

Business Report

Recommendation:

That the Chief Executive's report be received.

Prepared by:

David Warburton, Chief Executive

Corporate

Significant Milestones

This month saw the signing of a Heads of Agreement for delivery for of CRL (by Minister Bridges and Mayor Len Brown) as well as the delivery of the final ATAP report, which sets out agreed priorities and programmes for the next 30 years .I take this opportunity to acknowledge staff from across the organisation as well as our partners, such as the NZ Transport Agency, for their work in reaching these significant milestones. I also thank and acknowledge the AT Board for their guidance and direction. The focus now moves to implementation of the required actions.

Finance

Following an open tender Baycorp have been retained as AT's debt recovery contractor for infringement debts. A meeting has been arranged with AC to commence a joint working proposal for a change to a higher level of self-insurance within the AC Group with the objective of achieving financial savings without significantly increasing the risk profile.

AT HOP

All SuperGold travel is now on AT HOP with SuperGold paper tickets being removed for sale on 14 August.

The Simpler Fares system also went live in August. The first full revenue settlement was completed successfully. With all SuperGold travel on AT HOP and the launch of Simpler Fares, AT HOP penetration is now over 88%.

A major milestone for Auckland and AT was achieved when the millionth AT HOP card was sold.

Procurement

Fourteen tenders were published in August with an estimated value of \$24.3 million (three were Registration of Interest (ROI)).

117 Contracts were issued in August with a total value of \$29 million. Two contracts were above the value of \$2 million.

Contract	Supplier
Lease of Land from KiwiRail at Walmsley Road, Otahuhu	KiwiRail Holdings
Auckland Council (MSA for Corporate Services)	Auckland Council

Customer Contact Metrics – August

Service Level			
AT Metro	AT HOP	AT HOP Retailer	Auckland Council (all other calls)
41%	36%	30%	57%

Abandonment Rate			
AT Metro	AT HOP	AT HOP Retailer	Auckland Council (all other calls)
21%	22%	21%	9%

Average Wait Time	
AT Metro	AT HOP
1 minute, 33 seconds	2 minutes, 16 seconds

Volumes – Calls				
AT Metro	AT HOP	AT HOP Retailer	Auckland Council (all other calls)	TOTAL
23,094	15,117	151	23,718	62,080

Volumes – Written						
AT Metro	AT HOP	AT General	Road Corridor	Transport Services	Customer Liaison (inc LGOIMAs)	TOTAL
2,422	1,275	6,368	3,544	3,925	1,275	18,809

Ongoing system issues have impacted our ability to answer calls within acceptable time ranges, specifically:

- CCCWP (access to AT Hop customer information) and Journey Planner slow running and outages (planned/ unplanned).
- Other system issues that have impacted our daily operations include CRM/ web form issues, AT app etc.

Simpler fares was also rolled out and resulted in an increase at peak times. Looking forward, monthly pass changes and the introduction of the new network in the south are expected to increase call volumes. This will be mitigated through the engagement of temporary staff.

Business Technology

The Customer Central innovation hub began operations this month, with all three pilot workstreams progressing well:

- Social Media – Work on the policies and processes to support social media across the AT business has been undertaken and the first social media website pages were launched during the month.
- Informed Customers – This has progressed with a large number of real customer interactions sessions and mocking up of what the public would like to see from AT mobile applications.
- Voice of the Customer – Work has progressed on this with the creation of a real time dashboard which collates a number of data sources to reflect the current sentiment of customers

The Customer Relationship Management (CRM) Programme – Delivery of the main CRM Online upgrade remains on track with data migration and testing going well. A number of CRM customer experience issues have been identified and are being fixed prior to go-live in November.

Within the Intelligent Transport Services Programme (ITS), the roll out of the Hewlett Packard Enterprises (HPE) Video Management Solution (VMS) continued to be impacted by significant platform issues resulting in a number of live issues with cameras not being able to be accessed in August. However, we are now experiencing greater stability in our environment and have moved to a monitoring phase with the global response team being on site in Auckland. As a result, the final business unit (Roading at ATOC Smales) will be going live mid-September.

The PTOM Contract Management Operator Payments solution is now in final User Acceptance Testing (running in parallel with the legacy system) with the AT Metro Commercial team prior to full production Go Live on 3 October. Testing and training of staff is going well.

The Identity Management Solution Upgrade (IDMVNext) was successfully implemented on 27 August. IDM enables us to securely verify our registered AT customers, extending the current email address only identification option to include other identity options. This upgrade gives additional functionality which will allow the roll out of new applications such as AT Park and Mobile applications.

Business Process Consolidation (BPC): This tool for financial controllers was rolled out with training at all locations. The associated Microsoft Excel plug-in enables financial controllers to access the SAP financial planning templates via Excel.

Project Updates

Panuku Development Auckland

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 initiatives involve the redevelopment of operational AT assets (e.g. public car parking facilities), or where they involve streetscape or public realm improvements. Key inputs to PDA include:

- Commissioning Comprehensive Parking Management Plans (CPMP) for selected centres in accordance with the AT Parking Strategy to provide a supply/demand context for parking, and inform decisions on the management of parking in the affected centres;
- Developing Centre Transport Studies to inform the functional requirements and modal priorities for streetscape upgrades;
- Preparing Transport Topic Papers to give PDA background on the transport context and relevant plans for each centre.

Spatially, the key priorities are as follows:

- Manukau - Ongoing input into the Manukau Framework Plan. 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 mass transit.
- Takapuna - Ongoing input into options for development of AT parking sites, and identification of short and long term public transport infrastructure requirements.
- 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. Some car parking sites may also be considered for development.

Auckland Unitary Plan

AT staff were actively involved with Council in this process and presented to various Auckland Development Committee and Governing Body meetings. AT is also involved in the organisational changes and training required to embed the Unitary Plan throughout the organisations.

Any appeals on the Council's decisions were to be lodged with the Environment Court or High Court by 16 September. Appeals are expected and AT will be a part of the Council's case team for these.

Special Housing Areas

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 and no new SHAs can be added to the existing tranches.

The legislation governing SHA's has been extended for a further 3 years and provides for new and or renewed Housing Accords. It is therefore possible that the Auckland Housing Accord which expires on 16 September could be renewed. The legislation also accommodates plan variations lodged but not approved to continue to be processed after 16 September. This is likely to apply to 8-10 SHA's with lodged Plan Variations not completed.

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.

Electric Vehicles

The Government announced its Electric Vehicles Programme in May, which aims to increase the uptake of electric vehicles in New Zealand. The package also aims to develop the electric vehicle market in New Zealand, and the supporting infrastructure for that market. Director Mark Gilbert has been appointed to the national EV leadership group, chaired by Ministry of Transport

New Zealand Government Procurement (NZGP) has gone to market to seek additional electric vehicles suppliers for the All-of-Government (AoG) Vehicles contract. Following a feasibility study, NZGP has advertised a Request for Proposals (RFP) process, in order to increase the number of electric vehicle options available to public sector agencies. This RFP allows public sector agencies to access technological advances and new models of electric vehicles, which will ultimately drive electric vehicle uptake across New Zealand.

AT is working with Auckland Council, central government and the private sector to enable the uptake of electric vehicles and supporting infrastructure. AT has set up an EV public/private working group for Auckland which Mark Gilbert chairs and is focussed on: fleet; infrastructure and information and promotion of EVs in Auckland

AT is also working with EV infrastructure providers to encourage the installation of EV charging points into AT's car parks and park and ride parks

Te Atatu Road

Road reconstruction / widening, including new kerb and channel works, commenced on Edmonton Road. Detailed planning and consultation is underway for the Te Atatu Road / Edmonton Road roundabout road construction works. This key piece of work will have a significant impact on traffic flows around the local network. Work is being planned around consecutive weekend closures (Friday evening until Monday morning), tentatively planning to commence around mid to late October. The number of weekend closures will be dependent on discussions with key stakeholders, particularly local businesses, particularly the local businesses. Early indications are that three consecutive weekends of construction time may be required based on a full intersection closure and an alternative pavement design that allows for a quicker but more costly construction methodology.

