

# Business Report

## Recommendation:

That the Chief Executive's report be received.

## Prepared by:

David Warburton, Chief Executive

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## Corporate

### Regional Land Transport Programme (RLTP) Funding

During June, the following projects were approved for funding:

- **SMART – Kirkbride Trench (Construction)** –this activity has been approved for \$20,116,120 (\$10,259,221 from the National Land Transport Fund).
- **North Western Rapid Transit Corridor (Indicative Business Case)** – this activity has been approved for \$1,053,200 (\$537,132 from the National Land Transport Fund).

### Variations to the RLTP

The Auckland RLTP was approved by the Regional Transport Committee on 2 July 2015. If a project is included in the RLTP, it can then be included in the National Land Transport Programme (NLTP) and a request for Transport Agency co-investment can be made. Projects which are put forward after the publication of the RLTP need to be included in the RLTP via a variation.

The RLTP gives guidance on a Significance Policy to consider whether new projects are considered significant enough to require further consultation. If a variation to the RLTP is not considered significant, then the change can be made by AT, in accordance with AT's Delegation Policy. The ability to consider non-significant variations to the RLTP has been delegated to the Chief Financial Officer.

The following project was added to the RLTP as a variation and was discussed at the last Board meeting:

Name of Variation	Description
Matakana Link Road	<p>The Transport Agency has identified:</p> <ol style="list-style-type: none"> <li>1. A lack of alignment between the planned transport system, committed investment and planned growth in the greater Warkworth area will lead to inefficient land use development patterns and an ineffective transport system.</li> <li>2. The lack of resilience in Warkworth’s transport network is inhibiting the economic viability of Warkworth and the wider community.</li> <li>3. The lack of safe and effective walking and cycling facilities is having a negative impact on Warkworth’s liveability.</li> </ol> <p>Warkworth also functions as a service centre for the small towns to its east including Matakana, Omaha, Leigh, Sandspit and Snells Beach and is located approximately mid-way between Puhoi and Wellsford. Traffic with origins and destinations within these settlements passes through a common signalised intersection of SH1 and Matakana Road (also known as the Hill Street intersection) in Warkworth. This intersection constrains the free flow of traffic on SH1 leading to congestion and significant delays during peak periods. Minor upgrades to this intersection are planned but it is not anticipated that these will fully relieve the congestion issues.</p> <p>Recent Warkworth growth has indicated the need to undertake an overarching strategy along this corridor focussing on the longer term aspirations.</p> <p>Matakana Link Road will improve journey time reliability, provide infrastructure to support the future growth of Warkworth and construction and operation of it will be inter-related with the performance of the Puhoi to Warkworth Road of National Significance.</p> <p>The Matakana Link Road also has potential for reducing the actual crash risk or predicted crash risk.</p>

## AT HOP

HOP trip penetration versus cash tickets has remained high, with overall penetration over 83% for June. The peak achieved was almost 86% on Monday 27 June. This should continue to rise as the SuperGold transition continues, although overall rates over 90% will be difficult to achieve based on overseas experience. As a comparison the South Queensland Go Card has 86% trip penetration after 10 years and the Adelaide Metro Card 87% after four years.

### SuperGold Card

There are currently 99,913 Blue AT HOP cards with SG concessions and Gold AT HOP cards in circulation. Of these, there are 92,411 AT HOP cards which can be used for SG travel.

It was anticipated that approximately 90,000 cards would need to be swapped out by 1 July. Penetration of AT HOP for SuperGold has increased from 54% on 23 May when the campaign went live, to 94% (11-17 July). A grace period until the end of July has been communicated to transition the last customers. A verbal update on progress will be given at the meeting.

## Procurement

Only two tenders were published in June. One tender had an estimated value of over \$2 million.

Tender	Type
Debt Collection of Outstanding Infringements	RFP

A recent tender for Infringement Debt Collection services has resulted in five respondents, including the incumbent Baycorp.

182 Contracts were issued in June with a total value of \$47 million. Three contracts were over the value of \$2 million.

Contract	Supplier
Alliance Design and Construction for Waterview shared Path	NZ Transport Agency - Wellington
Half Moon Bay Ferry Passenger Terminal & Wharf Construction	Downer New Zealand Limited
2016 Infrastructure Funding Agreement (IFA) Roding Works - Westgate	Auckland Council

## Customer Contact Metrics – June

### Service Level

AT Metro – 39% AT HOP – 36%, AT HOP Retailer – 33%, AT Gold – 23%, Auckland Council (all other calls) – 71%%

### Abandonment Rate

AT Metro – 29%, AT HOP – 41%, AT HOP Retailer – 15%, AT Gold – 28%, Auckland Council (all other calls) – 6%

### Average Wait Time

AT Metro – 2 minutes 2 seconds, AT HOP – 2 minutes 41 seconds

### Call Volumes

AT Metro – 27,263; AT HOP – 16,147; AT HOP Retailer – 439; AT Gold – 14,472; Auckland Council (all other calls) – 23,433, Total: 81,754

### Written

AT Metro – 2517, AT HOP – 1465, AT General – 7421, LGOIMA's – 85, Road Corridor – 3437, Transport Services – 3339, Customer Liaison – 1058, Total: 19,237

## Factors Impacting Customer Contact Metrics

- Overall call volumes were considerably higher in June than previous months due to the additional calls received in relation to the SuperGold AT HOP changes (38.2% more than received in May and 49.9% more than this financials year's average). This includes 14,472 calls received alone on the dedicated AT Gold phone line.
- Auckland Council queues were impacted by heavy weather events. This includes severe flooding across the Auckland region on 29 and 30 June which generated an additional 200 – 400 calls. Written volumes were also up on the AT HOP and AT Metro queues (29% more for AT HOP than the emails received in May and 5.2% more for AT Metro). All other written queues remained steady and similar to previous months.
- AHT also increased on all phone queues due to the nature of enquires and complaints being received (as noted above - Super Gold). This includes a 39 second increase on the main AT HOP queue.
- Service Level was further impacted by key technology issues (such as CRM).

Upcoming projects which are likely to generate higher than usual numbers include:

- SuperGold (ongoing)
- Monthly Pass Changes
- Simpler Fares Changes
- Southern Network Changes

## Human Resources

### Recruitment

As part of supporting the career conversations sessions, the recruitment team have developed and run the Interview Master Class open to all AT employees.

- 122 staff have attended over 7 sessions, and many turn up unexpectedly
- 19 have accepted new roles after completing the course (15%)
- We have also offered an evening course to family members of internal staff members.
- 67 family attendees are booked for Friday 29 July at the Council Chambers.

The recruitment team are currently using external reference check provider Xref to reference check all external candidates (internal references must be completed directly between managers). This service has created a significant time saving for recruiters and managers chasing referees for their comments and has improved the return rate from an average of three days to retrieve two references, to 24-30 hours. The overall quality of the references has also improved and we are collecting approximately 60% more information over email than we have previously retrieved in a 15 -20 minute phone call. 38% of referees complete their references outside of business hours, which is a key factor in the speedy return of the reference.

### Employee Engagement

Last month saw the launch of the first People Pulse survey, the organisation's new approach to measuring employee engagement. The rollout of the new pulse survey tool went smoothly with a good level of participation; 1,031 completed the survey (69% participation).

With the new parameters in the way engagement is calculated through our new provider this year, it is not possible to make meaningful comparisons from previous years. Therefore our overall engagement score of 52% (which is in the Moderate zone of Aon Hewitt's benchmarks) will form a new baseline going forward. We will be measuring this through quarterly pulse surveys, with a full engagement survey every 18 months to gain deeper insight into our engagement drivers and their impact.

## Leadership Development

The second Authentic Leadership Programme commenced this month for mid-level leaders. The aim of the programme is to create authentic leaders who accentuate the role of leadership through the cultivation of high performing teams. The programme is being delivered by Stephen Drain, a newly appointed Partner from PwC, and Jasbindar Singh, a leadership coach, who will work with the 18 delegates throughout the course of the programme.

