

# Business Report

## Recommendation:

That the Chief Executive's report be received.

## Prepared by:

David Warburton, Chief Executive

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## Corporate

### Customer Contact Metrics – April

#### Service Level

AT Metro – 66%, AT HOP – 76%, Auckland Council (all other calls) – 79%

#### Abandonment rate

AT Metro – 9.35%, AT HOP – 5.36%, Auckland Council (all other calls) – 3.90%

#### Average wait time

AT Metro – 31 seconds, AT HOP – 24 seconds

#### Volumes

**Calls** – AT Metro – 26,619, AT HOP – 10,119, Auckland Council (all other calls) – 21,364

Total: 58,102

**Written** – AT Metro – 2120, AT HOP – 1022, AT General – 6889, LGOIMASs – 60, Road Corridor – 3452, Transport Services – 4410, Elected Member – 480, Escalated Complaints – 14, Customer Liaison – 347, VIP – 117, Privacy – 7.

Total: 18,918.

## AT HOP

AT HOP trip penetration reached 84.3% on 9 May. This is the highest single day on record.

## Insurance

JLT (insurance brokers) and AC representatives have recently met with insurers with an initial report indicating that the expectation is for a premium reduction for the year commencing 1 July 2016. AT has advised that Directors request that existing policies, cover and excess levels be retained. Rolling Stock insurance renewal dates will now align with all other insurances and will rollover at 1 July at the same levels of cover and premium as applied from 1 November 2015. An update will be provided to the July Board meeting.

## Procurement

Six tenders were published in April with an estimated value of \$3 million. No tenders had an estimated value of over \$2 million.

149 Contracts were issued in April with a total value of \$34 million. Three contracts were over the value of \$2 million.

Contract	Supplier
Parking Meters Maintenance Agreement	Global Integrated Solutions Ltd
Mt Roskill Safe Route	Downer New Zealand Ltd
Warkworth Western Connector Construction	Wharehine Contractors Limited

## Regional Land Transport Programme (RLTP) Funding

During April, the following projects were approved for funding:

- **CBD Infrastructure - Learning Quarter Interchange (Indicative Business Case)** –this activity has been approved with conditions for a total of \$157,980 (\$80,570 from the National Land Transport Fund)
- **CBD Infrastructure Requirements Wellesley (Indicative Business Case)** –this activity has been approved with conditions for a total of \$315,960 (\$161,140 from the National Land Transport Fund)

Note: All project costs include 5.32% administration fee

## **Business Technology**

Ernst and Young have been engaged to assist in the preparation of a strategy and business case for Enterprise Asset Management. This will be due in September 2016 and involves a wide cross-section of AT business units.

The BT Strategy document is progressing and will be ready for the June or July Board meeting.

### **Commercial**

The BT Commercial team is working with Parking Services and Wilson Technology Services on updating the contractual agreement and is working with Auckland Council to identify savings from merging contracts with some vendors.

### **Technology/Infrastructure**

BT is now producing detailed Service Level reporting on its Technology and Field Device Support Partners. This information will support AT's ability to more effectively manage their performance and monitor their ability to meet contractual support obligations.

The BT renewal programme replacing desktops with laptops is progressing well, with two thirds of the units now comprised of laptops, and more renewals planned. Laptops enable business users to be more mobile, and facilitates

Work is in progress to evaluate the use of cloud computing to support a real-time city congestion model for busses.

### **Training**

A Customer Relationship Management (CRM) Training Group has been established that will report into the CRM Steering Group. The group consists of the CRM Trainers in BT, Customer Contact and HOP, along with the CRM Account Manager. The Training Group's primary purpose is to ensure best practice in CRM Training, to understand who we are training and how we are training, and to ensure positive feedback from attendees.

### **Risk, Security and Compliance**

Insomnia Security has recently performed a number of security vulnerability reviews. AT's systems were noted to adhere to a good standard of security, and some opportunities were identified for minor improvements to be made.

## Proposed Auckland Unitary Plan

AT continues to support Council in the hearings process for the Unitary Plan. The hearings concluded mid May with the last hearing addressing submissions that relate to multiple topics or generally to the Proposed Auckland Unitary Plan as a whole.

The Independent Hearings Panel will be providing their recommendations on the Unitary Plan to Council no later than 22 July. The Council will then consider the panel's recommendations and make decisions on whether to accept, accept in part or reject recommendations. On 27 July (late afternoon), the hearing panel's recommendations will be publicly available on the Council website. This will include a summary document explaining the panel's recommended changes to the proposed Unitary Plan and a recommended version of the plan.

Council and AT are currently preparing for this review/decision process. This will be undertaken over a 20 working day period before the release of Council's decisions, due by 19 August.

## Panuku Development Auckland

Panuku Development Auckland (PDA) has identified 19 priority locations for urban renewal initiatives. These include both new and existing initiatives and have been split into a classification of 'transform,' 'unlock' and 'support' locations with high, medium and low levels of intervention respectively. The Council's Auckland Development Committee (ADC) endorsed this list in December 2015:

- **Transform:** Manukau metropolitan centre and surrounds; Onehunga town centre and port; Wynyard Quarter; and Tamaki regeneration.
- **Unlock:** Takapuna central; Northcote town centre and surrounds; Henderson metropolitan centre; Hobsonville; Ormiston town centre and nearby Flat Bush sites; Old Papatoetoe; and the City Centre.
- **Support:** Avondale; Otahuhu; New Lynn (Totara Avenue); Pukekohe; Stonefields; Howick (Fencible Drive); Mt Eden (Dominion and Valley Roads); and Whangaparaoa (Link Crescent)

PDA's work programme for these areas requires the preparation of planning documents for each 'transform' and 'unlock' location. This includes a high-level visioning document (the High Level Project Plan (HLPP)), and a more detailed information and implementation Framework Plan (FP) to guide site investigations, option testing and ultimately investment decisions. Options being assessed include potential redevelopment of sites under AT control or with an AT operational interest and so requires collaboration with AT.

Supporting PDA's upcoming HLPPs and Framework Plans is generating significant work for AT staff given the need to provide comprehensive and up-to-date information on the transport context, initiatives and requirements for each location from all parts of the business to ensure that, while supporting the renewal initiatives, transport outcomes are achieved and projects are not compromised. This will include a refresh of parking plans, assessment of potential financial implications of options and alignment with other AT initiatives.

## Special Housing Areas (SHAs)

A total of 154 SHAs have been approved under the Housing Accords and Special Housing Areas Act 2013 (HASHA) legislation providing a potential yield of some 55,500 sections or units. The HASHA legislation that enables the SHAs to be created expires in September. SHAs that require a plan variation need to be approved by this date under the current legislation. It is estimated that there are 10 SHAs requiring plan variation decisions before the expiry date. Significant SHA Plan Variation hearings coming up include Redhills, Wainui east, Bremner Road and Drury South.

## Rapid Transit Network (RTN)

An indicative business case to develop bus improvement plans at the Learning Quarter is underway and engagement with the two universities has commenced. Procurement for development of an Indicative Business Case for the North-Western Busway (between city centre and Westgate) will commence in June with the aim to identify the preferred alignment and station locations.

AT and NZ Transport Agency are developing an agreement for the co-ordinated planning and consenting processes for the proposed Rosedale Road Northern Busway station as part of the Transport Agency's Northern Corridor Improvements project.

# Project Updates

## Albany Highway

A weekend closure for the Days Bridge concrete pour successfully completed. Financial forecasts show completion within approved budget.

