

# Business Report

## Recommendation:

That the Chief Executive's report be received.

## Prepared by:

David Warburton, Chief Executive

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## Corporate

### Preparation of the Regional Land Transport Plan (RLTP)

The RLTP covers all capital projects and operating programmes for the region.

Around 320 Auckland Transport and NZ Transport Agency capital projects have now been assessed through the ITP calculator to see which best deliver on the ATAP objectives. The Board has been updated at previous meetings on the process for prioritising the capital programme.

The amount of funding available is still very uncertain. It will depend on factors such as which parties form the next Government, how roading projects are allocated between local and central Government and whether the Interim Transport Levy continues in some form.

We have started the process of engaging with Local Boards on the RLTP, with presentations to cluster workshops in the South, Centre and North. Common themes coming through in these initial discussions included safety at rail crossings, benefits of Park & Rides, increasing maintenance requirements, poor condition of footpaths (partly due to utilities doing work), emphasis on active transport modes, quality standards for re-surfacing of rural roads and impact of quarries on local roads

Engagement with iwi is planned to start over the next couple of months.

The development of the Regional Public Transport Programme has also begun which will address the options for the future development of public transport.

A Regional Transport Committee (RTC) meeting is being scheduled immediately following the 5 December Board meeting to consider a draft of the RLTP document (the RTC includes AT Directors with the Transport Agency representative having voting rights). The RTC is responsible under legislation for approving the RLTP document.

This work is also being integrated with AC so that the development of the RLTP/LTP will be done in association with the overall Council family aspirations/requirements. A joint group chaired by AT's CE will co-ordinate the process.

## Regional Land Transport Plan Funding

The following activities were approved for funding in late July and August:

- Medallion Drive Upgrade (Implementation and Property) – this activity has been approved for \$18.85 million
- City Centre Network Cycling Package – Westhaven to CBD (Implementation) – this activity has been approved under Delegated Funding Authority for \$2.85 million (\$85,000 for the National Land Transport Fund and \$2.69 million from the Urban Cycleway Fund).

### Variations to the RLTP

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

If a variation is not considered significant, the change can be made by Auckland Transport, in accordance with Auckland Transport's Delegation Policy.

The following projects have been added to the 2015 -18 Regional Land Transport Plan as variations:

- Panmure Bus Layover; and
- Auckland Metro Train Capacity.

## Procurement

Four tenders were published in the July/August period (01/07/2017 to 25/08/2017) with an estimated value of \$15.25 million. Two of these tenders had an estimated value of over \$2 million (see below).

Tender	Type
Transport Networks for Growth Professional Services Alliance	RFP
AT Agile Delivery Panel	RFP

In July/August period (01/07/2017 to 25/08/2017) 223 contracts were created with a total value of \$82.66 million. Ten contracts had a value of over \$2 million.

Contract	Supplier
PTOM Unit 50 Ti Rakau Drive	Howick & Eastern Buses Ltd
PTOM Unit 55 Pakuranga	Howick & Eastern Buses Ltd
PTOM Bus Services Unit 53 Botany-Cross Town	Howick & Eastern Buses Ltd
Insurance Brokerage and Advisory Services	Auckland Council
Pukekohe Bus/Rail Station	Downer New Zealand
Tamaki Drive/Ngapipi Road Intersection	Fulton Hogan Contracting
PTOM Unit 14 Mt Wellington	Go Bus Transport Ltd
PTOM Unit 52 Howick to Panmure	Go Bus Transport Ltd
Printing and Distribution	Auckland Council
Richmond Road and Surrey Crescent to Garnet Road Cycleway	Dempsey Wood Civil Ltd

## Customer Contact Metrics – July 2017

### Service Level

AT Metro – 73% AT HOP – 79%, AT HOP Retailer – 83%, Auckland Council (all other calls) – 33%

### Abandonment rate

AT Metro – 8%, AT HOP – 6%, AT HOP Retailer – 6%, Auckland Council (all other calls) – 21.7%

### Average wait time

AT Metro – 28 seconds, AT HOP – 24 seconds

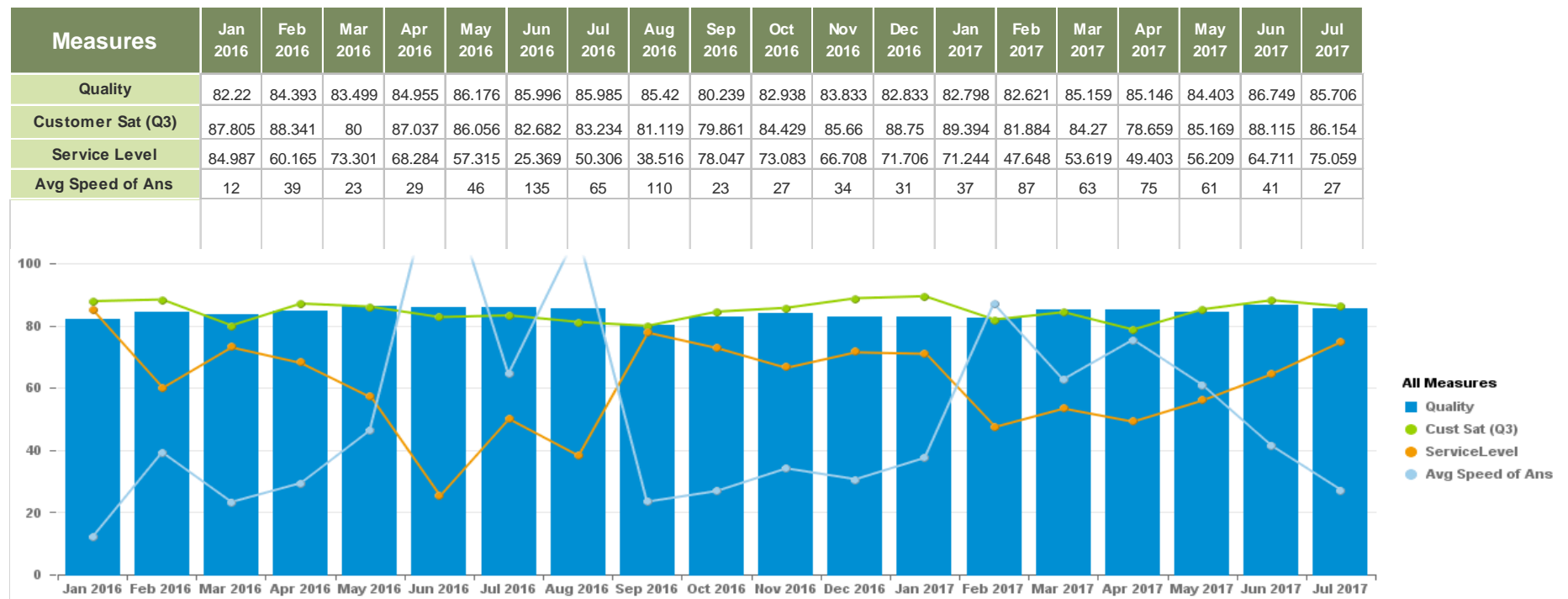
### Volumes:

Calls – AT Metro – 23,196; AT HOP – 10,947; AT HOP Retailer – 88; Auckland Council (all other calls) – 24,501

Total: 66,319

Written – AT Metro – 2,625, AT HOP – 1,065, AT General – 6,442, Road Corridor – 3,654, Transport Services – 8,747, Customer Liaison Including LGOIMAs) – 1,838

Total: 24,371



- The quality of our customer conversations and Customer Satisfaction remain at pleasingly high levels.
- Service level has shown a marked improvement, albeit, the 80% target has not yet been reached.
- Service Level has increased across all phone queues (AT Hop up by 7%, AT Metro up by 11% and AT Retailer by 9%)
- Average handle time has decreased across all phone and written queues.

## Factors Impacting Customer Contact Metrics

- Peaks in the volume of customer enquiries primarily related to:
  - Train disruptions including power outages, flooding, a fatality, train/track faults (01/07, 2/07, 6/07, 7/07, 11/07, 13/07, 18/07, 21/07, 24/07, 26/07, 28/07). One two occasions a fatality occurred followed by track faults at Britomart.
  - America's Cup Parade – 6/07
  - Total Mobility (TM) renewals. Significant volumes occurred from the 31/07 following a letter sent to TM customers stating an official last day for use and where customers had not received their renewal. Customer Contact proactively contacted some affected customers.
- System issues:
  - 1/07 – Business objects reports, slow loading – impacts an agent's ability to address AT Hop enquiries
  - 10/07 – 11/07 Customers unable to access MyAT/ AT Hop card details
  - 19/07 – AT website intermittently unavailable
- Auckland Council have 146 (of 256) new staff in their Call Centre. A high number of escalations are being received into Customer Contact and across other business units.

## Strategies to reduce impact of factors impacting Customer Contact metrics

Laptops: all agents have now been converted to laptops in preparation for the move to the Viaduct building and to support greater work flexibility. Additionally, the change to laptops means that staff do not have to load shared inboxes each time they login, they can set their own views and we anticipate login time will become quicker as multiple profiles will not have to be loaded which has previously slowed the performance of the PC.

Average handle time: the team has been acutely focused on monitoring and assisting staff to manage AHT more tightly. This has resulted in a decrease in AHT across all phone and written queues.

Quality framework: a refreshed framework for monitoring and coaching the quality of our conversations with customers has been introduced with the aim of maintaining and building upon our consistently good results in this area.

CRM case management form: the screens required to record a case in CRM can be slow to load (e.g. a map loads each time that is not required in customer contact) and there are multiple screens to load for each case. A one page, simplified form has been designed and is now under development with testing to take place in August.

## Organisational Development / Talent

**Early Career Programme** – After launching our first graduate recruitment campaign in April, 24 students have been offered a place in the programme. We are partnering with external organisations such as Engineers Without Borders, Development Beyond Learning (an organisation specialising in professional development), IPENZ and tertiary institutions to further enhance the experience and development of graduates starting their career with AT.

**Flexible working** – Our flexible work strategy continues with Manager workshops (“Making flex work”) and open briefings to further embed flexible working into the business and increase our capability to lead a team of flexible workers. Monthly updates to all managers have commenced with a just-in-time approach, communicating key actions required to prepare our staff for the move. To date approximately 300 staff have been to one of these sessions.

**Diversity and Inclusion** - Following the finalisation of our inaugural Diversity and Inclusion Leadership Team, the first quarterly meeting was held in July. This team will be responsible for providing strategic direction and guidance on our diversity strategy, leading key initiatives, sharing our plan across AT, and with our executives.

**Strategic workforce planning** – Work is underway to understand the requirements and capability of the workforce needed to meet AT’s goals. Progress includes an ELT workshop, with divisional meetings to be held in August – September before finalisation of 3 year AT workforce plan in October.

## Auckland Unitary Plan Operative in Part (AUP)

The operative version of the Auckland Unitary Plan (AUP) was released on 4 November 2016. Of the 106 appeals, AT has an interest in approximately 21. Approximately 12 of these appeals have been resolved or withdrawn, four are on hold and/or awaiting information, and the remaining five will potentially proceed to a hearing.

AT has had ongoing involvement in the Council case teams for rural subdivision, car parking, and Okura, including participating in mediation and expert conferencing sessions. The parking appeal matters were resolved by AC with the other appeal parties, however, the Environment Court has ordered a hearing to further discuss this, with joint evidence from parties due in September.

## Notices of Requirement – NZ Transport Agency

The East-West Link (EWL) hearing concluded in late August. The Northern Corridor Improvements proposal hearing has now concluded. AT presented its evidence on the EWL and the Northern Corridor Improvements, covering such matters as walking and cycling, public transport, management of operation and construction transport effects, and planning matters. All matters of interest to AT were resolved during the proceedings.

The Boards of Inquiry will release draft decisions for comment by submitters. The final decisions for these projects are due by 22 November 2017.

## Local Boards

As referenced earlier in this report a series of well-attended workshops were held with local boards in the south, north, and central 'cluster' zones as part of early engagement on the RLTP.

Staff have continued to work with Auckland Council on the Governance Framework Review, including attendance at workshops for councillors and local board members. Auckland Council's governance director will be providing an update at this meeting.

A part of the governance review will see a pilot on Waiheke Island (for three years). Exact details are still being worked through but indications are there will be the appointment of an 'operations manager' for the island and the provision of a separate budget and staff resource for planning and operational matters. It's likely that the pilot will include development of a ten-year transport plan for the island, something that the local board has been advocating for, and specific design guidelines for infrastructure to be included as part of the AT design manual.

There are currently 35 live projects in the Local Board Capital Programme (excludes projects in defects liability phase). The key projects underway are Ponsonby Road Pedestrian Improvements and the Whau Bridge (part of New Lynn to Waterview Cycleway project).

Other key briefings for councillors and local boards this month have included:

Local Board	Interaction
Albert-Eden	<ul style="list-style-type: none"> <li>• Site meeting – Windmill Road (disability parking)</li> <li>• Workshop – right hand turns in Dominion Road villages</li> <li>• Site meeting – New North Road pedestrian refuge</li> <li>• Present report at monthly Local Board meeting</li> <li>• Dominion Road Community Liaison Group</li> <li>• Workshops held on Pt Chevalier to Westmere cycle path, bus priority on Mt Eden Road and bus stops in Mt Eden Village, Outer Link update</li> <li>• Site walkover with Board members – Waterview Pathway</li> <li>• Information on proposed changes in the road corridor sent to the Board for comment: cycle protectors Carrington Road, Carrington Road zebra crossing improvements, Selwyn Road/Pah Road signalisation, proposed bus stop and shelter St Lukes Road</li> </ul>
Devonport Takapuna	<ul style="list-style-type: none"> <li>• Bayswater Marina Pre Application meeting (prior to consent lodgement)</li> <li>• Extraordinary meeting of the Local Board re Lake Road</li> <li>• Site meeting at Bayswater Wharf – Takapuna Grammar Rowing occupation of blue shed</li> <li>• Monthly report and special report on Hurstmere Road streetscape upgrade</li> <li>• Meeting with Auckland Council consents team and BML re Bayswater Marina</li> <li>• Workshop on roads and streets framework</li> <li>• Site meeting – Shea Terrace (Transport Capital Fund project and Parks Greenways)</li> <li>• Site visit with member George Wood and NZ Transport Agency – motorway boundary to Sunset Road maintenance</li> <li>• Meeting with delegated members on outcome of traffic modelling for Hurstmere Road</li> </ul>



Local Board	Interaction
Franklin	<ul style="list-style-type: none"> <li>• Workshop re 2x intersection modelling results and local board feedback on path forward</li> <li>• Meeting to discuss options and way forward to address slippery town centre pavers in Pukekohe</li> <li>• Monthly meeting – presented monthly report</li> <li>• Workshop re road safety projects in Whitford/Clevedon/Beachlands/Maraetai</li> <li>• Workshop session re parking reserve fund potential projects</li> <li>• Workshop re landowner permission for iwi signage developed by AT on reserve land</li> <li>• Meeting to gather board member views on parking at Pine Harbour marina ahead of AT meeting with marina owners</li> </ul>
Great Barrier	<ul style="list-style-type: none"> <li>• Mana whenua sign blessing event and relationship meeting</li> <li>• Workshop with Board on various local issues</li> <li>• Meeting with Board members to discuss parking issues in Claris</li> </ul>
Henderson Massey	<ul style="list-style-type: none"> <li>• Email bulletin providing information about: SH16 Proposed Improvements, Alan Avenue Reserve walkway safety, Felgrove Street Speeding, Proposed Northwestern Busway Update</li> <li>• Monthly update report written and submitted (attended meeting and spoke to report)</li> <li>• Provide quality advice to the Local Board on Speed Limit Review and Auckland Transport Delegations and RLTP process.</li> <li>• Presented Rough Order of Cost to the Local Board for the following projects: Rathgar Road raised Pedestrian Crossing, Universal Drive and Rathgar Road Intersection Traffic Signals option, Universal Drive and Rathgar Road roundabout option</li> <li>• Workshops held in August: NorthWest Shopping Center Update, New Bus Network in Westgate and talk through issues with temporary interchange</li> <li>• Te Atatu Road project feedback after being open for two months</li> </ul>

