

Business Report

Recommendation:

That the Chief Executive's report be received.

Prepared by:

David Warburton, Chief Executive

Corporate

Finance

Planning for the CRL separation is well underway with processes being set-up for the transition period of 1 July to 30 September. This will allow for financial separation. Until CRL has its own systems AT will continue to support CRL from a financial perspective.

The draft 2017/18 budget has been submitted to Auckland Council and Councillor workshops were held in early May.

Preparation and planning for the 2016/17 annual report has commenced.

Planning has begun for AT HOP card volumes to exceed level one merchant status with associated higher security requirements.

Regional Land Transport Plan Funding

During April and May, the following projects were approved for funding by NZ Transport Agency:

- ACN City Centre Network Package - Tamaki Drive (Plumer Street to Ngapipi Road) (Implementation) - this activity has been conditionally approved for \$3.8 million. The precedent condition is to confirm that all relevant consents have been obtained
- PT Safety, Security and Amenity (Gating) (Implementation) - this activity has been approved for \$13.98 million
- ACN City Centre Network Package - Karangahape Road Cycleway (Implementation) - this activity has been approved under the Delegated Funding Authority for \$4.74 million

- ACN Links to Public Transport – Links to New Lynn (Implementation) - this activity has been approved under delegated funding authority for \$1.86 million
- Northcote Safe Cycle Routes (Construction) - this activity has been approved for \$17.15 million
- Chapel Road Realignment and New Bridge (Detailed Business Case) - this activity has been approved for \$284,000
- Emergency Works – West Auckland March 2017 Storm Event - this activity has been approved for \$101,002
- Brookby Road Shape Correction (Implementation) - this activity has been approved under Delegated Funding Authority for \$1.32 million.

Procurement

15 tenders were published in May with an estimated value of \$26.5 million. Five of the tenders had an estimated value of over \$2 million.

Tender	Type
Transport Monitoring Services Panel	RFP
Roading Structures - Asset Management and Systems	RFP
Metro Structures and Facilities	RFP
Waitemata Safe Route Cycleway Richmond and Garnet Roads to Surrey Crescent - Physical Works	RFP
Downtown Ferry Terminal Pier 3 replacement	RFT

123 contracts were created in May with a total value of \$38.2 million. Five contracts had a value of over \$2 million.

Contract	Supplier
Contractor for main hard fit out	Focus Interiors Limited
Teed Street Streetscape Improvements Project	John Fillmore Contracting Limited
Papaka Road Construction, Signalisation and Hingaia Road Localised Widening	Intercivil Limited
Dominion Road Bus Lane Improvements – Engineering and Urban Design Services	Beca Limited
Lincoln Road tie-in with SH16 Interchange – Physical Works	NZ Transport Agency

Auckland Unitary Plan Operative in Part (AUP)

The operative version of the Auckland Unitary Plan (AUP) was released on 4 November 2016. One hundred and six 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 hundred and six appeals, AT has an interest in approximately twenty one. Approximately ten of these appeals have been resolved or withdrawn, four are on hold and/or awaiting information, and the remaining seven will potentially 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 2017.

AT has recently submitted evidence for the appeals on the Future Urban Zone which is expected to go to hearing in July and is currently participating in mediation processes for appeals addressing rural planning matters.

AT rollover designation in the Unitary Plan

On 24 May 2017 the Environment Court provided a consent order / decision that settles both appeals to the Titirangi Road widening designation.

All AT designations from the rollover process are now without challenge and (with the exception of the Titirangi Road designation) are legally effective in the Part Operative Unitary Plan with lapse periods of: 5, 6, 10, 12, 15 and 30 years (a number have expiry dates such as 2035, for example). In the coming months the Titirangi Road designation will also be included in the Unitary Plan.

Notices of Requirement - the NZTA

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 2017.

AT has submitted its evidence on the East West Link and is preparing evidence for submission on the Northern Corridor Improvements which was submitted on 25 May 2017. AT is providing several briefs of evidence on each project on matters such as walking and cycling, public transport, management of operation and construction transport effects, and planning matters.

Expert witness conferencing is taking place in May - June for the East-West Link proposal, with the hearing process to commence 27 June and conclude 25 August 2017 (proposed date).

The hearing for the Northern Corridor Improvements is set to commence on 18 July 2017.

Urban Development Authorities Discussion Document

The Ministry of Business, Innovation and Employment (MBIE) released a discussion paper in February 2017 on Urban Development Authorities (UDA), comments were due 19 May 2017.

AT worked closely with AC on the review of this document and provided input into AC's submission. AT prepared a supplementary letter to further clarify and build on the comments raised in the AC submission. AT supports in principle the proposal for Urban Development Authorities. Additional comments were provided by AT on the following matters:

- Establishment and development process - funding is a necessary requirement to facilitate growth; need for appropriate governance during the establishment of a UDA; development needs to respect regional priorities; further involvement of territorial authorities to agree changes to powers and/or strategic direction
- Engagement with infrastructure providers - need to involve AT in the UDA process including seeking agreement for changes
- Public transport - need to seek agreement of AT for any changes to the Regional Public Transport Plan or public transport network requirements
- Designations - designation powers should not preclude another designation; need to involve AT in the design of designations to ensure consistency

- Design, transfer and operation of infrastructure assets - changes to trunk infrastructure should be with the agreement of the asset owners; need for AT to have the right to object to development plans in the same way as affected parties; infrastructure must be designed in accordance with relevant standards and codes.

Panuku Development Auckland urban renewal initiatives programme

AT continues to work collaboratively with Panuku Development Auckland (PDA) on its programme of urban renewal initiatives. PDA's major focus areas are Avondale, Manukau, Takapuna, Onehunga, Henderson, Wynyard Quarter, Papatōetoe and Northcote.

- Henderson - the High Level Project Plan has been approved by the Planning Committee
- Avondale - the regeneration plan has been upgraded from 'support' to 'unlock' status. The next step will be to prepare an over-arching plan for presentation to the Planning Committee later in the year
- Takapuna – agreement in principle has been reached with PDA on how best to release at-grade sites for development while ensuring that the long-term parking demands in Takapuna are best met
- Northcote – AT is now involved with scoping PDA's proposed upgrade of Lake Road Northcote to support place-shaping aspirations, and is working to ensure integration with the Northcote Safe Cycle Route. This is also being integrated with HIF proposals.
- Manukau – PDA has commissioned early design work for its proposed 'sleeving' development around the Ronwood Car Park.

Housing Infrastructure Fund (HIF)

On 31 March 2017 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) \$1 billion 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. MBIE's in principle recommendation to Ministers is expected by end of June 2017.

Airport Strategic Initiatives

AT, NZTA and the Airport Company have jointly completed a programme business case for improving access to the airport. The business case anticipates doubling the frequency of the existing 380 bus route to the airport by the end of the year with more bus routes servicing the airport by 2020. These additional bus routes would be through added or extended bus services to the airport from New Lynn, Sylvia Park and Botany with an upgrade of the Puhunui rail station to a full bus/rail interchange also envisaged by 2020. AT is also progressing business cases for the route protection of the Airport to City and Airport to Botany mass transit corridors.

ITF Study

Since late 2016, the International Transport Forum (ITF) has been carrying out a study on shared mobility in Auckland. This is a study that examines the impact of replacing car and bus trips with fleets of shared vehicles such as shared taxis that might take up to four passengers and taxi-buses that might take up to 16 passengers. Results could potentially include reduced congestion, reduced emissions, provide better access to transport, reduced private vehicle ownership, and a need for fewer parking spaces.

The study is based on a pilot study run in Lisbon and was commissioned by the Ministry of Transport in partnership with Auckland Transport. Auckland Transport has provided data. The ITF is carrying out similar studies in Helsinki and Dublin, and has received interest from other cities around the world.

Part of the process has included focus group meetings run in Auckland in March 2017 and an online survey sent to Auckland members of the panel who take part in the Ministry's New Zealand Household Travel Survey. Feedback has been generally positive toward the idea, although respondents have wanted more detail on aspects such as cost, travel time etc. and would want to see the shared mobility services in action before committing. Among the finding so far is that some segments of the population would be more open to using shared mobility services (e.g. older people, women, and current bus users, although women in particular have cited safety concerns when sharing a vehicle with strangers).

Based on this feedback, ITF is now running a series of scenarios looking at the impact of different levels of uptake of shared mobility based on Auckland's current and projected population and land use. ITF expects to provide a draft report by the end of July and a final report, subject to Ministry and Auckland Transport feedback, by September 2017. ITF representatives will be visiting New Zealand at the end of November 2017 to discuss the results of the report.

Alternate Pricing Project

The Government and Auckland Council have agreed on Terms of Reference to establish a project to investigate smarter transport pricing in Auckland.

Options could involve varying what road users pay at different times and/or locations to better reflect where the cost of using the roads is higher (i.e. where there is congestion). This could encourage some users to change the time, route or way in which they travel.

A key factor in consideration of any options will be the access people have to public transport and other alternatives.

The Government has also made a clear undertaking that any form of variable pricing will be primarily used to replace the existing road taxes that motorists pay.

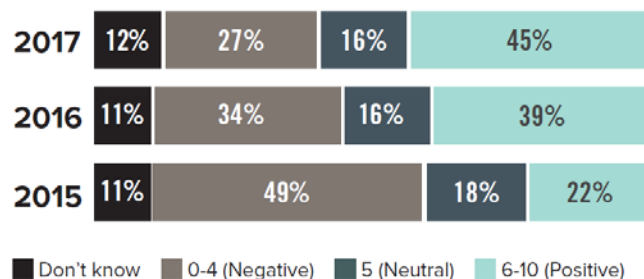
Officials from the Ministry of Transport, Auckland Council, Auckland Transport, the New Zealand Transport Agency, Treasury and the State Services Commission will work together and engage the public to develop and test different options.

The first stage of the project, which will lay the groundwork for assessing pricing options, is expected to be complete by the end of 2017.

Auckland Smarter Transport Pricing Project Terms of Reference are available at www.transport.govt.nz/smarterpricing

Customer Insights

OVERALL STATE OF CYCLING



The annual Active Modes survey has identified significant improvements in perceptions of the quality of provision for cycling in Auckland and a continuation of increases in cycling activity.

- 45% of adult Auckland residents rate the 'overall state of cycling in Auckland' positively, up 6% from 2016
- One in three not ever cycling (up 4%), while 14% cycle once per week or more (up 1%, continuing the trend since 2014).

Active Modes Survey 2016, Q24, n=1,400. Overall, how do you view the current state of cycling in Auckland? Able bodied

Customer Contact Metrics – April 2017

Service Level

AT Metro – 41% AT HOP – 67%, AT HOP Retailer – 68%, Auckland Council (all other calls) – 41%

Abandonment rate

AT Metro – 22%, AT HOP – 9%, AT HOP Retailer – 10%, Auckland Council (all other calls) – 13.8%

Average wait time

AT Metro – 1.33 minutes, AT HOP – 43 seconds

Volumes:

Calls – AT Metro – 22,935; AT HOP – 10,656; AT HOP Retailer – 102; Auckland Council (all other calls) – 19,705

Total:

53,398

Written – AT Metro – 4,265, AT HOP – 903, AT General – 6,642, Road Corridor – 3,968, Transport Services – 8,007, Customer Liaison Including LGOIMAs) – 1,264

Total: 25,049

Factors Impacting Customer Contact Metrics

- A backlog of over 1,300 AT Metro cases, 'found' in CRM, have now been cleared
- The telephony system, did not open or close correctly on Good Friday and Easter Monday. This was due to Spark / BT failing to implement the hours change for the public holiday. Phones opened later than requested on both public holidays which meant staff were available and working but no customer calls were able to be delivered, and phones failed to close at the correct time of 6pm. This resulted in customer calls coming through and then abandoning, and impacting service level – effectively service level is 0% for these periods
- Two fire drills took place in April. We were unable to set in place the voice recording advising customers of the reason calls could not be answered. This is because it takes longer to set the voice recording than it does to return from a fire drill. As a result, there were a higher than normal volume of abandoned calls, impacting service level
- The telephony system went down after AT made changes to address the ransomware threat. The fix for the ransomware threat was within windows 10. Windows 10 is not compatible with CIC which requires a higher version which is underway now. The system was down for almost 24 hours. In this time, a small number of agents could operate (at one point this was down to just one agent). This meant that calls

continued to come through but were not able to be answered. This resulted in a higher than normal number of abandoned calls, and poor service levels

- It is important to note that whilst callers are only waiting a minute, we are undertaking an improvement programme across the operating system of the contact centre
- System issues impacting in April:
 - CIC not routing written cases resulting in all written customer interactions backing up and creating a queue, without agents being able to action
 - AT website unavailable resulting in customers calling AT for information
 - CCCWP not available resulting in agents and customers unable to action AT Hop functions for example, see interactions
 - RAMM and CRM not interacting correctly and resulting in duplicates and the requirement to manually reconcile which CRM cases had gone through to the contractors and which had not; it also resulted in some frustration from contractors receiving duplicate jobs.

Upcoming Projects/ Areas likely to impact queues include

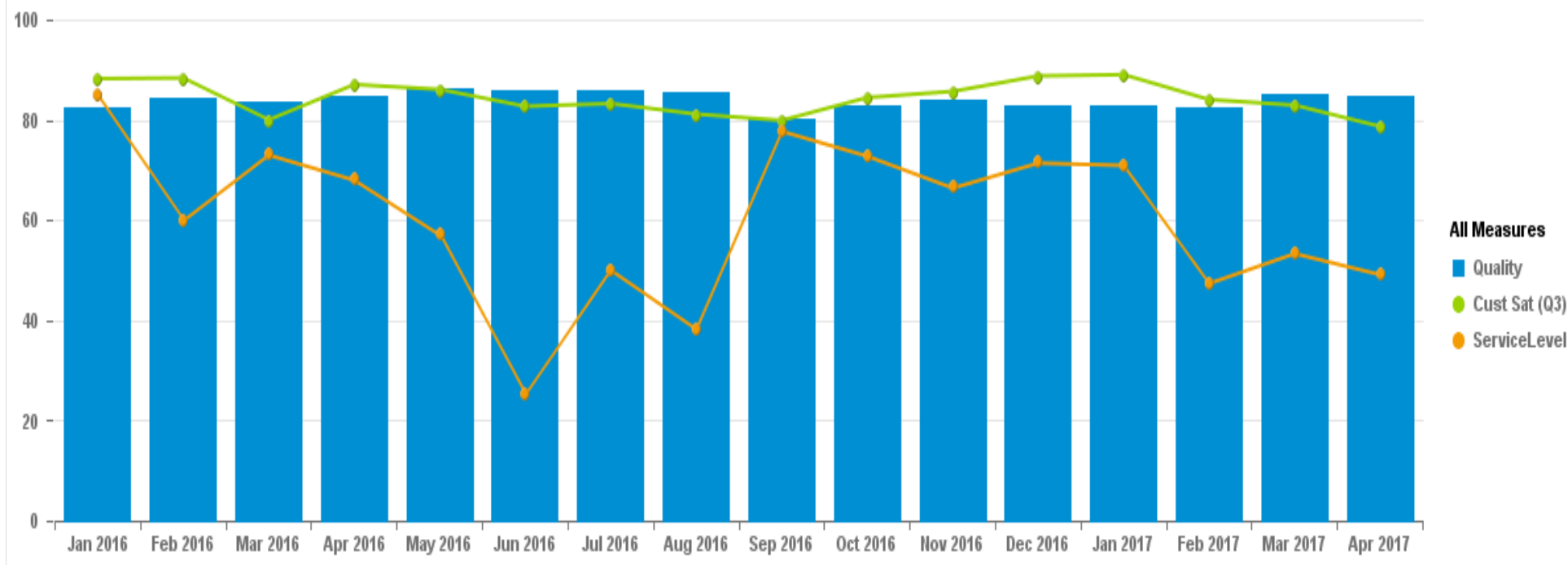
Western Network changes / consultation, customer communications begin in May.

