

CONFIDENTIAL

AT Deliverables

Recommendation(s)

That the Board:

- i. Receives this report.

Executive summary

1. Attachment 1 refers to AT results achieved for the last quarter (to 31 March 2019) and their relationship to the AT Strategic Themes.
2. Attachment 2 refers to the Projects for Completion / Delivery (by 30 June 2019) and their relationship to the AT Strategic Themes.
3. Each document summarises Department/Division activities.
4. The key deliverables programme is run to assist in :
 - ✓ maintaining focus on the work programme
 - ✓ highlighting deliverables given the high volume of “activities” that are undertaken on a monthly basis.

Attachments

Number	Description
1	AT Results for the 3 months to 31 March 2019
2	AT Projects to be Delivered by 30 June 2019

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Document ownership

Submitted and approved by	Shane Ellison Chief Executive	
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AT Deliverables
Project Results to 31 March 2019

FINANCE

Task / Project	Strategic Theme	Status Result	Comment/s
Finance			
<ul style="list-style-type: none"> 2018/19 Half Year Audit and Reporting 	Continually transform and elevate customer experience	On target	
<ul style="list-style-type: none"> AC Quarter 2 Report Submitted 		On target	
<ul style="list-style-type: none"> 2019/20 Budget Refresh (Annual Plan) 		On target	
Revenue & Analysis			
<ul style="list-style-type: none"> Prepare funding applications for projects eligible for NZ Transport Agency funding 	Continually transform and elevate customer experience Build network optimisation and resilience for travel times	On target	Six applications were submitted during the period January-March 2019 including Emergency Works required as a result of severe weather in South Auckland in July and August 2018; the future Rail Procurement Strategy and the Kennedy Point Wharf Upgrade.
<ul style="list-style-type: none"> Ensure that processes are in place throughout the organisation to meet the NZ Transport Agency's requirements for funding applications 	Continually transform and elevate customer experience	On target	Working with project teams to ensure NZTA's business case requirements are met.
<ul style="list-style-type: none"> Continue to investigate options to mitigate capital and operating expenditure funding risk 		Material risk of non-achievement	NZTA has approved targeted enhanced Funding Assistance Rates for Quay Street Seawall and the business cases for the future cycling programme. NZTA has agreed that a number of our other projects are eligible for TEFARs, but approval will depend on funding availability.
Procurement (including Corporate Accommodation)			
<ul style="list-style-type: none"> Procurement Strategy 2018-2021 finalised and approved by the AT Board 	Fast track creative, innovate and efficient transport services Continually transform and elevate customer experience	On target	Completed – approved by circular resolution following February Board meeting
<ul style="list-style-type: none"> Group Source Benefit pipeline for 2018/19 in place (target \$5 million in year savings) 		Material risk of non-achievement	In year hard cost savings of circa \$1.5m (full year \$2.5m) will be achieved. Focus now on 2019/20 pipeline. Year to Date cost avoidance ahead of budget.
<ul style="list-style-type: none"> AT Procurement Digital Roadmap approved by Council Group Procurement Steering Committee. The roadmap outlines how procurement will leverage digital tools to enable an effective and efficient procurement process. 		Below but likely to achieve	Working with Business Technology to develop a digital roadmap
<ul style="list-style-type: none"> 20 Viaduct Harbour head office – complete Project Implementation Review (PIR) and resulting actions. 		Below but likely to achieve	Data collection and verification taking longer than anticipated, to be completed by the end of May.
<ul style="list-style-type: none"> Complete cost recovery, from the Landlord of 9-11 Corinthian Drive 		Below but likely to achieve	Amount of and timing of cost recovery is uncertain.



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INTEGRATED NETWORKS

Task / Project	Strategic Theme	Status Result	Comment/s
Metro Service Delivery - Bus Services			
<ul style="list-style-type: none"> New Network Optimisation <ul style="list-style-type: none"> Manage capacity and realise identified savings in service delivery. 	Build network optimisation and resilience for travel times.	Below, but likely to achieve	Service reductions identified and to be implemented August 2019.
<ul style="list-style-type: none"> Bus driver amenities – Toilet facilities at termini <ul style="list-style-type: none"> Elliot Street – confirm implementation in 2Q 2019 Sale Street site – confirm implementation in 2Q 2019 Additional sites to be identified for future planning. 		Below, but likely to achieve	Elliot Street: Estimated construction completion date is end of May. City Works Depot (ex. Sale Street / Nelson St): CWD lease agreement has been signed by Metro Services. Quay Street: Installation is scheduled to commence 15 April 2019, subject to Traffic Management Plan approval. Due for completion early June 2019. Westgate (Fernhill Drive): Estimated construction completion date is end of May.
<ul style="list-style-type: none"> Central and North Bus New Network Infrastructure <ul style="list-style-type: none"> Audit of sites completed, outstanding requirements to be reassessed. 	Continually transform and elevate customer experience.	Below, but likely to achieve	282 sites in the Central South new network, of which 245 sites now operational and 37 sites terminated or on-hold. Design: 15 site designs to be completed and TCC approved by late April. Construction: 245 sites completed. Remaining sites in design stage expected to be completed by early June.
<ul style="list-style-type: none"> New Network for Rodney and modifications to route 191 (New Network West). 		On Target	Services Implemented for route 998 (Wellsford – Warkworth), route 128 (Helensville – Silverdale) and route 191 (Blockhouse Bay – New Lynn). Route 126 (Westgate - Albany) is due on 6 May 2019.
<ul style="list-style-type: none"> New Network for Waiheke <ul style="list-style-type: none"> Programme for bus stop works confirmed Programme of road improvements for bus services confirmed. 		Below, but likely to achieve	Progress Summary: 41 new and upgraded sites in the new Waiheke network Construction funding to be confirmed Design: Two work packages underway Package 1 & 2 (15 sites each) expected to be completed early July Construction: Package 1&2 construction expected to be start late October following supplier procurement, with approx. six months construction.
<ul style="list-style-type: none"> Low Emission Bus Roadmap <ul style="list-style-type: none"> Progress actions from Version 1 of Low Emission Bus Roadmap 2018. 		On Target	Three e-bus trialled on 380 Airporter (x2) and Inner Link (x1)



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Task / Project	Strategic Theme	Status Result	Comment/s
			Modelling underway to assess accelerated timelines transition to zero emission bus fleet Assessing larger e-bus trial on City Link Progress with fleet options for hydrogen bus trials in partnership with Ports of Auckland Engaged with NZTA and MBIE on regulations for electric and hydrogen fuel cell buses and fuel storage.
Metro Service Delivery - Train Services			
<ul style="list-style-type: none"> HOP Fare Gates to become operational. 	Continually transform and elevate customer experience Fast-track creative, innovate and efficient transport services.	Material risk of non-achievement	Middlemore and Papakura in planning. Delayed due to PM reviewing designs, associated passenger flows and request for additional funding. Target date of December 2019.
<ul style="list-style-type: none"> Pedestrian Crossings to have electronic gates installed and operational at St Judes Level Crossing. 		Ahead	Completed February 2019.
<ul style="list-style-type: none"> Complete rollout of the Te Reo on trains and correct volume issues. 	Continually transform and elevate customer experience.	Ahead	Rollout complete – refinement on-going.
Metro Service Delivery - Ferry Services			
<ul style="list-style-type: none"> Provision of weekend ferry services to Hobsonville. 	Build network optimisation and resilience for predictable travel times Continually transform and elevate customer experience Fast track creative, innovate and efficient transport services.	On Target	Complete - weekend services introduced on Saturday 26 January, as part of a joint funding agreement with HLC and their partners.
<ul style="list-style-type: none"> Review of Hobsonville midweek ferry services: including formalisation of the provision of larger vessels, review of current journey times and delivery of revised timetable to ensure resilience in service provision, provision of additional shoulder peak services to assist with capacity management during the peak. 	Build network optimisation and resilience for predictable travel times Continually transform and elevate customer experience.	On Target	Complete – as planned, new midweek ferry timetable introduced on Monday 25 February including additional shoulder peak services to assist with capacity management during the peak.
<ul style="list-style-type: none"> Provision of additional evening ferry services to Gulf Harbour. 	Continually transform and elevate customer experience.	On Target	Complete – as planned, new midweek ferry timetable introduced on Monday 25 February including additional evening ferry services.
<ul style="list-style-type: none"> Commencement of greenfield timetable review for all ferry services (including tourist and exempt services) for completion in 2019-20. 	Build network optimisation and resilience for predictable travel times Continually transform and elevate customer experience Fast track creative, innovate and efficient transport services.	On Target	Terms of Reference for the review drafted, option analysis underway, resilience modelling of existing timetable underway.
Transport Services Development			
<ul style="list-style-type: none"> Waiheke PTOM Contract Negotiations Completed 	Build network optimisation and resilience for travel times	Material risk of non-achievement	Deloitte is in the process of completing an independent review of the price submitted by Waiheke Bus Company. Both parties seek to achieve agreement by the end of April 2019.



