

Business Report

Recommendation:

That the Chief Executive's report be received.

Prepared by:

David Warburton, Chief Executive

Corporate

Finance

A schedule of additional Capital Budget for projects deferred from 2015/16 to 2016/17 has been submitted to AC for approval. Only projects which have legitimately been excluded from the already approved 2016/17 Capital Budget and are carried forward from the 2015/16 schedule have been included. Special projects, mostly associated with the Council managed infrastructure growth fund, have been deferred for the two years into 2017/18.

Regional Land Transport Programme (RLTP) Funding

During July, the following projects were approved for funding:

- **SuperGold Card Allocation** – this activity has been approved for \$15.3 million for the 2016/17 allocation (100% from the National Land Transport Fund); and
- **Auckland Cycle Network - Links to Public Transport (Detailed Business Case)** – this activity has been approved for \$475,000 (\$85,000 from the Urban Cycleway Programme Fund and \$198,900 from the National Land Transport Fund).

SuperGold Card

There are currently 104,819 Blue AT HOP cards with SG concessions and Gold AT HOP cards in circulation.

It was anticipated that approximately 90,000 cards would need to be swapped out by 1 July. Penetration of AT HOP for SuperGold has increased from 54% on 23 May when the campaign went live, to 95.5% for the last week of August. A grace period until the middle of August has been communicated to transition remaining customers.

Procurement

Three tenders were published in July with an estimated value of \$31.6 million. Two tenders had an estimated value of over \$2 million.

Tender	Type
Frequent Network (FN) 32 Bus priority -The Avenue Bus Stops - Otahuhu	RFT
Manukau Bus Train Interchange Construction	RFT

84 Contracts were issued in July with a total value of \$20.3 million. Four contracts were to the value of \$2 million or above.

Contract	Supplier
Electricity Supply to small loads e.g. Traffic lights (Non-Time of Use)	Contact Energy Limited
Procurement of LED Luminaires Units 2016-17 (Primary Supplier)	Orangetek International Ltd
Procurement of LED Luminaires Units 2016-17 (Secondary Supplier)	Gerard Lighting (NZ) Limited
City Rail Link Main Works Legal Services	Simpson Grierson Law

Customer Contact Metrics – July 2016

Service Level

AT Metro – 56% AT HOP – 40%, AT Gold – 84%, Auckland Council (all other calls) – 41%

Abandonment rate

AT Metro – 14%, AT HOP – 26%, AT Gold – 4%, Auckland Council (all other calls) – 13.9%

Average wait time

AT Metro – 50 seconds, AT HOP – 1 minute 34 seconds

Volumes:

Calls – AT Metro – 24,011; AT HOP – 13,671; AT HOP Retailer – 210; AT Gold – 6,195; Auckland Council (all other calls) – 22,878

Total: 66,965

Written – AT Metro – 2366, AT HOP – 1305, AT General – 6151, LGOIMA's – 92, Road Corridor – 3571, Transport Services – 3295, Customer Liaison – 830

Total: 17,610

Factors Impacting Customer Contact Metrics

- Overall, there was a slight decrease on all phone and written queues with the exception of Transport Services.
- The Supergold line closed on Sunday 31 July. All enquiries are now being diverted to the AT HOP queue.
- AHT on all queues have remained high; AT Metro increased by 28 seconds over the month of July.
- Service Level was further impacted by key technology issues such as CRM, CCCWP and JP.
- Service Level of the AT queue at Auckland Council was impacted by high volumes of non-AT related enquiries. Two initiatives which will help to alleviate some of the volumes:
 - 8 August – 10 new staff for AT HOP
 - 15 August – 10 new staff trained in AT Metro to support Southern Network Changes

Leadership Development

A new leadership programme for 'Key Influencers' in the business is being piloted this month for staff who don't have a formal people leadership role with direct reports, but play an important influencing role or lead cross-organisational projects or programmes of work. The aim of the programme is to build capability in managing effective relationships and influencing outcomes across a range of internal and external stakeholder engagements to achieve positive outcomes for AT. The programme is being delivered by Ken Mitchell of BrandHeart who has worked with leaders across many private and public sector organisations in New Zealand, the South Pacific and Asia.

Recruitment

Start date	Number of hires	Number of internal hires	Number of agency hires	Number of external hires
1/05/2016	41	15	1	25
1/06/2016	35	11	4	20
1/07/2016	8	4	0	4
Total	84	30	5	49

Panuku Development Auckland's Urban Renewal Initiatives Programme

AT continues to work collaboratively with Panuku Development Auckland (PDA) on its programme of urban renewal initiatives, particularly in the cases of the 'transform' (e.g. Manukau and Onehunga) and 'unlock' (e.g. Takapuna and Henderson) locations that are underway. PDA and AT are working collaboratively where proposals involve the redevelopment of operational AT assets, or where they involve streetscape or public realm improvements.

Key priorities at this stage include:

- Takapuna - Ongoing input into options for development of AT parking sites, and identification of short and long term public transport infrastructure requirements.
- Manukau - Ongoing input into the Manukau Framework Plan currently under development. This document will identify potential streetscape upgrades, and potential sites for redevelopment including parking sites.

- Onehunga - Analysis being undertaken on the potential impact of East-West Connections and Airport-Mangere rail on future development proposals.
- Henderson - Early stages of high level visioning. The AT focus is on providing for train station expansion requirements associated with CRL operations, and on any implications of street network proposals including on level crossings.

Special Housing Areas (SHAs)

A total of 154 Special Housing Areas (SHAs) have been approved under the Housing Accords and Special Housing Areas Act 2013 (HASHA). These provide a potential yield of some 55,500 units. The HASHA legislation expires in September 2016 and no new SHAs can be added to the existing tranches.

Under the current legislation, all SHA Plan Variations need to be approved by September 2016. If this deadline is not met any active Plan Variation applications will be deemed withdrawn and the relevant PAUP zoning will apply. An amendment to the HASHA legislation would be required to extend this deadline. It is estimated that there are 10 SHAs requiring Plan Variation decisions before the expiry date.

Recent Plan Variation and Qualifying Development applications include Drury South, Clarks Beach and The Landing. Applications for the Bellfield Road and Wainui East SHAs are likely to be submitted within a fortnight. Upcoming hearings include Bremner Road, Mill Road and Redhills.

Key Strategic Initiatives

Aurecon has been selected for the development of an Indicative Business Case for the North-Western Busway (between city centre and Westgate), and work has now commenced. The business case is expected to be completed by April 2017, subject to NZTA requirements.

NZTA and AT continue to work closely on integrating future RTN options on the North Shore with the Additional Waitemata Harbour Crossing (AWHC) tunnel route protection project. This includes prototype designs for several RTN modes.

The draft preferred transport networks for the greenfield growth areas (south, north-west, north and Warkworth) will be presented to the Auckland Development Committee at its September meeting.

Council and Local Boards

Candidate nominations closed on August 12.

There are 19 candidates standing for Mayor. For Auckland Council, Councillor Cashmore was re-elected unopposed in Franklin. All other wards are being strongly contested. Crs Arthur Anae, Cameron Brewer and George Wood are not standing for Council but George Wood is standing for the Devonport-Takapuna Local Board and Cameron Brewer for the Rodney Local Board. Howick and North Shore are particularly heavily contested with ten candidates standing for the two Howick seats and twelve for North Shore's two seats.

All local board seats are being vigorously contested and in particular Devonport-Takapuna and Howick, with three times as many candidates standing as there are seats.

Voting papers begin to be delivered on 16 September and voters can return votes anytime before 12 noon on 8 October. The official results will be announced between 13 and 19 October.

Business Technology

The Customer Relationship Management (CRM) Programme has now completed the programme plan for all agreed 2016/17 CRM Projects. Progress on the main 2016 CRM Online upgrade and migration to the cloud remains on track to be delivered in November 2016.

Within the **Intelligent Transport Services Programme (ITS)**, the roll-out of the Hewlett Packard Enterprises (HPE) Video Management Solution (VMS) has been impacted by significant platform issues resulting in a number of issues with cameras and recording. A global response team from HPE worked on an around the clock basis to fix these issues.

Contract Management remains on track to meet PTOM (Public Transport Operating Model) deadlines and Go Live preparation is now underway with a go live target date of 1 September.

Paperless Environment: The HR SharePoint site and libraries have been updated. A Multi-Functional Device has been set up in the HR office in Henderson, and configured to scan in HR records. Staff have received training and associated documentation on how to scan correctly to enable the scanning of HR Personnel files to be executed in accordance with international standards.

