

Business Report

Recommendation:

That the Chief Executive's report be received.

Prepared by:

David Warburton, Chief Executive

Corporate

Regional Land Transport Plan Funding

During March, the following projects were approved for funding by NZ Transport Agency:

- Regional Safety Programme – Great North Road, Bullock Track and Tuarangi Roads Intersection Safety Improvements (Implementation), this activity has been approved for \$1.7 million
- Murphys Road Bridge Improvement (Construction) – this activity has been approved for \$18.75 million
- Murphys Road Bridge Improvement (Property) – this activity has been approved for \$2.44 million
- Mt Roskill Safe Routes (Property) – this activity has been approved under Delegated Funding Authority for \$137,350

AT HOP

AT HOP penetration was at record levels (91.3% for bus and rail in March). This has continued into April. Penetration in South Auckland (an area of ongoing focus) passed 85%, with West Auckland breaking 90% - both showing increases of approximately 5% on February. Cards sales continue to stay high with almost 100,000 sold in the first quarter of 2017. Special one-off AT HOP cards were also made available to competitors and supporters here for the World Masters Games.

Procurement

AON has been appointed as AT's Insurance Broker, effective from the end of March. This follows an Auckland Council group Insurance Tender process.

Nine tenders were published in March with an estimated value of \$24 million. Two of the tenders had an estimated value of over \$2 million.

Tender	Type
Franklin Road Upgrade Project	RFT
Teed Street Streetscape Improvements – Project Physical Works	RFT

109 contracts were created in March with a total value of \$27.82 million. Two contracts had a value of over \$2 million.

Contract	Supplier
Hibiscus Coast Busway	Wharehine Contractors Ltd
Weiti Access Road Agreement	Weiti Development LP

Customer Contact Metrics – March 2017

Service Level

AT Metro – 59% AT HOP – 58%, AT HOP Retailer – 77%, Auckland Council (all other calls) – 41%

Abandonment rate

AT Metro – 16%, AT HOP – 9%, AT HOP Retailer – 9%, Auckland Council (all other calls) – 16%

Average wait time

AT Metro – 1.08 minutes, AT HOP – 53 seconds

Volumes:

Calls – AT Metro – 26,670; AT HOP – 14,190; AT HOP Retailer – 301; Auckland Council (all other calls) – 25,158

Total: 66,319

Written – AT Metro – 1,688, AT HOP – 1,201, AT General – 8,154, Road Corridor – 4,720, Transport Services – 8,895, Customer Liaison Including LGOIMAs) – 2,108
Total: 26,766

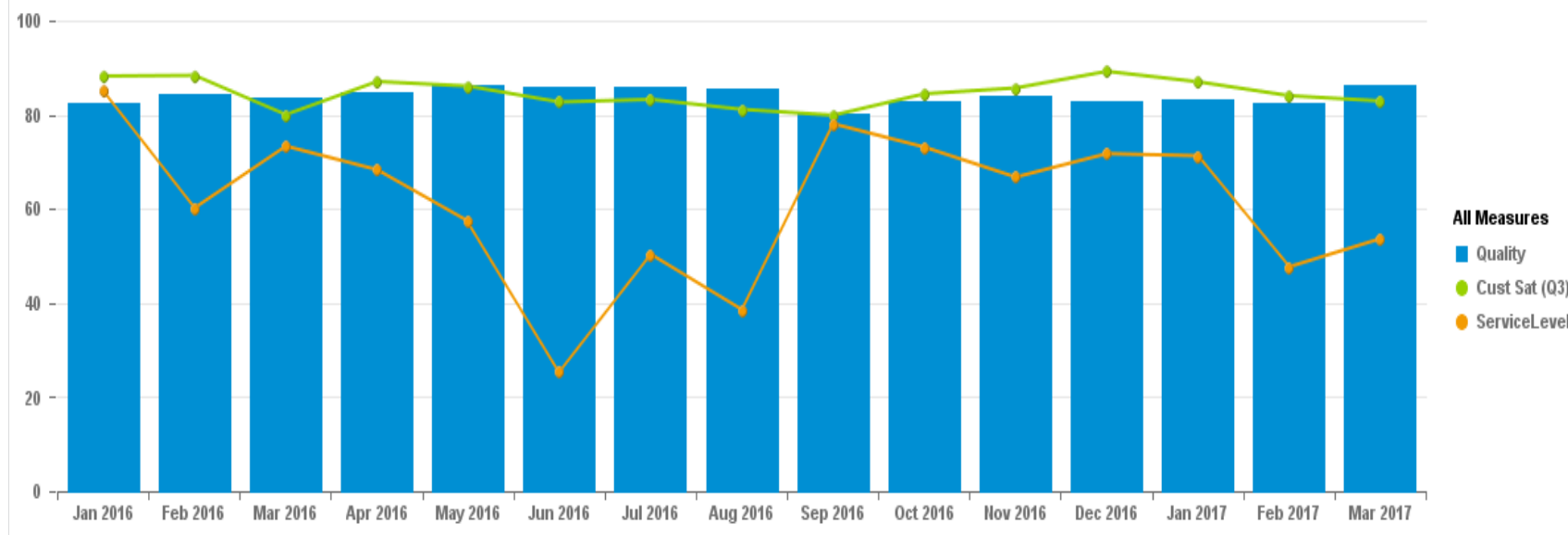
Factors Impacting Customer Contact Metrics

- The storm at the beginning of the month (10 March), generated additional jobs/ requests for the Road Corridor Delivery team.
- Escalations/requests from Auckland Council e.g. difficult customers, follow up on existing cases.
- Requests from internal business units e.g. loading of cases, checking of CRM, requests for reports, requests for workarounds to support their processes.
- Customer Liaison Team: overall volumes are up by 50%. Enquiries relate to: double decker buses on Waiheke Island (tilting), cycle ways/ share pathways, LGOIMAs requesting justification of cost/ spending following the court ruling against the two previous AT managers, escalations regarding lack of responses by NZ Bus.
- Transport Operations: high volumes of VIP/ LGOIMA requests.
- Road Corridor Delivery: high volumes of VIP/ LGOIMA requests.
- AT HOP: Auto top up failures (external error on the 20 March resulting in 3,000 failed top ups.). Other enquiries included: lost cards and request to transfer balance, failed tags.
- Overall CRM performance – intermittently timed at 5 -7 minutes to open a case/ perform a singular function. The team are currently assisting with the troubleshooting to identify the cause. This includes use of google, wireless network, upgrading PCs .
- Significant number of system issues resulted in a high impact on customer contact metrics:
 - AT webforms not populating correctly - took a month to resolve and 1,000+ cases were identified in a hidden backlog error
 - CRM not working or not working well - multiple
 - Sharepoint/KB/Intranet down x3
 - Journey Planner not showing some routes
 - Incorrect hours on the main phone lines – opened using holiday hours not weekend hours
 - AT website, intermittently unavailable for some users throughout March

Strategies to resolve factors impacting Customer Contact Metrics

- Additional staff have been brought on (BAU recruitment and temps) in all teams to assist with workload.
- Current staff have continued upskilling to assist across multiple channels.
- Auto acknowledgements on the webforms have been changed to advise of possible delays - IVR has a similar message.
- Overtime has been offered across all queues.

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	Mar 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	82.664	86.236
Customer Sat (Q3)	88.21	88.341	80	87.037	86.056	82.682	83.234	81.119	79.861	84.429	85.66	89.2	86.973	84.018	82.906
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	53.619



Organisational Development

Diversity and Inclusion: Approval of a two year plan and framework covering four focus areas – governance and awareness, diverse workforce, inclusive workforce and diverse leaders. Nominations are open for a Diversity and Inclusion Leadership team from a cross section of AT staff, who will validate, inform, govern and lead our strategy. As one of our priority areas we have commenced a diagnostic around our ageing workforce, including executive interviews, focus groups and research.

On the move: Communication and change plans for the move to the new building commencing August have been finalised. This includes senior leaders delivering key messages to staff and preparation for flexible working and change workshops for staff.

Early careers programme: A new approach to recruitment; this is a wide ranging campaign across Universities, Techs, our website and social media based on the concept of 'Working in the Future'. The programme will recruit up to 30 students per year. This forms part of our wider focus on strategic workforce planning.

Business Technology

- The **AT Park application** went live on 7 March initially as a soft launch, prior to launching a communications campaign to the market. As at 11 April there are approximately 4000 registered customers on both iOS and Android platforms.
- **Hewlett Packard Enterprise Video Management System (HPE VMS):** As a result of the ongoing escalated state, three technical specialist resources from offshore HPE offices were on site at ATOC for the last three weeks of March to conduct further investigations and assessment. The results of their investigations and assessments were delivered on 7 April. Included in the presentation were some immediate optimisations, and eight issues were highlighted for HPE and Vidsys to remedy, along with some for AT to remedy.
- The **Event and Incident Management Solution (EIMS):** Successfully transitioned to BAU at ATOC Smales on Monday 27 March, meaning both ATOCs are now utilising RiskShield. A roadmap is in place to provide minor enhancements over the next 3-6 months.
- The **AT HOP Web Rebuild** remains in a red status due to the technical issues with the Thales data streams (APIs) and the operational use of these. Significant progress has been made with analysis and fixes of those issues, and the project team are working through the functional testing to ensure all significant technical issues have been addressed. 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.
- **HR Forms development:** The technical development of all 14 forms is complete and the Payroll-related forms are now being reviewed by the HR and Payroll teams.

- The **CCTV Analytics Build** is an ongoing project, with the team initially focussed on building analytics on all relevant project-installed new cameras, with a view to rolling this out to existing BAU cameras where appropriate. The analytics build is underway and continues on Tamaki Ngapipi and Journey Times and Bus Lane Enforcement projects.
- **Microsoft Azure Hybrid Cloud:** This project to move the servers to the Azure Cloud began on Monday 1 May, with rework underway now to identify candidate services to move to the Cloud and to train staff on the set up and management on the new Azure environments.
- **Windows 10:** The roll out of Windows 10 across all of AT is on track to be completed by July. Completion of this project is a prerequisite for the move project to 20 Viaduct due to the new unified desktop set up.
- ePathway (the back-end solution for Parking, enabling payment online) development continues and is on track with configuration in pre-production. The AT Park team are currently testing scripts for tariff changes. Final testing of the Pathway upgrade is almost complete.
- A tender has been released calling for options on upgrading the EMU fleet Wi-Fi to 4G. This supports increasing data requirements and a better customer experience.

Customer Central (Innovation Hub)

- **Jetski Registration:** A process to enable jetski registration for the Harbour Master has completed the design phase. The registration portal has been built and the combined releases of this functionality are due to go live for both internal and external customers in May.
- **Voice of Customer (VoC):** AT currently has access to large amounts of customer feedback and data. There is an opportunity to create a set of organisation-wide customer experience metrics across all modes and channels, and to present this data in a user friendly way. Work has continued on the formation of organisation-wide surveys and back-end CRM-integrated Voice of Customer technology being built. Alongside specialist resource from Microsoft we now have a clear view of deliverables over the next series of sprints; this includes early access to wave one VoC dashboards for AT staff in June.
- **AT Metro Information Journey (Journey Impact):** A project is underway to build a proof of concept that provides disruption notifications aligned to the data model developed during March. This concept is the stepping stone to allowing us to consume many data sources, create notifications, and prioritise and distribute them to teams, TOCs (Transport Operations Centres), CSRs (Customer Service Representatives), and customers.
- **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. Both the iOS and Android versions were released to the market in March, with over 7000 downloads and positive feedback so far. The app now includes an advanced real-time board feature. The first Android and second iOS updates for customers will be live at end of April. Latest updates are being influenced by customer feedback in the app survey, and deliver 'edit my saved journey' and other customer driven features. A go-to-market plan is now being developed alongside an approach for decommissioning existing AT Metro applications.