## Proposed Auckland Unitary Plan

The Independent Hearings Panel will provide their recommendations to Council no later than 22 July. This will include a summary document explaining the panel's key recommended changes to the proposed Unitary Plan and a recommended full version of the plan. On 27 July, the hearing panel's recommendations will be publicly available on the Council website.

The Council has 20 working days from 22 July to consider the recommendations and make decisions on whether to accept, accept in part or reject recommendations by 19 August. AT is actively involved with Council in this review process.

The Council (Auckland Development Committee) will be discussing the recommendations on 12, 15-19 August, with the decision to be released on 19 August.

## Special Housing Areas (SHAs)

A total of 154 Special Housing Areas (SHAs) have been approved under the Housing Accords and Special Housing Areas Act 2013 (HASHA). These provide a potential yield of some 55,500 units. The HASHA legislation expires in September and no new SHAs can be added to the existing tranches.

Under the current legislation, all SHA Plan Variations need to be approved by September. If this deadline is not met any active Plan Variation applications will be deemed withdrawn and the relevant PAUP zoning will apply. An amendment to the HASHA legislation would be required to extend this deadline. It is estimated that there are 10 SHAs requiring Plan Variation decisions before the expiry date.

Recent Plan Variation and Qualifying Development applications include Drury South, Clarks Beach and The Landing. Applications for the Bellfield Road and Wainui East SHAs are likely to be submitted within a fortnight. Upcoming hearings include Bremner Road, Mill Road and Redhills.

## Customer Insights

- 2016 Active Modes (Walking and Cycling) Survey has been presented tracking progress and opportunity for the Cycling and Walking programme. Insights including improvements in population cycling, confidence in cycling and perception of the cycling network. Overall positive impressions of the state of cycling in Auckland has increased significantly from 22% to 39%.
- 2016 Tertiary Travel Survey presentation, investigating travel to and from 11 tertiary campuses.
- Results from PT Customer Satisfaction Survey: Customer Satisfaction among train passengers is at record level of 86%, up from 82% in the year to June 2015. Overall PT Satisfaction is 84%.
- The AT HOP Design Challenge programme is being presented, offering detailed insights to AT HOP market in the South and West, and a best practice approach to Human-Centred Design research in partnership with the Southern Initiative and Co-Design Lab.

# Project Updates

## Strategic Initiatives

Five tenders were submitted for the development of an Indicative Business Case for the North-Western Busway (between city centre and Westgate). A preferred supplier is expected to commence work in August.

NZ Transport Agency and AT are also working closely on integrating future RTN options on the North Shore with the Additional Waitemata Harbour Crossing tunnel route protection project.

A preferred transport network has been identified for each of the greenfield growth areas (south, north-west, north and Warkworth). The networks will be presented to the Auckland Development Committee. Indicative business cases will now be developed for the priority elements from these networks.

## Glenvar Ridge Road

Physical works on stage 1 have been put on hold due to the winter season. If there is an extended period of good weather, some minor structures works will be completed. Otherwise works will recommence at the start of the next earthworks season in October.

## Lincoln Road Upgrade

The Notice of Requirement (NoR) application was lodged on 24 June. Expected Council notifications to affected parties is scheduled to start in August. Targeted completion of the NoR and the placement of the designation has been forecast to be by June 2017.

## Consultations

Two parking consultation exercises were undertaken this month – in [Takapuna](#) and [Northcote](#). Both are part of the ongoing implementation of the Regional Parking Strategy. Meanwhile, applications for the Freemans Bay residential parking zone closed this month (591 applications received).

## Newmarket Laneways

The concept design has been endorsed by the Waitemata Local Board to proceed to public consultation this month. The project team is looking to undertake a site visit with Mana Whenua to discuss potential opportunities for cultural consideration in the project. The next step is for the project team to proceed onto the developed design stage of the project.



## East/West Connection (North)

This project is being delivered jointly by AT and NZ Transport Agency. Tendering is underway for the East West Stage 1 Physical Works with an expected award in mid-August. The Stage 1 works provide shoulder bus lanes on SH20 south of Manukau Harbour Crossing and auxiliary lanes on SH20 between Queenstown Road and Neilson Street. The AT works include the removal of a bridge and lowering of Neilson Street and the four lane marking of part of Neilson Street in order to better handle expected traffic increases once the Waterview Tunnels open. The bridge is to be removed between late December and early January 2017.

## AMETI

Construction of the carpark at 118 Mt Wellington Highway is ongoing. Work supporting the processing of the Panmure to Pakuranga busway (Stage 2A) NOR application is ongoing. Procurement of work required to advance the Pakuranga to Botany (Stage 2B) busway and Reeves Road flyover has been initiated.

## Parnell Station

KiwiRail has provided a programme to return the heritage Newmarket station building to site by November and complete the onsite external refurbishment of the building by April 2017. Works to complete the remainder of the station, Carlaw park footpath connection and station ticket gates are currently being programmed and planned for delivery. Works are due to be completed by April 2017.

## Pukekohe Bus Rail Interchange

Tender for the construction of the stage 1 interim interchange has been completed and award of the contract is planned for this month. These works are due for construction completion by late October and will allow linkage to the new bus network.

Detailed design for the remainder of the full interchange has been reviewed and the designers are completing the design documents ready for a construction tender in August. A construction contract award is planned for late September with works completed by July 2017.

## **Ōtāhuhu Bus Interchange**

Work on site continues to progress well, although there have been some programme delays, primarily due to difficulties with obtaining long lead materials such as steel, precast concrete and glazing. Completion of the majority of the construction contract is expected by the end of September, in preparation for official opening on 29 October. Removal of the final elements of the existing Walmsley Road footbridge is scheduled for the rail block of line weekend of 8 – 9 October, after which, the concourse will open for rail passengers.

The civil construction of a third rail platform required as part of City Rail Link (CRL) wider network works will be occurring from August and timed for completion at the end of October. This de-risks this component of the CRL wider networks programme and allows disruptive civil works to be undertaken prior to this area of the facility opening for public/operational use.

## **Manukau Bus Station**

Enabling works for the station are nearing completion. Wet weather has created some challenges, however, the overall completion date for the main building works remains the same. The detailed design process for the main station has been completed. AT has commenced the tender for construction this month. Project completion is programmed for late 2017.

# Planning and Consenting Update

## Notices of Requirement, Consents and Archaeological Authorities

### 1. Lodged Applications in June

#### Resource Consents:

- Manukau Bus Interchange (contaminated land consent)
- Neilson Street Shared Path
- CRL utilities relocation; (Swanson, Wyndham and Albert Streets)
- West Coast Road Shared Path
- Aotea Station Oversite Development

#### NoR and Regional Consents:

- Lincoln Road
- Waterview Shared Path (Alteration)
- Wynyard Quarter Shared Path

#### Outline Plans of Work:

- Waterview Shared Path
- Neilson Street Shared Path
- Wynyard Quarter Shared Path

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

- None this month

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

### NoR and Regional Consents:

- CRL Alterations package 2, 3 4 and 6

### Resource Consents:

- Barrys Point Road Shared Path
- East West Link Enabling Works
- East West Link FN32
- Half Moon Bay Ferry Terminal Redevelopment Stage 2
- Nelson Street Cycleway
- West Coast Road Shared Path
- Franklin Road Improvements (Package 2, AT application)
- Mt Eden Double Decker Bus Route (Package 5)
- New Lynn to Waterview Shared Path (Whau Bridge)
- Ngapipi/Tamaki Safety Improvement Project
- Westgate Bus Stop
- Northern Express Double Decker Bus Route Package 1 and 2
- Great North Road Bus Lanes

### Outline Plans of Works:

- Seal extensions (Stage 2)

### 3. Public Notifications and Hearings

#### NoR and Resource Consents:

- AMETI Stage 2A Notice of Requirement and regional consent notification pending

### 4. Decisions/Approvals

- Newmarket Level Crossing independent commissioner recommendation to confirm NoR received
- Newmarket Level Crossing resource consents approved, appeal now received
- Mt Eden Double Decker Bus Route Package 4 resource consents approved
- City Rail Link – Swanson Street East works approved
- Mount Eden Double Decker Bus Route (Package 4) approved
- CRL utilities relocation; (Swanson, Wyndham and Albert Streets) resource consent approved

### 5. Environment Court Appeals

- Penlink appeals settled
- Six Environment Court appeals have been received for Mill Road designation

## Land Acquisition

Eight unconditional agreements signed in July: AMETI (2), Glen Eden Park and Ride (1), Glenvar Ridge Road (1), Mill Road (1), Waiuku-Patamahoe (1), Waterview Cycleway (2), total acquisition costs incurred for the month were \$2.64m. YTD 33 Property agreements have been signed and settled at a cost of \$9.96m.

