

# Business Report

## Recommendation:

That the Chief Executive's report be received.

## Prepared by:

Shane Ellison, Chief Executive

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## Corporate

### Finance

Audit NZ has begun Interim audit work with a two week review in November 2018. The next scheduled visit is for mid-January 2019 which will support reporting of results for the six months to 31 December 2018.

### Regional Land Transport Plan Funding

The following activities were approved for funding during November:

- Road Safety Promotion 2018-21- ACC Funded Cycling Programme (Implementation) – This phase has been approved for \$60,000 at 100% Funding Assistance Rate and is aligned to the cycling education programme being supported by ACC.
- Transitional Rail - Wiri to Quay Park Rail Corridor Improvements (Detailed Business Case) – Auckland Transport applied for funding for this project on behalf of KiwiRail, which is not yet an Approved Organisation and therefore cannot apply for funding directly. This activity has been approved for \$1.81 million and 100% FAR. There will be no Auckland Transport/Auckland Council contribution to project costs, although staff will be involved in preparation of the business case.
- National Ticketing Programme (Project NEXT) – This activity has been approved for \$4.37 million.

The Transport Agency have advised that the following activity has also been approved during the period and are awaiting final ratification:

- Resilience Improvement - Quay Street Seawall Seismic Upgrade (Implementation) – This activity has been approved for \$ 84.88 million. AT are seeking an enhanced FAR (75.5%) for this activity.

## Procurement

There were 20 tenders published in the current reporting period (20/10/18 to 16/11/18) with an estimated value of \$88.4 million. Eight of these tenders had an estimated value of over \$2 million.

Tender	Type
<b>Rural Roads Delineation and Signs (North)</b> – This plan is aimed at highlighting bends in a consistent manner to approaching drivers with a consistent series of messages about their severity; this plan is developed based on the safe system approach and to engage a contractor to carry out installation of a Rural Road Signage and Delineation Plan in the rural network of Auckland North.	RFT
<b>Integrated Corridor Delivery Programme</b> –For the completion of single stage business cases to support the design and development of the corridors using the integrated approach and pre-implementation for the top 13 corridors identified by Metro, Safety and Walking & Cycling.	RFP
<b>Hibiscus Coast Busway (Station Building)</b> – Procurement seeks approval to procure a contractor for construction of the Hibiscus Coast Busway Station Building at the existing Park & Ride carpark (adjacent to Small Road and Painton Road, Silverdale).	RFT
<b>High Risk Rural SERR</b> – Self-Explaining Rural Roads (SERR) is a project covering approximately 103km of roads within the South East area. The aim of the project is to improve safety by promoting better driver behaviours by creating a consistent look and feel for the design of the road.	RFT
<b>Red Light Camera Supply</b> – To identify a supplier for the provision of Red Light Camera Enforcement Equipment to support AT and the NZ Police to enforce compliance at Traffic Controlled intersections.	RFP
<b>Karangahape Road Enhancements Project</b> – Working with Waitemata Local Board and the Karangahape Road Business Association (KBA) on streetscape enhancements, including peak hour bus lanes and a separated cycleway, along the entire length of Karangahape Road between Symonds Street and Ponsonby Road.	RFT

Tender	Type
<b>Takanini Park &amp; Ride Construction</b> – Development of a new car park to provide formalised parking for users of the Takanini Train Station.	RFT
<b>Auckland Citywide Bus Infrastructure Works</b> – Delivery of new bus networks; bus and transit lanes across transport routes to meet strategic planning, efficiency adjustments and safety improvements to existing bus routes. Includes the renewal of existing bus related infrastructure and facilities to bring assets up to current and future standards.	RFT

There were 81 contracts created in the current reporting period (20/10/18 to 16/11/18) with a total award value of \$15.6 million. One contract had a value of over \$2 million.

Contract	Supplier
<b>SEART Barrier Replacement at Sylvia Park</b> – Installation of concrete barriers adjacent to the carriageway on the SEART flyover to replace existing barriers.	Fletcher Construction Co Ltd

## Organisational Development

Some 680 employees participated in annual health checks. This includes a confidential physical check with a health consultant and an online survey. Employees receive a personal report with recommendations, specific to their results, and next steps to improve their wellbeing.

Our Incredible India staff network led Diwali celebrations with over 300 people involved. The event featured cultural performances, a traditional vegetarian lunch and speeches from members of the network and from Chief Executive, Shane Ellison.

## Local Boards

In this reporting period there has been considerable interactions with Local Boards on a number of issues including Speed Management Plans, and the draft Regional Public Transport Plan.

Local Boards have spent considerable time over the past few months determining how to allocate the increased Transport Capital Fund. It is expected most Local Boards will have committed budgets to projects by early 2019, albeit it may take up to two years for larger projects to be completed.

Several Local Boards are awaiting further information from Council departments (e.g. Parks) before deciding on projects to fund.

Auckland Transport staff are currently working with the Waiheke Local Board to develop a 10 year Integrated Transport Plan for Waiheke Island. Two sessions have been held with the Local Board to better understand their priorities and how Auckland Transport can improve transport outcomes for Waiheke. A key outcome of the Plan will be a prioritised list of projects to be considered for inclusion in the next Regional Land Transport Plan. The Local Board has been pleased with the progress and a complete list of their aspirations is close to finalisation. Once this is available, staff will work with the Board to prioritise the list and compare it to Auckland Transport's current programme for Waiheke with the final aim being an aligned programme.

Local Boards have now completed their formal meetings for the year and will start up again in February 2019.

## Local Board Interactions – October/November 2018

Local Board	Briefings / Workshops / Major concerns (All local boards receive a monthly report from AT and we attend their monthly business meetings)
<b>Albert-Eden</b>	<ul style="list-style-type: none"> <li>• Workshops – Local Board Transport Capital Fund prioritisation (X2)</li> <li>• Briefing – Safe School Streets (Owairaka),</li> <li>• Briefing - Pt Chevalier to Westmere Cycleway project</li> <li>• Workshop – Local Board Greenways Planning</li> <li>• Workshop – Integrated Corridor Delivery Programme</li> </ul>
<b>Devonport-Takapuna</b>	<ul style="list-style-type: none"> <li>• Meeting, along with other stakeholders, to assist the Local Board on future Local Board Plan and work programme.</li> <li>• Workshop on Taharoto Road</li> <li>• Workshop on Devonport on Demand Service</li> <li>• Workshop on Designs for Hurstmere Road</li> <li>• Workshops on safe speeds in Milford and Devonport town centres</li> <li>• Workshop on Devonport cycleway projects</li> </ul>
<b>Franklin</b>	<ul style="list-style-type: none"> <li>• Site meeting – Waiuku/Stuart/Foy Roads intersection</li> <li>• Workshop – Regional Public Transport Plan (RPTP)</li> <li>• Workshop – Supporting Growth</li> <li>• Meeting – re future options for old Pukekohe station building</li> <li>• Workshop on LBTCF updates and general transport issues</li> <li>• Workshop – on speed limit change proposals affecting Franklin</li> <li>• Follow up site meeting at Pukekohe Station</li> <li>• Workshop – Pukekohe Comprehensive Parking Management Plan</li> <li>• Workshop – Stadium Drive &amp; King Street improvements</li> <li>• Workshop – Chip seal quality issues and alternative surfacing trials</li> <li>• Meeting – Ramarama School pedestrian improvements</li> <li>• Site visits – Various Bombay issues</li> <li>• Follow up meeting – Waiuku/Stuart/Foy amended proposed improvements</li> </ul>

Local Board	Briefings / Workshops / Major concerns (All local boards receive a monthly report from AT and we attend their monthly business meetings)
<b>Great Barrier</b>	<ul style="list-style-type: none"> <li>• Workshop – to discuss AT operations on the island including renewals and maintenance, wharves, airfields.</li> <li>• Workshop – to discuss Local Board Transport Capital Fund projects</li> </ul>
<b>Henderson-Massey</b>	<ul style="list-style-type: none"> <li>• Regular monthly catch-ups with Chairperson and Local Board on local issues and consultation in their board area covering speed, parking, congestion, and intersection upgrades.</li> <li>• Workshop on AT Local Board Engagement Plan with Local Boards</li> <li>• Workshop - Traffic calming in Henderson North Home and School Zones – Rathgar Road area, Safe School Streets Pilot – Safety and the School Gate Trial</li> <li>• Worksop - SH16 Lincoln to Westgate Project Update</li> </ul>
<b>Hibiscus and Bays</b>	<ul style="list-style-type: none"> <li>• Workshop - LBTCF Torbay and Mairangi Bay Town Centre Slow Zones</li> <li>• Workshop – Penlink</li> </ul>
<b>Howick</b>	<ul style="list-style-type: none"> <li>• Workshop – General transport issues</li> <li>• Workshop – AMETI Eastern Busway</li> <li>• Site visits - AMETI Eastern Busway, Pakuranga Road transit lanes and other local issues</li> </ul>
<b>Kaipatiki</b>	<ul style="list-style-type: none"> <li>• Meeting, along with other stakeholders, to assist the Local Board on future Local Board Plan and work programme.</li> <li>• Workshop on proposed safety improvements at Bentley/Chartwell intersection</li> <li>• Meeting with Local Board services regarding Local Board Transport Capital Fund expenditure and Road Safety Projects</li> <li>• Site meeting – Colonial Road access to Chelsea Heritage Reserve pedestrian routes</li> <li>• Workshop on Safe School Streets, Willow Park Primary</li> </ul>
<b>Mangere-Otahuhu</b>	<ul style="list-style-type: none"> <li>• Briefing – Airport to Mangere rapid transit project</li> <li>• Workshop – General update on transport issues</li> <li>• Workshops – Two Mangere Bridge closure workshops booked with Local Board on behalf of the NZ Transport Agency</li> <li>• Workshop – Integrated Corridor Plans</li> </ul>

Local Board	Briefings / Workshops / Major concerns (All local boards receive a monthly report from AT and we attend their monthly business meetings)
<b>Manurewa</b>	<ul style="list-style-type: none"> <li>• Installation ceremony for the “poppy road name project”</li> <li>• Meeting – Safety and speed issues in the Wordsworth Road area</li> <li>• Workshop – Airport to Botany (A2B) and SH20 Connect projects</li> <li>• Workshop – LBTCF updates and general transport issues</li> <li>• Workshop – consideration of potential new LBTCF projects</li> <li>• Te Mahia station working party (x 2)</li> <li>• Two Manurewa Town Centre Steering Group meetings</li> <li>• Site meeting – Potential options for site purchased beside Te Mahia station</li> <li>• Workshop – Community Transport activities in Manurewa area</li> <li>• Manurewa station blessing of iwi artwork mesh on overbridge</li> </ul>
<b>Maungakiekie-Tamaki</b>	<ul style="list-style-type: none"> <li>• Workshop – Tamaki Path Plan</li> <li>• Briefing on Onehunga TOD</li> <li>• Workshop – Integrated transport network</li> </ul>
<b>Orakei</b>	<ul style="list-style-type: none"> <li>• Meeting with local board transport portfolio holders to discuss general transport issues</li> <li>• 2x workshops on Gowing Drive cycleway project</li> <li>• Workshop on RPTP</li> <li>• Workshop on GI to Tamaki shared path options</li> <li>• Meeting with Transport Portfolio holders re Clonburn carpark</li> <li>• Workshop re Colin Maiden park carpark</li> </ul>

Local Board	Briefings / Workshops / Major concerns (All local boards receive a monthly report from AT and we attend their monthly business meetings)
<b>Otara-Papatoetoe</b>	<ul style="list-style-type: none"> <li>• Workshop - Review of pedestrian crossings on East Tamaki Road, Otara.</li> <li>• Workshop - Botany to Airport Rapid Transport</li> <li>• Workshop - Road Safety and Speed Management Programme</li> <li>• Workshop - Road Safety Programme - Bairds Road</li> </ul>
<b>Papakura</b>	<ul style="list-style-type: none"> <li>• Meeting – Local Board and Papakura Commercial Group.</li> <li>• Meeting – Stakeholder group for Safer Communities Project.</li> <li>• Workshop on Road Safety Programme, Local Residential Speed Reduction Programme.</li> <li>• Workshop - Southern Corridor Improvements with the NZ Transport Agency and Supporting Growth</li> <li>• Site visit – Safety issue at Bottletop Bay, Hingaia.</li> <li>• Joint workshop with Franklin Local Board – Mill Road/ Auckland to Hamilton Corridor Plan</li> <li>• Workshop – Papakura Park &amp; Ride</li> </ul>
<b>Puketapapa</b>	<ul style="list-style-type: none"> <li>• Briefing – Progress on the Safer Communities project, local issues catch-up</li> <li>• Workshop – Local Board Transport Capital Fund prioritisation</li> <li>• Briefing – Progress on Greenway Route D</li> <li>• Briefing – Integrated Corridor Delivery Programme</li> <li>• Briefing – Consultation process for the Safer Communities project</li> </ul>
<b>Rodney</b>	<ul style="list-style-type: none"> <li>• Workshop – Hill Street Intersection Community Advisory Group</li> <li>• Workshop – Station Road, Huapai Intersection Upgrade</li> <li>• Workshop – LBTCF Project (Matakana Valley Road swales)</li> <li>• Workshop – Rodney Local Board and Capital Transport Targeted Rate</li> <li>• Workshop – Matakana Link Road</li> </ul>
<b>Upper Harbour</b>	<ul style="list-style-type: none"> <li>• Workshop on road safety initiatives</li> <li>• Workshop updates on Northwest Project, Whenuapai/Redhills, Don MacKinnon Drive Parking Plans, Dairy Flat Highway/Gills Road Link,</li> <li>• Workshop - Waimarie Bay Reserve.</li> </ul>
<b>Waiheke</b>	<ul style="list-style-type: none"> <li>• Workshops the following – Matiatia, walking and cycling, 10 year transport plan, and ferry strategy</li> <li>• Meeting with Local Board and Ngati Paoa re developments at Matiatia</li> <li>• Meeting with Local Board and Cycle Action Waiheke</li> <li>• Briefing – Local Board Chair – AT/ELT relationship meeting</li> </ul>



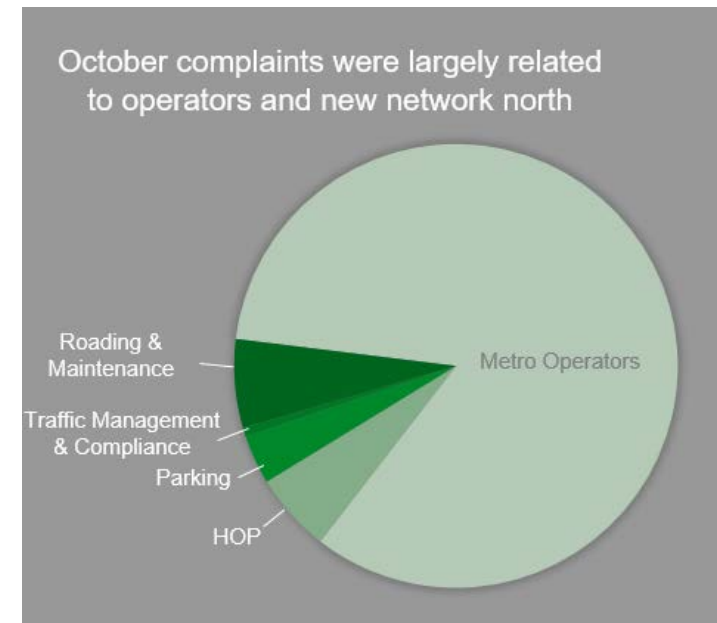
Local Board	Briefings / Workshops / Major concerns (All local boards receive a monthly report from AT and we attend their monthly business meetings)
<b>Waitakere Ranges</b>	<ul style="list-style-type: none"> <li>• Workshop on Piha Road upgrade project</li> <li>• Workshop – AT Consultation and Engagement Plan with Local Board</li> </ul>
<b>Waitemata</b>	<ul style="list-style-type: none"> <li>• Workshop - Local Board Transport Capital Fund proposal for Wellington Street &amp; Howe Street, an update on the Waitemata Safe Routes Project, and an update on the Speed Management Programme</li> <li>• Workshop – Downtown Project update, Regional Public Transport Plan update.</li> <li>• Workshop – Local Board Transport Capital Fund programme update, Integrated Corridor Delivery Programme briefing, consultation materials for the Waitemata Safe Routes project.</li> <li>• Onsite meeting – Carlaw Park walkway</li> </ul>
<b>Whau</b>	<ul style="list-style-type: none"> <li>• Workshop on New Lynn to Avondale cycleway project</li> <li>• Workshop – Wolverton Culvert Replacement project</li> <li>• Workshop – Regional Public Transport Plan</li> </ul>

## ALGIM Annual IT Awards

AT won two awards at the ALGIM (Association of Local Government Information Management, NZ) Annual IT Awards. AT received the Best Digital Transformation Programme award for the Business Technology and Customer Central Transformation Programme and the Best Technical Solution award for the Whangaparaoa Dynamic Lane project. In addition, the *Using Data for Behaviour Change* project received a special mention from the judges as runners up for the Excellence in Innovation Award (the Onewa Road trial which displayed journey-specific data to try to influence commuters' travel mode choices). The ALGIM judges noted that the Whangaparaoa Dynamic Lane project stood out due to AT's exceptional collaboration with other agencies to deliver the project, the multiple suppliers all involved with a range of skills required, and the excellent communication and stakeholder engagement, which ultimately resulted in an excellent customer outcome.

