

Business Report

Recommendation:

That the Chief Executive's report be received.

Prepared by:

David Warburton, Chief Executive

Corporate

Elections

Results have now been finalised and the new Mayor and Council will be formally sworn in on 1 November.

There has been significant change in the make-up of local boards, with turnover of around 40 per cent. Waitākere Ranges Local Board is the only board to remain unchanged. Those boards with the highest number of new members include Rodney (66 per cent turnover), Maungakiekie-Tāmaki, Ōrākei, and Waitemātā.

The Council has had a 25% change and all five new members are former local board members - Desley Simpson, Greg Sayers, Efeso Collins, Richard Hills and Daniel Newman. George Wood and Cameron Brewer, formerly Councillors, have become local board members.

AT has been involved in a series of induction meetings and have provided all elected members with a comprehensive induction pack which includes key projects in each area, frequently asked questions, and key internal contacts. Click here for final election results:

<http://www.aucklandcouncil.govt.nz/EN/AboutCouncil/HowCouncilWorks/Elections/Pages/Electionresults2016.aspx>

Finance

The annual Payment Card Industry Data Security Standards testing was passed in September, which saw AT maintain its Level 2 Merchant compliance status (between 1 and 6 million transactions per annum). The testing was carried out by independent auditors.

The 2015/16 Annual Report, approved by the Board in August, was made available [online](#) as well as being printed and delivered to Auckland Council and other key stakeholders.

Regional Land Transport Programme (RLTP) Funding

During September, the following projects were approved for funding:

- *Double Decker Network Mitigation Works (Construction)* – this activity has been approved for \$23.8 million (\$12.18 million from the National Land Transport Fund)
- *Emergency Works-Rural North 6-7 July Storm Event (Construction)* – this activity has been approved for \$505,791 (\$257,953 from the National Land Transport Fund)
- *2012-15 Glen Innes to Tamaki Drive Cycleway-Sec 3 (Construction)* – this activity has been approved for \$6.17 million (\$1.37 million from Urban Cycleway Programme Fund and \$2.44 million from the National Land Transport Fund)

*Note: All project costs include 5.32% administration fee

Following the above approvals, a Cost Scope Adjustment (CSA) for Silverdale Park & Ride (Stage 2) was also approved for \$4.6 million (\$2.31 million from the National Land Transport Fund).

Variations to the RLTP

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

If a variation is not considered significant, the change can be made by AT, in accordance with AT's Delegation Policy.

The following two projects have been added to the RLTP as a variation:

- Safety improvements for:
 - Brigham Creek to Waimauku (SH16)
 - Dome Valley (SH1)
 - Drury to Paerata (SH22)
- Chapel Road Realignment

Procurement

Nine tenders were published in September with an estimated value of \$12.5 million. One tender had an estimated value of over \$2 million.

| Tender | Type |
|---|------|
| Traffic and Transportation Engineering Professional Services (TTEPS) Supplier Panel | RFP |

93 contracts were issued in September with a total value of \$28m. Four contracts were above the value of \$2m.

| Contract | Supplier |
|--|----------------------------------|
| East West Connection Stage 1 Construction and Management Surveillance and Quality Assurance (MSQA) | NZ Transport Agency - Wellington |
| Light Rail Transit Financial and Commercial Advisor | Price Waterhouse Coopers |
| Infringement Debt Collection | Baycorp (NZ) Limited |
| Frequent Network – Mangere Bus Station Upgrade | Traffic Systems Limited |

Customer Contact Metrics – September

Service Level

AT Metro – 78% AT HOP – 78%, AT HOP Retailer – 68%, Auckland Council (all other calls) – 80%

Abandonment rate

AT Metro – 6.39%, AT HOP – 6.42%, AT HOP Retailer – 10%, Auckland Council (all other calls) – 4.8%

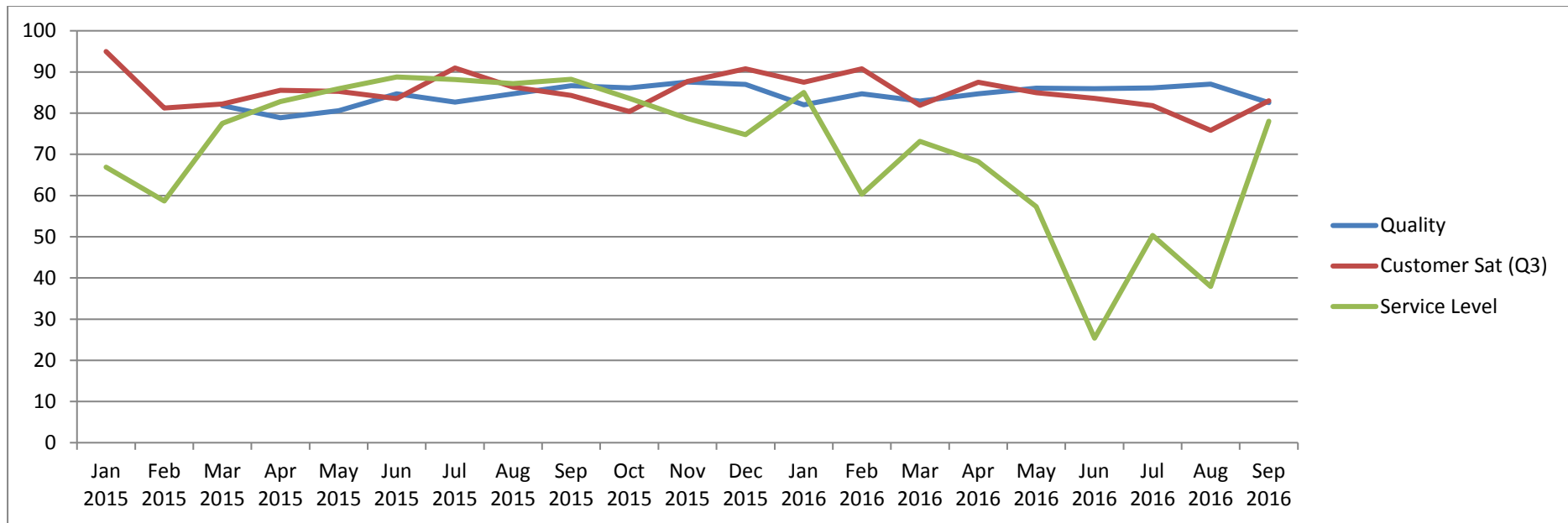
Average wait time

AT Metro – 21 seconds, AT HOP – 27 seconds

Volumes:

Calls – AT Metro – 21,939; AT HOP – 11,641; AT HOP Retailer – 146; Auckland Council (all other calls) – 21,572, Total: 62,080

Written – AT Metro – 2,122, AT HOP – 1,008, AT General – 7,076, Road Corridor – 3,390, Transport Services – 3,696, Customer Liaison Including LGOIMAs) – 1,320, Total: 18,612



Factors impacting customer contact metrics:

Planned and unplanned issues continue to impact customer contact:

- External vendors:
 - RAMM (logging of jobs to contractors).
 - CCCWP (access to AT Hop customer information) was out for a complete business day.
- Internal:
 - Journey Planner slow running and outages (planned / unplanned).
 - CIC planned outage denied access to our frontline agents, resulting in lower than planned productivity.
 - SharePoint outage
- BT is working on upgrading the call centre application and upgrading CRM, which is due end of October, which will improve the situation. A new interface into the Thales system is being implemented to replace the CCCWP currently in use.
- Customer enquiries/ complaints have focussed on Southern Network Changes, proposed Beach Rd developments, issues with AT Hop auto top ups.
- Service levels have improved significantly due to the additional staff brought on for the project work and a decrease in call volumes.

- Average Handle Time has remained high. This is a reflection of system issues (above), new staff (gaining competency) and the overall nature of the enquiries and process required (complex calls or calls requiring additional steps to be completed).

Worthy of note is AT being recognised as finalists in the Travel and Transport sector of the 2016 CRM Contact Centre Awards.

Upcoming Projects/ Areas likely to impact queues include:

- SuperGold phase 2 – the details of this phase are yet to be agreed, however there are around 14,000 supergold cards which have concessions against them but are not registered, i.e. we have no contact details for them, and are therefore difficult to contact proactively.
- Southern Network Changes represent a significant change for our customers with no direct bus services and transfers to trains. Enquiries are beginning to reflect this as will likely gain momentum as we build to a go live at the end of October.

Learning & Development

A Request for Proposal was published this month for a Learning Management System (LMS) for the organisation to support our learning and development strategy. The purpose of the LMS is to consolidate the different learning systems, processes and content across the business into a single platform providing a valuable learning management tool for the organisation. Benefits include:

- Improved access to learning content, increased uptake and speed to competence
- Wider range of learning to meet organisational needs
- Rationalisation of disparate systems and business processes
- More effective administration of learning and development
- Improved compliance, audit and reporting capability

The contract with the chosen supplier is anticipated to commence in November.