Local Board	Interaction
Hibiscus and Bays	<ul style="list-style-type: none"> <li>• Meeting with Transport Interest Group and subdivision members re: Beach Road, Campbells Bay, childcare consent</li> <li>• Monthly meeting including presentation of monthly report</li> <li>• Managing several issues for Crs Watson and W Walker, including: Silverdale Street Signalisation, Penlink discussions with ITP team, Beach Road, Campbells Bay Childcare Centre, Whangaparaoa Road Dynamic Laning</li> </ul>
Howick	<ul style="list-style-type: none"> <li>• Email bulletin providing information about: Local Board Transport Capital Fund project progress, Bucklands Beach erosion, Battery powered trains and airport access</li> <li>• Monthly update report written and submitted</li> <li>• AMETI project team briefing</li> <li>• Local Board Transport Capital Fund: developed a proposal for use of fund, including working with Auckland Council planners</li> </ul>
Kaipatiki	<ul style="list-style-type: none"> <li>• Monthly local board meeting</li> <li>• Workshop – roads andnd streets framework</li> <li>• Meeting re Rawene carpark issues</li> <li>• Feedback summary provided re Falkner Road</li> <li>• Briefing re pedestrian crossing – Tonar Street</li> </ul>
Mangere-Otahuhu	<ul style="list-style-type: none"> <li>• Email bulletin providing information about: speed in Wallace Road, Ōtāhuhu Station developments, Local Board Transport Capital Fund Projects</li> <li>• Meeting with Board and Auckland Council Finance and Community Facilities team to develop strategy for re-development of Mangere Town Centre</li> <li>• Preparation of the 'One Local Initiative' business case for development of Mangere Town Centre</li> <li>• Monthly update report written and submitted</li> <li>• Local Board Transport Capital Fund: presented three new potential walking and cycling projects to the Board.</li> </ul>

Local Board	Interaction
Manurewa	<ul style="list-style-type: none"> <li>• Manurewa Town Centre Steering Group monthly meeting with local board and business reps. Issues included Manurewa Station gating and Te Mahia station upgrade projects</li> <li>• Monthly meeting</li> <li>• Consultation documents sent to Chair and transport portfolio holder on McLaughlins Road</li> <li>• Emailed Chair re options for progressing Te Mahia station upgrade joint discussions</li> </ul>
Maungakiekie-Tamaki	<ul style="list-style-type: none"> <li>• Meetings and workshops with Auckland Council to develop 'Transform Panmure' project</li> <li>• Coordinated meeting with Board and Pānuku regarding 'Transform Onehunga'</li> <li>• Meeting with senior and local board advisors to establish major transport priority</li> <li>• Transport capital fund meeting to discuss ideas and possibilities</li> </ul>
Orakei	<ul style="list-style-type: none"> <li>• Monthly update report written and submitted</li> <li>• Local Board Transport Capital Fund projects – updates</li> <li>• Consultations – x 2</li> <li>• Feasibility report written for consideration by Governing Body – Gowing Drive Underpass</li> <li>• Potential bus service to Meadowbank Station – met with community group and elected members</li> <li>• Clonburn Car Park – met with elected members to discuss development proposal</li> <li>• Developed a proposal for use of Local Board Transport Capital Fund for the following projects: re-design of street parking on the top half of the western side of Saint Vincent Avenue in Remuera, pathway in Selwyn Reserve - Ellwood Place Park Entrance</li> </ul>
Otara-Papatoetoe	<ul style="list-style-type: none"> <li>• Workshop with local board regarding request for removal of Flat Bus Road trees in road corridor</li> <li>• Development of specific project response to Flatbush road tree removal issues working with Council Parks, Empowering communities' unit, local board services and external community group – Roots Creative.</li> <li>• Briefing to local board chair on transport issues</li> </ul>

Local Board	Interaction
Papakura	<ul style="list-style-type: none"> <li>• Presented update to local board for Local Board Transport Capital Fund</li> <li>• Co-presented at local board workshop briefing on Papakura Park &amp; Ride</li> <li>• Initial meetings and tour of local board area with Safer Communities Programme – Papakura</li> <li>• Presented at Papakura Commercial Project meeting – Transport Workstream Update</li> <li>• Co-developed 'One Local Initiative' business case for with council finance teams.</li> </ul>
Puketapapa	<ul style="list-style-type: none"> <li>• Workshop re Transport Capital Fund</li> <li>• Presented report at monthly meeting</li> <li>• Dominion Road Community Liaison Group</li> <li>• Information on proposed changes in the road corridor for the month sent to the Board for comment</li> </ul>
Rodney	<ul style="list-style-type: none"> <li>• Update on Matakana Link Road to Transport, Infrastructure and Environment Committee (TIEC)</li> <li>• Update on Huapai – Tapu, Station and Access Roads</li> <li>• Workshop – roads and streets framework</li> <li>• Monthly meeting</li> <li>• Meeting with transport lead and Deputy Chair re: proposed Access Road upgrade</li> <li>• Facilitated meeting between local board, AT management and residents re a number of issues at Sandspit</li> <li>• Consultation documents – Speed Limit Changes Auckland - SH1 and Puhoi Road, and SH16 Kaukapakapa; new footpaths on Arthur/George/Alexandra Streets and Sussex Terrace, Riverhead</li> </ul>

Local Board	Interaction
Upper Harbour	<ul style="list-style-type: none"> <li>• Email bulletin providing information about: SH16 Proposed Improvements, Speed Camera proposal - Dairy Flat Highway (Albany Hill), Proposed Northwestern Busway Update, Local Board Transport Capital Fund project progress</li> <li>• Monthly update report written and submitted</li> <li>• Provided advice on Speed Limit Review and Auckland Transport Delegations and RLTP /LBTF process.</li> <li>• Presented Rough Order of Cost to the Local Board for the following projects: Gills Road Bridge and Footpath, Walking and cycling footpath, from 8 to 12 Chester Avenue to 32 Chester Avenue, Walking and cycling path request, from 32 Chester Avenue through to the road becoming Wickham Lane, to the intersection with Kyle Road, Greenhithe / Schnapper Rock, Walking and cycling path, from 170 Albany Highway to 8 to 12 Chester Avenue, Greenhithe, Pedestrian crossing outside Pinehill School, Re-alignment of Rame Road, Greenhithe.</li> <li>• Workshops held in August: Albany Town Centre parking feedback, Albany Park and Ride parking strategy, Issues in Corinthian Drive, Draft Roads and Streets Framework</li> </ul>
Waiheke	<ul style="list-style-type: none"> <li>• Meeting with Local Board relationship manager to better understand the 'Waiheke Trial' (see above)</li> <li>• Discussion regarding parameters for a transport forum</li> <li>• Workshop to discuss new walking and cycling projects and road rehabilitations</li> </ul>
Waitakere Ranges	<ul style="list-style-type: none"> <li>• Email bulletin providing information about: Proposed Northwestern Busway Update, Local Board Transport Capital Fund project progress</li> <li>• Monthly update report written and submitted (attended meeting and spoke to report)</li> <li>• Provided advice to the Local Board on Speed Limit Review and Auckland Transport Delegations and LBTF process</li> <li>• Presented Rough Orders of Cost to the Local Board for the following projects: West Coast Road Pedestrian Crossing, Funding for Glen Eden Town Centre Implementation Plan</li> <li>• Workshops held in August: Mixed Use Urban Arterial - West Coast Road</li> <li>• Glen Eden town centre implementation plan - transport projects</li> </ul>

Local Board	Interaction
Waitemata	<ul style="list-style-type: none"> <li>• Updates on the Franklin Road and Ponsonby Road projects</li> <li>• Report delivered to monthly meeting</li> <li>• Consultation on broken yellow lines in Stuart Street</li> <li>• Meeting with Board members to discuss proposed St Mary's Bay transport capital fund project</li> <li>• Update provided on the Carlaw Park footpath project</li> <li>• Pre-consultation information on the Nelson Street phase 3 project</li> <li>• Workshop with the Board on Newmarket crossing project</li> </ul>
Whau	<ul style="list-style-type: none"> <li>• Monthly update report written and submitted</li> <li>• Local Board Transport Capital Fund projects – updates</li> <li>• On site meeting with Chair to discuss Great North Road (flooding) rehabilitation work</li> <li>• Discussed proposal for use of Local Board Transport Capital Fund for the following projects: Avondale Paving – remediation, New Lynn footpath remediation/development, lighting project – following CPTED recommendations, New Lynn to Avondale shared path</li> </ul>

## Spatial Planning projects

AC's Planning Committee has approved the preparation of structure plans for the Drury-Opaheke and Paerata-Pukekohe future urban areas, with a resolution that they be completed within the next 12 months.

AC has now commenced work on these two Southern Structure Plans. AT is working collaboratively with AC to provide expert transport advice and input into the structure planning process, including reviewing existing background information and undertaking an opportunities and constraints analysis. AC is currently preparing a consultation plan for these two structure plans.

The Planning Committee also approved the preparation of structure plans for the Warkworth and Silverdale West - Dairy Flats Business future urban areas to be completed within the next 18 months. AT will also be the transport advisors for these two structure plans.

AC has undertaken an analysis of other spatial planning workstreams including area and centre plans. The Planning Committee approved the following place-based spatial planning projects for existing urban areas, Great Barrier Island and Waiheke Island:

- Year 1 - Albert-Eden Local Transformation Programme, Parnell Local Plan, Sunnynook Centre Plan
- Years 2 and 3 - Waiheke and Great Barrier Planning Review, Takapuna West (Barrys Point) Local Plan, Glenfield Centre Plan, Mairangi Bay Centre Plan

AT will be on the project teams for these workstreams.

## Key Strategic Initiatives

AT and NZ Transport Agency will be commencing public engagement on the proposed Northwestern Busway in October, delayed from the original date so as to not straddle the election period. This will run for six weeks and seeks community feedback on the emerging alignment and proposed stations to improve future design and planning processes. AT will be reporting on the recently completed programme business case for the North Shore RTN, including how this relates to NZ Transport Agency plans for the Additional Waitemata Harbour Crossing. AT is setting out a way forward following recent public consultation on the Lake Road Improvements proposal, and engagement with the Devonport Takapuna Local Board continues in September.

Significant progress was recently made in key public transport programming within the city centre, which is being presented to the Planning Committee in September, and is based on co-ordination and alignment between AT and Auckland Council projects and objectives.

AT, NZ Transport Agency and the Airport Company have jointly completed a programme business case for improving access to the airport. The business case anticipates doubling the frequency of the existing 380 bus route to the airport by the end of the year with more bus routes servicing the airport by 2020. These additional bus routes would be through added or extended bus services to the airport from New Lynn, Sylvia Park and Botany with an upgrade of the Puhinui rail station to a full bus/rail interchange also envisaged by 2020. AT is also progressing business cases for the route protection of the Airport to City and Airport to Botany mass transit corridors.

AT and NZ Transport Agency has commenced procurement for a Planning Alliance to deliver the business case and route protection for the Supporting Growth programme's transport network. The Alliance will be tasked with securing route protection for the network between 2017-2022. Information on the supporting growth programme can be found at <https://at.govt.nz/projects-roadworks/supporting-growth-delivering-transport-networks/>. The procurement process will identify the preferred legal services proponents, engineering and planning proponents who together with the NZ Transport Agency and AT will form the Planning Alliance. It is anticipated the Alliance will be in place by November 2017.

## Roads and Streets Framework

The draft Roads and Streets Framework was developed to balance and integrate the intended strategic and local place and movement functions of roads and streets, as well as the levels of service for all modes. Its primary purpose is to ensure integrated planning amongst AT divisions and that the 'Place' aspirations of Auckland Council are fully taken into account early in the planning process.

Engagement on the draft Framework, in conjunction with the draft Transport Design Manual, was undertaken with Local Boards and key stakeholders and concluded at the end of August. Auckland Council's Planning Committee supports the approach of the draft Framework and Manual and are keen to see them adopted. The draft Framework and Manual will be finalised in September following feedback and will be presented to the AT Board for adoption in October 2017. The draft Framework has been used to assist the development of the bus priority programme, the city centre street typologies and the Supporting Growth arterials.

## Business Technology

- **Event and Incident Management Solution (EIMS):** Work is progressing with Phase 2 scoping and architecture planning, and looking into various Application Programming Interfaces (APIs) from both AT and the NZ Transport Agency that can be consumed and presented to users in RiskShield. The Transport Agency have requested a joint project with resources from both organisations to agree the direction of a National solution.
- **AT HOP Web Rebuild:** The project remains at Red status due to ongoing technical interface issues with the underlying platform. This issue continues to delay the completion of integration testing. The six-week time-boxed effort has been extended by two weeks to complete new code release and testing. Independent oversight of this effort remains in place.



- **CCTV Analytics Build:** This is an ongoing programme of work to build, deploy and maintain video analytics across the AT network. Recent analytics built include facial detection (*not 'recognition'*) at both ferry wharves and intersections as well as deploying functionality on new infrared cameras to increase vehicle detection in low light conditions. Work is also underway to progress a tailgating trial at a pilot car park. The project team is also working with Auckland Council to confirm if the tool can also meet their needs.
- **Microsoft Azure Hybrid Cloud:** The project is moving the pilot application (Pathway) to the Azure Cloud to build the repeatable technology for future applications and to inform the business case. Testing of Pathway in Azure is now inflight. The pilot application server move to Azure will be completed by the end of August. Commercial discussions are underway with other application vendors for the migration to Azure.
- **Hand Held Device Console (HHDC):** This project aims to deliver new devices to read HOP cards for enforcement purposes. All devices have been received, the new application has been loaded and testing is underway. Ten pilot devices will be deployed to users by the end of August and the rest will be deployed in September.
- **CRM Online** was upgraded to the latest version, which went ahead without business disruption and was delivered by the BT CRM operations team. It will serve as a template for future upgrades; the next one is April 2018. Work continues on Fiori to add invoice approvals and to test SAP use on iPads.
- With the focus on risk and security, multiple workshops have been held to identify and eliminate potential threats to our IT environment. Currently a Roadmap for the year ahead for IT Security is being prepared for the Board.
- **EMU 4G Tender:** The EMU tender has selected a preferred vendor with discussions underway to finalise contract details pending successful completion of the technology trial.

## Customer Central

- **Customer Centric Strategy:** At the Customer Focus Committee (CFC) in August, an update for Customer Central at the conclusion of the first year of operation and options for continuation were discussed. A business case is being prepared for the Board in November.
- **AT Mobile:** Recent highlights include the addition of school bus routes and improved accessibility for partially sighted users. The next significant addition is the inclusion of users' HOP balance in the app.
- **Jetski Licensing:** This workstream has concluded, and the delivery of an online service for customers and the Harbour Master's team is live.
- **Trees:** Customers identify trees which require attention; there is no clear process for allocating these requests to either Auckland Council or Auckland Transport, creating a poor customer experience. A shared Service Level Agreement (SLA) has been agreed so that customer facing teams and contractors for both organisations are able to resolve complaints more efficiently.

- **Digital Concessions:** Creating a more streamlined process for both customers and AT for users to apply for concessions to be loaded onto their HOP cards. Customer Central is working on a tactical business pilot with Auckland University for early 2018; which can then be applied to other concession groups.
- **Journey Planner Search:** Both customers and customer-facing teams advise that the Journey Planner search is hard and it doesn't give place names or landmarks or multi-mode transport options. Further investigation proved that Journey Planner ownership within AT is unclear and it relies on a number of systems, vendors and AT teams. This impacts on operational efficiency resulting in a poor customer experience: 57% of Journey Planner users are dissatisfied. AT receives 121,000 calls to the call centre per year and 81,000 enquiries via Customer Service Centres which costs AT over \$1m in enquiries. Customer Central has identified improvements to the interface and the landmarks and are proceeding with these. The key recommendation for a single cross-functional product owner reflects a wider issue across AT.
- **Ghost Buses:** The current (lack of) information around early, late or cancelled bus services creates frequent frustrating experiences for customers. A second iteration of a Query Tool for the customer-facing teams will be ready to test in September. Meanwhile customer metrics focused on journey duration and wait-time have been devised (and ratified against a similar measure used by Transport for London), which will help to create a customer focus for the operational teams.