Strategies to reduce impact of factors impacting Customer Contact Metrics

- Customer Contact attendance at Job Fest with view to attracting good candidates – there is an assessment centre to follow this month
- Bot / Artificial Intelligence strategy meeting with Microsoft taking place in May – this will assist in automating some of our high volume / low value interactions
- FAQs for pothole enquiries are ready for launch in May with view to reducing repeat customer contact
- Work underway to eliminate multi's (where our customers ask more than one question requiring responses from more than one business unit), which require significant coordination time from Customer Contact with limited added value and where resource can be released and reinvested
- Overtime continues to be offered across all queues

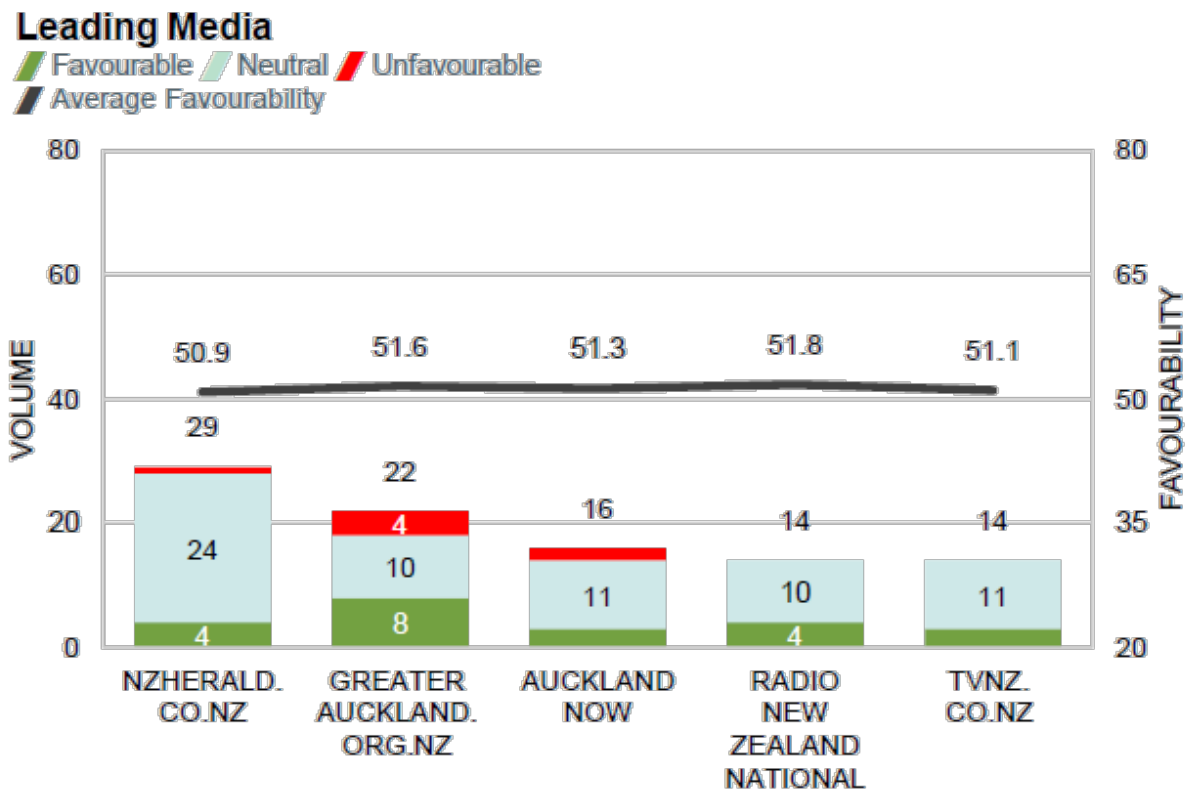
- IVR review has been nominated to Customer Central, although it has not yet been promoted - a change in IVR configuration would reduce the volume of calls transferred (wasting time) and impact the experience and satisfaction the customer has
- Portals are under CRM Sprint 1 due for delivery in June. It will be crucial to ensure that this development is leveraged quickly and effectively to make FTE gains and reinvest in delivering service level
- Road Corridor Delivery cases not requiring feedback are being identified and system changes made – this will assist to free up resources.

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	Apr 2017
Quality	82.449	84.393	83.499	84.955	86.176	85.996	85.985	85.42	80.239	82.938	83.833	82.833	82.798	82.664	85.311	84.691
Customer Sat (Q3)	88.21	88.341	80	87.037	86.056	82.682	83.234	81.119	79.861	84.429	85.66	88.75	89	84.018	82.906	78.659
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	49.403



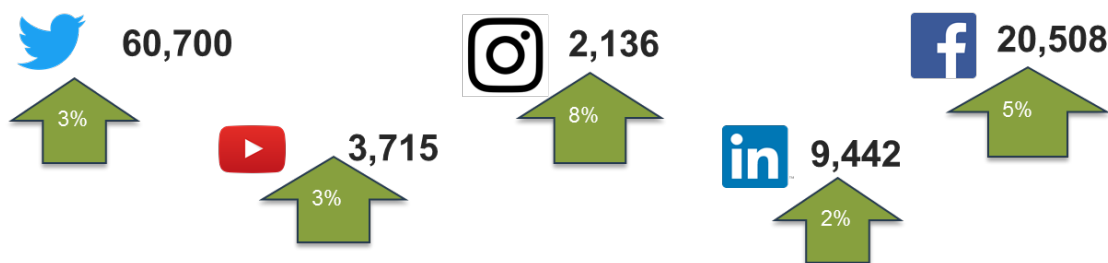
Media

Monthly analysis of mainstream media shows a total volume of 274 reports. Key stories include new director appointments, weather events and impacts on roads, World Masters Games, and a number of cycling projects.

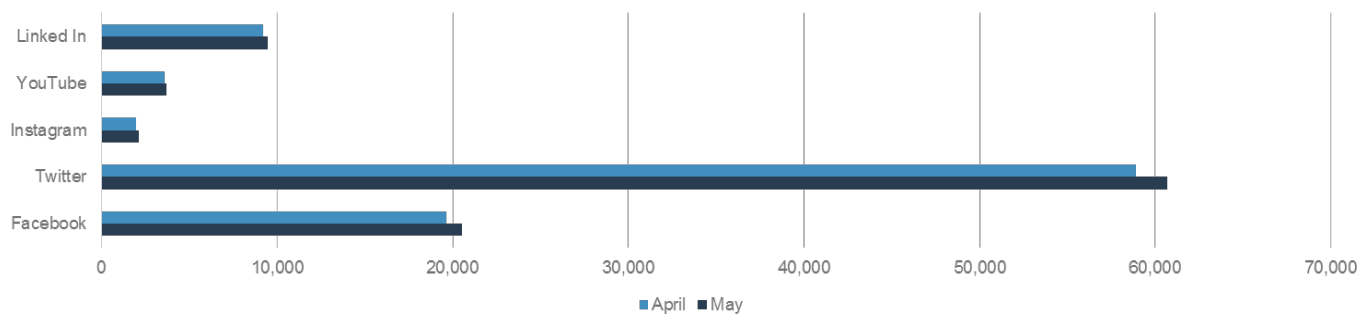


AT's social media presence continues to grow with more than 20,000 Facebook followers and more than 60,000 followers on Twitter.

People who like us



AT Social Media Followers: Month vs Month



• Arrows show the percentage change on previous month

This month AT livestreamed (on Facebook) the opening of the Greenways cycleway project in Grey Lynn. This post was not proactively promoted or “up-rated” with online advertising but still managed to achieve close to 4,000 views.

Organisational Development – Talent

Diversity and Inclusion: We have finalised the 2017 AT Diversity and Inclusion Leadership team. This consists of 10 staff from across AT, who will validate, inform, govern and lead our strategy. We have also finalised our ageing workforce strategy, which will focus on building our organisational and individual capability, attraction and retention, knowledge continuity, transition options and strengthened health and wellbeing for our staff.

Early careers programme: A successful recruitment campaign with over 800 applications received for our 2018 programme. Shortlisting has progressed with assessment centres and panel interviews taking place prior to offers in early July. 27 positions will be offered, to be augmented with Cadets and First Foundation candidates in coming months.

Election Signage Bylaw Review

Consultation on the bylaw review closes on 26 June. The proposed bylaw sets out provisions to regulate elections signs on private sites, public sites (owned or managed by AT), and on vehicles. It replaces a variety of provisions that were put in place across Auckland by the previous legacy councils.

The main purpose of the proposed bylaw is to ensure safety issues are considered and amenity values retained when candidates erect election signs. The main change would see the removal of the present restriction limiting the display of signs on private property (including, for example, consented billboard sites) to a nine-week period preceding an election.

Erecting election signs within the road corridor will continue to be at the discretion of Auckland Transport. For more information, visit: <https://at.govt.nz/about-us/bylaws/election-signs-bylaw/>

Local Boards

Local Boards are in the midst of consulting on their Local Board Plans. Many are running 'Have Your Say' events and Auckland Transport staff are participating in these. In many cases the local boards are consulting on projects they are anticipating constructing utilising the Local Board Transport Capital Fund (LBTCF).

This month senior staff, along with Board member Mark Gilbert, presented AT's third quarter report to Local Board members from across the region. The report was also presented to AC's Finance & Performance Committee. The Local Board session also included a presentation on AT's capital prioritisation process and how Local Boards will be engaged with through the LTP refresh.

Two significant projects delivered with the assistance of Local Boards and their capital funds were opened – the Sandringham Road Extension Cycleway (Puketapapa) and the Grey Lynn Greenways walking and cycling project (Waitemata).



Business Technology

- **Event and Incident Management Solution (EIMS):** Integration into NZ Transport Agency systems to reduce double entry / re-keying of information for ATOC Smales operators is in final test phases, and is due to be deployed by 30 June. All work on this solution has been completed to support the Waterview Tunnel opening. Additional data sources / feeds have been identified for inclusion in the enhancements roadmap to increase the information available to users, and will be scheduled as part of continuous improvements. AT are in discussions with the NZ Transport Agency to make this a national solution that could also be used in Wellington and Christchurch.
- **AT HOP Web Rebuild** project is working to achieve a go-live date in late August. A full testing programme is in flight. 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. Delays with getting the Thales interfaces to work reliably continue to delay this project.
- **Microsoft Things That Move (Ferry and Bus disruption management solution):** Phase 0 (the initial planning and development phase) of this project commenced on 17 May and will continue for an initial period of 90 days. Two key work streams have been identified to help solve operational issues with both Ferry and Bus and the specific problem statements have now been defined. The first showcase of what can be delivered in Phase 0 will be presented by the first week in June. The (reusable) data staging environment build is underway. The GIS team is focussing on the provision of an ESRI platform in Azure that will support the delivery of Things that Move location intelligence capabilities.
- **CCTV Analytics Build:** The Bus Lane Enforcement pilot project is now complete and the initial results are very positive. These are being reviewed by the Parking team prior to rolling this solution out to other transit lanes.
- **Microsoft Azure Hybrid Cloud:** This project to move the servers to the Azure Cloud was formally kicked off on 1 May and a candidate application was identified for the pilot. High level design is due for completion and sign off in early June with the application due to be migrated and running by the end of July.
- **Hand Held Device Console (HHDC):** This project is in the delivery phase and is scheduled to be completed by September 2017, delivering the new devices loaded with the HOP application for enforcement purposes.
- **AT On the Move (BT):** All workstreams are on schedule for delivery in time for the move to 20 Viaduct. A significant portion of the hardware has been selected and procured and work is underway to install the equipment already delivered. The fixed fibre network is also in the process of being installed across the building. Work to confirm the Audio Visual requirements and equipment for all meeting and conference rooms is almost complete.

- Auckland Transport was shortlisted as a finalist in **IDC's 2017 Smart City Asia Pacific Awards** under the 'Transportation' category, for the Satori open data platform, which monitors a live stream of information from buses, including ticket sales, routes, and schedules.
- **Application Support:** Pathway upgrade and ServiceNow enhancements have been the focus for the month. The Pathway team have been working through technical issues with the application environment and working with Council for their access. The Pathway upgrade is also a pre-requisite for the implementation of ePathway, a modern web interface. As with Pathway, much of the work in ServiceNow has been backend technical alignment to facilitate the implementation of the BT Financial Management module
- Testing of the Microsoft SQL 2016 for Business Objects 4.2 Upgrade is now completed. MS SQL 2016 is a radical step forward for this platform, offering exceptionally fast in-memory real-time analytics and a "stretch database" that can dynamically store data in the cloud or on premise depending on demand, and will allow AT to connect conventional database queries to "Big Data" stores, which will dramatically increase the performance of queries. When deployed into Business Objects (reporting), these features all expand our opportunity to provide real-time (or close) reporting. The Enterprise Data Warehouse Operating System has also been successfully upgraded in preparation for the MS SQL 2016 Upgrade.
- **Online:** Migration from Team Foundation Server (TFS), AT's on premise application life cycle tool to Visual Studio Team Services (VSTS), the cloud version, is complete. VSTS offers end-to-end management of application and cloud infrastructure management and deployment and is a key step in managing backlog, automating testing and deployment of new services. Xamarin Test Cloud, a testing service for mobile apps which gives us access to over 2500 real cell phones for testing has also been integrated. It is currently being used for automated testing in AT Mobile. CRM performance has been in the spotlight and the team is taking a structured approach to understanding the root cause reviewing the entire workload chain, benchmarking and testing variables.
- **Business Relationships:** Successful delivery of IT support for the corporate office during the World Masters' Games. Feedback from the Chief Executive of the Games was that BT support throughout the Games was instrumental in the smooth operation of the Games.
- The **Enterprise Information Management (EIM)** team is supporting the On the Move Project with paper scanning support services. 230 boxes of files have been received from one team, which will be sent offsite for scanning and uploading to SharePoint. Business requirements are being developed for data cataloguing and classification.
- A Microsoft configuration issue caused global connectivity disruption for a period of approximately 6 hours, affecting many AT users, who were unable to access emails consistently. BT is working with Microsoft to minimise impact and resolve.

- Responses have been received for the tender calling for options on upgrading the EMU fleet Wi-Fi to 4G, which supports increasing data requirements and a better customer experience. The upgrade is also required as the current Telcos will not provide a cost effective solution based on 3G, only 4G. Evaluation has been completed, and is now moving towards the next phase of the procurement process.

Customer Central

- **AT Mobile Application:** The new AT Mobile app gives customers accurate, real-time transport information with a native mobile application framework which amalgamates Journey Planner and Track My Mode functionality. Both the iOS and Android versions were released to the market in March. Downloads are currently sitting at over 43,000 and App Store ratings are trending positively. The app has been trending as high as #12 on the Apple Store's Top Charts for free apps globally, putting AT Mobile amongst apps such as those from Spotify, YouTube, and Gmail. A marketing plan was launched in May and customer feedback continues to drive priorities in the near term, including HOP Balance. A longer term roadmap is under discussion with includes an approach for decommissioning existing AT Metro applications.
- **Voice of Customer (VoC):** AT currently has access to large amounts of customer feedback and data. There is an opportunity for Customer Central to create a set of organisation-wide customer experience metrics across all modes and channels, and to roll this data up into a useful, consumable dashboard. To complete the build, the team is assessing the recommended approach and costs from Microsoft alongside other viable options with a view to commence the next delivery sprint in July.
- **AT Metro Information Journey (Disruption Impact):** A prototype has been completed that enables us to test algorithms that predict disruptions or delays within a pilot group of bus routes. This test is one of the stepping stones required to allow 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.
- **Ghost Buses:** During May, Customer Central tested a simple interface to allow the Contact Centre and the face-to-face Service Centres to give useful information to customers. Ongoing testing will continue as we refine this minimum viable product during 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.
- **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 first exploratory sprint has been completed by an Auckland

Council and AT joint team. Their findings will be taken to a joint Auckland Council and AT Steering Group on 8 June to agree on recommended next steps.

- **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 tertiary students in particular. The exploratory sprint was completed in May and the top two recommendations were approved by the Customer Central Steering Committee to proceed into design sprint. This will include reviewing the HOP concessions policy at a broad level, while also looking for a tactical pilot to reduce administration with (initially) Auckland University whose students represent 60% of tertiary travel in Auckland.
- **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 commenced on 6 June.
- **Future Customer Central Projects under exploration:**
 - **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 in June.
 - **First and Last Leg of the Journey:** We need to understand customer problems in getting to and from public transport options. An exploratory 'understanding customer stories' sprint will be kicked off in June.

Project Updates

Te Atatu Road

Final asphalt surfacing was completed on Edmonton Road and Te Atatu Road, from Wakeling Ave to Vera Road. The commissioning of the traffic signals and the disestablishment of the Te Atatu Road / Edmonton Road / Fanshaw Road roundabout occurred this month. Road widening works (Vera Road to Royal View Road) and the upgrade of Vera Road progressed with the final surfacing works to follow.

Glenvar Ridge Road

The land purchase for the project will be completed by the end of this month. The culverts under the road and stream bed have been completed and are now on line. The silt protection and construction pond has been cleaned out and upgraded in preparation for winter.

Lincoln Road Upgrade

NoR submissions closed in November 2016, Council held the submission's hearing last month and we are waiting for the Commissioners recommendation.

Ian McKinnon Drive Cycle Route

Detailed design has reached 85 per cent complete and key stakeholders have been updated on the progress.

GI/Tamaki Shared Path

Eight options to link the path with Tamaki Drive have been assessed by the project team. In determining the options, a number of factors have been considered that take account of safety, encroachment on private land, environmental and heritage considerations, and maximising public amenity by creating a path that is pleasant and easy to commute.

Three options are being taken forward for further investigation that will include geotechnical study and value engineering with the objective of identifying a preferred option. This process will be completed at the end of the month. AT and NZTA presented the shortlist options to key stakeholders last month and has published the shortlisted routes and evaluation process on its website.

Ponsonby Road Intersection Upgrades

Construction work at Ponsonby Road/Norfolk Street and Ponsonby Road/Douglas Street started last month and work is expected to be completed this month. Both streets were closed at Ponsonby Road during the construction with two way traffic flow maintained on Ponsonby Road. The next intersections to complete are Collingwood Street and Brown Street. Work at those intersections are currently programmed to start later this month. Remedial works to the Lincoln Road intersection, and laying of pavers at the Mackelvie Street intersection, will take place in June and July.

