

Business Report

Recommendation:

That the Chief Executive's report be received.

Prepared by:

Shane Ellison, Chief Executive

Corporate

Regional Land Transport Plan Funding

The following activities were approved for funding during the reporting period September and October:

- Transitional Rail - Papakura to Pukekohe Rail Corridor Improvements (Detailed Business Case) – This activity has been approved for \$0.55 million and 100% Funding Assistance Rate (FAR)
- Travel Demand Management (Implementation) – This activity has been approved for \$5.88 million
- Regional Land Transport Planning Management 2018-21 (Programme Business Case) – This activity has been approved for \$3.03 million
- Asset Management Planning 2018-21 (Programme Business Case) – This activity has been approved for \$2.18 million
- Cycling Investment - Central Isthmus and Sandringham (Detailed Business Case) – This activity has been approved for \$4.92 million
- Cycling Investment - City Centre and Fringe (Detailed Business Case) – This activity has been approved for \$3.74 million
- Cycling Investment - Henderson (Detailed Business Case) – This activity has been approved for \$2.55 million

- Emergency Works Rural South - 5 June 2018 Storm Event (Construction) – This activity has been approved for \$1.28 million
- Streetlighting Upgrade LED (Implementation) – This activity has been approved for \$46.69 million and 85% FAR

The Transport Agency have advised that the following activities have also been approved during the period and are awaiting final ratification:

- Transport Network for Growth - North West Housing Infrastructure Fund (Implementation and Property) – This activity has been approved for \$203 million and a 100% FAR
- Transitional Rail - Wiri to Quay Park Corridor Improvements (Detailed Business Case) – This activity has been approved for \$1.81 million and 100% FAR
- Matakana Link Road (Implementation and Property) – This activity has been approved for \$76.69 million
- Auckland Cycle Network - Tamaki Drive (Sections 2-5) (Implementation) – This activity has been approved for \$14.4 million

Due to the change in Government and funding mechanism for some rail infrastructure activities, the Transitional Rail activities cover KiwiRail activities, as KiwiRail is not yet an approved organisation with the Transport Agency.

The Transport Network for Growth activity is to be funded through MBIE’s Housing Infrastructure Fund and is subject to a Funding Agreement.

Procurement

There were 26 tenders published in the current reporting period (08/09/18 to 19/10/18) with an estimated value of \$90.2 million. Four of these tenders had an estimated value of over \$2 million.

Tender	Type
Dominion Road Double Decker Bus Civil Works – Involves the addition of new double decker buses with increased capacity which will meet the passenger demand during peak hours without requirement of additional buses; and will involve modification of the Dominion Road bus routes to accommodate the extra vertical and horizontal clearances.	RFT
Downtown Infrastructure Development Programme (Streetscapes) – Consists of high-quality streetscapes paving works along Quay Street between Lower Hobson Street and Britomart Place. A dedicated bus facility on Quay Street between Commerce Street and Gore Street and potential public realm enhancement and architectural features for a new waterfront park in the ferry basin.	RFP

Tender	Type
AMETI EB1 Archaeological Services – To appoint a new S45 archaeologist to undertake construction monitoring for the remaining Eastern Busway (EB1) project footprint. Will require the archaeologist to prepare and submit a new archaeological authority for the properties that are excluded from the existing authority and work with appointed Iwi cultural monitors.	RFP
Gills Road Link Design and Construct – Design and construction of a new road in Albany, located between Gills Road and Oteha Valley Road.	ROI

There were 147 contracts created in the current reporting period (08/09/18 to 19/10/18) with a total award value of \$104.3 million. Ten contracts had a value of over \$2 million.

Contract	Supplier
Wynyard Quarter Central Package – Involves road upgrades of streetscape, public space and civil infrastructure to the roads around Wynyard Quarter South; and the development of Central Park (Wynyard Common) and the continuation of the Daldy Street Linear Park from Pakenham Street to Fanshawe Street.	Downer NZ Ltd
Electricity Supply – Auckland Council, Auckland Transport, Watercare Services Ltd, Panuku Development, RFA and Auckland Council Joint Venture sites are seeking to go to market as a group for the supply of electricity.	Trustpower Ltd
Murphys Road Upgrade – Procurement of physical works contractors to deliver the Murphys Road Upgrade project and involves widening the road, replacing existing culvert, protected on-road cycle lanes, signalling intersections and crossings, shared path linking to park cycleway and services relocations.	Fulton Hogan Contracting Ltd
Kennedy Point Ferry Terminal (Western Ramp Extension and Wharf Reconstruction) – To engage a suitably experienced and resourced specialist marine works contractor to carry out the construction of a boat ramp, the main wharf structure and other associated works.	HEB Construction Ltd
Project Next (Next Generation Ticketing) – To procure the implementation and operation of a nationwide technology solution and related services (including financial services) that enables and processes payments for journeys on public transport.	Greater Wellington Regional Council
Wiri EMU Depot Extension Land Enablement Works – Physical works of retaining wall, services relocations and storm water drainage outlets.	Dempsey Wood Civil Ltd

Contract	Supplier
Downtown Infrastructure Development Programme (Quay Street Seawall Detailed Design) – Delivery of the following: Quay Street seawall seismic upgrade, Britomart East Bus Interchange and associated streetscape upgrades, Downtown Public Space (within the Ferry Basin), Downtown Ferry Terminal (relocation of Piers 3 and 4), Galway Street Upgrade and Queen’s Wharf Mooring Dolphin.	Tonkin & Taylor Ltd
Downtown Infrastructure Development Programme Streetscape Works (Civil Engineering Services) – Process to identify a supplier to provide civil engineering services for non-marine works.	Aurecon NZ Ltd
Hingaia Road Improvements 2018 (Stage 1) – To source the physical works contractor to complete the balance of works for Hingaia Road widening and the signalisation of Hingaia/Papaka/Kuhanui intersection.	Higgins Contractors Ltd
Microsoft EA G2015 – Renewal of licensing with Microsoft through DIA for required services.	Spark NZ Trading Ltd

Organisational Development

Work has commenced on developing a Maori and Pasifika strategy, that will focus on utilising the strengths and talents of our workforce and creating a more inclusive environment. We are piloting an introductory workshop on cultural intelligence and how we can develop this capability to relate and work effectively across culturally diverse settings.

Staff briefing sessions have now been completed following the Culture & Effectiveness Survey. Organisation priorities have been communicated and action planning has commenced for the next phase of delivery in early 2019.

Local Boards

The Half Moon Bay bus terminal area, partly funded by the Howick Local Board, has opened. This completes the facilities at Half Moon Bay, providing customers with a good bus interchange, together with covered access to the ferry.

Two new bus services (Wellsford – Warkworth and Helensville – Kaukapakapa – Silverdale), funded by the Rodney Targeted Rate, will begin operations in February 2019.

These new local board funded services, extend AT’s public transport coverage even further, building on the Silverdale – Warkworth service, begun as part of the northern New North Network, to provide Rodney residents with the beginnings of a public transport network. A further service (Westgate – Riverhead – Albany) is also under investigation, with a possible ‘go live’ date in late April 2019. Investigation is also underway for two Park and Rides, although sites have not been confirmed as yet. AT presented its quarterly report to Local Board members during this period and a number of workshops were also held on the Regional Public Transport Plan.

Project Updates

Statutory Planning Frameworks

Waikato District Council notified a review of its District Plan in July 2018. Much of the review integrates the former Franklin and Waikato District Plans sections into a single plan with a consistent approach to development and growth for the first time since the boundary changes in 2010. Auckland Council and Auckland Transport jointly provided input to a draft version of this plan earlier this year.

Auckland Council lodged a submission on the plan review on cross boundary issues such as loss of productive soils, air quality, protection of ecological areas, and alignment of planning for growth. Auckland Transport assisted in formulating this submission, with particular regard to common rules relating to operation and maintenance of roads, as a number of roads form or cross the boundary between the two council areas.

Notices of Requirement

Auckland International Airport Limited lodged a notice of requirement for the second runway extension and related changes to the noise contours. Auckland Transport appeared at the hearing with the New Zealand Transport Agency to identify the transport matters that needed to be considered with such an application. The hearing closed 21 September and a decision is expected before the end of the year.

The Ministry of Education has lodged notices of requirement for school and early childhood education facilities at Hingaia and Drury West. Auckland Transport has lodged a submission on the Hingaia proposal to ensure appropriate transport outcomes are achieved by the new schools. Auckland Transport also gave evidence on similar matters at a hearing for a new school in Manurewa – most of Auckland Transport's concerns were resolved through discussions and conditions by the time of the hearing. A recommendation by the hearings panel is expected October / November 2018..

Auckland Transport has also been consulted by the New Zealand Transport Agency on a number of Notices of Requirement for safety improvements and minor changes on State Highway 1 and State Highway 16.

Place-Based / Spatial Planning projects

The development of the Drury-Opaheke, Pukekohe-Paerata, Silverdale West – Dairy Flat Business Area and Warkworth structure plans are progressing through consultation phases on various options for future land use. Consultation for the southern growth areas commenced 10 September for a month, with a number of drop in sessions and on-line information. Auckland Transport staff and representatives from the Supporting Growth Alliance assisted with this engagement process, providing for alignment in land use and transport network development information provision. As part of these engagement sessions, an Auckland Conversation event was held in Pukekohe – the Executive General Manager Planning and Investment participated in the panel discussion at this event.

Development Planning – consent applications

Auckland Transport attended the hearing for the Cohaus development at 11 Surrey Crescent, Grey Lynn. The proposal consists of a 19-unit residential cohousing development on a property zoned Single House in the Auckland Unitary Plan. The main concerns from submitters included the special character overlay and car parking shortfall. Auckland Transport supported the development given the good public transport and walking and cycling facilities in the area. The development is also proposing a car sharing scheme and a travel plan for the residents to reduce reliance on private vehicle use.

Auckland Transport lodged a submission in support of a notified resource consent for the Waiata Shores development (former Manukau Golf Course) to create a lot to vest as road and to connect to the northern end of Brylee Drive, Conifer Grove. This connection is necessary for network resilience for these residential areas and for local accessibility and connectivity.

Greenfield Growth

AT has completed consultation in the North, Warkworth, North West and South as part of the programme of works for 2018. There has been significant interest in the short list of options by stakeholders, the public and developers, with over 1000 people attending public events and ongoing stakeholder and developer meetings. We continue to work with the Auckland Council teams developing the Structure Plans to ensure the land use and transport network response are integrated, safe, support the land use development and provide choice for the public.

The Business Cases continue to progress well and are on programme. All of the Business Cases for these areas are planned to be complete by the end of 2018 prior to presentation to the boards of Auckland Transport and NZ Transport Agency.

Puhinui

Improvements to airport access are progressing through the development of a new bus/rail interchange and enhanced station at Puhinui, to be operational by end of 2020. The contract for the detailed design of the Puhinui station/interchange will be tendered in the October-December quarter of 2018. The wider programme of improvements includes bus priority lanes and active transport that will be provided along most of the route between the Airport and Manukau Bus Station, with Auckland Airport delivering segments within its area, the Transport Agency delivering segments along SH20B and Auckland Transport delivering the remainder. Walking and cycling improvements will also be provided. The business case for these improvements is underway and is expected to be delivered in March 2019.

Lake Road

The Lake Road improvements project is entering the Detailed Business Case phase, having completed the Indicative Business Case in late 2017, including public consultation in conjunction with the Local Board. Procurement for the Detailed Business Case will commence in November, with the project team expected to be underway in early 2019. The project is a priority project within the Regional Land Transport Plan for delivery over the next 3-4 years, and is expected to include a package of improvements including targeted transit lanes, cycling upgrades, travel demand measures and traffic system components.

Waiheke 10 Year Transport Plan

As part of the current governance review. Auckland Transport is developing a new 10 year Integrated Transport Plan for Waiheke Island in collaboration with the Waiheke Local Board. This plan will be designed to cater for the unique identity of Waiheke Island and will help ensure that what Auckland Transport is delivering and operating in Waiheke reflects that area's character. The plan will examine Auckland Transport's projects and processes as they apply to Waiheke and will produce a list of prioritised projects and processes which will then be considered for inclusion in the next Regional Land Transport Plan, as well as shaping other programmes.

Papakura park and ride

Business case work for the Papakura Park and Ride has focused on potential locations, the form of additional park and ride capacity and expanded bus facilities in combination with possible future transport oriented development when market factors are supportive. A recommended staged investment programme, dictated by the available transport facilities budget funding, will be presented to the Local Board in November.

Customer Experience

Customer Value Proposition (CVP)

As a multi-faceted business, customers engage with AT in very different ways, from parking, to consultations, cycling, footpaths, roading, public transport and more. An enterprise wide CVP will bring the customer to the forefront, allowing a common view on what is important (and how we correspondingly communicate) to deliver value to customers.

The first step to establishing a CVP has been to understand the needs of AT staff & Aucklanders (across many segment types, such as freight, commuters, and tourists). A robust research process was completed in September, led by TRA, who specialise in developing and embedding CVP's with organisations. Recent examples include Mercury, Spark & Westpac.

Draft CVP: *'Give Aucklanders the confidence to move with freedom'*

The next phase is to undertake a 'design sprint' with a key area of the business to stress-test the draft CVP, to ensure it is unifying, relevant & motivating to all staff.

Marketing Campaigns

Speed Campaign: "64 – Even one death is too many. Reduce your speed"

Every week on average, one person dies and fourteen people are seriously injured on Auckland's roads. This campaign aims to create a greater awareness of the direct connection between speed and the large number of DSI's. It will help the public have a clearer understanding and acceptance of the need to safely manage speed as part of a wider programme of work from AT, to make Auckland's roads safer as part of its 'Vision Zero' approach.

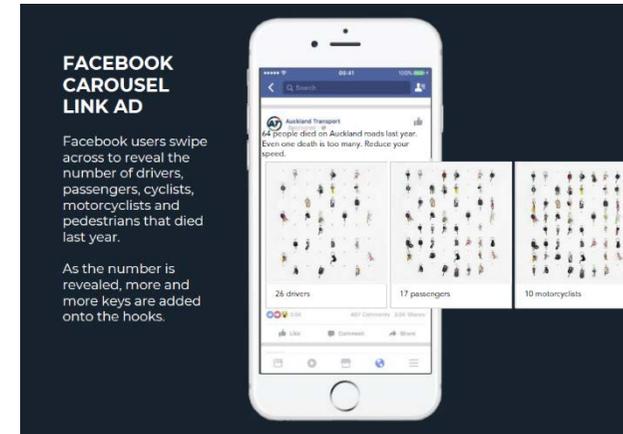




Insights gained from AT Focus group work showed drivers do not see 'their speed' as their problem, but they favour the momentary reward of changing lanes, passing slower cars on their terms. People have become numb to deaths on the road, which are seen as inevitable and sadly often viewed as contained to a moment in time. The campaign will reinforce the 'big' problem of speed through sheer loss of life. If all of those people died on the same day, it would be a national disaster.

Whilst drivers are important, the campaign is targeted at the general public, as conversations need to take place across the wider community. The media includes radio (15 and 30 second ad's), social media, outdoor and a cinema activation. All link back to the web page www.at.govt.nz/speed NZTA will also be supporting this and pushing out the AT Facebook post.

Facebook post and Adshel (below) and Bus side graphic (right)



Leveraging the New Network

An advertising campaign is in market, leveraging 'Go Metro', to change Aucklanders behavioural biases about PT, focusing on benefits of new network. This will remain a core PT advertising focus until mid-2019.



Kids Learn to Ride Campaign

From November 2018 – May 2019, the cycling team run courses teaching kids how to ride bikes. To support these events, we have developed a [series of videos](#) for parents. The goal of these videos is to assist parents to get ready for and teach their kids how to ride a bike. Available now is the [Kids Learn to Ride booklet](#) to download from the website. Parents can also pick up a copy at one of the courses.

Kids Learn to Ride – Get Ready to Ride video and Booklet



Back to School Campaign, Term 4

The Back to School campaign for term 4 has just rolled out via Radio, Out of Home (Bus Backs) and Facebook. The key message is to 'Slow Down Around Schools' as children are now back at school.

Based on feedback from term 3, the timing of Facebook posts were adjusted slightly based on higher engagement rates once children were back at school.

Back to School Facebook Post



Spring Cycling Campaign

With 52,000 new bike riders in the last year and a more connected cycle network, riding a bike is becoming a real transport choice for Aucklanders. The spring cycling campaign inspires people to get going by bike showing them that the cycleways are great way to get around the city, and to get to work, study and connect with their local community. Using a combination of functional, emotional and seasonal triggers the campaign targets potential new riders giving them reasons to get out and ride.

We are delivering an integrated media campaign using a combination of social media, digital Adshels, street posters, bus sides and direct marketing. The call to action is to visit AT.govt.nz/cycling to find information to how to get going by bike.

