a number of general road improvements which been included in the safety delivery programme including:

- Review existing traffic light operations and pedestrian crossing facilities
- Install curve and speed advisory warning signs
- Review existing road layout to confirm whether further delineation measures are required
- Upgrading of existing lighting levels by the AT Lighting Team
- Continue to promote educational campaigns with regard to drunk driving, driver licencing
- Undertake speed and traffic volume counts to confirm whether speeding is an issue
- Request vegetation trimming to improve the visibility of signage, and request resealing of driveway to prevent gravel migration onto carriageway

AT Metro

Patronage Performance Commentary

Ref: - AT Monthly Indicators Report 1.3 AT Metro patronage breakdown.

For the 12 months to March 2016 Auckland public transport patronage totalled 81.4 million passengers, an increase of +4.1% on the previous year. March monthly patronage was 8.2 million, a decrease of -2.8% on March 2015 and -5.2% below the monthly SOI target. March normalised adjustment ~ +1.6% accounting for special event patronage, with one less business day compared to March 2015 and Easter holidays falling in March compared to April 2015, resulting in a reduction of patronage ~100k.

Bus services totalled 59.8 million passenger trips for the 12-months to March 2016, an increase of +0.7% on the previous year. Patronage for March 2016 was 5.9 million, a decrease of -5.8% on March 2015 and -7.4% below the monthly SOI target. March normalised adjustment ~ -2.2%. In addition to the above normalisation, bus stops moved for CRL has resulted in a down turn on both City Link and Western corridor service by ~120k. Including these extraordinary adjustments bus service result for the month would be ~+3.5% on March last year. April is expected to see some recovery of bus patronage.

Train services totalled 15.9 million passenger trips for the 12-months to March 2016, an increase of +18.6% on the previous year. Patronage for March 2016 was 1.6 million, an increase of +4.7% on March 2015 and -0.7% below the monthly SOI target. March normalised adjustment ~ +13.8%. Over Easter most of the rail network was closed for engineering work with a bus replacement service in operations. In addition there was a significant reduction in special event travel this year (-70,000) due to the Cricket World Cup being held in March last year. However the number of passengers carried on an average business day has increased by ~10,000 or 17.3% per day which is a similar trend to recent months.

Ferry services totalled 5.7 million passenger trips for the 12-months to March 2016, an increase of +6.6% on the previous year. Patronage for March 2016 was 0.57 million, an increase of 9.2% on March 2015 and 4.6% above the monthly SOI target. March normalised adjustment ~ +11.2%.

Rapid and Frequent services totalled 30.5 million passenger trips for the 12-months to March 2016. Patronage for March 2016 was 3.1 million, an increase of +0.7% on March 2015 and -8.6% below the monthly SOI target.

Progress against AT Metro Key Strategic Priorities

Delivery against the AT Metro key business priorities is provided below:

1. Integrated Ticketing & Fares
2. Procurement & Contract Reform (PTOM)
3. Resource Efficiency & Effectiveness
4. New Network incl. Rapid & Frequent Service Network
5. Infrastructure Development
6. On-Time Service Performance
7. First & Final Leg
8. Customer Experience
9. PT Adoption Marketing & Promotion
10. AT Metro Safety & Security

