

Business Report

Recommendation:

That the Chief Executive's report be received.

Prepared by:

David Warburton, Chief Executive

Corporate

AT and Five Years

November marked the five year anniversary of AT's formation. Activities and achievements during that period are simply too numerous to mention. However, the Chief Executive and executive team wish to acknowledge the efforts of all staff both past and present and the ongoing support and guidance provided by the AT Board as well as key partnerships with Auckland Council, NZ Transport Agency and a wide variety of other stakeholders:

The Chairman's reflections were included in a New Zealand Herald supplement to mark five years of 'the super city'. Click [here](#).

Finance

Rolling stock insurance was renewed at a saving of \$130,000 on last year's premium. Coverage is \$100 million total cover with \$500,000 excess.

Heads of Agreement negotiations for the diesel train sale process continue with the prospective purchaser. All SA/SD carriages are now at the KiwiRail Taumaranui facility to enable improved levels of security.

The budget refresh for the 2015/16 financial year has commenced and will be presented to the December Board meeting for consideration.

The Local Board Transport Capital Fund continues to be well utilised by most Local Boards, generating projects such as: the Half Moon Bay Ferry Terminal, Otara Town Centre Upgrade, and weather cover over a bridge to the Manurewa Train Station.

Procurement

15 tenders were published in October with an estimated value of \$10.3 million. One tender had an estimated value of over \$2.0m.

Tender	Type
Rail Infrastructure Design and Constructability Services	RFP

85 Contracts were issued in October with a total value of \$20.2m. One contract was over the value of \$2.0m.

Contract	Type
HP Enterprise License Agreement	Master Service Agreement

Regional Land Transport Programme (RLTP) Funding

During October, the following projects were approved for funding:

- Auckland Transport Alignment Project (Programme Business Case Development) – this activity has been approved for a total of \$3 million (\$1.22 million from the National Land Transport Fund);
- Safer Communities Urban South, North and Central (Pre-implementation and Implementation phases)* – approved for a total of \$17.38 million (\$8.86 million from the National Land Transport Fund);
- Pukekohe Bus / Rail Upgrade and Customs Street Intersection Improvements (Investigation and Design phases)* – approved for a total of \$1.23 million (\$626,950 from the National Land Transport Fund); and
- Asset Management Plan (Programme Business Case) – approved for a total of \$2.47 million (\$1.3 million from the National Land Transport Fund).

* Project costs include 5.32% administration fee

Variations to the RLTP

The Auckland RLTP was approved by the Regional Transport Committee on 2 July 2015. If a project is included in the RLTP, it can then be included in the National Land Transport Programme (NLTP) and a request for Transport Agency co-investment can be made. Projects which are brought forward after the publication of the RLTP need to be included in the RLTP via a variation.

Appendix 3 of the RLTP gives guidance on a Significance Policy to consider whether new projects are considered significant enough to require further consultation. If a variation to the RLTP is not considered significant, then the change can be made by AT, in accordance with AT's Delegation Policy. The ability to consider non-significant variations to the RLTP has been delegated to the Chief Financial Officer. Since 2 July, the following projects have been added to the RLTP and NLTP:

Name of Variation	Description
SH20B to Airport	<p>The Transport Agency has identified a lack of capacity on the State Highway 20B corridor; affecting the movement of people and goods to and from the airport. The lack of capacity has a direct effect on the potential development of this area of the Auckland Region as well as a flow on effect to the Waikato Region.</p> <p>The project was not initially identified in the RLTP process as it was linked to the smaller National Roads and Roadsides schemes and a Walking & Cycling scheme. Recent developments have determined the need to undertake an overarching strategy along this corridor focussing on the longer term aspirations, connectivity to the airport and functionality of the corridor as well as safety and walking and cycling demands.</p> <p>The change in focus came about after the RLTP went through its public consultation phase and therefore the project was added as a variation to the RLTP and NLTP.</p>
Auckland Transport Alignment Project	<p>The purpose of the Auckland Transport Alignment Project (ATAP) is to improve alignment between central and local Government over the way Auckland's transport should develop. The project will test whether better returns from transport investment can be achieved in the medium and long-term, particularly in relation to the following objectives:</p> <ul style="list-style-type: none"> i. to support economic growth and increased productivity by ensuring access to employment/labour improves [relative to current levels] as Auckland's population grows ii. to improve congestion results [relative to predicted results], in particular travel time and reliability, in the peak period and to ensure congestion does not become widespread during working hours iii. to improve public transport's mode share [relative to predicted results], where it will address congestion iv. to ensure any increases in the financial costs of using the transport system deliver net benefits to users of the system. <p>The inception of ATAP as a requirement of the Ministry of Transport and Auckland Council occurred after the RLTP had been published and therefore variations to the RLTP and NLTP were necessary.</p>

Proposed Auckland Unitary Plan (PAUP)

AT is presenting the following evidence to the Auckland Unitary Plan Independent Hearing Panel:

1. Rural Urban Boundary (12-29 January 2016) – support for the Council's position on the location of the rural urban boundary
2. Rezoning (February 15 – April 29 2016) - support for the Council's position on the location of zones
3. Precincts (February 15 – April 29 2016) - support for the Council's position on site specific provisions

Approximately 50 hearing days have been scheduled for these topics from January to April.

AT has recently presented evidence on the residential and subdivision topics.

Special Housing Areas (SHAs)

Hearings on the plan variations for the Scott Point and Huapai SHAs have been held and decisions are still pending. The decision on Whenuapai 2 SHA is expected by the end of November. A hearing has been scheduled for the Oruarangi SHA (Feb 2016).

AT is completing its due diligence assessment on about 40 sites for Tranche 9. These will be considered by the Auckland Development Committee at its December meeting in the Closed Session. Council is also signalling that it is likely that the final Tranche of SHAs will be announced in March 2016.

Leadership Development

AT's Executive Leadership Programme concludes on 1 December with the participants presenting the cross-organisational projects they have been working on. Also included are guest speakers Dean Kimpton, Chief Operating Officer, Auckland Council; Jim Quinn, Chief of Strategy, Auckland Council; Brett O'Riley, Chief Executive, ATEED; Adrian Orr, Chief Executive, NZ Superannuation Fund; Wayne McNee, Chief Executive, Livestock Improvement Corporation (LIC); and Dave Brash, Group Manager Planning and Investment at NZ Transport Agency.

Career Opportunities

AT continues to support the Futureintech programme, an IPENZ initiative to promote careers in engineering, technology and science within schools. A number of AT employees have become volunteer Futureintech ambassadors in the past and we are currently recruiting another 16 ambassadors to work with schools across the Auckland region.

Customer Service Metrics - September

- Average call wait time: AT Metro 10 seconds, AT HOP 16 seconds
- Service level: AT Metro 85%, AT HOP 80%, AT Specialist Team - core hours 85%
- Abandonment of call: AT Metro 3.42%, AT HOP 4.42%, AT Specialist Team – core hours 2.6%
- Call volumes: AT Metro 27,698, AT HOP 9,808, AT Specialist Team – core hours 18,054

Business Technology

Rollout out of Skype for Business has commenced for staff communications (phone, instant message and presence awareness). This will provide staff with enhanced video conference capability with external persons and companies.

An organisation wide compliance program to improve the awareness of users' obligations under legislative, commercial and corporate policy is about to be purchased and implemented. This system will improve (and highlight gaps) in users' understanding of their obligations, knowledge of policies and procedures while working for AT. A SAP product has been chosen after an extensive procurement process.

Following an approach from the World Masters Game, AT has agreed to take over providing technical support for this project from the current external provider. Assistance has been provided in correcting technical issues and providing guidance on the use of their document management system (SharePoint). All their other technology is currently provided in the 'cloud' and will continue whilst an enhanced support service will be provided by AT. Cost recovery is in place so AT is not funding this activity directly.

Project Updates

Te Atatu Road

Preparation works including fence and vegetation removal and new wall and fence construction continue. Utilities relocation works on Te Atatu Road commenced this month which involves the reduction in available lanes (removal of sections of one of the northbound lanes) for the duration of this work (end February 2017).

