

Chief Executive's Report

Recommendation:

That the Chief Executive's report be received.

Prepared by:

Dr David Warburton, Chief Executive

Corporate

Half Year Report

The half year report was completed and submitted on time to AC on 28 January, subject to approval by the FRC meeting which was held on 2 February. Audit NZ did not raise any material items.

Regional Land Transport Programme (RLTP) Funding

During December, NZTA funding was approved under the Delegated Funding Agreement for Ormiston Road Widening, East of Murphys Road (Design, Construction and Property phases) for a total cost of \$747,000, with an NZTA share \$396,000.

During January, NZTA approved funding for construction costs for emergency works on the Hauraki Gulf Islands (total cost \$5.3 million, NZTA share \$2.3 million).

NZTA has also recently approved a retrospective cost scope adjustment for construction costs for Manukau Transport Interchange. Also approved was additional funding for the design work (\$670,000).

RLTP/LTP

The Draft RLTP, which includes ITP analysis, has been released. Consultation is from 23 January until 16 March 2015. Consultation events are planned across the region.

The draft LTP has been released and consultation is being combined with the RLTP. The draft LTP will also be used to consult on two transport budget options, one that remains within current revenue streams, the other that would introduce alternative funding sources to fund an enhanced Auckland Plan transport network.

AT is required to provide refreshed ten-year budgets to AC in March, including operating budgets which match to the LTP funding envelopes. Finance teams are working with the business to update budgets, using the recent 2014/15 operating reforecast as a starting point. We will report to the March Board meeting on the revised ten-year budgets.

During April and May, AC will consider the results of public consultation, including on alternative transport funding options. If a decision is made to increase funding to AT, the ten-year operating and capital budgets will be revised.

Procurement

Seven Tenders were published in December with an estimated value of \$32.97m. Two tenders had estimated values of over \$2.0m.

Tender	Type
Bus Stop & Shelter Improvements and Minor Works	RFP
Wynyard Quarter South Gaunt and Halsey Street Upgrade	RFT

81 Contracts were issued with a total value of \$11.93m. Two contracts were awarded over the value of \$2.0m, as detailed below.

Contract	Vendor
Electricity Supply for Time of Use sites	Contact Energy Limited
Swanson Park & Ride Construction	John Fillmore Contracting Limited

Land Acquisitions

Seven unconditional agreements signed in December 2014: City Rail Link (2), Ormiston (3), AMETI (1) and Hingaia (1) (November 2014: 8). Total project costs incurred for the month were 3.2m (November 2014: 5m).

Leadership Development

The Leadership Fundamentals Programme launched last year resumes in March, with six programmes scheduled throughout 2015. We are currently working with The Skills Organisation (the ITO for local government and public sector) to align this programme to a national qualification.

Employee Engagement

On 24 February the Executive Leadership Team will be holding a staff forum to present the strategic direction and key priorities for 2015 to increase staff understanding of the big picture.

Customer Service Metrics

January

- Average call wait time: AT Public Transport 24 seconds, HOP 25 seconds
- Service level: AT Public Transport 67% HOP 71%, AT Specialist Team - core hours 84%
- Abandonment of call: AT Public Transport 8%, HOP 7%, AT Specialist Team – core hours 2%
- Call volumes: AT Public Transport 32,522, HOP 9,283, AT Specialist Team – core hours 21,515

December

- Average call wait time: AT Public Transport 14 seconds, HOP 15 seconds
- Service level: AT Public Transport 78%, HOP 80%, AT Specialist Team - core hours 88%
- Abandonment of call: AT Public Transport 5%, HOP 5%, AT Specialist Team – core hours 3%
- Call volumes: AT Public Transport 32,817 HOP 7,248, AT Specialist Team – core hours 21,352

Complaints Review

A 6 month review of the new complaints process, escalation and service levels is currently underway. The AT Complaints systems and process was reviewed and redesigned in June 2014 to improve visibility, consistency and quality of complaint resolution. A new 2 Tier system was introduced with a SLA for Tier 2 (escalated) complaints of 5 days. This 6 month review is designed to check on the operational compliance and feedback and to assess any improvement opportunities.

Business Technology

Business technology is updating the website and app terms and conditions prior to the Track My Bus app going live.

Payment Card Industry Data Security Standard (PCIDSS) compliance efforts are on track for compliance to the BNZ by October 2015.

Proposed Auckland Unitary Plan (PAUP)

The hearings for the Regional Policy Statement (RPS) section of the PAUP are nearly complete and the workstreams for the regional plan and district plan provisions have now commenced.

Staff prepared evidence for the RPS Transport and Urban Growth hearing held in November and December. This evidence explained AT's role and how our programme aligns with the Auckland Plan and its compact city and transport directives.

Work is continuing on a number of topics, which are going to mediation and/or hearings in the next few months.