## Contact centre

Despite an additional 5,000 calls into the AT contact centre in October largely driven by the new north network, industry standard service levels were maintained with 82% of calls being answered within 20 seconds. During the month 1,049 complaints were received, the majority of which related to public transport operators and the New North Network. Although the contact centre received over 11,000 calls related to journey planning, customers behaviour towards using the online tools continued to grow with 3.5M journeys planned through [www.at.govt.nz](http://www.at.govt.nz) and 1.3M using the AT Mobile App.



# Project Updates

## Auckland Unitary Plan

Auckland Transport completed the provision of specialist input to assist Auckland Council in the preparation of the hearing report for Plan Change 12 Hobsonville Corridor Precinct. This plan change seeks to add a new sub-precinct for the Light Industry zoned land between Brigham Creek Road and Rawiri Stream addressing urban design, transport and stormwater issues in this area. Auckland Transport's particular interest in this plan change is to ensure completion of Westpoint Drive as subdivision and development occurs within the industrial area.

Auckland Council's Planning Committee adopted Plan Change 11 Three Kings Precinct and it is now confirmed as part of the Auckland Unitary Plan (Operative in Part). This precinct enables significant housing development in a location which is served by key public transport routes. Auckland Transport submitted in support of this plan change, seeking some amendments to improve the wording of the precinct plan.

## Te Atatu South Centre Plan

Auckland Council is preparing a centre plan for Te Atatu South which will encompass the business and residential area around Edmonton Road/Te Atatu Road. Auckland Transport assisted Auckland Council at a workshop held with community group representatives and stakeholders including local businesses. Some of the key themes from this workshop included instilling community identity, developing a focal point for the neighbourhood, balancing the development of the local centre as a destination/place with the (through) movement function of the main roads and improving local walking and cycling connections.

The next steps include seeking further input from the wider community and working with the Local Board to prepare the draft plan over December with a view to finalising the plan in February - March 2019. Auckland Transport will continue to assist in the development of this plan.

## Waitemata Safe Routes

Public consultation on Waitemata Safe Routes (West Lynn) runs until 14 December. Consultation activities have included six community engagement events, information emailed to 600 project subscribers, media briefings, on-street posters and flyers, social media, and a consultation brochure delivered to approximately 9000 properties in the area. At the time of writing some 300 submissions had been received. Whilst there continues to be opposition to both the consultation and concepts being presented from a small number of the community, generally feedback has been positive, including from the Waitemata Local Board. A consultation report will be completed in March 2019 and detailed design will be informed by that. It is hoped that construction can begin late 2019.

## Greenfield Growth/Supporting Growth

Following public engagement and assessments on the short list of network connections an emerging preferred network is being developed for the four future urban geographic areas being North, Warkworth, North West and South. AT will continue to work with Auckland Council teams developing the Structure Plans to ensure the land use and transport network responses are integrated, safe, support the land use development and provide choice for the public.

The indicative Business Cases continue to progress well and are on-programme. All of the Business Cases for these areas (Warkworth, North, South, North-west) are planned to be complete in early 2019 and to go through Auckland Transport/NZ Transport Agency and Board approval processes early 2019.

## Puhinui Station Interchange

The project provides for an interchange facility between existing train services and an at-grade bus station as an early deliverable (first quarter 2021) in advance of America's Cup 36 and APEC. A preferred concept design option for the Puhinui Station Interchange has been identified as part of the business case work. Preliminary design has now commenced and is expected to be completed in December 2018.

Early Contractor Involvement contract award is expected in early 2019. This will allow the Detailed Design phase of the project to commence and be completed by mid-2019. Construction contract award is anticipated for the third quarter 2019.

## Mill Road

The development of a business case for Mill Road is being undertaken as part of the alliance arrangement with the NZ Transport Agency for Te Tupu Ngātahi (Supporting Growth Alliance) to undertake detailed investigations for the extension of this corridor further south as part of the longer-term Supporting Growth programme. Te Tupu Ngātahi is also identifying intersection and safety improvements along the Mill Road corridor using the funding enabled by the Regional Fuel Tax in the 2018-28 Regional Land Transport Plan. This forms part of the emerging preferred network which is being developed by Te Tupu Ngātahi.

## Lake Road

The Lake Road improvements project has gone to market to procure a team to deliver the Detailed Business Case phase. It is anticipated that this will be underway in early 2019. The project is a priority project within the Regional Land Transport Plan for delivery over the next 3 to 4 years, and is expected to include a package of improvements including targeted transit lanes, cycling upgrades, travel demand measures and traffic system components.

## Draft Regional Public Transport Plan (2018-2028)

The draft 2018 Regional Public Transport Plan is open for public consultation until 14 December 2018. Consultation has included open day events in Takapuna, Manurewa, New Lynn and Central Auckland. This will be supported by continuing internal and external stakeholder engagement, advertising, on-board posters and through social media. An Auckland Transport webpage ([www.at.govt.nz/rptp](http://www.at.govt.nz/rptp)) has been developed which contains the full draft plan, summary document, feedback form and other supporting information. After the public consultation period closes, Auckland Transport will consider all feedback and use it to refine the draft Plan. The final Regional Public Transport Plan is planned to be published on Auckland Transport's website in the first quarter of 2019.

## Car Share Policy

Auckland Transport has been approached by various car share companies that want to start operating in Auckland, in addition to existing provider CityHop. Auckland Transport staff are working to consolidate and expand existing procedures into a more comprehensive draft 'Car Share Policy', which is intended to:

- Provide an enabling and 'level playing field' for multiple operators to be successful in Auckland
- Establish a framework of interaction between Auckland Transport and car share operators, with particular emphasis on data sharing
- Ensure a focus on customer uptake so Auckland can benefit from reduced private car use
- Set out Auckland Transport's position around the operation of car share with specific regard to parking regulation, use and any discounts on parking charges
- Ensure that the operation of car share aligns with Auckland Transport's vision for transport into the future.

Auckland Transport is working collaboratively with car share operators, and intends to have the policy and contractual framework finalised by the end of 2018 for decision early in 2019.

## Customer Value Proposition

As a multi-faceted business, customers engage with AT in very different ways, from parking, to consultations, cycling, footpaths, roading, public transport and more. An enterprise wide CVP will bring the customer to the forefront, allowing a common view on what is important (and how we correspondingly communicate) to deliver value to customers.

A robust research process was completed to understand the needs of Aucklanders (across many segment types, such as freight, commuters, and tourists), to develop a draft CVP.

Draft CVP: *Give Aucklanders the confidence to move with freedom'*

A 'design sprint' commenced in late November to stress-test the draft CVP with the Parking & Enforcement team, to gauge the degree of relevance to staff.

## AT Local

AT Local was launched in late November. AT Local is an on-demand, ridesharing service where customers can share a ride to and from the Devonport, Bayswater or Stanley Point ferry terminals, using electric vehicles.

Customers use the AT Local app to book a trip. Trips to and from the ferry terminals cost \$2.50 (\$3.00 from 1 February 2019) and \$5.00 to other locations on the Lower Devonport Peninsula. AT Local will operate 7-days a week, from early in the morning, to relatively late in the evening.

AT has partnered with Via who has been running similar services in the US, Australia, Germany and the United Kingdom. Pending the success of the twelve-month trial, AT will look at where the service could be rolled out in others part of Auckland.

Advertising of the new service commenced in late November, targeting customers who live in the Devonport Peninsula area.



## Campaigns and Promotions

### Drive Drink Free – with the Vodafone Warriors

Between 2013 and 2017 there were 467 crashes on Auckland roads because of intoxicated drivers. 65 of these crashes resulted in 72 deaths and 516 serious injuries.

Auckland Transport in collaboration with the Vodafone Warriors and New Zealand Police will continue to spread their 'Drive Drink Free' message through December and January. This is a continuation of the partnership of community involvement and public awareness involving players at police checkpoints, last used in August. Another joint checkpoint is planned for 14 December.

The campaign consists of bus backs on selected bus routes, digital billboards and radio ads featuring Vodafone Warriors captain Roger Tuivasa-Sheck on stations specific to the target demographic (males 20-39 yrs., living in urban south and urban central areas) who are over-represented in the crash statistics. The key campaign objective is to help reduce the number of alcohol related death and serious injury crashes across the Auckland region.

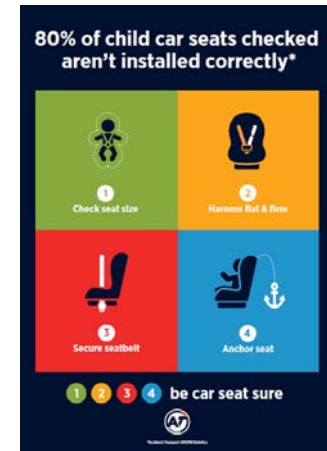


## Child Car Seat Campaign

There are still high numbers of unrestrained children and incorrectly installed child restraints across the Auckland region. Over 80%\* of child restraints Auckland Transport come across at Police checkpoints are either incorrectly installed or unsuitable for the child, in relation to their age/height/weight.

A campaign to raise awareness and educate parents about the four most common errors that occur when fitting a car seat will be in the market in January. Parents often do not know how to fit a car seat correctly. They also need some help to get it right. (\*Auckland Transport 2017/18 Statistics)

Media channels will be primarily social, using an animation and digital billboards located in shopping malls and near supermarkets. To support the Plunket child car seat checking clinics, we will print flying flags and a flyer for parents to take away.



## Motorbike Safety

Motorbike vs vehicle crashes predominantly happen in urban areas and on main arterial routes. The most common motorbike rider crash group is 15–59-year-old males. For drivers involved in these crashes, the most common group is males aged 20–39 years.

The purpose of this campaign is to help reduce the number of deaths and serious injury crashes involving motorbikes in Central Auckland and the associated social costs. A 30-second and 90-second video will deliver a message to drivers to 'spot the rider not the gap', and will also provide help to bikers as well, suggesting 'Ride like they can't see you'. Media channels will include radio, billboards, bus backs, digital video and social.

## AT and Heart of the City

AT and Heart of the City have joined forces to encourage people to come into the city on weekends to shop, dine and attend entertainment. This will help support businesses during the CRL construction, the lead up to the busy Christmas period. During the weekends, AT's city centre carparks (Downtown, Civic and Victoria St) have parking spaces readily available, and the rate is very reasonable @ \$2 an hour. This 'cheap price' is the main focus of the campaign.

Media includes bus-backs, light-boxes, radio, online/digital and social media.





## Moving Auckland

<https://www.youtube.com/watch?v=h-Mu-E5b-xo&t=36s>

The 'Moving Auckland' infographic video was developed to explain Auckland Transport's priorities, especially in relation to the RLTP. The video has been very well received, with a high number of viewers watching the video from start to finish. There were also higher than normal numbers of people sharing the video on Facebook, which is usually a good indication of engagement. It even received good comments from the Greater Auckland website, <https://www.greeterauckland.org.nz/2018/10/29/great-new-video-from-auckland-transport/> and was shared on social media by Transport Minister Phil Twyford.



## Quay Street Changes

**Quay Street is changing for the better.**

Two lanes for good from 26 December 2018.

We're making Auckland's city centre waterfront safer and more people friendly. A first step is to bring Quay Street, from Lower Hobson Street to Tangihua Street, down to two lanes. If you currently use it to get from North-East, consider using the motorway instead. For bus users and cyclists, it's business as usual.



The build is on. Change your commute. Change your route.  
For works info visit [AT.govt.nz/downtown](http://AT.govt.nz/downtown)



A campaign starts on 12 December to inform motorists about road changes on Quay Street. Quay Street is to be transformed into a more 'people friendly' area over the next three years, and the first major step is to reduce the street to just two lanes, one eastbound and one northbound. Access to carparks, businesses and the ferry building will remain, and the Quay Street cycleway will also be unaffected.

The main purpose of the campaign is to encourage motorists who regularly use this street to use alternative routes. Changes take effect from 26 December and will remain in place during the 'back to work' period next year. Adshels, radio, press advertising and social media will be used to promote the message 'change your route, change your commute' and direct people to the website for more information.

## AMETI Eastern Busway

AT has launched a campaign to educate the wider East Auckland community about the upcoming construction activity for the next stage of AMETI Eastern Busway – between Panmure and Pakuranga. A major part of this campaign is to encourage people to think about their travel behaviour during construction and asking for behaviour change where possible.

Main media used will be adshels, billboards and print advertising. The advertising will run into the early stages of 2019 in the lead-up to the start of construction.

## AT Park

AT Park app users have been surveyed to gather information on satisfaction, explore usage patterns and seek customer feedback to inform continuous improvement. Overall satisfaction with AT Park is high – at 96% positive for convenience. Comments included:

“Amazing app, it has made the whole experience enjoyable, love the fact that I get the part payment and it actually saves me money and time.”

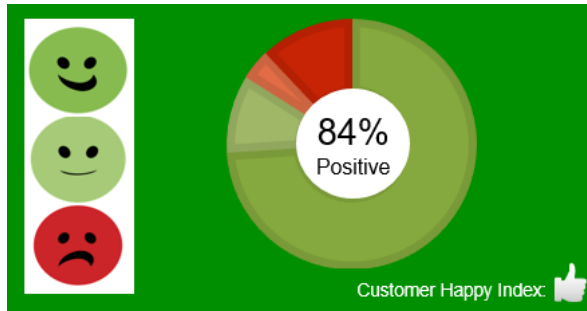
“Easy to understand and use. Probably the best way to use parking where you have flexibility of changing your time from anywhere and you be relaxed about towing away of your vehicle if you are getting late to reach parking”

## AT Website

A review of the AT Metro section of the website, including content and navigation was conducted. With approx. 65% of usage via smartphone, a core focus is to move to ‘mobile first’ principles. Development has commenced on the new ‘look & feel’ and navigation of the Metro section of the site, including moving to dynamic tables (currently PDFs). This is expected to be released to customers in late January.



## Face to Face Channels



The trial of using Happy/Not Happy machines to measure customer satisfaction of the customer service centres showed ongoing positive results, with 84% of customers responding saying they had a positive experience. This trial is across 5 of the 12 transport hubs where service centres are present.

School holidays during October resulted in decreased visits to the customer service centres with AT HOP card top-ups remaining the primary driver. Although 71,000 customers chose assisted channels to top up, 68% of customers used the digital options of online, auto top up and ticket machines to undertake this transaction in October.

## Audio Announcements on Buses

A trial of next stop audio announcements to assist visually impaired customers has commenced. Public Wi-Fi access and passenger information on screens is also now available on the bus. A further trial on the NX1 (Northern Express) service commenced in November. Feedback received from customers is positive.



## Pedestrian Analytics

The Pedestrian Analytics Solution initiative is a joint project between AT and Auckland Council. Fifty-eight sites have been identified to receive CCTV analytics. Video analytics will be activated on selected cameras and used to count and analyse the number of pedestrians and cyclists, and their direction of travel at these intersections.

Over the last few sprints, the team have built and refined analytics on three cameras in one location and are currently working on the next site. The data obtained will deliver insights into pedestrian movements in and around the city centre and support planning initiatives for Auckland Council and AT.

## SaFE update

The table below demonstrates coverage and some of the outcomes resulting from the deployment of Transport Officers to the rail network.

Month	Services covered	Inspections	Warnings	Infringements issued	Customer Interactions	Fare evasion %
October	2,719	244,000	1,790	368	58,972	1.18
September	1,871	183,300	1560	337	33,016	1.19
August	2,029	227,900	2,029	156	33,693	1.30
July	1,712	174,700	1,667	124	18,127	1.58
June	1,502	97,327	1,447	47	14,901	1.85

## Minor Capital Work

Remuera Road Double Decker Bus Route – physical works (tree trimming, veranda cut-backs, civil works and light pole/signal/sign relocations) have started. As with nature of this work there are challenges with some veranda owners but at this stage we believe we will achieve the target completion date in March.

Waller Street Carpark (Onehunga) – works were delayed whist Housing New Zealand's Contractor raised a series of last minute concerns around access and safety. These have now been resolved. The AT site is fenced off and separate from the HNZC work site albeit within the boundary of the HNZC property. Works started in November and are expected to be complete by end of December. A letter drop to local stakeholders in collaboration with HNZC, explaining wall works and risk of noise, received no adverse feedback or queries.

## Road Safety

AT has continued delivery of road safety activities in partnership with NZ Police. The Accelerated Road Safety Infrastructure Programme for 2018/2019, including Speed Management, continued to be a focus.

Planning and engagement included a number of activities focused on the road safety challenge:

- Proposed speed limit changes were considered by a review panel which included AT, the Automobile Association, the Transport Agency, NZ Police, National Road Carriers, Walk Auckland and Bike Auckland. The panel provided valuable input for proposals which will be considered by the Board at this meeting.
- The Tamaki Makaurau Leadership Group continues to coordinate the joint partner response to the road safety crisis. The group is developing a plan to agree joint actions and assign accountability, using the NZ Police Tasking and Coordination approach to better align activities. An external stakeholder reference group is also being developed to bring together key organisations under an agreed terms of reference.
- A trial of 'point to point' speed safety cameras is under development by the Transport Agency. A red light safety camera workshop was held with all partners agreeing to a tactical approach for Auckland operations and enforcement.
- A Road Safety Programme Business Case workshop was held to identify a long list of road safety interventions for the next five to 10 years.
- Work continued on the Walking Strategic Business Case, in partnership with the Transport Agency and Auckland Council.
- National Road Safety Strategy reference group stakeholder meetings, led by Ministry Of Transport (MOT), continued, with representatives from AT included in the Safe Speed, Infrastructure, Design and Planning, and Road User Safety focus areas. Input from these areas will be fed into the development of the national strategy
- AT have scoped potential options to respond to the SOI commitment to deliver Board and senior management safe systems training. Early learnings point towards the need to first clarify the scale and pace of change being sought in AT becoming a Vision Zero organisation.

