

# Business Report

## Recommendation:

That the Chief Executive Officer's report be received.

## Prepared by:

Shane Ellison, Chief Executive Officer

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## Corporate

### Finance

Audit NZ has completed final audit work for the 2017/18 Financial Statements and Annual Report, with the final management report expected to be issued prior to the October Board meeting. The Annual Report will be published in September.

### Regional Land Transport Plan Funding

The following activities were approved for funding in June and July:

- *Airport Access* – Short Term Improvements (Single Stage Business Case) – This activity has been approved for \$2 million
- *Airport to Botany (Single Stage Business Case)* – This activity has been approved for \$3 million
- *Emergency Works – West Auckland* – 10 and 11 April 2018 Storm Event (Implementation) – This activity has been approved for \$470,000
- *Lincoln Road Corridor Improvement (Implementation)* – This activity has been approved for \$46.44 million
- *Pedestrian Level Crossing Improvements (Implementation)* – This activity has been approved for \$11.36 million
- *Putiki Road Improvement* – Waiheke Island (Implementation) – This activity has been approved under Delegated Funding Authority for \$1.13 million
- *Station Upgrades* – Te Mahia and Takanini (Implementation and Property) – This activity has been approved for \$10.69 million

- *AMETI – Eastern Busway 1 (Implementation and Property)* – This activity has been approved for \$239.86 million
- *Rosedale Station and the associated local road improvements (Implementation and Property)* – This activity has been approved for \$107.74 million

Auckland Transport are waiting to hear whether any of these projects will be eligible for the higher Funding Assistance Rates recently announced by the NZ Transport Agency.

## Procurement

There were five tenders published in the current reporting period (16/06/18 to 27/07/18) with an estimated value of \$7.7 million. Two of these tenders had an estimated value of over \$2 million.

Tender	Type
<b>Downtown Infrastructure Development Programme (DIDP) Streetscape Works (Civil Engineering Services)</b> – To identify a supplier to provide Civil Engineering Services for the DIDP non-marine works and includes: Britomart East Bus Interchange (BEBI) and Quay Street West and Galway Street projects.	RFP
<b>Hingaia Road Improvements 2018 (Stage 1)</b> – Source the physical works contractor to complete the balance of work for Hingaia Road widening and the signalisation of the Hingaia/Papaka/Kuhanui Intersection.	RFT

There were 142 contracts created in the current reporting period (16/06/18 to 27/07/18) with a total award value of \$80.6 million. Nine contracts had a value of over \$2 million.

Contract	Supplier
<b>Supporting Growth Alliance (PAA Contract)</b> – Planning & Engineering – The Supporting Growth Alliance is an alliance for the planning and designation of the transport networks for Auckland’s future urban growth areas over the next 30 years.	Beca Ltd
<b>Supporting Growth Alliance (PAA Contract)</b> – Planning & Engineering	AECOM Ltd
<b>Supporting Growth Alliance (PAA Contract)</b> – Legal	Buddle Findlay
<b>PTOM (Unit 35)</b> – Regional partnering agreement to provide bus services: Glenfield Road (North Tranche).	Birkenhead Transport Ltd
<b>PTOM (Unit 38)</b> – Regional partnering agreement to provide bus services: Birkenhead to Takapuna (North Tranche).	Birkenhead Transport Ltd

Contract	Supplier
<b>PTOM (Unit 39)</b> – Regional partnering agreement to provide bus services: Birkenhead to City (North Tranche).	Birkenhead Transport Ltd
<b>KiwiRail Lease</b> – Historic lease between AT and KiwiRail for land at Walmsley Road and Otahuhu. This is to be transferred from a current standard uncontracted PO to a contract and contracted PO; in an effort to reduce standalone POs.	KiwiRail Ltd
<b>Lease of Land at Custom Street, Pukekohe</b> – For the lease of land to be used for a bus and rail interchange at Custom Street, Pukekohe in order to align with new bus network (three new bus routes) and to encourage public transport use.	KiwiRail Ltd
<b>IDOL Enterprise Licensing</b> – To consolidate the CCTV network of over 1,600 cameras into a centralised Video Management System (VMS). This forms part of the monitoring and analytic technology systems in support of Auckland’s Roding and Public Transport networks. IDOL is an unstructured data analytics engine from Hewlett Packard Enterprise (HPE).	Micro Focus Software PTE Ltd

## Organisational Development

### Diversity and Inclusion

In July, AT completed its first evaluation to obtain the Rainbow Tick accreditation. The Rainbow Tick accreditation is designed to make an organisation a safe, welcoming and inclusive place for people of diverse gender identity and sexual orientation. The evaluation measured AT’s level of LGBTQIA+ inclusion against specific benchmarks in relation to Policy, Staff Training, Staff Engagement and Organisational Support, External Engagement, and Monitoring. Indications were positive, however Rainbow Tick will formally report back on the outcome and any recommendations for change later this month.

The AT women’s network hosted an event on 12 July, in conjunction with Kensington Swan, with a presentation by the Minister for Women and Associate Minister of Transport and Health, Julie Anne Genter. The event was attended by approximately 70 staff, as well as Dame Paula Rebstock. The network has a comprehensive programme for the year, which includes connecting with other events run by the Auckland Government Women’s Network.

AT’s Pasifika network hosted a week of activities and events for AT staff to celebrate Cook Islands Language Week from 30 July to 3 August. The theme for this year was “*Kia ngākau parau, kia rangarangatu to tatou Reo Māori Kūki Āirani. Be proud of our Reo Māori Kūki Āirani and protect its future.*” Activities included a ‘word of the day’ to learn basic Cook Island greetings and pronunciations, a lunchtime event featuring Cook Island star, Alistar Kata, reporter from Tagata Pasifika and producer of Radio 531 PI’s breakfast show, as well as lessons on hula dancing, how to tie a pareu (sarong/lavalava), and make a ‘ei katu (flower wreath/crown).

In August the Talent team will be holding another round of 'Staying On' workshops for both, staff and managers/team leaders, as part of our commitment to the mature aged workforce. The workshops for people leaders cover how to engage and work with an ageing workforce and how to have effective life stage conversations, a fundamental element to support employees plan for the future. The workshops for mature aged staff cover how to revitalise your career and explore a future beyond work. The latter also includes one on one sessions with a life stage coach and financial advisor.

This year's Early Career Programme is in the final stage of the selection process, after receiving over 850 applications. The selection process has revealed a high-level of candidates and diversity in terms of ethnicity, gender and educational background.

## Local Boards

Teams from across AT continue to work with Local Boards on identifying and progressing Transport Capital Fund projects.

AT is also engaging with the Local Boards on our renewals work programme for the 18/19 year, with a view to aligning with their own projects, creating efficiencies, reducing duplication, and minimising disruption around things like traffic management.

During this reporting period we began presentations to all Local Boards around road safety (capital) improvements in their area over the next 12 months.

Local Board	Briefings / Workshops / Major concerns (All Local Boards receive a monthly report from AT and we attend their monthly business meetings)
<b>Albert-Eden</b>	<ul style="list-style-type: none"> <li>• Forward works programme presentation</li> <li>• Assisted LB Chair with representations to MOT on parking on road berms</li> </ul>
<b>Devonport-Takapuna</b>	<ul style="list-style-type: none"> <li>• Takapuna Parking Meeting with Takapuna Business Assn</li> <li>• Meeting with Board Chair and Deputy Chair – Update on Lake Road Project</li> <li>• Local Board Workshop on Takapuna Parking</li> <li>• Panuku Workshop on ANZAC Carpark</li> </ul>
<b>Franklin</b>	<ul style="list-style-type: none"> <li>• Site visit with Deputy Chair and AT staff to discuss localised flooding</li> <li>• Local Board southern cluster workshop (Supporting Growth and RPTP briefings)</li> <li>• Site visit at Ramarama school with Local Board Chair and Deputy Chair re access issues</li> <li>• 4 x workshops re: AT forward works programme, Road Safety (2018/19 programme), Station Road parking, and Supporting Growth</li> <li>• Facilitated and attended Transport Agency workshop on SH1 Papakura to Bombay project update.</li> </ul>

Local Board	Briefings / Workshops / Major concerns (All Local Boards receive a monthly report from AT and we attend their monthly business meetings)
<b>Great Barrier</b>	<ul style="list-style-type: none"> <li>• Workshop to discuss general issues</li> <li>• Regular updates on Local Board Transport Capital Fund projects – Whangaparapara Wharf upgrade, Shoal Bay wharf upgrade, shoal bay dingy ramp and rack, Okupu Wharf shed roof, work on the intersection of Whangaparapara and Gray Road, details of repairs or replacement to Cowshed Bridge.</li> </ul>
<b>Henderson-Massey</b>	<p>Discussion with Local Board members on following issues:</p> <ul style="list-style-type: none"> <li>• Korihi Drive, Swanson</li> <li>• Te Atatu Road and Jaemont Avenue Intersection Safety Issues</li> <li>• Te Atatu Road Parking Issues</li> <li>• Bahari Road Safety Issues</li> <li>• Triangle Road Congestion Issues</li> <li>• Workshop on Road Safety Update – Presentation in Local Board Meeting</li> </ul>
<b>Hibiscus and Bays</b>	<ul style="list-style-type: none"> <li>• Workshop – New Network East Coast Bays and Hibiscus Coast</li> <li>• Workshop – Supporting Urban Growth Rodney and Dairy Flat</li> <li>• Meeting with Silverdale Area Business Association</li> <li>• Northern Cluster Workshop – RTP</li> <li>• Workshop – Forward Works Programme</li> </ul>
<b>Howick</b>	<ul style="list-style-type: none"> <li>• Workshop to update the Howick Local Board on the monthly report.</li> <li>• Workshop and liaison with Council Planning Team to develop plans for supporting the Howick Village Centre Plan.</li> <li>• Workshop to review Local Board Transport Capital Fund and support Members to use this fund.</li> <li>• Workshop to introduce the Supporting Growth Alliance</li> <li>• Workshop with Council staff to develop ‘quality advice’ about the future of Ara-Tai Esplanade Reserve</li> </ul>
<b>Kaipatiki</b>	<ul style="list-style-type: none"> <li>• Workshop on New North Network</li> <li>• Briefing on Northcote Wharf closure</li> <li>• Regional Local Board Workshop</li> <li>• Workshop on Transport Agency Seapath</li> </ul>
<b>Mangere-Otahuhu</b>	<ul style="list-style-type: none"> <li>• Site visits with Local Board Chair to view a number of transport related concerns and discuss.</li> <li>• Meeting with Associate Minister of Transport regarding expansion of ‘Future Streets’.</li> <li>• Workshop to discuss the Safer Communities project in Mangere Bridge.</li> </ul>

Local Board	Briefings / Workshops / Major concerns (All Local Boards receive a monthly report from AT and we attend their monthly business meetings)
<b>Manurewa</b>	<ul style="list-style-type: none"> <li>Local Board workshop on LBTCF updates and AT work programme</li> <li>Facilitated and attended Transport Agency workshop on Southern Corridor Improvements project update</li> <li>Manurewa Town Centre Steering Group (AT, Local Board, council and business reps) re updates on AT projects, including Te Mahia Station upgrade</li> <li>Te Mahia station working group meeting (AT &amp; Local Board reps and consultants)</li> <li>Road Safety presentation to Local Board</li> </ul>
<b>Maungakiekie-Tamaki</b>	<ul style="list-style-type: none"> <li>Board workshop with Panuku to discuss light rail</li> <li>Labour MP briefing on AMETI and Onehunga projects</li> <li>Archaeological tour of the AMETI site</li> </ul>
<b>Orakei</b>	<ul style="list-style-type: none"> <li>Tamaki Drive/Ngapipi Road lights opening</li> <li>Transport lead meeting with resident group about parking issues in the street</li> </ul>
<b>Otara-Papatoetoe</b>	<ul style="list-style-type: none"> <li>Workshop on Otara Town Centre and Bairds Rd Pedestrian Safety Improvements</li> <li>LBTCF workshop on project options for Hunters Corner Streetscape Upgrade for Local Board consideration.</li> <li>Safe &amp; Healthy Travel meeting involving Local Board Chair and Associate Minister Genter.</li> </ul>
<b>Papakura</b>	<ul style="list-style-type: none"> <li>LBTCF workshop on McLennan Park pathway options.</li> <li>Attended Papakura Commercial Project Group in support of LB Chair/ Members and presented AT Safer Communities Project.</li> <li>Workshop to update Local Board on the various AT projects in the area.</li> <li>Workshop on AT bus priority project for Great South Road, Takanini.</li> <li>Workshop on AT Forward Works Programme – AT renewals &amp; maintenance/ major and minor capital works.</li> <li>Workshop on Papakura Station Access Project (previously known as Papakura Park &amp; Ride)</li> </ul>
<b>Puketapapa</b>	<ul style="list-style-type: none"> <li>A variety of interactions and meetings (BAU)</li> </ul>

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<b>Rodney</b>	<ul style="list-style-type: none"> <li>• Northern Cluster Workshop – RTP</li> <li>• Pre-workshop session – Rodney Local Board Transport Targeted Rate (RLBTTR)</li> <li>• Workshop – RLBTTR</li> <li>• Workshop – Forward Works Programme</li> <li>• Workshop – Supporting Urban Growth in Rodney</li> </ul>
<b>Upper Harbour</b>	<p>Discussions and meetings on a variety of issues:</p> <ul style="list-style-type: none"> <li>• 14 Oteha Valley Road Overgrown Vegetation</li> <li>• Mayfair Retirement Village Road Safety Issues</li> <li>• Retailers Signs on Cycle path on Oteha Valley Road</li> <li>• Westpark Marina Ferry Terminal Development Issues</li> <li>• 7 Oscar Road drainage Issues</li> <li>• Workshops updating on progress for on the:</li> <li>• Kyle Road footpath proposal</li> <li>• Dairy Flat Highway Update</li> <li>• Medallion Drive Project Update</li> <li>• New Bus Routes for North Shore</li> <li>• Parking Strategy for Rosedale Busway Station</li> <li>• Attended the Greenhithe R &amp; R General Annual Meeting to do a presentation on – Greenhithe and Upper Harbour Intersection and gave the meeting an overview of AT Vision and responsibilities and talk through AT works plan</li> </ul>
<b>Waiheke</b>	<ul style="list-style-type: none"> <li>• Waiheke governance pilot evaluation meetings</li> <li>• Meeting with board to discuss maintenance programme and response from AT</li> <li>• Meeting with board to update on strategic business case for Matiatia</li> <li>• Monthly board workshop</li> <li>• Matiatia summer operations planning meeting</li> </ul>

Local Board	Briefings / Workshops / Major concerns (All Local Boards receive a monthly report from AT and we attend their monthly business meetings)
<b>Waitakere Ranges</b>	Workshops on: <ul style="list-style-type: none"> <li>• Glen Eden Town Centre Safety Project</li> <li>• Road Safety Update Presentation – in Public Board meeting</li> <li>• Meetings with Local Board on:                             <ul style="list-style-type: none"> <li>• Jenkins Bay Cameras</li> </ul> </li> </ul> Discussion with Local Board members on a variety of issues: <ul style="list-style-type: none"> <li>• Glengarry Road, Shetland Street, Rosier Road pedestrian improvements</li> <li>• Shetland Street – Landslip</li> <li>• Scenic Drive Rehabilitation Update</li> </ul>
<b>Waitemata</b>	<ul style="list-style-type: none"> <li>• Workshop to update on the Parnell Cycle Route, update on the Pt Chev Cycleway update and an update on the Ian McKinnon Cycleway</li> <li>• Regular transport catch up with transport leads</li> <li>• Dawn blessing for Cowie Street Bridge</li> <li>• Workshop to update on the West Lynn project and the Downtown Improvement Programme</li> </ul>
<b>Whau</b>	<ul style="list-style-type: none"> <li>• Panuku and Unlock Avondale project – how might the Board use the LBTCF to achieve Unlock outcomes</li> <li>• Safety Briefing – Safe Speeds and Speed Management Program.</li> </ul>

## Rough Sleepers Initiative

In association with the Salvation Army, AT began a 'rough sleepers' project at Manukau Bus Station. It sees homeless individuals sleeping over between 10pm and 6am. The Salvation Army provides meals and bedding whilst AT provides operational support. A number of staff from across the organisation have volunteered their time as on-site supervisors. The number of rough sleepers numbers between 10 and 15. It is intended to run the project for a limited time only (approximately four weeks) during the coldest weeks of the year. The initiative has been well received by the south Auckland community, and positively reported on by media. On reviewing the initiative a number of church groups have begun similar activities.