# Assets and Maintenance

## Strategic Asset Management & Systems

### AMP update

This year's update to the current Asset Management Plan has been completed with the addition of further information on consequential opex requirements. The final document is awaiting sign off before its distribution to key stakeholders.

### Auckland Transport Alignment Project (ATAP)

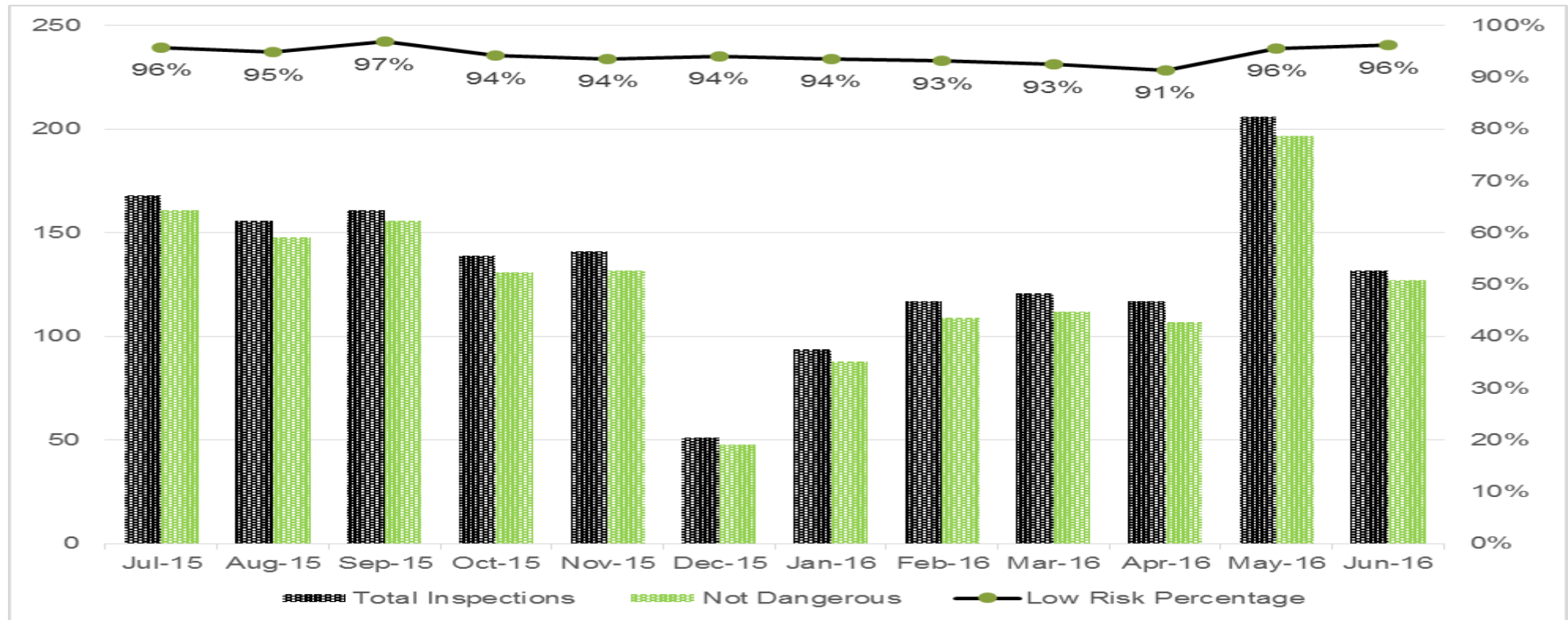
The updated maintenance, operations and renewal requirements for the transport network for the next 30 years have been developed and are being modelled under the alternative investment scenarios.

## Road Corridor Access

### Corridor Closures and Disruptions on Major Projects

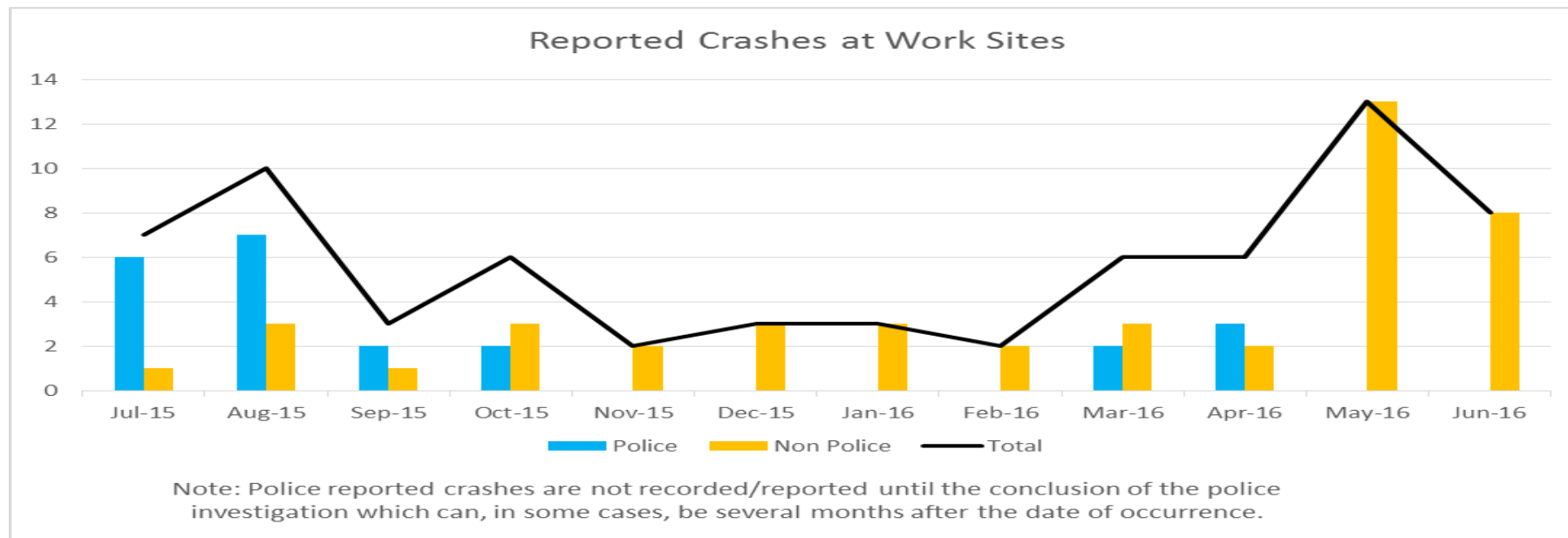
<p><b>Hunua 4 Update</b></p>	<ul style="list-style-type: none"> <li>• Wheturangi Road between Atarangi Road and Campbell Road – Full road closure</li> <li>• Rawhiti Road and Tawhiri Road – Full road closure</li> <li>• Campbell Road currently under a westbound closure from Wheturangi Road to Horotutu Road.</li> <li>• Wheturangi Road north – Full Road Closure from Greenlane West to Momona Ave</li> </ul>
<p><b>Te Atatu Road Corridor Improvements, Waterview Tunnel, St Lukes Interchange, Te Atatu Interchange</b></p>	<ul style="list-style-type: none"> <li>• Causeway - Ongoing ramp closures at nights and on weekends for the next couple of months.</li> </ul>

### Temporary Traffic Management - TTM)



The percentage of lower risk sites is 96% (High Standard, Acceptable, Needs Improvement and Unacceptable) for June (target is greater than 90%). The KPI (Satisfactory) was 76% (target 80%) and was an improvement on the previous month as a result of the targeted program adopted by the unit. The result has been corrected for bias by removal of those resulting from customer queries (3 of 11 were satisfactory) and those completed as part of the targeted programme (24 of 33 were satisfactory).