Glenvar Ridge Road

Physical works on stage 1 remain on hold due to the winter season. However, an application for early commencement of earthworks has been submitted. The design of stage 2 is going through a safety audit process. The road will be formally named as "Glenvar Ridge Road", as decided by Hibiscus and Bays Local Board this month.

Lincoln Road

The Notice of Requirement (NoR) process continues with Council. Expected Council notifications to affected parties is October and targeted completion of the NoR and the placement of the designation is forecast for June 2017. Communication with the Transport Agency has been ongoing to assure the optimum outcome achieved in the section between SH16 and Triangle Rd intersection and a draft agreement is under review.

Albany Highway

All zones are progressing well as weather conditions allow. Works are largely complete at the southern end of site, including a large retaining wall and the associated shared driveway. Workshops were held in mid-August to plan the actions required for operational hand over. The current proposal is to open the road officially in October. Click [here](#) for video update.

Glen Innes/Tamaki Shared Path

Section 1 from Merton Road to St Johns Road is in the construction phase and is due to be completed at the end of October. Consent hearings for section 2 (St Johns Rd to Meadowbank station) and section 3 (the Orakei basin Boardwalk widening) took place last month and a decision to approve both applications, subject to conditions, has been formally issued. Detailed design for section 3 has been completed and preparation for the construction phase (after resource consent) is underway to a planned start in October. Section 4, from the boardwalk to Tamaki Drive, is in preliminary design phase.

Franklin Road

Auckland Transport is working with utility service providers and taking a 'dig once' approach, incorporating their upgrade works into the project. Watercare, Vector, and Auckland Council Stormwater are all undertaking works to upgrade and/or future proof their infrastructure.

Construction is scheduled to take place in two stages, with a brief shutdown over December when the street has thousands of visitors due to a Christmas lights show:

- Stage 1, utility works are now commencing on site September 2016 – October 2017 (with no works undertaken mid-November 2016 to mid-January 2017 for the Christmas lights event). Works on Franklin Road will be complete around June 2017; from July – November 2017 works will be on Collingwood St, comprising separation of storm and waste water, as well as new connections to private properties.
- Stage 2, AT upgrade works, commence March 2017 to June 2018

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 for early October, followed by an Environment Court date is being sought for late 2016.

This will likely result in a decision March/April 2017, following which, it is hoped the project can continue with consultation on the remaining design elements, tendering and construction. In the meantime, design of the structural, stormwater, etc. elements can progress and hui with mana whenua are planned for October and November. We will also engage again with the Waitemata Local Board following elections, likely in November.

Parnell Station

KiwiRail has secured building consent for the heritage Newmarket station relocation and works onsite are due to commence later this month. The first stage will include the construction of the foundations. Ticket gating design for the station has commenced, however the gates will be installed after the station opening due to long lead time for the gates. Procurement planning for a design and build contract to complete the Carlaw Park footpath connection is currently under review, with works to be awarded in October and delivered by March 2017 to align with the station opening (with limited services) late March.

Pukekohe Bus Rail Interchange

Construction of stage 1 works continues and currently on programme to allow bus services at the end of October. Agreement has been reached with Council for the temporary closure of the visitor car park entrance on Custom Street. Overall construction still planned for completion by July 2017 with ticket machines anticipated to be installed in August 2017.

Manukau Bus Interchange

The tender for the main building works has closed, with focus on awarding the construction contract early next month. Completion of construction is programmed for early 2018. An associated project for the construction of signalisation of the Ronwood/Davies Avenue intersection is ready for award as a separate contract on issue of resource consent by Council, which is expected later this month.!

Ōtāhuhu Bus

Construction work continues on site, with glazing of the concourse well advanced. The critical activity to remove scaffolding and formwork around the concourse within the rail corridor was completed earlier in the month, when electrical isolations of both tracks were obtained.

An opening event will be Saturday 29 October. Minister Bridges is confirmed for this event. A HOP ticket gate line will follow in second quarter 2017, due to a delay in receipt of the gates from the supplier.

The civil construction of a third rail platform required as part of City Rail Link (CRL) wider network works is underway, and around two-thirds of the platform front face has now been completed. This is planned for completion by the end of October. The 'below ground' platform will be completed, with shelters, HOP ticket gate line, new overhead wire masts, and track works to be completed in future years.

Planning and Consenting Update

1. Lodged Applications in August

Resource Consents:

- AMETI 2A – Geotechnical investigations between Panmure Roundabout and Panmure Bridge
- Takatu Road Seal Extension and Safety Upgrade Project
- West Coast Road Shared Path
- Papatoetoe Gateway Welcome sign
- New Lynn to Avondale Shared Path – Whau River Bridge

NoR and Regional Consents:

- None this month

Outline Plans of Work:

- 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
- Waterview Shared Path – Albie Turner Field Path Realignment (Alteration to Designation and s127 Application to change resource consent conditions)
- CRL Britomart to Wyndham Regional Consents – change of conditions relating to groundwater monitoring

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)
- Northern Express Double Decker Bus Route Package 1 and 2
- Great North Road Bus Lanes
- Sandringham Road extension
- Great North Road Double Decker Bus
- Northcote Safe Cycle Route
- Waterview Bus Lane
- Plumber Street to the Strand (Tamaki Drive) Cycle Lane
- Davies Avenue Canopy for Manukau Bus Train Interchange
- Papakura West Park & Ride
- 1 Highbrook Drive Legalisation
- Rosmini Shared Path
- Manurewa Bus Canopy
- CRL – Verandah removal and installation of ventilation units at 41 Albert Street
- Birkenhead Mainstreet Upgrade stage 2

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
- Glen Innes to Tamaki Shared Path Stage 2 and 3 hearing completed. Decision pending
- Tamaki Drive & Ngapipi Road Safety Improvement Project Resource Consent notified

4. Decisions/Approvals

AT decisions issued confirming:

- Newmarket Level Crossing designation
- Waterview Shared Path Trent Street Link and Harbutt Reserve Bridge designation

AC decisions:

- Waterview Shared Path Harbutt Reserve Site Compound s127 Application to retrospectively change conditions of Resource Consent for additional earthworks. Harbutt Reserve Site Compound s127 granted 8 August.
- Resource consent and OPW granted for Avenue Bus Transfer
- Resource consent and OPW granted for the removal of the Neilson Street Bridge
- Resource consent granted for Mangere Bus Interchange
- Resource consent granted for the subdivision and construction of the Manukau Bus Train Interchange
- Resource consent granted for asbestos discovered onsite at the Manukau Bus Train Interchange

5. Environment Court Appeals

- Six Environment Court appeals have been received for Mill Road designation. Court date set down for 21 November.
- An Environment Court appeal has been received for Newmarket Level Crossing Notice of Requirement and regional consents. Mediation October.

Land Acquisition

Six unconditional agreements signed in August: Newmarket Crossing (1), AMETI (1), Long Bay (1) Legalisations (3). Total project cost incurred for the month is \$3.59m (July: \$475k).