## Engineering Updates

**Minor Improvements:** FY19 budget \$7.250k. Of the 62 projects planned for delivery in this financial year, 13 have been constructed. No projects are rated as behind and two are classified as High Risk. Four projects are planned for delivery in Q4.

**High Risk Urban:** FY19 budget - \$14.425k of the 115 projects planned for delivery this financial year, 15 projects are constructed. Three projects are rated as behind and 15 are classified as High Risk. Eight projects are planned for delivery in Q4.

**High Risk Rural:** FY19 budget - \$20.198k. Of the 171 projects planned for delivery in this financial year, one has been completed. Ten projects are rated as behind and 12 are classified as High Risk. Thirty four projects are planned for delivery in Q4.

**Safer Communities:** FY19 budget - \$0.750k. No projects are planned for construction in the current financial year. Of the 27 projects planned for the Mt Roskill and Mangere Bridge two are in the scheme stage while 25 will now be consulted on.

## DSI Update

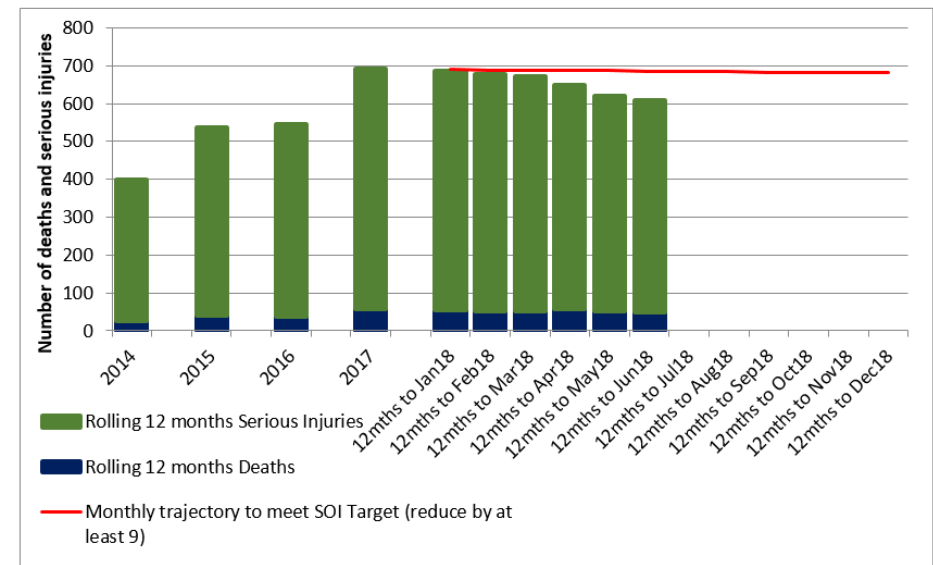
In the 12 months to the end of July, 46 people died on Auckland roads. This is 11 less than the 12 months to July 2017. And in the 12 months to July, 526 people had sustained serious injuries. This is 97 less than the 12 months to the end of July 2017.

During the month of October, there were two deaths recorded on local roads.

Two drivers were killed in separate incidents; a 20 year old male driver struck a light pole after colliding with two other vehicles in an area of the network with a speed limit of 60 km/h, and a 23 year old female driver who went through a crash barrier and collided with a tree in a 50 km/h speed zone.

AT Local Road Deaths and Serious Injuries (12 month rolling) with SOI Target

Please note that there is a three month time lag for local road death and serious injuries information, and that monthly figures can vary over time due to Police investigation outcomes and reporting timelines.



## Local Road Death Investigations 2018

AT has initiated 31 road death investigations in 2018 to date. Of these, 11 completed reports have been sent to NZ Police, two completed reports are within the approvals process, 12 investigations are complete and reports are underway, four site visits are booked with NZ Police and two reports are no longer necessary due to being outside of AT's jurisdiction (one medical event, and one investigated by Auckland Motorways Alliance (AMA)).

Report Number	Date of Crash	Location	Type of Crash	Status
2018FCR001	05/01/2018	Whitford Road, Howick	Vehicle vs vehicle	Report complete
2018FCR002	13/02/2018	Cape Hill Road, Paerata	Vehicle vs truck	Report complete
2018FCR003	09/01/2018	Duck Creek Road, Stillwater	Motorbike vs vehicle	Report complete
2018FCR004	15/03/2018	Hobsonville Road, Hobsonville	Vehicle vs truck	Report complete
2018FCR005	11/03/2018	East Tamaki Road, Otara	Wheelchair vs vehicle	Report complete
2018FCR006	26/03/2018	Cavendish Drive, Manukau	Motorbike vs truck	Report complete
2018FCR007	29/03/2018	Idlewild Avenue, Mangere	Pedestrian vs vehicle	Report complete
2018FCR008	12/04/2018	Oteha Valley Road, Albany	Pedestrian vs vehicle	Report complete
2018FCR009	14/04/2018	Puhinui Road, Papatoetoe	Pedestrian x 2 vs bus	Report complete
2018FCR010	23/04/2018	Central Park Drive, Henderson	Vehicle vs vehicle	Investigation complete and report underway
2018FCR011	25/04/2018	Dairy Flat Highway, Dairy Flat	Motorbike vs fence	Report complete

Report Number	Date of Crash	Location	Type of Crash	Status
2018FCR012	25/04/2018	McEntee Road, Waitakere	Medical episode	No site visit required
2018FCR013	10/05/2018	Forrest Hill Road, Forrest Hill	Pedestrian vs vehicle	Report complete
2018FCR014	12/05/2018	Te Irirangi Drive, Manukau	Vehicle vs vehicle	Investigation complete and report underway
2018FCR015	18/05/2018	Robertson Road, Mangere	Pedestrian vs vehicle	Investigation complete and report underway
2018FCR016	18/05/2018	Oteha Valley Road, Albany	Cyclist vs vehicle	Site visit complete, report being completed by AMA
2018FCR017	28/05/2018	Great North Road, New Lynn	Pedestrian vs vehicle	Report complete. Review and approval underway.
2018FCR018	23/06/2018	Coatesville-Riverhead Highway	Motorcyclist vs truck	Investigation complete and report underway
2018FCR019	28/06/2018	St Lukes Road, St Lukes	Pedestrian vs truck	Investigation complete and report underway
2018FCR020	07/07/2018	Edmonton Road, Henderson	Cyclist vs vehicle	Investigation complete and report underway
2018FCR021	07/07/2018	Casuarina Road, Howick	Pedestrian vs vehicle	Investigation complete and report underway
2018FCR022	16/07/2018	Waiuku Road, Pukekohe	Vehicle vs truck	Investigation complete and report underway
2018FCR023	17/07/2018	Te Atatu Road, Te Atatu South	Pedestrian vs vehicle	Investigation complete and report underway
2018FCR024	20/07/2018	Pakuranga Road, Pakuranga	Vehicle vs building	Investigation complete and report underway
2018FCR025	31/07/2018	Mangawhai Road, Te Hana	Vehicle vs ditch	Investigation complete and report underway



Report Number	Date of Crash	Location	Type of Crash	Status
2018FCR026	13/08/2018	Kingseat Road, Kingseat	Vehicle vs vehicle	Investigation complete and report underway
2018FCR027	16/08/2018	Great North Road, Grey Lynn	Pedestrian vs vehicle	Report complete. Review and approval underway
2018FCR028	02/09/2018	Rowandale Ave, Manurewa	Pedestrian vs vehicle	Site visit booked with NZ Police
2018FCR029	11/09/2018	Waitakere Road, Taupaki	Vehicle vs vehicle	Site visit booked with NZ Police
2018FCR030	15/09/2018	Popes Road, Takanini	Pedestrian vs vehicle	Site visit booked with NZ Police
2018FCR031	06/10/2018	Parrs Cross Road, Sunnyvale	Vehicle vs tree	Site visit booked with NZ Police
2018FCR32	21/10/2018	Great South Road/Rata Vine Drive, Manukau	Car vs Car vs Pole	Site visit booked with NZ Police

## Freyberg Pedestrian Mall

Building on the success of the shared spaces in Freyberg Square and O'Connell Street in the city centre, Auckland Transport worked in partnership with Auckland Council to finalise improvements.

Freyberg Place was officially declared a Pedestrian Mall in October following a Special Consultative Process, where 95% of over 600 respondents supported the scheme. The prevention of vehicular traffic into Freyberg Place provides a safer environment for pedestrians and people on bicycles, provides a stronger connection between the Ellen Melville Centre and Freyberg Place, and addresses historical property boundaries, where the legal roadway currently crosses over areas of council-owned Fee Simple property.

The Pedestrian Mall status means that Freyberg Place can only be used by pedestrians and people on bicycles. No motor vehicles are allowed to drive into or park on Freyberg Place, except for Emergency Service vehicles and authorised vehicles.



# Walking and Cycling

AT was involved in the following community events in this reporting period:

- Henderson and Bayswater Halloween events which were aimed at activating shared paths within the community with a Halloween themed walk/ride event
- The Big Bike Film Night fundraising screening for Triple Teez, in Manukau
- Glow in Devonport- AT supported with a road closure and promotion of cycling
- Walking and Cycling staff supported the opening of Seabrook Avenue Cycleway
- Grey Lynn Sustainability Market with the support of the Waitemata Safe Routes project team promoting active modes and providing project updates
- Silo Park Bike Hub, activated for 14 days by EcoMatters with AT and Panuku support, to promote cycling, central city infrastructure, and bike maintenance

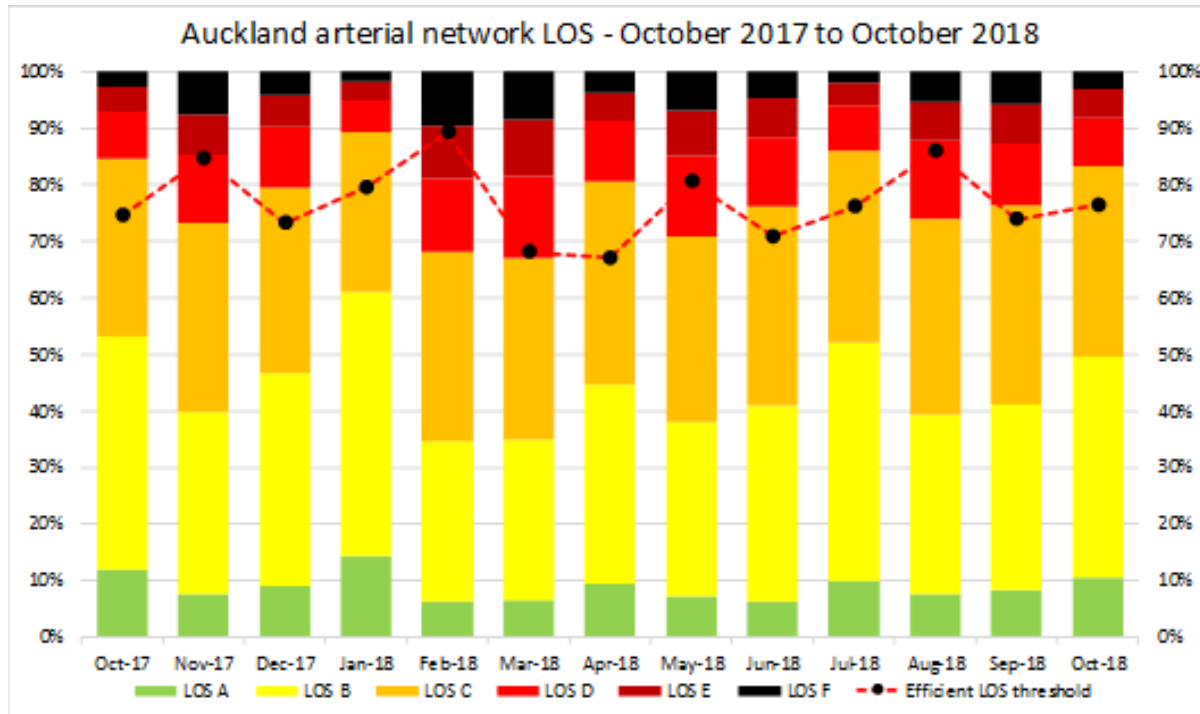
A further nine training courses were held, including: Four Kids 'Learn 2 Ride' courses, Four Adult Cycle Training drop-in sessions (for beginner bike training), and one Urban Bike Skills Course (for on-road cycle training).



A new off-road cycleway opened on Seabrook Ave in New Lynn. The new cycleway connects to New Lynn School, improving active travel opportunities for pupils. In addition, traffic calming measures have been implemented in an effort to reduce speeds. As part of the project the intersection of Rankin Avenue and Clark Street has also been improved. The Minister of Transport and Mayor attended the official opening.



# Network Performance



In October 83% of the network operated at good levels of service (LOS A-C). This is 6% higher (better) than last month and 2% lower than October 2017. Notwithstanding the latter, congestion levels in general were similar to that in 2017, which continues to suggest that the Waterview Connection has effectively offset the previous annual trend of 2-3% increase in congestion levels prior to the Waterview Connection. The Regional Fuel Tax was introduced in July. There is still no noticeable difference in terms of congestion levels as a result thereof.

## Network Optimisation – Network Improvement Programme

A number of investigations are progressing as part of the Network Improvement Programme. Some of which include:

- Mt Wellington Highway / SH1 freight improvement;
- Whangaparaoa Road Stage 2 investigation – shared paths and pedestrian crossings along Whangaparaoa road to support the trial as a permanent solution;
- Glenfield Road transit lane

### Mt Wellington Highway / State Highway 1 Freight Improvement

Through the regular engagement with the National Road Carriers Associations, some concerns were raised around freight movements towards the State Highway 1 southbound on-ramp. Freight vehicles experience delays while entering the Southern Motorway from Mount Wellington Highway. One of the reasons is due to the skewed position of the right turn towards the onramp creating difficulty for the trucks to turn. The roads leading towards the interchange also experience delay, particularly at the Great South Road / Sylvia Park Road intersection where motorists were observed to “queue jump” in front of trucks which are generally slower when turning.

The investigation aims to provide short term options to improving the operational issues experienced by freight vehicles. This project will be undertaken in stages with the first stage focusing on the right turn movement towards the on-ramp. Stage one will be completed by the end of June 2019.

### Network Optimisation

Traffic signal optimisation continued as part of the third year of the optimisation programme. Traffic signals are optimised in alignment with the Network Operating Plan. This reflects strategic multi-modal intent and the Auckland Plan, with a view to achieving the best operational outcomes with the existing road layout.

Optimisation commenced for the following routes:

- Clark Street
- New Lynn Town Centre
- Hobsonville Road
- SEART (South-Eastern Highway)
- Ti Rakau Drive
- Pah Road
- Harris Road-Allens Road-Highbrook Drive
- St. Heliers Bay Road

The impact on travel times for some recently optimised routes (completed in July) has been measured, with data compared to 2017. Despite an increase in network demand from expected traffic growth (~3% PA), route performance (travel time) improved across a number of routes.

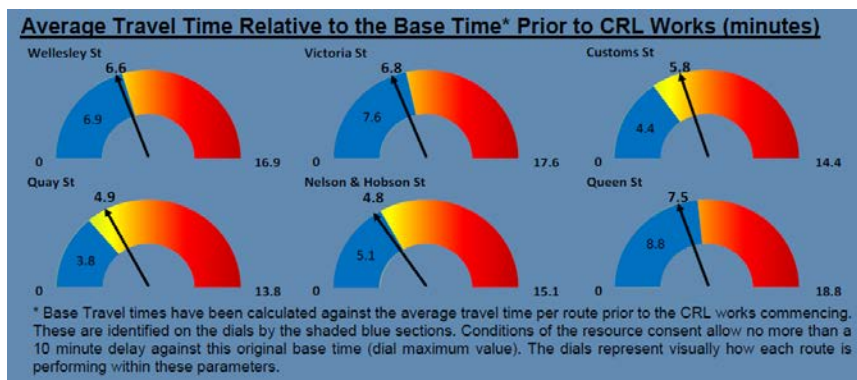
In addition to ensuring the signal control system is well-configured, the traffic signal hardware also needs to function correctly and be fault-free. Faulty detectors on the network adversely impact the systems' ability to adapt to changing traffic conditions which can lead to efficiency loss, increased travel times and negative customer feedback. Routine signal optimisation therefore plays a critical function in ensuring that hardware faults are identified early and are promptly rectified. Areas of the network that are particularly congested can be quickly identified using specialised software tools and CCTV. Opportunities and recommendations for potential physical works improvements to intersections and corridors are also identified through the signal optimisation process.

## City Centre Network Operations

The City Centre Network Operations (CCNO) Team have been actively monitoring general maintenance and utility works that took place throughout the CBD and managing the network. Projects included:

- China Construction (85 Customs Street) re-installed a large tower crane. This required that Customs Street being reduced to one lane each direction.
- Forty-five investigation trenches are due to be carried out on Quay Street between Lower Hobson and Tangihua Street commencing in October and will run until early December.
- Temporary Traffic Management is currently in place on the southern side of Quay Street between Tangihua and Britomart Place. These works are currently taking place during off-peak travel periods with one lane each direction open for road users. All traffic lanes are re-opened during peak travel periods. ATOC is monitoring this site and signal phases will be adjusted accordingly.

The average travel times (minutes) prior to CRL works are shown in the blue segment, with the maximum permissible in CRL consent conditions shown to the right (on the diagram below), with the dial arrows representing the travel times reported.



It is estimated that on average **78,744** people travelled into the City Centre during the morning peak period (7-9am) in this reporting period. The number of people entering the city centre continues to be comparable to last year.

