

Business Report

Recommendation:

That the Chief Executive's report be received.

Prepared by:

Shane Ellison, Chief Executive

Corporate

Finance

Audit NZ two-week review engagement has been completed. The six-month reporting pack was presented to the Finance, Capital and Risk Committee meeting on 31 January.

Work has begun with AC and Aon (AC group insurance brokers) reviewing insurance policies and coverage in place to support 30 June 2019 insurance renewals. Board endorsement will be sought at the June meeting.

Detailed planning is in progress to support the completion of the 2019/20 Annual Plan.

Auckland Unitary Plan

Submissions were lodged by Auckland Transport and the New Zealand Transport Agency on Auckland International Airport's Notice of Requirement, to extend its second runway, seeking to ensure that any transport effects generated by the proposal are addressed and that light rail is accommodated.

Regional Land Transport Plan Funding

The following activities were approved for funding during the period November 2018 to early January 2019:

- Station Upgrades - Takanini Park & Ride (Implementation) – This activity has been approved for \$4.4 million
- Glenvar/East Coast Road Improvements (Detailed Business Case) – This activity has been approved for \$0.5 million

- PT Ferry Improvements - Ferry Services (Implementation) – This activity has been approved for \$5.1 million, with an enhanced funding rate of 75.5%
- Integrated Corridor Programme (12 Corridors) - Detailed Business Case – This activity has been approved with conditions for \$20.3 million
- East/West Rural South Auckland 15 July 2018 Storm Event (Implementation) – This activity has been approved for \$2.4 million
- ACN - Links to PT - New Lynn to Avondale Cycleway (Implementation) - This activity has been approved with conditions for \$40.3 million

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

- Resilience Improvement - Quay Street Seawall Seismic Upgrade (Implementation) – This activity has been approved for \$ 84.88 million. An enhanced FAR (75.5%) is being sought for this activity.

Procurement

There were 20 tenders published in the current reporting period (17/11/2018 to 18/01/2019) with an estimated value of \$42.2 million. Four of these tenders had an estimated value of over \$2 million.

Tender	Type
Otahuhu Town Centre Upgrade – Procurement of a physical works contract to deliver the Otahuhu Town Centre Upgrade project; which is an Auckland Council (AC) lead project with AT assisting in the delivery of work.	RFT
Residential Speed Management Project (Te-Atatu South) – Project aimed at reducing speeds on local residential streets by installing a combination of speed-calming measures such as speed humps, raised tables and raised intersections	RFT
Residential Speed Management Project (Rosehill, Papakura) – Project aimed at reducing speeds on local residential streets by installing a combination of speed-calming measures such as speed humps, raised tables and raised intersections	RFT
PT Facilities and Car Parks (Cleaning and Hygiene) – Procurement of cleaning and hygiene services	RFT

There were 173 contracts created in the current reporting period (17/11/2018 to 18/01/2019) with a total award value of \$53.4 million. Eight contracts had a value of over \$2 million.

Contract	Supplier
Rosedale Bus Station (Single Stage Business Case) – Procurement to complete the payment for the work undertaken by NZ Transport Agency.	NZ Transport Agency
AMETI EB1 Vector Utility Works – Works on Vector utilities including electricity, gas and fibre infrastructure within the Eastern Busway 1 (EB1)	Vector Ltd
Albany Park & Ride Extension – Development of a new carpark at 125 McClymonts Road	Wharehine Contractors Ltd
Albany HUB Lease – Lease agreement for 67 Corinthian Drive, Albany (AT’s Albany “Hub”) with Mitre 10 (landlord) for a 758 square metre premises.	Mitre 10 New Zealand Ltd
Dominion Road Double Decker Bus Civil Works – Procurement to undertake civil works required for the entire double decker bus routes. Modification of the routes required to accommodate the extra vertical and horizontal clearances of the double decker buses.	Fulton Hogan Ltd
Matakana Link Road Detailed Design – To engage professional services for the detailed design and associated documentation for the construction phase.	AECOM New Zealand Ltd
Takanini Park & Ride Construction – Proposal to develop a new car park to provide formalised parking at the Takanini Train Station	Dempsey Wood Civil Ltd
Waiuku Road / Attewell Road / Patumahoe Road New Roundabout – Procurement for the installation of new roundabout, street lighting, road splitter islands, cycle escape path, drainage, road markings and signage to improve road safety at this intersection.	Higgins Contractors Ltd

Organisational Development

A hui whakanui (graduation ceremony) celebrated and acknowledged the achievement of 59 employees who completed all four workshops under the Ngā Kete Kīwai Māori Learning and Development Programme in 2018. Ngā Kete Kīwai is a series of four interactive workshops delivered by the Māori Policy and Engagement team in partnership with Learning and Development. Ngā Kete Kīwai will continue throughout 2019.

Automated Concessions

Work continues to extend the automated concessions solution to Auckland University of Technology and Massey University. Business Technology is on track to have the solution available to these tertiary institutions by 18 February. Work has also commenced to develop a solution to enable automated secondary school concessions.

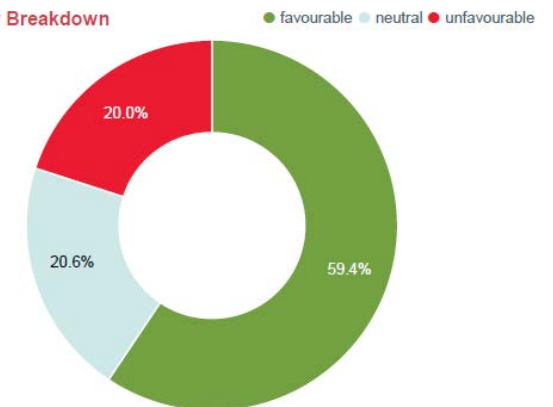
Media Coverage

This reporting period saw a total of 330 items across press, broadcast, and internet. The most frequently covered issue was AT's announcement of free public transport prior to Christmas, part of an initiative to discourage drink driving. This story was particularly prominent in broadcast media and reporting was highly favourable.

The proposal to reduce speed limits on some of the region's roads also generated significant coverage. The issue of e-scooter use also featured highly.

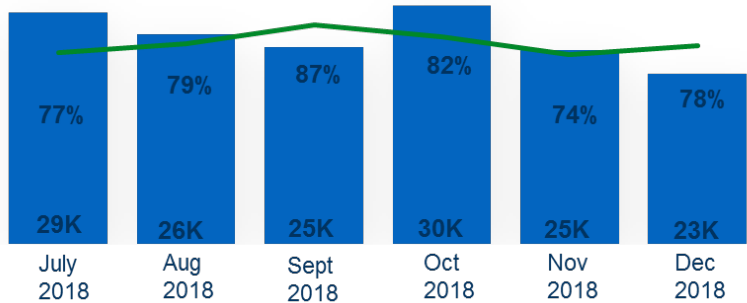


Favourability Breakdown



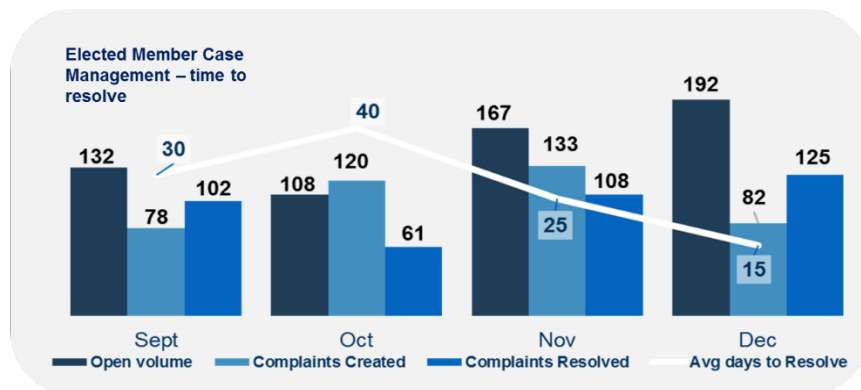
Customer Contact

December's performance was impacted by several external events including power and system outages however remained close to best practice times to answer with 78% of calls answered within 20 seconds.



Following a spike in LGOIMA volumes due to an identified issue with case logging all cases are now within statutory deadlines.

Changes to processes and ways of working has also delivered strong result in mailbox management across Elected Members, 2nd level complaints and customer emails to the CEO with all emails being responded to within 4 days. Additionally the average time to resolve Elected Members cases has reduced from 40 days in October to 15 Days in December



Campaigns and Promotions

Harbourmaster

The Harbourmaster has been conducting daily bylaw compliance patrols of the regions waters over the busy summer boating season. Some of the work has been in association with Maritime NZ as part of their national “No Excuses” campaign. [One News](#) accompanied a patrol for a 6 o'clock news.

Compliance has been noticeably better than previous years especially when it comes to the carriage of Personal Floatation Devices (PFDs – Lifejackets). Since 1 December the Harbourmaster has issued only nine infringements for vessels carrying insufficient PFD's. A big increase in compliance has been noticed on the Manukau Harbour (traditionally a relatively poor compliance area), with no infringements issued in relation to PFDs.

Speeding remains an issue region wide but again there has been better compliance than previous years. Since Christmas there has been a huge improvement in speed compliance from the ferries within the inner Waitemata Harbour after the Harbourmaster raised his concerns with senior management. The Harbourmaster team has obtained a 6 meter long inflatable buoy that is being anchored in speeding hotspots to reinforce speed limits.



The Auckland Bike Challenge

The fourth annual Auckland Bike Challenge takes place this month. The challenge aims to:

- Increase cycling frequency, rather than distance - to make regular bike rides of at least 10 minutes
- Increase the number of people riding for transport trips – with a focus on commuter trips
- Increase the number of new riders.

Spot prizes during the month are used to motivate participants and encourage healthy competition amongst workplaces, teams, offices and peers. This year we have Variety – the children's charity on board. Every \$250 raised will result in a brand new bike and helmet being given to a kid in need.

The target is to get 450 organisations, 4,500 people, and 800 new riders participating in the challenge. Media includes; posters and postcards on buses, trains and ferries, and within participating businesses, online/digital and social media.



AT HOP Back to School

The AT HOP 'Back to School' campaign will be in market to 3 March. The objective of this campaign is to make parents aware of the significant savings that they can make on their child's school travel. They also need to be walked through the process they need to follow to buy and register their child's AT HOP card, to load a child concession and receive the discount.

AT is delivering an integrated media campaign to target parents mainly in South and West Auckland where the uptake of AT HOP cards with children is lower compared to other parts of Auckland. We are also working with the Travelwise team to involve the schools and pass the message to the parents via school newsletters and notice boards.

A Day in the Life of Auckland Transport

This year AT sponsored the *NIWA Auckland City and South and Eastern Science and Technology Fairs*. This event celebrates innovation and ingenuity and is open to intermediate and college students from across the region. AT sponsored the technology category and focused on entries that

had either a road safety feature or an innovation that promoted active and sustainable transport. AT offered an experience-based prize: ***A Day in the Life of Auckland Transport***, which provided an opportunity for the winners to experience first-hand how AT keeps the city moving.

This year there were five winners and four took part in the day. Their winning entries investigated topics such as pedestrian crossing bollards, whether wheel size determines bike speed, and the benefits of actively dynamic speed bumps on the speed and flow of traffic. The winners travelled across the city using different modes of transport. They visited the Wiri Train Depot, ATOC Smales, AT Customer Central and Parking Compliance. The students found it an inspiring and unique experience.



EDM & Database Marketing

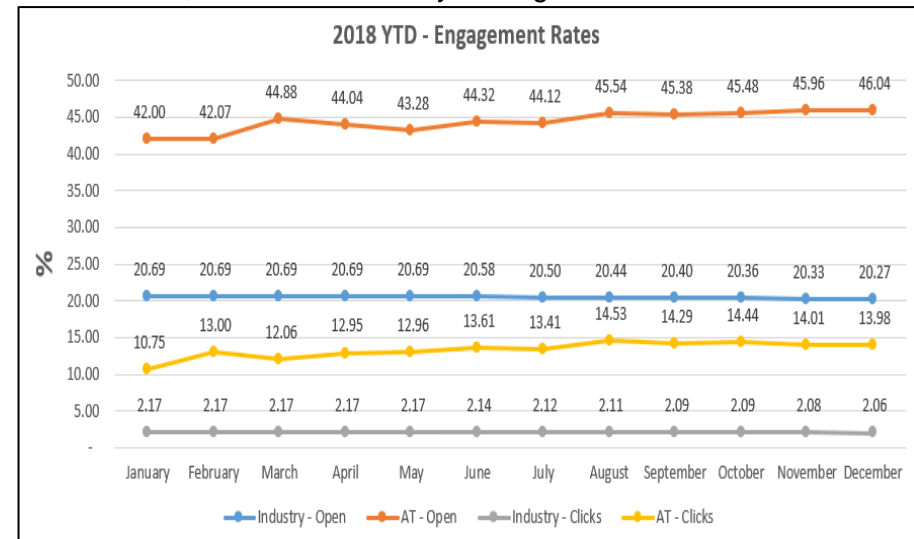
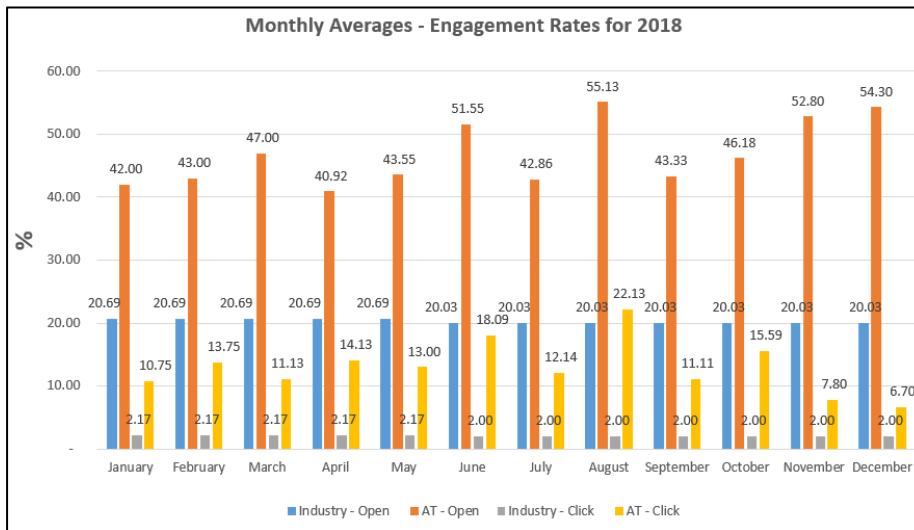
(Date range: 21 November – 20 December)

The total number of EDMs sent in 2018 was **158**. Average Open Rate for Auckland Transport in 2018 was **46.04%** and the average Click Rate **13.98%**.

The measured average for the industry in 2018 was **20.27%** Open Rate and **2.06%** Click Rate.

The month of **December** AT sent **6** EDMs. This included communications about: AT HOP, AMETI Eastern Busway, Travelwise Choices and Cycling.

Our Open Rate average for **December** was **54.30%** and the average Click Rate **6.70%**, well above industry averages.



Face to Face Channels

Auckland Transport



14/01/19 - 21/01/19



The pilot of using happy / not happy machines to measure customer satisfaction was moved to different sites for the Christmas period including Downtown Ferry Terminal (DTFT) to capture tourist feedback.

There was a slight dip in satisfaction which is being monitored as both DTFT and Manukau share facilities with Fullers and Intercity Buses and are showing disproportionate dissatisfaction to other locations.

Safety

The Accelerated Road Safety Infrastructure Programme for 2018/2019, including Speed Management, continued to be a focus.

