

Business Report

Recommendation:

That the Chief Executive's report be received.

Prepared by:

David Warburton, Chief Executive

Farewell and Acknowledgements

As this is the last Board meeting in my tenure as Chief Executive, I wish to take the opportunity to make some passing comments and acknowledgements. It is not possible, nor appropriate, to name individuals who have contributed so much to the organisation, and Auckland as a whole over the past seven years. Suffice to say the staff of this organisation, past and present, can be justifiably proud of where we have come from and what we have achieved.

Those who were not here when the organisation first came into being on 1 November 2010 will find it hard to imagine what things were like – over the space of 12 months the Auckland Local Government Reforms delivered the largest restructure in Australasian corporate history.

Eight organisations – each with their own distinct policies, procedures and cultures were brought together against a backdrop of community and political distrust of the “super city” and the effect on staff morale cannot be underestimated.

In responding to the Chairman's question on the induction programme for the new Chief Executive, there was no precedent. In my case there was no organisation to be inducted into.

At that time people asked me what my biggest worries were: the first was that our staff would be paid correctly and secondly our suppliers. Everybody worked incredibly hard just to ensure the basics were done and the organisation didn't fall apart.

I would particularly like to thank all members of the Executive Leadership Team(s) who I have worked with so closely over the past seven years. Any CE role can be extremely isolating if you do not have the trust and confidence of those who you rely on daily. To each and every one of you my sincere thanks. Your loyalty and trust at all times has been greatly appreciated. I wish you all the very best.

To the Board – again past and present – thank you for your governance.

Since 2010 there have been many significant world class projects delivered by AT - HOP card, EMUs PTOM, CRL.

However, these are just the consequences of the real achievement of AT, namely: the growth and professionalism of so many dedicated people who are committed to making Auckland an even better place. One does not want to sound “over the top”, so suffice to say, the organisation is in extremely good heart and is very well positioned to continue to deliver on making Auckland a world class city. My best wishes and kind regards to all.

Corporate

AT On the Move - After 18 months of planning, all AT employees who were scheduled to relocate to our new city location are now based at 20 The Viaduct. The Corporate Accommodation, Human Resources, Business Technology and Communications teams in particular worked tirelessly and collaboratively to ensure the relocation timelines were met and everyone was kept well informed about the move and more specifically, move dates (divisions moved in floor by floor over an 8-week period). There were 70 inductions held to ensure everyone could familiarise themselves with the new building prior to relocating. The move has gone exceptionally well with excellent feedback provided about the new premises. The work place efficiencies from being co-located (as well as the hard savings in rental costs) are already been evidenced.

Diversity and Inclusion – A leadership team/steering group have finalised the vision, communications plan, policies and action plan for the next 2 years. An update on progress to staff will be provided this month. This will also see the launch of AT Connects (employee communities) and the ageing workforce plan. In February 2018 AT will commence the process to gain the Rainbow Tick accreditation, as well as participate in and celebrate Auckland’s Pride Parade event. The first learning programme focused on Inclusion – Unconscious Bias and Cultural Intelligence – was held this month, in partnership with Diversity Works NZ.

Finance

Audit NZ undertook interim audit work (a two week review). The next scheduled visit is from 15 January 2018 and will focus on results for the six months to 31 December 2017.

AT HOP

AT HOP penetration continues to stay high at over 92% of bus and rail trips. Work has continued on implementing the new process for online top ups, where if the customer does not tag on within 60 days the funds are automatically reversed to the customers payment card, and they are notified.

Preparation of the Regional Land Transport Plan (RLTP)

The Board discussed preparation of the RLTP at its October meeting, and established a Sub-Committee to oversee development of the RLTP, Regional Public Transport Plan and Statement of Intent. The Sub-Committee will ensure alignment between the three documents and enable substantive progress over the Christmas/January period.

A Regional Transport Committee (RTC) meeting has been scheduled immediately following the 5 December Board meeting to consider a draft of the RLTP document. The RTC is responsible under legislation for approving the RLTP document. Given the uncertain environment in which the RLTP is being prepared, it is likely that the RTC and Sub-Committee will need to keep working on an evolving RLTP document up until it is published for consultation in early February.

The RLTP is required to give effect to the Government Policy Statement on Transport (GPS), which is being reviewed by the new Government. Any change of focus in the GPS will need to be reflected through into the RLTP.

The Mayor is due to release his Mayoral proposal for the Long-term Plan on 30 November. This will include indications of rates increases and prioritisation between different Council activities, and this will have an impact on our approach to public consultation on the RLTP (as well as the LTP).

Engagement with iwi has started with presentations to hui in November and early December. This is the start of a process to enable mana whenua to fully participate in the RLTP process and advise us of the projects that are of particular interest or concern to iwi in different parts of the region.

Regional Land Transport Plan Funding

The following activities were approved for funding:

- Panmure Bus Layover (Implementation) – This activity has been approved under Delegated Funding Authority for \$1.56 million.
- Auckland Metro Train Capacity (Implementation) – This activity has been approved by the Transport Agency Board for \$133 million.
- Network Optimisation Plan – Whangaparaoa Dynamic Lanes (Implementation) – This activity has been approved under Delegated Funding Authority for \$3.53 million.
- Local Residential Growth Fund– Hingaia Road/Oakland Road Intersection Improvements (Pre-implementation) – This activity has been approved under Delegated Funding Authority for \$0.3 million.
- Newmarket Crossing (Implementation) – This activity has been approved for \$9.40 million.
- System Enhancements – AT HOP Capacity (Construction) – This activity has been approved for \$9.80 million.

Variations to the RLTP

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

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

The following project has been added to the 2015-18 Regional Land Transport Plan as variation:

- Variation to the 2015-18 Regional Land Transport Plan (RLTP) – Pedestrian Level Crossing

Procurement

Eight tenders were published in the September/November period (30/09/17 to 10/11/17) with an estimated value of \$13.78 million. Two of these tenders had an estimated value of over \$2 million.

Tender	Type
Otahuhu to Sylvia Park (FN32 Stage 2) – Installation and upgrade of shared paths, cycle lanes, bus stops, T2 lanes and pedestrian crossing signals	RFP
Ian McKinnon Drive Cycle Way – Construction and upgrades including shared paths, street lighting, drainage and retaining walls	RFT

151 contracts were created in the September/November period (30/09/17 to 10/11/17) with a total value of \$32.53 million. Four contracts had a value of over \$2 million.

Contract	Supplier
PTOM (Unit 26 Great North – Lincoln) - Regional partnering agreement to provide bus services	New Zealand Bus Ltd
PTOM (Unit 30 Northwestern Motorway) - Regional partnering agreement to provide bus services	New Zealand Bus Ltd
Murphys Road Upgrade – Civil works for installation/relocation of services, asbestos removal, street lighting and movement of electricity and gas assets	Vector Ltd
Regional High Speed Data – Collection of High Speed and Falling Weight Deflectometer (FWD) data	Geosolve

Auckland Unitary Plan Operative in Part (AUP)

AT has had an interest in approximately 21 of the 106 appeals to the Unitary Plan and continues to work closely with AC on these. Approximately 18 of these appeals have been resolved or withdrawn, and the remaining three will potentially proceed to a hearing.

AT presented evidence in support of AC at two Environment Court appeal hearings in September and October. A decision has been issued on the parking appeal which supports the agreed AC position. AT also presented evidence on the Okura appeal and a decision is expected in 2018.

AC has recently notified a number of plan changes to the AUP including Whenuapai rezoning to urban. AT has lodged submissions on some of these plan changes and where appropriate will continue to work with AC to resolve any matter raised.

Panuku Development Auckland urban renewal initiatives programme

AT continues to work with Panuku Development Auckland (Panuku) on its programme of urban renewal initiatives on a number of their priority areas including:

- Henderson – AT's Walking and Cycling Team are undertaking traffic, cycle and pedestrian counts in Henderson to inform the walking and cycling programme. A parking management plan is to be prepared which will assist in informing AT's position with respect to its landholdings in the area.
- Avondale – AT has provided input into Panuku's High Level Project Plan with particular emphasis on identifying opportunities for future road connections and public transport integration. AT will continue to provide input on an on-going basis.
- Takapuna – AT are working with Panuku to provide specifications for the design of the Gasometer parking building.
- Northcote – AT has been involved with scoping Panuku's proposed upgrade of Lake Road to support place-shaping aspirations, and working to ensure integration with the Northcote Safe Cycle Route. AT has also continued to work with Panuku on town centre design concepts
- Manukau – Panuku is investigating potential development concepts for at-grade parking sites. A car parking survey has been commissioned to inform future investigation work.
- Panmure - Panuku continue to progress the Panmure Masterplan and High Level Project Plan simultaneously through a series of stakeholder workshops. The parking management plan is being progressed which will assist in informing AT's position with respect to its landholdings in the area.

Spatial Planning projects

AC has commenced work on three Structure Plans – Drury-Opaheke, Pukekohe-Paerata and Silverdale West Dairy Flat Business Area. AT continues to work collaboratively with AC to provide expert transport advice and input into the structure planning process, including reviewing existing background information and undertaking an opportunities and constraints analysis for each area. The first stage of public consultation for the two Southern Structure Plans is complete and Council is reviewing all feedback.

AT has provided AC with initial information to feed into spatial plans for Sunnynook, Parnell and Whangaparaoa. Work is also commencing on the Albert-Eden Local Transformation Programme looking at areas such as Pt Chevalier, Greenwoods Corner, and Sandringham.

Regional Public Transport Plan review

The Strategy Division is working with the Transport Services Development team on the review of the Regional Public Transport Plan (RPTP). This is being updated to reflect the significant progress since the current RPTP was adopted in 2015 – including Simpler Fares implementation, and the roll-out of PTOM and the New Network – and to signal “what’s next?” in terms of ongoing transformation of the PT system. It also ensures alignment with the next RLTP funding cycle of 2018-28. A number of workshops have been held across AT and with external stakeholders to help inform future directions in the 2018 Plan, which has led to key themes of:

- Enhancing the customer value proposition
- Shaping an accessible, connected city
- Integrating infrastructure and services
- Leveraging technology for mobility choice and innovation
- Creating a sustainable and inclusive transport system.

Ongoing engagement will continue to determine what this means in practice (i.e. detailed policies and actions). The goal is to have a draft for consultation completed by the end of the year, with public consultation occurring at the same time as the RLTP in February/March 2018. Hearings, deliberations and review will follow, with formal adoption targeted for September 2018.

Business Technology

CCTV Analytics Build: There is an ongoing programme of work to build, deploy and enhance our analytics capability across all relevant CCTV cameras. The focus has been on working with Auckland Council to deliver three new analytics (for restricted zones and access), and the build of analytics to support the Whangaparaoa Dynamic Lane project, with 22 built for this project. Specialist camera trials (infrared and thermal) are underway for special use cases around vehicle occupancy and low light conditions.

Hand Held Device Console (HHDC): The technical issues that have delayed the deployment have been fixed and excellent progress has been made this period. The Transdev pilot is now complete and all production devices (35) have been rolled out for final field testing. SaFE units (12) have been issued to the team for testing and training. Planning is underway for Bus / Ferry roll out.

Microsoft Azure Hybrid Cloud: This project is moving pilot application's test servers to the Azure Cloud to both understand the technology scaffolding required, and inform the Business Case. Six of the ten target applications have been moved with two in progress and two in the planning stage. All ten will be complete by 10 December. Analysis of the traffic will then be gathered and the Business Case complete for review on 15 December.

Cyber-security: An increased focus on AT's Cyber-security has prompted BT to introduce a programme of work to implement a number of security solutions across AT. Specific work is underway with Mobile Threat Management and Multi-Factor Authentication. Work on the Security Operations Centre (SOC) has been expedited with an RFP is being prepared with Procurement for the implementation of this.

Enterprise Asset Management (EAM): The request for Proposal (RFP) for an EAM toolset closed on 24 October and a number of responses have been submitted to AT. These responses are now undergoing tender response evaluation with a view to a preferred supplier or suppliers emerging. Work on the Business Case to support roll out and the RFP for implementation continues.

ATEED have decided to transition IT services previously provided by AT to Auckland Council. The transition has now commenced and is progressing well.

AT Mobile App: On 30 October, a new interface was released that improves accessibility for all users. As we improve the user experience on the new AT Mobile app, user communities are declining on the existing AT Metro and Track My Bus old apps. This enables us to proceed with the plans to decommission in 2018. AT Mobile has had over 151,000 downloads and has 83,000 active users each month. Progress with this workstream has been excellent due to strong product stewardship; with AT's first full-time Product Owner for AT Mobile started in November.

Digital Concessions: Creating a more streamlined process for both customers and AT for users to apply for concessions to be loaded onto their HOP cards. The pilot with Auckland University aims to go live for the first semester of 2018. The solution reduces time to administer applications from 4 minutes to 1.5 minutes. The biggest win for AT, students and the university is that by using continual validation within this new process, a student can keep their concession running for up to three years without having to repeat the application process. Outcomes will be measured in terms of administration time saved in years 1-3, and positive satisfaction around 'ease' of interaction with AT at beginning of key semesters.

Disruption Notifications (Information – Journey Impact): There are numerous in-flight or pre-flight initiatives that aim to establish new digital channels across the AT Metro network (e.g. screens on busses and trains, digital bus shelters etc.). This ties in with understanding the customer need for the right information via the right mechanism at the right time. The focus in November is on two customer groups:

- Train Service Disruptions: creating a technical proof of concept to test notifications via AT Mobile.
- Car Commute: a discovery exercise has been completed in early November to determine if regular commuters who choose to drive in peak times, want to proactively be told about disruptions and be guided about alternatives. The recommendations from this sprint are currently being prepared.

MaaS (Mobility as a Service) Airport Pilot with the NZ Transport Agency and Auckland Airport: Understanding the information and accessibility needs of customers getting to and from the Airport. AT's role in this partnership is limited to making sure we understand the customer needs and how they may be met by the NZTA app based pilot being launched by 8 December called RideMate. The NZTA service aims to provide customers with choices of linking various transport options (e.g. taxi, bus, cycle) in order to get to and from the airport. The initial scope is limited to the tourist market and does not include booking or payment functionality which is planned for 2018 as part of the NZTA MaaS initiatives.

Local Boards and Council

The Governance Framework Review is complete and the Political Working Party's recommendations became resolutions of Council. A report detailing the actions to be undertaken in respect of these resolutions will be presented at the Board's February 1 meeting.

Local Boards have now adopted their Local Board Plans and AT staff have gone through these to ensure that we have visibility of proposed transport initiatives and that they are factored into the "ITP calculator" as part of the planning and budget process. The draft Regional Land Transport Plan (RLTP), along with the Regional Public Transport Plan (RPTP), will be discussed with local boards at workshops in February/March next year. Local boards will then make formal submissions on the RLTP as part of the wider consultation on the RLTP.