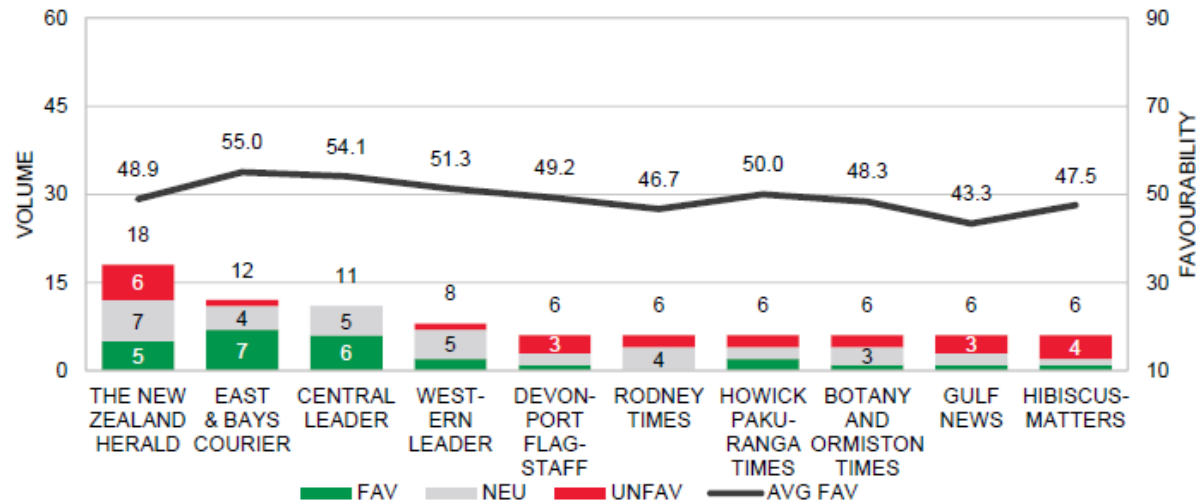
Since the operational digitisation process started on 18 July, 495 staff files (of about 2400) have been digitised, scans quality checked, files uploaded into the required HR Library, metadata added for improved searchability and the physical file securely stored and listed for retention and disposal.

Media Update

The volume of Auckland Transport coverage rose to 346 items (up from 291 in the previous month).

Public transport was the leading story focus, with 180 reports. Ongoing stories from previous months were a major driver of this coverage, such as the AT HOP SuperGold switchover and work on the City Rail Link. The decision to remove heavy rail as an option to the airport link was also widely discussed.

Roading and infrastructure coverage continued to be led by favourable cycleway initiatives. A total of 63 reports featured this month, 27 of which were related to cycleways, including discussion of statistics that show a continued uplist in cycling to the CBD and usage of cycleways.



Tertiary Travel Planning

Between March and May AT's biennial survey on Tertiary Student Travel was completed. This year, as well as the campuses that were studied in 2014 (AUT City, AUT Akoranga, AUT South, University of Auckland, Massey Albany and Unitec), an additional six campuses were included in the research including the University of Auckland's Newmarket and Grafton campuses, Manukau Institute of Technology, and the Music and Audio Institute of New Zealand. In total 2,108 interviews were completed.

The surveys show that there has been a significant growth of students using public transport since 2014. Total public transport main mode travel to campus has increased from 41% to 48% and non-car travel has increased from 60% to 63%. Student attitudes towards public transport are strongly positive and nearly all students have an AT HOP card. Price and overcrowding are now seen as the biggest barriers for increasing use. Use of AT sources of information (e.g. journey planner) have significantly fallen since 2014 as the use of google maps for transport information has grown. Attitudes and use of public transport are similar across all CBD/City Fringe campuses and suburban campuses. MIT Manukau students are highly represented in train statistics.

Project Updates

Lincoln Road

The Notice of Requirement (NoR) application was lodged in June 2016 and expected Council notifications to affected parties is September 2016. Targeted completion of the NoR and the placement of the designation is forecast for mid-2017. Communication with the Transport Agency has been ongoing to assure the optimum outcome is achieved in the section between SH16 and Triangle Rd intersection.

Albany Highway

The cut over of 33KvA Vector power cables is now complete, the remaining 11KvA cut over work is due for completion this month. Traffic signals at Oakway Drive went live this month. Landscaping is progressing well with all street trees in, but some recent delays have been experienced due to wet weather. The current programme is indicating overall completion in October 2016, well ahead of the agreed contract completion date.

New Lynn to Avondale Shared Path

A consultant has been engaged for the scheme design of the route between Chalmers Reserve and New Lynn train station. Part of this work will require an investigation of grade separation options to cross the rail track, or to keep the path to one side of the railway.

The remaining section, between Blockhouse Bay Road and Chalmers Park, is currently being procured for detailed design. A supplementary on-road section between Chalmers Park and New Lynn train station is also being procured for scheme design.

Glen Innes/Tamaki Shared Path

Section 1 from Merton Road to St Johns Road is due to be completed at the end of September 2016. Section 2 (St Johns Rd to Meadowbank station) and section 3 (the Orakei basin Boardwalk widening) are in the RMA consent phase, with a decision likely this month.

Detailed design for section 3 has been completed and preparation for the construction phase (after resource consent) is underway for a planned start in October 2016. Section 4, from the boardwalk to Tamaki Drive, is in preliminary design phase.

Newmarket Crossing

Following the Notice of Requirement (NoR) hearing, the decision has been appealed by the Cowie St Residents Association (CSRA). A mediation is being planned with the CSRA, along with exchange of evidence, and an Environment Court date is being sought for late 2016. This will likely result in a decision March/April 2017, following which, the Project can continue with consultation on the remaining design elements, tendering and construction.

Pukekohe Bus Rail Interchange

Construction of stage 1 works has commenced on site this month and will see intersection improvements and a bus turnaround installed to allow the new southern network to commence in October.

Stage 2 designs are being finalised following internal reviews and construction award is programmed for October 2016 with overall construction completion in July 2017.

Ōtāhuhu Bus Interchange

Work continues with minor delays due to weather. Glazing installation on the concourse is underway and the concourse will shortly be shrink-wrapped to allow building fit out work to commence. Completion of the majority of the construction contract is expected by the end of September 2016, in preparation for official opening on 29 October 2016. Removal of the final elements of the existing Walmsley Rd footbridge is scheduled for the rail block of line weekend (8/9 October), after which, the concourse will open for rail passengers.

The civil construction of a third rail platform required as part of City Rail Link (CRL) wider network works has begun, with work on the platform front face expected to be complete by early September, and the full platform scope complete before the opening of bus facilities on 29 October.

Ian McKinnon Drive Cycleway

Public consultation for the Ian McKinnon Drive Cycleway commenced in July and ran throughout August. The cycleway, a two way, on-road cycle path on Ian McKinnon Drive and a shared path through Suffolk Reserve, will cut travel time for the growing number of people cycling into the city centre from Northwestern Cycleway and Dominion Road.

Combating Bike Thefts

With the number of cycle journeys in Auckland growing, there has been an increase in bike thefts which has seen AT working with Bike Auckland and the Police on an awareness campaign at public transport interchanges. Extra CCTV cameras will be installed at some facilities where there have been reports of bike thefts. CCTV footage can now be used by Police to investigate a stolen bike and will also serve as a strong deterrent.

The education campaign will encourage people to:

- Buy an effective bike lock or locks, use two if possible. No lock is full-proof but a good quality lock will reduce the chance of having your bike stolen
- Report all bike thefts to the Police
- Take a note of their bike's serial number

AT and Bike Auckland will be at public transport interchanges to hand out cards that can be used to record a bike's serial number and posters

Fleeing Drivers Campaign

Fleeing drivers and unlawful taking of vehicles is increasing across Auckland. Statistics demonstrate that the number of fleeing driver incidents initiated in Auckland City Police District has almost doubled since 2015. Over half of those arrested are Maori or Pacific youth aged 17-24, and the offenders taking part in these types of crimes are becoming increasingly confident and dangerous.

New Zealand Police and AT have been working in partnership to deliver a social media campaign to help address the problem through the power of music. AT have collaborated with renowned New Zealand hip-hop artist King Kapisi (Bill Urale) and his wife, Teremoana Rapley, to produce 'Hear Me Now'; a hip hop song. The video went live on 18 July and will continued to be promoted throughout August.



