

Business Report

Recommendation:

That the Chief Executive's report be received.

Prepared by:

Shane Ellison, Chief Executive

Corporate

Finance

Operational Land & Buildings (OL&B) and rolling stock will be revalued in the cyclical revaluation of Auckland Transport (AT) fixed assets for 30 June 2018 annual accounts. Work is underway to support the OL&B revaluation process which will be completed by the existing consortium of valuers including Beca, Bayleys and QV. A procurement plan is being prepared for the rolling stock revaluation with a tender process expected to be completed in March.

Work has begun with AC (Auckland Council) and AON (AC group insurance brokers) reviewing insurance policies and coverage in place to support 30 June 2018 insurance renewals. Feedback and options will be presented to the FRC (ad hoc meeting to be scheduled) to support review and endorsement at the May Board meeting.

Regional Land Transport Plan Funding

The following activities were approved for funding in January and early February:

- Road Safety Promotion 2015-18, ACC-funded Cycling Education – this activity has been approved by the Transport Agency for \$76,000 as a grant from ACC toward cycling education programmes in the Auckland Region for 2017/18. This is 100% funded through the Transport Agency on behalf of ACC.
- Newmarket Crossing (Property) – This activity has been approved for \$1.38 million.

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 AT, in accordance with its Delegation Policy.

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

- Transport Network for Growth – North West Local Road Improvements – This is to enable AT to submit a funding application related to the Housing Infrastructure Projects in the North West. The submission is proposed for April 2018.

Procurement

There were five tenders published in the current reporting period (06/01/18 to 09/02/18) with an estimated value of \$142.2 million. Three of these tenders had an estimated value of over \$2 million.

Tender	Type
AMETI EB1 Construction – AMETI Eastern Busway Stage 1 construction for a dedicated urban busway creating better transport choices and connections for Auckland's Eastern Suburbs	ROI
Kennedy Point Ferry Terminal – Western ramp extension and wharf structure reconstruction	RFT
Mill Road Improvements Detailed Design – Procurement of professional services to deliver detailed design and consenting for the Mill Road improvements project	RFP

There were 112 contracts created in the current reporting period (06/01/18 to 09/02/18) with a total award value of \$116.7 million. Fifteen contracts had a value of over \$2 million.

Contract	Supplier
AMETI Eastern Busway 2 and 3 Design and Consenting – Revised AMETI delivery strategy for the design and consenting of the Panmure to Botany Eastern Busway to be fully operational by 2025	AECOM New Zealand Ltd
Cowie Street Bridge and Road Construction – Construction of the Newmarket level crossing and the signal relocation; which includes construction of a road and pedestrian bridge over the rail corridor	CLL Service & Solutions Ltd
Quay Street East Cycleway Physical Works – Delivery of construction of a cycleway along Quay Street from Plumer Street to The Strand intersection	Traffic Systems Ltd

PTOM (Unit 1) – Regional partnering agreement to provide bus services: City Link (Central Region)	New Zealand Bus Ltd
PTOM (Unit 2) – Regional partnering agreement to provide bus services: Inner Link (Central Region)	New Zealand Bus Ltd
PTOM (Unit 8) – Regional partnering agreement to provide bus services: Dominion Road (Central Region)	New Zealand Bus Ltd
PTOM (Unit 10) – Regional partnering agreement to provide bus services: Manukau Road (Central Region)	New Zealand Bus Ltd
PTOM (Unit 16) – Regional partnering agreement to provide bus services: Tamaki (Central Region)	New Zealand Bus Ltd
PTOM (Unit 17) – Regional partnering agreement to provide bus services: Mount Hobson (Central Region)	New Zealand Bus Ltd
PTOM (Unit 18) – Regional partnering agreement to provide bus services: Mt Eden cross town (Central Region)	New Zealand Bus Ltd
PTOM (Unit 19) – Regional partnering agreement to provide bus services: Balmoral Road cross town (Central Region)	New Zealand Bus Ltd
PTOM (Unit 22) – Regional partnering agreement to provide bus services: Onehunga cross town (Central Region)	New Zealand Bus Ltd
PTOM (Unit 43) – Regional partnering agreement to provide bus services: Devonport (North Region)	New Zealand Bus Ltd
PTOM (Unit 44) – Regional partnering agreement to provide bus services: Lower East Coast Bays (North Region)	New Zealand Bus Ltd
PTOM (Unit 46) – Regional partnering agreement to provide bus services: Hibiscus Coast (North Region)	Go Bus Transport Ltd

Organisational Development / Talent

- **Diversity and Inclusion** –this month saw the launch of the “Staying on” programme for our mature-aged workforce. Pilot workshops were held with managers and employees. AT has also joined the [Rainbow Tick](#) programme, a quality and process improvement programme to move towards a more safe, welcoming and inclusive workplace for the rainbow community. An event was held on 9 February to officially sign the contract to commence the accreditation programme. See here for media release. AT’s inaugural participation in Auckland’s Pride Parade took place on 17 February with over 100 staff marching. AT joined with Auckland Council and other CCOs with a total number of over 300 participants. Chinese New Year celebrations were also held (internally).



Local Boards

The key focus for Local Boards are the upcoming Long Term Plan and RLTP public consultation exercises. Staff are working through the details of how Local Board engagement will occur and an update was provided at a region-wide workshop on 26 February.

A number of Local Boards continue to be engaged on the draft Ferry Strategy which will in turn inform the Regional Public Transport Plan.

AT's Chief Executive, as part of his induction, has had initial meetings with Local Board Chairs of Gt Barrier, Waitemata and Henderson-Massey. This programme continues.

AT and AC staff are jointly working with all Local Boards to develop a discussion document on the proposed increase to the Local Board Transport Capital Fund and the allocation model for this fund. To date the majority of Local Boards have indicated they prefer the current model which is largely based on a population weighted criteria.

Key engagements

Local Board	Briefings / Workshops / Major concerns (All Local Boards receive a monthly report from AT and staff attend their monthly business meetings)
Albert-Eden	<ul style="list-style-type: none"> • Board workshop to discuss AT Property divestment and Parking Review in Kingsland • Meeting with Board members and Mt Eden Business Assn to discuss proposed bus priority measures in the village • Workshop to discuss the Ian McKinnon cycleway final designs prior to construction starting • Community Liaison Group (Dominion Road) – update on the bus priority measures • Board workshop, covering Pt Chevalier to Westmere Cycleway, the Regional Signage project, the Board's transport capital fund projects and rough order of costs for these. • AT supported a discussion on the funding model should the governing body increase the Local Board Transport Capital fund envelope
Devonport-Takapuna	<ul style="list-style-type: none"> • Site visit with Hauraki School and Board members - safety issues around the area. • Meeting with Local Board Services on Bayswater Marina development issues as they relate to relocation of Takapuna Grammar Rowing Club. • Site visit in Hurstmere Road with Local Board Services on maintenance issues and timing of proposed upgrade • Meeting with the Chair and Deputy Chair to update on the progress of the Lake Road Business Case and future steps.

Local Board	Briefings / Workshops / Major concerns (All Local Boards receive a monthly report from AT and staff attend their monthly business meetings)
Franklin	<ul style="list-style-type: none"> • Meeting with Local Board rep, AT reps and works contractor to discuss Waiuku pavers upgrade • Workshops (4) regarding future of old Pukekohe station building, draft Ferry Strategy, and Local Board Transport Capital Fund increased funding options and speed management plan changes proposed in rural south
Great Barrier	<ul style="list-style-type: none"> • Workshop with the Local Board on the Quarry and road aggregate materials on Great Barrier • Teleconferenced with Local Board to discuss Transport Capital fund project on SandHills Road • Introductory meeting between AT Chief Executive and Local Board Chair • Workshop on increasing Local Board Transport Capital Fund (LBTCF) and reviewing allocation model
Henderson-Massey	<ul style="list-style-type: none"> • Site meeting on Great North re a number of issues; give way to pedestrian signage, Lincoln Road and Universal Drive and Flanshaw road issues • AT Chief Executive introductory meeting with Chair • Workshop on increase of LBTCF and allocation
Hibiscus and Bays	<ul style="list-style-type: none"> • Silverdale Area Business Association meeting, facilitated by Local Board • Meeting to discuss the proposed Glenvar/Lonely Track Road Intersection upgrade • Discussion with the Local Board chairperson regarding request to produce a business case for 4-laning of the Penlink project • Workshop on Long Bay Regional Park - Traffic Management on Beach Road, Torbay. • Discussion with Chair and Deputy Chair regarding Beach/Carlisle Roads intersection, Browns Bay • Local Transport Capital Fund workshop • Workshop on Urbanisation of Vaughans Road, Long Bay
Howick	<ul style="list-style-type: none"> • Supported Council officers at a coastal erosion workshop with the Local Board • Regular workshop at which various local transport issues were discussed • Update to the Local Board on the Eastern New Network School Bus issues • Update to the Local Board on AMETI
Kaipatiki	<ul style="list-style-type: none"> • Workshop on the Local Board Plan • Workshop on Boards Local Board Transport Capital Fund Project - The Glenfield Cycle Lanes. • AT representatives attended a public meeting on the Rawene Road Carpark. • Workshop with the Board on the proposed increase to the Local Board Transport Capital Fund. • Meeting with Local Board Services to discuss eligible projects for the Local Board Transport Capital Fund

Local Board	Briefings / Workshops / Major concerns (All Local Boards receive a monthly report from AT and staff attend their monthly business meetings)
Mangere-Otahuhu	<ul style="list-style-type: none"> • Site meetings in Otahuhu initiated by request from Local Board • Facilitated a liaison meeting between Police, Auckland Transport, Local Board and Auckland Council to coordinate a joint response to anti-social behaviour on streets in Mangere Bridge. • Mangere Bridge Safer Communities workshop • Future Streets 'activation' workshop to help coordinate better planning for activities promoting use of the new walking and cycling paths • Mangere-Otahuhu Local Board workshop and discussion on Local Board Transport Capital Fund
Manurewa	<ul style="list-style-type: none"> • Monthly workshop updates on AT work programme, transport capital fund projects and other current concerns • Manurewa Town Centre Steering Group meetings (comprising Local Board, Council and business reps) to provide updates on AT projects, including Te Mahia station upgrade • Meetings with Cr Newman and Board chair re road maintenance contracts and contractor performance locally • Workshop with Local Board regarding review of bus services on Great South Road through Manurewa • Workshop with Local Board regarding Local Board Transport Capital Fund increased funding options.
Maungakiekie-Tamaki	<ul style="list-style-type: none"> • Local Issues resolution meetings x 2, • Onehunga town centre transformation meetings with Local Board, community and Panuku • Road safety site meetings x 2 (Onehunga and Glen Innes), • Onehunga Bus interchange meetings with Local Board and Panuku x 3. • AMETI forward works meeting • Panmure Business association meeting with Local Board. • One on one meeting with board member rep for Panmure regarding maintenance and safety concerns.
Orakei	<ul style="list-style-type: none"> • Roll out of the new network east – site visits and workshop • Provided support and advice to Local Board on LBTCF projects in parks land • Parking – investigated disabled parking and provided briefing on parking surveys to be undertaken in Mission Bay. • Briefing with Local Board and MP O'Connor regarding flooding on Tamaki Drive

Local Board	Briefings / Workshops / Major concerns (All Local Boards receive a monthly report from AT and staff attend their monthly business meetings)
Otara-Papatoetoe	<ul style="list-style-type: none"> • Ormiston/ East Tamaki/ Preston Road realignment workshop • Speed Management workshop – reducing speeds in main town centres in Otara-Papatoetoe. • Meeting with board member and local Sikh community delegation regarding bus rerouting for Kolmar Road, Papatoetoe. • Update workshop on AT activity in the Local Board area and Local Board Transport Capital Fund. • Update meeting with Local Board chair on 2018 priorities including update of LTP/RLTP process of engagement.
Papakura	<ul style="list-style-type: none"> • Workshop to discuss pedestrian crossings on Wood and East Streets in Papakura • Onsite meeting with board members and community members regarding traffic safety on Ingram and Priclor intersection in Papakura • Site visits with Local Board member regarding community concern over Oak trees on Ron Keat Drive. • Site visits with Local Board members to various roading issues on Porchester Road, Parkhaven Road and Great South Road, Papakura. • Workshop with Local Board on Walter Strevens Drive ramp link to SH1 shared pathway in Conifer Grove. • Workshop update on LBTCF projects for 2018. • Workshop update on Safer Communities project – Papakura, relating to feedback from community. • Follow up onsite meeting on Priclor and Ingram Road intersection with member of public and Road Safety Engineering staff. • Site visit with Local Board Chair and member of public regarding concerns around traffic and parking on Clark Street Papakura.
Puketapapa	<ul style="list-style-type: none"> • Board Workshop to discuss the Board's priority Greenways project and other Board proposals for transport capital fund projects and designs for improvements to Mt Roskill Village carpark • Community Liaison Group – Dominion Road – update on the bus priority measures • AT supported a discussion on the funding model should the governing body increase the Local Board Transport Capital fund envelope

Local Board	Briefings / Workshops / Major concerns (All Local Boards receive a monthly report from AT and staff attend their monthly business meetings)
Rodney	<ul style="list-style-type: none"> • NZTA/AT Liaison Meeting to discuss projects on highways relevant to Rodney Local Board. • Joint Local Board/AC/AT workshop to discuss erosion occurring on Riverside Drive, Point Wells • Warkworth Transport Forum with Local Board, facilitated by Mark Mitchell MP. • Road Safety workshop discussion • Araparera Forestry Proceeds – discussion regarding which roads the Local Board wishes to use this fund to upgrade
Upper Harbour	<ul style="list-style-type: none"> • Workshop and site meeting with the Local Board on: Gill Road, Oteha Valley Road roading issues • Workshop on the new link road between Medallion Drive and Fairview Avenue, • Workshop on upgrade of the Dairy Flat Highway between Stevenson Crescent and Gills Road and The Avenue and Lucas Creek Bridge. • Workshop on implementation of the New Network Public Transport Network • Workshop on enhanced timetables on both the Hobsonville and Beach Haven routes. • Workshop on progress on: Gills Road Pedestrian Bridge and a gravel footpath with a structural timber boardwalk
Waiheke	<ul style="list-style-type: none"> • Local Board plan workshop • Changes to parking and traffic management at Matiatia (x 3), • Regular Local Board transport workshop • Meeting re Putiki Road rehabilitation work
Waitakere Ranges	<ul style="list-style-type: none"> • Site meeting with the Local Board on: Jenkins Bay Anti-social behaviour issues, • Workshops on Speed Management Review engagement, • Workshop on pavement rehabilitation projects • Workshop on increasing LB Transport Fund and reviewing allocation
Waitemata	<ul style="list-style-type: none"> • Attended Karakia for the Newmarket Crossing project. • Workshop to discuss way forward with Waitemata Safer Routes project • Workshop to outline progress and next steps on the Parnell Cycleway • Meeting between AT staff, Local Board and City Centre Residents Association to discuss Cook Street re-design • Workshops to update the Board on Ian McKinnon Cycleway, Waitemata Safer Routes, Quay Street – Plummer to Strand, Quay Street – the Strand to Ngapiapi, Westhaven to CBD, Caltex GNR shared path designs, Downtown and midtown bus facilities, Newmarket Crossing project, Federal Street walking and cycling improvements. • A briefing on the results of the Grey Lynn and Arch Hill residential parking zone consultation. • A briefing on the proposed Auckland Domain bus service.

Local Board	Briefings / Workshops / Major concerns (All Local Boards receive a monthly report from AT and staff attend their monthly business meetings)
	<ul style="list-style-type: none"> • A meeting with the Chair to discuss opportunities for more planting as part of the Quay Street project • Regular updates on projects such as the Seawall repair, Carlaw Park pedestrian link, Ponsonby Road Pedestrian improvements project and Franklin Road project. • Members of the Local Board attended Community Liaison Group meetings for the Waitemata Safer Routes and Newmarket Crossing project. • Meeting with the Local Board, Newmarket Business Association and Westfield to discuss future plans for Nuffield Street.
Whau	<ul style="list-style-type: none"> • Investigation and advice over spending the LBTCF – site visits and workshop • Met and discussed with Elected Members and Panuku how the LBTCF could be used for the proposed regeneration project in Avondale • Meeting re “disorderly” behaviour in Endeavour Street, Blockhouse Bay. Providing advice on how AT could potentially assist. • Workshopped and met Elected Members on site regarding mid-block crossing in Great North Road. • Met with Elected Members, RSA and Business Association on Bus lay over options in New Lynn • Sod turning for Seabrook Avenue cycleway.

Auckland Unitary Plan

AT continues to support Council in the resolution of appeals to the AUP, including case team meetings and process planning. It is likely that the remaining appeals that AT has had an interest in will proceed to hearings through the Environment Court.