Planning and engagement included several activities focused on the road safety challenge:

- Trafinz 2018 took place in Wellington. The conference theme was 'Prioritising for People'. Auckland Transport presenters included CEO Shane Ellison (The Auckland Safe System, what AT is doing), Andrew Bell (Vision Zero road safety case for Auckland – an evidence-based, values-driven approach), Rachel Elisaia-Hopa (Te Ara Haepapa), Melissa Napier (Travelwise), Ping Sim (Turning the waka around: The story of Auckland Transport setting off for Vision Zero)
- The Tamaki Makaurau Road Safety Governance and Leadership Groups met in December, focused on aligning the national Safe Networks Programme with the Auckland Transport Road Safety Programme Business Case, communication plans around the Speed Management bylaw consultation, exploring strategic opportunities for road safety action plans and rolling out Safe System training
- The Safe Speeds Programme was reviewed by the AT Board who approved the consultation of the bylaw that will set new speed limits on many roads in Auckland. Work will commence on engaging with the public and the formal consultation of the bylaw is programmed to commence at the end of February
- The Walking Strategic Business Case, led by the Walking, Cycling & Safety team has been completed. The NZ Transport Agency, AT and Auckland Council have provided inputs into the business case. A one-page infographic summary of the business case will be completed early 2019
- A Road Safety Champions workshop was held for AT staff who are committed to advocating for road safety in their roles and departments
- A road safety presentation was made to the AT Operators forum inviting a partnership approach to road safety, particularly on bus services
- Bryan Sherritt met with NZ Police Waitemata District Commander Naila Hassan, Tamaki Makaurau Road Policing Lead, to discuss Strategic linkages, Tasking and Co-ordination of Road Policing activities with AT, and invited her to join the Tamaki Makaurau Road Safety Governance Group. The next Tamaki Makaurau Governance Group meeting is scheduled for 13 February, where the strategic linkages will be discussed further with other key partner organisations (NZTA, Auckland Council, ADHB, MoT and ACC).

Campaigns and Promotions

Back to School

In Auckland during 2013 – 2017, there were 741 death and serious injury (DSI) speed related crashes. Between 2015 - 2017 no child died whilst walking to or from school. However, over the past 5 years, (2013-2017) serious injuries sustained by school-aged children walking to or from school have been high and rising. A total of 83 children were seriously injured in this period, where 71% (59) happened between 3 – 6pm.

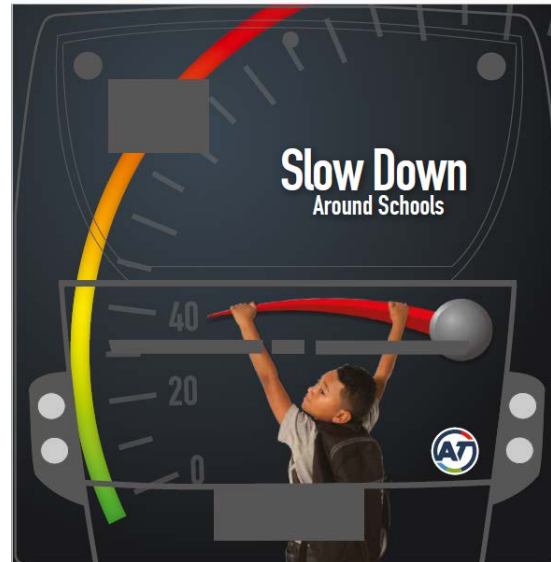
At the start of each school term, Auckland Transport delivers a 'slow down around schools' campaign. Safety around schools is paramount, especially in the morning and afternoon, as the issue of speed is an ongoing problem.

The campaign consists of bus backs and adshels in all areas, Facebook posts and radio ads featuring primary school aged children. The target audience is all motorists across the Auckland region, particularly those who driving past schools and parents who drive children to/from school.

The purpose of this campaign is to remind motorists to slow down to 40km around schools to keep children safe.

Driver Distraction

The number of distracted drivers is increasing with more people using smart phones while driving, in car entertainment/electronics, as well as other distractions such as looking at something on the side of the road, eating food, drinking a coffee, chatting to passengers, or by people being emotionally upset.



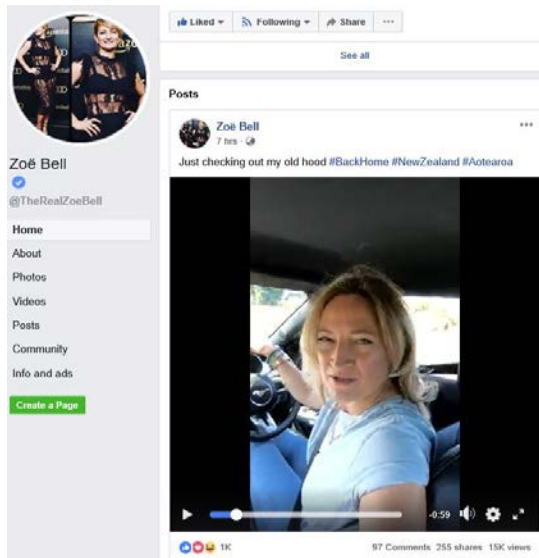
These distractions can cause drivers to take their eyes off the road, their hands off the steering wheel and their minds on something else other than concentrating on driving. A distraction for more than a second can significantly increase the likelihood of a crash or near crash, which can lead to deaths, as well as serious life-threatening injuries.

Auckland Transport has created a campaign video with well-known Kiwi actress Zoë Bell, who has performed stunts in Hollywood movies such as; Kill Bill, Thor Ragnarok and Iron Man and was a stunt double for Lucy Lawless in New Zealand's Xena: Warrior Princess. Zoe highlights in the video that Driver Distractions are dangerous, even for her. **"No one is invincible. Don't drive distracted."**

This campaign message emphasises the need for constant attention behind the wheel, to avoid deaths and serious injuries.

In the Auckland region between 2013-2017, there were *236 serious injuries to drivers who had their attention diverted, as well as 23 deaths.

Our target audience for this campaign is all Aucklanders aged 18-54 years. There is a potential audience size of 1.1M within the digital space:



- Facebook/Instagram reach = 783,000 (71% of our total audience)
- YouTube reach = 522,000 (47% of our total audience)

The Channels include Facebook, YouTube, Instagram, Twitter and Val Morgan Cinema advertising. Additional media included an interview on Newshub and a radio with the Edge. For more information see <https://at.govt.nz/driving-parking/road-safety/distractions/>

* *Transport Agency Crash Analysis System (CAS) Data*

Red Light Running

Auckland Transport (AT) launched an eight-week regional awareness campaign for Red Light running (RLR) from the 4 February. The main message is 'Red means stop, No exceptions.' Meaning that drivers should always stop at red traffic lights – no matter what.

In Auckland between 2013 and 2017, running red lights at signalised intersections resulted in the deaths of 7 people with 93 people being seriously injured*.

AT is substantially increasing investment in safety and have a target of reducing death and serious injuries by 60% over the next ten years. This investment, including additional safety cameras will improve high-risk routes and intersections, creating a more forgiving and safe road network.

This also ties in with the new memorandum of understanding (MoU) recently signed between AT and the NZ Police for the ongoing enforcement of Auckland's red-light safety cameras at high risk intersections. Radio, digital ads and bus backs are being used (as per image)

The key objectives of the campaign are:

- To raise awareness around the dangers of running red lights and change behaviour to help reduce the number of deaths and serious injury (DSI) crashes at signalised intersections across the Auckland region
- To encourage motorists to stop completely at red traffic lights. This includes stopping at amber when it is safe to do so
- To increase driver awareness regarding the serious consequences of RLR crashes and that drivers should always stop at red lights.
- For drivers to adopt positive behaviour strategies relating to intersection safety. 'Red means stop. No exceptions.'
- The overall objective is to help contribute to the annual 2.6% reduction in total death and serious injuries on the Auckland local network.



Engineering Updates

- Minor Improvements: Of the 47 projects planned for delivery in this financial year, nine have been constructed. 30 projects are planned for delivery in Q3 with a further eight projects planned for delivery in Q4. This programme is currently on track to complete this financial year.
- High Risk Urban: Of the 94 projects planned for delivery this financial year, 10 projects are constructed. 68 projects are planned for delivery in Q3 with a further 16 projects are planned for delivery in Q4. This programme is currently on track to complete this financial year.

- High Risk Rural: Of the 167 projects planned for delivery in this financial year, one has been completed. 126 projects are planned for delivery in Q3 with a further 40 projects are planned for delivery in Q4. This programme is currently on track to complete this financial year.
- Safer Communities: Final designs for all 27 projects in this programme are planned to commence in mid-April with an expected completion date of 30 June.
- Red Light Cameras: The programme plans to commission cameras at eight high risk intersections. The programme is presently progressing through the Site Design phase. The eight cameras are currently on track to be installed and operational by the end of June.

DSI Update

During the month of November 2018 there were four deaths recorded on AT roads, the same number as in November 2017.

Two drivers were killed in separate incidents: an 87-year-old female driver was killed in Rodney when the car left the road in a 60km/hr speed zone and rolled after mounting the footpath; and a 17-year-old female driver was killed after a head on collision with another car in Papakura in a 100km/hr speed zone.

A 41-year-old male was killed in the Waitakere area when his motorcycle left the road in a 50km/hr speed zone.

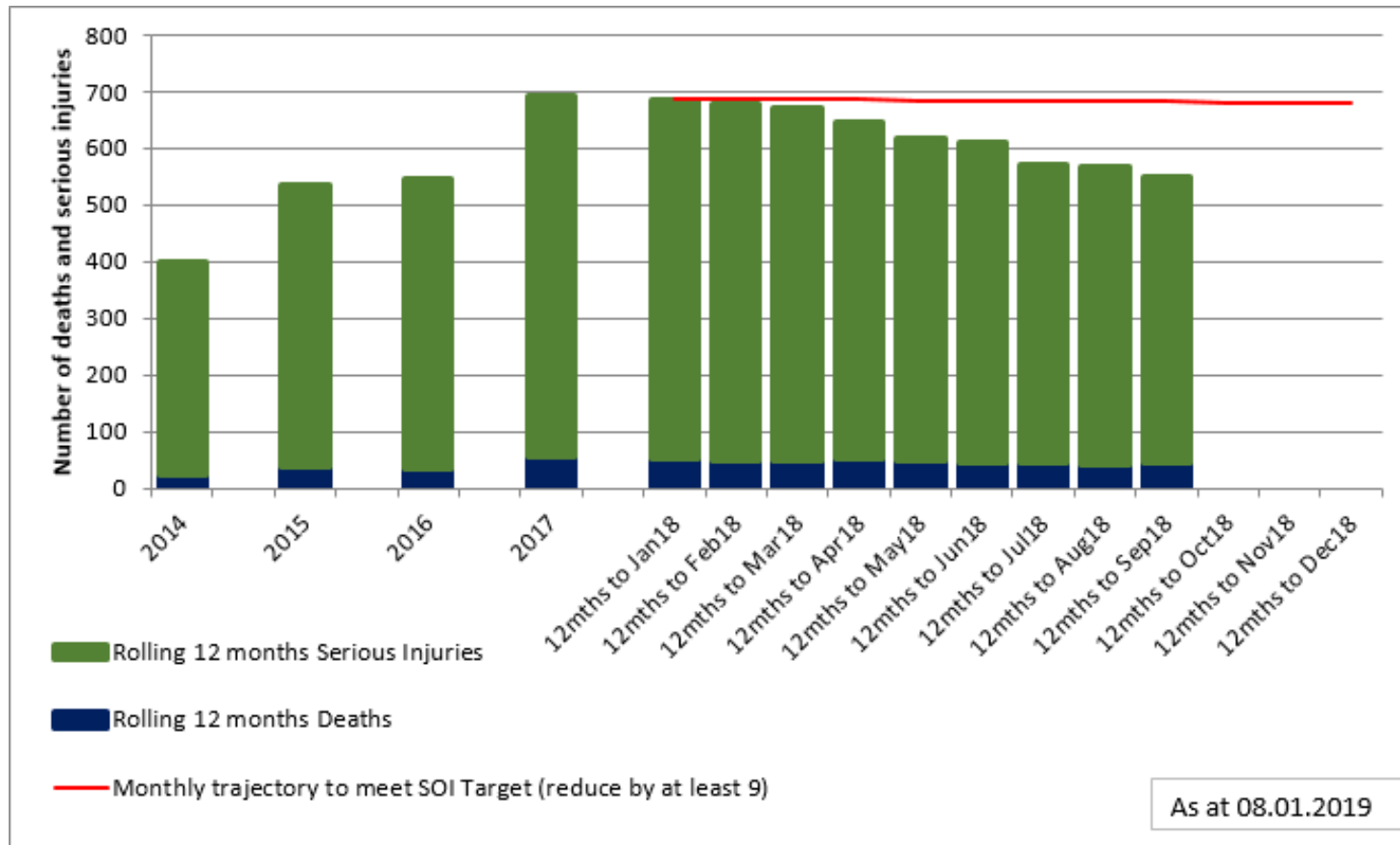
A 38-year-old female was killed after becoming caught under the wheel of a truck and trailer following a conversation with the driver of the truck.

During the month of December 2018 there were four deaths recorded on local roads, one less than in December 2017.

A 15-year-old male was killed when the vehicle he was a passenger in lost control and collided into a concrete power pole in the Waitemata Police District in a 50km/hr speed zone.

In Counties Manukau Police District, two drivers were killed in separate incidents: a 61-year-old male driver was killed when his car left the road and rolled in a 70km/hr speed zone, and a 43-year-old male motorcycle rider was killed after his motorcycle slid into the rear of the vehicle in front in a 100km/hr speed zone. In the Auckland City Police District, an 84-year-old male driver was killed when his vehicle left the road and struck a tree in a 50km/hr speed zone.

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



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

Local Road Death Investigations 2018

AT has initiated 37 road death investigations in 2018. Of these, 13 completed reports have been sent to NZ Police, eight completed reports are within the approvals process, 11 investigations are complete with reports underway, two site visits are booked with NZ Police and three reports are no longer necessary due to being outside of AT's jurisdiction (one medical event, one investigated by Auckland Motorways Alliance, and one site investigation not required as per NZ Police guidance).