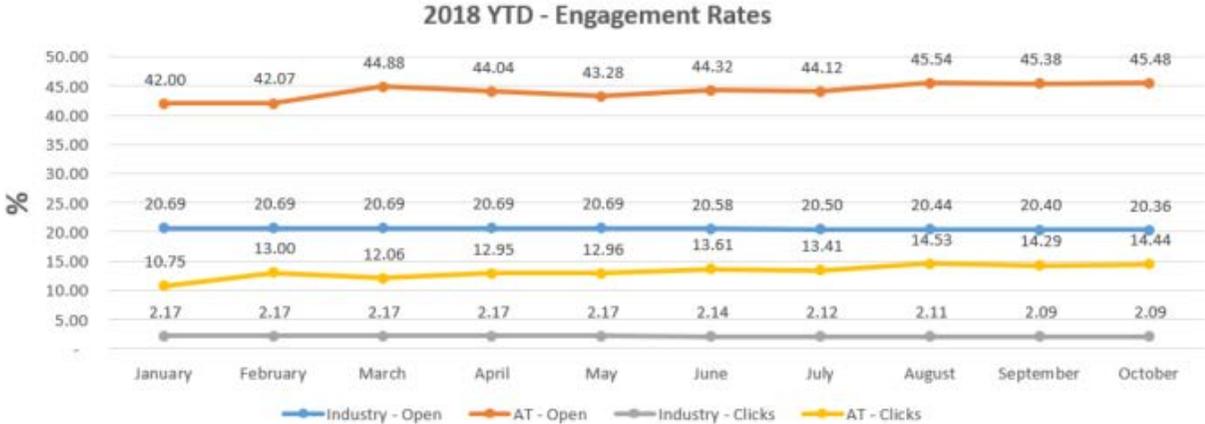


EDM and Database marketing

Date range: 22 September 2018 - 22 October 2018

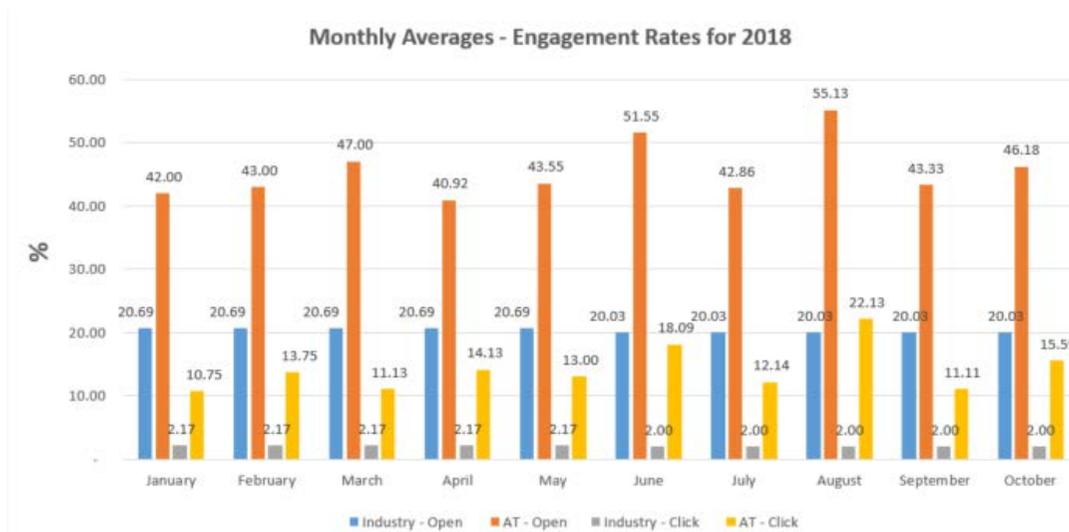
The total number of EDMs sent in 2018 is **142**. Average Open Rate for Auckland Transport in 2018 so far is **45.48%** and the average Click Rate is **14.44%**.

The measured averages for the industry in 2018 so far are **20.36%** Open Rate and **2.09%** Click Rate.



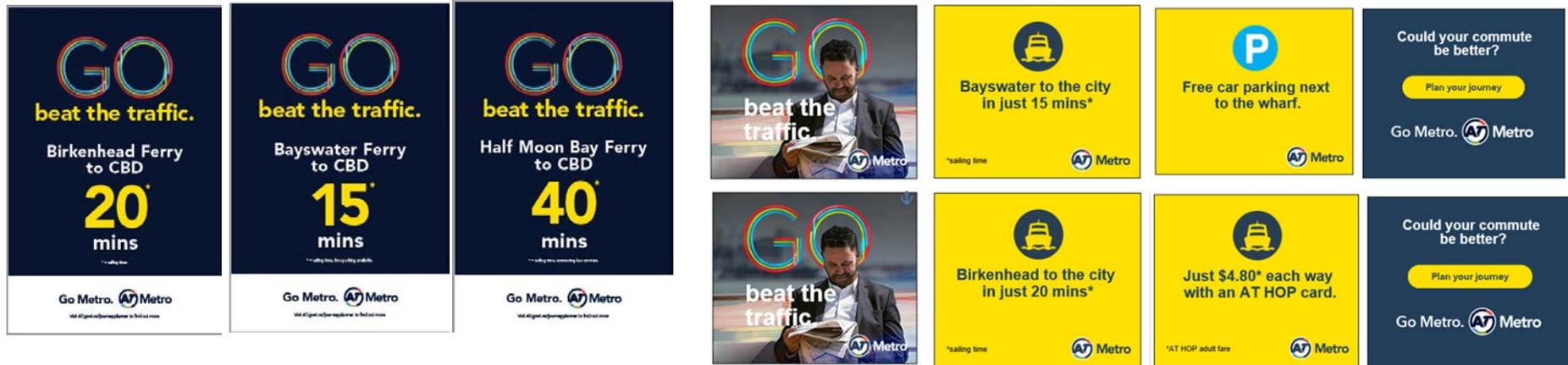
The month of **October** had **17** EDMs sent. This included communications about: AT Metro, NZ Bus stop work, Travelwise, Walking School Bus, New Network, Cycling, Service changes and Travelwise Choices.

Our Open Rate average for **October** is **46.18%** and the average Click Rate is **15.59%**.



Integrated Networks

Ferry; Bayswater, Birkenhead & Half Moon Bay 1 October: Promoting Frequency through Adshells in the location and Programmatic online advertising. This is a simple repeat of activity first used in May 2018.



Train Frequency effective 01 November: Promoting the recently changed timetable with an emphasis on clock-face frequency, using bus sides, billboards and Programmatic online advertising.



Pukekohe

Following the recent station enhancements, we promoted the ease and flexibility of travel from the area using AT advertising assets on the back of buses keeping cost to a minimum.

Special events

ASB Auckland Marathon 28 October 2018

On Sunday 28 October the Auckland Marathon is being held on the North Shore, City Centre and Tamaki Drive. This will cause temporary disruptions to bus services in those areas. Advertising warning customers of these disruptions goes into market on Monday 22 October and includes press and online/digital.

Royal Visit 30 October 2018

On Tuesday 30 October, the Duke and Duchess of Sussex will be visiting Karanga Plaza in Wynyard Quarter. With a large crowd expected to attend, and parking in Wynyard Quarter being limited, we have radio ads running from the 27 until the 30 October encouraging people to walk and/or catch a bus if they are looking to attend.



Keeping Auckland moving

Jam-packed evening expected Friday 9 November

On Friday 9 November, Taylor Swift is performing at Mt Smart Stadium.

With the concert being held on a Friday evening, people travelling to the show will be doing so during peak evening traffic and when public transport is at its busiest.

This means Britomart and the southern train services will be significantly busier than usual. If possible, it is recommended that you travel off-peak to avoid delays.

If you're heading to see Taylor Swift visit AT.govt.nz/events to view your public transport options.

For more information phone 09 356 6400 or visit www.AT.govt.nz

Taylor Swift 9 November 2018

On Friday 9 November, Taylor Swift is performing at Mt Smart Stadium. Advertising promoting the use of the special event PT services goes into market on Saturday 3 November and includes press, radio and online/digital. With the concert being on a Friday evening, people will be travelling to the concert during peak evening traffic and when PT is at its busiest. All of our messaging encourages people to “plan their travel in advance and allow plenty of extra time”. In addition, we will have AT ambassadors located at Britomart in the days before the concert, handing out flyers to our regular train users forewarning them of this “busy period”.

ZM Friday Jams 18 November 2018

The ZM Friday Jams concert will be held at Western Springs Stadium on Sunday 18 November. Advertising promoting the use of special event PT services goes into market on Saturday 3 November and includes press, radio and online/digital.

AT and Heart of the City – Joint Parking Promotion

Plans are underway to deliver a joint parking promotion alongside Heart of the City. The aim is to encourage people to come into the city on weekends to shop, dine and attend entertainment. This will support businesses during the CRL construction over the busy Christmas period. During the weekends, AT's city centre car parks (Downtown, Civic and Victoria St) have space readily available, and the rate is a very reasonable \$2 an hour. Planning is currently underway with a scheduled launch date of the end of November.

SKYCITY Breakers (11 Oct 2018 to 7 Feb 2019)

The SKYCITY Breakers season started in Auckland on 11 October. As per previous seasons, travel on trains, Northern Express (NX1) and special event bus services is included with each match ticket. There are 10 matches scheduled to be played at Spark Arena between October 2018 and February 2019, and radio advertising will be running in the days leading up to each game.

Voice of our Customers (VoC)

The VoC programme is integral in our shift towards customer centred thinking, changing the way AT thinks about and engages with customers. The programme is built around five key areas:

- Listen – the ability to 'hear' the voice of the customer. This phase commenced in late September, focusing on the AT Metro and HOP card customer experience. The listen programme will be extended to other parts of AT in 2019.
- Interpret – the insights we receive from our customers. The immediate focus is to build an automated PowerBI dashboard to provide key areas of the business with a near real-time understanding of these customer insights.
- Act – this is next phase (early 2019) of the programme, is to generate active leadership engagement, to act on these customer insights.
- Measure – reporting on progress and improvement (Quarter 1 2019).



Event Transport

ZM Friday Jams
Sunday 18 November
Western Springs Stadium

Train
Travel on trains and rail-replacement buses is included with your concert ticket. You can travel from 4:30pm until the last train (or rail-replacement bus) departs for the evening.

Please note:
Over this weekend some parts of the rail network will be closed for maintenance. Buses will be replacing trains at the affected stations. Rail-replacement buses have a smaller capacity than trains, so please plan your travel in advance and allow extra time.

Southern Line - Trains will operate between Newmarket and Manukau. Buses will replace trains from Britomart to Newmarket and from Manukau to Pukekohe.

Western Line - Trains will operate between Swanson and Newmarket. Buses will replace trains between Newmarket and Britomart.

Eastern Line - Trains will operate between Panmure and Manukau. Buses will replace trains between Panmure and Britomart.

Onehunga Line - Trains will operate between Onehunga and Newmarket. Buses will replace trains between Newmarket and Britomart.

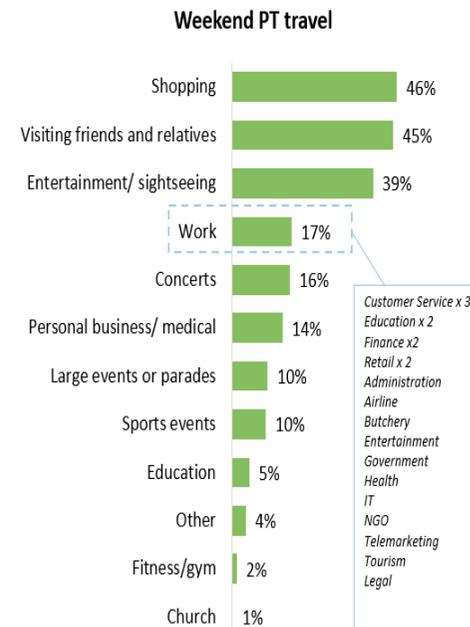
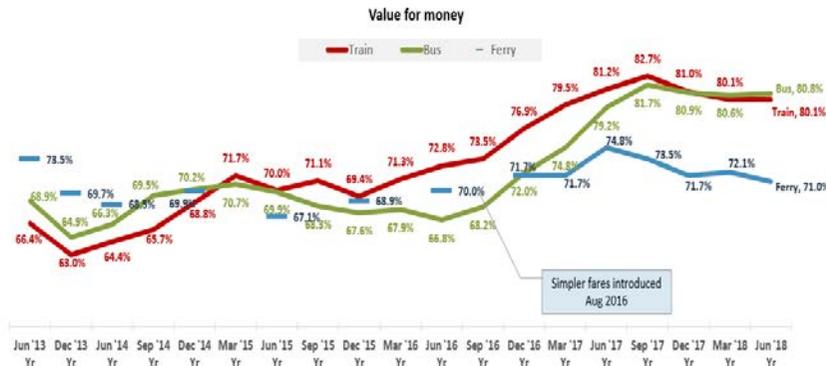


The three-month trial of the 'happy-or-not' terminal placed at five Customer Service Centres locations commenced in October, allowing customers to provide feedback on their customer experience, including free text comments as to why they gave this rating. Initial feedback has been overwhelmingly positive, with over 3,500 responses received since the trial commenced on 25 September. "Staff Friendliness" is consistently rated as a highlight for customers. Team Leaders for each site receive a weekly report detailing the previous weeks feedback, and they are encouraged to discuss this with their teams, to celebrate success and identify opportunities for improvement.

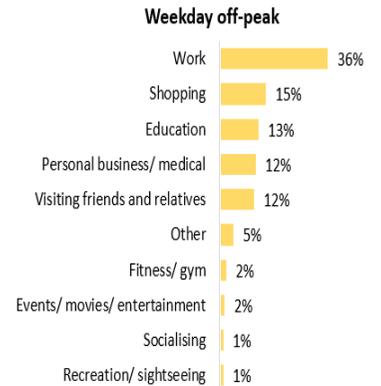
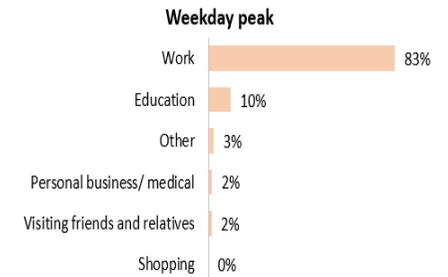
Customer Insights

- Understanding Weekend PT Users:** A survey was completed to build customer demographic and user profiling of weekend PT users. This adds detailed knowledge of comparative priorities and trip behaviours at different times around Auckland.
- Ferry Fare Integration:** Deep dive of ferry users to develop a better understanding of preferences and market demand for better integrated modes and fares. This summary highlighted the significant customer experience improvements as a result of integrated fares on bus and train, as well as customer demand and potential for similar improvements on ferries as a more cohesive part of a multimodal network.

The impact of Simpler Fares on Bus and Train can be seen in the steady increase in VFM rating for these modes. Such increase was not seen in Ferry.



- Customer Service x 3
- Education x 2
- Finance x 2
- Retail x 2
- Administration
- Airline
- Butchery
- Entertainment
- Government
- Health
- IT
- NGO
- Telemarketing
- Tourism
- Legal



- **Stakeholder Research:** Research has been conducted interviewing senior representatives from 22 key stakeholder organisations to AT. This work is a comprehensive investigation of current and emerging relationships between AT and our partners. It identifies challenges and emerging opportunities to leverage an enhanced collaborative environment with agreed priorities. This work was presented in detail to ELT and CIC in October, and followed up with similar interviews of all Local Board Chairs.

Customer “Ride” Experience

AT HOP

AT HOP penetration (% of uptake in the market vs paper tickets) remains high at 94.43% with trips in August 2018 increasing by 5.7% vs August 2017. Average revenue remained relatively stable at \$1.91 per trip (vs \$1.93 in July)

The number of ‘customers’ (unique HOP) who have used AT Metro (at least once) continues to grow, with 376,000 in August 2018 compared to 348,000 in August 2017. These customers had made 8.17m trips comprising 6.6m journeys during August, up from 6.35m in August 2017.

There were 9,200 ‘new’ AT Metro customers in August, down slightly from 9,530 in August 2017. Conversely, 5% of HOP cards customers had not used AT Metro in the last 12 months (2% had previous been high frequency users [used 90 trips in last 90 days])

- **AT HOP key tags:** Exploration has commenced on the frequency of change of artwork available with the supplier of AT HOP key tags. If the manufacturing process supports frequent changes, the possibility of competitions such as kids helping design new art work can be considered.



Customer concessions process: Post the University of Auckland pilot, where over 20,000 students are now using the new student concession process, it is being extended to Massey, AUT and secondary schools students (16 to 19 year olds). Target go live is Semester 1 in 2019, subject to each institution's technical readiness. Currently the project team are working on the technical solution to securely connect the third parties eligibility databases to AT's systems, so customers only need to apply once every 3 years.

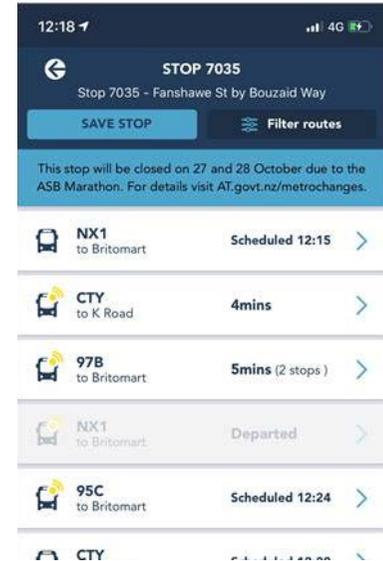
Customer Service and Channels

AT Mobile

AT Mobile has now had 351,000 downloads, with 135,000 monthly active customers during October (the highest level recorded). Recent feature enhancements include:

- Searching improvement for addresses and landmarks, and;
- Disruption and information messages on My Stops live departures page.

The core current focus is to deliver a customer HOP balance on the app, where development is near completion, with a customer release planned for late November.



Customer Services – Wellbeing focus

The Customer Services Group have a significant programme underway to deliver cultural change through supporting staff with all aspects of their wellbeing. Mental Health (August) and Financial Health month (September) are completed and the Groups focus for October is Physical Health month. In September 55 staff attended workshops on getting ahead financially, 49 money saving tips were shared between the group and 21 grocery hampers using donations from staff for staff in need were delivered. The hampers were so successful the group is now focussed on back to school stationary hampers for their colleagues that need support.

Feedback on this programme has been outstanding with many staff commenting that it is having a significant and positive effect on their lives and this in turn is delivering improved performance results.

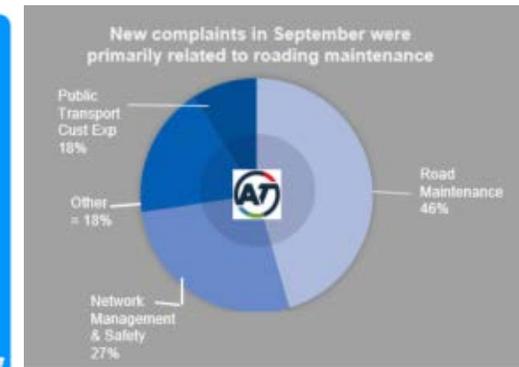


Contact centre

The AT contact centre continued to deliver an improved service experience with 87% of calls being answered within 20 seconds (vs industry standard of 80%). Additionally our first view of customer complaint reporting was delivered enabling better insight as to drivers and status of 2nd level complaints managed by the Customer Liaison team. From October reporting will be scaled across all AT complaints.

A new quality framework has been implemented across the contact centre to have a stronger focus on customers and their needs. As part of this standard scripts have been removed empowering staff to interact with the customer more freely with the concept being that quality is about ensuring the customer gets what they need and feels valued during the call rather than if the Agent being measured on sticking to a script. This is proving very successful for staff engagement the first results are due in October's reporting.

The Customer Liaison team is almost at the end of a pilot for Elected Members across the Manurewa and Papakura Local Boards to move from a product based model whereby the Elected Member deals with different people depending on their issue, to a Local Board area approach with a LGOIMA business partner handling LGOIMAs, and one Customer Liaison Adviser managing all other queries for the board area. This includes the move to a case management model whereby the team are actively case managing requests. Early signs show improved initial responses of over 4 hours. Other measures will include a reduction in volume of emails related to follow ups and eventually throughput time to resolve (ability to measure this is somewhat constrained by systems).