## Project Updates

### Te Atatu Road

With the main roadworks now complete, work is focussed on completion of property works. The project team is engaged with a number of property owners to resolve outstanding Property Works matters. Commuters continue to experience much improved travel times and safety with improved safety at crossing points.

### Lincoln Road

The Commissioners have recommended in favour of AT for the designation. The Environment Court received three appeals against the decision. The project team are meeting with the appellants to resolve the appeals.

NZ Transport Agency has approved funding for detailed design, land acquisition and construction. AT approved the commissioning of the detailed design and land acquisition phases.

### Wynyard Quarter – Integrated Road Programme

Gaunt Street west works, from the western boundary of the NZBus entrance to Daldy St, are now complete and the road is open.

The Westhaven to City Cycle Route Stage 1 works are under construction and due for completion late September.

WaterCare works have commenced on Halsey / Fanshawe Street. AT is working with WaterCare to ensure that communication is co-ordinated. Works are currently planned for completion in early October.

### Glen Innes/Tamaki Shared Path

The section 2 (St Johns Road to Orakei Basin) preliminary design has been completed and is currently under review. A physical works contract has been awarded for section 3 (Orakei Basin boardwalk) and pre-construction planning is underway. The section 4 (Orakei Basin to Tamaki Drive) preferred route has now been finalised and the project team is currently engaging with key stakeholders. Wider public consultation for section 4 will have commenced.

## **Ponsonby Road**

Construction work at Anglesea and Brown Streets has now begun. Construction work at Pollen Street is due to start on 10 October. Work at Collingwood Street (last of the eight intersections) is programmed for January. The gap in the programme is to account for the Christmas trading period.

## **Herne Bay to Westhaven Cycle Route**

During public consultation, the Herne Bay Residents Association (HBRAI) raised concerns regarding traffic impacts on the arterial roads by diverting vehicles through lesser used parts of the network. Additional traffic impact work to address the concerns of HBRAI has been completed and the traffic impact report has been peer reviewed. The traffic impact report and peer review report have been sent to HBRAI for review. A meeting is to be held with HBRAI to close this out.

Detailed design started in August following meetings with key stakeholders to address concerns raised during consultation.

## **Tamaki / Ngapipi Intersection**

The safety improvement work at the intersection commenced on 21 August and will be completed in 12 months. The project will be implemented in stages to minimise impacts to local residents and commuters. stage 1 involves the footpath construction along the cliff side of Tamaki Drive and Ngapipi Road and will take two months to complete. This will be followed by the seawall widening and pavement work.

During construction, all existing traffic movements at the intersection will be maintained for peak traffic. A safe footpath will also be maintained for pedestrians and cyclists to use at all times.

## **New Lynn / Avondale Cycle Route**

Detailed design of the full route continues with all design work to be completed by November. The Whau Bridge construction access is being investigated so that works can proceed to construction in this area in the coming summer. Construction of an underpass is proposed during the 10-day block of line in December 2017/January 2018.

## **Nelson Street Cycle Route**

Construction of phase 2 of the Nelson Street cycleway north of Victoria Street to Market Place/Pakenham Street East and Pitt Street from Beresford Square to Hobson Street motorway on ramp commenced in June with target completion by the end of October 2017.

## **Ian McKinnon Cycle Route**

Detailed design was completed in August. Obtaining approval for use of NZ Transport Agency land is underway. It is planned to lodge the Resource Consent in September and the construction tender to be published to the market in October.

## **Pukekohe Bus-Rail Station**

Construction works on site are continuing with a focus on preparing a new office location for Transdev as well as drainage and foundations for the new overbridge.

Preparation for rail Block of Line on 23 and 24 September is underway and work will concentrate on the platform upgrade.

There have been some issues with the existing drainage on site not being properly recorded in GIS and some existing manholes being in poor condition. AT is working with AC Healthy Waters to provide funding to renew these.

## **Ōtāhuhu Bus Interchange**

The HOP ticket gateline is now operational. Refurbishment of the exterior of the historic rail signal box has also been completed. This concludes the significant remaining construction work, with only defect remedies and closeout items remaining. The finalised Mana Whenua audio-visual presentation of the site artworks will be released in September 2017.

## **Manukau Bus Interchange**

The majority of the glass façade has been installed to the perimeter of the building and the roof is 95 % complete. With the building largely 'watertight', internal finishing works and services works have commenced.

The site is very busy along the northern and southern boundaries where large raingardens have been excavated and are currently being built.

One lane of Putney Way remains closed for construction of rain gardens, footpath and landscaping for the street frontage. Preparatory works have been done prior to closing the adjacent footpath on Osterley Way for 2 months which is required to install services and create the new bus driveway entry.

Practical Completion has been delayed for approximately three weeks due to issues with the ceiling support system and is now expected in December. Operational fit out and training should begin in the New Year with go live in the first quarter of 2018 as planned.

## **AMETI**

### **Eastern Busway 1 (Panmure to Pakuranga)**

The Notice of Requirement (NOR) submission responses and evidence preparation are complete. To mitigate the risk of objections to the process it has been decided that limited re-notification will be undertaken due to potential traffic effects not identified in the original notified documents. The hearing will now likely be in early December). Physical works procurement planning and construction travel demand management planning is ongoing.

### **Eastern Busway 2/3 (Pakuranga to Botany including Bus Station and Flyover)**

Procurement of the design and consenting package for EB2/3 is progressing, tendering is underway and the first round of interactive tender meetings has been completed. Contract award is likely in October 2017. High level consultation with key affected businesses on Ti Rakau Drive will commence in September. Key internal and external stakeholder consultation of Reeves Road Flyover architectural concepts has started.

## **Regional safety project –Bullock/Great North Road**

Great North Road, Bullock Track and Tuarangi Road intersection is currently ranked number two in the NZ Transport Agency's Top 100 High Risk Intersections (2016). According to the Transport Agency's Crash Analysis System (CAS), in the past 5 years, there were 50 crossing/ turning type crashes at this intersection that resulted in 20 injury crashes. As outlined in the High Risk Intersection Guide published by the Transport Agency, crossing/ turning type crashes are considered to be one of the high risk crash types, as they are more likely to cause injuries or serious harm to vehicle occupants.

To apply the 'Safe System approach' intervention at this high risk intersection and reduce the incidences of serious and fatal crashes, signalisation was considered the most appropriate option. It is expected to achieve an 88% reduction in death and serious injury (DSI) crashes at the intersection, that is 0.57 DSI crashes per year, or an estimated reduction of 18.05 injury (serious and minor) crashes per five years. The project will cost \$1.7 million.

Extensive consultation with internal and external key stakeholders was carried out and it was agreed that the impacts to the operation of the network are within acceptable operational parameters. This decision was based on the findings from network modelling covering St Lukes interchange and a number of adjacent intersections in the study area. An assessment of the potential queuing at the St Lukes interchange was also completed to minimise potential queuing on the motorway. In order to mitigate the level of adverse operational impact to the network and at the intersection, measures such as a bus priority lane and banning of minor movements have been included to improve the people carrying capacity at this intersection, coupled with some minor improvements on the Great North Road corridor.

## City Centre Network

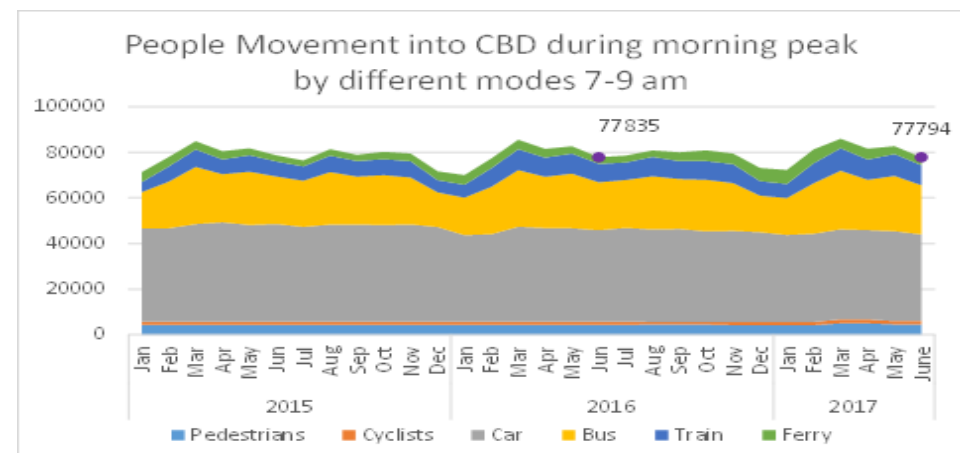
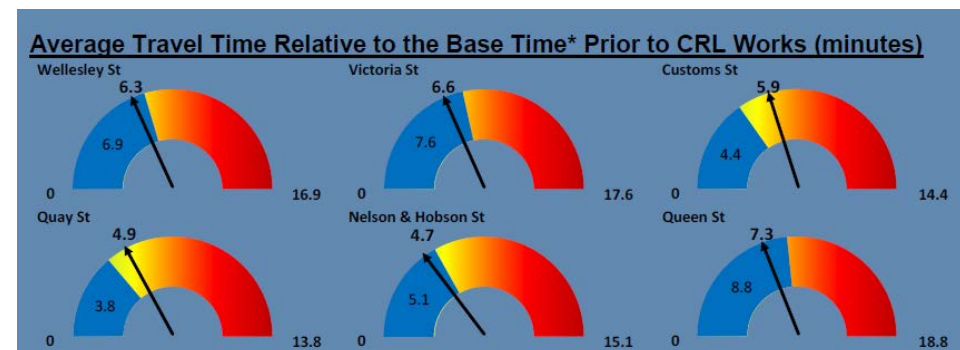
Commercial Bay has installed Tower Crane two on site. The final tower crane will be installed in early September. All the shops have now closed on Quay Street between Lower Albert and Lower Queen Street, in order for Commercial Bay to commence removal of the canopies from the HSBC Building. The temporary traffic management plan has been approved and works have commenced. The footpath will be closed during the weekends in order for these works to be completed. The Mana Bus Service is being relocated to Quay Street between Commerce and Lower Queen Street.

Customs Street West between Downtown Carpark and Albert Street was reduced from two lanes to one lane in order for City Rail Link Limited to complete the fourth and final deck at Albert/ Customs Street intersection. The diagonal pedestrian crossing was removed and a two staged crossing was introduced. The team had to explore opportunity to increase through capacity on Customs Street to minimise delays to general traffic and AT Metro services. A trial took place to modify the existing alignment to re-introduce a separate through-lane on Customs Street West to regain some network capacity. The trial was successful and the team will be monitoring this closely and taking action when necessary.

The Nelson Street cycleway project is progressing with final layout changes to the Fanshawe and Nelson Street intersection in place.

The average travel time (minutes) prior to CRL works for June are shown in the blue segment, with the maximum permissible in CRL consent conditions shown to the right, with the dial arrows representing the actual travel times reported in June. All six routes are performing well, with only Customs Street and Quay Street marginally in the yellow, due to a reduction in cycle times to reduce delays for pedestrians.

It is estimated that on average 77,800 people travelled into the City Centre during the morning peak period (7-9am) in June 2017. The number of people remains similar to the previous year.





# Planning and Consenting Update

## Notices of Requirement, Consents and Archaeological Authorities

### 1. Lodged Applications in July

#### Resource Consents:

- Monowai Road seal extension
- Gills Road footpath extension
- Silverdale Park and Ride extension
- Seabrooke Avenue Cycleway

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

#### Resource Consents:

- Avondale to New Lynn shared path
- Double Decker Buses (Dominion Road)
- Double Decker Buses (Manukau Road)
- Flat Bush Link Road
- FN32
- Great North Road – Walking/Cycling
- Half Moon Bay Ferry Terminal (Stage 2)
- Halsey Street streetscape upgrade
- Hingaia Road Widening
- Ian McKinnon Drive cycleway
- K Road – Walking/Cycling
- Kennedy Point Wharf upgrade
- Links to New Lynn Cycleway
- Murphys Road Consent Notice Removal
- Otahuhu Streetscape
- Sandspit Dredging
- Sandspit Ticketing Office
- Swanson Rail Station additions
- Tamaki Drive Cycleway
- Tryphena Wharf – dingy rack
- Westgate Interim Bus Interchange
- Westhaven-CBD – Walking/Cycling

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

- AMETI Stage 2A Enabling Works

### 3. Public Notifications and Hearings

#### NoR and Resource Consents:

- AMETI 2A NoR and Resource Consents
- Quay Street Cycleway Extension



#### 4. Decisions/Approvals

##### AC decisions:

##### Resource consents granted:

- Mt Eden Double Decker buses (Three Kings bus stop)
- Double Decker Buses (Great North Road – CBD)

- Half Moon Bay – Change of Conditions

##### NoR Recommendations:

- Lincoln Road NoR
- CRL Alteration to the boundaries of CRL Designations 2 and 3 (AT Designation 1714)

##### HNZ decisions:

- CRL Archaeological Authority for the main works from Aotea to Mt Eden, including network utility relocation works

#### 5. Environment Court Appeals

##### Completed:

- Medallion Drive NoR

##### RC Appeal:

- CRL resource consents granted with the exception of the earthworks associated with the Porters Avenue grade separated bridge

##### NoR/RC Appeal:

- Alteration to CRL Designation 6 Porters Avenue (AT Designation 1714) and KiwiRail's Designation 6300

## Land Acquisition

- 7 unconditional agreements signed in August 2017: Mill Road (1), AMETI (4), Encroachments (2) Total costs incurred for the month were \$3.44m. YTD 17 property agreements have been signed and settled at a cost of \$9.65m.

# Assets and Maintenance

## Road Corridor Access

### Lincoln to Westgate

Royal Road off-ramp has been reconfigured to allow work to continue on the motorway. There is a stop/go operation operating on the Huruheru Bridge at off peak times during the day and evenings to allow work to start on the bridge replacement. This will be in place for about 4 months.

### Te Auaunga Awa Bridge Construction

Currently, Beagle Avenue in Mt Albert is closed for a 3 weeks. Extensive consultation has been undertaken with the local residents, nearby schools, Kindergartens and the contractor. Now that the Waterview Tunnel is open work on Richardson Road can start, near the intersection of Hendon Avenue and up towards Stoddard Road.

### CRL works on Albert Street

Major Temporary Traffic Management environment changes have been completed at the Albert Street and Customs/Albert intersection. ATOC Scats are monitoring the traffic queuing and accordingly altering the phases.

Gaunt Street is remains closed between Daldy Street and Halsey

Madden street also remains closed between Beaumont Street and Halsey Street

### Temporary Traffic Management

AT completed a total of 235 Site Condition Ratings (SCRs) across the network.