Key Priority Targets	Monthly Update
1. Integrated Ticketing & Fares	
<ul style="list-style-type: none"> Integrated fares: concept 2013; business case 2014; development 2015; implementation mid-2016 	<p><u>Integrated Fares</u></p> <ul style="list-style-type: none"> Simplified integrated fares development is progressing with a go-live date targeted for end-July 2016. Final approval to proceed is the subject of a separate Board paper. <p><u>Tertiary HOP</u></p> <ul style="list-style-type: none"> Annual tertiary discount renewals for HOP card holders are progressing. Temporary satellite Customer Service Centres were opened in Britomart, AUT, University of Auckland, New Lynn Train Station and Unitec. All temporary sites, except Britomart, closed at the end of March, as expected, in response to demand reducing. The sites delivered the anticipated outcomes, with approximately 60,000 concessions being loaded up until the end of March. However, retained the Britomart site is retained for the first two weeks in April to provide an additional location to support the 10 permanent CSC's regarding last minute applications that have occurred in previous years. <p><u>SuperGold</u></p> <ul style="list-style-type: none"> Super Gold card holders conversion onto HOP cards continues, 43,000 now have HOP cards out of an estimated 100, 000 using public transport. Instructions for transition for non-AT HOP card holders to gold AT HOP cards will be issued in April. <p><u>Ferry</u></p> <ul style="list-style-type: none"> Work continues with Explore to include AT HOP on Waiheke ferry services.
2. Procurement & Contract Reform (PTOM)	
<ul style="list-style-type: none"> 2015: South Auckland New Network bus tender March 2016: West Auckland New Network bus tender July 2016: West Auckland New Network negotiated contracts 2nd quarter 2016: Ferry tenders released September 2016: North, Central and East Auckland bus tenders October 2016: South Auckland New Network bus service contracts start March 2017: North, Central and East Auckland New Network negotiated contracts 	<p><u>Bus:</u></p> <ul style="list-style-type: none"> Mobilisation meetings have commenced with the new South Auckland bus PTOM operators, Ritchies Murphy Transport Solutions Limited, Howick and Eastern Buses Ltd and Go Bus Limited, with a service targeted commencement of October 2016. The Bus PTOM West tender is expected to be released to the market late April 2016. <p><u>Ferry:</u></p> <ul style="list-style-type: none"> Final draft proposed contracts have been prepared. Endorsement from NZTA is being sought. RFT for eight contracted ferry service routes is now targeted for release to the market in May 2016.

<ul style="list-style-type: none"> • Mid-2017: ferry contracts start • 2017/18: rest New Network bus contracts start 	
3. Resource Efficiency & Effectiveness	
<ul style="list-style-type: none"> • Value for Money: SOI farebox recovery targets and reducing subsidy / passenger metrics 	<ul style="list-style-type: none"> • Following 'March Madness' demand spikes, service capacity versus demand is monitored on a daily basis on key corridors. • Further deliveries of double deckers. Plans are in place for the implementation on Mt Eden Road and on Route 881 as well as the extension of the NEX to Silverdale with peak trips being completed by Deckers. Initial discussions with Birkenhead Transport are now taking place with a view to Deckers operating on Onewa Road in the future. The last of the total 18 double deckers has been put into service on the NEX in March (this is the last Designline bus). Three more Howick & Eastern double deckers went into service in March (bringing the total to four) with a further 11 arriving in the coming months. • Minor timetable changes for Waiheke Bus Company took place on Tuesday 29 March as the winter ferry timetable for Waiheke Island took effect (from Easter to Labour Weekend each year). • Northern Express timetable review between Hibiscus Coast Station and Britomart has been completed in partnership with Ritchies Transport and the morning and afternoon peak frequency will increase from 15 minutes to 10 minutes from late June 2016 due to high patronage growth and insufficient capacity. • A safety case variation submission for a six trains per hour peak Western Line timetable, targeted for implementation mid-2016, has been submitted for approval to NZTA.
4. New Network incl. Rapid & Frequent Service Network	
<ul style="list-style-type: none"> • 2015: North, East, Central bus consultations • Oct 2015: Hibiscus Coast bus service design implemented • Oct-2016: South bus service design implemented • May-2017: West bus service design implemented • Dec-2017 to Mar-18: North, Central and East bus service design implemented 	<ul style="list-style-type: none"> • <u>South Auckland New Network</u>: Communications and engagement planning is ongoing ahead of implementation in October 2016. Reviews of both service operating timetables, and customer timetable materials, are underway, to ensure all are appropriate for implementation. • <u>West Auckland New Network</u>: Tender documentation for West Auckland will now be released in April 2016. The Waitakere Ranges public transport survey was released on 18 March 2016, and is open for feedback until 29 April 2016. • <u>North Shore New Network</u>: Route decisions have been made, and the final New Network design will be presented to the Board in April. Changes to 21 of the 40 proposed routes have been made, as well as changes to hours of operations. • <u>Central and East Auckland New Network</u>: Public consultation closed in December 2015. With analysis of submissions complete, work is continuing on route options and final reports to the board. Final network designs are intended to be presented to the Board in June. A review of school bus routes in these areas is ongoing. • <u>Beachlands/Maraetai</u>: Analysis of feedback is complete, and work on a summary report and planning for the next phase of consultation is now underway.
5. Infrastructure Development	
<p><u>Train:</u></p> <ul style="list-style-type: none"> • Short term safety improvements to all 21 level crossings on the Western Line in preparation for increased services have been identified and progressing. • Customers were advised the Britomart underpass would close 29 March in preparation for initial CRL works. 	