Operative District Plan

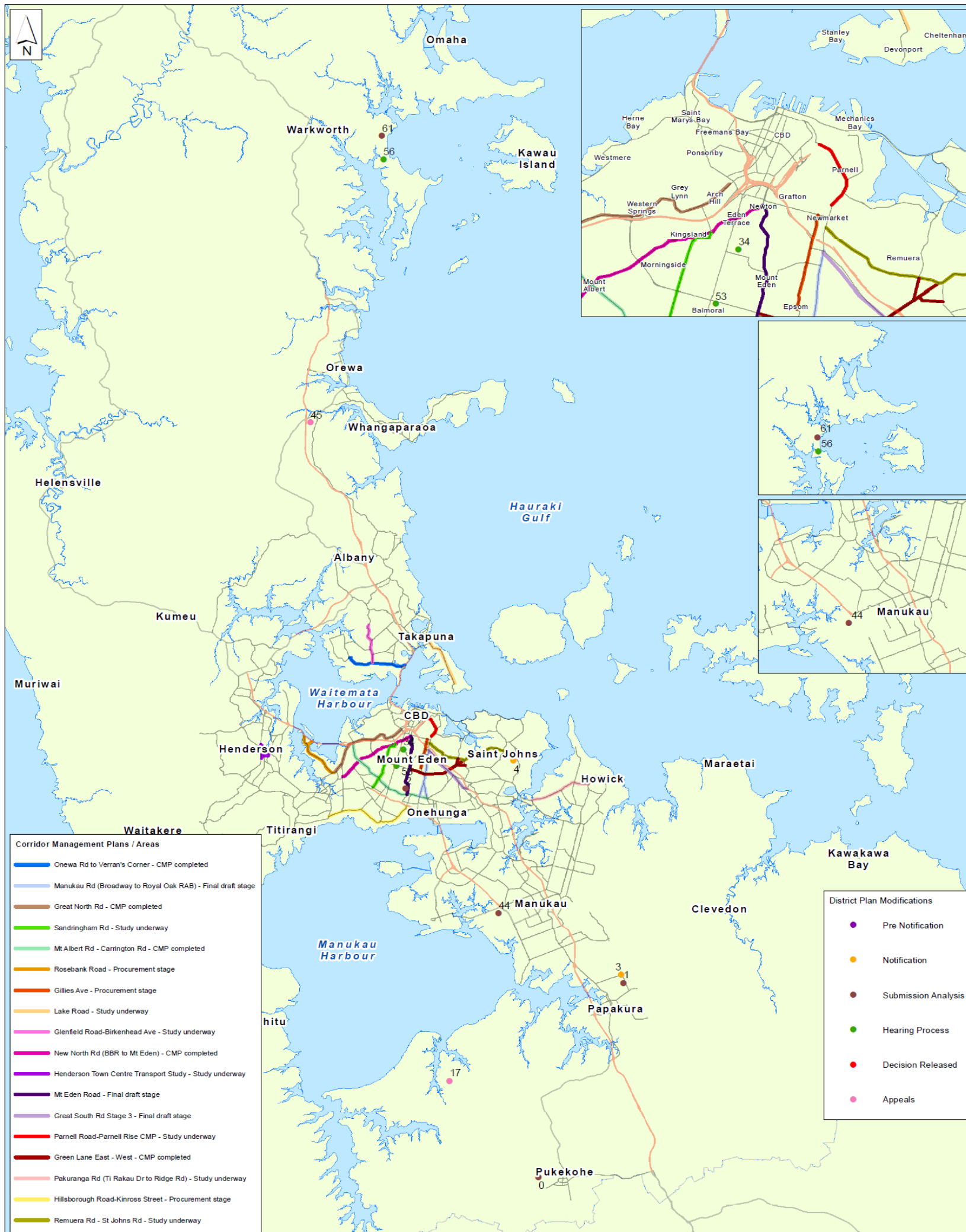
Map 1 shows the location of Council and private plan changes and notices of requirement that AT has involvement in and their current status. The following applications are currently open for submissions:

- Notice of Requirement – Takanini School, 181-191 Walters Road
- Private Plan Change – Tamaki Campus, 231-261 Morrin Road

Corridor Management Plans (CMPs)

Map 1 shows the location and status of current and recent CMPs. Five new CMPs have just commenced (Rosebank Rd, Hillsborough Rd, Great North Rd in Henderson, Gillies Ave, and Glenfield Rd). Lake Rd and Mt Eden Rd CMPs are nearing completion. Discussions are advanced with NZTA on confirming the scope of next year's programme of investigations, which will expand beyond individual corridors into Programme Business Cases for identified strategic problems (e.g. growth centres, network conflicts or gaps, etc.). As such, this may be the last tranche of CMPs.

Map 1 – Plan Change and Corridor Management Plan Locations



Map1: Plan Change and Corridor Management Plan Locations



Date: 2/3/2015

5 Km's

Plan Change key

AT ID	Application	Application Status
0	Notice of Requirement - Pukekohe West Primary School/Early Childhood Centre	Submission Analysis
1	Plan Amendment 48 - Takanini Stormwater Conveyance Corridor NOR	Submission Analysis
2	Plan Change 372 & 373 - 985 Mt Eden Road (Three Kings Quarry)	Submission Analysis
3	Notice of Requirement 53 - Takanini School, 181-191 Walters Road	Notification
4	Plan Change 375 - Tamaki Campus, 231-261 Morrin Road	Notification
17	Plan Change 28 - Kingseat Structure Plan	Appeals
34	Valley Road - 114 - 116 Valley Road	Hearing Process
44	Plan Change 35 - Puhinui Gateway Area	Submission Analysis
45	Plan Change 123 - Hibiscus Gateway Area	Appeals
53	Plan Change 209 - Balmoral Warehouse	Hearing Process
56	Plan Change 179 - 47 & 61 Dawson Road, Snells Beach	Hearing Process
61	Plan Change 186 - Brick Bay	Submission Analysis

Project Updates

East West Connections

The Detailed Business Case will be tabled in April 2015. The EWC provides road connections between SH20 and SH1 to improve traffic flow, particularly heavy trucks. The southern component of the project, FN32, provides improved bus travel and cycling connections between Mangere and Otahuhu Town Centres.

South-Western Multi-Modal Airport Rapid Transit (SMART)

Detailed design work is progressing with NZTA to ensure their Kirkbride Interchange will future proof a rail connection (either light rail or commuter rail).

Special Housing Areas (SHAs)

A decision on the Whenupai SHA hearing, the first of such hearings, is expected to be released in the next few weeks. AT provided commentary for inclusion in AC's planner's report to the hearing panel, assessing the application and the submissions received. The decision will be reviewed by both HPO and AT to determine the outcome and any follow up actions necessary.

