

Business Report

Recommendation:

That the Chief Executive's report be received.

Prepared by:

Rodger Murphy, Acting Chief Executive

Corporate

Finance

Work is underway preparing for the financial year end and Annual Report.

Work continues with Auckland Council and AON (AC Group insurance brokers) reviewing insurance policies and coverage in place to support 30 June insurance renewals. AON and Council engaged with the insurance markets at the end of April. AT Board endorsement will be sought at the June meeting.

Following submission of the draft 2019/20 budget to Auckland Council in March, AT have participated in Council budget workshops and committee meetings.

Regional Land Transport Plan Funding

The following activities were approved for funding during April and May 2019:

- Airport Access - Short Term Improvements - Puhinui Interchange (Pre-Implementation) – This activity has been approved for \$4.8 million
- Downtown Ferry Basin Redevelopment Stage 1 - Piers 3 and 4 (Implementation) – This activity has been approved for \$71.5 million

Procurement

There were eight tenders published in the current reporting period (06/04/2019 to 17/05/2019) with an estimated value of \$17.0 million. Two of these tenders had an estimated value of over \$2 million.

Tender	Type
Central Post Office Building Remediation Works – Approval to source a physical works contractor to undertake remediation works on the exterior of the Central Post Office (CPO) building; which is classified as a Category 1 building under the Heritage New Zealand system.	RFT
Northcote Safe Cycle Route Stage 2 (Bridge Construction) – This procurement is for the physical works of the required bridges and includes, but is not limited to: utility services work and relocations, construction of two bridges, cycle and pedestrian signalisation, construction of the connecting paths, modifications to the Smales Farm entranceway and landscaping works.	RFT

There were 109 contracts created in the current reporting period (06/04/2019 to 17/05/2019) with a total award value of \$220.1 million. Three contracts had a value of over \$2 million.

Contract	Supplier
Downtown Infrastructure Development Programme (DIDP): Main Works Contract – Covers the main works components to be completed and includes: Streetscapes, Seawall and Marine workstreams.	The Downtown Joint Venture
Downtown Infrastructure Development Programme (DIDP): Vector Quay Street – The scope of this work is for Vector to provide design advice and project management services, materials and labour for the relocation of the sub-transmission cables, gas and communication services.	Vector Ltd
Wolverton Culverts Design & Construction Management – Contract for the design and construction management of Wolverton culverts as part of emergency works for the Wolverton Street culverts which are critical lifelines that support key infrastructure in Auckland and Northland.	BECA Ltd

Local Boards

Waiheke Local Board – MoU

AT and the Waiheke Local Board have signed a Memorandum of Understanding (MoU) – the first of its kind in the region.

The agreement came about as a result of a Governance Review undertaken by Auckland Council last year.

That review saw Waiheke identified as a 'pilot' for a range of initiatives, including greater recognition of the place-shaping role of local boards.

Auckland Transport already has formal engagement plans with local boards, but the Waiheke Memorandum of Understanding goes further, with an agreed work programme going forward. [Get more information and read the Memorandum of Understanding](#)



Also on Waiheke, AT has developed a consultation app which shows proposed projects on the island (over the next ten years). It is currently being reviewed by the Waiheke Local Board. Any feedback and suggestions will be considered over the next four to six weeks.

Community Safety Fund

Staff have been workshopping potential projects with Local Boards. Across the region there are a total of 151 projects suggested. These are being assessed against safety criteria and will be scoped and costed before being presented back to Local Boards for consideration over the next six to eight weeks.

Speed Limits Bylaw

The Deputy Mayor convened a meeting with a number of Local Board Chairs/Transport Reps where AT provided an update on the Speed Limits Bylaw consultation. Thirteen Local Boards have made formal submissions. See letter attached.