T3 Transit Lane

The T3 transit lanes on Manukau and Pah Roads between Trafalgar Street, Royal Oak, and Owens Road, Epsom opened on 1 August. The lanes will operate Monday to Friday in the northbound direction from 7am to 9am and 4pm to 6pm, and in the southbound direction from 4pm to 6pm. These roads are key bus routes, with 23 buses an hour carrying 28 per cent of people travelling along the corridor, and also forms a key route between the Auckland airport and the city centre. Conservative travel time savings for bus passengers and T3 lane users of approximately 4 to 5 minutes are expected for the morning commute, resulting in an overall improvement in people movement efficiency for the corridor of 10%. Benefits:

- Quicker, more reliable bus services
- Improve the corridor's efficiency by getting more people through it
- Provide an incentive for more carpooling
- Accommodate taxis and higher-occupancy movement between the Auckland Airport and the city centre

Planning and Consenting Update

Notices of Requirement, Consents and Archaeological Authorities

1. Lodged Applications in July

Resource Consents:

- Tamaki Drive and Ngapipi Intersection Safety Improvement Project
- AMETI 2A – Geotechnical investigations between Panmure Roundabout and Panmure Bridge
- AT component of East West Connections Project – Mangere Bus Interchange
- AT component of East West Connections Project – Avenue Bus Transfer
- AT component of East West Connections Project – Neilson Street Bridge
- Takatu Road Seal Extension and Safety Upgrade Project
- West Coast Road Shared Path
- Waterview Shared Path Harbutt Reserve Site Compound – change of conditions to resource consent R/RG/2014/4810

NoR and Regional Consents:

- None this month

Outline Plans of Work:

- AT component of East West Connections Project – Avenue Bus Transfer
- AT component of East West Connections Project – Neilson Street Bridge
- Takatu Road Seal Extension and Safety Upgrade Project

Archaeological Authorities with Heritage New Zealand Pouhere Taonga:

- AMETI 2A – Geotechnical investigations between Panmure Roundabout and Panmure Bridge

2. Targeted to be lodged within the next three months

NoR and Regional Consents:

- CRL Alterations package 2, 3, 4 and 6
- CRL Regional Consents (Main consent package)

Resource Consents:

- Barrys Point Road Shared Path
- Murphys Road Widening and Bridge Improvements
- Half Moon Bay Ferry Terminal Redevelopment Stage 2
- Nelson Street Cycleway
- Franklin Road Improvements (Package 2, AT application)
- Mt Eden Double Decker Bus Route (Package 5)
- New Lynn to Waterview Shared Path (Whau Bridge)
- Northern Express Double Decker Bus Route Package 1 and 2
- Great North Road Bus Lanes

3. Public Notifications and Hearings

NoR and Resource Consents:

- AMETI Stage 2A Notice of Requirement and regional consent notification pending
- Lincoln Road NoR notification pending
- Glenn Innes to Tamaki Shared Path Stage 2 and 3 hearing scheduled for 8-10 August 2016

4. Decisions/Approvals

- AT decision issued confirming the Newmarket Level Crossing designation.

- Certification of OPW Contract 1 City Rail Link

5. Environment Court Appeals

- Six Environment Court appeals have been received for Mill Road designation
- An Environment Court appeal has been received for Newmarket Level Crossing regional consents

Land Acquisition

One unconditional agreement signed in July 2016 for the partial purchase of nine properties for the Great North Road Bus lane. Total project cost incurred for the month is \$475K (June 2016: \$2.64m).

Assets and Maintenance

Strategic Asset Management & Systems

Auckland Transport Alignment Project (ATAP)

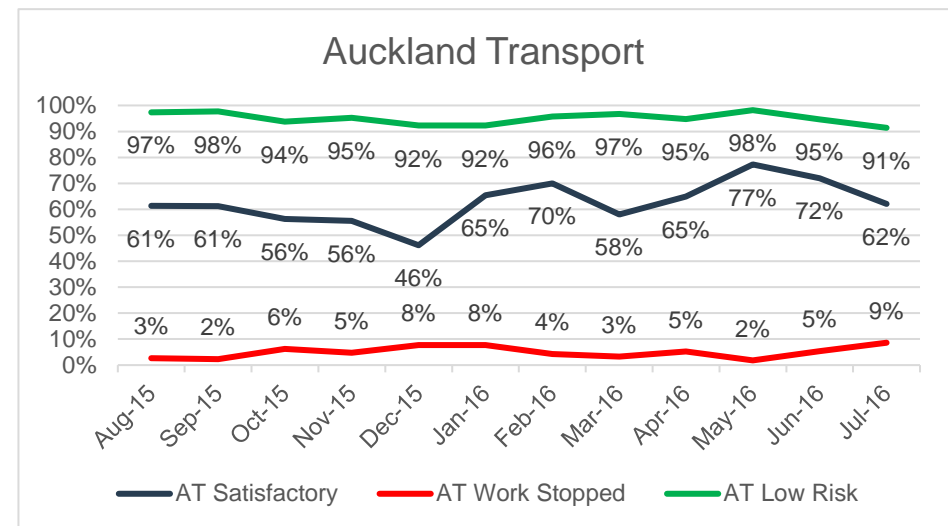
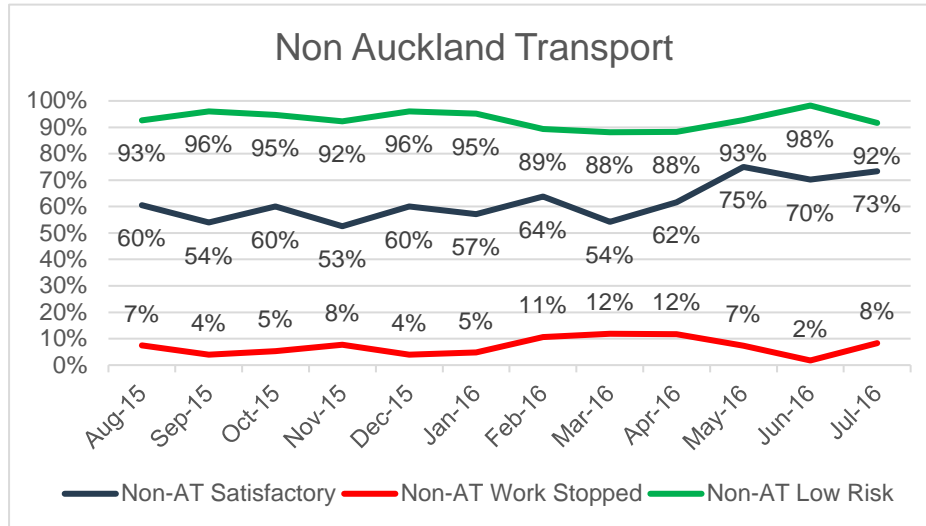
A revised capital project funding package (round 4) was issued on 25 July comprising the existing Accelerated Transport Programme overlaid with additional capital projects (NZTA and AT). Updated maintenance, operations and renewal costs arising from the additional capital projects have now been included in the revised report.

Road Corridor Access

Corridor Closures and Disruptions on Major Projects

<p>Hunua 4</p>	<p>Closures:</p> <ul style="list-style-type: none"> ➤ Full Road closure of Wapiti Ave between Market Rd and Wheturangi Rd. ➤ Full road closure between Rawhiti Rd and Tawhiri Rd for road Prep and Asphalt (5 August – 9 September 2016) <p>Over the last 5 years AT has been working closely with Watercare and the main contractor. Watercare brought everyone together for a celebration of this major event. Auckland Transport was formally recognised for their ongoing support and input over this time.</p>
<p>Te Atatu Road Corridor Improvements, Waterview Tunnel, St Lukes Interchange, Te Atatu Interchange</p>	<p>Closures:</p> <ul style="list-style-type: none"> ➤ Causeway - Ongoing motorway and ramp closures will be installed at nights and on weekends for the next couple of months. ➤ Te Atatu Road widening - There will be road closures required on some of the side streets off Te Atatu Road as work progresses. These closures are for retaining walls, service trenching, storm water and pavement works. There will be posted detours in place for the residents affected by these closures. ➤ St Lukes Interchange - Work continues at this site with on/off ramp closures in the evenings and the odd closures during the day outside of peak travel times.

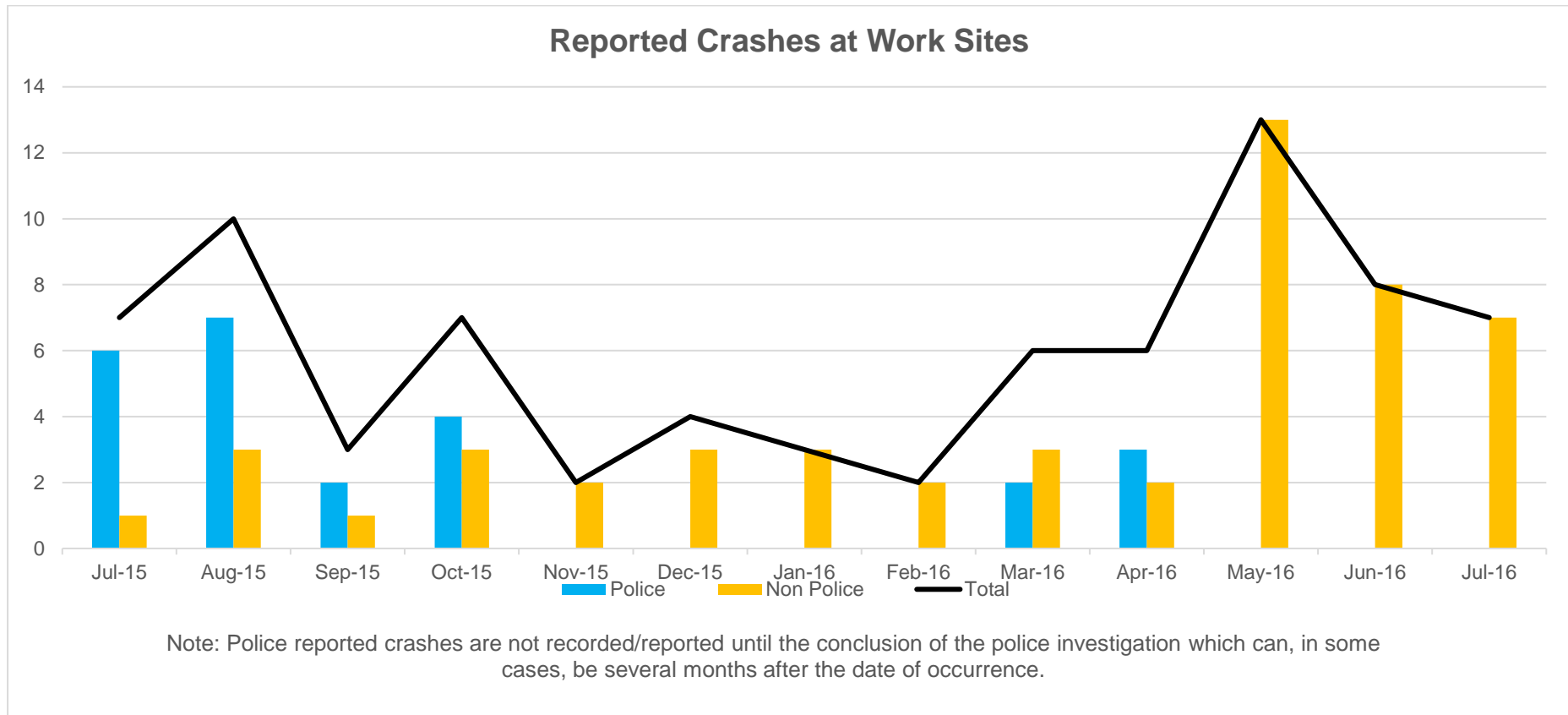
Temporary Traffic Management (TTM)