AT has become a party to the Redhills Precinct appeal that challenges the indicative transport network for the area. Mediation with the parties has been ongoing through February 2018, with a hearing expected mid 2018. This appeal will need to be integrated with the Supporting Growth Alliance and Housing Infrastructure Fund work.

AC has recently notified a number of plan changes to the AUP, including a plan change to rezone parts of Whenuapai to urban in line with the adopted structure plan; a private plan change to rezone some of Karaka/Drury (Auranga B) to urban; and a private plan change to rezone some of Kings College in Otahuhu for residential use. AT has undertaken a review of these plan changes and will continue to work with AC and other stakeholders to resolve matters identified through submission processes.

Media

This period saw an increase in coverage for AT, up to 303 items (from 265). Public transport accounted for 113 of these items (including changes to fares, and the electric vehicle trial in Devonport).

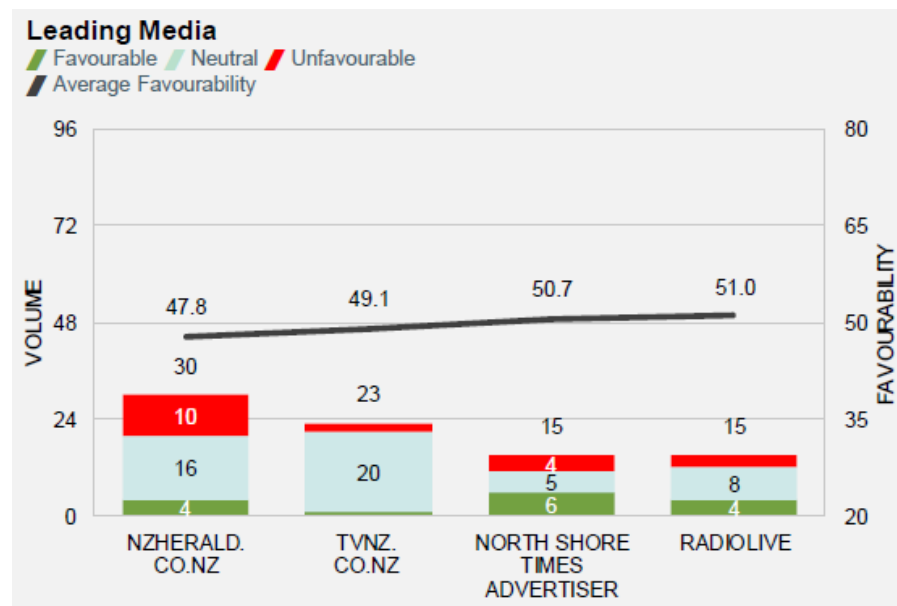
Cycling saw a large increase in volume from 33 items to 60. There was also an increase in average favourability rating up to 47.3, up from 46.2. Coverage encouraging cyclists to participate in the Auckland Bike Challenge contributed to the increase in favourability.

Spatial Planning projects

AT continues to work collaboratively with AC on the Drury-Opaheke and Pukekohe-Paerata structure plans. AT has been assisting AC in determining the preferred land use options to take forward for further consideration.

AC has commenced the Silverdale West - Dairy Flat Business Area and Warkworth structure plans, with the first stage of public consultation underway. AT is providing transport expert input into the development of these structure plans.

AT continues to provide AC with information to feed into spatial plans for Sunnynook, Parnell and Whangaparaoa place-based plans. Work has commenced on the Albert-Eden Local Transformation Programme looking at areas such as Pt Chevalier, Greenwoods Corner, and Sandringham.



Business Technology

Cyber-security

Both the Lookout mobile threat application, and Multi-Factor Authentication (MFA) were deployed in February.

Request for Proposal (RFP) submissions for the Security Operations Centre are under review and going through the procurement process.

BT security training and awareness material has been distributed to staff through global emails and the organisation's intranet.

Digital Concessions

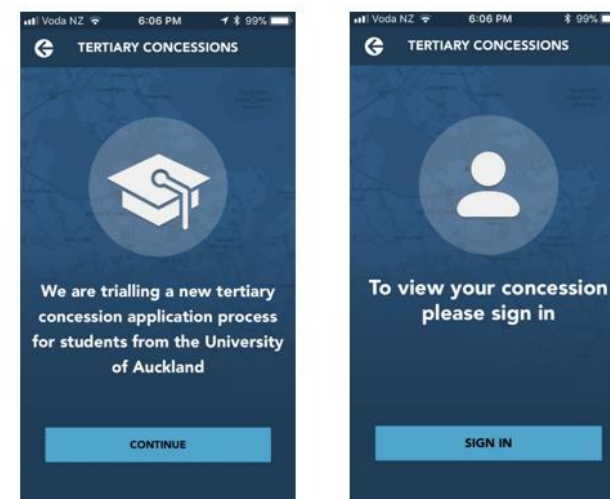
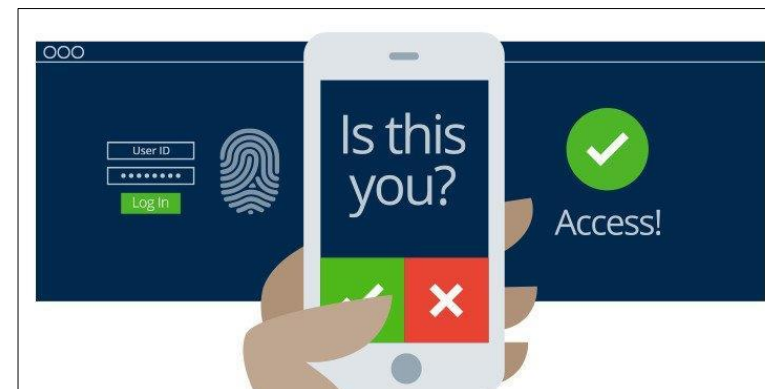
Creating a more streamlined process for both tertiary student customers and AT, to replace the current method of applying for a concession which is laborious for both concession holders and AT staff. This project is being supported by Customer Central for customer engagement and feedback.

This was launched with the University of Auckland on 14 February along with a number of media and social media releases. Over one thousand students were "online verified" within the first three days.

The implementation included updates to the AT Mobile app, updating of all the Frequently Asked Questions and Terms and Conditions, a significant number of technical upgrades in the backend, as well as CRM changes and automated notifications.

This optimised process reduces customer effort by improving the time that AT Customer Service Centre staff take to load the concession on the AT HOP card from 4 minutes down to 1.5 minutes. Customers who choose to apply for their concession using the AT Mobile App will have their concession loaded on their AT HOP card for up to 3 years (as long as the student remains eligible).

Building on this, the wider technology team are now actively working with Regional Interim Ticketing System (RITS) and the Ministry of Social Development on a similar solution for Super-Gold customers, and the technical feasibility of a solution working with the Ministry of Education's system to provide a solution to automate concessions for 16-to-19-year-old secondary school students.



Enterprise Information Management (EIM)

The delivery of solutions on AT's GIS platform continues to move quickly, with provision of GIS viewers for the Maori Engagement project, Major Capital Works and Transport Operations CRM Cases as examples.

The GIS CRM viewer for Transport Operations engineers has been completed and rolled out to over 45 engineers, with positive feedback received.

The AT HOP Web Rebuild project

Testing for all three technical core components is well underway and is making steady progress. An agile delivery approach is being taken to expedite the customer-facing website changes, and design and build is well underway. Training, communications updates, and legal review will take place in early March after technical readiness has been confirmed. Public go-live will then follow. In parallel, surfacing the HOP balance is being developed and is expected to be available on the AT Mobile Beta test site in March for user feedback. Once this is complete, this can be pushed to the public version.

Business Intelligence Dashboards

Several BI Reporting Dashboards have been developed for internal customers that reduce the time taken for business unit reporting by several hours a week. In addition, the BI team have implemented several GIS viewers for AT staff – including a Major Capital Works Viewer that provides AC consent, subdivision and title layers, and Unitary Plan management zones. AMETI and the Light Rail teams will use this application which provides an overview of phases and property acquisition, down to a detailed view of the engineering design drawings.

Hackathon

Following on from the Hackathon late last year, several business units have reached out to BT for help in developing some of the ideas. One strong candidate is the “Walking School Bus” app and enrolment process, for which a Business Enablement Engineer in the Online Team is putting together a prototype for demonstration.

Interest in AT's Hackathon has also come from the Auckland University of Technology (AUT). AUT is looking to run its own transport Hackathon as a part of the “Youth for Public Transport” (Y4PT) global community. Y4PT coordinate transport Hackathons around the world, mostly in Europe and South America. AT have provided AUT with advice on preparing their business case for an event. Should AUT run a Y4PT Hackathon, a decision will need to be made on how much if any involvement AT should have. With AT's data sources, expertise, and partnerships with vendors and industry key players, AT is in a strong position to support such an event.

Augmented Reality

A key component of stakeholder engagement is the presentation of concepts and consultation. AT is exploring the use of Microsoft HoloLens to make it easier to better present design concepts, structures and constructability. HoloLens allows full scale BIM models to be experienced as a 3D holographic model of a building or landscape. This provides visual representation to understand the design, spatial dynamics and interaction, before, during construction and after.

Website Review

Customer Central is applying a human-centred design process to inform the AT website strategy, assessing the website against user experience best practice, industry norms, and in relation to specific business outcomes. Within the scope of this initiative is a tactical review of a select few features for immediate re-design. Report-A-Problem is the first priority for tactical re-design. This feature will enable customers and staff to report problems that they observe and experience across the network and then channel their feedback via CRM to front line response teams. Rapid prototyping and testing has been undertaken, with customers and parking officers.

Public Transport Behaviour Metrics

Customer Central are delivering three things:

1. Designing analytical data tables to understand the customer behaviours in a comprehensive way;
2. Creating production data tables to store the customer behaviour information in one place; and
3. Building interactive dashboards to visualise the customer behaviour information in Power BI.

The Customer Behaviour Analytics Dashboard project consists of four dashboards: Customer Behaviour Dashboard (*top right*), Customer Churn Metrics Dashboard (*bottom right*), Customer-Station-Trip dashboard and Customer-Zone-Journey dashboard. Business users across AT are able to make use of these dashboards to easily visualise the customer information such as customer usage across segments over time, the customer churn information over time, customer usage at the trip level across stations from a geographic perspective and customer usage from at a journey level across zones.



Key Projects

Strategic Initiatives

AT and the NZ Transport Agency are progressing negotiations with the preferred proponents to deliver a Supporting Growth Planning Alliance that will undertake transport related business case and route protection work to support housing development in the Future Urban Zones.

AT is further progressing a number of business case and planning approval work streams on the development of the strategic public transport network. These include ongoing work on the business cases for the Wynyard Quarter to Airport and City to Westgate Corridors. A professional services contract was awarded for the business case development and route identification for the Airport-Puhinui-Botany Corridor. Work on obtaining RMA planning approvals is also progressing on the Panmure to Botany Corridor.

Within the city centre work is focussing on the optimal staging programme for various overlapping projects in the Downtown area ahead of the America's Cup as well as the commencement of the procurement to develop a more detailed business case for the Wellesley Street bus improvements project.

Panuku Development Auckland urban renewal initiatives

AT continues to work with Panuku Development Auckland (Panuku) on its programme of urban renewal initiatives on a number of their priority areas including:

- Henderson – AT's Walking and Cycling Team has undertaken traffic, cycle and pedestrian counts in Henderson to inform the walking and cycling programme. A parking management plan is being progressed which will assist in informing AT's position with respect to its landholdings and carparking facilities in the area.
- Northcote – AT is working with Panuku on the Lake Road cycleway project - the Northcote Safe Cycle Route. AT has been providing inputs on the town centre design concepts and Panuku will be releasing a draft town centre masterplan for public feedback in the near future.
- Panmure - Panuku continues to progress the Panmure Masterplan and High Level Project Plan. AT has commenced its consideration of property optimisation outcomes for Panmure.
- TOD – AT is working with Panuku to investigate public/private partnerships for TOD's.

Cycle Projects

Construction works are progressing as planned on Northcote Road and Lake Road sections of the new cycleway. Construction works on the Queen Street section of the new cycleway is currently one month behind schedule due to unplanned watermain relocations works.

The draft detailed design for new cycleway bridges over the State Highway 1 at Northcote is now complete. AT staff are currently addressing findings of the road safety audit. Construction of new bridges is planned to start in July 2018.

A sod turning ceremony for a short “linking” section of cycleway in Seabrook Avenue, New Lynn, was held on 8 February 2018 and construction has commenced. This project has received positive support from the community, Local Board and Bike Auckland. See media release [here](#).

Section 2 of the Glen Innes to Tamaki shared path (St Johns Road/Kohimarama Road) design is progressing. Section 3 (Orakei Basin boardwalk) construction has been delayed by approximately three weeks due to access issues with completion now expected in July 2018. Public consultation on section 4 (Orakei Basin to Tamaki Drive) has now closed and the summary report has been released and design has commenced.

The resource consent application for the K Road cycleway was lodged in February. Engagement is continuing with Karangahape Business Association and other key stakeholders. Alternative parking arrangements during and post construction is a key topic. This project has benefited from a close working relationship with the Auckland Design Office, Development Programme Office and Healthy Waters. Construction begins in August 2018.

Options development for the Parnell to Tamaki cycle route (based on the concepts discussed and agreed with the Community Reference Group) is continuing. These will be shared with the Local Board and Community Reference Group in March and then evaluated through a multi criteria analysis to identify the preferred option by March-April 2018. The Auckland Design Office will also be included as part of the design team. The design of the Gladstone and The Strand intersection is continuing. The Transport Agency is contributing budget for this work.

Work began on the Ian McKinnon Drive project on 19 February. This is an important connection between the Northwestern Cycleway and the city centre. The project is funded through the Government’s Urban Cycleway Programme and is supported by both the Albert-Eden and Waitemata Local Boards. Associate Minister of Transport, Julie Anne Genter, featured in AT’s [media release](#) on the start of work.



Albany, Dairy Flat Highway

The developed design including updated cost estimates, major risks, property and consenting strategies for the three options has been completed. Public consultation is planned to commence towards the end of March 2018.

Wynyard Quarter – Integrated Road Programme

Detailed design was completed in February for the Wynyard Quarter Central Package of work (Daldy Street, linear and central park, and Gaunt Street west). Integration with adjacent development sites has occurred through the design process. Property acquisitions associated with the linear park and central park continue. Physical works procurement through the infrastructure panel is expected to occur late April 2018. The Procurement Plan will require Board approval. Construction is expected to commence in June 2018 with completion by December 2019.

Ponsonby Road Upgrades

Work at Collingwood Street intersection was completed on 15 February. This is the last of eight intersections implemented as a part of this project, installation of bike racks and rubbish bins at Pollen, Anglesea, Douglas, Collingwood and Mackelvie Streets is completed. Post construction safety audits have been completed at all the completed intersections and all have passed.

Tamaki / Ngapipi Intersection

Work is progressing according to plan at the intersection of Tamaki Drive and Ngapipi Road. The project is now five months into a 12-month work programme to make one of Auckland's most high-risk intersections safer for all road users.

The project is being done in stages and is currently in Stage 2, which involves widening the seawalls at the intersection. Stage 3 will involve new pavement and final road markings.

Franklin Road

Stage 1 Watercare managed works

The utilities upgrade works have been completed (including stormwater separation from Ponsonby Road to Wellington Street, upgrading water mains under footpaths on both sides and ducting for undergrounding power lines).

Stage 2 AT managed works

Construction of the upgrade works for phase A (from Victoria Street to Wellington Street) recommenced in January 2018 with a target completion by the end of August 2018. The Franklin Road/Wellington Street roundabout construction work is progressing well and is expected to finish by March 2018. All the key stakeholders have been notified and are receiving regular newsletters. Temporary traffic signals are in place to manage traffic flow during the roundabout construction. Phase B (from Wellington Street to Ponsonby Road) is planned to commence in September 2018 and expected to finish in June 2019.

Half Moon Bay – Bus Turning

The Stage 2 works are out for tender with contract award in March 2018. Construction is expected to be completed mid-2018. The temporary bus stop solution will be in place until then with minor amendments needed to suit construction staging.

Manukau Bus Interchange

The Main Contractor has achieved Practical Completion. Retail tenancies and business technology (BT) fit out will continue through March with bus operations planned to begin from 8 April 2018. A karakia and opening ceremony is being planned with details to be confirmed.

The Putney Way streetscape upgrade has been tendered and awarded. Works commenced with a road closure at the end of February. The tender was returned within the budget agreed with Panuku Developments. The upgrade will not be completed before 8 April. However, all major works including the carriageway will be completed, and the road will be available for use from the public opening of the Manukau Station facility.