Bus:

- Progress continues towards completing the new bus stops required to operate New Network-South. 32 projects are under construction or about to commence; a further 152 projects are progressing through design, consultation and construction. The new modular bus shelter design is being implemented.
- Otahuhu Station is on-track to open with the launch of the bus New Network design for South Auckland in October 2016.
- A review of the post City Rail Link bus stop and layover requirements in the lower CBD is underway, launched 17 April.

Ferry:

- Renewal of the hard stand at Tryphena, Great Barrier Island progressing; expected completed by June 2016.

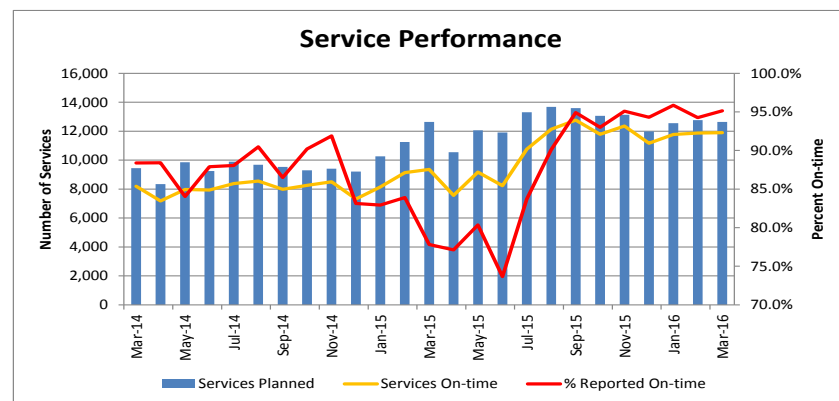
6. On-Time Performance

Train:

Ref: - AT Monthly Indicators Report - 4.1 AT monthly activity report.

Service delivery (or reliability) is the proportion of trains not cancelled in full or part and arrive at their final destination. Punctuality is the proportion of trains that were not cancelled in full or part and that arrived at their final destination within five minutes of the scheduled time.

In March 2016 service reliability was 98.9% compared to the 12 month average of 97.2% and 98.6% for February 2016. Service punctuality performance compared to services scheduled is illustrated in the chart below. Service punctuality (red line) was 95.1% compared to the 12 month average of 89.4% and 94.3% for February 2016 (and the low of 73.6% in June 2015). There were nearly 12,640 train services scheduled in March (blue bars), the number of actual services operated on-time (yellow line) was over 12,000.



Major incidents that affected March 2016 service performance:

- Track, Signal, Train Control and Traction Overhead (KiwiRail) – Infrastructure related matters caused delays to services on three days in the month, the most significant being a track fault just outside Newmarket disrupting services on all lines on the morning of Thursday 31 March.

Work is continuing on a number of track infrastructure speed improvements initiatives as part of the Rail Performance Improvement Plan communicated to the Board during the latter half of 2015.

Line speed, interlocking works and signalling works were completed over the Easter Block of Line and the initial results show best runs indicate a 2 minute improvement from Onehunga to Britomart and approximately 3 minutes between Westfield Junction and Newmarket. This may be offset by the opening of Parnell station with the proposed early 2017 Timetable upgrade.