The percentage of low risk sites is 92% for July 2016 (target is greater than 90%) with both Non AT and AT sites showing a decline from the previous month.

Those sites achieving a Satisfactory rating was an overall 70%. A Satisfactory rating is determined through regulatory classifications within the NZ Transport Agency Site Condition Rating and includes the categories of High Standard, Achieved and Needs Improvement. It excludes sites deemed 'Dangerous' where work is stopped (the red line) and those deemed 'Unacceptable' requiring multiple corrections without work stoppage. While AT sites have consistently performed better than non-AT sites over the last year, last month saw a decline in their achievement. This result is being investigated.

As noted above, the sites where work had to be stopped due to actions deemed unsafe by the traffic management advisor increased compared to last month (but still within our target range). Examples of the situation giving rise to this rating included sites with workers in the live lane, or traffic management causing potential vehicular conflict. To rectify this month's decline in performance, AT is increasing engagement with internal management, identifying trends and engaging them to assist in improving performance. Focus areas are temporary speed limit management, mobile operations and night work performance. With assistance from the management teams within AT, we expect improvements and consistent delivery in the months to come.



There were seven reported crashes at work sites during the month of July. No further detail is currently available.

Road Corridor Delivery

Roading Renewals Physical Achievement

JULY 2016					
Asset Renewal Activities	July YTD Actual (km)	July YTD Forecast (km)	Full Year Target (km)	Completion v. YTD Target (%)	Completion v.Full Year Target (%)
Pavement Rehabilitation	0.00	0.00	37.66	100%	0%
Resurfacing	2.96	3.35	463.32	88%	1%
Footpath Renewals	3.91	3.40	77.31	115%	5%
Kerb and Channel Replacement	5.27	3.57	76.50	148%	7%

The enabling work associated with pavement rehabilitation projects is about to commence, to allow physical work to commence in the upcoming construction season, being October 2016 to April 2017.

Similarly, pre-seal repairs are being completed on our resurfacing sites so as to enable an early start to our resurfacing programme. Seal designs are underway on sites where the pre-seal repairs have already completed. The resurfacing work completed to date is hotmix which can be performed during the cooler months.

UFB Rollout

The closeout of the CAR applications relating to the Year 5 (2015/16) build is proceeding to programme and is on track for completion by mid-September. The delivery of the Year 6 (2016/17) build is also proceeding well with 118 CAR applications for cabinet areas having been approved to date. Of these, construction has commenced on 110 cabinet areas with 17 of these having been completed.

The number of premises now signing up for fibre has increased significantly in recent times and is creating challenges in respect to provisioning. Provisioning is the physical fibre connection from the core network into the adjoining private property and must be completed within a tight timeframe upon request. We are working with Chorus and VisionStream to address the issues.

Technical Services

There has been a general focus during July on commencing design for structures, drainage and pavements projects across the region.

A meeting was held with NZTA to vary the current requirements of rehabilitation sites being tendered separately. NZ Transport Agency was fine in principle for AT to vary its strategy and provide a memo stating its proposal. This is expected to be completed by September.

This year's \$1.5m new footpath programme, consisting of 27 projects, has completed internal AT consultation with external consultation and is now underway. Four projects, valued at approximately \$700k, are expected for construction completion by this side of Christmas.

PT Facilities Infrastructure Development

Projects and Programme Updates

Wharf Renewals & Minor Capex	<p>Concept design for Devonport Wharf Stage 2 Redevelopment is underway. Physical works are expected to be undertaken from December 2016 to February 2017.</p> <p>Options for the procurement of various other work packages are currently being investigated.</p>
Westgate Bus Interchange	<p>AT is exploring the option of building off-street stops and a layover on the "busway land". If this option becomes the preferred one, the intention will be to keep the buses operating out of the existing interchange in the old town centre until the new facility is built (December 2017) and then transfer the buses over to the new town centre. Negotiations with the developer and other stakeholders are underway.</p>
Downtown Ferry Terminal Pier 3	<p>Scope of work includes the complete renewal and upgrade of the Pier 3 Downtown Ferry Terminal. It will have a new pontoon (with multiple berthing configuration), marine piles (anchor, fender and landing piles), aluminium gangway structure, passenger waiting and facilities, provision of layover facilities for operator vessels, HOP and VPID equipment, improved utilities including electrical, fibre and data, CCTV, lighting and safety equipment.</p> <p>Concept design is now underway. Expected completion is May 2017 and we are on target to achieve this.</p>
Bus Lane Improvements	<p>AT is planning to deliver 19.1km of bus lanes throughout the region this financial year. Concept and detail designs are well underway with the first lot of physical works starting later this month (August).</p>

Bus Infrastructure Improvements Programme	<p>An additional \$1m has now been allocated to this project taking the total project budget to \$3.35m.</p> <p>Physical works on the Southern network has already commenced. Investigation and design works for the Western and Central networks are well underway.</p>
Bus Shelter Renewals	<p>A total of \$2m has been allocated to this programme this year. Currently finalising renewal sites and an implementation programme will be developed over the next month.</p> <p>Options for long term procurement (up to 5 years) of the new modular bus shelters is also being investigated.</p>
Great North Rd Bus Lane - WCA	<p>This work is being delivered in conjunction with the Well Connected Alliance (WCA). Enabling works is expected to commence in September 2016 with an anticipated completion in March 2017.</p>

AT Metro

Patronage Performance Commentary

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

For the 12 months to July 2016 Auckland public transport patronage totalled 82.9 million passenger boardings, an increase of +3.9% on the previous year. July monthly patronage was 6.7 million, a decrease of -0.5% on July 2015 and -2.0% below SOI target (YTD -2.0%). July normalised adjustment ~ +4.5% accounting for special event patronage, with two less business days and two more weekend days/public holiday compared to July.

Bus services totalled 60.0 million passenger boardings for the 12-months to July 2016, no change +0.0% on the previous year. Patronage for July 2016 was 4.8 million, a decrease of -4.2% on July 2015 and -2.6% below SOI target (YTD -2.6%). July normalised adjustment ~ +0.8% accounting for special event patronage, with two less business days and two more weekend days/public holiday. There has been continued strong patronage growth for the NEX service (8.1% in July) and good growth seen from both Onewa Road and Mt Eden Road corridors in particular. From 19 June, double deck buses started operating on Route 881 from East Coast Bays into the City and on 26 June, the morning and afternoon peak service frequency increased from 15 minutes to 10 minutes (also being serviced by double deck buses). The Southern bus network continues to perform poorly but it is anticipated that the launch of the Southern New Network in October this year should address this.

Train services totalled 16.9 million passenger boardings for the 12-months to July 2016, an increase of +19.6% on the previous year. Patronage for July 2016 was 1.5 million, an increase of +11.3% on July 2015 and -2.8% below SOI target (YTD -2.8%). July normalised adjustment ~+17.3% accounting for special event patronage, with two less business days and two more weekend days/public holiday. The change continues the recent observed trends and reflects service improvements following the new timetable from 20 July 2015, that added significant capacity to peak hour trains (+25% more seats in the morning peak hour), continued service delivery and punctuality improvements and a 30% increase in weekday services operating on the Western Line from 9 May 2016. Compared to the month of June 2016 patronage remained steady on the Southern and Western Lines, with an increase of 1.2% on the Eastern Line and 5.1% on the Onewa Line. The Papakura to Pukekohe Shuttle service also saw an increase of 4% from the month of June 2016.

