

Chief Executive's Report

Recommendation:

That the Chief Executive's report be received.

Prepared by:

David Warburton, Chief Executive

Project Updates

Te Atatu Road Upgrade

Evaluation of tenders is now complete, with the award of the contract imminent. Construction targeted to start August 2015 with a view towards completion around February 2017.

Glenvar Ridge Road

The Council issued the formal conditions of Notice of Requirement (NoR) to AT in mid June. At the time of writing an approval of the NoR conditions was expected. Enabling construction works are planned to commence in mid August 2015.

K Road Cycleway

This separated cycle facility is proposed from Symonds Street to Ponsonby Road, linking to Grafton Gully and the proposed Nelson Street cycleway. Various options are being considered to integrate the cycleway within a busy commercial street environment. Other considerations include working within the Karangahape Road Plan, City Rail Link, Light Rail and Symonds Street Bus Lane Projects.

Eastern Rail Cycleway (Glen Innes to Tamaki Drive)

The resource consent application is underway. Preliminary design for sections 2 and 3 (St Johns Road to Tamaki Drive) has commenced. The construction contract for section 1 (Glen Innes to St Johns Road) is expected to be awarded at the end of July 2015 by the NZ Transport Agency.

Onehunga Mall Streetscape

Detailed design is currently under review by AT and Council. Construction is planned for mid-August 2015 commencing with the footpath upgrade.

Franklin Road

Community Liaison Group (CLG) currently being set up for Franklin Road to commence in Spring. Representation from Franklin Road residents, AT, Waitemata LB, Watercare, Vector. A ballot for representation is being held given the keen interest of residents in being part of the group.

Mission Bay Street Upgrade

AT has partnered with the Orakei Local Board and the Mission Bay business community to fund the widening of a section of Mission Bay's town centre. The street upgrade covers the block of shops, cafes and restaurants around the eastern side of the Tamaki Drive and Patteson Avenue intersection.

Representatives of the project team have met with the Mission Bay Business Association to discuss concept plans for the upgrade and possible timeline. It was agreed that consultation would take place in 2015, but that the actual works would be deferred to early 2016 to avoid a clash with the busy Christmas season.

East West Connections

Community engagement closed on 17 July on a preferred approach for improving freight connections in Onehunga-Penrose and speeding up bus services between Mangere, Otahuhu and Sylvia Park. Engagement events, which included visits to local markets, were well attended.

Feedback themes included strong support for improvements to public transport, concerns about impacts on traffic congestion if lanes are added to Massey Road and general comments on trucks in the area. Feedback on the Onehunga-Penrose connections focused on the proposed Neilson Street interchange, the importance of the Waikaraka cycleway, maintaining access to the foreshore and ensuring the project does not preclude rail to the airport.

Clonbern Road Service Lane

This project forms part of the Remuera Village upgrade initiative that has been developed closely with the Orakei Local Board and Remuera Business Association. It seeks to improve the public use and access of the service lane by making a feature of the laneway with various urban design elements. The upgrade of Clonbern Road service lane was completed in late June 2015 and delivered within budget.

Wynyard Quarter Integrated Road Programme

The design of Halsey and Gaunt Streets is complete and the enabling works are continuing through July 2015. Main construction works will commence in August 2015.

Ōtāhuhu Bus-Train Interchange

The detailed design was completed and the 2 July AT Board meeting approved delegation to award the main works contract. NZ Transport Agency funding approval for construction phase has also been received and a tender for the main works will be issued by mid-July, anticipating contract award mid-late September.

Enabling works remaining are expected to be complete by mid-August. This will consist of platform work to cover the area opened up by the relocated signal box and completion of earthworks on the bus interchange site.

The current programme indicates that construction will be complete in June 2016 to align with the Southern New Bus Network rollout.

AMETI

Practical completion for the overall contract works has been issued, with closeout documentation and contractual resolution continuing. Once complete, the contractor will address consent conditions relating to contaminated land beneath site compounds.

Lodgement of the Stage 2A NoR for the busway from Panmure to Pakuranga (Ti Rakau Drive) is pending resolution of the cultural mitigation process; this is expected by late July to permit on-going dialogue between lead iwi Ngati Paoa and other relevant iwi.

A joint review of the AMETI delivery strategy with regards to the timing of the Reeves Road flyover and Stage 2B (busway between Pakuranga and Botany) components has been carried out between AT, Council and the NZ Transport Agency, with final dialogue scheduled for July.

Newmarket Crossing

AT Board approval to lodge the NoR is expected to be sought at the August meeting. A refined preliminary design has been completed, incorporating feedback from an internal AT workshop, residents, landowners, community groups, and Mana Whenua.

Discussion with key landowners (KiwiRail, Waitemata Local Board/AC Parks, and a property in Cowie Street) continues and negotiations are underway to secure land required for the bridge.

Pukekohe Bus Rail Interchange

Funding for the full bus interchange for Pukekohe, along with a park and ride, has been confirmed for 2015-16 and 2016-17. An NZ Transport Agency funding application for design is being prepared for submission in August. Intersection improvements for Custom Street and Manukau Road are included in the project.

Planning and Consenting Update

Notices of Requirement and Consents

To be lodged within the next three months

NoR and Regional Consents:

- Newmarket Level Crossing
- AMETI Panmure to Pakuranga
- AMETI Sylvia Park

NoR:

- Lincoln Road.

Resource Consents:

- Mt Roskill Safe Routes
- Wynyard Quarter Package B (Wynyard Common, Daldy Street, Gaunt Street West, Beaumont Street South)
- Half Moon Bay Ferry Terminal Redevelopment
- Murphy's Road Widening and Bridge Improvements
- Ngapipi and Tamaki Safety Improvement Project for Cyclists
- Point England to Panmure Walking and Cycling
- Northside Drive East Road Upgrade
- Nelson Street Cycleway
- Riverhead Footpath
- Mangere Future Streets
- Matakana Pedestrian and Cycle Bridge
- Symonds Street and Alfred Street Intersection Improvements
- Birkenhead Mainstreet Improvements

Public Notifications and Hearings

NoR and Resource Consents:

- Mill Road public notification closed 26 May 2015. Hearing proposed for third quarter 2015
- Penlink hearing is anticipated for August 2015
- Waterview Shared Cycle Path Road hearing before Independent Commissioners is anticipated to close by end June 2015
- CRL Britomart NoR public notification anticipated for 10 July 2015

Resource Consents:

- CRL Regional Consent Application 1 hearing completed in July 2015

Decisions/Approvals

- Glenvar Ridge Road Independent Commissioners recommendation on NoR and consents received on 12 June 2015
- Waterview Shared Cycle Path Road Independent Commissioners recommendation on NoR decision pending
- Te Atatu Corridor Road Improvements consents granted on 22 June 2015

Environment Court Appeals

- City Rail Link appeals. Three appeals resolved. One appeal (NoR 6) hearing 29 June 2015 – 2 July 2016. Environment Court decision pending
- Environment Court Mediation for Medallion Drive Link was held on 29 May 2015. Environment Court has issued directions for a hearing to be scheduled for January 2016

Land Acquisition

Fifteen unconditional agreements signed in June 2015: City Rail Link (1), AMETI (2), Chapel Road (1), Flat Bush (3), Mill Road (2), Ormiston (1), Otahuhu (1), Smales Allens (2), Te Atatu (1) and Trig Road (1) (May 2015: 7). Total project cost incurred for the month were \$11.9m (May 2015: \$13.3m).

Corporate

General Finance Issues

The preparation of the Annual Accounts and Report continue and will be available for the Finance and Risk Committee (FRC) and Council due dates of 30 July.

AT's insurance policies (except Rolling Stock) were renewed at 30 June. JLT have advised that the premiums for buildings (Material Damage) have reduced by a further 33%, or \$199,000 (with the total Group limit reduced by 50% to \$500 million) while other classes of cover have moved in total by 3% or \$7,000. A full report will be provided to the August FRC meeting.

Procurement

Two tenders were published in June with an estimated value of \$9.21m. One tender had an estimated value over \$2.0m.