Tamaki / Ngapipi Intersection

Documentation for the Physical Works Tender has been reviewed and finalised and the tender closed earlier this month. It is expected that the evaluation and tender award will be completed to enable construction to commence in August.

Herne Bay to Westhaven Cycle Route

Detail design is scheduled to start in July 2017 following meetings with key stakeholders to address concerns raised during consultation.

K-Road Cycle Route

Procurement of detailed design services is in progress. Engagement with K Road businesses is continuing to enable local input into design.

Waterview Shared Path

The Alford Street bridge has the structural beams and handrails balustrade complete and is awaiting (expected by the end of June) the final stainless steel rail which houses the lighting. Final handover of the bridge is expected by the end of the month. At Harbutt Bridge, the abutments and centre pier have been poured and await the super T beams for installation at the end of the month. At Soljak Bridge, the beams have been installed and the team have been constructing the block work and ramps through Soljak Place. Soljak Bridge will be completed for handover in August.

About 1150m of shared path base course has been prepared for the project and 650m of concrete path has been poured.

Newmarket Laneways

Teed St upgrade construction works started onsite last month. Teed St will remain open to vehicles for the majority of the project. Pedestrian access to Teed St will be maintained at all times.

New Lynn / Avondale Cycle Route

Detailed design for Stages 1 and 3 are planned for completion at the end of August with stage 2 preliminary design completed this month. Whau Bridge construction access is being investigated so that works can proceed to construction in this area.

Victoria Street Cycle Route (Beaumont to Hobson)

Public Consultation on the preliminary design closed earlier in the month. Detailed design will progress shortly taking into account feedback from the consultation.

Nelson Street Cycle Route

Construction of phase 2 of the Nelson St cycleway north of Victoria Street to Market Place/Pakenham Street East and Pitt St from Beresford Square to Hobson St motorway on ramp commenced this month with target completion by the end of September 2017.

Pt Chev to Herne Bay Cycle Route

The project scope involves a continuous, safe and mostly protected cycle facility from Pt Chev Rd/Great North Road intersection to West End Rd. The project will be delivered in 2 separate stages:

- Stage 1: Pt Chev Road to Westmere (a short section of Garnet Rd up to Westmere shops pedestrian crossing)
- Stage 2: Garnet Rd/West End Rd intersection and West End Road.

Public consultation for Stage 1 (Pt Chev Rd to Westmere) was completed in late April 2017. Approximately 1200 submissions were received and feedback is being analysed. Detail design for Stage 1 is scheduled to start in July 2017 following meetings with key stakeholders to address concerns raised during consultation.

Williamson Ave to K-Road Cycle Route

The project is currently at detailed design stage. Local Board and public consultation for the Bond St/Great North Rd is programmed to be completed over this and next month. Construction is currently programmed to commence late October 2017.

Parnell Station

The contract for the Carlaw Park footpath connection to Parnell station commenced and detailed design is underway with completion anticipated at the end of 2017. Procurement planning to deliver the remainder of the station works has been approved and a construction tender is being prepared.

Pukekohe Bus-Rail Station upgrade

The tender evaluation for the main works construction was completed and contract award issued to Downer. Works are due to commence from July 2017 and run until early 2018.

Otahuhu Bus Interchange

Installation of the HOP ticket gateline is underway, with gates and staff cubicle installed and being fitted out. Refurbishment of the exterior of the historic rail signal box is underway, and the Mana Whenua art integration audio-visual presentation is in the final stages of animation. All three items will be completed by the end of the month.

Manukau Bus Interchange

The main structure is now 80% erected with roof, floor and block walls progressing. Preload to the bus throughway has been removed and paving preparation has commenced. The works are on schedule for the building practical completion in November 2017. This will then allow access for general and bus systems fit out, training and operations establishment over the Christmas and New Year with go live expected in the first quarter of 2018.

AMETI

Eastern Busway 1 (Panmure to Pakuranga)

Design works continue with river based geotechnical investigations in the Tamaki Estuary to determine conditions for future bridge piling. The team is working through the Notice of Requirement submission responses (66 received) and evidence preparation, with hearings commencing in August 2017. Physical works procurement planning is ongoing. Detailed design of Pakuranga Road with urban and landscaping designs progressing.

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

The scheme assessment update continues with a programme wide traffic modelling update. Procurement of the design and consenting package for EB2/3 is progressing with advertising for tenders this month and contract award planned for September 2017.

EMU

Work progressing to understand the requirement for a further order of EMUs to meet continued high growth in passenger demand together with a review of vehicle type and configuration.

Public Walking & Cycling Consultations

AT is seeking feedback from the public on several projects in design and delivery. For each project, AT is considering and preparing report on the feedback received. Click on the links below for more information and next steps.

- [Curran Street & Sarsfield Street intersection](#) - closed 14 May 2017. Improvements are proposed as part of the [Herne Bay walking and cycling improvements](#) project.
- [Seabrook Avenue Cycleway and Intersection Improvements](#) open until 4 June
- [Victoria Street Cycleway](#) open until 5 June
- [Tamaki Drive Cycle Route](#) open until 18 June

Footpaths under construction

Three footpath projects are currently under construction as part of the 2016/17 Regional New Footpaths programme, and due for completion in June. These projects are:

- East Coast Road, along the east side from Hibiscus Coast Highway to Tavern Road
- Archibald Road, along the west side to close a gap north of St. Leonards Road to north of Beaubank Road
- Oteha Valley Road, along the north side from east of Dairy Flat Highway to the existing footpath.

Devonport Smart City Trial

This project is a trial of smart city technologies in the Devonport Ferry Terminal, Bus Interchange and Park-and-Ride precinct. Technologies to be trialled include, CleverCiti Parking Sensors for real time parking tracking in the Park-and-Ride area (144 spaces). SM!GHT smart poles for Integrated sensor capability (including integrated cleverciti parking sensors, environmental sensors, Wi-Fi and electric vehicle charging). Project funding is secured and we are currently finalising the contract with the technology provider (U!). An amendment in the Land Transport Act is required for the introduction of bylaw that restricts some parking to “EV charging” only. The amendment is expected to be completed by July 2017. We expect to complete the works by calendar year end.

Tetratraps

The trial for Tetratraps (to improve reduce gross and suspended solid discharge levels from storm water) on Albany Highway has been delayed due to some remedial works required. Auckland Transport is partnering with Auckland Council’s Heathy Water who are also funding 50% of the project cost.

A monitoring device will be installed in the manhole chamber to collect data. The water quality will be measured with and without Tetratraps and will also be compared with the 360 storm water filter device currently in place. The project will now start at the end of June.

Regional Road Safety Projects

Brookby road shape correction: The detailed design has been completed. It is proposed to award the physical works in the current financial year and construction to begin in the next financial year (2017/18).

Great North road/Bullock track: This project has now completed procurement and is in the early phase of organising physical works.

Coatesville/Riverhead/Dairy Flat Roundabout: This project is planned for design and construction for 2017/18.

North road Shape correction and Guard rails: Work continues to get the detail designs completed by October 2017 with construction planned to start in March 2018.

Planning and Consenting Update

Notices of Requirement, Consents and Archaeological Authorities

1. Lodged Applications in May

Resource Consents:

- Waitemata Safer Routes
- Emily Place Reserve – Mana Whenua Signage
- Northcote Cycleway (Stage 2)
- Coastal Marine Area renewals (5 x structures)
- Double Decker Buses (Great North Road – Stage 2B)
- Double Decker Buses (Pakuranga Road)
- Global Utility Consent (CRL)
- Takatu Seal Upgrade (s127)

NoR and Regional Consents:

- Alteration to CRL Designation 4 Karangahape Station (AT Designation 1714)

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:

Alteration to CRL Designation 1 –traffic diversion for Contract 2 construction works (AT Designation 1714)

NoR and Regional Consents:

Monowai Road seal extension

Resource Consents:

Hingaia Road Widening

Flat Bush Link Road

Murphys Road Upgrade

Mt Eden Double Decker Bus Route Phase 5 (Three Kings Reserve Bus Stop Reconfiguration)

- Double Decker Buses (Dominion Road)
- Double Decker Buses (Manukau Road)
- Half Moon Bay Ferry Terminal (Stage 2)
- Otahuhu Streetscape
- 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

CRL Alteration to the boundaries of CRL Designations 2 and 3 (AT Designation 1714)

4. Decisions/Approvals

AC decisions:

Resource consents granted:

Devonport Ferry Terminal – Western Entrance Canopy (Certificate of Compliance)

CRL

CRL Contract 6 - Nikau Street storm water main relocation

Land Acquisition

- Four unconditional agreements signed in May 2017: AMETI (1), Long Bay Glenvar (1), Smales Allens (2). Total costs incurred for the month were \$1.11million.
YTD 70 property agreements have been signed and settled at a cost of \$47.23 million.

Assets and Maintenance

Road Corridor Access

Major Project Closure and Traffic Controls

Te Atatu Road widening	There are ongoing road closures on some of the side streets off Te Atatu Road and at the Edmonton Road roundabout as work progresses. The traffic signals were switched on at the intersection of Edmonton and Te Atatu Roads this month.
Lincoln to Westgate	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 control operating on the Huruhuru Bridge during off peak times during the day to allow work to start on the bridge replacement. This will be in place for about 4 months.
Te Auaunga Awa Bridge construction	As noted previously, Beagle Ave 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.
CRL	Lower Queen Street pedestrian access was closed on 21 May 2017 and CRL/Commercial Bay have constructed a covered boulevard for the pedestrians connecting Quay Street and Customs Street East. Pedestrian and motorist access to Tyler Street and Galway Street is still maintained.
85 Customs Street (Residential)	On 17 May 2017 all ground works came to a halt due to Auckland council engineer deemed the White Rabbit building, which is part of their project, unstable and an emergency closure was put in place which incorporated closure of kerb side lane on Customs Street East (between Fort Street and Gore Street). Gore Street (between Customs Street East and Fort Street) is also now one way.
Gaunt Street	Currently closed between Daldy Street and Halsey Street till end of August 2017.
Madden Street	Currently closed between Beaumont Street and Halsey Street till end of September 2017.

Temporary Traffic Management – (TTM)

We completed a total of 210 Site Condition Ratings (SCRs) across the network.

The percentage of low risk sites across all organisations is 99% (High Standard, Acceptable, Needs Improvement and Unacceptable) above the target of 90%.

The percentage of overall ‘Satisfactory’ sites (High Standard, Acceptable or Needs Improvement) was 77% which is an increase from last month and the second month in a row to meet this KPI.

Auckland Transport work sites achieved 99% for the KPI of low risk sites.

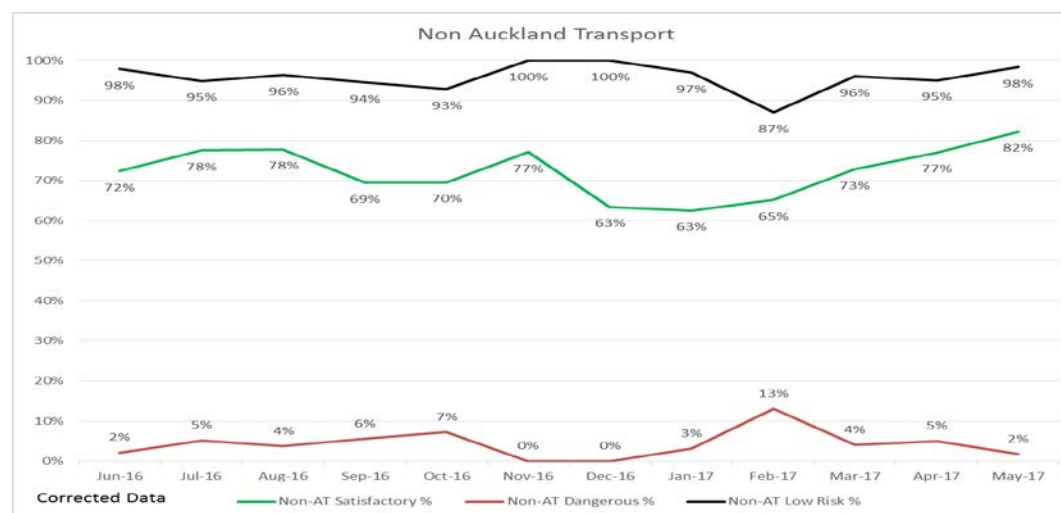
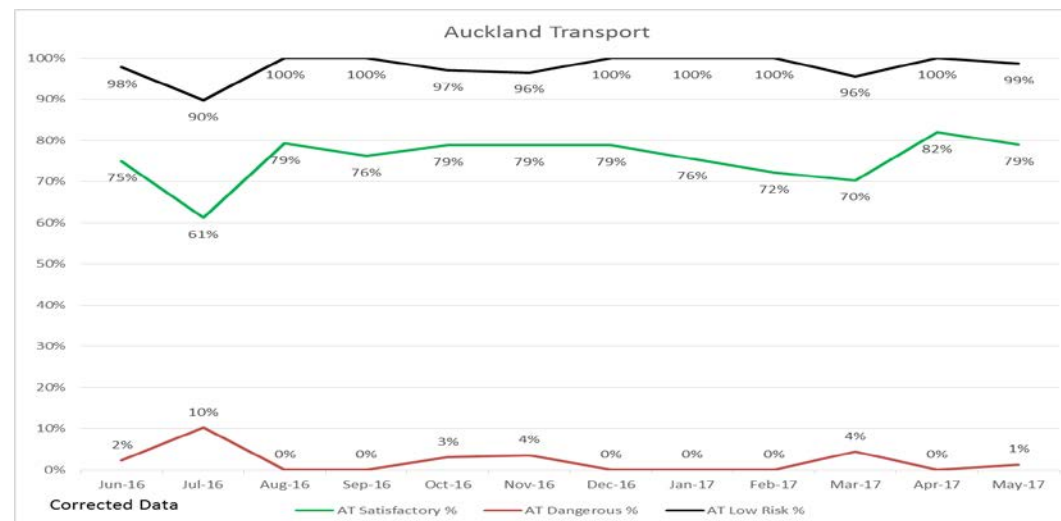
One AT worksite was issued with a Stop Work Order.

The percentage of AT satisfactory worksites remained high at 79%
 The percentage of satisfactory for Non-AT worksites increased from previous months to 82%.

Sites operating dangerously were found on four worksites all of which being undertaken for private parties. These are now resolved.

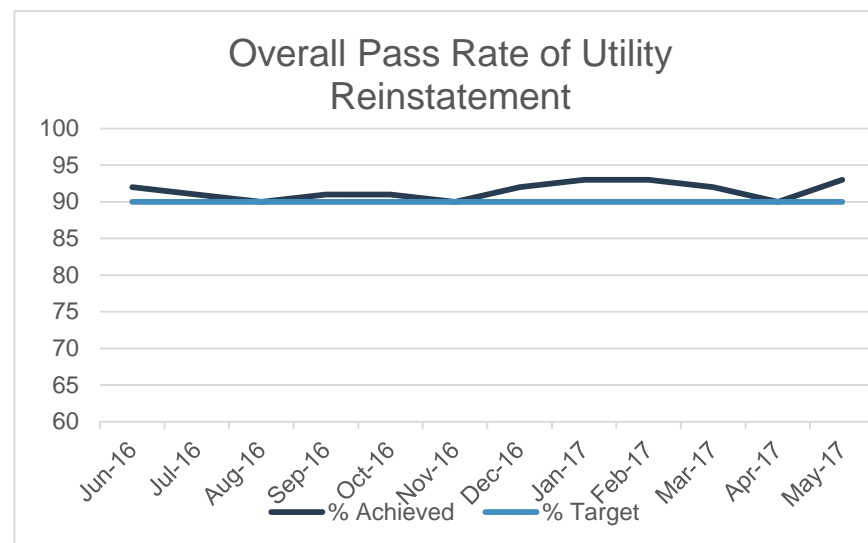
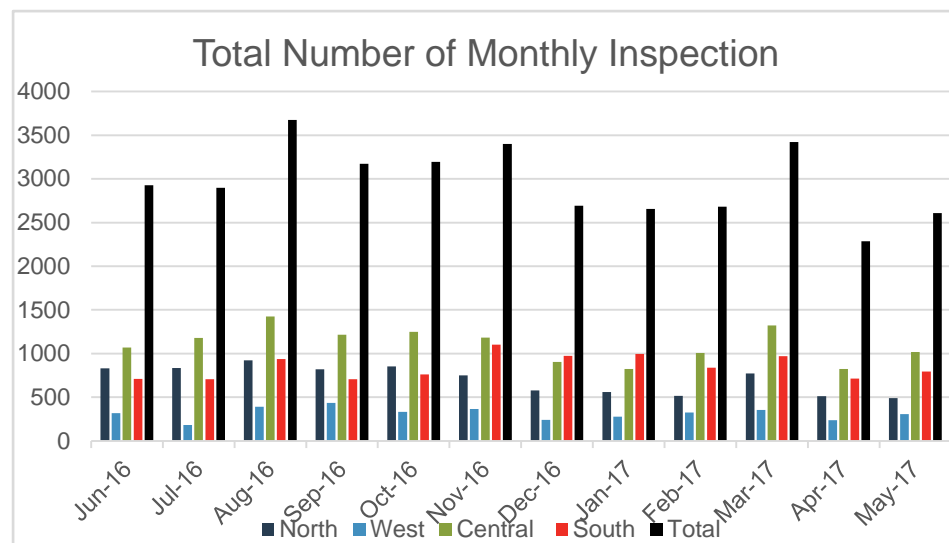
A project has commenced investigating opportunities to raise the performance at private and other worksites.