Pre-applications are continuing for a number of Plan Variations.

Scott Point has been notified to adjacent properties.

The due diligence process is to commence on Tranche 5 in February. AT will be assisting with this process.

Te Atatu Road

Work continues in responding to S92 received from Council in regards to the project consents. NZTA have approved subsidy for the land take and construction phases and AT has confirmed its commitment to deliver the project. The target date to start construction is May 2015.

Glenvar Ridge Road

The Notice of Requirement (NoR) is closed, 15 submissions were received with 12 of these submissions in support, two neutral and one in opposition.

AT is working with the submitters to resolve the objection and the need to be heard. Until these issues are resolved a hearing is still programmed for April 2015.

Wynyard Quarter - Integrated Road Programme

The tender for the Stage 1 (Halsey Street South and Gaunt Street between Daldy and Halsey) closes on 30 January with the contract award expected to be completed by mid-February. Work on site is expected to start in early April. The form of contract will allow flexibility to respond to changing design parameters within the Wynyard Quarter arising from changing public transport infrastructure needs.

Albany Highway

Drainage works through Kristin School have been completed. Work is continuing on construction of the replacement Days Bridge and relocation of services in the southern section of the project.

Temporary traffic management along Albany Highway has not had a significant impact on travel times along the highway.

Franklin Road

An analysis of submissions will be provided to local residents in March.

Westgate

Construction works have commenced for the widening of Fred Taylor Drive Stage 1 (Hobsonville Rd/SH16 interchange to Fernhill Rd intersection). Programmed completion date is mid-August 2015 which will ensure traffic congestion is minimised when DNZ's shopping mall opens on 1 October 2015.

New services to Westgate are expected to start in October 2016, and an interchange is required to cater for these services.

Council planners have indicated that the resource consent application for bus interchange is likely to be publicly notified, and any submission will delay the project. Temporary bus shelters along Tawhia Drive (Rua Road) has been planned to manage this risk.

AT is working on a development agreement with NZRPG for the provision of Bus Interchanges within their development. A Terms Sheet to form the basis for this development agreement has been prepared; and awaiting comments from NZRPG. Risk of NZRPG not willing to enter into an agreement has been identified. An alternative solution is for AT to build an off-street facility near the town centre which would require additional funds for land purchasing, and a new business case.

St Luke's Intersection

NZTA is continuing work on the section of the upgrade that is located within the motorway reserve which comprises: lifting and widening the existing bridge; providing improved walking and cycling facilities on the bridge; and reconfiguring (lifting) the Great North Road intersection so that it is aligned with the new bridge structures.

AT is in the process of managing a notified NoR that has recently been evaluated and approved by an independent commissioner; the formal process is in the period where appeals may be received. The works proposed in this NoR, for NZTA's second stage of the intersection improvements, comprises: the provision of a second left turn lane to manage additional traffic that is expected to be generated by the opening of the Waterview Connection; improved walking and cycling facilities; future proofing for growth on the local network; and, included at AT's request, the provision of bus priority measures to complement AT's improvement to bus services along the corridor.

This Stage 2 work leads to the necessity to remove six mature Pohutukawa trees, and this has led to significant public opposition that is being considered by AT parallel to the formal hearings process.

Penlink

Work is underway to continue protection of the Penlink corridor. An updated design which allows for four lanes on the Penlink alignment sits within the existing designation footprint with some minor boundary adjustments which will require an alteration to the existing designation. The necessary planning applications will be notified in early 2015 following stakeholder engagement in mid February 2015 including 2 public open days.

Ōtāhuhu Interchange

The enabling works comprising of piling and demolition activities was successfully completed by Fulton Hogan during the Christmas Block of Line.

The 'preloading' construction package is planned for February to mitigate differential settlement issues prior to main works commencing in June 2015.

A value engineered concept package was approved by PT operations in December 2014 and the preliminary design package is now 95% complete. The design team has been instructed to proceed with developed design. The project remains on budget subject to usual value management processes.

A number of construction procurement strategies are being considered for the main works phase to optimise delivery and this may result in further packages of work being brought forward.

The project is currently scheduled for completion by the end of February 2016; ahead of the new network rollout.

EMUs

There are now 42 three-car units in Auckland with 32 of these issued with provisional acceptance and a further two units due next month.

The 10 minute timetable was implemented in early December and in mid-January there was a gradual off peak introduction of revenue service from Papakura to Britomart.

In December, services were affected by technical issues primarily associated with ETCS (the signalling system) and door closing issues. Door systems were successfully upgraded over the Christmas break but ETCS issues are still being resolved.

CRL

Mediation is underway with appellants to the NoR. Property acquisition is tracking to program.

Draft civil and architectural reference design drawings for Aotea and Karangahape Stations and mined/bored tunnels are complete. The balance of reference design continues to programme.

Early works ECI contract tender readiness remains on track with Phase 1 of these contracts programmed for late February 2015.

Planning for ECI implementation is underway including programme, budget and organisation structure of the AT team and external resources.

AMETI

Work at Panmure remains on track to successfully close out the main works construction contract.

Scheme assessment work has commenced at Pakuranga.

Consultation with Pakuranga stakeholders is underway on the latest proposals for the town centre. Notice of Requirement are due to be lodged in April.

Manukau Interchange

Consent applications have been lodged for project enabling works, which includes earthworks and services. The main building works design is continuing and construction of the building will be let as a separate contract. Project completion is planned for the first quarter of 2016 to align with the new network rollout.

