

Business Report

Recommendation:

That the Chief Executive's report be received.

Prepared by:

David Warburton, Chief Executive

Corporate

AT rises to the challenge as the flood closes roads

The significant rain storm which hit Auckland over 8 -12 March required concerted effort and integrated approach by staff, contractors and other key stakeholders such as civil defence. The combination of frontal rain and localised intense bursts resulted in significant damage in Waiheke and New Lynn in particular. The situation was made worse by the slow progress of the storm over about five days. During the weekend alone staff and contractors dealt with a 100% increase in normal weekend call outs.

By all measures it was an extreme event. On average across the urban area there was 200mm of rainfall and the most was 366mm – almost a third of the annual amount.

Staff from right across the organisation (Road Corridor Maintenance, ATOC, Communications and Media, etc) .worked extremely long hours and received thanks and commendation from the mayor, Police and Civil Defence. This dedication is exemplified by one AT staff member on Waiheke who, despite extensive flood damage to her own home spent many hours managing and coordinating responses across the island.

The damage and clean-up left in the wake of the storm is extensive and staff and contractors are still clearing and repairing broken bridges, washouts, slips, scoured roads, and walkways. While most roads are now open to vehicles, restricted lanes and remedial work will be going on for months. The repair bill for the roading network alone is likely to be in excess of \$7m.

Perhaps the most pleasing aspect of the response and recovery is that by Monday morning, by and large, the network had been returned to “business as usual” – again a credit to all those involved.

A debrief session will be held with key stakeholders and staff on 27 March 2017.



Procurement

Eleven tenders were published in February with an estimated value of \$27 million. Four of the tenders had an estimated value of over \$2 million.

Tender	Type
Quay Street East Cycleway Physical Works	RFT
Papaka Road Construction Signalisation and Hingaia Road Localised Widening	RFT
Nelson Street Cycleway Phase 2	RFT
Pukekohe Bus-Rail Station Upgrade Main Works Construction	RFT

Eighty-seven contracts were created in February with a total value of \$17.27 million. One contract had a value of over \$2 million.

Contract	Supplier
Gaunt Street Beaumont Street Interim Cycleway Westhaven to City Cycleway	Hawkins Infrastructure Ltd

In addition, the Ian McKinnon Drive Cycleway Implementation has been approved under Delegated Funding Authority (\$2.01 million).

Auckland Unitary Plan Operative in Part (AUP)

The operative version of the Auckland Unitary Plan (AUP) was released in November 2016. 106 appeals against the proposed AUP were received by the Environment Court and High Court. AT staff continue to be part of the Council's case teams working to resolve them.

39 appeals and judicial reviews were made to the High Court on points of law. The High Court recently released a decision confirming the Independent Hearings Panel (and therefore the Council) acted lawfully in relying on broad submissions to provide scope to make zoning changes. As a result of this up to 20 of these appeals are likely to be withdrawn. Of the remaining appeals, a number of high priority ones were heard during February with a decision likely to be released in the next 1-2 months. Discussions on the lower priority appeals are continuing between Council and appellants with AT staff involvement where relevant.

Of the 67 appeals to the Environment Court, AT has an interest in approximately 21. Eight of these appeals have been resolved or withdrawn, six are on hold and/or awaiting information, and the remaining seven will probably proceed to a hearing. AT is likely to present evidence in support of the Council's case on the seven appeals proceeding to hearing. These are likely to be heard by the Court by the middle of 2017.

Notices of Requirement - NZ Transport Agency

The New Zealand Transport Agency (NZTA) has lodged Notices of Requirement (NoR) and resource consent applications with the Environmental Protection Agency (EPA) for the East-West Link and Northern Corridor Improvements projects. The EPA has accepted the applications as complete and referred both projects to Boards of Inquiry. Both projects were publicly notified on 22 February, with submissions closing on 22 March.

These timeframes have not allowed for Board approval of submissions; at the time of the Board meeting submissions will have been made on behalf of AT covering strategic transport matters and issues of direct interest to AT. Auckland Council will be submitting on both projects from a broad RMA effects perspective. AT has worked with AC to ensure submissions do not conflict with one another.

Notices of Requirement - Watercare

Watercare has lodged two notices of requirement and associated resource consents for two large scale projects. The first is the North Harbour 2 water pipeline from Titirangi to Albany which would mostly run in AT roads. It was notified for submissions in June 2016. AT made a submission to ensure that effects on the local road network were adequately considered. Agreement has been reached with Watercare on suitable conditions and AT presented evidence to this effect at a Council hearing in November 2016.

The second project is the Northern Interceptor which is a wastewater pipeline proposed from Henderson to Rosedale, mostly being located in roads. AT has made a similar submission and is currently working with Watercare to agree suitable conditions. A hearing was scheduled for 23 March.

Customer Contact Metrics – February 2017

Service Level

AT Metro – 44% AT HOP – 55%, AT HOP Retailer – 70%, Auckland Council (all other calls) – 52%

Abandonment rate

AT Metro – 19.68%, AT HOP – 13.84%, AT HOP Retailer – 9%, Auckland Council (all other calls) – 12%

Average wait time

AT Metro – 1.28 minutes, AT HOP – 1.27 minutes

Volumes:

Calls – AT Metro – 25,369; AT HOP – 14,648; AT HOP Retailer – 160; Auckland Council (all other calls) – 20,480

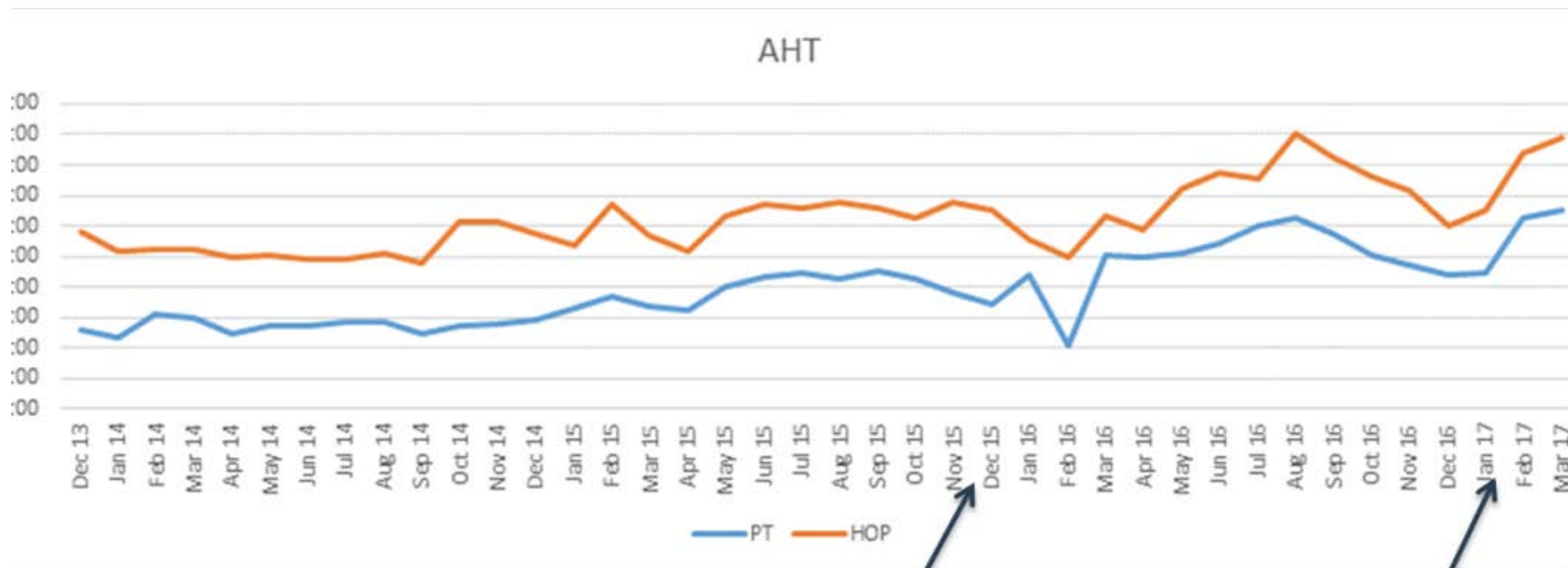
Total: 60,657

Written – AT Metro – 1,610, AT HOP – 829, AT General – 5,307, Road Corridor – 2,930, Transport Services – 4,373, Customer Liaison Including LGOIMAs) – 1,114

Total: 18,328

System issues resulted in a high impact on customer contact metrics:

- Duplicate and failed RAMM jobs – resulted in a double up of work and isolating affected jobs/cases, increased liaison was required with contractors, customers, internal stakeholders and Auckland Council.
- MyAT activation links not working – customers wishing to activate their MyAT account were not able to. This generated an increase in complaints and repeat callers.
- Outages:
 - CWWP: unable to access AT Hop activity for customers; generated higher repeat callers and customer management.
 - Journey Planner: customers call when the journey planner can't be accessed. As customer contact work on the same platform call volumes increase, complaints increase, and average handle time increases as we have more unhappy customers.
 - Written cases not being delivered in CIC in order to queue to an agent: requires manual intervention and adds to the average handle time.
- Enquiry volumes were high across all channels/queues; phone volumes increased by 19% and written by 25%.
- Delays across the wider business have held up customer responses and typically result in additional contacts by the customer.
- Average handle time continues to climb – this is largely attributable to longer load times for key technologies, including CRM Online and Journey Planner. This has a direct impact on Customer Contact's ability to meet service level targets.



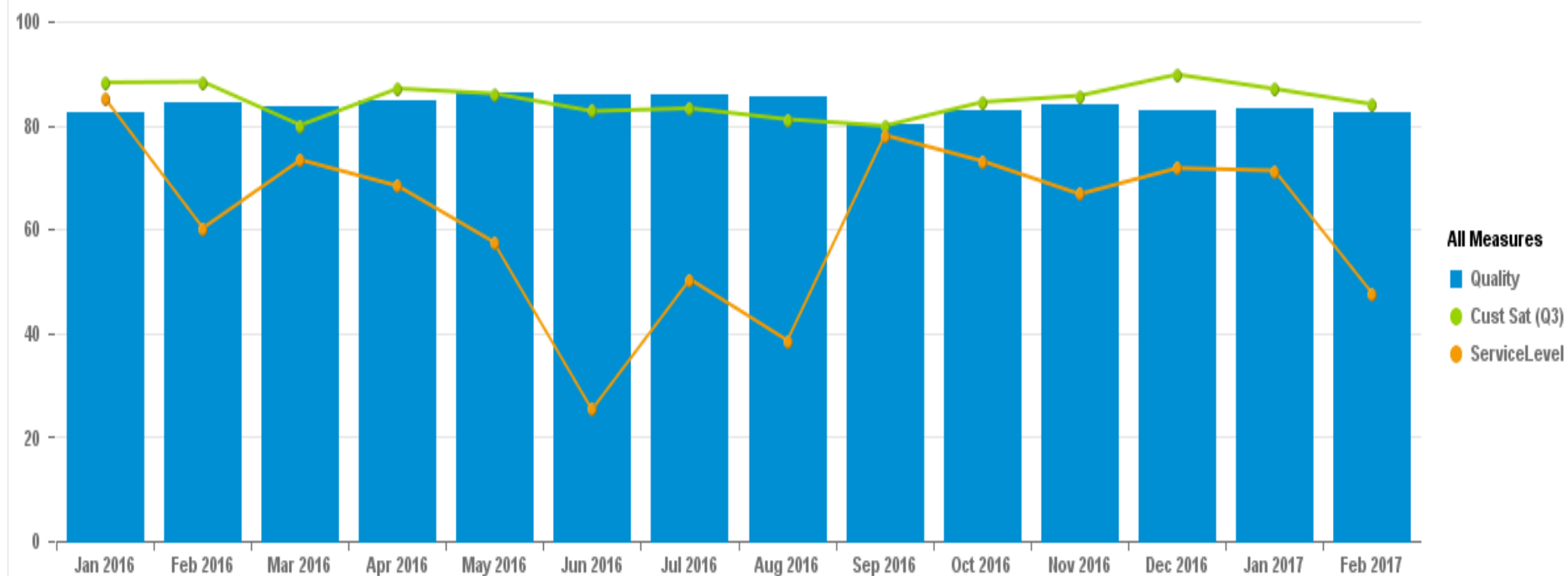
New Journey Planner

CRM Online

Strategies to reduce impact of factors impacting customer contact metrics are as follows:

- Temp staff have been trained to address impacts of the increase in call volumes relating to tertiary concessions.
- Overtime has been sought; Staffing has been requested to cover increased enquiry volumes related to the Western Consultation.
- Moving to concurrent training to ensure permanent positions are kept full.

Measures	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017
Quality	82.449	84.393	83.499	84.955	86.176	85.996	85.985	85.42	80.239	82.938	83.833	82.881	83.16	82.624
Customer Sat (Q3)	88.21	88.341	80	87.037	86.056	82.682	83.234	81.119	79.861	84.429	85.66	89.734	86.973	84.018
Service Level	84.987	60.165	73.301	68.284	57.315	25.369	50.306	38.516	78.047	73.083	66.708	71.706	71.244	47.648



Organisational Development

Refreshed AT Values

We have refreshed our Values as part of the new AT vision and mission statement. This includes a greater focus on our customers and we've also included a fifth value, Be Safe, to reflect the importance we place on the safety and wellbeing of people.