Business Technology

- **Customer Relationship Management (CRM):** Programme delivery of the main CRM Online upgrade to the online version remains on track with data migration and testing going well. Planning and preparation for CRM Online training is now underway ready for go-live on 28 November.
- Within the **Intelligent Transport Services Programme (ITS)**, the roll out of the Hewlett Packard Enterprise (HPE) Video Management Solution (VMS) continues to have some minor issues but has not delayed the rollout at ATOC Smales. However, these issues have surfaced which have caused us to further delay the roll out of the full solution. Escalation calls with the HPE Global response team have re-commenced as of Friday 7 October.
- The **Contract Management Operator Payments system** is live and is currently running in parallel to the existing legacy system.
- School Bus Tracking is now fully operational within the Journey Planner and Track My Bus applications, as well as on real-time boards.
- **Network:** The Network team continue to work with Corporate Accommodation on several AT office moves, setting up 4 Viaduct Harbour for a 1-year interim move, the new permanent site in Albany for Smales Farm AT Staff, and the upcoming 20 Viaduct Harbour move with WLAN (Wireless Local Area Network) and Network Design concepts. WLAN in the AMP building has been upgraded to provide better service to staff there, and has also been implemented for ATEED (Auckland Tourism Event and Economic Development) Offices in Quay Street as part of enabling a mobile workforce for a key business partner.
- **Training:** Technology drop-in sessions were held over a three week period at all locations. Information was available along with the ability to book in to attend a session directly from the Engine Room. The uptake of these have been very popular with staff, with about a hundred attendees. The session covers OneNote, OneDrive, Office365, Windows 10, Skype and Harmonie. Going forward, these sessions will be conducted every two months at each location.
- **Enterprise Information:** The LINZ National Forward Works Viewer has been updated and successfully launched for AT. This will replace legacy systems and integrate AT's planned events.

Project Updates

Proposed Auckland Unitary Plan (PAUP)

Appeals on the Council's decisions closed on 16 September. In total 106 appeals were received by the Environment Court and High Court. AT staff are reviewing the appeals and will be part of the Council's case teams working to resolve them.

Those parts of the PAUP not subject to appeal were resolved to be made operative by the Council's Governing Body at their final meeting of this term. AT is also involved in the organisational changes and training required to embed the Unitary Plan throughout the organisations.

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, including Manukau, Onehunga, Takapuna and Henderson.

Finalising AT input into PDA's Takapuna and Manukau projects are priorities. PDA is currently drafting 'Framework Plan' documents for both areas which are planned to be reported to the PDA Board in December. In the case of Takapuna, this plan will form the basis for consultation material to be made public in early 2017. Areas of focus for AT include

- public parking requirements for both centres
- implications of short and long term public transport plans on development proposals in both centres
- functional requirements and modal priorities associated with any streetscape upgrades

High level recommendations will be brought to the AT Board in November to align with PDA's timeframes.

Special Housing Areas (SHAs)

The Housing Accord and Special Housing Act legislation expired in September. Government has extended the legislation for another three years to allow approved SHA sites to be processed, where they qualify. The extension also allows for Auckland Council to enter into a new Housing Accord with the Government if the Council wants to add new SHA sites.

Special Housing areas that were live zoned through the Unitary Plan process are unlikely to use the SHA legislation to proceed with their development. These sites are Wainui East, Silverdale and Redhill's (Westgate). Discussions are ongoing with other SHA developers where they are considering an extension of their development areas.

Electric Vehicles

NZ Transport Agency is developing national Guidelines for EV Public Charging Infrastructure - due to be published in December. AT is part of the national working group. Meanwhile, EECA has announced the first round of a national Contestable Fund with a focus on low emission vehicle demonstration projects. AT is working to submit proposals to bid for the \$4m currently available. The Fund is expected to increase up to \$6m pa and to run until 2021. AT is continuing to work with EV infrastructure providers to encourage the installation of EV charging points into AT's car parks and Park and Rides.

Te Atatu Road

Road widening (including new kerb and channel works) continues on Edmonton Road and Flanshaw Road, with the intention of completing the intersection widening works before undertaking vertical realignment pavement construction works. Detailed planning and consultation continues for the Te Atatu Road/Edmonton Road roundabout road construction works. The Contractor and Auckland Transport are exploring the option to undertake this work over approximately 8 consecutive nights whilst maintaining most traffic flows through the site using a manual stop/go traffic management operation.

Albany Highway

Final surfacing is now complete and the opening was held on 14 October, after which time the transit lanes were operational. Some works around the pedestrian underpass remain to be completed, however, four lanes are open (except for isolated closures during the day).

Wynyard Quarter – Integrated Road Programme

The Halsey and Gaunt Street package has been split into three stages with Stage 1: Halsey Street (between Fanshawe Street and Gaunt Street) and Gaunt Street (between Viaduct Harbour Avenue and the NZBus entrance) completed. Stage 2: Halsey Street (between Gaunt Street and the NZBus depot exit) is substantially complete and open to localised traffic (Buses and Sofitel hotel access).

Stage 3: Halsey Street north (between NZBus depot exit and Pakenham Street) current works in progress include: progressing box culvert, utility diversions, rain gardens, stabilisation, stormwater and waste water works, with expected completion date of mid-January 2017.

Planning has started around delivering the next work packages (Daldy Street, linear and central park, and the remainder of Gaunt Street). It is expected that the remainder of Gaunt Street will be constructed after completion of stage 3 above, followed by Daldy Street and the park upgrades.

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 by the end of October/early November. Consent hearings for section 2 (St Johns Rd to Meadowbank station) and section 3 (the Orakei basin Boardwalk widening) took place in August 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 for a planned start early November.

Tamaki/Ngapipi Intersection

The resource consent process for the intersection upgrade proposal continues, public submissions closed on 23 September. Over 80 submissions have been received and the project team is currently reviewing all feedback. A hearing date has yet to be set with the preliminary indication from Auckland Council that it is likely to take place next month.

Westhaven to CBD Cycle Route

The objective of the Westhaven to City cycleway project is to provide a connection for experienced cyclists between Westhaven Drive and Customs Street (referred to as section 1), and a connection for less experienced cyclists between Customs Street and Quay Street (referred to as section 2). Two options have been developed for section 1, while a number of options are still under development for section 2.

The section 1 options primarily propose signing, lining, wayfinding and traffic calming measures where cyclists and traffic will share the road. The section 2 options are more complex and propose dedicated cycle lanes or separated facilities for the less experienced cyclist. Engagement with key stakeholders commenced this month with delivery of the project (both section 1 and 2) programmed to be completed by July 2017.

Parnell Station

KiwiRail has engaged a contractor to build the station foundations and relocate the station building. Works commenced this month and will be completed by mid-December. The KiwiRail led external refurbishment works are anticipated to be completed by April 2017.

Pukekohe Bus Rail Interchange

Stage 1 construction works are currently on programme to allow commencement of new bus operations later this month. Traffic lights are planned to be commissioned later this month. The procurement plan for stage 2 works is currently being finalised with a target award in December for main works. Overall construction is 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 construction was awarded this 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 this month.

Ōtāhuhu Bus Interchange

Work is progressing at pace to meet the completion deadlines, with double shifts within the main building to achieve programme milestones. The facility had a limited opening earlier this month to rail passengers to allow demolition of the existing Walmsley Road footbridge. Passengers were guided through the site within fenced areas and used the new concourse, stairs and lifts to access the platforms. An official opening, by the Minister of Transport and Mayor will be held on 29 October.

The civil construction of a third rail platform required as part of City Rail Link (CRL) wider network works is underway, and the majority of the platform front face has now been completed and backfilled. Work on foundations for shelter and overhead line traction masts is underway, and completion is planned for later this month. 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.

AMETI

Closeout of the AMETI Panmure Main Works contract continues. The construction of a carpark at 118 Mt Wellington Highway has been delayed by contaminated material and archaeological discoveries. Practical completion will be reached by the end of this month. A section 92 response regarding the AMETI Panmure to Pakuranga busway (Stage 2A) consent application has been submitted to Council. Notification is expected this month.

Detailed design of the Pakuranga Road portion of the busway has commenced and work to update the scheme assessment for the Pakuranga to Botany busway (including Reeves Road Flyover) has commenced. A procurement plan for the design and consenting of this section is in preparation.

Further work on the AMETI Sylvia Park project will commence when the Public Works Act process to acquire 430 Mt Wellington Highway is concluded.

St Marys Bay and Mt Eden Parking Zones

Both of these residential parking zones are in place. Enforcement is being carried out using mobile Licence Plate Recognition (LPR) cameras. This is a much more efficient way to enforce and the system is proving to be very effective.

AT Park

The production trial of AT Park started on the 20 September. The trial consists of around 100 users who are using the Apple and Android apps and also using the call centre and website to start and stop parking. Feedback is being received from the trialists and will be used to improve the app inform the public release which is planned for early November.