## Auckland Unitary Plan

Auckland Transport continues to support Council in the resolution of appeals to the Auckland Unitary Plan, including case team meetings and process planning. A number of appeal decisions have recently been issued by the Environment Court including Okura rezoning to urban (declined), Pukaki Peninsula rezoning to urban (declined) and rural subdivision (approved). These three decisions have been appealed to the High Court and Auckland Transport will continue to work with Auckland Council on them.

Redhills Precinct, which relates to the indicative transport network for the area, is the final key appeal Auckland Transport is a party to. Mediation with the parties has been ongoing over the last few months and a hearing is expected late 2018.

Auckland Council has notified a number of plan changes to the Auckland Unitary Plan. Most recently this has included a Hobsonville Corridor plan change. This plan change seeks to add a new sub-precinct for light industry land between Brigham Creek and Rawiri Stream that addresses urban design, transport and stormwater issues in the area.

Independent Hearing commissioners have released the Council's decision on the Auranga B (Karaka) private plan change. This plan change rezones 83 hectares of Future Urban zoned land to residential. Auckland Transport was a submitter to this proposal. The Council's decision generally confirms amendments to the plan change which Auckland Transport sought to address transport matters.

## Notices of Requirement

Auckland International Airport Limited has lodged a notice of requirement for the second runway extension and related changes to the noise contours. Auckland Transport has lodged a submission to request further information to understand the transport effects of the proposal. The Auckland Airport has submitted its evidence for the Council hearing to be held in August 2018.

# Business Technology

## BT Solutions

### Onewa Road – Behavioural Change

As part of Auckland Transport’s plan to reduce traffic congestion on major roading corridors and to promote alternative modes of travel, the Business Technology and Travel Demand Management teams are currently running a ‘behaviour change’ trial on Onewa Road in Birkenhead. This road corridor is busy during morning and afternoon peak. There is a bus/T3 lane running almost the full-length of this roadway.

A trial was started in August with trailer-mounted LED signs displaying messages giving the travel time to the motorway, e.g. 23 minutes from this point to the motorway, 5 minutes by bus/T3. The purpose of this is to encourage either bus/T3 travel or flexi-time – travelling earlier or later to reduce travel time. Local area advertising will inform people about the trial and promote travel options. At the end of the trial, reports on journey times and public transport usages will be available.



Image above: LED signs to motorists on Onewa Road

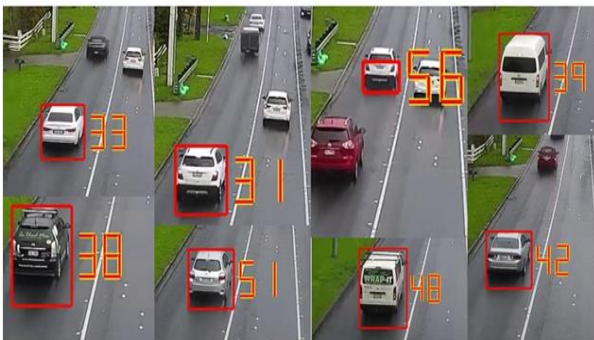


Image above: Showing images of single cameras capturing images of speed of passing vehicles

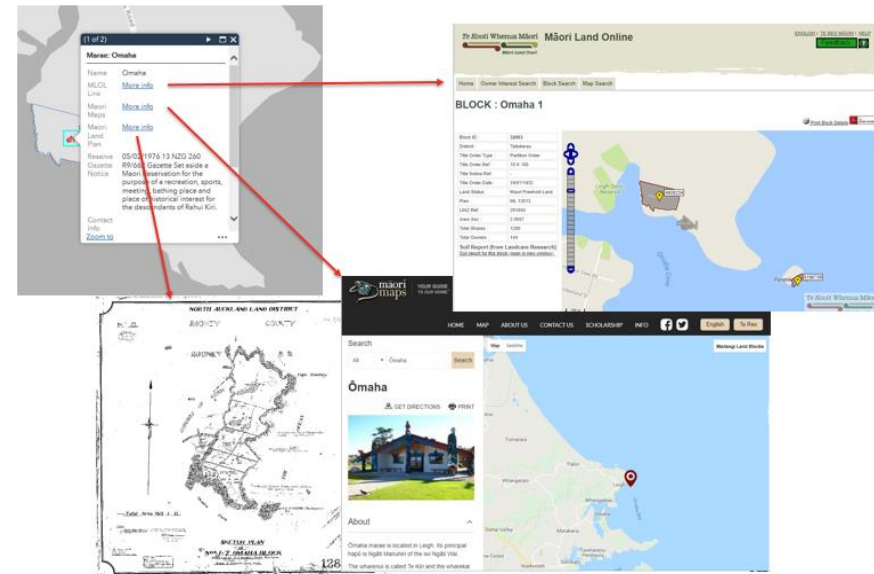
### CCTV Analytics – Speed Detection

Speed is a significant factor in road safety. The CCTV Analytics team have confirmed that video analytics can detect the speed of a passing vehicle using a single camera, providing the necessary calibration and fine-tuning of the camera has been done. So far, two trials have been conducted, one at the Whangaparaoa Dynamic Lanes and another one on Fanshawe Street. The team is now working with the Travel Demand Management team to have this solution implemented permanently at a nominated site. The data gathered will be used for analytical purposes only at this stage.

## Te Waharoa (The Gateway)

The Te Waharoa (*The Gateway*) project has been launched. This platform is to manage engagement of Iwi in Auckland Transport projects that might affect them. It includes a Geographical Information Systems (GIS) mapping capability for location information, a document management component, and a Customer Relationship Management (CRM) component to manage Iwi contacts. By combining project information with Iwi and landmark information, a map is produced that identifies which Iwi needs to be consulted. The map provides links to project documentation and Iwi contact information, making the appropriate consultations easy to organise and manage as all required elements are in one place.

This initiative will help strengthen the relationship with Māori and build a partnership of shared knowledge that supports the collaborative creation of solutions to mutual issues. It provides a holistic view of projects affecting Māori authorities with increased visibility and accessibility to real-time information, communications with them and reduced risk to infrastructural project cost and project delays.



Illustrations: Te Waharoa screenshots

## Smart Streets – POC (Proof of Concept)

Auckland Transport want to pilot a 'Digital Street' to define, measure and assess the benefits that current and future technology solutions can deliver to the public, AT and other agencies. Smart Streets uses connected technology across the following segments; Energy, Transportation, Data, Infrastructure and Internet of Things (IoT). It is creating systems that can collect and share data that will deliver insights that enable and drive improved public safety, better traffic management and associated cost / efficiency savings.

Project initiation is underway with a workshop scheduled to see what Smart City technology Auckland University is testing in its Innovation Lab. This visit plus other stakeholder workshops will allow us to build out the project scope to determine what Smart Street technology is ready for implementation on the chosen trial street and what is still in development / pending. Smart Assets could include; intersections, street lighting, CCTV, Wi-Fi, digital signage, help points, waste bins, toilets, bus stops, weather sensors, air monitoring devices, parking, and electric vehicle systems.

## The Digital Asset Management System (DAMS)

A **Digital Asset Management System** has been introduced which allows for the centralised management of AT's digital assets, ensuring only approved versions of digital content is accessible and released for authorised use. It improves productivity by streamlining the process for requesting and accessing appropriate images and it minimises the risk of using unlicensed content.

## FAQ Bot (Frequently asked questions web chat robot)

A **FAQ Bot** has been added to the AT HOP pages of the AT website. The bot will answer customers' basic AT HOP questions and then point them in the right direction via a hyperlink, where they can find information that is more detailed. The intention is that, over time, this self-service digital channel will reduce the number of calls into the Contact Centre. Once the bot concept has been proven, it will also be deployed to other website pages.

## Security, Risk and Compliance

The Security Awareness e-Learning module is now complete and has been published at the end of July for all AT employees to register and learn how to better secure AT's information and assets. The Culture and Transformation department have received sponsorship and will be approaching the Executive Leadership Team to obtain approval, making this learning exercise a mandatory requirement for all employees.

Working together with AT's wider council family, AT have selected a service provider for simulated phishing email campaigns in a recent Request for Proposal (RfP) exercise. The procurement teams are currently conducting negotiations with the selected vendor, and AT hopes to initiate AT's first friendly phishing email campaign by the end of August, to complement the Security Awareness e-Learning module.

# Customer Experience

## Customer Insights

Roading customer satisfaction scores are overall stable. Traffic flow remains the main driver of customer overall experience of travelling by road. Compared to a year ago, residents are more likely to mention safety as a priority to improve their walking experience. Satisfaction levels are currently stable for the quality of footpaths.

Overall satisfaction with public transport has remained static at 91% with slight improvement for bus satisfaction. This is a stabilisation at higher levels following Simpler Fares improvements in 2016-17.

The main surveys for Travelwise for Schools have been completed, investigating school travel among 90,000 students attending 150 schools across the region.

A qualitative investigation has been completed to produce customer insights for the ferry leisure market. This includes comprehensive stories and videos documenting their motivations, planning and journey experiences.

## Customer Central

### Secondary Student Cycling Safety

Customer Central have set up an explore sprint with the University of Auckland Centre for Innovation and Entrepreneurship to look at the problem of understanding 'Why high-school students don't cycle to school in areas where it is safe to do so'. The University 'Solve It' programme enables AT to provide this challenge to several teams of students at the end of August.

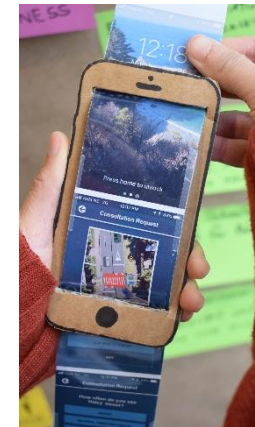
### Consultations

*To understand how digital and offline engagement tools could drive reach and engagement with the silent voice.*

Auckland Transport and Auckland Council combined forces in a design sprint using a human-centred approach to tackle the challenge of low engagement with the silent voice. The sprint team went to a number of locations in Manurewa, Ōtāhuhu and Henderson to speak with a broad range of people from diverse communities who have low engagement with consultations across the council family. The team tested six tools including VR, Facebook, Maps, Apps and an app called 'Upsouth' (powered by The Southern Initiative) to find out how they want to have their say in future transport projects. The research objective was to understand what motivates people to engage or not engage with AT and get their thoughts on a series of engagement value proposition prototypes.



Pictured right is one of the prototypes created by a talented AT participant; however regardless of the range of digital tools tested, there was no silver bullet for consultations better suited than tailored-to-the-community approach and face-to-face communications. The best practice examples that provide useful benchmarks include the K-Road pop-up consultation and the way Auckland Council consulted in Parnell recently via a purpose built tuk tuk.



With the aid of a dedicated resource from within AT, the team are now working to action the approved recommendations:

- Getting closer to customers by performing demographic diagnosis on communities to understand which tools are relevant in each case; creation of a smart list to leverage network leads in each location, and a community geo-map tool showing the birds-eye view of consultation coverage.
- Improvements to CRM so that we can record collective feedback and recycle out of scope feedback.
- Create common best practices within AT by mandating project document sharing from the very start; using available tools and measuring the impact; and mandating easy to understand visual materials for communities and building CCO networks to leverage resources, best practice, tools and contacts.

### Crowd-sourcing

*To collaborate with the Auckland community to drive more innovative transport solutions.*

Investigations in May and June have focussed on identifying a public Ideation platform to align with the existing customer-driven innovation processes. This will enable faster innovation of new products and services; customer-led prioritisation of issues and solutions; citizen engagement and contribution; along with the benefit of transparency and the creation of networks of innovators and collaborators.

A phased roll-out plan over 6 months provides the ability to test and refine this concept as detailed here.

PHASE 1: Internal – Auckland Transport	PHASE 2: Universities (& other partners)	PHASE 3: Public
<ul style="list-style-type: none"> <li>• Designated champion in each business unit who acts as a challenge owner</li> <li>• Staff may contribute ideas across all challenges</li> <li>• Incentives for staff participation – e.g. prizes and internal kudos</li> <li>• ‘Short and sharp’ testing period</li> </ul>	<ul style="list-style-type: none"> <li>• Engage with the student body via tertiary institutions in Auckland</li> <li>• This provides a discrete population of Aucklanders who are likely to have fresh thinking and creative ideas. We can limit access based on university email domains.</li> <li>• Provide prizes/incentives for student participation</li> </ul>	<ul style="list-style-type: none"> <li>• Public ‘soft-launch’ of the platform</li> <li>• Challenge areas defined with input from phases 1 and 2. Likely to be a mix of ‘fresh’ challenges and those already seeded internally or with universities.</li> <li>• The December/January period provides an opportunity to conclude the pilot and determine next steps.</li> </ul>

## AT Mobile

AT Mobile reached the milestone of 130,000 monthly active customers. Feature enhancements:

- The old AT Metro app has been removed from app stores, except for customers with old operating systems. The decommissioning of the Track my Bus app is planned for quarter four 2018.
- New My Stops feature design and functionality
- Faster loading of the app
- Counter of stops when on the journey

Feature enhancements (planned):

- With the completion of the 'HOP capacity upgrade' in June, the HOP balance is the next feature planned for release in late September.
- The real-time feed is being enhanced from 30 to 9 second frequency to improve the accuracy of bus and train tracking.
- The first phase of an enhanced 'disruption' experience is in development – 'train line status'.

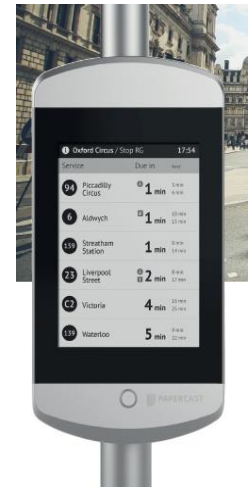
## Journey Planner

A new version of Journey Planner was launched after beta testing with customers. The enhanced version includes a new look and feel as well as the inclusion of 'points-of-interest' (key landmarks), and accessibility improvements to greatly improve the overall user experience.