# Planning and Consenting Update

## Notices of Requirement, Consents and Archaeological Authorities

### Lodged Applications in October 2018

- NoR and Regional Consents for Matakana Link Road
- Resource Consent for Dominion Road Double Deckers Verandah Works
- Resource Consent for Downtown Ferry Basin Redevelopment (Stage 1)
- Resource Consent for Downtown Infrastructure Development Programme end to end utilities
- Resource Consent for Panmure Swivel Span Restoration on AMETI Eastern Busway EB1
- Resource Consent for Remuera Road Double Deckers Verandah Works
- Resource Consent for Waiuku-Patamahoe-Attewell Intersection Upgrade

### Targeted to be lodged within the next three months

- Two Archaeological Authorities with Heritage New Zealand Pouhere Taonga
- 17 Resource Consents

### Public Notifications and Hearings

- NoR and regional consents for Matakana Link Road have been publicly notified. Submissions close on 29 November 2018.
- Quay Street seawall upgrade (Queens Wharf to Marsden section) hearing to be held 3 – 4 December 2018.

### Decisions/Approvals

Five resource consents granted

## Land Acquisitions

- 13 unconditional agreements signed in Q2 Oct and Nov 2018: Mill Road (1), AMETI (7), Lincoln Road (2) and Road Safety Programmes (3). Total costs incurred for the month were \$7.408m. Year to date, 27 property agreements have been signed and settled at a total cost of \$30.7m.



## Major Projects - Design and Construction

Project Name	October Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholders	Consent	Property
<b>Public Transport</b>												
Eastern Busway 1 (Pannure to Pakuranga)		Tender evaluation of the main physical works contract is complete, final contract negotiations and contract award is planned prior to Christmas 2018. The Panmure Busway Bridge and Mahi Toi artistry designs are ongoing. Stage 2 demolition works have commenced and archaeological investigations are nearing completion at Mokoia Pa; important discoveries continue to be made. EB1 construction is due to commence on site in March 2019. Travel Demand management physical work on Pakuranga Road is planned early 2019, travel planning with local schools and businesses is continuing.	Design	95%	95%	0%						
Eastern Busway 2/3 (Pakuranga to Botany including Bus Station and Flyover)		Ongoing design refinement of preferred concepts continues with an intended design freeze early in 2019 to allow the preparation of the Assessment of Environmental Effects and lodging of a Notice of Requirement mid-2019. Final affected landowner consultation has been completed and public consultation is ongoing. General community engagement is ongoing. Cost estimation updates (including parallel estimation) is ongoing, expected late December 2018. 2025 completion milestone is now at risk due to revised construction timeframe of four years removing programme float.	Investigation	32%	40%	-8%						
Eastern Busway 4 (Botany Interchange)		The Single Stage Business Case process has commenced and refinement of the long list of options to a short list has been completed. This project is expected to be moved from Planning and Investment to the AMETI team by the end of 2018	Investigation	5%	5%	0%						

Project Name	October Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholders	Consent	Property
Sylvia Park	Amber	There is continued uncertainty over Kiwi Property's long term plans and indicative stakeholder requirements. Traffic modelling to better assess the impacts of Kiwi Property's development plans on the bus link and the impacts of AT's design on the Sylvia Park SH1 interchange is ongoing. Milestones are not being achieved due to the degree of change with Kiwi Property's development proposals, AT's bus operating model and the East West Link project recommending. Planning and Investment will reconfirm the indicative business case prior to project delivery re-commencing.	Investigation	75%	100%	-25%	Green	Green	Amber	Amber	Green	Green
Downtown Programme Quay St Enhancement	Green	The developed design phase has been completed and the project has progressed to the preliminary design phase. A resource consent application is scheduled to be lodged mid December 2018, with the first stage of construction work starting in March 2019. Due to the challenging stakeholder environment the project has identified that additional resource and effort is required to ensure there is a coordinated programme approach to proactively engage with and address the concerns of stakeholders.	Design	39%	30%	+9%	Green	Green	Green	Amber	Green	Green
Downtown Programme Britomart East Bus Interchange	Green	The Britomart East Bus Interchange is undertaking a Multi Criteria Assessment. The amber status indicates that achievement of key milestones may be negatively impacted as further discussions and agreement for shortlist options are taking longer than originally planned. However the reduction in the construction timeline of the Queens to Marsden section of the seawall may positively influence this and bring the project back to within the agreed timeframe. Due to the challenging stakeholder environment the project has identified that additional resource and effort is required to ensure there is a coordinated approach to proactively engage with and address the concerns of stakeholders.	Design	43%	43%	0%	Green	Green	Amber	Amber	Green	Green

Project Name	October Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholders	Consent	Property
Downtown Programme Galway St Enhancement		Developed design is well underway and is expected to be completed by 28 November, then submission of the TCE pricing packs on 3 December. Blanket contamination consent has not been applied for, so will have to organise specifically for Galway Street. As a add-on to the Galway Street project, Jasmox have also completed the Britomart Reference Design. This was completed on 2 November and presented to various stakeholders in the first half of November.	Design	64%	36%	+28%						
Downtown Programme Quay St Strengthening		The Princes Wharf and Ferry Basin Consent Addendums were lodged on 26 October. The Queens Wharf to Marsden Section submissions have been worked through and preparations are underway for the Council Hearings to be held on 3 and 4 December. A start was made with the consent application preparations for the Ferry Building section. The design options for Queens to Marsden are being refined and additional information has been obtained from recent borehole logging. The design options under consideration include the omission of anchors and the Barrette option, either option has the ability to reduce the construction timeline by 15 weeks. Due to the challenging stakeholder environment the project has identified that additional resource and effort is required to ensure there is a coordinated programme approach to proactively engage with and address the concerns of stakeholders. While the team has broken consents into multiple submissions, with a view to mitigating the challenges faced through the consenting process, there is some concern that the timeline may still be negatively impacted.	Design	73%	30%	+43%						

Project Name	October Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholders	Consent	Property
Downtown Programme Ferry Basin Redevelopment, Stage 1		Resource consents documentation was lodged 3 October 2018 with Council Request for Information received on 24 October. Design development progressing with steel material for pontoons confirmed by AT Chief Engineer. GHD has been onboarded and are developing pontoon design and reviewing other aspects. New budget confirmed by AT Board meeting 2 October 2018. The design timelines have been updated since the pontoons (Specimen design) was prioritised due to procurement requirements, there was no impact to the predicted start date. The construction window timeline has increased due to the construction footprint restrictions and events at the cloud, which may impact the completion of piers and the commencement of Downtown Public Space. The mitigations under consideration include increase resourcing to reduce the duration of Piers (or) review of construction methodology (Jetty or Barge options) - this will greatly reduce our construction window. Due to the challenging stakeholder environment the project has identified that additional resource and effort is required to ensure there is a coordinated programme approach to proactively engage with and address the concerns of stakeholders.	Design	35%	50%	-15%						
Downtown Programme Lower Albert Bus Interchange		The project is in developed design stage. The proposed Structural and Civil aspects of the design for Lower Albert Bus Interchange was presented to the Project Design Approval Group for approval, the project team is responding to, and addressing the queries/suggestions that arose from that session. In parallel work is being undertaken with the funding team on the Business Case and Economics Evaluation, with a value workshop scheduled to take place early November. The project team are working closely with CRL team and others currently working in the Commercial Bay to reduce the high likelihood of the timeline slipping. Due to the challenging stakeholder environment the project has identified that additional resource and effort is required to ensure there is a coordinated programme approach to proactively engage with and address the concerns of stakeholders.	Design	40%	34%	+6%						

Project Name	October Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholders	Consent	Property
Downtown Programme Mooring Dolphin	Green	Panuku lodged a resource consent application for the proposed Mooring Dolphin at the northern end of Queens Wharf on 13 July 2018. The hearing has been moved to 18 February 2019 with approval expected in April 2019. This will impact the construction start and finish dates. The project team are exploring options for construction with a view to reducing the construction window to 6-8 months which will bring the overall programme well within the projected completion window. The project team will progress detailed design and incorporate construction of the Dolphin into an integrated package of marine construction work. While the team has broken consents into multiple submissions, with a view to mitigating the challenges faced through the consenting process, there is some concern that the timeline may be negatively impacted. Some stakeholder groups have expressed opposition to more infrastructure on the Auckland waterfront.	Design	27%	50%	-23%	Green	Green	Green	Orange	Orange	Green
Downtown Programme Downtown Public Space	Green	The DPS project team has been focussing on reducing the cost estimate to construct. This has involved redesigns and value workshops. An updated concept package was released on 5 October and the pricing estimate is being updated for this with the expectation that it will now be within the budget envelope or still have options available to do further reductions during developed design to reduce the cost estimate to below the budget ceiling. Due to the dependencies and direct link to the construction timelines associated with the Ferry Basin Redevelopment project there is potential for the Downtown Public Space Project timeline to be negatively impacted, however it is envisaged that the proposed mitigations for the Ferry Basin Redevelopment timeline will have a positive flow on affect for this project.	Design	44%	39%	+5%	Green	Green	Green	Green	Green	Green
FN32 East West Bus Corridor	Orange	Part of this project has been constructed with the remainder being rolled out in stages which are still in design. Design for the Church Street/Meadow Street/Mt Wellington Highway cycleways and transit lanes is proceeding. The FN32 Stage 3 works on Massey Road will be delivered through the Integrated Corridor Delivery Programme. Discussions with Watercare to reach a legal agreement for AT works on the Church Street/Meadow Street footbridge have so far been unable to reach a consensus leading to potential impacts on milestones.	Construction	60%	60%	0%	Green	Green	Orange	Green	Orange	Green



Project Name	October Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholders	Consent	Property
Northern Busway Extension Stations (Rosedale and Constellation)		Detailed design of the Constellation Bus Station has been completed. Design of Rosedale Bus Station and Alexandra Underpass is progressing. The draft cost estimate for Rosedale Bus Station, constellation Bus Station and Rosedale bridge replacement are higher than expected. Value engineering is underway to reduce the cost.	Design	85%	85%	0%						
Parnell Train Station		The Carlaw Park accessway has been built and awaiting Council sign off before opening to the public. The additional platform space has been built with minor remedials to be undertaken prior to Council sign off and opening to the public. Remaining work includes the installation of a Ticket gate line with canopies and this is expected in February 2019. These were to be completed at the last block of line in October which was missed due to late delivery of the ticket gates. Discussion with Summerset Homes and the anticipated realignment of the Station access road and provision of a new underpass has continued. Summerset Homes are currently finalising their concept design for their retirement home and investigating the underpass. They indicated an interest to build during the 2019 Christmas block of line.	Construction	95%	100%	-5%						
Pukekohe Bus-Rail Station Upgrade		The Bus Station, Park and Ride, upgraded platforms and overbridge are all operational. Final Council statutory sign off is in process. Minor works in the road corridor to increase parking is being developed to close out the project.	Construction	99%	99%	0%						
Rail Pedestrian Crossing Separation		All sites on the Western Line Pedestrian Gating Programme (Phase 1A) have been completed and commissioned.  Procurement for physical works for Phase 1B on the Western Line (St Georges, St Judes, Chalmers and Portage Road) and for Phase 2 on the Southern Lines (Te Mahia, Spartan Road, Takanini, Taka Street, Manuroa Road, Walters Road and Tironui Road) are progressing.  The project team is currently planning forward works to start with construction work in late December 2018.	Design	98%	98%	0%						

Project Name	October Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholders	Consent	Property
Takanini and Te Mahia Station Upgrades		The station shelters have been completed with minor snags being closed out. Remaining works cover Takanini Station and the renewal of the platform edge. This is planned for the Christmas Block of Line.	Construction	95%	95%	0%						
<b>Roading</b>												
Lincoln Road - Corridor Improvements		The detailed design and property acquisitions are progressing according to programme. The design work carried out to date has confirmed that implementation of the approved road cross-section will significantly impact on private land outside of the approved designation footprint and could impact timeframes and costs. A recommendation will be made to reassess the project objectives and investigate options that minimise property impacts.	Design	10%	20%	-10%						
Franklin Road		Physical works continue to progress for the section from Victoria Street to Wellington Street (Phase1), expected to finish by the end of February 2019 . At the moment there is no works planned until the end of December 2018 due to the Christmas Lighting event.	Construction	45%	45%	0%						
Tamaki / Ngapipi Intersection		The intersection construction is complete and the intersection is operating well. Maintenance work on the Ngapipi bridge is complete. Clip-on design is progressing with the intention to construct mid 2019	Construction	90%	90%	0%						
Matakana Link Road		The Notice of Requirement has been publically notified and submissions closed at the end of November.  Detailed design was awarded in November and work is being done to progress the design and manage potential land owner submissions to minimise risks of delay in land purchase and designation appeals.  NZTA have requested AT to look at alternative construction access solutions to avoid potential change notices to the P2Wk contract. This could result in additional time and costs for AT. This consent may have a significant impact on milestones.	Design	5%	10%	-5%						

Project Name	October Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholders	Consent	Property
Drury South Spine Road Development		Progress was made on the bulk earthworks and major drainage contract over winter. Monitoring of the fill settlement is now ongoing. The physical works construction of the new Spine Road has focussed on the new roundabout at the Ramarama motorway interchange which will be completed in December 2018. The construction of the section of the Spine Rd heading north from the roundabout started in mid October 2018. Overall project completion is now expected in May 2019.	Construction	50%	50%	0%						
Wynyard Quarter – WQ Central Package		Construction works continue along Daldy Street, primarily consisting of utility upgrades, service relocation works, rain garden construction and ground stabilisation. Good progress being made onsite. Work at site requires continued liaison with key stakeholders and landowners.	Construction	10%	10%	0%						
<b>Growth</b>												
Albany, Dairy Flat Highway Improvements		The emerging preferred option endorsed by PCG will cost additional \$13.3 million. Optioneering is underway to determine an affordable option, which can be delivered within the approved LRGF budget of \$15.6 million. Both these options will be presented to CPCG for approval prior to the public consultation.	Investigation	96%	96%	0%						
LRGF - South (Hingaia)		LRGF projects are progressing. A new contractor has been appointed to complete the first stage of Hingaia Road widening and signalisation of the Hingaia-Papaka-Kahunui intersection. Site possession delayed due to on-going Veolia water supply works along Hingaia. The other two projects are in the design phase and are planned for construction in the 2019/2020 construction period.	Design	40%	40%	0%						
LRGF - North (Albany, Medallion Drive Link)		The updated construction cost estimate is higher than the approved budget. Design optimisation is underway to minimise the cost. Resource consent will be lodged after pre-application meeting. Detailed design will be completed by February 2019. Property negotiations are ongoing.	Design	92%	92%	0%						



Project Name	October Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholders	Consent	Property
LRGF - Huapai		An optioneering exercise has confirmed that a roundabout layout option for the Station Rd/SH16 intersection is constructible and should be able to be delivered within the approved RLTP budget. A business case for design and construction is being prepared to support the NZTA funding application. A procurement options workshop has been undertaken and has confirmed that a design and construct procurement model would be the appropriate model to adopt given the scope of the work and the time constraints for completing the project.	Design	74%	74%	0%						
LRGF - North (Albany, Gills Road Link)		A value engineered option has been developed. The cost estimate is higher than the approved budget. An additional funding approval process is underway. The consent application and property negotiation with Council (Parks) are progressing.	Design	98%	98%	0%						
<b>Cycling</b>												
K Road Cycleway/Streetscape		The physical works tender has been released with award planned before year end. Construction start is planned for February 2019.	Design	98%	98%	0%						
New Lynn to Avondale Scheme C/Way		Detailed design is progressing. Kiwirail discussions are ongoing regarding lease agreements and design approvals for the use of the rail corridor. The enabling works contract is being procured for enabling works to be completed during 2018 Christmas Block of Line. The main works will be tendered in January 2019 with intended construction start in March 2019. Resource consent application will be lodged soon and contract award will be subject to securing of resource consents. There have been design delays due to project management resource turnover.	Design	90%	95%	-5%						

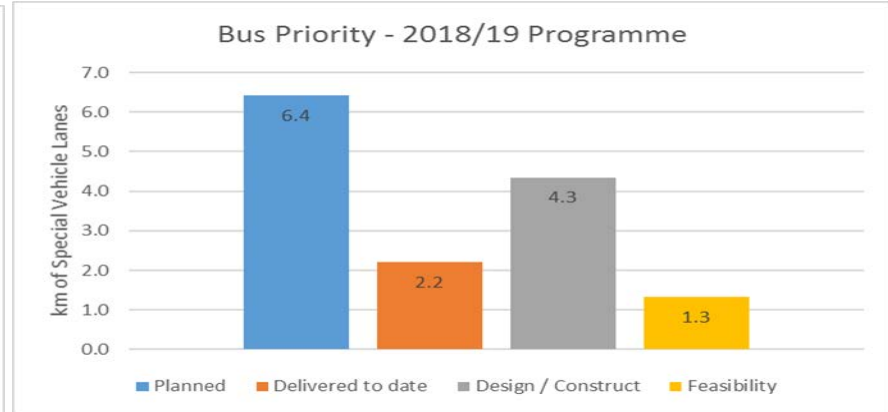
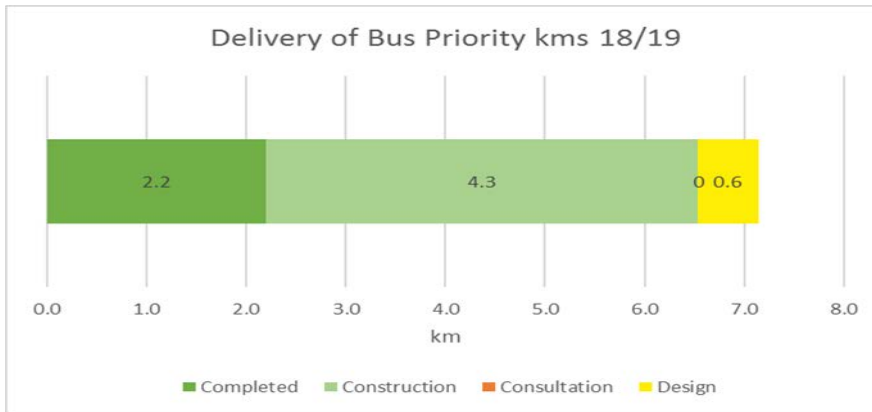
Project Name	October Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholders	Consent	Property
Glen Innes to Tamaki Drive Scheme C/Way		Section 2 (St Johns Road to Meadowbank Train Station): Public consultation undertaken in October. Now analysing feedback whilst design continues in parallel. Section 3 (Orakei Basin boardwalk is being managed by New Zealand Transport Agency): Currently under construction. The Transport Agency have consulted on options for a replacement handrail installation and feedback is being analysed. The construction has been significantly delayed through under resourcing by the contractor. Stakeholder feedback on the handrail replacement is mixed. Section 4 (Orakei Basin to Tamaki Drive): Design is progressing. Consultation and consenting to follow early 2019. The current project estimates are well above the budget and will be reviewed after completion of detailed design.	Detailed Design and Construction	84%	100%	-16%						
Victoria Street Cycleway (Beaumont to Hobson)		AT's internal review of the Urban Design review and traffic modelling have been closed out. The recommended scope change for Victoria Street. cycleway and associated budget change were presented to the Project Control Group in October. The scope increase will be considered by the Capital Programme Control Group for approval.	Design	90%	90%	0%						
Westhaven to CBD Cycleway (Nelson Street Phase 3)		Developed design will be complete in early 2019. Co-ordination work continues with the Downtown project team around the integration of Lower Hobson Street. Local businesses are concerned about how the works will affect business. There has also been a request for a higher quality facility to be built prior to Americas Cup. This change will go to the Capital Programme Control Group..	Design	78%	78%	0%						
Quay Street Cycleway (Plumer Street to The Strand)		This project is now complete.	Construction	100%	100%	0%						