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<ul style="list-style-type: none"> Operator Franchise Rail Procurement 	Continually transform and elevate customer experience	On Target	Notice to register interest in market sounding issued on 1 April 2019.
<ul style="list-style-type: none"> Adjust fare Zone to reflect three new services (funded from Rodney LB targeted rates) 	Continually transform and elevate customer experience	Completed	Implemented 24 February 2019.
<ul style="list-style-type: none"> Annual Fare Review Go Live 	Build network optimisation and resilience for travel times Enable quality urban growth to meet demand	Completed	Implemented 10 February 2019.
<ul style="list-style-type: none"> Ferry Service Procurement Options 	Continually transform and elevate customer experience	On Target	Presented options to Board sub-committee on 31 January 2019. Now progressing with procurement strategy.
<ul style="list-style-type: none"> Puhinui to Airport Services Procurement Strategy 	Prioritise rapid, high frequency public transport Fast track creative, innovate and efficient transport services	On Target	Variation priced, procuring through PTOM Unit60.
Assets & Maintenance			
<ul style="list-style-type: none"> Seal extensions – Monowai Road 	Build network optimisation and resilience	On target	Stage 1 of Monowai Road seal extension has been completed. The timeframe for delivery of Stage 2 (400m hill section) is being reviewed
<ul style="list-style-type: none"> Seal extension – Wellsford Valley Road 		On target	Underway - timelines for delivery of design being reviewed following performance issues with supplier.
<ul style="list-style-type: none"> Seal extension – Ahuroa Road 		On target	Preliminary design underway and detailed design philosophy agreed.
<ul style="list-style-type: none"> Seal extension – Ngarewa Drive 		On target	Design completed to ATCOP standard and engineer's estimate completed.
<ul style="list-style-type: none"> Seal extension – Araperera Forestry Programme 		On target	Stage1 at construction phase with Underwood Road seal extension completed
<ul style="list-style-type: none"> Streetlighting 		On target	The RFT's for the new street light maintenance and renewal contracts have closed and the tender evaluation process is underway.
<ul style="list-style-type: none"> Road renewal programme 		Below, but likely to achieve t	81% by length of the road renewal programme has been delivered by the end of Q3 comprising 6.6 km of pavement rehabilitation, 327.0 km of resurfacing, 43.7 km of kerb and channel replacement and 53.4 km of footpath renewals. Budge targeted for expenditure by end FY.
Major Projects			
<ul style="list-style-type: none"> AMET1 EB1: Construction set-up and ready to commence late Q1. 	Prioritise rapid, high frequency public transport. Continually transform and elevate customer experience. Build network optimisation and resilience for predictable travel times.	On target	On target.



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<ul style="list-style-type: none"> Dominion Road Corridor permanent works for new bus double deckers. Permanent works complete. 	<p>Prioritise rapid, high frequency public transport.</p> <p>Continually transform and elevate customer experience.</p>	Below, but likely to achieve	The route is operational but due to late requirement to notify the consents for veranda modifications this aspect of the work has been delayed.
<ul style="list-style-type: none"> New Lynn to Avondale Cycleway Physical works tender to market 	<p>Continually transform and elevate customer experience.</p>	Below, but likely to achieve	The tender will go to market in April after a safety review was undertaken comparing an underpass option with an at grade option for crossing the railway tracks.
<ul style="list-style-type: none"> Karangahape Road Upgrade Physical works contract awarded 		Below, but likely to achieve	A preferred supplier has been identified but award is delayed while negotiations are undertaken.
PMO			
<ul style="list-style-type: none"> Capital programme pipeline development 	<p>Continually transform and elevate customer experience</p>	On Target	Preliminary pipeline published. Further quality assurance refinement underway.
<ul style="list-style-type: none"> Design Review Panel 		On Target	Terms of Reference prepared and approved. Design Review Panel held for AMET1 EB2 and 3. These are now undertaking a Value Engineering exercise that is expected to take up to six months.
<ul style="list-style-type: none"> PMO organisation structure 	Build network optimisation and resilience	On Target	Final draft complete. Final sign off with EGM's early April 2019. Consultation to commence prior to Easter.
EMU			
<ul style="list-style-type: none"> New train order and signalling progressing to schedule 	<p>Prioritise rapid, high frequency public transport.</p> <p>Continually transform and elevate customer experience</p> <p>Build network optimisation and resilience for predictable travel times</p>	On Target	
Property & Planning			
Planning Integration			
<p>Whau Culverts 1 and 2 Emergency Works</p> <ul style="list-style-type: none"> Lodge Heritage New Zealand Pouhere Taonga (HNZPT) Authorities applications 	Build network optimisation and resilience for travel time	On target	Decision issued for Whau 2 Whau 1 Authority was withdrawn and will be relogged following consultation with affected private land owners
<p>Matakana Link Road</p> <ul style="list-style-type: none"> Council hearing for NoR and regional resource consents 	<p>Enable quality urban growth to meet demand</p> <p>Build network optimisation and resilience for travel time</p>	On target	Heard by Commissioners on 27 March -1 April Decision expected from Auckland Council in May
<p>Ngarewa Drive Seal Extension</p> <ul style="list-style-type: none"> Lodge resource consents and decision issued. 	Continually transform and elevate customer experience	On target	Decision issued 20 February 2019
<p>Huapai SHA – SH16 / Access Road</p> <ul style="list-style-type: none"> Lodge with limited notification of resource consent application. 	Enable quality urban growth to meet demand	On target	Awaiting decision on notification



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<p>AMETI EB1</p> <ul style="list-style-type: none"> Lodge Heritage New Zealand Pouhere Taonga (HNZPT) Authorities applications Lodge Management Plans in accordance with consent conditions Decision issued for Panmure Swivel Bridge resource consent Decision issued for Panmure Swivel Bridge HNZPT authority Decision issued for Jellicoe/Mountain/Pleasant View Road intersection 	<p>Enable quality urban growth to meet demand</p> <p>Build network optimisation and resilience for travel time</p>	<p>On target</p>	<p>HNZPT Infill application lodged for EB1</p> <p>Management Plans for EB1 submitted for certification in accordance with consent conditions</p> <p>Decision issued for Panmure Swivel Bridge resource consent</p> <p>Decision issued for Panmure Swivel Bridge HNZPT authority</p> <p>Decision issued for Jellicoe/Mountain/Pleasant View Road intersection</p>
<p>Gills Road Link</p> <ul style="list-style-type: none"> Decision issued for Gills Road Link resource consents Decision issued for Gills Road Link HNZPT authority 		<p>On target</p>	<p>Decision on resource consent issued on 21 February 2019</p> <p>Decision on HNZPT authority issued on 5 February and now beyond appeal period</p>
<p>Medallion Drive Link</p> <ul style="list-style-type: none"> Decision issued for Medallion Drive Link resource consents 		<p>Below, but likely to achieve</p>	<p>Draft conditions received. Consent expected in early April 2019.</p>
<p>Puhinui Interchange</p> <ul style="list-style-type: none"> Lodge application for resource consent 	<p>Build network optimisation and resilience for travel time</p>	<p>On target</p>	<p>Application lodged 29 March 2019.</p>
<p>Property Operations</p>			
<p>Devonport Wharf</p> <ul style="list-style-type: none"> Tenant fitouts (Units 3 & 7) and leases for March opening dates 	<p>Continually transform and elevate customer experience</p>	<p>Below, but likely to achieve</p>	<p>Landlord fit outs are being quoted, anticipated opening date is August 2019</p>
<p>Britomart Station CPO Building retail</p> <ul style="list-style-type: none"> Recommendation on retail awards 		<p>Below, but likely to achieve</p>	<p>Preferred retail tenants have been advised</p> <p>Currently determining capacity of existing electrical transformer</p> <p>Funding application for transformer investigation work and other works being progressed</p>
<p>Property Acquisitions</p>			
<p>Matakana Link Road</p> <ul style="list-style-type: none"> Complete offers to remaining three parties Issue Section 18 PWA Notices to advance acquisition process 	<p>Prioritise rapid, high frequency public transport</p>	<p>On target</p>	<p>Land Requirement Plans received in March 2019, valuations being updated, offers to be presented in April.</p>
<p>AMETI-EB</p> <ul style="list-style-type: none"> Complete review of the AMETI-EB acquisition programme against the 2018/2028 RLTP acquisition budget of \$207m Advance acquisition of the full residential acquisition programme Complete Agreement to acquire 380 Te Rakau Drive Issue Section 18 Notice for 26 Te Rakau Drive 		<p>On target</p>	<p>Review of acquisition programme delayed due to value engineering being undertaken.</p> <p>Full residential acquisitions continuing, four purchases in March at circa \$3.5m</p> <p>Negotiations continuing with the Owners of 380 Ti Rakau Drive.</p> <p>Issue of the s18 Notice for 26 Ti Rakau Drive pending confirmation of Land Requirement Plan from Project Team, expected April / May.</p>
<p>Supporting Growth</p> <ul style="list-style-type: none"> Redhills: Complete Agreement with Soon Developments at Fred Taylor Drive 	<p>Enable quality urban growth demand to be meet</p>	<p>On target</p>	<p>Redhills: agreement reached with Soon Developments at \$1.25m.</p>



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<ul style="list-style-type: none"> • Milldale: Advance the land acquisition programme and strategy with Fulton Hogan responding to the Infrastructure Funding Agreement AC has entered into • Medallion Drive: advance Environment Court proceedings in respect of appeal of the section 23 PWA Notice 			<p>Milldale: Internal AT governance structure established, continuing to work closely with Fulton Hogan.</p> <p>Medallion Drive: Heritage Land Limited's evidence filed, AT evidence due 18 April, hearing set down for 8 July 2019, negotiations to acquire land continuing with significant difference between valuations.</p>
Chief Engineer / Design Office			
<ul style="list-style-type: none"> • Transport Design Manual 	Enable quality urban growth to meet demand	Below, but likely to achieve	Continuing to consult with Auckland Council on an agreed release date.
City Rail Link			
<ul style="list-style-type: none"> • City Rail Link continued support by AT 	Enable quality urban growth to meet demand	On Target	