## Nelson Street Cycle Route

Phase 2 (Victoria Street to Waterfront) has been re-scoped due to changes to some AT Metro bus routes to accommodate CRL construction; this meant that cycleway and bus traffic could not safely co-exist in parts of the planned cycle route. Design began in May for a route from Fanshawe Street to the Waterfront via Market Place. Construction is planned to commence around January 2017.

## Wynyard Quarter – Integrated Road Programme

Halsey Street surface work and track laying have now progressed to the Halsey/Gaunt Street Intersection. Work has been slowed at the intersection and on Gaunt Street by difficult ground conditions which required an alternative soil stabilisation technique. During the excavation, buried dumpsite materials, including metal objects, had to be carefully removed and this has slowed critical follow-on activities. The Halsey Street/Gaunt Street (south section) will be completed at the end of June.

## Glen Innes to Tamaki Drive Shared Path

Construction of Section 1 (Merton to St John's Roads) is due for completion by the end of August. The design of Section 3, the Orakei Basin boardwalk widening is complete and will proceed ahead of Section 2 for a planned September construction start. Consents for both Section 3 and the designation for Section 2 have been lodged.

## Quay Street Cycle Route

Construction commenced last month, with work starting at the Lower Hobson Street intersection. The works are planned to be complete by June, with an opening event confirmed for July.

## SuperGold to AT HOP

Last year the Ministry of Transport announced changes to the SuperGold public transport scheme. A key change is that from 1 July SuperGold card holders will need to use smart cards (AT HOP), where available, to access free travel through the scheme. In Auckland there are some 175,000 people eligible for [SuperGold concessions](#). A large scale marketing and information campaign informing customers of the changes, key dates and what they need to do to change to AT HOP began in May. Customer service centre alone are expected to handle more than 40,000 additional enquiries prior to the 1 July transition.

## Franklin Road

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

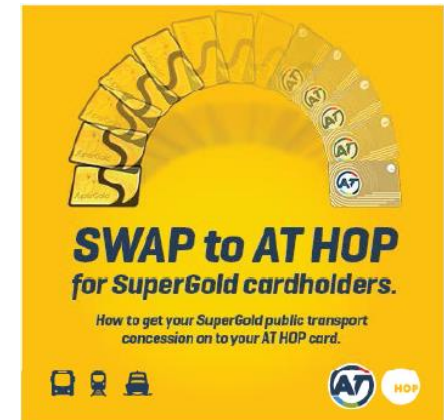
## Regional Signage Project

New directional signage for the region is currently being trialled for cyclists, pedestrians, motorists and public transport users in New Lynn, Northcote, Wynyard Quarter and Grafton Gully.

The signage includes information hubs, motorist street blades, supplementary pedestrian blades, a cyclist suite, and new accessibility platform markers for rail along with anti-graffiti designs for train shelters. Key stakeholders including local boards, CCO's, and AT staff have been invited to view the signage at their leisure and provide feedback. Feedback on the signage closed on 20 May.

## Half Moon Bay Ferry Upgrade

A ground breaking ceremony was held with the Minister of Transport, Hon Simon Bridges and Mayor Len Brown in attendance. Click [here](#) for media release.



## Mount Roskill Safe Routes

The construction contract has been awarded and works commenced in April. Expected completion of construction is December. Works include construction of shared paths, speed tables, rain gardens, signalisation of the intersection of Memorial Ave and Dominion Road and two additional mid-block signal crossings on May Road (near Keith Hay Park) and Hillsborough Road (near to Quona Ave).

## Mission Bay Streetscape Upgrade

This project will widen the footpath between the south-east corner of the Tamaki Drive/Patterson Avenue intersection and the Barfoot & Thompson office on Tamaki Drive and will provide upgraded streetscape and pedestrian facilities. This project is jointly funded by Auckland Transport, Orakei Local Board, and local businesses. The streetscape design contract has been awarded and commissioned and is progressing well with inputs from key partners. Click [here](#) to read media release.

## Route Optimisation

This year 145 (68%) of the 212 intersections programmed for upgrade have been completed, with a further 67 currently underway. The management and optimisation of the CBD signals has transferred to the City Centre Tactical Operations team. During April, the Broadway route and 10 standalone pedestrian signals in Manukau have been completed. St Lukes Road, Great South Road, East Coast Road, Browns Bay Road and Pakuranga Road are scheduled to be finished by 30 June, and 9 of the Papakura sites are due to be completed by the end of July.

## Newmarket Crossing

The Notice of Requirement hearing was held in April and a decision is expected in June. Following this, an appeal to the Environment Court is possible, but if there is no appeal the project will re-connect with mana whenua and stakeholders to progress detailed design for the bridge. Acquisition of property is planned for this year.

## Ōtāhuhu Bus Interchange

Works are progressing well against a challenging programme, with physical works expected to be complete by the end of August ahead of opening of the facility for new network bus operations in October.



## Whangaparaoa Dynamic Lane Management

In May 2015 Whangaparaoa Road was selected as a possible location to run a trial using dynamic lane LED lights to control traffic flows and help reduce congestion during peak periods. The section between Hibiscus Coast Highway and Red Beach Road was selected due to its tidal nature and current road environment.

The use of dynamic or tidal flow lanes on an arterial road, rather than a bridge, is a new concept in New Zealand and therefore a trial period is appropriate. A customer perception survey of the proposal was carried out during February which indicated some design changes were required but also received positive feedback on the purpose and outcomes.

The trial is now entering consultation and engagement phase, and work is underway to develop communication material to support driver understanding of dynamic lanes and how the trial would work on Whangaparaoa Road. As part of this consultation we have engaged with the Hibiscus and Bays Local Board and local councillors to provide an update and highlight the upcoming public communications.

It is anticipated that this public promotion will start in June with construction expected to commence during the first quarter of the 2016/2017 financial year.

# Planning and Consenting Update

## Notices of Requirement, Consents and Archaeological Authorities

### 1. Lodged Applications in April

#### Resource Consents:

- City Rail Link – Fort Lane works
- City Rail Link – Swanson Street East works
- Manukau Bus and Train Interchange Mount Eden Double Decker Bus Route (Package 4)

#### NoR and Regional Consents:

- AMETI – Pakuranga Regional Consents

#### Outline Plans of Work:

- None this month

#### Archaeological Authorities with Heritage New Zealand Pouhere Taonga:

- City Rail Link – Fort Lane and Customs Street East Road

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

#### NoR and Regional Consents:

- Murphys Road Bridge Improvements
- Lincoln Road
- CRL Alterations

**Resource Consents:**

- CRL Regional Consents – Main works
- Barrys Point Road Shared Path
- Ormiston Town Centre Collector Link Road
- East West Link Enabling Works
- West Coast Road Shared Path
- Pukekohe Rail / Bus Interchange
- Franklin Road Improvements (Package 2, AT application)
- Murphys Road Widening and Bridge Improvements
- Mt Eden Double Decker Bus Route (Package 5)
- Wynyard Quarter South Upgrades (Package C - Westhaven Drive and Beaumont Street)
- New Lynn to Waterview Shared Path (Whau Bridge)
- Ngapipi / Tamaki Safety Improvement Project
- Westgate Bus Stop
- Glover Road Shared Path
- Great North Road Bus Lanes

**Outline Plans of Works:**

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

### 3. Public Notifications and Hearings

#### NoR and Resource Consents:

- Franklin Road Improvements (Package One, joint application of Watercare, Vector, Chorus and Auckland Council Stormwater) resource consent notification decision by Auckland Council is pending