Newmarket Crossing

Three concept option designs have been circulated to the Waitemata Local Board, AC Parks, residents and other interested stakeholders. Residents and homeowners directly affected by the bridge have been surveyed to capture preferences and comments ahead of a multi-criteria assessment to select the bridge design to progress. The project has met with Mana Whenua and will incorporate their feedback on the three options.

The Scheme Assessment Report (SAR) has been refreshed through an addendum which incorporates developments since the SAR was completed in 2013 and recommendations from AECOM's independent review of the AT options assessment. The project team is preparing documentation and Assessments of Environmental Effects in preparation for consents lodgement in February 2015.

Prior to lodgement, AT is meeting again with Mana Whenua, the Waitemata Local Board and holding a Community Liaison Group meeting with residents and community groups to update them on the project progress and receive any final feedback.

Pukekohe Interchange

Detailed design is 80% complete. NZTA documents are being prepared for a funding application. A pre-meeting with Auckland Council for consent applications is currently being arranged. Physical works will be completed by the end of June 2015.

Half Moon Bay Ferry Upgrade

The project is to design and build a public transport passenger ferry facility in collaboration with the Howick local board. AT will be attending the Howick Local Board meeting in February to update the board on project progress.

The pontoon and gangway design phase is progressing and a tender for fabrication is being prepared for issue in February 2015. The NZTA funding confirmation for the full project is anticipated by the end of February 2015. Design and manufacture of the pontoon and gangway will be completed by June 2015 whilst processing of consent application occurs. Project completion is anticipated for no later than September 2016.

Papakura - Pukekohe DMU refuelling

The Papakura fuel tanks were decommissioned over the Christmas rail closure to enable the safe energisation of the overhead line. Trains continue to be refuelled at Papakura via mini-tankers until a new facility at Pukekohe is consented and installed.

The refuelling facility design for Pukekohe is underway with initial concepts to be received at the end of January 2015. It is planned to have the new facility installed and operational by the end of April 2015 subject to consent approval.

Puhinui

The detailed design is 90% complete. The Procurement Plan has been prepared and is awaiting approval so that civil works can be carried out between March and April 2015. The canopy structure will be installed by the end of June 2015. AT is working with KiwiRail to mitigate signal sighting concerns from the canopy.

Swanson Station Park and Ride

The construction contract was awarded in early December, 2014. Site work is progressing well with 80% earthworks completed, and the Park and Ride facilities will be completed by the end of April, 2015.

Parnell Station

Following the approval from the Board to progress a staged delivery of Parnell station, a preliminary design has been completed. Discussions with AC Parks, the local board and KiwiRail are on-going. A full area topographical survey, ecological and an arboricultural survey have been completed. The OPW consent has been prepared and passed to KiwiRail to submit. There are a number of risks that could affect the delivery of the scheme by June 2015 and these are being actively managed. These risks include property negotiations, Parks committee consent, resource consents and track access. Project completion and a station ready for operations is anticipated by October 2015.

A CRC Board paper to design and install a new station at Parnell was submitted for review on the 25 November 2014. AT property are at present agreeing to land requirements with KiwiRail and are in negotiations with them to agree the appropriate consideration.

Onewa Road Transit Lanes, Pedestrian/Cycle Shared Path

Tenders are closed and are currently being evaluated. Physical works are programmed to be undertaken between February and April 2015.

Downtown Ferry Terminal Pier 4

Concept designs for the new pontoon and gangway are now complete. Tender for the design & build package is expected to be advertised late January with the physical works programmed to be complete by June 2015.

Kennedy Point Wharf

Remedial structural works project is on track with the physical works tender being advertised on 16 January 2015. Physical works are expected to be undertaken in February/March 2015.

Roading and Network Performance

Assets Management and Maintenance

Network Growth

The transport network grows in quantity over time as a result of the delivery of new capital projects, updated database information, and vested assets arising from developments. The table below details the network growth experienced over the first six months of the financial year. This growth increases the cost of maintenance and operations delivered through the Opex budget.

	Project Owner	Sealed Roads (m)	Bridges (no)	Culverts (no)	Retaining Walls (m)	Streetlight (no)	Catchpit (no)	Footpath (m)
North	AT Projects	590	1	0	241	31	8	2,302
	AC Developments	9,725	0	1	81	244	247	13,359
Central	AT Projects	2,300	2	0	0	9	0	4,600
	AC Developments	152	0	0	0	0	4	480
West	AT Projects	1,573	0	0	0	24	0	2,481
	AC Developments	772	0	0	179	21	103	1,393
South	AT Projects	500	0	0	782	25	20	900
	AC Developments	11,626	0	0	161	285	340	18,620
Total	AT Projects	4,963	3	0	1,023	89	28	10,283
	AC Developments	22,275	0	1	421	550	694	33,852
	Total (AT & AC)	27,238	3	1	1,444	639	722	44,135

Non Corridor Assets

Detailed investigations have been undertaken into the condition of the cladding and cracking identified on one beam at Downtown Car Park. Neither of these issues create a risk and the car park continues to be safe to use.

Clonbern car park is reaching the end of its useful life. Operational restrictions have been put in place to ensure user safety. The structure is being monitored monthly.

Services

Parking

Parking Officers are currently experiencing the lowest recorded volumes of aggression towards them, no serious harm injuries have been recorded since October 2014. Continued review of operational practises and liaisons with NZ police are being undertaken to deliver a safer working environment for officers.

22 Pay & Display machines were vandalised with cash stolen during December and January, which has resulted in additional security measures being implemented.

Payment and collection of parking permits has been incorporated into the Britomart Customer Service Centre to provide increased visibility of services provided and a collection point for customers.

Implementation of operational changes to the Sandspit car park are being undertaken with the car park changes being discussed with the local board on 16th of February.