Outside normal business hours, 9 site reviews were completed with 5 (56%) rated as Satisfactory (the target is 90% satisfactory).



There were eight reported crashes at work sites during the month of June. One site had two crashes that occurred after hours, one of which occurred in front of the TTM Advisor who attended the site shortly after the first crash (police were in attendance) - he was able to help the uninjured but shaken driver on the scene. We are working with the contractor to complete the investigation and to implement corrective action plans.

## Technical Services

### Technical Services Suppliers (TSS) Contract

At end of June, approximately \$8m has been spent against the TSS budget of \$9.6m (83% of budget), a YTD variance of \$1.6m. Within this variance \$570k of opex has been identified as saving. The renewal programme underspend of \$1m was mainly due to late delivery of programme and commissioning detail design for pavements and structures works. As we have the majority of 2016/2017 program phased for the coming year we don't expect a similar result in the coming construction session.



## Transport Services Portfolio Management (TEPS and construction delivery)

As at end of June, approximately \$21.45m has been spent against the budget of \$22.35m (96% of budget and variance \$900k). A lot of resourcing was put in place to ensure the advanced design and physical works were completed by June. We completed 175 projects out of 195 with the remaining 20 projects to be fully completed by August. Part of \$900k underspend is as a result of delays in street lighting design and construction but approximately \$200k is related to savings through TSD managing procurement and construction delivery directly.

## Road Corridor Delivery

### Financial commentary

Operating expenditure for the full year was \$84.0 million which was slightly below the approved full year budget of \$84.8 million.

Renewal expenditure for the full year was \$180.1 million which compares favourably with the approved full year budget of \$180.8 million. This is an excellent result in a year when the construction market was buoyant and there were cost pressures and competition for resources.

### Physical Achievement

JUNE 2016			
Asset Renewal Activities	June YTD Actual (km)	Full Year Target (km)	Completion v.Full Year Target (%)
Pavement Rehabilitation	38.19	37.70	101%
Resurfacing	486.28	480.07	101%
Footpath Renewals	79.41	75.65	105%
Kerb and Channel Replacement	83.44	82.67	101%
<b>TOTAL</b>	<b>687.32</b>	<b>676.09</b>	<b>102%</b>

The delivery of the pavement rehabilitation, resurfacing, footpath renewal and kerb and channel replacement programmes has gone well with 38.2 km of pavement rehabilitation, 486.3 km of resurfacing, 79.4 km of footpath renewals and 83.4 km of kerb and channel replacement completed this year. Overall, the completed length of the renewal programme was 102% of the full year target.

Pavement rehabilitation projects have recently been completed on Greys Avenue, Makora Road, Nile Road, Sunnynook Road, Brigham Creek Road, Great South Road, Brookby Road, Constable Road, Nelson Street, Papakura-Clevedon Road and Whitford-Maraetai Road. The remaining projects are substantially complete and just require the placement of the final AC surface and/or remarking.

## UFB Rollout

The closeout of the CAR applications relating to the Year 5 (2015/2016) build is proceeding to programme with the target for the end of June met by VisionStream.

A good start has been noted in the delivery of the Year 6 (2016/2017) build with 96 CAR applications for cabinet areas now approved and 88 cabinet areas under construction and 1 completed.

## Street Lighting

The Local Board projects in Mt Eden, Sandringham and Mt Albert townships are now complete.

The installation of the 10,000<sup>th</sup> LED was celebrated by the Mayor and Minister of Transport of 8 July.

Click [here](#) to read the Minister's press release.



## Cycling

### Quay Street Cycleway Opening

On Friday 8 July the Minister of Transport, Hon Simon Bridges and Auckland Mayor Len Brown, and AT Chairman Dr Lester Levy officially opened Quay Street cycleway, Auckland's busiest cycle route. From the intersection of Quay Street and Lower Hobson Street, the cycleway continues for around 1 kilometre on the northern side of Quay Street, to the intersection with Plumer Street. Quay Street is a connection to Auckland's city centre, shared by pedestrians, trucks, buses, cars and bikes. The cycleway complements the different uses for the street, keeping Quay Street moving and enabling people to bike in safety. It frees up space around Quay Street's busy ferry terminals, making it easier to navigate the sometimes crowded footpath marked as a shared path for people on foot or bike. In the next 5 - 10 years Quay Street will be transformed into a coastal boulevard. It will have more space for walking and cycling, along with outdoor dining and recreation. The improved public transport delivered by the City Rail Link (CRL) will help enable this transformation.



### Nelson Street Cycle Route

Cycle lane layout options are being developed for Market Place (Fanshawe to Pakenham). Layout options for the left turn from Nelson to Fanshawe (general traffic) are being modelled to identify a layout that will enable an optimum level of service possible for people on bikes. The Waitemata Local Board and cycle advocacy groups were updated in June.

### The Auckland Cycling Account

The first of its kind in Auckland, the Auckland Cycling Account provides a snapshot of the progress of cycling in Auckland through facts, figures, diagrams and case studies. Insights revealed include who is riding in Auckland and why, barriers to cycling, performance to date and where the opportunity for growth in cycling lies. The Auckland Cycling Account emulates similar reports produced in Copenhagen and in other cities around the world and can be downloaded at <https://at.govt.nz/media/1873018/akl-cycling-account-book.pdf>

### Two-way Cycling Trial

Cycling in both directions on some quiet one-way streets in Auckland's city centre is now being permitted as part of a trial. The move, a first for Auckland, will create a useful cycling route on some of the city centre's quieter streets adding to the growing network of routes in the city centre. This policy follows other cities like Paris and London that have successfully implemented two way cycling on their one way streets.

The trial takes place on three one-way shared use streets in Auckland's city centre, Fort Lane, Jean Batten Place and O'Connell Street. They were chosen first as they create a north-south route for people cycling in this part of the city. The streets are in close proximity to each other creating another safe cycle corridor downtown to accommodate the growing number of people cycling in the area. The shared spaces in the city centre are great places to cycle as the low volume of traffic and low vehicle speeds create a safe environment for people cycling.

Signs will be used to advise road users that people may be cycling in both directions. One way streets in the city centre are the focus initially as this is where the greatest increase in cycling is expected and where other cycle infrastructure is planned.

The success of the trial on these streets will be evaluated before the change is considered for application to other appropriate one way streets in the city. Click [here](#) for the media release.

## **2WalkandCycle Conference**

Auckland Transport hosted a 2WalkandCycle conference, which was opened by Chief Executive David Warburton and featured speakers from both the Cycling and Walking and Travel Demand Teams. With the theme of 'moving towards healthy communities', the conference showcased strategies to enable us to achieve these goals. International and national researchers, practitioners, and health professionals presented methods, policies and programmes that have been used to promote walking and cycling, and that can inform our journey towards better transport systems in the future.

## **Commute Programme Annual Evaluation**

The annual evaluation survey of the Commute programme has shown a successful delivery of the programme to encourage commuters to remode or retime their journeys from the congested morning peak period. This was achieved through partnership working with businesses, individual personalised journey planning, journey planning events, delivery of support programmes, promotions and campaigns. The key measure of success is the number of single occupant vehicle (SOV) trips reduced. Headline results show the following:

- 6,714 SOV trips in the morning peak period per day are removed from the network as a result of travel mode change or time of day travel (2015/2016 target 6,000)
- Annually, this translates to 1.64 million trips changed on the network during the morning peak each day
- Reduction of 17.2 million vehicle kilometres travelled (VKT) for the year (2015/2016 target 12 million VKT)
- Reduction of 5,582 tonnes per annum of CO<sub>2</sub> (2015/2016 target 3,595 tonnes)

Twenty two new businesses joined the programme this year bringing the total to 129 organisations. As well as working with the organisations on the programme the team promoted 9 targeted campaigns, including the Tertiary campaign to all the major universities in the city, promoted new online videos (reaching over 1.6million views), undertook personalised journey planning projects in 3 suburbs and held over 195 events, actively engaging with 22,000 commuters. The Travel Demand team has received positive feedback and achieved a rating of 77% for the quality of the programme and a 96% satisfaction score from the personalised journey planning projects in the residential suburbs.