### 4. Decisions/Approvals

- Newmarket Level Crossing independent commissioner recommendation is pending
- CRL Enabling Works Archaeological Authority decision from Heritage New Zealand Pouhere Taonga was granted

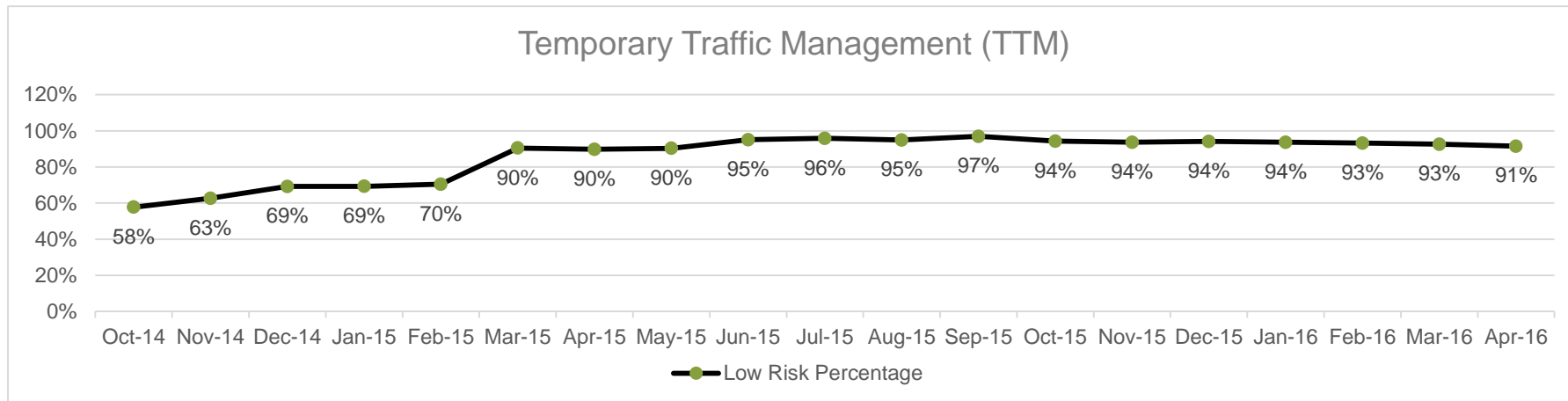
### 5. Environment Court Appeals

- Environment Court decision confirmed for Medallion Drive Link received
- Two Environment Court appeals have been received on the Penlink designation
- Two Environment Court appeals have been received for Mill Road designation

## Land Acquisition

No new agreements were concluded in April. Year to date 25 property agreements have been signed and settled at a cost of \$6.51m.

## Assets and Maintenance

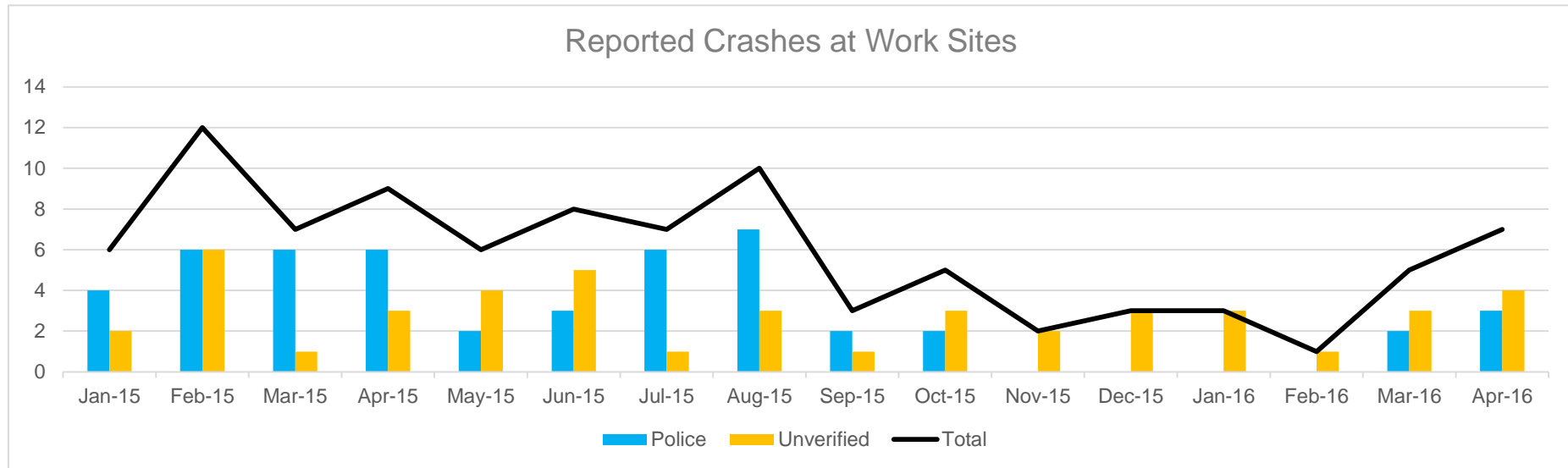


### Road Corridor Access

The percentage of lower risk sites is 91% (High Standard, Acceptable, Needs Improvement and Unacceptable) for April (target is greater than 90%). Of the 117 reviews undertaken, 2 were completed outside normal business hours with 1 of these rated as Satisfactory (the target is 90% satisfactory). Most of the reviews undertaken after hours were the result of complaints. It is noted that of the 14 reviews resulting from complaints, 8 were satisfactory.

An ongoing schedule of engaging with TTM contractors has continued in order that we may hear and understand their concerns and is also an opportunity for us to impress upon them the need to raise the bar. Several joint TTM Site Condition Rating Form exercises were completed this month, including members of contractors and internal TTM reviewers/compliance auditors. As a result of this work, four reviews completed by others in AT (by Compliance Auditors) have been included in the statistics.

Work is also continuing specifically with a number of poorly performing TTM contractors. One who is continuing to work with a specialist independent TTM advisor to help them improve and they have significantly improved results in April.



There were seven reported crashes at work sites during the month of April.

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

A debrief of Mullins Road crash the month previous was facilitated by RCD South with contractors and RCD south team leaders – the TTM unit walked through the findings from the site review and documentation.

## Technical Services Suppliers Contract

As at the end of April, approximately \$6.4m has been spent against the TSS budget of \$9.6m (71% of budget). The YTD planned budget was \$7.8m (YTD variance \$1.4m). The programme is behind by \$358k for south, \$615k in north, \$457k in central and \$133k for street lights. West is currently \$106k ahead of programme. Underspend is mainly due to delay in seal extension trial and commissioning detail design for pavements and structures works as the 2016/2017 programme confirmation was expected in December 2015. We expect a yearly saving of \$200k in Opex and \$500k in Capex.

## Minor PT Facilities Infrastructure Development

### Wharf Renewals

The Devonport renewals package now includes the refurbishment of the retail space and its delivery has been extended into the new financial year. We are working collaboratively with the AT property team to ensure an efficient delivery of this work package.

### Bus Infrastructure Improvements

Whilst we are forecasting a \$4.2m spend of the \$4.7m budgeted for this FY, we remain confident that we will complete all work budgeted and programmed for this FY.

### Bus Priorities and Bus Lanes

Whilst we have received a number of requests from AT Metro in the last few weeks, we are still forecasting to underspend by \$1.5m as undertaking any physical works this FY related to those requests will not be possible.