In September the first reports specific to local board areas were released. These reports provide local boards with insights as to what customers are calling AT about, the product driver as well as volumes across all active vs closed cases for the month. Each local board received their report in a dashboard format and positive feedback has been received. It is expected these reports will provide richer insights as time goes by. An example of the Waitemata report is provided below.

Website

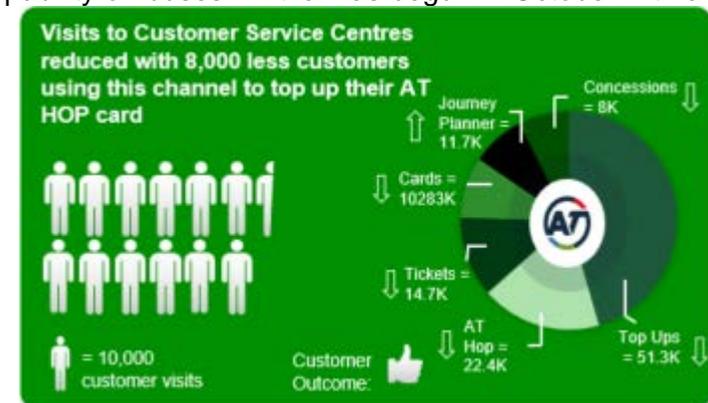
A review of the AT Metro section of the website, including content and navigation was conducted. With approx. 65% of usage via smartphone, a core focus is to move to 'mobile first' principles. Development has commenced on the new 'look & feel' and navigation of the Metro section of the site, including moving to dynamic tables (currently PDFs).

Bus Information Customer Experience

In another initiative, AT is looking to introduce audio announcements and Wi-Fi capability on buses. A trial has begun in October with an Airporter bus to better understand the technical requirements as well as the desired customer experience.

Face to Face channels

Following the campaign related to AT HOP Card online facilities we noticed a reduction in visits to the customer service centres with 8,000 less visits related to top ups and an additional 15,000 top ups undertaken online during September. There is still significant work to do on channel migration however for simple tasks and provision of technology to the Customer Service Centres to enable a wider range of services such as balance transfers and refunds. Activity is underway to explore these opportunities.



Customer Central – a centre of excellence for design thinking, collaboration and innovation.

The rail-replacement design sprint

During October a mixed Auckland Transport and Transdev team looked at ways to assist customers to get to their destination during a planned rail line closures. A number of mechanisms such as hats, lanyards and signage were prototyped (as illustrated).

A pink (magenta) theme was chosen, the repetition of the pink in all touchpoints made it intuitive for customers, and customers reported that pink was more proactive and approachable compared with orange which his associated with security or hazards. Quote from bus driver: “People only see the bus. They go is that my bus? They currently don’t look at those blue signs. That [pink] sign is good. Can you leave it on here so people can see?”

While testing, the team met Aziz, a Transdev Ticket officer who struggled to read the printed timetable printed in 4pt font. He created his own 'palm pilot' by writing the key times on his hand, he was so impressed with the lanyard replacement that he asked to keep the prototype, and was still wearing it two days later. The recommendations from this sprint will be presented to the Customer Central Steering Committee in November.



Encroachments – incubating robotic process automation (RPA)

From a customer point of view, most applicants for resource consents do not perceive that any possible encroachment is a problem for the road or public. When customers realise they need a licence to proceed, the bureaucratic process that Auckland Transport uses to approve encroachments is isolated from Auckland Council processes and can take several months to approve. This in-turn delivers a poor customer experience of unnecessary stress, increased costs and delays. The wider programme of work is looking at how to provide better information and more clarity for customers, while also looking at the processes across both organisations. October has seen a minimum viable product (MVP) robotic process called 'Charlie' in development and testing phase. Charlie will replace a very thin slice of the report drafting process for one encroachment licence type as a first test. The results so far include saving 45 minutes per application. The team are planning to take this test into production.

AT have had the benefit of learning from the Auckland Council's new RPA centre of excellence; and this Auckland Council relationship will help to facilitate future joint work on encroachments in order to streamline process across both organisations



The wider benefits of this test for AT include learning to work in a more creative agile style, utilising cross-functional collaboration across six AT teams to find more ways to reduce the length of consultation time for one type of encroachment. The creation of Charlie 'robot' as a first test is helping keen AT observers to see possibilities for several other types of RPA applications, both within encroachment requests and licensing; and beyond to finance, procurement and the design studio.

Walking in the Customer's Shoes Programme

This is a customer experience programme for AT employees. It is aimed at aligning AT with a customer-first mentality, promoting an understanding of AT's wider business and the diversity of our customers, challenging our assumptions about what customers want and connecting different parts of the business. October saw the successful launch of our pilot programme. Seven senior managers completed different experiences and shared back stories and opportunities for improvement. These experiences included cycling to a Bike Auckland bike breakfast, accompanying a visually impaired customer on their commute to and from work, and visiting our worksite at Franklin Road with a member of our stakeholder management team. This programme will be expanded across AT in the near future.



Lost Property Design Sprint

Customers identify AT as the single provider of public transport, and come to us when they lose something on a train or bus. AT's current response is to tell customers we don't deal with lost property and refer them to our operators, many of whom the customers have never heard of as they only see AT as the provider. While customers do take personal responsibility for losing their items and have low expectations of recovery, AT's inability to provide answers causes confusion and frustration at a time when customers are already stressed. During October, we spoke to staff from Auckland Transport, Transdev and Armourguard who deal with lost property, and found that while staff are doing what they can to help, a lack of a consistent and visible process makes it very difficult to reunite customers with lost items. The cross functional team designed a minimum viable process and an ideal future state for AT to take ownership of the lost property process, to enable our staff to properly help our customers when they lose items on trains. The picture represents one month's worth of lost property in one of the many locations across Auckland that tries to deal with this issue.



Recommendations will be made to the Customer Central Steering Committee mid-November.

Business Technology

IDC Asia-Pacific Digital Transformation Awards

AT won the Operating Model Master Award for its customer and digital transformation at the IDC Digital Transformation Awards held in Singapore in October. The awards recognise and celebrate organisations leading digital transformation in the Asia/Pacific region, and they attracted over 600 nominations. To lead in the digital economy, an organisation needs to innovate faster than traditional businesses, making technology and data its lifeblood, fuelling more efficient operations, new revenue streams, and customer loyalty. IDC noted that AT's strategic theme is to transform and elevate customer experience and that AT therefore aims to approach every problem with a customer-centric mindset. In order to achieve this, AT has increased the availability and accuracy of information in a timely manner by providing customer-facing technology solutions and services that enable multimodal transport and increase customer choice.

Radio Communications

Earlier in the year, BT reported to the Board that the team were looking at Radio options for SaFE, special events, and parking officers, in part due to information received that the Kordia network AT is currently using was being retired in October. By way of update, the Kordia network will continue, and as a result AT will continue to use this network to support AT's radio requirements. AT are still reviewing their overall requirements around radio, mobile data and mobile CCTV data that will be used by officers and are looking to solution improvements or complementary technology to enable these new requirements. A number of parties are assisting with that information gathering and when possible solutions have been identified, AT will enter a procurement phase.



Behaviour Change

The CCTV Analytics team contributed the technology component to a Network Optimisation / Travel Demand campaign / trial in the Onewa Road area on the North Shore during August. The corridor is congested with cars, especially during morning peak, and is almost the only way out of the suburbs of Northcote Point, Birkenhead, Highbury and Beach Haven. The campaign aimed to inform residents of alternative travel options other than private vehicles, specifically to promote use of bus services and ridesharing. Throughout August during the morning peak, three Variable Message Signs (VMS) were prominent at different points on Onewa Road. The signs displayed three messages: average travel time, bus vs car, during peak; travel time off-peak vs peak; use of the T3 lane by bus or ride-share



The evaluation survey conducted at the end of the trial assessed the effectiveness of the VMSs, advertisements, and attitudes towards use of the alternatives promoted via the trial.

Some key points from the analysis showed that:

- 43% of respondents recalled seeing the VMS signs, vs. 26% seeing the advertising campaigns, making the VMS solution about 65% more effective at reaching car drivers than the multi-channel ad campaign.
- One in ten of those who saw the signs said they did something different to their commute, i.e. acted on the message.
- Bus patronage increased 3.5% in the trial period compared to the same period the year before, compared to a 0.1% increase seen in the previous month.
- Peak T1 lane journey time during the trial fell ~4% to 23.4 minutes, from 24.5 minutes in June.

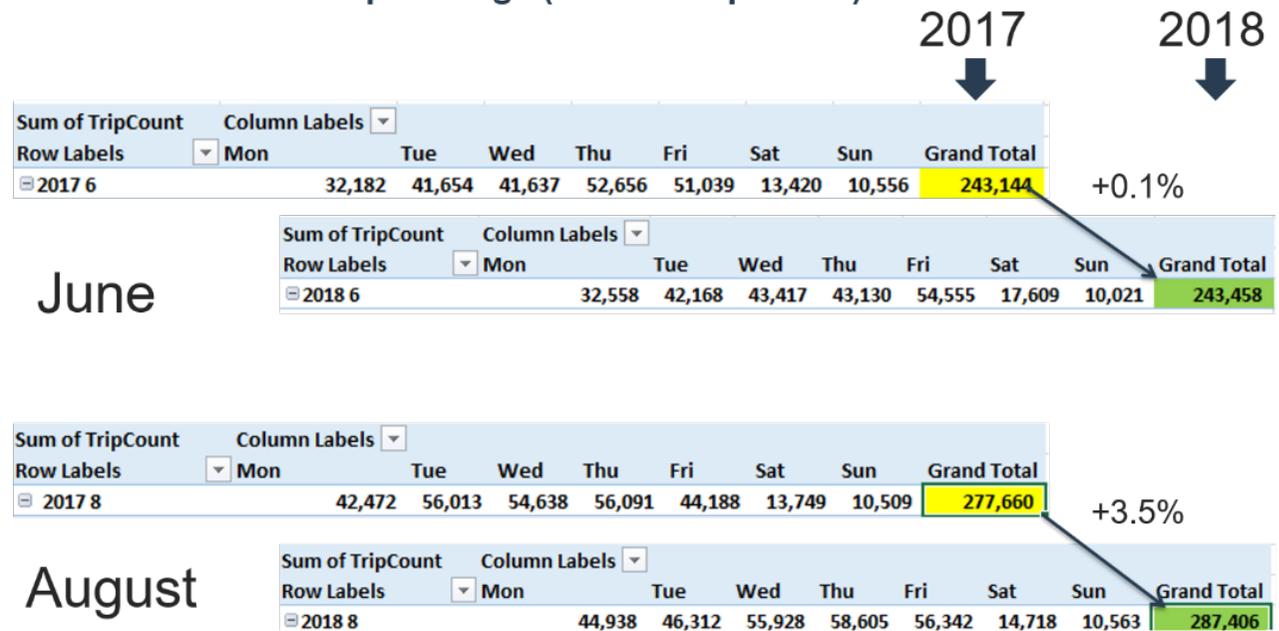
- Early morning (7.00am) T1 lane journey time increased to 13.0 minutes, from 11.3 minutes in June (as expected, reflecting people leaving earlier to 'spread the jam').
- The number of 15-minute blocks above 20 minutes T1 lane journey time fell from five to four (as expected, reflecting reductions in peak journey time by re-moding and re-timing travel).
- In summary, the VMSs created awareness of travel time difference and could facilitate behaviour change in a car user's decision to continue their journey, react immediately or react over time.

Reported, positive aspects of the VMSs include –

- they provide estimated travel times
- they display clear information
- the information is helpful to drivers
- they encouraged bus use and carpooling

At the request of the Travel Demand team, BT has now installed its Automatic Number Plate Recognition (ANPR) journey times technology on the heavily congested Esmonde, Manukau and Pah Roads, ready for future projects. This will enable live calculations of journey times on these routes. The team is also working with the Network Management and Safety team on the feasibility of deploying the Journey Times analytics along Tamaki Drive.

Trial outcomes – bus patronage (direct comparison)



Business Technology Expo



The second BT Expo of 2018 was themed ‘How technology can improve safety’. The centrepiece was a mini Smart-Street, including a smart pedestrian crossing, which captured the attention of the approximate 600 people who visited. Technologies demonstrated included thermal imaging, electronic information displays, mobile wayfinding apps, variable message and speed control signs – modelled to show how they could be deployed around the city to help guide pedestrians and traffic. The red and green-lit movement detection tile at the crossing was a highlight.

Other displays at the event included:

CCTV Analytics – showing AT’s red light cameras and how they automatically capture the number plates of vehicles running red lights at intersections around the city.

Audio Announcements on Trains – initially promoted as an aid for visually impaired rail passengers, the technology is now in use to provide accurate train arrival and departure announcements at stations, to benefit all passengers. The booth had a live

display of the audio and visual announcements at Britomart Station.

The **Virtual Reality Driver Training** booth featured four sets of Virtual Reality goggles and the AT driver training module for young drivers. This interactive booth proved a hit, with a queue of people waiting to use the headsets.

Power BI (Business Intelligence) Reporting demonstrated the powerful, information-rich reporting for Health & Safety incidents throughout AT, plus other enterprise-wide reporting initiatives created in-house.

The **Geographic Information Systems (GIS)** team demonstrated how AT can visually display data from different types of incidents, for example, or road works, to show accident blackspots on AT’s network. By displaying event information on a map (spatially), it is easy to amalgamate data and provide evidence to drive decision-making.

Visitors included AT staff and Executives, Councillors and Local Board members, NZ Transport Agency staff, and a representative from the Mayor’s office.



Red Light Runners

CCTV Analytics have been introduced at three more sites across Auckland – an Onewa Rd pedestrian crossing, the intersection of Hobson and Wyndham Streets, and the intersection of Great North Road and Rata Street. Two further sites, a second Onewa Rd pedestrian crossing and the intersection of Union and Nelson Streets, are in development, bringing the total number to seven. Offenders are now split into three categories, based on how long after the red light was activated that they entered the intersection.



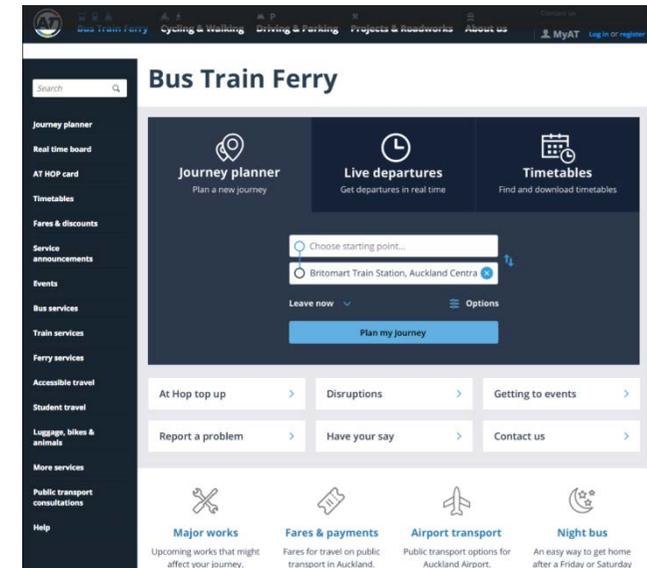
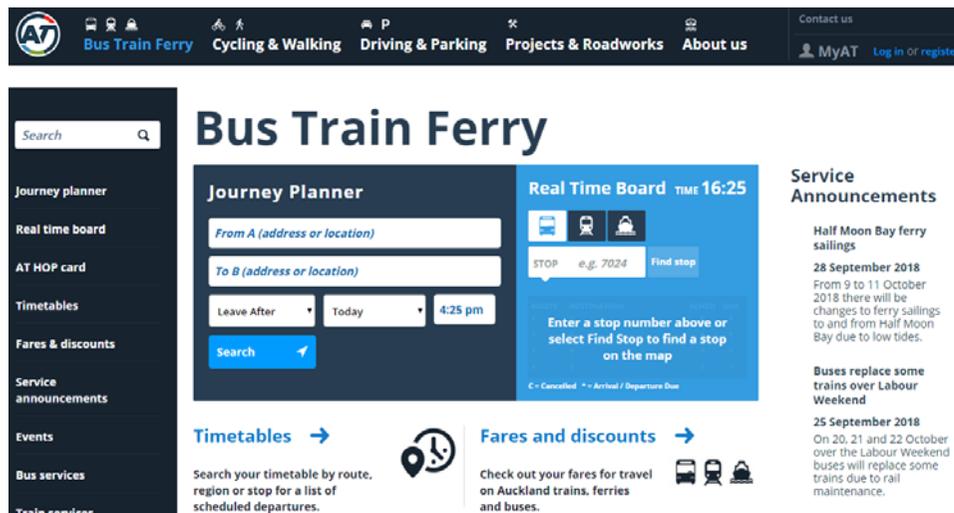
AT Website

Bus Train Ferry: Work has focussed on renewing the *Bus Train Ferry* page on the AT website to make it easier for customers to navigate the various wayfinding options and find the information they need. The redesign aligns with new design standards. The new page will be available to the public in November.

The website Content Management System (Umbraco) is undergoing an upgrade to the latest version, which will enable the AT web content management team to update web content more efficiently. User acceptance testing is underway and will be completed in November.

Image left – the old Bus Train Ferry web page

Image right – the new Bus Train Ferry web page



Road Safety

The Road Safety team continued delivery of planned road safety activities in partnership with NZ Police. The Accelerated Road Safety Infrastructure Programme for 2018/2019, including speed management, continued to be a focus.