Rail Projects

Level Crossings

Upgrades of the Glenview Road (Glen Eden) and Metcalfe Road (Ranui) pedestrian crossings were completed in early January 2018 and the number of incidents reported at these sites has dropped dramatically. Physical works to improve the Fruitvale Road, Asquith Avenue and Rossgrove Terrace pedestrian crossings will begin in March and make use of the rail block of line in Easter 2018, and will be followed by Lloyd Avenue and Woodward Road pedestrian crossings in May/June 2018, utilising the Queen's Birthday weekend block of line in early June.

Penrose Rail Platform

Libbet Ltd have been awarded the civil construction contract and began work in February 2018, targeting completion ahead of the three Ed Sheeran concerts at Mt Smart stadium in late March. The programme to achieve this is extremely challenging, but if progress is slower than target the extension can open with temporary measures in place, e.g. temporary lighting.

Newmarket

Construction has begun on the new bridge and road linking Cowie Street to Laxon Terrace in Newmarket following award of the contract to CLL Limited and is planned for completion mid-2018 to allow a timetable change in August 2018, after which all trains passing through Parnell Station will be able to stop there.

Progress has been slowed by unforeseen ground conditions, issues with delivery of pre-cast concrete items and discovery of fibre optic services, but the programme remains on schedule.

AMETI

Eastern Busway 1 (Panmure to Pakuranga)

The Notice of Requirement (NOR) decision was due mid-February 2018. At the time of writing this had not been received. Physical works Registration of Interest (ROI) process is underway and interactive tender meetings are in progress. The Panmure Busway Bridge design is ongoing. Final property acquisitions are progressing with two under the Public Works Act (one subject to an appeal) that may affect the construction sequencing. Demolition works and the archaeological dig have commenced at Mokoia Pa following a Karakia and cultural induction process. EB1 construction is due to commence in October 2018 and be completed by December 2020.

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

The professional services design and consenting contract has commenced with start-up activity and gap analysis in progress. Final analysis and reporting of the Scheme Assessment traffic modelling results is in progress. High-level consultation with key affected property owners on Ti Rakau Drive and around Pakuranga Town Centre is ongoing. An integrated approach to Pakuranga Town Centre, flyover and bus station with AC and GYP Ltd is being negotiated.

Eastern Busway 4 (Botany Interchange)

Procurement of the Indicative and Detailed Business Case professional services is nearing completion. Notice of Requirement lodgement is planned for mid-2019.

Sylvia Park

Impact of re-development plans within Sylvia Park on the preferred bus link option is being assessed. Additional traffic modelling has been completed and results are subject to joint agreement between Kiwi Property and AT. A possible re-design and business case assessment may be required pending the outcome of the negotiations.

Streetlighting

The final year of the Stage 1 LED retrofit project is proceeding well and is on track for completion by 30 June 2018. The target for the 2017/18 year was to replace the remaining 18,500-70W HPS lamps with LED luminaires of which 9,500 have been completed so far this year.

The project to date has seen 33,400-70W HPS lamps replaced which is 30% of the total streetlights in the network.

Planning and Consenting Update

Notices of Requirement, Consents and Archaeological Authorities

1. Lodged Applications in January 2018

Resource Consents:

- Southern Connections (Stage 2) (previously FN32)
- Double Decker Buses (Manukau Road (South))
- Pakuranga & Dominion Road Bus Lane Extension

2. Targeted to be lodged within the next three months

NoR

- Civic Carpark – Alteration to Designation

NoR and Regional Consents:

- Matakana Link Road

Resource Consents:

- Avondale to New Lynn shared path
- Bayswater Park and Ride
- CBD Midtown Cycleway
- Chapel Road Improvements
- Dairy Flat roundabout
- Double Decker Buses (Dominion Road)
- Double Decker Buses (Manukau Road (North))
- Double Decker Buses (Remuera Road)
- Double Decker Buses (Northern Express)
- Federal Street streetscape upgrade
- Flat Bush Link Road
- Gills Road footpath
- Gills Road – regional consents
- Halsey Street streetscape upgrade
- Highbrook Drive Unit Title Subdivision
- Huapai SHA improvement works
- Hurstmere Road Upgrade
- K Road – Walking/Cycling
- Links to Glen Innes – Walking/Cycling
- Links to New Lynn Cycleway
- Medallion Drive – regional consents
- Otahuhu Streetscape

- Point Chevalier to Herne Bay cycleway
- Quay Street seawall - emergency works
- Quay Street Seawall upgrade works
- Rawene Road Carpark Emergency Works
- Sandspit Dredging
- Swanson Rail Station additions

- Takanini Park & Ride
- Tamaki Drive Cycleway
- Tryphena Wharf – dingy rack
- Westgate Interim Bus Interchange
- Westhaven-CBD – Walking/Cycling
- Wiri – EMU (early works)

3. Public Notifications and Hearings

NoR and Resource Consents:

- Silverdale Park and Ride extension

4. Decisions/Approvals

AC decisions:

- Back-up generators at Ranui and Mt Albert Railway Station Outline Plans of Work

- Westlake Girls High School Noise Wall Alterations - Alteration to Designation

Resource consents granted:

- Coastal Marine Area consents renewals
- Flat Bush Collector Road Link
- Half Moon Bay Ferry Terminal Redevelopment (Stage 2)
- Manurewa Bus Layover & Shelters

- Monowai Road sealing
- Sandspit Ticket Office
- Whau River bridge

NoR Recommendations:

- AMETI EB1 NoR and Resource Consents

- Lincoln Road NoR

HNZ decisions:

- AMETI EB1 Enabling Works

- Newmarket Level Crossing for works on land owned by AC

Land Acquisitions

Four unconditional agreements signed in Feb: Mill Road (2), AMETI EB3 (1), Buscomb (1) Total costs incurred for Feb were \$6.24m. YTD 47 property agreements have been signed and settled at a cost of \$42.35m.

Assets & Maintenance

Road Corridor Access

Major Project Traffic Management Updates

Lincoln to Westgate - A stop/go operation is underway on the Huruheru Bridge daily during off peak times and evenings to allow work on the bridge replacement to continue. A stop/go operation will also operate on Triangle Road where it meets Huruheru Bridge in the evenings. This will be in place for about 4 months.

Makora Road (between the Royal Road intersection and the motorway off ramp) - Works have required variable message boards on both approaches warning of expected delays. The work is expected to take up to 8 weeks to complete.

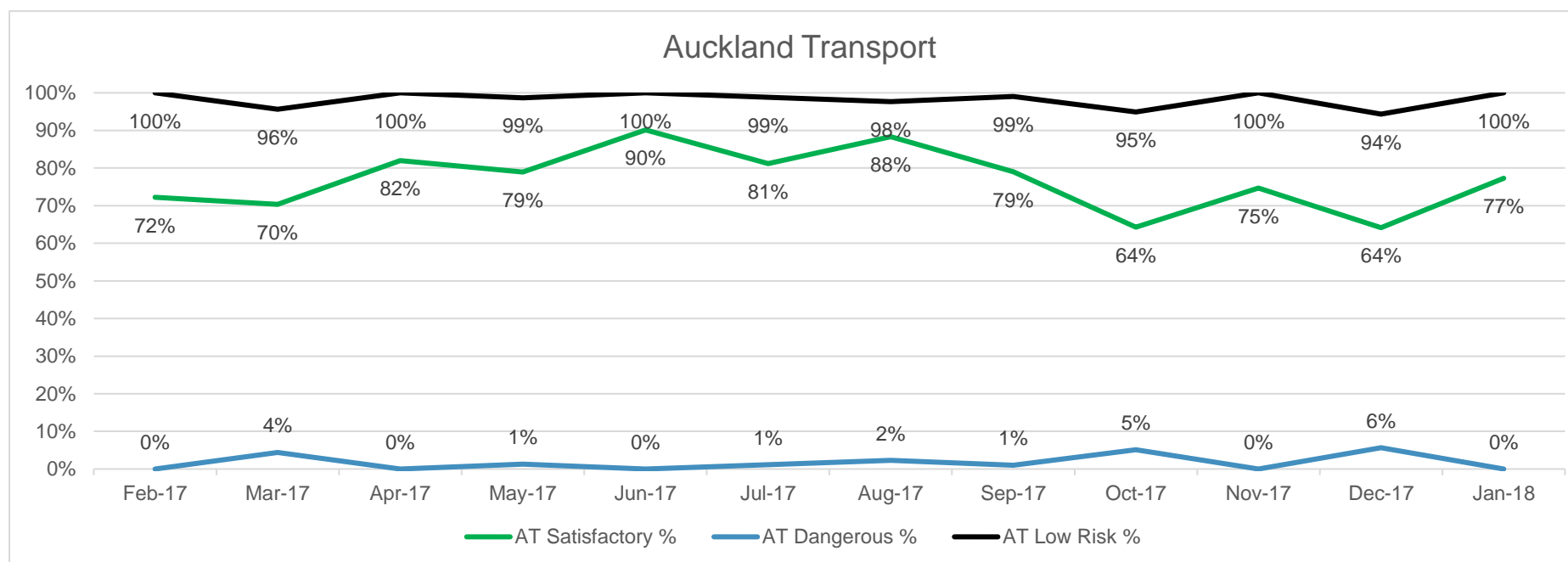
Te Auaunga Awa Bridge Construction. - Extensive consultation has been undertaken with the local residents, nearby schools, Kindergartens and the contractor. Work on Richardson Road near the intersection of Hendon Avenue and up towards Stoddard Road has started.

Auckland CBD

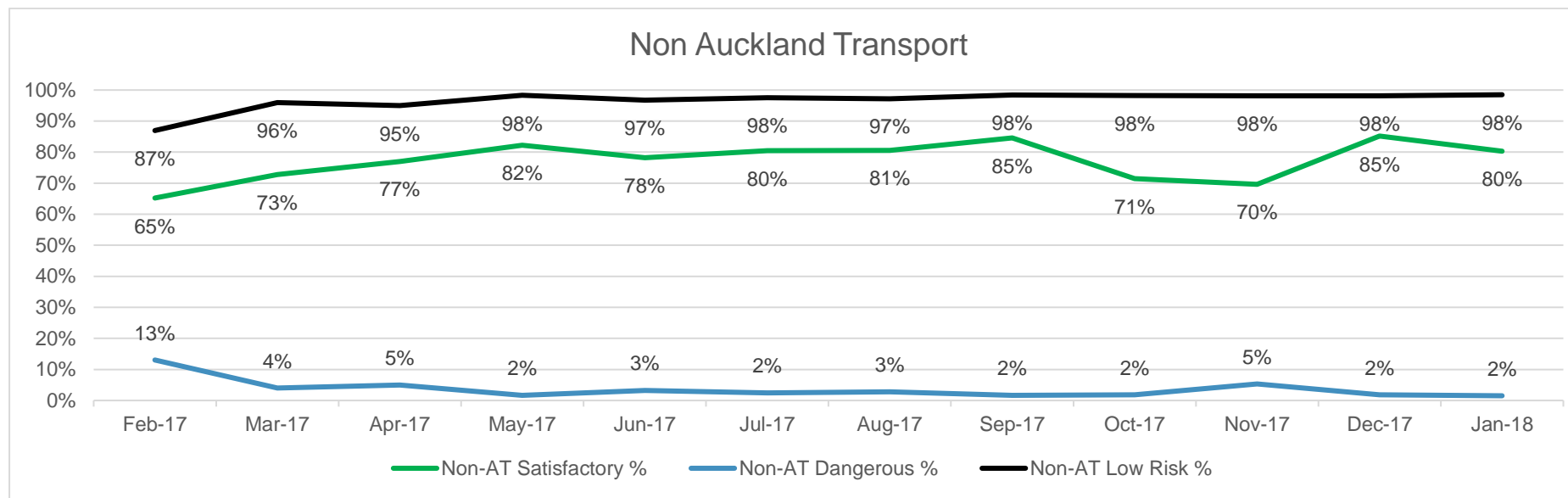
- CRL - Currently running as per schedule apart from the canopy demolition works on Albert St, which has been delayed by 1 month and is due to start early March.
- Vector 22kv upgrade works - Cable upgrade completed on Cook Street and Nelson Street. Pitt Street and Hobson Street section still to be completed.

Temporary Traffic Management (TTM)

For the month of January, AT completed a total of 127 Site Condition Ratings (SCRs) across the network. The percentage of low risk sites across all organisations is 96.9% (High Standard, Acceptable, Needs Improvement and Unacceptable) above the target of 90%. The percentage of 'Satisfactory' sites (High Standard, Acceptable or Needs Improvement) across the network (both AT and non AT worksites) was 79%.



Auckland Transport work sites achieved 100% for the KPI of low risk sites and no AT worksites were issued with a Stop Work Orders.



The percentage of satisfactory for Non-AT worksites decreased to 80% and Stop Work Orders were issued to 4 Non-AT Sites all of which were Others / Private.

The TTM Unit has continued a programme focussing on key controls. We have also engaged with project managers, principals and contractors to undertake the same programme on their own organisations. Associated with this, we have been drumming home to organisations a number of key themes:

- Their obligation to also undertake TTM reviews at all levels of the contracting model. We continue to offer to undertake joint reviews with their key staff in order to raise the quality and accuracy of any TTM reviews they undertake. This is increasingly being adopted by organisations.
- The need to focus on the basics of management and process – plan (especially better TMPs), implement, monitor and feedback.

Road Corridor Delivery

Renewal spend in January was less than forecast and together with the impact of the November reforecast means that the actual YTD spend is now in line with the YTD forecast to the end of January. The YTD spend on Asphaltic Concrete (AC) resurfacing (\$29.8 million), pre-seal repairs (14.0 million) and footpath renewals (\$11.4 million) are all ahead of the YTD forecasts.

Operating expenditure remains ahead of forecast albeit to a much smaller degree following the reforecast.

Physical Achievement

JANUARY 2017					
Asset Renewal Activities	January YTD Actual (km)	January YTD Forecast (km)	Full Year Target (km)	Completion v. YTD Target (%)	Completion v. Full Year Target (%)
Pavement Rehabilitation	10.3	12.3	26.3	83%	39%
Resurfacing	209.6	260.5	419.8	80%	50%
Footpath Renewals	48.5	48.5	74.0	100%	66%
Kerb and Channel Replacement	37.8	31.1	49.8	122%	76%
TOTAL	306.2	352.4	569.9	87%	54%

Achievement against forecast is 87% of the YTD target with 54% completion to date against the full year target.

In this period pavement rehabilitation projects were completed on Victoria Avenue, Don Buck Road, Kaurilands Road, Puriri Avenue, Centreway Road and Dairy Flat Highway.

Pavement rehabilitation projects are currently underway on Jutland Road, Beach Haven Road, Manuka Road, Blackbridge Road, Dairy Flat Highway, Hudson Road, Moore Street, Waiuku Road and Carsons Road.

There has been 10.3 km of pavement rehabilitation completed to date with a further 5.7 km currently under construction

Road Safety

Tamaki Herenga Waka Festival

AT hosted a stand at the Tamaki Herenga Waka Festival. The information provided encouraged family/whanau to heed the 'Taraiwa Inu Waipiro Kore/Drive drink free' message. This focus was chosen following a very successful social media campaign last year and the relaunch of the campaign through Māori Television during the summer holiday period.

During the three-day Waka festival, AT interacted with attendees through hands-on activities related to alcohol and driving. There were activities encouraging drivers to look for fun alternatives to alcohol and activities that simulated different levels of alcohol and drug intoxication.

Safe Speed Messaging

AT attended the Kumeu Classic Car and Hot Rod Festival. A fatal car crash occurred metres from the venue several months ago where two people were killed.

AT engaged with the public on the two key causes of this fatal accident – speed and alcohol. Staff talked about the impact of alcohol on driving and promoted the message 'Drive drink free.' Also highlighted were messages around speed and driving to the conditions of the road. There were around 3,500 people in attendance and more than 150 completed a survey about their attitudes and habits around alcohol consumption and driving.