Strategic Workforce Planning (SWP)

We have started embedding our three year strategic workforce plan, through the development of key workforce metrics and segments, and building manager awareness and capability through the first internal SWP foundations workshop.

Early careers graduate programme

Plans are progressing for the programme to go to market in April, with the first graduates and interns commencing in 2018. Our recruitment campaign commences in March, with assessment centres held in June.

Learning and Development

Progressing work on broadening the spectrum of leadership training available at AT. We will be undertaking learning needs analysis and communicating with key groups to ensure we deliver on increasing capability for emerging and new leaders.

Diversity and Inclusion

We have finalised a 2 year plan for a formal Diversity and Inclusion approach. This consists of a Diversity and Inclusion leadership team, and 4 key focus areas – Governance and awareness, inclusive leaders, diverse workforce and diverse leaders. Preparation has commenced to develop a strategy and action planning around an ageing workforce.

Council and Local Boards

Two AC organised induction sessions were held for local board members. These included presentations from CCOs. Board member Mark Gilbert represented AT at these workshops. Councillors and local board members also attended a 'Delivering for Auckland' symposium where AT's Chief Executive presented on the organisation's key priorities and challenges.

A new initiative to improve the level of communication is the introduction of quarterly updates for local board members. The first of these was held on 22 March and was led by Mark Gilbert. These presentations will mirror the quarterly SOI reporting which goes to the Governing Body.

There are currently 72 live projects in the local board programme. The most significant projects being constructed are Half Moon Bay Ferry Terminal, Glen Road upgrade, West Coast Road shared path, Ponsonby Road Pedestrian Improvements and Sandringham Road shared path which commenced in March. A significant project expected to move to tender over the next few months is the Whau Bridge which the local board are funding as part of the New Lynn to Waterview Cycleway project.

There are also six new footpaths being designed on behalf of the boards using Locally Driven Initiative funding transferred from Auckland Council; these are moving towards tender phase for construction over the next four months.

Business Technology

Programme Delivery

- The **AT Park application** went live on 7 March. It is a soft launch to ensure that the solution is stable before we launch a communications campaign to the market. As of 13 March there are approximately 400 registered customers. AT Park is a parking payment solution where users can register and use their account to pay for parking directly from their phone without the need to visit a parking machine or display a ticket. The predominant use of AT Park will be through the smartphone application, although users can also use the web, texts, or call centre to start and stop a parking session. The AT Park post-trial survey results were very positive with 98% of respondents indicating they would recommend AT Park to their friends.
- **Hewlett Packard Enterprise Video Management System (HPE VMS):** Escalation calls still continue with AT, Vidsys, and HPE Support and R&D teams, with three open issues currently awaiting a solution from HPE. As a result of the ongoing escalated state, three technical specialist resources from offshore HPE offices are now on site at ATOC for the next three weeks, to conduct further investigations and assessment. Independent testing of the VMS platform has been completed, with an initial report of findings shared mid-February, and a full report due at the end of March. As a result of this testing the roading camera migration plan has been further refined, and key infrastructure to begin this work is due in place by the end of March. The roading camera migration start date is scheduled to commence in the second week of April. Cameras and Emergency Help points for the new Parnell Rail Station and Half Moon Bay Ferry Terminal went live during the second week of March.
- The **Event and Incident Management Solution (EIMS)** successfully went live at ATOC Smales in February, meaning both ATOCs are now utilising RiskShield. Extended on-site support by the project team was initially provided 8am-12 midnight, but due to only a small number of minor issues, this has now reverted to standard business hours of 9am-5pm. Training of Waterview Tunnel operators is also underway. Work to integrate NZ Transport Agency applications Traffic Information Map (TIM) and the Traffic Road Event Information System (TREIS) was placed on hold while final go-live system readiness was prioritised. This work has now recommenced and it is in its

final development stages and is currently being tested by Vidsys engineers. A roadmap is in place to provide key enhancements over the next 3-6 months.

- The **AT HOP Web Rebuild** project has hit a number of significant technical issues with the data streams (APIs) and the operational use of that data. These issues have surfaced during our testing phase of the project. The project team are working with Thales to identify the issues and progress is being made. This project covers the rebuild of the Customer Web Portal and the Customer Contact Centre Web Portal, as well as Online Card Sales functionality and will deliver a better online experience for our AT HOP customers.

Emerging Technology

- The **Microsoft Enterprise Strategy Programme (ESP)** has continued to provide presentations for staff by Senior Directors of Business Programmes within the Central Technology Office. These presentations are at the leading edge of technology adoption that have the potential to deliver significant business value to AT.
- Workshops on **Open Data Strategy** have been held with a number of staff. These workshops were designed to ensure all aspects of data being were understood to identify the appropriate controls and classifications prior to general release.

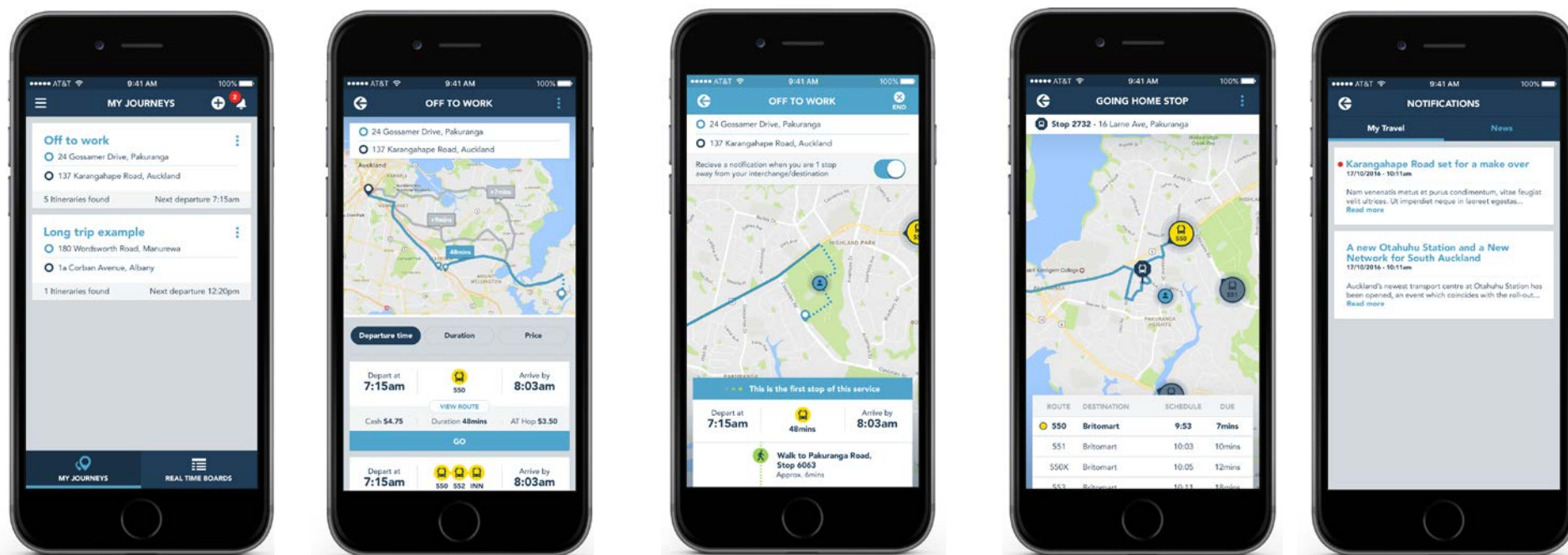
Security Risk and Compliance

- Deloitte has completed the **Cybersecurity Audit** of the organisation. A draft report is with the BT Leadership team for review.
- Simpson Grierson have been engaged to conduct an **Audit over the CRL Programmes of work** which includes the methods and processes by which external users apply for access to the Fulcrum Document Management system. BT is assisting with this audit.
- A review of the **AT CCTV Policy** is currently underway.
- Presentations are being organised by vendors to deliver a system that will help automatically **classify documents** within the organisation. The classification types applied to documents are normally rated as High, Medium, Low dependent on their content and sensitivity.

Customer Central

- A new Customer Central Manager has been appointed, and will started on Monday 20 March, beginning a transition from the current PWC-supplied resource.
- **Jetski Registration:** A process to enable jetski registration for the Harbour Master has completed the design phase, the registration portal has been built and is now being tested for release.

- **Voice of Customer:** Work has continued on the formation of organisation-wide surveys and back-end CRM-integrated Voice of Customer technology being built. A working Proof of Concept (PoC) of the Voice of Customer (VoC) module will be produced in the next series of sprints.
- **AT Metro Information Journey (Journey Impact):** Work has begun on understanding what disruption notifications are required, before moving into the build of a disruption engine which will allow us to consume many data sources, create notifications, and prioritise and distribute them to teams, Transport Operations Centres, Customer Service Representatives, and customers.
- **Metro AT Mobile Application:** The new AT Mobile app gives customers accurate, real-time transport information with a native mobile application framework aiming to amalgamate current Journey Planner and Track My Mode functionality. Current and soon-to-be released features will allow users to create and save personalised journeys, see appropriate services in real-time on a map, receive notifications when their bus is one stop away, receive reminders to get off their bus or train, allow AT to distribute route-specific and disruption notifications to users, and stay up-to-date with the latest news and updates. Future consideration will also be given to incorporating HOP card balances and MyAT logins, and an approach for decommissioning existing AT Metro applications. The iOS version has been released to the market, with over a thousand downloads and positive feedback so far, with the Android version being released mid-March.



Urban Development Authorities

Central Government (Ministry of Business, Innovation and Employment) is consulting on a proposal to establish Urban Development Authorities with the release of a discussion document for feedback. Such bodies would be empowered to allow nationally or locally significant urban development projects to be built more quickly by using a tool-kit of enabling powers that could be used to streamline and speed up particular large scale projects, such as suburb-wide regeneration. The potential powers are

- Land – powers to assemble parcels of land, including existing compulsory acquisition powers under the Public Works Act 1981;
- Planning and resource consenting – powers to override existing and proposed district plans and regional plans, and streamlined consenting processes;
- Infrastructure – powers to plan and build infrastructure such as roads, water pipes and reserves. This would include the power to stop existing roads;
- Funding – powers to buy, sell and lease land and buildings; powers to borrow to fund infrastructure; and powers to levy charges to cover infrastructure costs.

AT staff are currently reviewing the discussion document and will be cooperating with AC on submission content.

Meanwhile AT continues to work with Panuku Development Auckland (PDA) on its programme of urban renewal initiatives. PDA's major focus areas at present are Manukau, Takapuna, Onehunga, Henderson, Wynyard Quarter, Papatoetoe, and Northcote. AT's involvement in PDA workstreams is necessary to ensure consideration of such areas of interest as:

- Requirements for assets controlled or managed by AT
- Public parking requirements
- Implications of short and long term public transport plans on development proposals in all centres
- Functional requirements and modal priorities for any streetscape upgrades associated with PDA projects.

A draft framework plan has recently been prepared for Northcote that includes Housing New Zealand aspirations for neighbouring land holdings. AT staff are yet to have the opportunity to review this.

Project Updates

Te Atatu Road

Road widening continues (including new kerb and channel) on the eastern side of Te Atatu Road. Chorus is undertaking their infrastructure relocation and cable reconnection works on the section between Vera Road and Royal View Road in the western berm. Signalisation of the Edmonton Road /Te Atatu Road intersection will take place once the permanent right turn into Royal View Road (and Vera Road) is possible. Until then, the intersection will continue to operate as a roundabout.

North West Transformation

The scope of the Westgate Street (Maki Street south) upgrade has been agreed with NZRPG. This enables NZRPG to proceed with detailed design and obtain the consents necessary to carry out the physical works.

Wynyard Quarter – Integrated Road Programme

Halsey Street north - Stormwater and sanitary sewer works are complete along with tram base, sleepers, rails and concrete infill and rain gardens. Halsey north will remain closed until the end of this month to aid delivery of the Panuku led Pakenham Street works. Beaumont Street Interim Cycle Project - Westhaven works were completed this month and Beaumont Street works will progress to the end of April. Gaunt Street west is closed to through traffic and carriageway works, rain garden and utility upgrades are underway.

Ponsonby Road Intersection Upgrades

Construction works at the intersection of Ponsonby Road and Lincoln Street began in February and were substantially completed this month. The remainder of the works are expected to be completed from the end of this month through to September at the Anglesea Street, Brown Street, Collingwood Street, Douglas Street, Mackelvie Street, Norfolk Street, and Pollen Street intersections.

Tamaki / Ngapipi Intersection

Resource consent for the intersection upgrade works at Tamaki Drive and Ngapipi Road was granted by the independent hearing commissioners. Auckland Council and the Environment Court confirmed that no appeals have been received on this decision. Construction is planned to commence in the next quarter.

Cycle Projects

Herne Bay to Westhaven

The project scope involves introduction of Local Area Traffic Management (LATM), by way of installing raised speed tables in Sarsfield St, west of Curran Street and in Wallace St, Lawrence St, Sentinel Road and Hamilton Rd. The primary purpose of the proposed LATM is to slow vehicle speeds using these streets, making them safer for cyclists to use. The proposed LATM may also reduce the volume of vehicles that use these streets to avoid traffic congestion around the Curran St/Jervois Road intersection. Public consultation on the draft Scheme Design was completed in December 2016. The draft consultation summary report has now been completed. Further design is scheduled to start in April following meetings with key stakeholders to address concerns raised during consultation.