Key briefings for councillors and local boards this month have included:

Local Board	Briefings / Workshops / Major concerns (All local boards receive a monthly report from AT and we attend their monthly business meetings)
Albert-Eden	<ul style="list-style-type: none"> • AT organised an opening event for the Waterview Shared Path (this event featured local board representatives – local board provided some funding for the project). • Discussion on the naming process for the bridges on the Waterview Pathway. • AT officers attended a meeting with the Mt Eden Business Association and Board members to discuss bus stop placement in the Mt Eden Village. • Worked with board members to prepare six applications for transport capital fund projects and submitted them for rough order of costing. • Board workshop covering New North Road/Asquith Avenue intersection investigation, Manukau Road safety investigation and the Board’s project on traffic calming for the Carrington area. • AT supported the Board’s traffic calming workshop, organised for all local board members. • Weekly email updates on consultations, requests for service and general interest items.
Devonport-Takapuna	<ul style="list-style-type: none"> • Workshop with Local Board on the proposal for Calliope Victoria intersection, following the outcome of consultation. • Site visit with local board member on issues in the access way at Anzac Street Carpark. • Meeting with Local Board Chair to update on the progress of the Lake Road Indicative Business Case. • Workshop with Local Board on proposed AT Cycling Projects on the Devonport peninsula. • Workshop with Local Board on proposed parking restrictions around the streets in the vicinity of the North Shore Hospital. • Workshop with Local Board regarding Local Board Transport Capital Fund project - draft proposal for Clarence Street

Franklin	<ul style="list-style-type: none"> • Meeting with local produce growers and local board reps to discuss concerns regarding changes to existing road widths as part of consented SHA development and options for outer ring route for heavy transport. • Mana whenua signage dawn unveiling and blessing at Pukekohe town centre, attended by local board reps. • Supported NZTA workshop with local board on SH1 Papakura to Bombay project. • Ongoing and escalated concerns regarding road surfacing issues in the rural south-east (particularly heavy truck routes around Brookby quarry/landfill) and road safety at the Tourist Road/Monument Road intersection. • Meeting with Board's eastern transport spokesperson to discuss and advise regarding various road maintenance and road safety issues.
Great Barrier	<ul style="list-style-type: none"> • Workshop with the Board to receive their feedback on the Future Ferries strategy. • Arranging workshop with the Local Board on the Quarry and road aggregate materials on Great Barrier.
Henderson-Massey	<ul style="list-style-type: none"> • Local Board Briefing x 2 on pedestrian crossing issue Henderson, Te Whau Pathway Scheme, Westgate speeding issues, Redhills development • Received feedback from the Board on Removing Bus Stops and Bus Shelters – Henderson-Massey local board area, Sel Peacock Drive roundabout, Henderson-Massey, Minor improvements to the intersection of Seymour Road, Benita Place and Rosandich Drive in Sunnyvale. • Investigation and responses to the Local Board on requests on transport-related matters: Birdwood Road condition update, Waitoro Lane poor lighting, request for Broken Yellow Lines near Sturges Station on Swanson Road, walkway on Alan Avenue Reserve, Felgrove Street dangerous road condition, Vodanovich intersection, Soljan Drive street sign. • Site meeting with Local Board and Te Atatu Business Association – trip hazards in town centre

<p>Hibiscus and Bays</p>	<ul style="list-style-type: none"> • Local Board Transport Interest Group workshop - potential Transport Capital Funds projects. • Gulf Harbour Weekend Ferry trial: Further discussions with local board and local developer around implementation of 4 – 5 sailings/ferry services CBD-Gulf Harbour and return on Saturday only, providing developer can contribute funding and local board/AC can promote activities to draw customers from CBD to Gulf Harbour. • Mairangi Bay pavers: Allegedly slippery pavers in town centre. • Whangaparaoa Dynamic Laning: Meeting with Northhaven Retirement Village residents and WDHB Staff to discuss impact of trial on Village and DHB facilities. • Transport Capital Fund workshop with local board. • Silverdale Area Business Association meeting, facilitated by local board.
<p>Howick</p>	<ul style="list-style-type: none"> • Circulated information about approx. 100 significant changes to bus stops and shelters and five intersections required for the Eastern New Network to the Board; followed by two workshops. • Workshop about the AMETI project. Specifically, about progress of the property purchases and demolition required for the project. • Coordinated and submitted four applications for Local Board Transport Capital Fund projects.
<p>Kaipatiki</p>	<ul style="list-style-type: none"> • During this period there have been six meetings held to discuss issues around the site collapse at Rawene Road carpark. Issues raised have all been, or are in the process of being, addressed by Auckland Transport and the relevant Auckland Council personnel. Daily updates were initiated but as the investigation progresses this will change to weekly. • Workshop with Local Board on Kaipatiki Greenway connections and planning potential projects that may fit the criteria to use the Local Boards Transport Capital Fund. • Meeting with Local Boards Services staff to discuss local board members' concerns raised on lack of all-weather berthing at Northcote Wharf. • Meeting with Local Board Services staff to discuss potential to use Local Board Transport Capital Funds for connections to Seapath and road works in Beach Haven Road.

Mangere-Otahuhu	<ul style="list-style-type: none"> • Supported the team delivering the 'Mangere Bridge Safer Community' project providing a plan for engagement with Mangere-Otahuhu Local Board and information about community groups in the area. • Worked with Local Board Services to help them develop the Mangere-Otahuhu Local Board's business case of advocacy for Long Term Plan. • Supported the Māngere-Otahuhu Local Board plan ways to reduce anti-social behaviour in Māngere Bridge. • Helped to communicate Auckland Transport roles and support arrangements for management of the Tongan Fan Zones to the Local Board and supported the event organisers.
Manurewa	<ul style="list-style-type: none"> • Monthly workshops to update on AT work programme, Transport Capital Fund projects and other current concerns • Attended 2x Manurewa Town Centre Steering Group (comprising local board, council and business reps) to provide updates on AT projects, and gave presentation on Te Mahia station upgrade • Workshop regarding proposed bus/transit lane options on Great South Road through local board area • Workshop regarding proposed bus layover sites in Manurewa • Attended Wattle Downs Residents and Ratepayers meeting to present and address concerns on local transport issues, accompanied by two local board reps • AT organising provision of public (and bus driver) toilets at Manurewa station at request of local board. • Workshop regarding Te Mahia station upgrade project.
Maungakiekie-Tamaki	<ul style="list-style-type: none"> • Meeting with Local Board Chair and community day care to discuss AMETI relocation issues • Meeting with Auckland Council and Board to provide input on One Local Initiative (OLI) proposal for governing body • Meeting with Board and Onehunga Business Association to provide input on transport issues and support for local transport initiatives. • Onehunga Transform workshop to provide transport advice • Panmure Transform workshop to provide transport advice • Follow up workshop on the light rail/bus interchange options for Onehunga

Orakei	<ul style="list-style-type: none"> • Supported local board's LTP Bid for Gowing Drive cycle way connection • Discussion with local board on the routes and roll out of the New Network • Workshop around connections to the "Orakei Spine" cycle path • Meadowbank Train Station – Discussion on Bus turn around on advocacy of LB
Otara-Papatoetoe	<ul style="list-style-type: none"> • Construction site tour of Manukau Bus Station for local board members. • Speed management briefing with local board on Bairds Road, Otara • Workshop on the following items - Local Board Transport Capital Fund update, Long Term Plan/ Regional Land Transport Programme and Flat Bush Tree – Customer management issue. • Workshop on New Eastern Network • Site visit with local board members at Hunters Corner, Papatoetoe – Potential Local Board Transport Capital Fund project.
Papakura	<ul style="list-style-type: none"> • Briefing on covered walkway buildout and layover relocation, Safer Communities Project. • Meeting with local board on their Papakura (Town Centre) Commercial Project – Draft Spatial document for town centre • Briefing to Transport Portfolio holders on Long Term Plan & Regional Land Transport Plan
Puketapapa	<ul style="list-style-type: none"> • AT staff attended a community forum organised by the Puketapapa Local Board to discuss footpath renewals and repairs • AT staff presented at a workshop with Board members in regard to the AT carpark at Mt Roskill
Rodney	<ul style="list-style-type: none"> • NZTA/AT Liaison Meeting to discuss projects on highways relevant to Rodney Local Board. • Elizabeth Street, Warkworth: another update provided to the Local Board and Warkworth Area Liaison Group about interim measures being investigated to improve safety and functionality of Elizabeth Street, Warkworth, with implementation of a safe pedestrian crossing facility on Sandspit Road and improvement to traffic flows using dynamic measures to restrict traffic flows into Elizabeth Street during the AM peak period prior to Christmas 2017. • Transport Targeted Rate: Local Board has engaged AT in discussions to identify projects that may benefit from a proposed targeted rate (additional PT services, park and rides, seal extension).

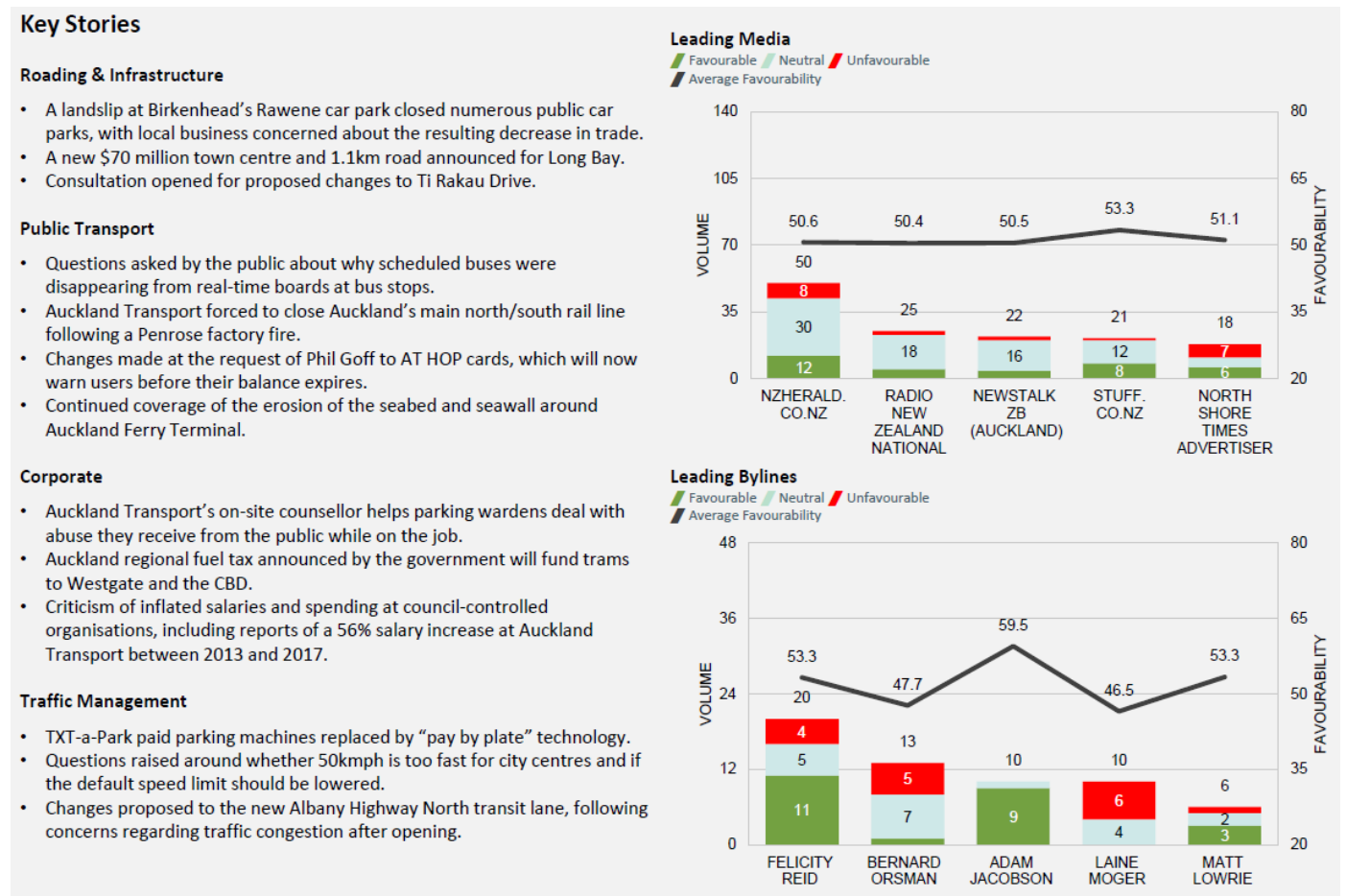
	<ul style="list-style-type: none"> • Matakana Valley Road Upgrade: Meeting with local board to discuss community proposal to upgrade Matakana Valley Road and AC/AT's response. Design proposed by the community is high amenity/high cost, while the AC/AT budgets are restricted to addressing health and safety and stormwater treatment (Healthy Waters), and the cost of rehabilitation. Local board keen to apply LBTCF funding to upgrade of footpaths/installation of parking bays if appropriate. • Sandspit Wharf public meeting facilitated by local board to explain weight restrictions to be implemented on the wharf ahead of delayed strengthening work.
Upper Harbour	<ul style="list-style-type: none"> • Three agenda items on a workshop: updates on a link road between Gills and Oteha Valley Roads, upgrade of Dairy Flat Highway (between Stevenson Cres/Gills Road), upgrade of Dairy Flat Highway intersection (The Avenue and Lucas Creek Bridge). • Received feedback from the Board on No Stopping at all Times - Jade Court, Rosedale, Albany Park and Ride, Speed Camera Proposal Dairy Flat Highway (Albany Hill) • Investigation and responses to the Local Board on requests on transport-related matters: traffic issues in Albany, Constellation Drive traffic hold ups, Greenhithe footpath, Herald Island Residents & Ratepayers roading and pedestrian access concerns, Oscar Road, Greenhithe kerb and channel request • Prepared rough order of costs to build a footpath on Kyle Road.
Waiheke	<ul style="list-style-type: none"> • Ongoing work with the local board to prepare Matiatia for the summer influx of visitors (x 4 meetings) • Meeting with local residents and the board to present the Putiki Road rehabilitation programme • Workshop to discuss new network proposal and consultation plan for Waiheke • Participation in the boards LTP process (2 meetings)
Waitakere Ranges	<ul style="list-style-type: none"> • Received feedback from the Board on numerous proposed No Stopping or time restrictions throughout the ward. • Investigation and responses on requests relating to: Glengarry Road pedestrians safety, potential trip hazards in Glen Eden, Woodlands Park speeding concerns, rail - Swanson to Huapai • Site meeting with Local Board - Glen Eden footpath safety issues

<p>Waitemata</p>	<ul style="list-style-type: none"> • Workshops on proposed Parnell and Grafton busways, The Strand parking consultation, and the consultation on Nelson Street cycleway (stage 3). • Responded to Board feedback on the Grafton residential parking zone. • Received feedback from the Board on Great North /Grosvenor/Bond Street project • Regular updates on Quay Street seawall, Ponsonby Road pedestrian project, Franklin Road project and Richmond Road cycleway. • Briefing information on the consultations for the Parnell, Grafton and Arch Hill residential parking zones • Workshops with the Board on the Parnell, Grey Lynn and Arch Hill residential parking zones consultations. • Arranged meeting with the Chair to discuss issues with the Waitemata Safe Routes project at the Grey Lynn shops.
<p>Whau</p>	<ul style="list-style-type: none"> • Great North Road flooding – ensuring the Board is familiar with remedial work following the flooding on Great North Road. Specifically, footpath replacement Great North Road, cycle lane renewal. • Advice on Local Board Plans – Transport Advocacy Issues • Parking Survey – Terms of reference and Scope

Media

This reporting period saw a large increase in media coverage (386 items – up from 268). Favourability was 51.1 (up slightly from 50.1). The resolution of the HOP card issue where balances were wiped from cards after 60 days if not used was described as a “fair outcome” by Mayor Phil Goff and resulted in favourable coverage.

The loss of car parks following the Rawene Road slip and impact on local businesses received the least favourable coverage.



Project Updates

Key Strategic Initiatives

AT and NZTA have continued to hold off on commencing public engagement on the proposed Northwestern Busway, whilst awaiting confirmation of new government policy direction. Work continues however on the business case for the project, which will be necessary regardless of the policy direction. AT continues to work with NZTA regarding their emerging plans for a future additional Waitemata harbour crossing and how this integrates with AT's planning for the development of the North Shore rapid transit network. AT is also scoping the Detailed Business Case phase for the Lake Road Improvements project, including working with NZTA on Esmonde Road improvements and AT's Cycling team on local network improvements.

AT is working closely with Auckland Council on the planning and delivery of key public transport programming within the city centre, in co-ordination with overlapping Auckland Council projects – particularly for the Midtown and Downtown areas. Work is currently focused on the optimal staging programme for the various Downtown projects, including repairs to the Quay Street seawall.

AT will shortly commence procurement for business case for developing the Airport to Botany mass transit corridor as part of improving access to the airport. Shorter term deliverables are also under development, including 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. The business case will also focus on developing a staged upgrade of the Puhinui rail station to a full bus/rail interchange by 2020. AT is also continuing to progress a business case for the route protection of the Airport to City mass transit corridor.

AT and NZTA commenced negotiations in November 2017 with the preferred proponents to deliver Supporting Growth Planning Alliance that will undertake business case and route protection for the Future Urban Zones transport network. The preferred proponents are AECOM and Beca for planning and engineering services and Bell Gully and Buddle Finlay for legal services. The Alliance will be tasked with securing route protection for the network by 2022. Information on the supporting growth programme can be found at <https://at.govt.nz/projects-roadworks/supporting-growth-delivering-transport-networks/>

Lincoln Road

Procurement for the detailed design phase is progressing well and a design consultant will be appointed by the end of 2017.

Wynyard Quarter – Integrated Road Programme

Detailed design is progressing well for the Wynyard Quarter Central Package of work (Daldy Street, linear and central park, and Gaunt Street west). Integration with adjacent development sites (Mansons and Fu Wah) is occurring through the design process. Property acquisitions associated with the linear park and central park continue. Detailed design will be completed in January 2018. Physical works procurement will occur in early 2018 with construction expected to commence in the first quarter of 2018 and continue over an 18-month period.

Glen Innes to Tamaki Shared Path

Section 2 (St Johns Road to Orakei Basin) preliminary design has been reviewed and cost savings have been achieved. The cost estimates however are still above budget. Section 3 (Orakei Basin boardwalk) construction is progressing to programme. Section 4 (Orakei Basin to Tamaki Drive) public consultation has now closed. Feedback was generally positive and the majority of submissions supported the new proposed route. The project team will be working closely with key stakeholders along the route (boatshed owners and local residents) during the design phase.