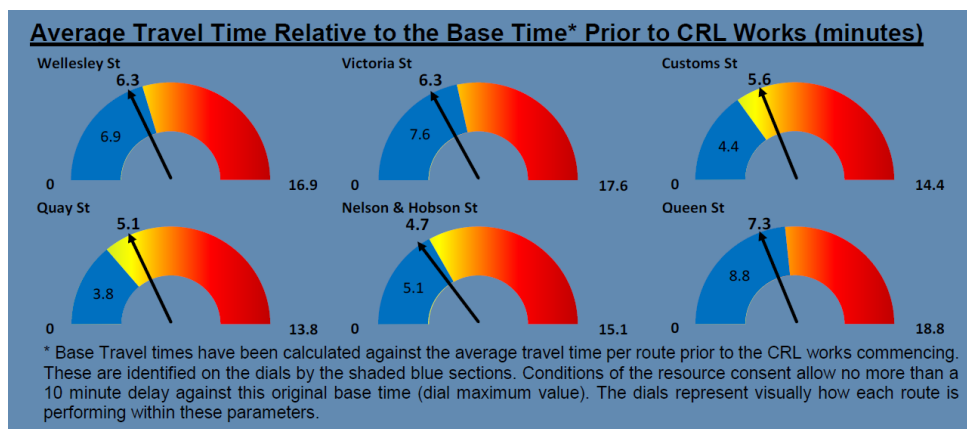


City Centre Network Operations

Recent events and changes in the City Centre:

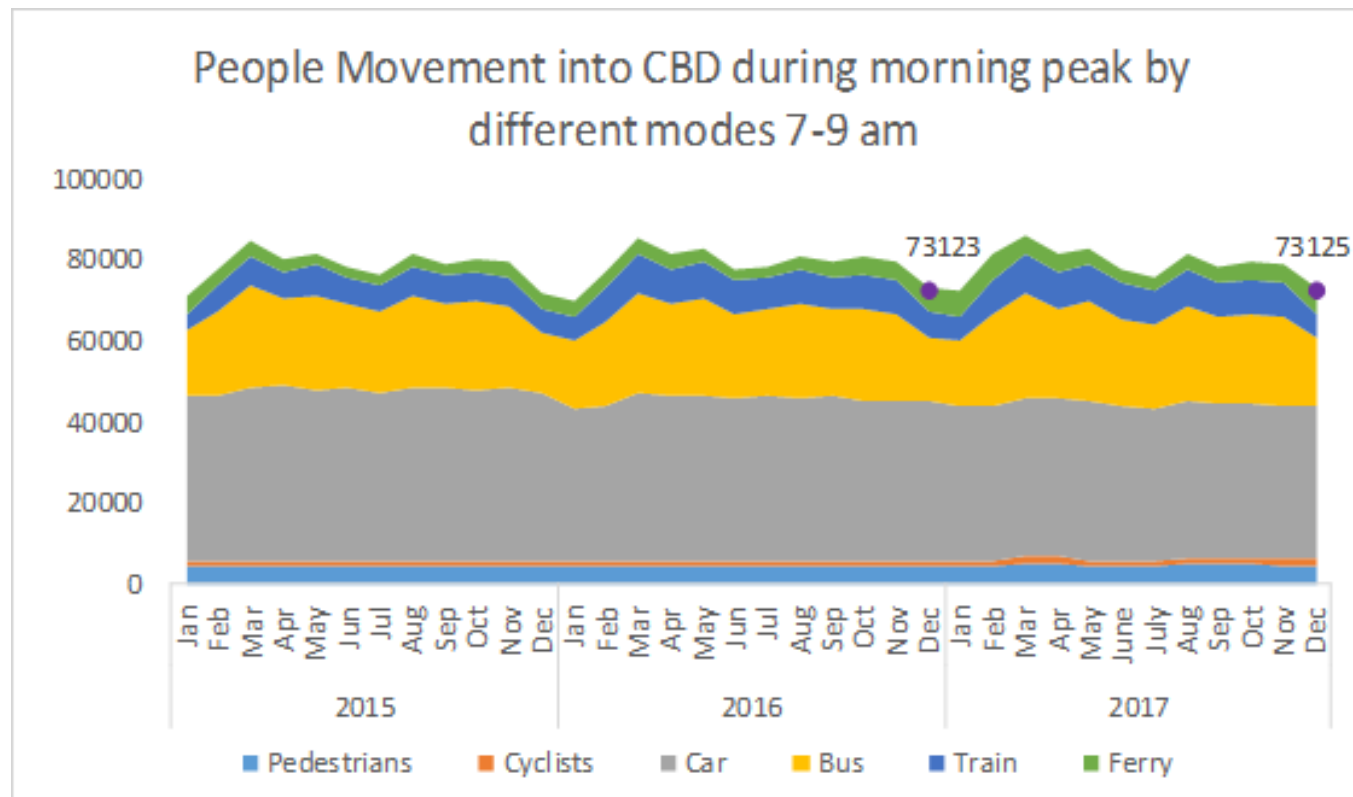
- In January, AT Metro services were re-routed from Albert Street to Mayoral Drive, Wellesley and Victoria Street for the next stage of the City Rail Link works on Albert Street.
- Watercare has started works on Drake Street, at the Victoria and Wellesley Street intersection. This connected the pipe from Halsey Street works completed last year. This required the Wellesley Street left turn slip lanes to be closed.
- The Temporary Traffic Management was managed 24/7 until February. The CCNO team has closely monitored this to ensure there were no further delays to the network.
- The ITS fire system was activated in ATOC Central. They have assisted the fire services to the numerous fires at the Parks Resident site at the corner of Swanson/ Albert Street.
- Quay Street cycle lane extension has commenced between Tinley Street to The Strand

From March to July, the canopies on Albert Street between Wellesley and Victoria Street will be removed. These works will also include relocating the various utilities and shared services under Albert Street to the adjacent footpath. This will enable the future construction of Aotea Station.



The average travel times (minutes) prior to CRL works for December are shown in the blue segment, with the maximum permissible in CRL consent conditions shown to the right, with the dial arrows representing the travel times reported in December. 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 73,125 people travelled into the City Centre during the morning peak period (7-9am) in December. The number of people entering the city centre continues to be comparable to last year.



Other Activities

Auckland Bike Challenge

In February Auckland's online, annual workplace cycling challenge, [Auckland Bike Challenge](#), was held. It was run in conjunction with The Transport Agency's national Aotearoa Bike Challenge.

Interested people registered on the website, then rode anywhere at any time of day in February. They then logged their trip through the online platform. Businesses competed against each other to see which one can get the highest percentage of their staff taking part. There were seven business-size entry categories so that companies of a similar size can compete against each other.

In 2017, 324 businesses and 3,785 riders took part in the challenge with 981 people being new to cycling. Targets for the 2018 participation were 350 businesses and 4,000 people. To date, there are 314 businesses and over 1,500 people registered.

The Auckland Walk Challenge

The [Auckland Challenge](#) will be held in March. This is a fun and free team challenge designed to encourage us to walk to the shops, to work, to public transport, the park or to visit friends and family. The challenge is open to workplaces, community groups, friends or social groups to compete against other teams. An online interactive platform, is use to log their steps or walking activity. Walkers are able to view their teams' progress as they walk a virtual map of the Auckland region and have the opportunity to win prizes along the way. Marketing of the event started in mid-January using digital office screens and social media as the primary channels.



Special Events

Below are the event transport stats for events with integrated travel held in February

Date	Event	% of crowd on PT	PT Mode(s)
Saturday 3	Foo Fighters	52%	Rail/Bus
Sunday 4	Breakers v Illawarra Hawks	15%	Rail/Bus
Sunday 11	Breakers v Melbourne United	12%	Rail/Bus
Friday 16	BLACKCAPS v Australia T20	37%	Rail
Wednesday 21	T20 Final BLACKCAPS v Australia	40%	Rail

There were two matches involving the BLACKCAPS at Eden Park. The game against Australia on 16 February had the highest T20 attendance in 13 years. Due to a track fault there were delays to the public transport egress operation, which garnered media attention. The second match was the T20 Final where the BLACKCAPS again played Australia on Wednesday 21 February. There are no issues to report from this match.

For the first weekend of March there are some logistical challenges with conflicting rail demands between Lantern Festival, BaU peak and the Blues match over the Thursday and Friday. Additional bus capacity has been added to the events to balance the demand on the rail.

Public Transport

Regional Public Transport Plan review

The Regional Public Transport Plan (RPTP) is being updated to reflect the significant progress since the current RPTP was adopted in 2015 (including Simpler Fares implementation, and the roll-out of PTOM and the New Network) and to signal “what’s next?” in terms of ongoing transformation of the PT system.

The review timelines have been extended to allow it to take into account the results of the ATAP refresh, Government Policy Statement and RLTP processes. The goal is to have a draft for stakeholder consultation completed by July 2018, with the consultation taking place over August/September 2018. Hearings, deliberations and review will follow, with formal adoption targeted for December 2018.

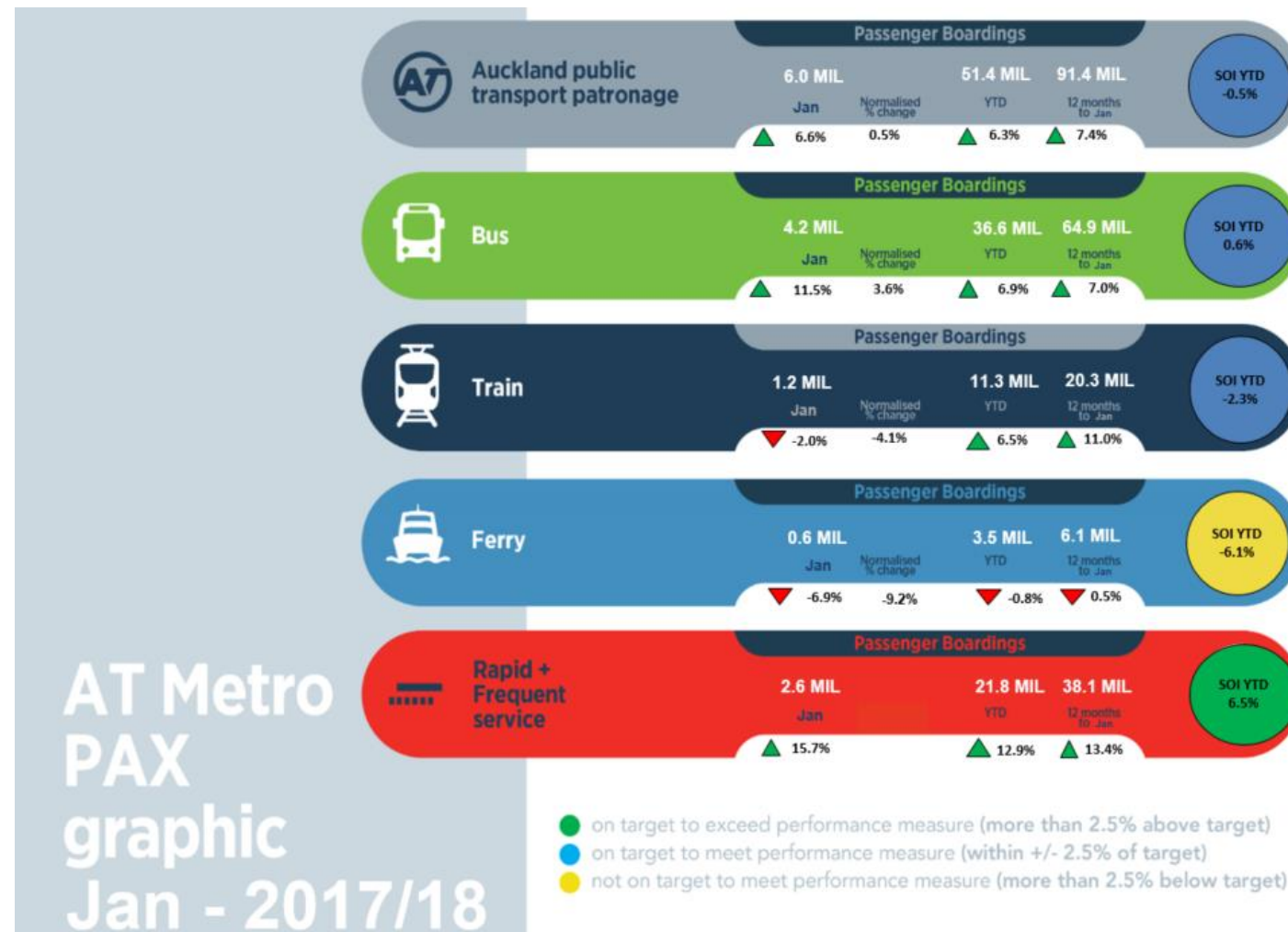
Work to date has established the current context and framework, and is now focusing on defining the broad scope of future service upgrades along with the suite of supporting policies and other interventions. Next stages will define specific new service patterns, although these will depend in part on the results of other processes, such as the RLTP and available funding levels.

Rail Development

AT continues to work with KiwiRail to secure funding for capacity and resilience upgrades to the heavy rail network. KiwiRail submitted funding bids for Budget 18 in November which included: Electrification Papakura to Pukekohe; 3rd Main (Wiri to Westfield, Westfield Jcn and Quay Park); Network Renewals; Additional Power Feed; and the Northern Train Control Centre. These bids are currently under consideration by officials prior to submission to Ministers.

Staff are participating in the Auckland-Hamilton Connections Working Group that has been established by Waikato councils to review the strategic case for improved connections between Auckland and the Waikato. We also expect to be engaged in parallel discussions regarding the re-establishment of a commuter rail service between Hamilton and Auckland. Infrastructure requirements to integrate a proposed service with current and planned Metro and Freight services without detriment to performance will need careful consideration.

Patronage



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

For the 12 months to January 2018 Auckland public transport patronage totalled 91.4 million passenger boardings, an increase of +7.4% on the previous year. January monthly patronage was 6.0 million, an increase of +6.6% on January 2017 and -2.2% below SOI target (YTD -0.5%). January normalised adjustment ~ +0.5% accounting for special event patronage, with one more business day and one less weekend day/public holiday.

Bus services totalled 64.9 million passenger boardings for the 12-months to January 2018, an increase +7.0% on the previous year. Patronage for January 2018 was 4.2 million, an increase of 11.5% on January 2017 and +0.7% above target (YTD +0.6%). January normalised adjustment ~ +3.6% accounting for special event patronage, with one more business day and one less weekend day/public holiday.

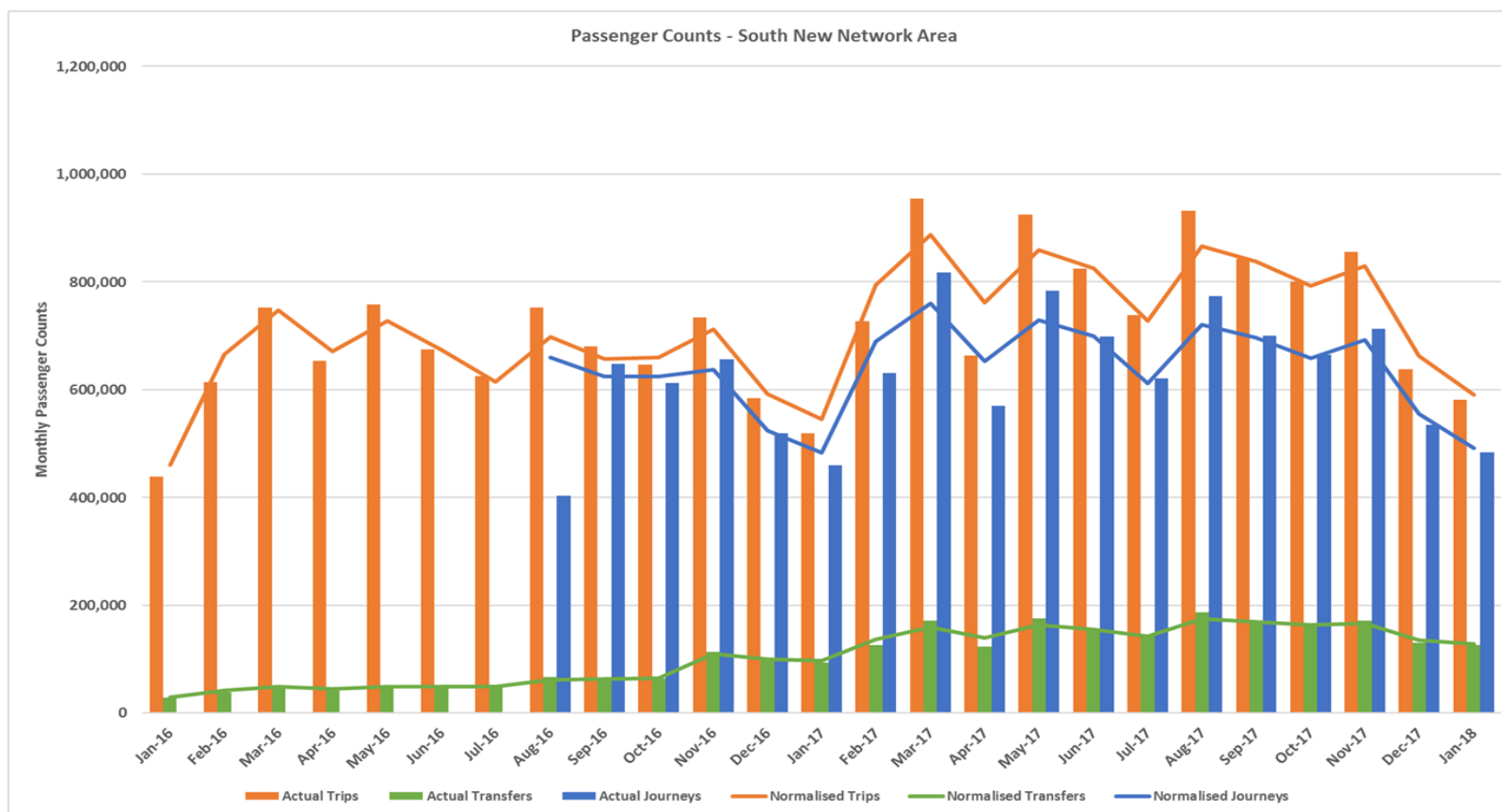
Train services totalled 20.3 million passenger boardings for the 12-months to January 2018, an increase of +11.0% on the previous year. Patronage for January 2018 was 1.2 million, a decrease of -2.0% on January 2017 and -9.9% below target (YTD -2.3%). January normalised adjustment ~ -4.1% accounting for special event patronage, with one more business day and one less weekend day/public holiday. Allowing for additional block of line the normalisation for January would be ~ +4.4%.