Planning and Consenting Update

Notices of Requirement, Consents and Archaeological Authorities

1. Lodged Applications in September

Resource Consents:

- CRL 41 Albert Street (Prince Albert Apartments). Canopy removal and installation of ventilation devices to facilitate construction of CRL
- CRL Section 127 RMA application. Groundwater monitoring conditions in CRL Britomart Station to Wyndham Street regional consents

NoR

- CRL designations 2, 4, 5 and 6 alter conditions 63 and 66 relating to operational vibration

NoR and Regional Consents:

- None this month

Outline Plans of Work:

- None this month

Archaeological Authorities with Heritage New Zealand Pouhere Taonga:

- None this month

2. Targeted to be lodged within the next three months

NoR and Regional Consents:

- Waterview Shared Path (Albie Turner Field Access Way)

Resource Consents:

- Mt Eden Double Decker Bus Project (3 Kings Reserve Bus Stop)
- Cycleway Sandringham
- Great North Road Double Decker Bus Project
- Great North Road Bus Lane Waterview
- Northcote Safe Cycle Route
- Onewa Road Double Decker Bus Project
- CRL Main Works utility investigations (slot trenches) at Aotea, Karangahape and Mt Eden Stations
- CRL Main Works Nikau Street Stormwater Main
- Papaka Road, Hingaia
- Ormiston (Flat Bush Collector Link)

- Birkenhead Main Streets upgrade

NoR:

- CRL designation 1 - Alteration condition 63 relating to operational vibration
- CRL designations 2 and 5 - Alteration substrata protection layer

- CRL designation 6 – Alteration to the North Auckland Line (KiwiRail designation) and CRL designations at the southern end of the alignment

Outline Plans of Work:

- Ernie Pinches Cycleway Sandringham
- Great North Road Bus Lane Project

Archaeological Authorities with Heritage New Zealand Pouhere Taonga:

- CRL Main Works. Utility investigations (slot trenches at Aotea, Karangahape and Mt Eden Stations)

- AMETI Stage 2A. Geotechnical Intrusive Investigation works to determine detailed design of the AMETI Stage 2A project within identified archaeological sites

3. Public Notifications and Hearings

NoR and Resource Consents:

- Tamaki/Ngapipi Intersection Upgrade

4. Decisions/Approvals

AT decisions issued confirming:

- None this month

AC decisions:

- CRL Aotea Oversight Development approved
- Beaumont Street Interim Cycleway
- CRL 41 Albert Street (Prince Albert Apartments). Canopy removal and installation of ventilation devices to facilitate construction of CRL
- AMETI Stage 2A Project. Geotechnical Intrusive Investigation

5. Environment Court Appeals

- Medallion Road Notice of Requirement
- Newmarket Level Crossing Notice of Requirement and regional consents.

Land Acquisition

13 unconditional agreements signed in September: NW Busway (2), AMETI (2), Long Bay (5), Mill Road (1), Encroachment (1), Smales Allens Rd (2),

Total project costs incurred for the month were \$19.82m. YTD 28 Property agreements have been signed and settled at a cost of \$23.53m.

Assets and Maintenance

Strategic Asset Management & Systems

Enterprise Asset Management (EAM)

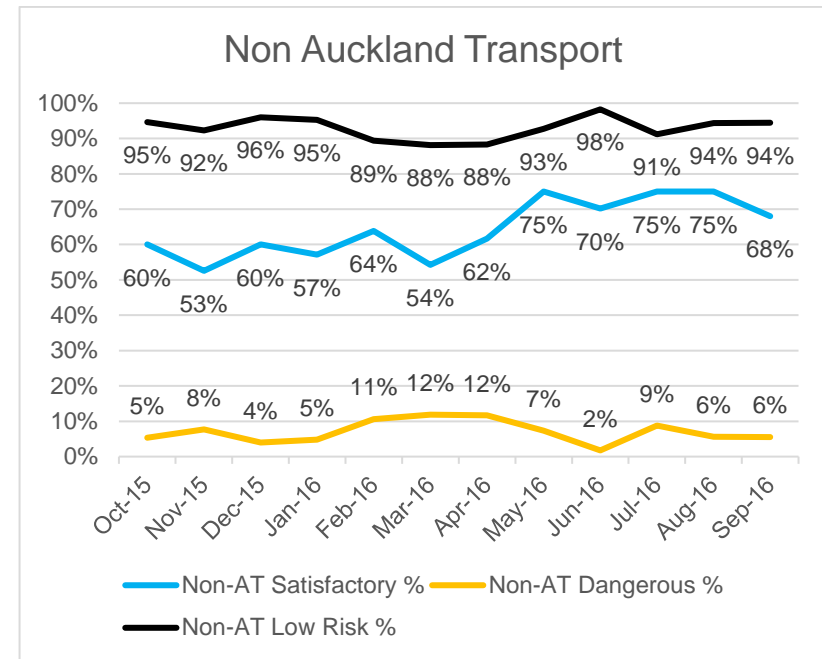
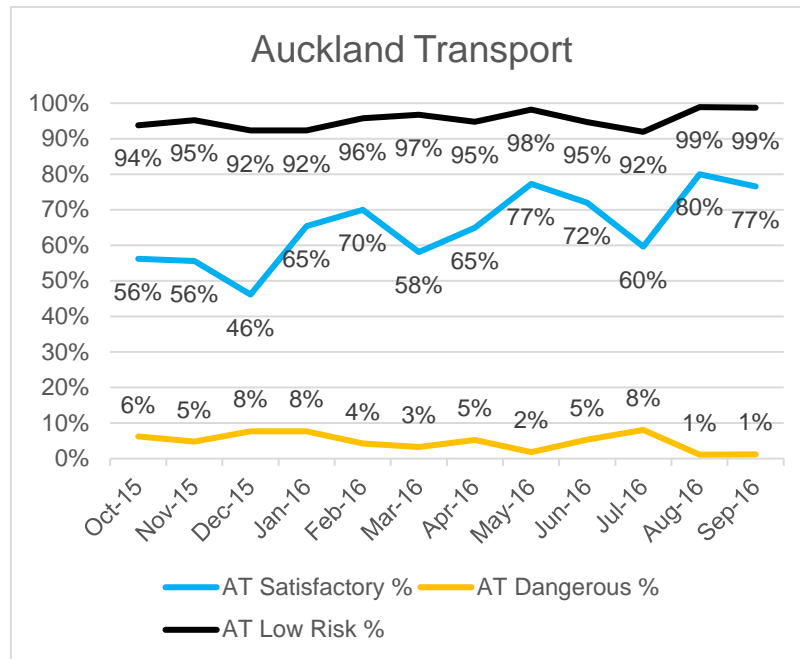
The current commission around the Enterprise Asset Management project is drawing to a close. A report comprising two volumes detailing the findings and the recommendations is being concluded along with a report on the reference site visits.

Road Corridor Access

Corridor Closures and Disruptions on Major Projects

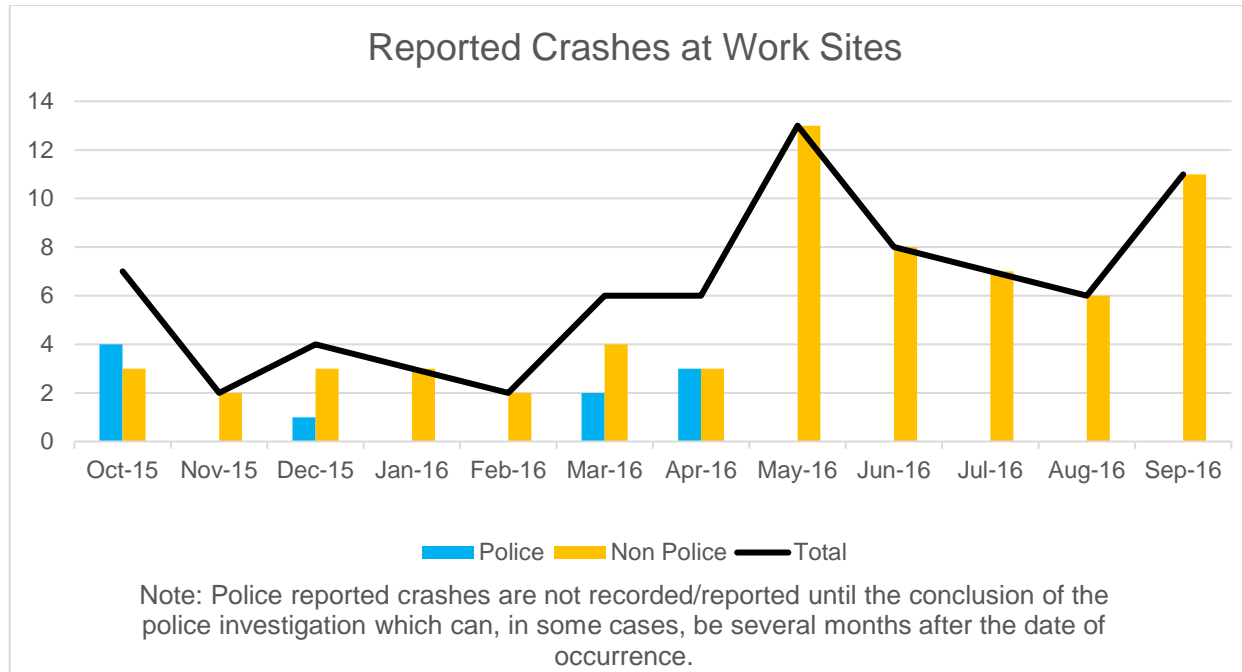
| | |
|---|---|
| Hunua 4 | Closures: <ul style="list-style-type: none">➤ Full road closure of Wapiti Avenue at Market Road and between 24 Wapiti Avenue and Wheturangi Road➤ Full road closure of Wheturangi Road between Aratonga Avenue and Wapiti Avenue (3 October)➤ Full road closure of Horotutu Road (26 September – 10 October) |
| Waterview Tunnel, St Lukes Interchange | Closures: <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➤ 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 monitoring of temporary traffic management at worksites continued through September. For low risk worksites across all delivery organisations, 97% were compliant, with Auckland Transport achieving 99% against a target of 90%. A total of 23% of sites required improvement and only one site was rated as dangerous. Work was immediately stopped at this site.

Across Auckland Transport and other delivery organisations 73% of sites were satisfactory or better against a target of 80%. We continue to engage with contractors and contract managers to generate sustainable improvements to improve the quality of temporary traffic management.



There were 11 reported crashes at worksites during the month of September. The temporary traffic management may have contributed to four of these. Further investigation is taking place into the causes of the incidents.

Road Corridor Delivery/Technical Services

The design and delivery of road pavement, footpaths, structures (bridges, major culverts and retaining walls) and storm water drainage renewals projects has continued. There are no current concerns around completion of the programme by year end. Where possible this work is being aligned with the Walking and Cycling and Road Safety capital programme.