The impact of price changes to off street parking leases and the removal of the “early bird” product is variable across off street car parks including:

- Lease revenue is ahead of forecast (although there has been some cancellations with these being offered as leases to new customers).
- Casual occupancy and revenue in the Downtown carpark is increasing.

A number of operational improvements to the off street car parks have been undertaken such as removal of internal barrier arm which has resulted in a drop off of calls/enquiries from customers, improving customer experience (Downtown, Victoria and Civic).

Significant progress was delivered in January on the progressing of parking correspondence with 3567 items of correspondence received and the Adjudication team providing 4211 responses to cover January’s and previous correspondence.

ATOCs

Customer Travel Information. Over the Christmas and New Year holiday period ATOC focused on how to influence customer travel behaviour during the holiday season. Historical data was researched to identify the typical dates, days and times that Auckland road users chose to travel out of Auckland, both North and South, to commence their holiday travel. Information outlining peaks was then sent out to the public, encouraging them to check the website before planning to travel. The information provided the customer options to enable them to potentially select a different day/time if it was traditionally a busy time to travel, or alternatively they may opt to still travel but they do so knowing to expect significant congestion.

Monitoring holiday traffic patterns saw a shift in customer behaviour with peak traffic spreading across a number of days.

Further customer travel information and research on historical traffic patterns will be developed for public holidays with the next focus being undertaken for the Easter holidays.

Walking & Cycling

A new resource called Auckland Great Rides has just been developed to showcase bike rides around Auckland. Each ride has its own 'passport' with information, photos and a map. The series has an I web landing page www.AT.govt.nz/greatrides. Videos of the rides will be added over the next couple of months.

The summer "Cycling's the Go" Community Cycle programme commenced on 1st February and will run until Easter. Key events include:

- 30 adult cycle skills sessions
- Family cycling events around the region including the West Bike and Sports Festival in Henderson, Bubs on Bikes in Point England, and a Try2Wheels event in Farm Cove.
- Community events including the Explore Grafton Gully and Explore Westhaven Promenade rides, a heritage Trail Ride in Henderson, Cycle Sundays in Kingsland and Go By Bike Day events.
- Valet bike parking will be provided at events including the Big Gay Out, Pasifika Festival and The ASB Poly Fest.

Network Operations and Safety

Carpooling survey

The Biannual carpooling survey to assess the impact of the 'Let's Carpool' scheme has been completed. This was undertaken using the national database. Of those registered on the scheme, Auckland comprises just over half this database, representing 5,377 registrants. The survey represented a cross section of ages, however, clearly indicated that the carpooling service was being used by those in full-time employment (80%) and a smaller sub-section of students (8%).

The results show that the Let's Carpool programme is having a positive impact on peoples' commute to work with a 41% increase in car pooling. This resulted in increased modal share of commuting from 14% to 20% of those surveyed. (This represents 1021 people registered). Most car-poolers (59%) car pool at least 3 times a week, with the primary benefit being money saving. Most found car-poolers through their employer or through media campaigns reflecting a focus of the programme on businesses.

Grafton Bridge Taxi Trial

The plan to trial providing taxis 24 hour access to Grafton Bridge in order to improve travel times for taxi passengers will be introduced in late March (as a 12 month trial). Monitoring will be undertaken to assess the impact on bus journey times, cyclist safety and amenity as well as the number of bus lane infringements on the bridge. The trial can be stopped at any time if significant issues arise.

The proposal has been discussed with the Waitemata Local Board. While some reservations were identified, the Board were supportive of the planned monitoring regime. The Taxi industry and Cycle Action Auckland have also been involved in the development of the proposal and discussions will continue with them towards the end of February to communicate the monitoring methodology and Auckland Transport's expectations for driver behaviour.

Double Decker Bus Mitigation Project

A review of Auckland's busiest bus routes has been completed to determine what mitigation work is required before double decker buses can be introduced onto regular scheduled bus services. We are preparing for the roll out of new double decker buses by the Howick & Eastern bus company. Detailed design work for verandas along the Botany to City Centre bus routes are well under way. These routes run along Customs Street, Symonds Street, Park Road, Khyber Pass Road, Broadway, Manukau Road, Ellerslie-Panmure Highway, Ti Rakau Drive, Pakuranga Road and a number of other roads in the Botany/Howick area. We are on track to complete the mitigation work for this route by the end June 2015. It will include power pole relocations, veranda modifications, kerb build-outs and tree pruning.

The current programme has construction of the Mt Eden Road route planned for next financial year. We are currently waiting on a decision for the Dominion Road corridor upgrade before proceeding with any mitigation work for this priority route.

Road Corridor Access

Major Utility Project Updates

Watercare Hunua 4 Bulk Watermain

Advantage was taken of the quieter period immediately after Christmas to complete the crossing of Neilson Street, Onehunga.

Watercare Pakuranga Rising Main

The new 0.9 metre diameter sanitary sewer rising main in the carriageway of Pakuranga Road and Lagoon Drive in the vicinity of the Panmure Bridge has been largely completed up to and including the Church Crescent intersection.