Ponsonby Road Intersection Upgrades

The majority of work at Anglesea and Brown Streets have been completed. Mackelvie Street speed table ramps been installed with basalt pavers. Construction work at Pollen Street is underway and was completed in late November. Work at Collingwood Street (last of the eight intersections) is programmed for January. This work needs to be coordinated with Franklin Road works at Wellington Street to account for the Christmas trading period.

Herne Bay to Westhaven Cycle Route

During public consultation, the Herne Bay Residents Association (HBRAI) raised concerns regarding the traffic impacts of re-directing traffic from local streets onto Jervois Road and Curran Street. Additional traffic impact assessment work was completed and the issued closed out with HBRAI.

Detailed design started in August 2017 and is due for completion late December. Further project communications are planned before Christmas to keep stakeholders informed, prior to construction work starting in early 2018.

Tamaki / Ngapipi Intersection

The seawall construction on Tamaki Drive is progressing well with over half of the embankment formed since the marine works started in October. Work has also commenced with work along the coastal edge of Ngapipi Road including the formation of the embankment for the new shared path.

Based on current progress, the majority of the seawall on the Tamaki Drive northern side will be completed up to the intersection before Christmas.

When work recommences on 8 January after the break, the focus will be on completing the work adjacent to Ngapipi Bridge in particular at the southwest corner. To enable this one of the city bound traffic lanes will be closed to accommodate a safe working space. The new road layout will be in place from 8 January 2018 (weather permitting) until 31 January 2018. During this period, existing traffic movements at the intersection will be maintained, however, the left turn traffic from Ngapipi Road will need to give way to traffic on Tamaki Drive which differs from the current arrangement.

A number of options to undertake the work adjacent to the bridge abutment were explored. There is inadequate space to accommodate two lanes of traffic towards the city and footpath; while maintaining a safe working area adjacent to the bridge. As a result, the city bound approach to the bridge will reduce to a single lane. For this to work, traffic turning out of Ngapipi Road will need to operate under a give way control. This will only be for the month of January when traffic is at its lightest.

The current road layout will resume on 1 February 2018 with two city bound traffic lanes and a free left turn from Ngapipi Road.

Karangahape Road Cycle Route

Design will be completed in early December 2017, with a view to lodging a resource consent application prior to Christmas 2017. Meetings for design input are being held with a Design Reference Group which includes the Karangahape Road Business Association members.

Hobson/Nelson Street Upgrade

The pre-concept study contract has been awarded.

The initial traffic modelling results show that the current cycleway upgrade on Nelson Street restricts the potential to further reduce the number of traffic lanes and traffic capacity along the corridor. Traffic modelling on Hobson Street shows that queuing would increase due to the proposed lane reduction outside the NZ International Convention Centre block. The project team is working to review and refine the model, and to consider mitigation options.

Dominion Road Bus Priority Upgrade

Consultation for Phase A works (providing continuous bus lanes and rationalising bus stop locations) began in late November 2017 to affected parties on Dominion Road. Phase B of the project (village centre upgrades & neighbourhood bus interchanges) has been affected by the new government's preference to progress work on LRT on Dominion Road within the next 3-5 years. The project team are working with the MRT team to ensure co-ordination and design integration.

The double decker verandah trimming works are to be delivered in parallel with the Phase A works, within a single contract to reduce disruption impacts on local shops.

Waitemata Safe Routes

Protesters occupied a traffic island at the corner of Old Mill and Garnet roads protesting against relocation of the street tree. A meeting was held with the Urban Tree Alliance and the protesters on 22 November and it was agreed that the project team would review the design to avoid the need to relocate the tree. The team will also be reviewing stakeholder concerns within the West Lynn town centre.

Ferry Futures Strategy

AT is developing a 30-year strategy for ferry services and infrastructure. In alignment with AT's Sustainability Framework the strategy will work with partners and explore a new vision for ferries and to make more use of the harbour. In addition, we are looking at the use of low emission fuels, innovation and technologies and will seek opportunities for using emerging technology to improve service delivery, including first-and-final leg access and customer accessibility. Preparation of the strategy includes benchmarking and learning lessons from other cities around the world as well as discussion with local ferry operators and other stakeholders. The proposed Auckland Ferry Strategy 2017-47 will be included in the 2018 review and in the update of the Auckland Regional Public Transport Plan (RPTP 2018).

Rail Development

AT continue to work with KiwiRail to secure funding for capacity and resilience upgrades to the heavy rail network. KiwiRail submitted funding bids for Budget 18 in November which included: Electrification Papakura to Pukekohe; 3rd Main (Wiri to Westfield, Westfield Jcn and Quay Park); Network Renewals; Additional Power Feed; and the Northern Train Control Centre. We are currently awaiting feedback on these bids.

Manukau Bus Interchange

Work is progressing well with building completion on track for the end December 2017. Rework of the subgrade and base course due to soft ground (peat) has delayed civil works completion until January 2018. The January works will be minor and should not affect fit out or overall project completion.

Works are on track for New Network East operations in early December 2017. Construction of the station and associated works remains within budget.

Rail Pedestrian Crossing Separation

Safety in design workshops have been held for the first two crossings to be upgraded, Metcalfe Road and Glenview Road and detailed design has been completed. Procurement of a civil works contractor is underway, with the upgrades to be completed over the coming Christmas rail shutdown period.

Upgrades of a further five western line pedestrian crossings will occur between February 2018 and June 2018, with four further western line crossings associated with the New Lynn to Avondale cycleway project completed in the second half of 2018. The upgrade of the southern line crossings will also occur in the next financial year.

Takanini and Te Mahia Station Upgrades

Design work continues, along with engagement with the Manurewa Local Board regarding their contribution towards the Te Mahia upgrade. While some enabling work may be possible over the coming Christmas rail shutdown period, the majority of shelter work will take place in the first half of 2018. Upgrades of the level crossings will be undertaken in the second half of 2018 as part of the Rail Pedestrian Crossing Separation project.

AMETI

Eastern Busway 1 (Panmure to Pakuranga)

The Notice of Requirement (NOR) re-notification process is complete. The hearing is set for 13 to 18 December 2017 and final evidence preparation is in progress. Construction travel demand management planning is ongoing. Final property acquisitions are progressing.

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

The professional services design and consenting contract for EB2/3 was awarded in November 2017. High level consultation with key affected property owners on Ti Rakau Drive is ongoing with some possible willing buyer/seller acquisitions resulting. Key internal and external stakeholder consultation on the Reeves Road Flyover architectural concepts continues. Initial contact with Auckland Council Design Review Panel made.

Programme Wide

Cost estimate updates are in progress with initial indications suggesting increases of 20% from the 2014 estimates due to escalation and the rise in property costs since 2014. This will inform upcoming LTP refresh.

Matakana Link Road

The preferred alignment has been confirmed via the Multi Criteria Analysis. Technical assessments are continuing to inform the Notice of Requirement.

Land owner discussions continue.

The detailed design tender has been released to the market, closing in December with evaluation and award programmed for early 2018.

Planning and Consenting Update

Notices of Requirement, Consents and Archaeological Authorities

1. Lodged Applications in October

Resource Consents:

- Ian McKinnon Drive Cycleway
- Sandspit Ticket Office
- Great North Road Double Decker Buses – tree works
- Great North Road (Grey Lynn) – Walking/Cycling

Outline Plans of Work:

- Newmarket Level Crossing

Archaeological Authorities with Heritage New Zealand Pouhere Taonga:

- AMETI Stage 2A Enabling Works

2. Targeted to be lodged within the next three months

NoR

- Alteration of Designation for Noise Wall at Westlake Girls High School

NoR and Regional Consents:

- Matakana Link Road

Resource Consents:

- Avondale to New Lynn shared path
- CBD Midtown Cycleway
- Chapel Road Improvements
- Dairy Flat roundabout
- Double Decker Buses (Dominion Road)
- Double Decker Buses (Manukau Road)
- Federal Street streetscape upgrade
- Flat Bush Link Road
- FN32
- Halsey Street streetscape upgrade
- Highbrook Drive Unit Title Subdivision
- Huapai SHA improvement works
- K Road – Walking/Cycling
- Kennedy Point Wharf upgrade

- Kumeu/Huapai - Station road / SH 16 intersection upgrade
- Links to Glen Innes – Walking/Cycling
- Links to New Lynn Cycleway
- Manurewa Bus Layover and Shelters
- Murphys Road Consent Notice Removal
- Ormiston Link
- Otahuhu Streetscape
- Point Chevalier to Herne Bay cycleway
- Quay Street seawall - emergency works
- Sandspit Dredging
- Swanson Rail Station additions
- Tamaki Drive Cycleway
- Tryphena Wharf – dingy rack
- Westgate Interim Bus Interchange
- Westhaven-CBD – Walking/Cycling
- Wiri – EMU (early works)

Archaeological Authorities with Heritage New Zealand Pouhere Taonga:

- Newmarket Level Crossing (now lodged)

3. Public Notifications and Hearings

NoR and Resource Consents:

- AMETI 2A NoR and Resource Consents
- Silverdale Park and Ride extension

4. Decisions/Approvals

AC decisions:

Resource consents granted:

- Mayoral Drive – Mana Bus Stop
- Quay Street Cycleway Extension

NoR Recommendations:

- Lincoln Road NoR

HNZ decisions:

- CRL Archaeological Authority for the main works from Aotea to Mt Eden, including network utility relocation works

5. Environment Court Appeals

Completed:

- Medallion Drive NoR

Land Acquisitions

10 unconditional agreements signed in October 2017: Mill Road (7), AMETI EB1 (2), AMETI EB3 (1). Total costs incurred for the month were \$11.74m. YTD 33 property agreements have been signed and settled at a cost of \$30.07m.

Assets and Maintenance

Road Corridor Access

Lincoln to Westgate: Royal Road off-ramp has been reconfigured to allow work to continue on the motorway. There is a stop/go operation operating on the Huruuru Bridge during off peak times during the day and evenings to allow work to start on the bridge replacement. Road works are about to start on Makora Road between the Royal Road/Makora Road intersection and back to the Makora Road motorway off ramp. Delays will occur for traffic exiting at Makora Road. Variable message boards will be put out at different approaches to the area to deter traffic from using this area.

Albert Street: Intersection changes to Custom/Albert are complete. Wolfe and Wyndham streets are also open to traffic. The services shafts (on Victoria Street) will be removed by mid-December.

Wyndham Street: is currently East bound flow only due to a one-way detour between Federal and Albert for relocation of ducts for CRLL by Vector and Chorus.

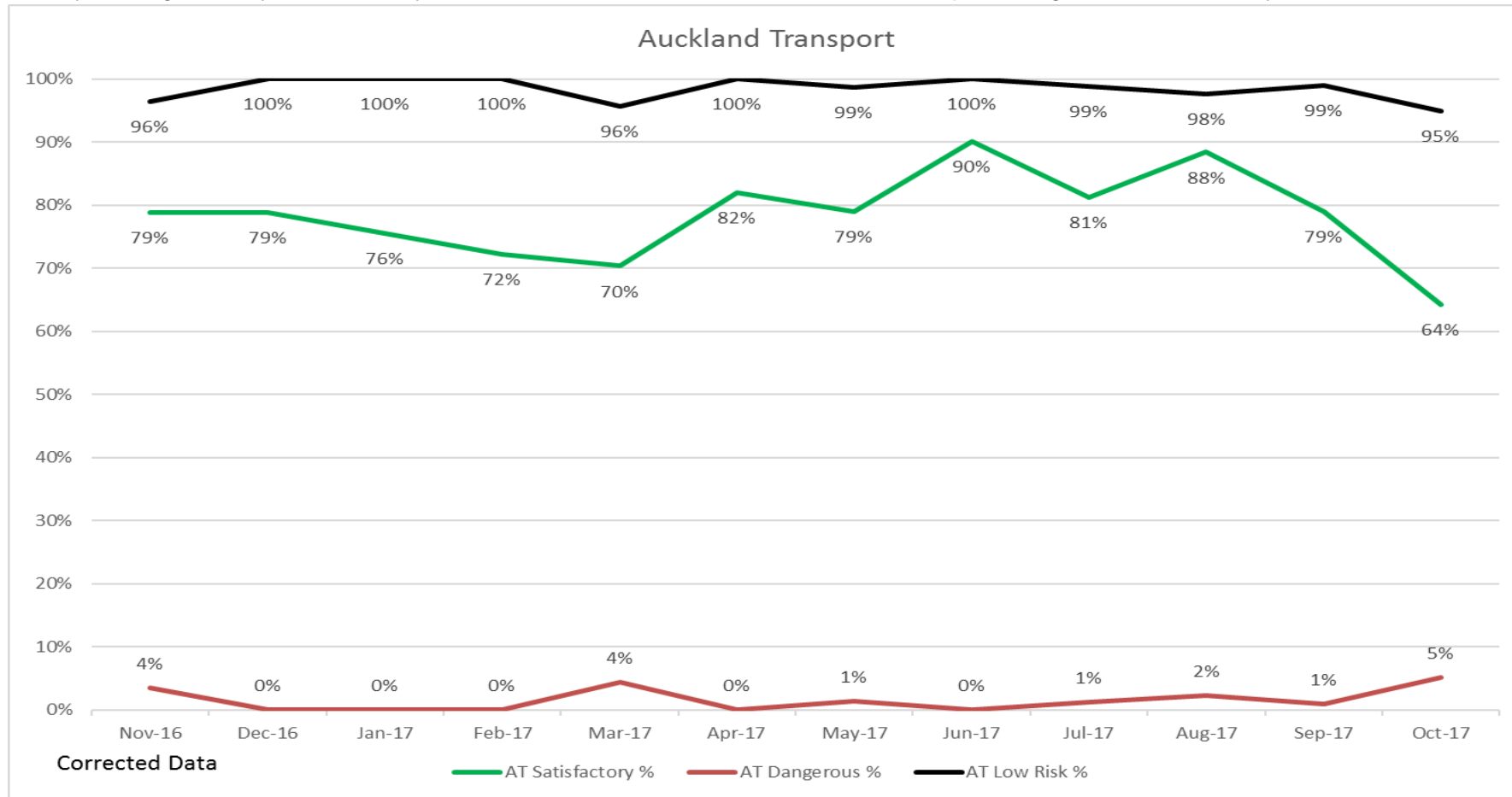
Temporary Traffic Management

For the month of October, we completed a total of 250 Site Condition Ratings (SCRs) across the network. The percentage of low risk sites across all organisations is 96.7% (High Standard, Acceptable, Needs Improvement and Unacceptable) above the target of 90%.

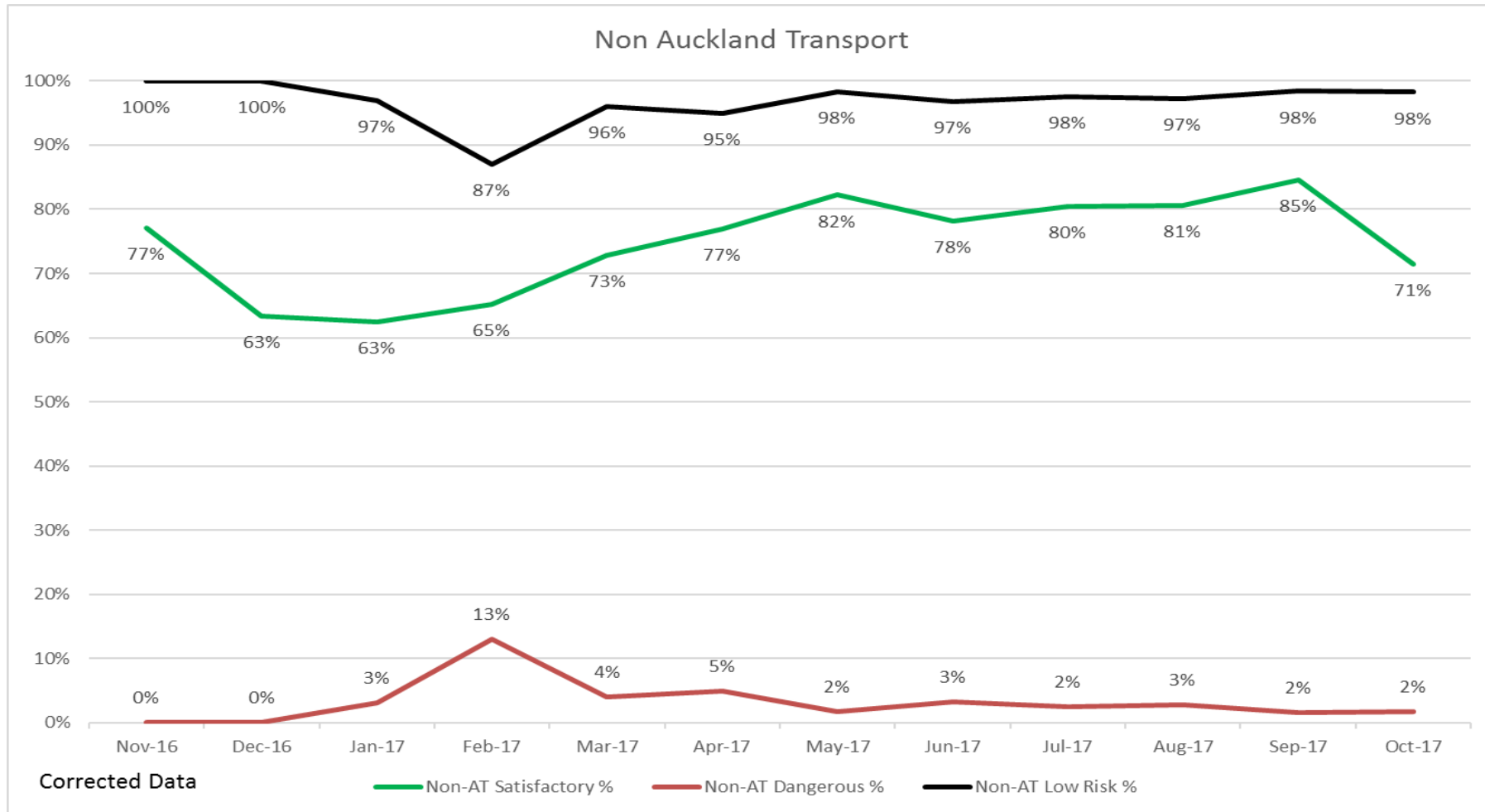
The percentage of 'Satisfactory' sites (High Standard, Acceptable or Needs Improvement) across the network was 68%. The deteriorating trend seems to reflect a "bow wave" of work starts arising from the significant increase of Corridor Access Requests (CARs) processed at the beginning of this financial year. The work has seemingly been planned well but a shortage of resources in TTM is evident with an influx of less experienced personnel being deployed. As this is just the beginning of the construction season, our team has been urgently meeting with contractors to address the issues with actions including:

1. Undertaking a 2 weeks programme of reviews focussing on the key controls of STMS presence and TMPs usage at worksites.
2. An intense engagement with the six poor performing contractors, their officers and their main client representatives.