In May, we met specifically with key representatives from Broadspectrum (New Zealand) Ltd, Downer EDI Ltd & Evolution Road Services Ltd.



Compliance Auditing

Reinstatement passes (work completion inspections) are at 93% over the target of 90%. Work remains ongoing with Chorus to mitigate the 'soft' surface (grass) reinstatement issues which are the main contributor to their performance scores.



Maintenance & Renewal

Storm water

New Lynn Culvert on Great North Road – the option to install a 4mx3m box culvert above the existing culvert and strengthening of existing culvert has now been agreed on by all parties and design work continues with the aim to install in early summer 17/18.

Dust Suppression

The Dust Suppression Trials on Old Woodcocks Road were completed before Christmas and the settling in various solution seals is over. We are continuing to collect dust samples and monitoring the surface condition and dust levels on each of the trial sections.

Seal Extension

Stage 2 for Takatu Road is currently programmed to be constructed later this year.

Local Boards

There are currently 72 live projects in the Local Board Programme.

The most significant projects currently are Half Moon Bay Ferry Terminal, Glen Road upgrade, West Coast Road Shared path, Ponsonby Road Pedestrian Improvements, Torbay Streetscape Improvements and Sandringham Road Shared Path.

Glen Road, West Coast Road and Sandringham Road have been completed. The Torbay Streetscape project will be completed in June as issues with low gradients and storm water controls have been resolved. Ponsonby Improvements and the Half Moon Bay Landside works will continue into 2017/18.

A significant project expected to move to tender later in the year is the Whau Bridge which the Whau local board are funding as part of the New Lynn to Waterview Cycleway project.

There are six new footpaths also being designed and constructed on behalf of the Boards using Locally Driven Initiative funding transferred from Auckland Council, one is complete, four are in construction, while the 6th has been delayed due to consenting issues and will have to be redesigned in a different location.

Road Corridor Delivery

Physical Achievement

MAY					
Asset Renewal Activities	May YTD Actual (km)	May YTD Forecast (km)	Full Year Target (km)	Completion v. YTD Target (%)	Completion v. Full Year Target (%)
Pavement Rehabilitation	31.5	37.6	37.6	84%	84%
Resurfacing	468.6	463.3	463.3	101%	101%
Footpath Renewals	69.8	73.2	77.3	95%	90%
Kerb and Channel Replacement	56.6	72.2	76.5	78%	74%

Achievement against forecast is 97% against the YTD target and 96% completion against the full year target.

In the last month further pavement rehabilitation projects have been completed on Grays Road, Victoria Avenue, Railside Avenue, Coatesville-Riverhead Highway, Edward Jonkers Road, Hanover Street, Lloyd Road, Point Wells Road, Tyburnia Place and Portage Road.

Pavement rehabilitation projects are currently underway on Moa Avenue, Bruce McLaren Road, Rayleigh Road, Albert Street, Point Wells Road/Omaha Flats Road Intersection, Brigham Creek Road, Beach Road (Papakura), Bader Drive, McKenzie Road and Linwood Road.

There has been 31.5km of pavement rehabilitation completed to date with a further 5.8km currently under construction.

Metro & Facilities – Project Updates

Papakura Park & Ride	<ul style="list-style-type: none"> The Indicative Business Case (IBC) is progressing and we are working with NZTA regarding funding. A Local board update (requested) will be delivered once all relevant detail is finalised.
Double Decker Bus Network Mitigation	<ul style="list-style-type: none"> Western New Network went live on 11 June 2017. Delivery of double decker buses for Great North Road route was delayed due to modal prioritisation issues but these have now been resolved.
Wharf Renewals & Minor Capex	<ul style="list-style-type: none"> Devonport Wharf Refurbishment – Contractor established on site and demolition of old shops is progressing. Fire egress is being discussed with AC and we are also seeking input around bike parking Pier 2C Hydraulic Flap – main project completed with related items requiring additional Fender piles and a gangway alignment was resolved by mid-June. Shoal Bay – Replacement pontoon now due for completion mid-August 2017.
Downtown Ferry Terminal Pier 3	<ul style="list-style-type: none"> RFT now closed and being evaluated. Work planned to commence in early 2017/18 and be completed before summer passenger loadings.
Bus Lane Improvements	<ul style="list-style-type: none"> The Project Team are continuing to work through internal consultation issues on Route 33 which is holding up installation of the new lanes. Contracts awarded for construction of the Sandringham Road, May Road Bus Lane and Dominion Road (north section) Bus Lanes and western tracking work with completion programmed this month.
Bus Infrastructure Improvements Programme	<ul style="list-style-type: none"> On track to deliver the key 129 western sites in June go live. Advanced designs are also being completed to ensure delivery continues through financial year end. The 17/18 programme of 320 new bus stop sites had been received.
Bus Shelter Renewals	<ul style="list-style-type: none"> 64 of the 65 shelter renewals programmed for this Fiscal year are complete.
Great North Rd Bus Lane - WCA	<ul style="list-style-type: none"> Construction continues, target completion end July.
Bus Driver Toilets	<p>AT Metro have given the go ahead to install the Exeloo units. Contractor will mobilise while TMPs etc. are approved. Aim to install St Lukes and Westmere this Fiscal year.</p>

Facilities Management

Carparks	<ul style="list-style-type: none"> • Fanshaw St Carpark Upgrade - funding approved and all stakeholders have been informed. • Victoria Street - graffiti continues to be a problem but is being removed through immediate response initiatives. We are also implementing new wheel stops and resolving misaligned stops within the parking spaces. • Strand (Parnell) - carpark handed back to NZTA with all Auckland Transport signage removed.
Rail	<ul style="list-style-type: none"> • Sylvia Park - lift upgrade commenced on Queens Birthday weekend including painting the lift pit, replacing broken glass and flooring. • Britomart CPO - maintenance work is being carried out on rooftop to clean drains and gutters. A soft wash is also being completed to remove algae from the lower walls of the building. KiwiRail will shortly be issuing amended rules that will allow maintenance work to be undertaken in the Britomart Tunnel without the need for a Tunnel Safety Plan (and associated training) provided that no internal-combustion engines are present. • Wiri Depot -we continue to investigate supply of a second shunter if the proposed modifications to existing shunter prove not to be viable. A preferred site for the proposed wash bay / spray booth has been identified. • Swanson Crew facilities - proposed straddles for Auckland Council and KiwiRail land will require resource consents from AC and stakeholder engagement, as well as approval from KiwiRail. Currently considering alternate sites on KiwiRail land.
Ferry	<ul style="list-style-type: none"> • Devonport Ferry Terminal waste water silo movement is being assessed. Temporary work will include flexible connections whilst a longer term solution is developed.
Other	<ul style="list-style-type: none"> • The William Harvey footbridge site is safe with no further recent vandalism activities. Both lifts have been shut down until further notice with appropriate signage affixed to both lifts. Currently awaiting a proposal for additional CCTV and lighting.

Other Activities

Congestion Management - Network Improvement Programme

Thirteen targeted network improvement projects have been designed and consulted publically, ready for construction in FY 2017/2018. The overall programme value is estimated to be over \$3 million. These projects were derived through identifying operational deficiencies across the network and looking at opportunities to initially optimise the network across multiple transport modes.

Some of the key projects include:

- Great South Road / South Eastern Arterial lane re-arrangement (SOI route - freight improvement)
- Takapuna Town Centre Study (pedestrian, local access and bus movement)
- Henderson Town Centre Study (pedestrian and local access improvement)
- Upper Queen Street / Ian McKinnon Drive pedestrian and cyclist crossing (pedestrian and cycle improvement)
- Whangaparaoa Road Dynamic Lane Trial project is currently on public consultation and to be implemented by end of December

Eleven key network optimisation projects successfully implemented or planned for implementation this financial year include:

- Manukau Road T3 lane (implemented resulting in enhanced people movement)
- SH20 / Queenstown Road roundabout metering - CBD to Airport general traffic improvement (implemented)
- Great North Road / McCrae Way traffic signal removal (implemented)
- Great South Road / Sutton Road pedestrian crossing (to be implemented)
- Hugh Green Drive / Rosedale Road roundabout metering (to be implemented)

Update on Red Light Camera project

The following six sites have been prioritised and confirmed for the instillation of Red Light Cameras this year following site visits with Auckland Transport, NZ Police and Red Light Camera installation team:

Intersection	Red light running related crashes (last 5 years)		Social Cost
Lincoln Road / Te Pai	2 Serious	13 Minor	\$3,035,000
Albany H/Way/ Oteha Valley	3 Serious	4 Minor	\$3,080,000
Lincoln Road / Swanson	3 Serious	8 Minor	\$3,460,000
Great North / K'Road	1 Serious	13 Minor	\$2,135,000
Blockhouse Bay / New North	0 Serious	11 Minor	\$1,045,000
Esmonde Road /Fred Thomas	0 Serious	9 Minor	\$855,000
Total	9 Serious	58 Minor	\$13,610,000

Social Cost based on – “social cost of road crashes and injuries 2015 update” –MOT

The cameras have been ordered and it is anticipated that installation will be complete by end of June. The installation will coincide with an educational campaign targeting red light running and all sites will be sign posted to make drivers aware that enforcement will be carried out at these high risk locations.

Waterview Tunnel

ATOC has completed training for all network and tunnel operators for the Waterview Tunnel. Congestion management standard operating procedures are completed and all teams have been trained. ATOC staff continues to assist in the completion of User Acceptance Testing for the Waterview Tunnel systems. ATOC is well positioned for tunnel opening. A joint Transport Agency and Auckland Transport intelligence Support Team has also been set up to monitor the tunnel opening. The working group meets weekly to focus on the One Network monitoring requirements and the goals are to provide high level reporting to stakeholders, identify issues with journeys and prioritises opportunity for optimisation.

Great North Road/Bullock Track

The intersection of Great North Road/Bullock Track is ranked number seven on the NZTA Top 100 High Safety Risk Intersections nationally and number two in Auckland. In May, Auckland Transport started construction of intersection improvements including signalling the intersection to make it safer for all road users and is expected to be completed by August. Special traffic management will be in place to minimise the potential operational impact with the Waterview Tunnel Opening.

Albany paid parking zone

On 3 May there was a public meeting in Albany to discuss the proposal of a paid parking zone in Albany town centre, with approximately 30 members of the public in attendance. The consultation is running until the end of May with over 600 submissions already received.

Grafton residential parking zone

Auckland Transport met with the Grafton Residents Association to discuss the consultation for the Grafton Residential Parking Zone which will start mid-June. The proposal includes a residential parking zone, new paid parking restrictions, introducing 'Car Share' car parks and replacement of existing restrictions.

Mount Eden town centre parking review

In May, Auckland Transport met with the Local Board to present the Mount Eden town centre parking review. It includes the existing parking demand and supply, identifying parking problems, evaluating potential measures to resolve the issues and improving overall parking management. Recommendations include extension of time restriction in the town centre, introduction of a parking zone and introduction of paid parking in Essex Street car park.

Shortland Street

As part of a staged approach to improving pedestrian safety on Shortland Street, at the crossing with High Street and Jean Batten Place, Auckland Transport has been working with Auckland Council to trial innovative patterns on the road. Following a review of global examples dots were selected to raise awareness of pedestrians, slow vehicle speeds and improve visual amenity of the area. The dots were introduced in early May as a trial, with monitoring of speed and safety underway. The next stage of the trial is to colour the dots these will be blue and beige, avoiding traffic control marking colours and AT disruption colour. This is illustrated in the picture below. A post construction safety audit has been undertaken and identified minor concerns which are being addressed, no moderate, significant or serious concerns were identified. Formal 'after' speed counts will be done once colouring of the dots have been completed. Engineers monitoring the site have confirmed generally relatively low traffic speeds. The feedback to date has been positive, with a number of media articles in support.



Figure 1: Prior to colour (source safety audit, TES)



Figure 2: proposed colour pattern and location



Open Streets Manukau

Over the next 20-25 years, central Manukau will be redeveloped by Panuku Development Auckland, with support from the Crown, with a focus on rebuilding connections to surrounding communities. On 20 May an Open Streets event was held so that Auckland Transport could learn from the community how to help people travel in a more active way and to get people thinking about the road space differently. Approximately 1,000 people attended. Osterley Way was closed to cars for people to enjoy by foot or by bike and Civic Square was filled with fun activities for families and the local community to celebrate Manukau. These included cycle skills activities for children, street basketball, live bands and a kid's dance troop. AT's Community Transport and Road Safety Teams were in attendance to promote the Walking School Bus and information on child restraints, and the CRL team were on hand to provide information to the local community. Promotion of the event included a mail drop to households in Manukau and the surrounding suburbs, and advertising on street posters, digital screens and social media. The event was delivered by Auckland Transport with the support of Auckland Council, Panuku Development Auckland and Healthy Families Manukau, Manurewa-Papakura



World Masters Games

We welcomed an extra 28,000 people to the city for the World Masters Games 2017 (WMG). WMG Shuttle services and AT Loop services were contracted for many of the 48 venues spread throughout Auckland. The Public Transport and Event operations were a huge success, with many athletes traveling on our network to their venue. Great importance was put on providing comprehensive travel information for our visitors throughout the games. Promotion of these event services occurred via posters, communication activity and face to face at the AT Metro Lounge based in the WMG Entertainment Hub on Queens Wharf. Ten days of competition and wider Games period were declared by the International Masters Games Association as *the best Games ever* during the Closing Ceremony on Sunday 30 April. ATOC staff worked collaboratively with key stakeholders to provide significant input to the transport management requirements to support the Games. This included coordination across both AT and NZTA to identify and mitigate likely risk areas. During the Games, ATOC staff managed the impact on the wider network, optimising traffic flows to reduce delays. ATOC embedded a business analyst in the Games Operation Centre to produce all daily reports for the events.

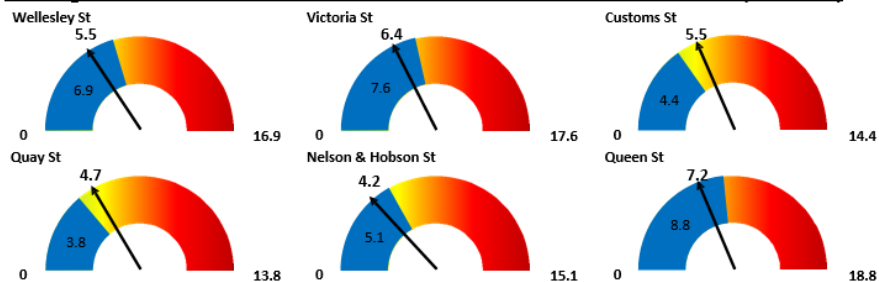
City Centre Network Operations

The existing pedestrian crossing at the Albert/Customs Street intersection was realigned on 3 April and monitored closely to ensure pedestrian safety is maintained. The move was necessary as City Rail Link (CRL) are currently building the next deck outside Galleria and a key focus for the city centre is maintaining pedestrian movement and accessibility. The last of the 362 piles was completed on Albert Street with the piling rig being dismantled and removed from site on 7 May. With the World Masters Games' accreditation centre and entertainment hub based on Queens Wharf at The Cloud, works were deferred and required additional focus from ATOC Central to ensure successful operation of the city centre network.

The team are actively encouraging contractors and Temporary Traffic Management companies to work together to ensure there is less disruption to the public. The goal is to have a 'one dig approach' where one application is submitted but multiple contractors (AT, AC, Private and Utility contractors) working together. An example is Lower Queen Street where two contractors are working together under the one closure. From 1 May Lower Queen Street (between Quay Street and Customs Street) is part of the CRL construction zone, where pedestrians walk through a five metre boulevard.