Albany Highway

Progress continues with traffic switched onto further sections of new pavement and significant lengths of off-road cycle and footpaths being opened for public usage. Service and watermain relocations, and drainage works are almost complete with the focus now shifting to completing further sections of pavement and cycle/footpaths before Christmas. 3 November marked one year on site for the project team. The project is on track for completion in late 2016 well ahead of schedule.

Glenvar Ridge Road

Enabling construction works are complete and the main physical works contract will be finalised this month. The road safety audit of the final design is currently underway.

Eastern Rail Cycleway (Glen Innes to Tamaki Drive)

A blessing/sod turning ceremony took place on 21 October and construction works on section one have commenced. Design work on sections two and three continues on target. Further public consultation on the developing design for sections two and three is programmed to take place in early 2016.

Waitemata Safe Routes

This walking and cycling project sets out to improve safety and connectivity along its routes, attract new users, reduce car usage and congestion for local trips, and provide a transport choice for the local community. The project initially included two routes running in a NW to SE direction, route A connects the Westmere shops to Grey Lynn whilst route B connects Coxs Bay Reserve to the North Western Cycleway. More recently a 3rd route (Route C - Richmond Road) has been added to this project to link routes A and B together.

The documentation and development of Richmond concept design has been progressing well. Over the next couple of months the project will look to finalise the Scheme design and proceed to consultation. It is anticipated Detailed Design would commence in mid 2016.

New Lynn to Waterview Shared Path

Consultation including a public open day is planned to commence in late January 2016. Survey work for the Whau Bridge has been completed and alternative Whau bridge designs are being looked at to avoid interference with KiwiRail assets and minimise adjacent business disruption. The target completion date for the bridge is October 2016, subject to obtaining the licence to occupy and resource consent.

Nelson Street Cycle Route

Phase 1 (Grafton to Victoria) is on target for completion late this month and a joint opening is planned with the NZ Transport Agency on 3 December 2015. Phase 2 (Victoria to Quay) external consultation on design is closed with submissions being considered.

AMETI

The contractor has demobilised and work on remediation of historic contamination in the site compound area is near completion. Work to closeout a small number of defects continues. Commercial and documentation closeout is well advanced. Tender documentation for a carpark serving the Van Dammes Lagoon at 118 Mt Wellington Highway has been issued to 3 shortlisted tenderers. Investigation is continuing on options for the reinterment of taonga and koiwi recovered during archaeological investigations of the Panmure works.

Good progress has been made between AT and lead iwi Ngati Paoa regarding mitigation of effects on Mokoia Pa. The consent applications for Stage 2A Panmure to Pakuranga busway will be lodged when agreement on key components is reached; targeted for the end of December.

EMUs

The whole fleet of 57 units have been provisionally accepted. Fleet-wide software upgrades were completed for the traction control and passenger information systems over the Labour Weekend block of line to address a number of performance issues and this will result in a further uplift in reliability and passenger amenity.

Newmarket Crossing

Council has advised that a decision regarding the NoR lodged in September is likely in May 2016, approximately 4 months earlier than anticipated. The NoR has been publically notified and residents have been contacted directly by AT to advise of the submission timing. Two submissions have been received to date, one supportive and one neutral.

Valuations for land required have been obtained and KiwiRail has agreed with the valuation.

Design work will resume in 2016 in conjunction with further stakeholder engagement with the community and mana whenua.

Parnell Station

Platform construction is scheduled for practical completion mid to late November. Works will recommence early next year, once station works are advanced by KiwiRail, to install station amenities such as lighting, CCTV and PA.

KiwiRail's building consent for the station building is currently being processed.

AT is currently evaluating whether some additional project funding can be secured to provide a link to Carlaw Park that will cater for university students and office park users.

AT has held meetings with the new adjacent land owner to the station to review proposals and possible requests to amend the station access. This is an on-going process.

KiwiRail has advised that they anticipate completing the station refurbishment around June 2016.

Pukekohe Station

NZ Transport Agency funding for design and investigation has been approved. The investigation stage for the road intersection has identified a short list of options and these will be presented to the Local Board.

The tender for the detailed design has been released. The project is planned for completion by June 2017 with an interim Interchange in place from October 2016 to accommodate the new bus network.

Ōtāhuhu Station

Downer has been awarded the main construction contract and beginning of work was marked with an event involving the Minister of Transport and the Mayor. A blessing by mana whenua was also held. Construction is expected to be complete by 31 July 2016 and is dependent on access opportunities to the rail corridor and existing station, which are being worked through currently.

Half Moon Bay Ferry Terminal

The Marine Resource Consent notification resulted in four submissions with a Hearing scheduled in due course. Wharf building consent and peer reviews are being progressed for completion by year end. An expression of interest is being prepared for issue to market in early 2016 with project completion targeted for October 2016.

Special Events

The events season began with the Diwali Festival in the CBD, and the ITM Cup Semi Final at Eden Park. The Pink Star Walk took place in the Domain which attracted around 2000 participants. November saw ATOC operational every weekend for a number of significant events including Fleetwood Mac concerts at Mt Smart, the Farmers Santa Parade and the Auckland Marathon. Other significant events included the welcome home for the All Blacks and assistance with motorcade with a number of VIPs including the Australian Prime Minister and members of the Royal Family.

ATOC Central also assisted with motorcading of two VIPs, the Australian Prime Minister on 16/17 October and a covert operation on 18/19 October. The blessing of the animals parade was also escorted which is an annual event.

National Safer Boating Weekend

The Harbourmasters Office worked together with key partners including Maritime New Zealand and WaterSafe Auckland during the National Safer Boating Weekend. This is an annual event at the start of the boating season with the aim of collectively raising awareness about the need for a greater level of water safety in order to bring down our drowning toll. Harbourmaster staff visited several of the region's busiest boat ramps to talk to the boating public about safety issues and distribute educational material. A Water's Edge Reflection was held as a mark of respect to those who have lost their lives in the water. Summer safe boating was also promoted through extensive (including television) media coverage.



Roading and Network Performance

Labour Weekend

In the build up to Labour Weekend ATOC travel information staff put together an outline of congestion spots across the North Island including times where congestion was expected to be heaviest. The aim of releasing this information was to assist motorists to make smarter choices about when they travel. Information links were provided on the AT website and advertised through social media and TVNZ live broadcasts. Analysis is being undertaken and early results indicate that motorists utilised this information to good effect.

Police Liaison Officer Trial

The ATOC Joint Management Board signed a Memorandum of Understanding this month to officially endorse a trial with the Waitemata Police District Command Centre for an operational Police liaison officer to operate from the ATOC Smales Control Room for a period of six months. The focus of the trial is to collocate an officer at ATOC during peak traffic flow periods and during critical incidents on the network to provide real time command and control of Police resources, along with operational support during their deployment.