Tender	Type
Towing, Recovery and Storage Services	RFP

110 contracts were issued in June with a total value of \$25.25 million. One contract was awarded over the value of \$2 million, as detailed below.

Contract	Supplier
2015 IFA Roading Works	Auckland Council

Recruitment

The recruitment team are currently trialling the applicant screening and interviewing platform Sparkhire. This is a US based video interviewing platform that can conduct live video interviews for international candidates as an alternative to Skype.

Video screening is also being used for roles that receive a large volume of applications to provide a better understanding of “soft skills” and cut down the number of inappropriate candidates being brought in for interview. The candidates are asked 2-3 pre-screening questions, and the managers get to review each video to ascertain who they would like to meet in person.

Maori Language Week

Maori language week begins 27 July. AT has previously been recognised for its contributions to this nationwide initiative. This year has seen the production of an e-book, targeted at 9-13 year olds (downloadable free on iTunes). The interactive book is in both Te Reo and English and follows a family on a train journey from Pukekohe to the NRL Nines at Eden Park. Along the way the children are educated about pre-European history of the areas they pass through.

Leadership Development

Our quarterly Senior Leadership Forum was held this month and included guest speaker Auckland Airport Chief Executive Adrian Littlewood speaking about his experiences leading through the complexities and challenges of the airport business.

Customer Service Metrics - June

- Average call wait time: AT Metro 8 seconds, AT HOP 6 seconds
- Service level: AT Metro 87%, AT HOP 92.5%, AT Specialist Team - core hours 71%
- Abandonment of call: AT Metro 3%, AT HOP 1.6%, AT Specialist Team – core hours 5.2%
- Call volumes: AT Metro Public Transport 26,410, AT HOP 10,214, AT Specialist Team – core hours 19,601



Wynyard Quarter Freedom Campers

In association with Council and Waterfront Auckland an escalating response programme was deployed in July to cease freedom camping in Wynyard Quarter. Council's Compliance Team and Auckland Transport Enforcement Officers have delivered:

- A two week long education program involving letter drops to vehicles and one on one conversation with vehicle drivers
- 24 hour enforcement
- Vehicle removal and possible seizure if required

Incident Management and Business Continuity

This exercise involved the Auckland Lifelines group which is made up of emergency services and essential service providers i.e. Transportation, energy suppliers, phone lines. The event of which we were a full participant partner was fully tested and was well received across the wider sectors with key learning outcomes being achieved and new processes identified.

Key lessons from the exercise included:

- A need to enhancing our escalation processes
- A need to enhance our media processes to ensure alignment with other partners
- A need to develop a closer operational approach with ATOC's to ensure that we have a common operating picture across emergency management
- We found out that liaison roles within Civil defence are essential
- We found that replicating a virtual environment for emergency exercises does not impact on BAU activities and minimises risk of impacting on real time work.

Regional Land Transport Plan (2015-25)

The revised draft of the RLTP 2015-25 was presented to the Regional Transport Committee at their meeting on 2 July 2015. This was approved (with minor amendments) and preparations have commenced on the published version to enable it to be released prior to its statutory deadline of 31 July 2015. Following completion of the Long Term Plan and RLTP, a series of workshops were held to inform Local Boards about transport activities planned for their areas.

National Land Transport Programme (2015-18)

The NZ Transport Agency released its National Land Transport Programme (2015-18) on 1 July 2015. Funding approval has been received for operational expenditure programmes for the 2015-18 period: Road Safety Promotion, Local Road Maintenance Operations & Renewals, and the Public Transport Programme as well as capital expenditure on minor improvements for Road and Public Transport activities. Provision has also been made within the National Land Transport Programme for improvement activities across walking and cycling; local road infrastructure; public transport infrastructure activity classes, and also transport planning activities (such as programme business cases).

The National Land Transport Programme includes all activities expected to be included; separate funding applications will need to be made for each major capital project.

Delegated Funding Agreement (DFA)

Following the expiry AT's Delegated Funding Agreement, a new agreement was signed with the NZ Transport Agency on 29 June 2015. This agreement is valid for the three year period of the National Land Transport Programme (from 2 July 2015 to 1 July 2018) and enables AT to consider, and approve, those improvement activities (with a total cost of less than \$5 million) that meet the NZ Transport Agency's Investment Assessment Framework.

Asset Management and Maintenance

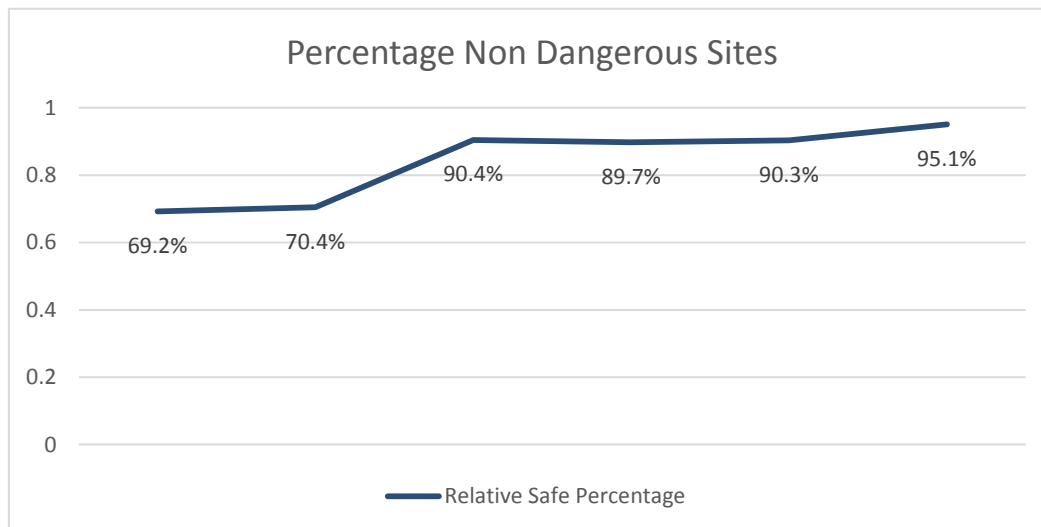
Auckland Transport's second Asset Management Plan, covering the period 2015 to 2018, is being finalised. This has been before the Capital Review Committee in April and July and should be presented to the Board in August for ratification. The plan acknowledges the current funding pressures for renewals and maintenance activities, and welcomes in particular the renewal funding approved in the Long Term Plan for the period 2015 to 2018. However, the Asset Management Plan raises concerns with the level of funding post 2018, and the ability of Auckland Transport to absorb increasing customer expectations and a growing network whilst maintaining what we have.

Road Corridor Access

Major Utility Project Updates

<p>Watercare Hunua 4 Bulk Watermain</p>	<p>Crews are currently working on:</p> <ul style="list-style-type: none"> • Coronation Road between Dunstall PI and Mountain Road • Mountain Road between Kirkbride Road / Creamery Road Roundabout and Miller Road • Crawford Avenue between Rimu Road and Hastie Avenue • Mount Smart Road intersection. <p>Upcoming points to note include a road closure for Horotutu Road in August for approximately four months for chamber construction. Also traffic lights are required on Tidal Road (in residential / market garden section – down by (Gee Place) to install an Air Valve. The TMP for work starting mid July 2015 has been approved but may require extension.</p>
<p>Causeway June 2015 Update</p>	<p>Throughout May and June, some large cranes were parked on the westbound motorway at night to lift the last of the Whau River Bridge precast beams in to place. Once lifted in to place these bars are entwined with the reinforcing steel in the bridge piers and crossheads and then encased in more concrete.</p> <p>The next stage is for the newly built section to be connected to the existing bridge in what is known as a “bridge stitch”. In early July between Rosebank Road and Te Atatu when the two westbound left-hand lanes will be separated from lane 3. This change will start before the Patiki onramp. Drivers wanting to exit at Te Atatu will need to get into the left hand lanes early. These movements are creating additional space in the middle so the Waterview Connection team can work on the remaining motorway on-ramp piers from the tunnels.</p>