Roading Renewals Physical Achievement

| SEPTEMBER | | | | | |
|------------------------------|------------------------|--------------------------|-----------------------|------------------------------|------------------------------------|
| 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 | 24.06 | 47.64 | 463.32 | 51% | 5% |
| Footpath Renewals | 18.73 | 14.46 | 77.31 | 130% | 24% |
| Kerb and Channel Replacement | 13.90 | 16.78 | 76.50 | 83% | 18% |

UFB Rollout

The delivery of the Year 6 (2016/17) build is proceeding well with construction having commenced on 196 cabinet areas with 84 of these having been completed. Progress to date on both commencements and completions is well ahead of previous years.

PT Facilities Infrastructure Development

Projects & Programme Updates

| | |
|--------------------------------|--|
| Westgate Bus Interchange | A concept design of the station is now being prepared. |
| Downtown Ferry Terminal Pier 3 | The detailed design is now 80% complete. The physical works tender is expected to go out to the market in November. The expected completion is June 2017. |
| Great North Rd Bus Lane - WCA | This work is being delivered in conjunction with the Well Connected Alliance (WCA). Main works are expected to commence in January 2017. Expected completion date is March 2017. |

Other Activities

Northern Busway Incident Management

AT has been collaborating with the busways facilities team and Police to review procedures for managing various incidents on the Northern Busway. The purpose of the review was to ensure emergency response systems and processes were aligned, and that all parties understand the roles and responsibilities for everyone involved. The specific scenarios explored included: driver assault, asset damage, public driving on the busway, pedestrian on the busway, suicide from an over-bridge, and two buses colliding. The workshop highlighted a number of areas that require further review including escalation for asset damage to busway facilities and detour route planning for diverting buses off the busway. These will be the subject of further work with AT Metro and the busway facilities team.

Spring Cycle Training Courses for Adults

Adult spring cycle training courses are running the region until December. Training courses cater for a range of abilities, with the aim of increasing bike skills and confidence levels. These include beginner bike training, bike care and maintenance and for the first time, an introduction to 'cycling on the road'. Courses are promoted through suburban newspapers, social media, direct mail and through local community channels. Registration is available online at www.AT.govt.nz/cyclingevents



FREE CYCLE SKILLS TRAINING FOR ADULTS

Spring is here and it's time to get going by bike! If it's been a long time since you've been on a bike, you're ready to progress to cycling on the road, or you want to learn to fix a puncture, then come along to one of Auckland Transport's free training courses. Bikes are available for those who need one.

| BEGINNER BIKE TRAINING | | | BIKE CARE AND MAINTENANCE | | |
|------------------------|------------|-------------|---------------------------|------------|----------------|
| Mangere | Wed 12 Oct | 6pm - 8pm | Mangere | Wed 19 Oct | 6pm - 8pm |
| Pakuranga | Wed 9 Nov | 6pm - 8pm | Pakuranga | Wed 16 Nov | 6pm - 8pm |
| Manukau | Sat 10 Dec | 10am - 12pm | Manukau | Sat 10 Dec | 12.30 - 2.30pm |

| CYCLING ON THE ROAD: AN INTRODUCTION | | |
|--------------------------------------|------------|-----------|
| Mangere Bridge | Sat 29 Oct | 9am - 2pm |
| Botany | Sat 26 Nov | 9am - 2pm |

Register now at AT.govt.nz/cyclingevents

AT Metro

Patronage Performance Commentary

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

For the 12 months to September 2016 Auckland public transport patronage totalled 83.7 million passenger boardings, an increase of +4.1% on the previous year. September monthly patronage was 7.2 million, an increase of +3.4% on September 2015 and -4.2% below SOI target (YTD -3.7%). September normalised adjustment ~ +3.4% accounting for special event patronage only, with same business days and weekend days/public holidays.

Bus services totalled 60.4 million passenger boardings for the 12-months to September 2016, an increase +0.4% on the previous year. Patronage for September 2016 was 5.2 million, an increase of +0.4% on September 2015 and -4.6% below SOI target (YTD -4.2%). September normalised adjustment ~ +0.4% accounting for special event patronage only, with same business days and weekend days/public holidays. There has been continued strong patronage growth for the NEX service 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 will improve all facets of public transport in the area including a significant +15% increase in bus services. Western services have seen continued reduction in patronage escalated with CBD CRL bus stop moves earlier this year. New Network for West is targeted for June 2017. Following implementation of Simpler Fares including fare decreases on 14 August, communication and promotion of targeted fare price messaging commenced early October.

Train services totalled 17.4 million passenger boardings for the 12-months to September 2016, an increase of +18.8% on the previous year. Patronage for September 2016 was 1.6 million, an increase of +13.8% on September 2015 and -4.8% below SOI target (YTD -3.9%). September normalised adjustment ~ +13.8% accounting for special event patronage only, with same business days and weekend days/public holidays.

Ferry services totalled 6.0 million passenger boardings for the 12-months to September 2016, an increase of +6.0% on the previous year. Patronage for September 2016 was 0.43 million, an increase of +6.7% on September 2015 and +2.6% above SOI target (YTD +2.8%). September normalised adjustment ~ +6.7% accounting for special event patronage only, with same business days and weekend days/public holidays.

Rapid and Frequent services totalled 31.7 million passenger boardings for the 12-months to September 2016, an increase of +8.5% on the previous year. Patronage for September 2016 was 2.8 million, an increase of +7.3% on September 2015 and +0.0% at the SOI target (YTD +0.2%).

Progress against AT Metro Key Strategic Priorities

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

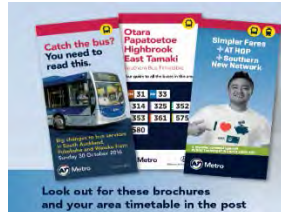
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|---|--------------------------------------|
| 1. Integrated Ticketing & Fares | 6. On-Time Service Performance |
| 2. Procurement & Contract Reform (PTOM) | 7. First & Final Leg |
| 3. Resource Efficiency & Effectiveness | 8. Customer Experience |
| 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"> “Simpler Fares” from 14 August 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 has been seen where zone boundaries have changed compared to the previous stage boundaries. Customers taking more combined trips as part of their journey are 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 | <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: final negotiations are occurring with expected contract signing due to take place in October. Bus PTOM West negotiated units issued to incumbent operators have now been received back and are being assessed. Bus PTOM Central and East tender released to the market August 2016. Bids have been received and are now being evaluated. Bus PTOM Central and East negotiated units have been released and bids due October. Bus PTOM North tendered units will be released in November |

| | |
|--|---|
| <ul style="list-style-type: none"> • 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>Ferry:</u></p> <ul style="list-style-type: none"> • The Ferry PTOM tender was released to the market mid-September with bids due mid-November. • Current contracts have been extended to match mobilisation of PTOM contracts for late 2017. • The Ferry PTOM tenders included a 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. |
| <p>3. Resource Efficiency & Effectiveness</p> | |
| <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. Consultation was extended but has now closed with over 100 submissions being made. 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 target 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. Plans are progressing well for delivery of these services. • 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. In addition, extra peak trips will be added to NEX services in January-February 2017 for the March spike and general growth. Negotiations are also taking place with Birkenhead Transport for the delivery of double deckers on Onewa Road prior to March 2017. • Train proposed timetable, for introduction in March 2017, will include run time improvements, predominantly on the Southern & Western Lines. These improvements on the Southern Line, in particular, will see one additional 3 Car Set released to strengthen peak time services from October 2016 and from the introduction of the new the timetable, a further 2 Sets will be released to strengthen further peak time services. This will permit by early March, a total of 3 additional services to be strengthened from 3-car to 6-car train services, increasing capacity on the busiest services. <p>Run times on the Southern and Eastern Lines with electric trains will be shorter than previous pre-electronic train control system (ETCS) signalling with diesel trains, with equivalent times on the Western Line due to large number of rail level and pedestrian crossings and speed limits at these crossings.</p> |
| <p>4. Bus New Network incl. Rapid & Frequent Service Network</p> | |
| <ul style="list-style-type: none"> • Oct 2015: Hibiscus Coast bus service design implemented • Oct-2016: South bus service design implemented • June-2017: West bus service design implemented • Aug-2017 - Apr-18: North, Central and East bus service design implemented | <p>South Auckland (including Pukekohe and Waiuku)</p> <ul style="list-style-type: none"> • Key statistics as part of the 30 October South Auckland New Network go-live: <ul style="list-style-type: none"> ○ 180 AT Metro branded buses: 95 new (majority built in New Zealand), 85 existing. ○ ~ 330 drivers. ○ 39 bus routes (52 existing). ○ 1,292 bus stops: > 300 new or relocated, 104 closing. ○ 8.95M in-service Km each year (224 times around the World or 11½ times to the moon and back). ○ 26,767 in service Km and 1,198 in-service hours each weekday. ○ +12% service hours and +15% service Km compared to existing services. |

- Detailed public communications and engagement campaign commenced for 30 October bus network go-live:

- Mailout of brochure, timetable and AT HOP/Simpler fares information to 119,000 households.



- Posters have been installed at approx. 500 bus stops.