Parnell to Tamaki

Combined cycleway and parking strategy public consultation was completed in December 2016, with the consultation report completed this month. The cycleway proposal along St Stephens and Gladstone Road generated a number of submissions and the project team are meeting with key stakeholders to address concerns raised during consultation. Procurement for the combined investigation and design phase is underway.

K-Road

The public consultation report covering 1700 submitters was completed this month. Procurement for the detailed design services is underway.

Waterview Shared Path

The bridge piles for Alford, Soljak and Harbutt Bridges have been installed and 100m of shared path has been cast at Albie Turner Field.

Tamaki Drive

The construction of the Quay Street segment of the Tamaki Drive cycleway is planned to commence in April, subject to resource consent. For the remaining two segments, The Strand to Solent and Solent to Ngapipi procurement is underway to award the investigation and design phase with public consultation to commence late this month.

Nelson Street

Construction of phase 2 of the Nelson Street cycleway north of Victoria Street to Market Place/Pakenham Street East and Pitt Street from Beresford Square to Hobson Street motorway on ramp is intended to start in May following the World Masters Games and finish late July/early August.

Waitemata Safe Routes

The accelerated Greenways route physical works Contract has been awarded and works are underway. Works have started at the Richmond Road side, with completion expected in May.

Parnell Station

The Parnell Station was opened by Mayor Phil Goff on 13 March. The old Newmarket heritage building continues to be refurbished, however the platform remains operational. This work is expected to be completed in May. Construction tender for the pedestrian link to Carlaw Park is currently being evaluated and this and the remaining construction around the station is due for completion late 2017. Boardings and alightings at the station, which has limited services, are averaging around 300 per day.



Half Moon Bay Ferry Upgrade

The wharf, pontoon and gangway are now complete with installation of technical hardware (CCTV, FPDs, Help points, WIFI etc) underway. Operational testing of ferries and operators is underway. A temporary footpath has been constructed so that the wharf can be opened ahead of the landside works which are due for completion mid-2017.

Otahuhu Bus Interchange

HOP gates are expected to arrive next month and the ducting has been prepared for their arrival. The gateline cubicle is to be fabricated offsite and brought in, with the new gateline operational before the end of June.

Warkworth to Wellsford

The NZ Transport Agency released the indicative route for the Warkworth to Wellsford Road of National Significance in February. It is a subsequent project to the Puhoi to Warkworth motorway which is now entering the construction phase.

The indicative route travels west of Warkworth and east of both Wellsford and Te Hana, connecting back into the existing State Highway 1 north of Mangawhai Road.

The NZ Transport Agency are currently contacting directly affected landowners and hosting public information days. The project is currently unfunded but a Notice of Requirement under the Resource Management Act (RMA) will be lodged around the end of this year for route protection purposes.

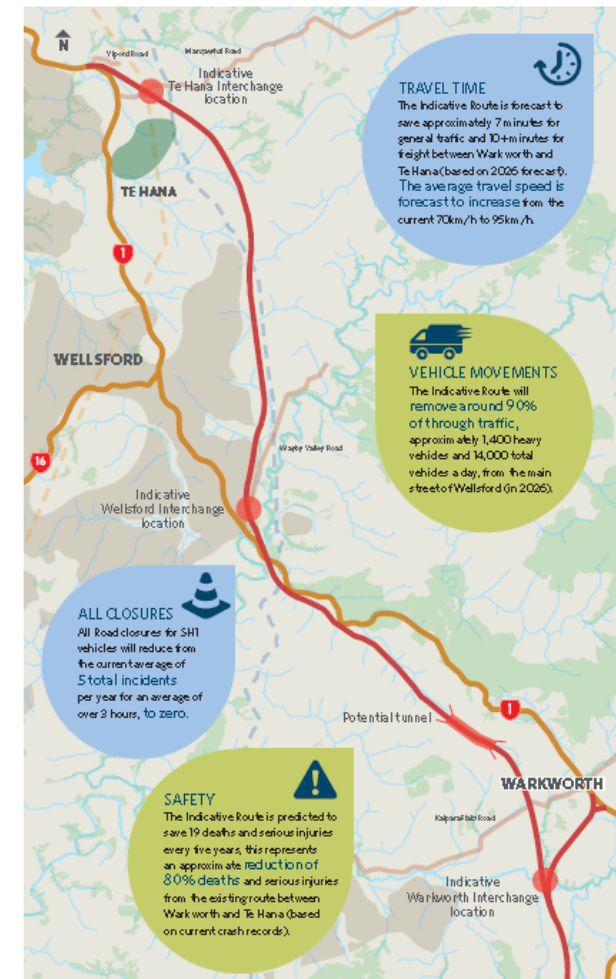
AT has had joint meetings with the NZ Transport Agency and Auckland Council for this project and will continue to liaise with them.

Seachange Hauraki Gulf Marine Spatial Plan

A marine spatial plan has been prepared for the Hauraki Gulf through a partnership involving a number of parties in recognition of the significant pressure that the Hauraki Gulf is under. It includes a number of principles, proposals and measures to manage and protect the Gulf. While the Plan is not a statutory document, it provides directives to agencies and communities, with actions to improve the future health, mauri and abundance of resources of the Hauraki Gulf. The Plan's key outcomes include:

- Biodiversity and habitat restoration
- Reducing the impacts of sedimentation on water quality
- Recognising and protecting cultural values
- Promoting economic development opportunities, while ensuring marine environments are restored.

The stakeholder group responsible for the development of this plan has an expectation that agencies should implement all recommendations relevant to them. Auckland Council is currently reviewing this plan and will be providing information on its key messages and a way forward to the appropriate Council committee. AT is assisting in this task.



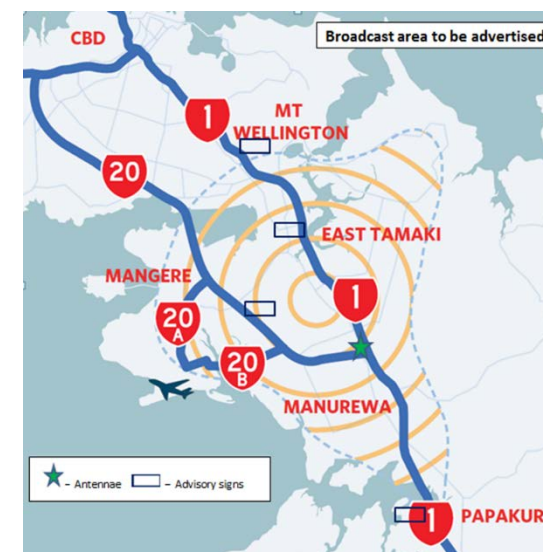
Large Scale Housing Development

AT is working with the Hobsonville Land Company on large scale redevelopment projects in Northcote and other parts of the region. This involves early identification of any major transport gaps in the areas of interest and any significant local network improvements required to support redevelopment. Transport infrastructure funding agreements continue to be progressed in development areas including Huapai, Wainui East and Redhills.

Key Strategic Initiatives

AT is progressing a number of business cases on the strategic public transport network and expects to consult on elements of this network during 2017. Elements under development include:

- Business case for a new busway between city centre and Westgate (consultation expected in May 2017)
- Business case for route protection between city centre and the airport (completion expected by end of 2017)
- Business case for route protection between airport and Manukau (completion expected by mid-2018)
- Business case for a new bus interchange in Botany to support the Eastern Busway project.



Takapuna paid parking zone

Takapuna paid parking zone went live in March. Despite initial reluctance, the local board now accepts that the zone will be implemented but has asked to receive an update after six months.

Travel Advisory Radio Trial

A six-month trial has commenced of a short-range Travel Advisory Radio (TAR), service that will provide targeted, detailed and up-to-date information to motorists while they are travelling. The broadcast zone covers the Southern Motorway from Takanini to Mt Wellington, State Highway 20, 20B and 20A, as well as arterial roads in south and east Auckland. The radio channel, 102.2, will transmit updates on transport network incidents, road works and other relevant matters which may affect people's current or future journeys. During the trial pre-recorded messages will be broadcast 24/7, and live updates provided from 6am to 7pm Monday to Friday.

Planning and Consenting Update

Notices of Requirement, Consents and Archaeological Authorities

1. Lodged Applications in January

Resource Consents:

- Franklin Road Improvements
- Quay Street Cycleway Extension
- Parnell Station access to Carlaw Park via Auckland Domain

2. Targeted to be lodged within the next three months

NoR and Regional Consents:

- Monowai Road seal extension

Resource Consents:

- Papaka Road, Hingaia
- Huapai footpath improvements
- Hingaia Road Widening
- Flat Bush Link Road
- Murphys Road Upgrade
- CRL Main Works global consents for network utility relocations
- Mt Eden Double Decker Bus Route Phase 5 (Three Kings Reserve Bus Stop Reconfiguration)
- Great North Road (GNR) Bus Lane (Waterview)
- Half Moon Bay (Stage 2)
- Coastal Marina Area Consent Renewals

- Double Decker Buses (Dominion Road)
- Double Decker Buses (Manukau Road)
- Double Decker Buses (Great North Road – Grey Lynn)
- Half Moon Bay Ferry Terminal (Stage 2)
- Northcote Safe Cycle Route (Stage 2)
- Waitemata Safer Routes
- Westgate Bus Stop

NoR:

- CRL Alteration Karangahape Station Auckland Transport Designation 1417
- CRL Alteration to CRL Designation 1 in relation to operational rail vibration criteria (AT Designation 1714)

Outline Plans of Work:

- Murphys Road Upgrade

Archaeological Authorities with Heritage New Zealand Pouhere Taonga:

- CRL Main Works.

3. Public Notifications and Hearings

NoR and Resource Consents:

- AMETI 2A NoR and Resource Consents
- Lincoln Road NoR

4. Decisions/Approvals

AC decisions:

Resource consents granted:

- Rodney North Footpath upgrade
- Tamaki/Ngapipi Safety Improvement Project
- Double Decker Buses - Onewa Road

CRL

- Outline Plan Determination for Mt Eden stormwater main realignment (Contract 6) – no changes requested

NoR Recommendations:

- CRL – Alteration to CRL Designation 1 (Bluestone Wall and Kingston Street vents)

5. Environment Court Appeals

Completed:

- Medallion Drive NoR

RC Appeal:

- CRL Main Works – two appeals regarding regional consents for Aotea to North Auckland Line (NAL) works. One of the appeals (McKenzie) has been withdrawn.

Land Acquisition

Six unconditional agreements were signed in February: Encroachments - Legacy (1), Smales Allens Road (1), AMETI (2), Mill Road (2). Total costs incurred for the month were \$3.83m. YTD 60 property agreements have been signed and settled at a cost of \$41.52m.

Assets and Maintenance

Asset Management & Systems

Seal Extensions

The revised seal extension priority list has now been published on the Auckland Transport web site, along with an updated seal extension web page so customers find it easier to access information relating to the roads which are of interest to them.

Road Corridor Access

Major Project Updates

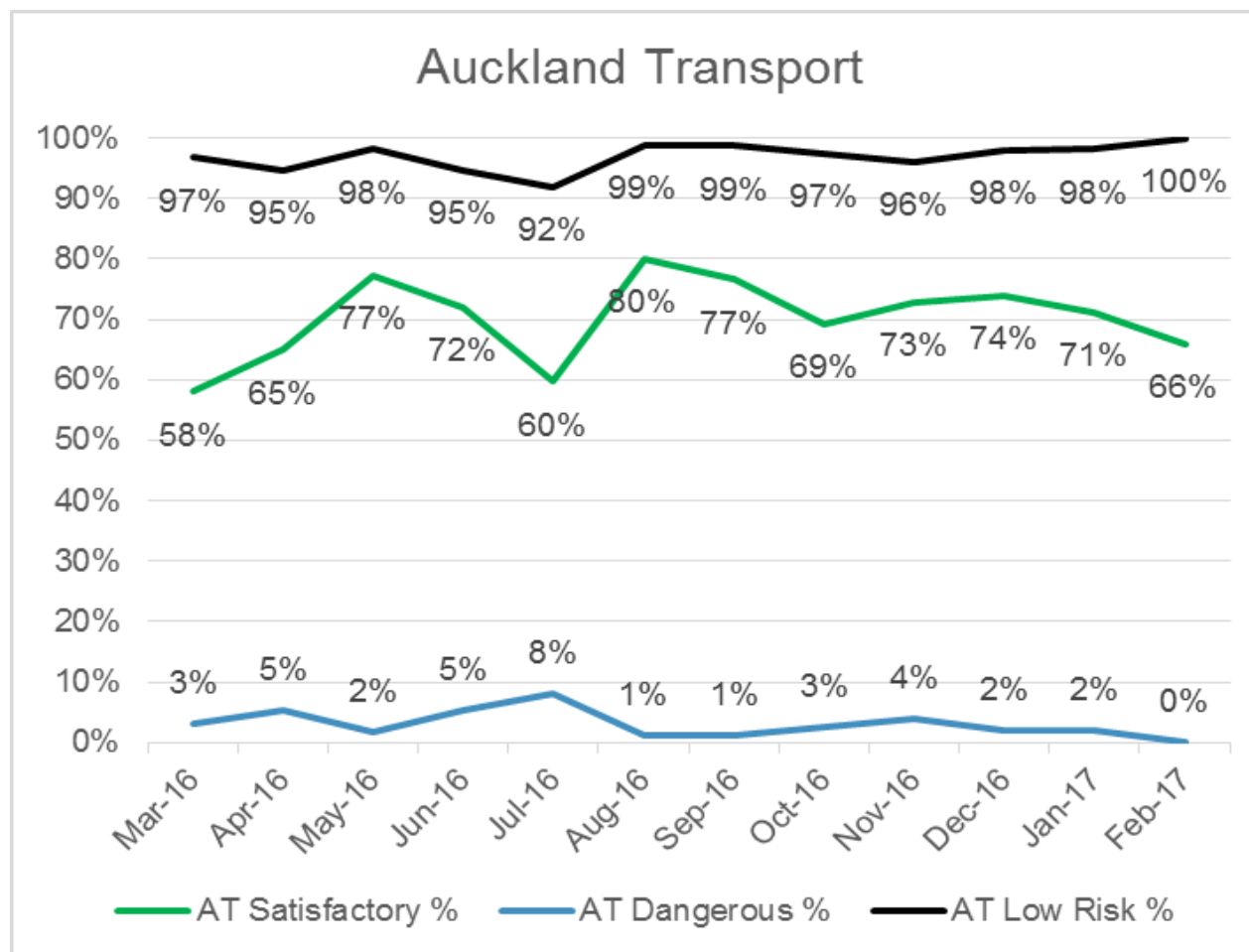
Waterview Tunnel	A new bus lane is being created from the corner of Oakley Avenue and Great North Road and extending out to the Great North Road interchange (CBD bound). From April to June, drainage and pavement construction will take place before resurfacing work is done. This work will be carried out at night when traffic volumes are at their lowest.
Lincoln to Westgate	This project has kicked off very quickly with minimal impact on our roads so far. Recently the Royal Road off-ramp has been reconfigured to allow work to continue on the motorway with the road widening. There is a stop/go operation operating on the Huruhuru Bridge during off peak times during the day and evenings to allow work to start on the bridge replacement. This will be in place for about 4 months.
Te Auaunga Awa Bridge construction	Currently, Beagle Avenue in Mt Albert will be closing for approximately 15 weeks to carry out bridge works. Extensive consultation has been undertaken with the local residents, nearby schools, Kindergartens and the Contractor. Fulton Hogan have agreed that, where there may be mobility issues for some people, they will provide a shuttle type service in and around the local area as the detour is an extra 16 minutes walking. They have a free 0800 number for people to call if they need this service. Alternatives were looked at with temporary bridges but, because this area is prone to flooding, the ground is not stable enough to withstand the weight of a temporary foot bridge.