Bus:

Service delivery (or reliability) is the proportion of services not cancelled in full or part and arrive at their destination. Punctuality is the proportion of services that departed their origin within five minutes of the scheduled time.

Overall the network reliability was 95.6% and punctuality was 90.1%. This was slightly down on both February's performance and in the year-on-year performance.

Reliability at Start					
Operator	Business Unit	Mar-16	Feb-16	Month-on-Month Change	Year-on-Year Change
Whole of Network		95.6%	96.0%	-0.4%	-0.6%
Metro Inner	NZ Bus	95.5%	95.3%	0.2%	-1.0%
Metro Outer	NZ Bus	94.9%	96.0%	-1.1%	-1.9%
North Star	NZ Bus	97.5%	97.7%	-0.2%	1.4%
Go West	NZ Bus	96.8%	97.3%	-0.5%	-0.2%
Waka Pacific	NZ Bus	92.5%	93.1%	-0.6%	-2.9%
West	Ritchies	97.5%	97.4%	0.2%	4.1%
North	Ritchies	96.9%	97.4%	-0.5%	1.3%
NEX	Ritchies	98.9%	99.0%	-0.1%	-0.1%
Howick & Eastern		94.8%	95.7%	-0.9%	-1.7%
Birkenhead Transport Ltd		96.6%	96.7%	-0.1%	1.1%
SkyBus		88.5%	86.5%	2.1%	-2.0%
Tranzit		97.1%	96.9%	0.3%	0.4%
Urban Express		97.9%	98.4%	-0.5%	-1.0%
Waiheke Bus		97.2%	96.1%	1.1%	0.6%

Punctuality at Start					
Operator	Business Unit	Mar-16	Feb-16	Month-on-Month Change	Year-on-Year Change
Whole of Network		90.1%	90.7%	-0.7%	-0.9%
Metro Inner	NZ Bus	89.7%	89.0%	0.7%	-2.4%
Metro Outer	NZ Bus	88.3%	90.1%	-1.8%	-3.3%
North Star	NZ Bus	93.6%	93.5%	0.1%	2.5%
Go West	NZ Bus	92.1%	93.3%	-1.2%	-1.2%
Waka Pacific	NZ Bus	84.7%	86.2%	-1.5%	-5.1%
West	Ritchies	92.3%	92.9%	-0.6%	6.1%
North	Ritchies	92.2%	92.8%	-0.6%	2.6%
NEX	Ritchies	98.2%	98.2%	0.0%	0.8%
Howick & Eastern		88.5%	89.7%	-1.3%	-1.6%
Birkenhead Transport Ltd		91.3%	90.8%	0.6%	0.8%
SkyBus		79.0%	76.4%	2.6%	-1.1%
Tranzit		93.1%	93.7%	-0.5%	3.3%
Urban Express		94.3%	95.7%	-1.5%	-2.0%
Waiheke Bus		91.5%	92.3%	-0.8%	0.9%

- Bus lane programme rollout:

Projects Completed	Projects due for completion	Detailed Design	Under investigation
Lake Road (March 2016)	CRL Phase 2: additional CBD bus lanes including Queen Street (17 April 2016) Manukau Pah Road Great North Road - New Lynn to Ash St (May 2016) Hobson St (April 2016) Sandringham Road (June 2016)	Dominion road (Mt Albert to Denbigh Avenue) Dominion road (Denbigh to Richardson) Mt Eden Road	Developing concept designs for all Southern network routes Hibiscus Coast bus priority

Ferry:

- Service delivery (or reliability) is the proportion of ferries not cancelled in full or part and arrive at their final destination. Punctuality is the proportion of ferries that were not cancelled in full or part and that departed their origin within -59 seconds and +4:59 of the scheduled time.
- For March 2016, 98.9% of contracted service trips were operated, leaving their origin stop no more than one minute early or ten minutes late (reliability measure). Service punctuality for March 2016 was 97.3%.