## Whangaparaoa Dynamic Lanes

Design of the trial proposal has been completed for the route. This includes review of the signage and gantries needed to inform drivers on the operation of the lane. The gantries are to be located on the side of the road to support driver information on the lanes that are open. LEDs will be used to demarcate the lanes, in yellow or white and to mark the flush median when in use. Engagement with key stakeholders continues including meeting with Councillors and the Local Board. The project [website](#) is now live, with an information letter to be sent to 27,000 residents in the Whangaparaoa Peninsula area during August, for feedback an invitation to open days, and meetings held with parties such as schools, business associations, etc.



*Snapshot from the Dynamic Lanes video illustrating use of LEDs*

## Road Death Investigations

Two Road Deaths occurred in June. The two reports have been sent to Police, and seven reports from previous months are being finalised. Of the two reports sent to Police in June, a number of general road improvement/maintenance issues have been identified and included in the safety delivery programme.

## 'I'm Legit Officer'

To coincide with Maori Language week, a video, available in English, Maori and bi-lingual, has been developed in conjunction with the NZ Police, to focus on the opportunities that having a legitimate license provides. In addition to Maori specific communication channels, targeted Trueview and Facebook advertising, as well as promotion via Mai FM and Flava radio stations. Video [here](#), which has been viewed more than 215,000 times on AT's YouTube site and excludes 40,000 views on radio web pages in the first week alone.

Young driver crashes are a high strategic priority for AT, NZ Transport Agency and the NZ Police. The Urban Central and South areas have the largest number of young driver death and serious injury (DSI) crashes, making up nearly 60% across the Auckland region over the past five years, with the failure to have a restricted or full driver licence being linked to road fatalities and injuries. More information can be found at [www.at.govt.nz/youngdrivers](http://www.at.govt.nz/youngdrivers) where young Maori drivers are encouraged to attend free two-day workshops to obtain a better understanding of the road code and to help them sit their learner licence with greater confidence.



# AT Metro

## Patronage Performance Commentary

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

For the 12 months to June Auckland public transport patronage totalled 82.9 million passenger trips, an increase of +4.6% on the previous year. June monthly patronage was 7.0 million, an increase of +3.2% on June 2015. June normalised adjustment ~ 3.1% accounting for special event patronage, with the same number of business days and weekend days/public holiday.

Bus services totalled 60.2 million passenger trips for the 12-months to June, an increase of +0.7% on the previous year. Patronage for June was 5.1 million, a decrease of -0.8% on June 2015. June normalised adjustment ~ -0.4% accounting for special event patronage, with the same number of business days and weekend days/public holiday.

Bus patronage has grown by a modest +0.7% which is contrary to the general downward trends experienced across New Zealand where Auckland is only one of two systems (18 in total) that have experienced growth. The comparison found after allowing for population changes, the total New Zealand boardings /capita in 2015 declined by 3.2%. This may be compared with increases in 2013 (+1.0%) and in 2014 (+0.4%). The main reasons cited for the 3.2% decline include a real reduction in fuel prices impacting boardings by (-1.5%) and car ownership increase as a result of real price reduction in cars of (-0.8% reduction in boardings). Specifically in Auckland fare elasticity on a single service resulted in (-1.1%) reduction in boardings. In addition there were some unique events affecting Auckland, including disruptions as a result of CRL works and a bus strike earlier in the financial year.

Train services totalled 16.8 million passenger trips for the 12-months to June, an increase of +20.6% on the previous year. Patronage for June was 1.5 million, an increase of +17.3% on June 2015. June normalised adjustment ~ 15.5% accounting for special event patronage, with the same number of business days and weekend days/public holiday. Rail patronage during FY16 has continued to grow in line with extra capacity provided by way of a homogenous EMU fleet, improving passenger comfort, punctuality and reliability. An increase in western line peak frequency in May 2016 with timetable improvements in February 2017 should see continued growth in this mode.

Ferry services totalled 5.9 million passenger trips for the 12-months to June, an increase of +6.2% on the previous year. Patronage for June was 0.41 million, an increase of +9.6% on June 2015. June normalised adjustment ~ 9.6% accounting for special event patronage, with the same number of business days and weekend days/public holiday. Ferry patronage growth of +6.2% has been strong, with Gulf Harbour, Hobsonville and Pine Harbour showing strong growth in line with increased residential development in these areas. Additional sailings by two competing companies on the Waiheke route also saw strong growth both in terms of service trips and patronage. Continued expansion of capacity and further development in these areas.

Rapid and Frequent services totalled 31.0 million passenger trips for the 12-months to June, an increase of +9.9% on the previous year. Patronage for June was 2.7 million, an increase of +7.3% on June 2015.

## Progress against AT Metro Key Strategic Priorities

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

- |  |  |
|--|--|
| <ol style="list-style-type: none"> <li>1. Integrated Ticketing &amp; Fares</li> <li>2. Procurement &amp; Contract Reform (PTOM)</li> <li>3. Resource Efficiency &amp; Effectiveness</li> <li>4. New Network incl. Rapid &amp; Frequent Service Network</li> <li>5. Infrastructure Development</li> </ol> | <ol style="list-style-type: none"> <li>6. On-Time Service Performance</li> <li>7. First &amp; Final Leg</li> <li>8. Customer Experience</li> <li>9. PT Adoption Marketing &amp; Promotion</li> <li>10. AT Metro Safety &amp; Security</li> </ol> |
|--|--|

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 August 2016.</li> <li>• Development of a product transition plan resulted in the new monthly pass being marketed in June 2016 and launched 1 July 2016. A discounted introduction price is available during July. The single all-zones pass replaces the existing three different multi-zone passes.</li> </ul> <p><u>SuperGold</u></p> <ul style="list-style-type: none"> <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. Over 90,000 SuperGold passengers had signed up to HOP or are in process before 1 July 2016. Additional Customer Service Centre staff was recruited to handle additional SuperGold card enquiries. There are now around 103,000 SGC holders on HOP, with in excess of 90% of SGC trips being recorded on HOP in early July.</li> <li>• A new MOU between AT and NZ Transport Agency regarding 2016/2017 SGC funding is due to be signed July 2016.</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>• Mid- 2016: West Auckland New Network bus tender</li> <li>• August 2016: West Auckland New Network negotiated contracts</li> <li>• 3rd quarter 2016: Ferry tenders released</li> <li>• July 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> </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 30 October 2016.</li> <li>• The Bus PTOM West tender closed on 13 June 2016, with evaluation occurring during July 2016.</li> <li>• Bus PTOM Central and East tender will be released to the market during July 2016.</li> </ul> <p><u>Ferry:</u></p> <ul style="list-style-type: none"> <li>• Current contracts have been extended to match mobilisation of PTOM contracts.</li> <li>• Ferry PTOM tender is due to be released to the market mid-July2016.</li> </ul>