	The Great North Road city bound exit will also be moved in the coming weeks with the off-ramp lane starting earlier.
Waterview Tunnel	The tunnel boring machine (TBM), Alice, is now well into her return journey having excavated more than 700 metres of the second tunnel. This is about a third of the way along her 2.4km-long southbound journey to Owairaka. She is 22 metres below ground and has passed under Great North Road.
UFB Program	<p>Year 5 (2015/16) of the UFB rollout is now well underway with 92 cabinet areas already under construction. The early start will even out the work load throughout the year and avoid the back ended build that we experienced this year. The work is also being assigned in clusters so as to give specific contractors responsibility for larger areas and to enable cost efficiencies.</p> <p>The Year 5 build contains a much greater element of aerial deployment which will reduce deployment costs and lessen the amount of excavation required and potential damage to the footpath and road carriageway</p>



Temporary Traffic Management (TTM)

In June we saw a satisfying lift in our Percentage Non Dangerous Sites” to 95% (target is above 90%). Stop Work Orders are issued immediately when a dangerous site is encountered and approved corrective actions are then required prior to any recommencement

Of the 163 reviews undertaken, 12 were completed outside normal business hours with none rated as dangerous. Those sites with high compliance or minor improvement was 63% and those requiring greater improvement was 36%. When compared with the previous month the figures highlight that the reduction in Dangerous Sites is offset by an increase in the requiring improvement category. So although, there has been improvement, there is still work required.

Road Corridor Delivery

Physical Achievement

JUNE 2015			
Asset Renewal	June YTD Actual (km)	Full Year Target (km)	Completion v. Full Year Target (%)
Pavements	40.0	37.4	107.0
Surfacing	418.9	427.4	98.0
Footpaths	110.0	116.7	94.3
TOTAL	568.9	581.5	97.8

The delivery of the pavement rehabilitation, resurfacing and footpath renewal programmes has gone well with 40.0 km of pavement rehabilitation, 418.9 km of resurfacing and 110.0 km of footpath renewals completed this year. Overall the completed renewal length was 98% of the full year target. The small under-delivery in resurfacing was in respect to chip sealing and was due to a lack of suitable back up sites that were able to be brought forward into the resurfacing programme late in the sealing season. The under-delivery against target for footpath renewals was due to budgetary constraints arising from the provision of wider footpaths, vehicle crossing replacements and some under-delivery in the South West contract.

The status of the more significant projects is as follows:

Area	Site	Status
North	Tauhinu Road	Complete
	Beach Road	Complete
	Glamorgan Drive	Complete
	Waipa Street	Complete
	Laurie Southwick Parade	Complete
	Verran Road	Complete
	Constellation Drive	Complete
	Onewa Road.	Complete
	Matakana Road	Complete
	Leigh Road	Complete
	Access Road	Complete
	Kaipara Flats Road	Complete
	Ridge Road	Complete
Central	Orapui Road on Waiheke Island	Complete
	The Drive	Complete
	Park Point Drive	Complete
South	Whitford-Maraetai Road	Complete
	Kerwyn Ave	Complete
	View Road	Complete
	Harris Street (Pukekohe)	Complete
	Massey Road	Complete
	Huia Road	Complete
	Brookside Road	Complete
	Ti Rakau Drive	Complete
	Marne Road	Complete
	Bridge Street	Complete
	Kenderdine Road	Complete
West	Pomaria Road	Complete
	Te Atatu Road (Gunner Drive – Taikata Road)	Complete
	Great North Road	Complete
	Orapiu Road (Waiheke Island)	Complete
	West Coast Road	Complete
	Kervil Ave	Deferred

Network Operations and Safety

Community and Road Safety

The results of the Community and Road safety programme for 2014/2015 have been compiled, highlights of the year's programme include:

- Construction of 260 minor safety improvements on the network
- Major safety improvements delivered on 3 high risk rural roads
- Red light camera treatment at 7 high risk intersections, totalling 16 sites in the Region
- 79 new Walking School Buses bringing the regional total to 369, exceeding the target of 347
- Reduction of 17,164 morning car trips avoided through Travelwise and school travel planning activities exceeding the target of 16,700
- Travelwise customer satisfaction results increased from 60% in 2013 to 82% in 2014

Young Driver Programme

"Ready for the Road" Young Driver programme was delivered in June to young unlicensed drivers from the Glen Innes community with a history of traffic offending. The programme was delivered in partnership with the NZ Police, Harmony Trust and Ruapotaka Marae in Glen Innes. The Ready for the Road programme raises awareness of driver responsibility and has a track record of reducing driving-related offences. Young drivers aged 16 to 24 years are over-represented in road deaths and serious injuries in Auckland due to their still developing cognitive skills and high-risk behaviour.

Travel Demand Management

The results of the Commute Travel Demand Management programme for 2014/2015 have been compiled, highlights of the year's programme include:

- 17 new organisations including Fonterra and Microsoft joined the programme
- 13,200 people participated in Commute events
- 5,565 single occupancy trips were removed from the morning peak

June Road Deaths

In June there were six road deaths in Auckland (three motorists and three pedestrians). The Road Safety Team has completed five Road Death Investigations with support from the Serious Crash Unit (SCU).

Kiwi Carpool Week

During June carpooling was promoted across New Zealand, as part of the national campaign 'Kiwi Carpool Week'. In Auckland 16 business events were held where staff could register on Let's Carpool and four events were held at park and rides. Over the period of the campaign AT engaged with approximately 800 people, with 528 going on to sign-up to the scheme.

'Oi!' Distracted Driver Campaign

Auckland Transport commissioned UMR to independently research the 'Oi!' campaign in terms of awareness and behaviour change. The survey was based on 1,000 people across Auckland Transport, including the 18-30 target audience.

Attitudes towards the ads were positive overall with the majority feeling they had tapped into something they cared about, and motivated them to personally reduce mobile phone use while driving.

Results demonstrate the campaign has succeeded in reaching its target audience with a very high 60% of respondents under 30 having seen it. This is significant as this age group was also more likely to engage in distracted driving (a third admitting to using a handheld mobile phone for calls or texting while driving in the past three months).



Of those who have seen the advertising, 46% reported having stopped texting or doing it less, 44% stopped calling people or made calls less, 32% stopped using social media apps or used them less and 31% stopped using maps or used them less.

Attitudes towards Auckland Transport's Oi! advertising

Using the scale below, to what extent do you agree that these ads:

	1 – Strongly disagree	2	3	4	5	6	7 – Strongly agree	Total agree (5-7)	Unsure
	%	%	%	%	%	%	%	%	%
Are believable	5	3	3	12	20	22	32	74	3
Remind me of something I really care about	5	4	5	13	14	22	34	71	2
Help me take action to reduce mobile phone use while driving	4	4	5	16	15	19	34	68	3
Will get people talking	4	3	7	16	21	20	26	67	3
Are talking to me and people like me	6	5	5	15	20	22	24	66	3
Will make me talk to family/friends about mobile phone use while driving	6	4	8	13	19	20	26	65	4
Are enjoyable	6	3	5	19	21	21	22	64	3
Tells me something new about driving and using a mobile phone	11	10	12	16	14	14	19	47	3

Base: Those that had seen the Oi! campaign (n=334)

Sober Driver Winter Campaign

Following on the success of the #drunksense/#straightsense summer marketing campaign, the winter 'sober driver' campaign will be targeting 'Host Responsibility'. The campaign is currently in development and due in market end July.

Media channels will include a mix of above and below the line advertising including Facebook, web, radio and EDM's. AT's sober driving initiatives are aligned to the NZ Transport Agency's national road safety programme, with a focus on Auckland audiences.

Example online banner material for Sober Driving campaign



Cut out drink bottles and cups will fall down the frame



The drinks fall out of the bottom of the frame to reveal the copy below, before the paper curls up from the bottom right to reveal the next frame



The Car will start at the top of the road and jerkily drive from side to side to the front of frame. The note will stomp on with sticky tape.