Route	Scheduled Trips	Reliability	Punctuality
Bayswater	1,002	99.60%	99.30%
Half Moon Bay	578	96.37%	91.35%
Birkenhead	1,080	98.43%	95.28%
Gulf Harbour	252	97.62%	97.22%
Hobsonville	210	99.52%	99.52%
West Harbour	567	99.82%	99.47%
Rakino	40	97.50%	92.50%
Pine Harbour	852	100.00%	100.00%
Total	4,581	98.89%	97.34%

- Half Moon Bay reliability continued to be affected by vessel reliability and increased loading and unloading times due to high passenger numbers.
- Timetable changes identified to Birkenhead/Northcote Point and Half Moon Bay to help improve punctuality are in the process of development.
- Weather again impacted on the Gulf Harbour route, with strong north-easterlies affecting service delivery on 10 days through the month.
- Weather also affected service provision on Pine Harbour and western services on the 23rd and 24th March, as gusts in excess of 100kph resulted in 3m+ swells making ferry travel unsafe.
- Vessel availability for Fullers was particularly impacted in the month, with at least 4 occurrences of vessel breakdown reported in the month which impacted on service delivery.

7. First & Final Leg

- A trial of enhanced Metro service information for stations and stops is being included in the broader New Lynn wayfinding trial to inform the customer service information strategy for New Network services commencing with South Auckland in October 2016. Customer focus groups have been concluded and an overview of the information strategy will be provided to the May Customer Focus Committee of the Board.
- Further promotion of the new 100 space Park-and-Ride at Lloyd Elsmore Park and shuttle to Half Moon Bay ferry terminal will be progressed mid-April.
- Site clearance is underway for Glen Eden Park-and-Ride; completion of the relocation is planned for June 2016.

8. Customer Experience

Train:

- New platform markers are being trialled at four pilot locations (New Lynn, Fruitvale Road, Avondale and Sylvia Park Stations), including EMU accessibility train door waiting areas being extended to Takanini station in the South.

- On-board train digital information screens have been installed on one train prior to content testing in May.

Bus:

- On-board bus digital screens will be trialled from April.

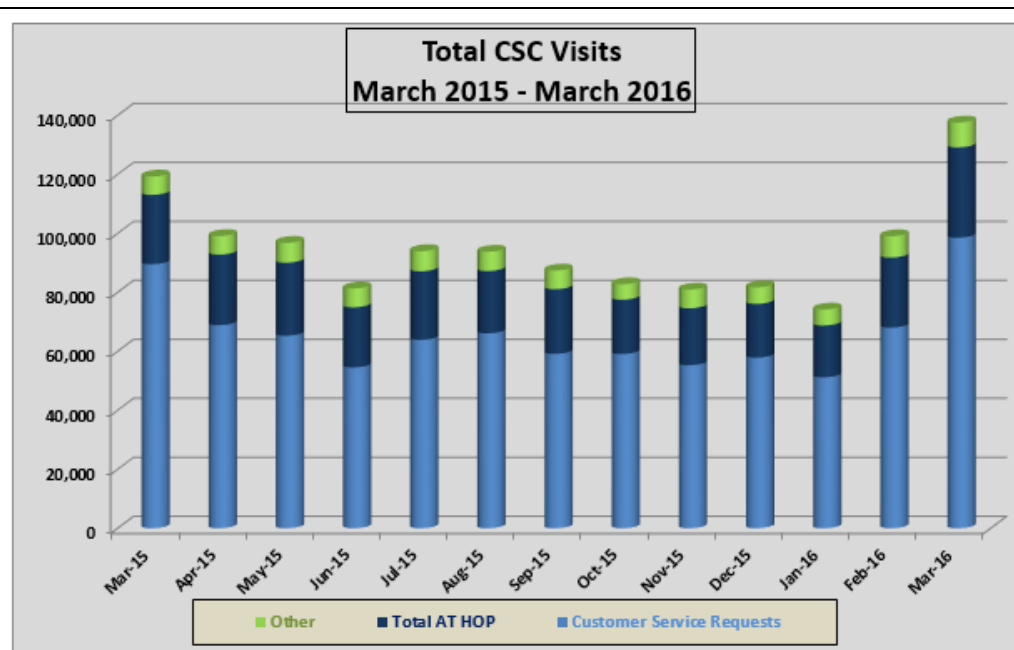
Ferry:

- New wayfinding signage installed at Pier 1, Downtown Ferry Terminal to assist in passenger movement and ticketing.
- Destination content on Passenger Information Display Screens at Downtown Ferry Terminal amended to reflect service provider for Waiheke services.