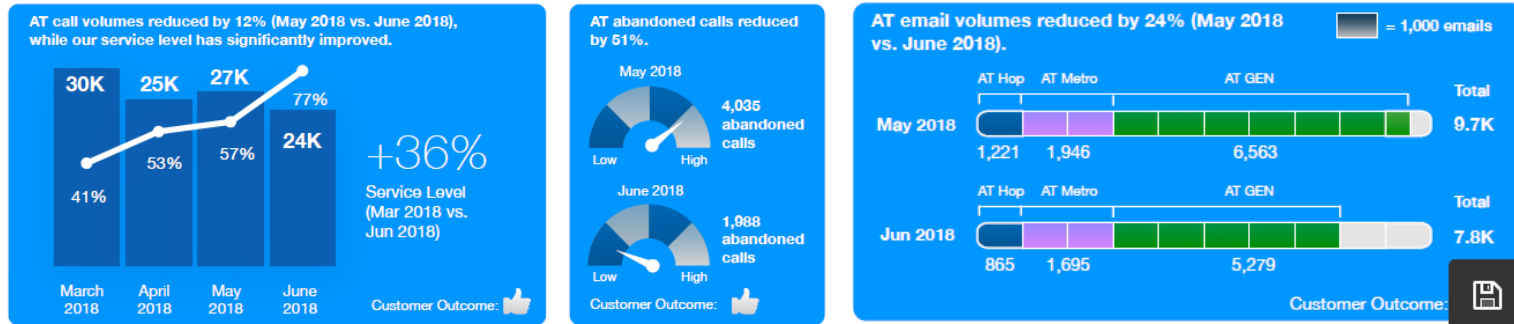
## e-Paper Proof of Concept

A Proof of Concept has been completed to evaluate and trial the next generation of solar-powered Public Information Displays (PIDs). There was very strong positive customer feedback supporting the Proof of Concept. Three types of displays were put up at several sites and the public were invited to try, and review, providing feedback

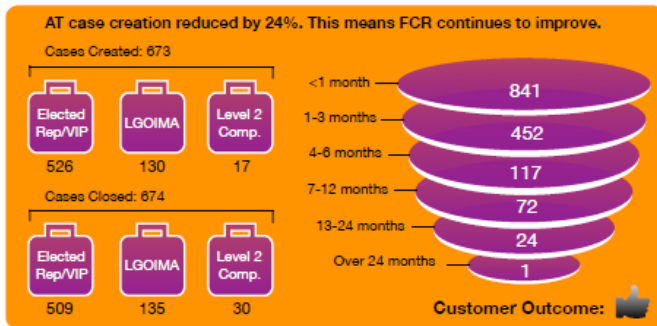
The PIDs on trial feature the latest generation 'e-Paper' technology (also known as 'backlit' technology) which displays information in a similar way to a Kindle tablet via an extremely energy efficient, backlit display.



## Customer Contact Centre



The AT contact centre continued to see a significant improvement in performance with 77% of calls being answered within 20 seconds (versus the industry best practice of 80%), with a 51% reduction in abandoned calls and improved average handling times. The performance of AT calls being answered by Auckland Council on AT's behalf fell to 43% (vs 57% in May) meaning customers were waiting longer to have their calls answered. There was an overall email reduction of 24% month on month.



Enhanced reporting related to cases created and aged cases for Local Government Official Information Act Requests, Elected Members/VIPs and Level 2 complaints commenced this month with a volume reduction in cases created of 24% vs May 2018. This enables a solid baseline to measure future performance against. This reporting will continue to evolve, and additional resources have been applied to this team to improve performance.



# Project Updates

## Place-Based / Spatial Planning projects

Auckland Transport continues to work collaboratively with Auckland Council on the Drury-Opaheke, Pukekohe-Paerata, Silverdale West – Dairy Flat Business Area and Warkworth structure plans. This has included attending community engagement events and project team meetings. Te Tupu Ngātahi Supporting Growth Alliance, the New Zealand Transport Agency, Auckland Transport and Auckland Council are undertaking further community engagement sessions to consult on the Warkworth Structure Plan and the Supporting Growth Programme in mid-August 2018. Consultation dates for the other areas are being confirmed.

Auckland Transport continues to provide Auckland Council with transport inputs in the development of the Sunnynook and Parnell place-based plans. The consultation period for the draft plans has closed and Auckland Council is in the process of analysing the feedback received. Auckland Transport has been working with Auckland Council to review the comments received and identify amendments to incorporate relevant feedback into the final plans.

Auckland Transport continues to work with Housing New Zealand and Homes, Land and Community to support the Auckland Housing Programme. The project areas include Northcote, Mount Roskill, Mangere and Onehunga. This includes being part of project teams and document review such as draft Integrated Transport Assessments and design proposals.

## America's Cup

Auckland Transport is working with Auckland Council and its development arm, Panuku Development Auckland, on processing the resource consent for the 36<sup>th</sup> America's Cup to be primarily based in the Wynyard Quarter with the provision of five syndicate bases on Wynyard Wharf. The application is a direct referral to the Environment Court for processing. The application has been through mediation and expert conferencing with relevant Auckland Transport staff attending where appropriate. The hearing is scheduled to commence mid-September 2018, with a decision expected in late October 2018 to enable construction to start in November 2018.

The America's Cup village will be located within Wynyard Quarter and along the Viaduct Harbour. Racing will take place on the Waitemata Harbour. To facilitate the events, part of Brigham Street will be stopped to construct five bases on Wynyard Wharf, the Viaduct Event Centre will be modified to provide for Emirates Team New Zealand and Hobson Wharf will be extended to provide for a double base. The infrastructure work must be completed by late 2019 to early 2020. Auckland Transport and Panuku have been working together to ensure construction effects and disruption on the transport network are minimised.

Auckland Transport is currently working with Auckland Tourism, Events and Economic Development to plan for the major events that are associated with hosting the next America's Cup event. This includes the Christmas Cup (December 2020) the Prada Cup (January – February 2021) and the America's Cup in March 2021.

## Key Strategic Initiatives

Auckland Transport and the NZ Transport Agency will commence engagement later this month on possible transport networks to support the greenfield growth areas in Warkworth, Silverdale and Dairy Flat areas.

Development of the following business cases is underway for a number of initiatives to support Auckland's growth:

- **Bus Priority and Improvements:** Procurement for this business case is planned to commence in October 2018 with public consultation anticipated in mid-2019.
- **Improving Airport Access:** The business cases for Puhinui Interchange as well as short term bus improvements are well underway and the drafts are expected to be available by end of 2018.
- **Park'n'ride:** The detailed business case for Papakura Park and Ride upgrade has commenced and a further detailed business case for the Matiatia Park and Ride is planned for commencement by December this year.
- **Penlink:** A refresh of the financial and commercial aspects of the business case has commenced and a draft of the findings is expected to be available by December 2018.
- **CBD Bus Infrastructure:** The procurement for Wellesley St Bus Improvements Detailed Business Case will commence this month.

## Regional Public Transport Plan

The RPTP is being updated to reflect the significant progress since the current plan was adopted in 2015 (including Simpler Fares implementation, and the roll-out of the New Network) and to signal "what's next?" in terms of the ongoing transformation of the public transport system. Emerging focus areas include an emphasis on the customer experience, expansion of the Rapid Transit Network and Frequent Transit Network (and increased frequency of services) and signalling the potential for on-demand services to supplement or replace low-performing services.

The review timelines have been extended to take into account the results of the Auckland Transport Alignment Project Refresh, and the Government Policy Statement and Regional Land Transport Plan processes. Engagement with Auckland Council, New Zealand Transport Agency, Mana Whenua, Local Boards and operators is underway through August-September. Public engagement is currently scheduled for September/October 2018. Formal adoption is targeted for December 2018.

## Rail Development

Auckland Transport and KiwiRail continue to engage with the New Zealand Transport Agency regarding applications for funding via the Transitional Rail activity class. Auckland Transport is likely to be the conduit for funding of activities over the coming financial year whilst longer-term arrangements are resolved. The details of this are being worked through.

Staff continue to support the development of an 'Interim Rail Service' between Hamilton and Auckland. The Waikato Region has completed a Strategic Business Case, and is liaising with the New Zealand Transport Agency regarding completion of a detailed business case with which to secure capital and operational funding for the interim service. The future role of Auckland Transport in the delivery and operation of the service will be confirmed through the development of the detailed business case. Use of HOP ticketing is being considered.

## Northcote Safe Cycle Route

Reconstruction of the Lake Road / Ocean View Road roundabout is complete. Construction continues on Lake Road. Tender documents and utility service agreements are being prepared for the construction of two shared pedestrian / cycle overbridges over the State Highway 1 alongside Northcote Road.

## Northern Busway Extension

NZ Transport Agency Board is expected to approve the project funding subsidy in late August. The consenting design for Rosedale Bus Station is now complete. A Notice of Requirement for the new Rosedale Bus Station will be lodged by Transport Agency on 26 October. Detailed design for Rosedale and Constellation Bus Station has now started.

## Albany, Dairy Flat Highway

AT is undertaking additional investigations to confirm the emerging preferred option. AT plans to begin public consultation in late September. The detailed business case is planned for AT approval in late 2018.

## Downtown Infrastructure Development Programme

**Seawall:** The project team is now located at a project office at HSBC. Work is progressing as planned on alternative piling solutions using jet grouting.

**Piers 3 and 4 Relocation:** Marine simulations and safety modelling on a number of alternatives is now complete. The preferred outcome is a saw tooth arrangement which enables faster berthing and turnaround with improved safety. Early procurement of long lead pontoons is required and further work is needed to define the geometry of these piers.

**Dolphins:** Panuku lodged a consent application with Auckland Council in July. AT will now confirm a detailed design solution.

## Tamaki / Ngapipi Intersection

The major construction at the intersection is now complete. The intersection was opened with a dawn blessing. AT is monitoring the intersection to prioritise and optimise the signal phasing. There will be a small amount of work completed in August related to the installation of coloured surfacing due to the time required for the new asphalt to settle first before coating can be applied. Maintenance work on the Ngapipi Bridge is progressing well and is expected to be completed by end of August.

## Karangahape Road Cycle Route

Detailed design is being finalised with intent to commence procurement for a physical works contract in September. Construction still on track to start in January 2019. AT is co-ordinating with CRL project representatives to ensure construction works along the project corridor are aligned.

## New Lynn / Avondale Cycle Route

AT has completed the technical review and gap analysis of stages 1/3. The outcome of the review recommends a number of design optimisations and value engineering options. AT is currently developing the detailed design drawings of stages 1/3 to 85% completion stage so that construction cost can be estimated with higher degree of confidence.

## Parnell Station

The platform section around the station building is substantially complete and awaiting statutory building consent sign off from Council. Ticket gate canopies are being fabricated off site ready for a new gate line.

The footpath link between the Station and Carlaw Park is substantially complete and awaiting statutory building consent sign off from Council. Ticket gate canopies are being fabricated offsite ready for a new ticket gate line.

## Rail Pedestrian Crossing Separation

The Pedestrian Gating Programme is progressing well, with Phase 1 sites on the Western Line, (Metcalf Road, Glenview Road, Asquith Ave, Rossgrove Terrace, Woodward Road, Fruitvale Road and Lloyd Ave) all completed and commissioned. For Phase 2 sites on the Southern Lines (Te Mahia, Spartan Road, Takanini, Taka Street, Manuroa Road, Walters Road and Tironui Road) signaling design work has been completed, and civil concept design works is being prepared.

## Newmarket Crossing

A pre-dawn blessing for the bridge and road was held before it was open to the public, on the same day. Simultaneously, the existing Sarawia Street vehicle and pedestrian crossing through the rail corridor was closed as planned.

The Sarawia Street cul de sac development works are now complete. The mitigation measures on Cowie Street agreed as part of the Environment Court appeal will now begin.

## Takanini and Te Mahia Station Upgrades

Stage 1 civil construction works are substantially complete allowing Stage 2 to progress. Stage 1 sees an improved platform with drainage.

Stage 2 works for the shelter installation are progressing with Te Mahia's shelter structure being pre-fabricated off site. Night and day works to be undertaken to install the structure. Takanini's shelter structure is also being pre-fabricated with planned installation during September BOL.

Target completion dates for the shelter at both sites is October 2018.

The Local Board's funding for an improved access way is progressing following the purchase of an adjacent property to the Station. Designs for the widened access way have commenced.

## Drury South Spine Road

The earthworks and major drainage portion of the works is 90% complete. The earthworks is now shut down for winter but the installation of major stormwater drainage is continuing. The road construction contract is continuing at the southern end of the project at the Ramarama motorway interchange but the construction heading north from this point to form the new spine road has been suspended for the winter due to the wet ground conditions. This work is expected to recommence in October.

## East West Bus Network

Church Street/Meadow Street/Mt Wellington Highway design is proceeding. The partial acquisition of 576 Mt Wellington Highway is finalised. The resource consent for the Church Street/Meadow Street/Mt Wellington Highway works has been issued. Protracted discussions with Watercare to reach a legal agreement for AT works on the Church Street/Meadow Street footbridge have yet to reach agreement.

## Bus Priority for Frequent Network

In addition to the planning for business case and detailed design of 11 Frequent Network corridor whole of route priority, the following works are underway:

**Mount Eden Road (Grahame Breed Drive to Roskill Way):** The resolution has been approved and tender documents are being finalised in preparation for an open tender. Delivery has been delayed due to a clash with construction zone for a Fletcher Living apartment building. We have been advised that their works will be completed in September 2018.

- Great South Road, Broadway to Greenlane – July 2018
- Dominion Road, SH20 to Richardson – December 2018 (construction starts September)

**Mount Eden Road (Duke Street to Symonds Street):** Bus stop improvements and changes to hours of operation from Duke Street to Plunket Road physical works now under construction.

**Inner Link (Park Road):** Proposed eastbound bus lane design is in progress. Initial consultation with key stakeholders is under way. There is a risk that construction of this project will be delayed until 2020 because of a clash with the construction site for Auckland University's new clinic facility.

**Pakuranga Road, Ellerslie - Panmure Highway and New North Road -** Stage 1 Project Identification Reports have been completed and reviewed. Some of the opportunities (quick wins, plain/unambiguous opportunities) will proceed directly to delivery. Stage 2 will start in July 2018.

**Manukau Station Road:** AT are currently consulting with the NZ Transport Agency on the proposal due to the risk of impact to the SH20 off-ramp. AT are also consulting with Panuku and Westfield (construction is likely to start last quarter 2018).

While the initial consultations and feasibility studies have taken longer than expected on some projects, AT is on track to deliver 5km more bus lanes before the end of this financial year. Total 29km of the original three year plan for 40km between 2015/16 to 2017/18 will be completed this financial year. The residual 11km will be completed as part of the 11 Frequent Network Corridor whole of route priority delivery.

## Freyberg Square

Consultation on the proposal to change Freyberg Place to a Pedestrian Mall was completed at the end of July. This was advertised through social media, written and newspaper and direct engagement with key stakeholders such as Heart of the City and City Centre Residents Association. The public consultation received 665 responses, the vast majority of which were supportive (95%). Responses welcomed the changes promoting the area as a community space for pedestrians and welcoming the removal of vehicles to reduce the safety risk. Concerns raised with the proposal were potential increase on High Street congestion, access for servicing and delivery and increasing the difficulty for navigation and parking for customers of local businesses. City Centre Residents Association have requested a hearing for their concern that Auckland Council and AT should be adopting a Road Stopping instead of pedestrian mall.