LABOUR WEEKEND CONGESTION HOT SPOTS

North Island

SH1 - Between Pahia and Waikato

DIRECTION	DATE	TIME
North	Friday, 23 October	10:30am - 8pm Heaviest 1pm - 6pm
North	Saturday, 24 October	8am - 4pm Heaviest 9am - 2pm
North	Sunday, 25 October	10am-1pm Heaviest 10:30am - noon
South	Sunday, 25 October	1pm - 6:30pm Heaviest 3pm - 5:30pm
South	Monday, 26 October	10am - 8pm Heaviest noon - 5:30pm

SH1 Taharua (south of Auckland)

DIRECTION	DATE	TIME
South	Friday, 23 October	12:30pm - 6m Heaviest 12:30pm - 8pm
South	Saturday, 24 October	9am - 2:30pm Heaviest 9:30am - 11am
North	Monday, 26 October	Noon-7pm Heaviest 1:30pm - 6pm

SH1 Taupiri (North of Hamilton)

DIRECTION	DATE	TIME
South	Thursday, 22 October	4pm - 6pm
South	Friday, 23 October	10am - 8pm Heaviest 2:30pm - 6pm
South	Saturday, 24 October	9am - 4pm Heaviest 9:30am - 1:30pm
North	Friday, 23 October	1:30pm - 6pm
North	Monday, 26 October	11:30am - 8pm Heaviest 12:30pm - 8pm

SH2 To Pohua (North of Napier)

DIRECTION	DATE	TIME
West	Friday, 23 October	9am - noon
West	Monday, 26 October	9:30am - 4pm Heaviest 10am - noon
East	Friday, 23 October	2pm - 6:30pm
East	Monday, 26 October	11:30am - 5:30pm Heaviest 2pm - 5pm

SH1 between Waikanae and Taihape

DIRECTION	DATE	TIME
South	Monday, 26 October	11am - 5pm Heaviest 12:30pm - 2:30pm

SH1 Waikanae (Kapiti Coast)

DIRECTION	DATE	TIME
North	Friday, 23 October	9:30am - 7:30pm Heaviest 1:30pm - 7pm
North	Saturday, 24 October	9am - 2:30pm Heaviest 10:30am - noon
South	Monday, 26 October	11:30am - 8pm Heaviest 2pm - 6:30pm



DIRECTION	DATE	TIME
North	Friday, 23 October	3:30pm - 6:30pm
North	Saturday, 24 October	10am - 12:30pm
South	Monday, 26 October	10am - 5pm Heaviest 10:30am - 2:30pm

DIRECTION	DATE	TIME
North	Saturday, 24 October	9:30am - 12:30pm
South	Monday, 26 October	10:30am - 4pm

DIRECTION	DATE	TIME
East	Friday, 23 October	10:30am - 8:30pm Heaviest 2pm - 8pm
East	Saturday, 24 October	7:30am - 4pm Heaviest 8:30am - 2pm
West	Sunday, 25 October	4:30pm - 6:30pm
West	Monday, 26 October	10:30am - 9pm Heaviest 11am - 2:30pm

DIRECTION	DATE	TIME
South	Friday, 23 October	1:30pm - 7pm Heaviest 2:30pm - 6:30pm
South	Saturday, 24 October	9:30am - noon Heaviest 10am - 11:30am
North	Monday, 26 October	11am - 6:30pm Heaviest 1:30pm - 6pm

DIRECTION	DATE	TIME
West	Friday, 23 October	2pm - 7:30pm
West	Saturday, 24 October	10am - 3pm
East	Monday, 26 October	10:30am - 7pm

DIRECTION	DATE	TIME
South	Friday, 23 October	2pm - 7:30pm
North	Friday, 23 October	3:30pm - 6pm
South	Saturday, 24 October	10am - 3pm
North	Monday, 26 October	10am - 7pm Heaviest 11:30am - 2:30pm

DIRECTION	DATE	TIME
South	Monday, 26 October	10:30am - 5pm

DIRECTION	DATE	TIME
North	Friday, 23 October	3:30pm - 6:30pm
North	Saturday, 24 October	9:30am - 1:30pm
South	Monday, 26 October	1pm - 6pm Heaviest 3pm - 5pm

Great Rides Passport

The Passport series of Great Rides are the top ten most scenic bike rides in the Auckland region. The rides are suitable for most ages and abilities and are aimed at people looking for safe, scenic and fun places to ride. AT recently filmed a video showcasing four of the cycle tracks in Henderson, Devonport, Mangere and Pakuranga, the video can be found on the campaign page www.AT.govt.nz/greatrides

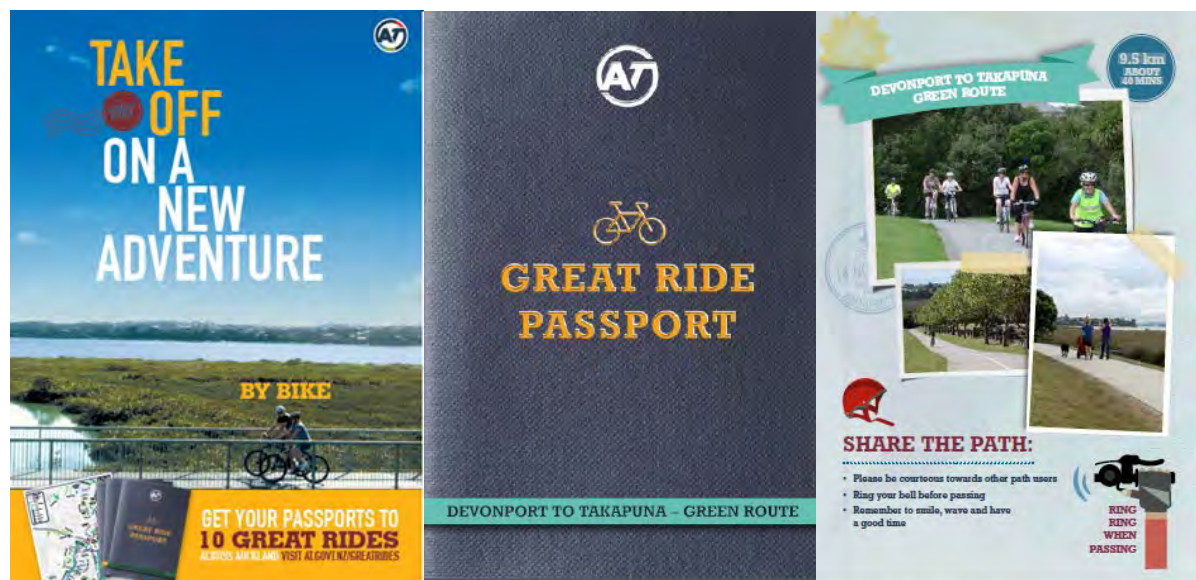
Motorcycle Safety Campaign

Targeting motorists, a motorcycle safety bus back campaign across the Auckland region was launched in November. Drivers are encouraged to look out for motorcyclists by checking their blind spot and to look twice. This campaign is one of AT's road safety priorities, as part of our support of the NZ Transport Agency's Safer Journeys programme, with the objective to reduce death and serious injury on Auckland's roads. In Auckland between 2010 and 2014 there were 36 deaths and 320 serious injuries resulting from motorcycle crashes.

Commute Travel Plan

The City Centre travel demand programme ran through October, focusing on providing travel choices to commuters in 15 key office tower blocks. Through these events AT spoke with over 8,000 people on their travel options.

Supporting this programme has been an online video campaign (www.at.govt.nz/findnewlove) which has received nearly 200,000 views. The next stage of work is the promotion of carpooling to commuters and through businesses during November. Supporting this, 15 lease car parks will be available at Downtown car park, which will be available for registered carpool groups using Let's Carpool.



Traffic Signal Optimisation

New Lynn town centre optimisation review has been completed, and feedback from customer requests and Local Board incorporated. This identified that action could be undertaken to improve flow of traffic through the town centre, resulting in enhanced public transport reliability and pedestrian accessibility. Actions will focus on reducing signal cycle times, changing signal phasing and removing some signals to reduce overall delays and improve pedestrian crossing opportunity. The following signal changes will be investigated with the Local Board:

- Removal of signals to the access way at McCrae Way and Great North Road as this will improve traffic flow and enhance pedestrian access, currently traffic on the access way is low and signals for this point are not required
- Camera detection pedestrian crossing trial at Memorial Drive to optimise the use of the intersection for pedestrian movement and traffic flow
- Trial removal of the signal intersection at Ward Street

Optimisation is continuing for Greenlane, Hibiscus Coast Highway and review is now underway for New North Road and Great South Road, Papatoetoe.