- New Network website live www.at.govt.nz/newnetworksouth
- New version of New Network video finalised and released (link: [New Network Video](#))



- Advertising campaign commenced – local papers, radio stations and signage.
- New “Get Ready” videos featuring AT Staff providing translations into their native languages now live in [English](#), [Chinese](#), [Hindi](#), [Samoan](#) and [Tongan](#):

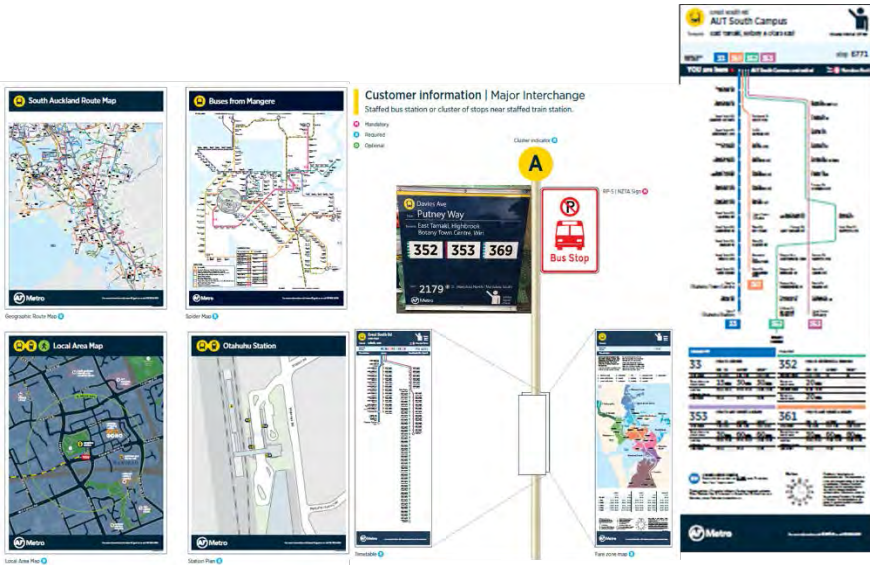


AT Staff member's niece



AT Staff members: Sean Zhang, Henry Hoglund, Himanshu Chopra, and Sonnya Ene

- New on-street AT Metro branded collateral, including maps and timetables, now being installed at stops and stations:



- Over 20 public events including:

| Where to find us | Location | Date | Time |
|--|--|--------------|---------------|
| Sir Edmund Hillary Library, Papakura | 209 Great South Rd, Papakura | Wed 5 Oct | 09:00 – 19:00 |
| Takanini Farmers Market - The AmBUSador events bus | 163 Airfield Road, Takanini | Sat 8 Oct | 09:00 – 13:30 |
| Sylvia Park Shopping Centre - near the Coffee Club and courtyard | 286 Mt Wellington Highway, Mt Wellington | Sun 9 Oct | 09:00 – 19:00 |
| Friendship House Community Centre next to Manukau Library courtyard | 20 Putney Way, Manukau | Thurs 13 Oct | 09:00 – 16:00 |
| Papatoetoe Night Market | Hunters Plaza, 217 Great South Rd, Papatoetoe | Fri 14 Oct | 17:30 – 23:00 |
| Otara Flea Market - The AmBUSador events bus | Newbury Street Carpark, Otara | Sat 15 Oct | 07:00 – 12:00 |
| Papatoetoe Town Hall | 35 St George Street, Papatoetoe | Mon 17 Oct | 15:00 – 19:00 |
| Dress-Smart, Onehunga | 151 Arthur St, Onehunga | Thurs 20 Oct | 10:00 – 19:00 |
| Mangere Market | Mangere Town Centre | Sat 22 Oct | 07:00 – 14:00 |
| Franklin Market, Pukekohe - The AmBUSador events bus | Massey Avenue Carpark, Pukekohe | Sat 22 Oct | 08:00 – 12:00 |
| Waiuku Town Centre - The AmBUSador events bus | Constable Road Carpark | Sat 22 Oct | 13:30 – 15:00 |
| Manurewa Market | Northcrest Way, Manurewa | Sun 23 Oct | 07:00 – 12:00 |
| Botany Town Centre – next to Starbucks | Botany Town Centre | Fri 28 Oct | 09:00 – 21:00 |
| Otahuhu Bus Station Opening and Southern New Network Community Day | Walmsley Rd, Otahuhu next to train station | Sat 29 Oct | 10am - 4pm |

- Using material developed for internal workshops, AT metro presented a ‘PT101’ lecture on public transport planning to the University of Auckland’s Urban Planning 705 course.

East Auckland

- Central and East Auckland PTOM Unit tenders have closed and evaluation of responses is commencing in week beginning 3 October.
- Negotiated PTOM Unit contract bids have been received prior to negotiation commencing late October

Central Auckland

- Central and East Auckland tenders have closed and evaluation of responses is being in week beginning 3 October.
- Work on timetables for directly negotiated PTOM units was completed in September and passed on to operators to begin negotiations.

West Auckland

- PTOM West tender evaluation concluded, with preferred tenderers announced.
- Bids for negotiated PTOM Units West have been received and negotiations will commence late October.

Beachlands/Maraetai

- Public engagement survey results report finalised and ready to be made public in October.

North Shore

- Development of timetables for North Shore PTOM Units will be completed end October.
- Tenders will be released November.

Waitakere Ranges

- Mailout to all submitters on design acknowledging receipt and advising next steps completed.

Waiheke

- Consultation for service design being planned.

5. Infrastructure Development

Train:

- New mazes at George Street Pedestrian Crossing started. Completion is now due by late October 2016.
- Designs complete for Manurewa, Papatoetoe, Middlemore and Henderson station for electronic gates to be installed, further gating planned for Glen Innes, Papakura & Parnell.
- CRL enabling works underway at Britomart. Drop off area cordoned and fenced. B2 West hoarded off. Works now underway on the temporary Station facility at the rear of CPO.
- Mount Albert Station received a facelift with the opening of a new pedestrian overbridge. Funded by the local board, the new bridge provides a convenient link between the Mt Albert town centre and train station:



Bus:

- Otahuhu Station is on-track to open with the launch of the bus New Network design for South Auckland on 30 October 2016. A New Network South launch event will be held at the new interchange on Saturday 29 October, the day prior to launch.
- Construction of essential 300 new stops required for New Network South has been modified to ensure that the bare minimum of a pole and an RP-5 'Bus Stop' sign are in place. This will facilitate the Regional Signs Project that is also aiming to install the new flag signs at every stop in advance of New Network launch
- The Mangere Town Centre stops at Bader Drive are progressing to schedule with recent completion of northbound bus lay-by, storm water structures, road widening excavations, laying of Kassel kerbs and foundation prep for major 1500 Bus Shelters and Exeloo toilets. Works will continue through October with installation of the Exeloo toilet unit, bus shelters, footpaths, streetlights and road pavements.

- The Otahuhu Town Centre stops on Avenue Road are unlikely to be fully operational in time for New Network launch. The delivery team expect to be able to complete all four southern (inbound) stops with shelters. However, only two of the four bus stops on the northern side of Avenue Road are expected to be ready for launch. If required will implement and interim services plan utilising the recently completed Mason Avenue bus stops, also located in the town centre and on the Frequent Network Route 32 which connects through to Otahuhu Station.

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.
- The design for a replacement Pier 3 at Downtown Ferry Terminal, including new pontoons, gangways, multiple boarding levels, passenger waiting area and amenities, improved CCTV, lighting and HOP gating, has commenced.
- Pier 2C passenger boarding ramp at Downtown Ferry Terminal has been installed and will be available for service from 17 October.

6. On-Time Performance

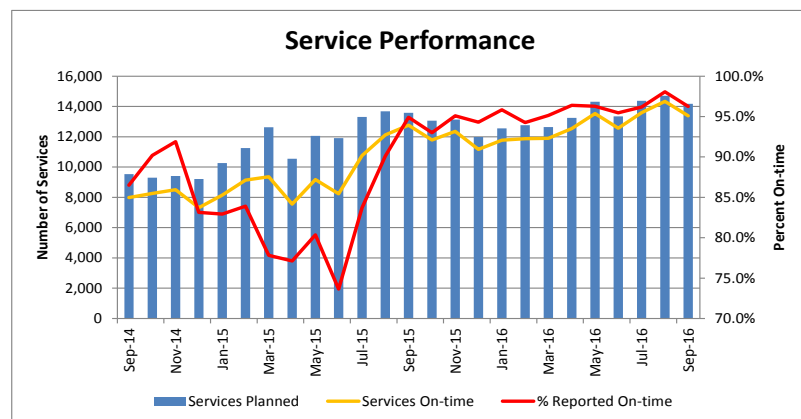
Train:

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 September 2016 service reliability was 98.1% compared to the 12 month average of 98.4% and 99.3% for August 2016. Service punctuality performance compared to services scheduled is illustrated in the chart below. Service punctuality (red line) was 96.3% compared to the 12 month average of 95.6% and 98.1% for August 2016 (and the low of 73.6% in June 2015).

There were nearly 14,171 train services scheduled in September (blue bars) - the number of actual services operated on-time (yellow line) was 13,711.



Major incidents that affected September 2016 service performance:

- Track, Signal, Train Control and Traction Overhead (KiwiRail) – Infrastructure related matters caused delays to services on five days in the month, the most significant being an overhead line problem at Westfield and Papakura late morning of the 05th September and another one between Penrose and Westfield on the 23rd September in the morning peak, disrupting services on the Southern & Eastern lines.
- A train fault at Britomart in the morning peak of the 05th September causing delays and cancellations on the entire network.
- Train operations were affected by two third party incidents in the month, the most significant being a Tsunami warning in the morning peak of 2 September causing major disruptions on the entire network.

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 97.8% and punctuality was 94.6%. This was an increase of 0.2% and 0.7% in reliability and punctuality respectively from August's performance, but a 0.3% and 0.4% decrease for year-on-year September reliability and punctuality respectively.
- The consolidated 12-month plan has been extended to address this and to manage capacity increases.