## SaFE update

Transport Officers are working together with NZ Police in their project to reduce truancy from schools. A YouTube video regarding the project can be viewed on the link below:

[https://www.youtube.com/watch?v=UFqrKWnV2Xo&feature=em-share\\_video\\_user](https://www.youtube.com/watch?v=UFqrKWnV2Xo&feature=em-share_video_user)

## Reporting update

Month	Services covered	Inspections	Warnings	Infringements issued	Customer Interactions	Fare evasion %
May	1,110	96,052	1,190	0	16,783	1.76
June	1,502	97,327	1,447	47	14,901	1.85
July	1,452	142,200	1,384	108	15,075	1.65



## Quay Street

The section between Plumer Street and The Strand of the Tamaki Drive Cycle Route project, the Quay Street Extension, has been completed. This includes a new cycle path separated from motor vehicles and pedestrians. The existing shared path has been converted to a footpath and the lighting has been improved.

Quay Street is a connection to Auckland's city centre- it connects with the ferry terminal and with cycle routes along Nelson Street, Beach Road and Auckland's waterfront. The area is shared by pedestrians, trucks, buses, cars, and bikes and the cycleway extension complements the different users of the street, keeping Quay Street moving and keeping people on bikes safe.





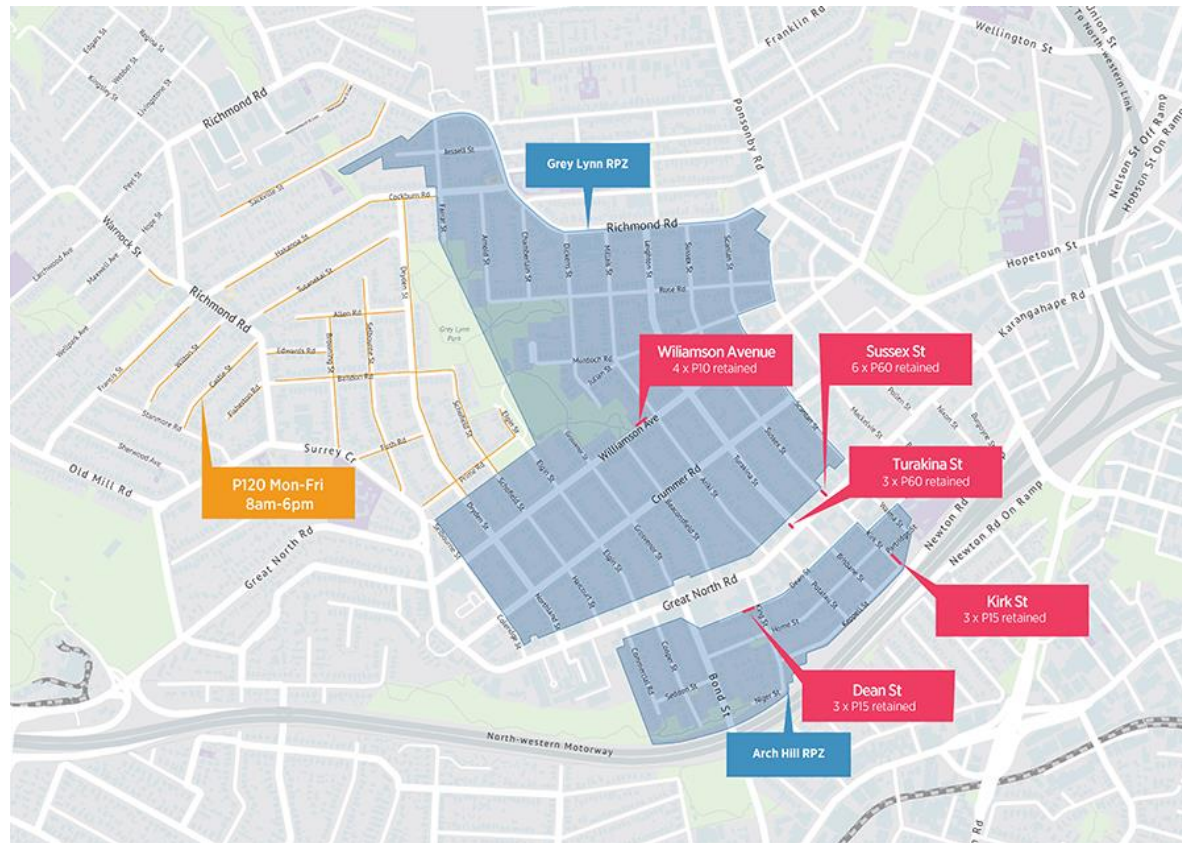
## Grey Lynn/Arch Hill Residential Parking Zone

The summary of feedback on the Grey Lynn and Arch Hill Residential Parking Zone (RPZ) report has been published and a copy can be found here.

<https://at.govt.nz/media/1977559/grey-lynn-arch-hill-rpz-public-feedback-report.pdf>

60% of those that submitted feedback indicated they support the introduction of the RPZ, with the Waitemata Local Board, Grey Lynn Residents Association and Grey Lynn Business Association also indicating support. Following consultation and further investigation, the following changes to the proposal have been made:

- The boundary of the zone in Grey Lynn has been adjusted, and now excludes a number of streets.
- A number of streets in Grey Lynn will have time restricted (P120, Mon-Fri, 8am-6pm) parking on one side and unrestricted parking on the other side (this will help improve parking availability during peak times while retaining some unrestricted parking for longer use).
- The P15 carparks on both Dean and Kirk Streets in Arch Hill will be retained.
- The implementation of the RPZ (on certain streets) is forecasted to be early in 2019.



Revised map of Grey Lynn/Arch Hill RPZ

# Planning and Consenting Update

## Notices of Requirement, Consents and Archaeological Authorities

### 1. Lodged Applications in June 2018

#### Resource Consents:

- Double Decker Bus Clearance - Dominion Road
- Double Decker Bus Clearance - Northern Express 2
- Gills Road to Oteha Valley Link
- Shoal Bay mooring

#### Archaeological Authorities with Heritage New Zealand Pouhere Taonga:

- Quay Street Seawall Upgrade archaeological authority

### 2. Targeted to be lodged within the next three months

#### NoR

- Civic Carpark – alteration to designation

#### Resource Consents:

- Albany Bus Station Additional Parking
- Double Decker Bus Clearance Remuera Road
- Federal Street Streetscape Upgrade
- Ferry Relocation Pier 3 & 4
- Medallion Drive Upgrade
- NX2 Bus Layover
- Panmure Swivel Bridge - restoration
- Regional Bus Terminal – Beach Road
- Coatesville/Dairy Flat Highway Roundabout
- Takanini Park & Ride Stage 2
- Tamaki Drive Cycleway
- Waiuku-Patamahoe-Attewell Intersection Upgrade

#### Outline Plans of Work:

- Albany Bus Station Additional Parking

#### Archaeological Authorities with Heritage New Zealand Pouhere Taonga:

- AMETI Eastern Busway EB1

### 3. Decisions/Approvals

#### Resource consents granted:

- Double Decker Bus Mitigation: Manukau Road Route
- Southern Connections (FN32)
- Wiri EMU depot extension – early works
- Wynyard Quarter South Upgrades

### 4. Environment Court Appeals

#### Completed:

- Silverdale Park & Ride Stage 2

#### NoR/RC Appeal:

- AMETI Eastern Busway EB1

## Land Acquisitions

Four unconditional agreements signed in July: AMETI (3), Encroachments (1). Total costs incurred for July were \$8.68m.

# Assets, Maintenance & Renewals

## Road Corridor Delivery

Asset Renewal Activities	June YTD Actual (km)	Full Year Target (km)	Completion v. Full Year Target (%)
Pavement Rehabilitation	24.3	26.3	92%
Resurfacing	393.2	419.8	94%
Footpath Renewals	81.2	74.0	110%
Kerb and Channel replacement	64.9	49.8	130%
<b>TOTAL</b>	<b>563.6</b>	<b>569.9</b>	<b>99%</b>

Achievement is 99% against the full year target. Pavement rehabilitation works were completed on Jutland Road, Manuka Road, College Road, Constellation Drive and Goat Island Road. There have been 24.3 km of pavement rehabilitation completed to date with a further 1.9 km under construction.

## Streetlighting

The procurement process for Stage 2 of the LED rollout is proceeding with the intention of procuring 10,000 luminaires this year. These luminaires will be used to replace the existing 100W HPS lights on the network.

## Roading Minor Capital Updates

**Great North Road** – AT is undertaking design work to tie in the new shared footpath linking Great North Road to McNaughton Way with Auckland Council's Town Centre revitalisation. This is expected to be completed by the end of August.

**Monowai Seal Extension Stage 1** - Construction is progressing and expected to be completed October 2018. Stage 2 design is on-going with construction planned to start November 2018 and complete by March 2019. The construction of Ngarewa Drive is planned to start February 2019.

**Road Safety Portfolio** – The road safety portfolio has exceeded the 2017/2018 year's targets by delivering 154 sites compared to plan of 149. We are now progressing procurement of road markings and traffic signs in the rural south area.

**Takatu Road and Haruru Road** - Geotechnical assessments are underway for slips. Neither pose an immediate risk but are subject to ongoing monitoring.

## Road Safety

Planning and engagement included a number of activities focused on the road safety challenge:

- Vision Zero is now being used throughout AT's public communications, the first piece of which is a press release about the Rural Roads Programme. Auckland Transport is improving the safety of over 400km of rural roads in the region in the 2018/2019 year at a cost of \$5 million.
- Local Boards - AT and NZ Police presented to 6 Local Boards highlighting the road safety issues in their area, along with AT's increased investment plans, including the introduction of speed management programmes. Remaining Local Boards will be approached in August.
- Speed Management - All speed management investigation briefs for town centres and rural high-risk roads are out to market and work is on track. National alignment conversations continue with Ministry of Transport (MoT) and NZ Transport Agency. A cross-functional working group is meeting regularly to identify options for streamlining the process and addressing potential risks.
- The Mayor has publicly stated that Auckland Council and AT are working with the Government to invest heavily in road safety measures funded by the Regional Fuel Tax over the next 10 years. This will contribute over half a billion dollars to keeping people safe on our roads.
- A Vision Zero video was developed for the AT staff forum featuring staff members explaining why they care about road safety at different locations in Auckland, and showcasing existing Vision Zero initiatives close to where they live.
- Safe System training – A Safe System training pilot was delivered by international Safe System experts Eric Howard and Tony Bliss to 30 staff. Following this, Safe System workshops are being scoped for the AT Board, ELT, senior management and priority audiences. The Transport Agency and AT are partnering on researching lessons learnt from international experience on Safe System organisational change.
- Governance - The Tamaki Makaurau Road Safety Governance, leadership and working groups with partners met in July, continuing to drive the joint partner response to the road safety crises.
- The Road Safety Programme Business Case (PBC) programme of work continued, with the Joint Partner Response Plan and an AT 12 month programme moving from draft to final versions. The Investment Logic Map workshop was held on 9 July and the project moves into the strategic case phase. On 12 July a workshop was held to discuss AT road safety capex investment options for the 3 year programme.
- Annual Achievement returns for 2017/2018 Road Safety Behaviour Change programme and evaluation have been submitted to the Transport Agency for the \$8.8 million of Road Safety Promotion activities completed by the Community Transport team in the 2017/2018 financial year highlighting successes and learnings.



## Education activities

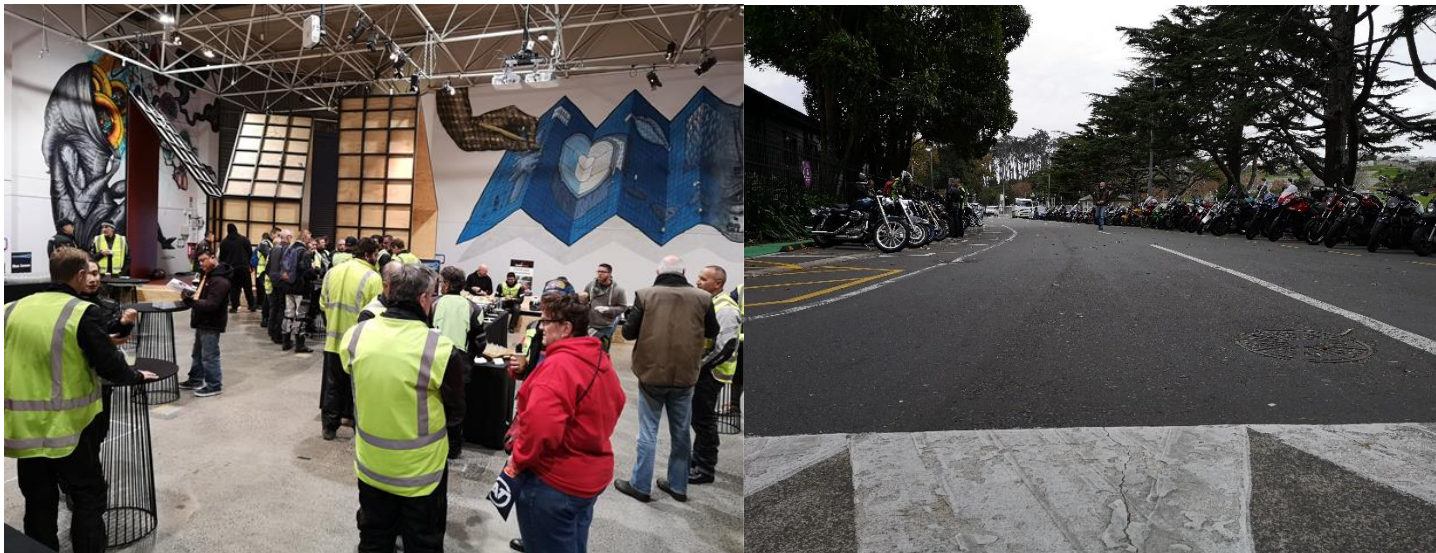
### Motorcycle and Scooter Breakfast at MOTAT

Road deaths and serious injuries involving people on motorcycles have increased 120% from 76 in 2013 to 167 in 2017, and is an area of high concern for Auckland.

In partnership with the NZ Police, the Community Transport team arranged a motorcycle and scooter breakfast event at MOTAT on the 2 June. Despite rainy weather, 109 riders attended and received safety resources and advice including:

- Free high visibility vests and resources were given to attendees
- NZ Police discussed lane splitting and maintenance
- AT Parking Compliance team discussed bus and transit lane usage and showed the following videos; “Ride for the unexpected, especially in bus lanes” and the “Ride your lane and ride save”
- ‘Ride Forever’ Trainers discussed on-road coaching, safety gear and helmets

The feedback questionnaire showed 85% of riders learned something new at the breakfast, particularly regarding bus and transit lane safety.



## Careers Expo

Road deaths and serious injuries involving young people aged 16 to 24 years driving vehicles have increased 68% from 57 in 2013 to 96 in 2017.

The Community Transport team along with AT's Recruitment and Travel Demand teams engaged with over 4,000 people at the Careers Expo. AT staff educated attendees on driver distraction, young driver learner licence programmes, AT career advice, public transport, as well as walking and cycling choices

## Cycle Train at Point Chevalier Primary

While there are relatively few local road deaths and serious injuries involving young people aged 5 to 16 years on bicycles, parents have a strong perception that it is too unsafe to allow their children to ride to and from school. In line with the Government Statement Policy, AT is exploring ways to encourage active cycling to and from school through training, education and safe infrastructure.