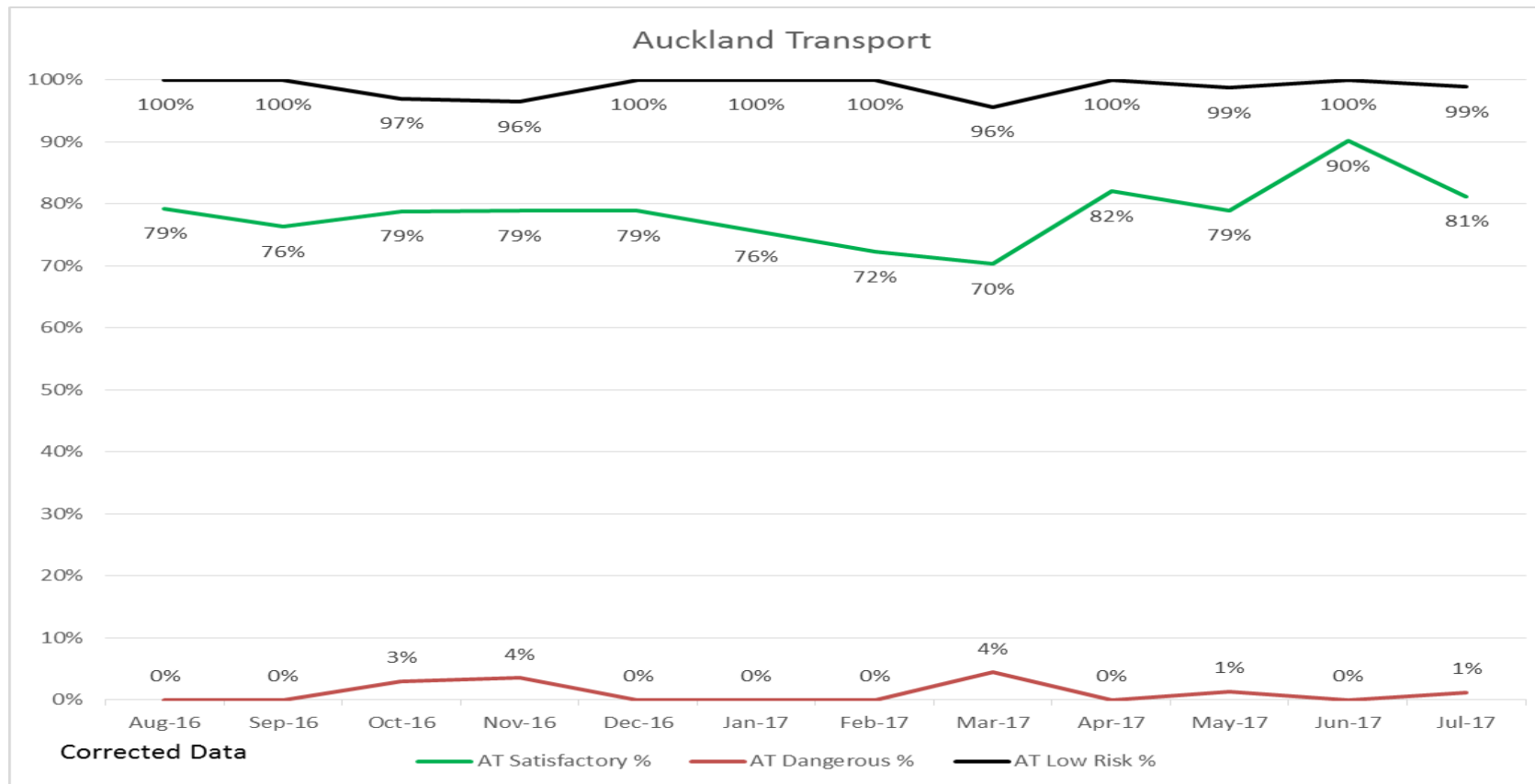
The percentage of low risk sites across all organisations is 97 % (High Standard, Acceptable, Needs Improvement and Unacceptable) above the target of 90%.

The percentage of overall 'Satisfactory' sites (High Standard, Acceptable or Needs Improvement) was 83% which is an increase from last month and the second month in a row to meet this KPI.

Auckland Transport work sites achieved 99% for the KPI of low risk sites.

One AT worksite was issued with a Stop Work Order. Review of key controls that an approved TMP existed but was not available to the STMS on site and was not followed.

The percentage of AT satisfactory worksites is 81% which is above the target but a drop from last month.

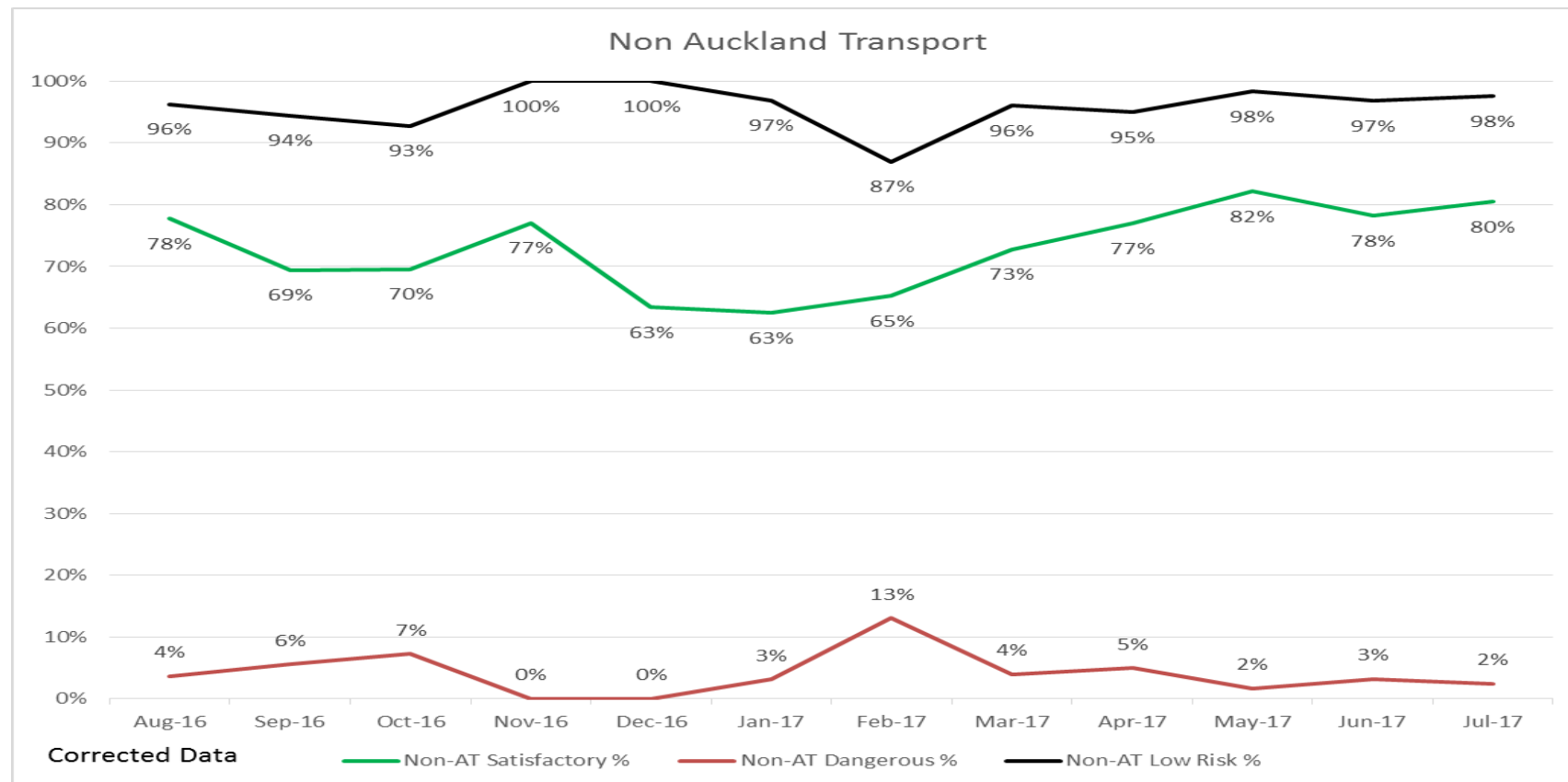


The percentage of satisfactory for Non-AT worksites increased to 80% which meets the target.

Sites operating dangerously were found on six worksites: Watercare (1) and Others / Private (5). Three, relating to private work, originated from complaints and none of these three were found to have approval.

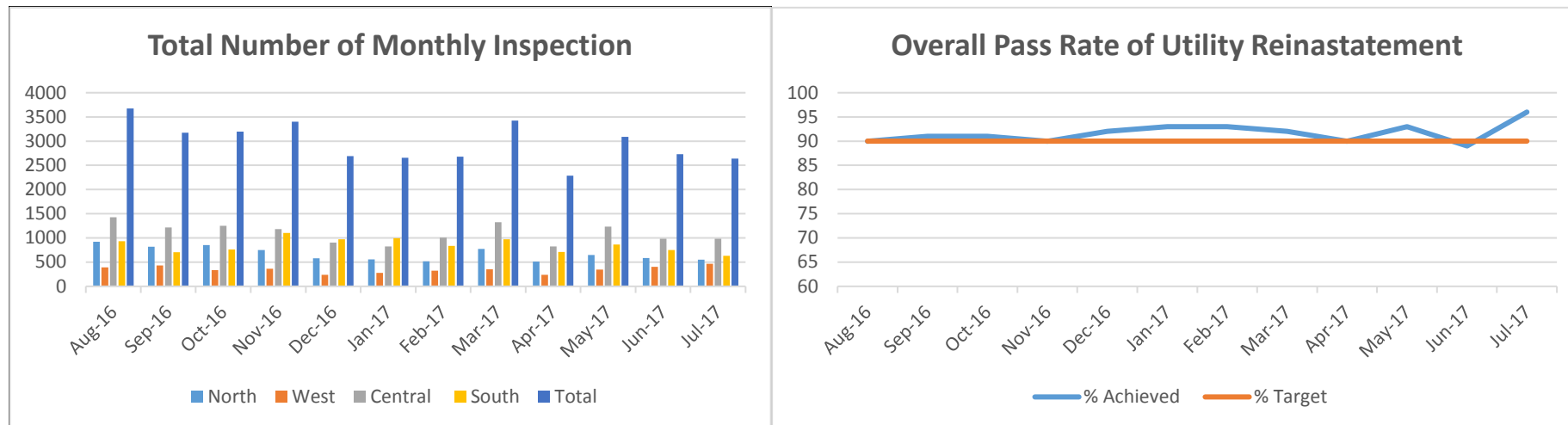
A project has commenced investigating opportunities to raise the performance at private worksites.

During July, we have met specifically with key representatives from Chevron Traffic Services Ltd, Wharehine Construction Ltd and Worksafe NZ.



## Compliance Auditing

AT continues to meet target for quality inspections.



## Minor Capital Program

### Regional Safety Programme

Brookby Road Shape Correction -The contractor plans to start the physical works in Sept/Oct 2017.

Great North Road/Bullock Track – For the month of July the project was in a shutdown mode to allow for smooth opening of Waterview tunnel. The site was re-opened on 31 July for normal working hours.

Coatesville/Riverhead Highway Shape Correction – Construction will commence in September/October 2017.

SERR- North Road Shape Correction and Guard rails– delayed due to additional design options requiring investigation.

Coatesville/Riverhead/Dairy Flat Roundabout – The Professional Services procurement is now complete and detail design has been awarded. This project is proposed to complete detail design by Feb/March 2018.

Atwell/Waiuku Roundabout - The detail design is proposed to be completed by Oct 2017.

## **Devonport Smart City Trial**

Procurement plan completed and signed.

External consultation to start once the AT/UI contract is signed and UI have completed the required documentation for WorkSafe NZ.

## **Seal Extension Programme**

Takatu Road Stage 2 – currently under construction and expected to be completed in late October

Silver Hill Road – Design being finalising.

Monowai Road – The construction programme is being developed.

## **Maintenance and Renewal**

### **Storm water**

Design and/or construction works progressing on eight sites damaged by storm water on Waiheke following recent extreme events. Minor slips, addressed by minor retaining walls, have been repaired. Agreement reached with residents affected by Trigg Hill Road storm water, who threatened legal action and works to address concerns commenced.

Moa Avenue rehab storm water works component is complete. Pavement works completed to Manuka Road and paused at request of Healthy Waters. Major drainage system proposed by Healthy Waters is being developed which will be reviewed by AT once the design is complete and works programme known.

New Lynn Culvert and Flooding of Gt Nth Road – new culvert sections have been installed for approximately half the road width. Discussions progress on layout of new carriageway surface, once culvert works complete and road re-instated.

### **Other Works**

Huia Seawall. Contract awarded with construction progressing.

Monitoring of the Dust Suppression Trials on Old Woodcocks Road are continuing. The monitoring consists of dust collection and sampling and condition performance observations. This information will be used in the assessment of suitable options for developing a seal extension and dust suppression strategy.

AT is seeking consultant services to deliver the Sandspit Seawall reconstruction project. This project requires specialist input from coastal engineers and AT is liaising directly with Auckland Council Coastal Engineers to ensure that a suitable solution can be found.

## Road Corridor Delivery

Renewal spend was higher than forecast for July due to uncompleted committed works from last financial year being carried out during the month. This work is predominantly AC resurfacing.

JULY 2017					
Asset Renewal Activities	July YTD Actual (km)	July YTD Forecast (km)	Full Year Target (km)	Completion v. YTD Target (%)	Completion v. Full Year Target (%)
Pavement Rehabilitation	0.0	0.0	37.7	100%	0%
Resurfacing	10.0	3.4	463.3	294%	2%
Footpath Renewals	5.7	3.4	77.3	168%	7%
Kerb and Channel replacement	2.7	3.6	76.5	75%	4%
<b>TOTAL</b>	<b>18.4</b>	<b>10.4</b>	<b>654.8</b>	<b>177%</b>	<b>3%</b>

The full year target lengths are provisional at this stage pending finalisation of the negotiations relating to the rollover of the central and west road maintenance contracts.

## Metro and Facilities

Papakura Park and Ride	Work is progressing well with the draft IBC almost complete. Further meetings are planned with the fabrication suppliers to better understand their systems and abilities.
Double Decker Bus Network Mitigation	Great North Road route - ongoing Manukau Road route – Go live has been delayed due to the Central new network launch being postponed to April 2018 but we are aim to have most of the enabling works completed by the end of 2017. NX2 Road route - On hold due to CRL works.

Wharf Renewals and Minor Capex	<p><b>Devonport Wharf Refurbishment</b> –In consultation phase now before commencing detailed design of the new cycle facility. Working with AT Property to progress base build of new retail tenancies.</p> <p><b>Kennedy Point Ramp Extension</b> – Request for Tender out to market. Estimated construction completion by Dec 2017.</p> <p><b>Kennedy Point - Wharf Structure Replacement.</b> Preferred design established, concept design is continuing. Works include additional (minor) works to the land-side to accommodate improvements to vehicle ferry operations (incorporating some additional AT Metro and Sealink improvements and incorporating additional street lighting works). Design decision to increase Civil Defence status of the structure to IL4 (currently assumed as IL2 – awaiting confirmation from AT Assets and AC Civil Defence) to ensure increased resilience and operational capacity post major seismic or other event.</p> <p><b>Shoal Bay</b> – Replacement pontoon now due for installation mid-September 2017.</p>
Downtown Ferry Terminal Pier 3	Tender Evaluation complete.
Bus Lane Improvements	<p>New bus lanes on Sandringham Road, May Road and Dominion Road completed.</p> <p>Consultation under way with Mt Eden Village Business Association for extending hours of bus lanes and improvements to bus stops, this work is to be delivered in conjunction with a proposed parking zone change.</p> <p>Great North Road Bus Lane (WCA) - The Well-Connected Alliance are on course to complete a new length of bus lane on Great North Road, between Herdman Street and SH16 during August.</p>
Bus Priority Lane Hour Modification	Resolution reports/plans are being added to Workflow on an ongoing basis. Most are expected to be completed through the month of August.
Bus Infrastructure Improvements Programme	Attention is now being turned to the next networks to be rolled out, East going live on 10 December 2017 and Central in April 2018, and the removal of redundant west stops. 18 of the 36 redundant bus stops are in the process of being resolved to enable removal. A full audit of the west sites constructed in accordance with AT Metro's requirements was completed during July with a snagging list created for a few. The remainder are in the process of being formally handed back to AT Metro. Further advanced designs are also being completed to ensure continued delivery of program. Approximately 40 additional sites were added to the program.
Bus Shelter Renewals	21 project sites identified for replacement to date. Started site walkovers for new renewal sites. 12 sites targeted for July and August 2017. 5 renewal sites completed to date.
Bus Driver Toilets	Contractor has been advised to start installations with mobilisation occurring while we finalise TMPs. St Lukes and Westmere will be installed first with Nelson Street and Lower Albert Street installations to follow.