- **Ghost Buses:** Hundreds of AT Metro customers are in contact with AT every month, requesting information about the location of their bus. AT staff pass complaints on to operators, but have insufficient tools at their disposal to mitigate customer anxiety. During April Customer Central developed a simple interface to allow CSRs to give useful information to customers, and ongoing testing will continue as this further develops during May, with targeted delivery in June. The formation of a customer-centric metric is also underway; this will enable AT to measure the customer experience around the bus network, alongside current operational measures.
- **Future Projects under exploration:**
 - **Digital Concessions:** There are a number of customer experience deficits when applying for concessions. The process is currently not enabled digitally and causes a number of headaches for Auckland students in particular. The exploratory sprint will kick off early-May.
 - **Journey Planner Search Functionality:** Current Journey Planner search is hard as it doesn't give place names or landmarks. The exploratory sprint will kick off mid-May.
 - **Speed Cases:** Many Transport Operations customer complaints are about speeding residential drivers. At present it can take weeks, or months, to receive a response to this very common complaint, despite the fact that AT often will not remedy the problem. Customer experience issues are around communications, and transparency (case management). Process and efficiency issues are around triage and rework. The exploratory sprint has been approved and resources are being identified.
 - **Troublesome Trees** (Joint AT / Auckland Council workstream): The current triage process for determining who is responsible for solving problems related to trees (health and safety issues, traffic issues, trimming etc.) is poor and not well followed. Cases are often handed back and forth between Council and AT depending on who 'owns' the tree. The exploratory sprint has been approved and joint AT / AC resources are being identified.

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. AT staff are currently reviewing the discussion document and have been collaborating with AC on submission content to be presented to the Planning Committee on 2 May. The submission period closes on 19 May.

Meanwhile, the Productivity Commission has released its final report on 'Better Urban Planning' setting out what a future planning framework should look like. It offers fundamental and far-reaching recommendations for a future land use planning and resource management system, including legislation to replace the Resource Management Act. This has been presented to Central Government for their consideration.

AT staff are currently reviewing the document to understand what the potential implications for AT may be.

Customer Insights

Significant continued improvements to public transport satisfaction scores are driven by improvements to perception of value for money. This is a strong endorsement of Simpler Fares improving affordability and legibility of the PT network.

- Customer Satisfaction is now 88% overall, 92% for trains, 90% for ferries, and 86% for bus.
- Satisfaction with value for money has improved 7% since March 2016 to 76%.

Growth and congestion continue to impact on satisfaction with roading, down slightly to 65%.

Project Updates

Te Atatu Road

There were delays in the switch-over of the Chorus copper and fibre network on the section of Te Atatu Road between Vera Road and Royal View Road which was finally completed on 24 April. This allowed Higgins to then progress with the road drainage, retaining wall construction and road widening works in this same section. Final asphalt sealing of the Te Atatu/Edmonton Road intersection including the top section of Edmonton Road (outside Countdown) through to Te Atatu Road (near Vera Road) will be completed in early May. The programme shows a completion date of mid to late June for the remainder of the works.

Lincoln Road

NoR submissions closed in November 2016, Council confirmed that the submissions hearing is to be held between 15 and 19 May. Staff are currently drafting the internal business case to move to detailed design.

Wynyard Quarter

Halsey Street north is now open to traffic, bringing to a close the Gaunt/Halsey Street contract (Stage 1) of the road upgrade project. Stage 2 works on Gaunt (between the NZBus entrance and Daldy Street) means this section is now closed to through traffic. Carriageway works, rain garden and utility upgrades are underway. On the Beaumont Street Interim Cycle Project, the Westhaven stage of the works were completed last month, and the work on Beaumont Street will be complete this month.

Ponsonby Road Intersection Upgrades

Construction work on Mackelvie Street commenced in March, and approximately 75% of work is now complete; some delays have occurred due to poor weather and the identification of uncharted underground services. Mackelvie Street work is currently programmed to be completed this month after negotiating with local businesses and the Parnell Business Association to be able to work over the Easter weekend and the period of the World Masters Games. The remaining six intersections are planned to be completed in September. Douglas and Norfolk Streets are the next two intersections to be upgraded; works to the Anglesea, Brown, Collingwood and Pollen Street intersections will follow sequentially.

Tamaki / Ngapipi Intersection

Building consent has been granted for the new seawall structures. Procurement planning is underway for physical works and construction is planned to commence in the next quarter.

Herne Bay to Westhaven Cycle Route

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

Waterview Shared Path

The Alford Street Bridge is almost complete; the bridge beams for the Soljak Place Bridge are being placed and work on the Harbutt Reserve section is progressing. At Albie Turner Field there has been some delay to the works being carried out by the Closed Landfill Team due to the recent inclement weather and this means that completion of the last section of path in this area has been delayed by around four weeks.

Waitemata Safe Routes

Greenways – the physical works are to be completed this month. Richmond/Surrey to Garnet – the consent has been lodged with the construction tender to be published this month with the start of physical works planned for July.

Manukau Bus Interchange

The head contractor NZ Strong has completed the primary surface foundations for the main building. The steel framing for the building is now being installed and pouring of the concrete floor commenced at the end of April. Putney Way detailed design is now complete and in the process of being reviewed.

AMETI

Eastern Busway 1 (Panmure to Pakuranga)

Geotechnical investigations ongoing with pavement investigations on Pakuranga Road (to be completed this month). Working through Notice of Requirement submission responses (66 received) and evidence preparation, with hearings expected in August. Procurement planning has commenced. Detailed design of Pakuranga Road is progressing.

Eastern Busway 2/3 (Pakuranga to Botany including Bus Station and Flyover)

The Scheme Assessment Update continues with more detailed traffic modelling. Commencement of the procurement process for design and consenting contracts are targeted for later this month.

Two unconditional land agreements were signed in April. Total costs incurred were \$1.60 million. Year to date 66 property agreements have been signed and settled at a cost of \$45.79 million.

Auckland Unitary Plan Operative in Part (AUP)

The operative version of the Auckland Unitary Plan (AUP) was released on 4 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.

Of the 106 appeals, AT has an interest in approximately 21. Approximately 10 of these appeals have been resolved or withdrawn, four 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 expected to be heard by the Court through the middle of 2017.

Notices of Requirement

The NZ Transport Agency 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 and referred both projects to Boards of Inquiry. Both projects were publicly notified and submissions closed on 22 March.

AT and AC made separate submissions on the proposals but worked together to ensure that submissions were aligned.

AT has approximately 4-6 weeks to prepare evidence for the hearing.

The EPA received 685 submissions on East-West within the submission period. Of the 685 submissions received by the close of submissions:

- 582 submitters (85%) oppose the proposal in full, or in part
- 94 submitters (13.7%) support the proposal in full, or in part
- 9 submitters (1.3%) indicated they were neutral toward the proposal.
- 356 submitters (52%) have indicated that they wish to be heard at the hearing.

AT's submission supported the transport benefits of the proposal, including, in particular, improvements to travel times and travel time reliability for general traffic and freight, as well as improvements for walking, cycling and public transport. The remaining key areas of interest to AT as identified in the submission were:

- Integration of the project with the local road network and the local road improvements necessary to support the project
- Integration of the project with AT projects including Airport Mass Transit and AMETI
- The need for AT involvement in the detailed design of walking and cycling facilities
- Best practice approaches to construction traffic management to minimise disruption, particularly to public transport
- Compliance with relevant standards and codes of practice for new AT assets.

The EPA received 33 submissions on the Northern Corridor Improvements within the submission period. Of the 33 submissions received by the EPA:

- 2 submitters (6.1%) oppose the Proposal in full
- 8 submitters (24.2%) oppose the Proposal in part
- 1 submitter (3.0%) was neutral on the Proposal
- 13 submitters (39.4%) support the Proposal in part
- 9 submitters (27.3%) support the Proposal in full
- 21 submitters (63.6%) have indicated that they wish to be heard at the hearing

AT's submission supported the transport benefits of the proposal, including in particular those benefits relating to public transport and walking and cycling. The remaining key matters of interest to AT identified in the submission were:

- Integration of the project with the local road network and the local road upgrades required to support the project

- Public transport and the significant benefits of the proposal for the bus network
- Walking and cycling and the significant benefits of providing a trunk cycling network
- Construction effects including in particular the possible effects on the operation of the public transport network including services between Constellation and Albany stations
- Asset standards for new assets to be vested in or maintained by AT and ensuring the construction traffic management measures comply with relevant codes of practice and engineering standards.

Light Rail

Following the joint AT/NZ Transport Agency board resolution to progress towards Light Rail Transit (LRT) and build a business case for route protection from the airport to the city, the project team has been involved with advancing this next phase of work with the NZ Transport Agency. A key aspect of the next phase is to analyse how and when a transition can be made from the current bus options to LRT.

Further work will be done to assess key operational elements, required trade-offs, flow on effects, transition impacts and network resilience issues. NZ Transport Agency and AT are working together with Auckland Council to determine an integrated approach that enables a progression from bus to LRT.