A new cycle train has started for students who want to ride to Point Chevalier School. The cycle train initiative follows a similar set-up to the existing Walking School Bus programme, with AT's Community Transport team supporting parent and teacher volunteers. To improve safety on the cycle commute to and from school, AT delivered a student riding competency session, a safety workshop for volunteer cycle train parents and provided reflective backpack covers. Approximately twelve 5 – 9 year olds have joined the cycle train, and even on the coldest mornings, not one of the regular riders has stopped biking to school.

The aim is to grow this programme with more students and families running cycle trains. The programme will be targeted to schools in areas where there is new or existing safe cycle facilities and a propensity to cycle.





## Enforcement

### Safety Cameras

A point-to-point speed safety camera trial is currently being developed by the Transport Agency and NZ Police for locations in Auckland. AT has suggested two high-risk local road corridors to be included in the trial, which aligns with AT's accelerated speed management plan. AT will be working with our partners to set the trial parameters and evaluate.

The six red light safety cameras that began enforcement by NZ Police in June have issued approximately 660 infringement notices within the three weeks of operation. AT will work with NZ Police to assess the trends and safety performance of these intersections over time. A further six red light safety cameras are planned to be installed in August at the following locations:

- Great South Road and Cavendish Drive – **two sites**
- Te Irirangi Drive and Accent Drive – **two sites**
- Great North Road and Rata Street
- Great South Road and Reagan Road

### Enforcement Operations with NZ Police

AT enlisted the help of the Waitemata Road Policing unit to run a week-long joint red light running enforcement operation at the intersection of East Coast Rd and Sunrise Ave, at the Rangitoto Secondary School. This was in response to concerns of people running the red light raised by the Local Board Chair and Councillor Darby. During the operation, 61 infringements were issued to offenders and AT handed out awareness material highlighting the risk of this poor behaviour.

Following the recent spate of crashes on Dairy Flat Highway and the poor speeding behaviour on this corridor, AT had arranged for the Waitemata Road Policing unit to run a targeting enforcement operation along this corridor for a week. This was well received by the Local Board and local community. Road safety improvements are planned along this corridor and works will commence in December 2018.

## Engineering Project Updates

### Minor Improvements

The 2017/2018 programme plans to deliver 92 projects to the value of \$12.8 million.

### Network Optimisation

The 2017/2018 programme has delivered 16 projects to the value of \$4.5 million. This includes the Whangaparaoa Dynamic Lanes project.

### Safer Communities

The 2017/2018 programme has delivered 53 projects to the value of \$5.5 million.

## DSI Update

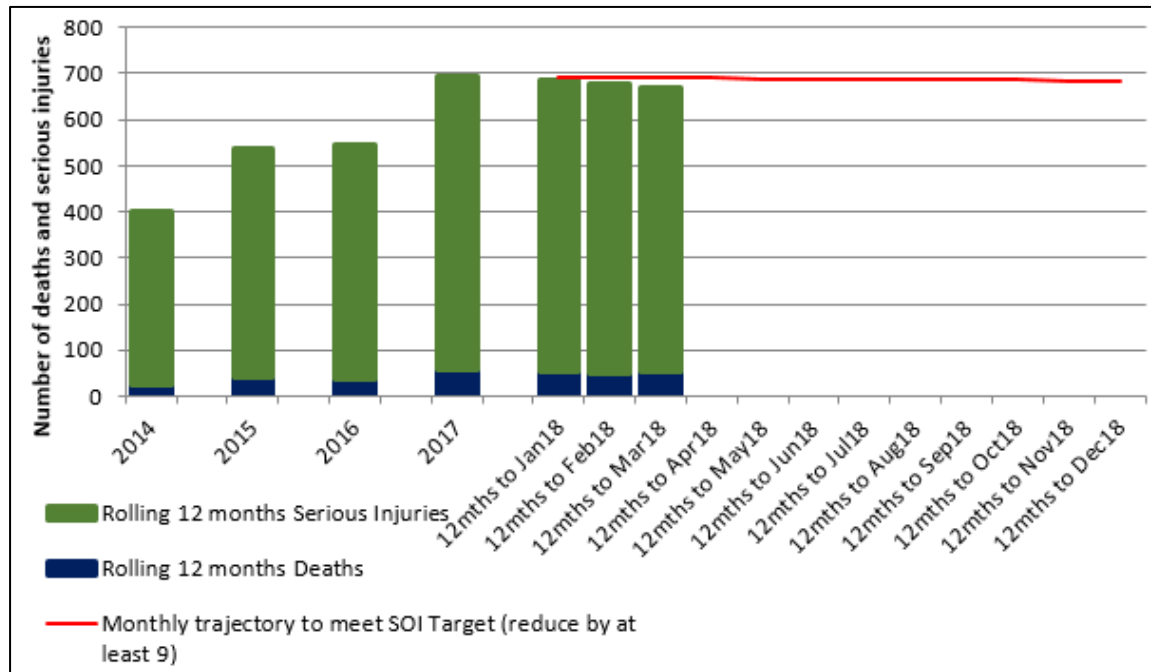
The 12 month rolling total for local road death and serious injury (DSI) to March 2018 is 671, 15% higher than the same period the previous year. However, it is on track for reaching the revised 2018 annual target of 681 (nine DSI less than 2017).

For the 12 months to the end of March, local road deaths increased by 37% (from 38 to 52) and local road serious injuries increased by 14% (from 545 to 619). However, local road deaths for 2018 to date are slightly lower than the same time last year.

During the month of June there were 3 road deaths recorded on Auckland local roads. One motorcyclist aged 48 years and a vehicle passenger aged 17 years were killed in separate crashes in the Waitemata Police District (in 80km and 50km speed zones respectively). In the Auckland Police District, a pedestrian aged 74 was killed on an urban 50 km local road.

During the month of May there were four road deaths recorded on Auckland local roads. Two people walking aged 51 years and 83 years, and a 15 year-old boy on a bicycle died on urban local roads in the Waitemata police district. In the Counties-Manukau police district, a person aged 30 was killed on a rural local road while driving a vehicle.

**AT Local Road Deaths and Serious Injuries (12 month rolling) with SOI Target**



Note: Local road serious injuries data currently takes three months to reach AT and we are working with the Tamaki Makaurau Road Safety partners for earlier access to this data.

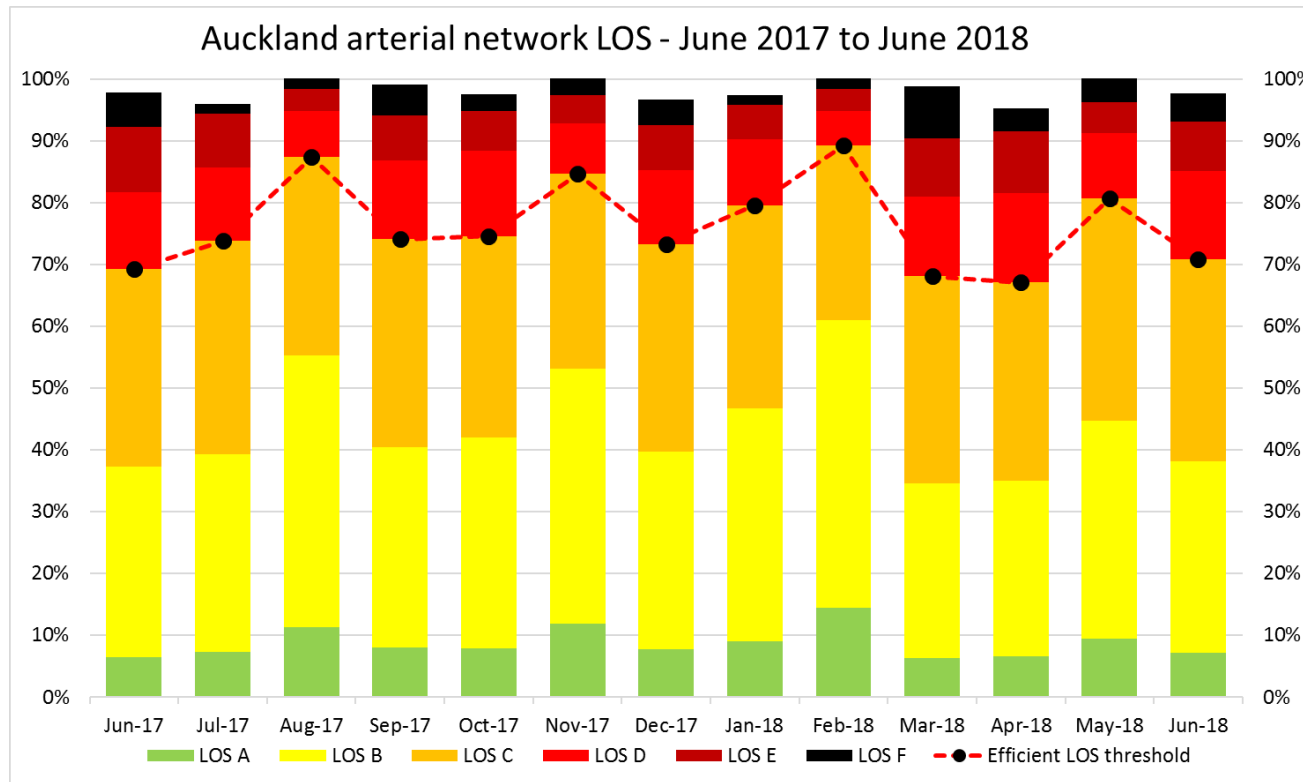
## Local Road Death Investigations 2018

The status of 2018 local road death investigations are provided below:

FCR Number	Date of Crash	Location	Type of Crash	Status
2018FCR001	05/01/2018	Whitford Road, Howick	Vehicle vs vehicle	Report complete
2018FCR002	13/02/2018	Cape Hill Road, Paerata	Vehicle vs truck	Report complete
2018FCR003	09/01/2018	Duck Creek Road, Stillwater	Motorbike vs vehicle	Report complete. Review and approval underway
2018FCR004	15/03/2018	Hobsonville Road, Hobsonville	Vehicle vs crane	Investigation and Report underway
2018FCR005	11/03/2018	East Tamaki Road, Otara	Wheelchair vs vehicle	Investigation and Report underway
2018FCR006	26/03/2018	Cavendish Drive, Manukau	Motorbike vs truck	Report complete. Review and approval underway
2018FCR007	29/03/2018	Idlewild Avenue, Mangere	Pedestrian vs vehicle	Report complete. Review and approval underway
2018FCR008	12/04/2018	Oteha Valley Road, Albany	Pedestrian vs vehicle	Report complete. Review and approval underway
2018FCR009	14/04/2018	Puhinui Road, Papatoetoe	Pedestrian x 2 vs bus	Report complete. Submitted
2018FCR010	23/04/2018	Central Park Drive, Henderson	Vehicle vs vehicle	Investigation and Report underway
2018FCR011	25/04/2018	Dairy Flat Highway, Dairy Flat	Motorbike vs fence	Investigation and Report underway
2018FCR012	25/04/2018	McEntee Road, Waitakere	Medical episode	No site visit required
2018FCR013	10/05/2018	Forrest Hill Road, Forrest Hill	Pedestrian vs vehicle	Investigation and Report underway
2018FCR014	12/05/2018	Te Irirangi Drive, Manukau	Vehicle vs vehicle	Site visit booked with NZ Police
2018FCR015	18/05/2018	Robertson Road, Mangere	Pedestrian vs vehicle (possible suicide)	Investigation and Report underway
2018FCR016	18/05/2018	Oteha Valley Road, Albany	Cyclist vs vehicle	Site visit complete, report being completed by AMA
2018FCR017	28/05/2018	Great North Road, New Lynn	Pedestrian vs vehicle	Investigation and Report underway
2018FCR018	23/06/2018	Coatesville-Riverhead Highway	Motorcyclist vs truck	Investigation and Report underway
2018FCR019	28/06/2018	St Lukes Road, St Lukes	Pedestrian vs truck	Investigation and Report underway
2018FCR020	07/07/2018	Edmonton Road, Henderson	Cyclist vs vehicle	Investigation and Report underway
2018FCR021	07/07/2018	Casuarina Road, Howick	Pedestrian vs vehicle	Site visit booked with NZ Police

# Network Performance

In this reporting period 76% of the network operated at good levels of service (LOS A-C). This is 5% better (higher than the previous month) and related to lighter traffic conditions on the network. Congestion levels were 2% better than June 2017, primarily due to improved operations as a result of the Waterview connection. In general terms, the network has had similar travel experience to last year. The introduction of the Waterview Tunnel has had the effect of offsetting the increase in congestion levels of approximately 2 to 3% per annum that typically takes place due to Auckland growth.



## Network Optimisation – Routine Traffic Signal Optimisation

Routine traffic signal optimisation across the Auckland network is progressing to schedule with 350 traffic signals per year requiring to be reviewed and optimised as necessary. Approximately 330 of the planned 350 traffic signals have been optimised to date with optimisation of the remaining 20 traffic signals nearing completion. Of the 350 traffic signals, approximately 100 are within the city centre where traffic signals are actively monitored and effectively optimised on a daily basis.

- Constellation Drive,
- Great South Road,
- Botany Road,
- Chapel Road,
- Ti Rakau Drive,
- Hill Road
- Alfriston Road.

Approximately 50 traffic signals are expected to be optimised by the end of August 2018, and will include key routes such as Balmoral Rd, Albany Expressway, Hibiscus Coast Highway, Newton Rd, Beach Rd (Browns Bay) and the New Lynn Town Centre. All signal controlled intersections located in the city centre continue to be actively monitored and optimised on a daily basis, given the scale of construction underway at present.

Traffic signal optimisation, and therefore Network Management, is an important element of Network Optimisation, together Network Improvement and Behaviour Change elements of Network Optimisation delivered by AT Network Management and Safety.

## Network Optimisation – Network Improvement Programme

A number of investigations are progressing and are identified through key network deficiencies and customer feedback, examples of projects that are in the early investigation stage include:

- Dynamic Lane studies including Redoubt Road, Maioro Street and Patiki Road
- Trugood/Cryers roundabout design
- Hill Road/Charles Provest intersection improvement
- Cascade/Aviemore roundabout metering

Several detail designs have been progressed including:

- Upper Queen Street / Canada Street additional crossing. This is programmed for construction with the Ian McKinnon Drive cycleway and scheduled for construction in mid-August 2018.
- Ti Rakau/Gossamer and Ti Rakau bus lane
- Smaller scale pedestrian improvements at intersections within the town centre environment

## Travel Demand - Behaviour Change programme

The culmination of travel behaviour change activities undertaken by the Travel Demand Team has resulted in close to 9,300 vehicles taken off the Auckland network during the 2017/18 financial year. This is equivalent to the amount of traffic carried by SH1 during the peak hour if assumed consolidated onto a single route.

Activities included getting businesses on board with our Travelwise Choices programme, and working with businesses, tertiary institutions and communities to influence considering alternative modes of travel (Remode), reducing need to travel, and even retiming when travelling.

The Spread the Jam: Shift your thinking was launched in support of the remoding, reducing and retiming of travel and certainly worth a watch.