## Facilities Management (updates only)

Carparks	<p>Victoria car park is gearing up for a LED Lighting upgrade.</p> <p>Fanshawe Street carpark - Renewal of fire panel and components is underway.</p> <p>Downtown carpark – renewal of door entry.</p>
Rail	<p>Re-lamping exercises in Britomart and Newmarket initiated by Rail operations prior to end of 2017 FY is still underway as Block of Lines delayed completion.</p> <p>Maintenance work is being undertaken at the AMETI tunnel in Panmure.</p> <p><b>Wiri</b></p> <p>The development of a solution for the storage of rotatables has been impacted other works (repairs) being considered at the site.</p> <p>Wash Bay - an interim solution (pending wider site development options) is to direct ALL wash water to trade waste. Procurement plan awaiting sign-off.</p> <p>Swanson Crew Facilities Updated design received and we are about to procure. Investigating ‘backup’ options for this location as a temporary measure.</p>
Bus	<p>Manukau bus station – fire evacuation route first draft ready, pending approval.</p>
Ferry	<p>Electrical repairs at Downtown Ferry Terminal Pier 2B where Fullers shore power under-wharf cable was damaged, delayed by sea-borne access issues with inclement weather. Above wharf routing of power cable being investigated presently.</p> <p>Matiatia Wharf sewage disposal pump controls are being renewed as the existing level controls fail due to condensation. Will be done as renewal work.</p> <p>Hobsonville Wharf power supply needs to be changed as transformer renewal related to site redevelopment has triggered the end of unconventional power supply arrangement.</p>

## Road Safety

### Speed show at ASB Showgrounds

AT attended the two-day CRC Speed show. This event is designed for car enthusiasts and is a key opportunity to interact with members of the public, that may otherwise be hard to reach with messages around speed. The key message that was promoted was, to slow down, particularly around vulnerable road users such as pedestrians and cyclists. This was a new angle for this year's speed show and received a good response from the event attendees. AT shared a space with the NZ Police, who displayed a smashed modified vehicle to reinforce their messages around speed and alcohol.



### Te Ara Haepapa – The Journey

Between 2012 and 2016, 11% of all Death and Serious Injuries (DSI) in the Auckland region were Māori. Out of these, 107 cases were those aged 16-24. AT is promoting five new videos targeted at young Maori drivers, '[Paving the way for the future of Māori on our roads](#)' and covered driving in relation to alcohol, speed, distractions and wearing seat belts. There is also a Driver distraction video in Te Reo. This will be hosted on AT's You Tube and Facebook sites.

## Encouraging driver awareness of children



Back to School campaigns raise awareness about how vulnerable children are on roads near schools and encourages motorists to slow down. During the first three weeks of every term, AT delivers messaging on social media, radio and bus backs, informing drivers that children are back at school and to take care. In addition to this, during July, 33 schools across Auckland presented safety messages banners or placards to drivers.

AT's [online tool](#), that enables students to generate a postcard to send home to parents with the child's face and a personal safety message, is proving popular.

AT staff also support NZ Police at checkpoints and deliver classroom-based activities which measure traffic speed and

then develop safety messages to send to parents and/or the wider community.

## Restraints/Seat Belt Awareness

Between 2012 and 2016, there were 40 deaths and 130 serious injuries in Auckland that relate to the driver and passengers not wearing their seat belt. There were 829 cases reported nationally. Ministry of Transport data shows that wearing a seat belt reduces your chance of death or serious injury in a crash by 40%. AT has delivered a campaign to raise awareness among drivers and passengers about the need to always wear a seat belt. The campaign used social media, radio and NZ Herald website targeting all car drivers and passengers 15 to 66 years old, with a predominant focus on males aged 15 to 29 years.



## Travel Behaviour Change Initiatives

AT held travel demand expos at three major hospitals, tertiary institutions and several city centre businesses. Over 1,200 people attended these events. The expos promote a range of sustainable travel choices to our customers, including information on personal journey planning, public transport, and the AT mobile and Smart travel apps. Since the launch of the Smart travel app in June, there are now over 5,000 downloads and 1,100 registrations.

## Traffic Signal Optimisation

This month, AT focused on traffic signal optimisation on key routes in the region surrounding the Waterview Tunnel, Tiverton Road/ Wolverton Road, Great North Road, New North Road, Sandringham Road, Dominion Road, Mount Eden Road, Manukau Road and Neilson Road. Additional improvements on traffic signal timings will be confirmed in the coming months as travel patterns continue to settle. Further to this, continuous optimisation of traffic signals within the city centre has taken place on key routes. There was added focus on Nelson Street due to travel pattern changes related to the opening of the Waterview Tunnel.

Additional project-related construction works within the city centre has resulted in significant pressure on peak traffic management. Despite these challenges, the city centre network continues to generally operate at acceptable levels for all key modes.

## Problem Oriented Policing Awards

AT have been working with The NZ Police to implement 'Project ATOC' – uniformed police presence at Auckland Transport Operations Centre (ATOC) Smales. This project was established in late 2015 and involves the presence of a police senior sergeant working in ATOC Operations team from Monday to Friday. The police officer assists the team to manage the clearance of incidents, as well as support to the police for wider transport and policing outcomes.

Project results have been significant and have led NZ Police and AT collaborating to submit Project ATOC as an entry to the 'Problem Oriented Policing Awards'. This is an annual activity undertaken by Police in New Zealand and internationally. The aim is to identify an initiative/ project undertaken by Police, which has taken a specific problem and resolved or improved the outcome for the public/ customer. Police conduct regional presentations across the country to identify entries for the national award. Project ATOC was presented at the northern regional awards in July, and was successful in being selected as a finalist for the national award in September. The successful project may be considered for entry to the international Problem Oriented Policing Awards.





# Parking and Compliance

## Fanshawe Street bus lane

AT has started piloting CCTV cameras to undertake bus lane enforcement activities in Fanshawe Street. The cameras are operating with leading edge, purpose built analytics, generating alerts when unauthorised vehicles are driving in these lanes. Captured footage is reviewed by an enforcement officer to decide if an infringement should be issued. Key benefits are that lanes can be monitored 24/7, one officer can monitor multiple lanes from the comfort of their office, and it eliminates health and safety risks for staff, who would normally need to stand on the road side for hours. Consideration is being given to the implementation of this enforcement approach to other bus lanes should the pilot prove successful.

## Grafton Residential Parking Zone

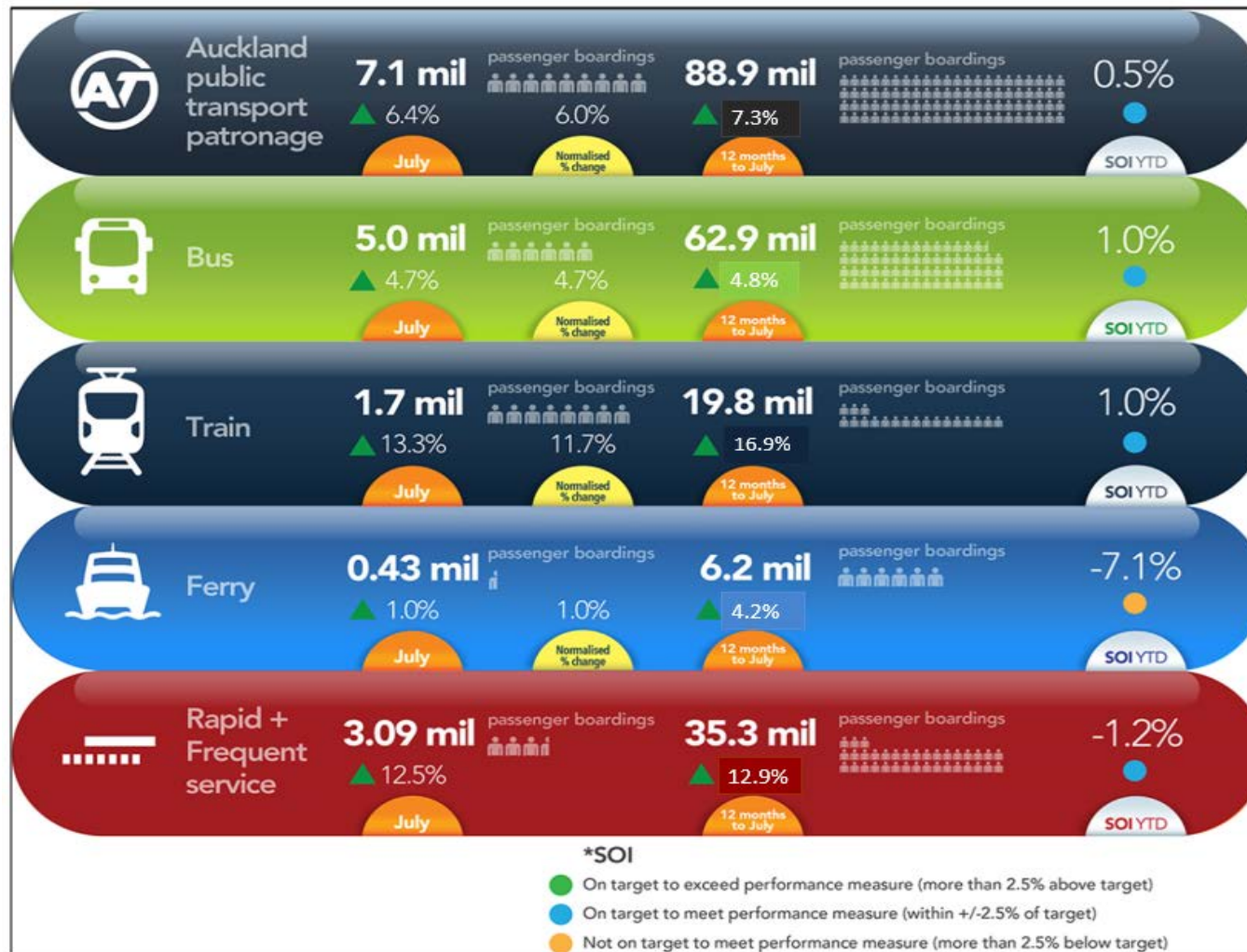
AT held a public consultation event at the Domain Lodge, to give local residents and other stakeholders an opportunity to view the proposal and have any questions answered. The Grafton Residential Parking Zone consultation received over 200 submissions, which are currently being analysed. Key stakeholders, the residents' association, hospital and university were broadly in supportive of the proposal. Further details can be found [here](#).

## Albany Paid Parking

The final analysis of the Albany paid parking was presented to the Upper Harbour Local Board. Despite 85% of the 1,500 feedback submissions opposed the proposal, the Local Board and the North Harbour Business Association supports in principle AT's recommendation and are currently discussing a timetable for implementation. One of the key feedback themes was in relation to the short supply of parking in the area. Paid Parking implementation will be undertaken in conjunction with the introduction of additional parking space on Corinthian Drive, Mercari Way, Don McKinnon Drive, Munroe Lane and Ray Street. These have been created by optimising current on street parking and controls. The introduction of paid parking is consistent with the widely consulted and approved Parking Strategy.

# AT Metro

## Public Transport Patronage Performance – 12 months to July 2017



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

For the 12 months to July 2017 Auckland public transport patronage totalled 88.9 million passenger boardings, an increase of +7.3% on the previous year. July monthly patronage was 7.1 million, an increase of +6.4% on July 2016 and +0.5% above SOI target (YTD +0.5%). July normalised adjustment ~ +6.0% accounting for special event patronage, with the same business day and weekend day/public holiday.

Bus services totalled 62.9 million passenger boardings for the 12-months to July 2017, an increase +4.8% on the previous year. Patronage for July 2017 was 5.0 million, an increase of +4.7% on July 2016 and +1.0% above SOI target (YTD +1.0%). July normalised adjustment ~ +4.7% accounting for special event patronage, with the same business day and weekend day/public holiday.

Train services totalled 19.8 million passenger boardings for the 12-months to July 2017, an increase of +16.9% on the previous year. Patronage for July 2017 was 1.7 million, an increase of +13.3% on July 2016 and +1.0% above SOI target (YTD +1.0%). July normalised adjustment ~ +11.7% accounting for special event patronage, with the same business day and weekend day/public holiday.

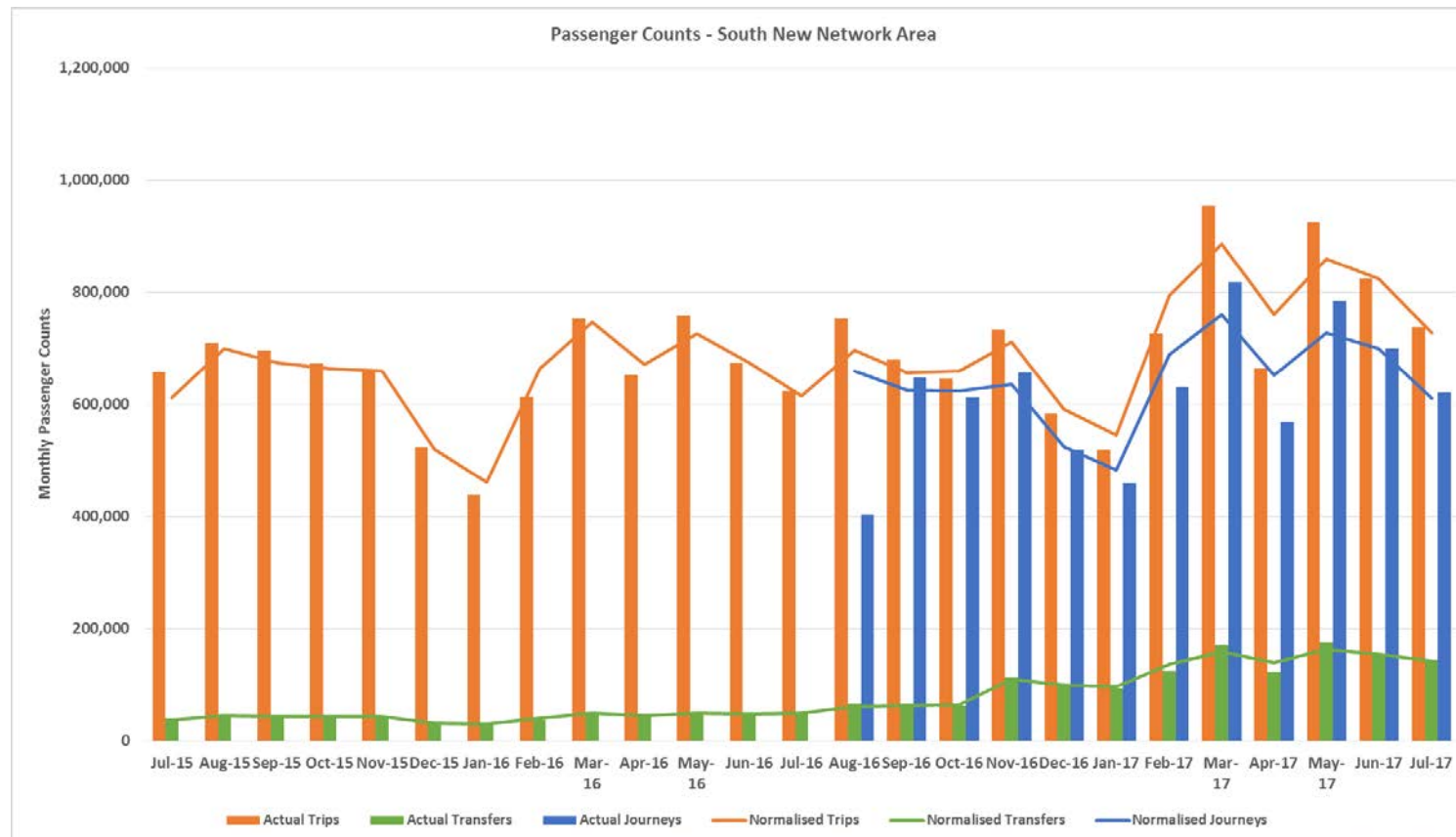
Ferry services totalled 6.2 million passenger boardings for the 12-months to July 2017, an increase of +4.2% on the previous year. Patronage for July 2017 was 0.43 million, an increase of +1.0% on July 2016 and -7.1% below SOI target (YTD -7.7%). July normalised adjustment ~ +1.0% accounting for special event patronage, with the same business day and weekend day/public holiday.