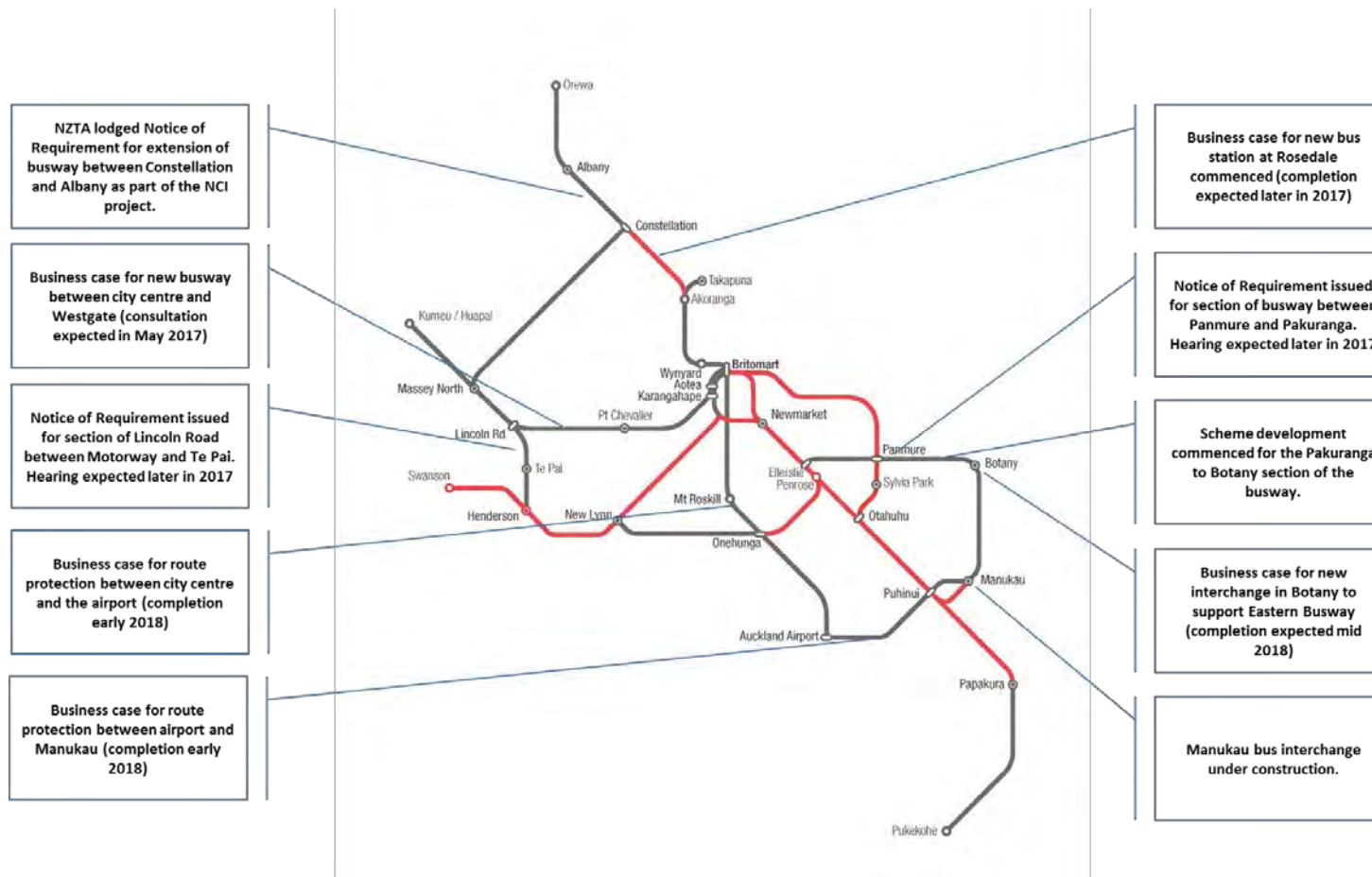
Housing Infrastructure Fund

On 31 March a final Housing Infrastructure Proposal was submitted to the Ministry of Business, Innovation and Employment. The proposal identifies substantial infrastructure investment required to support Auckland's strategic growth framework and the ability to accelerate housing supply in key growth locations through a contestable (approx) \$1billion Housing Infrastructure Fund established by the Government for high-growth councils.

The proposal is underpinned by work programmes such as the Future Urban Land Supply Strategy and Supporting Growth which have helped clarify the scope, scale and timing of that investment. As with other identified high-growth councils, the challenge has been how to fund the growth.

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 are illustrated in the digram below:



Walking & Cycling – Public Consultations

Public feedback for the Point Chevalier to Westmere project to improve cycling and walking commenced and has been promoted via press release, newspaper advertising, and social media campaign, signage erected along the route, open days and a mail drop to those in the affected area. Controversial issues are likely to be related to loss of parking and trees, a lack of a safe connection to the Point Chevalier School and that the proposed route is truncated at the Westmere shops.

Public consultation on Te Whau shared path also began. The proposed 12 kilometre shared path will link the Manukau Harbour at Green Bay Beach to the Waitematā Harbour at Te Atatū Peninsula, along the western edge of the Whau River.

Throughout February and March AT had follow-up discussions with stakeholders after public consultation on several cycleway project designs. As a result, additional meetings are planned with the following parties:

- Parnell Inc, PCC, and Herne Bay Residents Association
- property owners to address issues with bus stop relocations along the Waitemata Safe Routes Surrey Crescent Route
- NZ Transport Agency and the Port of Auckland to discuss options for optimising traffic flow along Tamaki Drive between the Strand and Solent Drive as part of the Tamaki Drive cycleway scheme assessment.

Regional Safety Programme

- Coatesville-Riverhead highway shape correction – this is also high risk crash site 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 detailed design for this project is complete and currently going through AT procurement to release to the market on open tender. Construction works are expected to start in May for 6 weeks.

- Brookby road shape correction - This is high risk crash site 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 project is currently in detail design stage and is expected to be procured via maintenance contract (competitive rates for the required works are already part of the maintenance contract) and is expected to start construction in mid-May.

- Silver Hill Road- Road section over the culvert to be upgraded to two lanes. This work is currently being investigated as part of the minor improvements works

Local Board Projects

There are currently 72 projects either under construction or evaluation in the Local Board Programme.

The most significant projects being constructed are the Glen Road upgrade, West Coast Road shared path, Ponsonby Road pedestrian improvements, Torbay streetscape improvements and Sandringham Road shared path.

A significant project expected to move to tender over the next few months is the Whau Bridge which the Whau Local Board are funding as part of the New Lynn to Waterview Cycleway project

The Boards have started meeting and considering new projects with a number of workshops scheduled with staff to look at possible new projects going forward.

There are six new footpaths also being designed on behalf of the Boards using Locally Driven Initiative funding transferred from Auckland Council.. It is expected all these will be completed by 30 June.

Planning and Consenting Update

Notices of Requirement, Consents and Archaeological Authorities

1. Lodged Applications in April

Resource Consents:

- Double Decker Buses (Great North Road – Grey Lynn)
- Devonport Ferry Terminal – Western Entrance Canopy (Certificate of Compliance)
- Papaka Road, Hingaia
- Waitemata Safer Routes

Archaeological Authorities with Heritage New Zealand Pouhere Taonga:

- CRL – main works Aotea to Mt Eden, including network utility relocation works

2. Targeted to be lodged within the next three months

NoR

- CRL – alterations to CRL Designation 4 in relation to Karangahape Station

NoR and Regional Consents:

- Monowai Road seal extension

Resource Consents:

- Hingaia Road Widening
- Flat Bush Link Road
- Murphys Road Upgrade
- CRL – ‘global’ network utilities resource consent application for main works Aotea to Mt Eden
- Mt Eden Double Decker Bus Route Phase 5 (Three Kings Reserve Bus Stop Reconfiguration)

- Coastal Marina Area Consent Renewals
- Double Decker Buses (Dominion Road)
- Double Decker Buses (Manukau Road)
- Double Decker Buses (Pakaranga Road)
- Half Moon Bay Ferry Terminal (Stage 2)
- Northcote Safe Cycle Route (Stage 2)
- Tamaki Drive Cycleway
- Westgate Bus Stop

NoR:

- CRL Alteration to CRL Designation 1 in relation to operational rail vibration criteria (AT Designation 1714)

Outline Plans of Work:

- Murphys Road Upgrade

3. Public Notifications and Hearings

NoR and Resource Consents:

- AMETI 2A NoR and Resource Consents
- Lincoln Road NoR
- Quay Street Cycleway Extension

4. Decisions/Approvals

AC decisions – resource consents granted:

- Parnell Station access to Carlaw Park via Auckland Domain
- Double Decker Buses (Great North Road – Grey Lynn)

5. Environment Court Appeals

Completed:

- Medallion Drive NoR
- Newmarket Level Crossing NoR and RC – the appeal from Cowie Street Residents Association Incorporated has been withdrawn and the Environment Court has issued a Consent Order to resolve the matter

Assets and Maintenance

Road Corridor Access

Project Road Closure Updates

Waterview Tunnel	Things are starting to quiet down now that the tunnel is nearing completion. Variable Message Boards are in place to advise road users when the tunnel will be operating.
Causeway	This project is also winding down with the occasional ramp closures for maintenance work. These will be managed as night closures.
Te Atatu Road widening	There are ongoing road closures on some of the side streets off Te Atatu Road as work progresses. These closures are for retaining walls, service trenching, storm water and pavement works.
Lincoln to Westgate	This project has begun 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	The above project has commenced early this year and will have some impact on our local roads. Currently, Beagle Ave in Mt Albert will be closing for approx. 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.
Great North Road	Temporary traffic management in place; two lanes east bound, one lane west.

Temporary Traffic Management – (TTM)

We completed a total of 306 Site Condition Ratings (SCRs) this month. The percentage of low risk sites across all organisations is 95% (High Standard, Acceptable, Needs Improvement and Unacceptable) above the target of 90%.

Auckland Transport work sites achieved 96% of low risk sites with 6 worksites ceasing for rectification of significant issues. Three of these were on major projects (2 for CRL & 1 on Te Atatu road widening). These were undertaken in consultation with the project managers involved. The other three were found after hours with two on maintenance work sites. We are continuing to engage with internal contract managers to raise awareness and drive performance improvement by their contractors.

The percentage of satisfactory for Non-AT worksites increased from previous months to 73%. Sites operating dangerously were managed by Chorus (1 of 59 inspected), Watercare (1 of 30) and others (7 of 61).

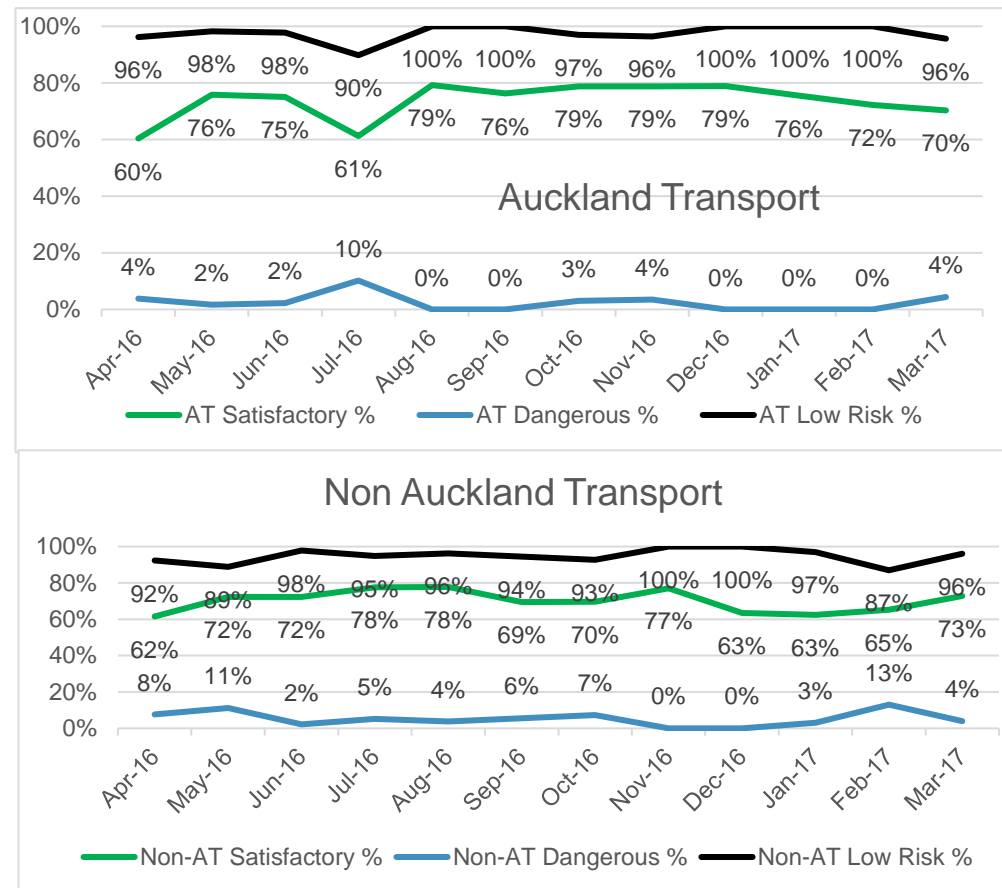
The “others” includes new buildings which are particularly evident in the Auckland CBD where poor TTM due to poor contractor awareness of needs and lack of action is resulting in dangerous sites.

Common trends within poor performance are a failure to follow the approved plan (TMP), lack of robust and accurate planning and poor record keeping / effective management of the worksites. These controls must be present on all sites. As a result, the TTM Unit is now running a regular recurring programme looking purely at the presence of the key controls.