Rural Schools Programme

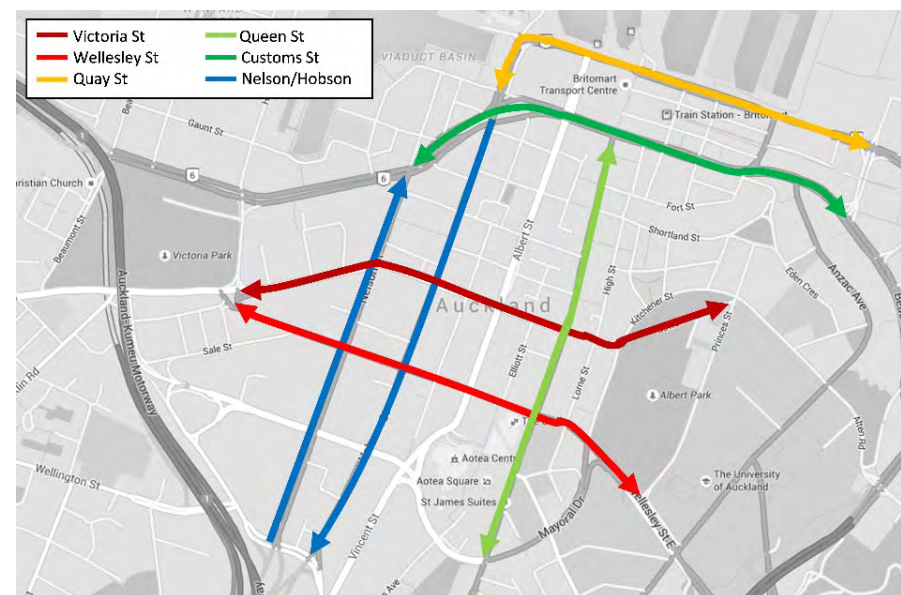
Rural road 'loss of control/ head on' death and serious injuries (DSI) make up 21% of the total Auckland DSI and have increased significantly in Rural South during 2015. Safe Speeds, Safe Roads & Roadsides, and Safe Road Users are improvement streams currently underway in the area. This includes the Agricultural Day local engagement session held at Ardmore School, a new initiative stemming from the 2015 – 2018 Rural Schools Strategy. The Community Transport team provided information at the Agricultural Day on safety in and around school buses and road safety tips for rural roads. Children, parents and local community members provided feedback on the current road safety situation around their school and this will be used to inform the future direction of the programme.

Monitoring of City Centre Routes

Monitoring of the city centre via Bluetooth began this month, comparing real-time travel time data with baseline measurements for six city centre routes. This will support changes to the road network to minimise delays for customers travelling in the city centre whilst City Rail Link construction works are underway, and will be used to inform traffic signal optimisation as and when required.

Parking Strategy

- A public meeting was held with Orakei residents and Local Board concerning the narrow street policy following the issuance of infringements for vehicles parking on footpaths at the end of August
- The Freemans Bay Residents Association were updated on the consultation results for the Residents Parking Zone, and a meeting held with Waitemata Local Board to finalise the approach
- The Mt Eden Resident Parking Zone consultation concluded. Feedback is being assessed prior to discussion with the Eden Albert Local Board
- Revised pricing is proposed for Sandspit carpark (reserving rights for all Kawau Islanders) and has been agreed in principle by the Rodney Local Board
- Enforcement commenced on 18 October with an education and warning program across the new CBD bus lanes as part of the City Rail Link enabling works (warnings are due to cease at the end of November)
- A preferred vendor for the Towing Contract has been selected and the contract is currently being finalised
- The proposed Parking Services restructure commenced with consultation taking place during November



Planning and Consenting Update

Notices of Requirement and Consents

1. Lodged Applications in October

Resource Consents:

None this month

NoR and Regional Consents:

- None this month

2. Targeted to be lodged within the next three months

NoR and Regional Consents:

- AMETI Panmure to Pakuranga

Resource Consents:

- Mt Roskill Safe Routes
- Wynyard Quarter Package B (Wynyard Common, Daldy Street, Gaunt Street West, Beaumont Street South)
- Northside Drive East Road Upgrade
- Nelson Street Cycleway
- Mangere Future Streets
- Matakana Pedestrian and Cycle Bridge
- Birkenhead Mainstreet Improvements Phase 2

3. Public Notifications and Hearings

NoR and Resource Consents:

- Newmarket Level Crossing publically notified 7 October 2015, submissions closed 18 November 2015
- CRL Britomart NoR hearing began on 16 November 2015

4. Decisions/Approvals

- Beachcroft Avenue Shared Path (included lodgement of outline plan of works) resource consent approved 24 September 2015
- Riverhead Footpath resource consent approved 7 October 2015
- Mill Road independent commissioner recommendation pending
- Penlink independent commissioner recommendation pending

5. Environment Court Appeals

- Environment Court Hearing for Medallion Drive Link is scheduled for 18 January 2016

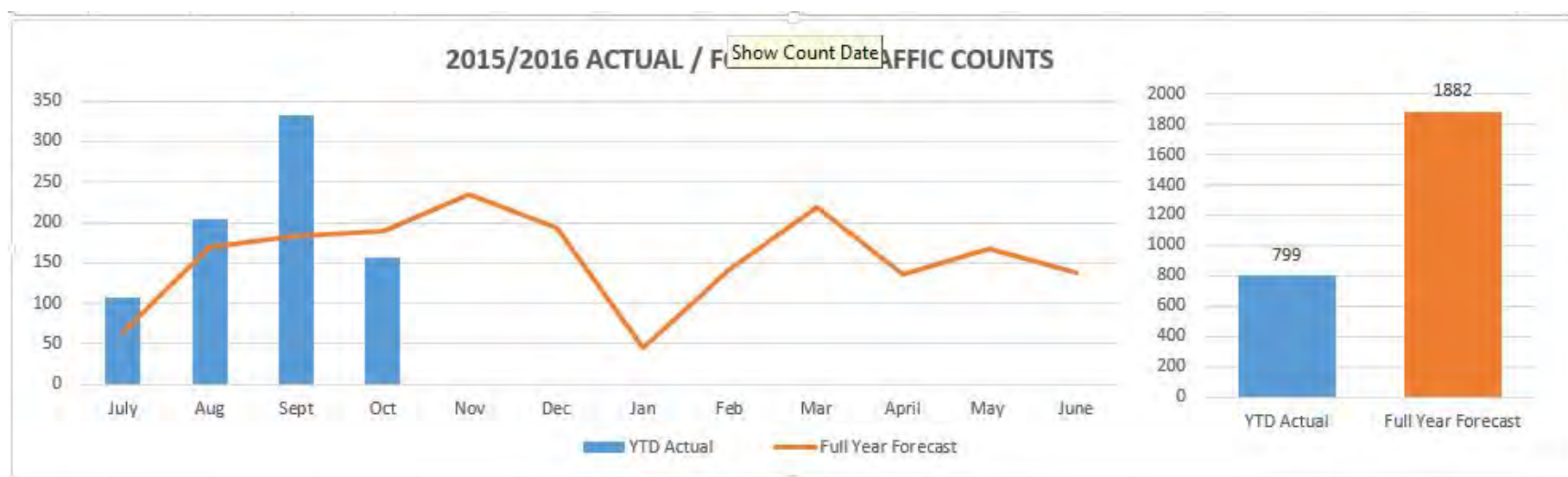
Land Acquisition

Two unconditional agreements signed in October 2015: Te Atatu Peninsula Encroachments (1), Mill Road (1). Total project cost incurred for the month \$686K (September 2015: \$1.92M).

Assets and Maintenance

Traffic Counting

Auckland Transport runs an annual programme of traffic counts across the region. These record vehicle numbers by classification, speed and time of day with the data used by both AT and external parties to develop strategy and designs. The Assets team also undertake special counts in response to requests for traffic information at specific locations e.g. requests for seal extensions. The annual cost of the service totals \$678k.



Generally traffic counts are undertaken during term time and under normal traffic flow conditions to ensure consistency and repeatability.

For 2015/2016, 1882 traffic counts have been programmed of which 643 had been completed by the end of September. Additionally, 41 special counts have been completed.

Over the Christmas period 43 additional special counts are planned across the region, including on Great Barrier Island and Waiheke. Whilst out of the normal traffic counting season, the intention of these counts are to quantify changes to normal traffic flows during the holiday season.