Rapid and Frequent services totalled 35.3 million passenger boardings for the 12-months to July 2017, an increase of +12.9% on the previous year. Patronage for July 2017 was 3.1 million, an increase of 12.5% on July 2016 and -1.2% below SOI target (YTD -1.8%).

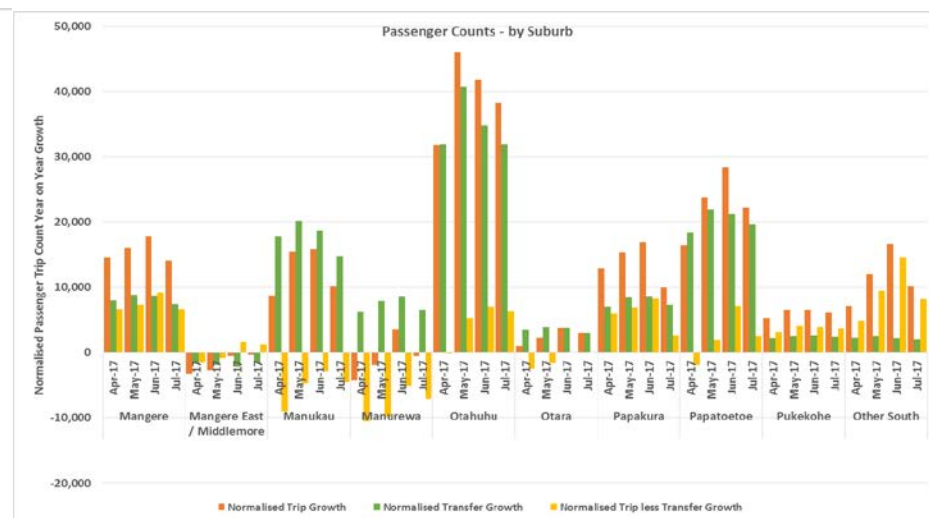
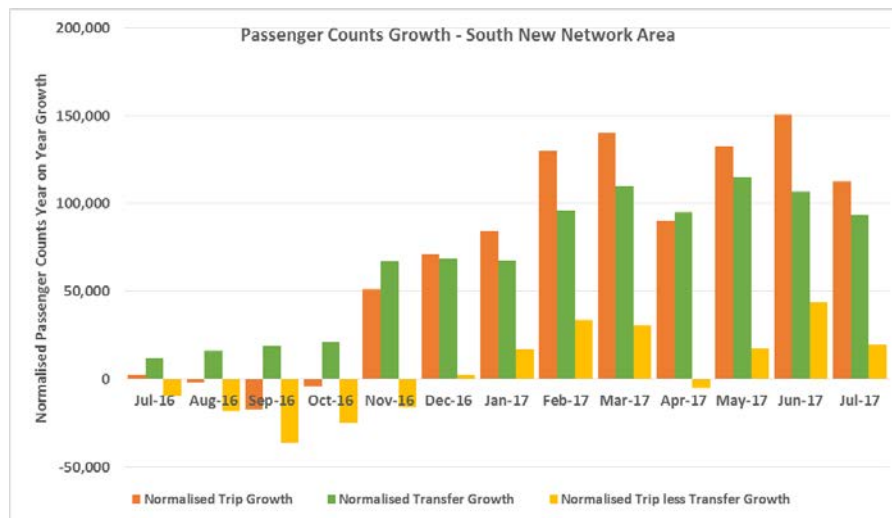
The International Association of Public Transport (UITP) released in May its second biennial "PT Trends" global report. New Zealand is highlighted a number of times in the report as one of the leading growth nations for Public Transport albeit growing from a low base. New Zealand was identified under "demand evolution" as the third leading growth area for public transport usage rates (behind Belgium and China) over the period 2000 to 2014.

## Growth in South Auckland – Bus and Train

In the South New Network Area for July-2017 there were 738,722 passenger trips, 144,796 transfers and 620,692 journeys.







Normalised year on year growth in the South New Network Area for July-2017:

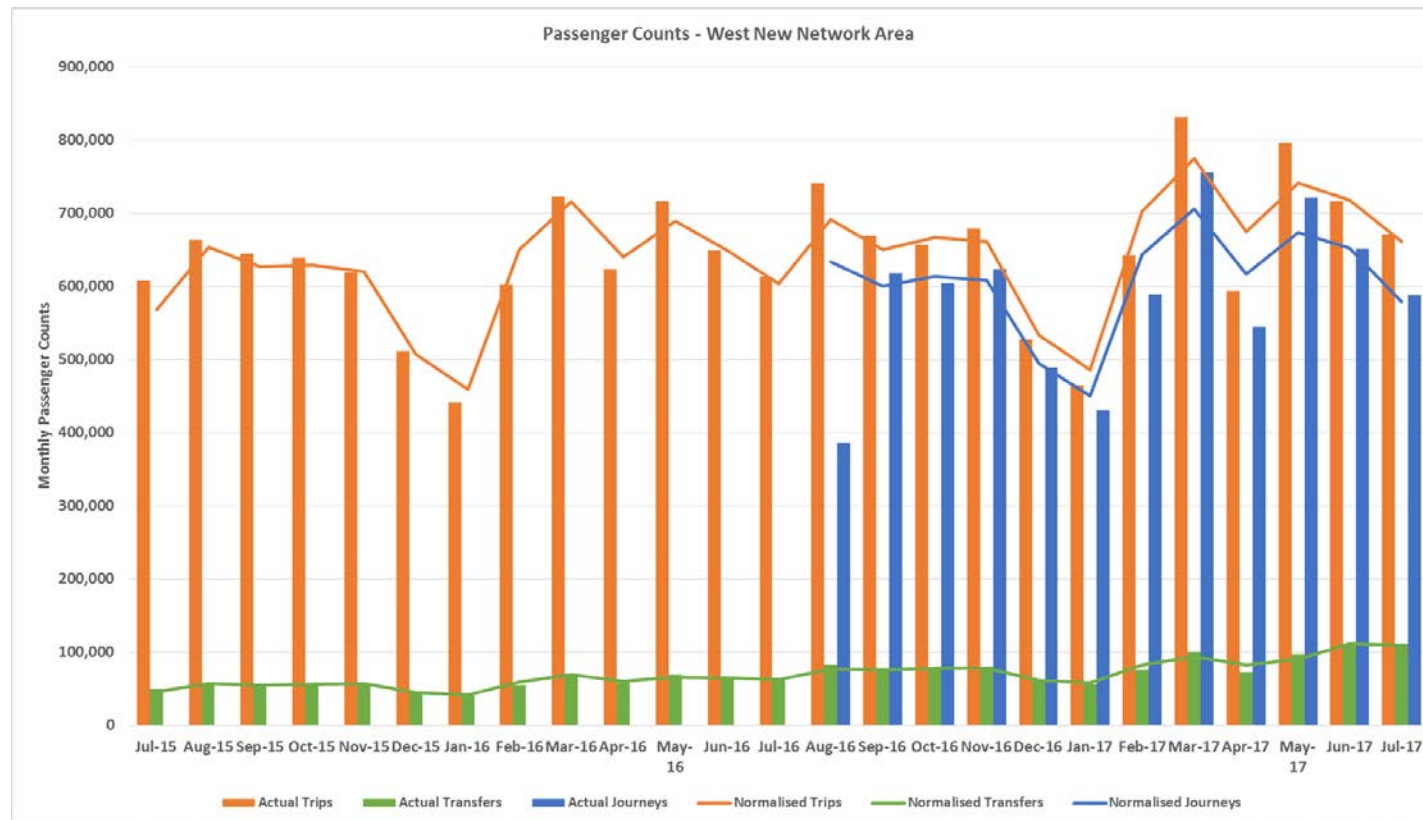
- Passenger trips have increased by + 112,757 (+18%). Network wide (excluding SkyBus and ferry) the increase was + 346,159 (+6%).
- Transfers have increased by + 93,044 (+187%), Network wide + 303,883 (+45%).
- Passenger trips less transfers (to give an indication in the growth of journeys as journey growth is unavailable until August 2017, a year after Simpler Fares implementation) have increased by + 19,713 (+3%).

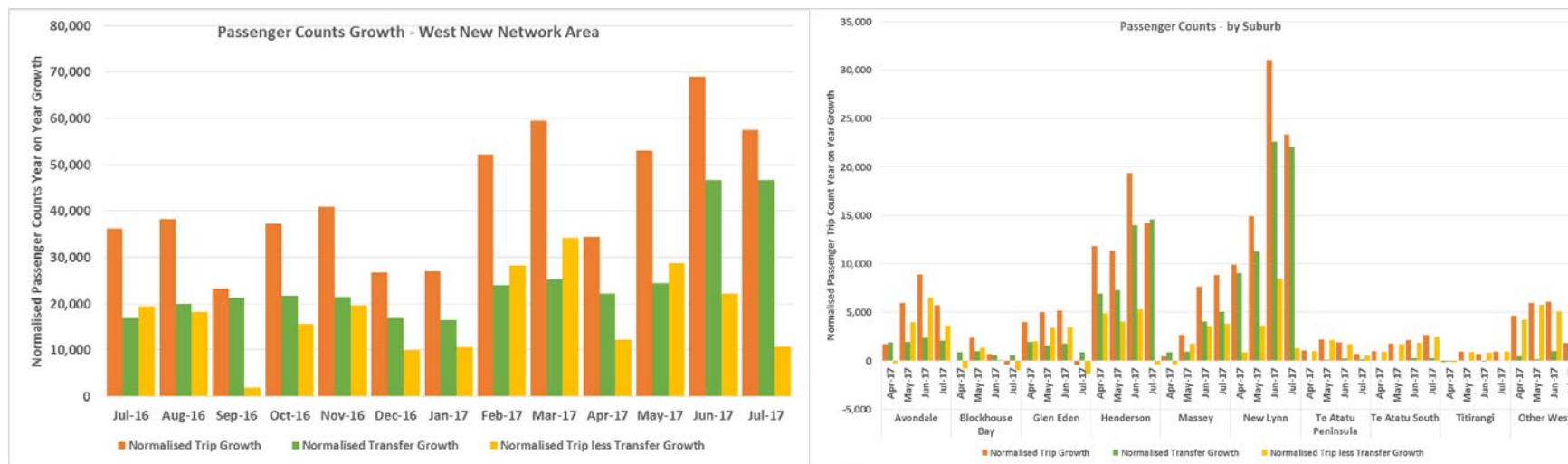
Normalised year on year growth in the South Network Area for July-2017 by suburb:

- All reported suburbs saw positive growth in passenger trips, except Manukau and Manurewa.
- Mangere East / Middlemore saw a continuation of the decrease in transfers (-1,626, -42%), which is to be expected, given the New Network is designed around transfers at Otahuhu Station as opposed to Middlemore Station. All other reported suburbs had an increase in transfers, the highest numerical change at Otahuhu (+31,827, +361%).

## Growth in West Auckland – Bus and Train

In the West New Network Area for July-2017 there were 671,322 passenger trips, 111,345 transfers and 587,987 journeys.





Normalised year on year growth in the West New Network Area for July-2017:

- Passenger trips have increased by +57,414 (+10%). Network wide (excluding SkyBus and ferry) the increase was +346,159 (+6%).
- Transfers have increased by +46,648 (+74%). Network wide +303,883 (+45%).
- Passenger trips less transfers (to give an indication in the growth of journeys as journey growth is unavailable until August 2017, a year after Simpler Fares implementation) have increased by +10,767 (+2%).

Normalised year on year growth in the West Network Area for Jul-2017 by suburb:

- All suburbs saw positive growth in line with previous months with the exception of Blockhouse Bay and Glen Eden passenger trips with Te Atatu and Massey which have grown at a faster rate in boardings due to increases in transfers.

## Progress against AT Metro Key Strategic Priorities

AT Metro key business priorities have been reviewed at the start of the financial year. Delivery against the AT Metro key business priorities for the 2017/18 FY is provided below:

- |                                                          |                                       |
|----------------------------------------------------------|---------------------------------------|
| 1. New Network incl. Rapid and Frequent Network          | 6. Customer Acquisition and Retention |
| 2. Procurement and Contract Reform (PTOM) Implementation | 7. Customer Experience                |
| 3. Resource Efficiency                                   | 8. Digital Customer Engagement        |
| 4. On-Time Performance                                   | 9. First and Final Leg                |
| 5. Bus Priority for Frequent Network                     | 10. Safety and Security               |

Key Priority Targets	Monthly Update
<b>1. New Network incl. Rapid and Frequent Network</b>	
<ul style="list-style-type: none"> <li>Oct-2016: South bus service design implemented</li> <li>June-2017: West bus service design implemented</li> <li>Dec-2017 / early 2018: East bus service design implemented</li> <li>2Q2018: Central bus service design implemented</li> <li>3Q2018: North bus service design implemented</li> </ul>	<p><b>South Auckland (including Pukekohe and Waiuku): launched 30 October 2016</b></p> <ul style="list-style-type: none"> <li>Local bus service improvements to/from Auckland International Airport (AIA) - are progressing, including:               <ul style="list-style-type: none"> <li>Service enhancement of route 380(Onehunga/AIA/Manukau) from 30 to 15 minutes frequency confirmed for December as part of transition to a Frequent Service Network route.</li> <li>Working with Auckland Airport International Limited (AIAL) to deliver more bus stop capacity at both terminals to support 15 minute 380 frequency. This will involve relocating the 380 from its current bus stop at both terminals.</li> <li>Two new "bus only" link roads that will significantly reduce delays within the airport precinct.</li> <li>Improved wayfinding and signage for public transport services at both terminals.</li> </ul> </li> <li>Reviewing performance of New Network South in Manurewa with Manurewa Local Board.</li> <li>Continued +3% total increase in journeys including one or more individual trips in July compared to two years of decline in trips prior to October 2016 change.</li> </ul> <p><b>West Auckland: 11 June 2017</b></p> <ul style="list-style-type: none"> <li>Monitoring and working with operators on reliability and punctuality improvements during contractual bedding-in period, including post-delivery timetable review.</li> <li>Discussing performance on interim Westgate bus stop with Henderson-Massey Local Board</li> <li>+2% total increase in journeys including one or more individual trips in July compared to an expectation in first four months of stagnation or decline following change.</li> </ul> <p><b>East Auckland: target 10 December 2017</b></p> <ul style="list-style-type: none"> <li>Operator mobilisation has commenced for East with Go Bus and Howick &amp; Eastern.</li> <li>Implementation planning commenced.</li> <li>Complete bus stop sequence build and cross-check against new bus stop that are in design for gaps and omissions.</li> <li>Working to secure bus stop and layover solution for Botany Town Centre.</li> </ul>

	<p><b>Central Auckland: target 2Q 2018</b></p> <ul style="list-style-type: none"> <li>• Ongoing involvement in CBD East/West Midtown PT project, including presentations with Council and Panuku to Council Planning Committee.</li> <li>• Ongoing involvement with CRL team around CRL Phase 3 bus impacts that need to be managed and planned – for implementation in January 2018</li> <li>• Service maps and routes numbers are being confirmed.</li> </ul> <p><b>North Shore: target 3Q2018</b></p> <ul style="list-style-type: none"> <li>• Preferred PTOM tenderers for the North have been announced as Tranzit, Ritchies and GoBus. Negotiations to execute contracts underway.</li> <li>• Completed negotiations with Birkenhead Transport for negotiated units.</li> </ul>
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2. Procurement and Contract Reform (PTOM) Implementation	
<ul style="list-style-type: none"> <li>• South Auckland Bus: Oct 2016 services started</li> <li>• West Auckland Bus: 1Q2017 contracts awarded; June 2017 services start</li> <li>• East Auckland Bus: 2Q2017 contracts awarded; December 2017</li> <li>• Central Auckland Bus: 2Q2017 contracts awarded; 2Q2018 services start</li> <li>• North Auckland Bus: 2Q2017 contracts awarded; 3Q2018 services start</li> <li>• Ferry: 2Q2017 contracts awarded; late 2018 services start</li> </ul>	<p><u>Bus:</u></p> <ul style="list-style-type: none"> <li>• Negotiations continue for North Shore negotiated PTOM contracts and expected to be completed in September. The final tender for North has completed evaluation and preferred suppliers announced with a due diligence process underway before final confirmation and contract signing.</li> <li>• Tenders for Central and East. Preferred Tenderers announced and final negotiations completed; negotiations for directly appointed units in the central area are progressing with several contracts agreed. Negotiations expected to be complete in September.</li> <li>• West: Arbitration on two NZ Bus negotiated units completed in August. Decision expected mid-September.</li> </ul> <p><u>Ferry:</u></p> <ul style="list-style-type: none"> <li>• Evaluation of contracted services tender bids continues with non-price evaluation completed. Price evaluation will be completed in August.</li> </ul>