<https://www.youtube.com/watch?v=QE9DTfYaLoU>

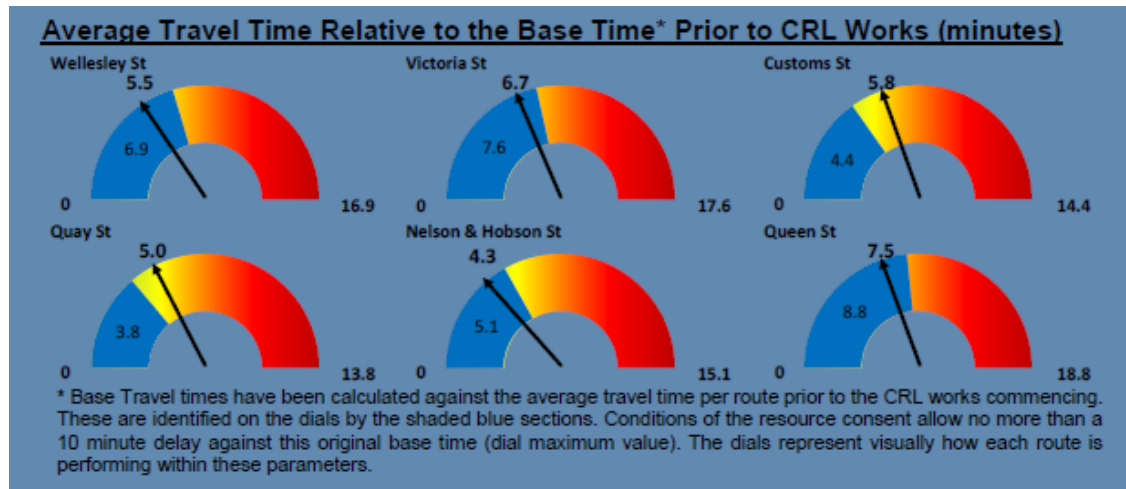


## City Centre Network Operations

The City Centre Network Operations (CCNO) Team continue to be actively monitor and manage the network. There have been minimal impacts on the City Centre Network. Projects included:

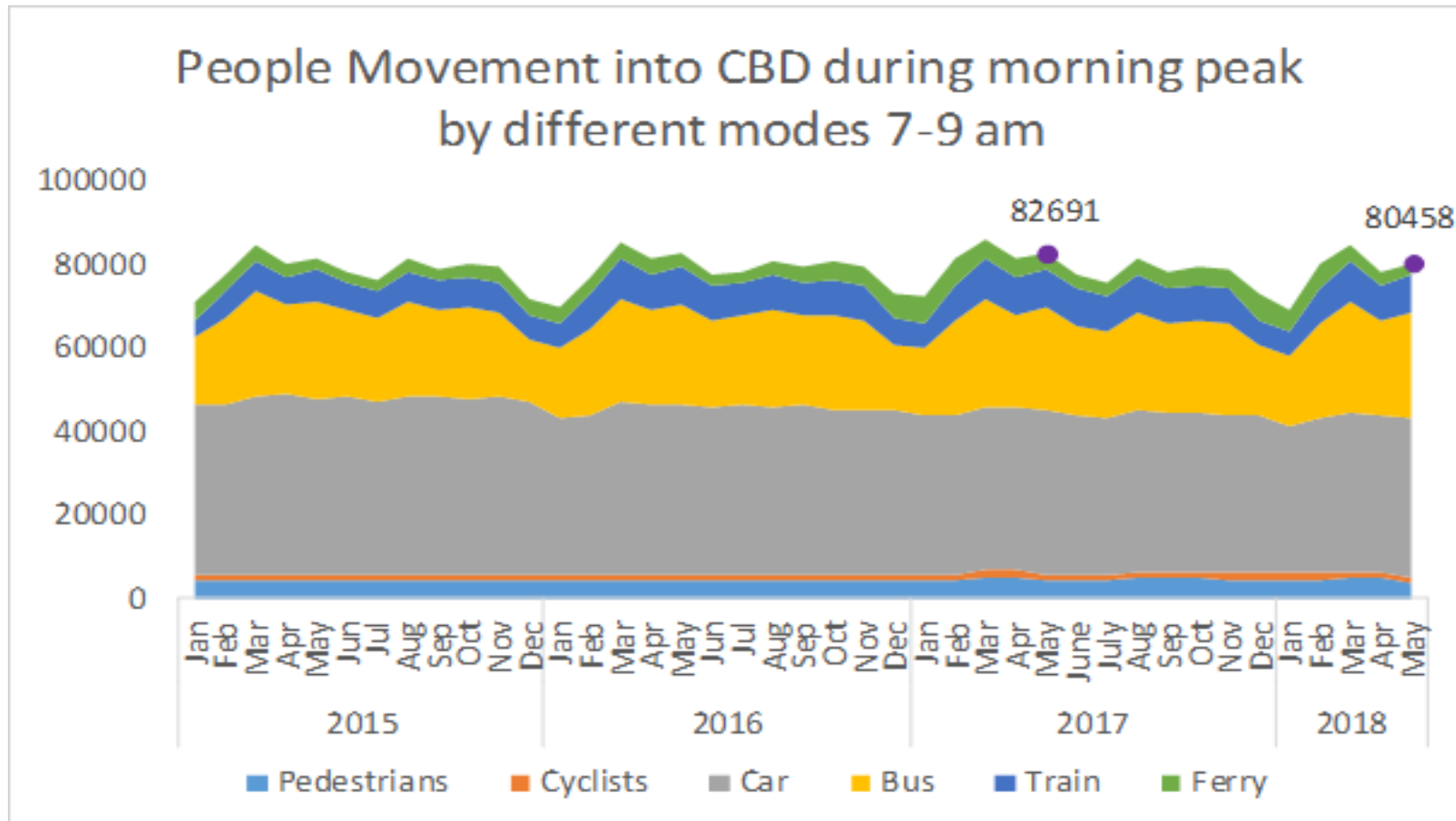
- The team facilitated a VIP motorcade over two days and assisted the Special Events Team in managing the All Blacks versus France Rugby Game on 9 June.
- Quay Street eastbound lane closure between Lower Hobson and Lower Albert Street for private maintenance was unsuccessful during the Queen’s Birthday weekend due to the weather (this was rescheduled to take place end of July).
- Seascape Apartments are due to install their first Tower Crane during the weekend of 29 June until 1 July. This will require Customs St being reduced down to one lane each direction (see picture below).
- The City Rail Link Limited next stage of works for the removal of canopies on Albert St between Wellesley and Victoria St has been put on hold until further notice. The kerbside bus stops have been released back to AT Metro for their services.

The average travel times (minutes) prior to CRL works for May 2018 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 May 2018.



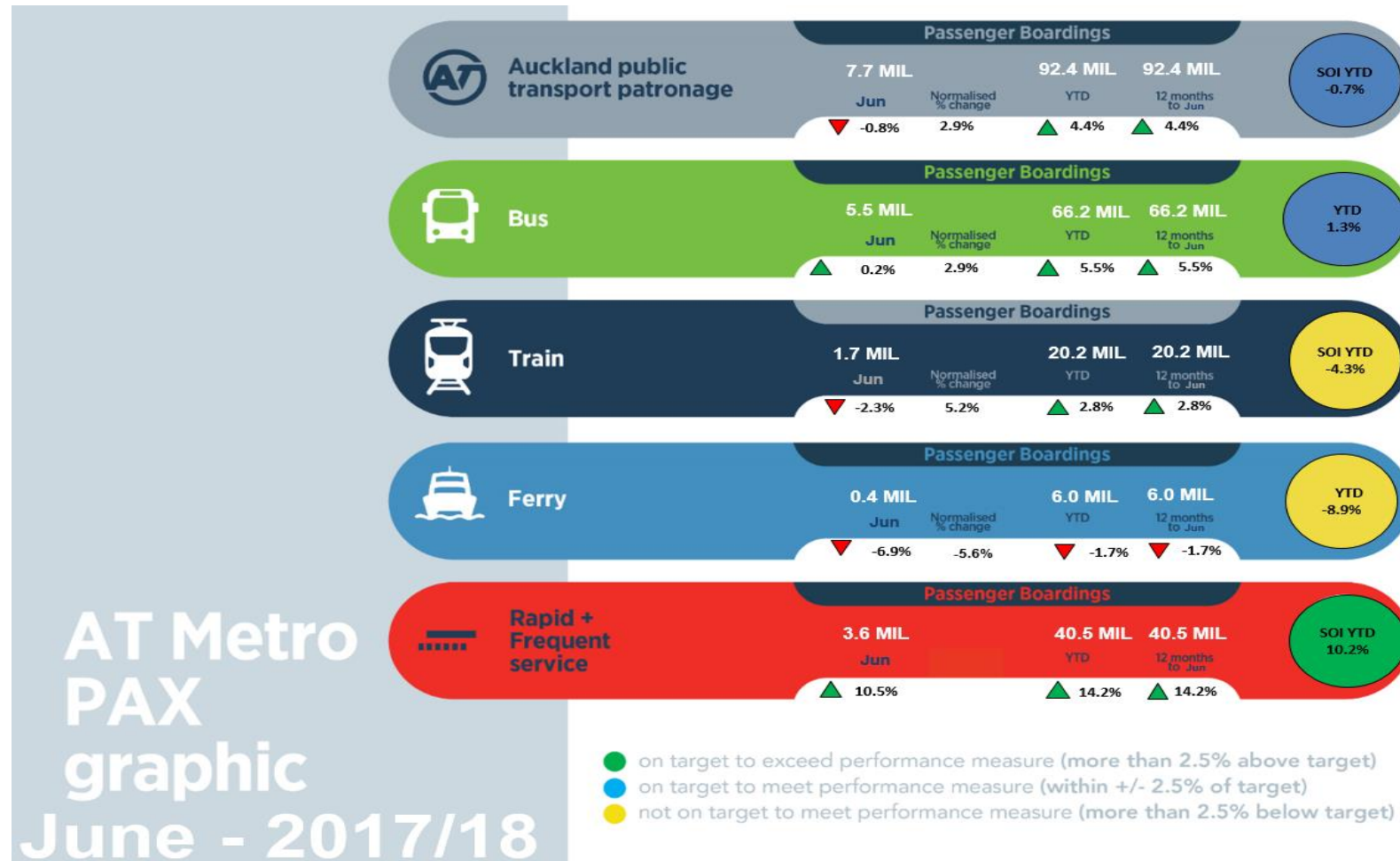


It is estimated that on average **80,458** people travelled into the City Centre during the morning peak period (7-9am) in May. The number of people entering the city centre continues to be comparable to last year



# Transport Services Development and Delivery

## AT Metro Patronage Performance –12 months to June 2018



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

For the 12 months to June 2018 Auckland public transport patronage totalled 92.4 million passenger boardings, an increase of +4.4% on the previous year. June monthly patronage was 7.7 million, a decrease of -0.6% on June 2017 and -0.8% below SOI target (YTD -0.7%). June normalised adjustment ~ +2.9% accounting for special event patronage, with one less business day and one more weekend day/public holiday.

Bus services totalled 66.2 million passenger boardings for the 12-months to June 2018, an increase +5.5% on the previous year. Patronage for June 2018 was 5.5 million, an increase of +0.2% on June 2017 and +1.5% above target (YTD +1.3%). June normalised adjustment ~ +2.9% accounting for special event patronage, with one less business day and one more weekend day/public holiday.

Train services totalled 20.2 million passenger boardings for the 12-months to June 2018, an increase of +2.8% on the previous year. Patronage for June 2018 was 1.7 million, a decrease of -2.3% on June 2017 and -3.0% below SOI target (YTD -4.3%). June normalised adjustment ~+5.2% accounting for special event patronage, with one less business day and one more weekend day/public holiday.

Ferry services totalled 6.0 million passenger boardings for the 12-months to June 2018, a decrease of -1.7% on the previous year. Patronage for June 2018 was 0.40 million, a decrease of -6.9% on June 2017 and -13.8% below target (YTD -8.9%). June normalised adjustment ~-5.6% accounting for special event patronage, with one less business day and one more weekend day/public holiday.

Rapid and Frequent services totalled 40.5 million passenger boardings for the 12-months to June 2018, an increase of +14.2% on the previous year. Patronage for June 2018 was 3.6 million, an increase of +10.5% on June 2017 and +2.7% above SOI target (YTD +10.2%).

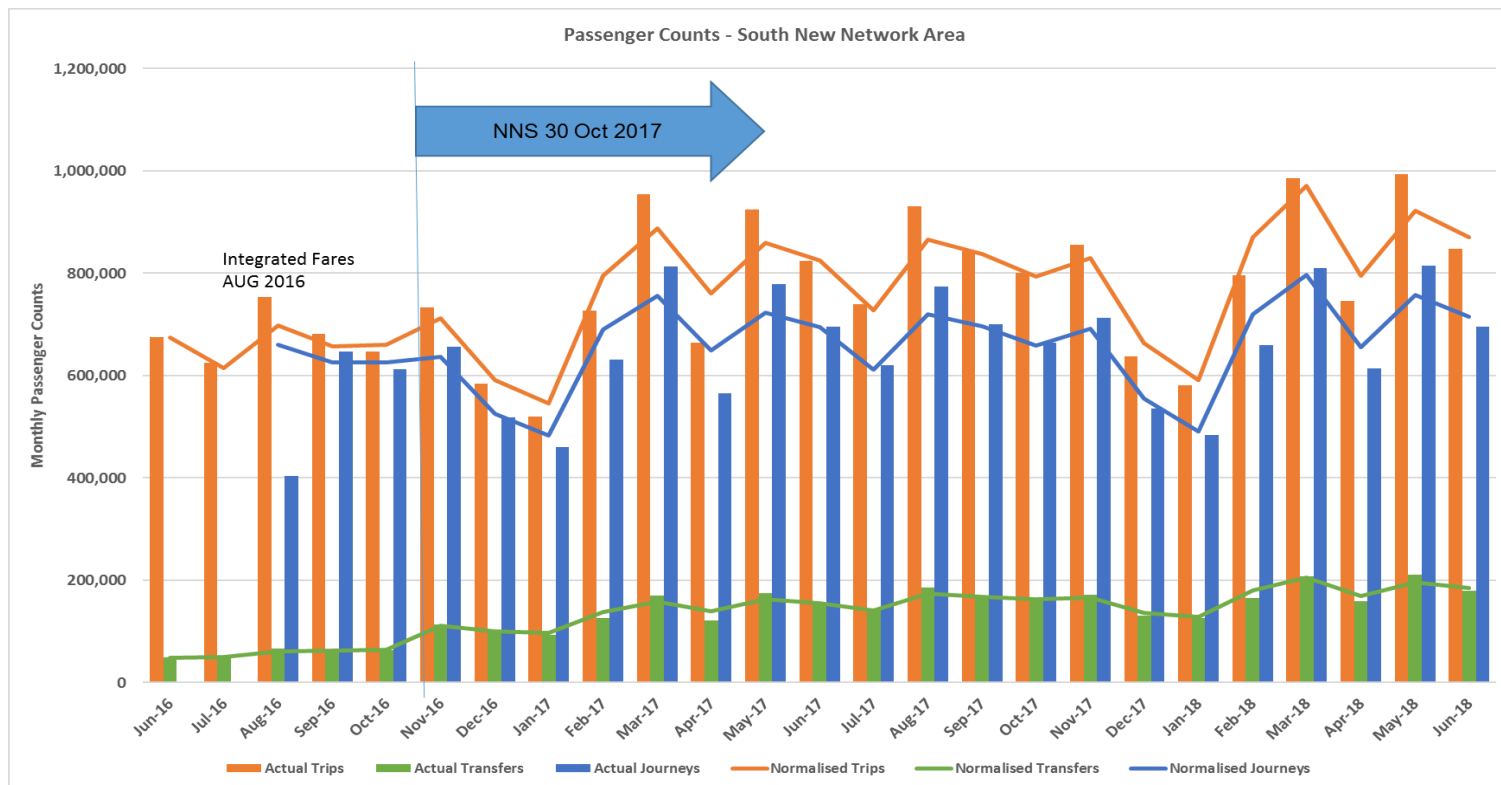
	June - 2017/18 Actual v SOI							
	Month				YTD			
	Actual	% Change	SOI / Target	% Variance	Actual	% Change Prev Year	SOI / Target	% Variance
<b>1. Bus Total:</b>	5,519,941	↑ 0.2%	5,437,686	↑ 1.5%	66,163,292	↑ 5.5%	65,320,000	↑ 1.3%
<b>2. Train (Rapid) Total:</b>	1,749,087	↓ -2.3%	1,802,282	↓ -3.0%	20,150,664	↑ 2.8%	21,060,000	↓ -4.3%
<b>3. Ferry (Connector Local) Total:</b>	403,730	↓ -6.9%	466,255	↓ -13.4%	6,042,966	↓ -1.7%	6,630,000	↓ -8.9%
<b>Total Patronage</b>	<b>7,672,758</b>	<b>↓ -0.8%</b>	<b>7,706,224</b>	<b>↓ -0.4%</b>	<b>92,356,922</b>	<b>↑ 4.4%</b>	<b>93,010,000</b>	<b>↓ -0.7%</b>
<b>Rapid and Frequent</b>	<b>3,557,416</b>	<b>↑ 10.5%</b>	<b>3,465,459</b>	<b>↑ 2.7%</b>	<b>40,541,727</b>	<b>↑ 13.7%</b>	<b>36,786,000</b>	<b>↑ 10.2%</b>