Fatal Crash Report (FCR) Number	Date of Crash	Location	Type of Crash	Status	Days Since the Fatal Crash Occurred
2018FCR001	05/01/2018	Whitford Road, Howick	Vehicle vs vehicle	Report complete	Closed
2018FCR002	13/02/2018	Cape Hill Road, Paerata	Vehicle vs truck	Report complete	Closed
2018FCR003	09/01/2018	Duck Creek Road, Stillwater	Motorbike vs vehicle	Report complete	Closed
2018FCR004	15/03/2018	Hobsonville Road, Hobsonville	Vehicle vs truck	Report complete	Closed
2018FCR005	11/03/2018	East Tamaki Road, Otara	Wheelchair vs vehicle	Report complete	Closed
2018FCR006	26/03/2018	Cavendish Drive, Manukau	Motorbike vs truck	Report complete	Closed
2018FCR007	29/03/2018	Idlewild Avenue, Mangere	Pedestrian vs vehicle	Report complete	Closed
2018FCR008	12/04/2018	Oteha Valley Road, Albany	Pedestrian vs vehicle	Report complete	Closed
2018FCR009	14/04/2018	Puhinui Road, Papatoetoe	Pedestrian x 2 vs bus	Report complete	Closed
2018FCR010	23/04/2018	Central Park Drive, Henderson	Vehicle vs vehicle	Report complete	Closed
2018FCR011	25/04/2018	Dairy Flat Highway, Dairy Flat	Motorbike vs fence	Report complete	Closed
2018FCR012	25/04/2018	McEntee Road, Waitakere	Medical episode	No site visit required	Closed
2018FCR013	10/05/2018	Forrest Hill Road, Forrest Hill	Pedestrian vs vehicle	Report complete	Closed
2018FCR014	12/05/2018	Te Irirangi Drive, Manukau	Vehicle vs vehicle	Report complete	Closed
2018FCR015	18/05/2018	Robertson Road, Mangere	Pedestrian vs vehicle	Investigation complete and report underway	241 days
2018FCR016	18/05/2018	Oteha Valley Road, Albany	Cyclist vs vehicle	Site visit complete, report being completed by AMA	Closed
2018FCR017	28/05/2018	Great North Road, New Lynn	Pedestrian vs vehicle	Report complete	Closed
2018FCR018	23/06/2018	Coatesville-Riverhead Highway	Motorcyclist vs truck	Investigation complete and report underway	205 days

Fatal Crash Report (FCR) Number	Date of Crash	Location	Type of Crash	Status	Days Since the Fatal Crash Occurred
2018FCR019	28/06/2018	St Lukes Road, St Lukes	Pedestrian vs truck	Report complete.	Closed
2018FCR020	07/07/2018	Edmonton Road, Henderson	Cyclist vs vehicle	Report complete.	Closed
2018FCR021	07/07/2018	Casuarina Road, Howick	Pedestrian vs vehicle	Report complete. Review and approval underway.	191 days
2018FCR022	16/07/2018	Waiuku Road, Pukekohe	Vehicle vs truck	Investigation complete and report underway	182 days
2018FCR023	17/07/2018	Te Atatu Road, Te Atatu South	Pedestrian vs vehicle	Report complete. Review and approval underway.	181 days
2018FCR024	20/07/2018	Pakuranga Road, Pakuranga	Vehicle vs building	Report complete.	Closed
2018FCR025	31/07/2018	Mangawhai Road, Te Hana	Vehicle vs ditch	Investigation complete and report underway	167 days
2018FCR026	13/08/2018	Kingseat Road, Kingseat	Vehicle vs vehicle	Investigation complete and report underway	154 days
2018FCR027	16/08/2018	Great North Road, Grey Lynn	Pedestrian vs vehicle	Report complete. Review and approval underway.	151 days
2018FCR028	02/09/2018	Rowandale Avenue, Manurewa	Pedestrian vs vehicle	Report complete.	Closed
2018FCR029	11/09/2018	Waitakere Road, Taupaki	Vehicle vs vehicle	Investigation complete and report underway	125 days
2018FCR030	15/09/2018	Popes Road, Takanini	Pedestrian vs vehicle	Investigation complete and report underway	121 days
2018FCR031	06/10/2018	Parrs Cross Road, Sunnyvale	Vehicle vs tree	Investigation complete and report underway	100 days
2018FCR032	21/10/2018	Great South Road/Rata Vine Drive, Manukau	Car vs car vs pole	Investigation complete and report underway	85 days
2018FCR033	09/11/2018	Waiuku Road, Franklin	Car vs car	Investigation complete and report underway	66 days
2018FCR034	17/11/2018	Henderson Valley Road	Motorbike vs fence	Investigation complete and report underway	58 days
2018FCR035	22/11/2018	Whangaripo Valley Road	Pedestrian vs truck	Police have confirmed AT investigation not required	Closed

Fatal Crash Report (FCR) Number	Date of Crash	Location	Type of Crash	Status	Days Since the Fatal Crash Occurred
2018FCR036	30/11/2018	Whangaparaoa Road	Car (rolled) vs car	Site visit booking process underway	45 days
2018FCR037	07/12/2018	Kingseat Road	Car vs letterbox	Site visit booking process underway	38 days
2018FCR038	14/12/2018	Great South Road	Motor bike (slid) vs Car	Site Booking Process underway.	46
2018FCR039	20/12/2018	Godley Road	Vehicle vs concrete power-pole	Site Booking Process underway.	40
2018FCR041	30/12/2018	Tamaki Drive	Vehicle vs Tree	Site Booking Process underway.	30

Education Activities

Child Restraint Checking Clinics

AT in partnership with Plunket have supported child restraints checking clinics held in the Auckland region: Takanini, Mount Roskill, Glenfield and Massey. These clinics give parents/guardians the opportunity to bring their vehicles and car seats to be checked by certified child restraints technicians. Over 250 parents engaged with the clinics and a total of 277 seats were checked of which 183 (66%) of seats had fitting faults.



V8s–Drive Drink Free

Alcohol related road deaths and serious injuries increased by 83% from 101 in 2016 to 185 in 2017, after a relatively stable four year period. AT, in partnership with the NZ Police and NZ Fire Services, attended the annual V8s Supercars motor racing event in Pukekohe. This event was an opportunity for AT staff to promote the road safety message ‘drive drink free’ to over 800 people.

SaFE update

In January, Transport Officers were deployed on Ferries and North Shore Busses. Transport Officers report many positive comments from the general public and passengers.

This was a great opportunity for Transport Officers to inform members of the public on what their roles included, to offer Customer Service and educate passengers on Auckland Transport's vision for the future.

Month	Services covered	Inspections	Warnings	Infringements issued	Customer Interactions	*Fare evasion %
December18	2108	161,214	1089	391	63,561	1.41
November18	3409	259,877	1685	591	62,050	1.40
October18	2719	244,044	1790	368	58,972	1.18

*Rail only

Walking & Cycling

Auckland Cycle Maps on AT Website

An Auckland Cycle Network Map intended for public use on the AT website has been soft launched and is undergoing User Testing by cycle advocacy groups outside AT. Feedback so far has been very positive from users and the Cycling team.

Promotions

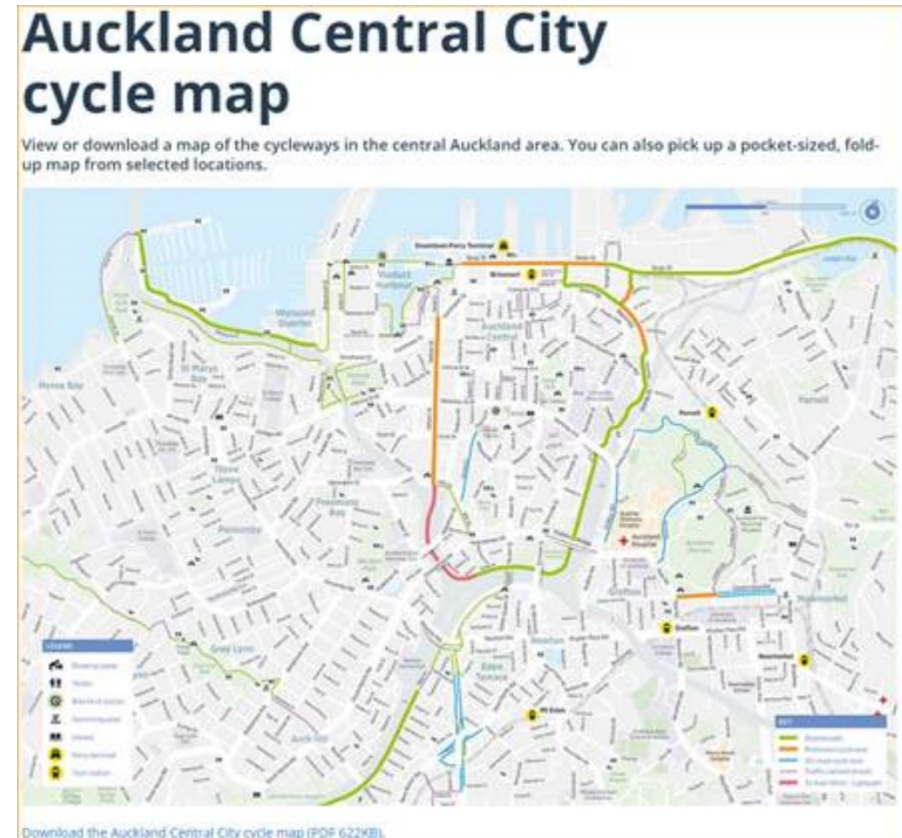
Thirteen community events were held in this reporting period.

The Lightpath Festival with Bike Auckland celebrated the anniversary of the opening of Te Ara I Whiti. There was an excellent turnout of hundreds of people on bikes and people on foot.

AT also ran 16 training courses throughout including:

- Four Kids Learn 2 Ride courses
- Six Adult Cycle Training drop-in sessions (for beginner bike training)
- Four Urban Bike Skills Courses (for on-road cycle training)
- A refugee introduction to cycling course

The Community Bike Fund has been created to assist local groups to deliver cycling projects and events that support more people to ride bikes more often. This is the second year the grant has been offered and AT are now processing the third round of applications, with 17 received.



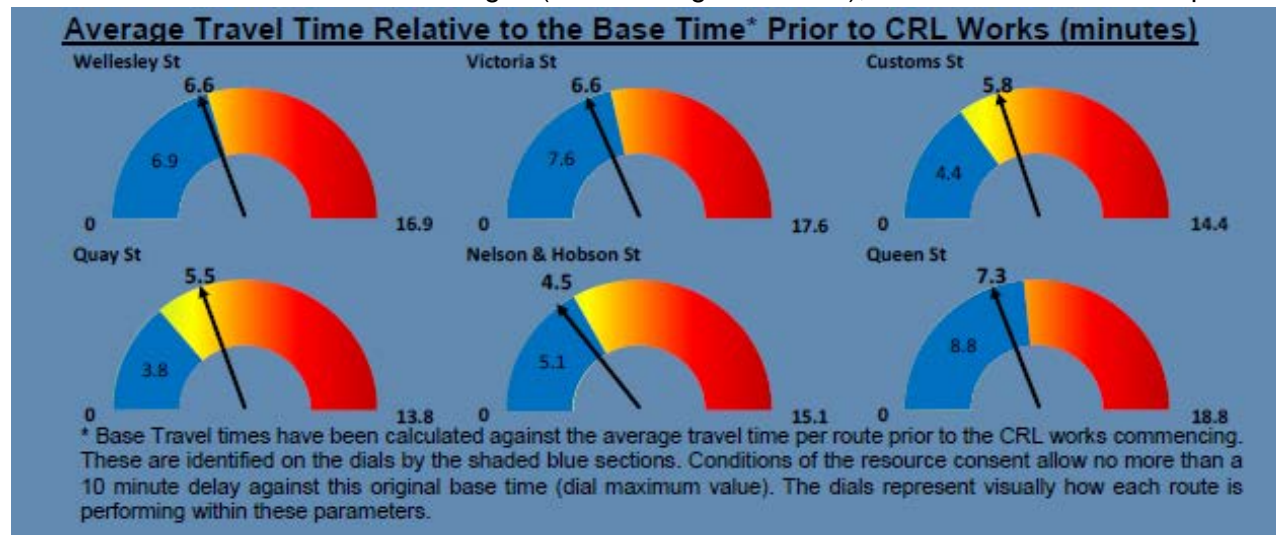
Network Performance

City Centre Network Operations Update

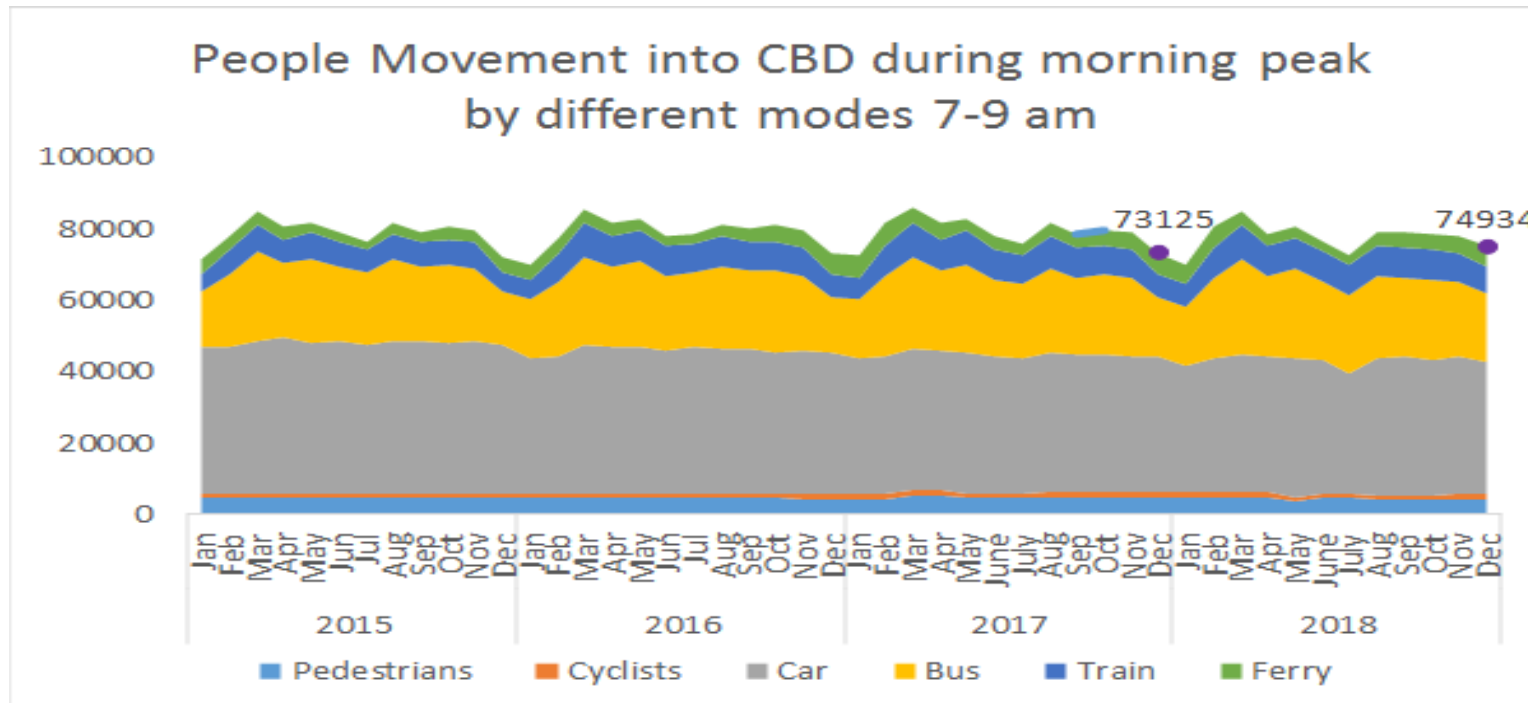
City Centre Network Operations (CCNO) have been working closely with the Downtown Project Team for the service relocation works on Quay Street. During the Christmas break, Quay Street was temporarily closed with local access maintained and Lower Albert Street was closed. Lower Albert Street was re-opened on 13 January. The long-term temporary traffic management layout will be installed over the month of January and will be in place 24/7. CCNO have been monitoring this site closely and adjusting the signal phases accordingly.

Utility connections took place on Nelson Street between Wellesley and Victoria Street for New Zealand International Conference Centre (NZICC) for the installation of a Watercare pipe. These works were completed on 13 January with Nelson Street lane capacity returning to normal.

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



It is estimated that on average **74,934** people travelled into the City Centre during the morning peak period (7-9am) in December 2018. The number of people entering the city centre continues to be comparable to last year



Project Updates

Greenfield Growth/Supporting Growth

The indicative business cases for the preferred network for the future urban geographic areas being North, Warkworth, North West and South are programmed to be presented to Auckland Transport, New Zealand Transport Agency and Auckland Council in early 2019. Subject to approval of the the transport networks, the business cases and route protection will be progressed.

Airport to Botany Rapid Transit

The Southwest Gateway Programme and Airport to Botany Rapid Transit project was open to public consultation during November and December 2018. Nine community open days were held across south and east Auckland and feedback was also received via websites. Approximately 850 people were spoken with and about 500 written comments recorded. Key themes captured in the engagement feedback included: safety, connectivity and integration of projects with other infrastructure (current and proposed future) in southeast and southwest Auckland, and growth and development. There was in general strong support for the project.

Takanini Station

The New Zealand Transport Agency approved funding for the 291-space car park at Takanini Station at the end of December 2018. The physical works contract has been awarded to Dempsey Wood.