Planning and engagement included a number of activities focused on the road safety challenge:

- Speed management:
 - A delivery timeline plan is in place and all technical investigations are well underway and on track.
 - The draft City Centre speed management plan has received some media coverage, and as expected, has generated good debate among stakeholders and the general public.
 - National alignment conversations continue with Ministry of Transport (MoT) and the NZ Transport Agency (NZTA)
 - The proposed Speed Limit Bylaw is being drafted and a Statement of Proposal for consultation of the Bylaw will be submitted to the November AT Board meeting for Board resolution prior to public consultation.
 - A region wide speed management campaign began October.
- The Tamaki Makaurau Leadership Group met, continuing to drive the joint partner response to the road safety crisis. Agenda items included red light safety cameras, tasking and coordination of road safety activities between partners and establishing an external stakeholder reference group.
- AT and NZ Police continued presentations to another four Local Boards highlighting the road safety issues in their area, along with AT's increased investment plans, including the introduction of speed management programmes.
- Similar road safety presentations were also delivered to the City Centre Advisory Board and the Automobile Association's Regional Council Committee.
- The Road Safety Programme Business Case (PBC) continued, with work on the strategic case commencing in September.
- National Road Safety Strategy reference group stakeholder meetings, led by MoT, have begun, with representatives from AT included in the Safe Speed, Infrastructure, Design and Planning, and Road User Safety focus areas. Input from these areas will be fed into the development of the national strategy.
- The exploratory phase of the Safe System Organisation Change project has identified potential strategies to embed a Safe System mind-set in business as usual practices at AT. These will be developed through to a proposed set of actions to be presented to the Board and Executive Leadership Team for their feedback in late November.
- A road safety presentation was delivered to the Auckland Council Planning Committee. This presentation, delivered by AT Board Chair Lester Levy and AT Chief Executive Shane Ellison, outlined Auckland's road safety crises, international best practice, delivering bold and positive change with partners, speed management and using the fuel tax to save lives.
- Meetings continued with NZ Police National Headquarters and NZTA to discuss enforcement in Auckland and seek greater alignment.

Education activities

SOLVE IT Programme

Solve It is a two-week programme run by the Centre for Innovation and Entrepreneurship at the University of Auckland. The programme takes participating students on an experiential learning journey using design-led thinking and lean methodology to solve a challenge that a New Zealand business or organisation is currently facing.

AT posed them a problem: currently less than 2% of New Zealand high school students ride bikes to class. Therefore AT is looking for new ideas to encourage high school students to think about cycling options to get to and from school.

Out of approximately 100 participants, 30 worked on the AT cycling challenge.



Solve it participants presenting their ideas

Winter Wizard Walkers

Pedestrian safety is a high priority in the Auckland region with an upward trend in road deaths and serious injuries (DSI) over the past five years from 91 in 2013 to 131 in 2017. Children are at increased risk of being injured whilst walking as they lack the cognitive abilities to accurately judge vehicle speeds and distance to cross the road safely. The opportunity to advance children's road safety skills is present when children are supervised by an adult.

The Travelwise and Walking School Bus (WSB) programmes have an important role in improving pedestrian safety around schools, increasing walking to school, instilling lifelong pedestrian safety skills and reducing morning vehicle congestion.

During winter months WSB numbers tend to drop off, often due to wet weather. To minimise the drop in numbers, the WSB team delivered the Winter Wizard Walker promotion to maintain existing buses and add new WSB routes to the programme.

The Winter Wizard Walker promotion ran for eight weeks. A competition was created and winning entries received a surprise visit from our new Winter Wizard mascot, who delivered winter themed goodies to the children and parent volunteers. More FM was used to advertise and raise awareness of the Winter Wizard Walker promotion and eight deserving schools received a visit from the More FM hot chocolate van.

So far there have been more than 35 Winter Wizard Walker activations with over 750 children involved. An evaluation will assess customer satisfaction and the number of new WSB routes to have joined as a result of the promotion.



Winter Wizard Walkers at Willowbank Primary

Licence Controller Qualifications

Alcohol related road deaths and serious injuries increased 83% from 101 in 2016 to 185 in 2017 after a relatively stable four year period.

AT ran four Licence Controller Qualification (LCQ) courses in Manukau, North Shore, Waitakere and Pukekohe. These courses were aimed at non-profit clubs and organizations who serve alcohol to the public.

The course covered the Sale and Supply of Alcohol Act 2012. Over 80 people attended the four events to learn about the responsible serving and selling of alcohol. These courses aim to have more responsible bar managers who can encourage patrons to switch to non-alcoholic beverages and find alternative transport home if they have been drinking. This will contribute to the region wide education and events programme that aims to reduce alcohol related death and serious injury crashes on Auckland roads.

Great feedback was received and participants are already booking on courses in 2019. The LCQ has not only reached the course attendees but also those influenced in the wider community by those that now have their LCQ.

Enforcement

Safety Cameras

A further six red light safety cameras were installed at the following locations:

- Great South Road and Cavendish Drive – two sites
- Te Irirangi Drive and Accent Drive – two sites
- Great North Road and Rata Street
- Great South Road and Reagan Road

The new cameras are fully operational and can be enforced by NZ Police on a rotational basis.

Camera	Location	Time Period	Total Vehicles	Total Offences	Enforcement October 2018
ATR001	Esmonde Rd	21 Jun to 7 Sep	149,361	3,323	Further investigation required
ATR002	Oteha Valley Rd		415,142	857	Yes
ATR003	Lincoln / Te Pai		26,000	87	
ATR004	Lincoln / Swanson		408,153	102	

Camera	Location	Time Period	Total Vehicles	Total Offences	Enforcement October 2018
ATR005	Blockhouse/New Nth	6 – 17 Sep	815,115	650	Yes
ATR006	Ponsonby Rd K' Rd		898,602	454	Yes
ATR007	Great South Road SB, Cavendish Drive		85,326	132	
ATR008	Great South Road NB, Cavendish Drive		117,597	148	Yes
ATR009	Great South Road, Reagan Drive		130,468	185	Yes
ATR010	Te Irirangi Drive SB, Accent Drive		147,299	60	
ATR011	Te Irirangi Drive NB, Accent Drive		117,696	38	
ATR012	Great North Road, Rata Street		128,904	145	Yes

AT have been invited to participate in the Average Speed Enforcement Project (Point to Point) Working Group meeting along with NZTA and NZ Police. This working group is investigating the different technologies available, the legality of point to point, how the cameras can be enforced and how the works can be procured. The working group will be presenting their progress to AT in October.

DSI Update

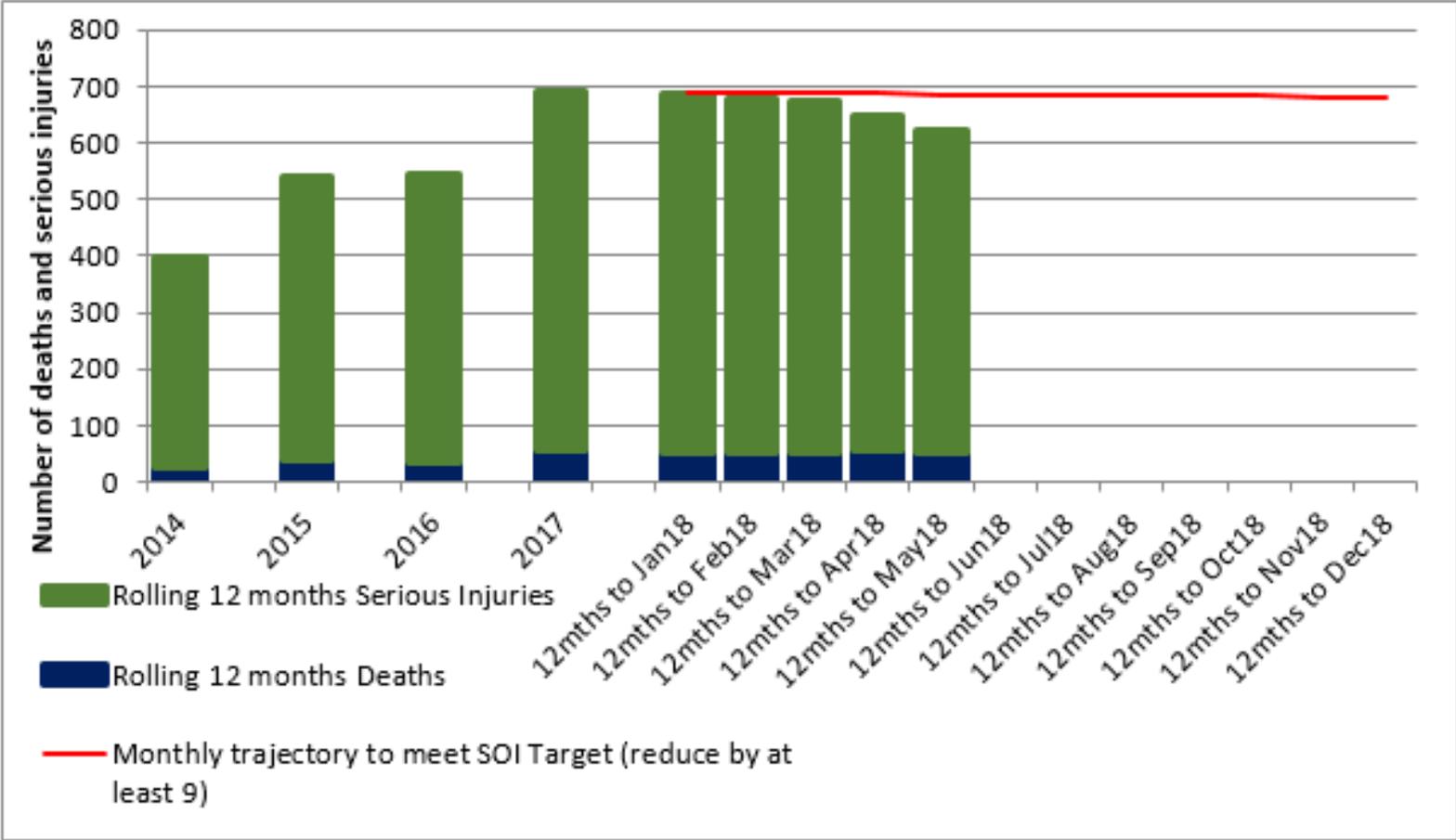
Local Road Death Investigations 2018

The 12-month rolling total for local road deaths and serious injuries (DSI) to May is 620. Which is 3% lower than the same period the previous year.

For the 12 months rolling to the end of May, local road deaths have increased by 11% (from 46 to 51) and local road serious injuries have decreased by 4% (from 593 to 569).

During the month of August, there were two deaths recorded on local roads. A vehicle vs vehicle collision in Franklin, on a 100km/h road resulted in the death of a 57 year old male driver. An 81 year old female pedestrian was killed after being hit by a vehicle on a 50km/h road in Waitemata.

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



Auckland Road Safety Performance Summary by Focus Areas

The table below shows the five year DSI trend across the focus areas of the Road Safety Infrastructure and Behaviour Change Programme. The five year DSI trends for All Roads (including State Highways) are indicated as worsening against the 2008-2012 baseline for all of the focus areas. Please note that one DSI can appear in multiple focus areas i.e. a serious injury on an urban road involving speed, alcohol and Maori young driver.

Auckland Road Safety Performance by Safe System Focus Areas 2013 to 2017 (worsened 2017 performance in yellow as at 30.04.2018)								
	Year	2008-12 Baseline	2013	2014	2015	2016	2017(% change)	5 year trend (against baseline)
Overall Safe System Indicators								
Road deaths		53	48	36	52	46	64 (39%)	UP
Road deaths & Serious injuries (DSI)		501	486	483	620	664	813 (22%)	UP
Extra Focus Areas								
Intersection DSI		183	159	181	218	227	268 (18%)	UP
Local Urban Roads DSI		336	346	330	442	442	569 (29%)	UP
Local Rural (open) Roads DSI		89	85	70	100	113	121 (7%)	UP
Pedestrian DSI (includes wheeled pedestrian)		80	91	91	121	112	131 (17%)	UP
Motorcycle & moped DSI		82	76	96	114	139	167 (20%)	UP
Speed-related DSI		115	112	116	163	136	214 (57%)	UP
Continued Focus Areas								
Alcohol/Other drug related DSI		128	110	92	111	113	197 (74%)	UP

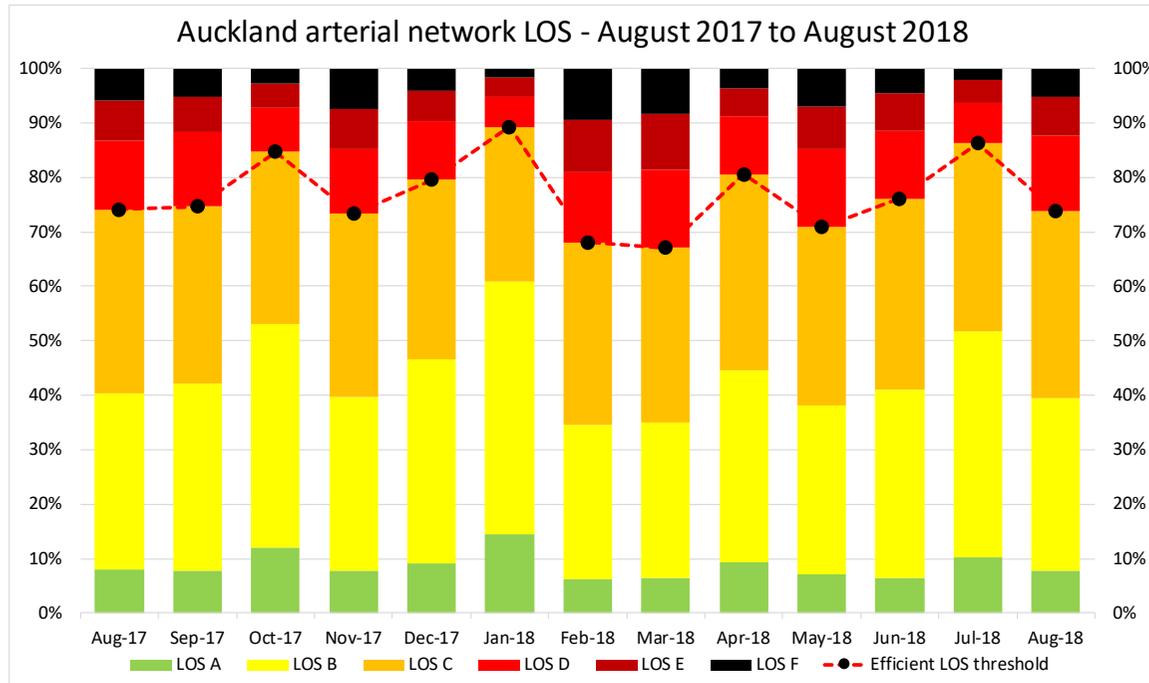
Young driver DSI (16 to 24 years)	62	57	55	59	73	96 (32%)	UP
Cyclist DSI	36	40	41	55	41	55 (34%)	UP
Emerging Focus Areas							
Older road user DSI (75 years plus)	25	27	28	39	33	41 (24%)	UP
Fatigue-related DSI	30	19	29	28	28	33 (18%)	UP
Distraction-related DSI	47	36	49	55	55	64 (16%)	UP
Maori DSI	75	54	60	91	97	118 (22%)	UP

Walking & Cycling

The Walking & Cycling team were involved in ten events in September. Four of these events revolved around Parking Day and World Car Free Day on the 21 & 22 September for which Walking & Cycling staff empowered, supported, and enabled community organisations to deliver their events with a focus on promoting cycling as a safe, viable alternative to driving a single occupancy vehicle.

A further two events were delivered at the Mangere Refugee Resettlement Centre where every eight weeks, 180 new refugees are introduced to bikes as an inexpensive transport option for their new life in New Zealand.

Network Performance



In August 74% of the network operated at good levels of service (LOS A-C). This is 12% lower (worse) than last month largely due to the reduced operating speed on the network affected by the return of schools trips in August. Congestion levels were the same as August 2017. In general terms, the network has had similar travel experience to last year, and highlights the effect of the Waterview Connection in offsetting the previous trend of 2-3% increase in congestion levels per annum.

The Regional Fuel Tax was introduced in July. There is currently no evidence of any driver behaviour change in correlation to the operating performance of the network and therefore levels of congestion.

Network Optimisation – Network Improvement Programme

AT engaged with the East Tamaki Business Association and the Manurewa Local Board to present some of the investigations that are being undertaken, as well as areas that they believe require AT's attention. Some of the locations that were discussed include:

- Hill Road Corridor between Grand Vue Drive and Stratford Road
- Kerwyn Avenue / Lady Ruby Drive / Springs Road intersection improvement
- Cryers Road / Trugood Drive intersection improvement
- Roscommon Road merging improvement

The above locations are at various stage of investigation.

Other investigations and activities the team has also been involved in this month include:

- Refine the methodology for congestion “hot spots” identification and potential up-comers;
- Three roundabouts have been identified for further investigation for metering opportunities, including:
 - Apollo/Orbit Drives and Antares Place
 - Portage Road/Bolton Street
 - Margan Avenue/Rankin Avenue
- Whangaparaoa Road Stage 2 investigation – this includes design of share paths and pedestrian crossings along Whangaparaoa Road
- Updated list of sites that warrants for signalisation using the latest available traffic counts data

One project is currently under construction:

- Upper Queen/Canada Streets pedestrian crossing. Construction is programmed for completion by early November.

Network Optimisation – Routine Traffic Signal Optimisation

Routine traffic signal optimisation continued through August as part of the third year of the optimisation programme. Traffic signals are optimised in alignment with the Network Operating Plan. This reflects strategic multi-modal intent and the Auckland Plan, with a view to achieving the best operational outcomes with the existing road layout.

During August, optimisation commenced for the following routes:

- Rosebank Road between Jomac Place and Great North Road
- Gillies Avenue between Teed Street and King George Avenue
- Lake Road between Allenby Avenue and Como Street
- Esmonde Road between Lake Road and Akoranga Drive
- Walmsley Road, Favona Road, James Fletcher Drive, Kaka Street (between the SH20 Interchange and Walmsley Road)
- New North Road between Alberton Avenue and Sandringham Road
- Airport Route between SH1 Gillies Avenue Interchange and Manukau/Pah Roads
- New Lynn Town Centre

The impact on travel time for some recently optimised routes has been measured, comparing 2018 with 2017. Despite an increase in network demand as a result of traffic growth, travel time along Constellation Drive was maintained for both directions during the morning peak. For the evening peak, travel time was shown to improve. Great South Road showed an improvement for southbound travel during the evening peak, whilst the morning peak was able to be maintained.

In addition to ensuring the signal control system is well-configured, the traffic signal hardware also needs to function correctly. Faulty detectors on the network adversely impact the systems' ability to adapt to changing traffic conditions which can lead to efficiency loss, increased travel times and negative customer feedback. Routine signal optimisation therefore plays a critical function in ensuring that hardware faults are identified early and are promptly rectified. Areas of the network that are particularly congested can be quickly identified using specialised software tools and CCTV. Opportunities and recommendations for potential physical works improvements to intersections and corridors are also identified through the signal optimisation process.

Network Optimisation / Travel Demand – Behaviour Change

During August, and combined team comprising Brand, Marketing and Design, Customer Insights, Business Technology and NMS, conducted a travel demand campaign/trial in the area around Onewa Road. The purpose of this campaign was to inform residents in this area of travel options available to them and specifically to promote:

- The use of bus services and ridesharing (Re-mode), given the travel time benefits of the T3 lane on Onewa Road, and
- Consideration of travelling outside of the peak periods if driving (Re-time), given the benefits in travel time savings when doing so.