Ferry services totalled 6.1 million passenger boardings for the 12-months to January 2018, an increase of -0.5% on the previous year. Patronage for January 2018 was 0.57 million, a decrease of -6.9% on January 2017 and -5.1% below target (YTD -6.1%). January normalised adjustment ~ -9.2% accounting for special event patronage, with one more business day and one less weekend day/public holiday.

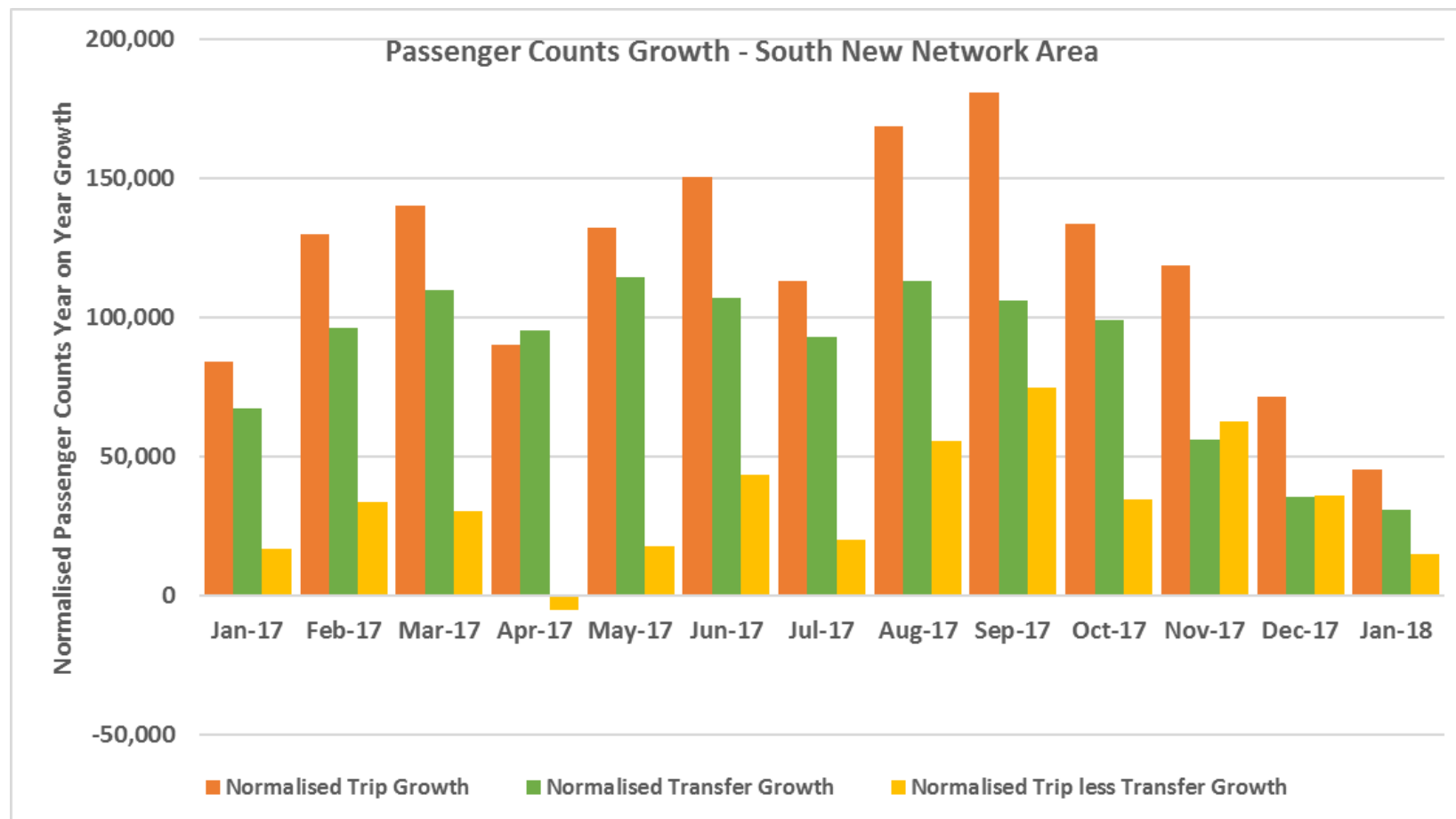
Rapid and Frequent services totalled 38.1 million passenger boardings for the 12-months to January 2018, an increase of +13.4% on the previous year. Patronage for January 2018 was 2.6 million, an increase of +15.7% on January 2017 and +11.4% above SOI target (YTD +6.5%).

HOP trips growth for bus and train in January 2018 on previous January 2017 increased by 244,153 (+5%), with an increase in the New Network South of 45,400 (+8%), New Network West an increase 69,301 (+14%), New Network East an increase 21,664 (+13%), the balance of Central and North being an increase of 107,788 (+3%).

Growth in South Auckland – Bus and Train

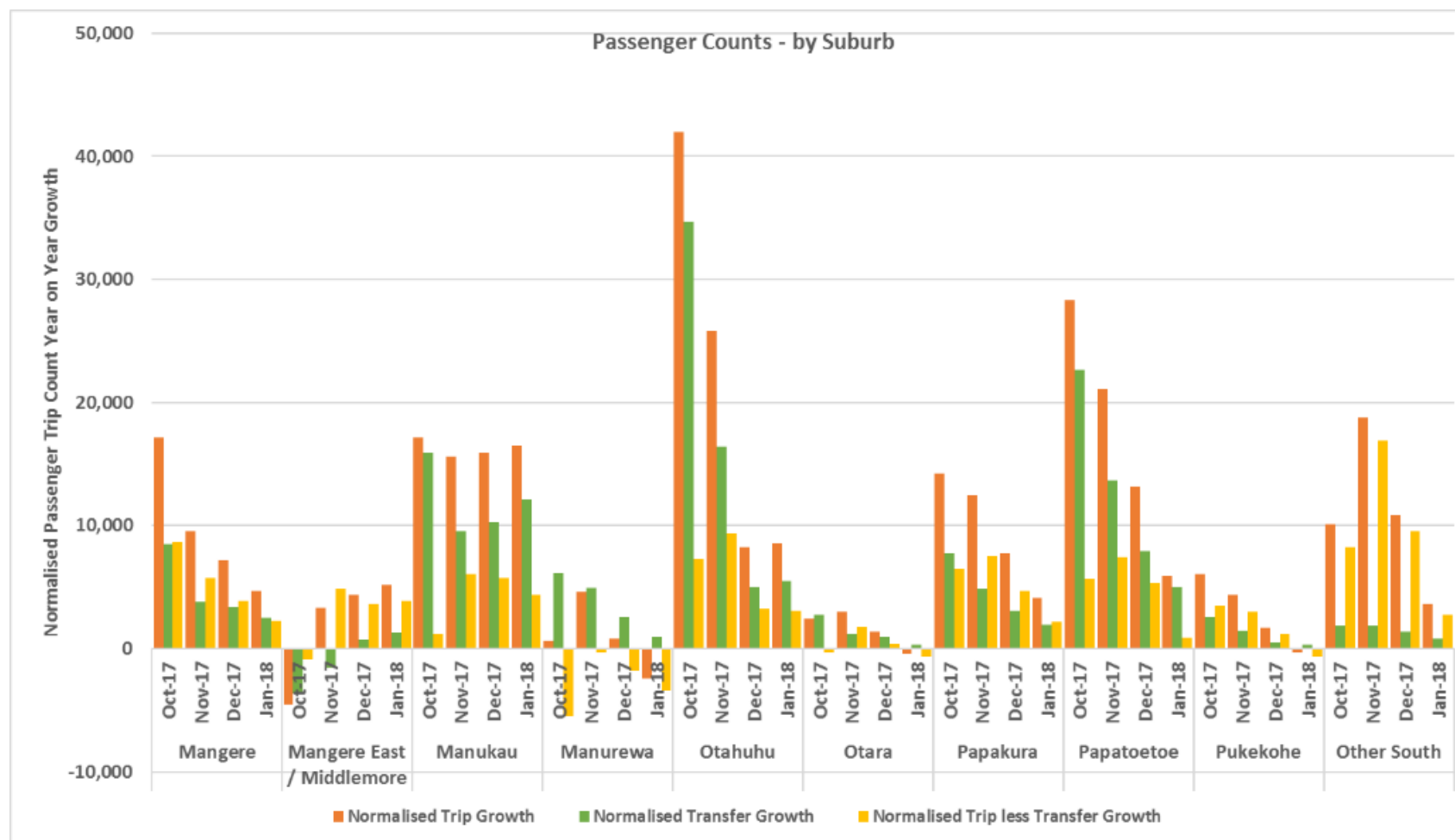


In the South New Network Area for January 2018, there were 483,402 journeys, 581,126 passenger trips a difference of 20% and 126,567 transfers (26% of journeys). For the 12-months to January 2018, for the network a total of 75 million journeys were taken, 85 million trips a difference of 11% and 13.3 million transfers (17% of journeys, excluding SkyBus).



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

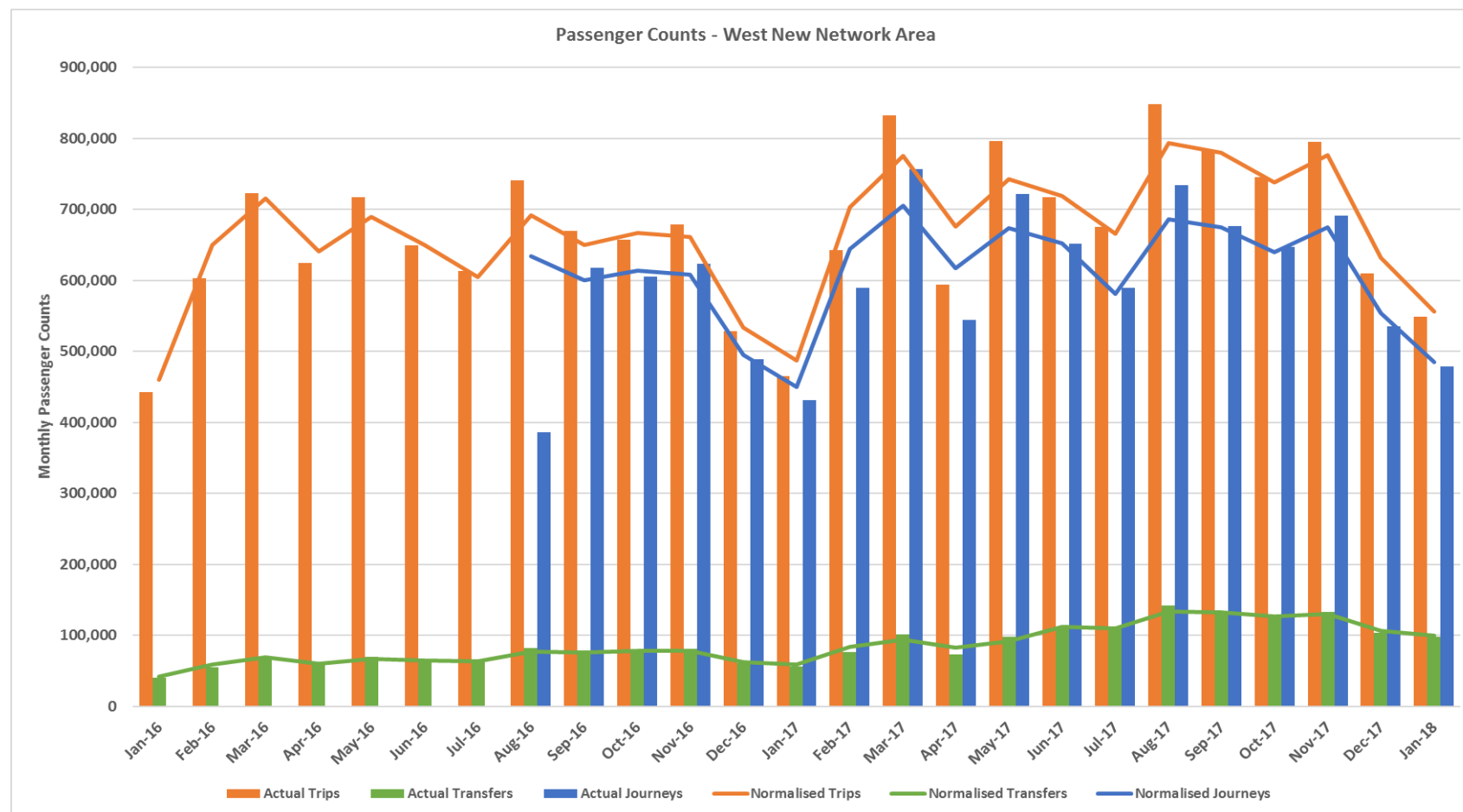
- Passenger trips have increased by +8% with equivalent Network wide (excluding SkyBus and ferry) increase was +244,153 (+5%).
- Transfers have increased by + 30,760 (+32%), Network wide + 175,285 (+25%)
- Passenger trips less transfers have increased by + 14,639 (+3%).



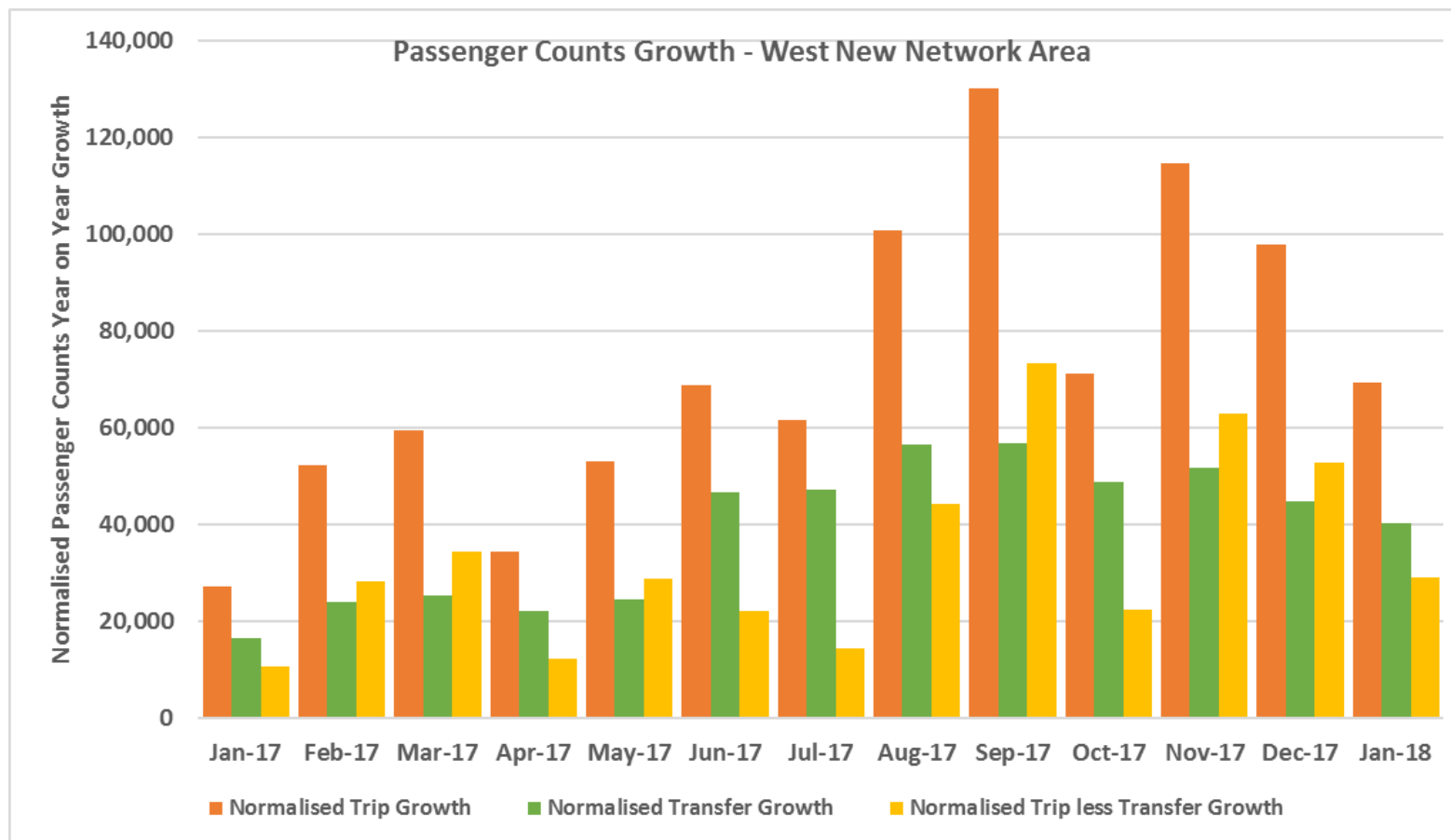
Normalised year on year growth in the South Network Area for January 2018 by suburb:

- All reported suburbs saw positive growth in passenger trips with the exception of Manurewa.