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SERVICE DELIVERY

Task / Project	Strategic Theme	Status Result	Comment/s
ATOCs (Central & Smales)			
<ul style="list-style-type: none"> • ATOC amalgamation 	Prioritise rapid, high frequency public transport Continually transform and elevate customer experience Build network optimisation and resilience for travel times Fast-track creative, innovative and efficient transport services	On Target	Project Manager appointed for both the amalgamation and the establishment of the new ATOC Business Continuity (BC) site. Detailed planning for amalgamation and BC site commenced.
<ul style="list-style-type: none"> • Special Events 		On Target	Cost recovery plan confirmed. This includes provision to change contracting for integrated ticket to be more flexible and better represent actual cost based on attendance. Delivery of the Wayfinding customer experience project is underway. Q3 Event Numbers: JAN Events - 82 / Film - 75 = 124 FEB Events - 118 / Film - 43 = 161 MAR Events - 176 / Film - 75 = 251
<ul style="list-style-type: none"> • Auckland Airport Operations 		On target	Trial results reviewed by ATOC JMB. Key findings confirmed that future operation of the 'joint' Airport/NZTA/AT network relies on improved technology and data/information sharing. All parties agreed to investigate opportunities to progress this over the next 6 – 12 months. Two major capital construction projects due to commence this calendar year (Airport – Northern Network, and NZTA – South West Gateway). These works will significantly impact customer journeys and operation of the network. All parties agreed the immediate priority was to investigate what work is required to enable effective management of customer impacts during construction.
Network Management & Safety			
<ul style="list-style-type: none"> • Deliver the Travelwise Choices Programme through events and campaigns 	Continually transform and elevate customer experience Build network optimisation and resilience for travel times	On target	Key projects completed: <ul style="list-style-type: none"> • Auckland Bike Challenge delivered in February with participation targets met or exceeded (5359 participants across



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			<p>531 organisations, including 1180 new riders).</p> <ul style="list-style-type: none"> • Trial Mobile promotion of AT Journey Planner and Tertiary concession to tertiary students. <p>Key projects to be completed:</p> <ul style="list-style-type: none"> • 'Spread the Jam' campaign aimed at reducing congestion and encouraging travel behaviour change was partially delivered in March. This was only partially completed due to social media being stopped in wake of attacks in Christchurch. • Kohimarama-Glen Innes Personalised Journey Plan (PJP) project started in February with 600 sign-ups and over 400 participants (complete June 2019) <p>Ongoing delivery of advice, travel expos, staff travel surveys and Give-it-a-Go public transport trials at Travelwise Choices organisations.</p>
<ul style="list-style-type: none"> • Complete routine traffic signal optimisation of the arterial network 	<p>Prioritise rapid, high frequency public transport Continually transform and elevate customer experience Build network optimisation and resilience for travel times</p>	On target	<p>Completed the optimisation of traffic signals on the following eight routes:</p> <p>Ash Street-Great North Road (Wairau Avenue to State Highway 16/20 Interchange); Browns Road (Roscommon Road to Great South Road); Hobsonville Road; Forrest Hill Road (Havelock Avenue to Westlake Boys' High School); East Coast Road (Oteha Valley Road to Constellation Drive); Jervois Road (Wallace Street to Ardmore Road); Lake Road and Esmonde Road.</p> <p>Continuous active monitoring and optimisation within the City Centre.</p>
<ul style="list-style-type: none"> • Implement the Dynamic Lane trial 	<p>Continually transform and elevate customer experience Build network optimisation and resilience for travel times Fast-track creative, innovative and efficient transport services</p>	On target	<p>Lodged the report seeking NZTA endorsement to allow the Whangaparaoa dynamic lane trial solution to now be an approved permanent Traffic Control Device solution.</p> <p>Redoubt Road dynamic lane Business case has been submitted for NZTA approval and scheme design completed.</p>
<ul style="list-style-type: none"> • Deliver Community and Road Safety Education Initiatives and Interventions 	<p>Continually transform and elevate customer experience Fast-track creative, innovative and efficient transport services</p>	On target	<p>Continued delivery of the agreed calendar of focus aligned to the Safer Roads Strategy in partnership with New Zealand Police and Accident Compensation Corporation (ACC).</p>



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			<p>Throughout this quarter this team has delivered:</p> <ul style="list-style-type: none"> • 268 Travelwise/Safer Community events, including Lead Teacher and Rural Schools events • 97 speed activities, including Slow Down Around Schools and Back to School • 150 Walking School Bus events • 21 new Walking School Bus routes • 45 cycle and 12 scooter activities • three road safety campaigns • 11 community based road safety events • 23 community interventions for high risk groups and young drivers • 47 police checkpoints, including Alcohol CBTs, Restraints, Motorcycles, Distractions, Speed, Safe Travel Stops and Young Drivers • 20 Te Ara Haepapa Māori Road Safety Education initiatives (11 community based road safety interventions, nine school based interventions and one social media campaign being prepared).
<ul style="list-style-type: none"> • Deliver the Road Safety Infrastructure Programme 	<p>Prioritise rapid, high frequency public transport</p> <p>Continually transform and elevate customer experience</p> <p>Build network optimisation and resilience for travel times</p> <p>Fast-track creative, innovative and efficient transport services</p>	On target	<p>Consultation on the speed management programme was completed at the end of March with over 11,700 responses.</p> <p>The responses are being analysed and a report is being produced to provide recommendations to the board.</p> <p>Public hearings are scheduled for early April with 38 respondents presenting to members of the AT Board and Executive Lead Team and these submissions will also be taken into consideration in the final report.</p>
<ul style="list-style-type: none"> • Develop Auckland Transport's Road Safety Strategy 2016-21 	<p>Continually transform and elevate customer experience</p> <p>Build network optimisation and resilience for travel times</p>	On target	<p>The Auckland Transport Road Safety Programme Business Case (PBC) long list & short list 10-year programmes, costs, outcomes and evaluation was presented to the AT Board and Tāmaki Makaurau Leadership Group for review.</p> <p>A draft proposed framework for the Auckland Vision Zero Strategy has been taken to the AT Board for approval this quarter.</p>
<ul style="list-style-type: none"> • Deliver Walking & Cycling programme through campaigns and events 	<p>Continually transform and elevate customer experience</p>	On target	<p>Summer 'Live the Bike Life' campaign was launched in support of the Auckland Bike Challenge through February.</p> <p>Evaluation and allocation of Community Bike Fund.</p> <p>Delivery of multiple local community events and activities to promote activation of</p>



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			infrastructure. Summer adult cycle training courses were delivered across the Auckland region and included: drop-in sessions, urban bike skills sessions and refugee cycle training courses. Learn to ride training courses were delivered across the Auckland region. Continuation of school cycle training programme through Q3.
<ul style="list-style-type: none"> Walking & Cycling Infrastructure 	<p>Continually transform and elevate customer experience</p> <p>Build network optimisation and resilience for travel times</p>	On target	Henderson Single Stage Business Case works awarded to the preferred consultant in early March.
Parking Services			
<ul style="list-style-type: none"> Licence Plate Recognition Vehicle Mounted Enforcement (LPR VME) (Captures overstays and exempts vehicles who have permits) 	<p>Continually transform and elevate customer experience</p> <p>Build network optimisation and resilience for travel times</p>	On target	Tentative contract signed in March.
<ul style="list-style-type: none"> Parnell Parking Improvements project 		On target	Go live in February for Zone 2 and 3. Positive feedback received from local residents and Local Board.
<ul style="list-style-type: none"> College Hill paid parking 		On target	This was implemented in January.
<ul style="list-style-type: none"> SaFE Project 		On target	Ten new Transport Officers started in January with all of the officers graduating in March.
<ul style="list-style-type: none"> North Shore Hospital project 		On target	Final plans and tentative to go live in May.
Harbourmaster			
<ul style="list-style-type: none"> CCTV cameras to be installed at strategic locations 	<p>Continually transform and elevate customer experience</p>	Material risk of non-achievement	Project stalled due to unanticipated high costs and complexities. Project to re-scope.
<ul style="list-style-type: none"> Improve information available to public on Harbourmaster pages on website 		Complete	Mooring GIS viewer now available on internet page.
<ul style="list-style-type: none"> GIS and RAMM based inspection and maintenance system to be developed for regions navigational aids. 		Complete	Navigational aid inspection and planned maintenance system operational.