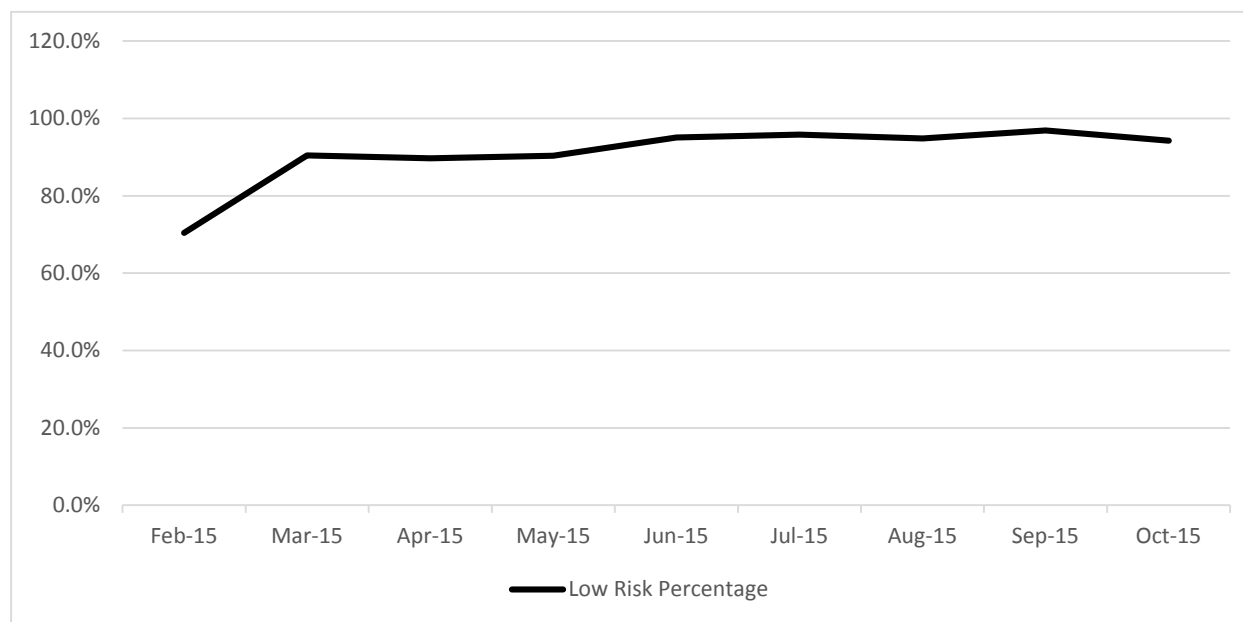
Road Corridor Access

<p>Watercare Hunua 4 Bulk Watermain</p>	<p>Crews are currently working on Te Kawa Road between Tawhiri Road and Horotutu Road, One Tree Hill – Full Road Closure and Galway Street (south of Neilson Street), Onehunga – end of Cul-de-sac closed, with the Rock crew at Hoheria Road, Namata Road and Ngatiawa Street Intersection, One Tree Hill – Full Road Closure</p> <p>During the Christmas break, all road closures will be uplifted. Some trenches may still be open under the control of priority give way or traffic lights (site specific plans to be developed as we get closer to Christmas).</p>
<p>UFB Program</p>	<p>The number of open sites has increased in recent months as the number of completions has not matched the number of build starts. This is being monitored and if the number does not reduce then consideration will be given to restricting the number of new starts in order to keep the amount of sites under construction to a manageable level.</p> <p>Recently the Visionstream UFB team has been restructured and there have been some changes of personnel and reporting lines. The implications of these changes are being worked through with Visionstream and Chorus.</p> <p>Of the Year 5 (2015/16) program 227 cabinet areas under construction and a further 42 cabinet areas completed and in warranty.</p>

Temporary Traffic Management (TTM)

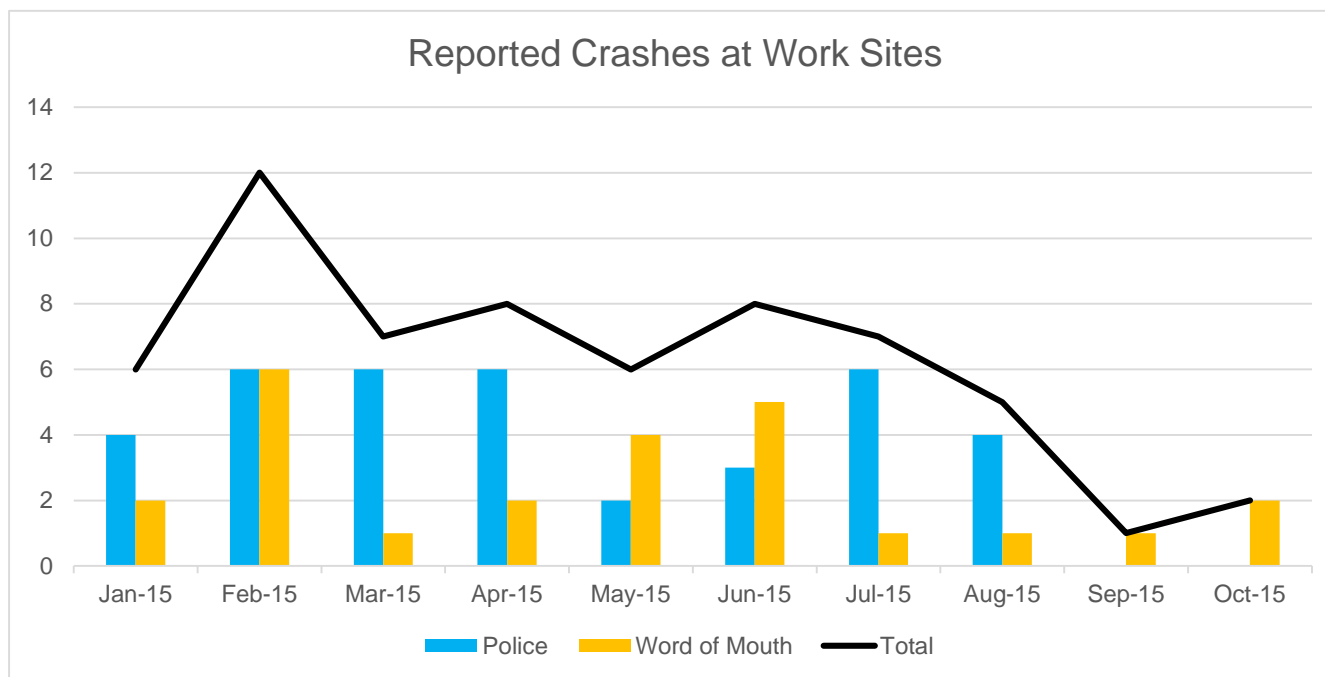
Monitoring of TTM at worksites has continued to identify opportunities for improvement while highlighting areas of concern which may need a greater strategic emphasis. We have continued to work with our many stakeholders to upskill them, with administering TTM reviews of work sites.

Percentage Low Risk Sites



The percentage of lower risk sites is 94% (High Standard, Acceptable, Needs Improvement and Unacceptable) for October 2015 (Target is above 90%).

Reported Crashes at Work Sites



There were two reported crashes at work sites during the month of October and the data has been updated for previous months.

While there is still work to be done around establishing who is responsible and how work site crashes are reported we are seeing a more consistent openness of reporting of crashes as the TTM team build relationships with the contractors. A number of initiatives have been identified to respond to this and other TTM issues and these are currently being developed into action plans in conjunction with industry.

Road Corridor Delivery

OCTOBER 2015					
Asset Renewal Activities	October YTD Actual (km)	October YTD Forecast (km)	Full Year Target(km)	Completion v. YTD Target (%)	Completion v. Full Year Target (%)
Pavement Rehabilitation	1.00	6.52	37.70	15%	3%
Resurfacing	113.50	114.06	480.07	99%	24%
Footpath Renewals	27.98	20.91	75.65	134%	26%
Kerb and Channel Replacement	23.53	27.16	82.67	87%	28%
TOTAL	166.01	168.65	676.09	98%	25%

The relatively low achievement rate for pavement rehabilitation (3%) reflects the lead time (design/approvals) ahead of the physical works. Having said that rehabilitation projects have been completed on Maygrove Drive and Kohimarama Road. Further projects are underway in the north on Mokoia Road, Glenmore Road, Access Road, South Head Road and Waitoki Road. In the south projects are underway on Te Irirangi Drive, Ormiston Road, Whitford Road, Hunua Road, Roscommon Road, St George Street, Bairds Road and Glenbrook Road. In the west the project on Ranui Station Road is nearing completion and work is underway on Edmonton Road.