Auckland Transport work sites achieved 95% for the KPI of low risk sites. Six AT worksites were issued with a Stop Work Order. Three of these directly and significantly influenced by a lack of an STMS on the active worksite. The percentage of AT satisfactory worksites is 64%.



Non AT sites had a percentage of satisfactory of 71%. Stop Work Orders were issued to 8 Non-AT Sites: Chorus (1), Watercare Services (1) and Others / Private (6). Only one, relating to Watercare, originated from complaints. Seven of these eight worksites were found to be undertaken without approval or outside the scope of their approval in addition to the safety issues on site.



Road Corridor Delivery

Financial Performance

Renewal spend is continuing to run ahead of forecast with spend on resurfacing (\$5.8 million), pavement rehabilitation (\$3.1 million), footpath renewals (\$1.3 million) and kerb and channel replacement (\$1.5 million) all ahead of the initial YTD forecast to the end of October.

Operating expenditure is also ahead of forecast due to ongoing road maintenance works associated with the major storms experienced earlier in the year and pavement damage attributable to the higher level of rainfall.

Physical Achievement

OCTOBER 2017					
Asset Renewal Activities	October YTD Actual(km)	October YTD Forecast (km)	Full Year Target (km)	Completion v.YTD Target (%)	Completion v. Full Year Target (%)
Pavement Rehabilitation	3.1	6.0	26.3	52%	12%
Resurfacing	90.6	107.8	419.8	84%	22%
Footpath Renewals	29.5	28.0	74.0	105%	40%
Kerb and Channel Replacement	23.3	19.2	49.8	121%	47%

Achievement against forecast is 91% of the YTD target with 26% completion against the full year target.

While the resurfacing spend is ahead of forecast the completed length is a little behind forecast. This is due to the delivery of the chip seal programme being behind target while the AC resurfacing programme is running substantially ahead of forecast (38.4 km completed to date cf. YTD target of 30.2 km). The good progress with the delivery of the AC resurfacing programme means that that overall spend is well ahead of forecast as AC resurfacing costs approximately \$30/m² whereas chip sealing costs are in the order of \$5-6/m². The chip seal program will pick up and achieve targets as the second quarter progresses.

The completed length of pavement rehabilitation is also behind forecast while the spend is ahead. The high level of spend is due to the large number of projects under construction. There has been 3.1 km of pavement rehabilitation completed to date with a further 5.7 km currently under construction. This means that 33% of the pavement rehabilitation programme has already been completed or is underway.

Last month pavement rehabilitation projects were completed on Bryan Road, Marua Road, Gossamer Drive and Reeves Road.

Pavement rehabilitation projects are currently underway on Flanshaw Street, Keeling Road, Seymour Road, Inga Road, Oak Tree Avenue, Rayleigh Road, Blackbridge Road, Dairy Flat Highway, Bleakhouse Road, Granger Road, Mellons Bay Road, Cosgrave Road, Brookby Road and Medland Road.

Glyphosate update

The European Union (EU) is being urged by the European Parliament to not renew the glyphosate licence, which expires at the end of the year. If there is no majority for the licensing renewal by the end of the year, glyphosate will be banned in the EU in 2018. Council have renewed their commitment to look at their use of glyphosate in their Weed Management Strategy and this will happen as part of the long-term plan in the next six months. Auckland Transport is engaging with Council on their strategy and will look at our policy on the strength of that once it is complete. The NZ Environmental Protection Agency has made no change to its position on glyphosate.

Metro Minor Capital

Bus

Double Decker Bus Network Mitigation: Consenting is underway for final trimming of Pohutukawa trees by the St Lukes on-ramp. Work continues on the Central Network routes ahead of the go live date of mid-2018.

Bus Lane Improvements: Consultation is ongoing with the Mt Eden Village Business Association for extending the operational hours of bus lanes and improvements to bus stops. This work is to be delivered in conjunction with a proposed new parking zone in 2018. Vector are to start power pole relocation on Dominion Road early next year with lane construction work to start after the power poles have been relocated. Consultation on bus lane improvements are planned for early 2018 on Parnell road. This project is also to be implemented in conjunction with the parking strategy changes.

Bus Infrastructure Improvements Programme: New Network east stops are progressing with all sites having now been through Local Board/Internal and External Consultation. We are currently closing out the impacts of the external consultation with the resolutions now progressing to TCC.

Bus Shelter Renewals: 45 renewal sites have been completed to date. Renewal work in the South/Central area has been put on hold to allow the contractor to focus their resource on the East New Network rollout.

Ferry

Devonport Wharf Refurbishment: Construction of base-build for new tenancies progressing well with tenancies scheduled to open by late February 2018. The new toilet block has been commissioned and operational and construction of new stairs, stairwell and glazing is progressing well.

Downtown Ferry Terminal Pier 1 Ticket Office/Customer Service Centre: Returned to full retail operation on 16 October as planned with AT and Fullers re-occupied to meet Labour Weekend target. Some finishing works e.g. wayfinding to be installed.

Downtown Ferry Terminal 2C Upper Gangway: New gangway structure replacement works have been deferred for the summer period. Off-site temp repairs/refurbishment of the existing gangway and gantry structure is underway. There is no risk to the safety of operators or public in this delay.

Downtown Ferry Terminal DTFT Pier 1 Roof Repairs: Quotes have been sought for cleaning, removal of old seals, and application of new sealing materials. It is estimated the works will take 4 weeks (weather dependant).

Half Moon Bay: Access improvement to and from moored vessels are being developed in response to safety concerns raised by the operators. We are also planning to replace damaged piles in March 2018.

Kennedy Point - Wharf Structure Replacement: Final design review underway for ramp extension and replacement of hardstand sheet pile wall and fender system. Awaiting Iwi feedback prior to lodging the Resource Consent.

Rail

Wiri Depot: AT has signed a contract for modifications to the shunter and are now coordinating with CAF to establish timing for the works. We are also working through the impacts of the planned construction of the EMU Overhaul Facility to accommodate both temporary and permanent storage solution for operational spares. We continue to work with CAF on the logistics of upgrade works to the wash/spray bay.

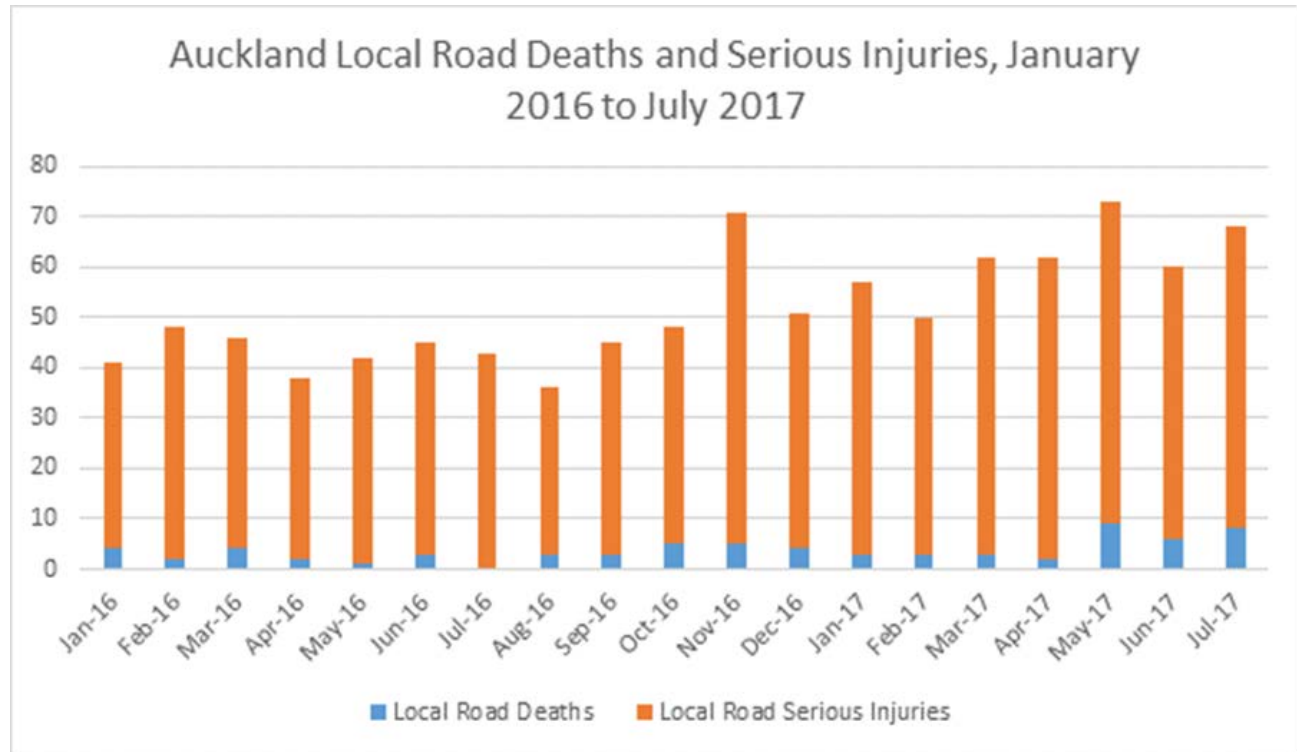
Swanson Crew Facilities: Transdev have met with the Swanson Train Station Trust to assess the building to see if the existing building/facilities are suitable. If Transdev and/or the union are not happy with utilising the building, then we will look at alternative option of installing a new building on the eastern park and ride.

Road Safety

Local Road Deaths and Serious Injuries

Local road deaths and serious injuries (DSI) have increased 43% for the first seven months of 2017, compared to the same period in 2016. These numbers will certainly exceed the 2017 Statement of Intent target of a reduction of nine DSI from 2016. May 2017 saw the highest level of monthly local road DSI since 2002. The majority of growth in 2017 DSI has occurred on urban local roads of 50 km per hour across the region among young drivers/passengers in cars, and urban motorcycle riders.

In response to the increase in the current five-year trend in DSI, AT has reviewed its approach to Road Safety. This has been done in conjunction with our road safety partners, The Transport Agency and NZ Police. The Road Safe Action Plan 2017-2021, which has been shared with the Customer Focus Committee, responds to the changing crash trends and shows the areas requiring specific focus. This action plan guides AT's current Road Safety interventions and includes education and enforcement initiatives that are done in partnership with NZ Police.



Auckland Safe Roads Strategy Focus Areas

1

	Focus Areas	Implementation
Extra Focus	Safe System Management	Road Safety Plans, Safety Culture, Training, Leadership
	High-risk Intersections	Accelerated Capex, Safer Journeys, Automated enforcement
	High-risk Urban & Rural Roads	Accelerated Capex, Demonstration Projects
	Pedestrian	Walking Action Plan, Increased Capex
	Motorcycle	Safer Journeys for Motorcycling, Demonstration Project
	Safe Speed	Speed Management Plan, Automated enforcement
Continue	Alcohol/Drugged Driving	Continue education and enforcement programmes
	Young Drivers	
	Cycle Safety	Urban Cycle Network
Emerging & Monitor	Restraints	Improve data, education & enforcement
	Older Road Users	Monitor Increasing Trend
	Distraction & Fatigue	Safer Journeys Smart Use

In October, AT hosted a two-day road safety strategy workshop with NZ Police's Road Policing Leadership team. The main focus was the rising road toll and the role of the Road Policing unit in road safety.

In November, AT also hosted Sweden's road safety expert, Dr Matt-Ake Belin to talk about the Vision Zero approach for New Zealand. He has presented at the Trafinz Conference in Nelson, with a wide range of NZ practitioners, NZTA and Local Government officials in attendance. He also presented at a focus Auckland session hosted by AT and AC. Insights gained from these two strategic sessions will be used to guide the development of the Auckland Road Safety Strategy and Programme Business Case, currently underway with our road safety partners.

Distraction Campaign

Between 2012 and 2016, there were 24 deaths and 209 serious injuries in the Auckland region, attributed drivers who had their attention diverted. Using a mobile phone while driving impairs driving performance by slowing reaction times, reducing peripheral vision and impairing the driver's ability to stay in the correct lane.

AT staff collaborated with New Zealand Police all around the Auckland region at 15 checkpoints. This is to target drivers who were using their phone whilst driving. Staff interacted with drivers and educated them that using a mobile phone while driving is an avoidable road safety hazard. Drivers received a postcard flyer with campaign information that directed drivers to the new video and encouraged them to share the video with family and friends. The video '[Sophie's Story](#)' and the life after the crash is available on the AT website, AT Facebook page and the YouTube Channel.

Learner Licence Workshops

People driving without a licence have an increased risk of crashing and thus pose a key safety risk to themselves and others. From 2012-2016 unlicensed drivers 16-24 years of age were involved in 34 fatal and serious crashes. To help reduce this safety risk, AT provides learner licence and some restricted licence courses to selected high schools and community groups each year.



During October AT started a series of 5-6 hour long learner licence lessons at three locations, training approximately 60 young people. The students learnt about the New Zealand Road Code and prepared for their learner license test with the aid of Community Transport's specifically designed classroom resources. Since July 2017, AT has contributed to at least 100 people sitting their learner licence

and 80% of these passing on their first test. This is a great pass rate given that many of the people who attend our courses know very little about the road code. In order to fully engage with the participants of our workshops we have developed a technology based tool that provides an interactive experience using key competencies that are covered in the Graduated Driver's License testing regime. This Virtual Reality programme is leading the way in innovation in road safety education and is the first known tool of its kind in NZ. Live testing with 16-24 year programme participants will begin in December 2017.

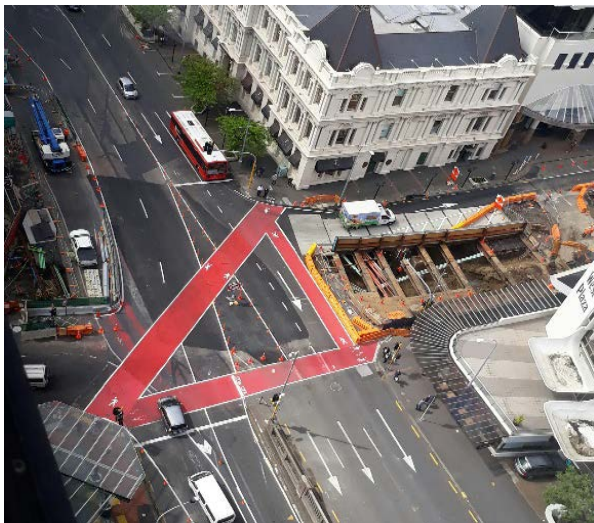


Network Optimisation

AMETI – Construction Travel Demand Management Plan

AT is working with Auckland Manukau Eastern Transport Initiative (AMETI) project team to support a Travel Demand Management (TDM) Plan. It aims to reduce, re-mode, re-time and remove trips from the AMETI roading corridor during the construction phase, which is due to commence in October 2018. The TDM plan optimises network performance and includes an action plan that specifically targets trips at the origin (through Personalised Journey Planning) and destination (through site specific travel plans.) It will also fit with the existing travel demand programmes which promote different sustainable modes of transport during different months throughout the year, such as the Auckland Bike Challenge, the Auckland Walking Challenge, and carpooling. The TDM plan will include putting measures in place to optimise network performance for the area.