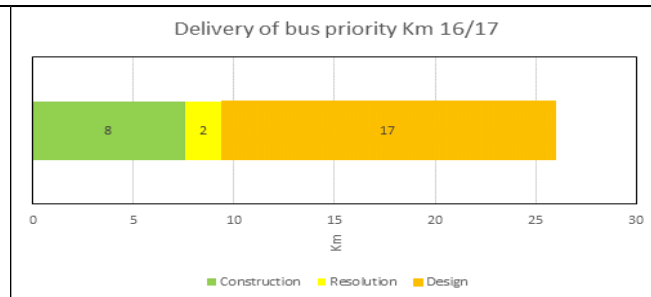
| Reliability at Start | | | | | |
|---------------------------------|-----------------|--------------|--------------|-----------------------|---------------------|
| Operator | Business Unit | Sep-16 | Aug-16 | Month-on-Month Change | Year-on-Year Change |
| Whole of Network | | 97.8% | 97.5% | 0.2% | -0.3% |
| Metro Inner | NZ Bus | 97.0% | 96.7% | 0.3% | -0.9% |
| Metro Outer | NZ Bus | 97.8% | 97.2% | 0.7% | -0.8% |
| North Star | NZ Bus | 98.9% | 98.8% | 0.1% | 0.4% |
| Go West | NZ Bus | 98.3% | 98.3% | -0.1% | -0.5% |
| Waka Pacific | NZ Bus | 95.4% | 95.2% | 0.2% | -0.8% |
| West | Ritchies | 97.8% | 98.0% | -0.2% | -0.4% |
| North | Ritchies | 98.7% | 98.2% | 0.5% | 0.9% |
| NEX | Ritchies | 99.6% | 99.5% | 0.1% | 0.2% |
| Howick & Eastern | | 98.0% | 97.5% | 0.5% | -0.1% |
| Birkenhead Transport Ltd | | 98.5% | 98.3% | 0.3% | 0.4% |
| SkyBus | | 95.3% | 96.5% | -1.3% | -1.5% |
| Tranzit | | 95.8% | 96.9% | -1.2% | -2.9% |
| Urban Express | | 99.0% | 99.2% | -0.1% | -0.1% |
| Waiheke Bus | | 99.7% | 99.7% | 0.1% | 1.0% |

| Punctuality at Start | | | | | |
|---------------------------------|-----------------|--------------|--------------|-----------------------|---------------------|
| Operator | Business Unit | Sep-16 | Aug-16 | Month-on-Month Change | Year-on-Year Change |
| Whole of Network | | 94.6% | 93.9% | 0.7% | -0.4% |
| Metro Inner | NZ Bus | 93.5% | 92.2% | 1.3% | -1.4% |
| Metro Outer | NZ Bus | 94.3% | 92.4% | 1.9% | -1.6% |
| North Star | NZ Bus | 97.0% | 96.6% | 0.4% | 1.3% |
| Go West | NZ Bus | 95.6% | 95.4% | 0.2% | -1.2% |
| Waka Pacific | NZ Bus | 90.3% | 89.4% | 0.9% | -1.0% |
| West | Ritchies | 94.2% | 94.7% | -0.5% | -0.7% |
| North | Ritchies | 96.0% | 95.5% | 0.5% | 1.7% |
| NEX | Ritchies | 98.9% | 98.7% | 0.2% | 0.1% |
| Howick & Eastern | | 94.7% | 93.5% | 1.3% | -0.2% |
| Birkenhead Transport Ltd | | 96.0% | 95.3% | 0.7% | 1.7% |
| SkyBus | | 88.7% | 91.3% | -2.6% | -2.6% |
| Tranzit | | 92.7% | 93.9% | -1.2% | -3.9% |
| Urban Express | | 97.3% | 97.4% | -0.1% | 1.0% |
| Waiheke Bus | | 98.5% | 99.2% | -0.6% | 3.9% |

Bus lane programme rollout:

| Project Name | Location | Km | Phase | Target construction date | Go Live | Status |
|--|--|-----|--------|--------------------------|-----------|--------|
| Pakuranga Road Bus Priority Improvements | Eastbound Bus pocket at Buckland Beach Road Intersection and Westbound bus lane from Cromdale Avenue bus pocket on eastbound approach to Glenmore Road and Eastbound bus lane Glenmore Road to Gossamer Road | 1.3 | Design | 15-Feb-17 | 12-May-17 | Green |
| Great South Rd Greenlane Mandate | Southbound bus lane between Broadway and Green Lane | 2.3 | Design | 26-Jan-17 | 23-Mar-17 | Yellow |
| May Rd | Bus lane between Richardson to Roma Citybound | 0.8 | Design | 17-Jan-17 | 1-Jan-17 | Yellow |

| | | | | | | |
|--|---|------|-------------|-----------|-----------|--|
| FSN Route 30 Manukau to Airport | Wylie road bus lanes on Wylie Road starting from Pah Road and ending at a bus gate at the intersection approach to St George Street. George St -Installation of westbound bus lane on approach to the intersection of St George Street / Kolmar Road / Wallace Road. | 1.0 | Constn | 13-Sep-16 | 2-Feb-17 | |
| Manukau Station Rd Bus Priority | Manukau Station road | 0.7 | Design | 18-Jan-17 | 22-Mar-17 | |
| FSN Route 33 -North of Manukau Interchange | Atkinson avenue bus lane both directions from avenue road to Great South road (GSR) Extend Southbound bus lane at intersection of GSR and Bairds Extend Southbound bus lane from Bairds to Maxwell avenue | 2.8 | Design | 18-Jan-17 | 22-Mar-17 | |
| FSN Route 33 Great South Rd-South of Manukau Interchange | Southbound between Orams to Northcrest way 287 Great South road - Mahia road north and southbound Manuroa road to Una street (northbound and southbound) Walters road and Tironui road (Northbound and Southbound) | 5.6 | Design | 18-Jan-17 | 22-Mar-17 | |
| Dominion Road Bus Lanes Richardson to Motorway | SB between Denbigh and Richardson | 0.8 | Design | 8-Nov-16 | 20-Dec-16 | |
| Mt. Eden Rd Bus priority Improvements | Mt. Albert road to Symonds Street • Oaklands road to Stokes (Southbound pm peak) • Graham Breed Drive and Roskill way (Northbound am peak) and (southbound pm peak) | 1.6 | Design | 17-Jan-17 | 28-Feb-17 | |
| Sandringham Road Bus priority Improvements | Phase 1 New North road to Mt Albert road Phase 2 Mt albert road Stoddard Road to New North Road | 0.8 | Resolution | 7-Nov-16 | 16-Dec-16 | |
| Dominion Road Bus Lanes - Mt Albert road to Denbigh | Denbigh to Mt Albert Road | 1.0 | Resolution | 1-Nov-16 | 28-Nov-16 | |
| Great North Road Bus lane (NZTA) - Waterview-Collaborative Project | Great North Road across Waterview, Oakley creek to Herdman street- | 0.7 | Design | 16-Jan-17 | 9-Jun-17 | |
| Special vehicle Lanes | Extension of SVL hours | | Procurement | 1-Jul-16 | 30-Jun-17 | |
| | Total | 19.4 | | | | |



- 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. 19km will be delivered through AT's Bus priority programme. The additional 7km which makes the overall target of 26km will be delivered through other AT/NZTA projects.

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 September 2016, 99.6% 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 September 2016 was 97.4%.

| Route | Harbour | Scheduled Trips | Reliability | Punctuality |
|---------------|---------|-----------------|-------------|-------------|
| Bayswater | Inner | 1,032 | 99.90% | 99.13% |
| Half Moon Bay | Mid | 588 | 98.64% | 93.20% |
| Birkenhead | Inner | 1,110 | 99.19% | 93.87% |
| Gulf Harbour | Outer | 264 | 100.00% | 99.24% |
| Hobsonville | Mid | 220 | 100.00% | 99.55% |
| West Harbour | Mid | 594 | 99.83% | 99.66% |
| Rakino | N/A | 28 | 100.00% | 92.86% |
| Pine Harbour | Outer | 900 | 99.89% | 99.89% |
| Total | | 4,736 | 99.58% | 97.36% |

- Performance on the Fullers services of Birkenhead and Half Moon Bay continues to struggle. Changes to berthing arrangements occurring from 17 October are expected to help improve performance.