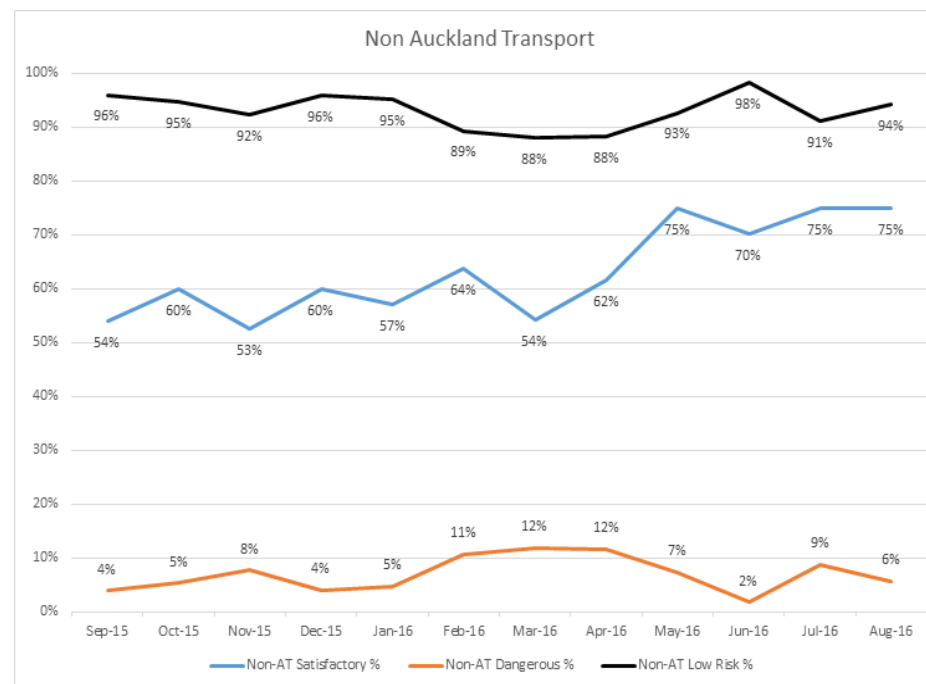
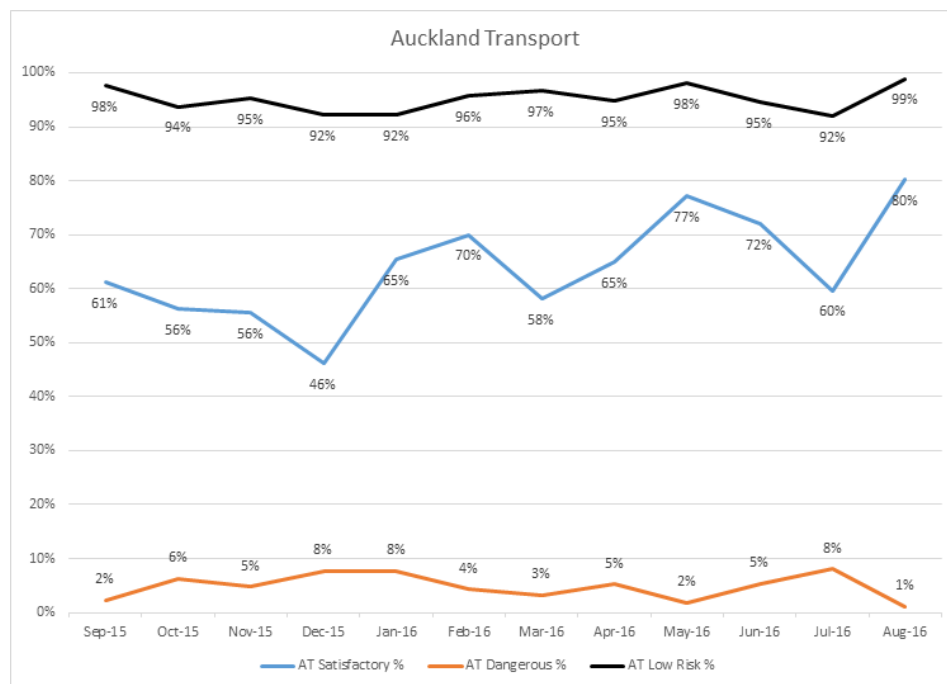
Assets and Maintenance

Road Corridor Access

Corridor Closures and Disruptions on Major Projects

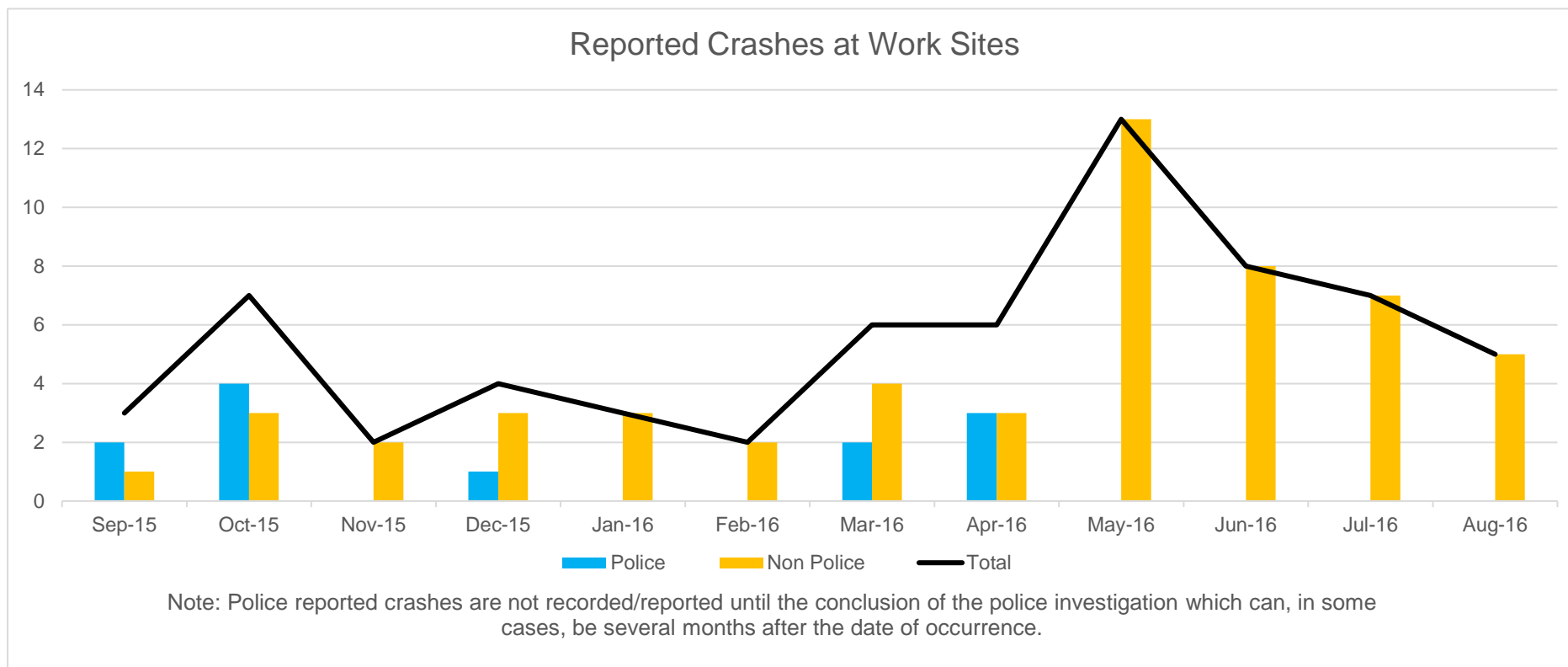
<p>Hunua 4</p>	<p>Closures:</p> <ul style="list-style-type: none"> ➤ Full road closure of Wapiti Avenue between Market Road and Wheturangi Road. ➤ Full road closure of Wheturangi Road between Aratonga Avenue and Wapiti Avenue. ➤ Full road closure of Horotutu Road (15 September – 6 October)
<p>Te Atatu Road Corridor Improvements, Waterview Tunnel, St Lukes Interchange</p>	<p>Closures:</p> <ul style="list-style-type: none"> ➤ Causeway - Ongoing motorway and ramp closures will be in place at nights and on weekends for the next couple of months. Work is progressing well. ➤ Te Atatu Road widening – Work is progressing well with one northbound lane in place between Edmonton Road and Royal View Road. There will be road closures required on some of the side streets off Te Atatu Road as work progresses, these closures are for the carrying out of retaining wall construction, 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 is continuing with on/off ramp closures in the evenings and occasional closures during the day outside of peak travel times.

+Temporary Traffic Management (TTM)



The overall percentage of low risk sites was 97% for August (target is greater than 90%) with AT sites scoring 99% and non AT sites 94%. This was a pleasing improvement on the previous month.

Overall 80% of sites achieved a satisfactory rating (target is 80%). This is the first time this target has been achieved and shows improvements have been implemented across the supply chain. We are continuing to engage with both internal and external contract managers to raise awareness and drive performance improvement by their contractors. There is also an ongoing programme of engagement with the TTM contractors (who subcontract to the head contractors) in order that we may hear and understand their concerns and to give us the opportunity to impress upon them the need to raise the bar.