Temporary Traffic Management (TTM)

In February we completed a total of 196 Site Condition Ratings (SCRs) across the network. The percentage of 'low risk sites' across all organisations is 95% (High Standard, Acceptable, Needs Improvement and Unacceptable) against the target of 90%. The KPI measure for 'Satisfactory' sites (High Standard, Acceptable or Needs Improvement) was 68% which is an increase from last month and with a larger sample size.

Auckland Transport Work Sites

Sites managed by Auckland Transport, where we are the contract principal, achieved 100% of low risk sites with no worksites requiring a 'stop work order' for rectification of issues. This is a great result and it reflects the work internally to raise awareness and drive performance improvement amongst our contractors. Work continues to improve on the number of sites receiving a satisfactory rating.



Non Auckland Transport Sites

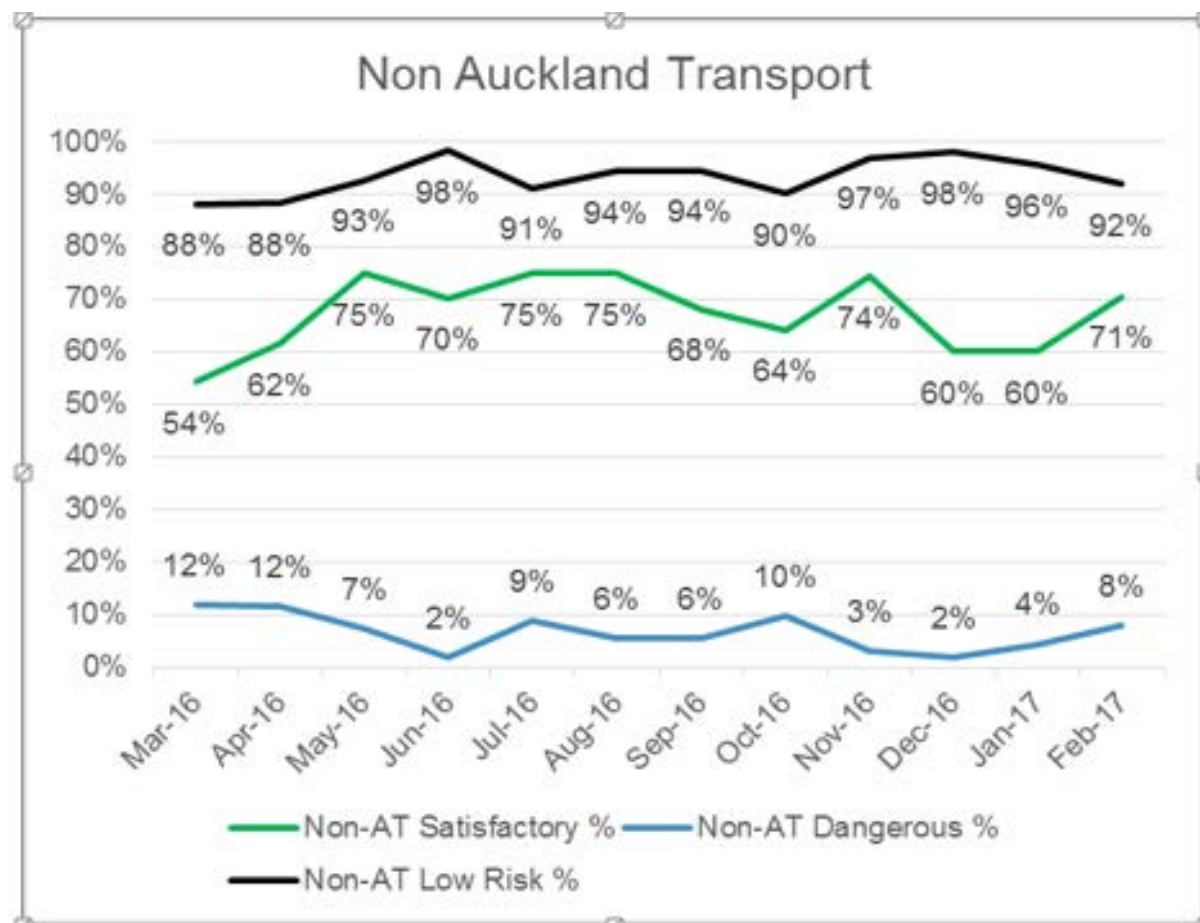
For other Principals controlled sites (Auckland Council, Watercare, Vector) working within our network, we found 9 worksites (8%) requiring intervention. Common trends contributing to this poor performance are a lack of

- Onsite presence, or control by competent personal
- Accurate planning and poor record keeping.

Given that these elements must be present at all times, the TTM Unit recently ran a week long programme looking purely at the presence of these key controls. The intensive “deep dive” program found that 86% of the sample sites had all controls present which is a good result. We will continue to work with the industry to drive this towards 100%.

We are also working with the Principals on two key themes:

- Their obligation to undertake TTM reviews at all levels of the contracting model. (We continue to offer to undertake joint reviews with their key staff in order to raise the quality and accuracy of any TTM reviews they undertake).
- The need to focus on the basics of management and process – plan, implement, monitor and feedback.



Road Corridor Delivery - Maintenance, Renewals and Streetlights

Operating expenditure is running to forecast. Renewal expenditure in February was well behind forecast. Our February YTD actual is \$124.2 million against a February YTD target of \$137.7 million. This represents a variance of 10%. Revisions to the programme to address customer opposition (AC versus chipseal) and supplier capacity have resulted in a significant shortfall in spend for the month. We have met with our key Suppliers to express our concern at the achievement and to seek assurance that they will recover the shortfall and deliver the full year program. While we have received these assurances we will continue to monitor performance and adjust the program to meet forecast.

Physical Achievement

FEBRUARY 2017					
Asset Renewal Activities	February YTD Actual (km)	February YTD Forecast (km)	Full Year Target (km)	Completion v. YTD Target (%)	Completion v. Full Year Target (%)
Pavement Rehabilitation	18.37	24.04	37.66	76%	49%
Resurfacing	307.75	386.14	463.32	80%	66%
Footpath Renewals	52.24	49.66	77.31	105%	68%
Kerb and Channel Replacement	40.51	48.12	76.50	84%	53%

Achievement against forecast is 82% against the YTD target and 64% completion against the full year target.

In the last month further pavement rehabilitation projects have been completed on Shore Road, Millbrook Road, East Coast Road, Rautawhiri Road, Cavendish Drive, Roscommon Road, Alfriston Road and Twilight Road.

Pavement rehabilitation projects are currently underway on Moa Avenue, Rua Road, Birdwood Road, Beach Road (Campbells Bay), Glenfield/Eskdale Road intersection, Eskdale Road, Hanover Street, Horseshoe Bush Road, Hobson Road, Tyburnia Place, Aviemore Drive, Ti Rakau Drive, Botany Road, Otara Road, Beach Road (Papakura), McKenzie Road, Portage Road, Coxhead Road, Stratford Road, Clevedon-Takanini Road, Linwood Road and Wesley Street.

There has been 18.4 km of pavement rehabilitation completed to date with a further 12.0 km currently under construction.

Streetlights

CAPEX spend on the LED retrofit project is behind forecast due to a quality issue in respect to a shipment of luminaires. The luminaires are being replaced, at the supplier's expense, resulting in a delay in recognition in the financial results. This means actual will lag forecast expenditure for the remainder of the year but we remain confident that the full year spend against forecast will be achieved.

Minor Roding Capital Project Updates

Storm water	An options report prepared for Seaview Road storm water issues on Waiheke is currently being reviewed. Following input from Healthy Waters (AC) we will initiate discussion with property owners.
Grafton Bridge	A briefing paper has been submitted to the Mayor on Grafton Bridge following issues raised in the media. Bridge is safe and a scheduled maintenance routine was completed in March.
Sandspit Seawall	Routine inspections identified a risk of failure of a section of the Sandspit sea wall. This wall falls within road reserve and required emergency intervention to protect the assets and the public from the consequences of failure of the wall. We are currently working with Auckland Council to process a retrospective resource consent covering this work, and are engaging with Auckland Council Coastal Team to agree on a long term solution.
Seal Extension Programme	This is a three-year term design and build contract to seal approximately 10.22km of roads. The contract was awarded on 16 October 2015 and is programmed to be completed on 13 March 2018. The \$10M budget has been ring fenced over the three year term. The contract is broken up into separable portions with awards of each based upon the contractors performance, agreeing lump sums for each of the Separable Portions and the available budget. Stage 2 for Takatu Road is currently programmed to be constructed and is expected to cost \$3.3m. Discussions are underway with the Transport Operations Group to fund the additional widening of Silver Hill Road at the culvert section to two lanes and extend the safety barriers.
Minor Safety Programme	Coatesville Riverhead Highway Shape Correction is part of the Regional Safety Improvement programme where high risk crash sites are chosen for treatment. Traffic volumes along this road have increased considerably over the last few years and this work is necessary to remove road safety deficiencies along this route. The detail design for this project is complete and currently going through AT procurement to be released to the market as an open tender. Construction works are expected to start in May for six weeks.

Metro & Facilities Management

Key Project Updates

Papakura Park & Ride	Feasibility Study is completed. Proceeding with Indicative Business Case (IBC).
Double Decker Bus Network Mitigation	<p>Onewa Route went live on 27 February with positive feedback from the local community.</p> <p>Great North Road will go live on 11 June. Temporary works required between Grey Lynn and City End due to the delay in delivery of Cycle/Bus lane projects. Some Pohutukawa trees at Western Springs area needs to be trimmed, Local Boards have been informed.</p> <p>Manukau Road route is to be delivered by 26 November.</p>
Wharf Renewals & Minor Capex	<p>Devonport Wharf Refurbishment out to tender.</p> <p>Kennedy Point Ramp Extension - Resource Consent granted. Building Consent target for lodgement was done end March. RFT early April. The Kennedy Point Seawall Replacement design works are underway and expected to be completed by late April.</p> <p>Pier 2B Gangway modification – Slight change in design to accommodate a new vessel. Procurement Plan being finalised.</p> <p>Pier 2C Hydraulic Flap – Contract issued to Manson Marine. Finalising design for agreement with Fullers. Expected completion of construction work by end of April.</p> <p>Shoal Bay – Replacement pontoon Procurement Plan being finalised. Expected completion of works by early May. New Resource Consent for a new dinghy rack may not be required as AT have given substantial effect to the expired Consent due to the completion of the reclamation works.</p>

Other Activities

Special Events

There were more than 200 medium to large sized events in February alone. The Lantern Festival was held in the Auckland Domain with a crowd estimate of 250,000 over four nights and a large Temporary Traffic Management footprint ensured a safe environment for all attendees. Valet Bike Parking was provided here and at the Big Gay Out event. When people arrived at the events their bikes were parked in a secure area, and AT staff engaged with people to promote the cycle network, training courses and events.

A good sized crowd of 22,017 turned out to watch The Black Caps and South Africa face off in a T20 match at Eden Park. Ponsonby Road came to life with the return of the Pride Parade and Bruce Springsteen and the E Street band took to the stage at Mount Smart Stadium with integrated travel services included as part of the concert tickets.