Associated with this, AT has stressed to contractors a number of key themes:

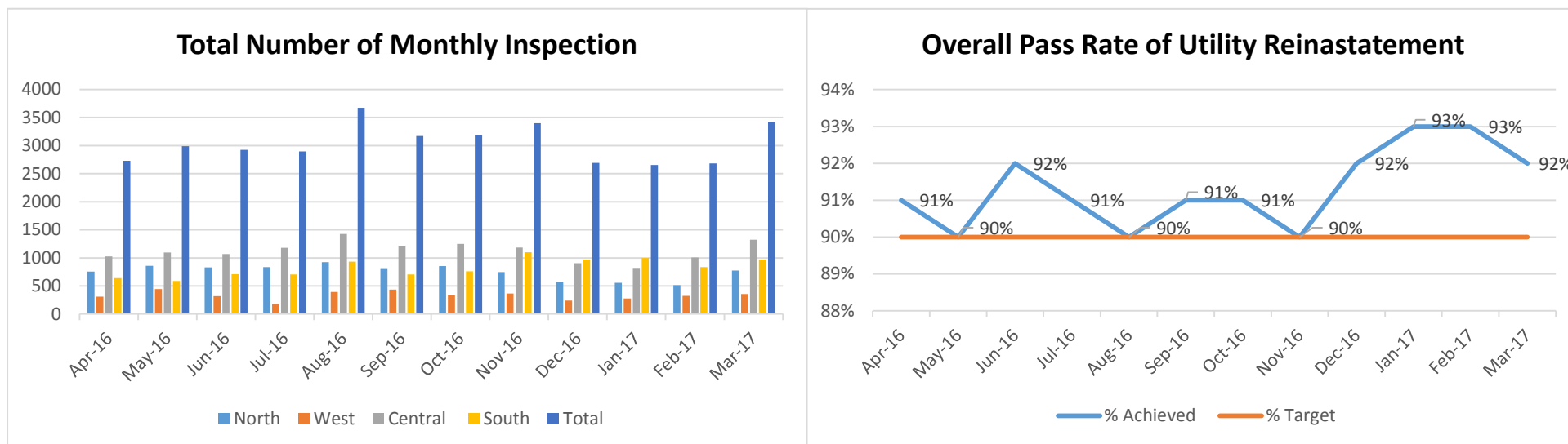
- Their obligation to also undertake TTM reviews at all levels of the contracting model. We continue to offer to undertake joint reviews with their key staff in order to raise the quality and accuracy of any TTM reviews they undertake
- The need to focus on the basics of management and process – plan,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

During March, have met specifically with key representatives from Broadspectrum (New Zealand) Ltd, Chevron Traffic Services Ltd, Downer EDI Ltd, Evolution Road Services Ltd, Independent Traffic Control Ltd John Filmore Contracting Ltd, Liveable Streets & Traffix Ltd.



Monthly Report - Compliance Auditing

Reinstatement passes (Work Completion Inspections) are down very slightly from 93 to 92% over a KPI target of 90%. Work has been ongoing with Chorus to mitigate the 'soft' surface (grass) reinstatement issues. Soft surface reinstatement can be troublesome at the change of seasons.



Road Corridor Delivery

Operating expenditure is running to forecast.

Renewal expenditure is behind forecast due to the impact of the Tasman Tempest which struck Auckland in the second week of March. This storm event resulted in numerous slips and dropouts in the south/east particularly Hunua, Clevedon, Kawakawa Bay and on Waiheke Island. It is expected that the cost of the initial response and the subsequent permanent reinstatement works will exceed \$5 million. This does not include any costs associated with the replacement of the Great North Road culvert which is being undertaken by Auckland Council. The sustained period of poor weather resulted in the cessation of works for a full working week and the temporary diversion of resources from renewal works to clean up activities. The abnormally wet summer has resulted in the delivery of the renewal programme continuing to lag 2-3 weeks behind forecast but subject to normal weather conditions it is still expected that this can be caught up over the remaining months. Spend to date on renewals is \$9.8 million ahead of last year and as at the end of March we have expended 72% of budget and are 75% through the year.

CAPEX spend on the LED retrofit project is behind forecast due to the re-phasing of the spend on LED purchase.

Physical Achievement

MARCH					
Asset Renewal Activities	March YTD Actual(km)	March YTD Forecast (km)	Full Year Target (km)	Completion v. YTD Target (%)	Completion v. Full Year Target (%)
Pavement Rehabilitation	23.26	32.80	37.66	71%	62%
Resurfacing	362.28	451.00	463.32	80%	78%
Footpath Renewals	59.69	59.42	77.31	100%	77%
Kerb and Channel Replacement	45.80	55.42	76.50	83%	60%

Achievement against forecast is 82% against the YTD target and 75% completion against the full year target.

In the last month further pavement rehabilitation projects have been completed on Birdwood Road, Beach Road (Campbells Bay), Glenfield/Eskdale Road intersection, Eskdale Road, Horseshoe Bush Road, Hobson Road, Botany Road, Otara Road, Coxhead Road and Stratford Road. Pavement rehabilitation projects are currently underway on Victoria Avenue, Moa Avenue, Bruce McLaren Road, Rua Road, Carlisle Road, Coatesville-Riverhead Highway, Edward Jonkers Road, Hanover Street, Lloyd Road, Point Wells Road, Point Wells Road/Omaha Flats Road intersection, Tyburnia Place, Brigham Creek Road, Aviemore Drive, Ti Rakau Drive, Beach Road (Papakura), Bader Drive, McKenzie Road, Portage Road, Clevedon-Takanini Road, Linwood Road and Wesley Street.

There has been 23.3km of pavement rehabilitation completed to date with a further 11.9 km currently under construction.

Metro & Facilities

Project Updates

Papakura Park & Ride	<ul style="list-style-type: none"> Proceeding with Indicative Business Case (IBC)
Double Decker Bus Network Mitigation	<ul style="list-style-type: none"> Great North Road will go live on 11 June
Wharf Renewals & Minor Capex	<ul style="list-style-type: none"> Devonport Wharf Refurbishment – tender has now closed, evaluations to begin Kennedy Point Ramp Extension – Resource Consent granted. Building Consent target for lodgement by early May. Kennedy Point Seawall Replacement – design works underway and expected to be completed by early May Pier 2B Gangway modification – slight change in design to accommodate new vessels. Modification planned for end of April. Pier 2C Hydraulic Flap – contract issued to Manson Marine. Finalising design for agreement with Fullers. Expected completion of construction work and commission by 19 May. Shoal Bay – Replacement pontoon contract. Expected completion of works by end of May.
Downtown Ferry Terminal Pier 3	<ul style="list-style-type: none"> RFT documents now complete and the NZ Transport Agency Funding Application is about to be issued for Peer Review Award is dependent on having funding in place. Advance Notice to Market of tender published 03/04. An acceptable Construction Methodology in tender(s) will dictate whether construction is completed in 2017 calendar year or require delaying for 12 months due to ferry service timetabling restrictions.
Bus Lane Improvements	<ul style="list-style-type: none"> Work continues on Route 33 but internal and external consultation and utility relocation requirements is slowing programme delivery progress. The programme is progressing towards delivery of 3km of new bus lanes this financial year.
Bus Infrastructure Improvements Programme	<ul style="list-style-type: none"> On track to deliver the key 100 western sites for 11 June go live. Further advanced designs are also being completed to ensure delivery continues to the end of FY and beginning of the next
Bus Shelter Renewals	<ul style="list-style-type: none"> 33 of the 75 shelter renewals programmed for this FY are complete
Great North Road Bus Lane - WCA	<ul style="list-style-type: none"> Construction is underway, target completion end July

Facilities Management

Carparks	<ul style="list-style-type: none"> • OTIS diagnostic work of Ronwood Ave car park Lift 1 with Schindler completed during which a GECB board was replaced and a battery was replaced. • Overflow of storm water grates in Civic car park resolved. (main ramp and vent chimneys)
Rail	<ul style="list-style-type: none"> • Quotes have been received for new LED lighting in the rail stations. • Supervisor level security guard services for Britomart and New Lynn customer services kiosks extended to June. • The lift pit flooding issue is still ongoing at Britomart (Westpac end). Schindler has been asked to reactivate the moisture sensor to the lift. This will have the effect of stopping the lift whenever a flood is detected. • The flooding of a new tenancy premises by the Britomart entry foyer has been resolved. The tenant accused the AT contractor of incorrectly isolating the fire sprinkler system prior to work being undertaken by the tenant's contractor at the discharge end. However, the tenant contractor failed to accommodate for residual water in the pipe between the isolation and discharge points. • Britomart tunnel restrictions put in place by KiwiRail are being resolved This includes gas and tunnel equipment and updated policy regarding the Britomart Incline (to differentiate it from KiwiRail tunnels).
Ferry	<ul style="list-style-type: none"> • With the exception of \$26k worth of services, the contents of the Marine Cleaning contract will transfer to the new Marine Specialist Maintenance contract with a start date of 1 July. The residual \$26k of services will transfer to City Cleaning under AT Metro control. • Solar panels smashed on Rakino wharf are being replaced.
General	<ul style="list-style-type: none"> • Security guard for Nelson Street staff on late roster put in place for winter months. • The glazed lift tower and entry canopy at the William Harvey footbridge have been extensively vandalised, including graffiti, with 21 panels of glass smashed and an attempt made to light a fire over the lift doors. The lift will not be operational until further notice. The graffiti has been removed and the smashed glazing made safe. Approach has been made to the designer to suggest alternative claddings which would be more resistant.

Other Activities

Network Optimisation

Good progress is being made on area-wide routine traffic signal optimisation. A total of 160 signalised intersections have been investigated with optimisation completed at approximately 120 intersections. Optimisation is currently underway on key freight routes across the region and city centre traffic signal optimisation has been initiated for the city centre.

Manukau Road/Pah Road T3

Additional information regarding the performance of the Manukau Road / Pah Road T3 lane shows that the T3 lane has provided significant benefits to bus movements. During the morning peak periods, average bus travel times have improved by 14 minutes from 29 minutes to 15 minutes along the route. In the afternoon peak period, there has been a more modest improvement of 3 minutes. Bus patronage has also since increased by approximately 20%, and increased numbers of T3 vehicles have been recorded, pointing to increased corridor productivity/efficiency for the corridor. A detailed survey and assessment of corridor productivity/efficiency is currently underway for this corridor, as part of Auckland Transport's annual review of all bus and transit lanes across the network. The review is due for completion in May and is expected to confirm the appropriateness of the existing T3 lane on this corridor

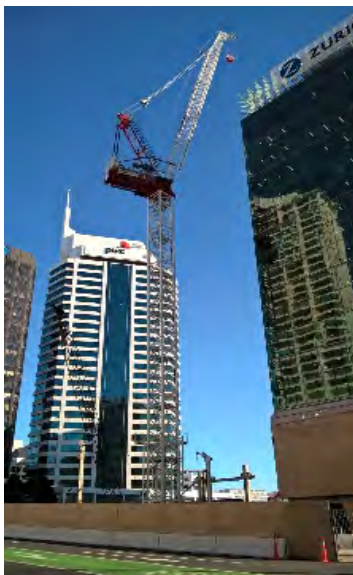
Road Safety Programme

Progress with the delivery of the 2016/2017 Road Safety Programme as at the end of March indicates of the 164 projects to be delivered there are 99 projects complete with the majority of the remaining 65 projects in the procurement or construction phases. The programme includes the following areas; Safer Communities, Minor Improvements, Speed Management, Regional Safety and Community Road Safety. Of the 164 projects, 32% involve walking improvements, 27% intersection improvements with the remaining projects mainly addressing signage, guardrail and minor geometric improvements.