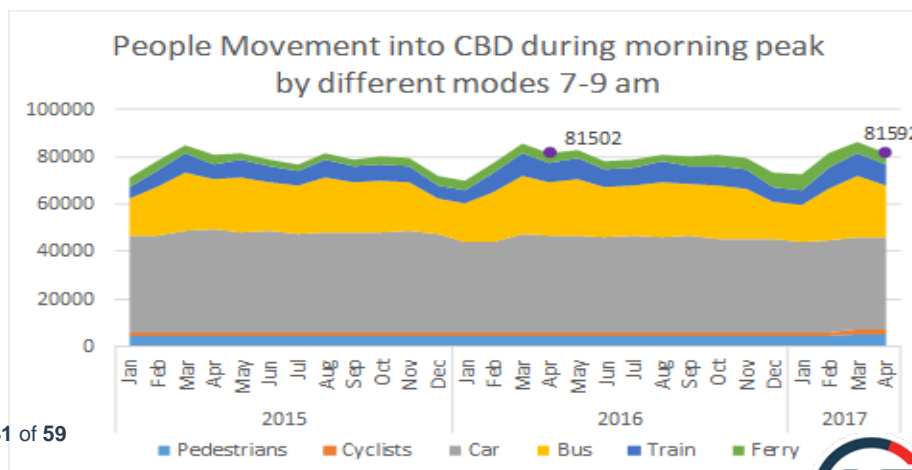
Average Travel Time Relative to the Base Time* Prior to CRL Works (minutes)



due to the World Masters Games, however these largely occurred after the morning peak periods

The average travel time (minutes) prior to CRL works for April are shown in the blue segment, with the maximum permissible in CRL

It is estimated that on average **81,600** people travelled into the City Centre during the morning peak period (7-9am) in April, marginally higher than in April 2016. The increased people movements occurred



consent conditions shown to right, with the dial arrows representing the travel times reported in April. All six routes are performing well with only Customs and Quay Street marginally in the yellow.

Auckland Transport Travel Plan

The AT travel plan is updated every two years with information obtained from the staff travel to work survey. This year the staff travel to work survey was carried out in May to coincide with AT's move to the new headquarters building between Viaduct Harbour and Wynyard Quarter. Over 1200 employees responded to the survey which is a great result. Results show that 33% of AT staff drive alone to work followed by 43% who either take a bus or train. Car leads as main mode of preferred transportation due to convenience, time and cost. 20% of AT staff do not have public transport as an option for them. The survey results will be used to inform and update the AT travel plan, which in turn will be used to inform departments across AT of their part in making the travel plan a success. The Travel Demand team will assist AT staff in understanding their travel choices through expos which will take place in June, July and August, and will assist staff with individual journey planning. Other measures will include the incorporation of fleet bikes into the AT Fleet Management System, the incorporation of information regarding travel choices at AT induction meetings, trip end facilities to enable active travel in all AT properties, the promotion of an AT carpooling scheme and targeted campaigns to encourage greater uptake in sustainable transport.

Rural Route Signs and Delineation Plan

Rural loss of control collisions are a major cause of road casualties in the Auckland region. To address this, AT have developed a Rural Route Sign and Delineation Plan to be incrementally implemented across the rural road network, which is approximately 1900km in length. For delivery of Phase one of the project, in three months a small AT project team has surveyed and designed signs, road markings and other delineation devices for 201km of Auckland's rural roads. During the last five years there have been 254 injury collisions on these roads, including 67 crashes which resulted in deaths or serious injury. The delineation plan is estimated to reduce these collisions by approximately 20% (or around 50 injury crashes saved over 5 years, including 14 of which would have resulted in death or serious injuries). The estimated cost to deliver these improvements is approximately \$7,500 per km and savings on design costs are also achieved through doing design work in-house. Scheme benefits are estimated at \$5.4 million per year (or \$27 million over the 5 years following installation), through reduced numbers of injury collisions, and this compares to the one off project cost for Phase 1 of \$1.5 million. In 2017/18 a further 300km of route is scheduled to be treated and it is anticipated that it will take approximately 5 years to install these measures across the whole of Auckland's rural road network and the overall project will cost approximately \$15 million.

Road Safety Activities

Across quarter four road safety has remained a high priority. Auckland Transport addresses deficiencies on the network with a combination of Safe System engineering, education and enforcement interventions. This is just a snapshot of some of the activities that have taken place this quarter:

- The intersection of Great North Road/Bullock Track is the second leading High Risk Intersection in Auckland. AT is currently signalling this intersection to make it safer for all road users. Construction of the signalisation commenced on 18 May and is expected to be complete in 12-14 weeks. With the upcoming Waterview Tunnel Opening, AT has in place a special Traffic Management Plan to minimise the potential disruption to the network.
- Safety belt and correct use of child restraints have a large impact on the severity of injuries that occur in a crash. In 2016, 25% of vehicle occupants who died on Auckland roads were not wearing a safety belt. Auckland Transport delivers restraint-related activities all year round, however during May additional events were held to align with the NZ Police's targeted child restraint operations. Four Police checkpoints were delivered in Manurewa, Mangere, Pukekohe and Albany. At these checkpoints AT and Plunket staff correctly install their restraints and provide education to parents and caregivers. Typically around 80% of child seats are found to be incorrectly installed. In addition, Plunket, supported by AT, ran two child restraint clinics in Manurewa and Mangere. During the clinics, on-site child restraint mechanics install free anchor bolts which are mandatory on Australian and New Zealand safety standard car seats. These clinics are promoted through local schools and community groups, and are voluntary for parents to attend.
- A major risk factor for cyclists over winter is being less visible on the road particularly in the early evening and in poor weather conditions. The Commute as a community winter cycling safety campaign aims to improve road safety and promote positive behaviour change by encouraging motorists and cyclists to respect each other and "commute as a community". Motorists are encouraged to be more vigilant and to look out for people on bikes. At the same time cyclists are encouraged to keep visible on the road by having bike lights and the right equipment and clothing. The campaign features advertising on bus backs with a focus on geographic accident hot spots, radio targeted to weekday breakfast and drive times, and social media activity. Cyclists will be directed to <https://at.govt.nz/bikebright> to find more information.
- The Mangere Community Education Speed Campaign encourages drivers to slow down and to look out for all road users, particularly pedestrians and cyclists. AT and community group members are working together to raise awareness about the dangers to the Mangere community created by speeding on local roads. In the last five years in the Mangere area, 34 people had to have emergency medical care because of crashes where people were driving too fast for the conditions.
- Poor observation, failure to give way/stop and incorrect lane position are common crash factors in Auckland involving scooters. The Scooter Sense Campaign aims to help improve awareness of scooter safety. Three short videos present key road safety scenarios which scooter riders may experience and demonstrate the importance of being aware of blind spots, being visible in a lane, travelling at a safe

speed and following at a distance. It is accompanying driver focused campaign targeted car drivers in Central Auckland (primarily commuters) via radio advertising with reminders to be aware of scooter riders. The videos and more safety tips can be viewed on the AT website at <https://at.govt.nz/scootersense>.

- The Driver Distractions Campaign aims to help improve awareness of the dangers of using mobile phones in cars and motivate them to change their behaviour. Drivers who text while driving are 23 times more likely to be involved in a crash than a driver concentrating on the road. It features a video based on the life of a driver in her 20's before and after a serious crash which resulted in a brain injury and rehabilitation treatment post-crash. The campaign has been disseminated through various social media, AT website, movie theatre pre-screening clip, carpark advertisements. The AT Community Transport team has supported Police by attending checkpoints and issuing A6 postcards. For more details, check the link <https://at.govt.nz/driving-parking/safer-communities-roads-schools/road-safety/distractions/>

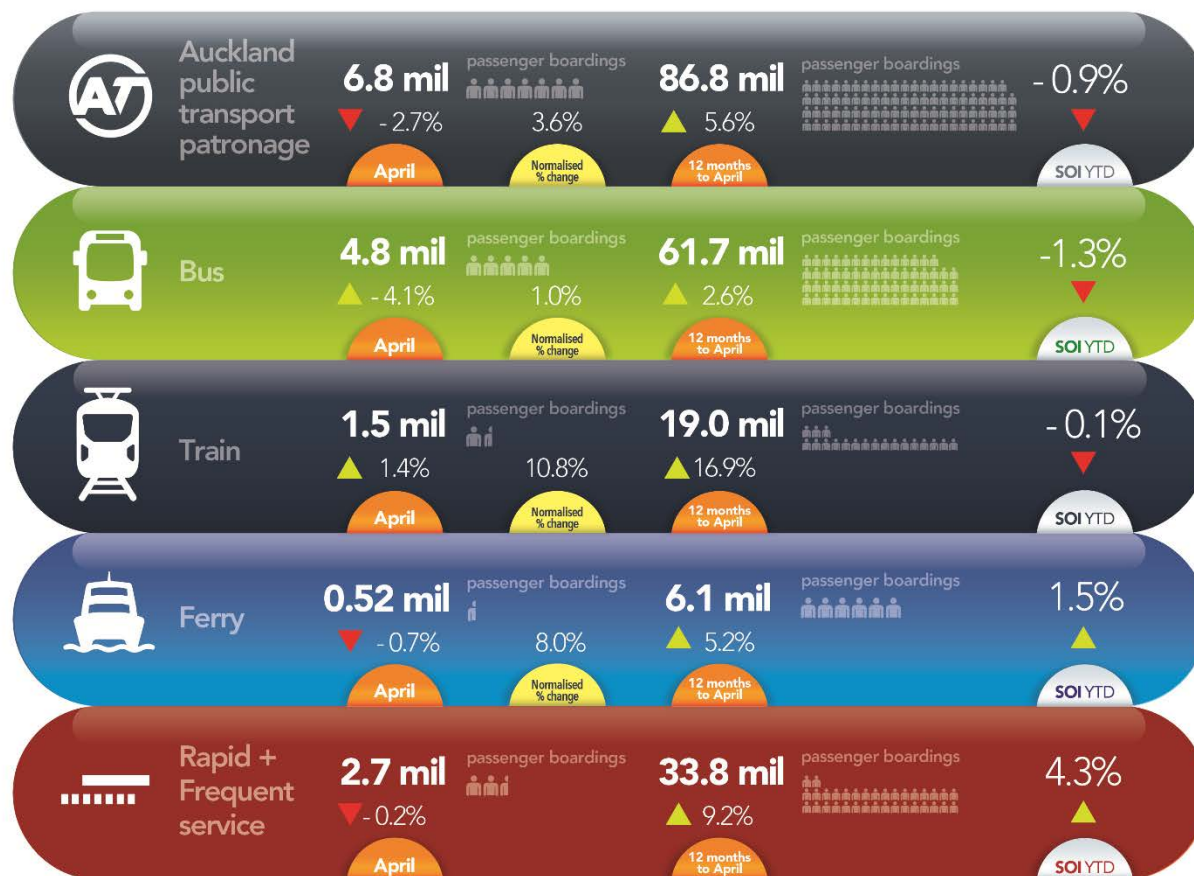
AT Park App campaign

The first official market promotion of the AT Park App was launched on June 1 and runs for the month of June. Media includes billboards, street posters and online/digital advertising such as Facebook, Stuff.co.nz, YouTube and Google Search. The creative is focused on raising awareness of the app and highlighting the features and benefits to encourage download/use of the app. For more details, <https://at.govt.nz/driving-parking/paying-for-parking/at-park/>



AT Metro

Public Transport Patronage Performance – 12 months to April 2017



For the 12 months to April 2017 Auckland public transport patronage totalled 86.78 million passenger boardings, an increase of +5.6% on the previous year. April monthly patronage was 6.8 million, a decrease of -2.7% on April 2016 and -0.4% below SOI target (YTD -0.9%). April normalised adjustment ~ +3.6% accounting for special event patronage, with three less business days and three more weekend day/public holiday.

Bus services totalled 61.7 million passenger boardings for the 12-months to April 2017, an increase of +2.6% on the previous year. Patronage for April 2017 was 4.8 million, a decrease of -4.1% on April 2016 and +1.4% above SOI target (YTD -1.3%). April normalised adjustment ~ +1.0% accounting for special event patronage, with three less business days and three more weekend day/public holiday.

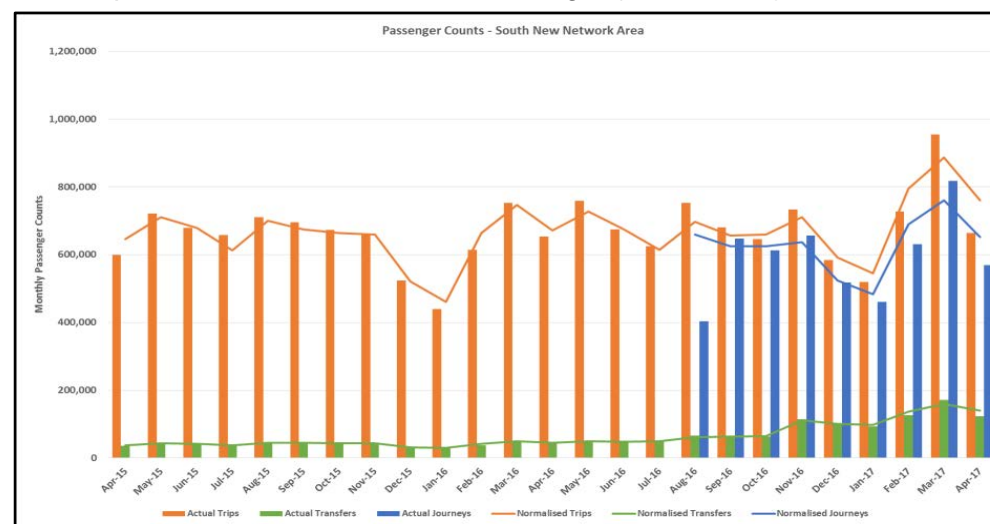
Train services totalled 18.9 million passenger boardings for the 12-months to April 2017, an increase of +16.9% on the previous year. Patronage for April 2017 was 1.5 million, an increase of +1.4% on April 2016 and -7.4% below SOI target (YTD -0.1%). April normalised adjustment ~ +10.8% accounting for special event patronage, with three less business days and three more weekend day/public holiday.

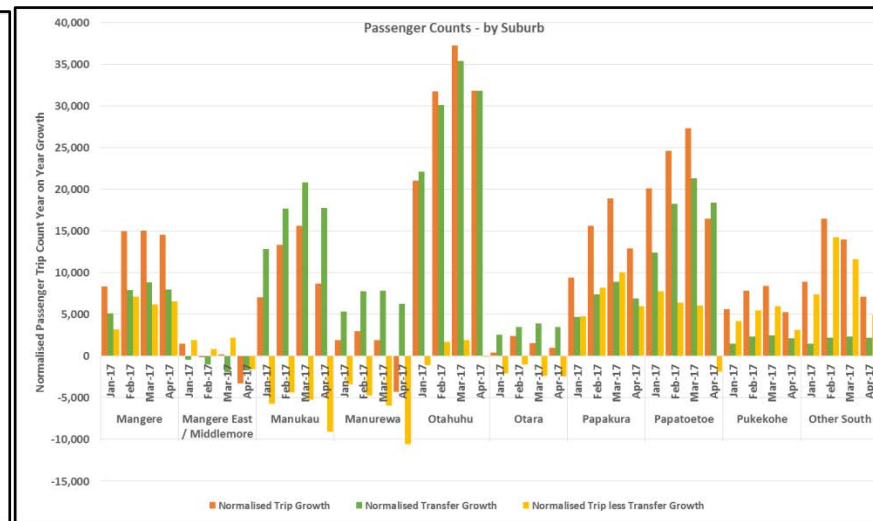
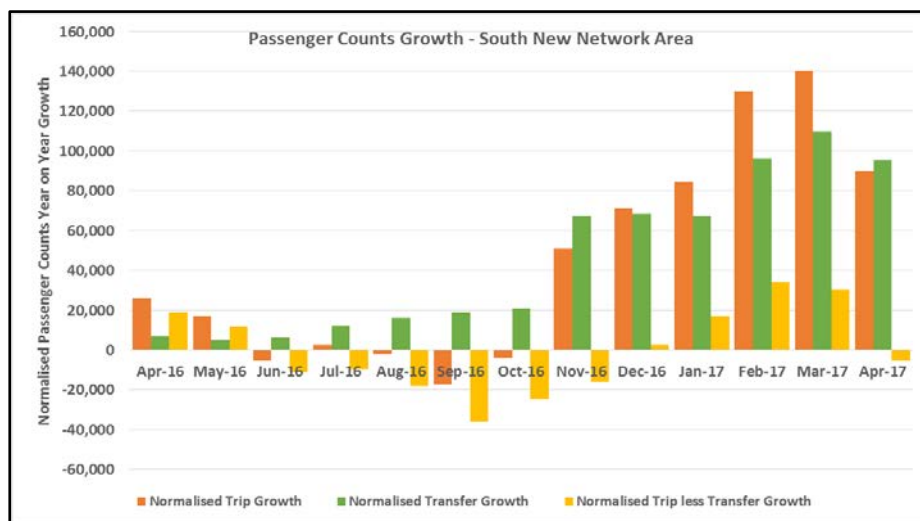
Ferry services totalled 6.1 million passenger boardings for the 12-months to April 2017, an increase of +5.2% on the previous year. Patronage for April 2017 was 0.52 million, a decrease of -0.7% on April 2016 and +6.0% above SOI target (YTD +1.5%). April normalised adjustment ~ +8.0% accounting for special event patronage, with three less business days and three more weekend day/public holiday.

Rapid and Frequent services totalled 33.8 million passenger boardings for the 12-months to April 2017, an increase of +9.2% on the previous year. Patronage for April 2017 was 2.7 million, a decrease of -0.2% on April 2016 and +3.3% above SOI target (YTD +4.3%).