Multi-modal:

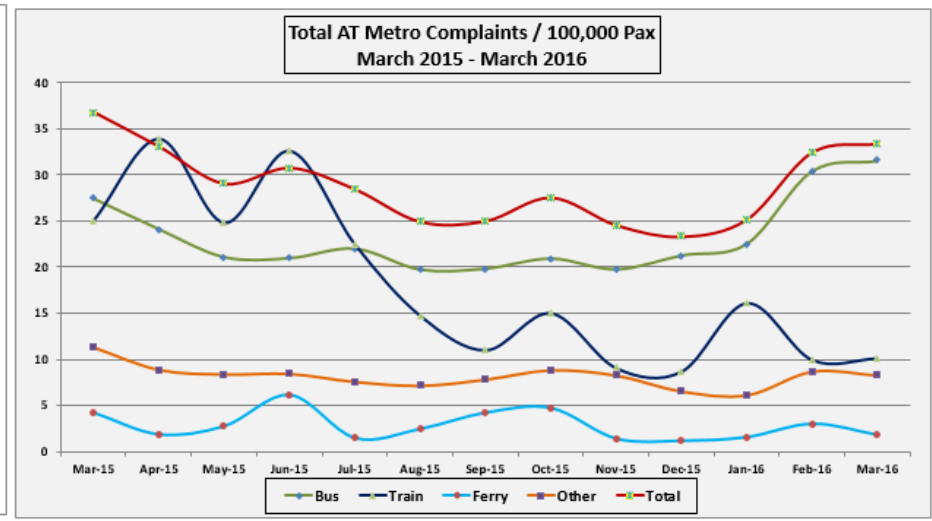
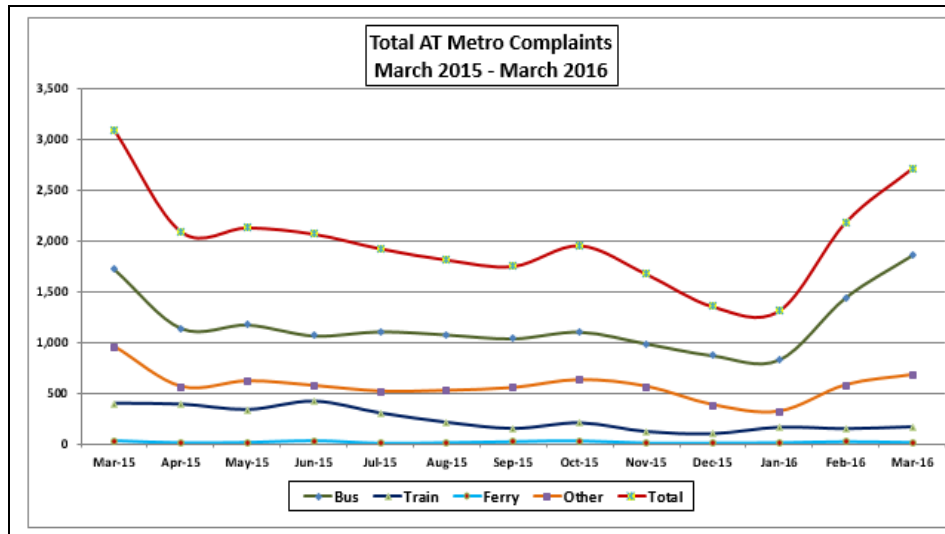
- The “Track my Bus” mobile app saw an increase of 706 (+17.0%) users in March 2016, rising to 4,867, compared to 4,161 users in February 2016 and 3,565 users in January 2016. This is the third consecutive month of increased usage.
- The AT public transport app was used by 60,722 customers in March 2016, compared to 59,207 customers in February 2016. There were almost 453,000 individual user sessions across the month, up from 380,000 in February. This increased level of activity reflects the start of the 2016 university terms.
- The increase in activity on AT.govt.nz in February, compared to January, stabilised in March, with page views remaining unchanged at 1.64 million for both months. When looking at browser-based activity, 84.7% of searches were via Chrome and Safari, compared to just 6.6% via Internet Explorer.
- AT Metro Ambassadors: As from Monday 21st March, AT Ambassadors will wear new pink vests over their uniforms. There are two key reasons for moving away from the current orange vests. First, the new colour is very similar to the distinctive magenta that AT Metro is using for important messaging publicising changes to the network, particularly the CRL bus stop and service changes. Second, due to the significant volume of construction and disruption works both underway and planned, particularly in the CBD, there are already a lot of orange Hi-Viz vests. The distinctive new pink vest will ensure that AT Ambassadors will be easily identifiable to customers, operators and other AT staff. However, the AT Ambassadors will retain the current orange Hi-Viz vests, which will still be required when they are working on road corridor, rail or ferry assignments.
- The combined customer visits to the Customer Service Centres (CSC) for March was 137,604, an increase of 38,554 (+16.3%) on February’s visitor numbers of 99,050. Visitor numbers were significantly up on the same period in 2015, increasing by 18,299 (+15.3%) from 119,305 in March 2015. The increase in visitors was primarily due to the commencement of the 2016 tertiary year, with over 33,000 concessions loaded during the month. To support this increased activity, five temporary CSC’s were set up across the network at Britomart and New Lynn Stations, together with the University of Auckland, AUT and Unitec (Mt Albert Campus). In line with the volume of returning and new university students, there were over 35,000 AT HOP card sales and top-ups, compared to just over 26,000 in February. Unlike February, there was a year-on-year increase in the number of journey planning queries, as students looked to understand their public transport travel options.
- In the past 12 months, there have been almost 1,109,000 visits to the Metro Customer Service Centres (CSC), an average of almost 2,040 visits per day. This compares to just under 915,000 for the 12 months to March 2015, an increase of over 194,000 customers (+21.2%) during the period.