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PLANNING & INVESTMENT

Task / Project	Strategic Theme	Status Result	Comment/s
Strategic Land Use & Spatial Management			
Development of Planning Frameworks <ul style="list-style-type: none"> Represent Auckland Transport in responding to private plan changes and notices of requirement as and when required, including engagement with developers to ensure transport land use integration and consideration of Auckland Transport projects such as development of the Supporting Growth Network for greenfield locations Represent Auckland Transport in reviewing and responding to planning workstreams by external agencies, such as Central Government, as and when required Provide transport support to Auckland Council on plan changes and appeals to the Auckland Unitary Plan that are relevant to Auckland Transport 		On target	
Place - Based Spatial Planning <ul style="list-style-type: none"> Provide support to Panuku Development Auckland (Panuku) in the development of appropriate transport components in project visions and plans for Transform, Support and Unlock projects, such as Pukekohe Provide transport support to Auckland Council in the development of place - based planning workstreams such as area / centre plans for Te Atatu South, Waiheke, and Great Barrier Island Continue to provide transport support to Auckland Council in the development of Structure Plans for Drury-Opaheke, Pukekohe-Paerata, Silverdale-Dairy Flats, and Warkworth 	Continually transform and elevate customer experience Build network optimisation and resilience for travel times Enable quality urban growth to meet demand	On Target	
Development Proposals <ul style="list-style-type: none"> Continue to provide specialist support to Auckland Council with transport planning assessments of relevant resource consent applications to improve transport land use integration and transport outcomes Work with external stakeholders / developers by providing input into development proposals, including engagement to ensure transport land use integration and consideration of Auckland Transport projects such as development of the Supporting Growth Network for greenfield locations 		On Target	
Strategic Projects			
Supporting Growth - Transport for Future Urban Growth (TFUG) <ul style="list-style-type: none"> Seek approval for the IBC from AT and NZTA, and confirm preferred network 		On Target	IBC approved by AT Board; NZTA Board considering on 8th May
PT Network development <ul style="list-style-type: none"> Integrated Corridors – commence Single Stage Business Cases Papakura PnR – complete Single Stage Business Case Rodney Targeted Rate Park and Ride – complete options assessment Park and Ride Development (Panuku) – complete site prioritisation Downtown (Ferry and Bus) – complete Strategic Case 	Prioritise rapid, high frequency public transport Enable quality urban growth to meet demand	On Target	Integrated Corridors consultant teams being appointed Papakura SSBC completed Rodney Targeted Rate PnR option assessment completed



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Task / Project	Strategic Theme	Status Result	Comment/s
<ul style="list-style-type: none"> Wellesley St bus corridor concept developed NW LRT scoping Business Case North Shore RTN commence Business Case 			North Shore RTN business case commenced in conjunction with NZTA NW LRT paused by NZTA
Strategic roading network development <ul style="list-style-type: none"> Access Road (Huapai) – complete detailed design Penlink – complete business case and pull forward options Lake Rd commence Detailed Business Case 	Build network optimisation and resilience for predictable travel times	Below within 2.5%	Huapai not approved by NZTA Penlink business case and pull forward options completed Lake Road DBC consultant selected
Strategic Rail Development <ul style="list-style-type: none"> Undertake Rail Infrastructure review ready for submission to AT Board in Q2 Finalise Papakura to Pukekohe Electrification business case ready for submission to NZTA in Q2 	Prioritise rapid, high frequency public transport Enable quality urban growth to meet demand	Below within 2.5%	Rail Infrastructure review initiated, and interim report will be delivered Q2 P2P Business Case submitted to NZTA but withdrawn from March 2019 Board without explanation
Integrated Network Planning, Policy & Sustainability			
Regional Public Transport Plan <ul style="list-style-type: none"> Finalise and seek Board approval for Plan 	Prioritise rapid, high frequency public transport Enable quality urban growth to meet demand Fast-track creative, innovative and efficient transport services Continually transform and elevate customer service experience	On Target	
Waiheke Island Transport Plan <ul style="list-style-type: none"> Produce draft for Local Board consultation 	Fast-track creative, innovative and efficient transport services Continually transform and elevate customer service experience	On Target	Final list of proposed projects generated, stakeholder engagement preparation starting
Car Share Policy <ul style="list-style-type: none"> Finalise draft policy for engagement and approval 	Fast-track creative, innovative and efficient transport services	On Target	Projects identified and submitted for consideration
New Sustainability Framework <ul style="list-style-type: none"> Undertake technical work for target setting 	Fast-track creative, innovative and efficient transport services Continually transform and elevate customer service experience	On Target	Currently preparing final version for ELT/Board approval in May/June
Strategic Transport Governance			
Auckland Congestion Question Project: <ul style="list-style-type: none"> Phase II further development and assessment of pricing options 	Build network optimisation and resilience for predictable travel times Prioritise rapid, high frequency public transport Enable quality urban growth to meet demand	On Target	



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Task / Project	Strategic Theme	Status Result	Comment/s
Regional Land Transport Plan 2018-28: <ul style="list-style-type: none"> Capital Programme Control Group for AT RLTP Capital Programme – ongoing support and management Regional Fuel Tax ongoing quarterly reporting 	Build network optimisation and resilience for predictable travel times Prioritise rapid, high frequency public transport	On target	
City Rail Link Limited (CRL) <ul style="list-style-type: none"> Delivery Partner Agreement negotiation Establishment of overall CRL project governance framework 	Build network optimisation and resilience for predictable travel times Prioritise rapid, high frequency public transport	On target	
Future of Rail <ul style="list-style-type: none"> Input to Ministry of Transport Future of Rail Review 	Enable quality urban growth to meet demand	On Target	
Statement of Intent (SOI) <ul style="list-style-type: none"> Submission of draft 2019/22 SOI to Council 	Continually transform and elevate customer experience Build network optimisation and resilience for travel times Enable quality urban growth to meet demand Build network optimisation and resilience for predictable travel times Prioritise rapid, high frequency public transport	On Target	Draft SOI submitted to Council 1 March 2019
Auckland Forecasting Centre			
Dynamic Traffic Assignment (DTA) model (regional) <ul style="list-style-type: none"> Build 2028 forecast reference network CBD to Mangere operational model – 2018 base network 	Build network optimisation and resilience for predictable travel times	On target	Network completed (Trip demands are awaiting Census data) Completed
Land Use Model (ASP) <ul style="list-style-type: none"> Clean up 2016 ASP model and run in-house Complete initial AC model run tests (LUTI) 	Enable quality urban growth to meet demand	On target	Completed Initial test completed, AC reviewing
Active mode modelling <ul style="list-style-type: none"> Active modes model completed Peer review accepted 	Enable quality urban growth to meet demand Continually transform and elevate customer experience	Below, but likely to achieve	Extended to May19 (lack of data problematic) Peer review on track



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STAKEHOLDER, COMMUNITIES & COMMUNICATION

Task / Project	Strategic Theme	Status Result	Comment/s
EM Relationship			
<ul style="list-style-type: none"> Elected member engagement plan developed 	Continually transform and elevate customer experience	Ahead	Plan developed and being implemented. Initiatives include weekly Councillor Clinic.
<ul style="list-style-type: none"> Continued involvement with Waiheke Local Board Transport Plan 		Ahead	Ten-year transport plan approved by Local Board.
<ul style="list-style-type: none"> Progress on Local Board Transport Capital Fund projects 		Material risk of non-achievement	A number of Local boards have still not identified or committed to projects. An additional \$20m comes into the fund from 1 July.
Communications			
<ul style="list-style-type: none"> Project communications – communication plans in place and implemented for Regional Fuel Tax and Rodney Targeted Rates projects in particular 	Prioritise rapid, high frequency public transport	On target	
<ul style="list-style-type: none"> Public consultation on Speed Management Bylaw 	Fast-track creative, innovative and efficient transport services	On target	Public consultation completed 31 March.
<ul style="list-style-type: none"> Support delivery of Road Safety Action Plan with effective, targeted communications and media strategies 	Continually transform and elevate customer experience	On target	



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SAFETY

Task / Project	Strategic Theme	Status Result	Comment/s
Health & Safety			
<ul style="list-style-type: none"> Full Health & Safety team 	Continually transform and elevate customer experience	On target	H&S Manager due to start 01 July AMETI H&S Specialist starts 06 May 1 Resignation received, recruitment to start ASAP
<ul style="list-style-type: none"> Training programme to educate Board and ELT around accountabilities on the H&S Work Act. 		On target	Identification of a facilitator and a need to determine requirements to be completed.
Road Safety			
<ul style="list-style-type: none"> Team will be in place by 31 March 	Continually transform and elevate customer experience	On target	
<ul style="list-style-type: none"> Vision Zero paper to be presented at Safety & Human Resources Committee on 26 Feb 	Fast track creative, innovate and efficient transport services	On target	



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CULTURE & TRANSFORMATION

Task / Project	Strategic Theme	Status Result	Comment/s
Culture & Transformation			
<ul style="list-style-type: none"> Culture Strategy and Engagement Plan 	Continually transform and elevate customer experience. Fast-track creative, innovative and efficient transport services	On Target	Culture and Transformation high level strategy and key priorities developed with input from key stakeholders. Capability build of the team in place to ensure capacity to deliver.
<ul style="list-style-type: none"> Diversity and Inclusion programme of activity 		On Target	Ongoing work to build a diverse and inclusive workforce. Cultural Intelligence capability build is the next area of focus.
<ul style="list-style-type: none"> Leadership Strategy and framework 		Below, but likely to achieve	This work will begin once the new C&T structure is in place and key Organisation Effectiveness and Learning Experience roles are filled in May/June.
<ul style="list-style-type: none"> Organisational Change (Project Enable) 		Ahead	Project Enable has now successfully concluded. There are consequent ongoing streams of change underway for some areas of the business that will continue to enable AT's Transformation.
<ul style="list-style-type: none"> Culture and Transformation Strategy Development and operating model review 		On Target	C&T Operational Model and organisational structure complete. Recruitment underway for new roles in the Organisational Effectiveness team to build the transformation strategy end plan
<ul style="list-style-type: none"> Wellbeing survey results, strategy and plan 		On Target	Survey results communicated to the business and key initiatives underway.