The campaign began with the mail-drop of a brochure to some 15,600 residents promoting and quantifying the benefits of these travel options. The brochure also encouraged people to go online to take a 'travel survey', with the incentive to win one of five AT HOP cards loaded with \$100. Some 440 people took the survey which provided useful information on current travel behaviour. Information of benefits was also placed on Adshel bus shelters along the route, and during the campaign itself additional Variable Message Signage (VMS) were deployed to increase exposure of the campaign to pass-byers. The campaign also tied into Integrated Networks 'Go' campaign.

A post implementation survey confirmed that 10% of respondents who saw the signs did something different to their commute. This is a significant benefit to the campaign. By way of comparison, during school holidays there is typically a 15% reduction in the number of vehicles on the network, resulting in lighter traffic conditions. The survey results suggests a reduction in peak travel demand approaching this.

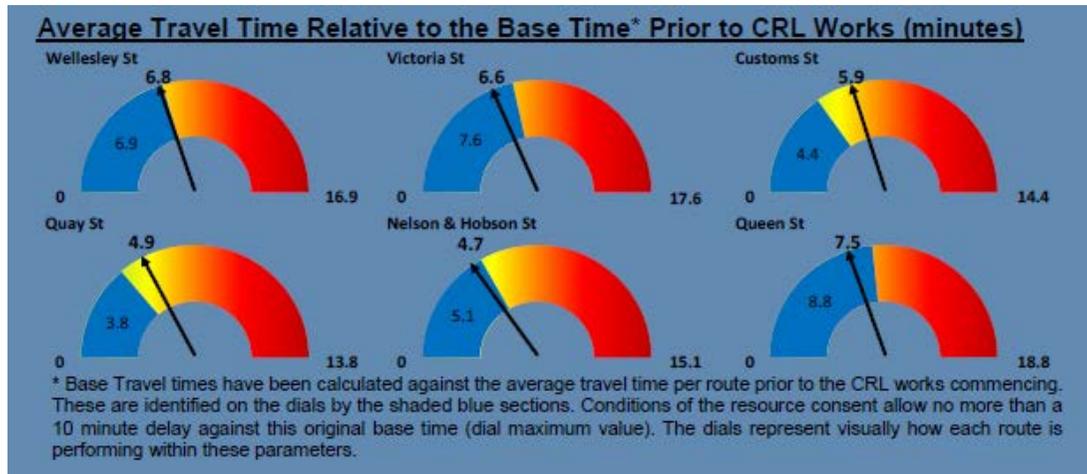


City Centre Network Operations Update

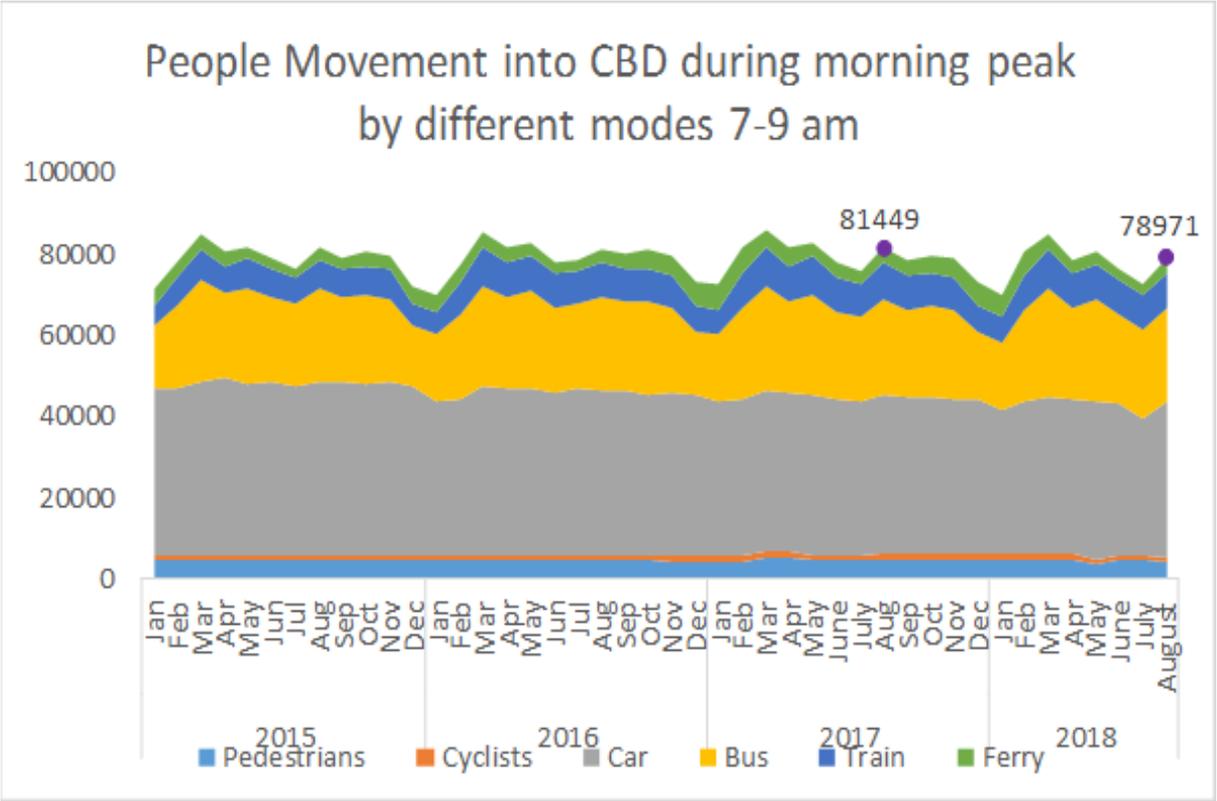
The City Centre Network Operations (CCNO) Team have been actively monitoring and managing the network. Projects included:

- Planning stages of the Quay Street Seawall works, as well as co-ordinating all the potential works due to commence over the Christmas holiday period that will include major works on Quay Street. More details will be provided in future updates
- The Daldy Street AT Streetscape works commenced on 17 September. Access to Gaunt Street East/West movement will be maintained throughout this time. Active monitoring and signal phasing will be adjusted especially during peak travel times to help with priority of AT Metro Services

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



It is estimated that on average **78,971** people travelled into the City Centre during the morning peak period (7-9am) in August. The number of people entering the city centre continues to be comparable to last year.



Planning and Consenting Update

Notices of Requirement, Consents and Archaeological Authorities

Lodged Applications in September 2018

- Six packages of Resource Consents
- One Outline Plan of Works (OPW) for Albany Bus Station
- One Archaeological Authority with Heritage New Zealand Pouhere Taonga for Waller Street Stabilising Retaining Wall
- One NoR and Consents package (Matakana Link Road)

Targeted to be lodged within the next three months

- Two NoR's
- 11 Projects for Resource Consent
- Three OPW's
- One Archaeological Authority with Heritage New Zealand Pouhere Taonga

Public Notifications and Hearings

- Quay Street seawall upgrade (Queens Wharf to Marsden section) notification has closed with 18 submission received (17 in opposition, one in support).

Decisions/Approvals

- One OPW - Albany Bus Station Additional Parking
- Six Resource consents packages granted

Environment Court Appeals

- Silverdale Park and Ride decision in favour of AT.

Land Acquisitions

Six unconditional agreements signed in Sept 2018: Mill Road (2), AMETI (2), Lincoln Road (1) and Regional Safety Programme (1) Total costs incurred for the month were \$6.96m. YTD 14 property agreements have been signed and settled at a cost of \$15.65m.

Major Projects - Design and Construction

Project Name	October Status	Overall Comments	Current Phase	% Phase Completed	Status (This Period)					
					Zharm	Budget	Milestones	Stakeholders	Consent	Property
Public Transport										
Eastern Busway 1 (Panmure to Pakuranga)		The Notice of Requirement (NoR) appeal hearing was completed and formal NoR approval has been granted. Request for Tender for the main physical works contract was issued on 15 August 2018. The Panmure Busway Bridge and Mahi Toi artistry designs are ongoing. Demolition works and archaeological investigations are continuing at Mokoia Pa. Important discoveries continue to be made, with estimated completion now November 2018. EB1 construction is due to commence on site in March 2019 with award of the physical works contract in December 2018.	Design	98%						
Eastern Busway 2/3 (Pakuranga to Botany including Bus Station and Flyover)		Ongoing design refinement of preferred concepts continues with an intended design freeze early in 2019 to allow the preparation of the Assessment of Environmental Effects and lodging of a Notice of Requirement mid-2019. Final affected landowner consultation has been completed and public consultation is ongoing. General community engagement is ongoing.	Investigation	32%						
Eastern Busway 4 (Botany Interchange)		The Single Stage Business Case process has commenced and refinement of the long list of options to a short list has been completed. This project is expected to be moved from Planning and Investment to the AMETI team by the end of 2018	Investigation	5%						
Sylvia Park		Traffic modelling to better assess the impacts of Kiwi Property's development plans on the bus link and the impacts of AT's design on the Sylvia Park SH1 interchange is ongoing. The work will also inform negotiations with Kiwi Property and a planned business case re-refresh and NZTA funding subsidy application. The impact of the uncertainty of the effect Kiwi Property's development plans created uncertainty for milestones, consents and property impacts.	Investigation	75%						
Downtown Infrastructure Development Programme		<p>Quay St West Streetscape The concept design phase has been completed. The required gateway approval will now be sought before progressing to the preliminary design phase. A resource consent application is scheduled to be lodged in November/December 2018, with the first stage of construction work starting in March 2019.</p> <p>Britomart East Bus Interchange A short list of options is being analysed to allow the preferred option to be agreed. The concept design phase is scheduled to be completed by December 2018 followed by the developed design early in 2019. A resource consent application is scheduled to be lodged in May 2019, with the first stage of construction work starting in January 2020.</p> <p>Galway St Upgrade This project involves the upgrade of Galway Street into a shared space (between Commerce and Gore Street). The concept design phase has been completed. A resource consent is not required with construction work starting in March 2019.</p> <p>Quay St Seawall Seismic Strengthening The resource consent application for construction of a 'palisade wall' on the north side of Quay Street, between Queens Wharf and Marsden Wharf, was notified on 20 August 2018. Granting of the consent is expected in February 2019, with construction work starting shortly after this date. The methodology selected for the remaining sections of seawall (between Princes Wharf and Queens Wharf) was recently changed to 'jet grouting', as it is less disruptive, quicker and has greater flexibility when working around existing underground utilities. Consent for these sections of wall is expected in July 2019.</p>	Investigation	90%						

Project Name	October Status	Overall Comments	Current Phase	% Phase Completed	Status (This Period)					
					Zharm	Budget	Milestones	Stakeholders	Consent	Property
Downtown Infrastructure Development Programme		<p>Ferry Basin Redevelopment, Stage 1 (relocation of Pier 3 & 4) Stage 1 work involves installing six new ferry berths along the length of Queens Wharf West (in a 'sawtooth' configuration) to replace existing Piers 3 & 4, which need to be removed from the southern end of the Ferry Basin to make way for the new Downtown Public Space. Consent approval is expected in April/May 2019, with construction work starting shortly after this date. Stage 2 of the Ferry Basin Redevelopment will be progressed after AC36 and APEC in 2021.</p> <p>Mooring Dolphin Panuku lodged a resource consent application for the proposed Mooring Dolphin at the northern end of Queens Wharf on 13 July 2018. Consent is expected in early 2019. The project team will now progress detailed design and incorporate construction of the Dolphin into an integrated package of marine construction work.</p> <p>Quay Street Waterfront Park The proposed public space, located at the southern end of the Ferry Basin and supported by a wharf structure, will be delivered in two stages. One prior to and the other immediately after AC36 and APEC in 2021. A resource consent application is scheduled to be lodged in December 2018, with construction work starting in early 2020.</p>	Investigation	90%						
FN32 East West Bus Network		Part of this project has been constructed with the remainder being rolled out in stages which are still in design. Design for the Church Street/Meadow Street/Mt Wellington Highway cycleways and transit lanes is proceeding. Negotiation has begun to acquire property to allow space for a shared path along Church Street. Discussions have begun with the Integrated Corridor Delivery Programme working group, regarding the planned Massey Road works. Discussions with Watercare to reach a legal agreement for AT works on the Church Street/Meadow Street footbridge have yet to reach agreement.	Construction	60%						
Northern Busway Extension Stations (Rosedale and Constellation)		Detailed design for the existing Constellation Bus Station upgrade has been completed. The new Rosedale Bus Station, SH1 bridge replacement and Alexander Underpass is currently in the detailed design phase. The updated cost estimate for the Rosedale Bus Station is higher than previously estimated. Value engineering is underway to reduce the cost.	Design	70%						
Parnell Train Station		<p>The Carlaw Park accessway has been built and awaiting Council sign off before opening to the public.</p> <p>The additional platform space has been built with minor remedials to be undertaken prior to Council sign off and opening to the public.</p> <p>Remaining work includes the installation of a ticket gate line with canopies and this is expected in February 2019. This delay is due to limited options for ticket gate shelter supply.</p> <p>Discussion with Summerset Homes and the anticipated realignment of the Station access road and provision of a new underpass has continued. Summerset Homes are currently finalising their concept design for their retirement home and investigating the underpass. They indicated an interest to build during the 2019 Christmas block of line.</p>	Construction	95%						
Pukekohe Bus-Rail Station Upgrade		The Bus Station, Park and Ride, upgraded platforms and overbridge are all operational. Final Council statutory sign off is in process. Minor works in the road corridor to increase parking is being developed to close out the project.	Construction	99%						

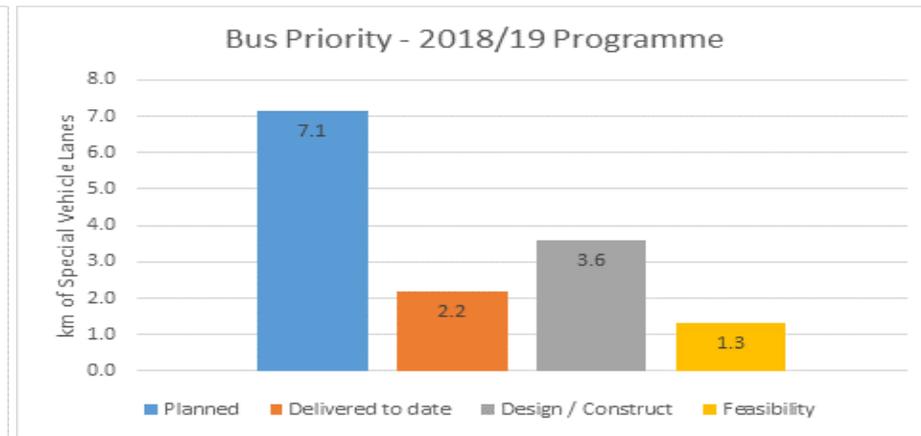
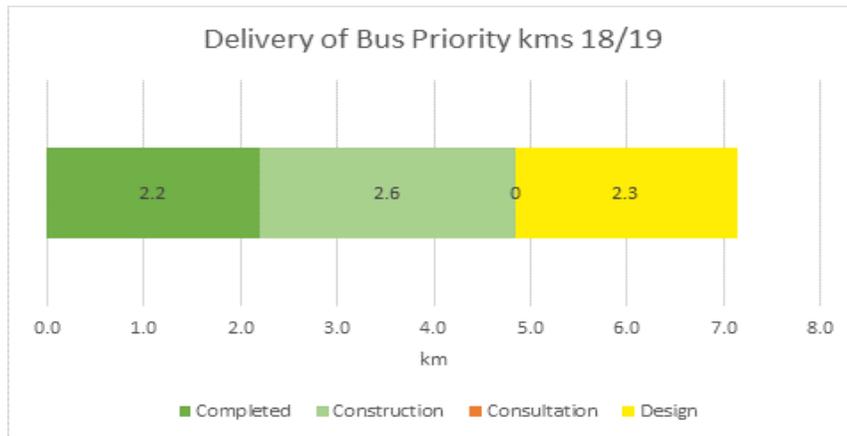
Project Name	October Status	Overall Comments	Current Phase	% Phase Completed	Status (This Period)					
					Zharm	Budget	Milesto	Stakeho	Conser	Proper
Rail Pedestrian Crossing Separation		All sites on the Western Line Pedestrian Gating Programme (Phase 1A) have been completed and commissioned. Signalling design works for Phase 1B on the Western Line (St Georges, St Judes, Chalmers and Portage Road) and on Phase 2 of the Southern Lines (Te Mahia, Spartan Road, Takanini, Taka Street, Manuroa Road, Walters Road and Tironui Road) have also been completed. Civil concept design for Phase 1B on the Western Line has been completed and being prepared for Phase 2 on the Southern Lines. The project team is currently planning forward works to start with construction work in late December 2018.	Design	90%						
Takanini and Te Mahia Station Upgrades		The station shelters are being installed onsite with new lighting, CCTV and PA for the platforms. Shelter works are planned for completion in November 2018.	Construction	80%						
Roading										
Lincoln Road - Corridor Improvements		The detailed design and property acquisitions are progressing. There are some challenges to reduce private property impacts, AT is investigating options to either rescope the project or engineer a solution to address the issues. These issues may also have an impact on the approved project budget.	Design	20%						
Franklin Road		Physical works continue to progress for the section from Victoria Street to Wellington Street (Phase1). These works are planned for completion by late November.	Construction	40%						
Tamaki / Ngapipi Intersection		The intersection construction is complete and the intersection is operating well. Maintenance work on the Ngapipi bridge is complete.	Construction	100%						
Matakana Link Road		The updated Notice of Requirement and Resource Consent documents have been lodged with Auckland Council and notification is proposed by the end of 2018. NZTA funding has been confirmed. The detailed design professional services contract has been awarded. The local MP and Councillor have expressed concern over the decision to stage the work.	Investigation	95%						
Drury South Spine Road Development		Slow progress was made on the bulk earthworks and major drainage contract over winter. Monitoring of the fill settlement is now ongoing. The physical works construction of the new Spine Road has focussed on the new roundabout at the Ramarama motorway interchange which will be completed in November 2018. The construction of the section of the Spine Rd heading north from the roundabout started in mid October 2018. Overall project completion is now expected in April 2019.	Construction	45%						
Wynyard Quarter – WQ Central Package		Construction works continue along Daldy Street, primarily consisting of ground works, stabilisation and utility upgrades.	Construction	5%						