Customer Complaints:

- The upwards trend in customer complaints seen in February continued in March, with the total increasing to 2,707, up from 2,179 in February. However, total complaints in March 2016 (2,707) are down by 371 (-12.1%), compared to March 2015 (3,078). Total complaints for the three month period ended 31 March 2016 were 6,197, a decrease of 742 (-10.7%) against 6,939 during the comparative three month period ended 31 March 2015. Overall, there have been significant reductions in complaints relating to operational issues (Fail to Run, Late Running, Fail to Uplift etc.), particularly from bus customers. This reduction in complaints reflect network wide initiatives being delivered, including amongst other improvements, the introduction of new services and additional double decker buses on both the Northern Express and Howick & Eastern services. Additionally, AT Metro has improved customer communications, particularly via more responsive real time Twitter updates regarding service issues.
- Complaints per 100,000 Pax (33.35) increased in March, following the rises seen in February and to a lesser extent in January. These increases are in contrast to the consistent month-on-month reductions seen in the latter half of 2015. However, this is considerably lower than the comparative month in both 2014 (39.32) and 2015 (36.77). With the commencement of the annual “March Madness” period, there were increase in complaints about overcrowded services and consequently, customers having to wait for extended periods to catch their intended service. As with February, there were specific, non-recurring issues raised in relation to the bus driver industrial action, which adversely impacted complaint volumes. The overall increase was primarily driven by issues with bus services, primarily for the reasons referred to above. Although rail complaints increased slightly to 10.13 per 100,000 Pax, this is significantly below the comparative period in 2015 (25.05).