Local Board Interactions

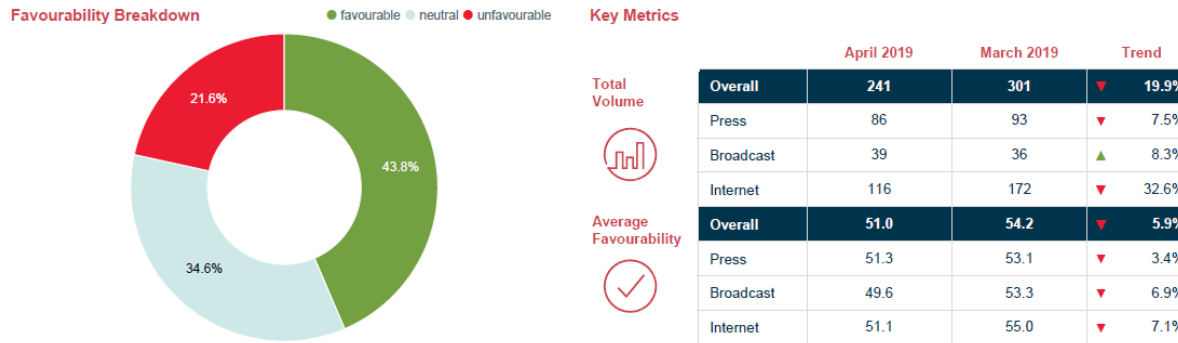
Local Board	Briefings / Workshops / Major concerns (All local boards receive a monthly report from AT and we attend their monthly business meetings)
Albert-Eden	<ul style="list-style-type: none"> Briefing – Greenlane Station signage
Devonport-Takapuna	<ul style="list-style-type: none"> Site Visit – on road markings Vauxhall Road Devonport Progress update on Lake Road project
Franklin	<ul style="list-style-type: none"> Update on Safer Speed Bylaw Workshop - Community Safety Fund projects Workshop - Local Board Transport Capital Fund Site Visit - tour of Hunua/ Clevedon Site visit - Beachlands/ Maraetai
Great Barrier	<ul style="list-style-type: none"> Workshop –on general enquiries and Transport Capital Fund Workshop –view shafts on the island
Henderson-Massey	<ul style="list-style-type: none"> Workshop - Community Safety Fund Workshop - Swanson Road Safety Improvements Update on Henderson North Zone Proposed Residential Speed Management Project – Local Board Transport Capital Fund
Hibiscus and Bays	<ul style="list-style-type: none"> Workshop - Community Safety Fund Workshop – Local Board Transport Capital Fund, 578 Orewa Boulevard Stage 3 Briefing with Panuku on proposed disposal of properties in Whangaparaoa

Local Board	Briefings / Workshops / Major concerns (All local boards receive a monthly report from AT and we attend their monthly business meetings)
Howick	<ul style="list-style-type: none"> • Briefing – AMETI – Eastern Busway • AT staff attended, along with Local Board reps, a public meeting on roading issues in Ormiston • Follow-up meeting on local roading issues which came out of the AMETI key stakeholder forum • Update on Local Board Transport Capital Fund • Briefing on Botany Road intersection upgrades • Workshop – general transport update
Kaipatiki	<ul style="list-style-type: none"> • A number of meetings and briefings on local issues included parking restrictions, Rawene Road carpark, future plans for Glenfield Road
Mangere-Otahuhu	<ul style="list-style-type: none"> • Briefing – Puhinui Station design • Two workshops with local board, Transport Agency and community representatives about the public nuisance issues at Mangere Bridge • Workshop – Community Safety Fund
Manurewa	<ul style="list-style-type: none"> • Local Board transport workshop: Road Satisfaction Survey presentation • Manurewa Town Centre Steering Group meeting • Preparatory meeting for second Community Safety Fund workshop
Maungakiekie-Tamaki	<ul style="list-style-type: none"> • AMETI Stakeholder Forum • Local Board Capital Fund
Orakei	<ul style="list-style-type: none"> • Transport Portfolio holder briefings (x2) • One Local Initiative briefing and discussion (Gowing Drive) • Workshop: Community Safety Fund
Otara-Papatoetoe	<ul style="list-style-type: none"> • Local Board attended walk through of Puhinui Station with Mayor, AT Chief Executive and senior management • Workshop - Update on Local Board Transport Capital Fund projects, Papatoetoe Station/ Gating of Middlemore Station and safety concerns related to the hospital issues • Local Board Chair briefing on Safer Speeds Consultation/ Local Board Transport Capital Fund / Maintenance issues – street sweeping, etc • Site Visits - Local board member meeting regarding car park lease for Otara Flea Market
Papakura	<ul style="list-style-type: none"> • Road Safety Awareness Week launch at Takanini School • Papakura Commercial Projects Group meeting • Takanini School safety improvements meeting