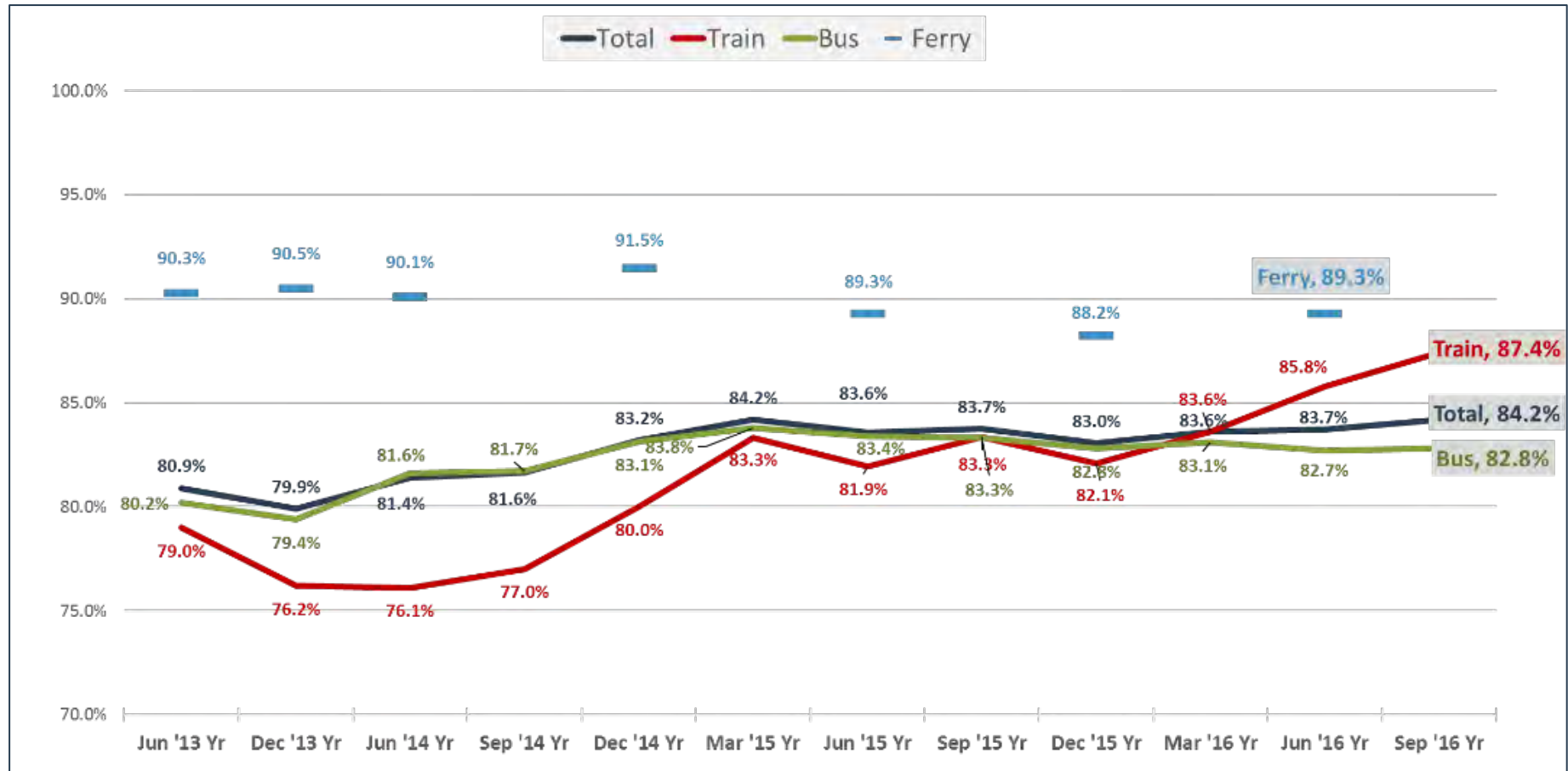
7. First & Final Leg

- AT Metro rebranding: Designs for bus flags, bus stop timetables and station information has been completed and being installed for New Network South Auckland commencement on 30 October.
- Work has been completed on the new park and ride facility at Glen Eden station, which opened on 10 October.
- Contingency planning underway across bus and train to mitigate train delay / line blockage impacts on customers, specifically after the New Network introduction- South.

8. Customer Experience

Customer Satisfaction

- The September Quarterly Customer Satisfaction survey showed an overall increase in satisfaction to 84.2% (83.7% June), the highest in recent years. Train continues to improve, increasing to 87.4% (an increase of 1.6% over the last quarter, the highest figure recorded for rail), whilst bus remains steady at 82.8% (previously 82.7%) and ferry at 89.3%.



Multi-modal

- The new large format digital advertising screens have been installed at Britomart. Overall customer feedback has been positive. The smaller digital screen will be installed in February.
- On-board bus digital screens trial (5 buses) went live on 31 August. The initial feedback from customers has been mixed. On-board journey and wayfinding content was valued more by new and irregular bus users. For regular commuters most used their own smart-device as a means of journey entertainment.
- A 6-month trial of 'Click and Collect' retail commenced with Countdown on 27 September at Matiatia Wharf, Downtown Car Park and the Orakei, Albany and New Lynn Stations. The trial will be expanded to include Farro and New World in late 2016 / early 2017.
- Simpler Fares was launched in August, a cornerstone of AT Metro transformation. Customer campaigns to promote and leverage the new zone, prices and simpler fares (including the multi-modal fares of bus to bus and bus to train) will be rolled out during October, November and December.
- 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.

Train

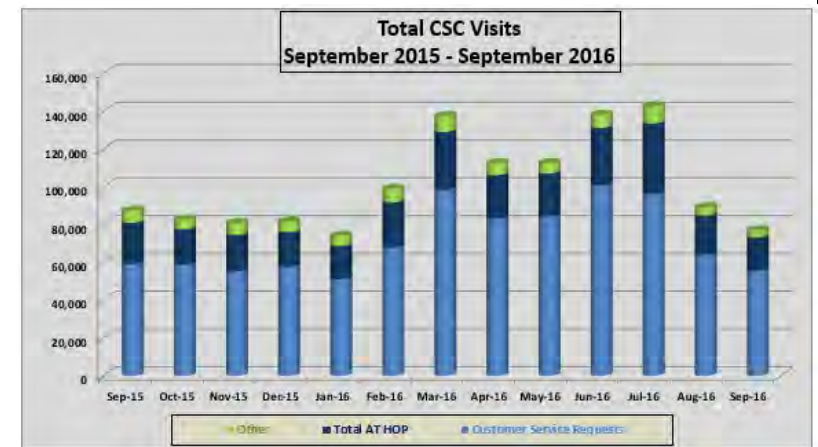
- New platform markers are being trialled at four pilot locations (New Lynn, Fruitvale Road, Avondale and Sylvia Park Stations), including EMU accessibility train door waiting areas.
- Platform & Door Markers – Network rollout has begun, Orakei Station completed 23rd September 2016.
- On-board train digital information screens will commence testing in April, following development of both content templates and then its content.

Digital

- The "AT Metro" App was updated and re-branded in August, providing customers with two primary functions: Journey Planner and Real Time information. In September there were approx. 55,000 customers that had used the App. The next release is scheduled for late October which will integrate the "Track my Bus" App (approx. 15,000 monthly users), deliver the new "Track my Train" feature, as well as make other minor enhancements (such geo-location to identify a nearby bus stop or train station) and bug fixes.
- There was a decrease in activity on www.AT.govt.nz in September, with page views falling to 1.25 million, down from 1.34 million in August. This represents a month-on-month decrease in activity of 0.09 million page views (-6.7%) and is significantly below the peak activity levels seen in February and March, when page views topped out at 1.64 million. When looking at browser-based activity, 87.0% of searches were via Chrome and Safari, which is the slightly higher than in August. Conversely, just 5.6% of sessions were accessed via Internet Explorer, which is the slightly lower than for August.

Customer Service Centres

- The total customer visits to the Customer Service Centres (CSC) for September (77,165) were below August's visitor numbers (89,247), and 11.7% below those for the same period in 2015. Total Customer Service Centre visits in the three months from July to September were over 309,000, compared to just over 275,000 in the same three-month period during 2015, an increase of just under 34,000 (+12.33%). One factor impacting the decrease in visitors in September compared to August was a reduction in AT HOP card related issues, which saw queries fall from just under 21,000, to less than 18,000, representing a drop of 15.2%. There was also a reduction in general customer activity, with concessions falling from 15,600 to 11,900 (-23.72%), as students acted more promptly to renew their Semester 2 tertiary concessions. Additionally, there was a fall in the number of people using the CSC's to top up their AT HOP cards, with more people reverting to self-service options.
- In the past 12 months, there have been over 1,228,000 visits to the AT Metro Customer Service Centres (CSC), an average of almost 3,365 visits per day. This compares to just over 1,039,000 for the 12 months to September 2015, an increase of over 189,000 customers (+18.20%) during the period.

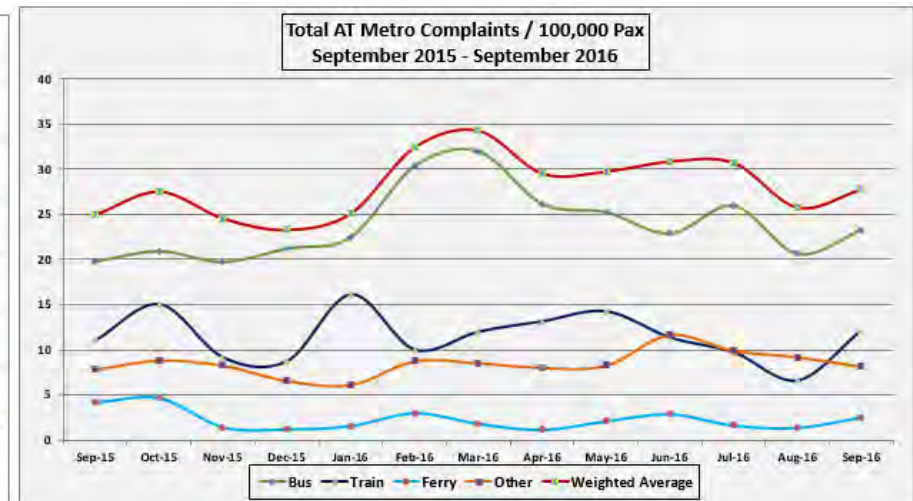
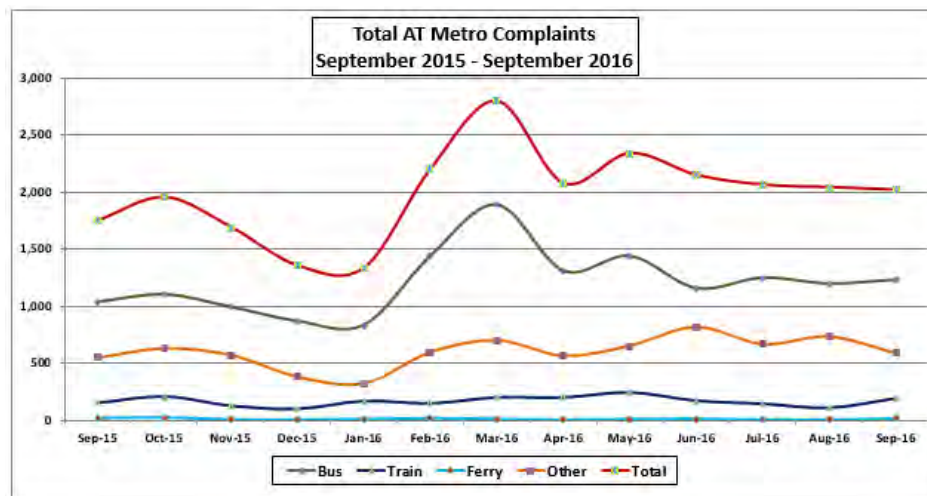