	June - 2017/18								
	Month Patronage					YTD			
	This Year	Previous Year	# Change	% Change	Normalised % Change	Patronage	Previous Year	Change Prev Year	% Change Prev Year
<b>1. Bus Total:</b>	<b>5,519,941</b>	<b>5,506,778</b>	<b>13,163</b>	<b>0.2%</b>	<b>2.9%</b>	<b>66,163,292</b>	<b>62,697,533</b>	<b>3,465,759</b>	<b>5.5%</b>
- Busway (Rapid) Bus	456,307	440,664	15,643	3.5%		5,458,350	4,919,092	539,258	11.0%
- Frequent Bus	1,352,022	988,793	363,229	36.7%		14,932,713	10,998,863	3,933,850	35.8%
- Connector Local Targeted Bus	3,711,612	4,077,321	-365,709	-9.0%		45,772,229	46,779,578	-1,007,349	-2.2%
<b>2. Train (Rapid) Total:</b>	<b>1,749,087</b>	<b>1,790,756</b>	<b>-41,669</b>	<b>-2.3%</b>	<b>5.2%</b>	<b>20,150,664</b>	<b>19,595,151</b>	<b>555,513</b>	<b>2.8%</b>
- Western Line	563,380	649,190	-85,810	-13.2%		7,008,250	6,951,435	56,815	0.8%
- Eastern Line	564,639	480,882	83,758	17.4%		5,786,848	5,450,062	336,786	6.2%
- Onehunga Line	89,721	98,810	-9,090	-9.2%		1,120,976	1,138,293	-17,317	-1.5%
- Southern Line	494,275	527,331	-33,056	-6.3%		5,819,577	5,670,813	148,764	2.6%
- Pukekohe Line	37,071	34,543	2,529	7.3%		415,013	384,548	30,466	7.9%
<b>3. Ferry (Connector Local) Total:</b>	<b>403,730</b>	<b>433,842</b>	<b>-30,112</b>	<b>-6.9%</b>	<b>-5.6%</b>	<b>6,042,966</b>	<b>6,149,274</b>	<b>-106,308</b>	<b>-1.7%</b>
- Contract	106,373	111,988	-5,615	-5.0%		1,368,417	1,356,798	11,619	0.9%
- Exempt Services	297,357	321,854	-24,497	-7.6%		4,674,549	4,792,476	-117,927	-2.5%
<b>Total Patronage</b>	<b>7,672,758</b>	<b>7,731,376</b>	<b>-58,618</b>	<b>-0.8%</b>	<b>2.9%</b>	<b>92,356,922</b>	<b>88,441,958</b>	<b>3,914,964</b>	<b>4.4%</b>
<b>Rapid and Frequent</b>	<b>3,557,416</b>	<b>3,220,213</b>	<b>337,203</b>	<b>10.5%</b>		<b>40,541,727</b>	<b>35,513,106</b>	<b>5,028,621</b>	<b>14.2%</b>
<b>Connector Local Targeted</b>	<b>4,115,342</b>	<b>4,511,163</b>	<b>-395,821</b>	<b>-8.8%</b>		<b>51,815,194</b>	<b>52,928,852</b>	<b>-1,113,658</b>	<b>-2.1%</b>
<b>Total Patronage</b>	<b>7,672,758</b>	<b>7,731,376</b>	<b>-58,618</b>	<b>-0.8%</b>	<b>2.9%</b>	<b>92,356,922</b>	<b>88,441,958</b>	<b>3,914,964</b>	<b>4.4%</b>

\* Normalised % - Change is done at the mode level, as special events is not available at lower service layers.

\* Train line split and train line transfers adjusted algorithm to reflect improved customer insights.

## Growth in New Network rollout for South Auckland – Bus and Train

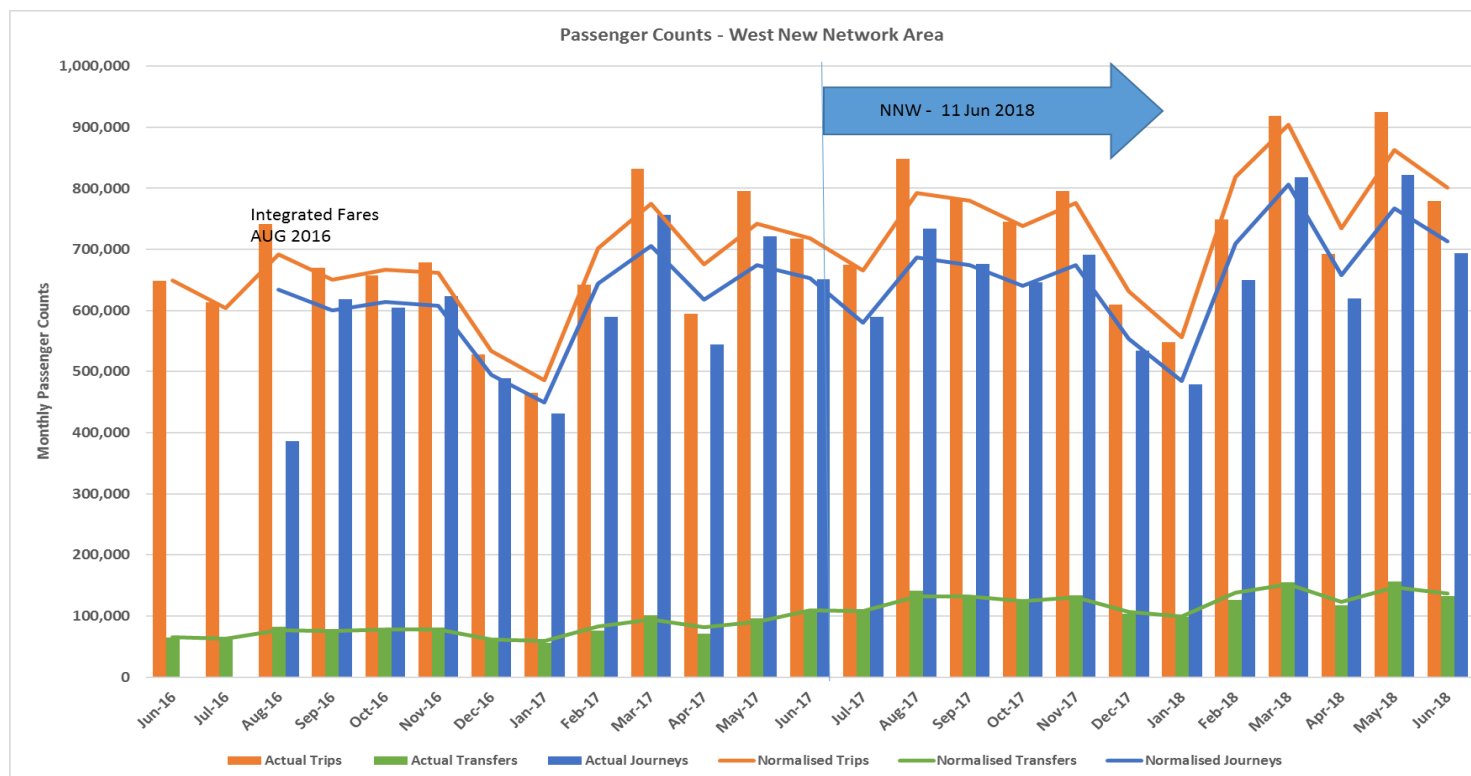


In the South New Network Area for June 2018, there were 695,999 journeys, 847,309 passenger trips a difference of 22% and 180,133 transfers (26% of journeys). For the 12-months to June 2018 for equivalent whole of network, a total of 75.4 million journeys, 86.1 million trips on HOP (HOP transactions only - excludes exempt services, special events, train line transfers, free counter products) a difference of 12.4% and 13.9 million transfers (18.5% of journeys).

Normalised year on year growth in the South New Network Area for June 2018:

- Passenger trips have increased by + 45,634 (+6%).
- Transfers have increased by +30,478 (+20%), Network wide +140,147 (+13%).
- Passenger trips less transfers have increased by +15,156 (+2%).

## Growth in New Network rollout for West Auckland – Bus and Train

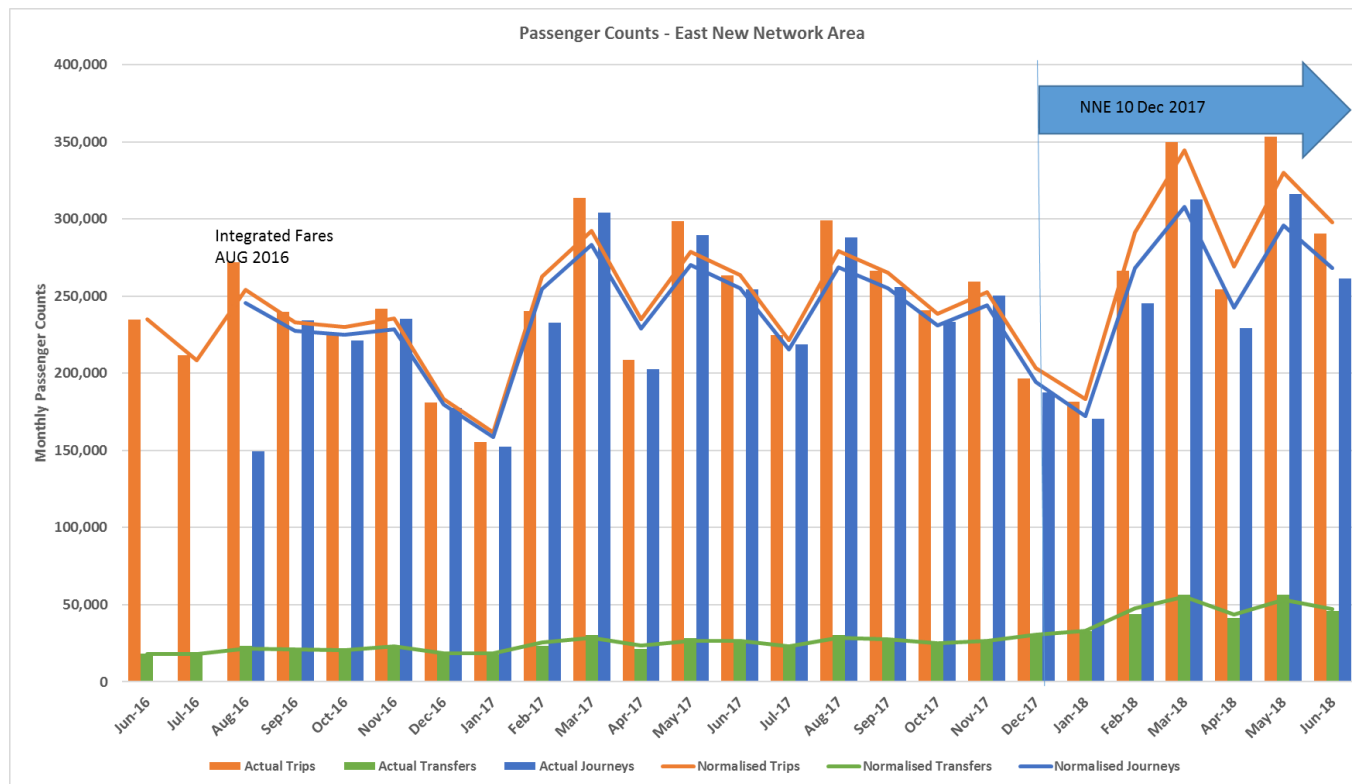


In the West New Network area for June 2018, there were 694,364 journeys, 779,742 passenger trips a difference of 12% and 132,955 transfers (19% of journeys). For the 12-months to June 2018 for equivalent whole of network, a total of 75.4 million journeys, 86.1 million trips on HOP (HOP transactions only - excludes exempt services, special events, train line transfers, free counter products) a difference of 12.4% and 13.9 million transfers (18.5% of journeys).

Normalised year on year growth in the West New Network Area for June 2018:

- Passenger trips have increased by + 82,519 (+11%).
- Transfers have increased by +26,993 (25%), Network wide +140,147 (+13%).
- Passenger trips less transfers have increased by +55,526 (+9%).

## Growth in New Network rollout for East Auckland – Bus and Train



In the East New Network Area for June 2018, there were 261,579 journeys, 290,415 passenger trips a difference of 11% and 46,087 transfers (18% of journeys). For the 12-months to June 2018 for equivalent whole of network, a total of 75.4 million journeys, 86.1 million trips on HOP (HOP transactions only - excludes exempt services, special events, train line transfers, free counter products) a difference of 12.4% and 13.9 million transfers (18.5% of journeys).

Normalised year on year growth in the East New Network area for June 2018:

- Passenger trips have increased by +34,065 (+13%).
- Transfers have increased by 26,446 (+99%). Network wide +140,147 (+13%).
- Passenger trips less transfers have increased by +13,591 (+6%).



## Transport Services Key Strategic Priorities

### New Network incl. Rapid & Frequent Network Rollout

#### Central Suburbs

- Go-live date was 8 July 2018.
- Delivery of supporting infrastructure is being closely tracked
- Website Journey Planner and AT Metro app updated
- Communications campaign is ongoing
- Schools have been informed of the school bus changes starting in Term 3 (23 July, 2018)

#### North Shore

- Review of supporting infrastructure development has commenced
- Local Board briefings underway
- Communications and engagement planning underway
- Timetables are being finalised
- Go-live date confirmed as 30 September, 2018
- Details of the changes and a confirmed launch date was announced to the public in June.