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CUSTOMER EXPERIENCE

Task / Project	Strategic Theme	Status Result	Comment/s
Brand, Marketing & Design			
<ul style="list-style-type: none"> Macron / Te Reo Roll out (Physical Signage) 	Continually transform and elevate customer experience Fast track creative, innovate and efficient transport services	Below, but likely to achieve	This is included in the draft strategic business case for wayfinding. The Maori liaison team are investigating resource for translating common wayfinding terms.
<ul style="list-style-type: none"> Wayfinding – determine strategic approach and scope for wayfinding 		Below, but likely to achieve	Wayfinding and strategic case in development
Customer Central			
<ul style="list-style-type: none"> Complete 'explore' sprint on Ways of Working – AT Governance models with ELT utilising new internal Customer Central team expertise alongside Transformation and Culture team. 	Build network optimisation and resilience for predictable travel times Prioritise rapid, high frequency public transport Continually transform and elevate customer experience Enable quality urban growth to meet demand Fast track creative, innovate and efficient transport services	On target	ELT governance sprint successfully completed with first phase of actions being rolled out in February and March 2019.
<ul style="list-style-type: none"> CVP activation with Procurement team complete, as a benchmark to kick off rolling out a programme with Transformation and Culture team more widely across AT. 		On target	CVP activated with procurement team and the process has now been successfully handed over to Transformation & Culture team.
<ul style="list-style-type: none"> Identify internal talent, (using a quarterly rotation programme in Customer Central) to build a formal customer communications programme aimed at building 'customer think' across AT. 		On target	Quarterly rotation in place and active. Communication programme foundations underway.
<ul style="list-style-type: none"> Launch the Walking in Shoes programme in Think Tank and complete 30 members of staff through this programme by end March. 		On target	103 AT staff have proactively signed up for Walking in the Customer's shoes. The programme has been rolling out to these staff from March through to May.
Customer Insights			
Survey Programme <ul style="list-style-type: none"> Quarterly surveys on PT and Rooding Customer Satisfaction, Active Modes, AT Park and Market Perceptions. 	Continually transform and elevate customer experience Enable quality urban growth to meet demand	On target	Active Modes survey is now quarterly. First wave of AT Park survey was successfully completed.
<ul style="list-style-type: none"> Integrated Corridors survey. Reporting and Presentation February. 		On target	Research was completed, and results presented to stakeholders across AT and NZTA. Separate sessions were organised for Integrated Corridors, Airport Access and Congestion Pricing working groups.
Customer Services			
<ul style="list-style-type: none"> Deliver enhanced pan channel reporting including social media, VOC, web and Executive Level summary (Omni channel dashboard) 	Continually transform and elevate customer experience	On target	Channel reporting has been delivered. The addition of VoC will be included once Strategy and Programme is endorsed and implemented.
<ul style="list-style-type: none"> Training Environment Technology upgrade to ensure team are training on appropriate versions 		On target	Dependency on CRM and Contact Centre telephony upgrade.
<ul style="list-style-type: none"> Size phase one Onmichannel initiatives to enable prioritisation of detailed design and delivery 		On target	
<ul style="list-style-type: none"> Draft of retail strategy for AT HOP (including customer service centres) 		On target	



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Task / Project	Strategic Theme	Status Result	Comment/s
<ul style="list-style-type: none"> Elected Member alignment scaled to align Customer Liaison team members to specific local areas pan product 		On target	
<ul style="list-style-type: none"> Commence business cases for Knowledge Management and Contact Centre Technology Requirements 		On target	Business case for contact centre telephony signed, project established, and vendor engaged. Knowledge base business requirements are in development
Market & Engagement			
<ul style="list-style-type: none"> Development of an AT-wide Customer Value Proposition (CVP). Complete design sprint to test the CVP with staff and understand what require to roll out and embed internally 	Continually transform and elevate the customer experience Fast track creative, innovate and efficient transport services	On target	Workshops completed with the Parking and Procurement teams. The next stage is to take the learnings and for the Culture & Transformation team to lead the rollout across AT.
<ul style="list-style-type: none"> Voice-of-customer (VoC) programme (Metro & HOP customer interactions) 		On target	Support for VoC Customer Programme given by ELT. The next step is to complete a business case for approval to implement.
<ul style="list-style-type: none"> Implement HOP balance on AT Mobile 		Below within 2.5%	Customer rollout commenced and will be complete by early May.
<ul style="list-style-type: none"> Continue to leverage 'Go Metro' campaign to change Aucklanders behavioural biases about PT, with significant focus on benefits of new network. 		On target	The recent GO Metro campaign has focused on the customer benefits associated with the new network. Awareness of the GO Metro campaign continues to grow from 25% (Dec 17), 39% (Jun 18) to 43% (Mar 19) amongst Aucklanders.
<ul style="list-style-type: none"> Implement Te Reo audio and visual announcements on LINK buses 		Below, but likely to achieve	Awaiting NZ Bus to implement this new capability. NZ Bus have several timetable service delivery issues which have taken priority.
<ul style="list-style-type: none"> Trial WiFi, audio & visual messages / announcements on buses 		On target	Trial with two buses complete. Learnings to be taken into a wider RFP/Procurement process to develop a business case for approval, enabling a rollout to the wider bus fleet.

Ahead
On target
Below within 2.5%
Below, but likely to achieve
Material risk of non-achievement



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FINANCE

Task / Project	Strategic Theme	Comment/s
Finance		
<ul style="list-style-type: none"> Support and finalise 2018/19 insurance renewals 	Continually transform and elevate customer experience	
<ul style="list-style-type: none"> Finalise 2019/20 budget 		
<ul style="list-style-type: none"> Financial Year End and Audit 		Final Audit begins 4 June
Revenue & Analysis		
<ul style="list-style-type: none"> Continue to investigate options to mitigate capital and operating expenditure funding risk 		
Procurement (including Corporate Accommodation)		
<ul style="list-style-type: none"> AT Procurement Strategy approved by NZTA Board 	Fast track creative, innovate and efficient transport services Continually transform and elevate customer experience	On NZTA Board agenda for the 17 June meeting. (NZTA could not accommodate on their March Agenda)
<ul style="list-style-type: none"> Group Source Benefit pipeline for 2018/19 in place (target \$5 million in year savings) 		
<ul style="list-style-type: none"> 20 Viaduct Harbour Avenue head office – complete Project Implementation Review (PIR) and resulting actions. 		
<ul style="list-style-type: none"> 20 Viaduct Harbour Avenue additional security measures implemented 		Gates installed, canopy on track for June
<ul style="list-style-type: none"> Complete cost recovery, from the Landlord of 9-11 Corinthian Drive 		



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INTEGRATED NETWORKS

Task / Project	Strategic Theme	Comment/s
Metro Services - Bus Services		
<ul style="list-style-type: none"> • Bus driver amenities – Toilet facilities at termini <ul style="list-style-type: none"> ○ Additional sites to be identified for future planning ○ Elliot Street – confirm implementation in 2Q 2019 ○ Sale Street site – confirm implementation in 2Q 2019. 	Build network optimisation and resilience for travel times.	Progress under way.
<ul style="list-style-type: none"> • Implementation of new Network for Rodney and modifications to route 191 (New Network West) 	Continually transform and elevate customer experience	191 Route The Avenue Terminus for Dominion Road services + mid-block crossing and two stops on Ash St to be completed. NN Rodney - Delivery in May for 14 stops for Coatesville Riverhead Phase 2. Civil construction under way for Phase 1.
<ul style="list-style-type: none"> • New Network for Waiheke <ul style="list-style-type: none"> ○ Programme for bus stop works confirmed ○ Programme of road improvements for bus services confirmed 		NN Waiheke – prioritise improvements to enable October service launch.
Metro Services - Train Services		
<ul style="list-style-type: none"> • Automatic Pedestrian Level Crossing gates to be installed and operational at: <ul style="list-style-type: none"> ○ Glen Innes ○ Takanini Station ○ Walters Road ○ Manuroa Road ○ Taka Street 	Continually transform and elevate customer experience Fast-track creative, innovate and efficient transport services	All listed level crossings to be completed by 30 June 2019. Detailed project plan is yet to be provided.
<ul style="list-style-type: none"> • Parnell Station HOP Security gates to be installed and operational 	Continually transform and elevate customer experience Fast-track creative, innovate and efficient transport services	The introduction of the Gates will lead to an increase in revenue collection, and lead to the reduction in fare evasion and the anti-social behaviour that generally follows.
<ul style="list-style-type: none"> • Installation of new Platform Shelters at Baldwin Avenue Railway Station 	Continually transform and elevate customer experience	We're installing new Platform Shelters at Baldwin Avenue Station. This means that our customers will be able to keep dry whilst boarding and waiting for AT Metro Train services and will reduce the need for passengers to gather under the existing shelters to keep dry in inclement weather and reduce congestion along the platform.
Metro Services - Ferry Services		
<ul style="list-style-type: none"> • Progression of transition planning and the operational planning for the development of the Queens Wharf ferry berths. 	Build network optimisation and resilience for predictable travel times Continually transform and elevate customer experience	Required to maximise the efficient and safe use of the redeveloped Downtown Ferry Terminal (due for completion April 2020).