Design and Construction Update

Project Name	Dec/Jan Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholders	Consent	Property
Public Transport												
Eastern Busway 1 (Panmure to Pakuranga)		Main construction contract awarded to Fulton Hogan Ltd, contract signing ceremony completed. The Panmure Busway Bridge and Mahi Toi artistry designs are ongoing. Stage 2 demolition works are ongoing and archaeological investigations are complete at Mokoia Pa with reporting to commence; EB1 construction is due to commence on site in April 2019. Travel Demand management physical work on Pakuranga Road is planned for early 2019, travel planning with local schools and businesses is continuing.	Design	97%	100%	-3%						
Eastern Busway 2/3 (Pakuranga to Botany including Bus Station and Flyover)		The Specimen and Preliminary Designs are with AT for full review. Stage cost estimates are complete and a peer review is nearing completion. Cost estimates currently significantly above budget - peer review and value engineering underway. Public consultation and general community engagement is ongoing.	Investigation	35%	43%	-8%						
Eastern Busway 4 (Botany Interchange)		The Single Stage Business Case process has commenced and refinement of the long list of options to a short list has been completed. This project is expected to be moved from Planning and Investment to the AMETI team.	Investigation	5%	5%	0%						
Sylvia Park		Planning and Investment to reconfirm the indicative business case prior to project delivery re-commencing. Currently in review.	Investigation	75%	100%	-25%						

Project Name	Dec/Jan Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholders	Consent	Property
Downtown Programme Quay St Enhancement		<p>The Quay St Enhancement project has completed a Preliminary Design which has been approved by the Project Design Approval Group. A presentation for Gateway approval is being drafted in preparation for sign off.</p> <p>The resource consent lodgement has been delayed following feedback from key stakeholders on the right hand turn into Queens Wharf. The project team are working closely with the stakeholders to resolve the concerns and lodgement of the resource consent is now anticipated to occur at the end of January. This delay is not expected to materially impact the programme.</p>	Design	53%	53%	0%						
Downtown Programme Britomart East Bus Interchange		<p>With a view to ensuring a robust preferred option for the Britomart East Bus Interchange is selected and to mitigate negative stakeholder response, the approach to determining the long list of bus interchange options is being refreshed.</p> <p>To achieve a collaborative design outcome, engagement with key stakeholders is being undertaken throughout the option selection process, this aligns with the Downtown Infrastructure Development strategy.</p> <p>Whilst the project is behind the scheduled programme it is not anticipated that this will materially impact the construction timeline.</p>	Design	0%	20%	-20%						
Downtown Programme Galway St Enhancement		<p>Detailed design is well underway and expected to be completed in early February 2019. This has been delayed due to the slow progression of the service investigations. Contamination testing will be conducted during the service investigations, this will determine if a contamination consent is required.</p> <p>Due to the construction of Hotel Britomart, construction of Galway St will not commence until July 2019.</p> <p>The team is currently undergoing a value engineering process to ensure the design aligns with the budget.</p>	Design	43%	36%	+7%						

Project Name	Dec/Jan Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholders	Consent	Property
Downtown Programme Quay St Strengthening		Resource Consent Hearings were held on 3 and 4 December for the Queens Wharf to Marsden Wharf zone. The Hearing Judge noted the proactive engagement with stakeholders undertaken and the positive impact this had on the overall process. A decision is expected early February 2019. The design options for Queens to Marsden have been refined using additional information obtained from additional borehole logging. The option of 1200 diameter piles without anchors has been chosen. In addition, the approval of a departure from the NZTA lateral deflection limits has reduced the number of piles by 25% and a saving of two months on programme.	Design	59%	72%	-13%						
Downtown Programme Ferry Basin Redevelopment, Stage 1		The design pricing pack was delivered as scheduled on 3 December 2018 allowing the parallel pricing process to begin. Submissions for the publicly notified consent closed on 14 December 2018. Following an initial review of the submissions received the team do not expect any roadblocks to the programme. A full assessment of the submissions will be undertaken in preparation for the Hearing. The 3910 enabling works contract, with relevant Separable Portions for procurement of long-lead items (Pontoons, Gangways, Piles, Cloud Doors), has been established. The proposed design is currently being valued engineered, to ensure that design requirements are being met and that the proposed works are within budget. Work continues on completing the NZTA Business Case for funding. It is noted that feedback from NZTA on the overall programme strategic business case and the Ferry Basin business case indicates some challenges with the economics and benefits, These concerns are being worked through.	Design	46%	53%	-7%						
Downtown Programme Lower Albert Bus Interchange		A preliminary design was approved by the Project Design Approval Group on 18 December 2018. A Gateway presentation will allow progression to the Detailed Design stage. The team is working with the funding team and finalising the documentation required to obtain funding from the NZTA.	Design	57%	54%	+3%						

Project Name	Dec/Jan Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholders	Consent	Property
Downtown Programme Mooring Dolphin	Green	The project team has completed the developed design for the two dolphins while issues regarding the public access portion of the walkway and gates need to be resolved through the resource consent process (managed by Panuku), a significant number of submissions have been made in opposition to the project and meetings are being held with stakeholder groups to address their concerns. It is anticipated that if the resource is granted appeals will be lodged hence the amber rating.	Design	74%	83%	-9%	Green	Green	Green	Green	Amber	Green
Downtown Programme Downtown Public Space	Green	There has been a delay in submitting the Resource Consent which was scheduled to occur prior to Christmas 2018. This is primarily due to a potential change in scope which may result in the replacement of the deck and pile structure under the western heritage ferry shelter. The Resource Consent is expected to be submitted by 8 February, this delay is not expected to materially impact the construction timeline.	Design	46%	46%	0	Green	Amber	Amber	Green	Amber	Green
FN32 East West Bus Corridor	Amber	Part of this project has been constructed with the remainder being rolled out in stages which are still in design. Design for the Church Street/Meadow Street/Mt Wellington Highway cycleways and transit lanes is proceeding. The local board to be consulted on the removal of some parking on Church Street. The FN32 Stage 3 works on Massey Road will be delivered through the Integrated Corridor Delivery Programme. Discussions with Watercare to reach a legal agreement for AT works on the Church Street/Meadow Street footbridge have so far been unable to reach a consensus leading to potential impacts on milestones.	Construction	60%	90%	-30%	Green	Green	Amber	Green	Amber	Green
Northern Busway Extension Stations (Rosedale and Constellation)	Green	Detailed design of the Constellation Bus Station, Alexandra underpass is complete. Design of Rosedale Bus Station is 85 per cent complete. SH1 bridge replacement design is in progress. The review of the cost estimate for Constellation Bus Station, Rosedale Bus Station and Alexandra underpass to start in March. NoR and resource consents for Rosedale Bus Station is planned for lodgement in April 2019.	Design	90%	90%	0%	Green	Green	Green	Green	Green	Green

Project Name	Dec/Jan Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholders	Consent	Property
Northcote safe route scheme W&C Stage 1		<p>Construction of Civil works is largely complete with only minor defects works to be rectified.</p> <p>Construction of the two shared pedestrian/cycle overbridges over State Highway 1 alongside Northcote Road is currently planned for February 2019 but this is dependent on AT Capital Programme Control Group approving progression following consideration of the programme priority list. Additional budget of \$3 million is also required based on the cost estimate for the bridge works. This will be resolved after tenders are closed and prices are known.</p>	Construction	98%	100%	-2%						
Puhinui Interchange (Early Deliverable)		<p>Works are currently progressing through the preliminary design stage. This stage is due for approval by end of February 2019 and then developed design will commence. An ECI tender has been issued and due for award in March 2019.</p> <p>The current cost estimate is above the RLTP figure and the programme for opening by December 2020 is challenging with many variables and uncertainties. Discussion with PCG has been positive and options exist to manage this</p> <p>NZTA funding for the pre-implementation stages has been agreed with conditions. The project team are working with these and a strategy for the construction funding request.</p> <p>The consenting strategy is based on a non-notified resource consent. Works are progressing well with submission planned in March/April 2019.</p>	Design	25%	25%	0%						

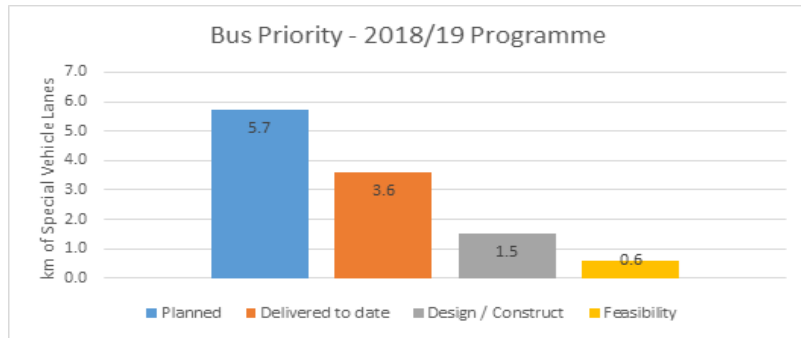
Project Name	Dec/Jan Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholders	Consent	Property
Parnell Train Station		Carlaw Park access way and the extended rail platform with permanent stairs and ramps have been completed and opened for public use. Closeout documents are being collated. Remaining works include the installation of the ticket gates. Contract discussions are continuing for the fabrication and installation of the gate shelters. This is expected to be agreed by February 2019. Ticket gates are currently in storage. AT are awaiting a further update from Summerset Homes in regard to their plans for the site adjacent to the rail station and the impact on the access to the station. Summerset indicate that they still envision a re-alignment of our access road and a new platform to platform connection.	Construction	95%	100%	-5%						
Pukekohe Bus-Rail Station Upgrade		Project close out of the bus station is ongoing. Design for road boundary and minor parking in front of 99 Manukau Road is ongoing and has been delayed slightly following the discovery of un-recorded services. The depth is being verified to help understand any impact on proposed design.	Construction	99%	100%	-1%						
Rail Pedestrian Crossing Separation Phase 1A		All sites on the Western Line Pedestrian Gating Programme (Phase 1A) have been completed and commissioned. These works have now been formally handed back to KiwiRail for maintenance.	Construction	100%	100%	0%						
Rail Pedestrian Crossing Separation Phase 1B		Physical works for Phase 1B on the Western Line (St Georges, St Judes, Chalmers and Portage Road) started in December and St Judes Crossing has already been commissioned. Phase 1B planned to be completed mid April 2019. Delay in issuing of contract award for St Georges and Portage Road has resulted in a delay. Project team is working to recover time.	Construction	25%	30%	-5%						
Rail Pedestrian Crossing Separation Phase 2		Phase 2 procurement for construction is progressing, however slightly behind schedule. Project team working to ensure construction is completed by end of FY18/19.	Design	98%	100%	-2%						

Project Name	Dec/Jan Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholders	Consent	Property
Takanini and Te Mahia Station Upgrades		Takanini Station platform edge renewal was completed successfully during the Christmas Block of Line. Minor snags are being closed out at both stations. Te Mahia has approved Local Board funding to tidy up adjacent property to improve access for passengers.	Construction	99%	100%	-1%						
Roading												
Lincoln Road - Corridor Improvements		The detailed design and property acquisitions are progressing as planned. The detailed design work carried out to date has confirmed that implementation of the NOR approved road cross-section will significantly impact on private land outside of the approved designation footprint and could impact timeframes and costs. A project review is now underway to identify options to address the issues.	Design	10%	22%	-12%						
Franklin Road		The Christmas Lighting event went well. Construction works for the section from Victoria Street to Wellington Street (Phase1) recommenced 7 January 2019 . Northpower has started installing catenary lighting from 14 January 2019. All the businesses and local residents have been updated in advance about the proposed works and will continue to get the regular updates regarding construction programme.	Construction	47%	47%	0%						
Matakana Link Road		The submission period for the public notification of the Notice of Requirement for the proposed road is now closed. The hearing is proposed by Council at the end of March 2019. The detailed design has included a value engineering exercise. Work is underway to consider scope changes proposed by the Local Board and community groups to future-proof four lanes on MLR within the current budget approvals. The reworks have caused delays and there is a risk that the project may not be delivered by the opening of Puhoi to Warkworth.	Design	7%	15%	-8%						

Project Name	Dec/Jan Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholders	Consent	Property
Drury South Spine Road Development		The bulk earthworks and major drainage works are now 95% complete, with monitoring of the fill settlement still ongoing. The physical works construction of the new Spine Road has focussed on the new roundabout at the Ramarama motorway interchange which will be completed by the end of February 2019. The construction of the section of the Spine Rd heading north from the roundabout started in mid October 2018. Overall project completion is now expected by the end of June 2019.	Construction	60%	70%	-10%						
Wynyard Quarter – WQ Central Package		Construction works continue along Daldy Street. Utility works and rain garden construction works on Daldy Street nearing completion. The tram slab has been poured alongside footpaths in Daldy Street north. Good progress is being made onsite.	Construction	20%	20%	0%						
Wolverton Street Culverts 1 and 2		Debris clearance works are initially complete and ongoing by Healthy Waters. Key partners and suppliers have been appointed. Enabling works underway. Design works for upgrades progressing.	Design	30%	30%	-						
Growth												
Albany, Dairy Flat Highway Improvements		An affordable option has been developed which can be delivered within the approved project budget of \$15.6 million. Additional analysis and geotech investigations will be undertaken to minimise scope and cost risks. The updated option will be presented to AT governance for approval prior to the public consultation.	Investigation	75%	98%	-23%						

Project Name	October	Overall Comments	Current Phase	% Phase Completed	Status (This Period)					
					Zharm	Budget	Milestones	Stakeholders	Consent	Property
Bus Priority for Frequent Network		<p>In addition to the planning for business case and detailed design of 11 Frequent Network Corridor whole of route priority, the following works are underway:</p> <ul style="list-style-type: none"> • Mount Eden Road (Grahame Bred Drive to Roskill Way): This project has been handed over to the Integrated Corridor Delivery Programme for delivery. • Mount Eden Road (Duke Street to Symonds Street): Upgrades to Balmoral Road intersection, bus lane and clearway hours of operation north of Balmoral Road, and bus stop improvements in Mt Eden Village are to be installed during the first half of 2019. Procurement for the physical work is in progress. • Great South Road, Broadway to Greenlane: Southbound bus lane – Completed. • Dominion Road, SH20 to Richardson Road: Southbound bus lane – Construction is now underway and it is due to be completed in April 2019. • Inner Link (Parnell Road): Northbound bus lane, Davies Crescent to St Mary’s Close – contract awarded, construction to commence February to May 2019 • Inner Link (Park Road): To be delivered as part of the Integrated Corridor Delivery Programme. • Pakuranga Road: Eastbound bus lane Glenmore Road to Staniland Street & bus lanes and intersection improvements at Pakuranga Road / Bucklands Beach Road – Construction 95% complete and bus lanes are operational. Only long-life road marks left to complete. • Manukau Station Road: Trial of eastbound bus lane to commence 29 January 2019. The trial will help to determine what impact this change will have to the SH20 off-ramp at Lambie Drive, and to inform the design of the permanent bus priority measures. • Crosstown Routes <ul style="list-style-type: none"> ○ Route 75 and 650 (Crosstown 6): Mandates are currently being finalised to take identified projects to detailed design. ○ Route 66 (Crosstown 7): Mandates are currently being finalised to take identified projects to detailed design. ○ Routes 670 & 68 (Crosstown 8 &9): Mandates are currently being finalised to take identified projects to next stage. 	Various	N/A						

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



Project Name	Dec/Jan Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholders	Consent	Property
LRGF - South (Hingaia)		LRGF projects are progressing well. A new contractor has been appointed to complete the first stage of Hingaia Road widening and signalisation of the Hingaia-Papaka-Kahunui intersection. The second stage of the Hingaia Road widening and signalisation of the Hingaia-Oakland intersection is nearing design completion and is planned for construction in the 2019/2020 construction season. The Great South Road-Park Estate Road intersection signalisation is in the design phase and is planned for construction in the 2019/2020 construction period. The Park Estate Road Walking and Cycling Bridge, (over the Southern Motorway), will be completed in conjunction this NZTA's replacement of the existing Park Estate vehicle bridge.	Design	40%	40%	0%						
LRGF - North (Albany, Medallion Drive Link)		The updated construction cost estimate is higher than the approved budget. Design optimisation is underway to minimise the cost. Resource consent has been lodged. Detailed design is planned for completion by February 2019. Property negotiations are ongoing.	Design	93%	93%	0%						
LRGF - Huapai		An optioneering exercise has confirmed that a modified roundabout layout option for the Station Rd/SH16 intersection is constructible and should be able to be delivered within the approved budget. A business case for design and construction is being prepared to support the NZTA funding application. Consent applications for the Access Road intersection works are being processed by Council. Construction of the Access Road intersection works is planned to start in April 2019.	Design	74%	100%	-26%						
LRGF - North (Albany, Gills Road Link)		The consent application and property negotiations with Council (Parks) are progressing. The Registration of interest process is complete with three shortlisted tenderers. Strategic importance is currently being assessed by Planning and Investment,	Design	99%	99%	0%						