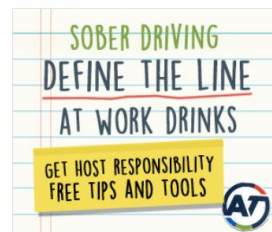
When the car gets to the front of the frame an arm holding a beer will pop out. The lines will follow the car as it swerves from side to side.



The car will crash when it reaches the front of frame with a pow like animation speech bubble.



A new lighter coloured piece of paper will stomp down onto the last frame with the sticky tape firming it in the corners.



The paper last frame will rip in half to reveal the final frame. The first line of copy will animate from the left and the second line will emerge out of the bottom of the top copy, before the line is drawn across from the left.



Urban Cycle Funding

On 25 June the Minister of Transport announced the Urban Cycleways Investment Panel decision to award an additional \$24.75 million to accelerate the delivery of the Auckland Cycle Network over the next three years. The investment is in addition to the \$4.67 million allocated by the Panel to Auckland cycleways in January 2015, with Auckland receiving in total just under a third of the Governments' \$100 million Urban Cycle Programme.

The \$24.75 million has been allocated to the following packages of cycle projects which also have \$63.9 million of funding identified through the National Land Transport Fund and Local Government funding to ensure the package of cycle facilities can be completed by 2018:

- City Centre Network
- Eastern Connections to the City Centre
- Western connections to the City Centre
- Links to public transport

Further information on the Urban Cycle Programme and on the cycle way projects included in the packages can be found at <http://www.transport.govt.nz/land/land-transport-funding/urban-cycleways/>

AT Metro

Rail Service Performance

Rail patronage continues to grow at significant rates. However, reliability and punctuality continues to be below performance standards, mainly as a result of failures in network infrastructure (track and points). This compounded the previously reported challenges faced with the transition from diesel to electric train operations (full EMU operations introduced on 20 July). June saw reliability at 93.8% and punctuality at 73.6% compared to a 12-month rolling average of 95.9% and 83.4%. Performance during the first two weeks of July has seen an improvement, with reliability at 96.3% and punctuality at 84.8%.

Patronage Performance

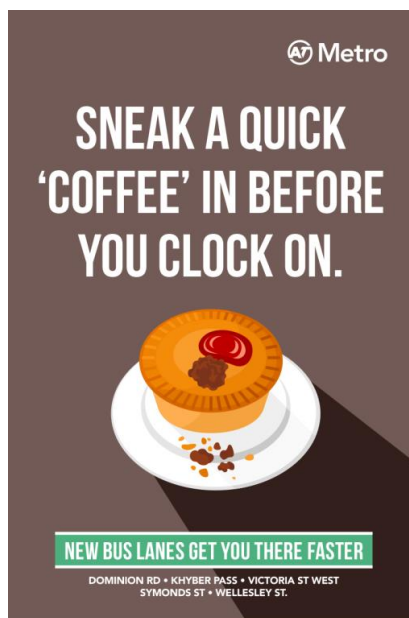
Summary patronage performance for June 2015 is presented below:

June 2015	Estimate - FY 2014/15 Year-to-date June 2015				Estimated - 12 Months				
	Previous Year 2013/14	SOI 2014/15	Actual 2014/15	% Change Prev Year	Previous Year 2013/14 to Jun 14	Actual rolling total to June 2015	% Change Prev Year	SOI 2014/15 to Jun 15	Projected Forecast 2014/15 to Jun 15
1. Rail	11,435,085	12,100,000	13,916,822	↑ 21.7%	11,435,085	13,916,822	↑ 21.7%	12,100,000	13,800,000
2. Northern Express Bus	2,426,745	2,511,000	2,843,210	↑ 17.2%	2,426,745	2,843,210	↑ 17.2%	2,511,000	2,850,000
3. Frequent, Connector and Local Bus (Including School Bus)	53,424,378	53,695,000	56,953,128	↑ 6.6%	53,424,378	56,953,128	↑ 6.6%	53,695,000	57,000,000
4. Ferry	5,109,947	5,380,000	5,536,389	↑ 8.3%	5,109,947	5,536,389	↑ 8.3%	5,380,000	5,340,356
Total Patronage	72,396,155	73,686,000	79,249,549	↑ 9.5%	72,396,155	79,249,549	↑ 9.5%	73,686,000	78,990,356

- AT Metro patronage totalled 79.2M for 12-months to June 2015, growth of +9.5%, against SOI target of 73.7M.
- Rail patronage totalled 13.9M for the 12-months to June 2015, growth of +21.7%, against an SOI target of 12.1M.
- Northern Express totalled 2.8M for the 12-months to June 2015, growth of +17.2%, against an SOI target of 2.5M.
- Bus totalled 57M for the 12-months to June 2015, growth of +6.6%, against an SOI target of 53.7M.
- Ferry patronage totalled 5.5M for the 12-months to June 2015, growth of +8.3%, against an SOI target of 5.4M.

New Bus Lanes

An in situ campaign is promoting new bus lanes in Dominion Road, Khyber Pass, Victoria Street West, Symonds Street and Wellesley Street. Adshels, billboards and back of bus advertising are running during July and August.



AT HOP Retail Promotion

There are several bus stops in Auckland which are within walking distance to a HOP retailer, but commuters are not aware of these retailers and continue to pay with cash for their journey.

AT HOP retailer posters have been created to raise awareness of the nearest retailer to a commuter's bus stop, along with raising awareness of the savings commuters will make by using a HOP card instead of cash.

Objectives:

- Provide information to commuters about the locations of AT HOP retailers
- Increase awareness of savings made by using an AT HOP card
- Increase HOP penetration in areas which have high cash usage
- Increase individual retailer sales of HOP cards

Posters with information on retailers will be installed at bus stops within 2km radius of retailers.

Are you paying too much for your bus or train fare?

Pay using an AT HOP card and save on travel.*

If you pay by cash <small>(Single trip adult cash fare)</small>	With an AT HOP card you'll save per trip
\$2.00	80c
\$2.50	80c
\$4.50	\$1.50
\$5.00	\$1.00
\$6.50	\$1.70

*Does not include FifeSide, Airbus Express, or Waikato Island buses.



To purchase an AT HOP card and start saving visit:

**Paper Plus Royal Oak,
The Mall, 691 Manukau Road**

Monday - Wednesday: 9.00am - 5.30pm
 Thursday: 9.00am - 7.00pm
 Friday: 9.00am - 5.30pm
 Saturday: 9.00am - 5.00pm
 Sunday: 10.00am - 5.00pm

For more information visit AT.govt.nz/athop
 or phone 09 366 4467 @AkTransport

AT 12/15/15
 Terms of use and registered prospectus for the AT HOP cards are available at AT.govt.nz/athop or at the Transport Information Centre, Britomart. The obligations of Auckland Transport under the AT HOP cards are unsecured.



*Maria swapped from cash to HOP and saved \$10.20 a week for her travel between Manurewa and Mangere.**

*Based on 2 trips per week.



Progress against 3-Year Business Strategy & Key Strategic Priorities

Delivery against the six-monthly reviewed rolling three year business strategy for public transport is provided below against the key strategic priorities:

1. Integrated Ticketing & Fares
2. Procurement & Contract Reform
3. Rail Services Electrification
4. New Network including Frequent Service Network
5. Service Capacity and Infrastructure
6. On-Time Performance
7. First and Final Leg
8. Customer Experience
9. PT Adoption Marketing and Promotional Programme

Key Priority Targets	Monthly Update
1. Ticketing & Fares	
<ul style="list-style-type: none"> • 2012: Rail & ferry HOP integrated ticketing • 2013/14: Bus HOP integrated ticketing • Integrated fares: concept 2013; business case 2014; development 2015; implementation mid-2016 	<ul style="list-style-type: none"> • The proposed integrated fares ticket product roadmap, zones and zone boundaries and indicative pricing range underwent public consultation from 11 May 2015 (products, zones and pricing) to 6 June 2015. 19 Local Boards were presented to and 1,556 submissions received. 60% answered yes and 28% no to the question “Do you think the proposed zone boundaries are about right?”. 51% answered yes and 37% no to the question “Do you think the proposed products are about right?”. Proposed changes following consultation will be presented to the Board later in 2015. • A variation to the 2013 Regional Public Transport Plan to accommodate the proposed zonal integrated fares along with other changes also underwent public and stakeholder consultation with a Hearings Panel receiving presentations from key stakeholders held on Friday 12 June. This is the subject of a separate Board paper this month. • Key technical workshops have been held with Thales France and Octopus Services Limited to develop the technical solution for integrated fares.