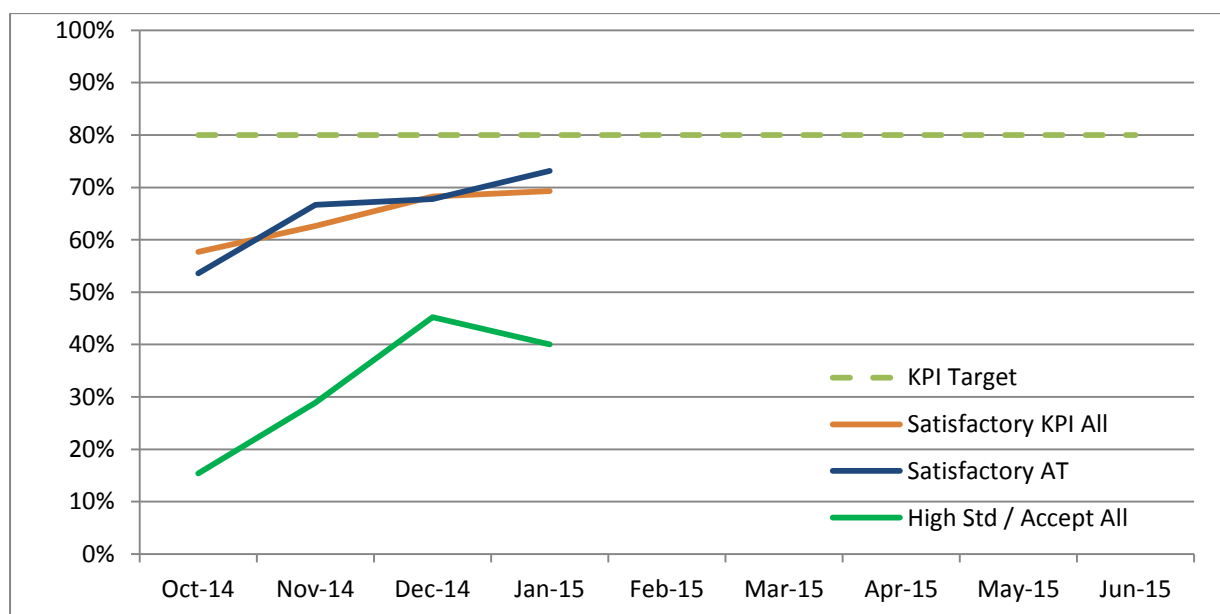
UFB

Year four UFB build is now at its peak with 305 of the cabinet areas in build or quality assurance before close out. In addition, the final 21 cabinet areas for the build year of 415 cabinets are planned to commence during February.

To achieve their objectives, Visionstream must now deliver 65 cabinets to Chorus per month which carries some risk around quality and safe site management. In addition, Chorus and Visionstream have reached a commercial agreement for fixed prices to deploy cabinets which may see Chorus taking a less active role in terms of deployment methodology changes and site activity.

Temporary Traffic Management (TTM)

The KPI "Percentage of Sites with Satisfactory TTM" is 68% for December 2014 and a provisional 69% for January 2015 (refer graphic below).



A number of crashes at worksites have been identified over the past few months. We have developed a standard format for reporting of crashes by organisations and this will be published on the AT website shortly. We are continuing to review traffic crashes at worksites and continuing to encourage all to report crashes voluntarily to RCA.

Corridor Renewals and Maintenance

Regional Corridor Activities

The fast tracked Orewa Bridge cycleway was opened on time prior to Christmas.

The favourable weather has seen a heavy commitment to chip sealing and retaining walls around the region.

Work is also currently underway on replacing a number of the glass safety panels on Grafton Bridge.

Pavement Rehabilitation project status:

North	Settlers Grove in Orewa.	Complete
	Ridge Road.	Complete
	Macky Road.	Complete
	Constellation Drive.	Complete
	Postman Road.	Ongoing
	Taupaki Road.	Ongoing
	Laurie Southwick.	Ongoing
	Waipa Street.	Ongoing
	Mokoia Road.	Ongoing
	Tauhinu Road.	Ongoing
	Glamorgan Road.	Ongoing
Onewa Road.	Ongoing	
Central	Orapui Road on Waiheke Island.	Ongoing
	The Drive.	Underway
	Fanshawe Street.	Complete
South	Southbound lanes of Te Irirangi Drive (between Ormiston Road and Accent Drive).	Complete
	West bound lanes of Te Irirangi Drive (between Ormiston Road and Accent Drive).	Ongoing
	McKenzie Road.	Ongoing
	Weymouth Road.	Ongoing
	Linwood Road.	Ongoing
	Gossamer Drive.	Ongoing
	Harris Street (Pukekohe).	Ongoing
	Great South Road (Hunters Corner).	Ongoing
	Princes Street (Otahuhu).	Ongoing
Great South Road/Mahia Road intersection.	Ongoing	

West	West Coast Road (Glendale Road to Swan Hill Drive.)	Complete
	Rimu Road.	Complete
	Moire Road.	Ongoing
	View Road.	Ongoing
	Pomaria Road.	Ongoing
	Te Atatu Road (Wharf Road to Tawa Road).	Ongoing

Street Lighting

Expressions of Interest have closed for the carrying out of street light maintenance and renewal works across the region. The Expression of Interest (EOI) process will result in a shortlist of participants who will then be invited to participate in a Request for Tender (RFT) process.

The RFT document is being prepared and will be released to the tenderers for pricing in February.

Technical Services

A new framework has been put in place for management of the technical service suppliers (TSS) for the remainder of this financial year (January to June 2015). The TSS will be required to provide a monthly report per maintenance contract area detailing the various activities as per the contract requirements.

The approval process for services orders has been updated and the overall process streamlined to reduce administration cost. Letters will be issued to all TSS informing the change of the process and clients representatives for the four maintenance and renewal contract areas.