City Centre Network Operations



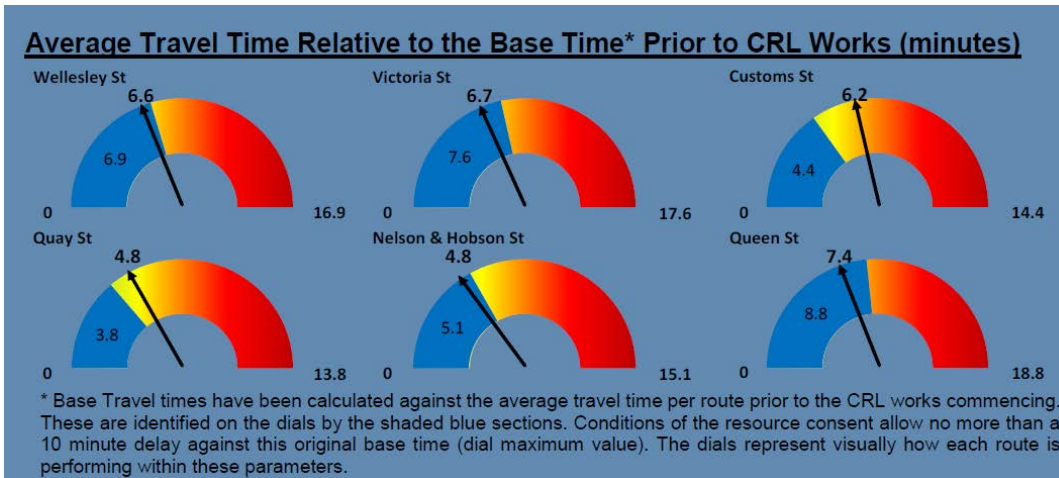
City Rail Link Limited (CRL) handed back two of the main travel corridors, Albert/ Wellesley Street and Albert/ Customs Street intersection.

The Wellesley Street shaft and all construction equipment on Wellesley Street between Albert Street and Elliot Street was removed by CRL. The new road layout was implemented allowing bus movements from AT Metro to be prioritised by re-instating bus lanes. The right turn from Wellesley Street into Albert Street will remain banned until end of the year.

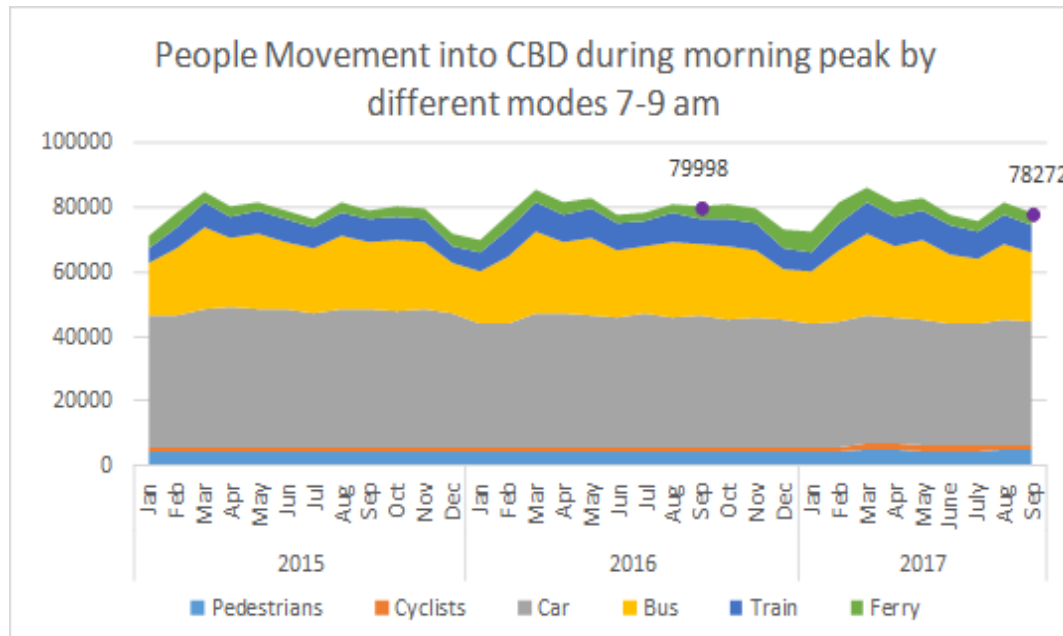
Over the past 18 months, there has been extensive works at the Albert/ Customs Street intersection. The CCNO Team has managed the different temporary traffic management stages, particularly the piling rig for CRLL, and the time when roads were reduced to one lane per direction to accommodate completion of the four decks across Customs Street. The intersection returned to a similar pre-CRL layout during October. There are now two lanes per direction on Customs Street. The diagonal crossing was re-introduced to accommodate a high number of pedestrians at this intersection.

There have been various minor lane closures throughout the City Centre to facilitate various works.





The average travel time (minutes) prior to CRL works for September are shown in the blue segment, with the maximum permissible in CRL consent conditions shown to the right, with the dial arrows representing the travel times reported in September. All six routes were performing well with only Customs Street and Quay Street marginally in the yellow due to a reduction in cycle times to reduce delays for pedestrians.



It is estimated that, on average, 78,300 people travelled into the City Centre during the morning peak period (7-9am) in September. The number of people entering the city centre continues to be comparable to last year.

Flexible Working

The Flexible Working trial package has been initiated and will be rolled out to six businesses in Auckland Central to assess the impact of the promotion. The aim of the trial is to encourage businesses to adopt and promote flexible working arrangements to save travel time and even reduce the need to travel. This will allow staff to travel in 'off-peak' times or alternatively, to work remotely either from home or another location.

Businesses in Wynyard Quarter are showing an interest as they are required to reach a target of 70% sustainable transport modes of all commuter trips into the Quarter during the peak hours. This package will assist in meeting this target.

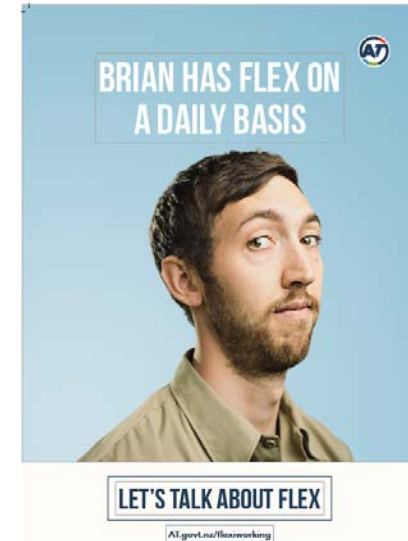
The promotional booklet is supported by web-based information and primarily encourages discussions between employer and employees around possible flexible working arrangements.

Smart Travel Carpooling App



The Smart Travel Campaign has commenced in October 2017 and will run until June 2018. This will be an ongoing promotion to raise the profile, and awareness of the Smart Travel Carpooling App. It is also intended to raise awareness of the number of carpooling car parking spaces that are dedicated to people who actively share rides around Auckland.

The app and carpool spaces support the investment that Auckland Transport has committed to Transit Lanes (T2/T3) to increase the people movements along road corridors. Since the start of the campaign, which includes social media promotions, 70 new active users have registered for carpooling. Carpool parks in Downtown and Victoria are now being advertised.



Parking & Compliance

Safety and Fare Enforcement (SaFE)



SaFE Transport Officers were deployed on Western Line trains as from 6 November. As part of the programme run by Auckland Transport and Transdev, the new staff will ensure that “people come first” by helping to keep our public transport running smoothly, improving safety and making sure that everyone is paying their fares. They are trained on how to de-escalate situations caused by anti-social behaviour. Transport Officers work in pairs and they will be deployed when and where they are needed most. The team has received positive feedback from the public.

The team is currently recruiting the next batch of compliance officers and will start training in January.

Residential Parking & Paid Parking Zones Update

Current updates to ongoing Residential Parking Zones:

[Ponsonby Paid Parking Zone](#) – Went live in 24 October

North Shore Hospital Paid Parking Zone – AT met with members of the hospital to discuss implementation of paid parking in the surrounding area. Public consultation is being arranged.

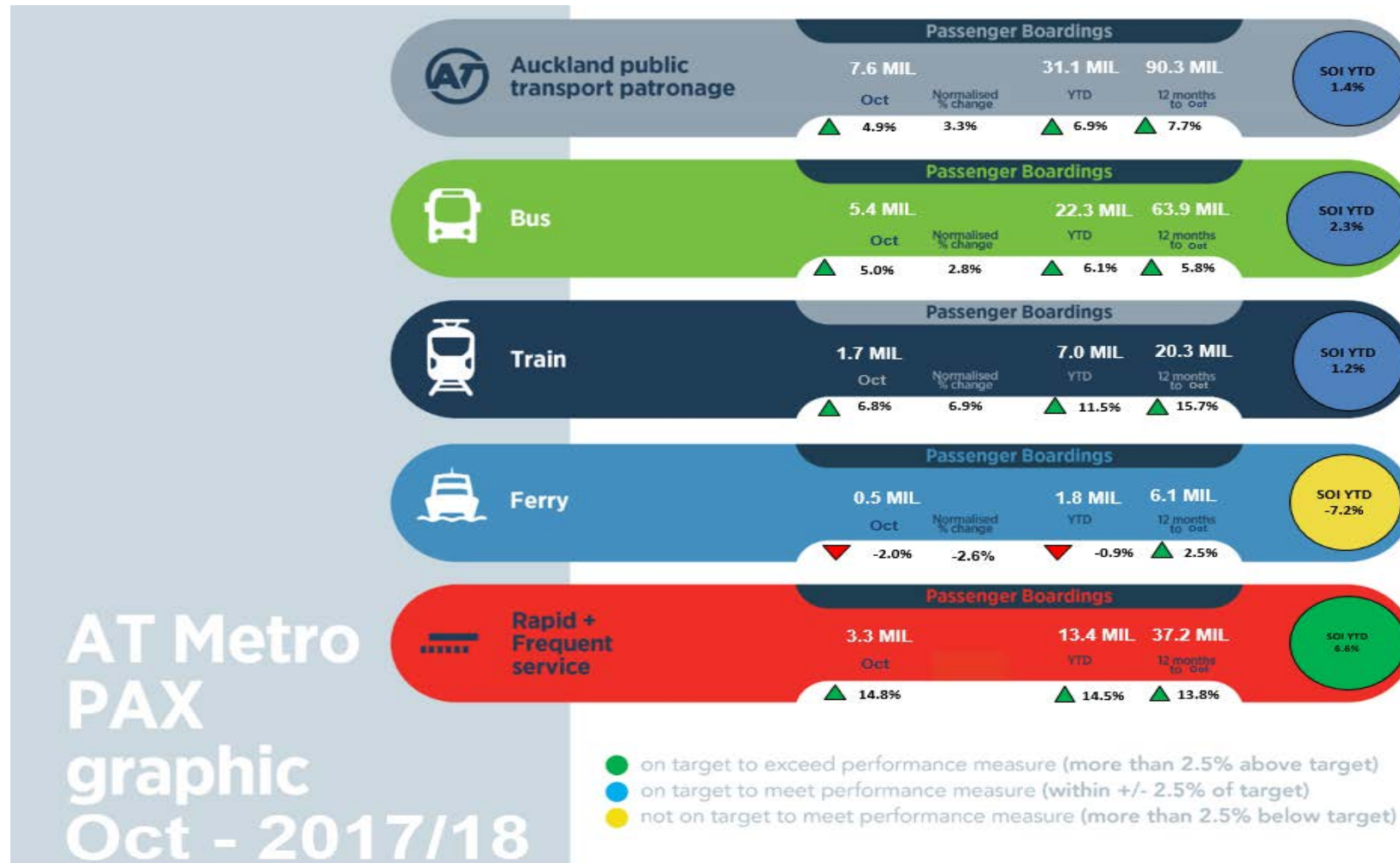
[Parnell Residential Parking Zone](#) – Applications for Residents Parking permits was opened to the residents in October.

[Grafton Residential Parking Zone](#) – Currently amending the residential parking zone to incorporate feedback from consultation

Grey Lynn/ Arch Hill Residential Parking zone – Public consultation has been organised with our first public meeting on Thursday 23 November and the following Thursday 30 November. To note we have already had 200 submissions on this proposal.

Transport Services

Public Transport Patronage Performance – 12 months to October 2017



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

For the 12 months to October 2017 Auckland public transport patronage totalled 90.3 million passenger boardings, an increase of +7.7% on the previous year. October monthly patronage was 7.6 million, an increase of +4.9% on October 2016 and -3.4% below SOI target (YTD +1.4%). October normalised adjustment ~ +3.3% accounting for special event patronage, with one more business day and one more weekend day/public holiday. There was change in school holidays between October 2016 and October 2017 of 5 days that will have impacted total patronage for secondary school by ~-4% and impacted on total patronage by ~-0.2%.

Bus services totalled 63.9 million passenger boardings for the 12-months to October 2017, an increase +5.8% on the previous year. Patronage for October 2017 was 5.4 million, an increase of +5.0% on October 2016 and -3.6% below SOI target (YTD +2.3%). October normalised adjustment ~ +2.8% accounting for special event patronage, with one more business day and one more weekend day/public holiday.

Train services totalled 20.3 million passenger boardings for the 12-months to October 2017, an increase of +15.7% on the previous year. Patronage for October 2017 was 1.7 million, an increase of +6.8% on October 2016 and -2.2% below SOI target (YTD +1.2%). October normalised adjustment ~ +6.9% accounting for special event patronage, with one more business day and one more weekend day/public holiday.

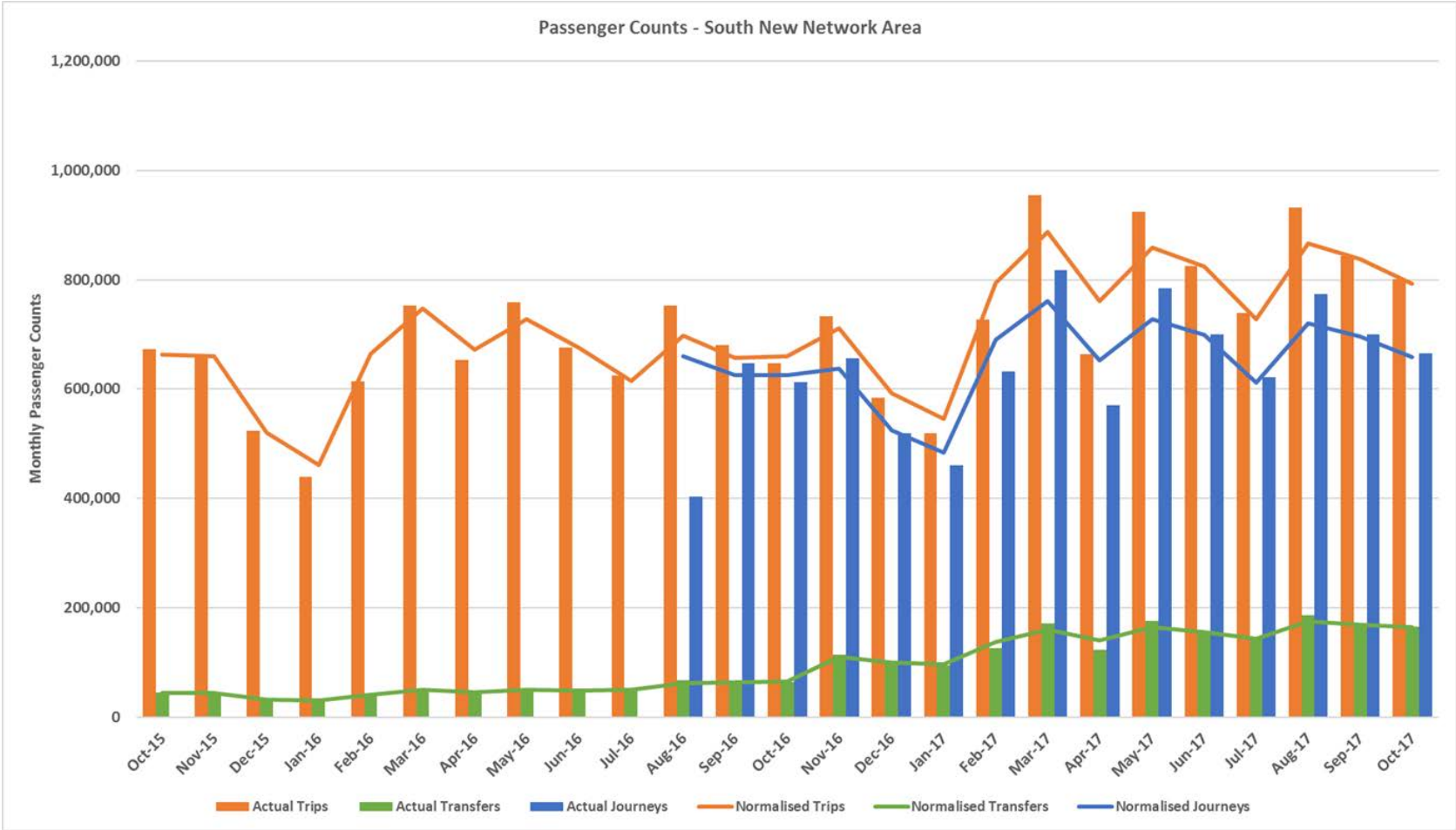
Ferry services totalled 6.1 million passenger boardings for the 12-months to October 2017, an increase of +2.5% on the previous year. Patronage for October 2017 was 0.48 million, a decrease of -2.0% on October 2016 and -6.5% below SOI target (YTD -7.2%). October normalised adjustment ~ -2.6% accounting for special event patronage, with one more business day and one more weekend day/public holiday.