Growth in South Auckland – Bus and Train

In the South New Network Area for Apr-2017 there were 663,752 passenger trips, 123,080 transfers and 569,613 journeys.





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

- Passenger trips have increased by +89,926 (+13%). Network wide (excluding SkyBus and ferry) the increase was +313,335 (+5%)
- Transfers have increased by +95,188 (+212%), the fifth consecutive month with transfer growth above +200%. Network wide +335,620 (+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 decreased by -5,263 (-1%).

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

- All reported suburbs saw positive growth in passenger trips, except Mangere East / Middlemore and Manurewa
- Mangere East / Middlemore saw a continuation of the decrease in transfers (-1,714, -39%), 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 (+31,828, +433%).

Normalised in the South New Network Area for 6 month rolling Apr-2017

- Passenger trips have increased by + 566,252 (+15%). Network wide (excluding SkyBus and ferry) the increase was + 2,514,156 (+7%)
- Transfers have increased by + 503,910 (+209%), Network wide + 1,850,171 (+54%)
- Passenger trips less transfers have increased by +62,342 (+2%).

Progress against AT Metro Key Strategic Priorities

Delivery against the AT Metro key business priorities for the 2016/17 FY 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>Integrated Fares</p> <ul style="list-style-type: none"> An options analysis is being developed for July 2017 for ferry fare integration (not fare equalisation) with bus and train zoned fares. Operator workshop was held to engage on progress and closer integration between exempt ferry service fare products and HOP zoned fares. Options are being considered by operators.
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 Central Auckland Bus: 2Q2017 contracts awarded; 2Q2018 services start North Auckland Bus: 2Q2017 contracts awarded; 3Q2018 services start 	<p>Bus</p> <ul style="list-style-type: none"> Tenders for West Auckland executed; negotiation of negotiated units complete with one operator deferred and interim arrangements put in place for 11 June service commencement. Tenders for Central and East. Preferred Tenderers announced and final negotiations nearing completion; negotiations for directly appointed units in the central area are progressing with two contracts agreed. Central and East contracts are planned to come into effect from: <ul style="list-style-type: none"> East Auckland – 10 December 2017 Central Auckland – 2Q 2018 North Auckland – 3Q 2018 Tenders for North are being evaluated with preferred tenderer(s) expected to be announced in June. Invitation to price responses for North Auckland bus negotiated contracts have closed and are being evaluated. <p>Ferry</p> <ul style="list-style-type: none"> Evaluation of contracted services tender bids continues with non-price evaluation completed in April. Price evaluation will be undertaken during May and June.

<ul style="list-style-type: none"> Ferry: 2Q2017 contracts awarded; late 2018 services start 	
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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"> Discussions have commenced for the 2018 train timetable upgrade, with a tentative introduction of July 2018, subject to the closure of Sarawia Street level crossing, and EMU enhancements. Specification includes: Western and Southern Line services to call at Parnell Station; journey time and dwell time improvements; Pukekohe Shuttle services operating on a 20-minute frequency from 0700-1900 week day and 30-minute weekend; later evening services throughout the week across the network and 20-minute services to operate later in evening; 20-minute interpeak weekend on electrified network; later services on New Year's Eve; peak capacity increase through freeing of train set through reduced journey times.
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 Dec-2017 / early 2018: East bus service design implemented 2Q2018: Central bus service design implemented 3Q2018: North bus service design implemented 	<p>South Auckland (including Pukekohe and Waiuku): launched 30 October 2016</p> <ul style="list-style-type: none"> Timetable changes for bus services as part of 6-month post-go-live review completed. Draft route 380 (Airporter) timetable prepared with 15 minutes frequency, targeted for December implementation. <p>West Auckland: 11 June 2017</p> <ul style="list-style-type: none"> Information brochure has been printed and has been distributed to households across West Auckland, Customer Service Centres, and Contact Centre etc. Briefings to stakeholders, operators and ambassadors have now been completed. Public information events completed including Sunday 21 May at Hobsonville Point Farmers Market, Wednesday 24 May at Albert Street, Saturday 27 May at Kumeu Library and Westgate Shopping Centre, Sunday 28 May at Avondale Sunday Market. Accessible versions and translations of information brochures have distributed including for Blind Foundation and into Chinese. Customer videos prepared in Hindi, Samoan, Cantonese and Mandarin. <p>East Auckland: target 10 December 2017</p> <ul style="list-style-type: none"> East implementation now confirmed for 10 December 2017 Compilation of bus stop list for auditing completed. Development of timetables completed. Met with Botany Town Centre management (AMP) to discuss impacts of New Network for Botany, and begin discussions about securing layover spaces for services Planning to start pre-implementation engagement with Local Boards

	<p>Central Auckland: target 2Q 2018</p> <ul style="list-style-type: none">• Responding to public and media queries on Central Suburbs New Network.• Assessing options for Double Deckers on key routes as part of identifying potential cost savings. <p>North Shore : target 3Q2018</p> <ul style="list-style-type: none">• Completed North tender evaluations.• Completed the updates to Birkenhead transport units, including school buses. <p>Waiheke</p> <ul style="list-style-type: none">• Developing route options ahead of consultation.• Attended workshop with Waiheke Local Board on 4th May
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5. Infrastructure Development

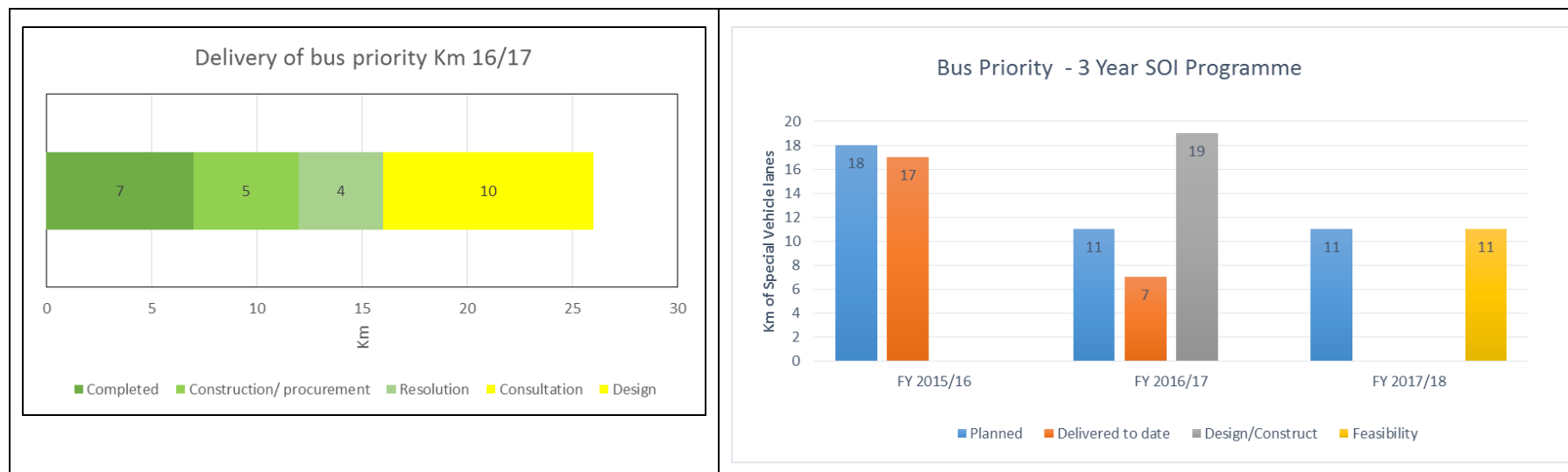
Train:

- Refurbishment of the Station Heritage Building at Parnell is continuing though significant progress has been made, and is planned for completion in June 2017. The full platform width is now available to customers, following the removal of the scaffolding. Phase 2 will be completed, with the opening of the footpath through Carlaw Park, later in 2017.
- Work is progressing on introducing Platform 2 at Newmarket to passenger operations.
- Increase in the coverage of Wi-Fi at Wiri Depot, and Stabling Yards is underway that will permit an increase in the updates to on-train Public Information Systems, and is on schedule for completion by July.
- Designs have been completed for the seven additional stations across the train network to be fitted with HOP fare electronic gates – Otahuhu, Manurewa, Middlemore, Henderson, Papakura, Papatoetoe and Parnell. Glen Innes gating is being planned as part of a broader station upgrade with Tamaki Redevelopment Project. Installation is underway at Otahuhu Interchange, and will be commissioned in late June. Preparatory works are also underway at Manurewa.
- CRL enabling works are continuing at Britomart, with the recent installation of sound proofing curtains, at the end of Platforms 1 and 5. Work will commence on the installation of temporary train crew accommodation at the end of Platform 5.
- Pukekohe Signal Box has been scheduled for closure during the Christmas 2017 Block of Line.

Bus:

- Construction of new & upgraded stops for New Network – West is continuing and on-track. Signs and road markings installed at over 100 stops; concrete at over 70. At end-May to complete, 81 stops remain and on-track in time for go-live.
- Double decker buses clearance project:
 - Second Onewa Road corridor service group: Glenfield Road to Constellation Station and to Windy Ridge: to go live 11th June.
 - Great North Road corridor: New Lynn to Midtown - go-live postponed to 20th August. Buses start to arrive in June, driver training in July.
 - NX2 Route (Go-live date: TBC)
 - Route through Halsey St, Victoria St and Waterloo Quadrant already cleared.
 - Manukau Rd corridor: Onehunga to Midtown – go-live April 2018
 - detailed design in progress.
 - Dominion Rd: go-live April 2018
 - investigation and preliminary design in progress.
 - Remuera Rd, Sandringham Road and New North Road
 - 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.

- o 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:



- o A paper is being prepared for submission to CFC and then to Board setting out a ten-year programme for the creation of future bus priority corridors, targeted for the bus Frequent Transit Network.

Ferry

- Modification works were completed on Pier 2B at the Downtown Ferry Terminal during April, which now allows the use of the berth by Fullers' Capricornia Surfer vessel for Waiheke services.

Customer Service Centres (CSC)

- The installation of safety glass to Customer Service Centres and 'safe retreat' at each site have been completed.

6. On-Time Performance

Train:

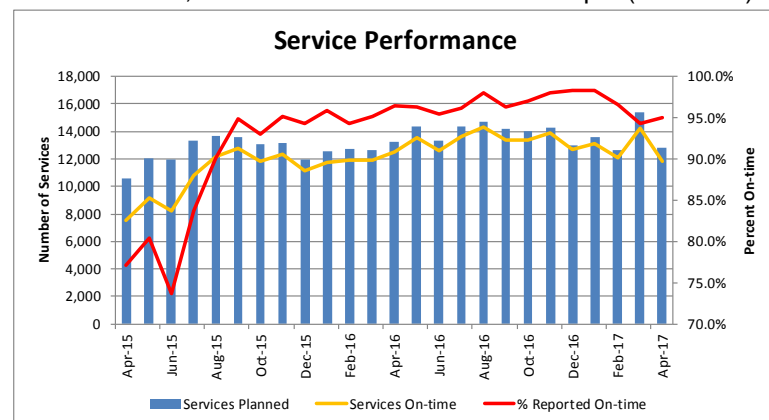
Ref: - AT Monthly Indicators Report - 4.1 AT monthly activity report.

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. Right Time, while not a current Train Operator KPI, is now being actively monitored, and reported.

In April 2017 service reliability was 97.7% compared to the 12 month average of 98.5% and 97.7% for March 2017. Service punctuality performance compared to services scheduled is illustrated in the chart below. Service punctuality (red line) was 95% compared to the 12 month average of 96.7% and 94.3% for March 2017.

Right Time, the number of Trains departing within 59 seconds of the scheduled departure time, was 61.7% in April, an increase from the figure recorded in March (54.2%). This is not a current contractual Operator KPI, however it will take effect from 1st July.

There were 12,772 train services scheduled in April (blue bars) - the number of actual services operated on-time (yellow line) was 12,289.



Major incidents that affected April 2017 service performance:

- Track, Signal, Train Control and Traction Overhead (KiwiRail) – Infrastructure related matters caused delays to services on two days in the month, where a signal issue in the Britomart Tunnel on 5th April in the PM Peak disrupted services in/out of Britomart and another signal issue near Puhinui on 10th April in the PM Peak caused delays on the Southern Line.
- Electric Train Operations resulted in disruptions to services on two days in the month, where a train fault at Greenlane on 18th April before the AM Peak caused delays and cancellations across the network and a train fault near Papakura on 20th April in the afternoon, disrupted services on the Southern Line.
- Other -Train Operations were affected by four third party related issues during the month, the most significant being a fatality at Ranui station on 20th April in the AM Peak, caused

delays and cancellations on the Western Line.

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 97.2% and punctuality was 93.6%. This was a change of -0.1% and +0.3% in reliability and punctuality respectively from March's performance, and a 0.5% and 1.3% increase for year-on-year April reliability and punctuality respectively.

Reliability at Start					
Operator	Business Unit	Apr-17	Mar-17	Month-on-Month Change	Year-on-Year Change
Whole of Network		97.2%	97.3%	-0.1%	0.5%
Metro Inner	NZ Bus	96.7%	96.7%	0.0%	0.0%
Metro Outer	NZ Bus	96.8%	96.7%	0.1%	-0.1%
North Star	NZ Bus	98.4%	98.2%	0.2%	-0.4%
Go West	NZ Bus	96.0%	97.6%	-1.6%	-1.7%
West	Ritchies	95.2%	97.2%	-2.0%	-2.2%
North	Ritchies	97.2%	97.4%	-0.2%	-0.2%
NEX	Ritchies	99.2%	99.3%	-0.1%	0.0%
Birkenhead Transport Ltd		97.8%	97.5%	0.3%	0.1%
GoBus		96.9%	97.3%	-0.4%	
Howick & Eastern		97.8%	97.7%	0.1%	2.6%
Ritchies Murphy					
SkyBus		96.4%	95.1%	1.3%	5.0%
Urban Express		97.0%	98.0%	-1.0%	-1.8%
Waiheke Bus		98.2%	99.5%	-1.3%	0.2%

Punctuality at Start					
Operator	Business Unit	Apr-17	Mar-17	Month-on-Month Change	Year-on-Year Change
Whole of Network		93.6%	93.3%	0.3%	1.3%
Metro Inner	NZ Bus	92.8%	92.6%	0.2%	0.8%
Metro Outer	NZ Bus	92.9%	92.0%	0.9%	0.8%
North Star	NZ Bus	95.8%	94.8%	0.9%	-0.6%
Go West	NZ Bus	92.0%	93.9%	-1.9%	-2.3%
West	Ritchies	90.6%	92.8%	-2.3%	-3.3%
North	Ritchies	92.8%	93.0%	-0.2%	-0.8%
NEX	Ritchies	98.3%	98.2%	0.0%	-0.4%
Birkenhead Transport Ltd		94.4%	93.1%	1.3%	0.5%
GoBus		92.9%	92.5%	0.4%	
Howick & Eastern		94.9%	94.4%	0.5%	5.3%
Ritchies Murphy					
SkyBus		92.8%	89.0%	3.8%	-4.5%
Urban Express		91.8%	94.1%	-2.2%	-4.5%
Waiheke Bus		95.9%	97.9%	-2.0%	1.6%

- It is expected that the timetable changes made on 30 April in South Auckland will start to show increased service delivery statistics from May.

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 April 2017, 98.55% of contracted services were operated, with 95.69% of these departing their origin on time (punctuality measure).

Route	Harbour	Scheduled Trips	Reliability	Punctuality
Bayswater	Inner	866	99.19%	98.50%
Half Moon Bay	Mid	589	97.28%	90.66%
Birkenhead	Inner	928	98.92%	92.13%
Gulf Harbour	Outer	306	98.37%	97.71%
Hobsonville	Mid	170	99.41%	98.24%
West Harbour	Mid	459	99.78%	99.13%
Rakino	N/A	50	88.00%	86.00%

Pine Harbour	Outer	692	98.12%	98.12%
Total		4,060	98.55%	95.69%

- Services were particularly affected by marine conditions associated with extreme weather experienced through the month. Whilst unsettled weather is expected at this time of year, the last two months in particular has seen some particular days whereby marine and weather conditions have made sailing very difficult. Discussions have continued with ferry operators, and performance review meetings are scheduled for May to identify and deliver management, operational or timetable solutions to current service performance levels.

7. First & Final Leg

- A review will commence in June of the trial park and ride facility at Esmonde Road Takapuna. The Park and Ride which opened in December 2016 is owned by Habourside Church and operated by Wilsons). The pattern of usage has shown a slow adoption (December – February were not expected to be busy months), with a steady increase following targeted and localized promotion.