Campaigns and Promotions

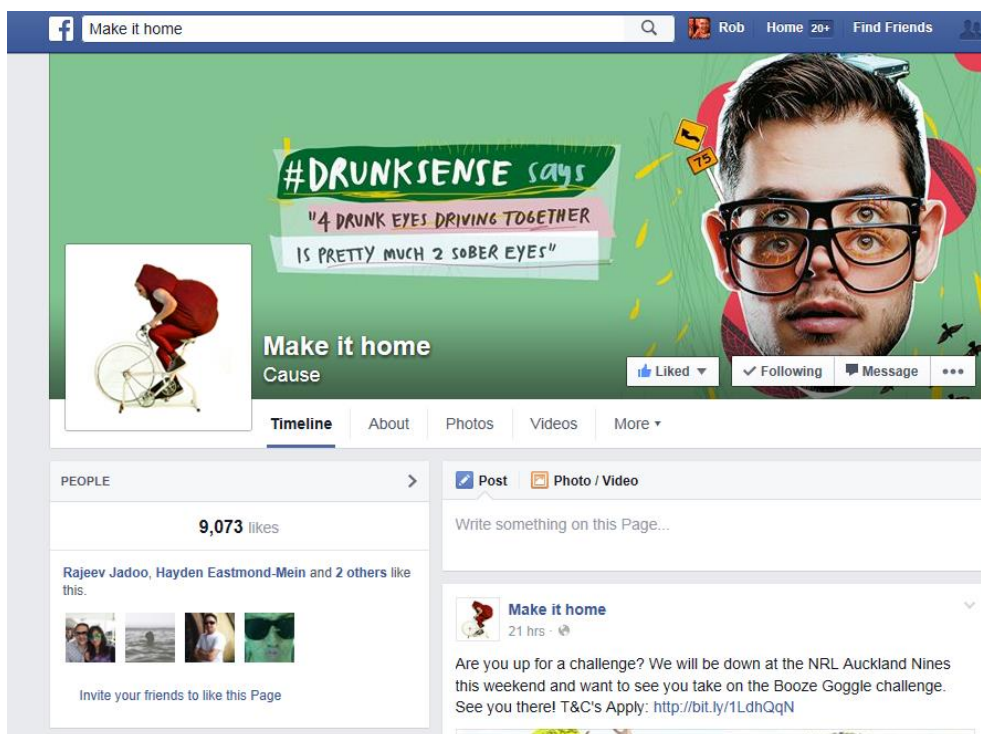
Sober Driver

The 2014/15 'Sober Driver' marketing campaign has been in market from 11 December 2014 and is producing some exceptional results.

The 45 second Sober Driver '**Drunksense**' video has received over **390,000** views (YouTube and Facebook), making this the most viewed online video produced by AT. The cost per view on YouTube in December was a **low \$0.10**.

AT had over 6,500 views of the video in cinema over a 2 week period in December at a cost per view of just **\$0.26**. This is continuing throughout January. The key benefit of cinema advertising is that unlike television viewers, cinema-goers can't change the channel and are a captive audience.

The 'Make it Home' Facebook page: The number of 'likes' on the launch posts, as well as posts advocating #strightsense exceeded 1,000 per post. Videos and related image posts individually achieved a reach in excess of **80,000** views, with 70% of engagement coming from the age group 18 – 24 in Auckland (a key target audience).



Radio: AT partnered with Mai FM (spot buys and Facebook promo) and received a **131%** discount (including bonuses and added value). Mai FM also produced two 'Sober Driver' videos themselves featuring their morning crew, which were posted on their Facebook page. The first video received over 20,000 views, which is a really strong result. To put this into context, the NZTA and Powerade videos each had around 15,000 views on a bigger network (The Rock).



The AT #Drunksense radio ad won the ORCA (Outstanding Radio Creativity Award) for December/January and is also in the running to win the overall award.

A full evaluation of the Sober Driver campaign including the use of Social Media will take place at the end of the campaign.

(Left) 'Drunksense' activation at the NRL Auckland Nines welcome event. Fans were photographed trying to catch a ball wearing 'drunk goggles'. Photos were posted to the Facebook site. 480 pictures were uploaded onto Facebook where they received an additional 496 'likes'. This exposed the campaign thousands of additional viewers.

Summer 'Cycling's the Go'

The summer 'Cycling's the Go' campaign is currently live in market and runs until 15 March 2015. This is an integrated media campaign combining local press, online (Google and Trade Me), the 'Cycling's the Go' Facebook page (www.facebook.com/cyclingsthego) and AT's website (www.AT.govt.nz/cyclingsthego). Printed copies of the Auckland Summer Cycling Event Guide will be distributed at Auckland Transport events, council offices, recreation centres, bike retail shops and through cycling groups and schools.

The three key areas for this year's programme are:

- Cycle skills training for adults
- 'Cycling's the go' for families and
- Community events & activities.



Walking School Bus

Two Walking School Bus videos were launched to Travelwise schools on 18 February 2015. The objectives are to encourage schools to establish a WSB route at their school and to increase student participation from existing schools.

A competition is running from 23 February to 9 March where participating schools have to answer a questionnaire based on the video content.

Special Events

Advertising material using the 'non-stop summer' format has been developed to be used across all of the events that are being held in Auckland this summer. This advertising is being used in combination with the website www.at.govt.nz/summerevents.

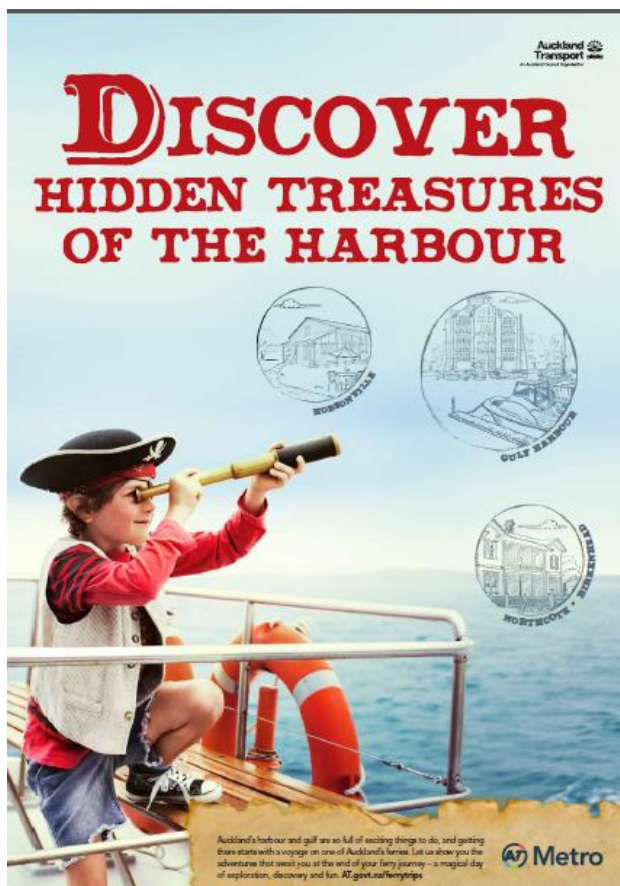
The Black Caps played Sri Lanka on 17 January at Eden Park. Travel on trains and special event buses were included with match tickets. Full event report is pending, but approximately 30% of patrons were carried by rail.