Project Name	Dec/Jan Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholders	Consent	Property
Cycling												
K Road Cycleway/Streetscape		Budget change request for construction phase is with NZTA for endorsement. The tender for construction closed on 15 January. Tender evaluation to be completed in February 2019.	Design	99%	99%	0%						
New Lynn to Avondale Scheme C/Way		Detailed design is complete. Detailed design package has been submitted to Kiwirail for technical review and design approvals for the use of the rail corridor. The enabling physical works were completed during 2018 Christmas Block of Line. The main works are out to tender with intended construction start in March/April 2019. The resource consent application for stage 3 is in progress. The other stage consent applications will be progressively submitted as per the construction phasing programme. Consents - only 1 stage has been consented out of 4 stages, rest are underway, hence risk of delay in consenting. Property - there is a minor property acquisition ideally required at Portage Road for which discussions are underway.	Design	96%	96%	0%						
Glen Innes to Tamaki Drive Scheme C/Way		Section 2 (St Johns Road to Meadowbank Train Station): Public consultation report drafted for issue early 2019. Design being finalised and remaining consents to be lodged early 2019. Section 3 (Orakei Basin boardwalk is being managed by New Zealand Transport Agency): Currently under construction. A replacement balustrade has been selected as a result of public consultation and will be installed by a design-build contractor following completion of the remaining works. Section 4 (Orakei Basin to Tamaki Drive): Draft specimen design and minimum requirements completed. Targeted consultation and consenting to follow early 2019.	Detailed Design and Construction	84%	100%	-16%						
Victoria Street Cycleway (Beaumont to Hobson)		Project team recommended scope change for Victoria Street cycleway and associated budget change to the Project Control Group in October. Following the endorsement from the Project Control Group, the project team presented the recommendations to the Capital Programme Control Group in December and is awaiting their approval to complete detailed design.	Design	90%	92%	-2%						

Project Name	Dec/Jan Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholders	Consent	Property
Westhaven to CBD Cycleway (Nelson Street Phase 3)		Developed design is anticipated to be completed mid 2019. Co-ordination work continues with the Downtown project team around the integration of Lower Hobson Street. Local businesses are concerned about how the works will affect business. There has also been a request for a higher quality facility to be built prior to Americas Cup. This change will go to the Capital Programme Control Group early 2019.	Design	80%	80%	0%						
Tamaki Drive Cycle Route (The Strand to Ngapipi Bridge)		The detailed design for the Tamaki Drive Cycle route is progressing. The design for the Solent Street intersection still needs to be closed out with key stakeholders including Ports of Auckland and National Road Carriers. Funding has been approved both by AT and NZTA for design and construction phases. The resource consent application was lodged in September 2018 and is still being reviewed by Council. Construction is expected to start in early 2019 for the section excluding the Solent Street intersection while negotiations with Ports continues..	Design	80%	80%	0%						
Pt Chev to Herne Bay Cycle Route		A preferred option for Meola Road has been identified.	Design	30%	35%	-5%						
Great North Road Cycle and Bus Priority		This project will now form part of the Great North Road Integrated Corridor Project. The Planning and Investment Project team is leading procurement of professional services for this project as part of the Integrated Corridor Project and the tenders received and the evaluation is proceeding. The project sample designed were included in the tender. A cost scope adjustment and business case update is being prepared for the NZTA funding required..	Design	25%	90%	-65%						
Cycle Links to Glen Innes Train Station		Investigation is underway for the raised cycleway option. A site visit and two workshops have been completed. Quality assessment of existing design and the raised cycleway option is completed. GHD are finalising the design and cost estimates. A PCG meeting has been set up in February to confirm if the raised cycleway needs to be taken through to detail design.	Design	41%	41%	0%						

Project Name	Dec/Jan Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholders	Consent	Property
Herne Bay to Westhaven Cycle Route	Green	Lighting and Arborists assessment scheduled to start in January 2019.	Design	78%	78%	0%	Green	Green	Green	Green	Green	Green
Parnell to Tamaki Cycle Route	Red	The project team used a multi criteria assessment and selected a preferred design option which included urban design expectations from the community. The cost of this option is approximately \$22m against the current budget of \$7.7m. Stakeholder expectations exceed the project scope and include requests such as undergrounding of power lines. The section of The Strand between Gladstone Road and Tamaki Drive will proceed with detailed design from the safety budget.	Investigation	55%	55%	0%	Green	Red	Green	Red	Green	Green
Ian McKinnon Drive Cycle Routes	Green	The work is complete and official project opening was on 30 November 2018. There is additional work to be carried out after pricing is received to construct substandard footpath at northwest corner of Ian McKinnon Drive and Upper Queen Street.	Construction	100%	100%	-1%	Green	Green	Green	Green	Green	Green
Waitemata Safe Routes Scheme	Yellow	Re-engagement with the community and businesses has been completed and the feedback is being analysed. Expected to be completed mid February. Budget review will be required following community feedback and Capital Programme Control Group approval of the project next steps.	Design	38%	38%	0%	Green	Red	Red	Yellow	Green	Green

Planning, Consenting and Acquisition Updates

Lodged Applications

- NoR and Regional Consents for Matakana Link Road
- Resource Consent for Dominion Road Double Decker Veranda Works, Downtown Ferry Basin Redevelopment (Stage 1), Downtown Infrastructure Development Programme end to end utilities, Remuera Road Double Decker Veranda & Tree Works, Huapai SHA – SH16 / Access Road Intersection Upgrade, Ngarewa Drive Seal Extension, Outline Plan of Works for Glenvar Ridge Road, Long Bay
- Resource Consent for Jellicoe/Mountain/Pleasant View Road intersection on AMETI Eastern Busway EB1
- HNZPT (Heritage NZ Pouhere Taonga) Authority application for the Panmure Swivel Span restoration on AMETI Eastern Busway EB1

Public Notifications and Hearings

- NoR and regional consents for Matakana Link Road have been publicly notified. Submissions closed on 29 November 2018. Hearing to be held 27 March – 1 April.
- Quay Street seawall upgrade (Queens Wharf to Marsden section) hearing held 3 – 4 December 2018.

Land Acquisitions

- Q1: 14 properties acquired at \$14.31m; Q2: 32 properties acquired at \$20.63m. Year to date: 46 properties acquired at \$34.95m.
- Dec 2018: Nine properties acquired at \$7.08m, Matakana Link Road - two properties at \$868k, Lincoln Road - two properties at \$1.218m, Mill Road -three properties at \$4.005m, AMETI-EB3 - one property at \$670k, Encroachments - one property at \$319k.

Assets, Maintenance & Renewals

Road Corridor

Achievement against forecast is 96% of the YTD target with 49% completion to date against the full year target.

Chip sealing is still running a little behind programme, however, 185.5 km of resurfacing has been completed by end-December 2018.

DECEMBER 2018					
Asset Renewal Activities	December YTD Actual (km)	December YTD Forecast (km)	Full Year Target (km)	Completion v. YTD Target (%)	Completion v. Full Year Target (%)
Pavement Rehabilitation	3.8	5.0	12.5	76%	30%
Resurfacing	185.5	200.0	417.5	93%	44%
Footpath Renewals	44.3	40.0	60.0	111%	74%
Kerb and Channel replacement	30.7	30.0	45.0	102%	68%
TOTAL	264.3	275.0	535.0	96%	49%

Minor Capital Updates

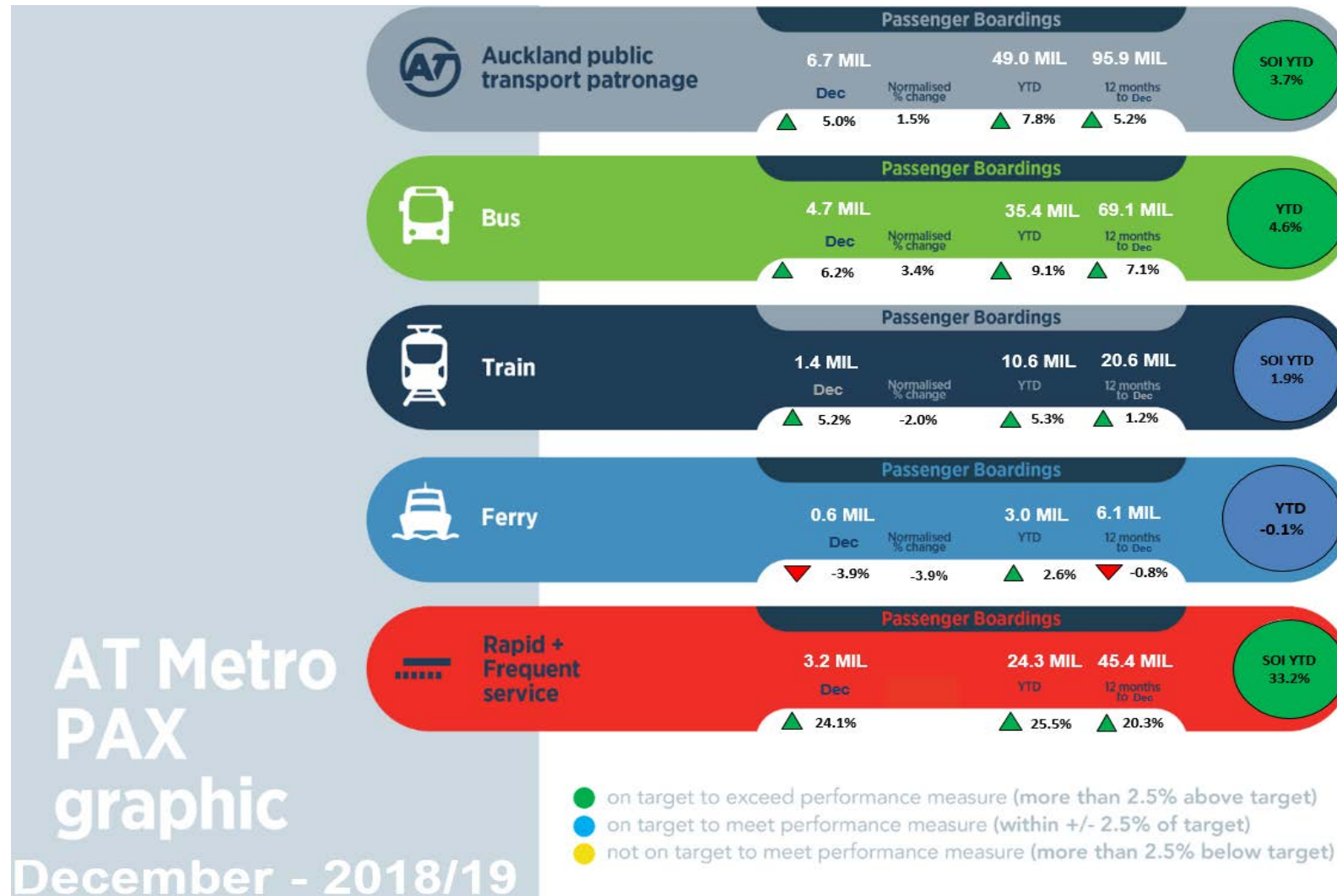
Seal Extension – Monowai Stage1 construction completion delayed until February due to difficulty in sourcing aggregate. Stage 2 construction phase is being reviewed as cost estimates from current contractor appear to be excessive. Construction of Ngarewa Drive is planned to start in February.

Downtown Ferry Terminal Pier 1B Renewal – We are addressing concerns around the age and limited ability to effect repairs to the existing steelwork through a replacement fabricated berth. The fully assembled berthing unit (pontoon and superstructure) installation is planned for April/May to avoid peak ferry operational period and includes installation of the new canopy and piling.

Downtown Carpark Seismic Strengthening - In response to our ongoing plan to bring structures up to 67% NBS design is progressing toward a confirmed solution by March. Strengthening work is currently expected to complete by March 2020.

Clonburn Road Carpark – The carpark returned to full operational use in December following structural assessments and load tests of the structure.

AT Metro Patronage Performance –12 months to December 2018



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

For the 12 months to December 2018 Auckland public transport patronage totalled 95.9 million passenger boardings, an increase of +5.2% on the previous year. December monthly patronage was 6.7 million, an increase of +5.0% on December 2017 and -0.6% below SOI target (YTD +3.7%). December normalised adjustment ~ +1.5% accounting for special event patronage (including Friday 21st free travel after 4pm), with same business day and same weekend day/public holidays, four more school holidays. Plus adjustment for prior year train strike.

Bus services totalled 69.1 million passenger boardings for the 12-months to December 2018, an increase +7.1% on the previous year. Patronage for December 2018 was 4.7 million, an increase of +6.2% on December 2017 and +1.9% above target (YTD +4.6%). December normalised adjustment ~ +3.4% accounting for special event patronage (including Friday 21st free travel after 4pm), with same business day, same weekend day/public holidays and four more school holidays.

Train services totalled 20.6 million passenger boardings for the 12-months to December 2018, an increase of +1.2% on the previous year. Patronage for December 2018 was 1.4 million, an increase of +5.2% on December 2017 and -5.9% below SOI target (YTD +1.9%). December normalised adjustment ~+8.5% accounting for special event patronage (including Friday 21st free travel after 4pm), with same business day, same weekend day/public holidays and four more school holidays. Plus adjustment for prior year train strike.

Ferry services totalled 6.1 million passenger boardings for the 12-months to December 2018, a decrease of -0.8% on the previous year. Patronage for December 2018 was 0.60 million, a decrease of -3.9% on December 2017 and -7.0% below target (YTD -0.1%). December normalised adjustment ~-3.9% accounting for same business day and same weekend day/public holidays.

Rapid and Frequent services totalled 45.4 million passenger boardings for the 12-months to December 2018, an increase of +20.3% on the previous year. Patronage for December 2018 was 3.2 million, an increase of +24.1% on December 2017 and +27.0% above SOI target (YTD +33.2%).