Ferry services totalled 5.9 million passenger boardings for the 12-months to July 2016, an increase of +6.0% on the previous year. Patronage for July 2016 was 0.43 million, an increase of +6.4% on July 2015 and +9.4% above SOI target (YTD +9.4%). July normalised adjustment ~+9.4% accounting for two less business days and two more weekend days/public holiday. Whilst contracted services saw a stabilisation in year on year patronage during the month (due to the reduced number of business days in the month), tourist services to Devonport and Waiheke continued to show real growth.

Rapid and Frequent services totalled 31.1 million passenger boardings for the 12-months to July 2016, an increase of +8.7% on the previous year. Patronage for July 2016 was 2.7 million, an increase of +2.0% on July 2015 and +1.6% above SOI target (YTD 1.6%).

Change of focus towards the new AT Metro Customer Value Proposition

The implementation of bus and train zonal integrated fares – **Metro Simpler Fares** - from 14 August 2016 and the rollout of the redesigned **Metro New Network** - creating a hub-and-spoke bus, train and ferry connected network of Rapid, Frequent and Local and Connector services - from October 2016 in South Auckland through to early 2018 for North Shore creates a new customer value proposition for Auckland public transport under the AT Metro brand.

Customers will be able to travel across the region on a network of simpler, more intuitive, more visible, more frequent and more direct services that connect at transfer points to permit a greater number of journey options than ever before to be made within Auckland using public transport. Greater frequency of a fewer number of services will provide for “turn-up-and-go” services on key corridors with minimal wait time for connections from and to local services at transfer hubs. A single journey will attract a single AT HOP zonal fare of up to five bus or train legs within four hours with up to 30 minutes connection time.

This is the biggest transformation of Auckland public transport in decades and requires an enhanced and greater focus on customer information and communication, and promotion of the new customer proposition including through traditional and new digital driven communication channels.

A change of focus is being implemented within the At Metro team to meet the challenge and opportunities. A review of the management structure has been implemented with the grouping of three main functional areas:

- AT Metro Customer & Market: enhancing the customer experience across the Metro customer journey through all customer touch points and channels; customer and market data driven insight, product and solution development, and promotion and communication of the new Metro customer proposition
- AT Metro Development: Metro lead and input on strategic initiatives with the Strategy Division along with leadership of sector-wide business, commercial and operational Metro change initiatives
- AT Metro Operations: management of bus, rail and ferry external service providers through new performance contracts and facility access and use

A focus is now being applied to both the operational implementation of the New Network, commercial oversight of new fare arrangements, customer communications regarding New Network changes and also a customer and market led approach to customer engagement, promotion and service development.

Progress against AT Metro Key Strategic Priorities

Delivery against the AT Metro key business priorities is provided below:

- | | |
|---|--------------------------------------|
| 1. Integrated Ticketing & Fares | 6. On-Time Service Performance |
| 2. Procurement & Contract Reform (PTOM) | 7. First & Final Leg |
| 3. Resource Efficiency & Effectiveness | 8. Customer Experience |
| 4. New Network incl. Rapid & Frequent Service Network | 9. PT Adoption Marketing & Promotion |
| 5. Infrastructure Development | 10. AT 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 	<p><u>Integrated Fares</u></p> <ul style="list-style-type: none"> Simplified integrated fares went live Sunday 14th August 2016 following the marketing campaign launched on 21 July. “Simpler Fares” is part of the transformation of the Metro customer value proposition along with the particular rollout of the new Network over the next 18 months. Simpler Fares provide for a single fare for a journey of up to five bus or train trips over four hours across one or more zones. As part of Simpler Fares ~33% of HOP journeys will reduce in price with ~66% remaining unchanged but with additional value benefit of the 4 hour 5 trip journey concept. New \$200 monthly pass launched 1 July 2016. A discounted introduction price of \$140 available until Saturday 13 August. The single all-zones pass replaces the existing three different multi-zone passes. <p><u>SuperGold free Public Transport</u></p> <ul style="list-style-type: none"> Public communications for transition for non-AT HOP card holders to gold AT HOP cards commenced in May. Super Gold cardholders conversion onto HOP cards continued to 13 August with greater than 106,000 SuperGold concessions on an AT HOP card. This has been a significant customer change project with only 45,000 Supergold HOP concessions in May. See Appendix: SuperGold AT HOP card usage “heat map” for July. “Dark Green” indicates 80% - 100% of SG customers are using AT HOP cards to travel (rather than cash tickets). A new MOU between AT and NZTA regarding 2016/2017 SGC funding signed August 2016.

2. Procurement & Contract Reform (PTOM)	
<ul style="list-style-type: none"> • 2015: South Auckland New Network bus tender • Mid- 2016: West Auckland New Network bus tender • August 2016: West Auckland New Network negotiated contracts • 3rd quarter 2016: Ferry tenders released • July 2016: Central & East Auckland bus tenders • September 2016: North bus tenders • October 2016: South Auckland New Network bus service contracts start • March 2017: North, Central and East Auckland New Network negotiated contracts • Mid-2017: ferry contracts start • 2017/18: rest New Network bus contracts start 	<p><u>Bus:</u></p> <ul style="list-style-type: none"> • Mobilisation meetings progressing with the new South Auckland bus PTOM operators, Ritchies Murphy Transport Solutions Limited, Howick and Eastern Buses Ltd and Go Bus Limited, with a service targeted commencement of 30 October 2016. • The Bus PTOM West tender closed on 13 June 2016 and is being assessed with non-price evaluation completed. • Bus PTOM West negotiated units issued to incumbent operators for pricing on 5 August 2016. • Bus PTOM Central and East tender released to the market August 2016. <p><u>Ferry:</u></p> <ul style="list-style-type: none"> • Current contracts have been extended to match mobilisation of PTOM contracts. • The Ferry PTOM tender to be released to the market in August after the Bayswater Marina lease/and asset purchase has been completed.
3. Resource Efficiency & Effectiveness	
<ul style="list-style-type: none"> • Value for Money: SOI farebox recovery targets and reducing subsidy / passenger metrics 	<ul style="list-style-type: none"> • Farebox recovery improved by 2.17% for the year ended 30/06/2016. This represents \$14m cost efficiency. • Negotiation of a reduction of DMU maintenance costs with KiwiRail aligned to the reduced Kilometres the DMU fleet are now operating between Papakura and Pukekohe has been completed. • The second year of the three year glide-path to wharf cost recovery by access charges commenced in July 2016.
4. New Network incl. Rapid & Frequent Service Network	
<ul style="list-style-type: none"> • 2015: North, East, Central bus consultations • Oct 2015: Hibiscus Coast bus service design implemented • Oct-2016: South bus service design implemented • May-2017: West bus service design implemented • Aug-2017 - Feb-18: North, Central and East bus service design implemented 	<ul style="list-style-type: none"> • <u>South Auckland New Network:</u> Preparations for implementation of the network on 30 October continue. Initial public information events have been held, with staff raising awareness of upcoming changes, and promoting further events and the upcoming information campaign. Public collateral for implementation is being finalised ahead of communications beginning in late September. • <u>West Auckland New Network:</u> West Auckland tender responses are currently being assessed. • <u>North Shore New Network:</u> Work continues on timetables ahead of the release of tender documentation towards the end of 2016. • <u>Central and East Auckland New Network:</u> Finalisation of timetables and supporting materials has been completed, ahead of tender release in August 2016. Work on timetables for routes that will be directly negotiated with operators is also ongoing. • <u>Beachlands/Maraetai:</u> Post-consultation report completed. Additional service frequency for Botany included as part of East New Network; medium term enhanced ferry connection. • <u>Waitakere Ranges:</u> Data analysis of feedback received has commenced. • <u>Waiheke:</u> Consultation currently being planned.

5. Infrastructure Development

Train:

- Designs complete for Manurewa, Papatoetoe and Henderson station for electronic gates to be installed.

Bus:

- Progress continues towards completing the new bus stops required to operate New Network-South. Projects that are under construction or about to commence now total 112; a total of 191 projects are forecast to complete construction between July and September.
- Progress continues towards completing the new bus stops required to operate New Network-West. Projects are under construction or about to commence now total 29; a further 144 projects are progressing through design, consultation and resolution for construction prior to service implementation. 73 projects up-dated.
- Otahuhu Station is on-track to open with the launch of the bus New Network design for South Auckland in October 2016.
- Further planting improvements at Busway stations, Albany carpark has new mulch, socks to hold mulch and new plants, all stations have had planting improving the feel and look.

Ferry:

- Site construction works on the new Half Moon Bay passenger facility have commenced. Construction works are targeted for completion by December 2016 with services commencing thereafter.
- Commencement of retail fit out works for Devonport Northern concourse. The new anchor restaurant tenancy will open in August.
- Engineering assessment completed on the Downtown Ferry Terminal Pier 2C gangway, which had previously been removed from use. Fix is now underway.
- Half Moon Bay vehicular wharf: Signing of contract for the delivery of eastern ramp widening works and the installation of fender piles and dolphin; and completion of dolphin protection works.