There were 5 reported crashes at work sites during the month of August. Only one of these was considered to be largely attributable to the work site.

Road Corridor Delivery

AUGUST 2016					
Asset Renewal Activities	August YTD Actual (km)	August 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	8.49	9.84	463.32	86%	2%
Footpath Renewals	12.20	7.76	77.31	157%	16%
Kerb and Channel Replacement	9.46	8.79	76.50	108%	12%

A good start has been made to the delivery of the roading renewal programme which is running ahead of forecast at this early stage.

Street Lighting

The upgrade of the street lighting at Hunters Corner on Great South Road is underway. This project is being done with the assistance of funding from the Otara-Papatoetoe Local Board and involves the replacement of 43 street lights at a cost of \$440,000.

The design of the new street lighting for Franklin Road has been completed and the materials (luminaires and poles) have been ordered. A catenary road lighting system is to be used to illuminate the road carriageway due to the presence of the existing London Plane trees. This will result in less ongoing tree maintenance being required. The vertical clearance under the catenary lighting will be 7-8 metres. The lighting upgrade on Franklin Road is estimated to cost \$900,000.

Technical Services

There has been continued focus during August on progressing the design work associated with the pavement, structures (bridges, major culverts and retaining walls) and drainage renewal projects across the region.

Generally, structures projects under \$100k will be delivered through the RCM maintenance contracts. Projects exceeding this value, or of greater complexity, will be delivered using the Minor Works contractor supply panel.

Further work is being done to support a claim for additional NZ Transport Agency funding for pavement rehabilitation projects to be made under the local roads improvement category (WC 324).

PT Facilities Infrastructure Development

Projects & Programme Updates

Manukau Transport Interchange	<p>Enabling works are complete.</p> <p>The tender for construction of the main works is currently out in the market. Contract award is expected in October and project completion is programmed for late 2017.</p>
Wharf Renewals & Minor Capex	<p>Physical works at Half Moon Bay are continuing.</p> <p>The concept design for Devonport Wharf Stage 2 Redevelopment is continuing and we are on track to carry out the physical works from December 2016 to February 2017.</p> <p>Detailed design for the gangway replacement at Pier 2C is almost complete.</p>
Westgate Bus Interchange	<p>AT is continuing to explore the option of building off-street stops and a layover on the “busway land”. If that option becomes the preferred one, the intention would 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>The scope of the 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>The concept design is continuing. Expected completion is May 2017 and we are on target to achieve this.</p>

Bus Lane Improvements	AT plans to construct 19.1 km of bus lanes throughout the region this financial year. Concept and detail designs are well underway with the first batch of physical works having started last month.
Bus Infrastructure Improvements Programme	Physical works on the southern network is well underway and is on target to be completed by the end of October before the new network goes live. Investigation and design works for the Western and Central networks are well underway.
Bus Shelter Renewals	A total of \$2 million has been allocated to this programme this year (twice that in previous years). Sites have been confirmed and the rollout of the new shelters will commence this month. Options for long term procurement (possibly 3+2+2 years) of the new modular bus shelters is also being investigated.
Great North Road Bus Lane - WCA	This work is being delivered in conjunction with the Well Connected Alliance (WCA). Main works are expected to commence in December. Expected completion date is March 2017.

AT Park Mobile App

AT Park is an account based parking payment system, which will go live later this year. Customers can pay for parking directly from their phone without using a parking meter, significantly improving customer convenience through mobile payment and parking location/availability maps. Other features of the new service are: start and stop a parking session with an interactive voice recording, start stop session with texting and also with the call centre. This innovation will enable customers to pay with ease and therefore increase compliance across the network. Parking services have finished the development phase of the app and commenced a month long 'live' trial phase in September, with a closed group consisting of Automobile Association (AA) members and internal AT staff.

Ponsonby Parking

The public consultation for the Ponsonby residents parking scheme and paid parking in Ponsonby Road has been completed. The Waitemata Local Board has been advised of the result and subsequent decision to move forward with both initiatives. This is supported by the Board. Letters will now be sent to all parties and stakeholders to confirm the decision and timeline for implementation.

Grey Lynn Public Consultations - Cycling

In September, public consultation will begin on four routes in the Grey Lynn Area:

- Surrey Crescent to Garnet Road
- Richmond Road
- Hukanui Reserve to Great North Road Greenways
- Great North Road

This suite of proposed improvements aims to largely complete the cycling network between Pt Chevalier and the city fringe (bound by the Northwestern Motorway and the sea) and includes partnerships with Auckland Council. The routes were selected based on public feedback received in March, that strongly supported AT's proposed cycling network.

Other Activities

Travelwise Rural Schools Video

Travelwise is a schools-based programme that aims to increase sustainable transport to and from school and improve road safety around schools. Rural school children face different challenges getting to school than urban children; many catch buses at bus stops located on busy roads, or walk on their own along the side of roads often needing to cross roads with high speed traffic. To give rural children the necessary skills to be able to travel safely and make smart decisions, two instructional [videos](#) have been created to demonstrate techniques on how to safely walk on rural roads and how to catch the bus. The videos use animated “travel ninja” characters to communicate information in a way that is fun, engaging and easily understood by the audience. The videos and supporting classroom resources are part of Travelwise’s Rural Schools programme and will be used in classrooms by teachers or accessed independently by school aged children.



Penrose Over-Height Detection System

AT is working with NZ Transport Agency (including the Auckland Motorway Alliance) to implement the new Penrose Over-Height Detection System (OHDS). Sensor and notification systems (electronic signs) have been deployed to the north and south of the bridge and are undergoing final calibration and testing. Sensor systems include new CCTV camera and radar technology, and cameras have also been installed at Panama Road to record vehicles breaking the beams. This will enable future contact with drivers and the ability to capture registration plates for potential assistance to Police to reduce other illegal activity (e.g. wanted vehicles, non-registered vehicles). Plans are also in place to link alarm notifications to current incident management systems.

Rail Safety Week

Rail Safety Week is an annual event that aims to raise awareness about rail safety and encourage safe behaviour around trains and tracks, in particular, to cross carefully at railway level crossings. This national campaign is developed and delivered by KiwiRail with key partners. This year’s key message was ‘Expect Trains. Anytime. Either Direction.’ To support the wider campaign the Community Transport team distributed information through their school networks and delivered on the ground promotions. Working with KiwiRail, TransDev, NZ Police, local schools, as well as politicians and local board members the team delivered promotions at the stations of Fruitvale Road, Baldwin Avenue, Ranui, and Sturges Road.

Heavy Vehicle Incident Response

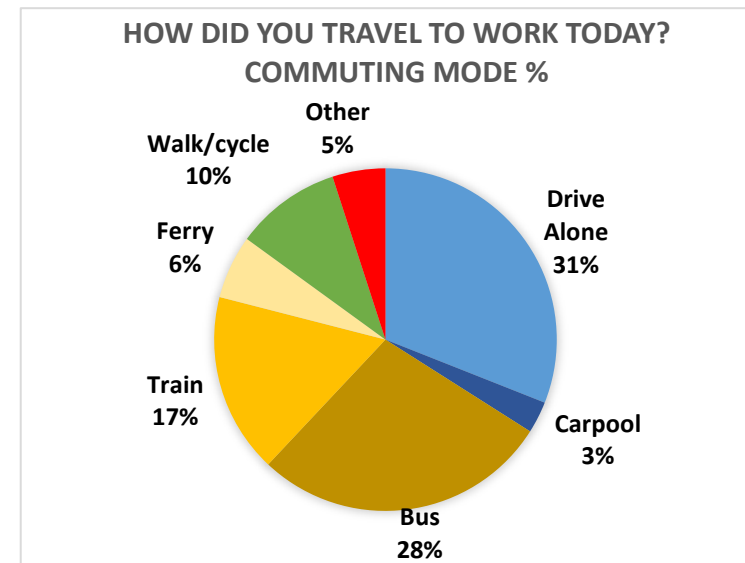
AT recently reviewed heavy vehicle incidents across the Auckland road network and identified two locations where heavy vehicle incidents and breakdowns occur with the highest frequency. In collaboration with Heavy Haulage recovery, AT has implemented a plan to have heavy vehicle recovery assets pre-positioned at these two locations at key times of day. The two locations are on SH1 Southern motorway near Khyber Pass and a second positioned on SH1 Southern motorway near the Hill Road off ramp.