Project Name	October Status	Overall Comments	Current Phase	% Phase Completed	Status (This Period)					
					Zharm	Budget	Milesto	Stakehc	Conser	Proper
Growth										
Albany, Dairy Flat Highway Improvements		AT has investigated a long list of options. The next step is to identify the emerging preferred option and apply for the required funding. Cost estimates for the shortlisted options indicate a budget shortfall of \$10m to \$15m.	Investigation	95%						
LRGF - South (Hingaia)		LRGF projects are progressing well. A new contractor has been appointed to complete the first stage of Hingaia Road widening and signalisation of the Hingaia-Papaka-Kahunui intersection. The other two projects are in the design phase and are planned for construction in the 2019/2020 construction period.	Design	40%						
LRGF - North (Albany, Medallion Drive Link)		The updated construction cost estimate is higher than the approved budget by \$5m to \$6m based on 90 percentage design. Design optimisation is underway. Resource consent has been lodged. Detailed design to be completed by January 2019. Property negotiations are ongoing.	Design	90%						
LRGF - Huapai		AT has been unable to reach agreement with NZTA and Kiwirail on the design. This has resulted in significant delays and potentially higher cost outcomes. This is affecting the ability of the developer to progress their full development.								
LRGF - North (Albany, Gills Road Link)		The draft specimen design is now complete. A value engineered option has also been developed. The cost estimate is higher than the approved budget. Additional funding approval process is underway. The consent application and property negotiation with Council (Parks) are progressing.	Design	98%						
Cycling										
K Road Cycleway/Streetscape		Detailed design is being finalised and procurement for a physical works contract has started. Construction start is planned for February 2019.	Design	95%						
New Lynn to Avondale Scheme C/Way		Detailed design is progressing. The unexpected complexity of building this in and crossing the rail corridor has added significant time and cost. Kiwirail discussions are ongoing regarding lease agreements and design approvals for the use of the rail corridor.	Design	90%						
Glen Innes to Tamaki Drive Scheme C/Way		Section 2 (St Johns Road to Meadowbank Train Station): Closing out design issues and negotiating land owner agreements with KiwiRail, Watercare, LINZ and Auckland Council. Further public consultation is being undertaken which started in October. Section 3 (Orakei Basin boardwalk is being managed by New Zealand Transport Agency): Currently under construction. The Transport Agency are investigating and consulting on options for a replacement handrail installation. This has attracted a great deal of stakeholder attention both for and against change. Section 4 (Orakei Basin to Tamaki Drive): Design is progressing. This is a joint project with NZTA. Reconsultation has been requested by NZTA.	Detailed Design and Construction	84%						
Victoria Street Cycleway (Beaumont to Hobson)		Preliminary results of the urban design review have been received and traffic modelling completed to understand the likely impact to operations. AT's internal review is in progress to confirm any additional design requirements.	Design	90%						
Westhaven to CBD Cycleway		Developed design commenced in October on an integrated streetscape/cycleway option, with completion expected early 2019. Detailed design to be completed early Q2 2019 calendar year.	Design	78%						
Quay Street Cycleway (Plumer Street to The Strand)		This project is now complete.	Construction	100%						

Project Name	October Status	Overall Comments	Current Phase	% Phase Completed	Status (This Period)					
					Zharm	Budget	Milesto	Stakehc	Conser	Proper
Tamaki Drive Cycle Route (The Strand to Ngapipi Bridge)	Orange	The detailed design for the Tamaki Drive Cycle route is progressing. The design for the Solent Street intersection still needs to be closed out with key stakeholders including Ports of Auckland and National Road Carriers. The resource consent application was lodged in September 2018 and construction is expected to start in early 2019 for the section excluding the Solent Street intersection until design issues have been resolved with key stakeholders. Agreement has not been reached with Ports of NZ Road carriers on the Solent St intersection. This work is ongoing and will be completed only after that is finalised.	Design	64%	Green	Green	Green	Orange	Green	Green
Pt Chev to Herne Bay Cycle Route	Green	The Project Control Group has endorsed the recommended option for Point Chevalier Road and short-listed options for Meola Road. Procurement of further professional services from AECOM and Boffa Miskell is in progress. Mana Whenua and the Local Board were updated in October.	Design	30%	Green	Green	Green	Green	Green	Green
Great North Road Cycle and Bus Priority	Orange	This project will now form part of the Great North Road Integrated Corridor Project. The Planning and Investment Project team is leading procurement of professional services for this project as part of the Integrated Corridor Project.	Design	25%	Green	Green	Green	Green	Green	Green
Cycle Links to Glen Innes Train Station	Orange	In September, the PCG agreed that the alternative option of raised cycleways needs to be investigated for the routes and intersections. Procurement of further professional services from the consultant to undertake the assessment of raised cycleway option is underway. This will have potential time and cost impacts.	Design	40%	Green	Orange	Orange	Green	Green	Green
Herne Bay to Westhaven Cycle Route	Green	AT sent out project update letters and plans to residents and stakeholders regarding the locations and types of traffic speed calming devices. Feedback including that from the Herne Bay Residents Association was considered and some of the suggestions will be incorporated in the detailed design. Construction is planned to start in March 2019.	Design	75%	Green	Green	Green	Green	Green	Green
Parnell to Tamaki Cycle Route	Red	The project team used a multi criteria assessment and selected a preferred design option which included urban design expectations from the community. The cost of this option is approximately \$22m against the current budget of \$7.7m. Stakeholder expectations exceed the project scope and include requests such as undergrounding of power lines.	Investigation	50%	Green	Red	Green	Red	Green	Green
Links to New Lynn	Green	Construction is now complete.	Construction	97%	Green	Green	Green	Green	Green	Green
Northcote safe route scheme W&C Stage 1	Orange	Northcote Road and Queen Street works have been completed. Construction work continues on Lake Road. Tender documents and utility service agreements are being prepared for the construction of two shared pedestrian/cycle overbridges over State Highway 1 alongside Northcote Road. During construction there have been numerous service strikes due to services originally being installed shallow and in unexpected locations.	Construction	75%	Orange	Green	Green	Green	Green	Green
Ian McKinnon Cycle Route	Green	The work is substantially complete and the opening ceremony is planned for 30 November 2018.	Construction	67%	Green	Green	Green	Green	Green	Green
Waitemata Safe Routes Scheme	Red	The updated concept plans have been presented to the Community Liaison Groups and the Waitemata Local Board acknowledging that the concept plans are aspirational and that further value engineering needs to happen to determine what is affordable in terms of managing community expectations, managing the impact to business through construction and completing the cycleways. A further period of public consultation is planned from November to early December to highlight elements of the work that need to progress. The current budget estimates for the consulted options is \$17-22m against a budget of \$7.8m.	Design	35%	Green	Red	Red	Red	Green	Green

Project Name	October	Overall Comments	Current Phase	% Phase Completed	Status (This Period)						
					Zham	Budget	Milestones	Stakeholders	Consent	Property	
Public Transport continued											
Bus Priority for Frequent Network		<p>In addition to the planning for business case and detailed design of 11 Frequent Network corridor whole of route priority, the following works are underway:</p> <ul style="list-style-type: none"> • Mount Eden Road (Grahame 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 that their works will be completed at the end of October 2018, and construction of bus lanes will commence early 2019. • Mount Eden Road (Duke Street to Symonds Street): <ul style="list-style-type: none"> o Bus stop improvements and changes to hours of operation from Duke Street to Plunket Road – Completed. o Balmoral Road intersection, bus lane and clearway hours north of Balmoral Road, and bus stop improvements in Mt Eden Village – early 2019 • Great South Road, Broadway to Greenlane: Southbound bus lane – Completed • Dominion Road, SH20 to Richardson: Southbound bus lane – January 2019 (construction to start in November 2018). • Inner Link (Parnell Road): Proposed northbound bus lane consultation and design is completed – early 2019. • Inner Link (Park Road): Proposed eastbound bus lane design is in progress. Initial consultation with key stakeholders is under way. Construction of this project will be delayed until 2020 because of a clash with the construction site for Auckland University's new clinic facility. • Pakuranga Road: Eastbound bus lane Glenmore Road to Staniland St & bus lanes & Intersection improvements at Pakuranga Road / Bucklands Beach Road – December 2018 (construction under way). • Manukau Station Road: AT are currently consulting with the NZ Transport Agency on the proposal due to the risk of impact to the SH20 off-ramp. A trial is being designed to simulate the introduction of a bus lane on this road. The trial closure of one of the traffic lanes will be implemented early 2019 to determine whether or not the congestion impact the SH20 off-ramp or not. • Crosstown routes <ul style="list-style-type: none"> o Route 75 and 650 (Crosstown 6): Mandates are currently being finalised to take relevant identified projects to detail design. o Route 66 (Crosstown 7): Mandates are currently being finalised to take relevant identified projects to detail design. o Route 670 & 68 (Crosstown 8 & 9): Project feasibility report completed 10 September 2018. Mandate to be prepared to take project to the next stage. 									

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



Assets, Maintenance & Renewals

Road Corridor Delivery

Sep-18					
Asset Renewal Activities	September YTD	September YTD	Full Year Target	Completion v.	Completion v. Full
	Actual (km)	Forecast (km)	(km)	YTD Target (%)	Year Target (%)
Pavement Rehabilitation	1.6	0	12.5	-	13%
Resurfacing	34.9	27.5	417.5	127%	8%
Footpath Renewals	28.1	15	60	187%	47%
Kerb and Channel replacement	14.1	11	45	128%	31%
TOTAL	78.7	53.5	535	147%	15%

Achievement against forecast is 147% of the YTD target with 15% completion to date against the full year target.

A good start made with the delivery of the resurfacing programme with chip sealing commencing in September. The footpath renewal and kerb and channel replacement programmes are also running ahead of programme particularly in the central and west areas.

Pavement rehabilitation projects completed last month on Te Irirangi Drive and Pinecrest Drive.

Streetlighting

In September a further 1,300 of the 70W High Pressure Sodium (HPS) lamps changed to LED luminaires. There are now 41,800 in this class of LED luminaires on the network. Investigation is continuing to establish the optimum types and quantities of luminaires required for the replacement of the 150W HPS lamps with procurement planned for later this year.

Roading Minor Capital Updates

Araparera Joint Venture Road Sealing programme – Design is progressing and tender documents are being prepared in parallel for approximately 6km of road sealing. Construction planned to begin in December 2018. The project involves nine sites with a project cost estimate of \$2.8m.

South East Hiway (SEART) – The contract awarded to Seovic for \$2m to replace 800m of barriers on the elevated section of SEART is expected to be complete by March 2019.

Seal Extension – Completion of Stage 1 of the Monowai construction 3.5km will be complete by December 2018 with Stage 2, a further 500m of more challenging terrain due in April 2019. Construction of Ngarewa Drive planned to start February 2019. Wellsford Valley Road and Ahuroa Road are also in design with construction details yet to be confirmed.

Road Safety Portfolio – Minor improvements, new footpaths and the high-risk rural programmes are on track for delivery within the 2018/2019 financial year. Professional services for the design for 66 projects has been now been procured including the Mass Action pedestrian facilities improvements identified under this programme.

Public Transport Minor Capital Updates

Downtown Ferry Terminal Pier 1B Renewal – This project is being fast-tracked with an intention to be completed before 14 December 2018 as Berth 1B is the primary berth serving all Devonport ferry services, and provides contingency berthing for other North Shore services. In the event installation is not able to be completed by the target date, the pontoon, superstructure, and canopy will be stored off site and then floated around for installation in February or March after busy summer period.

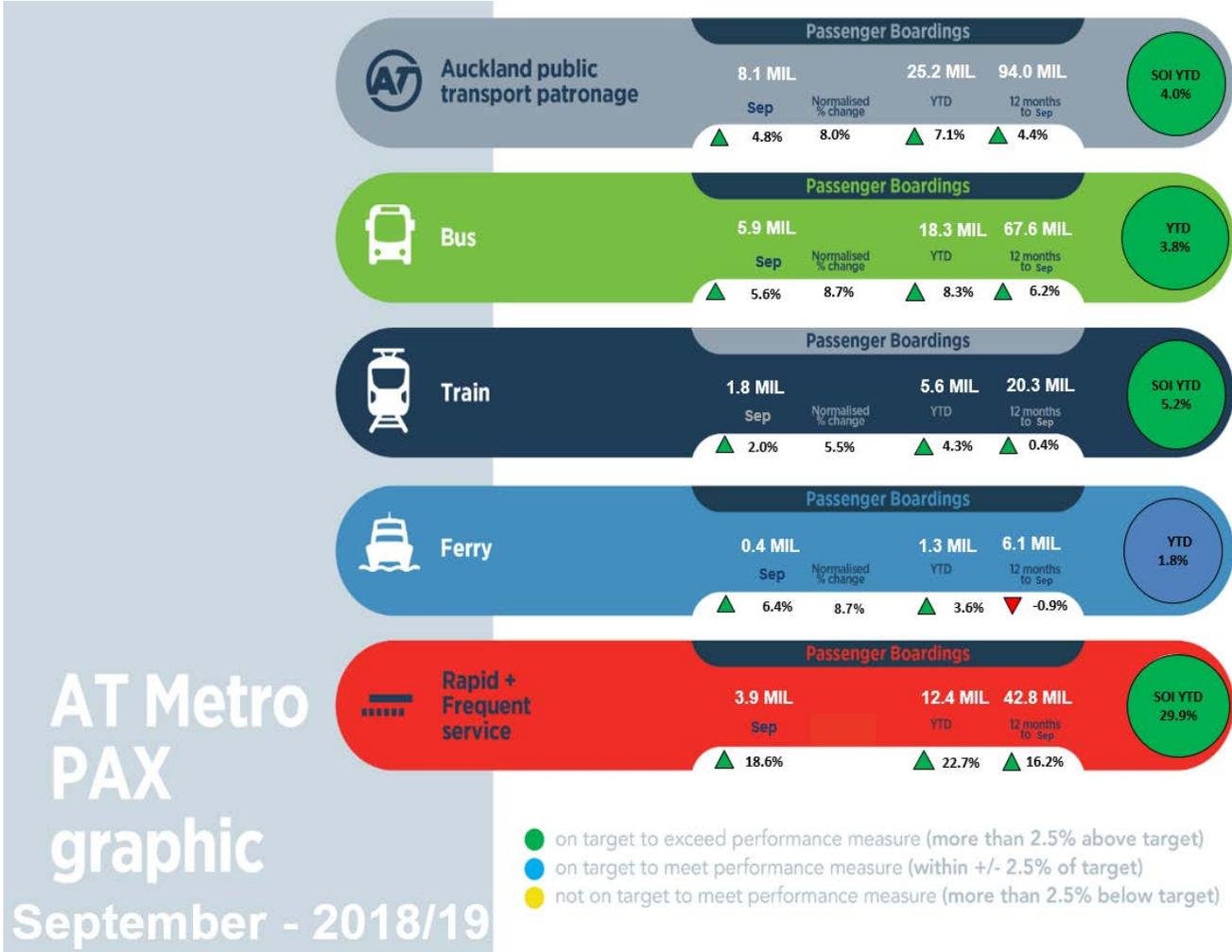
Waller Street Retaining Wall Replacement – Site work has been delayed due to archaeological significance of trace shells discovered in geotech bore holes as well as historical identification that retaining wall originates in 1880s. Iwi consultation undertaken with no objections to proceeding with the works. Heritage NZ authority to proceed has been obtained and physical works are programmed to begin mid-October and completed end of December.

Facilities Management

EECA target - The Energy Efficiency team has refined the street lighting signal analysis and has identified 0.30GWh of savings that AT can claim for the 2.85GWh savings target (the total savings attributed to the street lighting LED retrofit are far greater, but for the purpose of the target AT can only claim back to 2016 when the agreement was initiated). To date AT has achieved a total of 2.58GWh savings, a deficit of 0.27GWh (750,000 kWh) remaining to achieve the stated target of 2.85GWh. AT still seeks to claim savings from initiatives implemented at Matiatia ferry terminal (adjustments to heating operational hours), Manukau rail station (adjustments to the temperature set points in the UPS room), and the potential LED retrofit at Fanshawe carpark.

Transport Services Development and Delivery

AT Metro Patronage Performance –12 months to September 2018



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

For the 12 months to September 2018 Auckland public transport patronage totalled 94.0 million passenger boardings, an increase of +4.4% on the previous year. September monthly patronage was 8.1 million, an increase of +4.8% on September 2017 and +2.8% above SOI target (YTD +4.0%). September normalised adjustment ~ +8.0% accounting for special event patronage, with one less business day and one more weekend day/public holiday.

Bus services totalled 67.6 million passenger boardings for the 12-months to September 2018, an increase +6.2% on the previous year. Patronage for September 2018 was 5.9 million, an increase of +5.6% on September 2017 and +2.2% above target (YTD +3.8%). September normalised adjustment ~ +8.7% accounting for special event patronage, with one less business day and one more weekend day/public holiday.

Train services totalled 20.3 million passenger boardings for the 12-months to September 2018, an increase of +0.4% on the previous year. Patronage for September 2018 was 1.8 million, an increase of +2.0% on September 2017 and +4.1% above SOI target (YTD +5.2%). September normalised adjustment ~+5.5% accounting for special event patronage, with one less business day and one more weekend day/public holiday.

Ferry services totalled 6.1 million passenger boardings for the 12-months to September 2018, a decrease of -0.9% on the previous year. Patronage for September 2018 was 0.44 million, an increase of +6.4% on September 2017 and +5.8% above target (YTD +1.8%). September normalised adjustment ~+8.7% accounting for special event patronage, with one less business day and one more weekend day/public holiday.