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	Fast track creative, innovate and efficient transport services	
<ul style="list-style-type: none"> Hobsonville Point ferry service review 	Build network optimisation and resilience for predictable travel times Continually transform and elevate customer experience Fast track creative, innovate and efficient transport services	3-month review of midweek service provision, in response to customer feedback, patronage and service performance. 6-month review on introduced weekend services as part of HLC funding arrangement, to enable any further changes to be co-ordinated and progressed prior to Summer 2019-20.
Metro Services – Service Optimisation		
<ul style="list-style-type: none"> Complete Total Mobility taxi operator procurement 	Continually transform and elevate customer experience	Procurement strategy approved by Board. Invitation to Qualify released to the market. New contracts will be in place by 30 June, to start operation on 1 July 2019.
Integrated Network Enablement		
<ul style="list-style-type: none"> Waiheke PTOM Contract Negotiations Completed - bus operator to be appointed by 13 October 2019 	Build network optimisation and resilience for travel times	Operations will commence on 13 October 2019.
<ul style="list-style-type: none"> Operator Franchise Rail Procurement – Scope of Service developed 	Continually transform and elevate customer experience	Market sounding feedback should be completed in this period and strategy development commenced.
<ul style="list-style-type: none"> City Link Bus Procurement Strategy 	Continually transform and elevate customer experience Prioritise rapid, high frequency public transport	City link contract ends November 2020. Procurements options including electric buses are being determined.
<ul style="list-style-type: none"> Puhinui to Airport Services Procurement Strategy 	Fast track creative, innovate and efficient transport services	Likely to be by way of variation to existing airport services contract.
<ul style="list-style-type: none"> PMO – Capital Programme Pipeline development 	Continually transform and elevate customer experience	Capital Programme Pipeline to be complete.
<ul style="list-style-type: none"> PMO - Organisation structure 	Build network optimisation and resilience	New structure to be in place by end April 2019.
<ul style="list-style-type: none"> PMO – Project Management Framework - Refresh 	Continually transform and elevate customer experience	Align and update all current documentation from across AT to NZTA standards/terminology where appropriate. Update framework to cover AT wide. Update suite of documents.
<ul style="list-style-type: none"> PMO – Project management tool configuration and implementation 	Build network optimisation and resilience	Tool selected Edison365. Release 1 Configuration at 95%, testing underway and on track for end April release. Release 2 configuration to commence from mid-April on track for May release. Release 3 configuration to commence May on track for June release.
Portfolio Delivery – Assets, Maintenance & Renewals		
<ul style="list-style-type: none"> Seal Extension – Monowai Road 	Build network optimisation and resilience	Complete contract close out for Stage 1. Reassess design philosophy and re-programme Stage 2.



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<ul style="list-style-type: none"> Seal Extension – Wellsford Valley Road 	Build network optimisation and resilience	Commence preliminary design.
<ul style="list-style-type: none"> Seal Extension – Ahuroa Road 		Close-out planning issues at preliminary design stage. Secure detailed design services.
<ul style="list-style-type: none"> Seal Extension – Ngarewa Drive 		Progress revision of design completed to date to align with the design philosophy being adopted for seal extension projects.
<ul style="list-style-type: none"> Seal Extension – Araperera Forestry Programme 		Complete construction of Stage 1 projects and two additional projects from the Stage 2 package.
<ul style="list-style-type: none"> Streetlighting 		Complete the award of the new streetlight maintenance and renewal contracts.
<ul style="list-style-type: none"> Road renewal programme 		Complete the delivery of the 2018/19 road renewal programme.
Portfolio Delivery – Strategic Programmes		
<ul style="list-style-type: none"> AMET1 EB1 	Prioritise rapid, high frequency public transport. Continually transform and elevate customer experience. Build network optimisation and resilience for predictable travel times.	Commence works on site including sod-turning ceremony.
<ul style="list-style-type: none"> AMET1 EB2 Procurement Strategy Developed. 	Prioritise rapid, high frequency public transport. Continually transform and elevate customer experience. Build network optimisation and resilience for predictable travel times.	
<ul style="list-style-type: none"> New Lynn to Avondale Cycleway 	Continually transform and elevate customer experience.	Contract to be awarded.
<ul style="list-style-type: none"> Karangahape Road Upgrade 		Contract to be awarded.
Portfolio Delivery – Alliances		
CRL		
<ul style="list-style-type: none"> Support CRL in scope review and award of C3. 		
Portfolio Delivery – Projects		
<ul style="list-style-type: none"> Safety Programme \$40m of Safety Programme projects for the 2019/20 FY designed or in the procurement process for design by 30 June. 	Prioritise rapid, high frequency public transport Continually transform and elevate customer experience Fast-track creative, innovative and efficient transport services	
<ul style="list-style-type: none"> Matakana Link Road designation confirmed 	Enable quality urban growth to meet demand Build network optimisation and resilience for travel time	
<ul style="list-style-type: none"> Regional Bus Interchange concept agreed. 	Prioritise rapid, high frequency public transport	
<ul style="list-style-type: none"> Puhinui Bus/Train Interchange design commenced and early enabling works underway. 	Prioritise rapid, high frequency public transport Enable quality urban growth to meet demand Build network optimisation and resilience for travel time	



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Property & Planning		
Planning Integration		
New Public Transport Network		
<ul style="list-style-type: none"> Northern Corridor Improvements - Rosedale Bus Station 	Prioritise rapid, high frequency public transport Build network optimisation and resilience for predictable travel times	Resource Consent & NoR to be lodged in June 2019
<ul style="list-style-type: none"> Puhinui Interchange resource consent granted 		Decision on Resource Consent from Auckland Council expected in May 2019
Ferry Services and Coastal Utilities		
<ul style="list-style-type: none"> Matiatia Ferry Terminal Toilet Upgrade 	Continually transform and elevate customer experience	Decision on Resource Consent from Auckland Council expected in May 2019
<ul style="list-style-type: none"> Downtown Ferry Basin Redevelopment 	Prioritise rapid, high frequency public transport Continually transform and elevate customer experience Build network optimisation and resilience for predictable travel times	Decision on Resource Consent expected from Independent Commissioners in May 2019
Roading		
<ul style="list-style-type: none"> Ngarewa Drive Seal Extension 	Continually transform and elevate customer experience	Decision on Resource Consent from Auckland Council expected in June 2019
<ul style="list-style-type: none"> Matakana Link Road 	Enable quality urban growth to meet demand Build network optimisation and resilience for travel times	Hearing completed Notice of Requirement confirmed by AT and Resource Consents granted.
<ul style="list-style-type: none"> AMETI EB1 TDM Park and Ride 	Prioritise rapid, high frequency public transport Build network optimisation and resilience for travel times	Decision on Resource Consent from Auckland Council expected in June 2019
<ul style="list-style-type: none"> Murphys Road upgrade project 	Continually transform and elevate customer experience	Decision on Resource Consent from Auckland Council expected in June 2019
<ul style="list-style-type: none"> Medallion Drive Link 		Resource consent application granted by council on non-notified basis
Property Optimisation		
<ul style="list-style-type: none"> Devonport Wharf 	Continually transform and elevate customer experience	Complete Landlord fit out works for Units 3 and 7 at Devonport Wharf
<ul style="list-style-type: none"> Britomart Station 		Six new retail tenancies within new Britomart station - commence lease negotiations.
Property Acquisitions		
<ul style="list-style-type: none"> Complete Q4 Land Acquisition Programme of 68 property purchases at a forecast spend of \$54m. 	Continually transform and elevate customer experience	
<ul style="list-style-type: none"> Matakana Link Road 	Prioritise rapid, high frequency public transport	Complete last three offers to Owners and advance s18 PWA Notices as required.
<ul style="list-style-type: none"> Medallion Drive 	Enable quality urban growth to meet demand	Section 23 PWA Appeal hearing. File AT evidence by 18 April and prepare for hearing on 8 July.
<ul style="list-style-type: none"> AMETI Project 	Prioritise rapid, high frequency public transport	Complete last EB1 acquisitions, 3 properties at Lagoona Drive Advance EB2 and EB3 full residential programme, 17 properties



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Chief Engineer & Asset Management		
<ul style="list-style-type: none">Transport Design Manual	Enable quality urban growth to meet demand	Publish draft Urban Streets Guideline and Codes of Practice by end-June 2019, with Auckland Council regulatory support



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SERVICE DELIVERY

Task / Project	Strategic Theme	Comment/s
ATOCs (Central & Smales)		
<ul style="list-style-type: none"> Amalgamation 	Prioritise rapid, high frequency public transport Continually transform and elevate customer experience Build network optimisation and resilience for travel times Fast-track creative, innovative and efficient transport services	<ul style="list-style-type: none"> Smales Farm: Building fit out high level design complete Smales Farm: Technology delivery plan agreed/Vendor Statement of Engagement (SOE's) accepted Albany Business Continuity Site: Building Works Fit Out complete Amalgamation: Organisational Structure Review: ATOC Manager Appointment completed; ATOC leadership team structure and appointment underway.
<ul style="list-style-type: none"> Special Events 		<ul style="list-style-type: none"> Finalisation of new integrated ticketing contract Way finding project will be finished Historically trends indicate the following event numbers for Q4: APR 145 - MAY 120 - JUN 80
<ul style="list-style-type: none"> Auckland Airport Optimisation 		<ul style="list-style-type: none"> Future technology/data sharing opportunities presented to JMB. Deliver and agree concept of operations for 'during construction' between Auckland Airport, NZTA and AT for the airport/SH20 region.
Network Management		
<ul style="list-style-type: none"> Complete routine traffic signal optimisation of the arterial network 	Prioritise rapid, high frequency public transport Continually transform and elevate customer experience Build network optimisation and resilience for travel times	<ul style="list-style-type: none"> Complete the optimisation of 12 routes. Continue active monitoring and optimisation within the City Centre to continue.
<ul style="list-style-type: none"> Implement the Dynamic Lane trial 	Continually transform and elevate customer experience Build network optimisation and resilience for travel times Fast-track creative, innovative and efficient transport services	<ul style="list-style-type: none"> Obtain final NZTA endorsement for Whangaparaoa Road dynamic lane trial. Public consultation for Redoubt Road dynamic lane to take place. Construction phase to commence.
<ul style="list-style-type: none"> Deliver the Road Safety Infrastructure Programme 	Prioritise rapid, high frequency public transport Continually transform and elevate customer experience Build network optimisation and resilience for travel times Fast-track creative, innovative and efficient transport services	<ul style="list-style-type: none"> Analyse the responses from the speed management consultation and hearings and present interim finding options to the AT Board.