3. Resource Efficiency	
<ul style="list-style-type: none"> <li>Value for Money: SOI farebox recovery targets and reducing subsidy / passenger metrics</li> </ul>	<p><u>Train:</u></p> <ul style="list-style-type: none"> <li>Approvals have been received from Council and NZ Transport Agency for the procurement of the next tranche of EMU's to ensure demand can be met from mid-2019 to opening of CRL in 2023. Approval for x15 3-car EMU's has been received to deliver capacity on the core electrified network. NZ Transport Agency has requested KiwiRail develop over the next 2-3 months a business case and confirm timing potential for Papakura/Pukekohe electrification to permit a decision to be made post general elections. An adjustment can then be made to the EMU order with regards battery power and/or number of units depending on this decision.</li> <li>Discussions progressing with Transdev and KiwiRail for the 2018 Train Timetable, with a tentative introduction of July 2018, subject to the closure of Sarawia Street Level Crossing, and EMU enhancements. Our specification includes operating Western and Southern Line services to Parnell Station throughout the day; Pukekohe Shuttle services operating on a 20-minute frequency from 0700-1900; and later evening services throughout the week.</li> <li>Transdev is in continued negotiations with KiwiRail in relation to the Asset Management Plan for the DMU operational fleet size and for Papakura/Pukekohe services.</li> </ul> <p><u>Bus</u></p> <ul style="list-style-type: none"> <li>Two double deckers are being added to the Birkenhead Transport fleet in August to assist with growing capacity demand on the Onewa road corridor.</li> <li>Capacity is currently being reviewed for February/March 2018 to ensure that there is enough capacity for corridors that require this. For March 2017 where significant capacity has been added there has also been significant growth. A stand out in terms of growth is the Mount Eden corridor with normalised growth of 10% in March 2017.</li> </ul>

#### 4. On-Time Performance

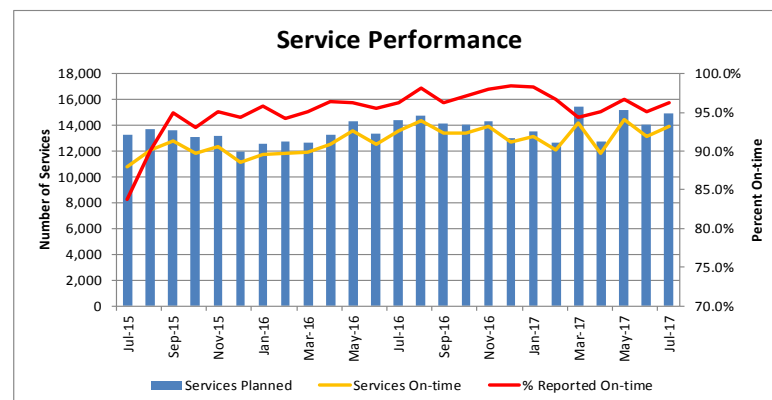
##### Train:

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

Service delivery (or reliability) is the proportion of trains not cancelled in full or part and arrive at their final destination. Punctuality is the proportion of trains that were not cancelled in full or part and that arrived at their final destination within five minutes of the scheduled time. Right Time, the number of Trains departing within 59 seconds of the scheduled departure time, was 61.2% in July, ahead of the 12 monthly average of 60.9%.

In July 2017 service reliability was 97.4% compared to the 12 month average of 98.4% and 98% for June 2017. Service punctuality performance compared to services scheduled is illustrated in the chart below. Service punctuality (red line) was 96.2% compared to the 12 month average of 96.7% and 95.1% for June 2017.

There were 14,888 train services scheduled in July (blue bars) - the number of actual services operated on-time (yellow line) was 14,300.



##### Major incidents that affected July 2017 service performance:

- A major points failure at Britomart at the start of the Evening Peak on Friday 28 July, caused significant disruption across the network, resulting in the cancellation of 92 Train services, while affecting 129 other services. This infrastructure failure followed shortly on from another points failure at the junction of the Southern and Eastern Lines, that resulted in the cancellation of 31 services across both Lines.
- A fatality on 26th July, resulted in the cancellation of 77 services, and affecting 124 other services across the network.
- Adverse weather on the 6<sup>th</sup> July affected services across the network, but predominantly on the Eastern Line where flooding at Panmure, and a small landslip at Purewa Tunnel caused the cancellation of 31 services in the early afternoon, and evening peak.

##### Bus:

- Service delivery (or reliability) is the proportion of services not cancelled in full or part and arrive at their destination. Punctuality is the proportion of services that departed their origin within five minutes of the scheduled time.
- Overall the network reliability was 98.4% and punctuality was 96.0%. This was a change of +0.6% and +1.2% in reliability and punctuality respectively from June's performance, and a +1.0% and +2.2% increase for year-on-year June reliability and punctuality respectively.



Punctuality at Start					
Operator	Business Unit	Jul-17	Jun-17	Month-on-Month Change	Year-on-Year Change
Whole of Network		96.0%	94.8%	1.2%	2.2%
Metro Inner	NZ Bus	94.7%	94.0%	0.7%	2.7%
Metro Outer	NZ Bus	95.8%	93.6%	2.2%	2.5%
North Star	NZ Bus	96.5%	96.4%	0.0%	-0.2%
Go West	NZ Bus	96.4%	95.0%	1.3%	1.0%
West	Ritchies	95.7%	93.7%	2.0%	0.4%
North	Ritchies	95.9%	93.9%	2.0%	1.2%
NEX	Ritchies	98.5%	98.5%	0.1%	0.0%
Birkenhead Transport Ltd		95.7%	94.3%	1.4%	0.7%
GoBus		97.4%	96.9%	0.5%	
Howick & Eastern		96.6%	96.4%	0.3%	2.8%
Pavlovich Transport Solutions		92.6%	88.4%	4.2%	-4.6%
Ritchies Murphy					
SkyBus		93.3%	94.7%	-1.4%	5.5%
Waiheke Bus		97.3%	96.5%	0.7%	-1.8%

Reliability at Start					
Operator	Business Unit	Jul-17	Jun-17	Month-on-Month Change	Year-on-Year Change
Whole of Network		98.5%	97.9%	0.6%	1.0%
Metro Inner	NZ Bus	98.0%	97.5%	0.5%	1.4%
Metro Outer	NZ Bus	98.4%	97.4%	1.0%	0.8%
North Star	NZ Bus	98.4%	98.7%	-0.3%	-0.3%
Go West	NZ Bus	98.5%	97.9%	0.6%	0.3%
West	Ritchies	98.5%	97.4%	1.1%	0.5%
North	Ritchies	98.6%	97.5%	1.0%	0.5%
NEX	Ritchies	99.7%	99.6%	0.2%	0.3%
Birkenhead Transport Ltd		98.5%	97.6%	0.9%	0.6%
GoBus		99.2%	99.2%	0.0%	
Howick & Eastern		98.7%	98.6%	0.1%	1.0%
Pavlovich Transport Solutions		97.0%	94.5%	2.5%	-2.1%
Ritchies Murphy					
SkyBus		97.4%	98.1%	-0.7%	2.8%
Waiheke Bus		98.8%	98.3%	0.5%	-0.9%

Ferry:

- Service delivery (or reliability) is the proportion of ferries not cancelled in full or part and arrive at their final destination. Punctuality is the proportion of ferries that were not cancelled in full or part and that departed their origin within -59 seconds and +4:59 of the scheduled time.
- For July 2017, 98.96% of contracted services were operated, with 96.56% of these departing their origin on time (punctuality measure). Despite the seasonal impact of adverse weather in the month, performance continued the improved trend over recent months.

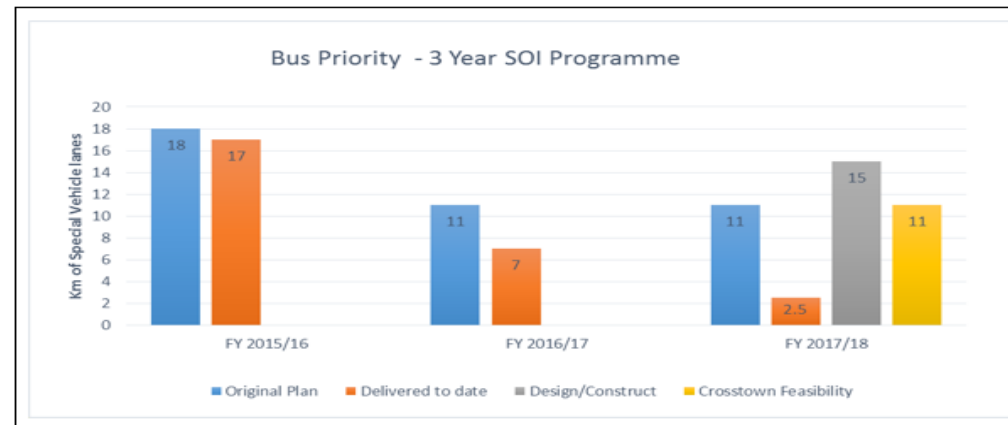
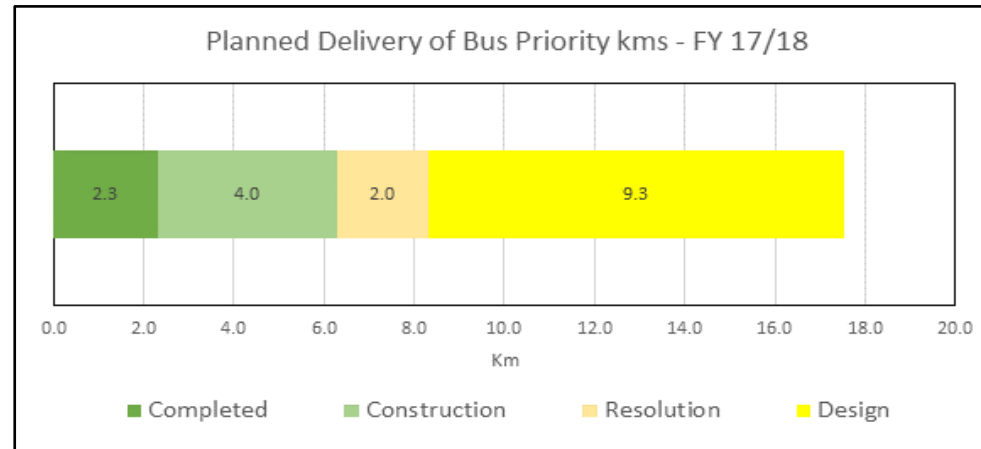
Route	Harbour	Scheduled Trips	Reliability	Punctuality
Bayswater	Inner	1,008	99.21%	97.92%
Half Moon Bay	Mid	667	98.50%	92.20%
Birkenhead	Inner	1,084	98.62%	95.11%
Gulf Harbour	Outer	378	100.00%	98.94%
Hobsonville	Mid	210	98.57%	93.33%
West Harbour	Mid	567	99.82%	99.29%
Rakino	Outer	52	98.08%	88.46%
Pine Harbour	Outer	856	98.60%	98.60%
Total		4,822	98.96%	96.56%



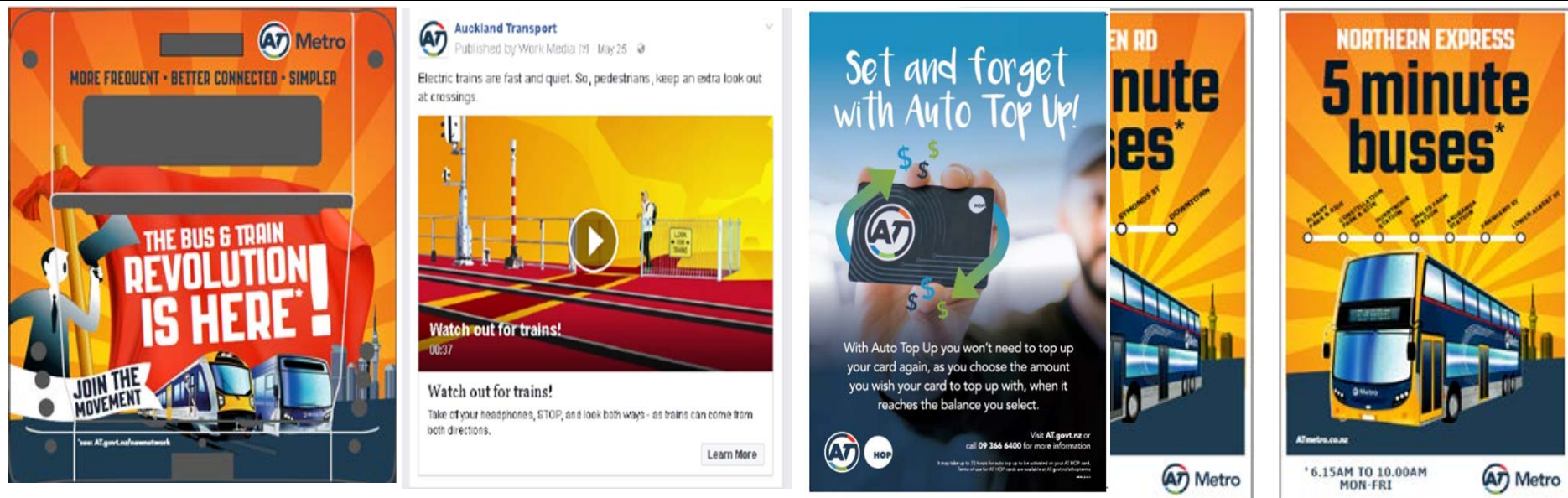
## 5. Bus Priority for Frequent Network

### Bus:

- Strategic Frequent Service Network Bus Priority Plan: Second CFC paper being finalised for presentation at October meeting.
- Construction of new and upgraded stops for New Network (West) completed. All new bus stops have signs in place, remaining civil works and bus shelter migration are complete.
- 35 high priority New Network East bus stops identified progression and delivery for 10 December New Network launch. 11 more high priority stops for go-live are already fully designed and will be constructed in the coming months. A total of 104 minor capital projects have identified for New Network East launch.
- Double Decker Clearances:
  - Glenfield 973 / 974 – complete, new double deckers a launched August.
  - Gt Nth Road – go live Aug 2017.
  - 881/NX2 – go live late 2018.
  - Manukau Road – go live April 2018.
  - Mt Eden Road (legs for future 27a and 27b) – physical works planned for July 2017.
  - Dominion Road – go live June 2018, project clash with cycle project on Ian McKinnon Drive that reduces south bound traffics lanes to 1 x lane – creates DD conflict with approx. 25 trees – Alternative Express routes under investigation.
- Remuera Road and New North Road – detailed investigation will start in June 2017; Contingency route under review.
- Special Vehicle Lane (SVL) operating hours change: There are 40 Special Vehicle Lanes (SVL) making up approximately 60km that have been packaged into 7 RFQs seeking consultants to prepare the Resolution plans and reports. All SVLs are expected to be resolved by end August. All SVL hours-extension physical works (signs) are expected to be delivered over the period of September to December 2017.
- Bus Priority Programme:
  - Dominion Road (Mt Albert Road to Denbigh Road), Sandringham Road and May Road: Construction is complete 2.5 km installed.
  - Mt Eden Road. The Resolution for Mt Eden Road, Graham Breed Drive to Roskill Way has been approved for 1.6km of bus lane. Tender documents are being finalised in preparation for an open tender. Targeting May 2018 completion.
  - Great South Road (Greenlane to Broadway): Resolution is being finalised for 2.3Km.
  - Inner Link : Investigation complete; progressing to scheme assessment.
  - Pakuranga Road: Vector relocation works awarded, targeting completion June.
  - Dominion Road, SH20 to Richardson Road Power pole relocation work is currently being tendered by Vector, and the relocation work is expected to start in October.