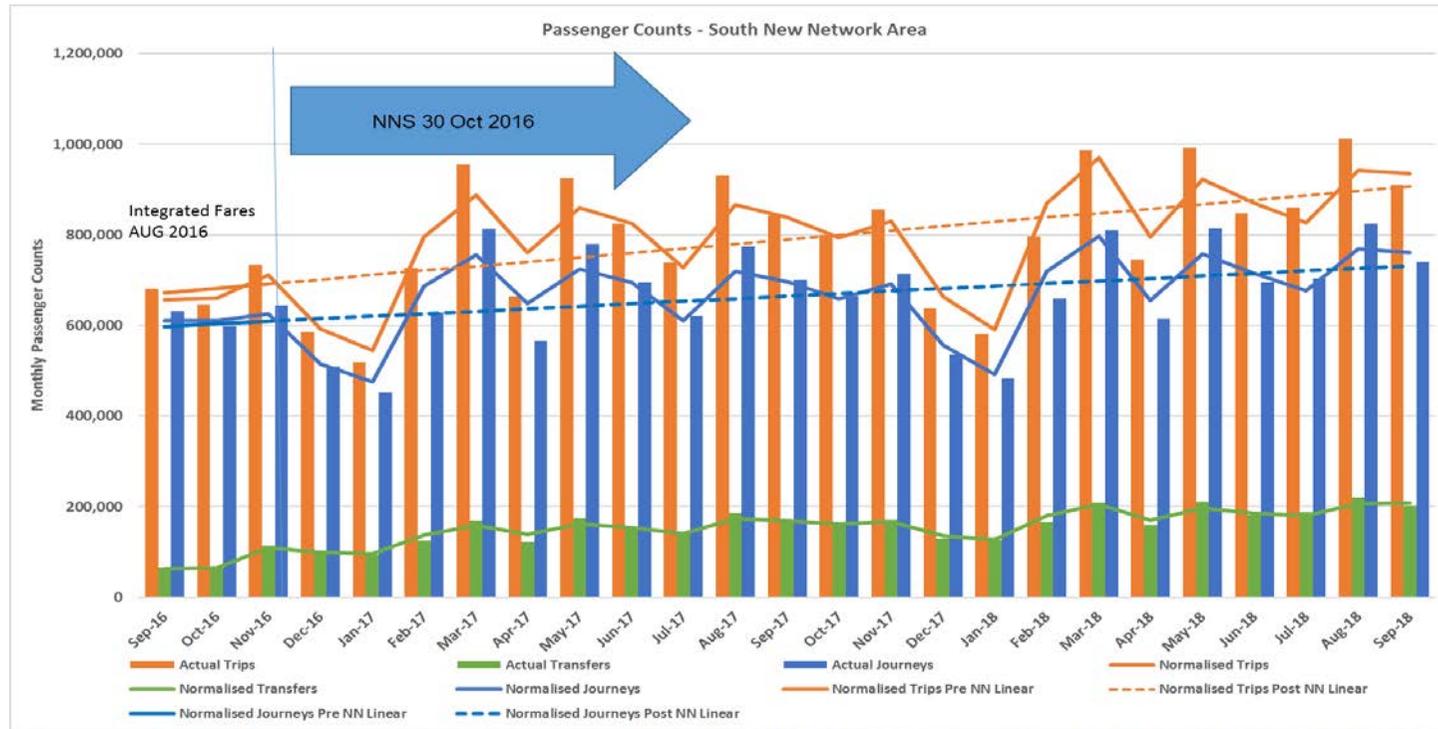
Rapid and Frequent services totalled 42.8 million passenger boardings for the 12-months to September 2018, an increase of +16.2% on the previous year. Patronage for September 2018 was 3.9 million, an increase of +18.6% on September 2017 and +28.5% above SOI target (YTD +29.9%).

	September - 2018/19										
	Actual v SOI										
	Month				YTD				SOI / Target 2018/19	Projected Forecast 2018/19	
Actual	% Change	SOI / Target	% Variance	Actual	% Change Prev Year	SOI / Target	% Variance				
1. Bus Total:	5,921,131	↑ 5.6%	5,794,000	↑ 2.2%	18,287,064	↑ 8.3%	17,617,000	↑ 3.8%	68,890,000	69,000,000	
2. Train (Rapid) Total:	1,757,136	↑ 2.0%	1,687,159	↑ 4.1%	5,552,360	↑ 4.3%	5,277,700	↑ 5.2%	21,110,000	21,110,000	
3. Ferry (Connector Local) Total:	441,038	↑ 6.4%	416,735	↑ 5.8%	1,331,359	↑ 3.6%	1,308,204	↑ 1.8%	6,300,000	6,300,000	
Total Patronage	8,119,305	↑ 4.8%	7,897,894	↑ 2.8%	25,170,783	↑ 7.1%	24,202,904	↑ 4.0%	96,300,000	96,410,000	
Rapid and Frequent	3,930,468	↑ 18.6%	3,058,722	↑ 28.5%	12,365,229	↑ 22.7%	9,519,618	↑ 29.9%	36,786,000	42,300,000	

	September-2018																							
	Trip Month					Journey Month					Trip 12 Months				Journey 12 Months				Trip YTD (from July)			Journey YTD (from July)		
	Patronage	Previous Year	Change Prev Year	% Change Prev Year	Normalised % Change Prev Year	Patronage	Previous Year	Change Prev Year	% Change Prev Year	Normalised % Change Prev Year	Patronage	% Change Prev Month Period	Change Prev Year	% Change Prev Year	Patronage	% Change Prev Month Period	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year
1. Bus Total:	5,921,131	5,608,907	312,224	5.6%	8.7%	4,996,854	4,836,679	160,175	3.3%	6.4%	67,562,252	0.5%	3,941,573	6.2%	57,651,501	0.3%	1,857,897	3.3%	18,287,064	1,394,316	8.3%	15,440,458	847,366	5.8%
- Busway (Rapid) Bus	469,434	445,459	23,975	5.4%		415,884	396,408	19,476	4.9%		5,588,636	0.4%	511,280	10.1%	4,967,642	0.4%	410,770	9.0%	1,508,433	130,258	9.5%	1,336,701	108,261	8.8%
- Frequent Bus	1,703,898	1,144,131	559,767	48.9%		1,408,705	958,542	450,163	47.0%		16,861,039	3.4%	5,365,426	46.7%	13,988,333	3.3%	4,296,082	44.3%	5,304,436	1,928,323	57.1%	4,389,231	1,571,713	55.8%
- Connector Local Targeted Bus	3,747,799	4,019,317	-271,518	-6.8%		3,172,265	3,481,729	-309,464	-8.9%		45,112,577	-0.6%	-1,935,133	-4.1%	38,695,526	-0.8%	-2,848,956	-6.9%	11,474,195	-664,265	-5.5%	9,714,526	-832,607	-7.9%
2. Train (Rapid) Total:	1,757,136	1,723,516	33,620	2.0%	5.5%	1,487,397	1,480,701	6,696	0.5%	4.0%	20,340,543	0.2%	90,436	0.4%	17,402,347	0.0%	-284,647	-1.6%	5,552,360	226,789	4.3%	4,712,458	122,713	2.7%
- Western	617,491	617,317	174	0.0%		528,596	533,024	-4,428	-0.8%		7,015,285	0.0%	-127,410	-1.8%	6,048,870	-0.1%	-224,722	-3.6%	1,914,814	20,390	1.1%	1,641,343	-145	0.0%
- Eastern	505,989	474,974	31,015	6.5%		417,910	401,767	16,144	4.0%		5,903,404	0.5%	226,741	4.0%	4,957,477	0.3%	73,692	1.5%	1,612,900	126,609	8.5%	1,338,111	76,516	6.1%
- Onehunga	94,467	97,702	-3,235	-3.3%		79,127	82,723	-3,595	-4.3%		1,117,347	-0.3%	-49,556	-4.2%	943,387	-0.4%	-60,335	-6.0%	298,672	-1,441	-0.5%	250,439	-4,372	-1.7%
- Southern	496,945	499,474	-2,528	-0.5%		423,838	432,575	-8,737	-2.0%		5,862,594	0.0%	1,090	0.0%	5,054,105	-0.2%	-104,197	-2.0%	1,593,226	53,793	3.5%	1,363,327	26,518	2.0%
- Pukekohe	42,244	34,049	8,194	24.1%		37,926	30,613	7,313	23.9%		441,913	1.9%	39,571	9.8%	398,509	1.9%	30,915	8.4%	132,748	27,438	26.1%	119,238	24,197	25.5%
3. Ferry (Frequent & Connector Local) Total:	441,038	414,646	26,392	6.4%	8.7%	441,038	414,646	26,392	6.4%	8.7%	6,089,224	0.4%	-53,066	-0.9%	6,089,224	0.4%	-53,066	-0.9%	1,331,359	46,258	3.6%	1,331,359	46,258	3.6%
- Contract	110,551	104,865	5,686	5.4%		110,551	104,865	5,686	5.4%		1,389,669	0.4%	36,983	2.7%	1,389,669	0.4%	36,983	2.7%	357,797	21,252	6.3%	357,797	21,252	6.3%
- Exempt Services	330,487	309,781	20,706	6.7%		330,487	309,781	20,706	6.7%		4,699,555	0.4%	-90,049	-1.9%	4,699,555	0.4%	-90,049	-1.9%	973,562	25,006	2.6%	973,562	25,006	2.6%
Total Patronage	8,119,305	7,747,069	372,236	4.8%	8.0%	6,925,289	6,732,026	193,263	2.9%	6.0%	93,992,019	0.4%	3,978,943	4.4%	81,143,072	0.2%	1,520,183	1.9%	25,170,783	1,667,363	7.1%	21,484,275	1,016,338	5.0%
Rapid & Frequent	3,930,468	3,313,106	617,362	18.6%		3,311,986	2,835,651	476,335	16.8%		42,790,218	1.5%	5,967,142	16.2%	36,358,322	1.3%	4,422,205	13.8%	12,365,229	2,285,370	22.7%	10,438,390	1,802,687	20.9%
Connector Local Targeted	4,188,837	4,433,963	-245,126	-5.5%		3,613,303	3,896,375	-283,072	-7.3%		51,201,801	-0.5%	-1,988,199	-3.7%	44,784,750	-0.6%	-2,902,022	-6.1%	12,805,554	-618,007	-4.8%	11,045,885	-786,349	-6.6%
Total Patronage	8,119,305	7,747,069	372,236	4.8%	8.0%	6,925,289	6,732,026	193,263	2.9%	6.0%	93,992,019	0.4%	3,978,943	4.4%	81,143,072	0.2%	1,520,183	1.9%	25,170,783	1,667,363	7.1%	21,484,275	1,016,338	5.0%

* Integrated Fare started 14 August 2016. For 12 month rolling and YTD 1 July to 13 August used trip data to back fill for no journey data. Ferry trip & journey patronage is the same as ferry is not currently included in the integrated fare package.

Growth in New Network rollout for South Auckland

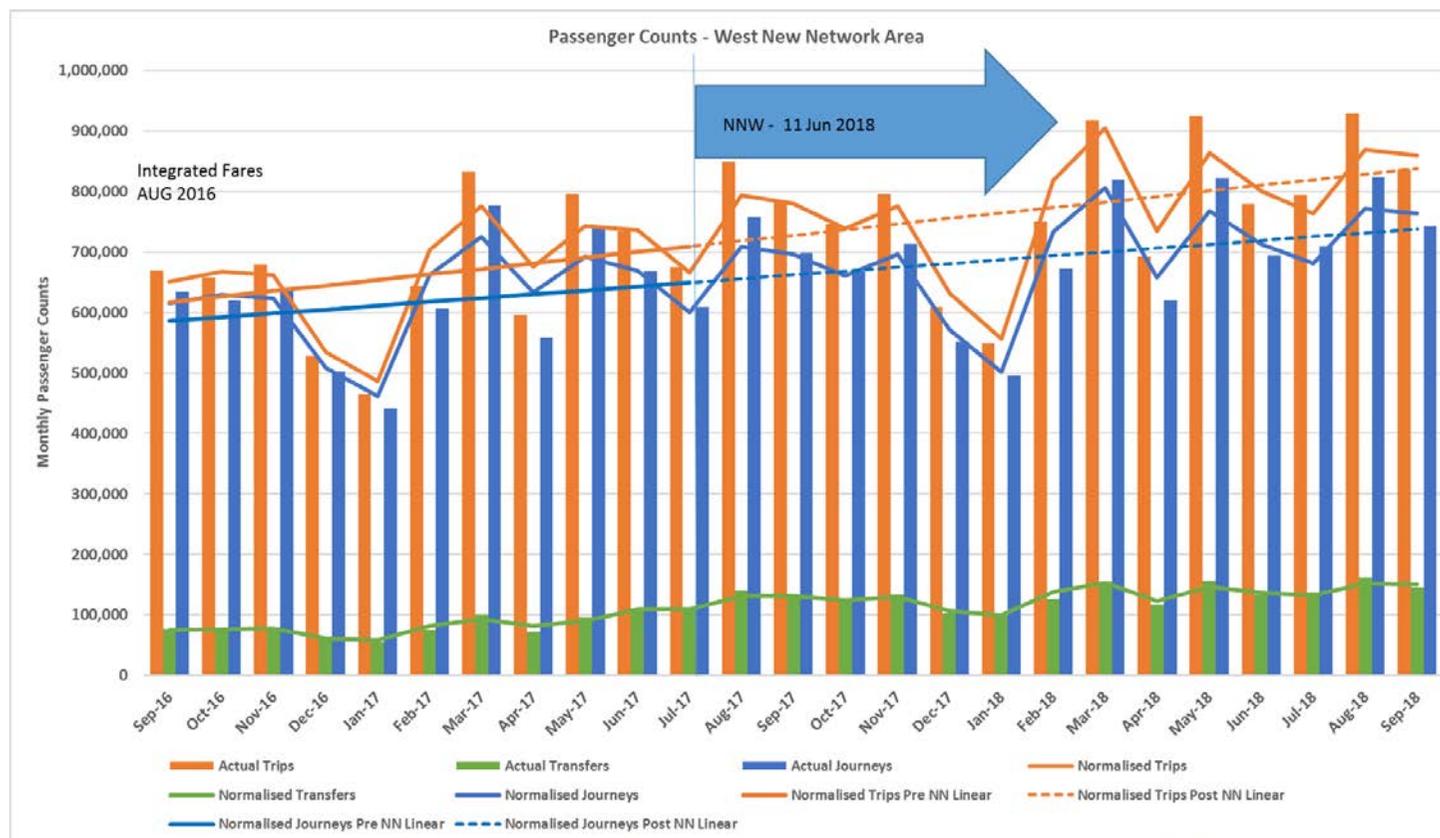


For the South New Network Area the 12 months to September 2018 trips from the South totalled 8.3 million passenger journeys, an increase of +6.1% on the previous year, there were 10.0 million passenger trips, an increase of +10.2%. September 2018, there were 740,371 journeys, 910,432 passenger trips a difference of 23% and 202,653 transfers (27% of journeys). *Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the South area. Transfers from customer perspective. Whole of network base 12 months to September of journeys 76.4 million (growth +2.6%), trips 87.7 million (growth +5.3%).*

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

- Passenger journeys have increased by +63,964 (+9%), Trips +97,584 (+12%).
- Customer Transfers within the South have increased by +36,650 (+24%).

Growth in New Network rollout for West Auckland

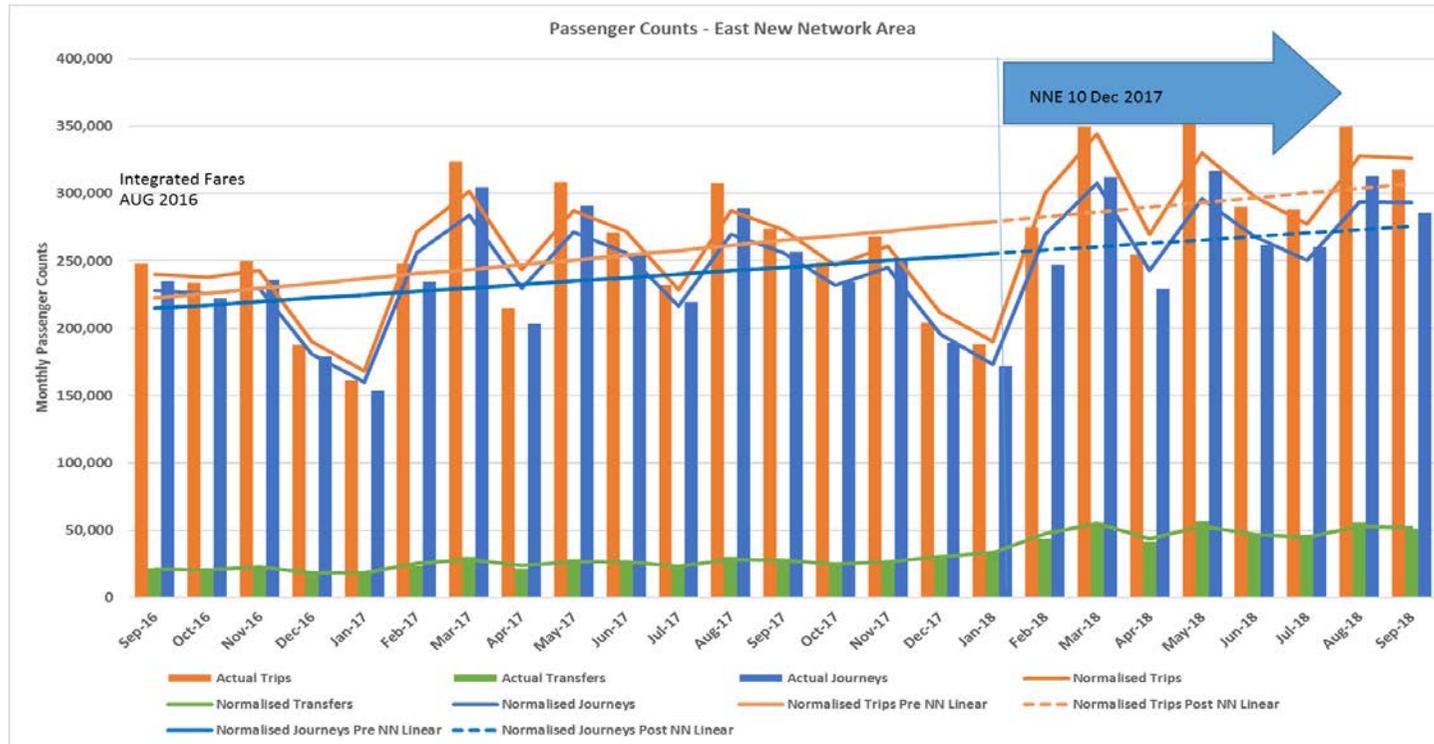


For the West New Network Area the 12 months to September 2018 trips from the West totalled 8.3 million passenger journeys, an increase of +9.3% on the previous year, there were 9.3 million passenger trips, an increase of +13.2%. September 2018, there were 742,644 journeys, 836,062 passenger trips a difference of 13% and 146,175 transfers (20% of journeys). *Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the South area. Transfers from customer perspective. Whole of network base 12 months to September of journeys 76.4 million (growth +2.6%), trips 87.7 million (growth +5.3%).*

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

- Passenger journeys have increased by +66,574 (+10%), Trips +78,537 (+10%).
- Transfers have increased by +18,715 (14%).