<ul style="list-style-type: none"> <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>	
<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 on the Western Line in the month of June was +26% compared to a network average growth over the same month of +17.3%. Western Line services have maintained a high level of performance with reliability (trains that completed their journey in full and were not cancelled) of 98.5% and punctuality (trains that were not cancelled and reached their scheduled destination within five minutes of their scheduled time) of 96.4% in the month compared to overall service performance of 98.6% reliability and 95.5% punctuality.</li> <li>• Negotiation of a reduction of DMU maintenance costs with KiwiRail aligned to the reduced Kilometres the DMU fleet are now operating between Papakura and Pukekohe has been completed.</li> <li>• On Route 881 from Hibiscus Coast to the CBD an additional 8 double decker buses came into effect from 27 June.</li> <li>• 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 has increased from 15 minutes to 10 minutes from late-June 2016 due to high patronage growth and insufficient capacity.</li> <li>• A new Ferry Slot Management system is now in use by Operators that has the potential to improve slot use efficiency.</li> <li>• One AM peak Western Line rail service was increased from 3 to 6 cars (+234 seats and +398 capacity) end June.</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 - 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. Development of collateral for public awareness and information campaign is underway. Reviews of final timetables and infrastructure are ongoing.</li> <li>• <u>West Auckland New Network</u>: West Auckland route tender responses are currently being assessed.</li> <li>• <u>North Shore New Network</u>: Work continues on timetables ahead of the release of tender documentation in August 2016.</li> <li>• <u>Central and East Auckland New Network</u>: The final networks for these areas were confirmed by the AT Board on 27 June 2016. Work on timetables is ongoing ahead of tender release in July/August 2016.</li> <li>• <u>Beachlands/Maraetai</u>: Planning for the second and final round of public engagement later this year is ongoing. Indicative routes and timetables have been developed to be included in the tenders for East Auckland routes, and responses to this tender will enable indicative pricing to inform future decision making.</li> <li>• <u>Train</u>: 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 on the Western Line in the month of June was +26% compared to a network average growth over the same month of +17.3%. Western Line services have maintained a high level of performance with reliability (trains that completed their journey in full and were not cancelled) of 98.5% and punctuality (trains that were not cancelled and reached their scheduled destination within five minutes of their scheduled time) of 96.4% in the month compared to overall service performance of 98.6% reliability and 95.5% punctuality.</li> </ul>
<b>5. Infrastructure Development</b>	
<p><u>Train:</u></p> <ul style="list-style-type: none"> <li>• New mazes at George Street Pedestrian Crossing completed in June 2016.</li> <li>• Works completed and platform edge tactiles fitted to the Te Mahia and Takanini platforms.</li> <li>• Steps to improve driver safety have been fitted at stabling yards.</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 prior to October.</li> <li>• Progress continues towards completing the new bus stops required to operate New Network-West. Projects are under construction or about to commence now total 12; a further 162 projects are progressing through design, consultation and resolution for construction prior to service implementation.</li> <li>• Otahuhu Station is on-track to open with the launch of the bus New Network design for South Auckland in October 2016.</li> </ul> <p><u>Ferry:</u></p> <ul style="list-style-type: none"> <li>• Renewal of the hard stand at Tryphena, Great Barrier Island complete.</li> <li>• Site construction works on the new Half Moon Bay passenger facility have commenced. Construction works are targeted for completion by December 2016 with services commencing thereafter.</li> <li>• Commencement of retail fit out works for Devonport Northern concourse.</li> <li>• Engineering assessment completed on the Downtown Ferry Terminal Pier 2C gangway, which had previously been removed from use. Fix is now underway.</li> </ul>	

## 6. On-Time Performance

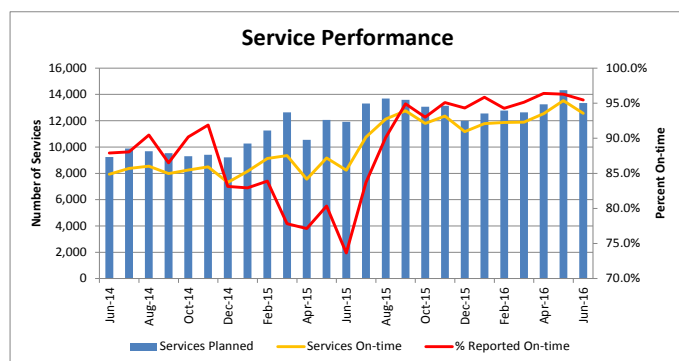
### Train:

*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 June 2016 service reliability was 98.6% compared to the 12 month average of 98.3% and 98.2% for May 2016. Service punctuality performance compared to services scheduled is illustrated in the chart below. Service punctuality (red line) was 95.5% compared to the 12 month average of 93.7% and 96.3% for May 2016 (and the low of 73.6% in June 2015).

There were nearly 13350 train services scheduled in June (blue bars) - the number of actual services operated on-time (yellow line) was over 12,500.



Major incidents that affected June 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 power failure on 10 June in the early morning peak across the network disrupted services on all lines.
- Train operations were affected by one third party related incident in the month, where a trespasser in the Britomart tunnel disrupted evening peak services in/out of Britomart on 24 June.

Line speed, interlocking works and signalling works completed over the Easter block of line period contributed to the general trend in 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 were completed 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 96.9% and punctuality was 92.8%. Performance has improved in June with overall increase of 0.6% for reliability and 1.0% punctuality against May, however, both measurements were down against the same month last year with a slight decrease of -0.5% for year-on-year reliability and -0.6% year-on-year for punctuality measures.

A consolidated 12-month plan has been developed to address this and to manage capacity increases.

Reliability at Start					
Operator	Business Unit	Jun-16	May-16	Month-on-Month Change	Year-on-Year Change
<b>Whole of Network</b>		<b>96.9%</b>	<b>96.3%</b>	0.6%	<b>-0.5%</b>
Metro Inner	NZ Bus	96.6%	95.6%	1.0%	-0.8%
Metro Outer	NZ Bus	97.1%	96.2%	0.9%	-0.9%
North Star	NZ Bus	98.6%	98.4%	0.2%	0.3%
Go West	NZ Bus	97.5%	96.8%	0.7%	-0.6%
Waka Pacific	NZ Bus	94.0%	93.2%	0.7%	-2.3%
West	Ritchies	98.2%	98.2%	0.0%	1.5%
North	Ritchies	98.2%	96.9%	1.3%	0.9%
NEX	Ritchies	99.5%	98.8%	0.8%	-0.1%
<b>Howick &amp; Eastern</b>		96.0%	95.2%	0.8%	-1.5%
<b>Birkenhead Transport Ltd</b>		97.9%	97.3%	0.7%	0.8%
<b>SkyBus</b>		90.3%	92.0%	-1.7%	-4.5%
<b>Tranzit</b>		97.0%	98.1%	-1.1%	0.9%
<b>Urban Express</b>		99.0%	98.3%	0.7%	0.8%
<b>Waiheke Bus</b>		99.6%	98.7%	0.9%	3.2%

Punctuality at Start					
Operator	Business Unit	Jun-16	May-16	Month-on-Month Change	Year-on-Year Change
<b>Whole of Network</b>		<b>92.8%</b>	<b>91.8%</b>	1.0%	<b>-0.6%</b>
Metro Inner	NZ Bus	91.7%	90.6%	1.1%	-2.0%
Metro Outer	NZ Bus	92.1%	91.4%	0.7%	-2.3%
North Star	NZ Bus	95.9%	95.6%	0.4%	1.2%
Go West	NZ Bus	93.9%	92.5%	1.3%	-1.6%
Waka Pacific	NZ Bus	87.5%	86.9%	0.7%	-4.1%
West	Ritchies	95.6%	95.1%	0.5%	4.1%
North	Ritchies	94.3%	92.4%	1.9%	1.9%
NEX	Ritchies	99.1%	98.5%	0.6%	0.1%
<b>Howick &amp; Eastern</b>		90.8%	89.2%	1.6%	-1.7%
<b>Birkenhead Transport Ltd</b>		94.9%	93.5%	1.5%	2.2%
<b>SkyBus</b>		83.5%	83.7%	-0.2%	-4.3%
<b>Tranzit</b>		94.2%	95.1%	-1.0%	2.7%
<b>Urban Express</b>		97.1%	95.7%	1.3%	4.2%
<b>Waiheke Bus</b>		98.5%	96.4%	2.1%	4.3%

Bus lane programme rollout:

Projects Completed	Projects due for completion	Detailed Design	Under investigation
<ul style="list-style-type: none"> <li>CRL Phase 2: additional CBD bus lanes including Queen Street (17 April 2016)</li> <li>Great North Road Bus Lane 2.5km new NB and SB bus lane.</li> </ul>	<ul style="list-style-type: none"> <li>Manukau Pah Road</li> <li>Sandringham Road (June/July 2016)</li> <li>Dominion road (Mt Albert to Denbigh Avenue) Aug 2016</li> <li>Dominion road (Denbigh to Richardson) Sep 2016.</li> </ul>	<ul style="list-style-type: none"> <li>Mt Eden Road</li> <li>All southern network FSN.</li> </ul>	<ul style="list-style-type: none"> <li>Hibiscus Coast bus priority</li> <li>Quay Street Tamaki Drive to Ngapipi</li> <li>Inner Link.</li> <li>Western Network FSN routes.</li> </ul>

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 June 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 June 2016 was 97.7%.