Chip sealing is now well underway with 87.2 km of chip sealing completed at the end of October mainly in the North Rural, South Rural and West contract areas.

A good start has been made to the delivery of AC resurfacing programme with 26.3 km (30%) of the programme completed to date.

Street Lighting LED Retrofit Programme

Tenders are currently being evaluated for the supply of 8,000 LED luminaires for the 2015/16 year. These new LED luminaires will replace existing 70W HPS lamps on the network and be connected to the central management system.

There will be a minimum of two suppliers with no supplier able to supply more than 60% of the 8,000 luminaires being sought. It is expected that the first batch of these luminaires will arrive in January 2016.

The remainder of the 3500 luminaires from the first order will be installed by the end of December.

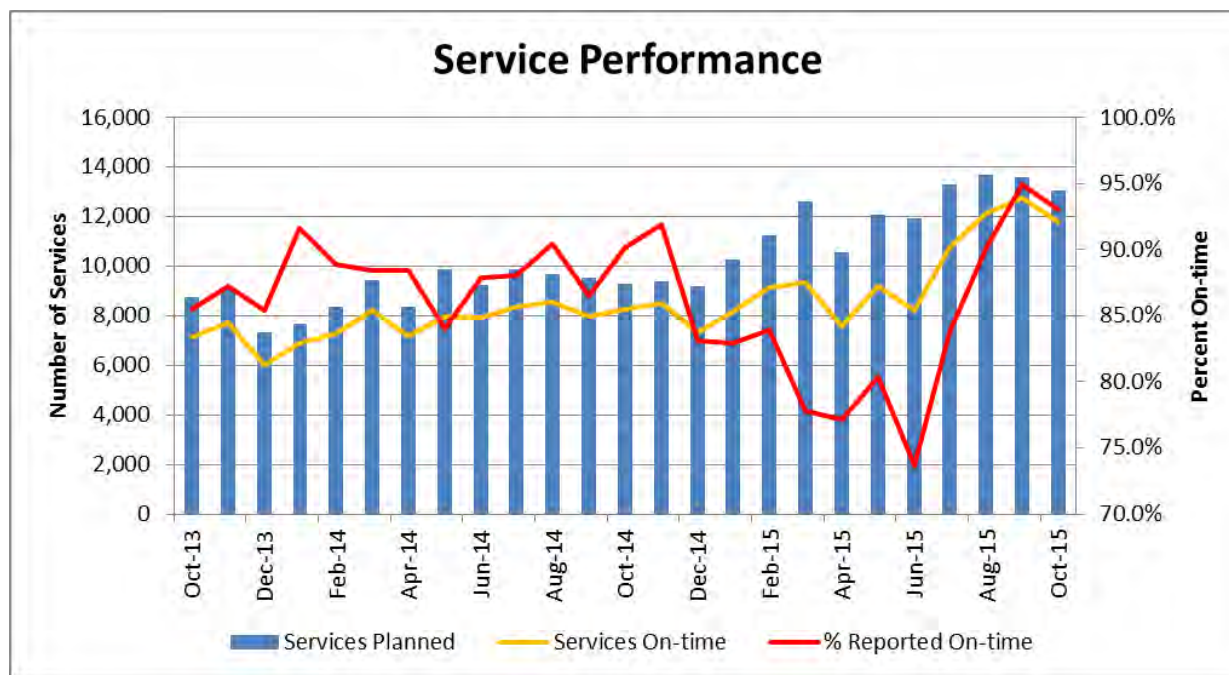
AT Metro

NEX v State Highway 1 – Travel Time Survey

- This survey investigated awareness of the benefits of Northern Express, and recent communications to highlight travel times.
- Overall the service is well understood and valued. Most respondents are aware of the difference in travel time, mainly through personal observation, and there is a high level of satisfaction with the information available (79%).
- For those who don't use the service and choose to drive, the main factors that influence their decision is a lack of flexibility and NEX not going where they need it to go.

Rail Service Performance

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



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

The improvements in service delivery following the July timetable change and transition to full EMU operations continued through October. Performance during October reduced slightly due to overhead line or track fault issues over ten days resulted in a temporary suspension of service on part of the network. There were, however, further improvements achieved from a reduction in train faults including upgraded on-train signalling interface equipment.

For October service delivery (reliability) was 97.1% compared to the 12 month average of 96.3%. Service punctuality performance compared to services scheduled is illustrated in the chart below. More than 13,000 train services were scheduled in October (blue bars). Service punctuality (red line) was 93.0% compared to the 12 month average of 84.7% and 94.9% for September (and the low of 73.6% in June). The number of actual services operated on-time (yellow line) was nearly 12,000, more than the number of services scheduled in all but five of previous months. Major incidents that affected October service performance:

- Major infrastructure faults affected services on 10 days in the month. Overhead line faults interrupted services on the Southern Line on 6, 13 and 22 October, at Penrose on 8 October and on the Western Line on 30 October. In addition there were three track faults, at Swanson, in the Purewa tunnel, at Puhinui and at Manukau that caused significant disruption.
- On 8 October trains on the Eastern Line were temporarily suspended following a suspected gas leak.
- On the evening of 12 October a train struck a person near the Sarawia Street level crossing affecting Southern Western and Onehunga Line services.
- On the morning of 19 October a driver error at Homai disrupted Southern Line services, with some impacts on the Eastern Line.
- On 20 October there were two separate incidents of persons on or near the tracks, one at Remuera and one at Westfield, that affected services.

Patronage Performance

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

For the 12 months to October-2015 Auckland public transport patronage totalled 80.7 million passengers, an increase of +8.3% on the previous year. October monthly patronage was 7.1 million, an increase of +3.8% on October-2014 and 0.9% above SOI target (YTD -0.7%). October normalised adjustment ~ +6.3% accounting for special event patronage, one less business day and one more weekend day.

Bus services totalled 60.2 million passenger trips for the 12-months to October-2015, an increase of +5.1% on the previous year. Patronage for October-2015 was 5.3 million, an increase of +0.5% on October-2014 and 0.1% above SOI target (YTD -1.7%). October normalised adjustment ~ +2.9% accounting for special event patronage, one less business day and one more weekend day.

Rail services totalled 14.8 million passengers for the 12-months to October-2015, an increase of +22.3% on the previous year. Patronage for October-2015 was 1.4 million, an increase of +16.7% on October-2014 and +3.4% above SOI target (YTD +2.0%). October normalised adjustment ~ +20.1% accounting for special event patronage, one less business day and one more weekend day.

Ferry services totalled 5.7 million passenger trips for the 12-months to October-2015, an increase of +11.3% on the previous year. Patronage for October-2015 was 0.47 million, an increase of +8.2% on October-2014 and 3.7% above SOI target (YTD +3.6%). October normalised adjustment ~ +9.3% accounting for special event patronage, one less business day and one more weekend day.

Rapid and Frequent services totalled 31.5 million passenger trips for the 12-months to October-2015. Patronage for October-2015 was 2.8 million, an increase of +7.7% on October-2014 and +3.0% above SOI target (YTD +1.7%).