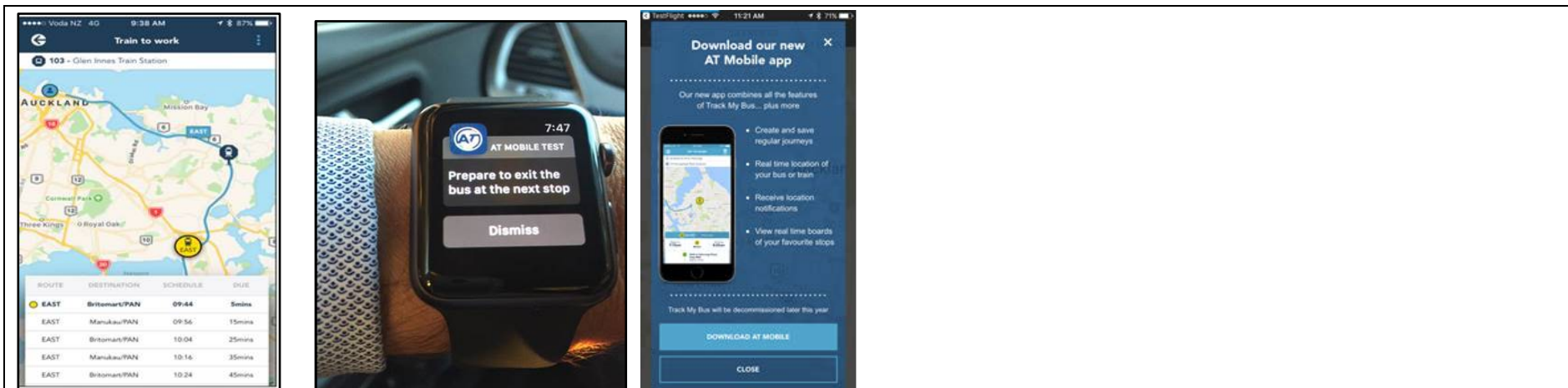
8. Customer Experience

Digital

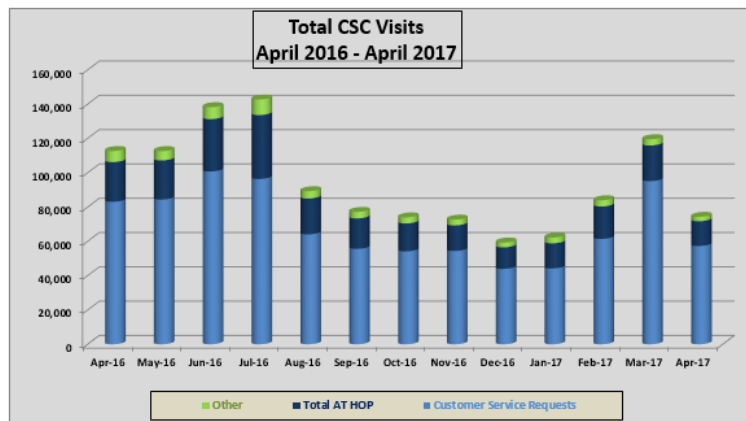
- In May, there were just over 69,000 and 42,000 active AT Metro and 'Track my Bus' app users respectively. Usage of the old apps has dropped slightly as a result of the introduction of AT Mobile (which had 34,000 active users in late May). At Metro and Track my Bus customers have been sent an in-app message advising them of AT Mobile (and that the old apps will be retired later in the year).
- Development of the AT Mobile App continues using an 'Agile' methodology, with monthly releases. New features are based on customer feedback. The features released in March & April include:
 - 'Track my Train' - the ability for customers to track how far away their train is in real time;
 - Edit a saved journey;
 - Drop a pin when creating a journey
 - Receive a notification telling you when to leave your home. Notifications can also be received on a wearable device like an Apple Watch (a handy way for customers to get a reminder of how close their bus is, or when to get off).

Future enhancements include AT HOP balances, 'Track my Ferry', adding train platform numbers and an ability to order saved journeys.

- There was a significant reduction in activity on AT.govt.nz in April, with total page views falling to 3.12 million, down from 4.24 million in February, a reduction of 1.12 million. This decrease in activity represents a 26% month-on-month fall compared to March. The reduction in activity is primarily driven by the end of Term One, the start of the school holidays, combined with the Easter period and ANZAC Day holidays falling in consecutive weeks.



Customer Service Centres

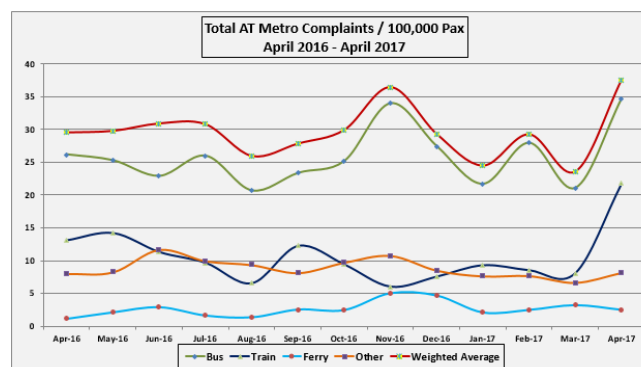
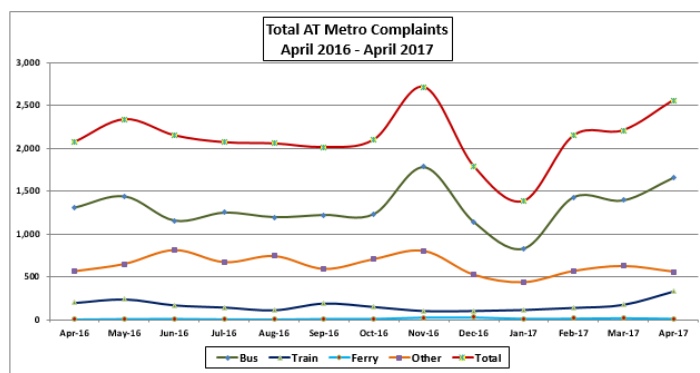


- The total customer visits to the Customer Service Centres (CSC) for April 2017 (74,325) were 45,218 (+38.8%) below March’s visitor numbers (119,543). Similarly, visitors numbers were also 38,321 (-34.0%) below the April 2016 total of 112,646. Total Customer Service Centre visits in the three months from February 2017 to April 2017 were approximately 278,000, compared to over 349,000 in the comparative three-month period from February 2016 – April 2016, a decrease of approximately 71,000 (-20.3%).
- The two main factors contributing to the decrease on March 2017’s visitor numbers compared to March 2017 was the conclusion of the main 2017 tertiary concession-related activity, although there was a steady flow of students during the first two weeks of the month. The other contributory factor was the commencement of the school holidays, combined with both the Easter holiday period and Anzac Day, which fell on consecutive weeks. There was a significant reduction in customer traffic during the latter two weeks of the months, although there was a slight offset due to the additional customer visits from World Masters Games customers. AT Metro retained the AT Metro Lounge in Lower

Queen Street to support the 2017 concessions process until the end of the first week, at which point the Lounge was relocated to Queens Wharf to assist with the World Masters Games. There have been 1,106,000 visits to the AT Metro Customer Service Centres for the 12 months to April 2017, an average of just under 3,030 visits per day. This compares to just over 1,122,000, a decrease of approximately 16,000 customers (-1.4%) during the period.

Customer Complaints:

- Total complaint volumes increased significantly in April, rising to 2,558, up from March's adjusted total of 2,208, representing a rise of 350 (+15.6%). The April 2017 complaint volumes (2,558) were significantly higher than for April 2016 (2,073), representing an increase of 485 (+23.4%) year-on-year. The increase in April 2017 complaints compared to March 2017 reflects the issues experienced with CRM not processing some complaints submitted via the online web form. This issues was identified and resolved in April, but the resolution resulted in a one-off correction, so it is important to consider March and April complaints together, rather than as separate months. The combined complaints total for March and April 2017 was 4,766, compared to the March and April 2016 period (4,867), a reduction of 101 (-2.07%). Across the two month period, complaints relating to operational performance (late running, failed to run etc.) represented the largest issue, followed by issues relating to operator staff behaviour, such as poor customer interactions.
- Complaints per 100,000 Pax increased in April, rising to 37.56, significantly above March's adjusted total of 23.61. However, 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 were resolved in April, so comparing the combined March / April performance, the average was 29.49 Complaints per 100,000 Pax, compared to 32.10 for the same two month period in 2016. Therefore, overall, the 2017 period has seen a continuation of the downwards trend as the public transport network delivers the improvements demanded by customers.



- Due to the 9-month closure by NZTA 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 centred on:

- 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 to highlight the importance of watching out for aisle hazards and to hold the handrail during their journey if standing.
- 'AT Mobile' was launched to the public in mid-May using AT Ambassadors at key locations throughout the network, on buses, train and ferries, and at key bus stops. Customers have also been sent an email advertising them of AT Mobile.



New Network West (changes to western bus network) – New campaign

- The New Network for West Auckland goes live on 11 June. Advertising informing customers of changes goes into market on w/c 7 May; including press, online, radio and ethnic advertising (Chinese). AT Ambassadors will be used extensively to advise customers in and around bus stops.

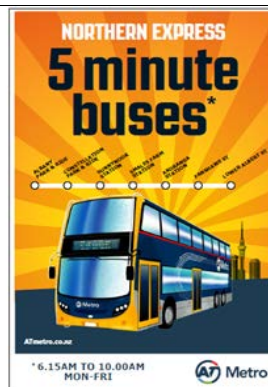
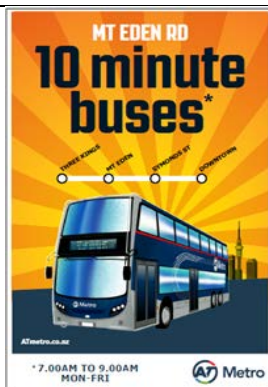
Frequency/rapid transit campaign – Campaign extension

- Repeating and building upon the 10 Minute Trains campaign of last year, this campaign spreads the frequency message to key bus corridors in central Auckland and the Northern Express service.

A simple message focussing on the frequency of service in these areas will start from w/c 14 May until w/c 25 June 2017 on Bus Backs, Adshels (bus stops) billboards, online videos and ad's. Flag/banners will also be appearing on the Northern Busway.

Rail pedestrian safety campaign – new campaign

- A rail safety campaign commenced to remind Aucklanders of the distraction of wearing headphones and not looking both ways before crossing the tracks.



Bus services are changing for West Auckland

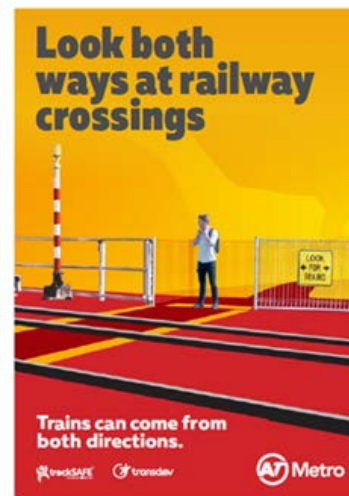
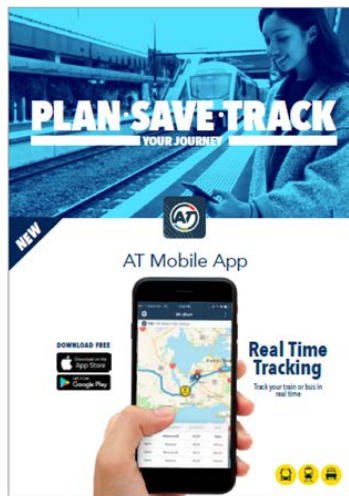
- New bus routes
- New route numbers
- New timetables

FROM Sunday 11 June 2017

Find the details at AT.govt.nz/newnetworkwest
 If you have any questions, need to pick up a new bus timetable, or would like help to re-plan your journey, come see us at one of our public information events:

Location	Date	Time
Hobsonville	Hobsonville Point Farmers Market	Sun 21 May 09:00 – 13:00
Westgate	Westgate bus stops outside Burger King	Sat 27 May 15:00 – 18:00 Tues 6 June 06:30 – 11:00
Avondale	Avondale Sunday Market, Avondale Racecourse	Sun 28 May 05:00 – 13:00
New Lynn	New Lynn Interchange, Totara Ave	Wed 21 May 06:30 – noon Tues 6 June noon – 18:30
Henderson	Henderson Interchange next to train station	Tues 30 May 06:30 – noon Wed 7 June noon – 18:30
City Centre	99 Albert Street, outside AA building	Wed 24 May 14:30 – 18:30 Thurs 8 June 14:30 – 18:30

Find out more 09 366 6400
AT.govt.nz/newnetworkwest



10. AT Metro Safety & Security

Train:

- Designs have been completed for the seven additional Stations across the Train Network to be fitted with HOP ticketing electronic gates. Installation is already underway at Otahuhu Interchange, and will be commissioned in late June. Preparatory works are also underway at Manurewa.
- Overall, reported safety incidents in May are tracking significantly lower when compared to the same period in last year; though trespass and near miss incidents remain at similar levels.

Addendum to Open Session – Item 10 Business Report – May-2017.

Public Transport Patronage Performance

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

May 2017 public transport boarding results are presented in Figure 1 below. For the 12 months to May 2017 Auckland public transport patronage totalled 87.7 million passenger boardings, an increase of +6.0% on the previous year. May monthly patronage was 8.7 million, an increase of +11.1% on May 2016 and +0.5% above SOI target (YTD -0.7%). May normalised adjustment ~ +8.0% accounting for special event patronage, with one more business day and one less weekend day/public holiday.

Bus services totalled 62.2 million passenger boardings for the 12-months to May 2017, an increase of +3.3% on the previous year. Patronage for May 2017 was 6.2 million, an increase of +9.6% on May 2016 and +0.9% above SOI target (YTD -1.1%). May normalised adjustment ~ +6.5% accounting for special event patronage, with one more business day and one less weekend day/public holiday.

Train services totalled 19.3 million passenger boardings for the 12-months to May 2017, an increase of +16.4% on the previous year. Patronage for May 2017 was 2.0 million, an increase of +18.5% on May 2016 and +0.4% above SOI target (YTD -0.1%). May normalised adjustment ~ +14.6% accounting for special event patronage, with one more business day and one less weekend day/public holiday.

Ferry services totalled 6.1 million passenger boardings for the 12-months to May 2017, an increase of +4.7% on the previous year. Patronage for May 2017 was 0.49 million, an increase of +3.0% on May 2016 and -4.1 below SOI target (YTD +1.0%). May normalised adjustment ~ +1.9% accounting for special event patronage, with one more business day and one less weekend day/public holiday.

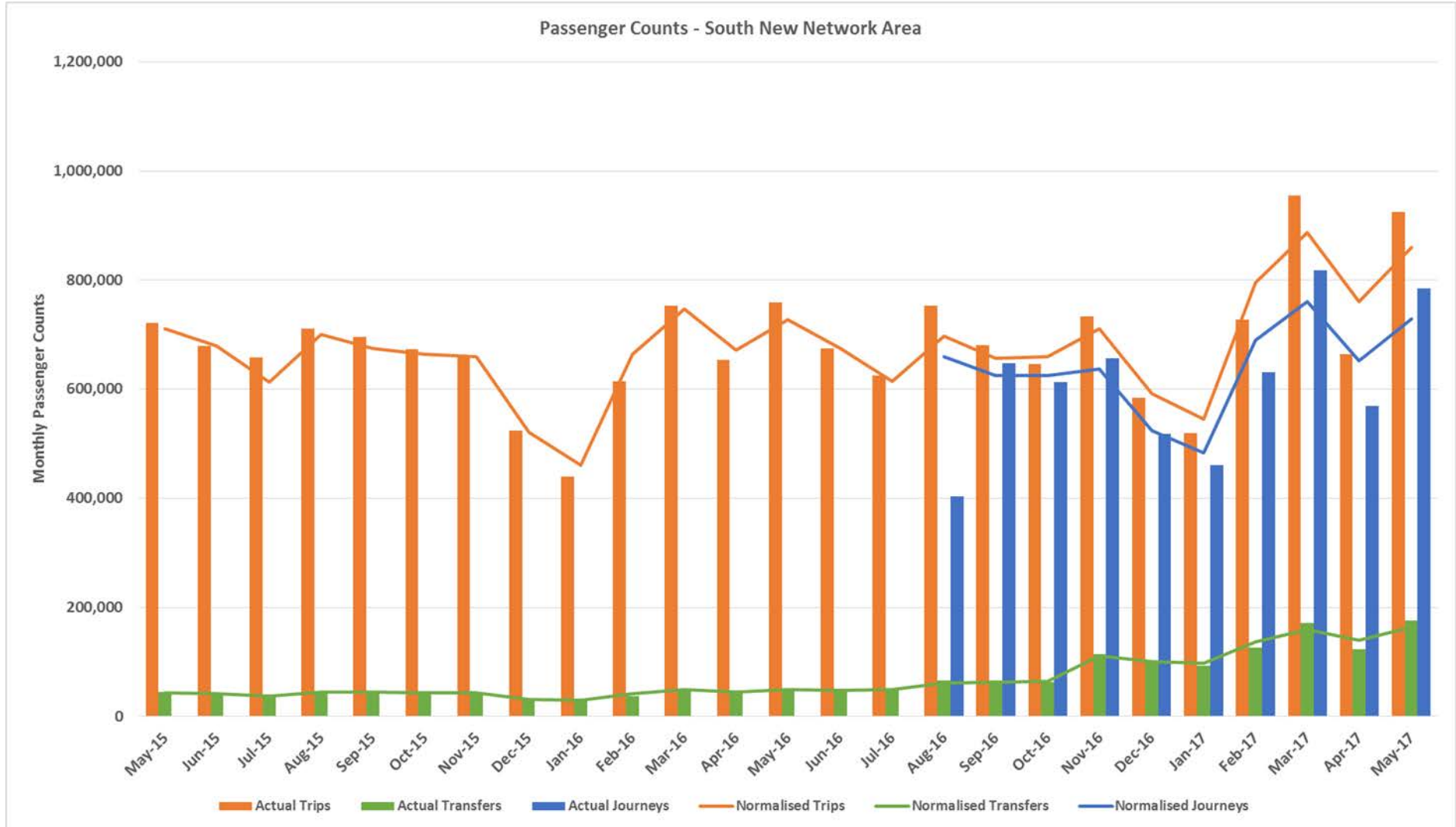
Rapid and Frequent services totalled 35.0 million passenger boardings for the 12-months to May 2017, an increase of +12.0% on the previous year. Patronage for May 2017 was 3.6 million, an increase of +14.9% on May 2016 and +5.8% above SOI target (YTD +6.4%).