Wynyard Quarter Transport Management Association

Progress is being made in transitioning the Wynyard Quarter Transport Management Association (TMA) from a council-led to a business-led incorporated society. In January, the process for obtaining the required 15 signatories for registration as an incorporated society took place, with the submission for incorporation planned for in March. The membership drive, formal process for electing the board of directors and electing officers of the board will follow over the next three months. The official launch of the TMA is taking place in June.

The TMA has continued to work to improve accessibility to Wynyard Quarter whilst undertaking the formal process of incorporation. In January, it published three reports: Wynyard Quarter Parking Plan, Wynyard Quarter Construction Worker and Contractors Accessibility Plan, and Draft Wynyard Quarter Business Plan. Outputs and recommendations from the former two reports informed actions and budgets for the Business Plan.

Auckland Airport

ATOC continues to work closely with the Auckland Airport to ensure operation of the network around and within the Auckland airport is optimised to mitigate congestion for customers. Significant liaison has occurred with the airport team and protocols have been established to manage the network in real time in collaboration with Airport staff. The Airport team have been incorporated into monthly ATOC event planning reviews and these will be followed up with detailed workshops should high risk periods warrant special planning and operational response. ATOC has led the development of a standard operating procedure for incident and event management in the Auckland Airport precinct and this document is now with Auckland Airport for review. ATOC is also part of a wider group looking at potential improvements to Auckland Airport's Intelligent Transport Systems infrastructure (CCTV cameras, electronic signs, loops/detectors, etc.) to enable greater situational awareness, and potentially earlier notification and identification of issues on their network. Overall the real time operational collaboration between ATOC and the Airport is the strongest it has ever been. Recent responses to incidents have demonstrated significant improvement in clearance.

Regional Motorcycle Safety “Stay alert at intersections. Make it home”

Motorcycle crashes resulted in 110 road deaths and serious injuries in 2015, a 14.5% increase from 2014. AT is committed to helping reduce the number of death and serious injury crashes involving motorcyclists by making training options available and through education programmes.

In February and March, AT conducted a region wide motorcycle safety education campaign via bus backs and radio media targeting drivers (‘Hard to see. Check your blind spot’) and motorcycle riders (‘Be safe, Be seen.’) Over the summer, various events and Police check-points have been held to promote high visibility gear, rider training and bike maintenance. AT also co-organised the Shiny Side Up event with ACC, NZ Transport Agency and the NZ Police with an attendance of approximately 1,000 riders.

The AT Motorcycle programme was fully subsidised (in the order of \$40,000) by motorcycle retailers, ACC, Media Works, and More FM. AT is also partnering with ACC to promote the Ride Forever motorcycle training. Further events such as regional scooter safety programme are planned across March/April.



Cycling Activities

February saw the conclusion of Auckland Bike Challenge, a month long challenge that incentivises more people to cycle in Auckland. The challenge is part of the Aotearoa Bike Challenge, a national challenge run by NZ Transport Agency, with each region invited to run local challenges. Results are as follows:

	2017 target	2017 results	Met/exceeded
Number of organisations participating	150 - 250	324	Exceeded target by 74 businesses participating
Number of people participating	2,000 – 3,500	3,787	Exceeded target by 287 people participating
Number of new riders	600 – 1,000	983	Met target



AT also organised an electric bike trial for businesses at Smales Farm. The event was well attended with approximately 30 riders turning up to trial an e-bike. The event also proved an ideal opportunity to further promote the Auckland Bike Challenge.

National Go By Bike Day was celebrated on 8 February with three commuter pit stops at Ian McKinnon Drive, Te Wero Island and on the Northwestern Cycleway. The day aims to highlight and celebrate the growing number of people taking up cycling and encourage new cyclists to give cycling to work a go. Over 1,000 cyclists stopped by on their way to work or study. Figures from our annual walking and cycling survey in August 2016 showed that in the previous 12 months, 45,000 more Aucklanders have been getting out on their bikes, which was evident by the many new cyclists stopping by at the pit stops. The day was promoted through AT social media and communication channels and through cycling community groups.

Single Occupancy Vehicle Journeys

Over the last quarter, the Travel Demand Team continued to sign up new participants (commuters who usually drive to work or study) to the Give-it-a-Go public transport trial. During the October to December 2016 quarter, over

22,300 Public Transport trips were made on HOP cards issued under this programme, thereby contributing to the removal of a significant number of car trips from the network. Work is also underway with the AT HOP team to streamline the programme by introducing a 14-day pass product to replace the pre-loaded value card currently issued, which will provide cost savings to the programme.

AT has also been organising events for Tertiary Orientations to promote different modes of transportation for students at the beginning of the semester. In particular, at 15 events across seven institutions (MIT, AUT South, North, Central, Unitec, MAINZ and Massey), students were encouraged to interact with AT to discuss travel choices for commuting to university.

A personalised journey plan (PJP) project was undertaken in the Unsworth-Totara Vale area late last year to reduce single occupancy vehicle travel (SOV.) The draft evaluation report shows solid results, comparable with other successful PJPs. Results to date are:

- 38% behaviour change (away from SOV travel)
- 408 SOV trips reduced in morning peak each week
- 3,795 km reduction in SOV distance travelled each week
- 86% of participants were either 'very' or 'extremely' satisfied with the PJP service
- Draft Benefit Cost Ratio (BCR) of 6.8 in first year (and a BCR of over 19 in 3rd year as there are no additional costs, only benefits)

City Centre Network Operations

On 20 February, City Centre Network Operations team introduced the Britomart Shared Zone on Galway, Tyler and Lower Queen Street. This is an interim solution to enhance pedestrian safety until early 2019 when the Britomart phase of the CRL will be completed. Galway Street paint work is completed, whilst the remaining Tyler Street will be completed by end of March.

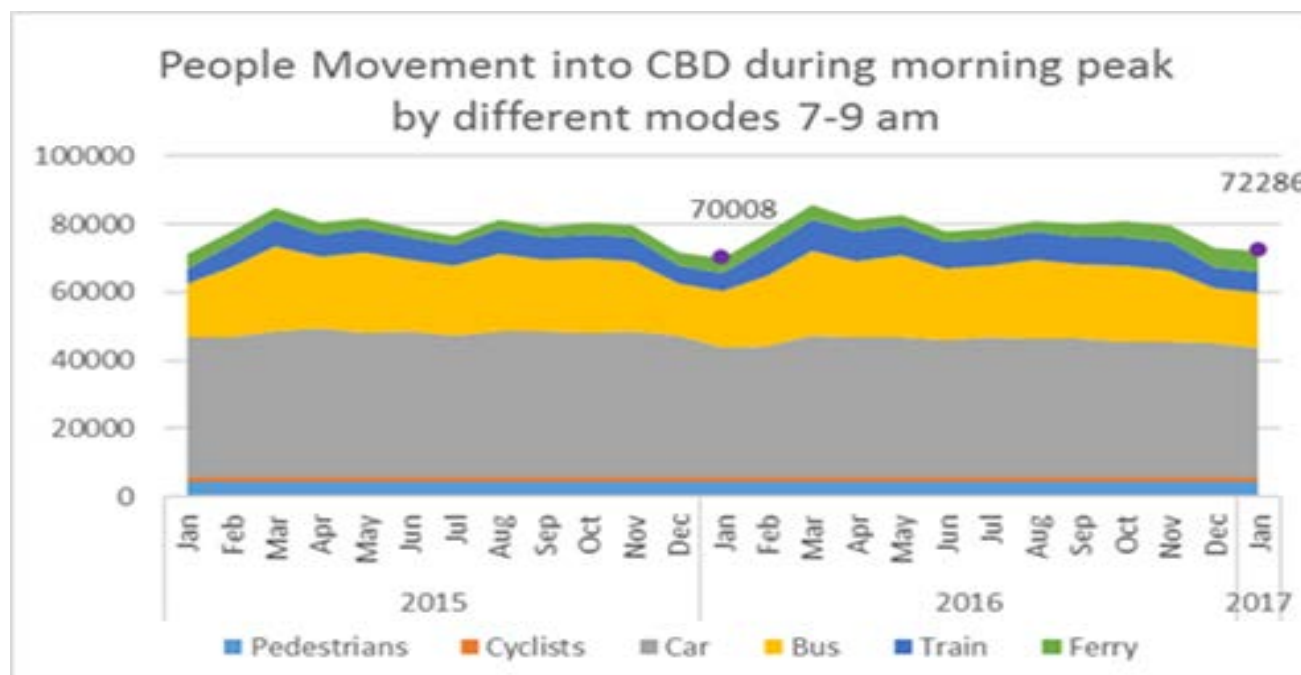
Stage one of Watercare works on Fanshawe and Halsey Street was completed on 12 February. Stage two will commence after August depending on the agreed temporary traffic management methodology. Gaunt Street is closed between Halsey Street and Daldy Street for AT streetscape works until end of August. Daldy Street has returned back to a two-way traffic flow as of 28 February.

The team continues to manage the construction activity despite the increased intensity in construction on Albert Street and across Customs Street. The average travel speed across the six key routes: Wellesley Street, Victoria Street, Customs Street, Quay St, Nelson & Hobson Street and Queen Street ranges between 8 kmph and 18 kmph. Both Quay Street and Customs Street are operating at slightly lower speeds compared to pre-CRL.



The average travel time (minutes) prior to CRL works for January are shown in the blue segment, with the maximum permissible in CRL consent conditions shown to the right. The dial arrows represent actuals reported in January.

In January, it was estimated that on average there were 72,286 people entering the City Centre during the commuting morning peak of 7 - 9am, 2,000 more than same time last year. Overall, the network continues to perform at acceptable levels for all modes of travel. This is aided by lower travel demand in January. The motorway network, the bus network, pedestrian, cycling, freight and general traffic access have operated adequately for a city centre environment. CRL construction impact continues to be confined to the core of the city. Pedestrian and vehicular movement is particularly constrained along Albert Street.



AT Metro

Public Transport Patronage Performance

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

For the 12 months to February 2017 Auckland public transport patronage totalled 85.7 million passenger boardings, an increase of +5.0% on the previous year. February monthly patronage was 7.4 million, an increase of +8.6% on February 2016 and +5.1% above SOI target (YTD -1.2%). February normalised adjustment ~ +8.0% accounting for special event patronage, with the same number of business day and one less weekend day/public holiday.

Bus services totalled 61.2 million passenger boardings for the 12-months to February 2017, an increase +1.7% on the previous year. Patronage for February 2017 was 5.2 million, an increase of +8.4% on February 2016 and +6.7% above SOI target (YTD -2.0%). February normalised adjustment ~ +5.4% accounting for special event patronage and the 2016 bus strike, with the same number of business day and one less weekend day/public holiday. There has been continued strong patronage growth for the NEX service. The Southern bus network is performing as expected following a comprehensive change on 30th October. Bedding in issues along with a number of run-time factors mean that reliability and punctuality performance is not at required KPI levels yet. With a three-month 'bedding-in' period completed; these run time factors are being adjusted. Timetables are also changing to reflect rail changes. New Network for West is targeted for 11th June 2017.

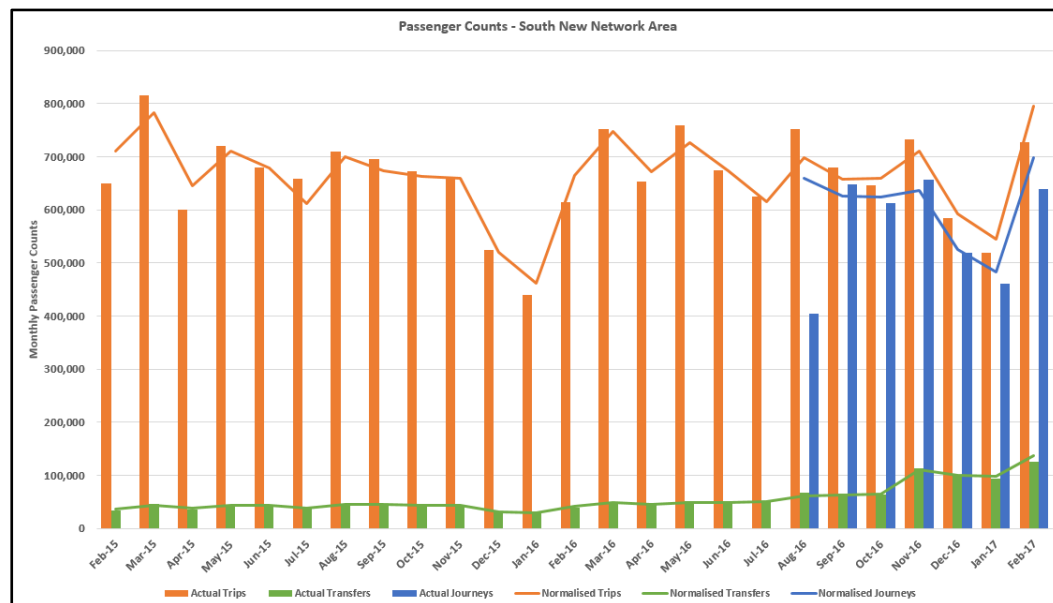
Train services totalled 18.4 million passenger boardings for the 12-months to February 2017, an increase of +16.7% on the previous year. Patronage for February 2017 was 1.6 million, an increase of +10.3% on February 2016 and -0.1% below SOI target (YTD -0.2%). February normalised adjustment ~ +18.0% accounting for special event patronage and the 2016 bus strike, with the same number of business day and one less weekend day/public holiday. On the Western line patronage has increased by an average of 21% over the May – January period as compared to same period last year, following the timetable and service level change.