Growth in West Auckland – Bus and Train

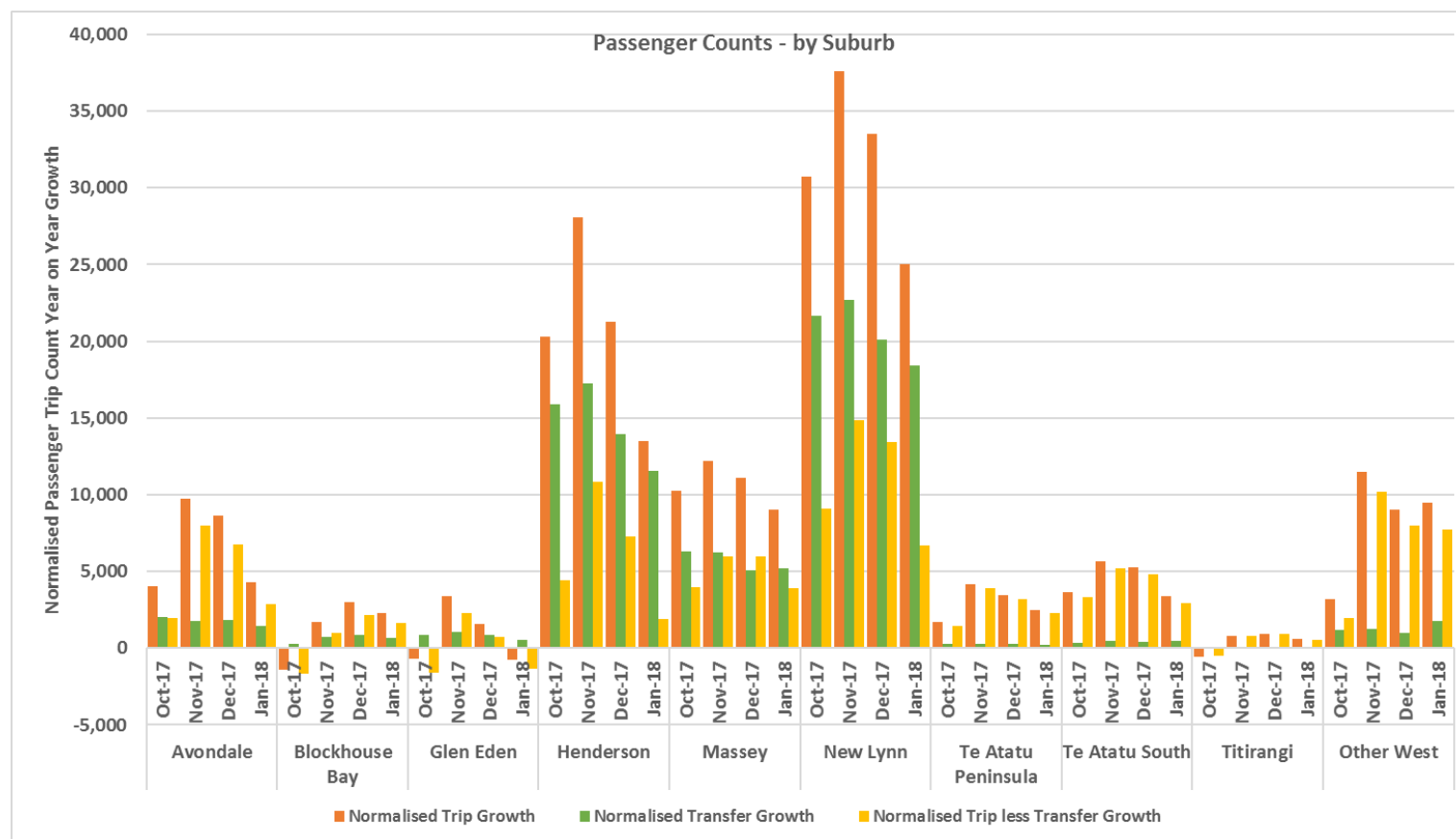


In the West New Network Area for January 2018, there were 478,827 journeys, 548,466 passenger trips a difference of 15% and 98,159 transfers (20% of journeys). For the 12-months to January 2018, for the network total of 75 million journeys were taken, 85 million trips a difference of 11% and 13 million transfers (17% of journeys).



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

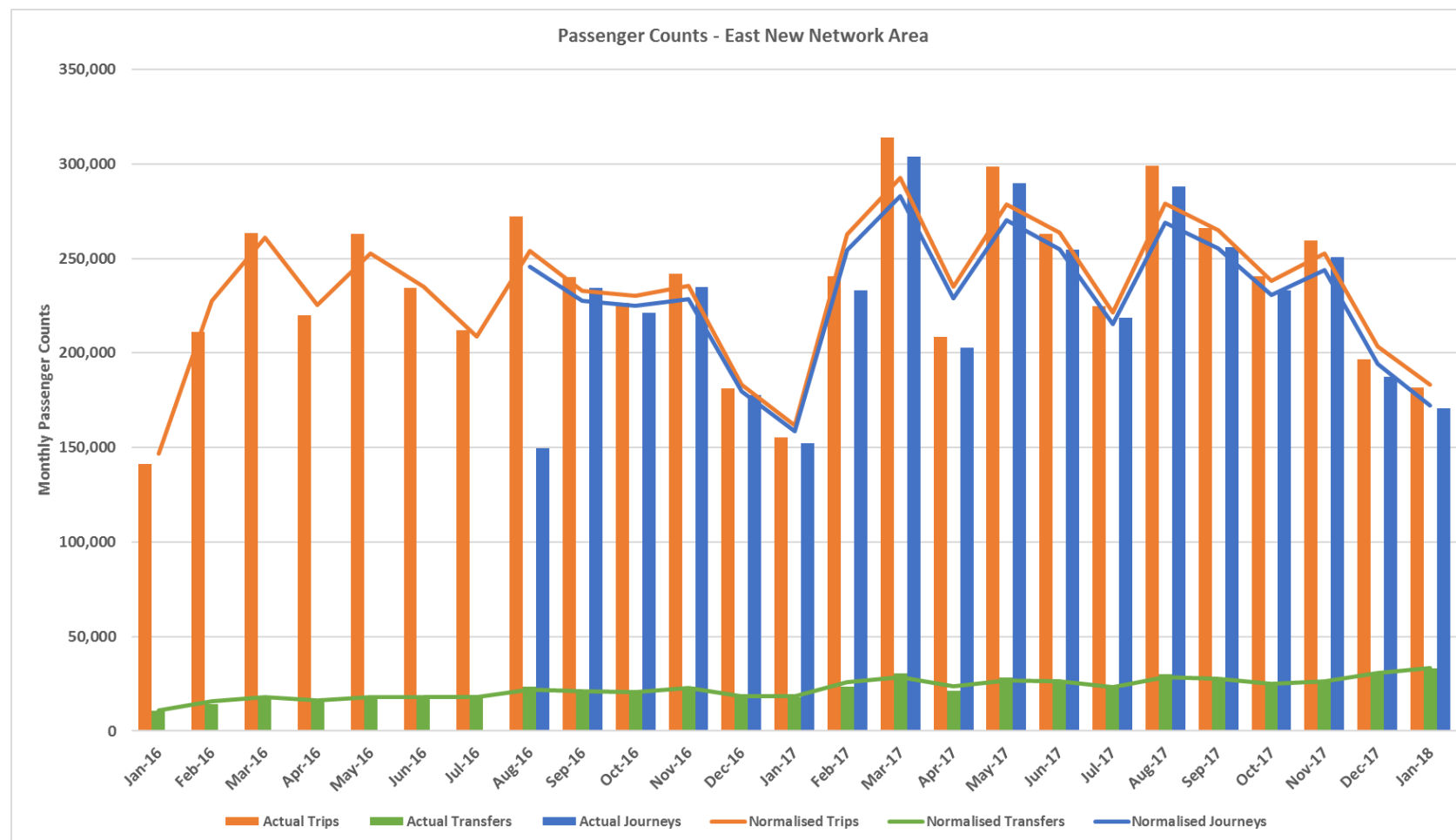
- Passenger trips have increased by + 69,301 (+14%). Network wide (excluding SkyBus) the increase was + 244,153 (+5%).
- Transfers have increased by +69%. Network wide +23%.
- Passenger trips less transfers have increased by + 29,011 (+7%).



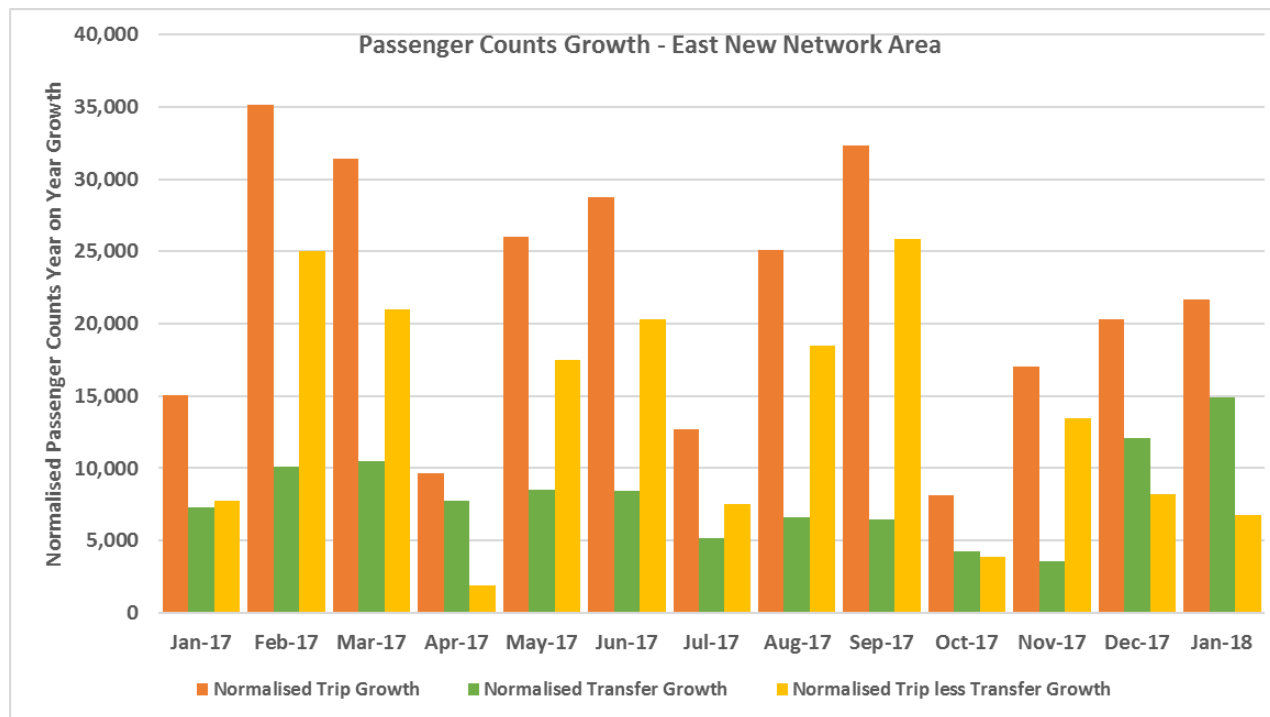
Normalised year on year growth in the West Network Area for January 2018 by suburb:

- All suburbs saw growth in line with previous months.

Growth in East Auckland – Bus and Train

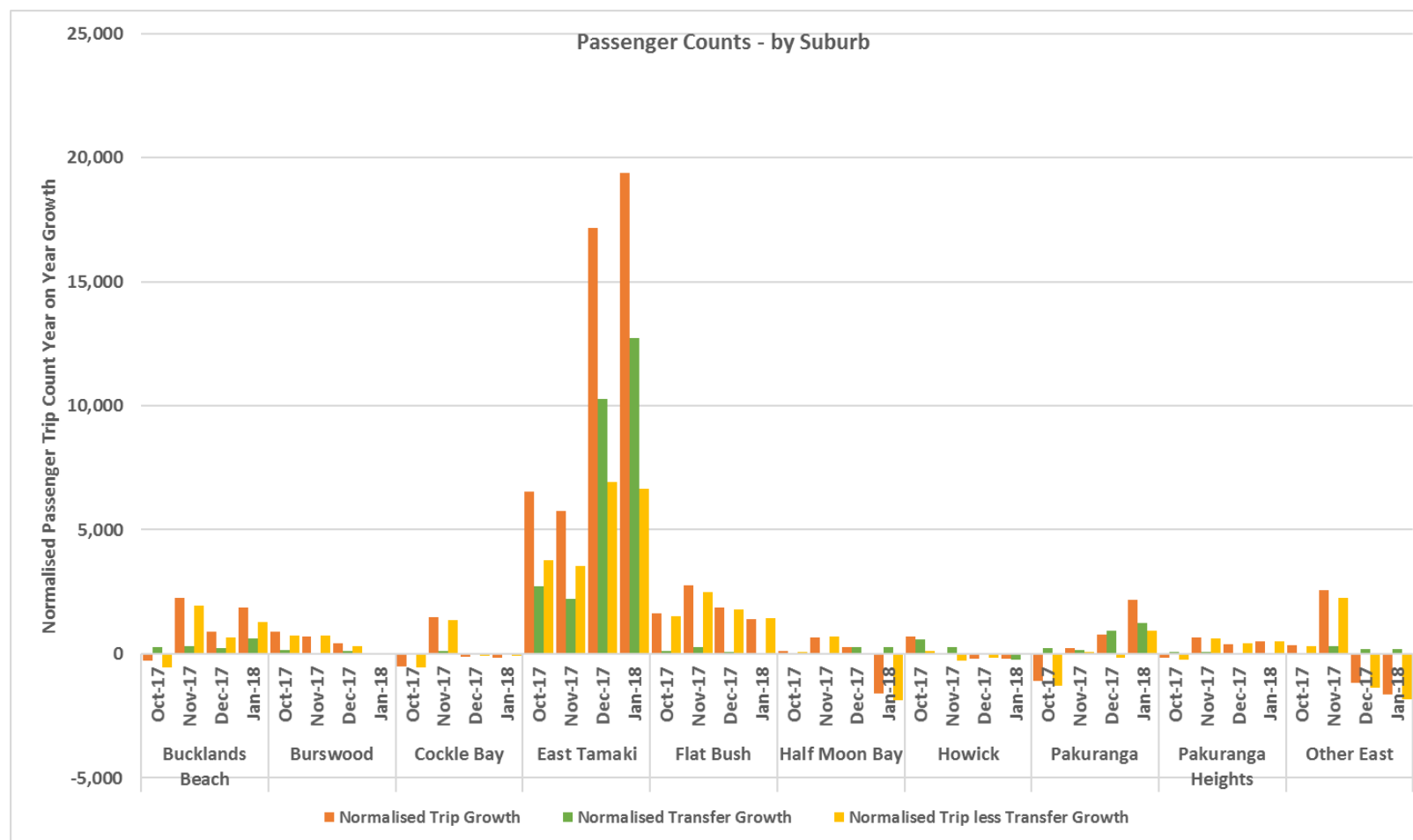


In the East New Network Area for January 2018, there were 170,505 journeys, 181,595 passenger trips a difference of 7% and 33,043 transfers (19% of journeys). For the 12-months to January 2018, for the network a total of 75 million journeys were taken, 85 million trips a difference of 11% and 13 million transfers (17% of journeys).



Normalised year on year growth in the East New Network Area for January 2018:

- Passenger trips have increased by + 21,664 (+13%). Network wide (excluding SkyBus) the increase was + 244,153 (+5%).
- Transfers have increased by +81%. Network wide +23%.
- Passenger trips less transfers have increased by + 6,790 (+5%).



Normalised year on year growth in the East Network Area for January 2018 by suburb:

- Total for all suburbs saw positive growth with the exception of Half Moon Bay.