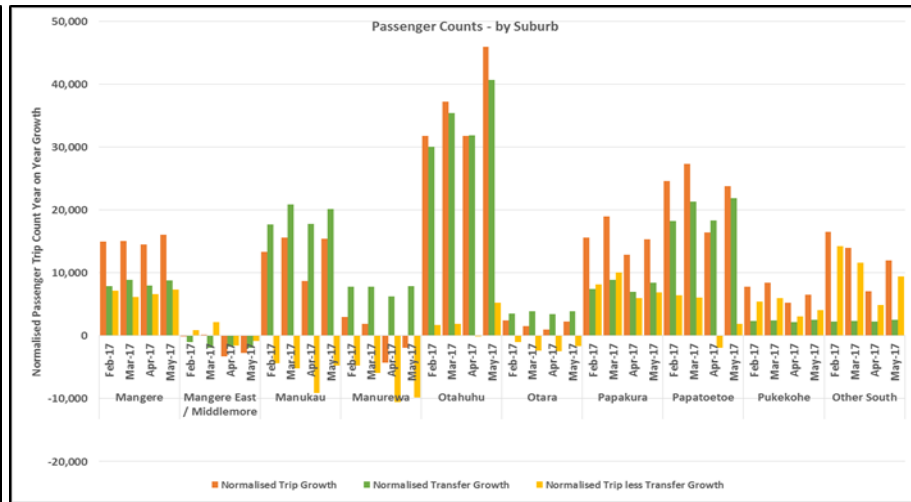
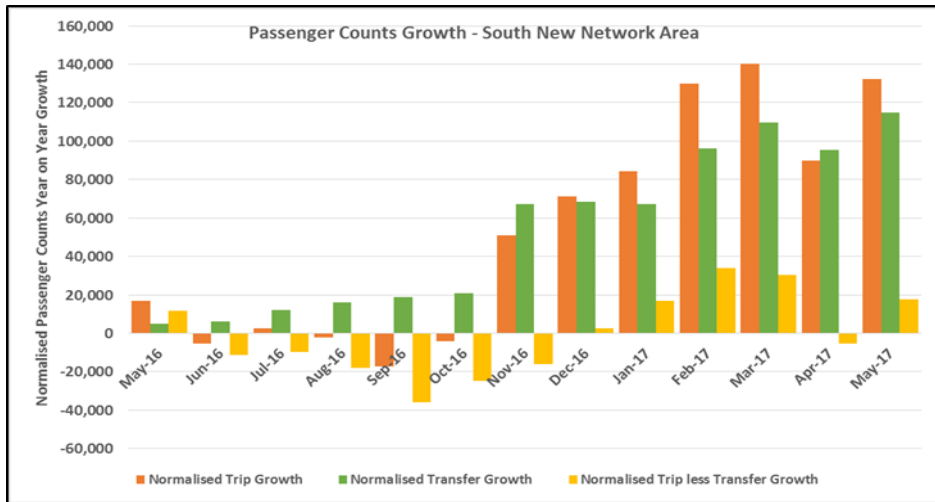
Figure 1: May 2017 Public Transport Patronage Results



Growth in South Auckland – Bus and Train

In the South New Network Area for May-2017 there were 925,149 passenger trips, 175,330 transfers and 784,042 journeys.





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

- Passenger trips have increased by +132,325 (+18%). Network wide (excluding SkyBus and ferry) the increase was +542,572 (+8%).
- Transfers have increased by +114,655 (+233%), the sixth consecutive month with transfer growth above +200%. Network wide +389,804 (+57%).
- 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 +17,670 (+3%).

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

- All reported suburbs saw positive growth in passenger trips, except Mangere East / Middlemore / Manurewa and Otara.
- Mangere East / Middlemore saw a continuation of the decrease in transfers (-1,903, -40%), 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 (+40,633, +512%).

Public Transport On-time Performance

6. On-Time Performance

Train:

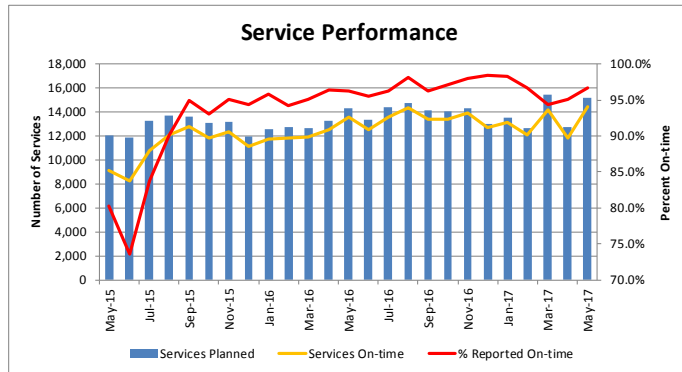
Ref: - AT Monthly Indicators Report - 4.1 AT monthly activity report.

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. Right Time, while not a current Train Operator KPI, is now being actively monitored, and reported.

In May 2017 service reliability was 98.3% compared to the 12 month average of 98.5% and 97.7% for April 2017. Service punctuality performance compared to services scheduled is illustrated in the chart below. Service punctuality (red line) was 96.7% compared to the 12 month average of 96.7% and 95% for April 2017.

Right Time, the number of Trains departing within 59 seconds of the scheduled departure time, was 60.9% in May, down from 61.7% in April. This is not a current contractual Operator KPI, however it will take effect from 1st July.

There were 15,197 train services scheduled in May (blue bars) - the number of actual services operated on-time (yellow line) was 14,771.



Major incidents that affected May 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 Swanson on 22nd May before the AM Peak disrupted services on the Western Line and a track fault near Parnell on 24th May after the PM Peak caused disruptions on the Western, Southern and Onehunga Lines.
- Electric Train Operations resulted in disruptions to services on one day in the month, where a train fault at Penrose on 15th May in the PM Peak disrupted services on the Southern Line.
- Other -Train Operations were affected by three third party related issues during the month, the most significant being a fatality at Te Mahia on 22nd May prior to the AM Peak, caused delays and cancellations on the Southern Line.

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 94.0%. This was a change of +0.4% and +0.4% in reliability and punctuality respectively from April's performance, and a 1.3% and 2.3% increase for year-on-year May reliability and punctuality respectively.

Reliability at Start					
Operator	Business Unit	May-17	Apr-17	Month-on-Month Change	Year-on-Year Change
Whole of Network		97.6%	97.2%	0.4%	1.3%
Metro Inner	NZ Bus	96.2%	96.7%	-0.5%	0.7%
Metro Outer	NZ Bus	96.4%	96.8%	-0.3%	0.3%
North Star	NZ Bus	98.7%	98.4%	0.3%	0.3%
Go West	NZ Bus	97.9%	96.0%	2.0%	1.3%
West	Ritchies	97.0%	95.2%	1.8%	-1.2%
North	Ritchies	97.5%	97.2%	0.3%	0.6%
NEX	Ritchies	99.7%	99.2%	0.5%	0.9%
Birkenhead Transport Ltd		97.4%	97.8%	-0.4%	-0.1%
GoBus		98.6%	96.9%	1.7%	
Howick & Eastern		98.3%	97.8%	0.5%	3.2%
Ritchies Murphy					
SkyBus		97.6%	96.4%	1.1%	5.6%
Urban Express		96.8%	97.0%	-0.2%	-1.3%
Waiheke Bus		97.5%	98.2%	-0.7%	-1.2%

Punctuality at Start					
Operator	Business Unit	May-17	Apr-17	Month-on-Month Change	Year-on-Year Change
Whole of Network		94.0%	93.6%	0.4%	2.3%
Metro Inner	NZ Bus	90.4%	92.8%	-2.3%	0.1%
Metro Outer	NZ Bus	92.1%	92.9%	-0.9%	0.7%
North Star	NZ Bus	96.2%	95.8%	0.4%	0.6%
Go West	NZ Bus	94.8%	92.0%	2.8%	2.4%
West	Ritchies	93.2%	90.6%	2.7%	-1.9%
North	Ritchies	93.2%	92.8%	0.4%	0.7%
NEX	Ritchies	98.8%	98.3%	0.6%	0.4%
Birkenhead Transport Ltd		93.2%	94.4%	-1.2%	-0.8%
GoBus		95.5%	92.9%	2.6%	
Howick & Eastern		95.5%	94.9%	0.7%	6.5%
Ritchies Murphy					
SkyBus		94.7%	92.8%	1.9%	-4.5%
Urban Express		91.3%	91.8%	-0.6%	-4.5%
Waiheke Bus		95.1%	95.9%	-0.8%	-1.2%

- It is expected that the timetable changes made on 30 April in South Auckland will start to show increased service delivery statistics from May.

Ferry:

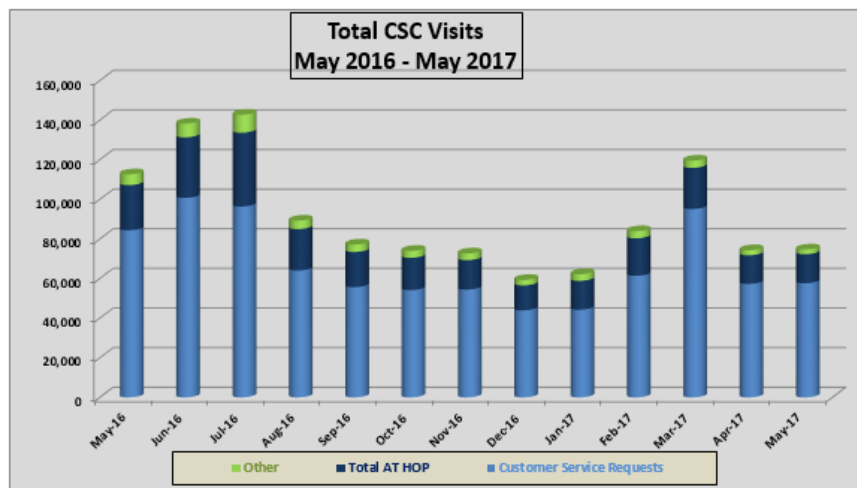
- Service delivery (or reliability) is the proportion of ferries not cancelled in full or part and arrive at their final destination. Punctuality is the proportion of ferries that were not cancelled in full or part and that departed their origin within -59 seconds and +4:59 of the scheduled time.
- For May 2017, 98.8% of contracted services were operated, with 96.16% of these departing their origin on time (punctuality measure).

Route	Harbour	Scheduled Trips	Reliability	Punctuality
Bayswater	Inner	1,070	99.72%	98.97%
Half Moon Bay	Mid	698	97.56%	90.54%
Birkenhead	Inner	1,154	97.05%	90.81%
Gulf Harbour	Outer	414	99.28%	98.55%
Hobsonville	Mid	230	100.00%	100.00%
West Harbour	Mid	621	100.00%	99.52%
Rakino	N/A	28	89.29%	85.71%
Pine Harbour	Outer	936	99.79%	99.79%
Total		5,151	98.80%	96.16%

- Vessel availability and breakdown had the biggest impact during the month, with all core contracted services performing well with the exception of Birkenhead and Half Moon Bay services. Half Moon Bay services were particularly impacted as a result of low tide during the month which resulted in services either being replaced by bus replacements or services being retimed to avoid low tide.
- Discussions continue with ferry operators and performance review meetings were held during the month to identify options to identify and deliver management, operational and timetable solutions for the worse performing services.
- Rakino services were impacted by adverse weather which resulted in three cancellations during the month

8. Customer Experience

Customer Service Centres



adverse weather conditions, to which the Lounge is not suited. There have been a little over 1,068,000 visits to the AT Metro Customer Service Centres in the 12 months to May 2017, an average of just over 2,920 visits per day. This compares to just over 1,382,000 in the comparative 12 month period ending May 2016, a decrease of approximately 70,000 customers (-6.1%) during the period.

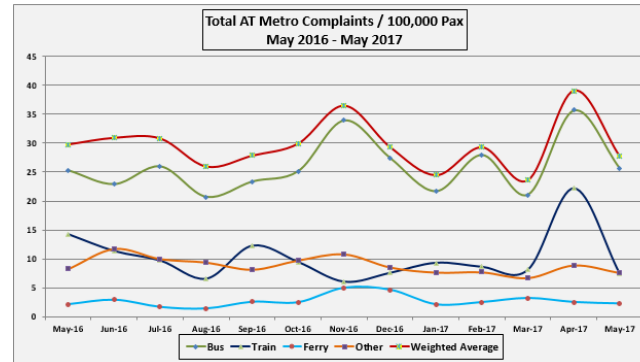
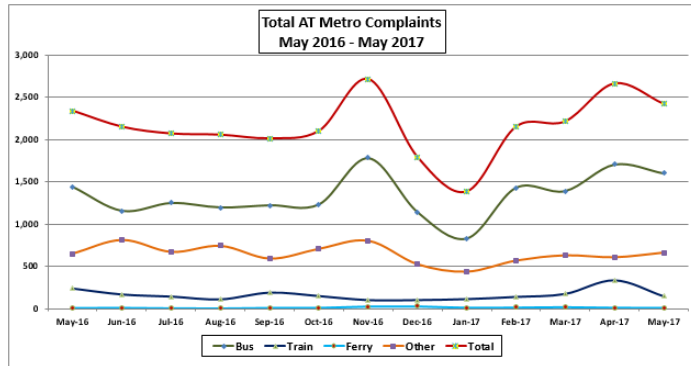
Customer Complaints:

- Total complaint volumes decreased slightly in May, falling to 2,418, down from the adjusted April total of 2,659, representing a reduction of 241 (-9.1%). The May 2017 complaint volumes (2,418) were slightly higher than for May 2016 (2,336), representing an increase of 82 (+3.5%) year-on-year. Complaint volumes in May 2017 are broadly in line with the combined monthly average of March and April 2017 (2,435), although there are different reasons for the customer feedback in the two periods. Feedback in March and April reflects the issues experienced by customers during the “March Madness” period, whereas one of the key reasons for feedback in May related to the announcement of New Network – West service changes, scheduled for June 2017. The other main contributory factors were related to operational performance, including “Fail to Run”, “Late Running” and “Fail to Wait / Uplift Passengers”.

- The total customer visits to the Customer Service Centres (CSC) for May 2017 (74,698) was 373 (+0.50%) below April's visitor numbers (74,325). Similarly, visitor numbers were also 37,976 (-33.7%) below the May 2016 total of 112,604. Total Customer Service Centre visits in the three months from March 2017 to May 2017 were approximately 269,000, compared to over 363,000 in the comparative three-month period from March 2016 – May 2016, a decrease of approximately 94,000 (-25.9%).

- Although the May 2017 visitor numbers were almost on par with April 2017, there were two significant changes in customer activity between the two months. As anticipated, Concession-related activity reduced by approximately 5,000 between the two months, as most tertiary students have now completed the process and obtained their concession. However, there is still a steady flow of SuperGold customers visiting the CSC's, with numbers remaining broadly static at 3,000 per month. However, there was a corresponding increase in requests for AT HOP card sales and top-up activity, which more than off-set the decrease in Concession customer visits. There was a significant reduction in customer traffic during the latter two weeks of the months, although there was a slight offset due to the additional customer visits from World Masters Games customers. The AT Metro Lounge was removed from frontline activity in May, in part because of on-going

- Complaints per 100,000 Pax decreased in May, falling to 27.73, slightly down on the adjusted April total of 30.14, which reflects the reduction in total complaint volumes (-241) and also an increase in patronage (+1.91 million) between the two months. Similarly, comparing the May 2017 performance to May 2016, the average was 27.73 complaints per 100,000 Pax, compared to 29.79 for the previous year. This reduction in Complaints per 100,000 Pax is primarily due to the significant increase in patronage between the two periods (879,000 [+11.2%]), compared to a slight increase in complaint volumes (82 [+3.5%]). Therefore, overall, the 2017 period has seen a continuation of the downwards trend as the public transport network delivers the improvements demanded by customers.



- Due to the 9-month closure by NZTA 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).