Ferry services totalled 6.1 million passenger boardings for the 12-months to February 2017, an increase of +7.4% on the previous year. Patronage for February 2017 was 0.60 million, an increase of +6.3% on February 2016 and +5.9% above SOI target (YTD +3.3%). February normalised adjustment ~ +9.6% accounting for special event patronage and the 2016 bus strike, with the same number of business day and one less weekend day/public holiday.

Rapid and Frequent services totalled 33.0 million passenger boardings for the 12-months to February 2017, an increase of +9.5% on the previous year. Patronage for February 2017 was 2.8 million, an increase of +12.6% on February 2016 and +8.7% above SOI target (YTD +3.3%).

Growth in South Auckland

In the South New Network Area for Feb-2017 there were 727,000 passenger trips, 126,000 transfers and 639,000 journeys.



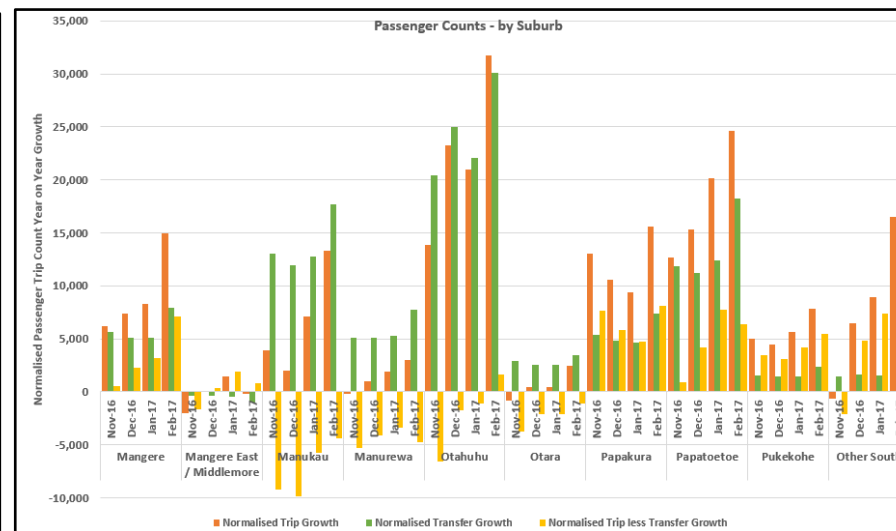
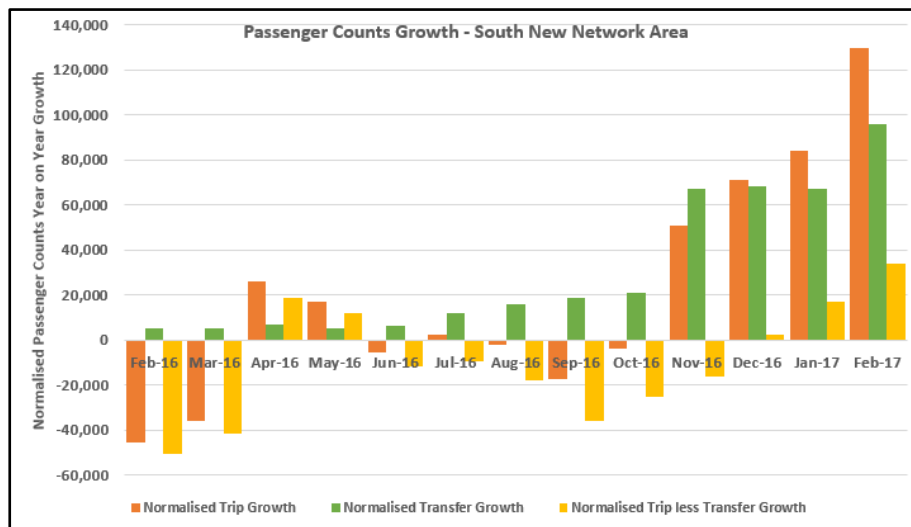
Normalised year on year growth in the South New Network Area for Feb-2017:

- Passenger trips have increased by +130,000 (+28%), the highest numerical and percentage growth on record since the completion of HOP implementation. Network wide (excluding SkyBus and ferry) the increase was +630,000 (+10%).
- Transfers have increased by +96,000 (+232%), the third consecutive month with transfer growth above +65,000 and +200%. Network wide +356,000 (+60%).
- Passenger trips less transfers (to give an indication in the growth of journeys as journey growth is unavailable until August 2017) have increased by +34,000 (+5%), the highest growth on record since the implementation of HOP. Network wide +278,000 (+4.8%).

Normalised year on year growth in the South Network Area for Feb-2017 by suburb:

- All reported suburbs saw positive growth in passenger trips, the highest numerical change at Otahuhu (+32,000, +46%) and Papatoetoe (+25,000, +23%).
- Mangere East / Middlemore saw a continuation of the decrease in transfers (-1,000, -25%) which is to be expected, given the New Network is designed around transfers at Otahuhu Station as opposed to Middlemore Station.

- All other reported suburbs had an increase in transfers, the highest numerical change at Otahuhu (+30,000, +436%), Papatoetoe (+18,000, +526%) and Manukau (+18,000, +151%).
- Passenger trips less transfers had mixed results across the suburbs; positive at Mangere (+7,100, +29%), Mangere East / Middlemore (+900, +1%), Otahuhu (+1,700, +3%), Papakura (+8,200, +16%), Papatoetoe (+6,400, +6%), Pukekohe (+5,500, +37%) and Other South (+14,000, +12%) but negative at Manukau, Manurewa and Otara.



- Negative figures of passenger trips less transfers in Manukau, Manurewa and Otara are not unexpected, given a range of factors. The structure of the network in these locations was largely the same both before and after the New Network. Significant increases in usage of AT HOP year on year mean that cash trips previously counted as individual trips are now counted as transfer trips, which results in the data showing negative growth in trips less transfers. Furthermore, higher frequencies under the New Network result in more boardings being counted as transfers, as they fall within the 30 minute transfer timeframe, where previously customers would have waited longer, and the boarding therefore not counting as a transfer.
- Changing travel habits as a result of the New Network may also play a role in fewer trips less transfers at some locations, such as Manukau, with passengers now travelling to new destinations that were previously less accessible. It is anticipated that travel habits will settle as customers become more familiar with the New Network, and their new travel options.

Progress against AT Metro Key Strategic Priorities

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

- | | |
|---|--------------------------------------|
| 1. Integrated Ticketing & Fares | 6. On-Time Service Performance |
| 2. Procurement & Contract Reform (PTOM) | 7. First & Final Leg |
| 3. Resource Efficiency & Effectiveness | 8. Customer Experience |
| 4. New Network incl. Rapid & Frequent Service Network | 9. PT Adoption Marketing & Promotion |
| 5. Infrastructure Development | 10. AT Metro Safety & Security |

Key Priority Targets	Monthly Update
1. Integrated Ticketing & Fares	
<ul style="list-style-type: none"> Bus/Train Simpler Fares implementation August 2016 Ferry integration: concept / business case mid-2017 	<p><u>Integrated Fares</u></p> <ul style="list-style-type: none"> Ferry fare integration development continues. Thales are determining whether the solution is one of configuration or development of the HOP system. Bus train monthly pass (\$200) sales have stabilised with (~5,000 per month down from 9,500 per month) many passengers migrating to stored value. Monthly pass has increased to \$210. HOP multi ferry destination monthly pass sales have increased to over 800 per month from 300 for the first full month after implementation in August 2016.
2. Procurement & Contract Reform (PTOM)	
<ul style="list-style-type: none"> South Auckland Bus: Oct 2016 services started West Auckland Bus: 1Q2017 contracts awarded; June 2017 services start Central Auckland Bus: 2Q2017 contracts awarded; November 2017 services start East Auckland Bus: 2Q2017 contracts awarded; early-2018 services start North Auckland Bus: 2Q2017 contracts awarded; mid-2018 services start Ferry: 2Q2017 contracts awarded; late 2018 services start 	<p><u>Bus:</u></p> <ul style="list-style-type: none"> Tenders for West Auckland executed; negotiation with operators continues for negotiated contracts. Tenders for Central and East have been evaluated and a due diligence process is being completed; negotiation with operators continues for negotiated contracts. Tenders for North are being evaluated; invitation to price released in February with responses expected April 2017 for negotiated contracts. <p><u>Ferry:</u></p> <ul style="list-style-type: none"> Evaluation of contracted services tender bids continues with non-price evaluation completed in March.

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"> In preparation for 'March Madness', 5% additional capacity has been implemented across the bus network on 12 key arterial routes. Up to 34% increase has been provided in the AM peak on any one corridor. A total of 56 AM peak CBD bound trips have been added per weekday, providing an additional 5,400 bus spaces in the AM peak. February also saw the introduction of additional bus capacity with four double and two single decker buses on Onewa Road with Birkenhead Transport. The 12 March 2017 train timetable update included run time improvements predominantly on the Southern & Western Lines, releasing 2x3-car EMU's to strengthen peak time services and add more capacity. An extra 1,200 train spaces has been added to the AM peak each weekday.
	<ul style="list-style-type: none"> Train Run times on the Southern and Eastern Lines with electric trains are now shorter than previous pre-electronic train control system (ETCS) signalling with diesel trains, with equivalent times on the Western Line due to the large number of rail level and pedestrian crossings and speed limits at these crossings. The train timetable change also saw the introduction of Parnell Station to the network, initially with all Southern Line services stopping all-day and Western Line services stopping in the evening and weekends. Westfield station was also closed as part of the timetable review. Onehunga services will express run from Ellerslie station through to Newmarket station releasing one of the trains to strengthen the AM peak, not stopping at Greenlane and Remuera.
4. Bus New Network incl. Rapid & Frequent Service Network	
<ul style="list-style-type: none"> Oct-2016: South bus service design implemented June-2017: West bus service design implemented Aug-2017 - Jun-18: Central, East and North bus service design implemented 	<p>South Auckland (including Pukekohe and Waiuku): launched 30 October 2016</p> <ul style="list-style-type: none"> Reviews of changes to run time for services post-implementation is complete, and new timetables updated – 12 March for the Airporter service and Pukekohe services, 30 April for all other services. <p>West Auckland: target 11 June 2017</p> <ul style="list-style-type: none"> Timetables finalised and confirmed; routes and stops confirmed. Public information under development Public communications and engagement planning underway. <p>Central Auckland: target November 2017</p> <ul style="list-style-type: none"> PTOM contract award process on-going. Work has started for Central brochure for implementation in November/December 2017. Design of public information for implementation underway. Infrastructure reviews started. Communications and Engagement planning commenced. <p>East Auckland: target early 2018</p> <ul style="list-style-type: none"> PTOM contract award process on-going. <p>North Shore : target mid-2018</p> <ul style="list-style-type: none"> North Shore negotiated units released to operators for pricing. Tenders being evaluated. <p>Waiheke</p> <ul style="list-style-type: none"> Planning of consultation programme underway. New winter timetables have been agreed. An all-year timetable will now be operated going forward, from May 2017.

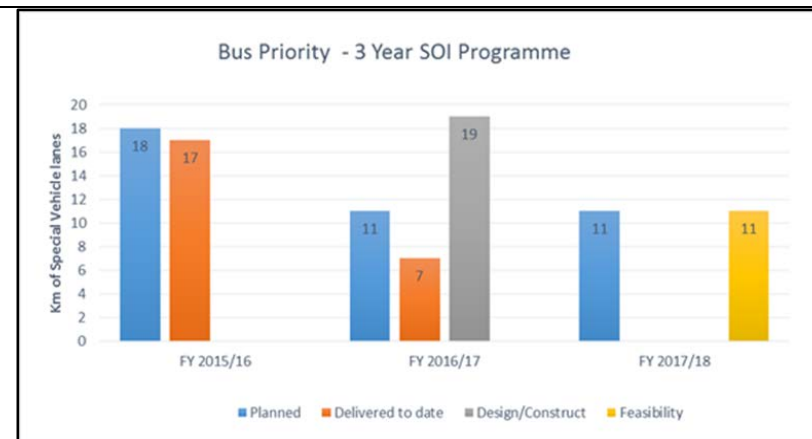
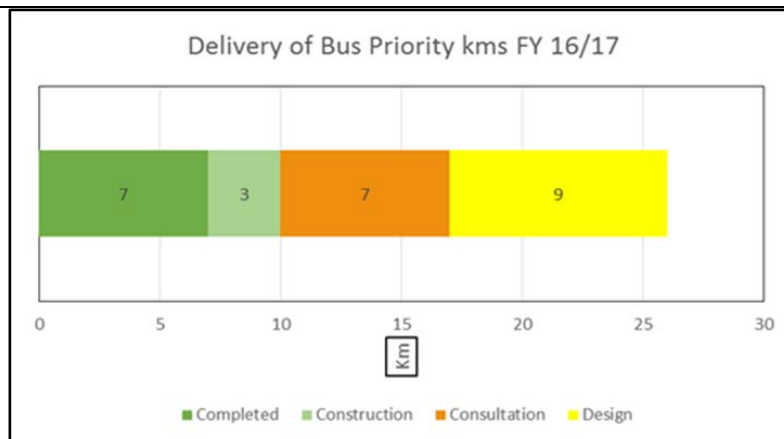
5. Infrastructure Development

Train:

- Manurewa, Papatoetoe, Henderson and Parnell stations; designs are completed for electronic ticket gatelines to be installed by Q3-2017, Middlemore designs are being reviewed. Designs are also being developed for ticket gatelines for Glen Innes and Papakura stations.
- Parnell station opened 12th March 2017, to align with the introduction of the new rail timetable. The old Newmarket Station heritage building has been relocated to Parnell Station and a contractor engaged by KiwiRail is presently refurbishing the exterior of the building, planned completion May 2017. Mid-week on the week of opening, boardings and alightings exceeded 500 per day.
- Westfield Station closed on 11 March 2017 to align with the introduction of the new train timetable on 12 March 2017.