The St Luke's cycling minor improvement project was completed in March. Installation of cycle lane protectors for the existing northbound and southbound cycle lanes on St Luke's Road (between Duncan Maclean Link and Asquith Avenue) has generally been well received.



City Centre Network Operations



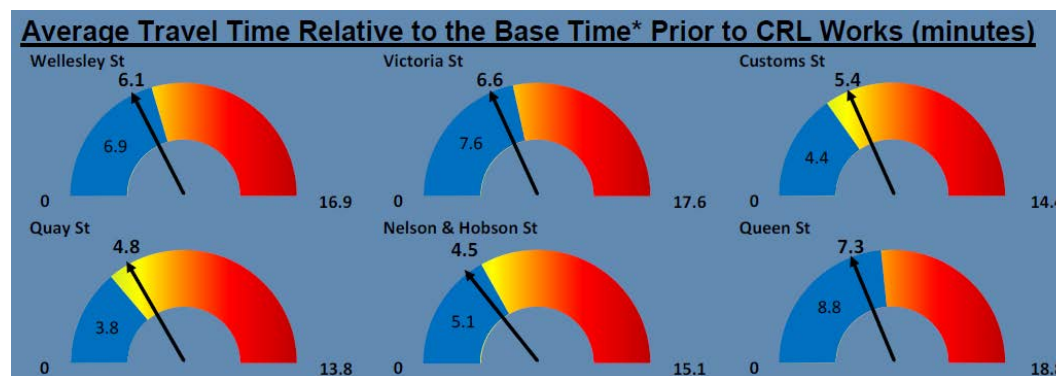
The 'Albert Street Dig' continues to intensify as the piling rig makes its way up Albert Street heading towards Stamford Plaza. There have been various temporary traffic management changes put in place throughout March to accommodate the piling rig on Albert Street (between Customs Street and Wellesley Street). The team is ensuring that pedestrian access is being maintained at all times together with local traffic access on Albert Street.

The first of four tower cranes were installed on 17-19 March at the Customs Street corner of Queen Street for Commercial Bay. The remaining 3 tower cranes will be installed over 4 weekends with minimal traffic disruption in May.

The City Centre has a multitude of work sites, not only AT projects but also private developments taking place, there is a constant shift of temporary traffic management closures. As projects progress these closures intensify and the regular site walks continue to play a vital role to ensure compliant temporary traffic management closures are met. Active monitoring continues on a daily basis to ensure optimised traffic operation within the city centre.



The average travel speed across the six key routes within the city centre continues to range between 8 kmph and 18 kmph with both Quay Street and Customs Street operating at slightly lower speeds compared to Pre-CRL. The average travel time (minutes) prior to CRL works for March are shown in the blue segment, with the maximum permissible in CRL consent conditions shown to right, with the dial arrows representing the travel times reported in March.



It is estimated that on average 86,000 people travelled into the City Centre during the morning peak period (7-9am) in March. This is approximately 500 more people than in February 2016. March also tends to be the peak demand for the year with the return of tertiary education students to the city centre.

Let's Carpool App

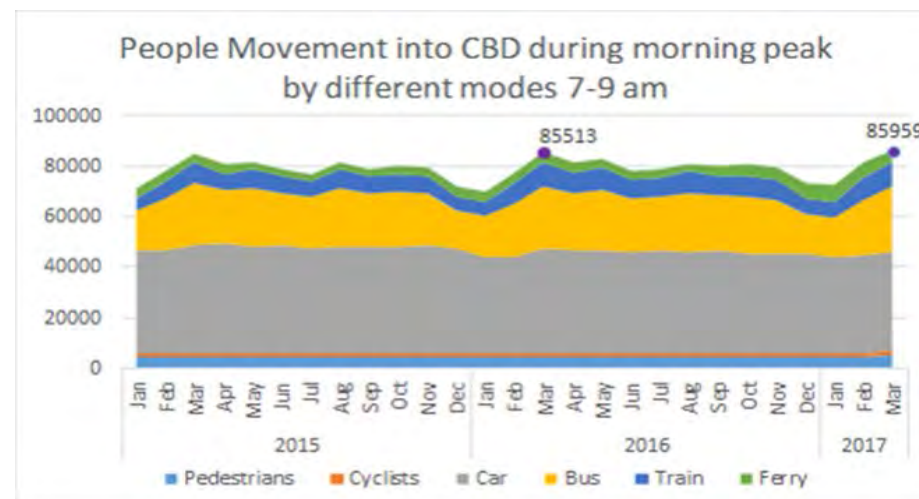
Auckland Transport, in partnership with Greater Wellington Regional Council secured the services of RideShark as a carpooling software service provider for New Zealand to replace the current 'Let's Carpool' national brand, the new programme will be called 'Let's Carpool with Smart Travel NZ'.

The RideShark app, which launched at the start of May, simply links drivers with passengers and allows them to connect in order to share journeys. It is an enabling system that creates opportunities for greater uptake of carpooling across Auckland and has the additional benefit of 'incentivisation', whereby customers can be rewarded for carpooling.

Walk Month March

Research shows that the majority of people walk for leisure or fitness (63%) and that there is an opportunity to grow the number of people walking for key point-to-point journeys to work, study, public transport and shops. Over March we ran a number of campaigns and activities as part of Walk month March to promote active modes of transport.

The Auckland Transport-sponsored Walk Challenge (<https://auckland.walkertracker.com/>) followed the hugely popular Auckland Bike Challenge and was part of the nationwide March Walk Challenge, a month long walk challenge to virtually walk the length of New Zealand. 5,200 people registered for the Walk Challenge in workplace, social, family and community teams.



Walking-for-transport was encouraged at registration by asking people to set a transport goal (e.g. walk to the shops 3 times a week, walk to work once a week, replace one car journey a week with walking). An electronic platform and webpage was developed to collate information on daily steps, and social media was used to expand the reach of the Walk Challenge.

A survey-based evaluation was conducted in April with a final report expected in May. The surveys will provide AT with information about how strong the behaviour change outcomes are and how we can strengthen these next time. It will also provide information about how people would like to be engaged with around walking.

Also occurring in the month, the 'Beat the Traffic' campaign took place, targeting people who live in city fringe suburbs, such as Parnell, Ponsonby and Mt Eden, who work or study in the CBD and could potentially replace their journey by car with walking. The campaign aimed to increase consideration of walking from the city fringe suburbs to the CBD by correcting the perceptions of time and effort to walk, highlighting safe and interesting routes, and promoting walking as a realistic transport option. (<https://www.youtube.com/watch?v=P51CVfvZdOM&feature=youtu.be>).

AT Metro

Public Transport Patronage Performance

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

For the 12 months to March 2017 Auckland public transport patronage totalled 87.0 million passenger boardings, an increase of +6.8% on the previous year. March monthly patronage was 9.4 million, an increase of +15.5% on March 2016 and +1.0% above SOI target (YTD -0.9%). March normalised adjustment ~ +7.6% accounting for special event patronage, with two more business day and two less weekend day/public holiday.

Bus services totalled 61.9 million passenger boardings for the 12-months to March 2017, an increase +3.6% on the previous year. Patronage for March 2017 was 6.7 million, an increase of +12.8% on March 2016 and +0.7% above SOI target (YTD -1.6%). March normalised adjustment ~ +5.4% accounting for special event patronage, with two more business day and two less weekend day/public holiday.

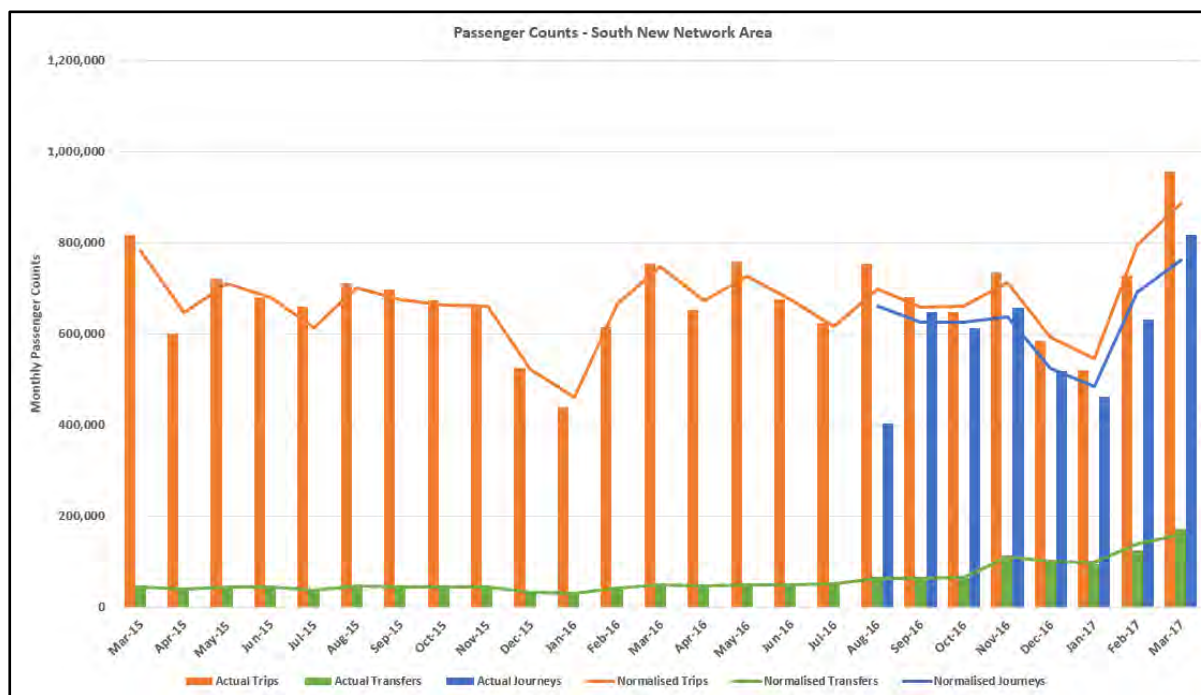
Train services totalled 19.0 million passenger boardings for the 12-months to March 2017, an increase of +19.4% on the previous year. Patronage for March 2017 was 2.2 million, an increase of +31.2% on March 2016 and +5.8% above SOI target (YTD +0.7%). March normalised adjustment ~ +17.8% accounting for special event patronage, with two more business day and two less weekend day/public holiday.

Ferry services totalled 6.1 million passenger boardings for the 12-months to March 2017, an increase of +6.3% on the previous year. Patronage for March 2017 was 0.59 million, a decrease of -0.9% on March 2016 and -10.5% below SOI target (YTD +1.3%), due to cancellations as a result of bad weather. March normalised adjustment ~ -2.9% accounting for special event patronage, with two more business day and two less weekend day/public holiday.

Rapid and Frequent services totalled 33.8 million passenger boardings for the 12-months to March 2017, an increase of +10.8% on the previous year. Patronage for March 2017 was 3.8 million, an increase of +27.1% on March 2016 and +11.3% above SOI target (YTD +4.5%).

Growth in South Auckland

In the South New Network Area for Mar-2017 there were 955,000 passenger trips, 171,000 transfers and 818,000 journeys, the highest for all measures on record since the completion of HOP implementation.