The benefit of this proactive response was highlighted in a recent incident. A truck travelling westbound on SH20 near Lambie Drive at 0641hrs struck the barrier and came to rest facing the wrong way, blocking multiple lanes. Given this occurred in the middle of the morning peak, there was high potential for it to take a significant time to deploy a heavy haulage recovery asset on site to clear the truck. As a result of having a recovery vehicle positioned at Hill Road, Heavy Haulage were despatched within 1 minute, and on scene within 11 minutes of the incident. The truck was turned and off the motorway by 0721hrs, a total time of 40 minutes. Traffic was back to normal by 0735hrs. This is an outstanding result in reducing delays to customer journeys, and one that would not have been possible without the pre-positioning of Heavy Haulage.

City Centre Travel Planning

During August, travel events were held at 13 high-rise office buildings in the city centre. There are approximately 40 large-scale building or infrastructure projects either underway or planned for the city centre, and these works will impact traffic conditions. These travel events were coordinated with the City Centre Network Operations Team raising awareness amongst City Centre office workers of the alternative travel options (from non-Single Occupancy Vehicle modes) for their journey to work, specifically, public transport, walking, cycling, carpooling or flexi-working. Initiatives including Simpler Fares, the Travel Advisor webpage, and the City Centre Updates emailing list were also promoted.

An information leaflet (“Your City Centre is changing”) was handed out at these events, outlining the various travel options available and directed people to the relevant pages of AT’s website for more information. AT representatives were available to answer queries and provide personalised journey planning. A Travel Mode survey was also carried out as each person entering each building asking “How did you travel to work today?” 10,367 responses were recorded, with driving alone and travelling by bus the two most popular options. Commuters will be surveyed again following focused travel planning activities to evaluate their impact on a change in travel mode.



Ride Forever Promotion

Motorcycle safety continues to be of great concern in the Auckland Region, there were 113 deaths and serious injury (DSI) casualties from motorcycle crashes in 2015, an 18% increase from 2014 and an upward trend over the past 5 years. This amounts to around 1 in 5 of all DSI crashes on the Auckland Network. The number of motorcycles registered in NZ has doubled in the ten years to 2014. More New Zealanders took up motorcycle or moped riding to get to work than took up either bus or train use between the 2006 and 2013 censuses (with a 76% increase in Auckland).

Working with our Road Safety partners, ACC and NZ Police, AT is aiming to improve safety for the growing number of motorcycle riders in Auckland. These agencies focus on the three key areas of skills training, high visibility clothing and protective clothing. A major part of the work is to actively recruit motorcyclists to undertake the “Ride Forever” skills training courses. AT Community Transport Coordinators supported ACC in engaging with riders at the recent Classic Motorcycle Show. The stall was very successful with AT staff signing up over 300 riders to undertake the skills training courses.



AT Metro

Patronage Performance Commentary

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

For the 12 months to August 2016 Auckland public transport patronage totalled 83.5 million passenger boardings, an increase of +4.3% on the previous year. August monthly patronage was 7.9 million, an increase of +8.7% on August 2015 and -4.7% below SOI target (YTD -3.5%). August normalised adjustment ~ +3.9% accounting for special event patronage, with two more business days and two less weekend days/public holidays.

Bus services totalled 60.4 million passenger boardings for the 12-months to August 2016, an increase +0.5% on the previous year. Patronage for August 2016 was 5.8 million, an increase of +6.3% on August 2015 and -5.1% below SOI target (YTD -4.0%). August normalised adjustment ~ +1.0%. There has been continued strong patronage growth for the NEX service (40% in August) and good growth seen on major corridors from both Onewa Road and Mt Eden Road corridors in particular. The Southern bus network continues to perform poorly but it is anticipated that the launch of the Southern New Network in October this year. Western services have seen continued reduction in patronage escalated with CBD CRL bus stop moves earlier this year.

Train services totalled 17.2 million passenger boardings for the 12-months to August 2016, an increase of +19.5% on the previous year. Patronage for August 2016 was 1.7 million, an increase of +18.4% on August 2015 and -4.0% below SOI target (YTD -3.5%). August normalised adjustment ~ +14.5%. The change continues the recent observed trends and reflects service improvements following the new timetable from mid 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.

Ferry services totalled 5.9 million passenger boardings for the 12-months to August 2016, an increase of +6.1% on the previous year. Patronage for August 2016 was 0.43 million, an increase of +7.7% on August 2015 and -2.7% below SOI target (YTD +2.9%). August normalised adjustment ~ +6.3%.

Rapid and Frequent services totalled 31.5 million passenger boardings for the 12-months to August 2016, an increase of +8.9% on the previous year. Patronage for August 2016 was 3.1 million, an increase of +13.3% on August 2015 and -0.8% below SOI target (YTD +0.3%).

Summary Bus Patronage Trend Analysis

Detailed analysis on bus service performance by area, route and product is continually assessed and provided to the Customer Focus Committee (CFC) on a quarterly basis, with the next quarterly report to be presented to the October CFC. A summary is provided below.

Overall bus patronage is showing a slight increase (0.6%) since March 2014, although there has been significant growth across some key corridors (frequent services) and the Northern Busway (rapid services). The Northern Busway services continue to grow at 20%.

The key Central corridors have a growth rate of on average 2-5%. In areas where double deckers have been implemented (Ellerslie Panmure, Northern Busway and Mt Eden Road), the patronage increase is higher than for other corridors. This has contributed to an overall flat or slight increase in patronage in the Central area.

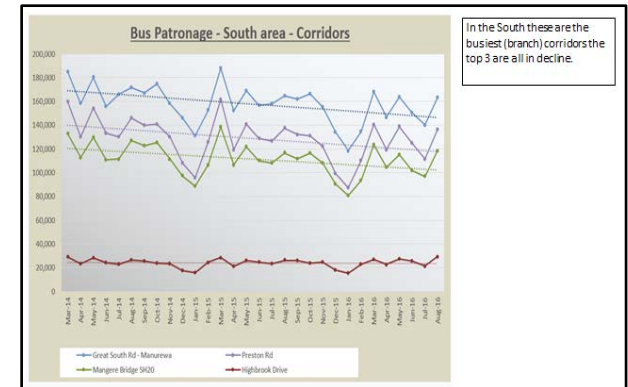
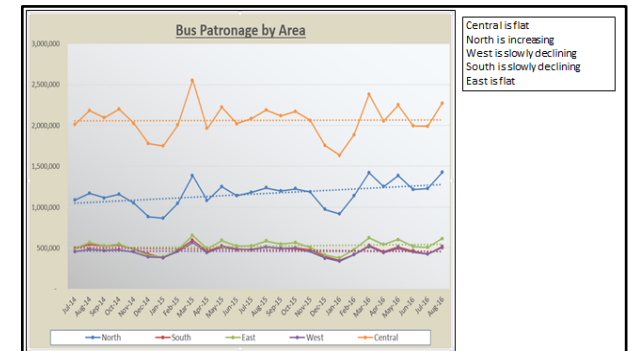
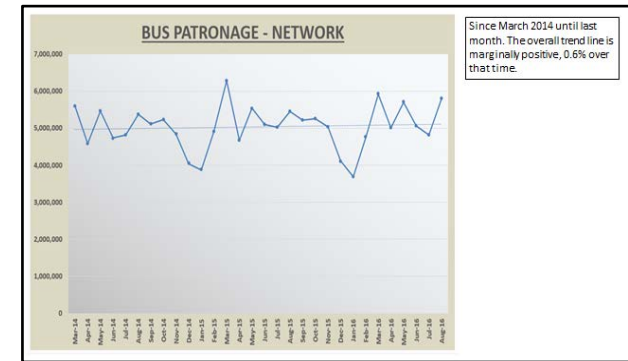
Bus services in the North have overall grown on the back of the Northern Busway RAPID services and the redesign of the network.