6. On-Time Performance

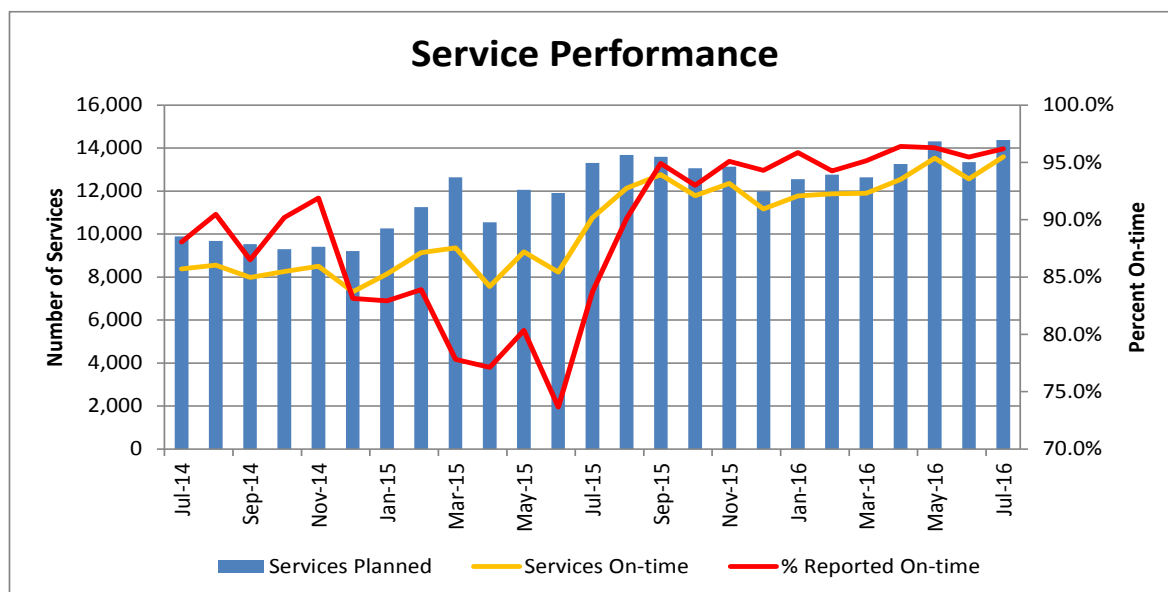
Train:

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

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

In July 2016 service reliability was 98.3% compared to the 12 month average of 98.4% and 98.6% for June 2016. Service punctuality performance compared to services scheduled is illustrated in the chart below. Service punctuality (red line) was 96.2% compared to the 12 month average of 94.8% and 95.5% for June 2016 (and the low of 73.6% in June 2015).

There were nearly 14,376 train services scheduled in July (blue bars) - the number of actual services operated on-time (yellow line) was 13,936, the highest on record.



Major incidents that affected July 2016 service performance:

- Track, Signal, Train Control and Traction Overhead (KiwiRail) – Infrastructure related matters caused delays to services on four days in the month, the most significant being a track fault outside Britomart in the early morning of the 8th July causing delays and cancellations on all lines.

- Train operations were affected by two third party related incidents in the month, the most significant being an emergency services incident at Baldwin Avenue in the evening peak of the 25th July disrupting services on the Western line and some delays on the other lines.

Further line speed, interlocking works and signalling works to improve journey times are being targeted for the March/April 2017 timetable recast.

Bus:

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

Overall the network reliability was 97.5% and punctuality was 93.9%. This was an increase on June's performance but a slight decrease of -0.5% for year-on-year reliability and -0.7% year-on-year for punctuality measures.

A consolidated 12-month plan has been developed to address this and to manage capacity increases.

Reliability at Start					
Operator	Business Unit	Jul-16	Jun-16	Month-on-Month Change	Year-on-Year Change
Whole of Network		97.5%	96.9%	0.6%	-0.5%
Metro Inner	NZ Bus	96.7%	96.6%	0.1%	-1.1%
Metro Outer	NZ Bus	97.6%	97.1%	0.5%	-0.8%
North Star	NZ Bus	98.7%	98.6%	0.1%	0.2%
Go West	NZ Bus	98.2%	97.5%	0.8%	-0.5%
Waka Pacific	NZ Bus	95.3%	94.0%	1.3%	-1.0%
West	Ritchies	97.9%	98.2%	-0.2%	0.5%
North	Ritchies	98.1%	98.2%	-0.1%	0.0%
NEX	Ritchies	99.4%	99.5%	-0.2%	-0.3%
Howick & Eastern		97.7%	96.0%	1.7%	-0.5%
Birkenhead Transport Ltd		97.9%	97.9%	-0.1%	-0.1%
SkyBus		94.6%	90.3%	4.3%	-2.6%
Tranzit		97.3%	97.0%	0.2%	0.7%
Urban Express		99.1%	99.0%	0.1%	0.0%
Waiheke Bus		99.8%	99.6%	0.2%	0.9%

Punctuality at Start					
Operator	Business Unit	Jul-16	Jun-16	Month-on-Month Change	Year-on-Year Change
Whole of Network		93.9%	92.8%	1.1%	-0.7%
Metro Inner	NZ Bus	92.8%	91.7%	1.1%	-2.0%
Metro Outer	NZ Bus	93.3%	92.1%	1.2%	-1.8%
North Star	NZ Bus	96.5%	95.9%	0.6%	0.9%
Go West	NZ Bus	95.4%	93.9%	1.6%	-1.2%
Waka Pacific	NZ Bus	89.9%	87.5%	2.3%	-1.6%
West	Ritchies	95.3%	95.6%	-0.3%	2.1%
North	Ritchies	94.6%	94.3%	0.3%	0.0%
NEX	Ritchies	98.6%	99.1%	-0.5%	-0.5%
Howick & Eastern		93.8%	90.8%	3.0%	-1.0%
Birkenhead Transport Ltd		94.8%	94.9%	-0.1%	0.6%
SkyBus		87.8%	83.5%	4.3%	-3.5%
Tranzit		94.2%	94.2%	0.0%	3.1%
Urban Express		97.2%	97.1%	0.2%	2.7%
Waiheke Bus		99.1%	98.5%	0.6%	6.3%

Bus lane programme rollout:

Projects Completed	Projects due for completion	Detailed Design	Under investigation
<ul style="list-style-type: none"> Great North Road Bus Lane 2.5km new NB and SB bus lane Manukau / Pah road 8.5 km Transit lane 	Sandringham Road – 1 km bus lane (Sep 2016) Dominion road (Mt Albert to Denbigh Avenue) - 0.8 km bus lane (Sep 2016) Dominion road (Denbigh to Richardson) 1.2km bus lane (Sep 2016) May Road bus lane -0.7km (Dec 16) Pakuranga road bus lane -0.8km (Jan 17) Great South road bus lane- Broadway to Green Lane – 1 km (Mar 17)	Mt Eden Road - 3.5 km bus lane All southern network FSN (11 km of bus lane)	Quay St layout investigation Inner Link Western Network FSN routes

Ferry:

- 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.
- For July 2016, 99.4% of contracted service boardings were operated, leaving their origin stop no more than one minute early or ten minutes late (reliability measure). Service punctuality for July 2016 was 97.4%.

Route	Harbour	Scheduled Trips	Reliability	Punctuality
Bayswater	Inner	1,012	99.90%	99.11%
Half Moon Bay	Mid	587	98.30%	93.53%
Birkenhead	Inner	1,086	99.26%	94.66%
Gulf Harbour	Outer	252	99.60%	98.81%
Hobsonville	Mid	210	100.00%	100.00%
West Harbour	Mid	567	99.82%	99.82%
Rakino	N/A	30	100.00%	96.67%
Pine Harbour	Outer	860	98.95%	98.84%
Total		4,604	99.35%	97.39%

- Punctuality during the month has been adversely affected by weather and also mechanical problems experienced by SeaLink Pine Harbour services. Fog and bad weather affected sailings for 6 days in the month, and SeaLink Pine Harbour experienced mechanical problems on Clipper III for 8 days towards the end of the month.
- Northcote Point services particularly were affected by weather and tidal conditions during the month.

7. First & Final Leg

- AT Metro rebranding: The Regional Wayfinding & Signage Team has completed draft designs for bus flags and bus stop timetables, which are now being reviewed, and bus stop/interchange information.
- The AT Metro re-branding of the Northern Busway was completed at the end of June 2016. The re-branding of the six Busway Stations represents the first fully integrated part of the AT Metro network, bringing together the new AT Metro infrastructure signage, in addition to the complimentary branding seen on the NEX bus fleet and also that being displayed on some operators' buses. The integrated signage is based on a "less is more" strategy, rather than the previous Maxx branding implementation, which effectively employed a "brand saturation" strategy. Additionally, signage was also updated at the new Hibiscus Coast Station, which was delivered within the current approved funding envelope.
- An audit of all existing signage across all four piers at Downtown Ferry Terminal has been completed. It has been agreed that all non-AT branded signage (i.e. Operator signage) will be removed and replaced, as necessary, with the consistent look and feel of the new AT Metro branding. The VPID screens have also been redesigned with the AT Metro branding, which will be updated to the live environment in August.
- From March 2016 AT has been trialling a shuttle service during peak times for Half Moon Bay ferry users to and from the ferry terminal and the Park & Ride (which has 100 car park spaces) located in Lloyd Elsmore Park. This service is free until the introduction of Zonal Fares, when it will become a one-zone fare. Further advertising occurred in April with support from the Local Board without any increase in patronage. Additional 6 boardings per day were added to the service on Monday 20 June to give passengers more choice.
- Devon on the Wharf, the new retail development at Devonport Ferry Terminal, is one of the first tenancies that will showcase the new AT Metro Retail Strategy. One of the key objectives is to enhance the experience for our customers. The restaurant/ café will open late August.