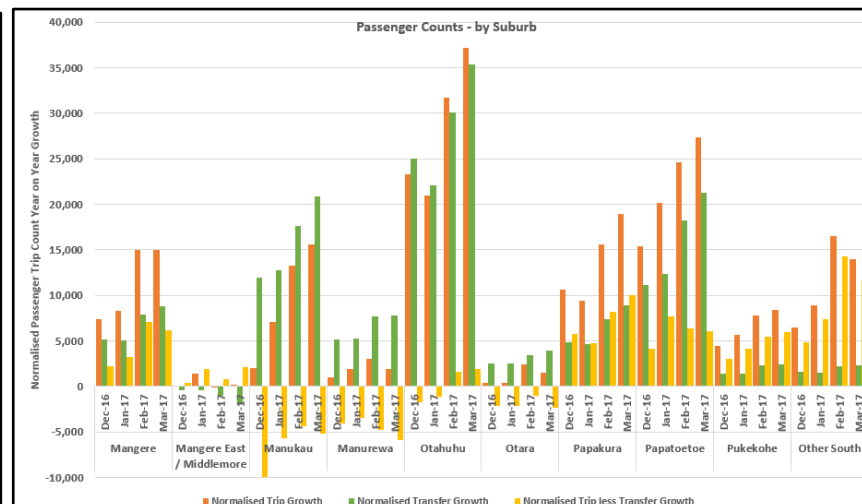
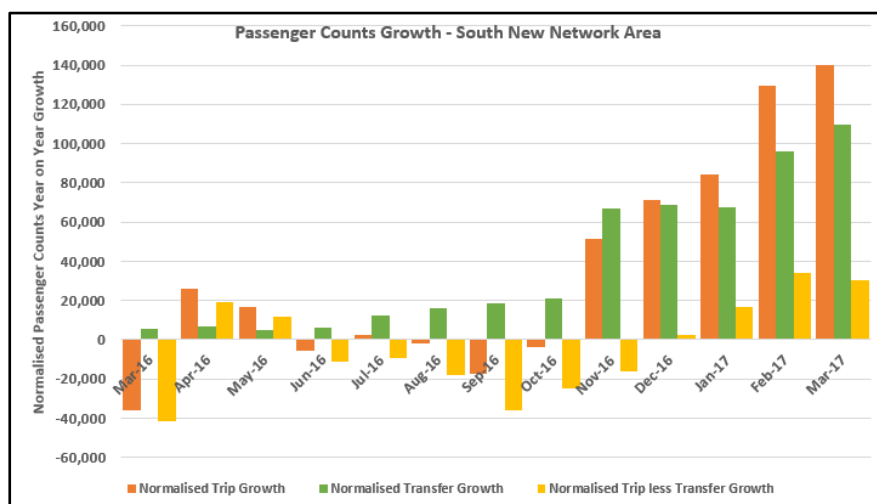


Normalised year on year growth in the South New Network Area for Mar-2017:

- Passenger trips have increased by +140,000 (+19%), the highest numerical growth on record since the completion of HOP implementation. Network wide (excluding SkyBus and ferry) the increase was +554,000 (+8%).
- Transfers have increased by +110,000 (+222%), the fourth consecutive month with transfer growth above +200%. Network wide +375,000 (+53%).
- Passenger trips less transfers (to give an indication in the growth of journeys as journey growth is unavailable until August 2017, a year after Simpler Fares implementation) have increased by +30,000 (+4%), slightly lower than February's result which was the highest growth on record. Network wide +179,000 (+2.7%).

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

- All reported suburbs saw positive growth in passenger trips, the highest numerical change at Otahuhu (+37,000, +48%) and Papatoetoe (+27,000, +23%).
- Mangere East / Middlemore saw a continuation of the decrease in transfers (-2,000, -38%), 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 (+35,000, +424%), Papatoetoe (+21,000, +548%) and Manukau (+21,000, +148%).
- Passenger trips less transfers had mixed results across the suburbs; positive at Mangere (+6,200, +22%), Mangere East / Middlemore (+2,200, +3%), Otahuhu (+1,900, +3%), Papakura (+10,000, +18%), Papatoetoe (+6,000, +5%), Pukekohe (+6,000, +37%) and Other South (+11,600, +9%) 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"> 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. An indicative business case is being developed for July 2017 for ferry fare integration (not fare equalisation) with bus and train zoned fares. The three potential solutions include using the single uniform discount functionality already existing, developing a supplementary charge for ferry fares or integrating only the monthly pass feature. In July 2017 AT Hop will implement a driver alert on the Bus Driver Console which will alert bus drivers if they have selected the wrong trip.
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 East Auckland Bus: 2Q2017 contracts awarded; December 2017 / early-2018 services start Central Auckland Bus: 2Q2017 contracts awarded; 2Q2018 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. Preferred Tenderers announced: <ul style="list-style-type: none"> Unit 03 Grey Lynn – Transportation Auckland Corporation Limited (NZ Bus) Unit 14 Mt Wellington – Go Bus Transport Limited Unit 52 Howick to Panmure – Go Bus Transport Limited Unit 53 Botany Cross-Town – Howick & Eastern Buses Limited. Negotiations for directly appointed units in the central area are progressing with two contracts agreed. Central and East service start dates have been switched due to prolonged negotiation with incumbent bus operators of Central negotiated contracts. Central and East contracts are planned to come into effect from: <ul style="list-style-type: none"> East Auckland – End 2017 to Early 2018 Central Auckland – 2Q 2018 Tenders for North are being evaluated; invitation to price responses for negotiated contracts revived April 2017. <p><u>Train:</u></p>

	<ul style="list-style-type: none"> A Contract Variation has been signed with Transdev Auckland. This agreement will run for a period of 30 Months, from 1 July to 25 January 2020. <p><u>Ferry:</u></p> <ul style="list-style-type: none"> Evaluation of contracted services tender bids continues with non-price evaluation completed in April.
<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"> The additional bus capacity provided in November 2016 and February 2017 paid dividends in March with the least challenging March Madness in recent years. Not only was patronage up on March 2016 to a record level of 6.7 million (+12.8% on March 2016), complaints and media/social media was considerably lighter. The 12 March 2017 train timetable update has operated reasonably with targeted improved performance in coming months. The timetable included run time improvements predominantly on the Southern & Western Lines, releasing 2x3-car EMU's to strengthen peak time services and add more capacity, in addition to the 1 Unit released from reduced turnaround times at Papakura in October. The train timetable change also saw the introduction of Parnell Station to the network. Investigation into digital advertising screens on the Northern Busway as part of broader future revenue opportunities. Digital commuter screen network now live and producing new revenues (30% above projected results for February and March).
<p>4. Bus New Network incl. Rapid & Frequent Service Network</p>	
<ul style="list-style-type: none"> Oct-2016: South bus service design implemented June-2017: West bus service design implemented Dec-2017 / early 2018: East bus service design implemented 2Q2018: Central bus service design implemented Mid-2018: North bus service design implemented 	<p>South Auckland (including Pukekohe and Waiuku): launched 30 October 2016</p> <ul style="list-style-type: none"> The first post-implementation timetable change occurred on 12 March, for the Airporter service and Pukekohe services, ensuring these services connect with the new train timetables. Further changes will be made on 30 April for all other services, which will optimise runtimes based on data collected post-implementation. This will ensure service reliability for customers by having timetables reflect actual runtimes. This is particularly important on routes where there had been no service prior to the New Network, and initial timetables at implementation could not be based on observed data. <p>West Auckland: target 11 June 2017</p> <ul style="list-style-type: none"> A total of eleven on-street events have been confirmed for late May and early June, which will give the public an opportunity to ask questions about the New Network face-to-face, and get help in planning their new journeys. Additional events may be added based on demand from community or interest groups. Briefings on the New Network for other parts of Auckland Transport, in particular customer-facing staff, as well as for bus operators, have begun. Based on the popularity of the previous iterations, new "Get Ready" videos, in a number of languages, have been prepared in advance of West Auckland implementation. These have been filmed so that they are also able to be used for other implementations of the New Network. <p>East Auckland: target Dec-2017 / early 2018</p> <ul style="list-style-type: none"> PTOM contract award process on-going. Work on public information for implementation is continuing. Infrastructure reviews are on-going. <p>Central Auckland: target 2Q 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"> PTOM contract award process on-going. <p>Waiheke</p> <ul style="list-style-type: none"> Planning of consultation programme and service design continues. Pre-consultation meeting with Local Board planned for early May 2017.
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5. Infrastructure Development

Train:

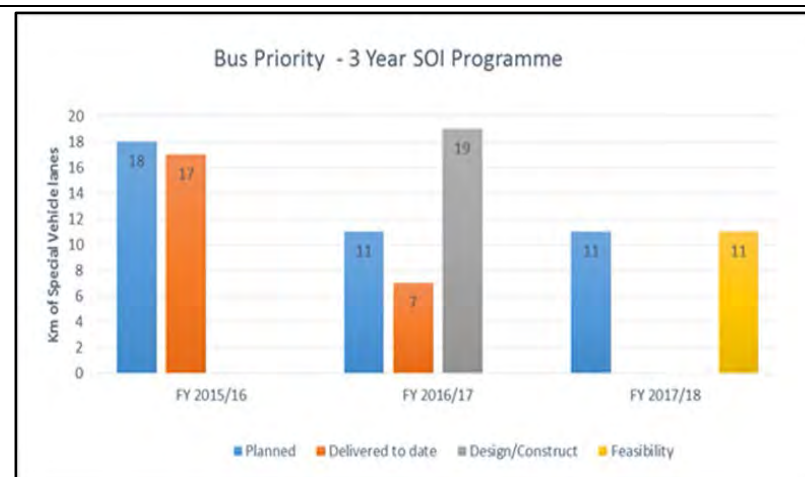
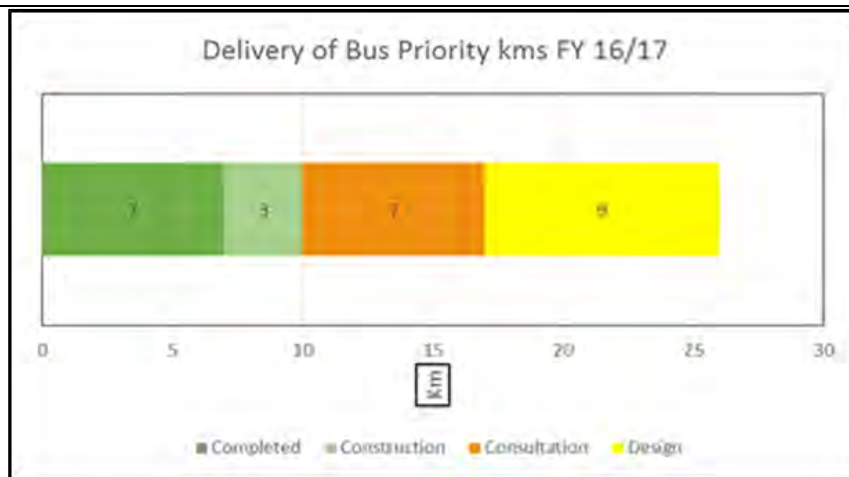
- Manurewa, Papatoetoe, Henderson and Parnell stations; designs are completed for electronic ticket gatelines to be installed by Q3-2017, Middlemore designs are being reviewed. Designs are also being developed for ticket gatelines for Glen Innes and Papakura stations.
- Parnell station opened 12th March 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.