	December - 2018/19										Projected Forecast 2018/19
	Actual v SOI										
	Month				YTD				SOI / Target 2018/19		
	Actual	% Change	SOI / Target	% Variance	Actual	% Change Prev Year	SOI / Target	% Variance			
1. Bus Total:	4,699,772	↑ 6.2%	4,612,000	↑ 1.9%	35,379,619	↑ 9.1%	33,823,000	↑ 4.6%	68,890,000	70,000,000	
2. Train (Rapid) Total:	1,366,105	↑ 5.2%	1,452,062	↓ -5.9%	10,627,831	↑ 5.3%	10,426,482	↑ 1.9%	21,110,000	21,110,000	
3. Ferry (Connector Local) Total:	596,935	↓ -3.9%	641,793	↓ -7.0%	2,990,609	↑ 2.6%	2,993,009	↓ -0.1%	6,300,000	6,300,000	
Total Patronage	6,662,812	↑ 5.0%	6,705,855	↓ -0.6%	48,998,059	↑ 7.8%	47,242,491	↑ 3.7%	96,300,000	97,410,000	
Rapid and Frequent	3,160,272	↑ 24.1%	2,487,478	↑ 27.0%	24,255,455	↑ 25.5%	18,215,249	↑ 33.2%	36,786,000	42,800,000	

	December-2018																							
	Trip Month					Journey Month					Trip 12 Months				Journey 12 Months				Trip YTD (from July)			Journey YTD (from July)		
	Patronage	Previous Year	Change Prev Year	% Change Prev Year	Normalised % Change Prev Year	Patronage	Previous Year	Change Prev Year	% Change Prev Year	Normalised % Change Prev Year	Patronage	% Change Prev Month Period	Change Prev Year	% Change Prev Year	Patronage	% Change Prev Month Period	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year
1. Bus Total:	4,699,772	4,426,293	273,362	6.2%	3.4%	3,810,164	3,747,178	62,986	1.7%	-1.1%	69,108,446	0.4%	4,568,466	7.1%	57,624,328	0.1%	2,302,316	4.2%	35,379,619	2,940,510	9.1%	29,249,572	1,606,824	5.8%
- Busway (Rapid) Bus	446,925	356,991	89,934	25.2%		387,674	318,619	69,055	21.7%		6,049,997	1.5%	827,196	15.8%	5,332,880	1.3%	670,943	14.4%	3,238,385	591,619	22.4%	2,833,179	473,498	20.1%
- Frequent Bus	1,347,242	890,544	456,698	51.3%		1,132,844	748,163	384,680	51.4%		18,743,795	2.5%	6,610,520	54.5%	15,529,532	2.5%	5,360,788	52.7%	10,389,239	3,811,079	57.9%	8,621,375	3,112,913	56.5%
- Connector Local Targeted Bus	2,905,605	3,178,758	-273,270	-8.6%		2,289,646	2,680,396	-390,750	-14.6%		44,314,654	-0.6%	-2,869,250	-6.1%	36,781,916	-1.1%	-3,729,415	-9.2%	21,751,995	-1,462,188	-6.3%	17,795,019	-1,979,587	-10.0%
2. Train (Rapid) Total:	1,366,105	1,298,375	67,718	5.2%	-2.0%	1,125,873	1,079,595	46,278	4.3%	-3.0%	20,645,549	0.3%	242,189	1.2%	17,604,858	0.3%	-107,518	-0.6%	10,627,831	531,795	5.3%	9,024,213	325,225	3.7%
- Western	445,308	432,898	12,410	2.9%		371,528	362,823	8,705	2.4%		7,052,374	0.2%	-145,423	-2.0%	6,070,005	0.2%	-217,312	-3.5%	3,620,506	57,783	1.6%	3,107,711	21,275	0.7%
- Eastern	444,008	402,309	41,687	10.4%		358,954	330,512	28,442	8.6%		6,060,858	0.7%	327,974	5.7%	5,061,717	0.6%	161,043	3.3%	3,138,309	283,752	9.9%	2,605,641	180,463	7.4%
- Onehunga	77,965	82,163	-4,198	-5.1%		63,592	67,040	-3,447	-5.1%		1,119,222	-0.4%	-44,495	-3.8%	942,812	-0.4%	-51,528	-5.2%	583,273	476	0.1%	489,438	-4,925	-1.0%
- Southern	366,184	358,510	7,674	2.1%		303,431	299,604	3,827	1.3%		5,937,175	0.1%	35,235	0.6%	5,101,642	0.1%	-58,349	-1.1%	3,027,198	128,456	4.4%	2,589,108	74,169	2.9%
- Pukekohe	32,640	22,495	10,145	45.1%		28,368	19,616	8,752	44.6%		475,920	2.2%	68,898	16.9%	428,682	2.1%	58,628	15.8%	258,546	61,329	31.1%	232,315	54,241	30.5%
3. Ferry (Frequent & Connector Local) Total:	596,935	621,054	-24,119	-3.9%	-3.9%	596,935	621,054	-24,119	-3.9%	-3.9%	6,118,552	-0.4%	-46,851	-0.8%	6,118,552	-0.4%	-46,851	-0.8%	2,990,609	75,586	2.6%	2,990,609	75,586	2.6%
- Contract	108,105	101,474	6,631	6.5%		108,105	101,474	6,631	6.5%		1,418,969	0.5%	62,878	4.6%	1,418,969	0.5%	62,878	4.6%	716,779	50,552	7.6%	716,779	50,552	7.6%
- Exempt Services	488,830	519,580	-30,750	-5.9%		488,830	519,580	-30,750	-5.9%		4,699,583	-0.7%	-109,729	-2.3%	4,699,583	-0.7%	-109,729	-2.3%	2,273,830	25,034	1.1%	2,273,830	25,034	1.1%
Total Patronage	6,662,812	6,345,722	316,961	5.0%	1.5%	5,532,972	5,447,827	85,145	1.6%	-1.9%	95,872,547	0.3%	4,763,804	5.2%	81,347,738	0.1%	2,147,948	2.7%	48,998,059	3,547,891	7.8%	41,264,395	2,007,635	5.1%
Rapid & Frequent	3,160,272	2,545,910	614,350	24.1%		2,646,391	2,146,377	500,014	23.3%		45,439,341	1.4%	7,679,905	20.3%	38,467,270	1.3%	5,924,214	18.2%	24,255,455	4,934,493	25.5%	20,478,767	3,911,636	23.6%
Connector Local Targeted	3,502,540	3,799,812	-297,389	-7.8%		2,886,581	3,301,450	-414,869	-12.6%		50,433,205	-0.6%	-2,916,101	-5.5%	42,880,468	-1.0%	-3,776,266	-8.1%	24,742,604	-1,386,602	-5.3%	20,785,628	-1,904,001	-8.4%
Total Patronage	6,662,812	6,345,722	316,961	5.0%	1.5%	5,532,972	5,447,827	85,145	1.6%	-1.9%	95,872,547	0.3%	4,763,804	5.2%	81,347,738	0.1%	2,147,948	2.7%	48,998,059	3,547,891	7.8%	41,264,395	2,007,635	5.1%

* Integrated Fare started 14 August 2016. For 12 month rolling and YTD 1 July to 13 August used trip data to backfill for no journey data.

* Ferry trip & journey patronage is the same as ferry is not currently included in the integrated fare package.

* Normalised %: - Change is done at the mode level, as special events is not available at lower service layers.

* Rapid calculation for busway amend from, NEX route plus Busway (4 locations - Akoranga, Smales, Sunnynook, Constellation) Inbound Boardings & Outbound alighting to being all routes Inbound from Albany to Fanshawe St & Outbound Akoranga to Albany in line with New Network North.

Below, at time of writing, is the January patronage forecast projection based on actual 28 January and estimated for three days.

	January 2019 - Projection based on 28 days actual and 3 estimated week days									
	Actual v SOI									
	Month				YTD				SOI / Target 2018/19	Projected Forecast 2018/19
Actual	% Change	SOI / Target	% Variance	Actual	% Change Prev Year	SOI / Target	% Variance			
1. Bus Total:	4,762,051	↑ 13.6%	4,353,000	↑ 9.4%	40,141,670	↑ 9.6%	38,176,000	↑ 5.1%	68,890,000	70,000,000
2. Train (Rapid) Total:	1,273,235	↑ 6.2%	1,324,136	↓ -3.8%	11,901,066	↑ 5.4%	11,750,618	↑ 1.3%	21,110,000	21,110,000
3. Ferry (Connector Local) Total:	598,000	↑ 4.4%	598,152	↓ 0.0%	3,588,609	↑ 2.9%	3,591,161	↓ -0.1%	6,300,000	6,300,000
Total Patronage	6,633,286	↑ 11.2%	6,275,288	↑ 5.7%	55,631,345	↑ 8.2%	53,517,779	↑ 3.9%	96,300,000	97,410,000

	January 2019 - Projection based on 28 days actual and 3 estimated week days											
	Month Patronage					12 Month Patronage				YTD (from July)		
	This Year	Previous Year	# Change	% Change	Normalised % Change	Patronage	% Change Prev Month	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year
1. Bus Total:	4,762,051	4,191,241	570,810	13.6%		69,679,256	0.8%	4,737,452	7.3%	40,141,670	3,511,320	9.6%
2. Train (Rapid) Total:	1,273,235	1,198,763	74,472	6.2%		20,720,021	0.4%	335,881	1.6%	11,901,066	606,267	5.4%
3. Ferry (Connector Local) Total:	598,000	572,861	25,139	4.4%		6,143,691	0.4%	22,911	0.4%	3,588,609	100,725	2.9%
Total Patronage	6,633,286	5,962,865	670,421	11.2%		96,542,967	0.7%	5,096,244	5.6%	55,631,345	4,218,312	8.2%

Patronage Performance

With the introduction of the Regional Fuel Tax in Auckland from 1 July 2018, patronage performance is expected to remain strong, this is further supported by the introduction of the new networks for Central (July 2018) and North (September 2018).

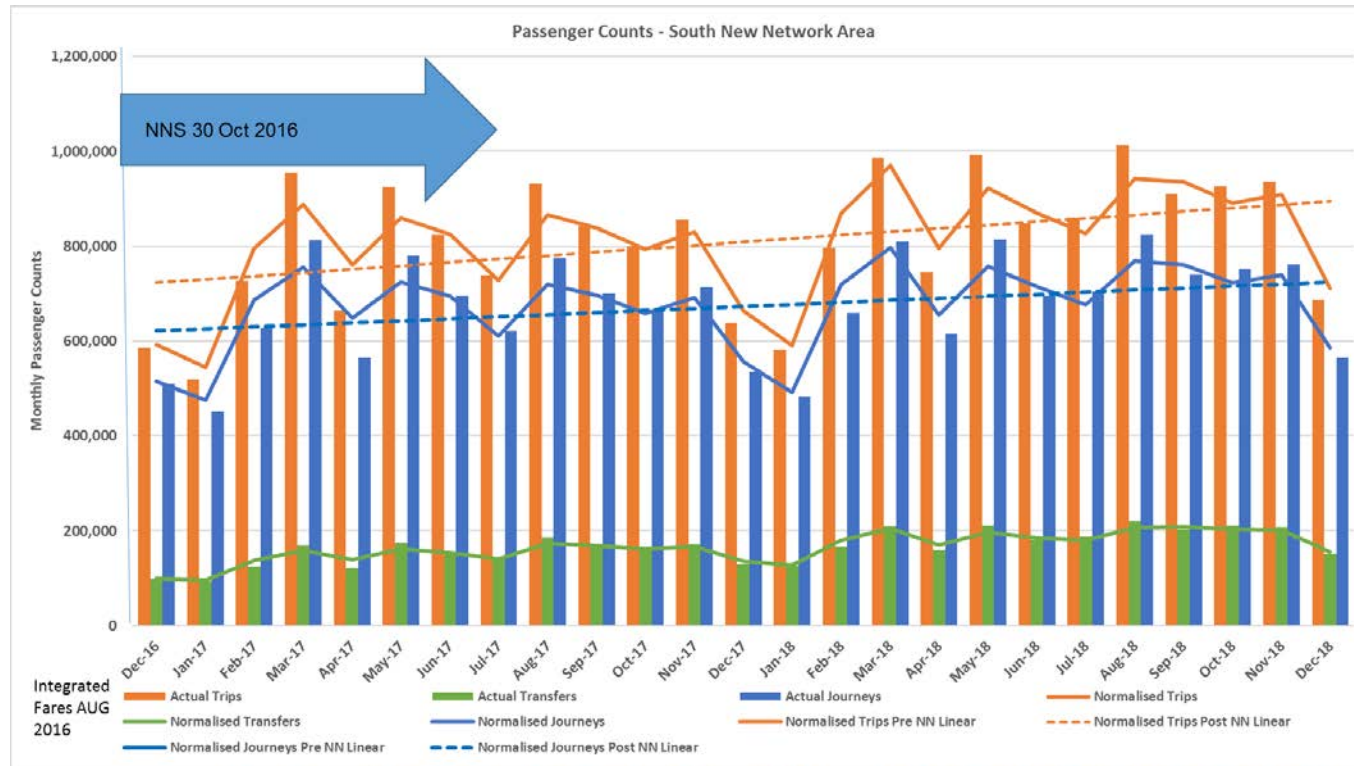
To date bus has been particularly strong at 9% YTD – The two factors mentioned above are strong contributors with continual growth expected to reach double digits. Current projections could see bus patronage top 70M for this financial year.

Train has had more modest growth of around 4 to 5% in line with the timetable change in August 2018 and no major changes expected for the balance of the financial year. The current train patronage projection is ~21.1M passengers.

Ferry has strong demand on certain routes (growth areas) with serious pressure for weekend services. Funding for added service is likely to restrain growth on ferries so a modest growth path can be expected currently projected at 6.3m passengers.

Boardings are growing at a quicker rate than anticipated, while journeys have tracked closer to anticipated growth. This is largely due to previous single boarding journeys now extended to include a second boarding. As a result of this the SOI target is expected to be met early.

Growth in New Network rollout for South Auckland

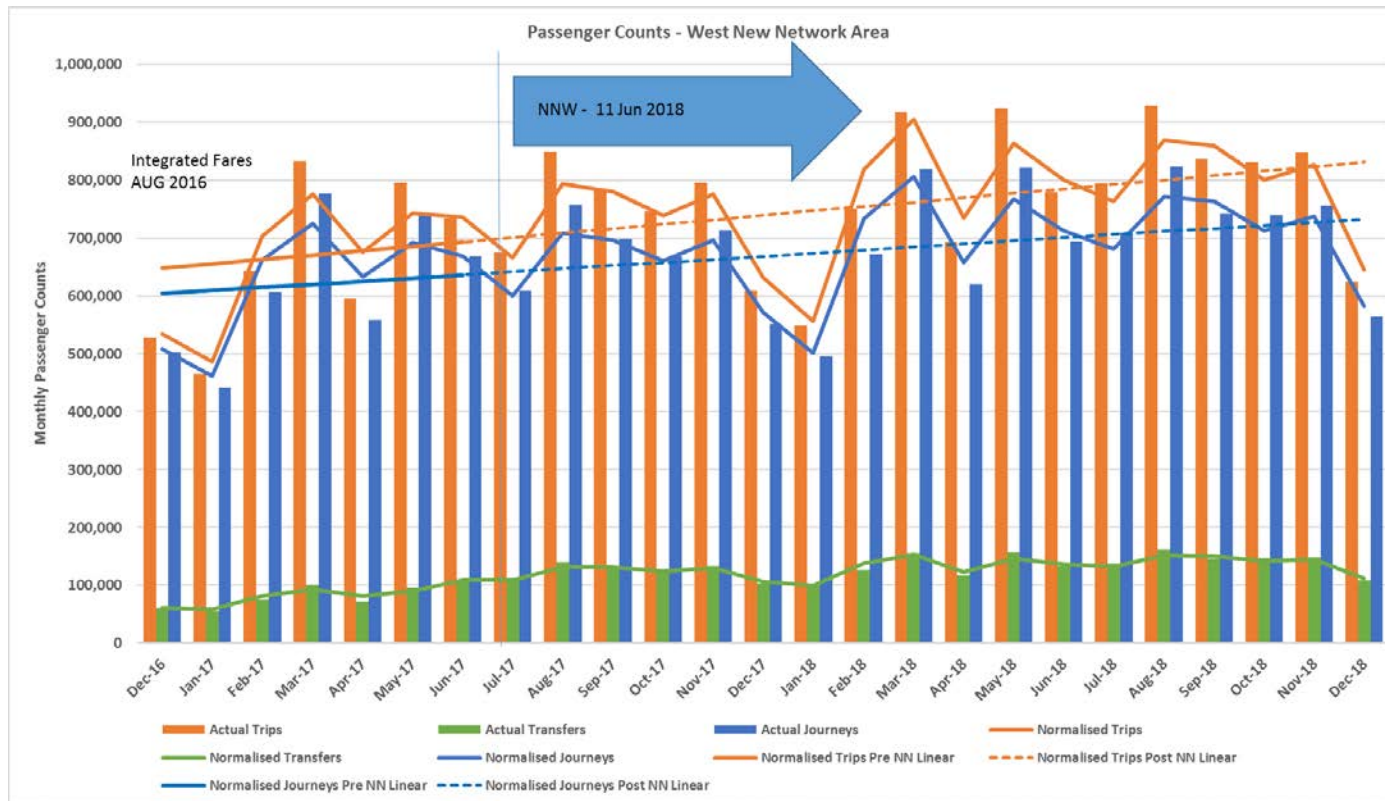


For the South New Network Area the 12 months to December 2018 trips from the South totalled 8.4 million passenger journeys, an increase of +6.1% on the previous year, there were 10.3 million passenger trips, an increase of +9.1%. December 2018, there were 566,086 journeys, 686,902 passenger trips a difference of 21% and 150,633 transfers (27% of journeys). Whole of network base 12 months to December of journeys 77.3 million (growth +3.3%), trips 89.5 million (growth +60%). *Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the South area. Transfers from customer perspective.*

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

- Passenger journeys have increased by + 29,899 (+5%), Trips + 48,572 (+7%).
- Customer Transfers within the South have increased by + 20,249 (+15%).