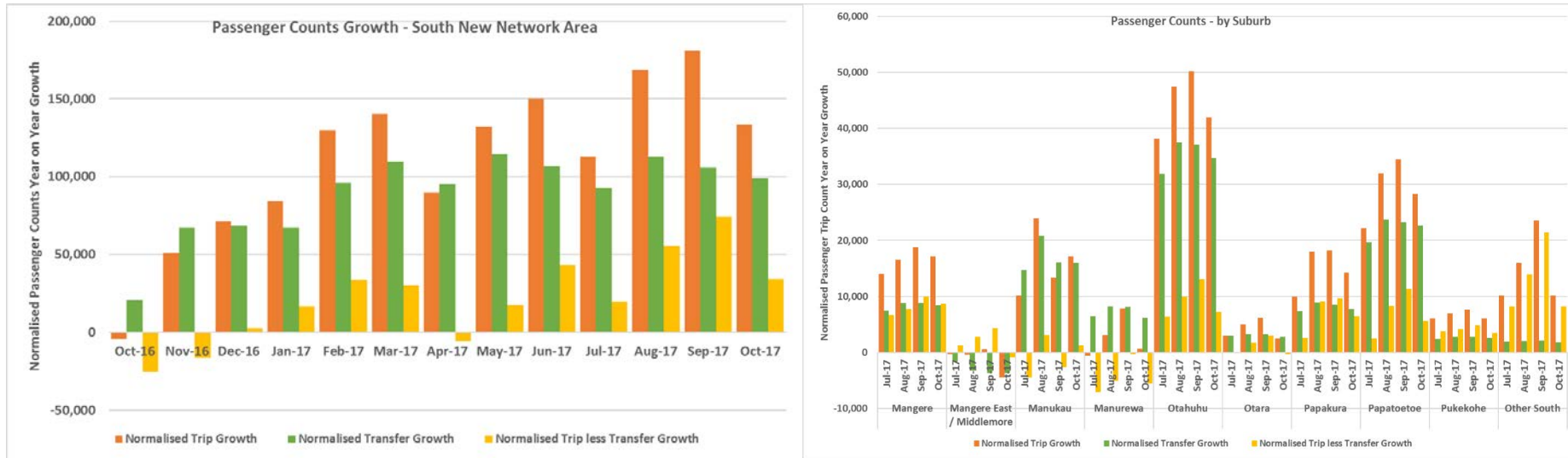
Rapid and Frequent services totalled 37.2 million passenger boardings for the 12-months to October 2017, an increase of +13.8% on the previous year. Patronage for October 2017 was 3.3 million, an increase of 14.8% on October 2016 and +9.7% above SOI target (YTD +6.6%).

	Oct - 2017/18 Actual v SOI									
	Month				YTD				SOI 2017/18	Projected Forecast 2017/18
	Actual	% Change	Target	% Variance	Actual	% Change Prev Year	Target	% Variance		
1. Bus Total:	5,468,488	↑ 5.0%	5,669,905	↓ -3.6%	22,346,638	↑ 6.1%	21,852,713	↑ 2.3%	65,320,000	65,380,000
2. Train (Rapid) Total:	1,693,312	↑ 6.8%	1,731,219	↓ -2.2%	6,992,950	↑ 11.5%	6,912,459	↑ 1.2%	21,060,000	21,200,000
3. Ferry (Connector Local) Total:	476,556	↓ -2.0%	509,758	↓ -6.5%	1,761,657	↓ -0.9%	1,897,451	↓ -7.2%	6,630,000	6,450,000
Total Patronage	7,638,356	↑ 4.9%	7,910,882	↓ -3.4%	31,101,245	↑ 6.9%	30,662,623	↑ 1.4%	93,010,000	93,030,000
Rapid and Frequent	3,311,532	↑ 14.8%	3,018,135	↑ 9.7%	13,365,457	↑ 14.5%	12,537,754	↑ 6.6%	36,786,000	36,739,000

Growth in South Auckland – Bus and Train

For illustrative purposes, estimates of growth in multi-trip customer journeys commencing or terminating in the South Auckland New Network area are provided to monitor sub-regional change following New Network rollout.





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

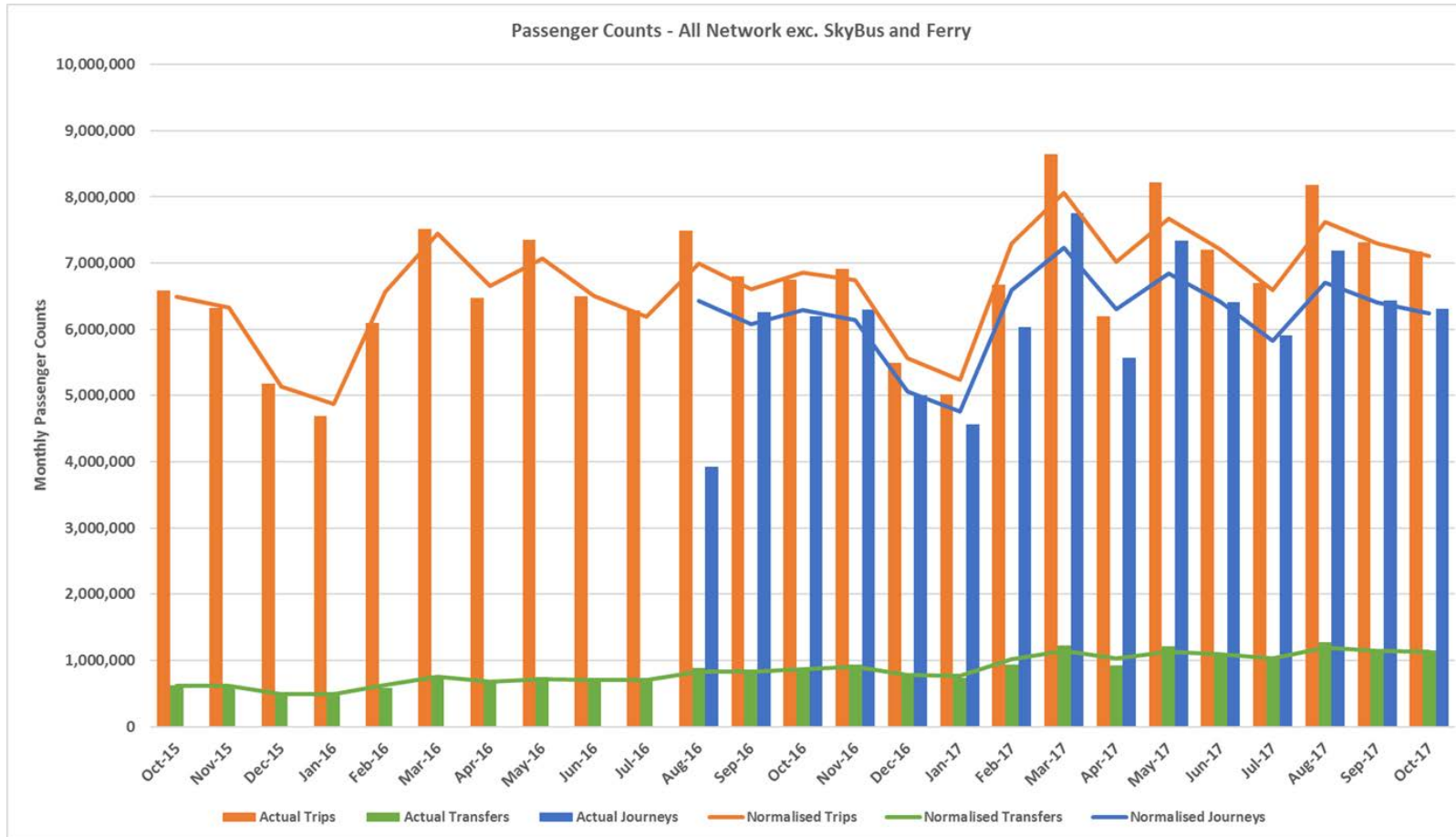
- Passenger trips have increased by +20% with equivalent Network wide (excluding SkyBus and ferry) the increase +3%.
- Transfers have increased by + 99,232 (+153%), Network wide + 264,889 (+33%).
- Passenger trips less transfers have increased by + 34,310 (+6%).

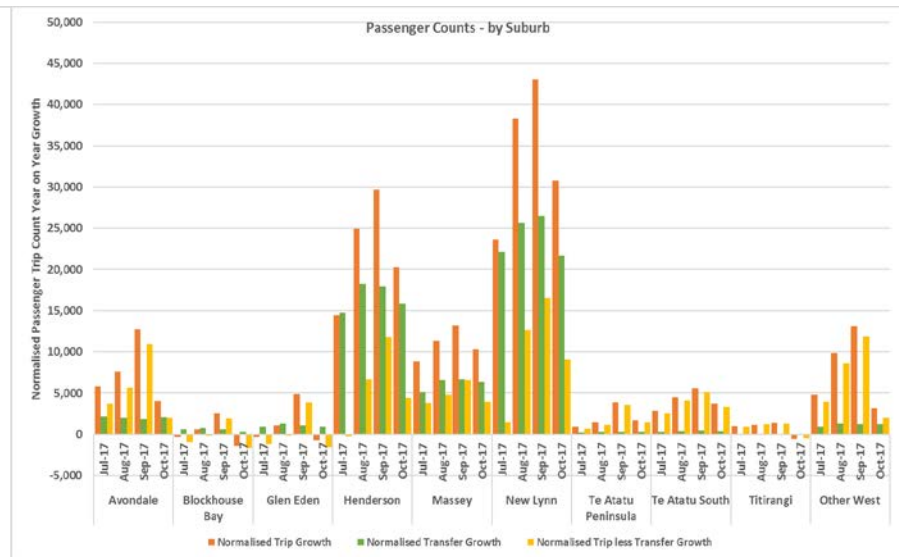
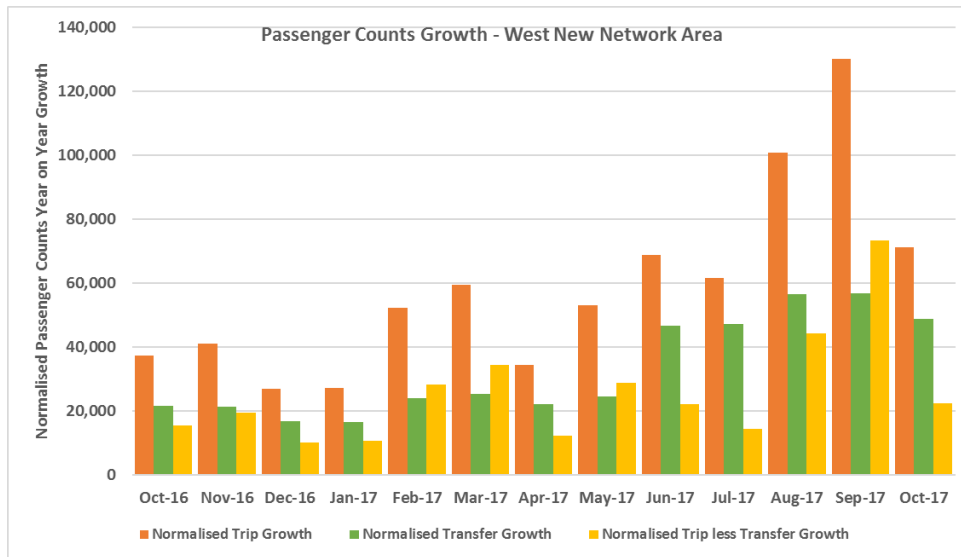
Normalised year on year growth in the South Network Area for October-2017 by suburb:

- All reported suburbs saw positive growth in passenger trips with the exception of Mangere East / Middlemore.
- Mangere East / Middlemore saw a continuation of the decrease in transfers (-854, -63%), 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 (+34,695, +312%).

Growth in West Auckland – Bus and Train

For illustrative purposes, estimates of growth in multi-trip customer journeys commencing or terminating in the West Auckland New Network area are provided to monitor sub-regional change following New Network rollout.





Normalised year on year growth in the West New Network Area for October-2017:

- Passenger trips have increased by +11% with equivalent Network wide (excluding SkyBus) the increase was +11%.
- Transfers have increased by + 48,812 (+63%). Network wide + 269,672 (+31%).
- Passenger trips less transfers have increased by + 22,352 (+4%).

Normalised year on year growth in the West Network Area for October -2017 by suburb:

- All suburbs saw positive growth in line with previous months with the exception of both Blockhouse Bay and Glen Eden.

Progress against AT Metro Key Strategic Priorities

AT Metro key business priorities have been reviewed at the start of the financial year. Delivery against the AT Metro key business priorities for the 2017/18 FY is provided below:

- | | |
|--|-------------------------------------|
| 1. New Network incl. Rapid & Frequent Network | 6. Customer Acquisition & Retention |
| 2. Procurement & Contract Reform (PTOM) Implementation | 7. Customer Experience |
| 3. Resource Efficiency | 8. Digital Customer Engagement |
| 4. On-Time Performance | 9. First & Final Leg |
| 5. Bus Priority for Frequent Network | 10. Safety and Security |

Key Priority Targets	Monthly Update														
1. New Network incl. Rapid & Frequent 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 	<table border="1"> <thead> <tr> <th>New Network Rollout Area</th> <th>Implementation Date - Status</th> </tr> </thead> <tbody> <tr> <td><u>South Auckland (inc. Pukekohe and Waiuku)</u></td> <td>30/10/2016 – live</td> </tr> <tr> <td><u>West Auckland</u></td> <td>11/06/2017 – live</td> </tr> <tr> <td><u>East Auckland (inc. Beachlands / Maraetai)</u></td> <td>10/12/2017 – final preparation for launch</td> </tr> <tr> <td><u>Isthmus Auckland</u></td> <td>08/07/2018 – preparation</td> </tr> <tr> <td><u>North Shore</u></td> <td>30/09/2018 – preparation</td> </tr> <tr> <td><u>Waiheke Island</u></td> <td>Mid 2019 – early planning</td> </tr> </tbody> </table> <p>South Auckland (including Pukekohe and Waiuku)</p> <ul style="list-style-type: none"> Ongoing analysis of bus service performance in the Manurewa area – following concerns raised by the Manurewa Local Board. Working with Auckland International Airport Limited (AIAL) to support their delivery of new roading links and other bus infrastructure to support the operation of more reliable bus services through the airport precinct. Working with AIAL on the timing and delivery of new bus stops, supporting infrastructure and wayfinding to coincide with the increased frequency for the 380 Airporter service. <p>West Auckland</p> <ul style="list-style-type: none"> A group of residents from the Waitakere Gardens Retirement Village were taken on a public transport tour of the West New Network – to familiarise them with key trips and how to find out relevant customer information to assist in their travel planning. The team is still working through a number of “matters arising” as a result of the network changes – notable in the past month have been ongoing concerns regarding school bus travel options to Green Bay High School from the southern part of New Lynn and the impact of the removal of bus service from parts of Blockhouse Bay. 	New Network Rollout Area	Implementation Date - Status	<u>South Auckland (inc. Pukekohe and Waiuku)</u>	30/10/2016 – live	<u>West Auckland</u>	11/06/2017 – live	<u>East Auckland (inc. Beachlands / Maraetai)</u>	10/12/2017 – final preparation for launch	<u>Isthmus Auckland</u>	08/07/2018 – preparation	<u>North Shore</u>	30/09/2018 – preparation	<u>Waiheke Island</u>	Mid 2019 – early planning
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	<p>East Auckland</p> <ul style="list-style-type: none"> • The East New Network has been workshopped with the Otara-Papatoetoe Local Board. • The team has briefed several major retirement villages. • All local schools are now in receipt of communication material regarding pending East Auckland school bus service changes. This communication has been followed up by direct engagement with the affected schools through AT Community Travel Co-ordinator channels. Concerns at dedicated school bus changes from a select number of individual schools are being addressed. • Installation of East New Network posters at bus stops has commenced. • The main East New Network brochure has been printed and a media briefing plan has been approved. • A number of lower priority bus stops will not be finalised prior to launch on 10 December, however, customer alternatives or temporary stops will be in place. • Further discussion and stakeholder engagement has been taking place with AMP Capital and Pak 'n Save to secure sufficient bus stop and layover solution for bus operations in the vicinity of Botany Town Centre. This remains an ongoing activity in the run up to go-live. <p>Isthmus</p> <ul style="list-style-type: none"> • Communications and stakeholder engagement planning has commenced. • TāmakiLink name for new branded 'blue' Link service running along Tamaki Drive has been agreed with key stakeholders. <p>North Shore</p> <ul style="list-style-type: none"> • Nothing to report this month in preparation for 3Q 2018 go-live.
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2. Procurement & Contract Reform (PTOM) Implementation	
<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: 3Q2017 contracts awarded; 3Q2018 services start • Ferry: 3Q2017 contracts awarded; late 2018 services start 	<p><u>Bus:</u></p> <ul style="list-style-type: none"> • Negotiations concluded for North Shore negotiated PTOM contracts and tenders announced. Contract execution progressing. • Tender for Central and East completed with contracts signed. Negotiations for directly appointed units in the central area completed. <p><u>Ferry:</u></p> <ul style="list-style-type: none"> • Respondents to the Ferry PTOM RFT were informed of the status of the evaluation of the responses, and discussions commenced with the potential preferred tenderers in November. This process of due diligence is expected to continue early 2018. • Intention to extend current contracts through to 31 July 2019 was notified to incumbent Operators, pending receipt of written authorisation from NZTA.