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

Key Priority Targets	Monthly Update	
1. New Network incl. Rapid & Frequent Network		
<ul style="list-style-type: none">• Oct-2016: South bus service design implemented• June-2017: West bus service design implemented• Dec-2017 / early 2018: East bus service design implemented• 3Q2018: Central bus service design implemented• 4Q2018: North bus service design implemented	<u>New Network Rollout Area</u>	<u>Implementation Date - Status</u>
	South Auckland (inc. Pukekohe and Waiuku)	30/10/2016 – live
	West Auckland	11/06/2017 – live
	East Auckland (inc. Beachlands / Maraetai) + 380 Airporter frequency increase	10/12/2017 – live
	Central Suburbs	08/07/2018 – preparation
	North Shore	30/09/2018 – preparation
	Waiheke Island	Mid 2019 – service design
	South Auckland (including Pukekohe and Waiuku)	
	<ul style="list-style-type: none">• Monitoring service performance and patronage on Airporter 380 route to/from Auckland international airport and Manukau and Onehunga.• Following the service increase on 10 December 2017 compared to 2016 was +34% and for January 2018 compared to 2017 was +32%.• Preparation of service / infrastructure options for short-term potential for delivering better public transport patronage to/from Manurewa town centre.	
	West Auckland	
<ul style="list-style-type: none">• Service stop allocation recommendations report has been prepared for Westgate Interchange, where one of the main bus stops needs to be shortened in length to address safety concerns from an adjacent business.		
East Auckland		
<ul style="list-style-type: none">• School bus changes have been implemented for start of term one 2018. The team is continuing to monitor service performance to bed in the new services and iron out any teething issues.• Rollout of bus stop flags is ongoing.		

	<p>Central Suburbs</p> <ul style="list-style-type: none"> Communications and engagement planning commenced including brochure content, timelines and printing and distribution quotes. Provisional allocation of bus services to bus stops within interchanges and bus stop naming ongoing. Bus service timetables being prepared for operator review and now entering final stages. <p>North Shore</p> <ul style="list-style-type: none"> Communications and engagement planning commenced including brochure content, timelines and printing and distribution quotes has commenced. <p>Waiheke Island</p> <ul style="list-style-type: none"> March/April public consultation on service designs is being finalised.
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2. Procurement & Contract Reform (PTOM) Implementation	
<ul style="list-style-type: none"> South Auckland Bus: Oct 2016 services started West Auckland Bus: 1Q2017 contracts awarded; June 2017 services start East Auckland Bus: 2Q2017 contracts awarded; December 2017 services start Central Auckland Bus: 2Q2017 contracts awarded; 3Q2018 services start North Auckland Bus: 3Q2017 contracts awarded; 4Q2018 services start Ferry: 3Q2017 contracts awarded; late 2018 services start 	<p><u>Bus:</u></p> <ul style="list-style-type: none"> West PTOM Agreements: Agreements to be signed with NZ Bus (arbitrated and negotiated units). Eastern PTOM agreements signed and the services implemented on 10 December 2017. Central PTOM agreements are currently in process of signing: <ul style="list-style-type: none"> NZ Bus has signed contract for 10 units. 2 units remaining Pavlovich has signed their agreement for their one central unit Go Bus has signed contract for 1 unit. North PTOM agreements are signed. Negotiations concluded for negotiated PTOM contracts and tenders announced: <ul style="list-style-type: none"> Tranzit has signed agreements for 1 unit NZ Bus has signed agreements for 3 units Bayes has signed agreements for 1 unit Go Bus has signed agreements for 1 unit Ritchies has signed agreements for 6 units Birkenhead has signed agreements for 3 units. <p><u>Ferry:</u></p> <ul style="list-style-type: none"> Discussions continued through January with the proposed preferred tenderers, and are expected to continue through until March 2018. Negotiations continue with incumbent ferry operators, to agree terms for extension of existing contracts through until 31 March 2019. These are expected to reach conclusion with ferry operators by the end of February 2018. An interim contract commenced with Fullers for the Stanley Bay service from 15 January 2018, following hand-back of the exempt service by Fullers.

3. Resource Efficiency	
<ul style="list-style-type: none"> Value for Money: SOI farebox recovery targets and reducing subsidy / passenger metrics 	<p><u>Train:</u></p> <p>The proposed train timetable, for introduction in August 2018, is being reviewed by KiwiRail. The submission includes:</p> <ul style="list-style-type: none"> Improved journey times across the Southern, Eastern & Western Lines, including further reduced dwell times An increase to three trains per hour, from 0700-1900, across the Southern, Eastern & Western Lines at Weekends up from two trains per hour Afternoon and evening services will transition from the 10-minute frequency in the PM Peak to a 20-minute frequency from 7pm until 8pm, and to a 30-minute frequency thereafter Services to Parnell station increased to include all Western Line services, throughout the day. Currently, Western Line services only operate to Parnell after 7.00pm, and at weekends Pukekohe shuttle services continue to operate three trains per hour during the morning and afternoon peaks, with an increase to two trains per hour during inter-peak periods and at weekends, up from one train per hour Later night services on Friday evenings. <p><u>Future Train timetable planning</u></p> <p>AT is also proposing to introduce a further January 2019 timetable, which is currently under discussion with Transdev and KiwiRail, that would build on the journey time and dwell time improvements from the October 2016, March 2017 and August 2018 timetable. Other options being considered with this, include:</p> <ul style="list-style-type: none"> A potential increase to weekend services across the Electric Network, to four trains per hour Introduction of further 'Limited Stop' services, subject to the satisfactory conclusion of journey time projects Refine the timetable to accommodate single line working on the Western Line, as part of CRL construction. <p><u>March Madness 2018</u></p> <p>Additional capacity has been provided throughout the year on bus services, through the introduction of New Network in South, West and East Auckland and prior to New Network in the Central and North areas on specific bus routes. As a minimum, capacity from March 2017 will be provided across the network plus additional capacity where analysis has identified potential excess demand. Daily monitoring of services will be undertaken and the ability remains on bus to move resources if required. In summary:</p> <p>Bus Services:</p> <ul style="list-style-type: none"> Significant additional capacity was provided on key corridors prior to March 2017 of 56 more city-bound bus trips each morning peak (~5,400 spaces) compared to last March, equivalent to 5 percent more capacity and up to 34 percent on some corridors. This along with greater capacity provided in June and December 2017 as part of full service network upgrades in West and East Auckland provide a good base for March 2018 annual transport demand peak. 99 double deckers will be operating as part of the 1300 fleet that add to capacity and customer experience – no double decker buses operated in Auckland only a few years ago, and around 70 double deckers were in service in March 2017. North Shore: overall an extra 4,600 additional seats per day compared to the standard timetable, the majority of which is temporary unless ongoing demand warrants further permanent capacity:

	<ul style="list-style-type: none"> ○ Northern Express (NEX) - additional 10 double decker buses from 12 February and will be operating until mid- April under the Explorer brand, which is an additional 3000 more seats per day compared to standard timetable as per 2017. ○ The 881 service Albany to New Market has changed to a limited stop service and is promoted a as 'University Express'. There are a further 700 seats added as per last March. ○ Additional 850 seats per day will be provided from 19 February to 20 May on routes 973, 974 and 950 Birkenhead services via 8 additional trips utilising new double decker buses. This is 250 seats per day more than March last year. <ul style="list-style-type: none"> • The Airporter route 380 service between Manukau / Airport / Onehunga was doubled in frequency from December 2017; adding 27 peak trips. • New bus networks have been rolled out in the west, south and east, which provide significant additional capacity. Across West and East Auckland with the New Network in June 2017 and December 2017 total of 485 additional peak trips have been added. • Central Corridors: additional capacity added prior to March 2017 was considered more than sufficient and adjusted accordingly plus additional trips on routes 625 and 299 services. • In the past year we have added 2.6 kms of bus lanes and we have also extended bus and transit lane hours on five key corridors. • Total additional daily capacity during peak periods across the bus network has been increased by additional 424 peak trips per week day that have been added to the standard timetable since March 2017 or 9%. <p>Rail Services:</p> <ul style="list-style-type: none"> • Additional capacity provided in March 2017 of 1,200 spaces in the morning peak mean that there is still some capacity available, although some services will be very busy. During peak hour, all services on the Western, Eastern and Southern Lines are six-car sets. <p>Ferry Services:</p> <ul style="list-style-type: none"> • Close monitoring of all services will be undertaken in particular on Hobsonville and West Harbour with additional capacity for the shoulder peak to be potentially available if necessary or provision of a shuttle bus service between Hobsonville and West Harbour. A larger vessel has been put on to the Hobsonville service to provide additional capacity during March and potentially beyond if warranted. <p><u>Bus</u></p> <ul style="list-style-type: none"> • Minor capacity and adjustments to run times and timing points on New Network West have been implemented from 7 Jan 2018 coinciding with CRL bus stop changes.. These adjustments resulted in overall reduction of Peak Vehicle Requirements (PVR) and enabled some older fleet to be withdrawn from service or reallocated.
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4. On-Time Performance

Train:

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

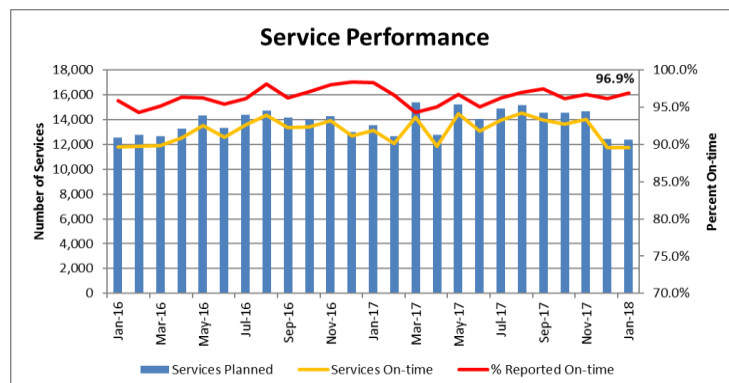
Service delivery (or reliability) is the proportion of trains not cancelled in full or part and arrive at their final destination. Punctuality is the proportion of trains that were not cancelled in full or part and that arrived at their final destination within five minutes of the scheduled time. Right time is the number of trains departing within 59 seconds of the scheduled departure time at origin station.

Service delivery for January is 98.1% (Reliability). Punctuality is 96.9% compared to the 12-month average of 98.2% and 96.2% respectively. Right time, the number of trains departing within 59 seconds of the scheduled departure time, was 59.6%, ahead of the 12 monthly average of 56.7%.

Performance by Line

Eastern:	Punctuality:	97.3%	Reliability:	98.0%	Services:	3241
Onehunga:	Punctuality:	95.3%	Reliability:	96.5%	Services:	1779
Pukekohe:	Punctuality:	97.7%	Reliability:	99.7%	Services:	1202
Southern:	Punctuality:	96.9%	Reliability:	98.1%	Services:	3387
Western:	Punctuality:	96.9%	Reliability:	98.7%	Services:	2747

There were 12,356 train services scheduled in January (blue bars) - the number of actual services operated on-time (yellow line) was 11,989.



Major incidents that affected January 2017 train service performance:

- A Points failure at Westfield, on 12 January, caused significant disruption through the afternoon and evening resulting in the cancellation of 54 train services.
- The late handback of traction power on 17 January following a block of line resulted in the cancellation of 43 train services in the morning peak.
- A trespasser, on the evening of 27 January, narrowly avoided being hit by a train at Middlemore Station, delaying one Metro service, and one KiwiRail Freight service.
- A platform end fence was struck by a poorly secured load on a freight train at Takanini Station on 12 January, resulting in the fence becoming detached from the platform.
- Two Transdev services reported that glass bottles had been strung from a bridge in Pukekohe, in an attempt to damage passing train services on 23 and 24 January

- A freight wagon derailed at Penrose on 25 January, effectively closing the Onehunga Line on 25 and 26 January.

Bus:

Bus Services' performance continued above KPI targets for January for the seventh consecutive month. Traffic conditions were light for large parts of the month with some weather events on some days having minor impact on overall performance. Overall the performance improved on prior month with 0.4% (reliability) and 1.2%% (punctuality at first stop) gains, and 0.5% (reliability) and 1% (punctuality at first stop) positive change year-on-year.

There was positive contribution to the overall result from services on the New Network East. Since the launch of the new network in December 2017, there have not been any known detrimental impacts on service delivery and the service performance in reliability and punctuality at first stop was above KPI targets across all PTOM East units.

Reliability at Start						Punctuality at Start					
Operator	Business Unit	Jan-18	Dec-17	Month-on-Month Change	Year-on-Year Change	Operator	Business Unit	Jan-18	Dec-17	Month-on-Month Change	Year-on-Year Change
Whole of Network		99.1%	98.6%	0.4%	0.5%	Whole of Network		97.3%	96.1%	1.2%	1.0%
Metro Inner	NZ Bus	98.0%	97.6%	0.4%	-0.3%	Metro Inner	NZ Bus	94.8%	93.7%	1.1%	-1.0%
Metro Outer	NZ Bus	99.0%	98.7%	0.3%	0.2%	Metro Outer	NZ Bus	97.1%	96.3%	0.8%	-0.1%
North Star	NZ Bus	99.4%	99.1%	0.3%	0.4%	North Star	NZ Bus	98.2%	97.3%	0.9%	0.8%
Go West	NZ Bus	99.0%	99.1%	-0.2%	-0.1%	Go West	NZ Bus	97.3%	97.3%	0.0%	0.4%
West	Ritchies	99.4%	99.4%	0.1%	1.1%	West	Ritchies	98.4%	98.2%	0.2%	3.2%
North	Ritchies	98.6%	98.4%	0.2%	0.2%	North	Ritchies	95.8%	94.7%	1.0%	0.5%
NEX	Ritchies	99.5%	99.5%	0.0%	0.0%	NEX	Ritchies	98.9%	98.5%	0.4%	0.1%
Birkenhead Transport Ltd		98.3%	97.5%	0.7%	-0.3%	Birkenhead Transport Ltd		96.3%	93.8%	2.5%	-0.1%
GoBus		99.6%	99.2%	0.3%	1.6%	GoBus		98.6%	97.7%	0.9%	3.0%
Howick & Eastern		99.3%	98.7%	0.6%	1.0%	Howick & Eastern		97.8%	96.0%	1.8%	1.9%
Pavlovich Transport Solutions		99.0%	98.3%	0.7%	-0.4%	Pavlovich Transport Solutions		96.9%	94.7%	2.2%	-1.6%
Ritchies Murphy		99.6%	99.4%	0.2%		Ritchies Murphy		98.9%	98.3%	0.6%	
SkyBus		97.6%	93.6%	4.0%	0.7%	SkyBus		93.2%	85.0%	8.2%	0.6%
Waiheke Bus		99.1%	98.5%	0.6%	-0.6%	Waiheke Bus		94.3%	94.2%	0.1%	-3.1%

Ferry:

Performance in January was significantly affected by the impacts of Storm Fehi which hit Auckland on 3 and 4 January. This resulted in services on most routes being either delayed or cancelled. Half Moon Bay services were particularly impacted due to damaged infrastructure which resulted in services being cancelled for 4 days. Service cancellations due to weather were also experienced on the Rakino and Pine Harbour routes.

Pier 1 services continue to be impacted by the Pier 1A seawall works, due to more services leaving from Piers 1B and 1C. Vessel breakdowns also impacted contracted services with Fullers suffering a number of breakdowns early in the month. Inner Harbour services punctuality was also impacted by cruise ship arrivals and departures, which resulted in vessels being delayed entering and exiting the Ferry Basin due to congestion.