#### Waiheke Island

- Public consultation data is being collated for analysis

New Network Rollout Area	Implementation Date - Status
South Auckland (inc. Pukekohe and Waiuku)	30/10/2016 – live
West Auckland	11/06/2017 – live
East Auckland (inc. Beachlands / Maraetai) + 380 Airporter frequency increase	10/12/2017 – live
Central Suburbs	08/07/2018 – live
Central School Bus changes	23/07/2018 – live
North Shore	30/09/2018 – preparation
Waiheke Island	Mid 2019 – <a href="#">public consultation feedback is being collated</a>

## Procurement & Contract Reform (PTOM) Implementation

### Bus

- West, East and Central Public Transport Operating Model (PTOM) Agreements signed and services operational
- North PTOM agreements are signed. Negotiations concluded for negotiated PTOM contracts and tenders announced:
  - Tranzit has signed agreements for one unit
  - NZ Bus has signed agreements for three units
  - Bayes has signed an agreement for one unit
  - Go Bus has signed an agreement for one unit
  - Ritchies has signed agreements for six units
  - Birkenhead has signed agreements for three units.

### Ferry

- Phase 2 of the Ferry Future Strategy to commence, which will inform a strategic approach to ferry procurement.
- Negotiations concluded with incumbent ferry operators for the extension of existing contracts through until 31 March 2019 (Fullers Group Limited) and 31 July (SeaLink and Belaire). Contract extension letters issued and signed by all Operators.

## Timetable Changes

### Train

The proposed train timetable upgrade has been approved by KiwiRail and will be introduced on Sunday 26 August. The new timetable includes:

- Improved journey times across the Southern, Eastern and Western Lines, including further reduced dwell times
- An increase to three trains per hour, from 7am to 7pm, across the Southern, Eastern and Western Lines at weekends, up from two trains per hour
- Weekend services will largely follow the same weekday inter-peak timetable
- Weekday afternoon and evening services will transition from the ten minute frequency in the PM peak to a 20-minute frequency from 7pm until 8pm, and to a 30-minute frequency thereafter
- Services to Parnell station increased to include all Western Line services, throughout the day. Currently, Western Line services only operate to Parnell after 7pm, and at weekends

- Pukekohe shuttle services continue to operate three trains per hour during the morning and afternoon peaks, with an increase to two trains per hour during inter-peak periods and at weekends, up from one train per hour
- Later night services on Friday evenings, with an additional two service operating over the current timetable.

AT is working alongside a number of internal and external stakeholders to develop a feasible operational plan for the introduction of passenger rail services from Hamilton to Auckland, currently planned for introduction in October 2019:

- Scope a proposed Operational Plan, including train timetable, customer transfers, and stabling plan.
- Special Auckland Train Timetable Committee being held on 26 July to approve proposed Operational Plan.

## Bus

There are number of timetables changes being prepared to respond to operational challenges and deliver greater value for money. Go-live dates have been agreed. The following changes to bus timetables have, and will be implemented:

- New Network South changes to align with new route path to new Pukekohe Bus Station - 6 June
- New Network Central Go Live - 8 July
- New Network South annual review - all Ritchies Murphy's Transport Systems (RMTS) units only - 26 August
- New Network North Go Live and New Network West annual review (except Pavlovich) – 30 September
- New Network West annual review (Pavlovich), New Network South annual review (other than RMTS), and New Network East six month review – 22 October

These changes align with implementation of new networks, changes on the train network to improve connectivity, improve run times for some western services to enhance customer experience and improve value to AT and bus operators, and address some timing point issues.

Further to the programmed timetable changes, preparation is underway for a value for money (VFM) review of New Network West, and implementation of new bus services funded by Rodney Local Board Targeted Rate, and changes for start of AMETI construction.

# On-Time Performance

Total Network Punctuality (Weighted to Patronage) at Origin **96.34%**

12 Month rolling average **96.51%**

SOI **94.0%**

## Train Performance June 2018

**Total Network**

<b>96.8%</b> Punctuality*	<b>98.2%</b> Service Delivery*
96.1% 12 month rolling average	97.7% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination \* Arrival at final destination

**Total Network at Origin**

<b>98.9%</b> Punctuality*
98.3% 12 month rolling average

\* Departure within 5 minutes of schedule at origin

**Western Line**

<b>97.4%</b> Punctuality*	<b>96.5%</b> Service Delivery*
96.3% 12 month rolling average	97.3% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination \* Arrival at final destination

**Eastern Line**

<b>98.3%</b> Punctuality*	<b>99.0%</b> Service Delivery*
97.2% 12 month rolling average	97.6% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination \* Arrival at final destination

**Southern Line**

<b>96.2%</b> Punctuality*	<b>98.6%</b> Service Delivery*
95.2% 12 month rolling average	97.4% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination \* Arrival at final destination

**Pukekohe Line**

<b>96.4%</b> Punctuality*	<b>98.5%</b> Service Delivery*
97.9% 12 month rolling average	99.1% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination \* Arrival at final destination

**Onehunga Line**

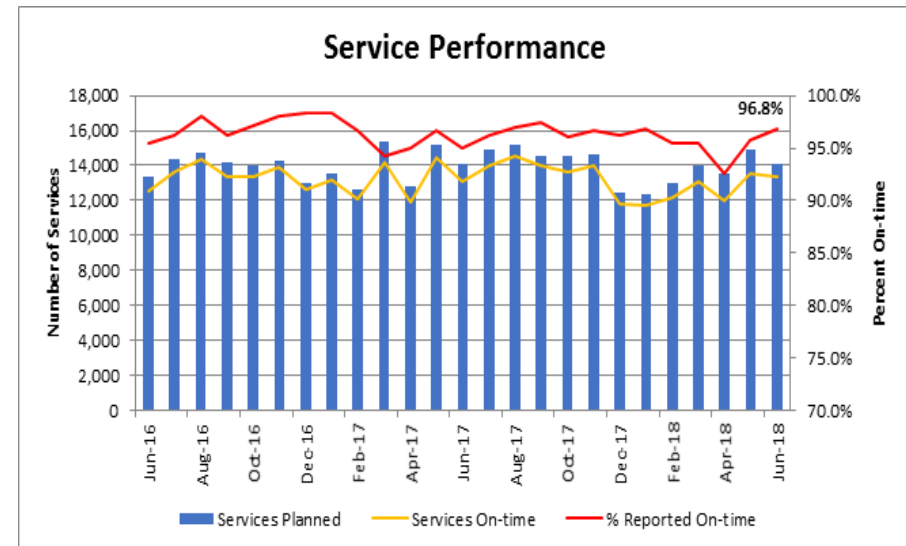
<b>95.0%</b> Punctuality*	<b>99.1%</b> Service Delivery*
94.2% 12 month rolling average	97.7% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination \* Arrival at final destination

## Train

Major incidents that affected June 2018 train service performance:

- A dewirement at Mt Eden on Friday 8 June, due to a truck with a raised Hiab Crane pulling the wires down, resulted in the cancellation of all Western Lines services from early afternoon, through to end of service.
- On Tuesday 12 June, a broken down high-rail vehicle, sub-contracted by Auckland Transport, was unable to be moved from its position beneath the Station Road overbridge in Pukekohe, resulting in the cancellation of 21 AM peak services.
- An AT Metro service struck a freight locomotive coupler, on the approach to Meadowbank Station on 28 June. The collision caused significant damage to the unit (AM334). The coupler unit joins freight wagons together, or to the locomotive, and an investigation is still ongoing into the circumstances leading up to the event, and how this piece of equipment came to be on the rail network.



## Bus

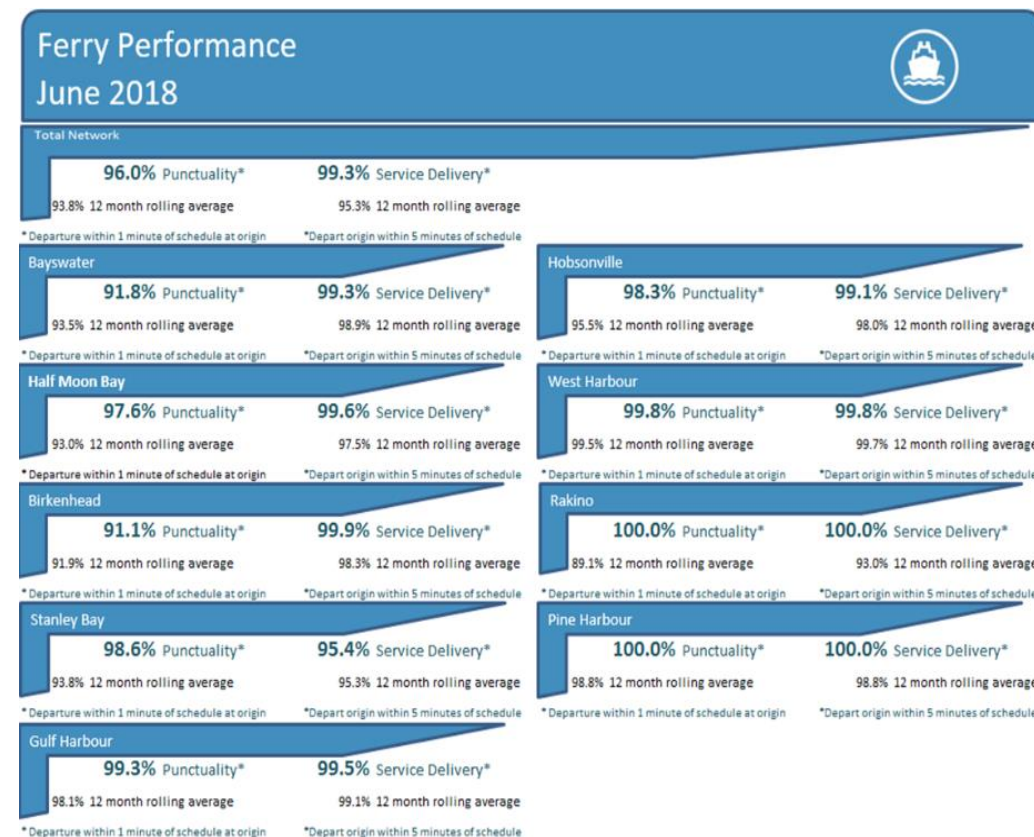
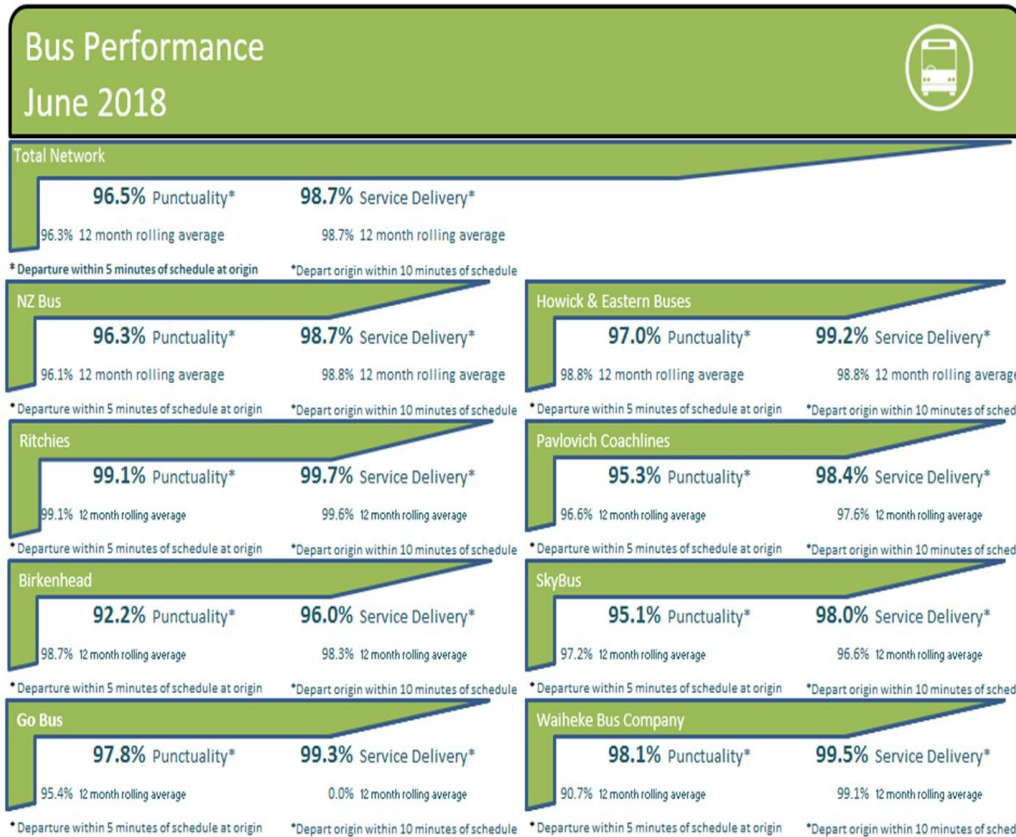
Bus Services' Key Performance Indicators (KPIs) were on target in June with punctuality at first stop achieved at 96.5%, and reliability at start achieved at 98.7%. Overall, the performance declined marginally on the prior month but had improved since June 2017 (+0.8% reliability and +1.8% punctuality).

Punctuality and reliability at start of trip are meeting contractual obligations, a customer-centric issue remains in terms of customers' experience at intermediate points. Run times, timetable changes and location of timing points have been reviewed for South, West and East bus network and will be implemented from 26 August to 22 October to improve customer experience.

## Ferry:

Services in June suffered for a variety of reasons. Four days affected by Fog, resulting in a large number of inner harbour and west Auckland services running late. Other impacts included three days low tides affecting the Half Moon Bay services. In addition breakdowns in the Fullers fleet affected about 1% of contracted trips.

Inner Harbour services to Bayswater and Birkenhead continue to be affected by journey time issues and berth congestion, and a proposal is being considered with Fullers to review timetabled journey times to more accurately reflect actual journey times, that may include a review of the frequency for the Birkenhead service.





## Customer Satisfaction

Te Reo was launched on trains to coincide with Matariki and has received positive response from customers and stakeholders.

### June PT Customer Satisfaction Survey

- Overall satisfaction remains static this quarter at 91%, with slight improvement for Bus (+0.6%) and minimal movements for Train (-0.1%), and Ferry (-0.3%). Scores are still high around/above the 90% mark.
- Compared to this time last year, there is significant improvement for *Ease of getting info about delays and disruptions* (+6.1%), possibly due to notifications in the AT Mobile app. Within each mode, Bus and Ferry see improvements (+9.2% and +2.2% respectively) while Train sees a dip (-2.7%). Customers suggested better communication by train station staff, including the provision of information about alternative transport and expected resolution timeline.
- Train passengers suggested increased frequency of services, cheaper fares, improvements to information/communication, punctuality/reliability and route coverage, having more rail infrastructure, and extending the hours of operation.
- Bus passengers suggested increased frequency of services, improvements to punctuality (bus users more likely than any other mode to mention this), cheaper/more affordable fares, more routes/better service coverage, and better communication. Bus passengers are also more likely than any other mode to call for better staff/drivers.
- Ferry passengers suggested increased frequency of services, cheaper fares, extending the hours of operation, increased route coverage, more punctual services and more rail infrastructure.
- The attributes that have seen the biggest decline (compared to the year to June 2017) for each mode are:
  - Train – Ease of getting information about routes and timetables (-5.1%), Overall information availability (-3.3%) and Services arriving and departing on time (-3.3%)
  - Ferry – Providing shelter from weather (at wharf) (-6.3%), Ease of getting info about routes and timetables (-5.3%), having enough seats (-4.3%) and Value for money (-3.8%)
  - Bus – Having enough seats (-2.1%). Over the year bus attribute scores have either remained stable or slightly improved across most other measures.



# Overall Customer Satisfaction