3. Resource Efficiency	
<ul style="list-style-type: none"> Value for Money: SOI farebox recovery targets and reducing subsidy / passenger metrics 	<p><u>Train:</u></p> <ul style="list-style-type: none"> Discussions are continuing with Transdev and KiwiRail for the 2018 Train Timetable, to be introduced on 1 July 2018. The timetable specification includes operating Western & Southern Line services to Parnell Station throughout the day; Pukekohe Shuttle services operating on a 20-minute through the AM and PM peak, and 30 minutes at all other times. The Timetable specification for Christmas and New Year, include operating services to 0200, on New Year's Eve. However, Track and Infrastructure works will commence on 27 December, on the Southern Line; Western Line; Sarawia Street Level Crossing on the Newmarket Branch Line; and further NZTA work at Takanini. <p>Services operating are:</p> <p>Eastern Line: Full Service operates throughout, between Manukau and Britomart.</p> <p>Western Line: Closed from 27 December to 7 January</p> <p>Southern Line: Operates from Manukau – Newmarket – Manukau, from 27 December to 7 January</p> <p>Onehunga Line: Operates Onehunga – Newmarket – Onehunga, from 27 December to 5 January. Closed on 6 and 7 January</p> <p><u>Bus</u></p> <ul style="list-style-type: none"> Additional capacity has been added to targeted routes based on patronage growth expectations from March 2017. No new additional capacity has been added in West Auckland as this was recently re-launched as part of New Network in June. A review of fleet profile prior to finalising an electric-bus roadmap is underway and will include the Mayor announcements for only electric bus procurement from 2025 onwards. The roadmap will be presented to an early 2018 Customer Focus Committee. Key characteristics of the bus fleet at October 2017 are detailed below:

		31-Oct-17	
		Number	%
Total number of vehicles in Fleet		1365	
Average age	Less than 3 years old	329	24.10%
	3 to 5 years old	276	20.22%
	6 to 10 years old	289	21.17%
	11 to 15 years old	270	19.78%
	Over 15 years old	201	14.73%
Number of Double Deckers		90	6.59%
Emission Standards	Electric vehicles	0	0.00%
	Euro 5 vehicles	726	53.19%
	Euro 4 vehicles	149	10.92%
	Euro 3 vehicles	324	23.74%
	Euro 2 vehicles	77	5.64%
	Worse than Euro 2	89	6.52%
Accessible Vehicles		1287	94.29%

4. On-Time Performance

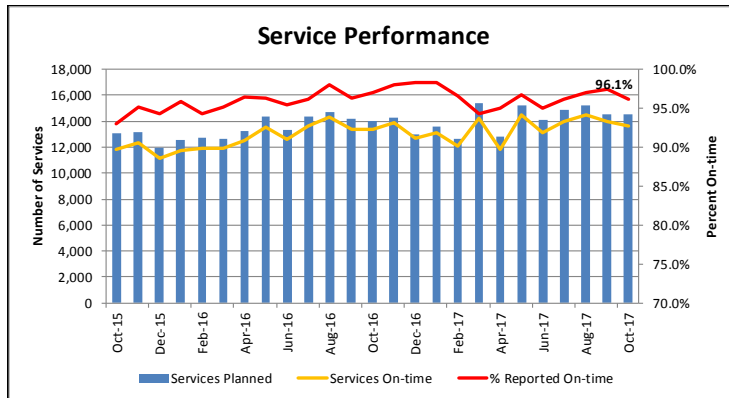
Train:

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, the number of Trains departing within 59 seconds of the scheduled departure time.

Service Delivery for October is 97.7% (Reliability). Punctuality is 96.1% compared to the 12-month average of 98.3% and 96.6% respectively. Right Time, the number of Trains departing within 59 seconds of the scheduled departure time, was 63.2%, ahead of the 12 monthly average of 62.8%.

There were 14,537 train services scheduled in October (blue bars) - the number of actual services operated on-time (yellow line) was 13,972.



Major incidents that affected October 2017 train service performance:

- A vehicle struck the Titirangi Road overbridge resulted in a brief suspension of Western Line services on 5 October.
- A vehicle was struck by a train at Taka Street level crossing on the morning of 17 October.
- A line closure between Britomart and Newmarket on the evening of 17 October due to Police activity on the tracks.
- A line closure at Grafton on the morning of 19 October due to non-authorized contract work near the rail corridor.
- A major fire in a building adjacent to the tracks at Penrose on the evening of 26

October resulted in the overhead power being isolated affecting Southern and Onehunga Line services through to mid-morning on 27 October, with ongoing disruption for the remainder of the day.

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 98.8% and punctuality was 96.6%. This was a change of 0% and +0.2% in reliability and punctuality respectively from September's performance, and a +1.5% and +2.8% increase for year-on-year October reliability and punctuality respectively.

Reliability at Start						Punctuality at Start					
Operator	Business Unit	Oct-17	Sep-17	Month-on-Month Change	Year-on-Year Change	Operator	Business Unit	Oct-17	Sep-17	Month-on-Month Change	Year-on-Year Change
Whole of Network		98.8%	98.8%	0.0%	1.5%	Whole of Network		96.6%	96.4%	0.2%	2.8%
Metro Inner	NZ Bus	98.0%	97.8%	0.2%	0.7%	Metro Inner	NZ Bus	94.6%	94.3%	0.3%	1.0%
Metro Outer	NZ Bus	98.7%	98.8%	-0.1%	1.1%	Metro Outer	NZ Bus	96.6%	96.4%	0.3%	2.6%
North Star	NZ Bus	99.2%	99.3%	-0.2%	0.5%	North Star	NZ Bus	97.4%	97.6%	-0.2%	0.9%
Go West	NZ Bus	99.0%	98.7%	0.2%	0.4%	Go West	NZ Bus	97.1%	96.4%	0.7%	0.8%
West	Ritchies	99.1%	99.3%	-0.2%	0.7%	West	Ritchies	96.5%	96.4%	0.1%	2.1%
North	Ritchies	99.1%	99.1%	0.0%	0.7%	North	Ritchies	97.1%	97.1%	0.1%	2.2%
NEX	Ritchies	99.7%	99.7%	0.0%	0.4%	NEX	Ritchies	98.7%	98.9%	-0.2%	0.2%
Birkenhead Transport Ltd		98.6%	98.7%	0.0%	0.1%	Birkenhead Transport Ltd		96.1%	96.2%	-0.1%	0.2%
GoBus		99.4%	99.5%	-0.1%	17.3%	GoBus		98.1%	98.2%	-0.1%	27.8%
Howick & Eastern		98.6%	98.7%	-0.1%	0.9%	Howick & Eastern		95.8%	95.8%	0.0%	1.4%
Pavlovich Transport Solutions		97.9%	97.2%	0.7%	-1.0%	Pavlovich Transport Solutions		94.2%	92.9%	1.3%	-3.0%
Ritchies Murphy						Ritchies Murphy					
SkyBus		97.0%	97.0%	0.0%	3.3%	SkyBus		90.8%	91.6%	-0.8%	6.2%
Waiheke Bus		99.4%	99.3%	0.1%	0.2%	Waiheke Bus		97.7%	98.6%	-0.9%	-0.7%

Ferry:

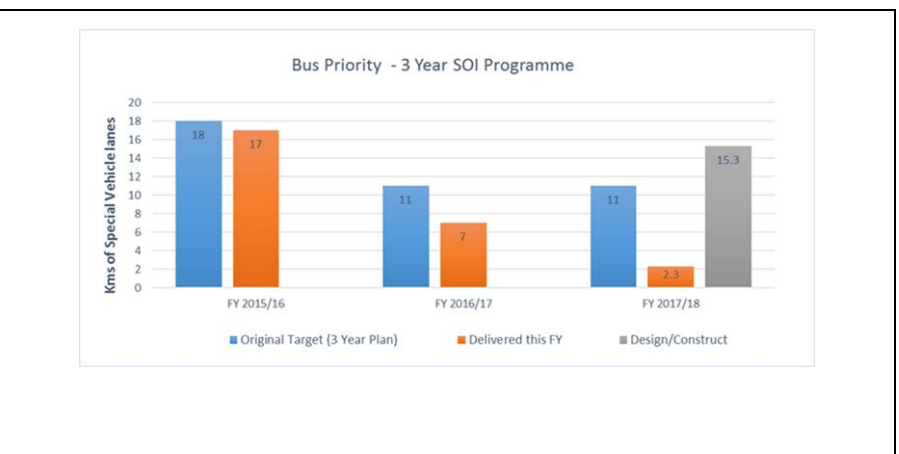
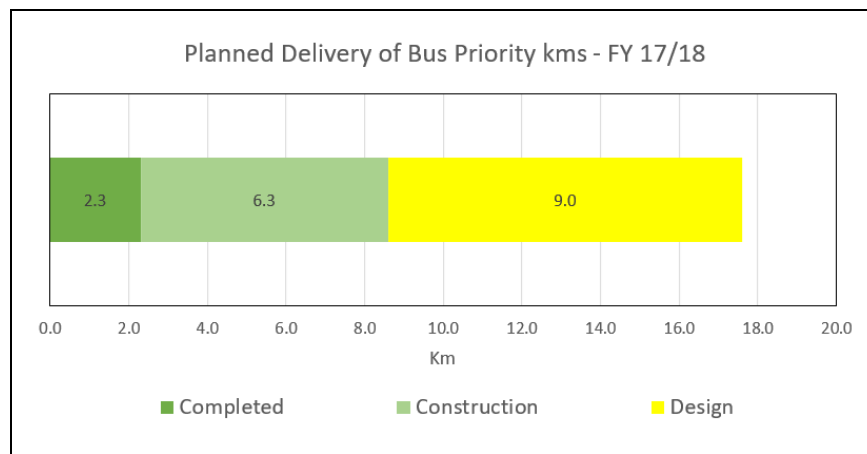
- Service delivery (or reliability) is the proportion of ferries not cancelled in full or part and arrive at their final destination. Punctuality is the proportion of ferries that were not cancelled in full or part and that departed their origin within -59 seconds and +4:59 of the scheduled time.
- For October 2017, 98.73% of contracted services were operated, with 95.29% of these departing their origin on time (punctuality measure). With the closure of pier 1A starting 9 October services have been allocated to different berths to ensure continuation.
- Services have been affected by the commencement of the cruise ships coming into the basin over October. This reduces space in the ferry basin, and vessels need to go slower, and therefore may depart later.
- The Pine Harbour service has been affected by extreme staff shortages due to unplanned sickness and injury. Staff recruitment has been ongoing for a number of months and AT continues to work with the operator to ensure continuation of services. Services cancelled are replaced with alternative transport options.
- Rakino suffered a vessel breakdown early in the month, however a later sailing was provided and passenger delays and large numbers over Labour Weekend affected punctuality for the month.
- The Half Moon Bay service will have its timetabling issues addressed in December with the New Network east rollout. This is expected to improve punctuality and reliability.
- 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.

Route	Harbour	Scheduled Trips	Reliability	Punctuality
Bayswater	Inner	1,006	99.40%	92.64%
Half Moon Bay	Mid	666	96.55%	89.64%
Birkenhead	Inner	1,082	99.45%	96.03%
Gulf Harbour	Outer	378	99.21%	98.41%
Hobsonville	Mid	210	97.14%	94.29%
West Harbour	Mid	567	99.65%	99.65%
Rakino	Outer	38	84.21%	73.68%
Pine Harbour	Outer	856	98.95%	98.83%
Total		4,803	98.73%	95.29%

5. Bus Priority for Frequent Network

Bus:

- Special Vehicle Lane (SVL) operating hours extensions change: There are 40 Special Vehicle Lanes (SVL) making up approximately 60km.



6. Customer Acquisition & Retention

- Starting w/c 29 October AT Metro's new campaign 'Go Metro' commenced including on digital outdoor billboard on Fanshawe Street and around Britomart. The first burst of advertising will focus on the AT Metro as Auckland's public transport network. This will be followed in early November by a second complimentary layer that will provide specific reasons to travel by AT Metro, which at a later date in the year will include local travel information (frequency, speed, etc).



- New reporting is being developed to provide information on customer acquisition (number of customer by area of Auckland) and customer churn. This will assist AT Metro in better understanding growth & retention opportunities.
- Concepts are being developed on how and where we can elevate AT Metro's brand presence at key locations (stations, ferry terminals and select bus stops).

7. Customer Experience

Multi-modal

- Customer Central.** A number of Transport Services projects are progressing at Customer Central, including:
 - Improving customers journey information experience
 - The ongoing feature enhancement to the AT Mobile app
 - An enhanced digital customer concession process
 - Disruptions & notifications - surfacing relevant messages to customer via AT Mobile
 - Voice of Customer – development of a near real-time customer feedback information
 - Development of a visual dashboard of Customer metrics.

A new role of Product Owner Digital has been created within Transport Services Market and Engagement team, and an App/digital developer appointed to take over the AT Mobile development previously undertaken by the Customer Central Team following hand-over to the business.

Bus

- Customer research was undertaken in on PT signage at CBD bus stops. A new concept has been developed and tested with customers, which will be progressively rolled to coincide with the new network East roll out in December.

Train

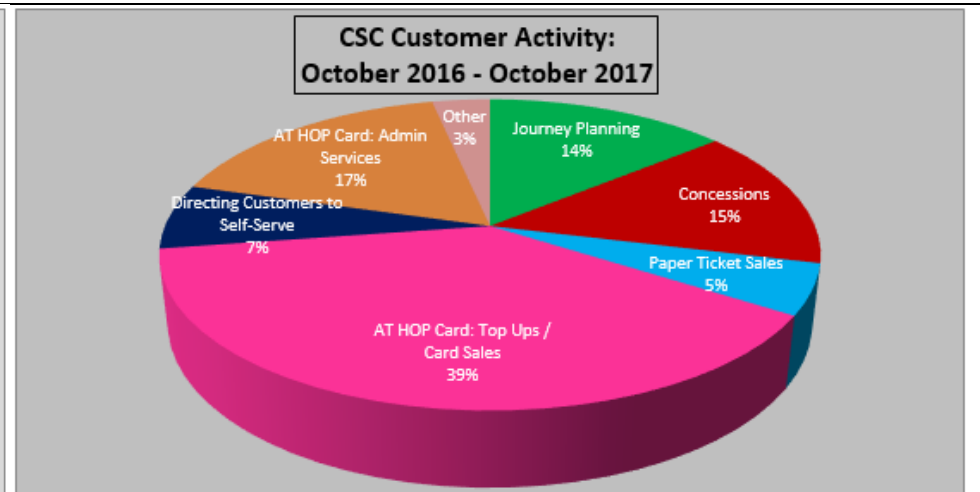
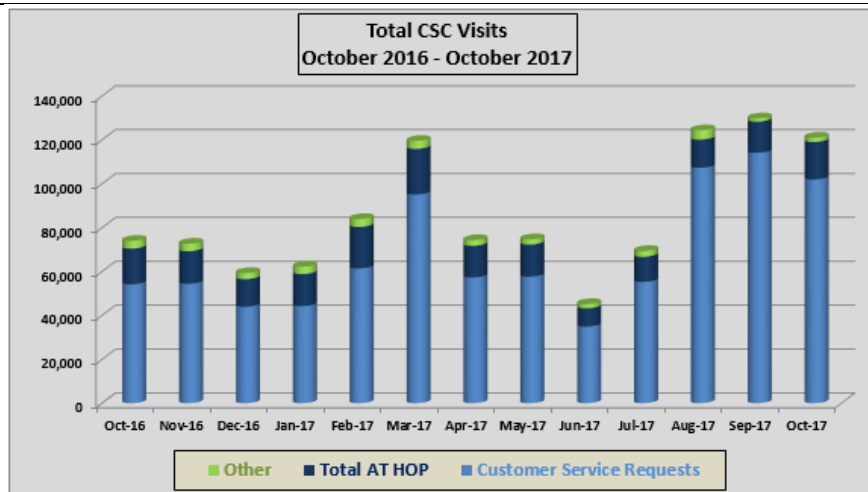
- Workshops are being undertaken with Transdev on how we can enhance the OneComm web portal (email & Txt alerts for train services), particularly around service incidents.