Patronage for the first 4 Weeks of Operation:

	Boarding	Alighting	Total	Change from previous Week
Week 1	1215	1574	2789	N/A
Week 2	1354	1680	3034	2%
Week 3	1325	1588	2913	-4%
Week 4	1236	1493	2729	-6%
Total	5130	6335	11465	

Bus:

- Construction of new & upgraded stops for New Network – West is continuing and on-track. Around 198 new stops are planned with 60 complete, and a further 40 to be constructed in April.
- Double Decker Buses Clearance Project:
 - Great North Road Route. (Go-live date: 11 June 2017 in line with New Network West)
 - NX2 Route (Go-live date: TBD)
 - Route through Halsey St, Victoria Street and Waterloo Quadrant already cleared.
 - Manukau Rd, Remuera Road and Dominion Road 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:

- Half Moon Bay ferry new terminal was officially opened by Mayor Phil Goff and Howick Local Board Chair David Collings, along with Auckland Transport Deputy Chairman Wayne Donnelly on Friday 7 April. The new pier will play a pivotal role when the new bus public transport network for East Auckland is rolled out in late 2017 / early 2018, which will see improved bus services connecting with ferries at Half Moon Bay over longer operating hours to connect with extra ferry sailings.



- Benefits of the new ferry pier

- Ferry and bus services will be located in one area, providing easy transfers between bus and ferry
- Upgraded ferry-bus hub will better connect residents of the south-east to Auckland CBD
- Passenger ferry services will be separated from other marina users, improving passenger flows
- New ferry pontoon will provide enhanced levels of comfort, ambience and weather protection
- The upgraded pier will be functional, safe and accessible.
- 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.

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. All screens will be installed by early May.

6. On-Time Performance

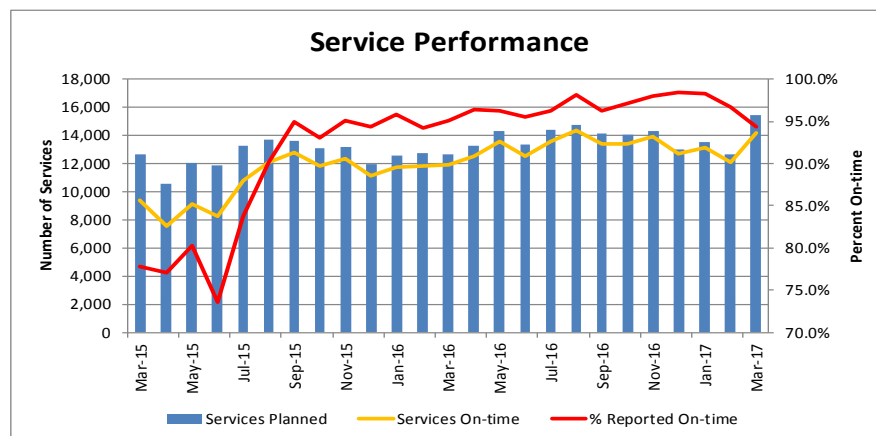
Train:

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 March 2017 service reliability was 97.7% compared to the 12 month average of 98.6% and 98.7% for February 2017. Service punctuality performance compared to services scheduled is illustrated in the chart below. Service punctuality (red line) was 94.3% compared to the 12 month average of 96.8% and 96.6% for February 2017.

There were 15,404 train services scheduled in March (blue bars) - the number of actual services operated on-time (yellow line) was 14,718.



Major incidents that affected March 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 in the Britomart Tunnel on 9 March just before the AM Peak caused significant disruptions on the network and a track fault at Newmarket and another one at Penrose on 14 March in the PM Peak caused delays and cancellations on the Southern, Onehunga and Western Lines.
- Electric Train Operations resulted in disruptions on one day in the month, where a train fault at New Lynn on 16 March in the PM Peak caused delays and cancellations on the Western Line.
- Other -Train Operations were affected by three third party related issues during the month. On 10 March and 12 March, severe weather conditions resulted in significant disruptions on the network and on 9 March late PM, severe weather also caused structural damage to the Pukekohe Station building which resulted in cancellation of the Shuttle service and which only resumed operations the next day in the late afternoon.

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 97.3% and punctuality was 93.3%. This was a decrease of 0.3% and 0.8% in reliability and punctuality respectively from February's performance, and a 1.8% and 3.3% increase for year-on-year March reliability and punctuality respectively.

Reliability at Start					
Operator	Business Unit	Mar-17	Feb-17	Month-on-Month Change	Year-on-Year Change
Whole of Network		97.3%	97.6%	-0.3%	1.8%
Metro Inner	NZ Bus	96.7%	96.5%	0.2%	1.3%
Metro Outer	NZ Bus	96.7%	97.5%	-0.8%	1.9%
North Star	NZ Bus	98.2%	98.5%	-0.3%	0.7%
Go West	NZ Bus	97.6%	98.3%	-0.7%	0.9%
West	Ritchies	97.2%	97.5%	-0.3%	-0.3%
North	Ritchies	97.4%	97.6%	-0.1%	0.6%
NEX	Ritchies	99.3%	99.4%	-0.2%	0.4%
Birkenhead Transport Ltd		97.5%	98.5%	-1.0%	0.9%
GoBus		97.3%	96.9%	0.4%	
Howick & Eastern		97.7%	97.4%	0.3%	2.9%
Ritchies Murphy					
SkyBus		95.1%	93.7%	1.4%	6.6%
Urban Express		98.0%	98.8%	-0.8%	0.0%
Waiheke Bus		99.5%	99.5%	0.0%	2.2%

Punctuality at Start					
Operator	Business Unit	Mar-17	Feb-17	Month-on-Month Change	Year-on-Year Change
Whole of Network		93.3%	94.1%	-0.8%	3.3%
Metro Inner	NZ Bus	92.6%	92.6%	0.0%	3.5%
Metro Outer	NZ Bus	92.0%	94.0%	-2.0%	3.7%
North Star	NZ Bus	94.8%	95.5%	-0.7%	1.2%
Go West	NZ Bus	93.9%	95.5%	-1.6%	2.1%
West	Ritchies	92.8%	93.0%	-0.2%	0.4%
North	Ritchies	93.0%	93.0%	-0.1%	0.8%
NEX	Ritchies	98.2%	98.4%	-0.2%	0.0%
Birkenhead Transport Ltd		93.1%	95.6%	-2.6%	1.7%
GoBus		92.5%	93.2%	-0.7%	
Howick & Eastern		94.4%	94.3%	0.0%	6.1%
Ritchies Murphy					
SkyBus		89.0%	86.0%	3.0%	-0.2%
Urban Express		94.1%	96.1%	-2.0%	-0.2%
Waiheke Bus		97.9%	97.5%	0.4%	6.4%

- During March this year a reduction in customer waiting times, (typically under 10 minutes), a 23% reduction in overcrowding and a 40% reduction in complaints was seen as an indication that our customers received a better 'March Madness' experience than in previous years. Runtime improvements were made to North Shore services to ensure that services are punctual, especially at the start of each bus trip. Also significant capacity has been added to the Northern Busway and Onewa Road where the first 4 of 8 double deckers commenced services on Birkenhead routes, 21 additional inbound and 13 outbound trips were added to the NEX between Albany and the city, and 11 additional trips and 8 new double deckers have been added to the 881 service between Albany and Auckland University.

Ferry:

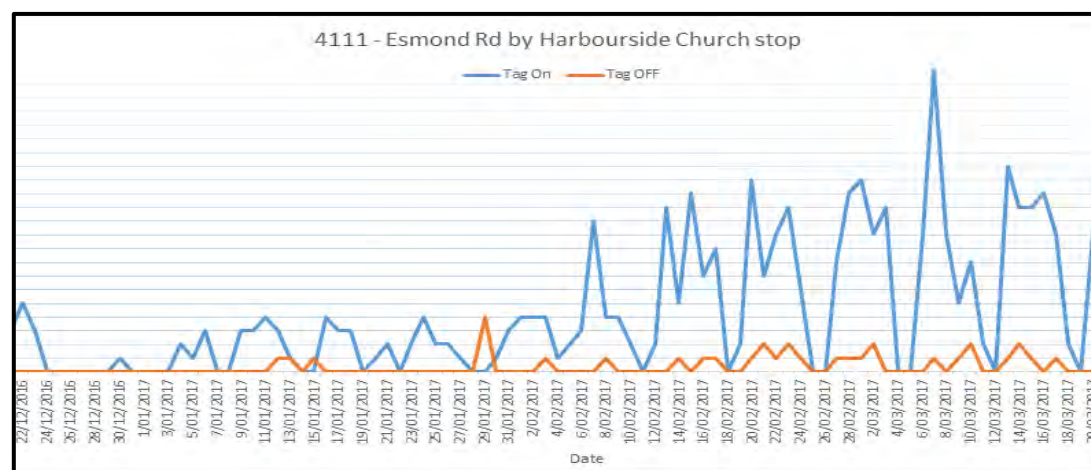
- Service delivery (or reliability) is the proportion of ferries not cancelled in full or part and arrive at their final destination. Punctuality is the proportion of ferries that were not cancelled in full or part and that departed their origin within -59 seconds and +4:59 of the scheduled time.
- For March 2017, 98.63% 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 March 2017 was 95.94%.

Route	Harbour	Scheduled Trips	Reliability	Punctuality
Bayswater	Inner	1,074	99.07%	95.90%
Half Moon Bay	Mid	682	94.87%	86.66%
Birkenhead	Inner	1,156	99.39%	95.16%
Gulf Harbour	Outer	414	98.31%	98.31%
Hobsonville	Mid	230	95.22%	95.22%
West Harbour	Mid	621	99.84%	99.84%
Rakino	N/A	54	100.00%	100.00%
Pine Harbour	Outer	940	100.00%	100.00%
Total		5,171	98.63%	95.94%

- Extreme weather on 7 days in the month affected performance on all routes. These weather and marina conditions, coupled with continued vessel breakdowns, resulted in performance being below expected thresholds for several services. Meetings are arranged with affected operators in early April to identify and deliver management, operational or timetable solutions to current service performance levels.

7. First & Final Leg

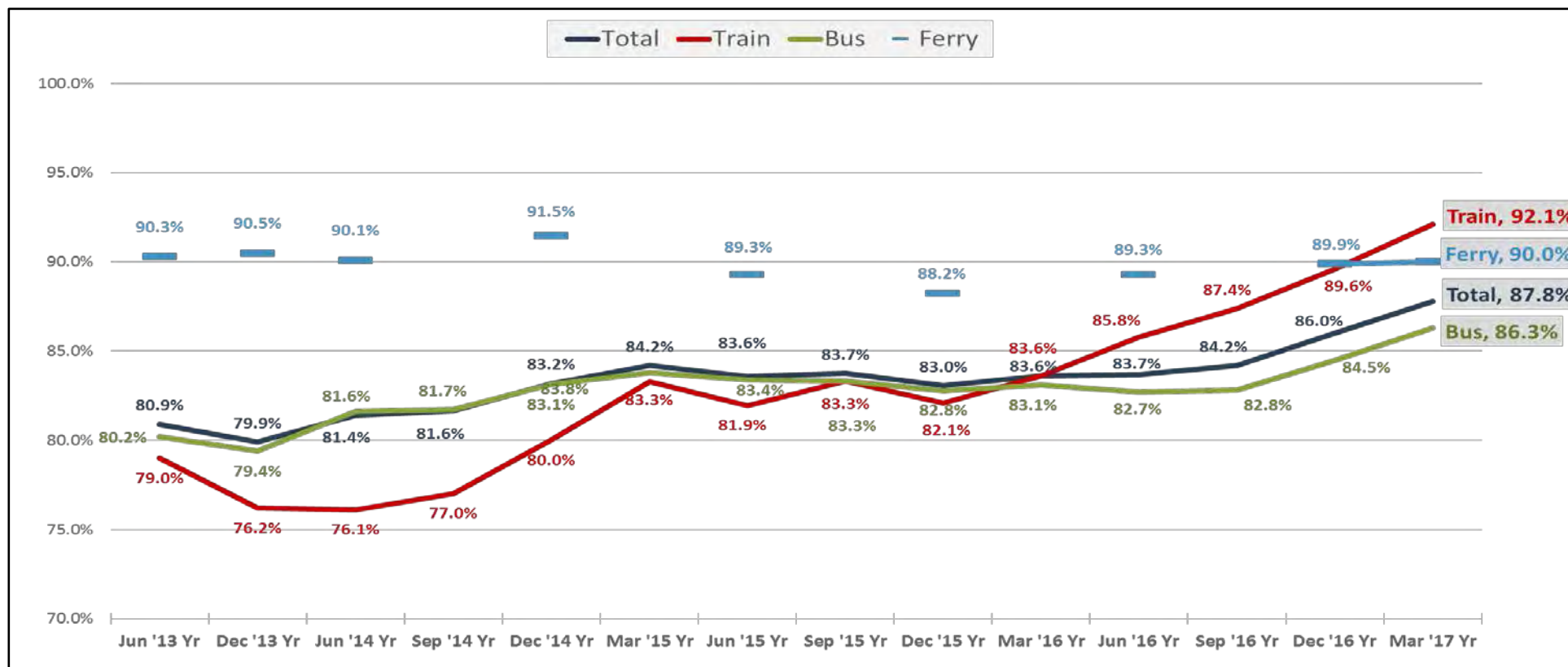
- A small 'street marketing' promotion commenced in February to increase usage for the Esmonde Road Park and Ride which opened in December (owned by Harbourside Church and operated by Wilsons). Usage has increased slowly, and is expected to increase further on the back of a flyer drop to local residences and businesses), and as traffic congestion continues through March & April.