The Dick Smith NRL Nines was again a huge event for Auckland and for AT. Last year AT successfully moved just over 40% of patrons on trains and special event bus services – this year AT exceeded this moving over 50% of patrons on both days of the event.

Other major events coming up include; ITU Triathlon, start of the Super Rugby season, Round the Bays, Pasifika, the Volvo Ocean Race and the ICC Cricket World Cup.

Hidden Treasures of the Harbour

This campaign is the first to focus on a leisure market articulating the reasons why using a ferry is a great way to see the city. Targets for this campaign during 2015 are to increase leisure patronage by 15,900. There will be press coverage in the NZ Herald, Tourist



publications and outdoor media.

To see the video go to www.at.govt.nz/ferrytrips

Marketing and Customer Experience

Regional Signage Project (formerly known as Wayfinding)



Journey Testing has been completed for this stage of the project. Results from test groups are being analysed.

Test signage has been installed along the Dominion Road Safe Cycle Route. This included large two metre high plinths detailing the route, indicating travel times and key locations along with street signage, as well as Cycle Route Markers.

The initial design and research strategy documents are being finalised over the next few weeks.

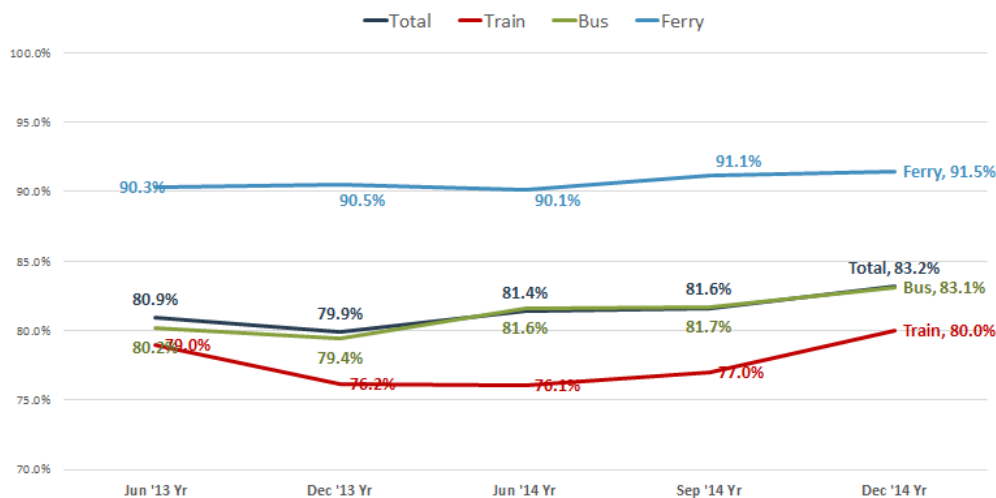
Engagement with stakeholders will commence in the second quarter of 2015.

Market Perceptions Survey Results

December 2014 survey shows stable results for brand awareness and reputation measures. A majority 72% of Aucklanders recognise the Operational Logo, and 59% consider PT in Auckland is improving.

Customer Satisfaction for both Public Transport and Rooding have improved in the year to December 2014. Overall satisfaction with Public Transport services (83%) has improved by 3% compared to December 2013, with 4% improvements for both Bus and Train services.

Public Transport Customer Satisfaction



Roading Customer Satisfaction Survey: Satisfaction with roads (71%) and footpaths (64%) in the region have also improved by 3% compared to December 2013. The largest annual gains have been for Condition of Cycleway (up 6% to 52%), and Road Safety (up 5% to 66%).

Customer Insights and PT commissioned a survey of market attitudes to requiring exact change on buses. Results clearly identified both limited opportunities and patronage risk among customers across stages of the PT Adoption Framework, as well as clear recommendations about effective ticketing and fares messaging for both AT HOP and cash users.

Where's My Bus?

The user trial of the *AT Metro Track My Bus* smartphone app has been completed with members of the AT Research Panel, operators and AT staff. Those who completed the trial were very positive about the functionality. Results gave clear guidance as to the strategic fit of the app, desired fixes and features, and app naming.

Travelwise

The Travelwise for Schools programme has completed surveys of 302 schools in 2014, including 224 Annual School Surveys, 37 Baseline Surveys of new schools, and 41 comprehensive Follow-Up surveys, contributing to on-going development and monitoring of the Travelwise for Schools programme. A programme to build reporting into the Enterprise Data Warehouse is progressing well, and expected to streamline reporting for 2015.

Twitter activity

A trial on Twitter to provide helpful information and build engagement: Short term roadworks, (otherwise known as temporary traffic management), can be a real frustration for road users. AT are keen to understand where inconvenience occurs and to ensure any temporary roadworks have in fact been authorised.