## Road Corridor Delivery

### Physical Achievement

APRIL 2016					
Asset Renewal Activities	April YTD Actual (km)	April YTD Forecast (km)	Full Year Target (km)	Completion v YTD Target (%)	Completion v Full Year Target (%)
Pavement Rehabilitation	27.97	37.09	37.70	75%	74%
Resurfacing	460.88	473.58	480.07	97%	96%
Footpath Renewals	65.31	66.03	75.65	99%	86%
Kerb and Channel Replacement	69.80	74.68	82.67	93%	84%
<b>TOTAL</b>	<b>623.95</b>	<b>651.38</b>	<b>676.09</b>	<b>96%</b>	<b>92%</b>

Renewal expenditure is behind forecast (9%) with \$151.5 million expended to date compared with a forecast YTD spend of \$166.3 million. The variance has reduced over the last month by \$4.5 million. The total spend to date at \$151.5 million is 84% of the approved full year budget of \$180.8 million. This leaves remaining budget of \$29.3 million to be expended over the remaining two months of the year which is achievable given track record. The under spend against forecast has primarily been due to rehabilitation projects either proceeding slower or commencing later than originally forecast. The underspend is due to an overly optimistic program and the increasing demands on supplier resources meaning rehabilitation projects are proceeding slower

Achievement against forecast has improved over the last month with 96% completion against the YTD forecast and 92% completion against the full year target.

Pavement rehabilitation projects are currently underway on Greys Avenue, Waitakere Road, Makora Road, Wharf Road, Whangaripo Road, Kaipara Portage Road, Nile Road, Sunnynook Road, Brigham Creek Road, Porchester Road, Great South Road, Te Irirangi Drive, Brookby Road, Constable Road, Kitchener Road, Nelson Street, Papakura-Clevedon Road and Whitford-Maraetai Road.

The length of the remaining pavement rehabilitation projects under construction is 9.8 km which together with the length of completed projects which is 28.0 km means that 37.8 km of pavement rehabilitation will be completed in the 2015/16 year.

## **UFB Rollout**

The closeout of the CAR applications relating to the Year 5 (2015/2016) build is proceeding to programme.

A good start has been made to the delivery of Year 6 (2016/17) build, with 23 CAR applications for cabinet areas now approved and 14 cabinet areas under construction.



## Other Activities

### Open Streets on Karangahape Road

Open Streets is an annual event run by AT where an Auckland street is closed to traffic for a day and opened up to people and bikes. This year's event was held on Sunday 1 May on K' Road with the stretch of road from Upper Queen Street along to Ponsonby Road closed to vehicles. The K' Road Business Association partnered with AT to deliver the day and together brought the street to life with live music, street dining, art installations, stalls and pop up performances. The Karangahape Road Streetscape Enhancement project team were also in attendance with hundreds providing their thoughts on how the street could be improved. An estimated 30,000 people took the opportunity to walk and cycle along the colourful street and engage with activities.



### Auckland FeetBeat Challenge

The Auckland 'FeetBeat' walking challenge highlighted businesses support to health and wellbeing programmes. The programme was promoted by an online video which received over 127,000 views. In total 55 businesses took part with up to 800 people walking during the month of March. This resulted in seven businesses including Chorus and KiwiRail joining the commute travel planning programme. The programme was particularly popular with women between 35 and 54. A survey of participants showed:

- 33% of participants saw an increase in their physical activity
- 50% of participants are now walking all or part of the way to work more often
- 74% of participants have been encouraged to be more active

## **Kelston Rail Safety Campaign**

Two rail safety events have been held at Fruitvale Station by the Community Transport Team in response to the Safer Communities investigation carried out in Kelston, which identified a significant issue with near misses at the road/pedestrian level crossing on Fruitvale Road. The main message promoted was to always 'expect a second train' and was targeted at school students. Rail safety presentations were delivered at Kelston Primary School, St. Leonard's Road Primary and Kelston Intermediate Schools, highlighting safety on the platform, around the tracks and the crossings, with particular focus on crossing at identified crossing points and obeying lights and bells. The campaign has also resulted in engagements with a large number of commuters who were given information supplied by TrackSafe NZ.

## **Host Responsibility for Parents**

High School Ball season runs from April to September, and parents are often asked to host gatherings of teenagers before and after the ball. Alcohol/drug related crashes contribute to on average 24% of all Auckland death and serious injury crashes. Parents are key influencers on the choices made by young people. To help harness this influence the Community Transport team hosted stands promoting host responsibility at the four main AT offices. The team provided information about how to host a teenage gathering in a responsible manner, how to provide an alcohol free occasion in style, and what to do if things go wrong.

## **Winter Motorcycle and Scooter Safety Campaigns**

Between 2010 and 2014, there were 36 fatal and 320 serious crashes across the Auckland region involving motorcyclists and 1 death and 62 serious injuries resulting from moped crashes. AT are working in partnership with ACC and the Transport Agency to help reduce these crashes by making training options available, offering motorcycle/moped training sessions and promoting safe riding habits. A breakfast was held in Wynyard Quarter and provided information about high visibility, safety gear, and how to improve rider skills through training.

The regional moped (motor-scooter) safety marketing campaign targeted both scooter riders and car drivers in Auckland urban central. The campaign featured an online video, together with a small amount of targeted online, print and radio advertising. The video features the unexpected things you can see while riding a scooter and the unexpected dangers you might come across, especially while travelling in bus lanes.

To support the winter motorcycle safety programme an online campaign was delivered throughout May to promote winter commute training courses to motorcyclists, this was supported by a new motorcycle safety video 'Gear up! You can ride through winter!'

## On Water Events

There are several thousand organised events on Auckland's waters every year. These range from events such as offshore powerboat racing to firework displays and bath tub racing. If an event is likely to affect normal operation of another vessel or any other user of the water, approval to stage the event must be obtained from the Harbourmaster.

At the end of April the offshore powerboats held a trans-Tasman championship race in the inner Waitemata harbour between Kauri Point and Westhaven. As these vessels operate at high speed, it becomes necessary for the Harbourmaster to reserve an area for the race to be held in and to uplift the speed regulations for the competing vessels. No other vessels are permitted to enter the reserved area. The organisers of the event must submit a safety plan and arrange for a number of patrol vessels to patrol the perimeter of the reserved area which is marked by inflatable Harbourmaster buoys. A notice to mariners is circulated by the Harbourmaster and a public notice placed in local papers.



Unfortunately, there was an incident in one of the races where one of the boats collided with a navigational buoy causing about \$5000 worth of damage to the buoy and significant damage to the boat. The repair bill will be picked up by the vessel owners. Following every major event, a debrief session is held to see how things could be improved for future events.

The next major event taking place will be the Royal New Zealand Navy's 75<sup>th</sup> anniversary fleet review in November. Up to 18 warships from around the world have been invited to participate. The fleet review will involve a number of warships anchoring in a line down the middle of the harbour. This is likely to pose challenges with manoeuvring large cargo vessels past the fleet and the Harbourmaster together with the pilots will be spending time on the simulator testing various scenarios.

# AT Metro

## Patronage Performance Commentary

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

For the 12 months to April 2016 Auckland public transport patronage totalled 82.2 million passengers, an increase of +4.8% on the previous year. April monthly patronage was 7.0 million, an increase of +11.7% on April 2015 and -0.2% below SOI target (YTD -2.1% below SOI target). April normalised adjustment ~ +7.3% accounting for special event patronage, with one more number of business days and one less weekend days/Public Holiday.