8. Customer Experience

Customer Satisfaction

- Results for the March Metro Customer Satisfaction Survey have been published.
 - Overall satisfaction continues to climb, now at 87.8%.
 - Trains are now at the highest recorded level of 92.1% led by a further increase in value for money driven by Simpler Fares.
 - Significant increase for buses too, now at 86.3%.



Figures reported are based on 12 month rolling average results. Note: From Mar 2017 ferry services are surveyed quarterly (rather than on a six-monthly basis)

Multi-modal

- The new small digital advertising screens which were installed in Britomart in February are providing strong additional digital sales revenue from QMS.
- Following the successful completion of coffee kiosk trial at Papakura station the concept has now be extended to Otahuhu Station.

Digital

- In March, there were just over 42,000 customers that had used the 'Track my Bus' Mobile App, up significantly on the 27,000 from January. Similar AT Metro continues to grow, with 75,000 users in March.
- There was a significant increase in activity on AT.govt.nz in March, with total page views rising to 4.24 million, up from 3.42 million in February. This step-change in activity represents a 24% month-on-month increase compared to February, which was in turn a 25% month-on-month increase from January. As with the "Track my Bus" App, is primarily driven by the commencement of the 2017 tertiary 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. Two additional features were released in March:
 - 'Track my Train' - the ability for customers to track how far away there train is in real time using the Real-time Board
 - Notifications are now able to be received on a wearable device like an Apple Watch. A handy way for customers, at a glance, to get a reminder of how close their bus is, or when to get off.

Future enhancements include AT HOP balances, Track my Ferry, edit a saved journey, and improvements to notifications.



Customer Service Centres



The total customer visits to the Customer Service Centres (CSC) for March 2017 (119,543) were 35,610 (+42.4%) above February's visitor numbers (83,933). However, they were 18,061 (-13.1%) below the March 2016 total of 137,604. Total Customer Service Centre visits in the three months from January 2017 to March 2017 were approximately 266,000, compared to almost 311,000 in the comparative three-month period from January 2016 – March 2016, a decrease of approximately 45,000 (-14.5%).

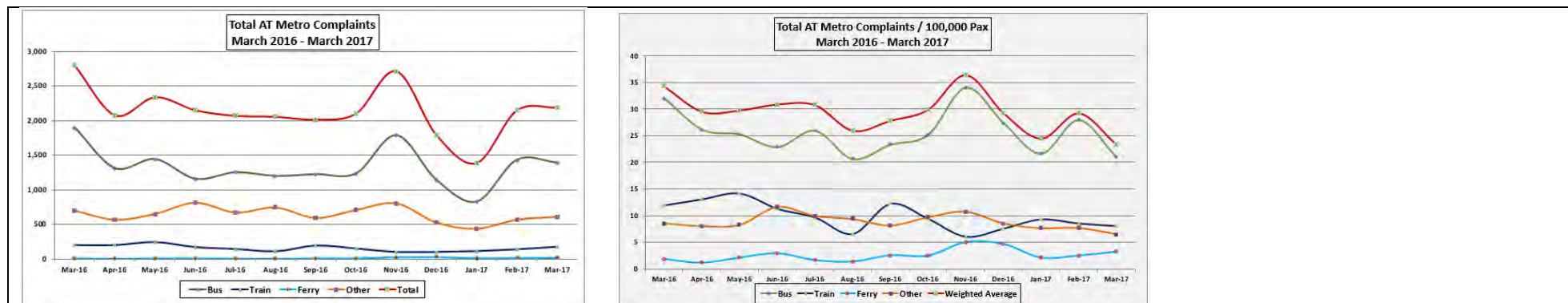
The primary factor contributing to the increase in March 2017's visitor numbers compared to February 2017 was the growth in concession-related activity, driven mainly by the commencement of the tertiary academic year. Customer volumes increased from just over 14,000 up to over 36,800, an increase of approximately 26,800 (+191.4%). This increase reflects the importance of the tertiary concession as both a customer acquisition and retention device. The availability and benefits of the tertiary concession were promoted via a robust multi-media campaign. Additionally, AT Metro established a number of additional temporary Customer Service Centres at both tertiary institutions and at AT Metro infrastructure to assist with the processing of tertiary concessions. These tertiary sites included University of Auckland, AUT and Unitec.

AT Metro also positioned the AT Metro Lounge in Lower Queen Street to support this initiative and provide additional capacity, taking pressure away from the Britomart CSC. Additionally, AT HOP card sales and top-up activity increased from 22,100 in February to 29,300 March, an increase 7,200 (+32.2%), reflecting the acquisition of new tertiary customers. There have been 1,144,000 visits to the AT Metro Customer Service Centres, an average of just under 3,140 visits per day. This compares to just over 1,109,000 for the 12 months to March 2017, an increase of over 35,000 customers (+3.2%) during the period.

- The AT Metro Lounge was relocated to Queen's Wharf to support World Masters Games from early April.

Customer Complaints:

- Total complaint volumes increased slightly in March to 2,187, up from February's adjusted total of 2,144, representing a rise of 43 (+2.01%). However, March 2017 complaint volumes (2,187) were significantly lower than for March 2016 (2,794), representing a decrease of 607 (-21.7%) year-on-year. The increase in March 2017 complaints compared to February 2017 reflects the start of the "March Madness" period, although the total volume is considerably lower than anticipated. This must be caveated by the fact that an issue was identified at the end of March, whereby some customer complaints had not been processed correctly, resulting in total volumes being understated. The issues will be resolved in April, so it will be necessary to review the total performance over the two months at the end of April.
- Complaints per 100,000 Pax also decreased in March, falling to 23.39, significantly below February's adjusted total of 29.24. This must be caveated by the fact that an issue was identified at the end of March, whereby some customer complaints had not been processed correctly, resulting in total volumes being understated. The issues will be resolved in April, so it will be necessary to review the total performance over the two months at the end of April.



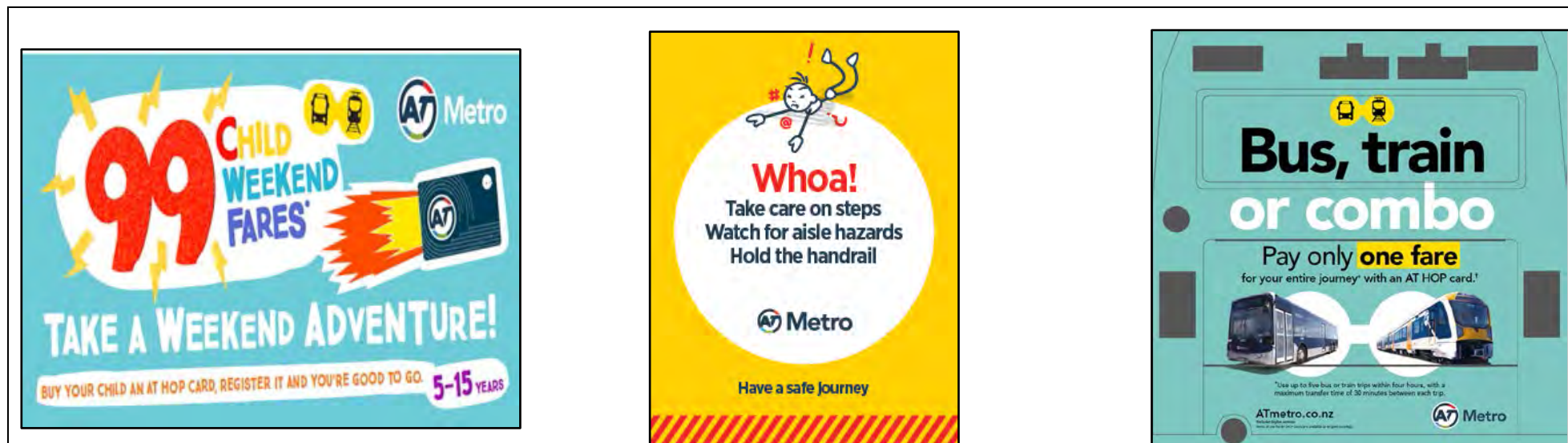
- Due to the 9-month closure by the NZ Transport Agency of the Orams Road motorway overbridge in Manurewa, route 366 and one school bus route will have a significant route changes from 22 April 2017. All passengers will still be able to board and alight on the same streets but the order of stops is changing and the bus will go in the opposite direction on some streets (Everglade Drive and Redoubt Road)

9. PT Adoption Marketing and Promotional Campaign Programme

Promotional activity has been lower during the busy March/April period. Promotional activity has centred on:

- The 99 cent children weekend fare promotion continued online.
- Customer communications about the opening of Parnell, new limited stop services on the Onehunga Line and the closure of Westfield Station.
- The continuation of the 'simpler fares' campaign – focused on 'bus, train or combo and pay only one fare for the entire journey.
- A safety campaign will be run in April to highlight the importance of watching out for aisle hazards and to hold the handrail during their journey if standing.
- AT Metro offers free Travel for Veterans on ANZAC day - Tuesday 25 April 2017. Passengers who show their Veteran's SuperGold, SuperGold or RSA membership card can travel free on any AT Metro bus, train or ferry.
- Following the launch of the new South Network, AT Metro has secured 24 bus backs that are now in the marketplace to promote the new frequent bus services, including F31, F32, F33. 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 will be 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.

New customer campaigns are being developed to promote (i) bus & train frequency (ii) pricing and simpler fares and (iii) AT Mobile. These will be in-market during April, May & June.



10. AT Metro Safety & Security

Train:

- Counties Manukau Police led an anti-truancy programme with ATOC throughout March. Operation 'Attend' targeted areas across the network, where truants were known to congregate.
- Security incidents recorded in March are tracking lower when compared to the same period in last year, though a rise in the number of assaults, on both staff and other customers.

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.