Bus services in the South remain flat to slightly declining in patronage over the last few years. Main corridors in the South have also seen a downward trend, contrary to main corridors in the Central or North areas. Limited promotional or service improvements have been implemented in the last 12 months as South is the first to be transformed through the bus New Network from 30 October 2016, although a slight downturn is expected initially as a result of the significant change. The combination of New Network, Simpler Fares, targeted promotion and new customer facilities (Manukau and Otahuhu stations) are targeted to deliver both improved customer experience and patronage growth.

Bus services in the West have also shown declining patronage over the last few years, with a noted decline occurring from the period of CRL enabling works and the bus stop changes from downtown to midtown, inconveniencing some passengers. Other locations are being reviewed again for these services.

Downturn in South and West also indicate a reduction in longer trips compared with shorter trips from East or within Central. This is particularly the case on corridors with congestion and limited bus segregation through bus lanes.

In summary bus patronage overall has stagnated. Growth is seen on RAPID (right of way) services and main corridors that have frequent services, at least some bus lane priority and where service frequency or new vehicles have been introduced. Growth is also seen where networks such as North Shore and Titirangi have been redesigned along the principles of the New Network including simpler more direct routes with high frequencies.



Progress against AT Metro Key Strategic Priorities

Delivery against the AT 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 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. 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 successfully went live Sunday 14 August. Further back office transaction and settlement processes have been tested and proven through September. The Simpler Fares technical and customer implementation has progressed without major issue. “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. As part of Simpler Fares ~33% of HOP trips reduced in price with ~66% remaining unchanged. Significant behaviour change of customers taking more combined trips as part of their journey is expected as part of the transition to New Network with South Auckland in October, facilitated by Simpler Fares. <p><u>SuperGold free Public Transport</u></p> <ul style="list-style-type: none"> Planning to transition SuperGold cardholders with a blue HOP card to a gold HOP card has begun. Commencement of the public campaign is targeted for November.

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 • July 2016: Central & East Auckland bus tenders • August 2016: West Auckland New Network negotiated contracts • 3rd quarter 2016: Ferry tenders released • 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 • Late-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. • Bus PTOM West tendered contracts saw announcement of Preferred Tenders in week commencing 12 September with contracts targeted for execution late September. • Bus PTOM West negotiated units issued to incumbent operators for pricing on 5 August 2016 and bids due back mid-September. • Bus PTOM Central and East tender released to the market August 2016 and bids due back late September. • Bus PTOM Central negotiated units to be released late September and bids due late October. • Bus PTOM East negotiated unit issued August and bid due back 10 October. <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 mid-September with bids due mid-November. • The Ferry PTOM tenders will include separable proposal for Stanley Bay to Downtown Ferry following advance notice from Fullers Group of intent to withdraw the Exempt Services at a time to be agreed with AT.
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"> • A review and consultation on out-of-zone dedicated school bus routes for secondary students has commenced in parallel to the New Network implementation. This is to ensure value for money of public funds where historic routes can now potentially be taken on the New Network scheduled services. Services commenced in South Auckland for Isthmus schools are under review. • Every March there is a spike in patronage which results in insufficient capacity on main corridors. In order to provide sufficient capacity and an enhanced customer experience for next March, new timetables and capacity increases have been developed for main corridors. The expectation is that no customer will have to wait for more than 10 minutes (depending on advertised frequency) to be able to board a bus. This will see an approx. +6.6% peak only bus capacity increase implemented progressively between November and February. • Ritchies Transport is increasing the number of double decker buses operating on NEX services from October 2016 from 18 to 29 double deckers. This means only two standard buses will be required to operate at peak and all buses operating off-peak will be double deckers. In addition, extra peak trips will be added to NEX services in January-February 2017 for the March spike and general growth. • Reduction in turn back times at Papakura for trains will release 1 further train set. The freed up train will be utilised from late October to form a 6 car train on a high patronised train on the Southern Line during the morning and afternoon peak.

4. New Network incl. Rapid & Frequent Service Network

- 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

- South Auckland New Network: Preparations for implementation of the network on 30 October continue. AT Metro is starting to roll out new on street posters advising customers of over 300 new or improved bus stops (and new services coming) that are being constructed as part of the Southern New Network. Work is well underway preparing a comprehensive communications campaign to advise residents in South Auckland of the upcoming New Network. The communications campaign includes street posters, new wayfinding signage, community events, How-To-Videos in several languages, a mail box drop, and local advertising. In addition, AT Metro Ambassadors and staff will be out in the community to advise passengers of the new bus schedules, bus routes and bus numbers.

In advance of the communications campaign beginning at the start of October, customer collateral, such as the information brochure and new public timetables have been finalised and sent to print. Information templates for other customer collateral, such as new bus stop flags, interchange maps, and other customer information have all been approved, and development of specific location collateral is underway.

A new depot is being set-up by GoBus with new buses being built in New Zealand and Malaysia. Bus driver recruitment is on schedule.

New buses are also being built in China for Ritchies/Murphys. Bus driver recruitment is on schedule.

Continued improvement in HOP penetration is being obtained through a focused South Auckland initiative and is expected to reach 79% by go-live.

- West Auckland New Network: West Auckland tender responses are currently being assessed with announcement of Preferred Tender in week commencing 12 September.
- North Shore New Network: Work continues on timetables ahead of the release of tender documentation towards the end of 2016.
- Central and East Auckland New Network: 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.
- Beachlands/Maraetai: Post-consultation report completed. Additional service frequency for Botany included as part of East New Network; medium term enhanced ferry connection.
- Waitakere Ranges: Data analysis of feedback received is underway.
- Waiheke: Consultation being planned.

5. Infrastructure Development

Train:

- Designs complete for Manurewa, Papatoetoe, Middlemore and Henderson stations for electronic gates. Planning and design has commenced for Glen Innes, Papakura & Parnell station gating.

Bus:

- Otahuhu Station is on-track to open with the launch of the bus New Network design for South Auckland in October 2016.
- Rollout of new bus stops and shelters continues in preparation of South Auckland New Network in October 2016. During August 23 bus stop projects were completed to serve South. 100 remain.

Ferry:

- Site construction works on the new Half Moon Bay passenger facility is progressing. Construction works are targeted for completion by December 2016 with services commencing thereafter.
- Completion and opening of the new retail offering in the Devonport Wharf Northern Concourse ("The Devon") in August as part of AT metro retail strategy.

6. On-Time Performance

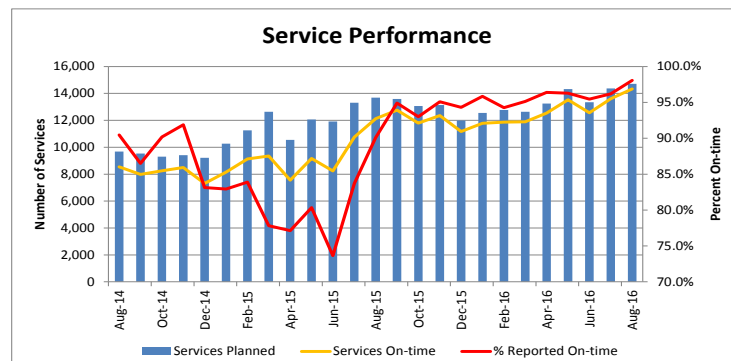
Train:

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 August 2016 service reliability was 99.3% compared to the 12 month average of 98.5% and 98.3% for July 2016. Service punctuality performance compared to services scheduled is illustrated in the chart below. Service punctuality (red line) was 98.1% compared to the 12 month average of 95.5% and 96.2% for July 2016 (and the low of 73.6% in June 2015).

There were nearly 14,712 train services scheduled in August (blue bars) - the number of actual services operated on-time (yellow line) was 14,539, the highest on record.



Major incidents that affected August 2016 service performance:

- Track, Signal, Train Control and Traction Overhead (KiwiRail) – Infrastructure related matters caused delays to services on two days in the month, where an overhead line problem north of Penrose affected services on the Southern, Onehunga and Western lines in the afternoon of 014 August and two separate overhead line problems, one at Remuera and one between Glen Eden and Newmarket disrupted services on all lines in the morning peak of 30 August.