Bus services totalled 60.1 million passenger trips for the 12-months to April 2016, an increase of +1.2% on the previous year. Patronage for April 2016 was 5.0 million, an increase of +7.1% on April 2015 and -2.5% below SOI target (YTD -4.2% below SOI target). April normalised adjustment ~ +3.0% accounting for special event patronage, with one more number of business days and one less weekend days/Public Holiday.

Train services totalled 16.2 million passenger trips for the 12-months to April 2016, an increase of +19.9% on the previous year. Patronage for April 2016 was 1.5 million, an increase of +31.8% on April 2015 and +5.8% above SOI target (YTD +4.3% above SOI target). April normalised adjustment ~ +25.1% accounting for special event patronage, with one more number of business days and one less weekend days/Public Holiday.

Ferry services totalled 5.8 million passenger trips for the 12-months to April 2016, an increase of +6.1% on the previous year. Patronage for April 2016 was 0.52 million, an increase of +9.6% on April 2015 and +4.9% above SOI target (YTD +1.3% above SOI target). April normalised adjustment ~ +7.2% accounting for special event patronage, with one more number of business days and one less weekend days/Public Holiday.

Rapid and Frequent services totalled 31.0 million passenger trips for the 12-months to April 2016. Patronage for April 2016 was 2.7 million, an increase of +19.5% on April 2015 and -3.9% below SOI target (YTD -5.3% below SOI target).

## Progress against AT Metro Key Strategic Priorities

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

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

Key Priority Targets	Monthly Update
<b>1. Integrated Ticketing &amp; Fares</b>	
<ul style="list-style-type: none"> <li>Integrated fares: concept 2013; business case 2014; development 2015; implementation mid-2016</li> </ul>	<p><u>Integrated Fares</u></p> <ul style="list-style-type: none"> <li>Simplified integrated fares development is progressing with a go-live date targeted for end-July 2016.</li> <li>Development of a product transition plan will result in the new monthly pass being marketed in May 2016 for June 2016 launch.</li> </ul> <p><u>SuperGold</u></p> <ul style="list-style-type: none"> <li>Super Gold card holders conversion onto HOP cards continues, 46,000 now have HOP cards out of an estimated 100,000 using public transport.</li> <li>Public communications for transition for non-AT HOP card holders to gold AT HOP cards commenced in May for a requirement date for AT HOP for SuperGold free public transport for 1 July 2016. Additional Customer Service Centre staff are being recruited to handle additional SuperGold card enquiries. The sites are expected to handle over 40,000 additional customer enquiries prior to 1 July 2016 transition to AT HOP.</li> </ul> <p><u>Ferry</u></p> <ul style="list-style-type: none"> <li>Work progressed to incorporate Explore services onto the AT HOP scheme, with a go-live date of 18 May prior to the cancellation of Explore operations to Waiheke. This has now been withdrawn. Work progresses to implement HOP on SeaLink ferries to facilitate use of HOP to record SuperGold Scheme journeys on SeaLink ferries.</li> </ul>
<b>2. Procurement &amp; Contract Reform (PTOM)</b>	
<ul style="list-style-type: none"> <li>2015: South Auckland New Network bus tender</li> <li>Early 2016: West Auckland New Network bus tender</li> <li>July 2016: West Auckland New Network negotiated contracts</li> <li>2<sup>nd</sup> quarter 2016: Ferry tenders released</li> <li>June 2016: Central &amp; East Auckland bus tenders</li> <li>September 2016: North bus tenders</li> <li>October 2016: South Auckland New Network bus service contracts start</li> <li>March 2017: North, Central and East Auckland New Network negotiated contracts</li> <li>Mid-2017: ferry contracts start</li> <li>2017/18: rest New Network bus contracts start</li> </ul>	<p><u>Bus:</u></p> <ul style="list-style-type: none"> <li>Mobilisation meetings progressing with the new South Auckland bus PTOM operators, Ritchies Murphy Transport Solutions Limited, Howick and Eastern Buses Ltd and Go Bus Limited, with a service targeted commencement of October 2016.</li> <li>The Bus PTOM West tender was released to the market on the 29 April 2016.</li> </ul> <p><u>Ferry:</u></p> <ul style="list-style-type: none"> <li>The Ferry PTOM tender has received NZ Transport Agency procurement strategy approval under the Land Transport Management Act 2003 and is now expected to be released to the market in June, subject to the resolution of the Bayswater Marina lease acquisition.</li> </ul>

<b>3. Resource Efficiency &amp; Effectiveness</b>	
<ul style="list-style-type: none"> <li>Value for Money: SOI farebox recovery targets and reducing subsidy / passenger metrics</li> </ul>	<ul style="list-style-type: none"> <li>The new Western Line train timetable was launched on 9 May 2016 increasing peak period services by 50% from four to six trains per hour. Patronage growth in the initial two weeks was over 30% compared to the same period in 2015.</li> <li>Mobilisation meetings are progressing with the new South Auckland bus PTOM operators, Ritchies Murphy Transport Solutions Limited, Howick and Eastern Buses Ltd and Go Bus Limited, with a service targeted commencement of October 2016.</li> <li>NZ Bus will replace 19 single decker buses with 15 new double decker vehicles (12 on the 29 May and 3 on the 13 June) on Mt Eden Road services. Investigations are underway for potential double decker buses on Onewa road to be operated by Birkenhead Transport Ltd.</li> <li>Northern Express timetable review between Hibiscus Coast Station and Britomart has been completed in partnership with Ritchies Transport and the morning and afternoon peak frequency will increase from 15 minutes to 10 minutes from late-June 2016 due to high patronage growth and insufficient capacity.</li> <li>Reduction of DMU maintenance costs with KiwiRail has been negotiated for the 2016/17 financial year aligned to the reduced Kilometres the DMU fleet are now operating between Papakura and Pukekohe.</li> <li>Farebox recovery rates continue to improve and have increased from ~48% to ~49.6% for the 2015/16 financial year.</li> </ul>
<b>4. New Network incl. Rapid &amp; Frequent Service Network</b>	
<ul style="list-style-type: none"> <li>2015: North, East, Central bus consultations</li> <li>Oct 2015: Hibiscus Coast bus service design implemented</li> <li>Oct-2016: South bus service design implemented</li> <li>May-2017: West bus service design implemented</li> <li>Aug-2017 to Feb-18: North, Central and East bus service design implemented</li> </ul>	<ul style="list-style-type: none"> <li><u>South Auckland New Network</u>: Communications and engagement planning continues ahead of service implementation in October 2016. Reviews of customer collateral, such as route maps, are ongoing.</li> <li><u>West Auckland New Network</u>: Tender documentation for West Auckland was released on 29 April 2016. The Waitakere Ranges public transport survey closed on 29 April 2016 and analysis of responses has begun.</li> <li><u>North Shore New Network</u>: The final North Shore New Network was approved by the AT Board on 29 April 2016. Detailed work on timetables in preparation for tendering of these routes is underway. Implementation is currently planned for February 2018.</li> <li><u>Central and East Auckland New Network</u>: Final route decisions based on public feedback have been made. Work on reports to the AT Board continues. Final network designs are intended to be presented to the AT Board in June.</li> <li><u>Beachlands/Maraetai</u>: Planning for the second and final phase of public consultation for this area is underway. It is intended that indicative routes will be tendered along with the rest of the New Network in August 2016.</li> </ul>
<b>5. Infrastructure Development</b>	
<p><u>Train:</u></p> <ul style="list-style-type: none"> <li>Short term safety improvements to all 21 level crossings on the Western Line to mitigate for increased service frequencies are progressing.</li> <li>Minor infrastructure improvements underway at Te Mahia Station – lighting, shelters.</li> <li>Designs underway for tactiles to be fitted to the Te Mahia and Takanini platforms edges.</li> </ul> <p><u>Bus:</u></p> <ul style="list-style-type: none"> <li>Progress continues towards completing the new bus stops required to operate New Network-South. Projects are under construction or about to commence now total 59; a further 81 projects are progressing through design, consultation and resolution for construction this financial year. The first intermediate-size bus shelter of the new modular design has been installed at Homai Station, and the modular panels used as the basis for a non-standard new shelter on Onewa Road, Northcote.</li> </ul>	



***First intermediate-size bus shelter of the new modular design has been installed at Homai Station***

- Otahuhu Station is on-track to open with the launch of the bus New Network design for South Auckland in October 2016.
- A review of the post City Rail Link bus stop and layover requirements in the lower CBD is underway, launched 17 April.