Route	Harbour	Scheduled Trips	Reliability	Punctuality
Bayswater	Inner	996	99.90%	99.40%
Half Moon Bay	Mid	572	98.08%	94.06%
Birkenhead	Inner	1,072	98.79%	95.80%
Gulf Harbour	Outer	252	99.60%	98.41%
Hobsonville	Mid	210	100.00%	96.67%
West Harbour	Mid	567	100.00%	99.47%
Rakino	N/A	32	90.63%	81.25%
Pine Harbour	Outer	856	99.77%	99.77%
Total		4,557	99.32%	97.65%

- Poor weather throughout the month as well as foggy conditions on 20 and 30 June caused delays on a number of services.
- 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.
- Delivery of timetable change on Half Moon Bay service (17:45 service has been delayed 5 minutes to 17:50) will help to deliver improved punctuality performance on the service.

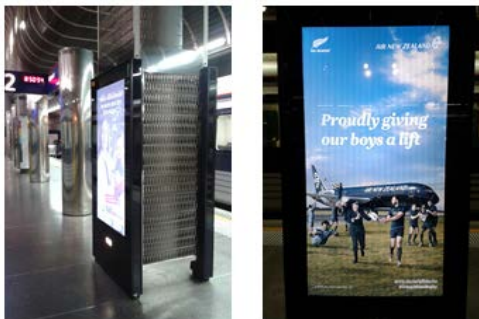
**7. First & Final Leg**

- 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 has been provided to the Customer Focus Committee of the AT Board.
- Glen Eden Park-and-Ride relocation completed June 2016.

## 8. Customer Experience

### Train:

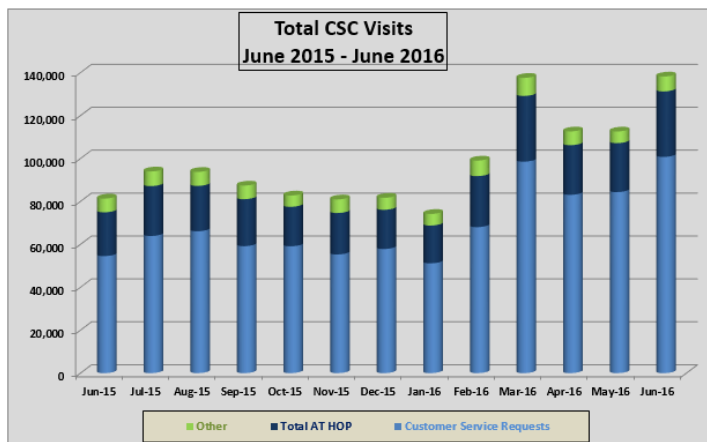
- Platform & door markers trial complete at five stations at end June 2016.
- Kingsland Station new look signage with the use of new totem poles.
- New digital communications with advertising screens installed at Britomart and Newmarket.



### Multi-modal:

- The “Track my Bus” mobile app had 5,980 users in June, which is effectively the same number as in May, when there were 5,970 users. This represents a more stable user base, following the month-on-month increases in users during the first four months of 2016. In January 2016, there were 3,565 users, so total users have increased by 2,415 (67.7%) during the intervening period. There were 195 new users in June, although there were also 185 the ceased using the app. The App will be redeveloped to address bugs and improve functionality.
- The AT public transport app was used by 54,851 customers in June, compared to 57,821 customers in May and 57,858 customers in April. User numbers have decreased by 2,970 (-5.1%) in the month and the number of page views has also fallen to 364,297, down from 412,707 in May, a decrease of 48,410 (-11.7%). Although there were 1,481 new users in June, there was also a loss of 4,451 (-10.8%) existing customers. This reduction in user numbers reflects an element of customer dissatisfaction with the usability and functionality of the app itself. The average customer rating on Play Store remains at 3.0. The App is currently being redeveloped to address bugs and improve functionality to remediate customer pain points and the upgraded App, which will include a new Applet that incorporates Service Disruption information.
- There was a decrease in activity on www.AT.govt.nz in June, compared to May, with page views decreasing to 1.33 million, down from 1.42 million. This month-on-month reduction in activity is 0.09 million page views (-6.3%) and significantly below the activity levels seen in February and March, when page views topped out at 1.64 million. The overall reduction in activity since the peak in March reflects that the majority of customers are taking regular trips and peak services are more frequent, particularly on the major transport corridors, customers can effectively “turn up and go”, rather than having to search for services. This is reflected in reduced Journey Planner activity, which fell to 492,000 page views, down from 536,000 in May (-8.3%). When looking at browser-based activity, 84.9% of searches were via Chrome and Safari, down by 0.4% from May compared to just 7.0% via Internet Explorer, which is up by 0.1% compared to May.
- The total customer visits to the Customer Service Centres (CSC) for June (138,236) was significantly ahead of May’s visitor numbers (112,604) and represents the busiest ever month in the business unit. Visitor numbers were significantly up on the same period in 2015, increasing by 56,882 (+69.9%) from 81,354 in June 2015. Total Customer Service Centre visits in the three months from April to June were over 363,000, compared to just over 277,000 in the same three month period in 2015, an increase of 86,000 (+31.0%). The increase in visitors in June was primarily due to the transition of the SuperGold public transport concession onto the new gold AT HOP card, which has been introduced especially for this initiative. During June 2016, almost 39,000 concessions were loaded to AT HOP cards, compared to less than 11,000 in June 2015, representing an increase of almost 28,000 (+262.6%) during the comparative periods. The volume of AT HOP card sales and top ups increased from approximately 22,000 (June 2015) to over 39,000 by June 2016. The majority of the increase in customer activity was due to SuperGold customer activity.

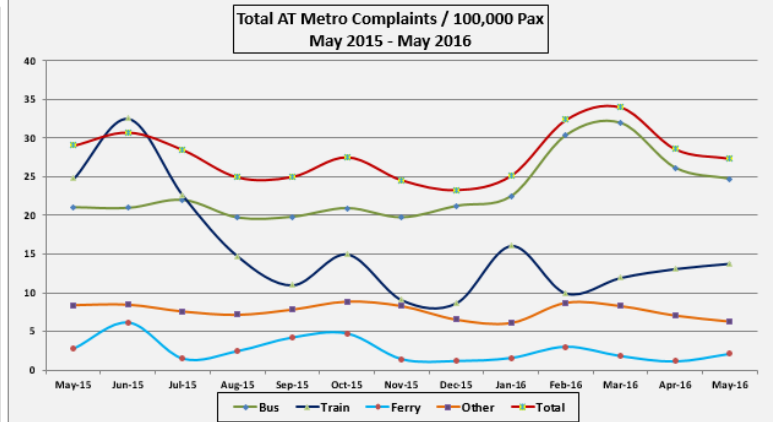
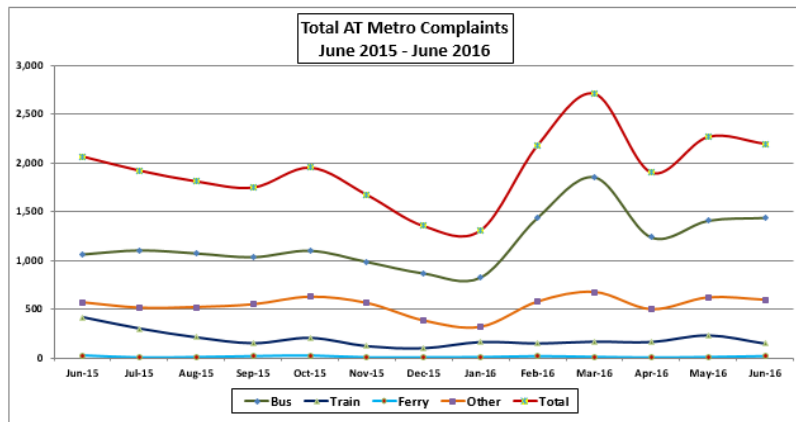
- In the past 12 months, there have been over 1,195,000 visits to the AT Metro Customer Service Centres (CSC), an average of almost 3,265 visits per day. This compares to just over 1,009,000 for the 12 months to June 2015, an increase of over 186,000 customers (+18.4%) during the period.