8. Customer Experience

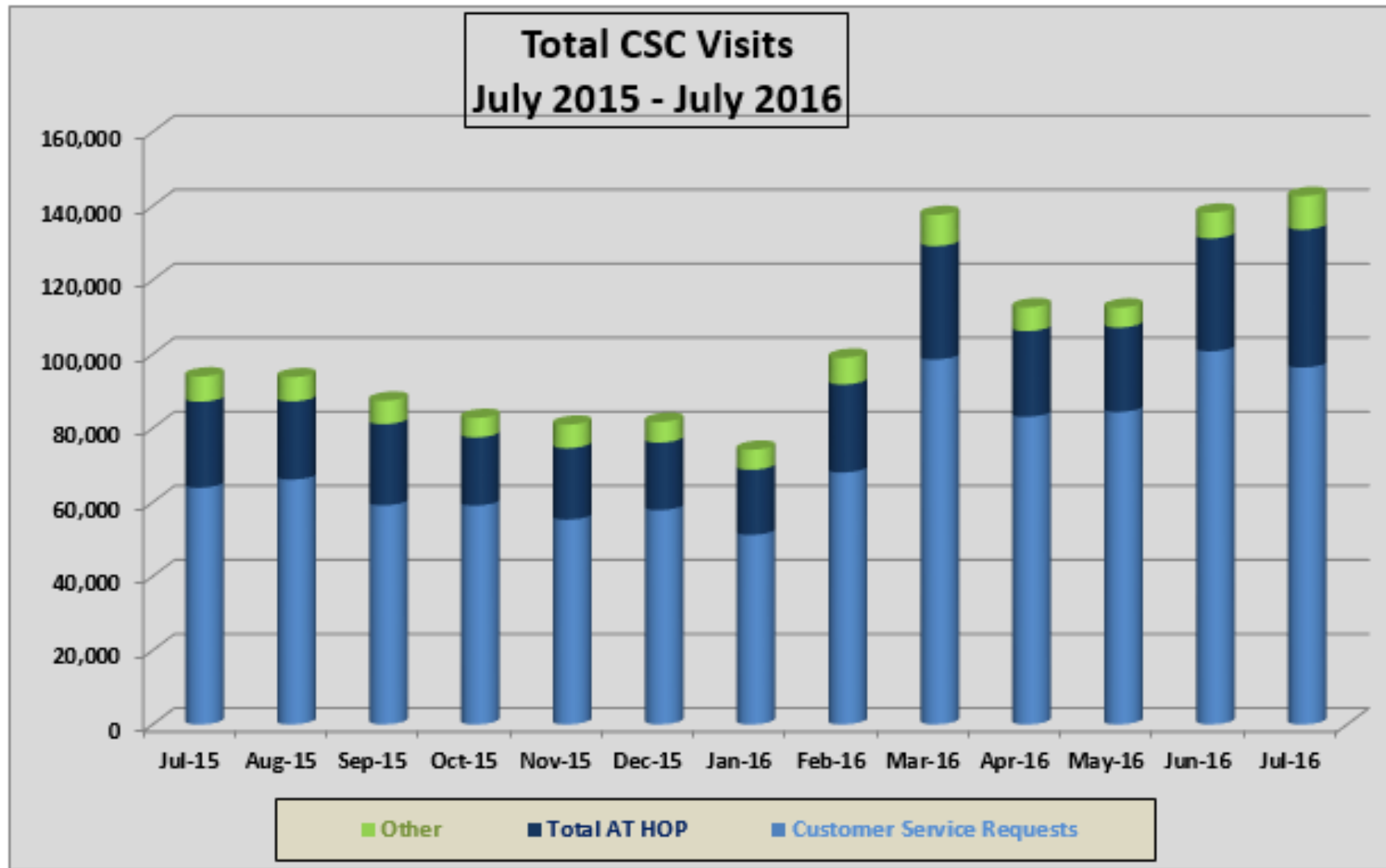
Train:

- New digital communications with advertising screens continue to be installed at Britomart and Newmarket.
- The LCD screen trial continues on-board train.

Multi-modal:

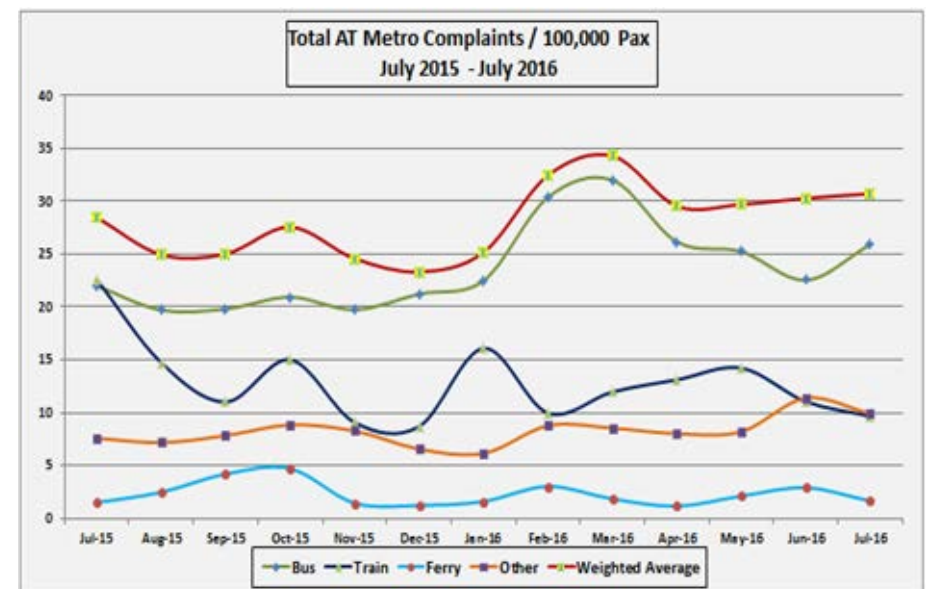
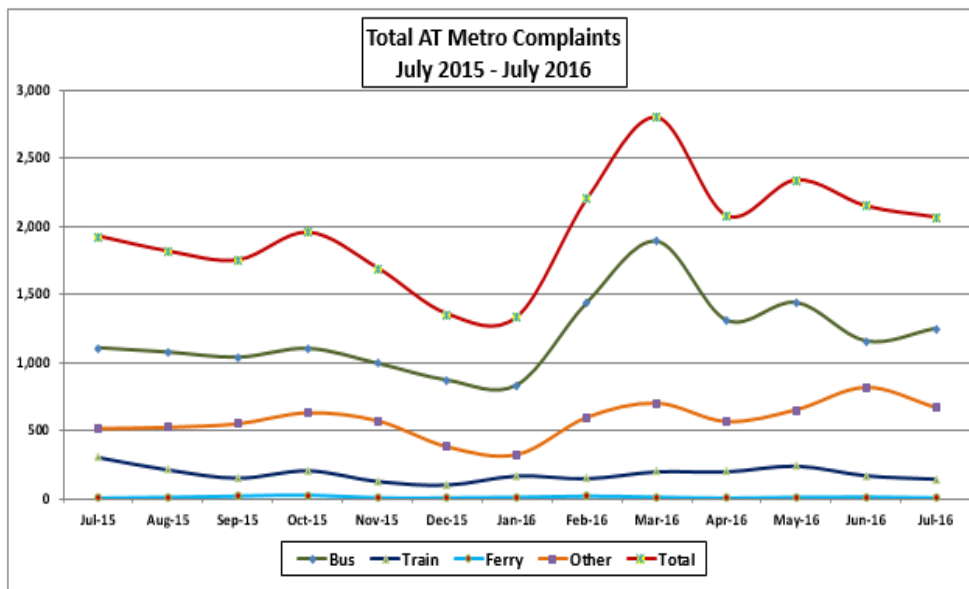
- Simpler Fares was launched on 14 August, a cornerstone of Metro transformation. This included :-
 - Some reduction in AT HOP fares
 - Integrated bus and train fares
 - New single multi-zone monthly HOP pass
 - New ferry monthly passes
- The “Track my Bus” mobile app had 6,456 users in July, which is an increase of 476 (8.0%) compared to both May and June, when user numbers were effectively static. This increase in users is a positive step forward and represents a return to the month-on-month increases in users seen during the first four months of 2016. In January 2016, there were 3,565 users, so total users have increased by 2,891 (81.1%) during the intervening period. There were 216 new users in July and at least an additional 270 former users who returned to the app during the month. The app will be redeveloped to address bugs and improve functionality.
- The AT Metro app was used by 57,735 customers in July, compared to 54,851 customers in June and 57,821 customers in May. User numbers have increased by 2,884 (+5.3%) in the month and the number of page views has also risen to 376,008, up from 364,297 in June, an increase of 11,711(+3.2%). There were 1,882 new users in July, together with at least 1,104 former users returning to the App.
- The increase in App user number is a positive step forward, ahead of the release of the upgraded App, which has been renamed “AT Metro”, in August. AT Metro Mobile app has been developed ahead of the transition to Simpler Fares. The updated app now includes all the existing website functionality, including the look and feel. The new AT Metro app will include the Journey Planner and Real-Time board, with the current “Find my Stop” functionality now being incorporated into the Real-Time board.
- There was an increase in activity on www.AT.govt.nz in July, with page views rising to 1.39 million, up from 1.33 million in June. However, this was still below the 1.42 million visitors seen in May. The month-on-month increase in activity of 0.06 million page views (+4.5%) is significantly below the peak activity levels seen in February and March, when page views topped out at 1.64 million. The overall reduction in activity since the peak in March reflects the fact that the majority of customers are taking regular boardings and because peak services are more frequent, particularly on the major transport corridors, customers can effectively “turn up and go”, rather than having to search for services. There was an increase in Journey Planner activity, which rose to almost 564,000 page views, up from 492,000 in June (+14.4%) and also the 536,000 page views seen in May (+5.0%). The increase in activity in July is part due to the school holidays, where people take less familiar journeys, followed by the return to school when parents often re-check the public transport services. When looking at browser-based activity, 85.8% of searches were via Chrome and Safari, up by 0.9% from June (84.9%) compared to just 5.8% via Internet Explorer, which is down by 1.2% compared to June.
- The total customer visits to the Customer Service Centres (CSC) for July (142,718) was ahead of June’s visitor numbers (138,236) and represents a new record as the busiest ever month in the business unit. Visitor numbers were significantly up on the same period in 2015, increasing by 48,722 (+51.8%) from 93,996 in July 2015. Total Customer Service Centre visits in the three months from May to July were over 393,000, compared to just over 272,000 in the same three month period in 2015, an increase of over 121,000 (+44.6%). The increase in visitors in July was primarily due to the continuation of the transition of the SuperGold public transport concession onto the new gold AT HOP card, which has been introduced especially for this initiative. There were also queries relating to the transition to Simpler Fares, which will be implemented in mid-August. During July 2016, over 29,000 concessions were loaded to AT HOP cards, compared to less than 15,000 in July 2015, representing an increase of almost 15,000 (+101.5%) during the comparative periods. The volume of AT HOP card sales and top ups increased from just under 26,000 (July 2015) to almost 37,000 by July 2016. The majority of the increase in customer activity was due to SuperGold customer activity.