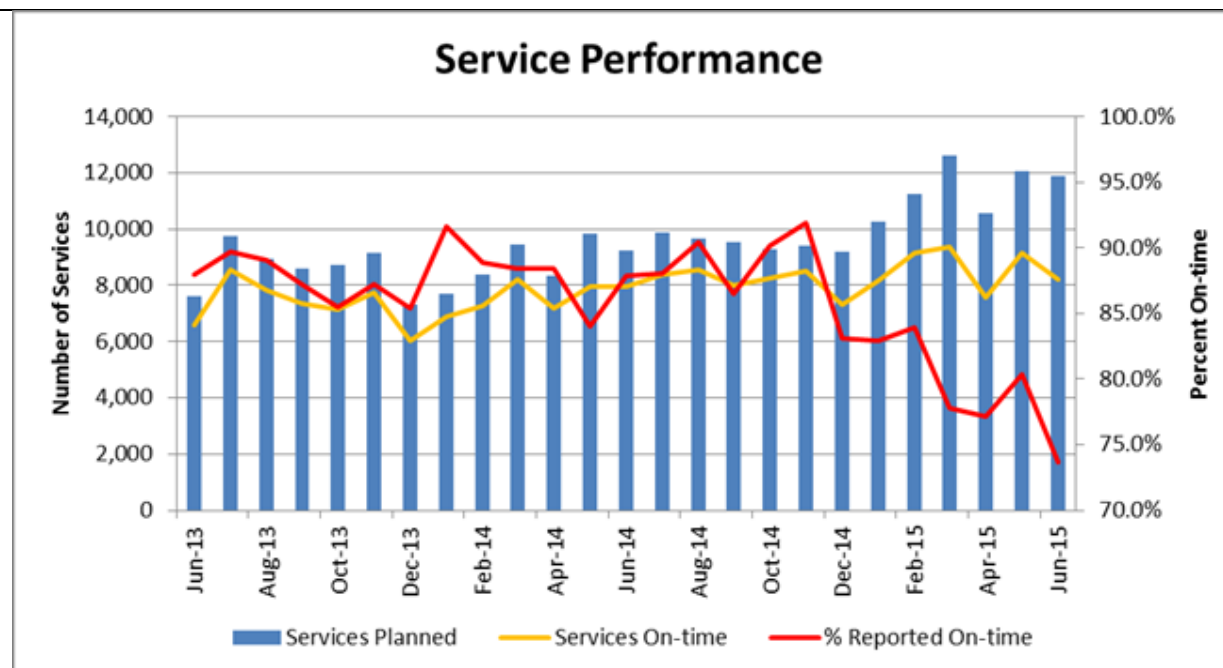
2. Procurement & Contract Reform	
<ul style="list-style-type: none"> • 2013: RPTP adopted and new procurement legislation passed • 2015: South Auckland bus tender; rail tender; ferry tenders • 2015/16: rest of Auckland bus tenders • 2016: New Network South Auckland bus contracts; rail contract and ferry contracts start • 2016/17: rest New Network bus contracts start 	<ul style="list-style-type: none"> • <u>Rail</u>: The Request for Tender (RFT) is being finalised. • <u>Bus</u>: Bus draft RFT and contract were submitted to the NZ Transport Agency for review and approval in February, with feedback and points of clarification responded to in June. The NZ Transport Agency has now provided approval for the draft Auckland Transport bus PTOM RFT and contract. Final allocation of negotiated bus PTOM Units to incumbent operators is being finalised prior to release of RFT for the eight South Auckland New Network bus contracts. • <u>Ferry</u>: The RFT and contract are being finalised for submission to the NZ Transport Agency for approval. Tenders for eight contracted ferry service routes are targeted for August/September. <ul style="list-style-type: none"> ○ Final negotiations of a new Downtown Wharf access and charging regime has slipped but is expected for completion end-July. A cost recovery path over 5 years will be targeted.
3. Rail Services Electrification	
<ul style="list-style-type: none"> • Apr 2014: Onehunga Line services • Sep – Dec 2014: Eastern Line services • May 2015: full weekend services • Jun 2015: Southern Line peak services • Jul 2015: full 7-day network 	<ul style="list-style-type: none"> • All 54 3-car EMUs have achieved provisional acceptance out of the 54 trains of the full 57 that have been delivered to Auckland. 47 have achieved acceptance for revenue service. The final three 3-car sets are scheduled to arrive in Auckland on 3 August 2015. • Full EMU operations (other than diesel shuttle between Papakura and Pukekohe). This included in early July power systems modelling and approvals, driver conversion training, EMU maintenance and availability and infrastructure operational confirmation from KiwiRail for increased EMU operations. • Adjusted rail timetables and public communications were issued from early July for the 20 July timetable to represent full 7-day EMU operations. • New diesel refuelling facility has been completed at Pukekohe for the Papakura / Pukekohe diesel shuttles. • Diesel train carriages are being retired and relocated to Taumarunui for storage. Diesel locomotives will be returned to KiwiRail following expiry of leases. • Bus shuttle services will operate between Waitakere and Swanson for the immediate term from 20 July. A review of future public transport options west of Swanson and Waitakere are underway.

<p>4. New Network including Frequent Service Network</p>	
<ul style="list-style-type: none"> • 2013: RPTP adoption. • 2013: South bus consultation. • 2014: West, Hibiscus Coast, Franklin bus consultations • 2015: North, East, Central & Beachlands/Maraetai bus consultations • Oct 2015: Hibiscus Coast New Network on-ground • 2016-17: New Network on-ground. 	<ul style="list-style-type: none"> • <u>Hibiscus Coast New Network</u>: Confirmed that New Network services to commence on-the-ground from 18 October 2015 including extension to Silverdale of the Northern Express. • <u>South Auckland New Network</u>: Southern timetables for tender have been completed, based on new run times, in preparation for the imminent South Auckland bus PTOM tenders and commencement on-the-ground of services in mid-2016. Further public and stakeholder communication events are being planned including at the Southern Business Market hosted by Wiri Business Association. • <u>West Auckland New Network</u>: Post consultation is on-going, with communications to submitters. A comprehensive bus stop and shelter review has been completed. Specifications for procurement in late-2015/early-2016 are being developed. • <u>North Shore New Network</u>: North Shore New Network consultation commenced 2 June) and will close on 13 July. 13 public consultation events will be completed. Over 1000 submissions to date. • <u>Isthmus and East Auckland New Network</u>: Service designs are being finalised and pre-consultation stakeholder engagement is due to commence in July. Public consultation targeted to commence September/October 2015. • <u>Beachlands/Maraetai</u>: Beachlands/Maraetai will run as a separate consultation late 2015. • <u>Waiheke Island</u> will be undertaken as a separate consultation in 2016. • <u>Anthony Cross, AT Metro Network Manager</u>, was at the UITP World Congress in Milan last week presenting on the New Network and Auckland public transport transformation. AT was asked to attend and present on the strategic plan and key priorities for public transport in Auckland and in particular our redesign of the public transport network under 'New Network'. This recognises that internationally, Auckland is starting to be noticed in terms of changes and transformation of its public transport system including initiatives such as New Network, PTOM, integrated ticketing and fares, rail electrification, ferry development plan and customer experience.
<p>5. Service Capacity and Infrastructure</p>	
<ul style="list-style-type: none"> • 2013/14 onwards: existing service timetable, frequency and capacity upgrades. 	<p><u>Rail:</u></p> <ul style="list-style-type: none"> • The EMU rollout programme continues as above. Additional electric 4x6-car trains introduced on the Southern Line from Papakura on 8 June 2015. • Station improvements continue across the rail network. Puhinui is on track to be completed by the end of August 2015. Ellerslie Station with walkway, stairwell and most of the platform being covered. • Installation of ticket gates at New Lynn will be completed mid-July 2015 • New 136 park Swanson Station Park n Ride completed 7 July 2015.