Progress against Metro Key Strategic Priorities

Delivery against the Metro key business priorities is provided below:

- | | |
|--|---|
| <ol style="list-style-type: none"> 1. Integrated Ticketing & Fares 2. Procurement & Contract Reform (PTOM) 3. Resource Efficiency & Effectiveness 4. New Network incl. Rapid & Frequent Service Network 5. Infrastructure Use and Development | <ol style="list-style-type: none"> 6. On-Time Service Performance 7. First & Final Leg 8. Customer Experience 9. PT Adoption Marketing & Promotion 10. Metro Safety & Security |
|--|---|

Key Priority Targets	Monthly Update
1. Integrated Ticketing & Fares	
<ul style="list-style-type: none"> Integrated fares: concept 2013; business case 2014; development 2015; implementation mid-2016 	<ul style="list-style-type: none"> Integrated fares instruction to proceed to implementation has been issued to Thales with a go-live date of July 2016.
2. Procurement & Contract Reform (PTOM)	
<ul style="list-style-type: none"> 2015: South Auckland New Network bus tender; ferry tenders Early 2016: West Auckland New Network bus tender Mid 2016: North, Central and East Auckland bus tenders Oct-2016: South Auckland New Network bus service contracts start Late 2016: ferry contracts start 2017/18: rest New Network bus contracts start 	<p><u>Bus:</u></p> <ul style="list-style-type: none"> Eight PTOM contracts for South Auckland and Pukekohe New Network bus services were released for tender on Monday 17 August with tenders received 28 September 2015. These are the first tenders called under the new Public Transport Operating Model (PTOM) system and the first PTOM tenders including Metro New Network bus services. This is the first of three major procurement rounds that move to a fully contracted bus system in Auckland, moving from the current mix of contracted and non-contracted / deregulated services. Evaluation of tenders is progressing. <p><u>Ferry:</u></p> <ul style="list-style-type: none"> Initial industry feedback on the draft RFT and contract form has been received. A second industry workshop will be held mid-November 2015 to receive final feedback. All ferry operators are expected to sign Common Access Agreements for Downtown Ferry Terminal (DTFT) by end-November 2015.
3. Resource Efficiency & Effectiveness	
<ul style="list-style-type: none"> SOI farebox recovery targets and reducing subsidy / passenger metrics 	<ul style="list-style-type: none"> Consultation with schools whose bus routes duplicate existing rail or bus routes is underway with a view to removal of those routes. These will be due to be removed this financial year. New LED lighting installed at Ranui, Henderson, Glen Eden and Manurewa rail stations.

4. New Network incl. Rapid & Frequent Service Network

- | | |
|--|---|
| <ul style="list-style-type: none"> • 2013: South bus consultation. • 2014: West, Hibiscus Coast, Franklin bus consultations • 2015: North, East, Central bus consultations • Oct 2015: Hibiscus Coast bus service design implemented • Mid-2016: South bus service design implemented • Early-2017: West bus service design implemented • 2017/18: North, Central and East bus service design implemented | <ul style="list-style-type: none"> • <u>Hibiscus Coast New Network</u>: Implementation of the New Network bus services took place on 18 October with increase in patronage over the first two weeks of ~+10%. • <u>South Auckland New Network</u>: PTOM contact Tenders closed 28 September for eight bus service contracts for on-the-ground commencement of services in October 2016. Tender evaluation is underway. • <u>West Auckland New Network</u>: Tender documentation for West Auckland RFT will be released in early 2016. • <u>North Shore New Network</u>: Consultation feedback analysis and potential changes to the consultation service plan is progressing for final design decisions in early 2016. • <u>Central and East Auckland New Network</u>: Public consultation commenced 1 October and will close 10 December 2015. A number of public events have been held and will continue through the consultation period. • <u>Beachlands/Maraetai</u>: Beachlands/Maraetai will have a two-stage consultation phase. First stage of community engagement commenced 19 October till 2 November. • <u>Waiheke Island</u> will be undertaken as a separate consultation in 2016. |
|--|---|

5. Infrastructure Use and Development

Rail:

- Puhinui Station upgrade including is scheduled to be completed by the end of November 2015.

Bus:

- The third new double decker bus for the Northern Express service and the first new double decker for the route 550 between Botany and the CBD have been introduced to service.
- Designs for Manukau Bus Station and Otahuhu Bus Station have been completed.
- For the 18 October introduction of the new bus network designs for Hibiscus Coast, 31 new bus stops have been installed with seven upgraded.

Ferry:

- Downtown Ferry Terminal Pier 4 replacement is now complete and has been returned to operational use. Downtown Ferry Terminal Pier 2B upgrade is progressing.
- Downtown Western ticket kiosk refurbishment has been completed.

6. On-Time Performance

Rail:

- For October service delivery (reliability) was 97.1% and punctuality was 93.0% compared to the 12 month average of 96.3% and 84.7% respectively.
- Major infrastructure faults affected services on 10 days in the month being overhead line faults and track faults. Also incidents of persons on or near the tracks and a gas leak.
- ETCS filters have been installed on EMUs to reduce read failures between train and track-side equipment.

Bus

- Network reliability was 97.9% and punctuality was 94.5%. Although this was marginally below September's record delivery, this was still up on October 2014. Reliability has risen 1.3% since October 2014, whereas punctuality rose 2.8% over the same time. Howick & Eastern and Tranzit saw punctuality rise by 11.1% and 7.7% respectively in this period as a result of timetable improvements.

Reliability at Start (Target 98%)

Operator	Business Unit	Sep-15	Oct-15	Month-on-Month Change	Year-on-Year Change
Whole of Network		98.0%	97.9%	-0.1%	1.3%
NZ Bus	Metro Inner	97.8%	97.9%	0.0%	2.5%
	Metro Outer	98.6%	98.6%	-0.1%	1.1%
	North Star	98.5%	98.5%	0.0%	0.6%
	Go West	98.7%	98.4%	-0.3%	-0.1%
	Waka Pacific	96.2%	96.4%	0.1%	0.4%
Ritchies	West	98.2%	98.8%	0.5%	4.0%
	North	97.8%	98.2%	0.4%	2.5%
	NEX	99.4%	99.0%	-0.4%	-0.7%
Howick & Eastern		98.0%	98.3%	0.2%	4.5%
Birkenhead Transport Ltd		98.1%	97.9%	-0.2%	0.4%
Airbus		96.8%	94.0%	-2.8%	-0.1%
Tranzit		98.7%	98.4%	-0.2%	2.0%
Urban Express		99.1%	99.2%	0.1%	0.2%
Waiheke Bus		98.8%	96.6%	-2.2%	-0.8%

Punctuality at Start (Target 95%)

Operator	Business Unit	Sep-15	Oct-15	Month-on-Month Change	Year-on-Year Change
Whole of Network		94.9%	94.5%	-0.5%	2.8%
NZ Bus	Metro Inner	94.9%	94.6%	-0.3%	6.4%
	Metro Outer	95.9%	95.4%	-0.5%	2.3%
	North Star	95.6%	95.9%	0.3%	1.4%
	Go West	96.8%	95.7%	-1.1%	-0.3%
	Waka Pacific	91.3%	91.5%	0.1%	0.5%
Ritchies	West	94.9%	95.7%	0.9%	6.1%
	North	94.3%	94.6%	0.2%	3.5%
	NEX	98.8%	98.4%	-0.4%	-0.8%
Howick & Eastern		94.9%	94.5%	-0.4%	11.1%
Birkenhead Transport Ltd		94.3%	94.0%	-0.4%	1.4%
Airbus		91.3%	85.5%	-5.9%	-1.9%
Tranzit		96.6%	96.4%	-0.2%	7.7%
Urban Express		96.3%	97.2%	0.9%	1.1%
Waiheke Bus		94.6%	93.5%	-1.0%	0.2%

Service delivery (or reliability) is the proportion of buses not cancelled in full or part and arrive at their final destination. Punctuality is the proportion of buses that were not cancelled in full or part and that departed their origin within -59 seconds and +4:59 of the scheduled time.

- Bus priority improvements progress over the last month:
 - Park Road bus lane (hospital to Carlton Gore Rd) – construction commenced, due for completion early December.
 - Some city centre bus routes and bus stops changed from 18 October 2015 to enable early construction work on the City Rail Link. The changes affected bus stops in Queen St, Quay St, Lower Albert St, Albert St, Victoria St, Mayoral Dr, Vincent St, Fanshawe St, Sturdee St. Additional 24/7 bus lanes were also implemented across the city centre.