Project Name	October Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholders	Consent	Property
Tamaki Drive Cycle Route (The Strand to Ngapipi Bridge)	Orange	The detailed design for the Tamaki Drive Cycle route is progressing. The design for the Solent Street intersection still needs to be closed out with key stakeholders including Ports of Auckland and National Road Carriers. Funding has been approved by NZTA for design and construction phases. Resource consent application was lodged in September 2018 and construction is expected to start in early 2019 for the section excluding the Solent Street intersection.	Design	64%	64%	0%	Green	Green	Green	Orange	Green	Green
Pt Chev to Herne Bay Cycle Route	Green	Mana Whenua and Albert-Eden Local Board were updated on the design. Progressing as expected.	Design	30%	30%	0%	Green	Green	Green	Green	Green	Green
Great North Road Cycle and Bus Priority	Orange	This project will now form part of the Great North Road Integrated Corridor Project. The Planning and Investment Project team is leading procurement of professional services for this project as part of the Integrated Corridor Project and the tenders have been released to the market. Project delays due to rescoping.	Design	25%	90%	-65%	Green	Green	Red	Green	Green	Green
Cycle Links to Glen Innes Train Station	Orange	The project team is exploring a raised cycle facility in order to improve the quality of service. This will likely affect budget and will need to be considered by the Capital Programme Control Group.	Design	40%	40%	0%	Green	Orange	Green	Green	Green	Green
Herne Bay to Westhaven Cycle Route	Green	The Detailed Design phase is progressing well.	Design	75%	75%	0%	Green	Green	Green	Orange	Green	Green
Parnell to Tamaki Cycle Route	Red	The project team used a multi criteria assessment and selected a preferred design option which included urban design expectations from the community. The cost of this option is approximately \$22m against the current budget of \$7.7m. Stakeholder expectations exceed the project scope and include requests such as undergrounding of power lines, the project is on hold while the programme prioritisation is considered by the Capital Programme Control Group. The section of The Strand between Gladstone Road and Tamaki Drive will proceed with detailed design from the minor safety budget.	Investigation	50%	50%	0%	Green	Red	Green	Red	Green	Green

Project Name	October Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholders	Consent	Property
Links to New Lynn	Orange	All cycleway construction works are complete although well behind in the programme. An opening ceremony was held on 26 October 2018 at New Lynn School.	Construction	100%	100%	0%	Green	Green	Orange	Green	Green	Green
Northcote safe route scheme W&C Stage 1	Orange	Construction of Civil works is largely completed with only minor defects works to be rectified. Delays in the civil works construction are due to a significant amount of additional works required including unexpected service locations and re-design works.  Stage 2 will be reported separately when stage 1 is finished. Tender documents and utility service agreements are being prepared for the construction of the two shared pedestrian/cycle overbridges over State Highway 1 alongside Northcote Road. The tender will be released to the market in December 2018 with a view to awarding the contract early February 2019. Additional budget is likely to be required based on the cost estimate for the bridge works. This will be resolved once tenders are closed and prices are known. Tender release is dependent on the Capital Programme Control Group approving progression following consideration of the programme priority list.	Construction	98%	100%	-2%	Green	Orange	Orange	Green	Green	Green
Ian McKinnon Cycle Route	Green	The work is complete and official project opening was on 30 November 2018	Construction	100%	100%	0%	Green	Green	Green	Green	Green	Green
Waitemata Safe Routes Scheme	Red	Feedback has been received from the Community Liaison Groups and further public consultation is underway. Milestone and budget rebaselining will be required following community feedback and Capital Programme Control Group approval of the preferred option.	Design	35%	35%	0%	Green	Red	Red	Red	Green	Green

Project Name	October	Overall Comments	Current Phase	% Phase Completed	Status (This Period)					
					Zharm	Budget	Milestones	Stakeholders	Consent	Property
Bus Priority for Frequent Network		<p>In addition to the planning for business case and detailed design of 11 Frequent Network corridor whole of route priority, the following works are underway:</p> <ul style="list-style-type: none"> <li>• <b>Mount Eden Road (Grahame Breed Drive to Roskill Way):</b> The resolution has been approved and tender documents are being finalised in preparation for an open tender. Construction of bus lanes is programmed to commence early 2019.</li> <li>• <b>Mount Eden Road (Duke Street to Symonds Street):</b> <ul style="list-style-type: none"> <li>o Bus stop improvements and changes to hours of operation from Duke Street to Plunket Road – Completed.</li> <li>o Balmoral Road intersection, bus lane and clearway hours north of Balmoral Road, and bus stop improvements in Mt Eden Village – early 2019</li> </ul> </li> <li>• <b>Great South Road, Broadway to Greenlane:</b> Southbound bus lane – Completed</li> <li>• <b>Dominion Road, SH20 to Richardson:</b> Southbound bus lane – January 2019 (construction to start in November 2018).</li> <li>• <b>Inner Link (Parnell Road):</b> Proposed northbound bus lane consultation and design is completed and procurement is in progress – early 2019.</li> <li>• <b>Inner Link (Park Road):</b> Proposed eastbound bus lane design is in progress. Initial consultation with key stakeholders is under way. Construction of this project will be delayed until 2020 because of a clash with the construction site for Auckland University's new clinic facility.</li> <li>• <b>Pakuranga Road:</b> Eastbound bus lane Glenmore Road to Staniland St &amp; bus lanes &amp; Intersection improvements at Pakuranga Road / Bucklands Beach Road – December 2018 (construction under way).</li> <li>• <b>Manukau Station Road:</b> AT are currently consulting with the NZ Transport Agency on the proposal due to the risk of impact to the SH20 off-ramp. A trial is being designed to simulate the introduction of a bus lane on this road. The trial closure of one of the traffic lanes will be implemented early 2019 to determine whether or not the congestion impact the SH20 off-ramp or not.</li> <li>• <b>Crosstown routes</b> <ul style="list-style-type: none"> <li>o Route 75 and 650 (Crosstown 6): Mandates are currently being finalised to take relevant identified projects to detail design.</li> <li>o Route 66 (Crosstown 7): Mandates are currently being finalised to take relevant identified projects to detail design.</li> <li>o Route 670 &amp; 68 (Crosstown 8 &amp; 9): Project feasibility report completed 10 September 2018. Mandate to be prepared to take project to the next stage.</li> </ul> </li> </ul>	Various	N/A						

The following graphs indicate graphically the progress made on bus / transit lane projects in the Minor Bus Priority Programme, but does not include the Integrated Corridor Development Programme (ICDP) projects:



# Assets, Maintenance & Renewals

## Road Corridor Delivery

Achievement against forecast is 105% of the YTD target with 26% completion to date against the full year target.

Good progress continues to be made on the delivery of the resurfacing programme particularly the asphaltic concrete programme (hotmix). Chip sealing has also started in most areas. The footpath renewal and kerb and channel replacement programmes are also running ahead of programme particularly in the central and west areas.

OCTOBER 2018					
Asset Renewal Activities	October YTD Actual (km)	October YTD Forecast (km)	Full Year Target (km)	Completion v. YTD Target (%)	Completion v. Full Year Target (%)
Pavement Rehabilitation	1.6	0.0	12.5	-	13%
Resurfacing	80.0	87.5	417.5	91%	19%
Footpath Renewals	35.9	25.0	60.0	144%	60%
Kerb and Channel replacement	21.5	20.0	45.0	108%	48%
<b>TOTAL</b>	<b>139.0</b>	<b>132.5</b>	<b>535.0</b>	<b>105%</b>	<b>26%</b>

## Streetlighting

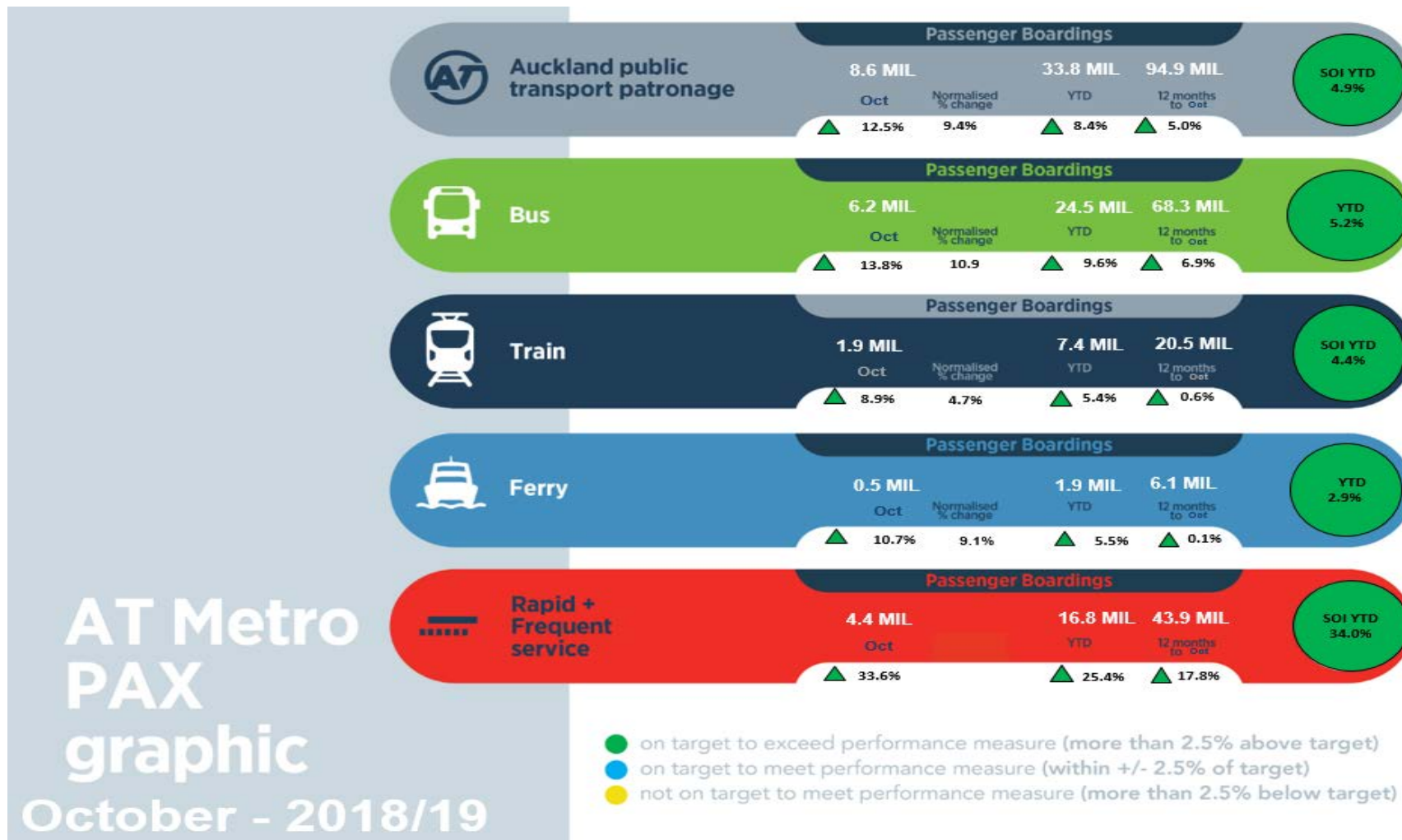
A further 1,900 70W high pressure sodium (HPS) lamps were changed to LED luminaires. A total of 43,700 LED luminaires are on the network and are all connected to the central management system (CMS). We expect to retrofit 16,000 lights with LED luminaires this financial year.

The first shipment of the 100W equivalent luminaires have arrived and installation is due to start shortly. Investigation is continuing to establish the optimum types and quantities of luminaires required for the replacement of the 150W HPS lamps. The procurement process for the 150W equivalent luminaires is expected to begin later this financial year.

The preparation of contract documents for the new street light maintenance and renewal contracts is currently underway.

# Transport Services Development and Delivery

## AT Metro Patronage Performance –12 months to October 2018





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

For the 12 months to October 2018 Auckland public transport patronage totalled 94.9 million passenger boardings, an increase of +5.0% on the previous year. October monthly patronage was 8.6 million, an increase of +12.5% on October 2017 and +7.6% above SOI target (YTD +4.9%). October normalised adjustment ~ +9.4% accounting for special event patronage, with one more business day and one less weekend day/public holiday.

Bus services totalled 68.3 million passenger boardings for the 12-months to October 2018, an increase +6.9% on the previous year. Patronage for October 2018 was 6.2 million, an increase of +13.8% on October 2017 and +9.4% above target (YTD +5.2%). October normalised adjustment ~ +10.9% accounting for special event patronage, with one more business day and one less weekend day/public holiday.

Train services totalled 20.5 million passenger boardings for the 12-months to October 2018, an increase of +0.6% on the previous year. Patronage for October 2018 was 1.9 million, an increase of +8.9% on October 2017 and +2.1% above SOI target (YTD +4.4%). October normalised adjustment ~+4.7% accounting for special event patronage, with one more business day and one less weekend day/public holiday.

Ferry services totalled 6.1 million passenger boardings for the 12-months to October 2018, an increase of +0.1% on the previous year. Patronage for October 2018 was 0.53 million, an increase of +10.7% on October 2017 and +6.0% above target (YTD +2.9%). October normalised adjustment ~+9.1% accounting for special event patronage, with one more business day and one less weekend day/public holiday.

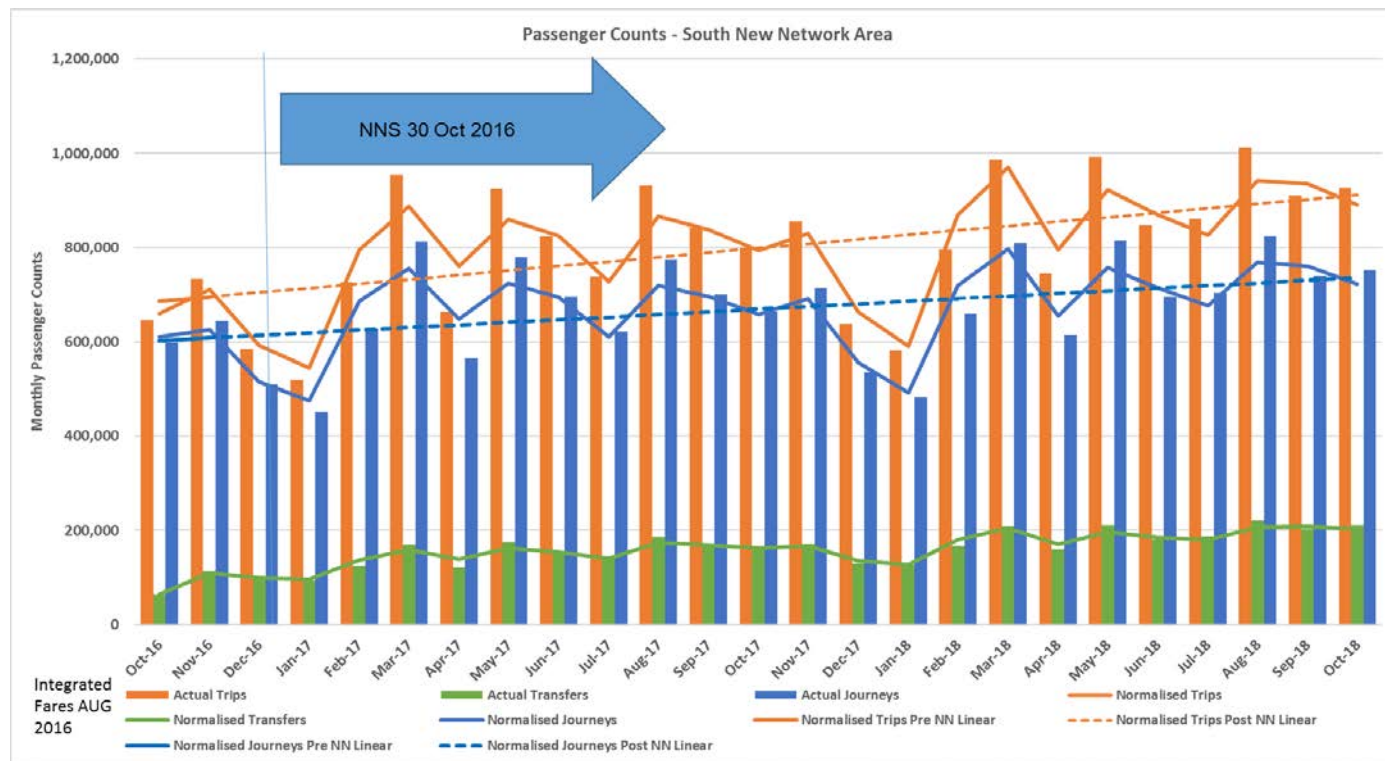
Rapid and Frequent services totalled 43.9 million passenger boardings for the 12-months to October 2018, an increase of +17.8% on the previous year. Patronage for October 2018 was 4.4 million, an increase of +33.6% on October 2017 and +47.0% above SOI target (YTD +34.0%).