Growth in New Network rollout for West Auckland

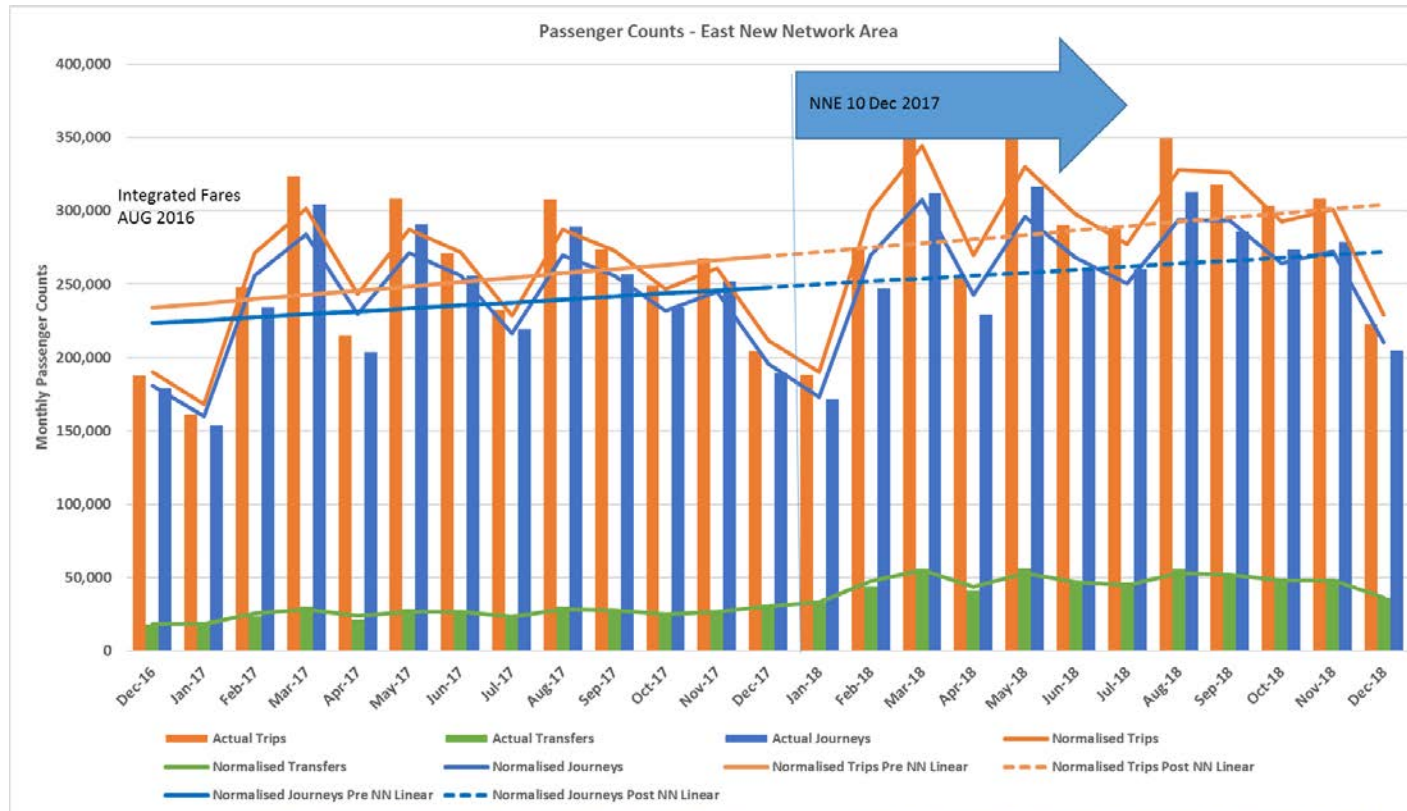


For the West New Network Area the 12 months to December 2018 trips from the West totalled 8.5 million passenger journeys, an increase of +8.5% on the previous year, there were 9.5 million passenger trips, an increase of +11.2%. December 2018, there were 563,929 journeys, 624,552 passenger trips a difference of 11% and 108,319 transfers (19% of journeys). Whole of network base 12 months to December of journeys 77.3 million (growth +3.3%), trips 89.5 million (growth +60%). *Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the West area. Transfers from customer perspective.*

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

- Passenger journeys have increased by + 10,724 (+2%), Trips + 13,315 (+2%).
- Transfers have increased by + 4,671 (4%).

Growth in New Network rollout for East Auckland

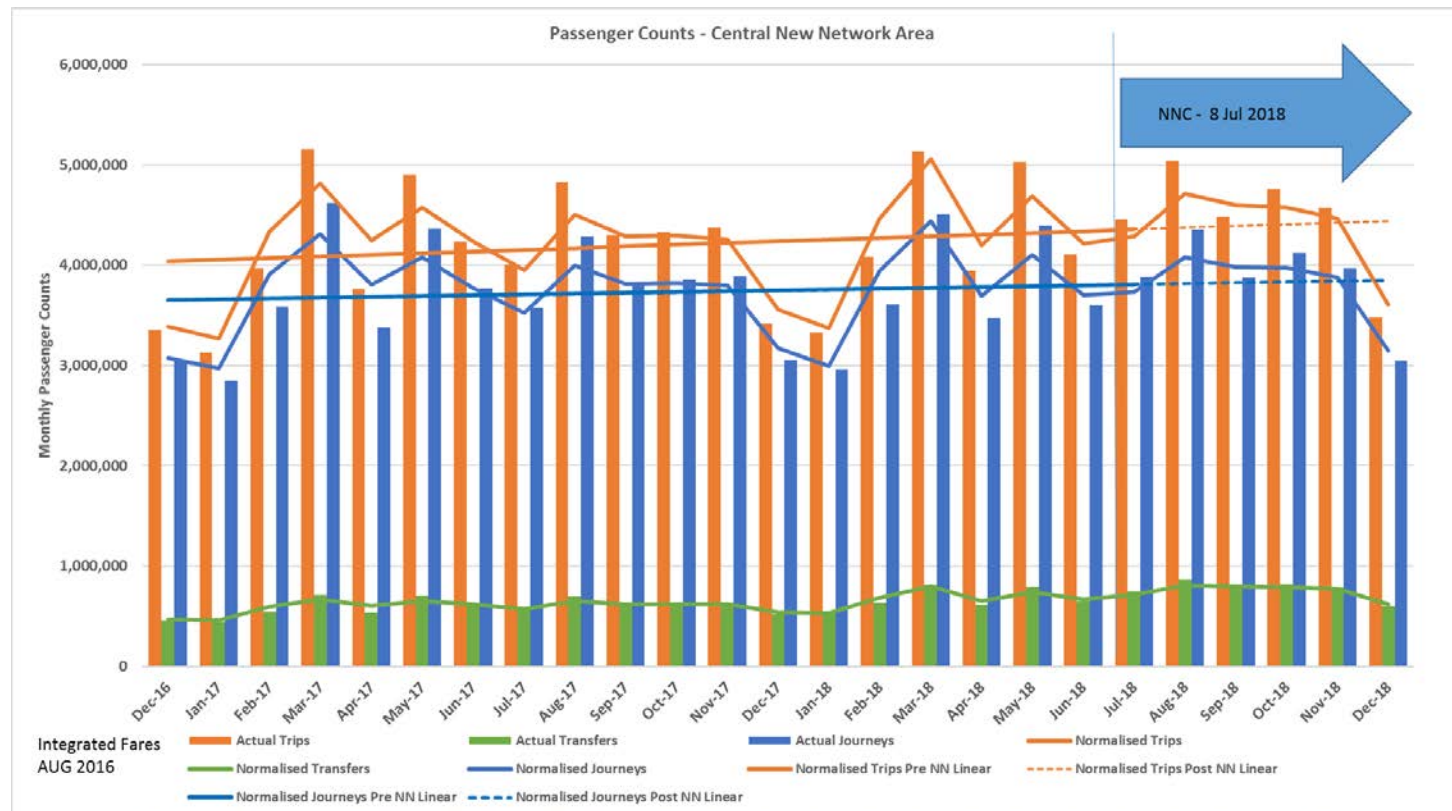


For the East New Network Area the 12 months to December 2018 trips from the East totalled 3.2 million passenger journeys, an increase of +9.4% on the previous year, there were 3.5 million passenger trips, an increase of +14.3%. December 2018, there were 204,742 journeys, 222,753 passenger trips a difference of 9% and 49,578 transfers (18% of journeys). Whole of network base 12 months to December of journeys 77.3 million (growth +3.3%), trips 89.5 million (growth +60%). Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the East area. Transfers from customer perspective.

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

- Passenger journeys have increased by + 14,566 (+7%), Trips + 46,218 (+8%).
- Transfers have increased by + 6,122 (20%).

Growth in New Network rollout for Central Auckland

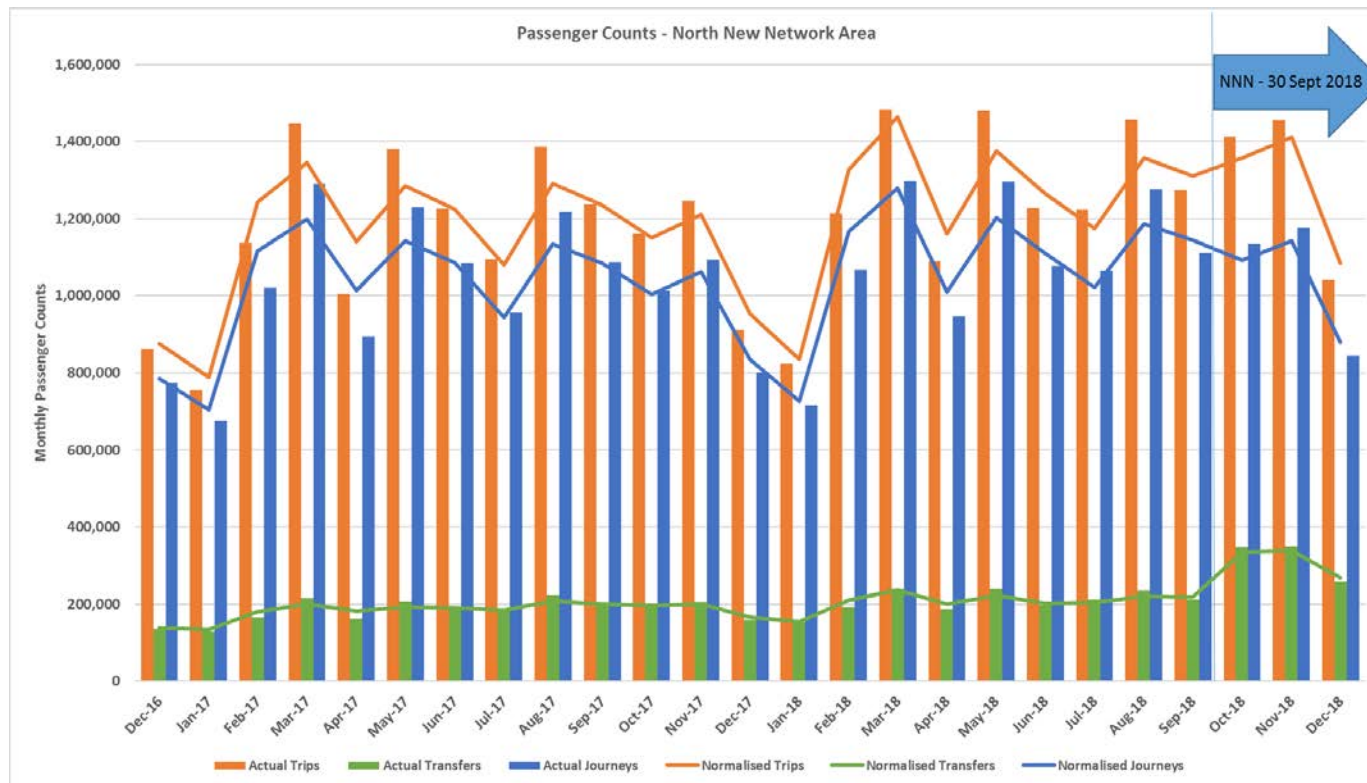


For the Central New Network Area the 12 months to December 2018 trips from the Central totalled 45.8 million passenger journeys, an increase of +1.7% on the previous year, there were 52.4 million passenger trips, an increase of +4.0%. December 2018, there were 3.1 million journeys, 3.5 million passenger trips a difference of 14% and 602,952 transfers (20% of journeys). Whole of network base 12 months to December of journeys 77.3 million (growth +3.3%), trips 89.5 million (growth +60%). *Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the Central area. Transfers from customer perspective.*

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

- Passenger journeys have decreased by -25,022 (-1%), Trips + 48,182 (+1%).
- Transfers have increased by + 85,702 (16%).

Growth in New Network rollout for North Auckland



For the North New Network Area the 12 months to December 2018 trips from the North totalled 13.0 million passenger journeys, an increase of +5.2% on the previous year, there were 15.2 million passenger trips, an increase of +8.5%. December 2018, there were 0.8 million journeys, 1.1 million passenger trips a difference of 23% and 256,548 transfers (30% of journeys). Whole of network base 12 months to December of journeys 77.3 million (growth +3.3%), trips 89.5 million (growth +60%). *Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the North area. Transfers from customer perspective.*

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

- Passenger journeys have increased by + 43,268 (+5%), Trips + 130,334 (+14%).
- Transfers have increased by + 101,260 (61%).

Transport Services Key Strategic Priorities

Bus New Network incl. Rapid & Frequent Network Rollout

Central Isthmus

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

North Shore

- Go-live was 30 September, 2018.
- School bus changes go-live date was 15 October, 2018.
- Some bedding in issues to resolve including Constellation Station and additional capacity on some routes. Extra capacity to be added in early 2019 to address residual issues.
- Minor service adjustments were made on 4 November 2018.

Waiheke Island

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

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

Procurement & Contract Reform (PTOM) Implementation

Bus

- North PTOM agreements are signed and the services implemented on 30 September 2018.
- Waiheke PTOM agreement ITP released. Negotiations started on 30 October 2018 and will continue in Q1 2019.

Ferry

- Phase 2 of the Ferry Future Strategy has commenced, which will inform a strategic approach to ferry procurement.
- Ferry service procurement plan to be provided to the Finance, Risk and Capital Committee in early 2019.
- Current contracts are valid until 31 March 2019 (Fullers Group Limited) and 31 July (SeaLink and Belaire). Negotiations are underway to further extend ferry contracts, subject to Transport Agency approval, following the outcome of the Ferry PTOM procurement.

Rail

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

Timetable Changes

Train

- Block of Line Auckland Anniversary Weekend (26-28 January) with Buses Replacement Services
 - Southern Line (Closed). Between Wiri and Pukekohe for KiwiRail track work (multiple sites) and Transport Agency Motorway widening.
 - Western Line (Closed). Level Crossing work (St Georges & St Judes).
 - Newmarket Branch Line (Closed). Strand crossover signal commissioning.