Ferry:

- Network reliability was 99.44% and punctuality 98.89% in October.

Route	Scheduled Trips	Reliability	Punctuality
Bayswater	1,012	100.00%	100.00%
Half Moon Bay	587	98.13%	97.96%
Birkenhead	1,086	98.80%	97.42%
Gulf Harbour	252	99.60%	98.41%
Hobsonville	210	100.00%	100.00%
West Harbour	567	100.00%	99.65%
Rakino	40	100.00%	92.50%
Pine Harbour	672	100.00%	100.00%
Total	4,426	99.44%	98.89%

Service delivery (or reliability) is the proportion of ferries not cancelled in full or part and arrive at their final destination. Punctuality is the proportion of ferries that were not cancelled in full or part and that departed their origin within -59 seconds and +4:59 of the scheduled time.

- Vessel breakdowns in the month affected Exempt services to Stanley Bay, Devonport and Waiheke resulting in several cancellations. Low tides in the Tamaki Estuary resulted in delays to some Half Moon Bay services during the month.
- A police dive operation on 14 and 15 October in the Downtown Ferry Basin, resulted in the temporary closure on operational piers which required close working between AT Metro Ferry Services operations team, operators, the HarbourMaster, ATOC and police marine teams. Service impact was kept to a minimum, with only minor delays reported to some services and one cancellation reported on a Devonport exempt service.

7. First & Final Leg

- Enhanced Silverdale park & ride was opened on 18 October to coincide with the introduction of bus New Network design implementation on Hibiscus Coast.
- A trial of enhanced Metro service information for stations and stops will be included in the broader New Lynn wayfinding trial to commence in November. This will inform the customer service information strategy for rollout of New Network services commencing with South Auckland in September 2016.

8. Customer Experience

Multi-modal:

- A replacement Journey Planner software solution will be implemented on 23 November. The new planner will permit multi-modal multi-trip journey planning, not currently possible with the existing Journey Planner.
- The AT public transport website had almost 1.32 million page views across the 10 most popular pages, which compares to 1.21 million page views in September. October website activity included almost 16,000 page views in relation to the central city bus stop changes implemented to support the CRL enabling works.
- In the past 12 months, there have been almost 1,047,000 visits to the Metro Customer Service Centres (CSC), an average of 2,868 visits per day. The Britomart CSC has handled over 525,000 customer visits during the previous 12 months.

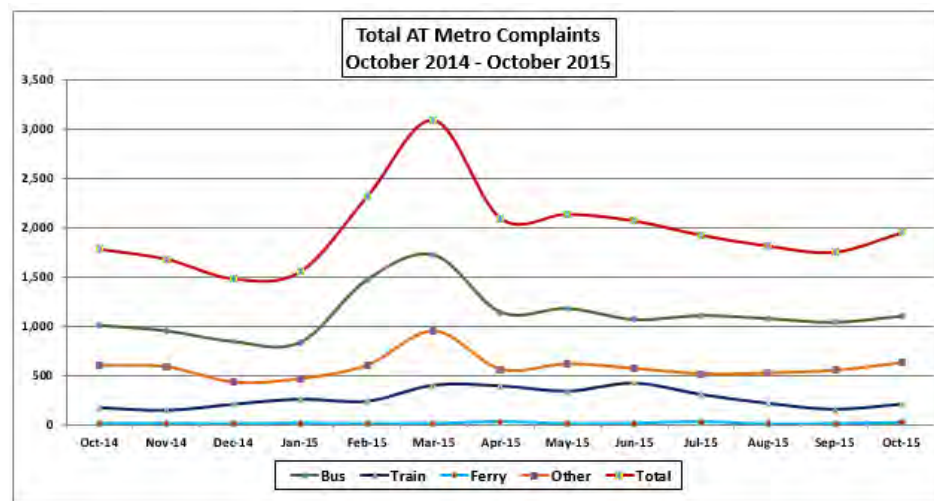
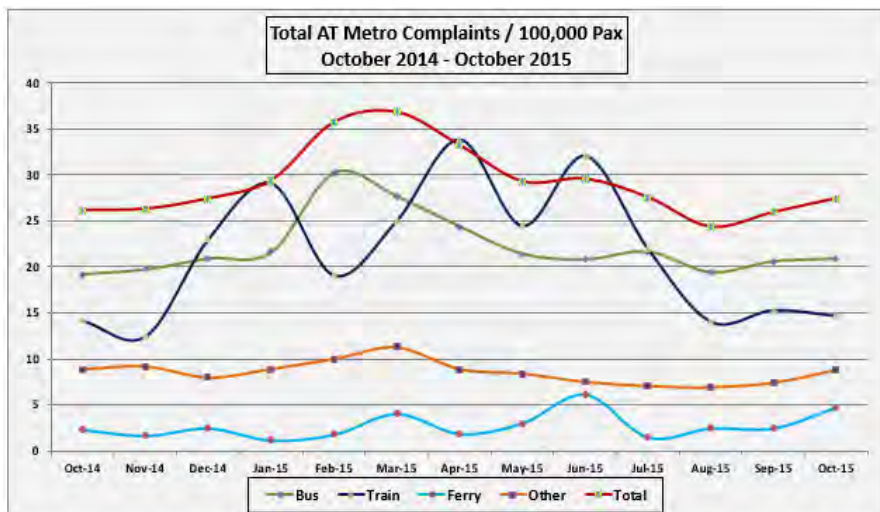


Rail:

- Christmas 2015 rail closure has been confirmed for maintenance and upgrade works between 27 December and 4 January. Services will run half hourly on Christmas Day and Boxing Day utilising 6-car units throughout the day.
- New platform markers are being trialled at four pilot locations (New Lynn, Fruitvale Road, Avondale and Sylvia Park Stations), including EMU accessibility train door waiting areas.

Bus:

- A real time service board will be installed at Hibiscus Coast Station to help control the transfer of services to the Northern Express trunk service.
- AT is working with Manurewa Central Primary School with regards to placing artwork on anti-graffiti film on bus shelters to reduce vandalism.



9. PT Adoption Marketing and Promotional Campaign Programme

The PT Adoption process and accompanying diagnostic tools are a foundation to the Metro marketing and promotion plan. The 12 month campaign planner is reviewed on a monthly basis, with a 90 day forward focus. The current campaign planner continues with six key themes:

1. Year Shapers (Double Deckers, New Network, Simplified Fares, Britomart changes, EMU roll out completion, CRL, SuperGold)
2. New Network Consultation
3. Operational and service changes
4. Customer segment specific initiatives (Tertiary, SuperGold, Education, Leisure, Events, Visitors)
5. Modal specific promotional activities (Bus, Train, Ferry, Multi-Modal)
6. Investigation (off peak, shoppers, New Movers)

Multi-modal:

- The AT HOP card has been in the market since 2012 and the current card purchase price is \$5. The price will go up to \$10 on 17 December 2015. A campaign will run from 4 November to 20 December 2015 to encourage customers to get an AT HOP card before the cost increase. This campaign is primarily targeted at South and West Auckland where we have a lower penetration of HOP cards. A variety of media will be used including Adshels, bus backs, suburban newspapers and online advertising. The campaign will also be assisted by 'A Team' Ambassadors on the ground in South Auckland.
- Where is my local AT HOP retailer, for AT HOP top-ups and card purchases.
- A video is in production to promote AT Metro's activities to improve public transport for people with disabilities.
- Event advertising will be in place to promote transport options around November events, including the Fleetwood Mac concert and the Farmers Santa Parade.

Rail:

- Safety campaign for Western line electrification.

Ferry:

- Re-run the "Hidden Treasures" promotion during the summer school holidays.

10. Metro Safety & Security

Multi-modal:

- Strategy discussions are progressing with Police around an enhanced joint approach to Metro security and fare enforcement, to be reported back to the Board by end of year.

Bus:

- Bus operators are being trained in the new AT H&S system.

Ferry:

- Improved pier infrastructure opened at Downtown Ferry Terminal Pier 4.