	<p><u>Bus:</u></p> <ul style="list-style-type: none"> The double decker rollout programme continues as a key enabler of bus capacity management. Double decker buses have been ordered by Ritchies Transport Holdings as operator of the Northern Express (18 additional double decker buses) and Howick & Eastern Buses Ltd for the Botany / Flat Bush / CBD route (15 double deckers). The first two ADL manufactured double decker buses being built for Howick & Eastern have come off the production line and are now going through testing in Scotland. Expected arrival in NZ is October. Once these buses are fully signed off the remaining 13 double decker buses will be built in Tauranga. Review of low demand bus routes is underway to identify buses that can be redistributed to high demand routes and in preparation for high-peak demand cycle in February and March 2016. <p><u>Ferry:</u></p> <ul style="list-style-type: none"> Downtown Ferry Terminal Pier 4 replacement has commenced off-site fabrication with construction on-site targeted for August 2015. Kennedy Point seawall tender released. Additional bus services connected to Matiatia Explore ferry services on Waiheke and at Devonport with the Devonport ferry were due to commence 19 July.
<p>6. On-Time Performance</p>	
<ul style="list-style-type: none"> 2013/14: review all bus timetables; upgrade all on-bus GPS tracking equipment Mid-2014: enhanced bus real-time tracking and reporting 2014/15: rail electric timetable rollouts 2015: on-going bus timetable reviews May 2015: weekend EMU rollout across network July 2015: EMU 7-day rollout across network with minor timetable operational changes 	<p><u>Rail:</u></p> <ul style="list-style-type: none"> June saw a reduction in recent improvements for punctuality at 73.6% as forecast in last month's report, compared to a 12-month rolling average of 83.4%. June reliability was at 93.8%, still below the 12 month 95.9% performance and 98% target. The first two weeks of July saw reliability at 96.3% and punctuality at 84.8% both above the 12 month rolling average The main impact on June performance was the level of track and signalling faults particularly at critical network junctions, with KiwiRail Network delay minutes significantly higher than the same month last year. Infrastructure issues included track and points faults due to weather and a mudslide on the Parnell Bank blocking the line temporarily and caused ongoing temporary speed restrictions. Other incidents in June included Police stopping a train at Glen Innes searching for a person who was alleged to be carrying a fire arm. Diesel train failures also continued to cause difficulties. A three-pronged approach to performance improvement is therefore underway: <ul style="list-style-type: none"> (a) removal of route cause faults to improve reliability and prevent resilience occurs from impacting punctuality (b) continuous improvement across four key components of operations, ETCS, rail infrastructure and EMU reliability for full EMU operations under 20 July timetable (c) assessment of underlying network and timetable performance from a resilience perspective (timetable recovery) when faults inevitably occur. A rail EMU service performance improvement plan is summarised at Attachment 1 with four key areas of focus (note, this has not changed

since the last monthly report): operations, ETCS, rail infrastructure and EMU reliability. Actions progressing since the last report include:

- Britomart platform train departure managers introduced to improve on-time departures
- ETCS filters installed on the EMU fleet in late June / early July expected to reduce ETCS contributing cancellations by up to 75% through improved interface between on-train and track-side equipment
- software upgrades for auxiliary power supplies
- express signal clearing trial has been completed at four locations with the rollout progressing to further locations
- timetable changes to be implemented on 20 July to improve timetable performance of +1 minute addition to the Puhinui to Manukau scheduled time on the Eastern Line to reflect current speeds and arrival times (will not affect other parts of the timetable) and Britomart to Swanson +2 minutes (to implement the outbound part of the up to +3 minutes Western Line run-time either way (Swanson to Britomart implemented in April))
- Britomart berthing arrangements to be altered on 20 July to reduce conflicts between platforms and Britomart tunnel train paths
- While a period of full EMU operations bedding-in and continuous improvement will progressively see an improvement in on-time performance, timetable and/or service pattern changes may be necessary due to limited network resilience when faults do occur to improve performance later in 2015, as practical performance of the network is understood under a single EMU fleet operation and network and timetable performance further modelled over coming months.
- While not belittling current on-time performance issues on the rail network and significant disruption to customers when disruptions occur, customer complaints remain static and patronage continues to grow at significant rates. Since the 8 December 2014 timetable change, 22% to 26% (dependent upon month) service frequency improvements have been made (blue bar below illustrating services planned) resulting in an increase in actual services operated on-time (yellow line) despite the reducing level of total on-time performance (red line). The continued high growth in patronage may be attributed to the increased service frequency (customers turn up and go) with increased number of trains operating on-time along with the 'sparks effect' of new electric trains operating. Noting that patronage would be higher if on-time performance was improved.



Bus:

- The overall bus network delivered reliability of 97.4% and punctuality of 93.2% in June, increases of around 2.3% and 4.5% respectively over the last year.
- Bus operator reliability highlights Ritchies' Northern Express at 99.6%; North Star (NZ Bus) at 98.2%; Urban Express at 98.1% in June 2014. Airbus Express and Howick & Eastern improved by around 6.8% and 5.1% respectively against June 2014 results.
- Bus operator punctuality highlights includes Ritchies' Northern Express at 99.0%; Go West (NZ Bus) at 95.3%; Urban Express at 94.2%. Airbus Express and Howick & Eastern improved their punctuality at first stop by 13.3% and 10.7% respectively against June 2014 results.
- The on-going programme of timetable and run-time reviews for bus services continues:
 - Ritchies' west timetables have been reviewed and changes implemented Sunday 21 June 2015
 - Run time changes and extra service trips for Urban Express went live on Monday 22 June 2015. Also added some additional Blockhouse Bay to Britomart (and vice versa) trips to improve frequency and capacity

	<ul style="list-style-type: none"> ○ Tranzit's 380 Airporter new timetables, with additional run time and better connections with trains at Onehunga, will go live on 19 July ○ Waiheke Bus Company's timetables are being updated from 19 July with 135 extra bus trips per week to connect with Explore Ferry sailings at Matiatia at peak times ○ MetroLink, NorthStar and Waka Pacific timetables will be updated July. Will include extended run times for urban and school trips and additional trips to meet capacity demand ○ Devonport timetables are being updated from Sunday 19 July to improve connections with ferries. Buses will meet more ferries on weeknights, every ferry on Sundays and every ferry until 11:30pm on Saturdays ○ Go West's new timetable for route 139 will go live on week days from 20 July to replace the train service between Swanson and Waitakere (now that electric trains are running only as far as Swanson on the Western Line) ● Update on bus priority improvements over the last month: <ul style="list-style-type: none"> ○ Onewa Road T3 lane (city bound) – construction progressing and due to be completed in July ○ Park Road bus lane (hospital to Carlton Gore Road) – consultation completed; construction due to commence in July ○ Parnell Road bus lane (St Stephens to Sarawia Street – outbound) – consultation completed; construction due to commence in July ○ Manukau Road/Pah Road transit lanes – internal consultation completed – external consultation commenced ○ Great North Road bus lanes (New Lynn to Ash Street) – final concept plans completed – consultation underway ○ Totara Avenue signal removal – improvements to New Lynn bus interchange; construction due to be completed in July ○ Esmonde Road bus lane – construction to commence July
<p>7. First & Final Leg</p>	
<ul style="list-style-type: none"> ● Waiheke Bus Company's timetables are being updated from Sunday 19 July with 135 extra bus trips per week to connect with Explore Ferry sailings at Matiatia at peak times ● Devonport bus timetables are being updated from Sunday 19 July to improve connections with ferries. Buses will meet more ferries on weeknights, every ferry on Sundays and every ferry until 11:30pm on Saturdays 	

8. Customer Experience

Multi-modal:

- Over 500 new users started using the “Track my Bus” mobile app in June, bringing the total number to almost 6,500, most of who have been attracted via word of mouth recommendations, with users rating the app 3.5 / 5 stars.
- The AT public transport app was used by over 52,000 customers in June, down slightly on May, where there were in excess of 53,000 unique users.
- There were 541,000 visits to the AT Metro website, with over 1.48 million page views, of which over 521,000 (35%) were for the Journey Planner page.
- Proposal to install of CCTV at some Customer Service Centres is now scheduled to proceed subject to the outcome and feedback of a risk and security audit that has been undertaken across all 10 existing sites.