Local Board	Briefings / Workshops / Major concerns (All local boards receive a monthly report from AT and we attend their monthly business meetings)
Puketapapa	<ul style="list-style-type: none"> • Briefing – discussion of draft consultation material for Greenways project • Other meetings and briefings on footpath safety and Mt Roskill Village Streetscape upgrade
Rodney	<ul style="list-style-type: none"> • Meeting with Chair and Deputy Chair on road maintenance issues • Meeting with Chair and community representative re Matakana Valley Road/Swales Road rehabilitation
Upper Harbour	<ul style="list-style-type: none"> • Workshop - Community Safety Fund • Workshop - Albany Paid Parking • Workshop - Hooton Reserve Parking Controls • Workshop - Glenvar and East Coast Road Project Update • Workshop - Rame Road Project Update • Briefing on Gills Road Link Project • Update on Dairy Flat Highway Safety Improvements 18/19
Waiheke	<ul style="list-style-type: none"> • Matiatia Stakeholder group • Monthly workshop – Community safety fund projects • Waiheke Transport Forum • Signing of MoU with Waiheke Local Board
Waitakere Ranges	<ul style="list-style-type: none"> • Workshop Piha Road restoration
Waitemata	<ul style="list-style-type: none"> • Walkover of Ponsonby Road pedestrian improvements project • Workshop – update on Victoria Street East-West cycleway • Workshop – update on the Local Board Transport Capital Fund
Whau	<ul style="list-style-type: none"> • Workshop – Safety Fund • Site Meeting – Wolverton Culverts emergency works • Briefing on safety improvements for Blockhouse Bay roundabout

Media

The favourability ratings in mainstream media dropped during this reporting period, primarily as a result of coverage of the proposed St Heliers village safety improvements. AT as an organisation received 111 specific mentions in reports on this issue.



edison365 Portfolio Tool

The initial rollout of this project programme and portfolio management product is targeted towards what were formerly referred to as major projects (including the AMETI Eastern Busway and the Downtown Programme). The Planning and Investment and Business Technology units anticipate productivity improvements from using the tool. Training to prepare for the release of this new tool into the organisation, was held for the Integrated Networks Project Management Office, the Business Technology Training team and a small group of project managers during May. The wider user group training, including project managers and sponsors is scheduled for June. Over 130 project managers, sponsors and coordinators will be trained.

Organisational Development

AT continues to develop its AT Connect Groups and the newest addition is Hakuna Matata the African Network. The group was put together to share their passion for African Culture and heritage. They hosted AT's first Africa Day celebrations on Friday 24 May. The event showcased African cultural diversity through dance, music, dress and food.

AT hosted the second Viaduct Village Māori and Pasifika Career Discovery day at the ASB Waterfront Theatre. This was an opportunity not only for taura (students) to engage with our organisations but for our organisations to hear the perspectives of the up and coming generation. In collaboration with nine organisations located in the Viaduct Basin, and partnering with the mainline Education Providers, it was a great opportunity to open our corporate doors to Maori and Pasifika second and third year tertiary students.