	October - 2018/19									
	Actual v SOI									
	Month				YTD				SOI / Target	Projected
	Actual	% Change	SOI / Target	% Variance	Actual	% Change Prev Year	SOI / Target	% Variance	2018/19	Forecast 2018/19
<b>1. Bus Total:</b>	6,226,199	↑ 13.8%	5,689,000	↑ 9.4%	24,513,263	↑ 9.6%	23,306,000	↑ 5.2%	68,890,000	70,000,000
<b>2. Train (Rapid) Total:</b>	1,852,445	↑ 8.9%	1,814,112	↑ 2.1%	7,404,805	↑ 5.4%	7,091,812	↑ 4.4%	21,110,000	21,110,000
<b>3. Ferry (Connector Local) Total:</b>	527,675	↑ 10.7%	497,883	↑ 6.0%	1,859,061	↑ 5.5%	1,806,087	↑ 2.9%	6,300,000	6,300,000
<b>Total Patronage</b>	<b>8,606,319</b>	<b>↑ 12.5%</b>	<b>8,000,995</b>	<b>↑ 7.6%</b>	<b>33,777,129</b>	<b>↑ 8.4%</b>	<b>32,203,899</b>	<b>↑ 4.9%</b>	<b>96,300,000</b>	<b>97,410,000</b>
<b>Rapid and Frequent</b>	<b>4,435,389</b>	<b>↑ 33.6%</b>	<b>3,018,135</b>	<b>↑ 47.0%</b>	<b>16,802,879</b>	<b>↑ 25.4%</b>	<b>12,537,754</b>	<b>↑ 34.0%</b>	<b>36,786,000</b>	<b>42,800,000</b>

	October-2018																							
	Trip Month					Journey Month					Trip 12 Months				Journey 12 Months				Trip YTD (from July)			Journey YTD (from July)		
	Patronage	Previous Year	Change Prev Year	% Change Prev Year	Normalised % Change Prev Year	Patronage	Previous Year	Change Prev Year	% Change Prev Year	Normalised % Change Prev Year	Patronage	% Change Prev Month Period	Change Prev Year	% Change Prev Year	Patronage	% Change Prev Month Period	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year
<b>1. Bus Total:</b>	6,226,199	5,471,057	755,090	13.8%	10.9%	5,173,222	4,723,540	449,682	9.5%	6.6%	68,317,394	1.1%	4,433,501	6.9%	58,110,727	0.8%	2,289,124	4.1%	24,513,263	2,149,458	9.6%	20,623,223	1,306,592	6.8%
- Busway (Rapid) Bus	657,419	451,608	205,811	45.6%		567,120	402,187	164,933	41.0%		5,797,210	3.7%	660,501	12.9%	5,135,185	3.3%	535,364	11.6%	2,168,615	338,832	18.5%	1,906,431	275,804	16.9%
- Frequent Bus	1,925,525	1,166,611	758,913	65.1%		1,594,647	977,421	617,226	63.1%		17,619,450	4.5%	5,864,817	49.9%	14,605,206	4.4%	4,723,009	47.8%	7,229,459	2,686,734	59.1%	5,983,526	2,188,586	57.7%
- Connector Local Targeted Bus	3,643,255	3,852,838	-209,634	-5.4%		3,011,455	3,343,932	-332,476	-9.9%		44,900,734	-0.5%	-2,091,817	-4.5%	38,370,335	-0.9%	-2,969,249	-7.2%	15,115,189	-876,108	-5.5%	12,733,267	-1,157,799	-8.3%
<b>2. Train (Rapid) Total:</b>	1,852,445	1,701,342	151,005	8.9%	4.7%	1,570,185	1,465,663	104,521	7.1%	2.9%	20,491,646	0.7%	121,539	0.6%	17,506,970	0.6%	-233,966	-1.3%	7,404,805	377,892	5.4%	6,282,745	227,337	3.8%
- Western	621,841	601,230	20,611	3.4%		533,393	520,373	13,021	2.5%		7,035,481	0.3%	-140,372	-2.0%	6,061,589	0.2%	-226,464	-3.6%	2,536,660	41,029	1.6%	2,174,753	12,916	0.6%
- Eastern	549,751	483,085	66,568	13.8%		455,236	410,616	44,620	10.9%		5,970,327	1.1%	257,363	4.5%	5,002,340	0.9%	103,007	2.1%	2,162,601	193,178	9.8%	1,793,388	121,131	7.2%
- Onehunga	102,607	98,005	4,603	4.7%		85,931	83,183	2,748	3.3%		1,121,891	0.4%	-50,261	-4.3%	946,094	0.3%	-59,332	-5.9%	401,290	3,160	0.8%	336,379	-1,626	-0.5%
- Southern	531,362	485,428	45,934	9.5%		453,501	421,104	32,397	7.7%		5,908,605	0.8%	6,293	0.1%	5,086,569	0.6%	-90,780	-1.8%	2,124,616	99,791	4.9%	1,816,857	58,978	3.4%
- Pukekohe	46,883	33,595	13,288	39.6%		42,123	30,387	11,736	38.6%		455,342	3.0%	48,516	11.9%	410,379	3.0%	39,603	10.7%	179,639	40,733	29.3%	161,367	35,938	28.7%
<b>3. Ferry (Frequent &amp; Connector Local) Total:</b>	527,675	476,556	51,119	10.7%	9.1%	527,675	476,556	51,119	10.7%	9.1%	6,140,370	0.8%	7,793	0.1%	6,140,370	0.8%	7,793	0.1%	1,859,061	97,404	5.5%	1,859,061	97,404	5.5%
- Contract	125,732	111,227	14,505	13.0%		125,732	111,227	14,505	13.0%		1,404,201	1.0%	48,924	3.6%	1,404,201	1.0%	48,924	3.6%	483,556	35,784	8.0%	483,556	35,784	8.0%
- Exempt Services	401,943	365,329	36,614	10.0%		401,943	365,329	36,614	10.0%		4,736,169	0.8%	-41,131	-0.9%	4,736,169	0.8%	-41,131	-0.9%	1,375,505	61,620	4.7%	1,375,505	61,620	4.7%
<b>Total Patronage</b>	<b>8,606,319</b>	<b>7,648,955</b>	<b>957,214</b>	<b>12.5%</b>	<b>9.4%</b>	<b>7,271,082</b>	<b>6,665,759</b>	<b>605,323</b>	<b>9.1%</b>	<b>6.0%</b>	<b>94,949,410</b>	<b>1.0%</b>	<b>4,562,833</b>	<b>5.0%</b>	<b>81,758,067</b>	<b>0.7%</b>	<b>2,062,951</b>	<b>2.6%</b>	<b>33,777,129</b>	<b>2,624,754</b>	<b>8.4%</b>	<b>28,765,029</b>	<b>1,631,333</b>	<b>6.0%</b>
<b>Rapid &amp; Frequent</b>	4,435,389	3,319,561	1,115,729	33.6%		3,731,952	2,845,272	886,680	31.2%		43,908,306	2.6%	6,646,857	17.8%	37,247,362	2.4%	5,024,407	15.6%	16,802,879	3,403,458	25.4%	14,172,702	2,691,727	23.4%
<b>Connector Local Targeted</b>	4,170,930	4,329,393	-158,515	-3.7%		3,539,130	3,820,488	-281,357	-7.4%		51,041,103	-0.3%	-2,084,024	-3.9%	44,510,705	-0.6%	-2,961,456	-6.2%	16,974,250	-778,704	-4.4%	14,592,327	-1,060,395	-6.8%
<b>Total Patronage</b>	<b>8,606,319</b>	<b>7,648,955</b>	<b>957,214</b>	<b>12.5%</b>	<b>9.4%</b>	<b>7,271,082</b>	<b>6,665,759</b>	<b>605,323</b>	<b>9.1%</b>	<b>6.0%</b>	<b>94,949,410</b>	<b>1.0%</b>	<b>4,562,833</b>	<b>5.0%</b>	<b>81,758,067</b>	<b>0.7%</b>	<b>2,062,951</b>	<b>2.6%</b>	<b>33,777,129</b>	<b>2,624,754</b>	<b>8.4%</b>	<b>28,765,029</b>	<b>1,631,333</b>	<b>6.0%</b>

\* Integrated Fare started 14 August 2016. For 12 month rolling and YTD 1 July to 13 August used trip data to back fill for no journey data.  
 Ferry trip & journey patronage is the same as ferry is not currently included in the integrated fare package.

## Growth in New Network rollout for South Auckland

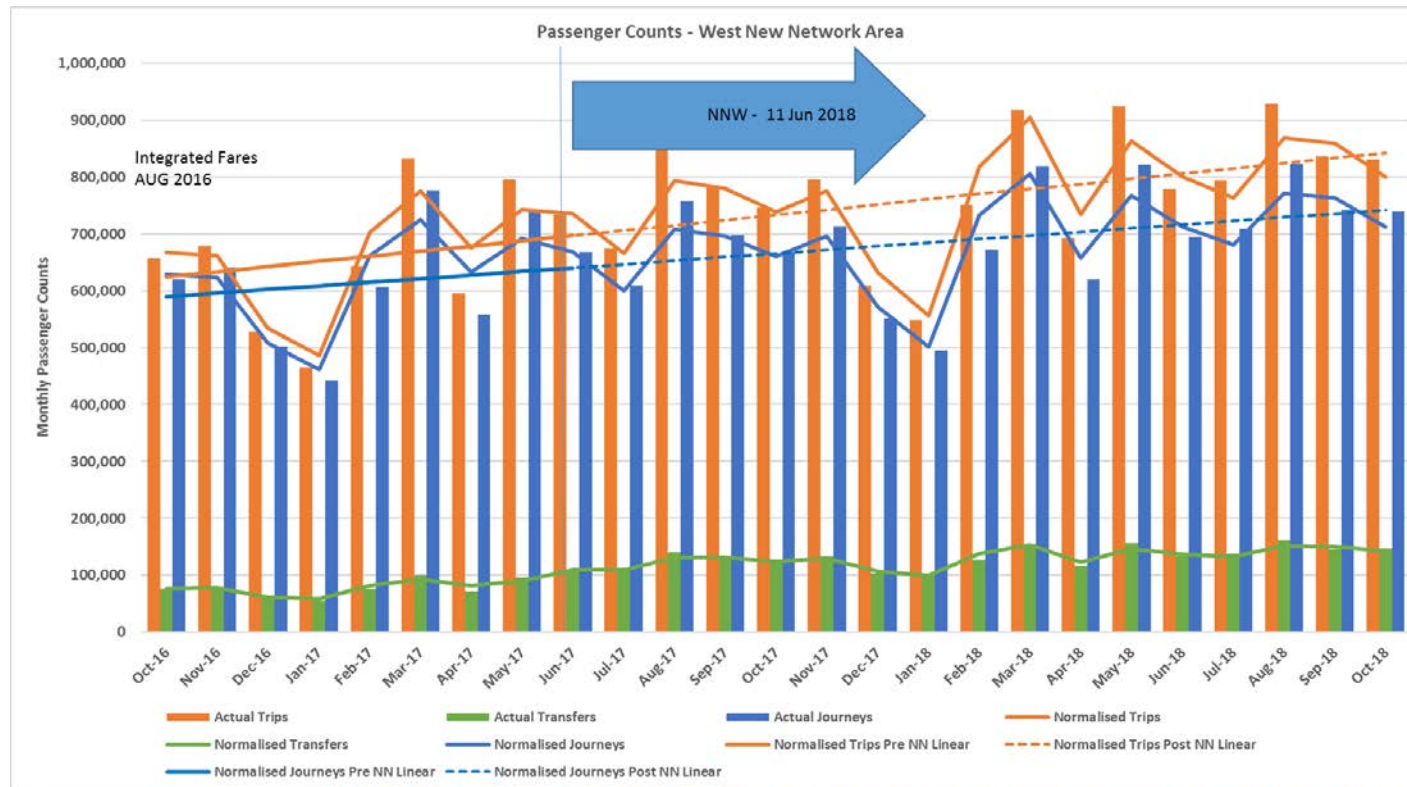


For the South New Network Area the 12 months to October 2018 trips from the South totalled 8.3 million passenger journeys, an increase of +6.3% on the previous year, there were 10.2 million passenger trips, an increase of +9.8%. October 2018, there were 751,237 journeys, 925,884 passenger trips a difference of 23% and 210,218 transfers (28% of journeys). *Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the South area. Transfers from customer perspective. Whole of network base 12 months to October of journeys 76.9 million (growth +3.2%), trips 88.7 million (growth +5.9%).*

Normalised year on year growth in the South New Network Area for October 2018:

- Passenger journeys have increased by +63,708 (+10%), Trips +97,364 (+12%).
- Customer Transfers within the South have increased by +39,988 (+25%).

## Growth in New Network rollout for West Auckland

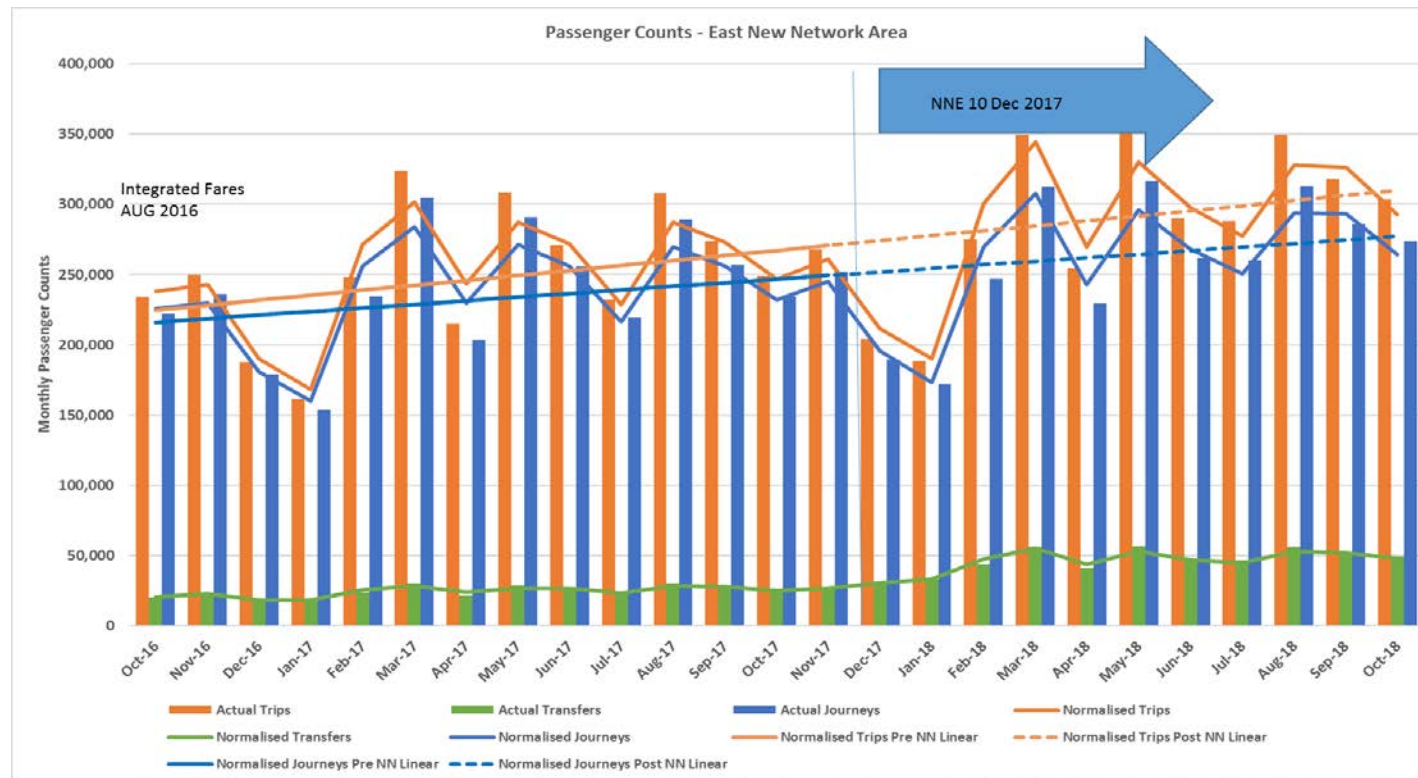


For the West New Network Area the 12 months to October 2018 trips from the West totalled 8.4 million passenger journeys, an increase of +9.6% on the previous year, there were 9.4 million passenger trips, an increase of +13.0%. October 2018, there were 739,684 journeys, 830,840 passenger trips a difference of 12% and 147,622 transfers (20% of journeys). *Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the South area. Transfers from customer perspective. Whole of network base 12 months to October of journeys 76.9 million (growth +3.2%), trips 88.7 million (growth +5.9%).*

Normalised year on year growth in the West New Network Area for October 2018:

- Passenger journeys have increased by + 51,402 (+8%), Trips + 61,760 (+8%).
- Transfers have increased by + 17,837 (14%).