Bus:

- Construction of new & upgraded stops for New Network – West is continuing and on-track. Around 120 new stops are planned with 40 complete, with upgrades / relocations to another 30 or so.
- Otahuhu Station: All works now completed as per contract. Completion of final Mana whenua art narrative video expected to be complete end of April 2017
- Manukau Station: Pile installation complete, concrete pours for foundations is underway.
- Mangere Town Centre Stops – Bader Dr: CCTV Design & Installation is the final outstanding component and expected to be installed and operational by mid-March
- Otahuhu Town Centre: Quad' bus shelter to be installed on platform early March. Toilet, CCTV, EHP, VPIDs installation targeting mid – March installation. Footpath canopy replacement to be complete by mid-March
- Double Decker Buses Clearance Project:
 - Great North Road Route. (Go-live date: 11th June 2017)
 - Onewa Rd Route. (Go-live date: 24th February 2017) vehicles are operational with no issue.
 - NX2 Route (Go-live date: TBD)
 - Route through Halsey St, Victoria St and Waterloo Quadrant already cleared.
 - Test run to be undertaken late March.
 - Manukau Rd, Remuera Rd and Dominion Rd routes
 - Under investigation.
- Bus Priority Programme:
 - Changes to operational hours of Special Vehicles Lanes are being progressed on a corridor-by-corridor basis to accommodate parking zones with different operational times.
 - The existing 2015/16 to 2017/18 programme is targeting 40kms of bus priority lane implementation over the three years, in addition to 5.5km in 2014/15. 16.9km was delivered in 2015/16. Progress for the 2016/17 programmes is presented below:



Ferry:

- Site construction works on the new Half Moon Bay passenger facility are progressing. Ferry services are due to use the new wharf from Mid-April 2017.
- 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, is progressing.
- Fullers took delivery of a new vessel. The 'Capricornian Surfer' is to be chartered by Fullers for 2 years and will be committed to the Devonport Service, and will alleviate pressure on the Kea during peak times. 'Cap Surfer' will begin service in the next couple of weeks, and on Friday last week the Ferry Services team test run the new boat checking out its compliance with Vessel Standards and also compatibility with infrastructure at the Downtown Ferry Terminal. Whilst the fit with infrastructure was generally good, there are some minor amendments which need to be made to one of the piers to make the fit as safe as possible. The new boat is capable of carrying up to 380 passengers, has mid-point doors on the side, and is currently being fitted out with a new café and bike racks, after 40 additional seats were installed on the back deck.



Customer Service Centres (CSC):

- The installation of safety glass to Customer Service Centres to separate customers and staff, as well as having a 'safe room' at each site to provide immediate sanctuary to staff. Works commenced in January and are expected to be completed by the end of March.

6. On-Time Performance

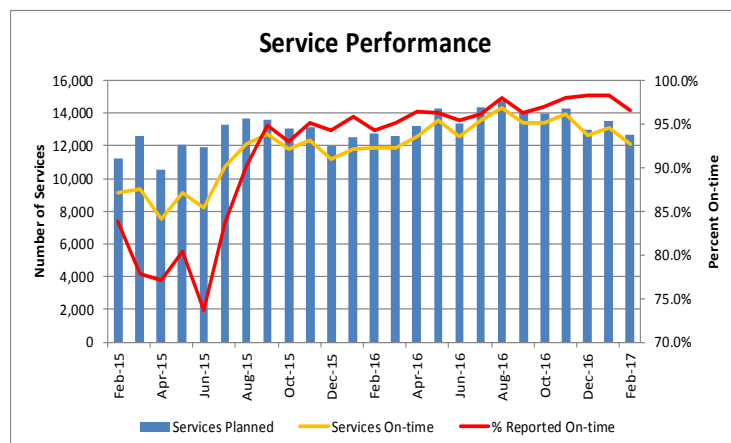
Train:

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 February 2017 service reliability was 98.7% compared to the 12 month average of 98.7% and 98.6% for January 2017. Service punctuality performance compared to services scheduled is illustrated in the chart below. Service punctuality (red line) was 96.6% compared to the 12 month average of 96.9% and 98.3% for January 2017.

There were 12,675 train services scheduled in February (blue bars) - the number of actual services operated on-time (yellow line) was 12,364.



Major incidents that affected February 2017 service performance:

- Track, Signal, Train Control and Traction Overhead (KiwiRail) – Infrastructure related matters caused delays to services on four days in the month, the most significant being a track fault at Quay Park on 7th February just before the PM Peak and at Britomart on 11th February late PM caused significant disruptions on the network. A Signal issue at Newmarket on the 28th February just before the PM Peak caused cancellations and delays on the Western Line.
- Electric Train Operations resulted in disruptions on four days in the month, the most significant being a train fault at Puhinui Station on 14th February just after the AM Peak and another on the 24th February in the PM Peak caused disruptions on the Southern & Eastern Lines and on the 16th February multiple train faults across the network in the PM Peak caused major cancellations and delays.
- Train Operator related issues resulted in disruptions on four days in the month, the most significant being a train crew matter at Westfield on the 20th February in the AM Peak caused disruptions on the network.

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 97.6% and punctuality was 94%. This was a decrease of 0.9% and 2.3% in reliability and punctuality respectively from January's performance, and a 1.7% and 4.0% increase for year-on-year February reliability and punctuality respectively.
- Punctuality at arrival destination shows an improvement between February 2015, February 2016 and February 2017 of 85.51%, 86.43% and 90.89% respectively.

Reliability at Start					
Operator	Business Unit	Feb-17	Jan-17	Month-on-Month Change	Year-on-Year Change
Whole of Network		97.6%	98.5%	-0.9%	1.7%
Metro Inner	NZ Bus	96.5%	98.3%	-1.8%	1.5%
Metro Outer	NZ Bus	97.5%	98.8%	-1.3%	1.6%
North Star	NZ Bus	98.5%	99.0%	-0.4%	0.8%
Go West	NZ Bus	98.3%	99.0%	-0.7%	1.2%
West	Ritchies	97.5%	98.3%	-0.8%	0.2%
North	Ritchies	97.6%	98.4%	-0.9%	0.2%
NEX	Ritchies	99.4%	99.5%	0.0%	0.5%
Birkenhead Transport Ltd		98.5%	98.6%	-0.1%	1.8%
GoBus		96.9%	98.0%	-1.1%	
Howick & Eastern		97.4%	98.3%	-0.9%	1.8%
Ritchies Murphy					
SkyBus		93.7%	96.9%	-3.2%	7.3%
Urban Express		98.8%	99.4%	-0.6%	0.4%
Waiheke Bus		99.5%	99.7%	-0.2%	3.0%

Punctuality at Start					
Operator	Business Unit	Feb-17	Jan-17	Month-on-Month Change	Year-on-Year Change
Whole of Network		94.1%	96.3%	-2.3%	3.4%
Metro Inner	NZ Bus	92.6%	95.8%	-3.3%	4.0%
Metro Outer	NZ Bus	94.0%	97.2%	-3.2%	3.7%
North Star	NZ Bus	95.5%	97.4%	-1.9%	2.1%
Go West	NZ Bus	95.5%	96.9%	-1.4%	2.4%
West	Ritchies	93.0%	95.2%	-2.2%	0.0%
North	Ritchies	93.0%	95.3%	-2.3%	0.2%
NEX	Ritchies	98.4%	98.8%	-0.4%	0.2%
Birkenhead Transport Ltd		95.6%	96.5%	-0.8%	4.6%
GoBus		93.2%	95.7%	-2.5%	
Howick & Eastern		94.3%	95.9%	-1.6%	4.7%
Ritchies Murphy					
SkyBus		86.0%	92.7%	-6.6%	0.3%
Urban Express		96.1%	98.5%	-2.5%	0.3%
Waiheke Bus		97.5%	97.4%	0.1%	5.4%

Ferry:

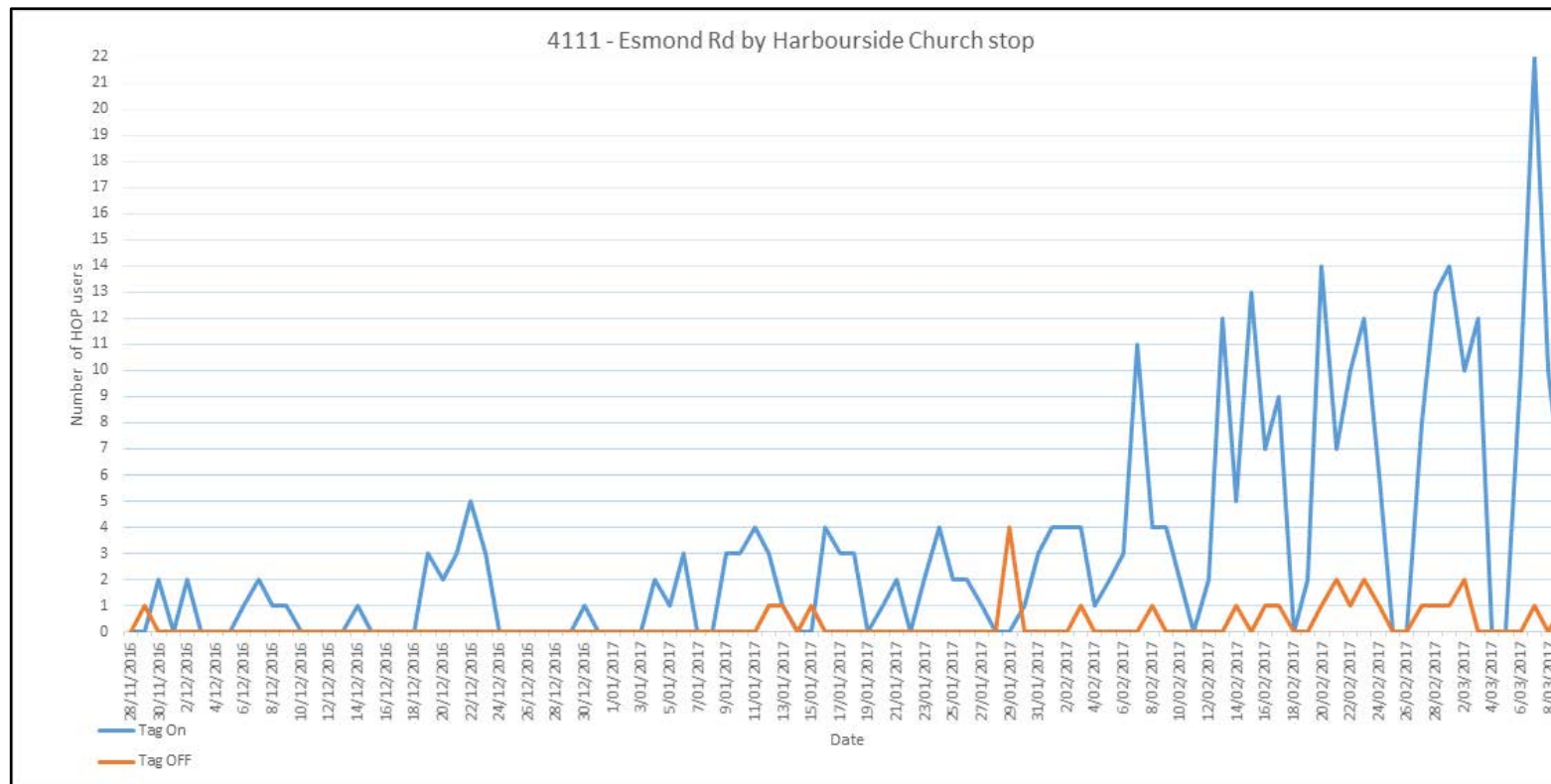
- Service delivery (or reliability) is the proportion of ferries not cancelled in full or part and arrive at their final destination. Punctuality is the proportion of ferries that were not cancelled in full or part and that departed their origin within -59 seconds and +4:59 of the scheduled time.
- For February 2017, 99.08% 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 January 2017 was 96.61%.

Route	Harbour	Scheduled Trips	Reliability	Punctuality
Bayswater	Inner	912	99.78%	99.23%
Half Moon Bay	Mid	980	98.88%	95.10%
Birkenhead	Inner	588	96.77%	87.76%
Gulf Harbour	Outer	342	98.54%	95.61%
Hobsonville	Mid	190	98.42%	98.42%
West Harbour	Mid	513	100.00%	99.81%
Rakino	N/A	38	100.00%	97.37%
Pine Harbour	Outer	776	100.00%	100.00%
Total		4,339	99.08%	96.61%

- Performance was negatively affected on the Bayswater, Half Moon Bay and Birkenhead services by vessel breakdowns and congestion experienced at Downtown Ferry Terminal due to delays in the scheduled departures of exempt services to Devonport and Waiheke as a result of increased cruise ship activity. Rakino was affected by the increase in tourist passenger numbers over the month, with a seasonal increase in customers travelling to the island for holidays and carrying significant amounts of luggage which resulted in services being delayed.