Rail:

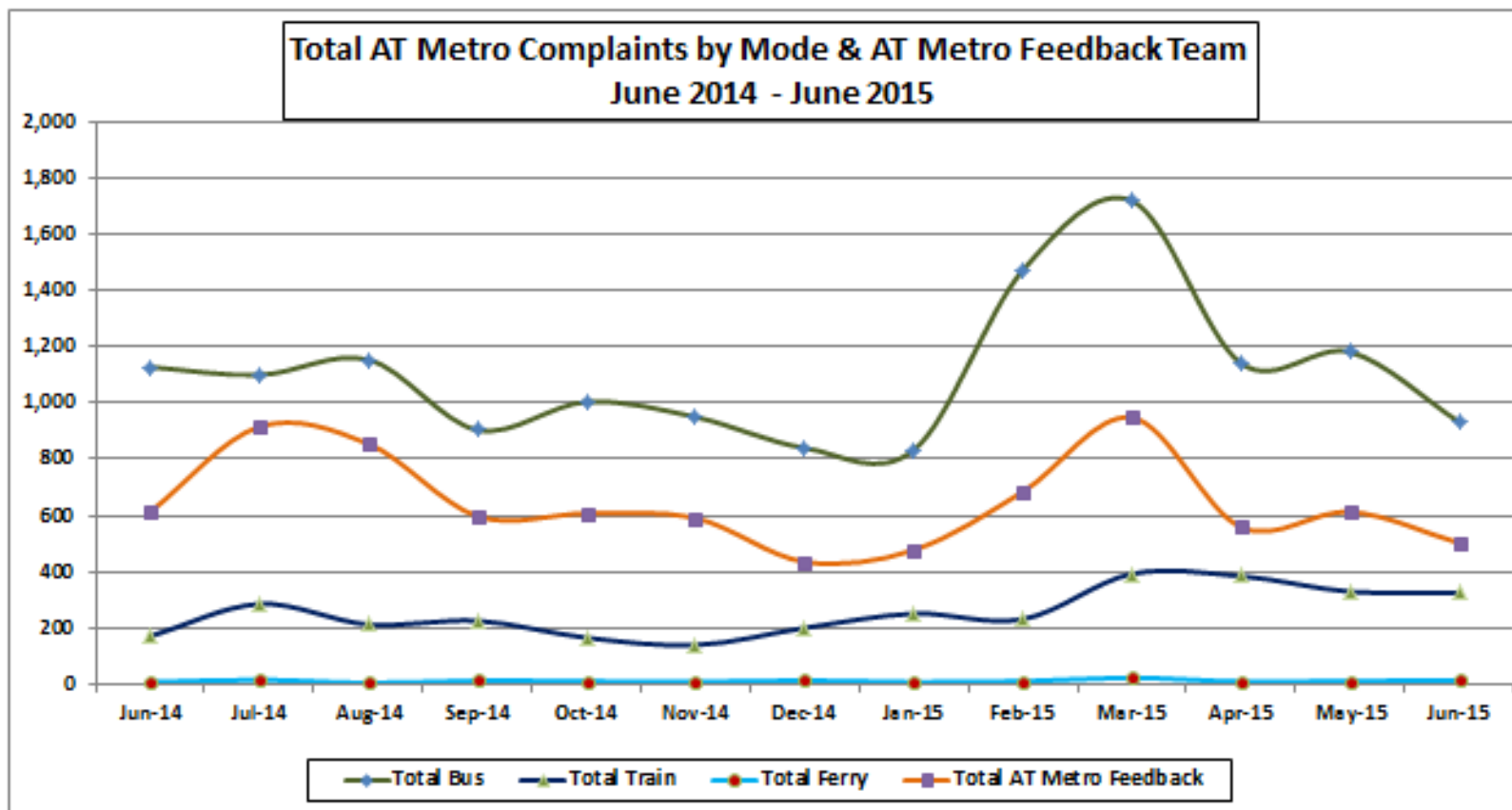
- Improved customer information maps for alternative RailBus replacements and bus stop locations to be used during service disruptions have been installed at 38 stations.
- A review of the customer text messaging system has been completed. With higher frequency peak services on Eastern, Western and Southern lines of 10 or 15 minutes, text messaging for individual service delays and cancellations has been replaced with line-by-line status updates and frequency of service levels that customers will experience during disruptions.
- Network status updates are now regularly provided at half-hourly intervals in the morning and afternoon peaks to media channels.
- Customer Service Centre staff at Britomart and Newmarket Stations will be supporting Transdev staff during service disruptions by providing frontline amended journey planning advice, together with the new bus-stop location maps from June.
- Following review of text messaging, customers requiring information on services from Pukekohe – Papakura will be requested to sign up for new text service covering these services. Customers requiring information on services from Waitakere – Swanson will also be requested to sign up for new text service covering these new services.
- Police sting operations utilising over 100 Police officers have been implemented in June on the Southern and Western Lines to counter increasing anti-social behaviour. Several arrests at rail stations for various crime related, anti-social behaviour issues such as vandalism (graffiti or tagging), trespass reoffending and public disorder offences resulted.
- Electronic gating at New Lynn station completed

Bus:

- Trial of digital screens in new modular bus shelters.
- AT’s partner for bus shelters, Adshel, are launching 35 digital screens at prominent Auckland bus shelter locations, in a move that will offer advertisers unrivalled impact and targeting opportunities and in line with global leaders like London, San Francisco and Stockholm, where roadside digital advertising has seen large demand. Spanning sites across the Auckland CBD and key fringe suburbs such as Ponsonby and Mission Bay, the new format provide more opportunities for advertisers, and this will increase the revenue share available for AT.
- The first additional Northern Express branded bus has been repainted in the AT brand colours and will be on the road with the new decals installed by end of June. The rest of the Northern Express fleet will be updated over the next few months.
- Bus stop seats in Takapuna and Manurewa refurbished.
- Interior painting at Albany and Constellation Busway Stations nearing completion.
- Security hours increased at Otahuhu Bus Station.

Customer Complaints:

- Customer complaints continue to trend downwards across all modes as below.
- Customer Feedback as received by the rail operator Transdev: 18.1 / 100,000 passenger journeys for the month, 17.4 for the year to date (v. the target of 17.2).



9. PT Adoption Marketing and Promotional Programme

Multi-modal:

- Where is my local AT HOP retailer, for AT HOP top-ups and card purchasers.

Rail:

- Safety campaign for Western line electrification.
- 20 July new timetable, full EMU operations, Papakura / Pukekohe diesel shuttle and introduction of bus service Swanson / Waitakere.
- Train benefits poster; 'take 288 cars off the road'.
- New Lynn gate signs and customer comms plan for July opening.

Bus:

- On-bus feel-good campaigns have commenced including "40kms of new bus lanes coming by June 2017 – wave to the traffic".
- Bus timetable changes.
- Campaigns promoting new bus lanes on Dominion Rd, Khyber Pass, Victoria Street West, Symonds Street and Wellesley Street will be implemented in coming weeks.