## Growth in New Network rollout for East Auckland

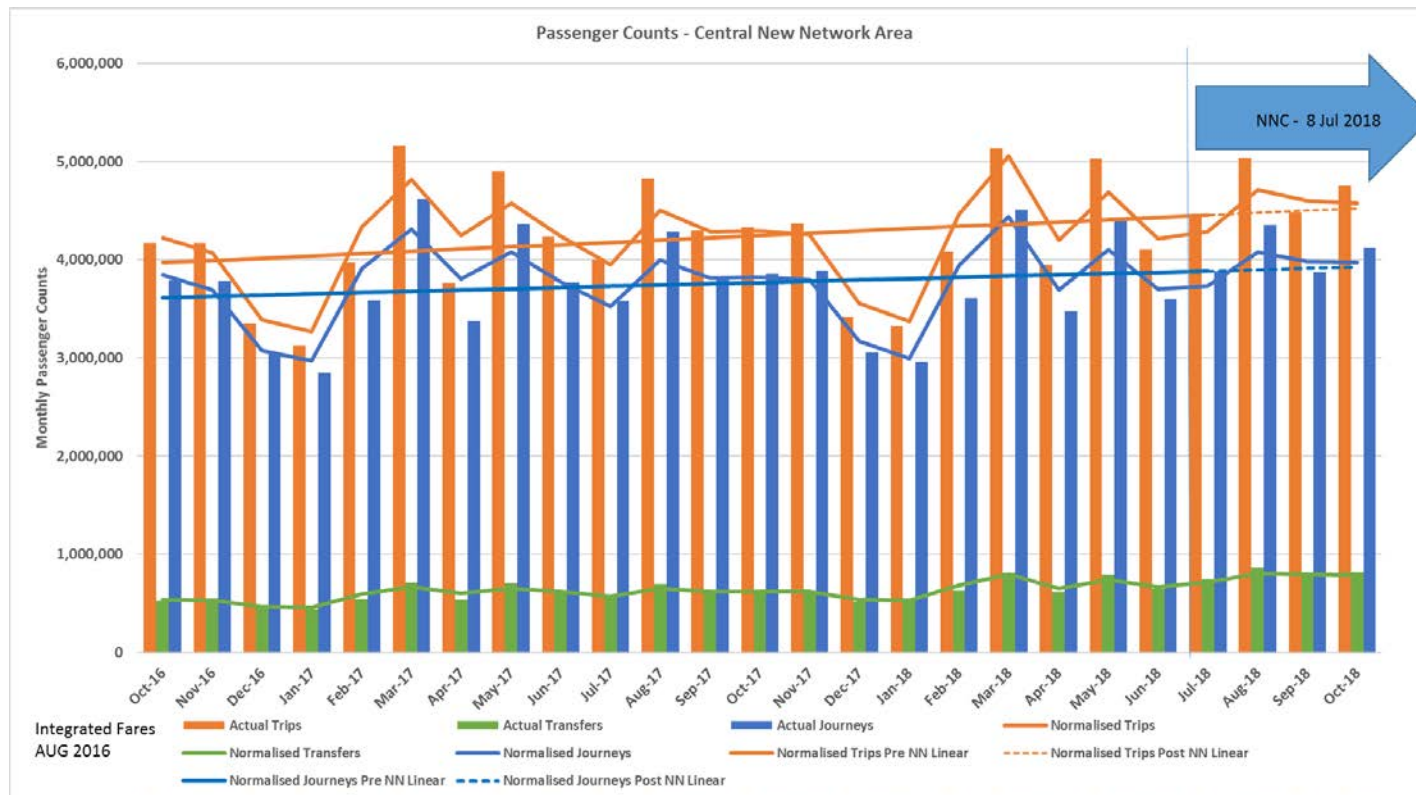


For the East New Network Area the 12 months to October 2018 trips from the East totalled 3.1 million passenger journeys, an increase of +8.9% on the previous year, there were 3.4 million passenger trips, an increase of +13.6%. October 2018, there were 273,687 journeys, 303,483 passenger trips a difference of 11% and 49,578 transfers (18% of journeys). *Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the South area. Transfers from customer perspective. Whole of network base 12 months to October of journeys 76.9 million (growth +3.2%), trips 88.7 million (growth +5.9%).*

Normalised year on year growth in the East New Network area for October 2018:

- Passenger journeys have increased by + 32,046 (+14%), Trips + 46,218 (+19%).
- Transfers have increased by + 22,956 (92%).

## Growth in New Network rollout for Central Auckland

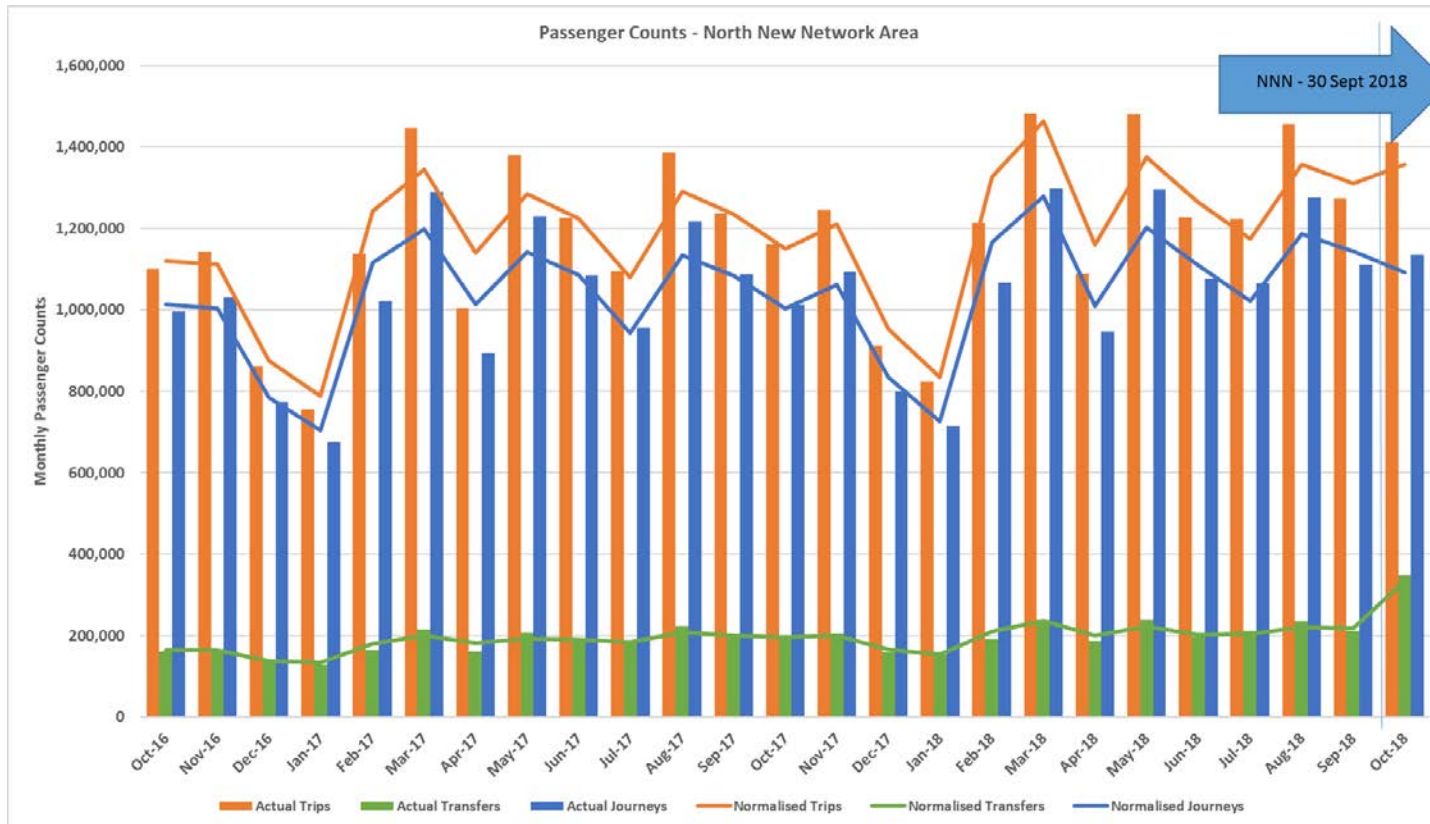


For the Central New Network Area the 12 months to October 2018 trips from the Central totalled 45.7 million passenger journeys, an increase of +1.8% on the previous year, there were 52.1 million passenger trips, an increase of +4.0%. October 2018, there were 4.1 million journeys, 4.8 million passenger trips a difference of 15% and 817,762 transfers (20% of journeys). *Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the South area. Transfers from customer perspective. Whole of network base 12 months to October of journeys 76.9 million (growth +3.2%), trips 88.7 million (growth +5.9%).*

Normalised year on year growth in the Central New Network area for October 2018:

- Passenger journeys have increased by + 152,767 (+4%), Trips + 286,538 (+4%).
- Transfers have increased by + 165,089 (27%).

## Growth in New Network rollout for North Auckland



For the North New Network Area the 12 months to October 2018 trips from the North totalled 12.9 million passenger journeys, an increase of +4.9% on the previous year, there were 14.8 million passenger trips, an increase of +7.3%. October 2018, there were 1.1 million journeys, 1.4 million passenger trips a difference of 24% and 347,836 transfers (31% of journeys). *Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the South area. Transfers from customer perspective. Whole of network base 12 months to October of journeys 76.9 million (growth +3.2%), trips 88.7 million (growth +5.9%).*

Normalised year on year growth in the North New Network area for October 2018:

- Passenger journeys have increased by + 88,717 (+9%), Trips + 208,438 (+18%).
- Transfers have increased by + 138,772 (71%).



## Transport Services Key Strategic Priorities

### New Network incl. Rapid & Frequent Network Rollout

#### Central Suburbs

- Go-live date was 08 July, 2018.
- Minor changes at three-month post-launch review being finalised. These will be implemented February 2019.
- A number of petitions and feedback for changes have been received and are being responded to.

#### North Shore

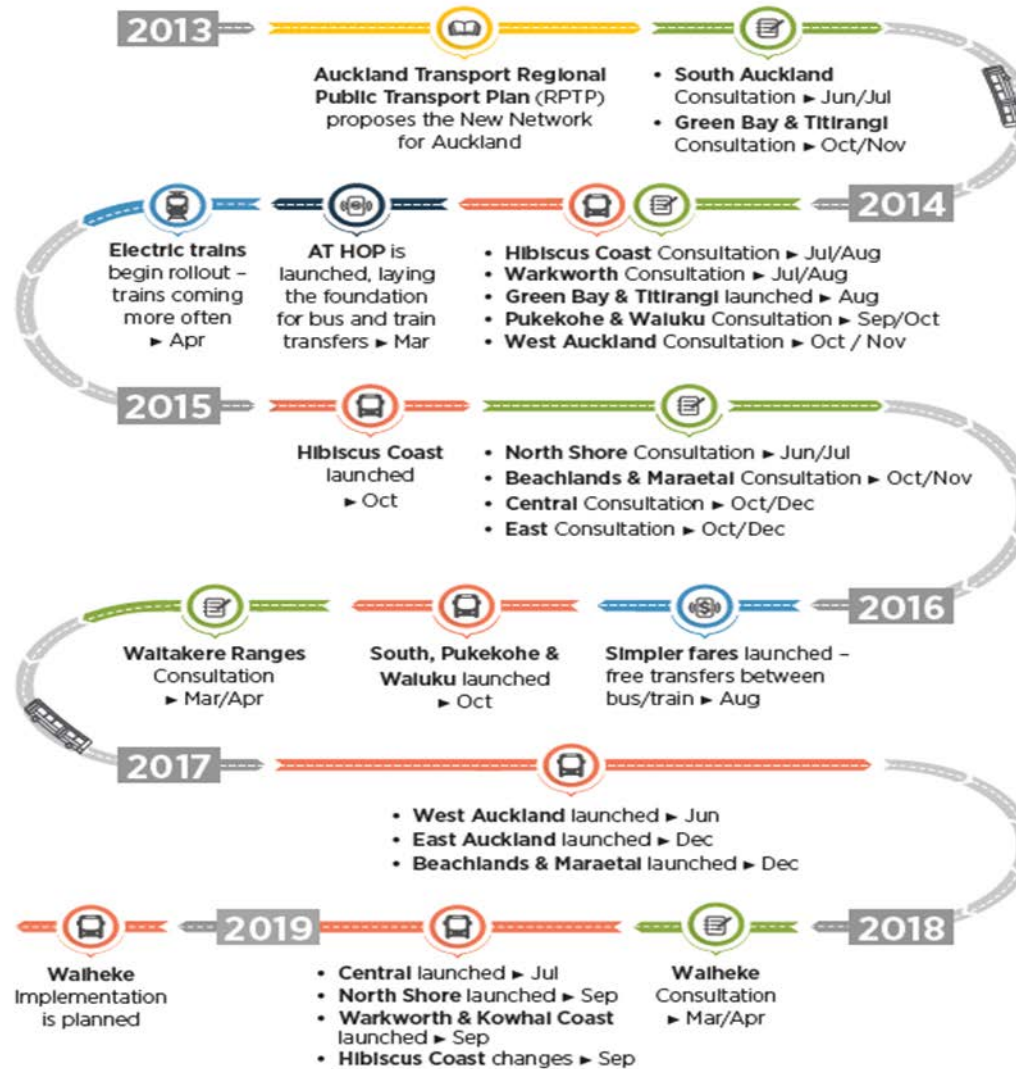
- Go-live was 30 September, 2018.
- School bus changes go-live date was 15 October, 2018.
- Changes are being monitored.
- Minor service adjustments were made on 4 November 2018.

#### Waiheke Island

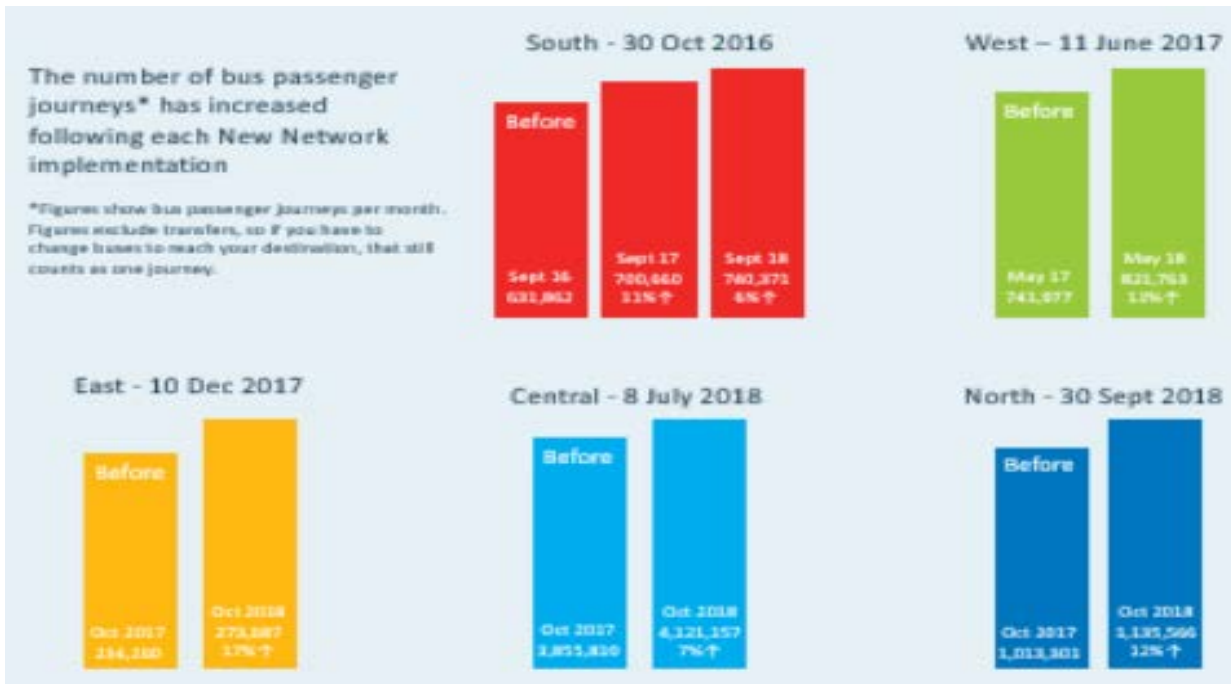
- Invitation to Price (ITP) evaluation completed and negotiations started on 30 October 2018
- Go-live planned for mid-2019

New Network Rollout Area	Implementation Date - Status
South Auckland (inc. Pukekohe and Waiuku)	30/10/2016 – live
West Auckland	11/06/2017 – live
East Auckland (inc. Beachlands / Maraetai) + 380 Airporter frequency increase	10/12/2017 – live
Central Suburbs	08/07/2018 – live
Central School Bus changes	23/07/2018 – live
North Shore	30/09/2018 – live
Waiheke Island	Mid 2019 – <a href="#">ITP negotiations started</a>

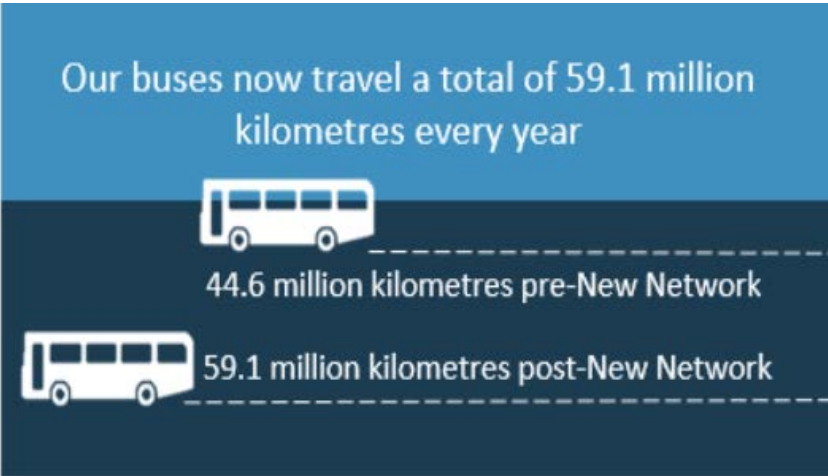
# The road to delivering a new bus network for Auckland



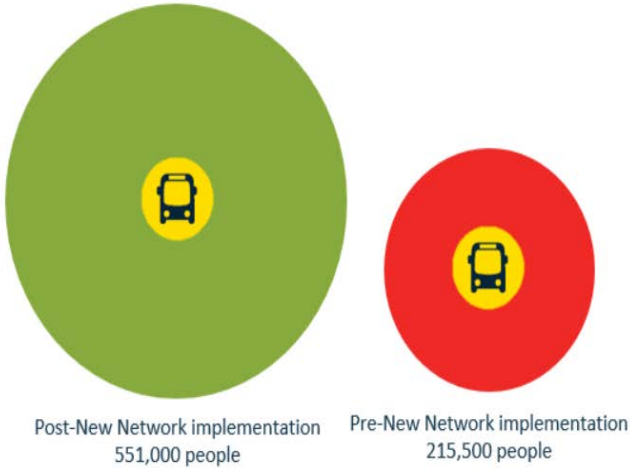
### Auckland Transport New Network achievements



It's now possible to travel the 147 kilometres between Warkworth and Port Waikato by public transport



**163%**  
more people now live within 500 metres of a frequent and/or rapid public transport stop/station



## Procurement & Contract Reform (PTOM) Implementation

### Bus

- North PTOM agreements are signed and the services implemented on 30 September 2018.
- Waiheke PTOM agreement ITP released. Negotiations started on 30 October 2018.