Customer Complaints:

- Total complaint volumes decreased in June 2016, falling to 2,195, down from 2,265 in May 2016, a reduction of 70 (-3.1%). (N.B May complaint volumes were incorrectly reported 2,498 due to a transposition error. The correct number was 2,265 complaints). The volume in June is still higher than in April 2016 (1,901), with one key contributory factor in June being an increase in both customer feedback and LGOIMA's relating to the transition of the SuperGold public transport concession on to the AT HOP card, scheduled for implementation from 1 July. Total complaints in June 2016 (2,195) were up by 131 (+6.4%), compared to June 2015 (2,064). However, total complaints for the four month period from March 2016 to June 2016 were 9,068, which is a decrease of 287 (-3.1%) compared to the comparative four months period in 2015, when complaints totalled 9,355. Whilst 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 trend was reversed slightly in May, with complaints about Failure to Run and Staff Behaviour increasing. There was also a decrease in train complaints in June, which fell to 146, down from 229 in May, a decrease of 83 (-36.2%), month on month.





### 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.

Multi-modal campaigns:

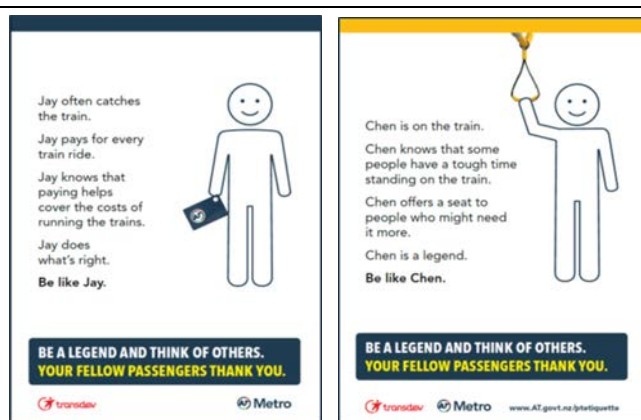


- From 1 July 2016, SuperGold customers will need to use an AT HOP card loaded with a SuperGold concession to access free travel on trains and selected buses and ferries around Auckland. This campaign targets SuperGold cardholders in Auckland and existing AT HOP cardholders with a SuperGold concession already loaded on it. Our objective is to ensure all SuperGold cardholders in Auckland are aware of these changes, purchase an AT HOP card and load their SuperGold concession to their card by 1 July. This campaign is in market 23 May to 10 July 2016.
- 'The Build is On' awareness campaign is in market, informing customers and the general public of CRL enabling works, the benefits of this project and recommending alternative transport planning while works are in progress.



Train:

- SuperGold campaign posters at selected stations and on board trains as part of the wider campaign.
- Monthly pass changes in the lead up to Simpler Fares (final date for sale and use of current passes and dates for the new pass product).
- Withdrawal of legacy train specific child monthly passes and family fares in the lead up to Simpler Fares.
- Comms planning for upcoming changes at Britomart (building of the temporary customer facility at back of CPO and the subsequent closure of the CPO for strengthening work).
- Western Line level crossing safety campaign.
- The last of the series of etiquette posters were installed on the trains.



**Ferry:**

- Pine Harbour adoption campaign to support earlier timetable change.
- Progression of off-peak marketing campaign for Gulf Harbour (in conjunction with Top Harbour Limited).
- Safety works planned for vehicular ferry facility landing ramps at Half Moon Bay.

**More shuttle services to and from Half Moon Bay Ferry Terminal**

We have made it easier to use the ferry from Half Moon Bay to the City Centre by introducing a park and ride at Lloyd Elmore Park and shuttle service in both directions (see map for bus stops). Following recent feedback we have introduced more 5AM weekday shuttle services to and from Lloyd Elmore Park to meet more families and new shuttle stops on Pigeon Mountain Road. Additional shuttle services will run from 20 June 2016 for the remaining three months of the trial and will continue to be free until the introduction of the new Single Fare zonal fare system in July/August 2016.

**Shuttle Timetable from Lloyd Elmore Park to Half Moon Bay Ferry**

Shuttle leaves Park and Ride	Shuttle arrives Pigeon Mountain Road	Shuttle arrives at Half Moon Bay Ferry Terminal	Ferry departs Half Moon Bay
7:30am	approx 7:45am	8:15am	8:15am
10:15am	approx 10:30am	10:15am	10:15am
12:15pm	approx 12:30pm	12:15pm	12:15pm
2:15pm	approx 2:30pm	2:15pm	2:15pm

**Shuttle Timetable from Half Moon Bay Ferry to Lloyd Elmore Park**

Ferry arrives at Half Moon Bay Ferry Terminal	Shuttle leaves Half Moon Bay Ferry Terminal	Shuttle arrives at Lloyd Elmore Park
12:15pm	12:15pm	12:20pm
2:15pm	2:15pm	2:20pm
4:15pm	4:15pm	4:20pm
6:15pm	6:15pm	6:20pm
8:15pm	8:15pm	8:20pm
10:15pm	10:15pm	10:20pm
12:15pm	12:15pm	12:20pm

**Bus:**

- A new schedule of Twitter messages with good news and interesting facts about PT is rolling out.

- Targeted Patronage growth 'Know your bus' campaign for Howick, Botany, Northcote, Bayview, Browns Bay, Mt Albert, Mt Roskill, Greenlane, and Henderson is in market with creative treatment 'Driving You Crazy'. 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.
- CityLink campaign promoting CityLINK free with transfer in market.
- Online search advertising campaign about shopping destinations in market.

**More seats, more often, more choice**

**New double decker buses, new timetables and new 882 service from Monday 27 June 2016**

If new double decker buses will start to be introduced to the **881** bus service.

**881** services will only travel between Albany and Newmarket and will no longer travel to Torbay. Timetables will be changing, including changes to start times.

A new **882** bus service will run between Torbay and Albany and is timed to connect with some **881** services. Until Simpler Fares are introduced shortly, passengers travelling on the **882** will need to pay a 1 stage fare. Please check timetables carefully before travelling.

AT Metro  
 For more information call metro AT metro or phone 09 346 3400

**We're making your bus more reliable**

**Timetable changes to 960, 966, 973 and 974 bus services from Tuesday 7 June 2016**

Some **962** and **966** bus services departure times are changing. The changes affect Monday - Friday services only. Some trips are departing 5 minutes earlier or 10 minutes later.

966 Highbury to Northcote Point		966 Highbury to Newmarket	
Current departure time (Monday - Friday)	Departure time from 7 June	Current departure time (Monday - Friday)	Departure time from 7 June
10:00am	10:05am	10:00am	10:00am
11:00am	11:00am	11:00am	11:00am

**973 Beach Haven to City Centre**  
 The Monday - Friday **973** bus service that currently departs Highbury at 3:00pm will depart Highbury 3 minutes earlier at 3:03pm.

**974 Beach Haven to City Centre**  
 The Monday - Friday **974** bus service that currently departs Highbury at 6:50pm will depart Highbury 4 minutes earlier at 6:46pm.

AT Metro  
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- Mt Eden Road Double Decker campaign in market.
- 274/277 Double Decker timetable change, Urban Express timetable changes, Birkenhead Transport timetable changes, Henderson route change, Helensville route 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.
- HOP for SuperGold implemented from 1 July 2016 with over 103,000 signed up by early July.

### Train:

- New pedestrian crossing lights and electronic barrier gates have been installed at Morningside as part of an initiative to make our level crossings safer and easier to use with increased services.
- Overall reduction in incidents across rail network through May – attributable to school term resumption. 8 x calls for Police assistance generated, 6 x responses, 11 x arrests. Noticeable trend of PA Speaker thefts from Station infrastructure.
- Transdev have reported no incidences of staff assault, or verbal abuse through the Month of June.

### Ferry:

- Emergency Closure of Pier 2C, Downtown Ferry Terminal due to recently identified infrastructure problems.