- Train operations were affected by one significant third party related incident in the month, where there was a fatality just after the Penrose Station in the afternoon of Sunday 28 August, leading to delays and cancellations on the Onehunga line.

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 97.0% and punctuality was 93.9%. This was the same punctuality as July, but a decrease on July's reliability. It was a slight decrease of -0.7% for year-on-year reliability and -0.4% 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	Aug-16	Jul-16	Month-on-Month Change	Year-on-Year Change
Whole of Network		97.0%	97.5%	-0.5%	-0.7%
Metro Inner	NZ Bus	96.7%	96.7%	-0.1%	-0.5%
Metro Outer	NZ Bus	97.2%	97.6%	-0.4%	-0.9%
North Star	NZ Bus	98.8%	98.7%	0.1%	0.4%
Go West	NZ Bus	98.3%	98.2%	0.1%	-0.3%
Waka Pacific	NZ Bus	95.2%	95.3%	-0.1%	-0.8%
West	Ritchies	98.0%	97.9%	0.1%	0.8%
North	Ritchies	98.2%	98.1%	0.1%	0.4%
NEX	Ritchies	99.5%	99.4%	0.1%	0.1%
Howick & Eastern		96.6%	97.7%	-1.1%	-1.3%
Birkenhead Transport Ltd		96.8%	97.9%	-1.1%	-0.8%
SkyBus		96.5%	94.6%	1.9%	0.0%
Tranzit		97.0%	97.3%	-0.3%	-1.6%
Urban Express		99.1%	99.1%	0.1%	0.3%
Waiheke Bus		99.1%	99.8%	-0.7%	1.1%

Punctuality at Start					
Operator	Business Unit	Aug-16	Jul-16	Month-on-Month Change	Year-on-Year Change
Whole of Network		93.9%	93.9%	-0.1%	-0.4%
Metro Inner	NZ Bus	92.2%	92.8%	-0.6%	-1.9%
Metro Outer	NZ Bus	92.4%	93.3%	-0.9%	-2.2%
North Star	NZ Bus	96.6%	96.5%	0.1%	0.9%
Go West	NZ Bus	95.4%	95.4%	0.0%	-0.9%
Waka Pacific	NZ Bus	89.4%	89.9%	-0.4%	-1.3%
West	Ritchies	94.7%	95.3%	-0.6%	1.7%
North	Ritchies	95.5%	94.6%	0.8%	1.3%
NEX	Ritchies	98.7%	98.6%	0.1%	0.3%
Howick & Eastern		93.5%	93.8%	-0.3%	-0.5%
Birkenhead Transport Ltd		95.3%	94.8%	0.5%	1.6%
SkyBus		91.3%	87.8%	3.6%	0.7%
Tranzit		94.0%	94.2%	-0.2%	1.6%
Urban Express		97.4%	97.2%	0.2%	0.9%
Waiheke Bus		99.2%	99.1%	0.1%	3.4%

Bus lane programme rollout:

Projects Completed	Projects due for completion	Detailed Design	Under investigation
Great North Road Bus Lane 2.5km new NB and SB bus lane Manukau / Pah road 8.5 km Transit lane (29 July)	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 (Mt Albert to Symonds) - 3.5 km bus lane All southern network FSN (11 km of bus lane)	Quay St layout Inner Link Western Network FSN routes Great North Road - New Lynn to Henderson Henderson to Westgate via Lincoln road Henderson to Westgate via Swanson/Don Buck road Te Atatu road -SH16 to Te Atatu Peninsula

- A total of 18Km of bus/transit lanes was programmed for 2015/16 of which 16.85km has been delivered. The balance to be implemented in 2016/17.
- A total of 26Km of bus/transit lanes is programmed for 2016/17.

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 August 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 August 2016 was 97.4%.

Route	Harbour	Scheduled Trips	Reliability	Punctuality
Bayswater	Inner	1,070	99.53%	98.41%
Half Moon Bay	Mid	606	97.69%	90.92%
Birkenhead	Inner	1,154	98.87%	95.58%
Gulf Harbour	Outer	276	100.00%	98.19%
Hobsonville	Mid	230	100.00%	100.00%
West Harbour	Mid	621	100.00%	99.68%
Rakino	N/A	28	100.00%	100.00%
Pine Harbour	Outer	936	100.00%	100.00%
Total		4,921	99.35%	97.36%

- Performance on the Fullers services of Bayswater, Birkenhead and Half Moon Bay was particularly poor this month. This is being investigated and worked through with the operator.
- Waiheke Island bus services will change to a summer timetable on 17 October 2016, so buses connect with every ferry under the increased frequency of summer ferry sailings from Auckland.

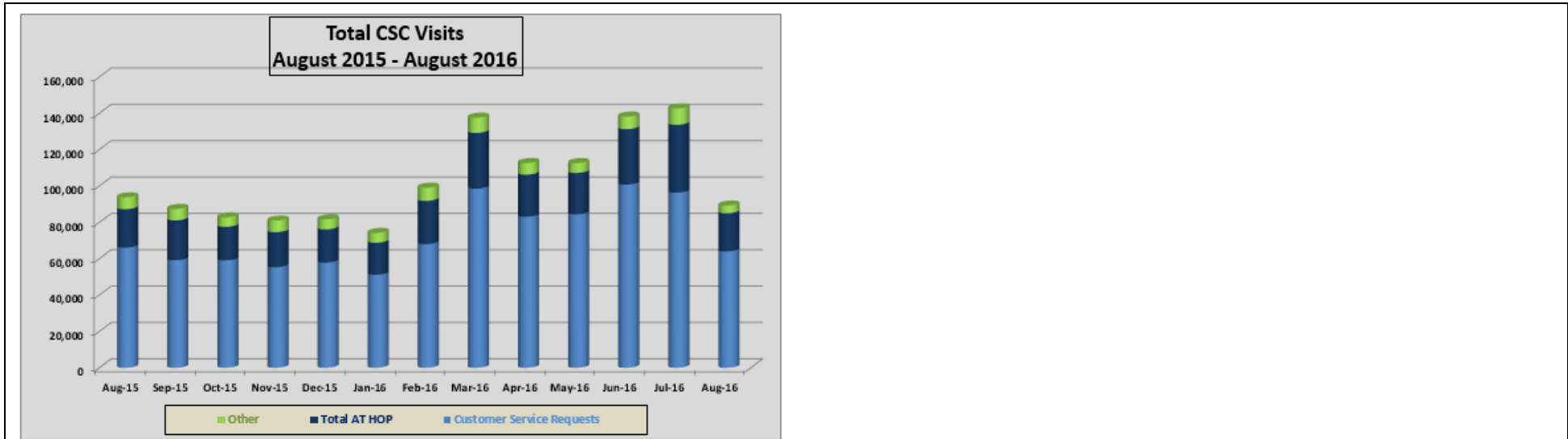
7. First & Final Leg

- AT Metro rebranding: Draft designs for bus flags and bus stop timetables have been completed and being prepared for New Network South Auckland implementation in October.
- From March 2016 AT has been trialling a shuttle service during peak times for Half Moon Bay ferry users. The shuttle is operated by Howick & Eastern and transports customers to and from the ferry terminal and the Park & Ride (which has 100 car park spaces) located in Lloyd Elmore Park. This service was free until the introduction of Zonal Fares – the new HOP fare is \$1.80 for an adult (one-zone fare). An additional 6 trips per day were added to the service on Monday 20 June to give passengers more choice. Throughout the trial the daily patronage on the shuttle was one passenger on average per day. The trial is due to finish on Friday 23 September 2016
- 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 opened late August.
- Works underway for new park and ride facility for Glen Eden station expected completion date now mid October 2016.