Minor timetable changes for some Howick and Eastern weekday services from Monday 25 May 2015

Bringing you better reliability and connections

Departure time changes for these trips:

Route	Current start time	From 25 May
358 Pakuranga Plaza to Onehunga	8:20am	8:25am
501 Britomart to Cockle Bay via Botany	1:55pm	1:50pm
550 Cockle Bay to Britomart via Newmarket	6:35am	6:30am
552 Parnum to Bucklands Beach	7:45am	7:40am
565 Botany to Half Moon Bay via Farm Cove	7:10am 8:15am 4:45pm	7:15am 8:12am 4:45pm
568 Manurewa to Botany via Homai, Manukau, Otara and Highbrook	7:15am	7:10am
575 Half Moon Bay to Middlemore via Otara and Highbrook	8:40am, all trips between 10:10am and 3:40pm, 5:15pm, 6:40pm	All depart 5 minutes later.
575 Middlemore to Half Moon Bay via Otara and Highbrook	2:15pm 2:45pm	2:10pm 2:35pm

For timetables visit AT.govt.nz/timetables or phone 09 366 6400





Help us piece together a **New Bus Network** for the North Shore

The new bus network is the proposed changes to the North Shore bus network by 12 July. We need your feedback to make it a success. Find out more at AT.govt.nz/newnetwork





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CityLink is FREE when transferring to or from another bus or train using AT HOP*

* A transfer discount will be applied which offsets the CityLink Fare. Does not include Airbus Express or NiteRider bus services. Payment must be made with HOP Money on an AT HOP card for all trips in the journey to receive the transfer discount. Discount only applies if it is the second or third trip of a journey. A tag on for a new trip must be performed within 30 minutes of the tag off for the previous trip. Your total journey cannot exceed 4 hours.

Some of our new proposed services by AT HOP will be available at all bus stops on the Transit Information Centre website. For information of Auckland Transport contact the AT HOP web environment.



For more information visit AT.govt.nz or phone 09 366 6400



Buses now meeting peak
Explore ferries

More trips and new routes for Waikato Bus services from 19 July 2015

- Additional trips on route 4 – Orotangi to/from Matatia (direct)**
 - Weekdays: 10 additional trips per day
 - Weekends: 15 additional trips per day
- New route 5 – Rocky Bay to/from Matatia Wharf via HE Rd**
 - Weekdays: 4 trips per day
 - Weekends: 15 trips per day
- New route 6 – Orotangi to/from Matatia Wharf via Rocky Bay**
 - Weekdays: 7 trips per day

All other Waikato Bus trips remain the same.



For new bus timetables ask ferry staff, visit AT.govt.nz/timetables or phone 09 366 6400



813 bus service timetable changes from Sunday 19 July 2015

Devonport /Takapuna bus service

- New timetable after 7pm Monday to Friday and Sunday
- Buses will meet more ferries on weeknights
- Buses will meet every ferry on Sundays and until 11:30pm Saturdays

For timetables visit AT.govt.nz/timetables or phone 09 366 6400



ATTACHMENT 1: Summary EMU and Rail Service Performance Improvement Action Plan - Quarter Jul- Sep 2015																	
		Punctuality 83.6%		Reliability 98.0%													
Jun-15		Jul-15		Aug-15		Sep-15											
Initiative	Improvement	Owner	Status	Initiative	Improvement	Owner	Status	Initiative	Improvement	Owner	Status	Initiative	Improvement	Owner	Status		
Operations	Bitomat Platform Departure management	Right time departures, reduction in train congestion Bitomat	TDAK	Confirmed	PAP-PUK EMU shuttles	Improved reliability and punctuality	TDAK	Live from 20 July	Driver Roster Optimisation, corridor running/sectorisation improvements	Driver hour efficiency and confirmation of total driver numbers. Improved on time departures at Newmarket.	TDAK	Commence August 2015 complete September	Right of Way (RoW) - door opening and closing and passenger alighting and boarding) procedure reviews	Reduction in dwell times at each station reducing run times, improved punctuality of service	TDAK	Process under review	
					One fleet of rolling stock, EMU operating on core network between Swanson to Papakura	Improved reliability and punctuality, Improved Staff moral and productivity	AT/CACAF	Diesel fleet to be removed from service on the 20th July	Monitor driver performance during bedding in of EMU fleet and driving to ETCS profile	Increased number of services running to timetable/Improved punctuality	AT/TDAK	Driver familiarisation period 4-6	Operational review of EMU performance on all lines against timetable	Supports future timetable improvement	TDAK	Commence August 2015	
					July 20 Timetable: +1 minute Puhinui - Manukau, +1 minute Swanson - Ranui, +1 minute Newmarket. Bitomat Platform Re-Berthing	Improved pathway allocation through Otahuhu to Puhinui track section. Reduction in conflicts at Bitomat station. In acknowledgement of inbound running time changes made in April to outbound western	TDAK	Confirmed	Review automatic opening and closing of all doors	Particularly during peak times, may reduce dwell times rather than ealing for passengers to press the door open button	AT	Review underway	Further RailSys and Opentrack Modelling to confirm and implement initiatives for next timetable	Short term impact on punctuality, reduction of runtimes for future timetable	TDAK	Commence August 2015	
					Review of current service recovery plans to reflect full EMU operation and reduce delays	Consolidated plans for electrified network running	TDAK	In progress									
					Post 20th July Single fleet operation. Completion of conversion training. Commissioning of EMU fleet	Reduced OJT requirement Improved utilisation of crew rosters.	TDAK	20th July									
ETCS	Express Signalling	Faster approach to signal and station where close to and/or controlling level crossings. Potential 30s per train on the Western Line.	AT	4 sites trial completed and confirmed implementation to continue to other locations				Express signalling at other than 4 trial locations	Permits faster approach to signal and station where signal and station is close to and/or controlling level crossings	AT	Rollout commenced at other locations	OBL Line-Speed Increase	15s per train	AT	Business case to be confirmed		
												NAL South (Penrose) & Line Speed Increase	20-25s per train	AT	To be programmed		
Rail Infrastructure												Middlemore extension	Resilience, reduce freight impacts in times of disruption	KRG	Schedule for completion late August - reduced freight conflict		
EMU Reliability plan	ETCS Filters (EMU reliable impact plan)	75% ETCS delays to be removed prior to 20th July	AT/TDAK	Under way	Replace faulty transducers	Increase in reliability and reduction of delay minutes	AT/CACAF	Start replacement in July complete by September	Pantagraph not raising due to air leak	Reduce delay minutes	AT	Resolution across the fleet.					
	Auxiliary power supply issues, new software.	Improve reliability- Reduce faults causing delays	AT/TDAK	updating in June	Water egress through sealant	Increase in reliability and reduction of delay minutes	AT/CACAF	Fleet check and replace July through to September	VCB not closing after neutral section. New control system to be provided.	Improve reliability	AT	Resolution across the fleet.					

ATTACHMENT 1: Summary EMU and Rail Service Performance Improvement Action Plan - Quarters Jan- Mar 2016 & Apr- Jun 2016

	Jan-16				Feb-16				Mar-16			
	Initiative	Improvement	Owner	Status	Initiative	Improvement	Owner	Status	Initiative	Improvement	Owner	Status
Operations					Further enhancement of EMU simulator training capability (EMU)	EMU simulator enhancement to better reflect network enhancements	AT	In negotiation with CAF	Changes to Collective Agreement by providing stand-by and cover shifts	On time departures, reduction in train crew delays	TDAK	Under review with RMTU
ETCS												
Rail Infrastructure												
EMU Reliability plan												
	Apr-16				May-16				Jun-16			
	Initiative	Improvement	Owner	Status	Initiative	Improvement	Owner	Status	Initiative	Improvement	Owner	Status
Operations					New timetable adding 15 minutes service between 7am-7pm, 7 days per week	Additional passenger capacity, higher frequency and offset need for additional services at Special Events	AT	In programme				
ETCS												
Rail Infrastructure	Additional signal 1524 to be installed between Westfield and Otahuhu junction	Assist runtime and headway impact to passenger trains in this section of track	AT/KR	Under review subject to funding					Provide turn back platforms at Otahuhu and Henderson	Assist with delay recovery on the network. Reduce impact of incidents on the network	AT/KR	Under review subject to funding
EMU Reliability plan												