***Ferry:***

- Renewal of the hard stand at Tryphena, Great Barrier Island progressing; expected completed by June 2016.
- Site construction works on the new Half Moon Bay passenger facility will commence in May following a sod turning ceremony attended by Mayor Len Brown and Minister of Transport Simon Bridges on 18 May. Construction works are targeted for completion by November 2016 with services commencing December 2016.



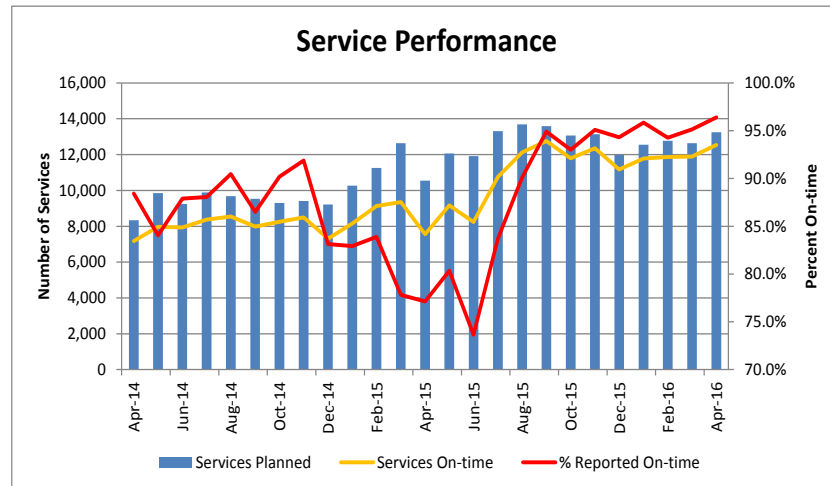
**6. On-Time Performance**

Train:

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

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

In April 2016 service reliability was 98.2% compared to the 12 month average of 97.6% and 98.9% for March 2016. Service punctuality performance compared to services scheduled is illustrated in the chart below. Service punctuality (red line) was 96.4% compared to the 12 month average of 90.8% and 95.1% for March 2016 (and the low of 73.6% in June 2015).



There were nearly 13,253 train services scheduled in April (blue bars), the number of actual services operated on-time (yellow line) was over 12,500.

Major incidents that affected April 2016 service performance:

- Track, Signal, Train Control and Traction Overhead (KiwiRail) – Infrastructure related matters caused delays to services on three days in the month, the most significant being a track fault at Britomart disrupting services on all lines on the morning peak of Friday the 8<sup>th</sup> April.
- Train operations were affected by three third party related incidents in the month, the most significant being a passenger issue at Otahuhu causing major delays and cancellations of the afternoon services on the Southern & Eastern lines on the 15<sup>th</sup> April.

Line speed, interlocking works and signalling works completed over the Easter block of line period contributed to this improved punctuality performance as part of the Rail Performance Improvement Plan communicated to the Board during the latter half of 2015. Vector Curve rail line speed increase works are planned for completion in June 2016.

Bus:

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

Overall the network reliability was 96.7% and punctuality was 92.5%. This was an increase on March's performance and a slight decrease of -0.2% for the year-on-year performance.

Reliability at Start					
Operator	Business Unit	Apr-16	Mar-16	Month-on-Month Change	Year-on-Year Change
<b>Whole of Network</b>		<b>96.7%</b>	<b>95.6%</b>	1.1%	<b>-0.2%</b>
Metro Inner	<b>NZ Bus</b>	96.7%	95.5%	1.1%	-0.7%
Metro Outer	<b>NZ Bus</b>	96.7%	94.9%	1.8%	-1.2%
North Star	<b>NZ Bus</b>	98.8%	97.5%	1.3%	1.6%
Go West	<b>NZ Bus</b>	97.7%	96.8%	0.8%	-0.4%
Waka Pacific	<b>NZ Bus</b>	93.9%	92.5%	1.4%	-1.0%
West	<b>Ritchies</b>	97.3%	97.5%	-0.2%	1.8%
North	<b>Ritchies</b>	97.5%	96.9%	0.6%	0.7%
NEX	<b>Ritchies</b>	99.3%	98.9%	0.4%	0.1%
<b>Howick &amp; Eastern</b>		95.0%	94.8%	0.2%	-2.6%
<b>Birkenhead Transport Ltd</b>		97.5%	96.6%	0.9%	2.2%
<b>SkyBus</b>		92.1%	88.5%	3.6%	-0.8%
<b>Tranzit</b>		96.8%	97.1%	-0.3%	0.6%
<b>Urban Express</b>		98.8%	97.9%	0.9%	0.6%
<b>Waiheke Bus</b>		98.1%	97.2%	0.8%	0.4%

Punctuality at Start					
Operator	Business Unit	Apr-16	Mar-16	Month-on-Month Change	Year-on-Year Change
<b>Whole of Network</b>		<b>92.5%</b>	<b>90.1%</b>	2.4%	<b>-0.1%</b>
Metro Inner	<b>NZ Bus</b>	92.5%	89.7%	2.8%	-1.6%
Metro Outer	<b>NZ Bus</b>	92.0%	88.3%	3.7%	-2.0%
North Star	<b>NZ Bus</b>	96.4%	93.6%	2.8%	3.2%
Go West	<b>NZ Bus</b>	94.5%	92.1%	2.4%	-0.9%
Waka Pacific	<b>NZ Bus</b>	87.3%	84.7%	2.6%	-2.2%
West	<b>Ritchies</b>	93.8%	92.3%	1.5%	4.4%
North	<b>Ritchies</b>	93.6%	92.2%	1.4%	2.1%
NEX	<b>Ritchies</b>	98.7%	98.2%	0.4%	0.7%
<b>Howick &amp; Eastern</b>		89.7%	88.5%	1.3%	-2.6%
<b>Birkenhead Transport Ltd</b>		93.7%	91.3%	2.4%	2.8%
<b>SkyBus</b>		81.8%	79.0%	2.7%	-2.8%
<b>Tranzit</b>		92.6%	93.1%	-0.5%	2.1%
<b>Urban Express</b>		96.4%	94.3%	2.2%	0.6%
<b>Waiheke Bus</b>		94.2%	91.5%	2.7%	3.5%

Bus lane programme rollout:

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

**Ferry:**

- Service delivery (or reliability) is the proportion of ferries not cancelled in full or part and arrive at their final destination. Punctuality is the proportion of ferries that were not cancelled in full or part and that departed their origin within -59 seconds and +4:59 of the scheduled time.
- For April 2016, 99.3% of contracted service trips were operated, leaving their origin stop no more than one minute early or ten minutes late (reliability measure). Service punctuality for April 2016 was 96.2%.