Ferry

- Weekend services commenced Downtown/Beach Haven/Hobsonville on 26 January. Council funding support has been minimised through a two-year funding and marketing agreement with HLC.
- Additional week day services to be provided in February to Downtown/Beach Haven/Hobsonville.

Bus

- Minor changes in Central Isthmus in February following post New Network review.

On-Demand Services

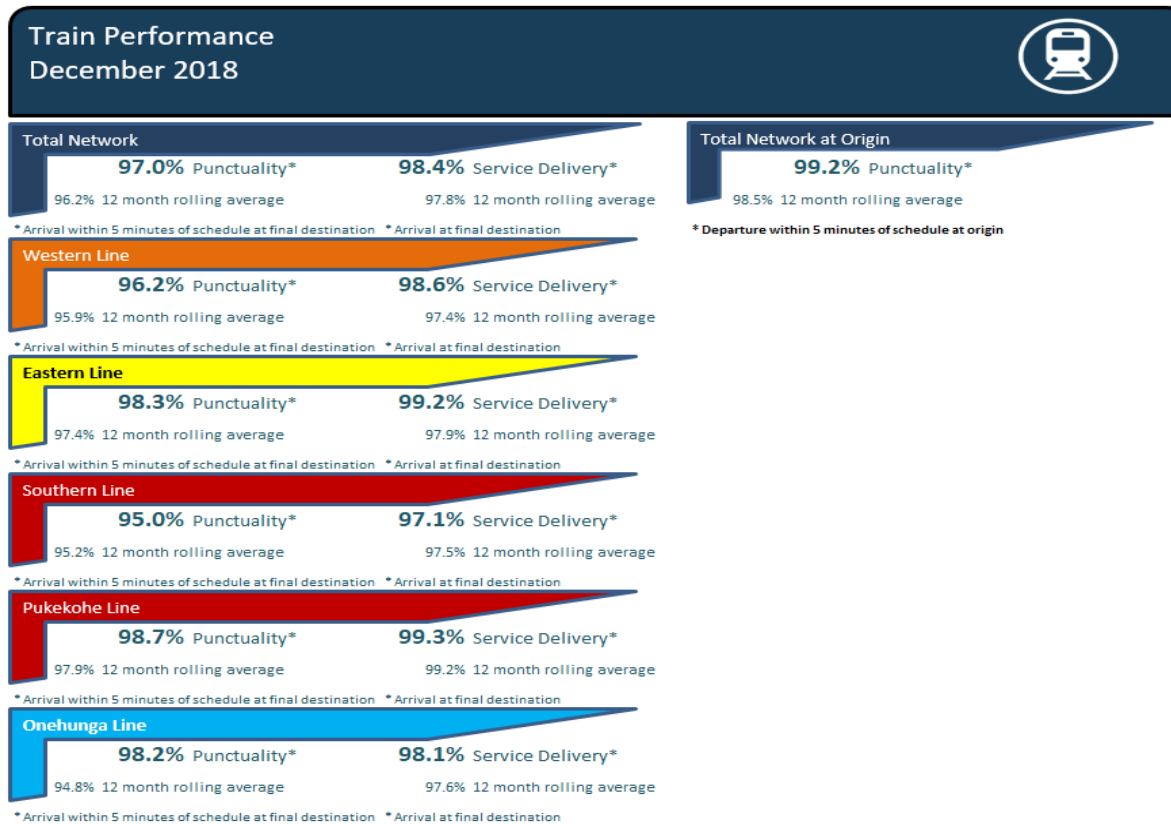
The development of an on-demand services roadmap has been awarded to WSP-OPUS following a competitive procurement process. This roadmap will identify a tactical plan to implement on-demand service offerings in Auckland. It is expected to report back in Q2 2019.

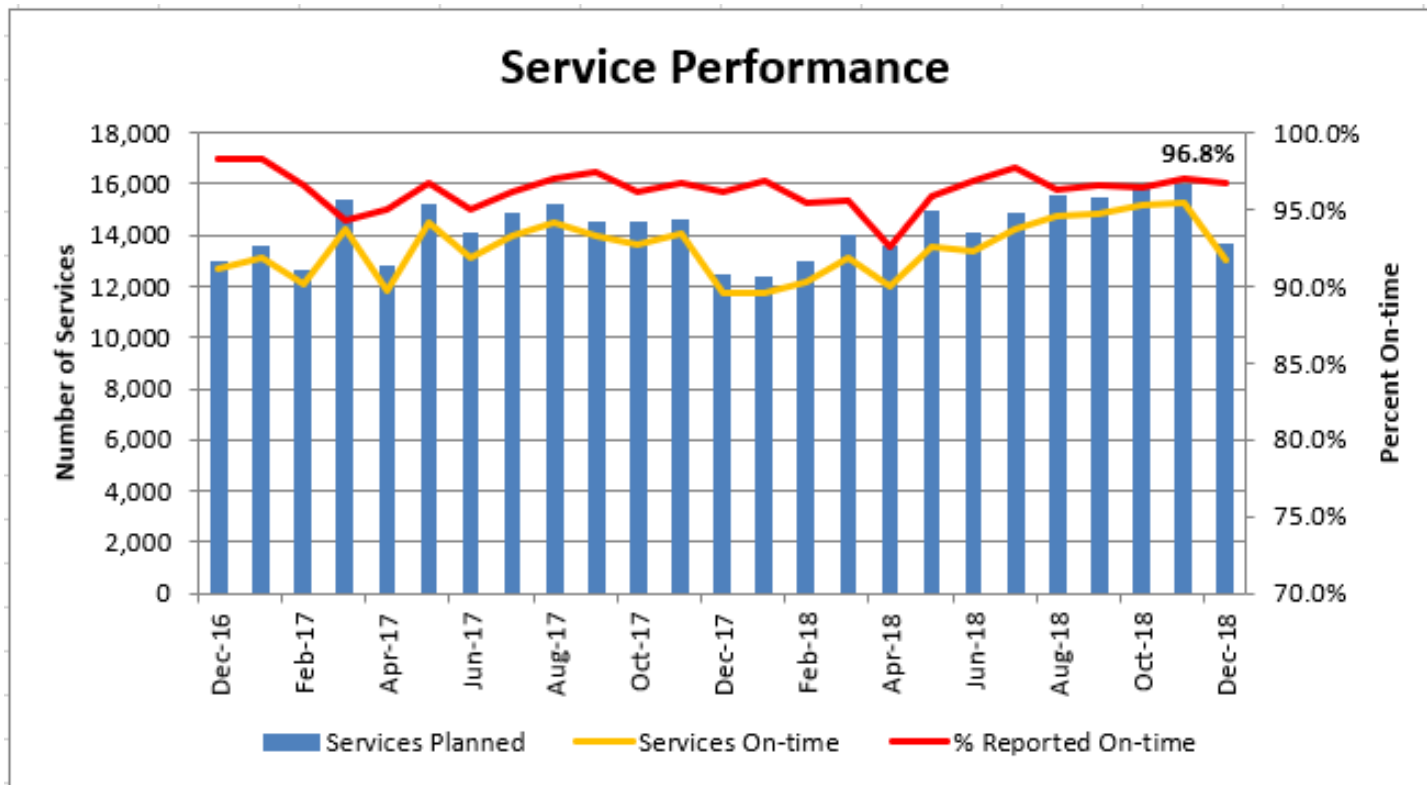
The first on-demand transport (ODT) service in Auckland was launched week commencing 18 November in Devonport. An electric fleet of small passenger vehicles will provide on-demand services within a 3km radius of Devonport Ferry Wharf. The service offers customers both pre-booked and real-time pick-up. It is understood that this is one of the first ODT services in the world offering an electric fleet and real-time services.

On -Time Performance



Train





Major incidents that affected December 2018 train service performance:

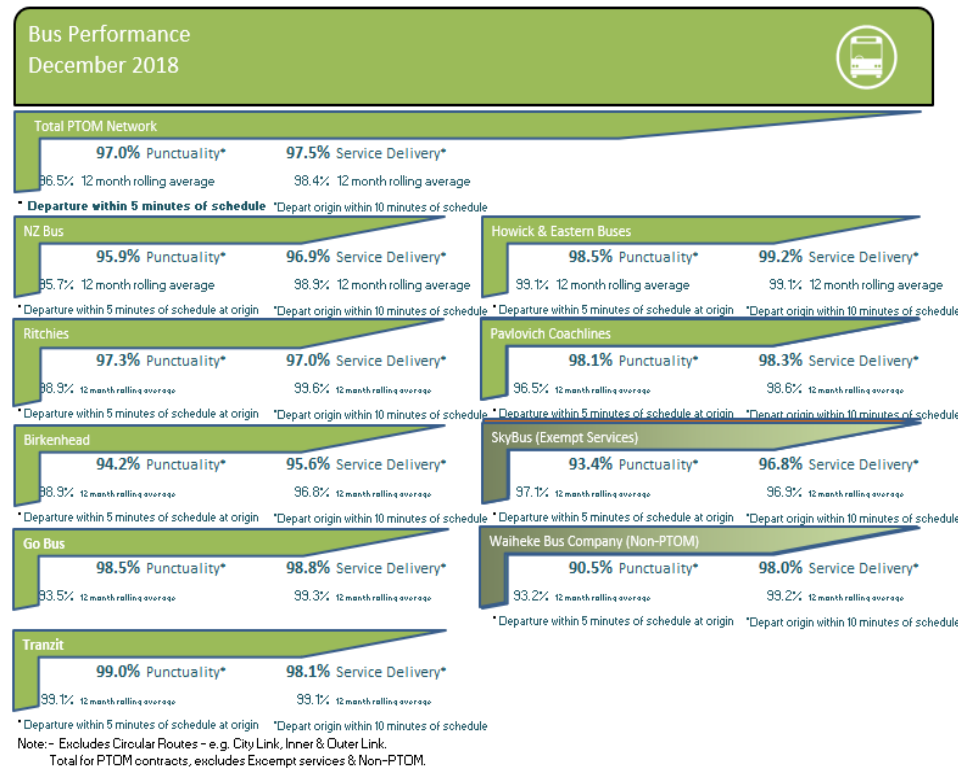
- A point failure at Puhinui on 18 December during the Afternoon peak resulted in the cancellation 50 metro train services.
- A fatality at Woodward Road in Mt. Albert on 9 December resulted in the cancellation 38 metro train services.
- A signal failure at Wiri Junction on 3 December resulted in the cancellation 24 metro train services.

While full performance data for January was not available at the time of writing, a major signal failure occurred across the Auckland network on Friday 25 January that saw services across the whole network halted and cancelled for a number of hours while the system was rectified to allow services to operate the following day. An investigation report is requested of KiwiRail.

Bus

Bus Services' Key Performance Indicators (KPIs) were on target in December. Punctuality at first stop achieved at 97.0%, and reliability of service delivery measured at the start of trips achieved at 97.5%. Overall, the performance has improved on prior month.

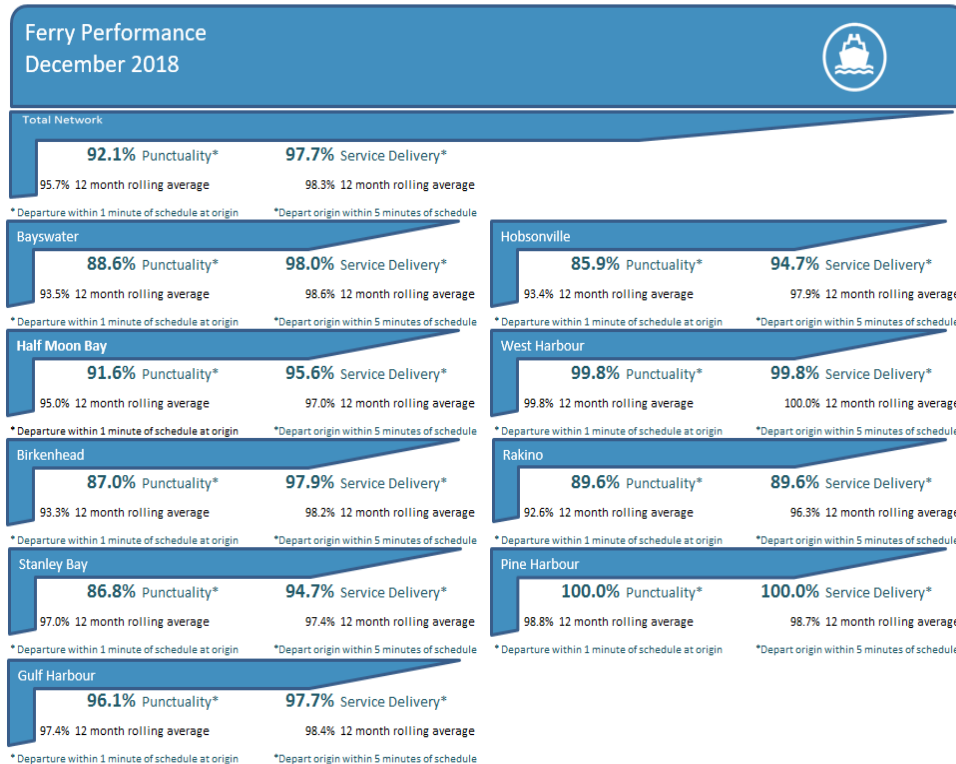
Punctuality and reliability at the start of trip have recovered following lower scores in November due to longer bedding-in time post the implementation of New Network North on 30 September 2018. NZ Bus and Ritchies experience bus driver shortage affecting their reliability and they are working through a range of initiatives to fill vacant driving positions, while the pending sale of Birkenhead Transport is impacting their performance and is having adverse effect on drivers with many resignations, and management struggling to put corrective actions while awaiting sale and exit from the business. Go Bus, Howick & Eastern Buses and Pavlovich Coachlines have maintained their strong performance and Tranzit have adjusted well to new PTOM measures and have progressively improved to become top performer.



Ferry

Ferry Services' Key Performance Indicators (KPIs) were below target in November with punctuality at first stop achieved at 93.95% and reliability at start achieved at 97.28%. Performance of Fullers360 operated services in particular were adversely affected by vessel reliability and cruise ship activity in the Ferry Basin and the Waitemata Harbour.

Total of 100 services were cancelled during the month. Services in November were impacted by planned vessel maintenance on Pine Harbour services and skipper shortage (42 trips), with the remainder of cancellations because of vessel breakdown within the Fullers360 fleet (58 trips).



Customer Satisfaction

Results for PT Customer Satisfaction Survey to December 2018 sees stable results for Overall satisfaction at 90.8%, with a slight improvement for Ferry (+0.8%).

Within each mode, satisfaction has increased over the last quarter in these areas:

Ferry

- Having enough seats available on board (+1.7%), improved ratings come from customers on the Gulf Harbour (+10.2%) and Hobsonville/Beach Haven services (+6%)
- Services departing and arriving on time (+1.9% for all ferry, +6.5% for Devonport)
- Ease of getting on/off vehicle (+1.8%), improvement for Birkenhead service (+9.2%)
- Overall Information available (+1.8% for all, +4.9% for Devonport)
- Ferry passengers suggested increased frequency of services, cheaper fares, extending the hours of operation, increased route coverage, more punctual services and more rail infrastructure.

Bus

- Increase in ratings for Ease of getting info about routes and timetables, and Info about how to pay (+0.8% for both)
- Operating hours of services (+0.7%), especially for routes in Central and East (+1.3% for both)
- Bus passengers suggested increased frequency of services, improvements to punctuality (bus users more likely than any other mode to mention this), cheaper/more affordable fares, more routes/better service coverage, and better communication. Bus passengers are also more likely than any other mode to call for better staff/drivers.

Train

- Staff friendliness and helpfulness (+0.8%) and Info about how to pay (+0.6%)
- Train passengers suggested increased frequency of services, cheaper fares, improvements to information/communication, punctuality/reliability and route coverage, having more rail infrastructure, and extending the hours of operation

Quarterly Customer Satisfaction Results