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Parking Services		
<ul style="list-style-type: none"> LPR (License Plate Recognition) Off-Street Victoria Street Carpark 	Continually transform and elevate customer experience	<ul style="list-style-type: none"> LPR to be integrated with ATPark with go live planned for 23 June.
<ul style="list-style-type: none"> Licence Plate Recognition Vehicle Mounted Enforcement (LPR VME) (Captures overstays and exempts vehicles who have permits) 	Build network optimisation and resilience for travel times	<ul style="list-style-type: none"> Delivery date planned for the end of May. Acceptance Criteria finalised 4 April. Planning on installing Kit into vehicle 17 April. Non-disclosure agreements have all been executed.
<ul style="list-style-type: none"> Parnell Parking Improvements Project 		<ul style="list-style-type: none"> Zone's 4 and 5 of the Residential Parking Zone to go live in May
<ul style="list-style-type: none"> Eden Terrace Residential Parking Zone 		<ul style="list-style-type: none"> Consultation has been completed with the team currently reviewing feedback. Once completed, project will move onto the resolution for the RPZ
<ul style="list-style-type: none"> North Shore Hospital project 		<ul style="list-style-type: none"> Went live on the 4 April.
Harbourmaster		
<ul style="list-style-type: none"> CCTV cameras to be installed at strategic locations 	Continually transform and elevate customer experience	Project currently being rescoped.



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PLANNING & INVESTMENT

Task / Project	Strategic Theme	Comment/s
Strategic Land Use & Spatial Management		
Development of Planning Frameworks <ul style="list-style-type: none"> Represent Auckland Transport in responding to private plan changes and notices of requirement as and when required, including engagement with developers to ensure transport land use integration and consideration of Auckland Transport projects such as development of the Supporting Growth Network for greenfield locations Represent Auckland Transport in reviewing and responding to planning workstreams by external agencies, such as Central Government, as and when required Provide transport support to Auckland Council on plan changes and appeals to the Auckland Unitary Plan that are relevant to Auckland Transport 	Continually transform and elevate customer experience Build network optimisation and resilience for travel times Enable quality urban growth to meet demand	
Place - Based Spatial Planning <ul style="list-style-type: none"> Provide support to Panuku Development Auckland in the development of appropriate transport components in project visions and plans for Transform, Support and Unlock projects, such as Pukekohe Provide transport support to Auckland Council in the development of place - based planning workstreams such as area / centre plans for Te Atatu South and Waiheke Island Continue to provide transport support to Auckland Council in the development of Structure Plans for Drury-Opaheke, Pukekohe-Paerata, Silverdale-Dairy Flats, and Warkworth 		
Development Proposals <ul style="list-style-type: none"> Continue to provide specialist support to Auckland Council with transport planning assessments of relevant resource consent applications to improve transport land use integration and transport outcomes Work with external stakeholders / developers by providing input into development proposals, including engagement to ensure transport land use integration and consideration of Auckland Transport projects such as development of the Supporting Growth Network for greenfield locations 		
Strategic Projects		
Supporting Growth - Transport for Future Urban Growth (TFUG) <ul style="list-style-type: none"> NZTA approval for preferred network Commence evaluation of Mill Road staging options 	Prioritise rapid, high frequency public transport Enable quality urban growth to meet demand	
PT Network development <ul style="list-style-type: none"> Ferry – commence Programme Business Case NW LRT – commence plans for development of an interim bus solution Matiatia – work with NZTA to secure funding and commence procurement for consultants to commence Single Stage Business Case Additional Waitemata Harbour Connections / North Shore RTN – Business Case covering short and long-term investments to NZTA and AT Boards Short Term Airport Access – complete Single Stage Business Case Neighbourhood Interchanges – complete Strategic Case Wellesley St bus corridor concept ready for consultation Papakura Park and Ride – finalise recommendation for improvements 		
Strategic roading network development <ul style="list-style-type: none"> Finalise decision on Penlink timing 	Build network optimisation and resilience for predictable travel times	



AT Deliverables
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Task / Project	Strategic Theme	Comment/s
Commence re-evaluation of Gills Road / Dairy Flat improvements		
Strategic Rail Development <ul style="list-style-type: none"> Rail Infrastructure Review – Interim report to Board Papakura to Pukekohe Electrification – progress Single Stage Business Case Wiri to Quay Park (3 rd Main) – progress Single Stage Business Case	Prioritise rapid, high frequency public transport Enable quality urban growth to meet demand	
Strategic Cycling Network Complete Indicative Business Case (lite) for Glen Innes to Tamaki Shared Path spine connections	Continually transform and elevate the customer experience	
Integrated Network Planning, Policy & Sustainability		
Refresh Sustainability Strategy		
Develop Emissions Reduction Plan	Fast-track creative, innovative and efficient transport services	
Develop Sustainable Procurement Framework	Continually transform and elevate customer service experience	
Develop Electric Vehicle Strategy		
Progress Scoping of RLTP 2021	Prioritise rapid, high frequency public transport Continually transform and elevate customer service experience Build network optimisation and resilience for predictable travel times Enable quality urban growth to meet demand Fast-track creative, innovative and efficient transport services	
Develop Car Share Policy	Fast-track creative, innovative and efficient transport services	
Develop Accelerated Mode Shift Plan		
Develop Waiheke Transport Plan (draft for consultation)	Fast-track creative, innovative and efficient transport services Continually transform and elevate customer service experience	
Strategic Transport Governance		
Auckland Congestion Question Project: <ul style="list-style-type: none"> Phase II and Phase III further development and assessment of pricing options 	Build network optimisation and resilience for predictable travel times Prioritise rapid, high frequency public transport Enable quality urban growth to meet demand	
City Rail Link Limited (CRL) <ul style="list-style-type: none"> Progress Delivery Partner Agreement negotiation Establish of overall CRL project governance framework 	Build network optimisation and resilience for predictable travel times Prioritise rapid, high frequency public transport	



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Task / Project	Strategic Theme	Comment/s
	Enable quality urban growth to meet demand	
Future of Rail <ul style="list-style-type: none"> Provide input to Ministry of Transport Future of Rail Review 	Build network optimisation and resilience for predictable travel times Prioritise rapid, high frequency public transport Enable quality urban growth to meet demand	
Statement of Intent (SOI) <ul style="list-style-type: none"> Submission of final 2019/22 SOI to Council Input to Council's review of SOI process 	Continually transform and elevate customer experience Build network optimisation and resilience for travel times Enable quality urban growth to meet demand Build network optimisation and resilience for predictable travel times Prioritise rapid, high frequency public transport	
Auckland Forecasting Centre		
Dynamic Traffic Assignment (DTA) model (regional) <ul style="list-style-type: none"> Build 2028 forecast reference network 	Build network optimisation and resilience for predictable travel times	
Integrated corridors (AT) <ul style="list-style-type: none"> Base models setup 	Enable quality urban growth to meet demand	
Land Use Model (ASP) <ul style="list-style-type: none"> Run AC alternative land use tests (LUTI) 		
Active mode modelling <ul style="list-style-type: none"> Active modes model completed Peer review accepted 	Enable quality urban growth to meet demand Continually transform and elevate customer experience	



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BUSINESS TECHNOLOGY

Task / Project	Strategic Theme	Comment/s
Digital and Technology Delivery		
<ul style="list-style-type: none"> Portfolio and Project Management Solution roll out completed, covering Category 1 to Category 4 Infrastructure projects, and including training and reporting. This will improve visibility of these projects at all levels within AT. 	Continually transform and elevate customer experience	
<ul style="list-style-type: none"> Privileged Access Management (PAM) implemented – this will improve security around AT’s high-risk users, such as IT Administrators who require elevated privileges at times. This is an audit requirement. 		
<ul style="list-style-type: none"> Automated Bus Lane enforcement delivered via CCTV and video analytics for Great North Road, Grey Lynn and Park Road, Newmarket. 	Prioritise rapid, high frequency public transport	
<ul style="list-style-type: none"> Safety – CCTV Analytics delivered that will trigger real-time alerts when people are identified as being on the tracks at the Britomart train station. 	Continually transform and elevate customer experience	
<ul style="list-style-type: none"> Complete the development of the Public Transport Calculator, which demonstrates the cost and time-saving benefits of commuting on public transport compared to using a car. 	Prioritise rapid, high frequency public transport	
<ul style="list-style-type: none"> Improve real-time bus tracking accuracy by delivering the position feed from a circa 30-second update to a 9-second update. 	Continually transform and elevate customer experience	
<ul style="list-style-type: none"> Synergi Mobile Application: The Synergi Mobile application will be rolled out to staff and external users to capture Health and Safety incidents. A phased approach will be initiated to ensure a smooth transition and opportunity for feedback on functionality. 		
<ul style="list-style-type: none"> EAM (Enterprise Asset Management) Discovery Phase: Discovery workshops being conducted with Infor will be completed. This will confirm the scope, implementation plan, and costs for the preferred EAM solution. 		
Information Security		
<ul style="list-style-type: none"> Design and implement Role Based Access Control (RBAC) framework for access to Azure Cloud. The framework will balance simplicity, security, and supportability, enabling infrastructure and application support teams to be effective while ensuring access to resources is limited only to authorised people. This is an audit requirement. 	Continually transform and elevate customer experience	
Enterprise Analytics and Reporting		
<ul style="list-style-type: none"> GIS Maps Migration: Completion of the replacement of several parking-related static website maps with interactive maps. This will provide customers with accessibility to information in a single interactive interface. 	Continually transform and elevate customer experience	
<ul style="list-style-type: none"> Power BI Parking Analytics Data: Completion of a combined dataset and integrated reporting to provide AT with customer insights related to demand for parking services. 		
<ul style="list-style-type: none"> Project Haystack (Auto-classification): Improved SharePoint Search will be delivered for AT staff; this will also enable documents to be identified for Retention and Disposal, allowing AT to be compliant with Public Records Act obligations. 		
<ul style="list-style-type: none"> APC (Automated Passenger Counting): Completion of the train passenger count data capture in EDW that makes use of the passenger counting sensors located at each door on a train that count passengers entering and exiting trains. This data will be made available through the Enterprise Data Warehouse to allow analysis of passenger patronage on train trips per carriage. 	Build network optimisation and resilience for predictable travel times	