Route	Scheduled Trips	Reliability	Punctuality
Bayswater	970	99.28%	97.32%
Half Moon Bay	565	96.64%	91.15%
Birkenhead	1,040	98.08%	92.60%
Gulf Harbour	240	99.58%	97.08%
Hobsonville	200	99.50%	97.00%
West Harbour	540	100.00%	100.00%
Rakino	38	100.00%	89.47%
Pine Harbour	820	100.00%	100.00%
<b>Total</b>	<b>4,413</b>	<b>99.28%</b>	<b>96.15%</b>

- Inclement weather on the 13th, 17th and 24th April resulted in decreased patronage on these days, and Gulf Harbour services in particular were affected on 7 days in the month due to strong winds and extreme marine conditions.
- Work continues with Fullers to progress minor timetable changes for Stanley Bay, Half Moon Bay and Birkenhead / Northcote Point services, which will be delivered over the winter.

**7. First & Final Leg**

- The trial of enhanced Metro service information for stations and stops included in the broader New Lynn wayfinding trial to inform the customer service information strategy for New Network services has been completed. Customer focus groups have been concluded and an overview of the information strategy will be provided to the June Customer Focus Committee of the AT Board.
- Glen Eden Park-and-Ride relocation is planned for June 2016.

**8. Customer Experience**

**Train:**

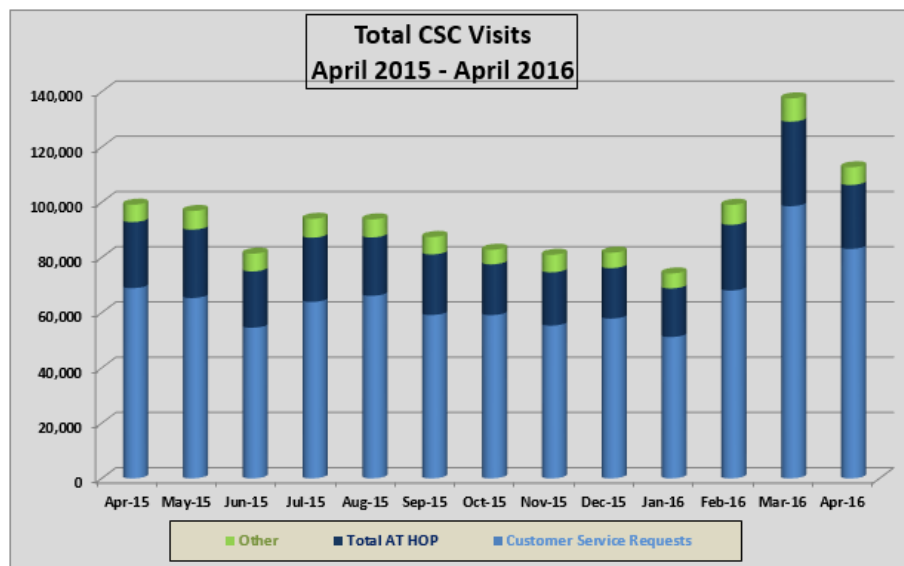
- Improved Britomart platform information has been implemented.
- On-board train digital information has been developed for new LCD screens on the electric train fleet. A technical trial has been completed and a customer trial will commence in the second half of May.
- Passenger information scripts updated to EMU' trains for all lines
- Mystery traveller surveys on-board train has commenced to assist in improving customer experience provided by the on-board crew including customer information, professional appearance and attitude provided by the on-board staff.

**Bus:**

- On-board bus digital screens trialled in April.

**Multi-modal:**

- The “Track my Bus” mobile app had 5,426 users in April, an increase of 559 (+11.5%) compared to March (4,867). This is the fourth consecutive month of increased usage, going back to January 2016, when there were 3,565 users. The total increase in usage during the intervening three months is 1,861 (+52.2%). There were 212 new users in April, meaning 347 previously lapsed users returned to the app during the month.
- The AT public transport app was used by 57,858 customers in April 2016, compared to 60,722 customers in March 2016, a decrease of 2,864 (-4.72%). The decrease in usage is primarily due to the end of Term 1 and the ensuing two week school holiday period between 15 April and 1 May.
- There was a decrease in activity on www.AT.govt.nz in April, compared to both February and March, with visitors falling to 1.40 million, down from 1.64 million. Again, this decrease is primarily due to the two week school holiday period running from mid-April. When looking at browser-based activity, 84.9% of searches were via Chrome and Safari, up by 0.2% from March compared to just 6.8% via Internet Explorer.
- The combined customer visits to the Customer Service Centres (CSC) for April 112,646, a decrease 24,958 (-18.1%) on March’s visitor numbers of 137,604. Visitor numbers were significantly up on the same period in 2015, increasing by 13,544 (+13.7%) from 99,102 in April 2015. Total Customer Service Centre visits in March and April exceeded 250,000, compared to just over 218,000 in the same two months in 2015. The increase in visitors was primarily due to the continuation of 2016 university students renewing their tertiary concessions as their prior year concessions expired on 31 March, with over 28,000 loaded during the month. There were over 29,000 AT HOP card sales and top-ups, compared to just over 23,000 in April 2015. There was also a decrease in journey planning queries compared to March, with requests falling back to the levels seen in February as students became more familiar with their public transport travel options.
- In the past 12 months, there have been over 1,122,000 visits to the Metro Customer Service Centres (CSC), an average of almost 3,080 visits per day. This compares to just under 952,000 for the 12 months to April 2015, an increase of over 170,000 customers (+17.9%) during the period.

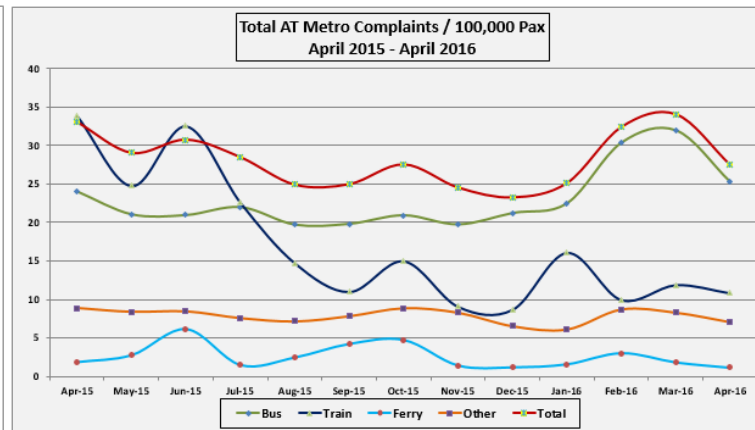
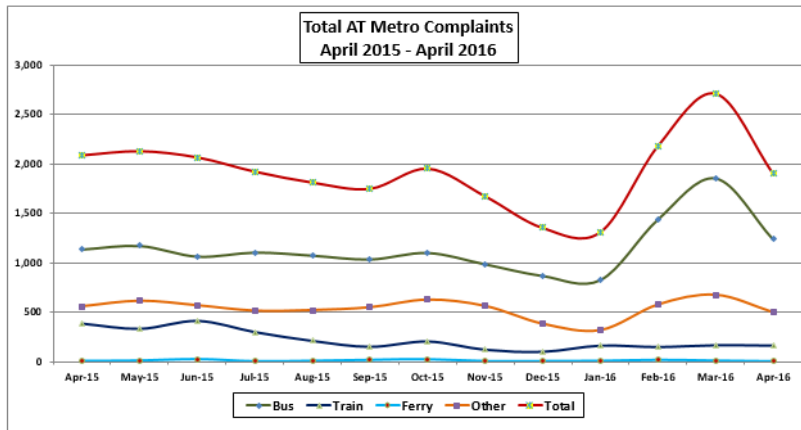


**Customer Complaints:**

- The upwards trend in customer complaints seen in first quarter of 2016 did not continue in April, with complaints falling to 1,901, down from 2,707 in March and 2,179 in February.