Ferry

- A new CSC and Ticket Office is in place at Downtown Ferry Terminal.

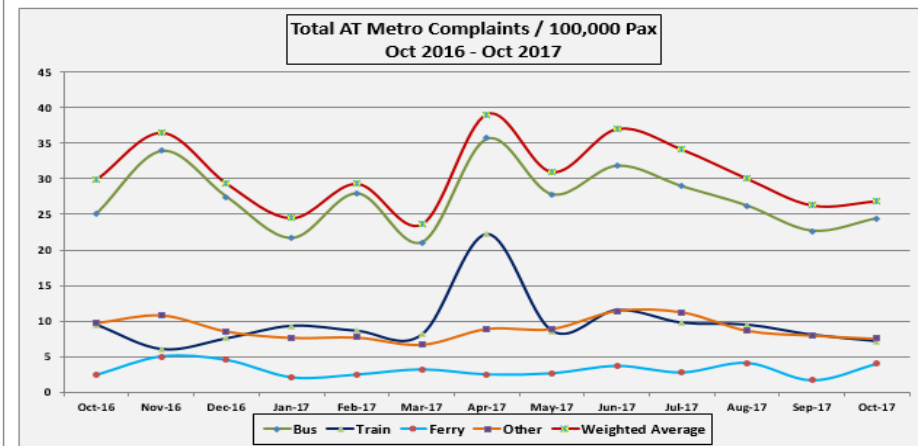
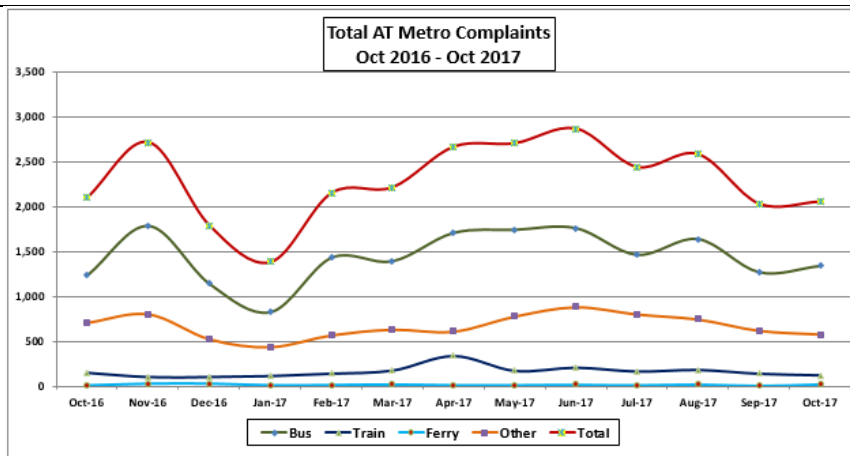
Customer Service Centres

- The total customer visits to the Customer Service Centres (CSC) for October 2017 (121,003) were 8,804 (-6.8%) below September's visitor numbers (129,807). However, visitor numbers (121,003) were some 47,026 (+63.6%) above the total for October 2016 (73,977). Total Customer Service Centre visits in the three months from August 2017 to October 2017 were approximately 375,000, compared to just 240,000 in the comparative three-month period from August 2016 to October 2016, an increase 135,000 (+56.3%).
- The primary factor contributing to the increase in October's 2017's visitor numbers compared to the previous year, is the impact of the integration of the (former) Transdev Ticket Offices in to the Customer Service Centres operation. Although only one additional site has been added (Panmure), the effect of incorporating Ticket Offices at five other locations (Britomart, Manukau, New Lynn, Newmarket and Papakura) has been significant. The single largest factor has been the sales of paper train tickets, (21,117), which represented 17.5% of all CSC activity in October. Although this additional service has only been provided for three months, it now represents over 5% of total activity during the previous 13 months, underlining its significance. Importantly, this provides insights into the significant opportunity that exists to move these customers over to the AT HOP card, although this would necessarily adversely impact farebox recovery.
- There have been 1,036,000 visits to the AT Metro Customer Service Centres for the 12 months to October 2017, an average of almost 2,840 visits per day. This compares to just over 1,220,000, a decrease of approximately 184,000 customers (-15.1%) during the 12-month period to October 2016.
- Although there has been an increase in total annualised passenger numbers during the thirteen-month period ending 31 October 2017, there has been an on-going reduction in monthly visitors across 2017, compared to the same period(s) in 2016, even allowing for the SuperGold transition. Since there are reductions across all activities, this indicates that Transport Services has continued to deliver improvements across the AT Metro network, resulting in fewer complaints and issues being raised. Additionally, also customers are more confident in transitioning towards self-service, particularly following the introduction of the new AT Mobile app.



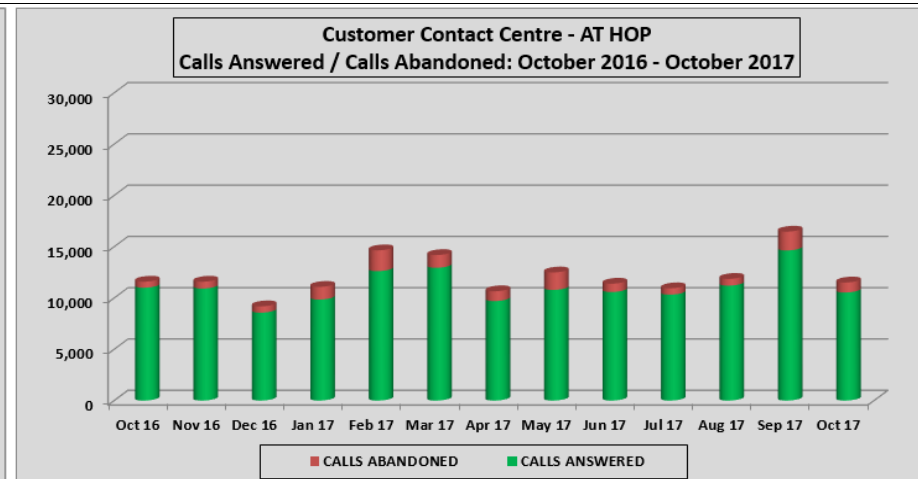
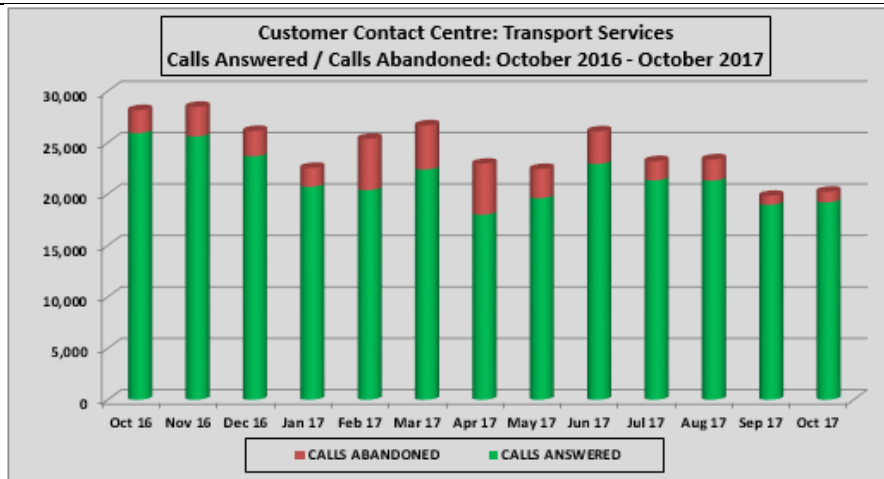
Customer Complaints:

- Total complaint volumes increased marginally in October, up to 2,053, up on September's adjusted total of 2,030, representing an increase of 23 (+1.1%). The October 2017 complaint volumes (2,053) were slightly lower than for October 2016 (2,100), representing a decrease of just 47 (-2.2%) year-on-year. The primary reasons for complaints remain service reliability and aberrant staff related behaviours.
- Complaints per 100,000 Pax increased in October, rising 26.88, marginally above September's adjusted total of 26.28. This is the first increase following four consecutive months of decreases. However, the positive aspect is that the October 2017 total (26.88) was significantly below the total for October 2016 (29.93).
- Although there was a slight increase in total complaints between September and October, there was a more significant reduction in passenger trips. Whilst complaints rose by 1.1%, month-on-month, total patronage decreased by 1.1% resulting in the overall increase Complaints / 100,000 Pax. Although there was one additional calendar day in October, the reduction in October's patronage resulted in part from the end of the tertiary academic year as study leave and exams started. The October 2017 total (26.88), whilst above September's total, remains the lowest individual monthly total for a full operational month since August 2016 (25.97), which was after the SuperGold Card to AT HOP transition.



Customer Contact Centre

- Total call volumes offered AT Metro Services (20,228) increased marginally in October, compared to September (19,822). This coincided with a slight increase in the percentage of calls abandoned by customers prior to being answered from 4.4% in September, to 5.1% in October. Overall call volumes are continuing to decline over time, with the October 2017 total being almost 7,300 below the same month the previous year, a fall of 26.5%. This should be contextualised against the increase in monthly passenger numbers during the same period, which rose from 7.27M in October 2016 to almost 7.64M in October 2017. This reflects the positive impact of the on-going customer-facing improvements and the increasing usage of self-service options by customers, including the new AT Mobile App.
- Total call volumes offered for AT HOP (11,517) decreased significantly in October, compared to September (16,474). This coincided with a slight decrease in the percentage of calls abandoned by customers prior to being answered from 11.2% in September, to 8.5% in October, although this is still above the 3% benchmark. Overall call volumes have remained broadly static during the thirteen-month period, although September was an aberration, with significantly higher call volumes due to an issue with AT HOP card top-ups caused by a third party application. This issue was in October and consequently, call volumes fell back to their normal level. This should be contextualised against the increase in monthly passenger numbers during the same period, which rose from 7.27M in October 2016 to almost 7.64M in October 2017. The reduction in call traffic is a reflection of the process enhancements the AT HOP team has delivered and also improved team performance that has reduced the turnaround time for customer issue resolution, thereby negating the need for customer follow-up phone calls.

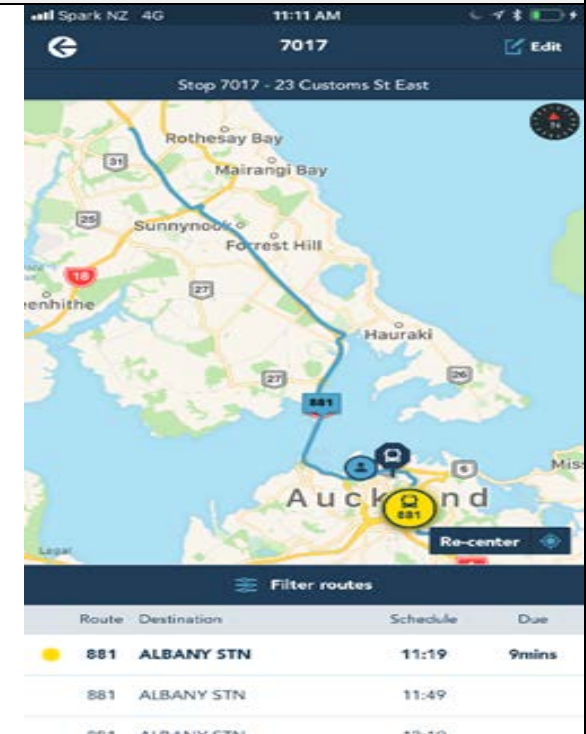
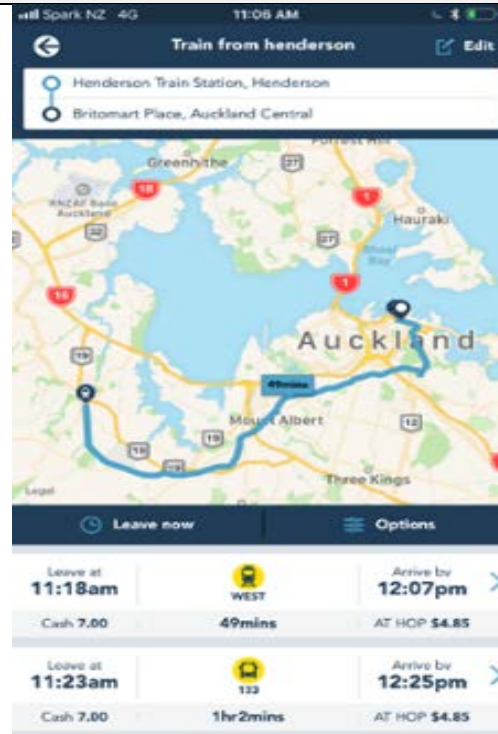


Customer Satisfaction September Survey Results

- Overall satisfaction continues to climb, now at 91.3%
- Significant increase for bus for the fourth consecutive time, now at 90.5%
- Marginal shift in satisfaction scores for train (+0.8%) and ferry (-0.1%)
- Upward trend for value for money rating (+2.1%), and services arriving/departing on time (+1.9%)

8. Digital Customer Engagement

- AT Mobile has approx 85,000 monthly active customers, with over 143,000 total customer downloads.
- The “active users “split between IOS and Android operating systems is 65 v 35%
- AT Mobiles latest release was version 0.9.1 released on 27/10/2017 and we have made AT Mobile faster and easier to use and changed interfaces.
- Saved journeys and maps can now be seen without losing sight of the map, and you can filter journeys by transport mode or key routes.
- The map automatically zooms out to include both your personal location and that of your bus or train in real time.
- Additionally, this release includes minor bug fixes and accessibility enhancements and will include the key feature differences between Track My Bus / Metro apps and AT Mobile, plus usability enhancements based on recent customer testing
- The IOS versions of Track My Bus and AT Metro are still planned to be decommissioned in November 2017.
- Android versions of these apps will be reassessed for decommissioning in mid-2018 (approx. 10% are not able to upgrade to AT Mobile due to old operating systems).



9. First & Final Leg

For the **First and Last leg** project a door-to-door route dynamic, on-demand, real-time rideshare prototype was tested for two weeks in Devonport to assist determine a minimum viable product configuration. 40 passengers were recruited for a brief experimental shared ride operation utilising a leased Nissan electric vehicle. Texts and calls were made to confirm travel time in advance. Key customer insights from the two-week experiment:

- Overall an electric vehicle as a concept universally appeals
- No issues with the shared-service idea
- Although only seating 2 -3 customers ideally, customers viewed it as tidy and functional
- Metro Connect or Local were the favoured name for the service
- Flexibility and the option to change for cancel a ride was raised on a number of occasions
- The impact of parking (time and hassle) was a major use case
- Customers indicated that they would be prepared to pay between \$2 - \$3 on average per trip

A trial solution will be progressed to procurement for commencement late 1Q 2018 / 2Q 2018 of a 12-month trial. Customers will access via an App. The trial will commence in Devonport within a 3km radius of the ferry terminal.



10. AT Safety & Security /AT Metro Story

- The first AT Transport offices under the SaFE project have been appointed into service delivery. Legislation making it an offence to travel without a ticket on public transport was passed in August enabling the creation of warranted Transport Officers, which are able to issue infringement notices for fare evasion.
- Civils works for the installation of the Electronic HOP gating at Papatoetoe, Manurewa and Middlemore is underway, with the gates to be in use by early next year.
- 37 Trespass Incidents were recorded across the Network in October. trespass and barrier arm collisions have recorded the largest increases.