7. First & Final Leg

- A trial park and ride facility opened in late November at Esmonde Road, Takapuna. The facility is owned by the Harbourside Church and operates with Wilsons Parking. There was light customer uptake in December. A small 'street marketing' promotion commenced in early February to increase usage. The site is now seeing regular daily parking of up to 14 vehicles. Further growth is anticipated during March as a result of ongoing promotion (local flyer drops to residences and businesses, street marketing) and increased traffic congestion (typical of March – May as students return to tertiary study).



8. Customer Experience

Customer Satisfaction

- A query tool is being developed within Customer Central that will assist frontline staff in responding to complaints about buses that fail to run, run early, are late or are overcrowded. Work has commenced on building this query tool, it will enable frontline staff access to historical data, real time information, planned disruptions, and information on future time table changes. It is expected that a minimal viable product will be ready by the end of April.

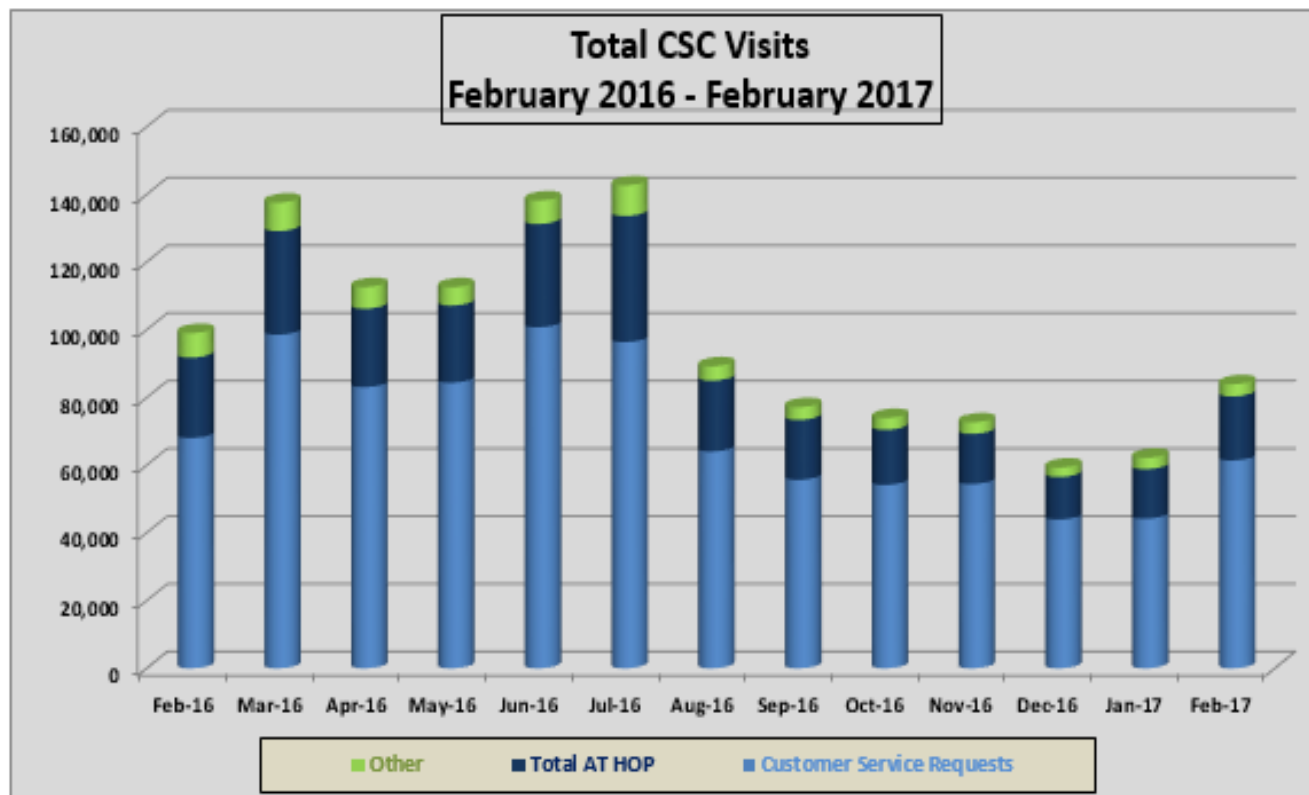
Multi-modal

- New small digital advertising screens were installed in Britomart in February.
- The trial of 'click and collect' with Countdown continues and extended to include Farro in February, including at Downtown Ferry Terminal.
- Following the successful completion of coffee kiosk trial at Papakura station the concept has now be extended to Otahuhu Station with an operator commencing March 2017.

Digital

- In February, there were just over 36,000 customers that had used the 'Track my Bus' Mobile App, up significantly on the 27,000 from January. This increase in activity reflects the start of the 2017 academic year, with primary, intermediate and secondary students returning. Additionally, some tertiary institutions held Orientation Weeks in the last week of February, again increasing demand for the service.
- There was an increase in activity on AT.govt.nz in February, with total page views rising to 3.42 million, up from 2.74 million in January. This step-change in activity represents a 25% month-on-month increase compared to January and as with the Track my Bus App, is primarily driven by the commencement of the 2017 academic year.
- Development of the AT Mobile App continues using an 'Agile' methodology to ensure that upgrades, including feature enhancements and bug fixes based on customer feedback, can be released on a more regular basis than has been the situation historically. Fortnightly development sprints and feature releases continue.
 - The first release of the App was launched in February and has a new visual design, uses GPS tracking and mapping services, incorporates real-time location of buses; future releases will include a basic alert & notification capability (for example notify me one stop before the end of my bus journey so I know where to get off), 'drive time' and a travel impact data overlay, an Android version of the App, 'track my train' and AT HOP balances, for future release.

Customer Service Centres



Total customer visits to the Customer Service Centres (CSC) for February 2017 (83,933) were 21,726 (+34.9%) above January's visitor numbers (62,207). However, they were 15,117 (-15.3%) below the February 2016 total of 99,050. Total Customer Service Centre visits in the three months from December 2016 to February 2017 were approximately 205,000, compared to almost 255,000 in the comparative three-month period from December 2015 through to February 2016, a decrease of approximately 50,000 (-19.6%). The reduction in customer visits to CSC's reflects a move towards self-service options both for AT HOP card top-ups and also journey planning activity, particularly using the AT Metro Mobile App.

The primary factor contributing to the increase in February 2017's visitor numbers compared to January 2017 was the growth in activity relating to the commencement of the 2017 academic year. Journey Planning queries rose from just over 12,600 back up to 15,700, representing an increase of approximately 3,100 (+24.6%). AT HOP card sales and top-ups increased from 16,700 in January to over 22,100 in February, a rise of 5,400 (+32.3%). Similarly, AT HOP card queries increased by 4,300 (+29.5%), rising from 14,600 in January

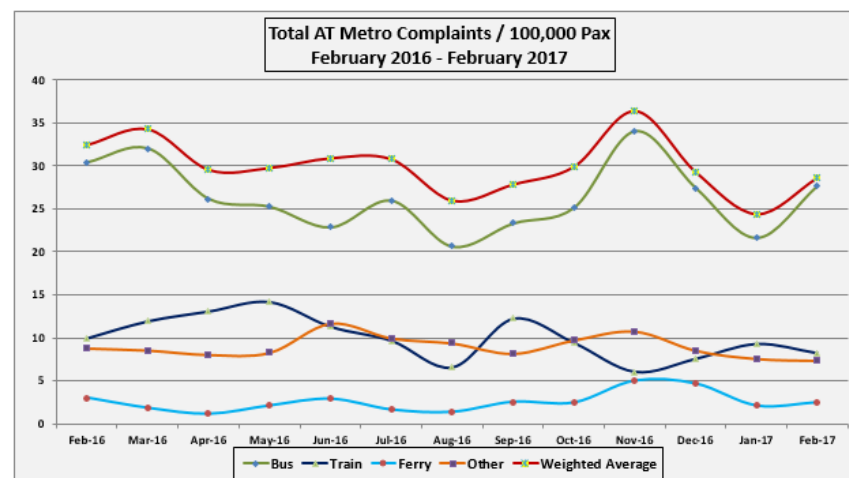
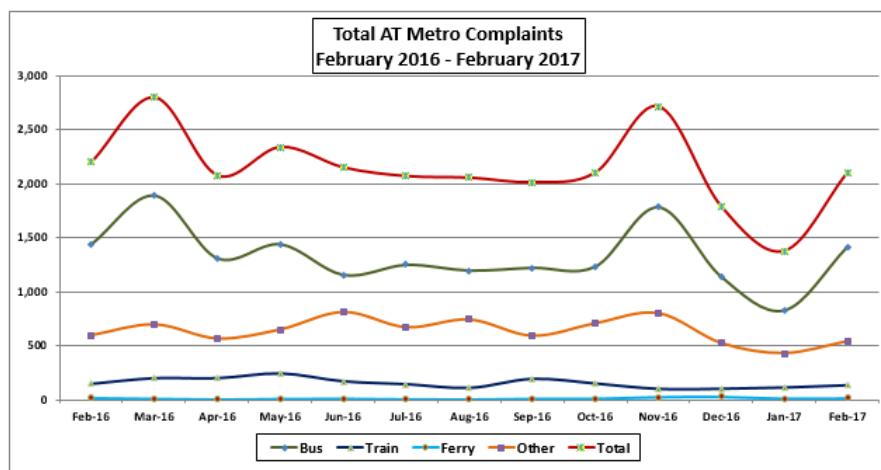
to 18,900 in February. The commencement of the academic year also resulted in Concession-related activity increasing from 8,800 in January to 14,000 in February, a rise of 5,200 (+59.1%).

There have been 1,162,000 visits to the AT Metro Customer Service Centres (CSC), an average of just over 3,180 visits per day. This compares to just over 1,090,000 for the 12 months to January 2016, an increase of over 72,000 customers (+6.6%) during the period.

- The AT Metro Lounge has located in Lower Queen Street to support the 2017 Tertiary Concessions campaign. The Lounge is being managed by experienced permanent CSC staff, supported by temporary resources brought on specifically to provide additional frontline capacity during this busy period. It is planned that the Lounge remain in its current location until the end of March, when it will be relocated to Queen's Wharf to support World Masters Games.

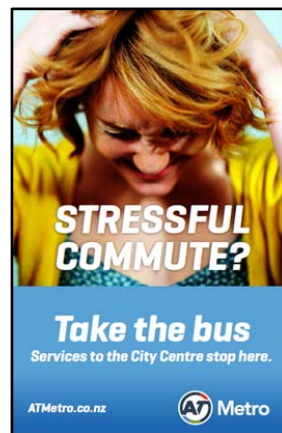
Customer Complaints

- Total complaint volumes increased by +52.5% in February (2,100) compared to January (1,377). However, February 2017 complaint volumes (2,100) were slightly lower than for February 2016 (2,199), which represents a decrease of 99(-4.5%) year-on-year. The increase in February's complaints compared to January reflects the fact the full return to work following the festive period and also the commencement of the 2017 academic year. Overall bus related complaints increased in February to 1,414, up from 825 in January, a rise of 589 (+71.4%). Service reliability issues predominated, with failures to run, late running and failing to wait or uplift passengers being the three key problems highlighted by customers.
- Complaints per 100,000 Pax increased in January, rising to 28.64, slightly above January's adjusted total of 24.41. Additionally, February 2017's total (28.64) is below the total for February 2016 (32.48) and it is also below the longer term average from 2016, which stands at 30.06 and reflects the improvements made to the overall public transport network during this time.



9. PT Adoption Marketing and Promotional Campaign Programme

- Following the launch of the new bus South Network, AT Metro has secured 24 bus backs that are now in the marketplace to promote the new frequent bus services. Additional bus backs and bus stop signage to promote the 380 Airporter services has also been created.
- AT Metro has partnered with the Auckland Arts Festival who are distributing AT Metro promotional material and travel guides to all of their inbound visitors, artists and VIPs. The Auckland Arts Festival involves 175,000 festival goers, 7000 school students and over 650 visiting artists at several venues in and around Auckland.
- Ongoing promotion of the new 99 cent children weekend fare continues online, in local papers and in cinema. With the introduction of the Simpler Fares zone structures, children 5-15 years travelling on an AT HOP card can travel on weekends and during public holidays for just 99 cents. We are using this fare to encourage off-peak family travel on buses and trains. The concept for the campaign involves a trip on public transport through the eyes of an imaginative 6 year old. An online video will be promoted via online advertising; Google Display network, Trueview and TVNZ On-Demand. The campaign is primarily targeted at parents and grandparents of young children. The video will also be pushed out via Facebook posts, Twitter and Instagram.
- Supporting the 99 cent weekend fare promotion is the release of the new “Weekend Train Adventures” brochure. It’s designed for families and visitors wanting to experience the enhanced train services, and gives suggestions of places they can visit for a train outing over the summer holidays.
- Customer communications about the 12th March rail timetable change have been implemented. The main aspects include advising which services will stop at Parnell, new limited stop services on the Onehunga Line, reduced transfer times at Papakura, closure of Westfield as well as new departure times at all stations.



10. AT Metro Safety & Security

Train:

- Incidents recorded in February (to date), are tracking lower when compared to the same period in last year.

Bus:

- The Bus and Ferry Services team have commenced a review of all Standard Operating Procedures to ensure that procedures are correct and have covered off all required Health and Safety requirements.