8. Customer Experience

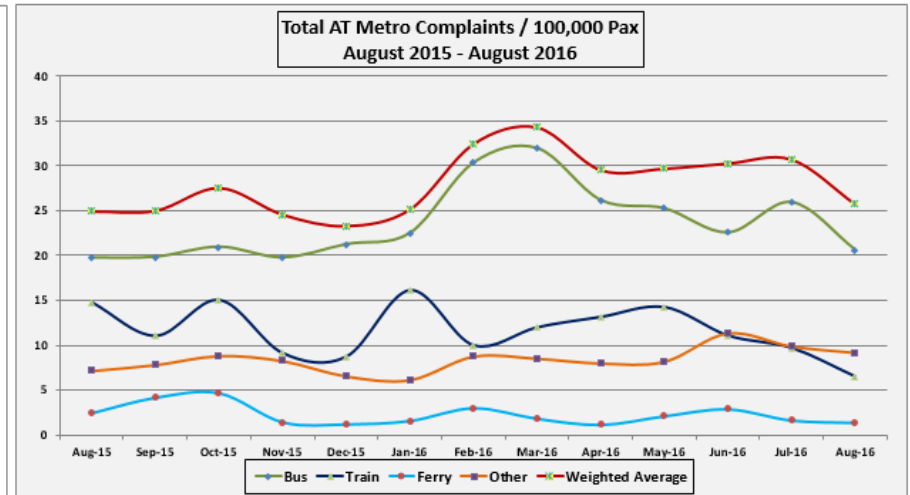
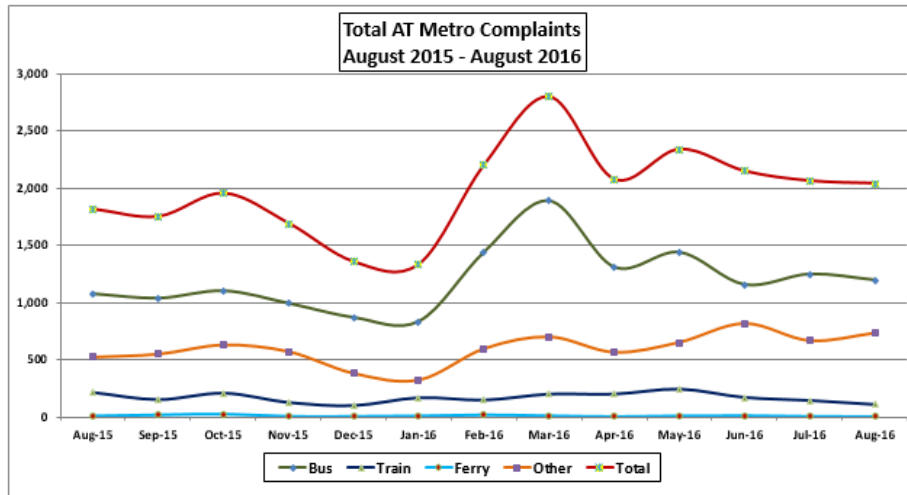
Multi-modal:

- New digital communications with advertising screens continue to be installed at Britomart and Newmarket. New LED Screens installed and operating on B2 Lift Shafts.
- On-board bus digital screens trial went live on 31 August. Initial feedback from customers is positive.
- A 6 month trial of click and collect retail is due to commence at selected locations across Metro facilities and park and ride. The trial is expected to commence on 20 September at four AT Metro locations and one parking location.
- Revised operating guidelines for the city's pole flags and cross street banners have been discussed and agreed with local business associations. The primary issues have been access arrangements to allow 30% commercial use of the assets, the transition of ownership for some assets from the private sector to AT, and the cost of installation and removal of flags and banners.
- Simpler Fares was launched on 14 August, a cornerstone of AT Metro transformation. During late August and early September back-office transaction and settlement testing and commissioning have been successfully completed.
- The "Track my Bus" mobile app had 7,668 users in August, which is an increase of 1,212 (18.8%) compared to July, which showed an increase over the previously static volumes in May and June. This on-going 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 4,103 (115.1%) during the intervening period. There were 294 new users in August and at least an additional 918 former users who returned to the app during the month. The app will be redeveloped to address bugs and improve functionality.
- An updated version of the AT public transport app was released in August and the app was also renamed "AT Metro", as part of the public transport rebranding. The new app current provides two primary functions: Journey Planner and Real Time. The app itself is now a "re-skinned" version of the AT Metro website and the rationale for this decision was to ensure customers were provide with a consistent look and feel for both functions. Following customer feedback, further customer improvements are being developed as part of the next iteration of the app, which is currently planned to be released in mid-September.
- There was a decrease in activity on www.AT.govt.nz in August, with page views falling to 1.34 million, down from 1.42 million in July. This represents a month-on-month decrease in activity of 0.083 million page views (-5.9%) and 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 trips 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. This decrease in activity may have been due to the extended period of adverse weather conditions, which resulted in people opting not to use public transport. When looking at browser-based activity, 86.6% of searches were via Chrome and Safari, which is the same proportion as for July. Similarly, just 5.8% of sessions were accessed via Internet Explorer, which is the same as for July.
- The total customer visits to the Customer Service Centres (CSC) for August (89,247) was significantly below July's visitor numbers (142,718), which was the busiest ever month in the business unit, surpassing June volumes, which were in turn at record levels. Visitor numbers for August were below those for the same period in 2015, decreasing 4,536 (-4.84%) from 93,782 in August 2015. Total Customer Service Centre visits in the three months from June to August were over 370,000, compared to just over 269,000 in the same three month period in 2015, an increase of 101,000 (+37.5%). The increase in visitors was primarily due to the completion of the transition of the SuperGold public transport concession onto the new gold AT HOP card, which had driven a significant increase in visitors numbers over the previous three months. This was borne out by the reduction in concessions loaded onto AT HOP cards falling from over 29,500 in July to just over 15,500 in August. However, this was still ahead of concession activity in August 2015, when there were almost 13,900 concessions loaded during the month, representing an increase of 1,600 (+11.5%). The volume of AT HOP card sales and top ups decreased from approximately 37,000 in July to approximately 27,900 in August.
- In the past 12 months, there have been over 1,239,000 visits to the AT Metro Customer Service Centres (CSC), an average of almost 3,400 visits per day. This compares to just over 1,035,000 for the 12 months to August 2015, an increase of over 204,000 customers (+19.3%) during the period.



Customer Complaints:

- Total complaint volumes decreased in August 2016, falling to 2,038, down from an adjusted total of 2,160 in July 2016, a reduction of 22 (-1.1%). This is the lowest volume of complaints since January 2016 (1,332) and continues the downwards trend seen since May 2016. Total complaints in August 2016 (2,038) were up by 140 (+12.5%), compared to August 2015 (1,812). Although complaint volumes have fallen in the month, one contributory factor was feedback 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 southwest into Waitakere. Overall, the Complaints per 100,000 Pax has reduced significantly in August (25.74) compared to July's adjusted total (30.72) and is now at the lowest level since January 2016 (25.17).



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:

- A campaign is in progress to inform customers about the changes and benefits of Simpler Fares, including a flyer emphasizing 'cash costs you'. The campaign will be localised to state the new Metro fare prices.



Train:

- 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. Formats include print (leaflets to 76,000 targeted homes), billboards, posters, shopping malls and online video.



Ferry:

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

Bus:

- A suite of tactical campaigns are being prepared to drive increased patronage across the new Southern Network, key corridors (especially where increased capacity is being introduced in November) and LINK services. These initiatives will incorporate the improved value propositions from simpler fares (child weekend and public holiday fare, feeder service trips included in journeys, or improved value from the journey based fare available with a HOP card).
- A series of New Network videos in different languages have been produced to provide both an overview of the changes and 'get ready' information targeted at communities in South Auckland.
- AT Metro brand continues to roll out with more buses being repainted into the new livery each month, with around 25% of the fleet in the new livery.
- Minor service changes are happening to some Hibiscus Coast and Isthmus services at the end of September to increase efficiency on the network and to increase connectivity for customers.
- Service changes for Mt Eden, Nuffield Street and Hibiscus Coast.



10. AT Metro Safety & Security

Train:

- New mazes at George Street Pedestrian Crossing started with completion in September 2016.
- Incident trend stable during July 14x calls for Police assistance generated, 13x responses, 15x arrests.