## 6. Customer Acquisition and Retention

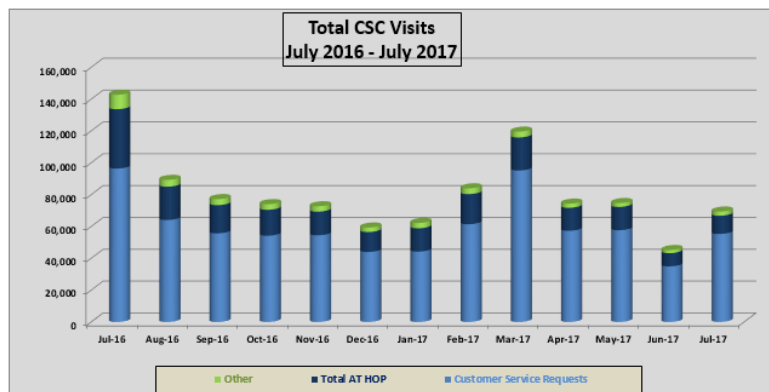


### Promotional activity has centred on:

- Repeating and building upon the 10 Minute Trains campaign of last year, this campaign spreads the frequency message to key bus corridors in central Auckland and the Northern Express service.
- A simple message focussing on the frequency of service in these areas in May and June on bus backs, Adshells (bus stops) billboards, online videos and ad's. Flag/banners will also be appearing on the Northern Busway.
- Following the introduction of the New Network West; a limited acquisition campaign has been undertaken promoting the new services starting from w/c 17 July until w/c 28 August 2017. Using the repeated frequency execution of "Join The Movement" on bus backs, press and digital
- AT Mobile promotion continues through July and into the early weeks of August using Auckland Transport owned media.
- KiwiRail and Tracksafe are running a nationwide awareness campaign (Rail Safety Week) with an emphasis on the dangers of wearing headphones while crossing railway tracks. AT will be continuing to run its existing railway crossing awareness campaign with radio advertising and social media messaging throughout the week.
- A small campaign is being run during August to encourage ferry users to apply auto top-ups on their AT HOP cards. Posters will be displayed on ferries and around ferry terminals.
- A competitive AT Metro campaign 'pitch' process has been completed by selected representative advertising organisation from the Council creative campaign panel, to develop and progress a strategic campaign to promote over the next 18-36 months the roll-out and completion of the AT Metro New Network. The winning proposal will be presented at the next CFC meeting.

## 7. Customer Experience

### Customer Service Centres



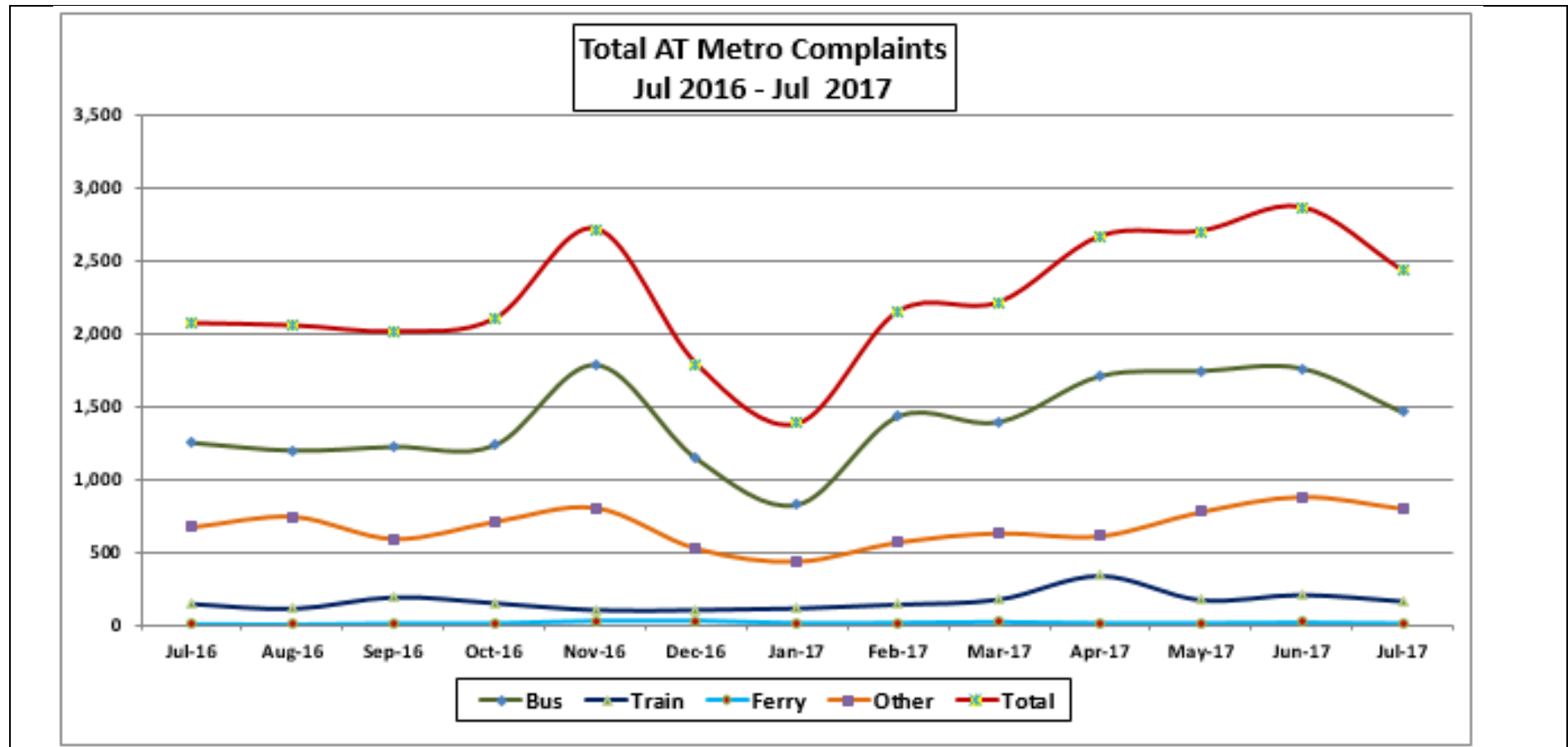
- Amalgamation of the AT Customer Service Centres (CSC) and Transdev rail ticket offices was completed end-July 2017.
- Development of a new AT Metro CSC at Downtown Ferry Terminal is underway.
- The total customer visits to the Customer Service Centres (CSC) for July 2017 (69,368) were 24,186 (+53.5%) above June's visitor numbers (45,182). Similarly, visitor numbers were also 73,050 (-51.2%) below the June 2016 total of 142,718. Total Customer Service Centre visits in the three months from May 2017 to July 2017 were approximately 189,000, compared to over 393,000 in the comparative three-month period from May 2016 – July 2016, a decrease of approximately 204,000 (-51.9%).
- The primary reason for the visitor number increase in July compared to June is due to the demand from students for Semester 2 tertiary concessions. The number of AT HOP card sales and top-ups also increased, with the commencement of the new school term and with working parents also returning from holiday towards the end of July.
- CSC visitor numbers in July 2016 were significantly boosted by the impact of the transition of SuperGold customers onto the AT HOP card, which officially commenced on 1 July 2016.

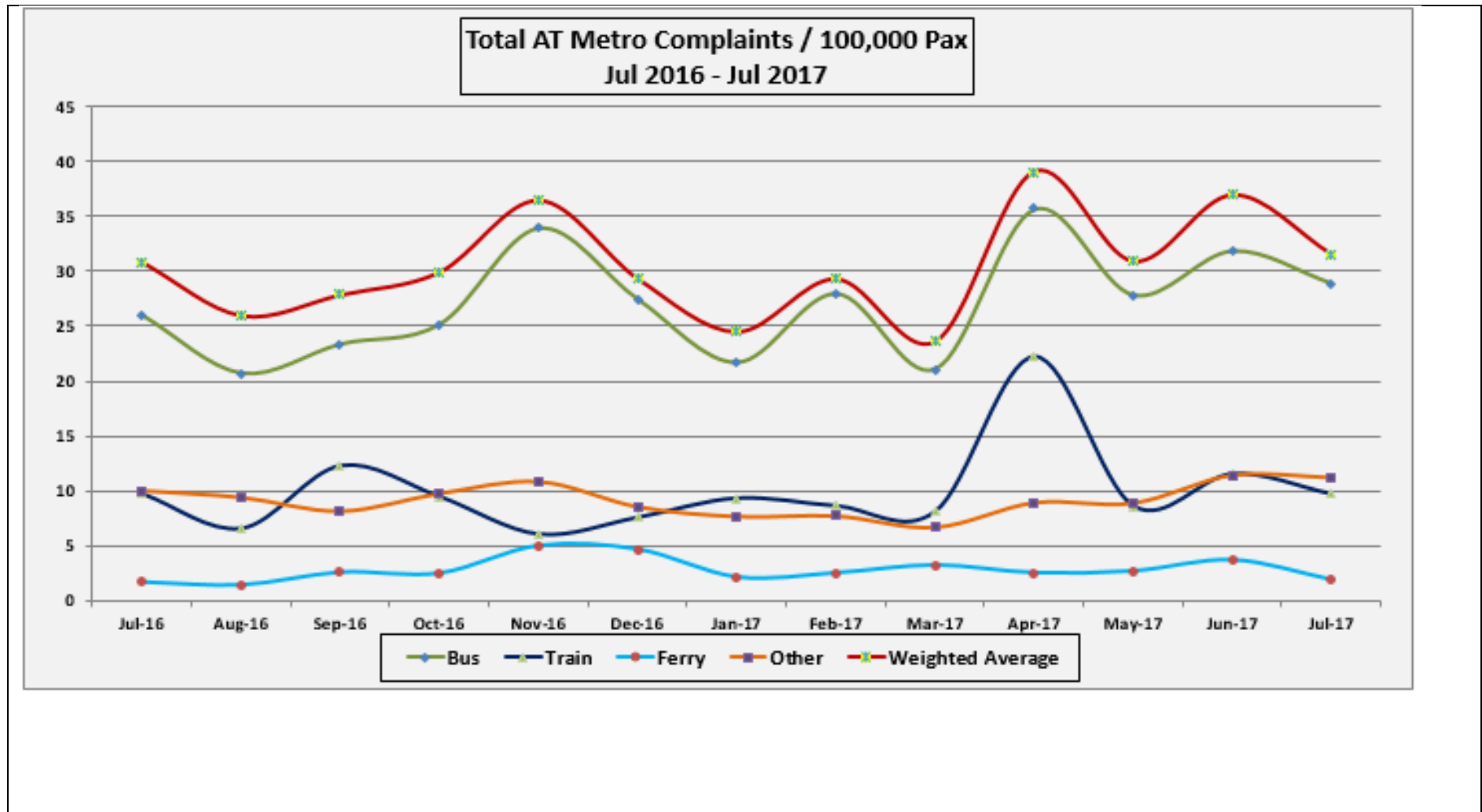
- Additionally, although total annualised passenger numbers have increased significantly, there has been an on-going reduction in monthly visitors across 2017, compared to the same period(s) in 2016, even allowing for the SuperGold transition. Since there are reductions across all activities, this may indicate that the AT Metro network is operating more efficiently (fewer complaints / issues) and also customers are more confident in transitioning towards self-service, particularly following the introduction of the new AT Mobile app. On-ground AT Ambassadors prior to and after the 11 June New Network launch in West Auckland will also have reduced the need for CSC visits. The AT Metro Lounge has now been returned to storage during the winter months.

There have been 902,000 visits to the AT Metro Customer Service Centres for the 12 months to July 2017, an average of just over 2,470 visits per day. This compares to just over 1,244,000, a decrease of approximately 342,000 customers (-27.5%) during the 12-month period to July 2016.

### Customer Complaints:

- Total complaint volumes decreased in July, falling to 2,427, down from June's adjusted total of 2,859, representing a reduction of 432 (-15.1%). The July 2017 complaint volumes (2,427) were significantly higher than for July 2016 (2,068), representing an increase of 359 (+17.4%) year-on-year. The decrease in July 2017 complaints compared to June 2017 reflects a reduction in feedback additional feedback received following the implementation of New Network – West. There were increases in customer feedback relating to network design and service planning, in addition to operational performance during the post go live period. There was also a significant increase in feedback relating to Pavlovich Transport Solutions, due to a number of post-implementation service and operational issues. Whilst complaints relating to this Operator fell in July compared to June, they were still significantly above the normal volume.
- Complaints per 100,000 Pax decreased in July, falling to 31.54, significantly below June's adjusted total of 36.95. The total for July 2017 (31.54) was slightly above the total for July 2016 (30.81). This decrease in the month-on-month complaints per 100,000 Pax is the result of a reduction in feedback regarding New Network – West, following the go-live in June. The reduction in complaints in the month following the New Network – West go live follows the same trend as for New Network – South, where there the majority of feedback was received in the immediate post-implementation period, rather than it being done over a longer time period.





## 8. Digital Customer Engagement

### Digital

- In July, there were approximately 95,000 downloads for the AT Mobile App, with 66,000 monthly active customers.
- In July, there were approximately 10,000 monthly active customers that had used the “Track my Bus” Mobile App. Most customers are transitioning over the new AT Mobile app. A further 16,000 customer continue to use the AT Metro app.
- Development of the AT Mobile App continues using an ‘Agile’ methodology with monthly releases. Feature enhancements are based on customer feedback.
- Activity on AT.govt.nz effectively remained static in July, with total page views remaining at 2.77 million, which is the same number as for June. This unchanged activity level is partly driven by the end of Semester 1 and the start of study leave and exams for Auckland’s universities. Although Semester 2 started in the last week of July, there was no discernible increase in website. However, the new AT Mobile app has seen a significant increase in download, and since it provides improved journey planning and also allows customers to track their bus and train services in real time, thereby enriching the functionality, there has been a transition away from traditional web-based activity.

## 9. First and Final Leg

- A customer centre and agile design approach is being used through Customer Central to develop a customer value and service proposition for an on-demand dynamic to routing personalised transport services solution trail. This targeted for operation in davenport in late-2017 to test a first-and-final leg solution. An update will provide at an upcoming CFC meeting. This solution is being progressed with the winning ‘smart seed’ challenge team for Auckland 2017.

## 10. AT Safety and Security

- Recruitment of the first AT Transport offices under the SaFE project is underway. Legislation making it an offence to travel without a ticket on public transport was passed in August enabling the creation of warranted Transport Officers, which are able to issue infringement notices for fare evasion.
- Electronic HOP gating of Henderson and Otahuhu rail station was completed in August. In the first few weeks patronage recorded a +30% and +12% respectively.
- 11 Gen2 Bus & Coach International(BCI) double decker buses were withdrawn from service from Ritchies Northern Express route due to concerns regarding chassis fatigue stress during August as a precautionary measure prior to completion of chassis strengthening.
- An individual was struck, and killed, by a Freight Locomotive in the early hours of 26<sup>th</sup> July, north of Papatoetoe Station.
- AT Services is engaged with Transdev Auckland, Transdev Wellington and Track Safe to establish national benchmarking standards on a number of operational safety and security issues.
- 13 Near Miss incidents were recorded in July. Of these, 6 involved Pedestrians at Level Crossings; 3 with Pedestrians in the Rail Corridor; and 4 Vehicles.
- 20 Trespass Incidents were recorded across the Network throughout July, an increase from the 17 recorded in July 2016.