However, total complaints in April 2016 (1,901) were down by 185 (-8.9%), compared to April 2015 (2,086). Total complaints for the three month period ended 30 April 2016 were 6,787, a decrease of 687 (-9.2%) against 7,474 during the comparative three month period ended 30 April 2015. Overall, there have been significant reductions in complaints relating to operational issues (Fail to Run, Late Running, Fail to Uplift etc.), particularly from bus customers. This reduction in complaints reflect network wide initiatives being delivered, including amongst other improvements, the introduction of new services and additional double decker buses on both the Northern Express and Howick & Eastern services. Another contributory factor is the reduction in train complaints, which have fallen by over 58% between April 2015 and April 2016.

- Complaints per 100,000 Pax (27.49) decreased in April, following the month-on-month rises seen in the three months of quarter 1. This reduction is in line with the decrease seen in April 2015, where complaint volumes fell back following three consecutive months' increases. However, the performance in April 2016 is considerably better than for the comparative months in both 2014 (33.67) and 2015 (32.99). With Easter falling at the back end of April, this, coupled with the end of Term 1 saw some of the pressure released in relation to complaints regarding overcrowded services and extended wait times for services. This is borne out in the significant reduction in bus-related complaints.



## 9. PT Adoption Marketing and Promotional Campaign Programme

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

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

### Multi-modal campaigns:

- AT Metro trialled a snapchat campaign at the Unitec Cultural Festival and International Food Festival. Snapchat is the fastest growing social app and enables people to share photographs within selected groups. During the festival students were engaged to take photographs of themselves and share them on loveatmetro on Snapchat and then 'be in to win' a weekend for two on Waiheke. Subsequent activity will include marketing to all people on the Snapchat database and building the database further.

'Avoid the drama' promotion to encourage off peak public transport use, particularly for restaurant, bar and event destinations. Initial results from the New Lynn targeted campaign indicate a tenfold increase in uptake of off-peak travel passes to visit the 'Brickworks'. Further targeted campaigns are being developed and will be evaluated using a new campaign effectiveness report built with the AT business intelligence team.

### Train:

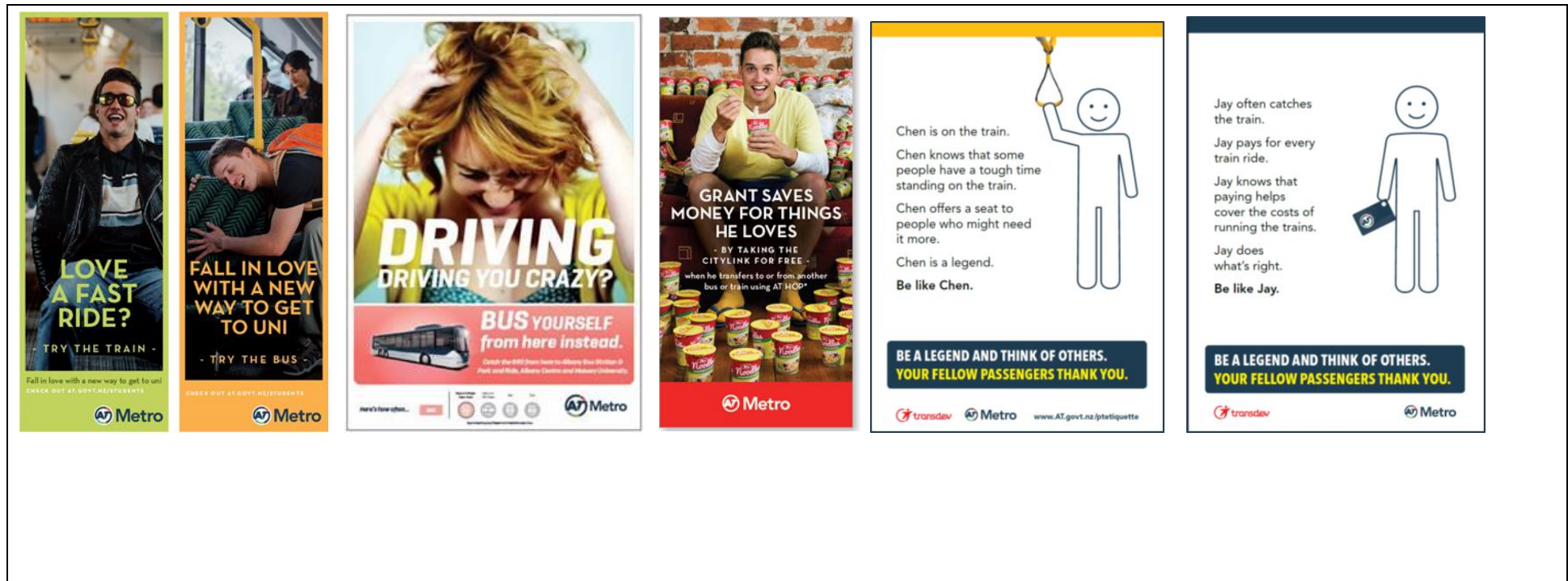
- The first four Travel Etiquette posters have been displayed on-board (advising people to use headsets/keep volume low, take off backpacks, put bags under seats and give up seats to those in need). Initial feedback has been excellent with positive tweets being posted. Six more messages will roll out in April and May.
- Specific rail collateral developed for Child Monthly Pass and Orakei fare stage change as part of the overall Annual Fare review comms plan.
- Western Line level crossing safety campaign and promotion of the 8th May timetable change.

### Ferry:

- Release into market of communication around available West Harbour capacity during peak times.
- Progression of off-peak marketing campaign for Gulf Harbour (in conjunction with Top Harbour Limited).

### Bus:

- Patronage growth 'Know your bus' campaign for Greenlane and Henderson is in market. Howick, Botany, Northcote, Bayview, Browns Bay/Rothesay Bay, Mr Roskill and Mt Albert planned for May and June 2016.
- As part of the pre-construction of the City Rail Link, we moved 29 city centre bus stops on the 17 April 2016. These moves affected over 20,000 bus commuters each working day. We informed our customers via 46 unique bus stop posters, 23 unique A5 flyers, and a 10 page brochure detailing all of the changes. We also emailed over 27,000 AT HOP customers about the changes. Finally we placed interactive maps showing the bus stop moves on our website.
- Comms about new Half Moon Bay Park and ride and shuttle in market.
- Urban Express, 277/274, MT Eden Road double decker, Birkenhead Transport timetable change comms in market.



## 10. AT Metro Safety & Security

### Multi-modal:

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

### Train:

- Additional pedestrian crossing lights and barrier gates installation at Morningside pedestrian crossing started over the Easter line closure and will be completed by 18 June 2016.
- Henderson stabling steps are under trial to assist train staff with the safe entry to the trains from the ground. This is in response to LTI's recorded.
- Overall decrease in incidents across rail network through April. 11 x calls for Police assistance generated, 10 x responses, 10 x arrests.
- Electronic gating designs are underway for Manurewa, Papatoetoe, Middlemore, Glen Innes, Henderson and Papakura Stations.

### Ferry:

- Clearance of the refuse area at Downtown Ferry Terminal. The refuelling facility will also be removed in coming weeks.