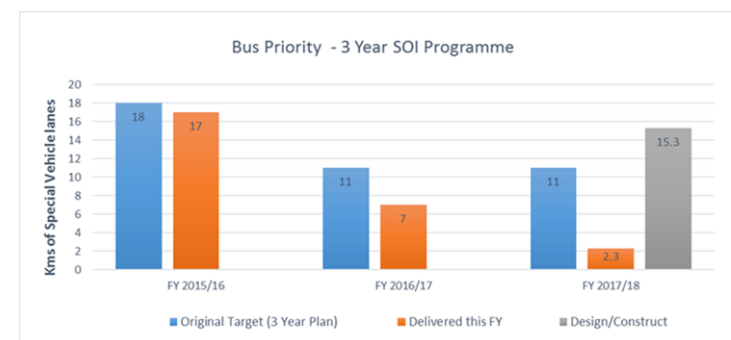
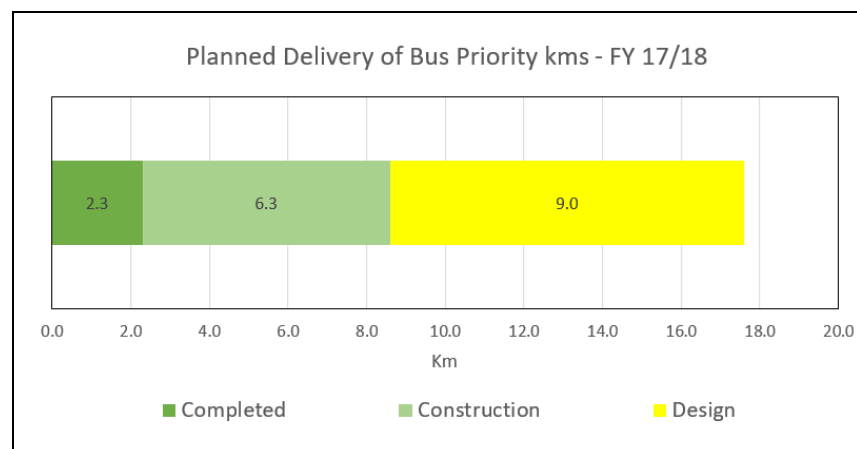
Route	Harbour	Scheduled Trips	Reliability	Punctuality
Bayswater	Inner	974	98%	93%
Half Moon Bay	Mid	650	86%	82%
Birkenhead	Inner	1,046	98%	91%
Gulf Harbour	Outer	360	99%	98%
Hobsonville	Mid	200	100%	95%
West Harbour	Mid	516	100%	100%
Rakino	Outer	72	81%	75%
Pine Harbour	Outer	756	94%	94%
Total		4,574	95.76%	91.98%

5. Bus Priority for Frequent Network

Bus Priority Programme - Strategic Bus Priority Plan: AT Board approved the paper on 24 October and the Infrastructure and Design team has started to draft the project plan.

- **Mt Eden Road (Grahame Breed Drive to Roskill Way):** The Resolution has been approved and tender documents are being finalised in preparation for an open tender. Delivery has been delayed due to a clash with construction zone for a Fletcher Living apartment building. We have been advised they their works will be completed in September 2018.
- **Mt Eden Road (Balmoral Road to Mt Eden Village):** Consultation on proposed improvements north of Balmoral Road is now under way. Mt Eden Village Business Association are opposed to some of the proposals, in particular the extension of the length of the two bus stops in the centre of the village. The consultation is due to end on 28 February 2018.
- **Great South Road (Frequent Route 33):** Mix of transit lanes and bus lanes are planned. The estimated cost of some sections of this route has increased following a review of designs, and a decision is pending on whether budget can be obtained. Work is progressing on the remainder of the route for delivery next financial year.
- **Great South Road (Greenlane to Broadway):** A contract for the physical works has been awarded, and construction is due to start in March 2018. The bulk of the work should be completed in May.
- **Inner Link (Park Road):** Proposed eastbound bus lane design is in progress. Initial consultation with key stakeholders is under way. There is a risk that construction of this project will be delayed until 2020 because of a clash with the construction site for Auckland University's new clinic facility.
- **Inner Link (Parnell Road):** Consultation is under way for the proposed new northbound bus lanes. Bus lane delivery will be tied-in with parking strategy.
- **Pakuranga Road:** The relocation of utility services is being undertaken by Vector, and the application for resource consent to remove contaminated soil is being processed by AC.

- **Dominion Road, (SH20 to Richardson Road):** Vector is completing the relocation and undergrounding of power poles. The construction of new southbound bus lane will commence following completion of Vector's work in May 2018.
- **Crosstown 66, 650&75, 8 & 9 Bus Priority Routes – AT** reviewing final reports from Investigation and design studies. Projects will be finalized by March 2018.
- **Ellerslie – (Panmure Highway & New North Road)** - Stage 1 draft reports are now completed and under review. Stage 2 will start in March 2018.
- **Sandringham Road (Mt Albert Road to New North Road):** New bus lane extensions completed in July 2017.
- **Special Vehicle Lane (SVL) operating hours change:** There are 40 Special Vehicle Lanes (SVL) making up approximately 60km. The Traffic Control Committee (TCC) has approved all but two SVLs to the new longer hours. There are about 900 signs to be replaced or modified to complete this programme: installation commenced in December 2017 with Parnell Road, Khyber Pass Road and Broadway (Newmarket). All physical works on SVL hours-extension will be completed in March 2018. The change of hours on Onewa Road and Lake Road (Northcote) have been deferred due to notable public opposition on social media from a small group including a Local Board member. Re-engagement with Local Board at a meeting in March is expected to address concerns.
- **Manukau Station Road:** The traffic model for Manukau Station Road Bus Priority Project has been updated to include the estimated impact on traffic operations, and is being reviewed internally.



6. Customer Acquisition & Retention

- AT Metro's new campaign 'Go Metro' continues to be rolled out across print, outdoor and digital. The initial messages focus on the 'prime' messages. In late February the next layer ('invite') of messages is due to commence, providing more specific reasons to travel by AT Metro. Different digital messages will target different customer segments in different geographical areas of Auckland.



- New reporting is being developed to provide information on customer acquisition (number of customer by area of Auckland) and inactive customers (churn). This will assist AT Metro in better understanding growth & retention opportunities. This information will form the basis of a new 'customer dashboard', which is being developed in Power BI, and will be ready in late February.
- Insights in customer activity as New Network is completed and first phases exceed one year of operations is underway. This will provide assessment of passenger trips, journeys and churn.
- Concepts are being developed on how and where we can elevate AT Metro's brand presence at key locations (stations, ferry terminals and select bus stops).

7. Customer Experience

Multi-modal

A number of Transport Services projects are progressing at Customer Central, including:

- The ongoing feature enhancement to the AT Mobile app
- Enhancements to Journey Planner – improved usability, places of interest
- Disruptions & notifications - surfacing relevant messages to customers via AT Mobile
- Voice of Customer – development of a near real-time customer feedback information
- Development of a visual dashboard of Customer metrics.
- 1st & final leg (Devonport) trial – AT Metro 'Local'
- Bus query tool for the Contact Centre
- Website content, design and features
- Audio on bus (co-designing with the Blind Foundation).
- A trial of a digital application process for Tertiary Student Concessions was launched early February with University of Auckland. This has significantly automated and improved the application process for customers. A total of 2,800 of applications have now been processed through AT Mobile.



Bus

Customer research was undertaken on PT signage at CBD bus stops. The new concept was customer tested and has been rolled out to 15 CBD bus stops in February. The new wayfinding sign provides customers with information about services that leave this stop, a map as well as where you need to go to catch different bus (train / ferry) services. The signs are more prominent, designed to promote AT Metro services.

Train

Testing has been completed for the introduction of phase one of the rail information enhancement project. The initial phase will see service information displayed on the PID (Public Information Display), to advise customers' that services approaching a station will not be stopping – this is primarily for Parnell, Newmarket, Greenlane and Remuera Stations. This will be introduced in early February, with further enhancements to be introduced before the end of the financial year. Planning is underway for the next passenger information system update, which will include specific messaging for special event services. We will also be conducting research with the customer central team to ensure that we deliver any specific messaging requirements.

Coffee Station was opened to customers at Newmarket Station in January. New Lynn opens in late February, with construction at Panmure commencing in March.

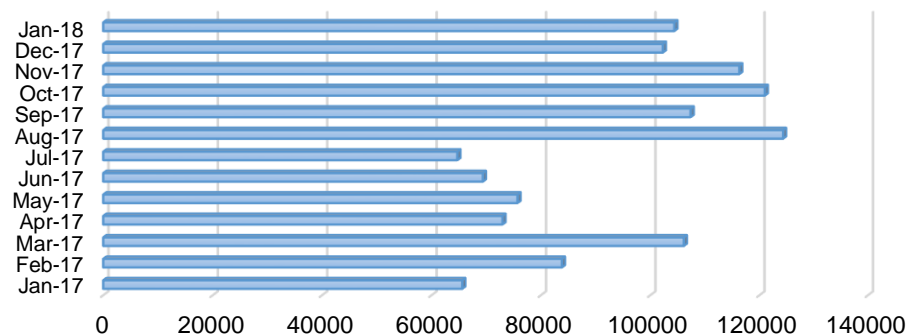


Customer Service Centres

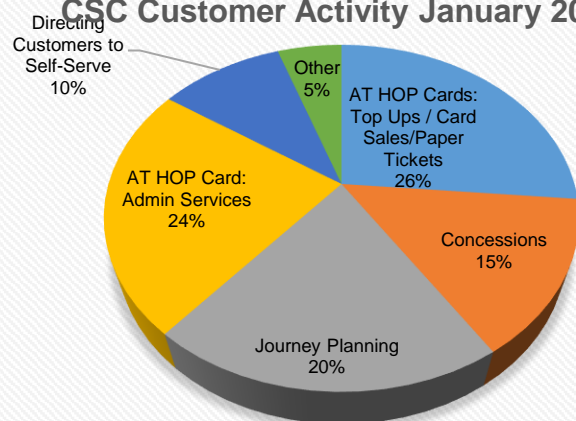
- Total customer visits to the Customer Service Centres (CSC) for January 2018 was 104,401 which remains reasonably consistent with December 2017 volumes however shows a consistent year on year increase due to the integration of the (former) Transdev Ticket Offices and Customer Service Centres at Panmure, Britomart, Manukau, New Lynn, Newmarket and Papakura in late July.

- A site audit of CSC facilities is underway on working environment.
- The breakdown of activity for January 2017 vs January 2018 shows improved uptake of digital services for journey planning with significant opportunity to transition customers to existing self-service channels to top up and use AT HOP cards.

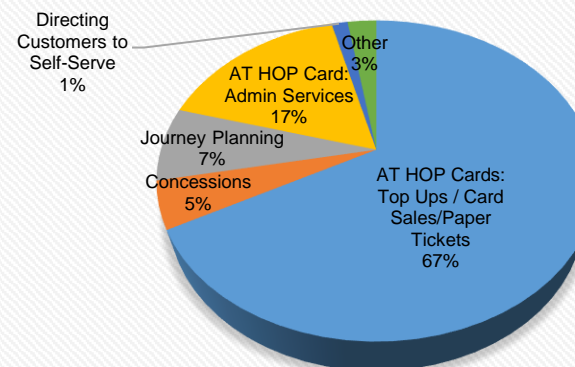
Total CSC Visits January 2017 - January 2018



CSC Customer Activity January 2017



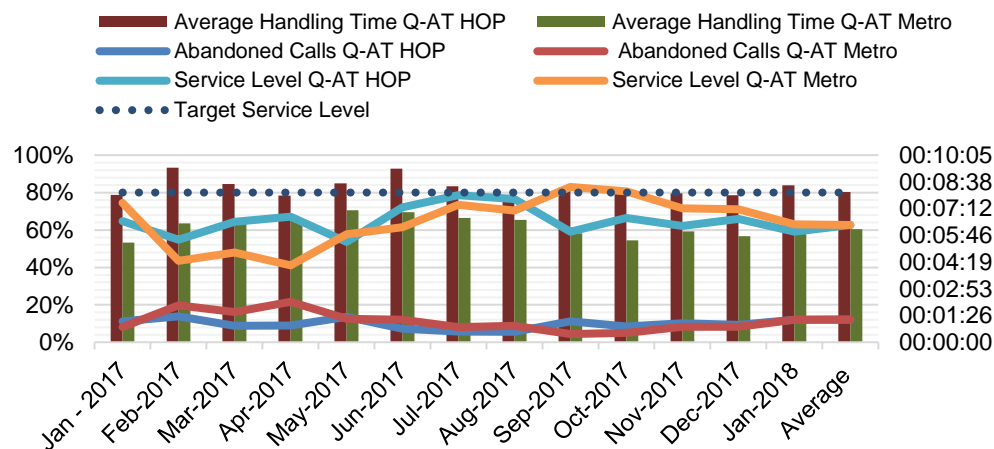
CSC Customer Activity January 2018



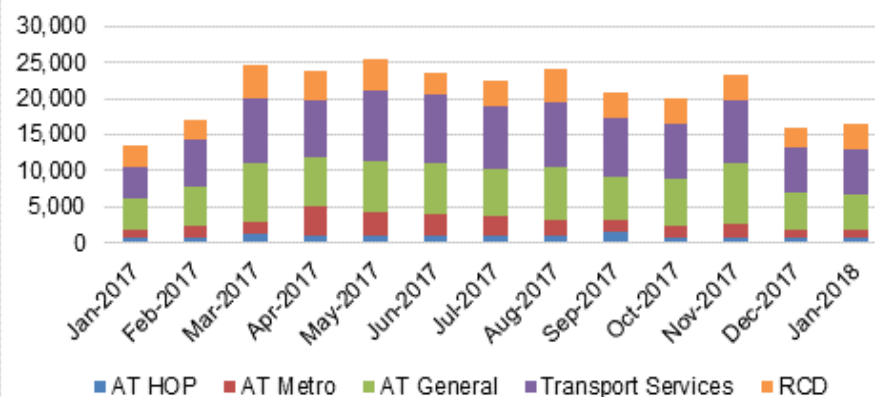
Customer Contact Centre

- Total call volumes offered for AT Metro Services (22,496) decreased in January compared to December (23,286). There was a slight increase in the percentage of calls abandoned by customers prior to being answered from 9.30% in December, to 12.23% in January. The higher abandonment rate was as a result of Spark opening the phone lines outside of the normal Public Holiday hours requested. Call traffic was lower in January 2018, in part due to the holiday period-reduced hours however, there were minor impacts due to severe weather conditions affecting services in the second week of January.
- Total call volumes offered for AT HOP (11,086) increased significantly in January, compared to December (9,006). There was a slight increase in the percentage of calls abandoned by customer prior to being answered from 8.22% in December, to 11.53% in January. The increase in call volumes mid-January were due to normal return to work or school patterns of enquiry negating the need for customer follow-up phone calls. Power outages mid-January also affected customers' ability to top up at some stations resulting in increased calls.
- Volumes of written cases year on year show a significant increase in the general Transport Services cases growing from 4,373 to 6,176. The service experience for these cases is fragmented across the AC contact centre and the AT written queues. Meetings held in January to better understand the service experience will provide insight into volume drivers and the potential for simplification.
- From February the Customer Liaison team managing 2nd level complaints, privacy, VIP and LGOIMAs will report directly to the Group Manager reflecting the importance of this activity and the focussed improvement needed particularly in LGOIMA processes. This work has commenced with an end-to-end review of the LGOIMA process underway.

Contact Centre Averages



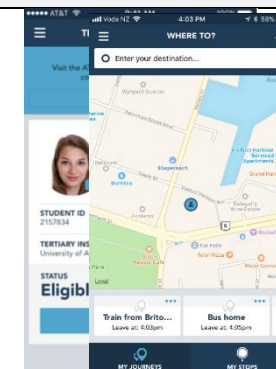
Contact Centre Written Cases Handled January 2017 - January 2018





8. Digital Customer Engagement

- AT Mobile had 84,000 monthly active customers in January (down from 92,000 in December due to the holiday period), with 200,000 total customer downloads. In the January and February releases there were a number of performance improvements and usability feature enhancements such as a scroll view, ability to filter routes, map zoom, and a link to AT Park.
- An enhanced digital customer concession application process (phase 1 focuses on University of Auckland) was released using the AT Mobile app. Comms from the University of Auckland to students commenced in mid-February promoting the new digital service.
- The iOS versions of Track My Bus and AT Metro are still planned for decommissioning in Qtr1 2018. In-app notifications will be sent to users (with a weekly pop up reminder). Android versions of these apps will be reassessed for decommissioning in mid-2018 (approx. 10% are not able to upgrade to AT Mobile due to old operating systems).
- A website review, including content and navigation improvements commenced in January. The initial focus is to improve customers' ability to 'report a problem'. Enhancements are being customer tested via Customer Central.



9. First & Final Leg

A route dynamic, on-demand, rideshare prototype at Devonport RFP process is underway. The trial is expected to commence in late Q2 2018 for a 12-month period. Customers will access via an App. The trial will commence in Devonport within a 3km radius of the ferry terminal.

10. AT Safety & Security

- 24 trespass incidents were recorded across the rail network in January. A review of known trespass hotspots across the rail network is underway to identify mitigations, carried out by an external security consultancy.
- Four near miss incidents have been recorded in January. Two of those involved pedestrians – both of which were in the rail corridor, and two involving motor vehicles.
- Following the introduction of the automated rail pedestrian level crossing gates at Glen View Road, Glen Eden and Metcalfe Road, Ranui in January no near miss incidents have been recorded. Over the last two years, these two pedestrian level crossings had previously recorded the second and third highest numbers of near miss incidents on the Auckland network of 37 near misses.
- Manurewa Rail Station HOP security gates became operational on 16 January.

- Further station HOP Security Gates are due to be installed in the coming months, based on the following schedule:

Station	Enabling works commence	Install ticket gates	Ticket Gates operational:
Middlemore	March	April	May
Parnell	May	May	May
Papatoetoe	Underway	March/April	April
Papakura	April	May/June	Jun-18
Glen Issues	Subject to confirmed broader/station works with Tamaki regeneration		