Additional Services

- Additional Ferry services started on 17 October for the Gulf Harbour and Half Moon Bay services. The Gulf Harbour service sees the number of services increase from 12 trips a day to 18; and Half Moon Bay increases by an additional four trips added per day. These additions will provide some much needed relief to peak trips on both services, and are as a result of 360 Discovery (Fullers Group) purchasing an additional vessel.

Customer Complaints

- Total complaint volumes decreased in September 2016, falling slightly to 2,016, down from an adjusted total of 2,038 in August 2016, a reduction of 22 (-1.1%). This decrease is in line with the month-on-month decreases in complaints seen since May 2016. This activity is also in line with the corresponding periods in 2015, when complaint volumes fell in September, compared to August. However, total complaints in September 2016 (2,016) were up by 268 (+15.3%), compared to September 2015 (1,748). There was a slight increase in bus-related complaints, which rose from 1,195 in August to 1,229 in September, a rise of 34 (+2.8%). The increase in customer feedback covered a range of different topics, with no discernible themes. There was also an increase in train complaints, which rose by 79 (+72.5%) from 109 in August to 188 in September. The increase in train complaints was driven by rises in issues being raised regarding service reliability and service performance, together with concerns over the quality of information provided to customers, particularly during service disruptions. However, there was a reduction in general AT Metro complaints, which fell by 143 (-19.65%) from 728 in August to 585 in September. Two key drivers behind this month-on-month reduction were falls in complaints about planning of the public transport network and the website. Complaints per 100,000 Pax has increased in September, rising to 27.81, above August's adjusted total (25.80), but still lower than July's adjusted total (30.74) and is now at the lowest level since January 2016 (25.17). One contributory factor to the month-on-month rise in Complaints per 100,000 Pax is that although total complaint volumes have remained approximately static, passenger trips have reduced by just under 700,000 in the corresponding period, due to the school holiday period at the end of September.



9. PT Adoption Marketing and Promotional Campaign Programme

A number of communications, customer acquisition 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 new brochure promoting how to use public transport has been produced for distribution in hotels throughout Auckland. This brochure provides directions to AT's city centre transport hubs, along with suggestions of places to get to using trains, buses and ferries. The brochure will be used to complement the InsiderTV programme that is currently playing in hotels.
- The next iteration of Simpler Fares promotion, will be rolled out in October and November targeting areas of Auckland where the price of public transport is now lower now than it was pre-Simpler Fares. The objective is to grow bus and train patronage in these areas. The campaign will target Glenfield, Pakuranga, Henderson and Botany initially, and in November the campaign will spread out further across Auckland.

| Service/Option | Adult | Child | AT Metro |
|----------------|-----------|-----------|-----------|
| Single Journey | \$4.40 | \$2.20 | \$4.40 |
| Weekly | \$100.00 | \$50.00 | \$100.00 |
| Monthly | \$395.00 | \$197.50 | \$395.00 |
| Quarterly | \$1185.00 | \$592.50 | \$1185.00 |
| Half Yearly | \$2370.00 | \$1185.00 | \$2370.00 |
| Yearly | \$4740.00 | \$2370.00 | \$4740.00 |

HERE TO TOWN
 NOW \$3.10
 ADULT FARE - ONLY WITH TRIP AT HOP CARD

AT.govt.nz/simplerfares

- In November AT Metro will be promoting the new 99 cent children weekend fare online, in local papers and in cinema.
- Metro facilities are part of a 'Click & Collect' initiative that commenced on 27 September 2016 where Countdown teamed up with AT for customers to collect their shopping at key Metro locations. The work with Countdown has also established an informal protocol of how to achieve good presence at AT sites that can be more easily applied for subsequent shopping partners.

Train

- 10-minute peak frequency promotion continues.

Ferry

- Promotional material to leverage the increase in services at Gulf Harbour and Half Moon Bay

Changes to Half Moon Bay Ferry Service

From Monday 17 October 2016 four more ferry services are being added to the Monday – Friday Half Moon Bay ferry timetable.

See below for the new timetable.

| Monday – Friday | | Saturday & Sunday | |
|-----------------------|----------------------|-------------------|-----------------------|
| Half Moon Bay | | Half Moon Bay | |
| From Auckland | From Half Moon Bay | From Auckland | From Half Moon Bay |
| 6:45 am | 7:00 am | 7:30 am | 8:30 am |
| 7:25 am | 7:30 am | 10:00 am | 10:45 am |
| 8:05 am | 8:15 am | 11:30 pm | 11:15 pm |
| 9:15 am | 9:15 am | 3:00 pm | 3:45 pm |
| 11:30 am | 10:15 am | 4:15 pm | 7:00 pm |
| 1:20 pm | 12:15 pm | | 11:00 pm ¹ |
| 2:30 pm | 2:15 pm | | |
| 3:30 pm | 3:15 pm | | |
| 4:15 pm | 4:15 pm | | |
| 5:15 pm | 4:50 pm | | |
| 5:45 pm | 5:50 pm | | |
| 6:30 pm | 6:30 pm | | |
| 8:00 pm | 7:15 pm | | |
| 9:30 pm ² | 8:45 pm ² | | |
| 11:35 pm ² | 10:15 pm | | |

¹ = Friday only
² = Saturday only
NEW

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

More ferry services Gulf Harbour to City Centre 17 October 2016

From Monday 17 October AT Metro will be introducing six additional services between Gulf Harbour and the Auckland CBD.

| Monday to Friday excl. public holidays | |
|--|--|
| From Gulf Harbour Depart Gulf Harbour Marina, Pier 2 | From Auckland Depart Downtown Ferry Terminal, Pier 6 |
| 6:30 am ¹ | 7:30 am ¹ |
| 7:00 am ¹ | 9:30 am ¹ |
| 7:30 am ¹ | 10:30 am |
| 8:30 am ¹ | 12:30 pm |
| 10:30 am ¹ | 2:45 pm ² |
| 11:30 am | 4:45 pm ² |
| 1:30 pm | 5:15 pm ¹ |
| 3:45 pm ¹ | 5:45 pm ¹ |
| 5:45 pm ² | 6:45 pm ² |

NEW Journey time 50 minutes
¹ = Connecting bus service to/from The Plaza
² = Time Change

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

Bus

- A suite of tactical campaigns has been 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. The (new) New Network video is also complete and can be viewed at www.AT.govt.nz/newnetwork.
- Marketing materials advertising the rollout of the New Network went into market w/c Monday 26 Sept. Advertising includes press (English and ethnic papers), radio (English and ethnic stations), online (Google and YouTube), Shopalites (big posters/Adshels), posters on-board buses, as well as advertising on the new large format digital advertising screens.



10. AT Metro Safety & Security

Train:

- Platform & Door Marker, to aid mobility impaired, pushchair and bicycle customers to board the T-car new platform markers will be implemented across the network. Currently New Lynn, Fruitvale Road, Avondale, Sylvia Park, Te Mahia and Takanini have been completed. Eastern Line scoped and rollout has begun with Orakei Station completed.
- Incident trend increasing during August - Sept. 13 x calls for Police assistance generated, 12 x responses, 16 x arrests
- Minor assaults and group fights recorded at train stations particularly Southern Line
- Increase tagging of train incidents reported by TDAK, internal and external, particularly at The Strand Stabling Yard.

Bus

- There has been an increase in number of cash box thefts and driver assaults reported by NZ Bus over the last month. This is predominantly occurring in southern areas of the network. NZ Bus representatives will attend the next Combined Safer Network Group meeting to understand AT Metro wide initiatives that are being undertaken to make the network safer.
- Recently there have been four incidents of drivers leaving their buses unattended and the buses moving off. These have all occurred as drivers have not correctly applied the parking break prior to exiting their bus. Of the four, two occurred in Auckland, one in Hamilton and one in Dunedin. AT Metro has written to all our operators with clear direction with actions that drivers must adopt to prevent any further incidents.

Multi:

- Customer Service Centre Upgrades: Following completion of a risk and safety audit, improvements to CSC's were identified. An architect has been appointed to develop new designs for the CSC's, incorporating the various health and safety recommendations. CCTV in CSC's: An audit of 10 locations has been completed by Seruro Group and its recommendations have been received, work to commence as a priority.
- The last two train stations, Te Papapa and Penrose, on the network to have new standard white anti-etching film installed were completed this week. New Bus shelter installed on Airport Road in Whenuapai with the GlassGuard anti-scratch film designed by the children from Whenuapai School.