AT Deliverables

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<ul style="list-style-type: none"> • TTM (Things That Move) Connected Journeys: Production of the identification of connected ferry and bus trips to understand passenger travel patterns that are used for estimating passenger counts for each connected trip. This information will then be used by the Command Centre to make operational decisions (such as holding connected bus trips for delayed ferry journeys). 	Build network optimisation and resilience for predictable travel times	
<ul style="list-style-type: none"> • APS (Analytics Platform System) decommissioning: Completion of the migration of the remaining analytics and reporting solutions (Voice of the Customer) from the APS platform to the Vertica platform, and decommissioning APS to reduce the overall technology footprint within AT. 	Continually transform and elevate customer experience	
Emerging Technology		
<ul style="list-style-type: none"> • ScienceLogic Proof of Value completed. ScienceLogic is a sophisticated network scanning tool that performs device discovery, builds Service Maps and Improves visibility into all IT infrastructure. 	Continually transform and elevate customer experience	



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STAKEHOLDER, COMMUNITIES & COMMUNICATION

Task / Project	Strategic Theme	Comment/s
Elected Member Relationships		
<ul style="list-style-type: none"> Progress on Local Board Transport Capital Fund projects 	Continually transform and elevate customer experience	
<ul style="list-style-type: none"> Demonstrated progress on Waiheke Island governance pilot 		
Communications		
<ul style="list-style-type: none"> Consultations – key public consultations to include St Heliers and Mission Bay traffic improvements, Manurewa safer communities, and Mt Roskill Greenways project. 	Continually transform and elevate customer experience	
<ul style="list-style-type: none"> Speed Limit Bylaw – continued public communications and coordination of consultation in advance of public Hearings and Board decision 	Fast-track creative, innovative and efficient transport services	
<ul style="list-style-type: none"> Connected Communities – begin implementation of early stakeholder engagement for the programme 		
<ul style="list-style-type: none"> Support delivery of Road Safety Action Plan with effective, targeted communications and media strategies 		



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SAFETY

Task / Project	Strategic Theme	Comment/s (not to be populated now)
Health & Safety		
<ul style="list-style-type: none"> Full Health and Safety Team 	Continually transform and elevate customer experience	
<ul style="list-style-type: none"> Training programme to educate Board and ELT around accountabilities around the H&S at Work Act 		
<ul style="list-style-type: none"> Programme of Work for H&S Team – BIR (Impac) 		
Road Safety		
<ul style="list-style-type: none"> Deliver Community and Road Safety Education Initiatives and Interventions <ul style="list-style-type: none"> Delivery of key education and enforcement campaigns, including Restraints, Signalised Intersections, Community Speed Programme, Back to School, Alcohol, Distraction, and the Young Driver Programme. Projected interventions for the next quarter: <ul style="list-style-type: none"> 105 Travelwise/Safer Community events 40 Walking School Bus events 5 new Walking School Bus routes 15 cycle and 15 scooter events 29 community-based road safety interventions 9 police checkpoints 7 Te Ara Haepapa Māori Road Safety Education initiatives (three community-based road safety interventions, three school-based interventions and one social media campaign). 	Continually transform and elevate customer experience	
<ul style="list-style-type: none"> Develop Auckland Transport's Road Safety Strategy 2018/21 <ul style="list-style-type: none"> The Auckland Transport Road Safety Programme Business Case (PBC) long list & short list 10-year programmes, costs, outcomes and evaluation will be presented to the Tāmaki Makaurau Governance Group for review and endorsement. Vision Zero interactive workshops will be presented to the Auckland Transport Board, Executive Leadership Team and Senior Management. A draft framework for the Vision Zero Strategy will be presented to the Tāmaki Makaurau Road Safety Governance Group for their input. 	Fast track creative, innovate and efficient transport services	



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CULTURE & TRANSFORMATION

Task / Project	Strategic Theme	Comment/s
Culture & Transformation		
<ul style="list-style-type: none"> Operational Excellence 	Continually transform and elevate customer experience	Following the confirmation of the new C&T Structure, a stream of work is underway to review / optimise our HR processes and systems. The first objective is to understand the current state of productivity and utilisation within our HR Operations team.
<ul style="list-style-type: none"> Establish Learning Experience Centre of Excellence 		Once the new C&T structure is in place and Learning Experience roles are filled, work will begin to establish a centralised learning function to deliver strategic and prioritised learning solutions to the organisation.
<ul style="list-style-type: none"> Culture and Transformation Strategy and Plan – including key priorities with the business 		
<ul style="list-style-type: none"> Leadership Strategy and Framework development – including creation of leadership expectations and our first People Leaders Forum 		
<ul style="list-style-type: none"> Strategic Framework refresh 		



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CUSTOMER EXPERIENCE

Task / Project	Strategic Theme	Comment/s (not to be populated)
Customer Central		
<ul style="list-style-type: none"> Establish two hero mobility experience squads: Community Living and Commuting to drive mode shift and improve customer experience. 	Continually transform and elevate customer experience Prioritise rapid, high frequency public transport	
<ul style="list-style-type: none"> Map the Commuting customer experience and define tactical opportunities, sized and prioritised to drive mode shift and improve experiences. 		
<ul style="list-style-type: none"> Map key components of the Community Living Experience: Customer contacts (CRM); Consents (Encroachments); Consultations. Define opportunity deliverable milestones and quantify benefits. 	Continually transform and elevate customer experience	
<ul style="list-style-type: none"> Complete explore sprint for Share the Path – understand users’ experiences, map existing and desired behaviours to aid in developing behavioural and evidence-based interventions and trials to ensure infrastructure is shared in a way that is safe and useable for all. 		
<ul style="list-style-type: none"> Apply Behavioural Science experiments to test impact of specific changes for: <ul style="list-style-type: none"> Infringement notices Quay Street traffic management Newmarket Precinct travel behaviour 		
Customer Insights		
<ul style="list-style-type: none"> On-going quarterly surveys on Public Transport and Roving Customer Satisfaction, Active Modes, AT Park and Market Perceptions completed and insights shared across AT 	Continually transform and elevate customer experience Enable quality urban growth to meet demand	
<ul style="list-style-type: none"> Travelwise annual school survey – measuring mode share on school travel across Auckland 		
<ul style="list-style-type: none"> Research to understand PT users’ experience and challenges when transferring between PT modes as part of their journey (e.g. wayfinding, information available, safety, wait time, etc.) 		
<ul style="list-style-type: none"> Safer speeds survey – understanding perceptions and attitudes towards AT’s speed reduction plan 		
<ul style="list-style-type: none"> North-western shared path – observation study on the behaviour of cyclists and pedestrians 		
Customer Services		
<ul style="list-style-type: none"> All front-line agents trained in first contact resolution for bus operator ‘complaints’. This will reduce the volume of cases going to operators enabling them to focus on more serious cases. 	Continually transform and elevate customer experience Fast track creative, innovate and efficient transport services	
<ul style="list-style-type: none"> All Local Boards will have Customer Liaison Advisors managing all cases in their area. This is a shift from product-based subject matter experts to enable trends in local areas to be identified and relationships to be built through having a more consistent point of contact. 		
<ul style="list-style-type: none"> Case management of ‘sensitive’ operator cases and Elected Member requests for service to ensure these types of cases have oversight and management, through to completion. 		
<ul style="list-style-type: none"> Proactive calling for new customers registering AT HOP cards to educate them on the product and digital options such as auto top-up with the objective of increasing % of auto top-up customers and reduce calls regarding AT HOP queries 		
<ul style="list-style-type: none"> Lean process map identifying opportunities for improvement in the case management lifecycle for community living cases. This will enable targeted improvements resulting in an improved customer experience and reduce time to resolve these types of cases. 		
<ul style="list-style-type: none"> Retail strategy delivered that incorporates Service Centres and AT HOP Retailers to ensure geographical optimisation and a consistent service experience. 		



AT Deliverables

Projects to be delivered by 30 June 2019

Task / Project	Strategic Theme	Comment/s (not to be populated)
Market & Engagement		
<ul style="list-style-type: none"> Rollout HOP balance on AT Mobile to continue to grow the customer experience and drive digital customer engagement. 	Continually transform and elevate customer experience Fast track creative, innovate and efficient transport services	
<ul style="list-style-type: none"> Implement Te Reo audio and visual announcements on LINK buses. 		
<ul style="list-style-type: none"> Implement the new online PT Calculator so Aucklanders can compare 'car' versus 'Public Transport' travel times & costs. A key tool to help drive 'modal shift' 		
<ul style="list-style-type: none"> Maximise modal shift and road safety awareness from upcoming Travelwise, Travel Demand as well as school and community events and activations 		
<ul style="list-style-type: none"> Continue to experiment with new ways to drive usage and customer uptake to gain maximum insights from the AT Local on-demand rideshare trial in Devonport 		

Key to AT Strategic Themes are:

- Build network optimisation and resilience for predictable travel times
- Prioritise rapid, high frequency public transport
- Continually transform and elevate customer experience
- Enable quality urban growth to meet demand
- Fast track creative, innovate and efficient transport services