9. PT Adoption Marketing and Promotional Campaign Programme

The PT Adoption process and accompanying diagnostic tools are a foundation to the AT Metro marketing and promotion plan. The 12 month campaign planner is reviewed on a monthly basis, with a 90 day forward focus. The current campaign planner continues with six key themes: 1. Year Shapers (Double Deckers, New Network, Simplified Fares, Britomart changes, EMU roll out completion, CRL, SuperGold); 2. New Network Consultation; 3. Operational and service changes; 4. Customer segment specific initiatives (Tertiary, SuperGold, Education, Leisure, Events, Visitors); 5. Modal specific promotional activities (Bus, Train, Ferry, Multi-Modal); 6. Investigation (off peak, shoppers, New Movers).

A number of communications, customer acquisition, growth and retention campaigns are in market. These are targeted to achieve patronage using data and insights from the PT Adoption model and process. Specific emphasis is being placed on bus service changes and patronage acquisition. An off-peak/all day patronage growth campaign is being introduced, specifically targeting additional trips by current PT users for destinations, shopping and other leisure activities.



The AT Metro brand continues to roll out with more buses being repainted into the new livery each month. In market were acquisition campaigns associated with double decker rollout as well as a significant communications plan for the changes to services caused through increased frequency and major service disruptions. A new schedule of Twitter messages with good news and interesting facts about PT is rolling out. AT Metro is now using more specific data sets, combined with Census Data to generate a far more insightful understanding of customers and to identify the most appropriate avenues for growing patronage. This has resulted in nine new targeted acquisition and growth campaigns for specific bus routes across Auckland.

Multi-modal campaigns:

- 'Avoid the drama' promotion to encourage off peak public transport use, particularly for restaurant, bar and event destinations.
- A new Park and Ride trial service was opened on 21 March to help issues of parking space at Half Moon Bay ferry terminal. It is located at Lloyd Elsmore Park and has a free shuttle service timed to connect with the Half Moon Bay ferry at peak times in the morning/afternoon. Media used to promote this service consist of; A5 flyers distributed by AT ambassadors, Outdoor Posters displayed at the Marina, EDM sent out to regular users of the Half Moon Bay ferry and newspaper advertisements in Eastern suburban newspapers.

Train:

- Poster holders installed on EMUs as a temporary communication channel until LCDs roll out. Initial campaigns include the Travel Etiquette campaign underway on-board trains to aid Transdev staff manage troublesome customer behaviours.
- The first four Travel Etiquette posters have been displayed on-board (advising people to use headsets/keep volume low, take off backpacks, put bags under seats and give up seats to those in need). Initial feedback has been excellent with positive tweets being posted. Six more messages will roll out in April and May.
- Specific rail collateral developed for Child Monthly Pass and Orakei fare stage change as part of the overall Annual Fare review comms plan.
- Western Line level crossing safety campaign.

Ferry:

- Campaign development to support acquisition for the new Pine Harbour timetable launch at end-February and additional capacity on West Harbour services (to be launched into the market in April and May).

Bus:

- Citylink patronage growth campaign targeting tertiary students in market.
- Activity in market advising of increased services on key corridors.

Patronage growth 'Know your bus' campaign is progressing and will be in market from April. In preparation for the construction of the City Rail Link, from April 17 we are moving 29 city centre bus stops. These changes will affect over 20,000 bus users per week day.

10. AT Metro Safety & Security

Multi-modal:

- Strategy discussions are progressing with Police around an enhanced joint approach to Metro security and fare enforcement.

Train:

- Additional pedestrian crossing lights and barrier gates installation at Morningside pedestrian crossing started over the Easter line closure and will be completed by 18 June 2016.

Bus:

- 10 solar lights installed at some of the darkest Southern bus stops in preparation for the new network. A further 40 to be installed across Southern and Western locations in the next couple of months.

Ferry:

- CCTV camera feeds from all outer wharves now feed into ATOC, with video analytics expected to be activated during April and May.
- Bi-annual Fire Evacuation tests were undertaken at both Downtown Ferry Terminal and at Matatia, Waiheke.