Growth in New Network rollout for East Auckland

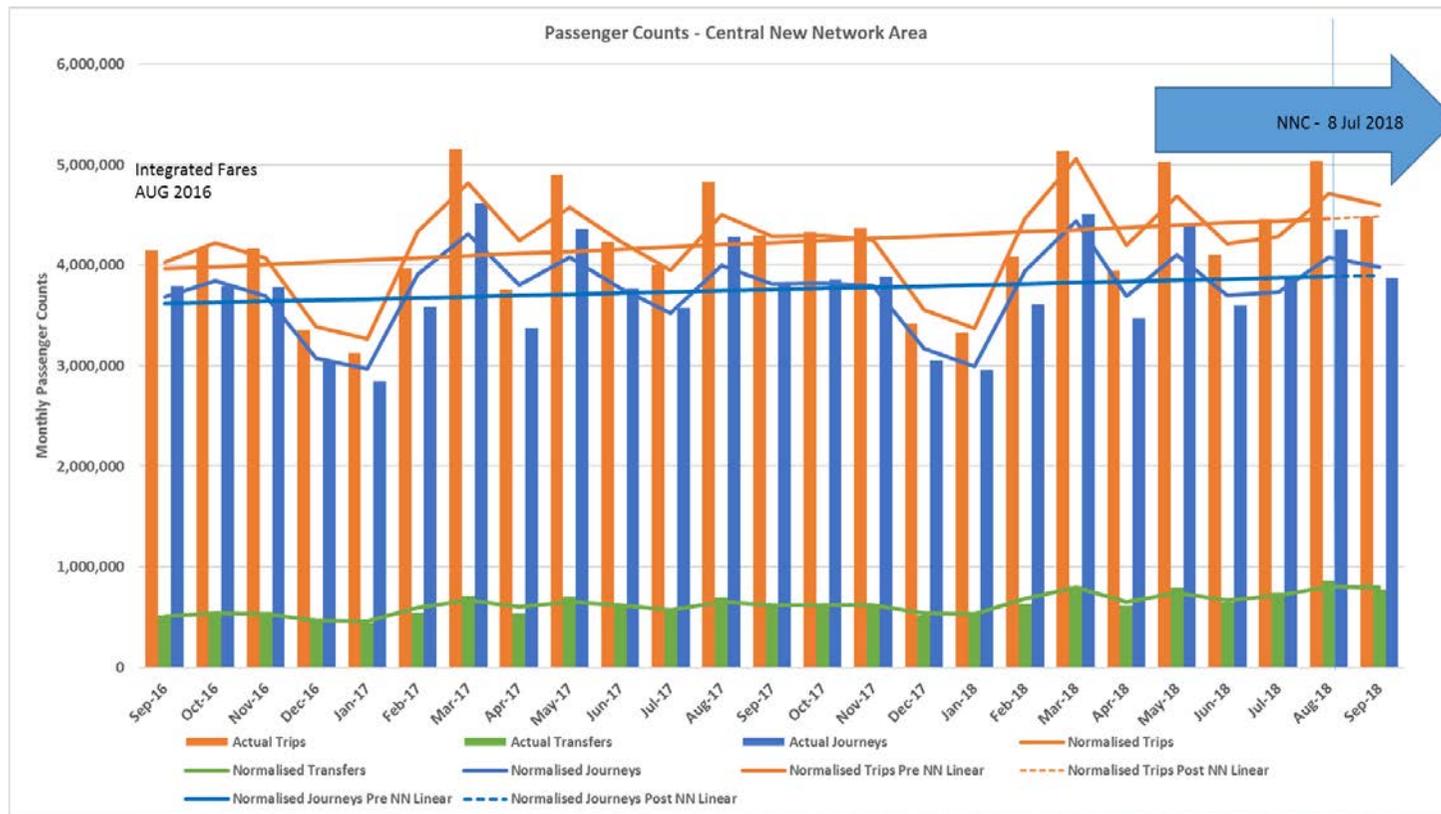


For the East New Network Area the 12 months to September 2018 trips from the East totalled 3.1 million passenger journeys, an increase of +8.0% on the previous year, there were 3.4 million passenger trips, an increase of +12.4%. September 2018, there were 285,806 journeys, 317,855 passenger trips a difference of 11% and 51,027 transfers (18% of journeys). *Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the South area. Transfers from customer perspective. Whole of network base 12 months to September of journeys 76.4 million (growth +2.6%), trips 87.7 million (growth +5.3%).*

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

- Passenger journeys have increased by + 36,941 (+14%), Trips + 53,196 (+20%).
- Transfers have increased by +24,419 (88%).

Growth in New Network rollout for Central Auckland



For the Central New Network Area the 12 months to September 2018 trips from the Central totalled 45.5 million passenger journeys, an increase of +1.4% on the previous year, there were 51.7 million passenger trips, an increase of +3.5%. September 2018, there were 3.9 million journeys, 4.5 million passenger trips a difference of 16% and 774,587 transfers (20% of journeys). *Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the South area. Transfers from customer perspective. Whole of network base 12 months to September of journeys 76.4 million (growth +2.6%), trips 87.7 million (growth +5.3%).*

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

- Passenger journeys have increased by + 166,156 (+4%), Trips +315,203 (+4%).
- Transfers have increased by +175,068 (28%).

Transport Services Key Strategic Priorities

New Network incl. Rapid & Frequent Network Rollout

Central Suburbs

- Go-live date was 08 July, 2018.
- Minor changes at three-month post-launch review being finalised. These will be implemented February 2019.
- A number of petitions and feedback for changes have been received and are being responded to.

North Shore

- Go-live was 30 September, 2018.
- School bus changes go-live date was 15 October, 2018
- Changes are being monitored
- Operationally the New Network North implementation progressed smoothly with the only significant incident being severe bus congestion at Constellation Station for 40 minutes in the evening peak on the first weekday (1 October 2018). An interim solution was implemented the following day and remains in place until a permanent solution is implemented on 4 November 2018.
- Minor timetable and operational changes to be implemented 4 November 2018.

Waiheke Island

- Invitation to Price (ITP) evaluation underway with negotiations to start in November 2018
- Go-live planned for mid-2019

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

Procurement & Contract Reform (PTOM) Implementation

Bus:

- North PTOM agreements are signed and the services implemented on 30 September 2018:
 - TranzUrban has signed agreements for one unit
 - NZ Bus has signed agreements for three units
 - Bayes has signed an agreement for one unit
 - Go Bus has signed an agreement for one unit
 - Ritchies has signed agreements for six units
 - Birkenhead has signed agreements for three units
 - All contracts implemented in September 2018
- Waiheke PTOM agreement ITP released. Evaluation underway, with negotiations to start in November 2018

Ferry:

Phase 2 of the Ferry Future Strategy has commenced, which will inform a strategic approach to ferry procurement. Deloitte is assisting with the initial scoping of the project.

Timetable Changes

Train:

The 2018 train timetable was introduced on Sunday 26 August, and is continuing to provide increased performance across the rail network.

Planning is underway for the Christmas and New Year train timetable. Our specification for the holiday period includes:

Tuesday	25th December:	Sunday Timetable
Wednesday	26th December:	Sunday Timetable
Thursday	27th December:	Sunday Timetable
Friday	28th & Saturday 29th December:	Saturday Timetable
Sunday	30th December:	Sunday Timetable
Monday	31st December:	Saturday Timetable*
* Last services will depart from Britomart by 0230 on New Year's morning (on operating lines only)		
Tuesday	1st – Thursday 3rd January:	Sunday Timetable

Friday
Sunday

4th & Saturday 5th January:
6th January:

Saturday Timetable
Sunday Timetable

There is extensive maintenance works being undertaken during the holiday period, and from 27 December to 6 January only the Eastern Line will operate.

- Southern Line:
 - Rail and sleeper replacement between Pukekohe and Papakura.
 - Sleeper replacement at Papakura (including the stabling yard).
 - Takanini Motorway widening project.
- Southern & Onehunga Lines (Penrose to Newmarket).
 - Formation upgrade and sleeper replacement.
- Newmarket Branch (Newmarket to Britomart).
 - CRL – Strand Crossover, bridge inspections and any necessary remedial work.
- Western Line
 - Track work, formation repairs, mud-spot removal, bridge repairs, and preparation work for Cycleway.

AT will also be taking the opportunity to carry out maintenance and upgrades at stations while the overhead power is isolated.

AT is working alongside a number of internal and external stakeholders to develop a feasible operational plan for the introduction of passenger rail services from Hamilton to Auckland, currently planned for introduction in 2020.

Bus:

There were changes made to bus timetables on 30 September to implement New Network North and New Network West annual review (except Pavlovich).

There are number of other timetables changes being prepared to respond to operational challenges, feedback from Local Boards, and to deliver greater value for money. Go-live dates agreed internally and variations discussed with a number of bus operators.

- New Network South annual review (other than RMTS) and New Network East six month review (H&E) – 22 October
- New Network West annual review (Pavlovich) and New Network East six month review (rest of Go Bus Units) – 25 November
- New Network West and Central Value for Money (VFM), new bus services for Rodney Local Board, and additional capacity to manage travel demand due to the start of AMETI construction – 24 February 2019.

These changes will improve run times for some western services to enhance customer experience, improve value to AT and bus operators, provide additional capacity across New Network West, Central and East, and introduce new bus services funded by Rodney Local Board's Transport Targeted Rate.

On-Demand Services:

The first on-demand service in Auckland will be launched in November in Devonport. An electric fleet of small passenger vehicles will provide on-demand services within a 3km radius of Devonport Ferry Wharf.

On-Time Performance

Total Network Punctuality (Weighted to Patronage) at Origin **97.02%** 12 Month rolling average **96.69%** SOI **94.5%**

Train Performance September 2018

Line	Punctuality*	Service Delivery*
Total Network	96.5%	99.1%
	96.1% 12 month rolling average	97.7% 12 month rolling average
<small>* Arrival within 5 minutes of schedule at final destination * Arrival at final destination</small>		
Western Line	96.4%	99.5%
	96.1% 12 month rolling average	97.4% 12 month rolling average
<small>* Arrival within 5 minutes of schedule at final destination * Arrival at final destination</small>		
Eastern Line	97.1%	99.3%
	97.2% 12 month rolling average	97.8% 12 month rolling average
<small>* Arrival within 5 minutes of schedule at final destination * Arrival at final destination</small>		
Southern Line	94.7%	98.3%
	95.3% 12 month rolling average	97.4% 12 month rolling average
<small>* Arrival within 5 minutes of schedule at final destination * Arrival at final destination</small>		
Pukekohe Line	98.3%	99.4%
	97.8% 12 month rolling average	99.2% 12 month rolling average
<small>* Arrival within 5 minutes of schedule at final destination * Arrival at final destination</small>		
Onehunga Line	97.3%	99.1%
	94.3% 12 month rolling average	97.7% 12 month rolling average
<small>* Arrival within 5 minutes of schedule at final destination * Arrival at final destination</small>		

Total Network at Origin
99.1% Punctuality*
98.4% 12 month rolling average
<small>* Departure within 5 minutes of schedule at origin</small>

Train:

Major incidents that affected September 2018 train service performance:

- A collision between a heavy goods vehicle and Walpole Street overbridge on 6 September at the start of the PM peak, resulted in the cancellation 34 metro train services.
- A fault with the signalling system on 18 September, caused a number of ETCS trips in our train fleet, resulting in the cancellation of 6 metro train services.

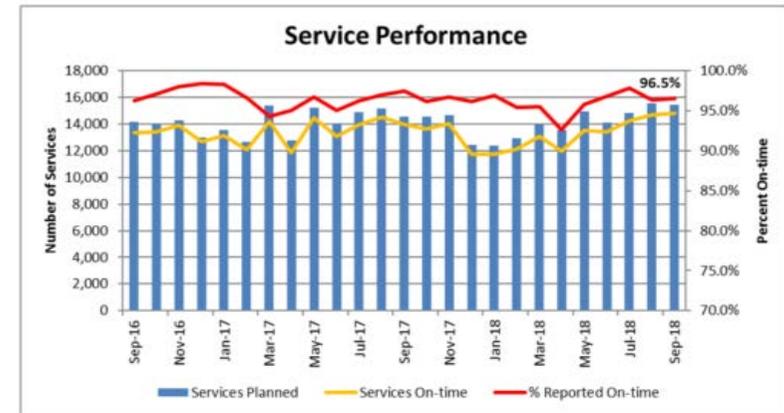
Bus:

Bus Services' Key Performance Indicators (KPIs) were on target in September with punctuality at first stop achieved at 97.25%, and reliability at start achieved at 99.02%. Overall, the performance improved slightly on the prior month and had improved since September 2017 (+0.25% reliability and +0.86% punctuality).

Punctuality and reliability at start of trip have recovered from slight reduction following the implementation of New Network Central in July, and bus operators are consistently meeting their contractual obligations. Small improvements made in punctuality at intermediate points, and it remains a key focus area to improve customers' experience. Run times, timetable changes and location of timing points been reviewed for South, West and East bus network. Changes implemented for South from 26 August. Further improvements made from 22 October and 25 November.

Ferry:

Services in September affected by fog, breakdowns and extra low tides. A heavy fog day affected upper harbour services, and 3 days of extra low tides affected Half Moon Bay services, with a total of 18 trips effected. A total of 16 trips were cancelled due to a vessel breakdown. Services returned to Pier 1C mid-August and inner harbour services have improved.



Bus Performance



Total Network

97.3% Punctuality* **99.0% Service Delivery***
 96.5% 12 month rolling average 98.8% 12 month rolling average

*Departure within 5 minutes of schedule at origin *Depart origin within 10 minutes of schedule

NZ Bus

96.8% Punctuality* **98.9% Service Delivery***
 96.2% 12 month rolling average 99.0% 12 month rolling average

*Departure within 5 minutes of schedule at origin *Depart origin within 10 minutes of schedule

Ritchies

99.3% Punctuality* **99.7% Service Delivery***
 99.1% 12 month rolling average 99.5% 12 month rolling average

*Departure within 5 minutes of schedule at origin *Depart origin within 10 minutes of schedule

Birkenhead

95.1% Punctuality* **97.8% Service Delivery***
 98.7% 12 month rolling average 98.1% 12 month rolling average

*Departure within 5 minutes of schedule at origin *Depart origin within 10 minutes of schedule

Go Bus

98.6% Punctuality* **99.6% Service Delivery***
 95.1% 12 month rolling average 0.0% 12 month rolling average

*Departure within 5 minutes of schedule at origin *Depart origin within 10 minutes of schedule

Howick & Eastern Buses

98.3% Punctuality* **99.6% Service Delivery***
 98.8% 12 month rolling average 98.8% 12 month rolling average

*Departure within 5 minutes of schedule at origin *Depart origin within 10 minutes of schedule

Pavlovich Coachlines

97.4% Punctuality* **99.1% Service Delivery***
 96.9% 12 month rolling average 98.3% 12 month rolling average

*Departure within 5 minutes of schedule at origin *Depart origin within 10 minutes of schedule

SkyBus

95.2% Punctuality* **97.6% Service Delivery***
 97.3% 12 month rolling average 95.8% 12 month rolling average

*Departure within 5 minutes of schedule at origin *Depart origin within 10 minutes of schedule

Waiheke Bus Company

94.7% Punctuality* **99.5% Service Delivery***
 88.9% 12 month rolling average 99.1% 12 month rolling average

*Departure within 5 minutes of schedule at origin *Depart origin within 10 minutes of schedule

Ferry Performance September 2018



Total Network

96.8% Punctuality* **98.6% Service Delivery***
 95.8% 12 month rolling average 98.4% 12 month rolling average

*Departure within 1 minute of schedule at origin *Depart origin within 5 minutes of schedule

Bayswater

94.3% Punctuality* **99.2% Service Delivery***
 94.1% 12 month rolling average 98.8% 12 month rolling average

*Departure within 1 minute of schedule at origin *Depart origin within 5 minutes of schedule

Half Moon Bay

96.1% Punctuality* **97.0% Service Delivery***
 93.6% 12 month rolling average 97.1% 12 month rolling average

*Departure within 1 minute of schedule at origin *Depart origin within 5 minutes of schedule

Birkenhead

96.2% Punctuality* **97.5% Service Delivery***
 93.4% 12 month rolling average 98.5% 12 month rolling average

*Departure within 1 minute of schedule at origin *Depart origin within 5 minutes of schedule

Stanley Bay

96.8% Punctuality* **98.7% Service Delivery***
 98.6% 12 month rolling average 97.5% 12 month rolling average

*Departure within 1 minute of schedule at origin *Depart origin within 5 minutes of schedule

Gulf Harbour

96.4% Punctuality* **98.1% Service Delivery***
 98.3% 12 month rolling average 99.2% 12 month rolling average

*Departure within 1 minute of schedule at origin *Depart origin within 5 minutes of schedule

Hobsonville

96.0% Punctuality* **99.5% Service Delivery***
 95.7% 12 month rolling average 99.0% 12 month rolling average

*Departure within 1 minute of schedule at origin *Depart origin within 5 minutes of schedule

West Harbour

100.0% Punctuality* **100.0% Service Delivery***
 99.8% 12 month rolling average 100.0% 12 month rolling average

*Departure within 1 minute of schedule at origin *Depart origin within 5 minutes of schedule

Rakino

83.3% Punctuality* **93.3% Service Delivery***
 91.7% 12 month rolling average 96.0% 12 month rolling average

*Departure within 1 minute of schedule at origin *Depart origin within 5 minutes of schedule

Pine Harbour

99.8% Punctuality* **99.8% Service Delivery***
 98.3% 12 month rolling average 98.2% 12 month rolling average

*Departure within 1 minute of schedule at origin *Depart origin within 5 minutes of schedule

PT Customer Satisfaction Survey

Overall satisfaction has remained static at 91.1%, with slight improvements for Train (+0.5%) and Ferry (+0.2%). Although movements are small, scores for all modes are sitting high around/above the 90% mark.

For all modes the satisfaction has increased over the last quarter:

- Ferry – Notable improvements in wharf attribute scores
 - Wharf Overall increased 2 points to 88.7%, the most improved being the Pine Harbour service (+6.7%)
 - Providing shelter from the weather (+3.3%), improved ratings come from customers on the Bayswater (+6.2%) and Waiheke services (+5.9%)
- Bus – Increase in ratings for operating hours of service from 76.1% to 77.3% (+1.2%), particularly from customers on East Auckland routes (+2.8%)
- Train – Improvement in having enough seats at the station (+1.1%), particularly from customers who get on the Southern line (+5.3%).

Overall Customer Satisfaction