### Ferry

- Phase 2 of the Ferry Future Strategy has commenced, which will inform a strategic approach to ferry procurement.
- Ferry service procurement plan to be provided to the Finance, Risk and Capital Committee in early 2019.

### Rail

- A review of procurement options for the next rail franchise has been completed and options assessed.
- Rail Franchise Director (Procurement Director) started working on 25 October 2018.
- Rail Franchise procurement plan to be provided to the Finance, Risk and Capital Committee in early 2019.

## Timetable Changes

### Train

The train timetable for Christmas and New Year has been finalised, and will offer the following service levels:

Tuesday 25th December:	Sunday Timetable
Wednesday 26th December:	Sunday Timetable
Thursday 27th December:	Sunday Timetable
Friday 28th & Saturday 29th December:	Saturday Timetable
Sunday 30th December:	Sunday Timetable
Monday 31st December:	Saturday Timetable*

\* Last services will depart from Britomart by 0230 on New Year's morning (on operating lines only)

Tuesday 1st – Thursday 3rd January:            Sunday Timetable  
Friday 4th & Saturday 5th January:            Saturday Timetable  
Sunday 6th January:                                Sunday Timetable

There is extensive maintenance works being undertaken during the holiday period, and from 27 December to 6 January only the Eastern Line will operate.

### **Southern Line**

- Rail and sleeper replacement between Pukekohe and Papakura.
- Sleeper replacement at Papakura (including the stabling yard).
- Takanini Motorway widening project.

### **Southern & Onehunga Lines (Penrose to Newmarket).**

- Formation upgrade and sleeper replacement.
- Newmarket Branch (Newmarket to Britomart).
- CRL – Strand Crossover, bridge inspections and any necessary remedial work.

### **Western Line**

- Track work, formation repairs, mud-spot removal, bridge repairs, and preparation work for Cycleway.

AT will also be taking the opportunity to carry out maintenance and upgrades at stations while the overhead power is isolated.

AT is working alongside a number of internal and external stakeholders to develop a feasible operational plan for the introduction of passenger rail services from Hamilton to Auckland, currently planned for introduction in 2020.

## Bus

Timetables changes are being prepared to respond to operational challenges, feedback from Local Boards, Value for Money (VFM) and New Network Optimisation. Go-live dates are:

- New Network West annual review (Pavlovich) – 25 November 2018
- New Network West Value for Money (VFM), two new bus services for Rodney Local Board – 24 February 2019
- New Network Central Optimisation and another new bus service for Rodney Local Board – 28 April 2019
- New Network South Optimisation and additional capacity to manage travel demand due to the start of AMETI construction – 16 June 2019

These changes will improve run times for some western and central services to enhance customer experience, improve value to AT and bus operators, provide additional capacity across New Network West, Central and East, and introduce new bus services funded by Rodney Local Board's Transport Targeted Rate.

## Ferry

The ferry timetable for Christmas and New Year has been finalised, and will offer the following service levels:

### Bayswater

Reduced service	24, 27, 28, 31 December 2018 and 3, 4 January 2019
Public Holiday service	26 December 2018 and 1, 2 January 2019
No service	Christmas Day
Return to full service	Monday 7 January 2019

### Birkenhead

Reduced service	24, 27, 28, 31 December 2018 and 3, 4 January 2019
Public Holiday service	26 December 2018 and 1, 2 January 2019
No service	Christmas Day
Return to full service	Monday 7 January 2019

### **Half Moon Bay**

Reduced service	24, 27, 28, 31 December 2018 and 3, 4 January 2019
Public Holiday service	26 December 2018 and 1, 2 January 2019
No service	Christmas Day
Return to full service	Monday 7 January 2019

### **Stanley Bay**

No service	Saturday 22 December 2018 to Sunday 6 January 2019
Return to full service	Monday 7 January 2019

### **Gulf Harbour**

No service	Weekends, Public Holidays
Return to full service	Normal service throughout

### **Hobsonville**

No service	Weekends, Public Holidays
Return to full service	Normal service throughout

### **Devonport**

Reduced service	24, 27, 28, 31* December 2018 and 3, 4 January 2019
Public Holiday service	25, 26 December 2018 and 1, 2 January 2019
Return to full service	Monday 7 January 2019

\* additional late service will operate on 31 December



### **Waiheke**

Public Holiday service 25, 26 December 2018 and 1, 2 January 2019

Return to full service Normal service throughout \*

\* additional late service will operate on 31 December

### **Pine Harbour**

Reduced service 24, 27, 28, 31 December 2018 and 3, 4 January 2019

No service Weekends, Public Holidays

Amended service Weekdays from 7 January until 25 January (bus replacements in place on 4 trips to allow for vessel maintenance to be completed)

Return to full service Tuesday 29 January 2019

### **West Harbour**

Reduced service 24, 27, 28, 31 December 2018 and 3, 4, 7, 8, 9, 10, 11 January 2019

No service Weekends, Public Holidays

Return to full service Monday 14 January 2019

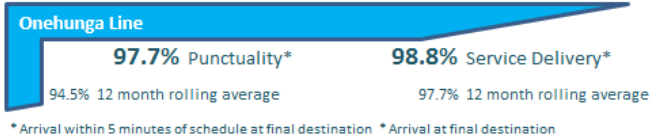
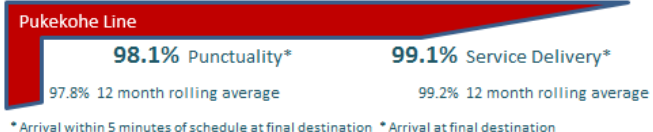
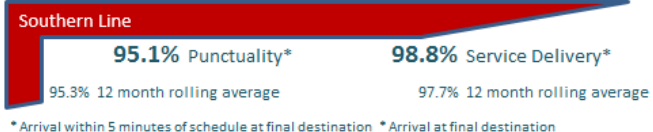
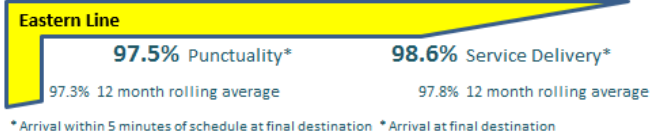
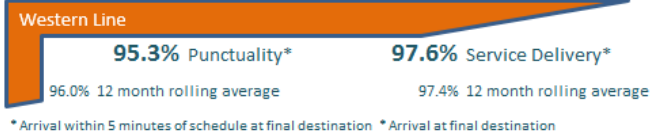
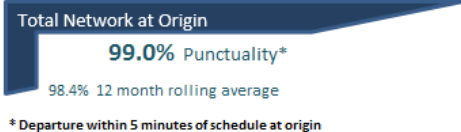
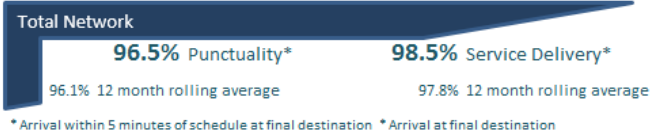
### **Rakino Island**

Summer timetable applies throughout

# On -Time Performance



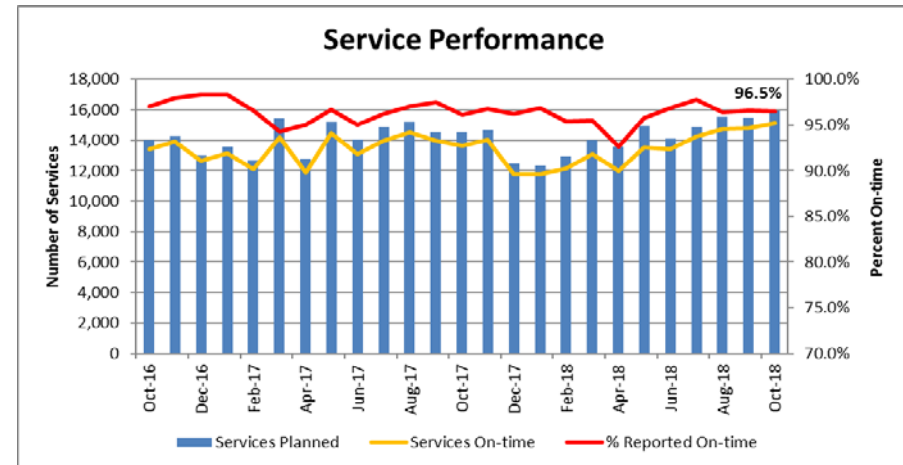
## Train Performance October 2018



## Train

Major incidents that affected October 2018 train service performance:

- A point failure at Wiri on 8 October, during the Afternoon peak, resulted in the cancellation 33 metro train services.
- A helium balloon was inadvertently released in Britomart Station, which made contact with the overhead power lines and cutting power on 25 October, resulted in the cancellation of 31 metro train services.
- An attempted suicide at St Judes Street Level Crossing in Avondale, during the afternoon peak on 23 October, resulted in the cancellation of 30 metro train services.



## Bus

Bus Services' Key Performance Indicators (KPIs) were on target in October with punctuality at first stop achieved at 97.0%, and reliability at start achieved at 97.9%. Overall, the performance same as the prior month and had improved since October 2017.

Punctuality and reliability at start of trip have reduced slightly following the implementation of New Network North on 30 September, and bus operators already experienced with PTOM contracts are consistently meeting their contractual obligations. Birkenhead Transport and Transit are new PTOM measures and had lower scores due to new services and some disruptions to performance impacted by issues at Constellation Station, and drivers getting used to new routes. Some runtime and timing point locations has improved across New Network West from 22 October and more changes to run times and timing points are due from 21 November.

## Ferry

Ferry Services' Key Performance Indicators (KPIs) were on target in October with punctuality at first stop achieved at 96.7%, and reliability at start achieved at 98.8%. Overall, the performance same as the prior month and October 2017.

Total of 46 services were cancelled during the month. Services in October were impacted by planned vessel maintenance on Pine Harbour services vessel breakdowns (16 trips), extra low tides on Half Moon Bay services (12 trips), and vessel breakdowns (18 trips).

Cruise ship activity in the Ferry Basin and the Waitemata Harbour also impacted punctuality performance during the month.

## Bus Performance October 2018



Total PTOM Network	
<b>97.0%</b> Punctuality*	<b>97.9%</b> Service Delivery*
96.5% 12 month rolling average	98.8% 12 month rolling average
*Departure within 5 minutes of schedule at origin	*Depart origin within 10 minutes of schedule
NZ Bus	
<b>96.4%</b> Punctuality*	<b>97.9%</b> Service Delivery*
96.2% 12 month rolling average	99.0% 12 month rolling average
*Departure within 5 minutes of schedule at origin	*Depart origin within 10 minutes of schedule
Howick & Eastern Buses	
<b>98.4%</b> Punctuality*	<b>99.3%</b> Service Delivery*
98.9% 12 month rolling average	98.9% 12 month rolling average
*Departure within 5 minutes of schedule at origin	*Depart origin within 10 minutes of schedule
Ritchies	
<b>97.0%</b> Punctuality*	<b>96.8%</b> Service Delivery*
99.0% 12 month rolling average	99.4% 12 month rolling average
*Departure within 5 minutes of schedule at origin	*Depart origin within 10 minutes of schedule
Pavlovich Coachlines	
<b>98.3%</b> Punctuality*	<b>99.3%</b> Service Delivery*
96.8% 12 month rolling average	98.4% 12 month rolling average
*Departure within 5 minutes of schedule at origin	*Depart origin within 10 minutes of schedule
Birkenhead	
<b>93.8%</b> Punctuality*	<b>96.8%</b> Service Delivery*
98.7% 12 month rolling average	97.9% 12 month rolling average
*Departure within 5 minutes of schedule at origin	*Depart origin within 10 minutes of schedule
SkyBus (Exempt Services)	
<b>94.2%</b> Punctuality*	<b>96.2%</b> Service Delivery*
97.3% 12 month rolling average	95.4% 12 month rolling average
*Departure within 5 minutes of schedule at origin	*Depart origin within 10 minutes of schedule
Go Bus	
<b>98.5%</b> Punctuality*	<b>99.5%</b> Service Delivery*
94.8% 12 month rolling average	0.0% 12 month rolling average
Waiheke Bus Company (Non-PTOM)	
<b>91.5%</b> Punctuality*	<b>98.1%</b> Service Delivery*
88.2% 12 month rolling average	99.0% 12 month rolling average
*Departure within 5 minutes of schedule at origin	*Depart origin within 10 minutes of schedule
Tranzit	
<b>95.7%</b> Punctuality*	<b>91.7%</b> Service Delivery*
98.9% 12 month rolling average	98.9% 12 month rolling average
*Departure within 5 minutes of schedule at origin	*Depart origin within 10 minutes of schedule

Note:- Excludes Circular Routes - e.g. City Link, Inner & Outer Link.  
 Total for PTOM contracts, excludes Exempt services & Non-PTOM.

## Ferry Performance October 2018



Total Network	
<b>96.7%</b> Punctuality*	<b>98.8%</b> Service Delivery*
95.8% 12 month rolling average	98.4% 12 month rolling average
*Departure within 1 minute of schedule at origin	*Depart origin within 5 minutes of schedule
Bayswater	
<b>94.7%</b> Punctuality*	<b>99.1%</b> Service Delivery*
94.0% 12 month rolling average	98.8% 12 month rolling average
*Departure within 1 minute of schedule at origin	*Depart origin within 5 minutes of schedule
Hobsonville	
<b>90.9%</b> Punctuality*	<b>95.9%</b> Service Delivery*
95.3% 12 month rolling average	98.9% 12 month rolling average
*Departure within 1 minute of schedule at origin	*Depart origin within 5 minutes of schedule
Half Moon Bay	
<b>95.5%</b> Punctuality*	<b>97.8%</b> Service Delivery*
94.3% 12 month rolling average	97.1% 12 month rolling average
*Departure within 1 minute of schedule at origin	*Depart origin within 5 minutes of schedule
West Harbour	
<b>99.7%</b> Punctuality*	<b>100.0%</b> Service Delivery*
99.9% 12 month rolling average	100.0% 12 month rolling average
*Departure within 1 minute of schedule at origin	*Depart origin within 5 minutes of schedule
Birkenhead	
<b>96.2%</b> Punctuality*	<b>98.9%</b> Service Delivery*
93.4% 12 month rolling average	98.3% 12 month rolling average
*Departure within 1 minute of schedule at origin	*Depart origin within 5 minutes of schedule
Rakino	
<b>95.0%</b> Punctuality*	<b>97.5%</b> Service Delivery*
92.1% 12 month rolling average	96.6% 12 month rolling average
*Departure within 1 minute of schedule at origin	*Depart origin within 5 minutes of schedule
Stanley Bay	
<b>99.0%</b> Punctuality*	<b>99.3%</b> Service Delivery*
98.5% 12 month rolling average	97.9% 12 month rolling average
*Departure within 1 minute of schedule at origin	*Depart origin within 5 minutes of schedule
Pine Harbour	
<b>98.5%</b> Punctuality*	<b>98.8%</b> Service Delivery*
98.3% 12 month rolling average	98.2% 12 month rolling average
*Departure within 1 minute of schedule at origin	*Depart origin within 5 minutes of schedule
Gulf Harbour	
<b>97.7%</b> Punctuality*	<b>99.0%</b> Service Delivery*
98.0% 12 month rolling average	99.0% 12 month rolling average
*Departure within 1 minute of schedule at origin	*Depart origin within 5 minutes of schedule