- In the past 12 months, there have been over 1,243,000 visits to the AT Metro Customer Service Centres (CSC), an average of over 3,405 visits per day. This compares to just over 1,023,000 for the 12 months to July 2015, an increase of over 220,000 customers (+21.5%) during the period.



Customer Complaints:

- Total complaint volumes decreased in July 2016, falling to 2,062, down from an adjusted total of 2,144 in June 2016, a reduction of 82 (-3.8%). This is the lowest volume of complaints since January 2016 (1,332) and continues the downwards trend seen since May 2016. Total complaints in July 2016 (2,062) were up by 140 (+7.3%), compared to July 2015 (1,922). Although complaint volumes have fallen in the month, there are still issues being raised in relation to the transition of the SuperGold public transport concession on to the AT HOP card, which was implemented on 1 July 2016. Another contributory factor was complaints received following the announcement of Simpler Fares. Complaints were primarily in relation to the removal of the Zone B Monthly Pass, which allowed unlimited bus and train travel across the Hibiscus Coast, North Shore and south-west into Waitakere. This Pass has been replaced with the new "All Zones" Monthly Pass but customers have complained about the \$60 adverse price point differential. Overall, the Complaints per 100,000 Pax has reduced slightly in July (28.47) compared to June (30.29) and is now at the lowest level since January 2016 (25.17). Complaints per 100,000 Pax in July 2016 (28.47) is almost identical to July 2015 (28.48), despite major change projects including Supergold Transition to AT HOP and Simpler Fares.



9. PT Adoption Marketing and Promotional Campaign Programme

A number of communications, customer acquisition growth and retention campaigns are in market. These are targeted to achieve patronage growth using data and insights from the PT Adoption model and process. Specific emphasis is being placed on bus service changes and patronage acquisition.

Multi-modal campaigns:

- From 1 July 2016, SuperGold customers will need to use an AT HOP card loaded with a SuperGold concession to access free travel on trains and selected buses and ferries around Auckland. This campaign targets SuperGold cardholders in Auckland and existing AT HOP cardholders with a SuperGold concession already loaded on it.
- Capitalising on the popularity of the new game Pokémon GO, the campaigns team ran a small social media promotion on the weekend of 23/24 July, encouraging the users of the game to reap the in-game rewards of travelling to different locations using AT Metro.
- A campaign is in progress to inform customers about the changes and benefits of Simpler Fares, including a flyer emphasizing 'cash costs you'.

AT HOP Monthly Passes

Changes from 1 July 2016:

- Current AT HOP bus and train monthly passes will no longer be available for purchase from 1 July 2016. They will continue to be accepted for travel until midnight 30 July 2016.
- A new all zones AT HOP monthly pass will be introduced for bus and train travel from 1 July 2016.
- From 1 July to 30 July 2016 this new pass will be sold at an introductory price of \$140*. From 31 July 2016 the price will be \$200*.

These changes are being made in preparation for the introduction of the new Simpler Fares zonal system in July/August 2016. Further information about Simpler Fares will be available soon.

*Based on an introductory price of \$140 for bus and train travel on all AT HOP services. The introductory price of \$200 is for bus and train travel on all AT HOP services. The introductory price of \$140 is for bus and train travel on all AT HOP services. The introductory price of \$200 is for bus and train travel on all AT HOP services. The introductory price of \$140 is for bus and train travel on all AT HOP services. The introductory price of \$200 is for bus and train travel on all AT HOP services.

For more information visit at.govt.nz/monthlypasses or phone 09 366 4467

GRANT SAVES MONEY FOR THINGS HE LOVES

WITH AT HOP

CASH COSTS YOU*

NEW ZONE FARES SAVE WITH AT HOP

*Save at least 25% off single trip cash fares on buses and trains by paying with AT HOP (excluding SkyBus services).

JOE.

2 ZONES. \$3.10*

NEW ZONES MAKE FARES SIMPLER

New bus & train zones start 1st August 2016

AT.govt.nz/simplerfares

Train:

- Supergold and Monthly Pass change material installed on board trains, key stations and ticket offices in support of wider campaigns
- Build is On comms coordinated with CRL to advise train customers that of the closure of the back entrance and drop off area and explaining the need for a temporary facility so that the CPO building can be closed for strengthening work.
- 10 minute frequency campaign to acquire new customers at peak periods



Ferry:

- West Harbour: development of customer awareness campaign to encourage movement from 0720 service to 0700 and 0740 services (and evening services).

Bus:

- AT Metro brand continues to roll out with more new buses being repainted into the new livery each month, with around 25% on the fleet in the new livery.
- CityLink campaign promoting CityLink free with transfer in market.
- Online search advertising campaign about shopping destinations in market.

10. AT Metro Safety & Security

Train:

- New pedestrian crossing lights and electronic barrier gates have been installed at Morningside as part of an initiative to make our level crossings safer and easier to use with increased services.
- New mazes at George Street Pedestrian Crossing started with completion in August 2016.
- Incident trend stable during June. 7 x calls for Police assistance generated, 6 x responses, 8 x arrests
- PA Speaker thefts from Station infrastructure continues. Counter measures being implemented
- Train Safety Week launch in Wellington on Monday 15 August attended by AT and Transdev Auckland. Near miss videos have been supplied by AT.

Ferry:

- Emergency Closure of Pier 2C, Downtown Ferry Terminal due to recently identified infrastructure problems.

Bus:

- Auckland Transport in collaboration with Howick and Eastern Ltd hosted a Double Decker Bus familiarisation event on the 30 July for Customers with Disabilities
- 50 completed sites of solar panel installs at bus stops to improve the lighting conditions in poorly lit areas. Positive feedback saying greatly appreciated.

Appendix: SuperGold AT HOP card usage “Heat Map” for July 2016

From 1 July 2016, SuperGold cardholders using public transport were required to use an AT HOP card with their SuperGold concession loaded.

In July, over 95% of SuperGold boardings on public transport were taken using the AT HOP card, indicating that Auckland’s senior citizens have responded positively to the change.

The “heat map” supports the AT HOP card adoption by SuperGold customers, showing that there very few paper tickets issued to SuperGold customers during the month.