Road Safety

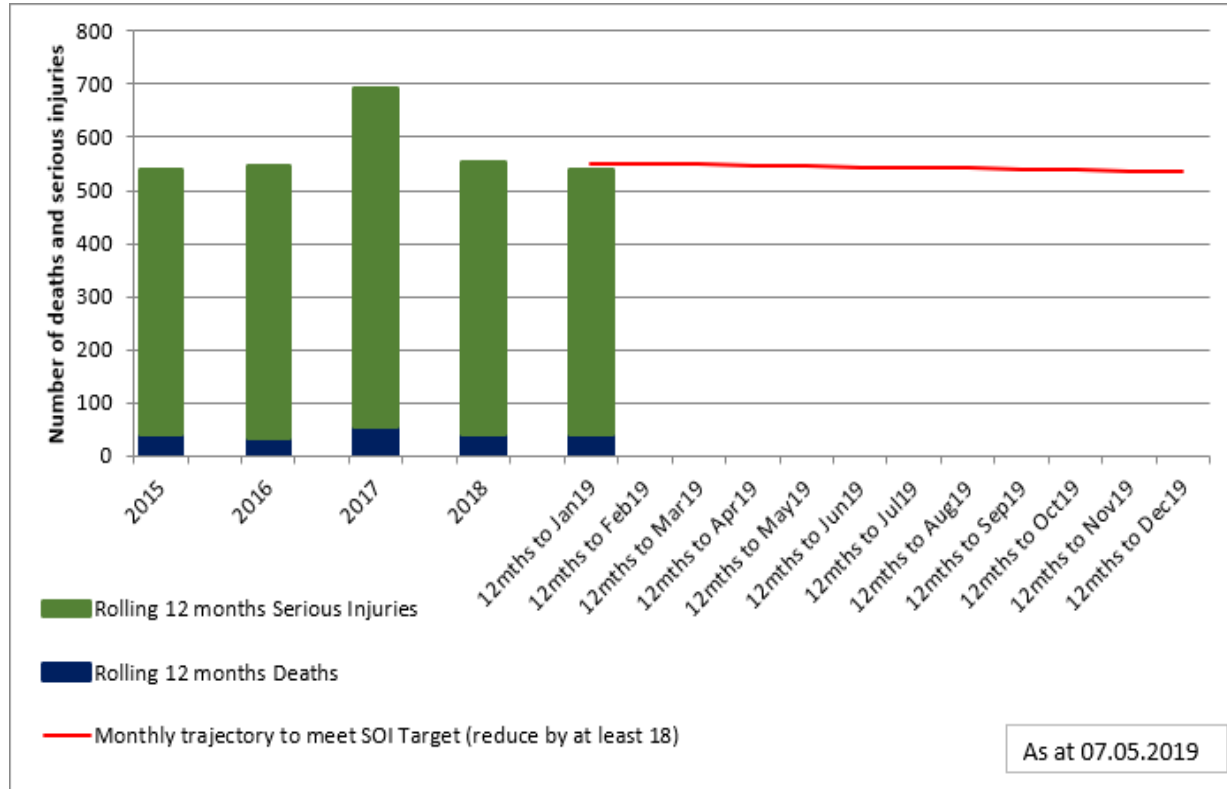
In April the Road Safety team continued delivery of planned road safety activities in partnership with NZ Police across Auckland roads. The Accelerated Road Safety Infrastructure Programme for 2018/2019, including the Safe Speeds Programme, continued to be a focus.

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

- During April Vision Zero workshops were held for ELT, the Board and tier 3 managers (50+ staff) generating buy-in to the Vision Zero principles and more importantly, ownership of Vision Zero actions for each participant.
- The Tāmaki Makaurau Governance Group met in April, continuing to drive the joint partner response to the road safety crisis. The Auckland Transport Road Safety Programme Business Case was presented and received strong support from the group.
- Engagement on the draft Vision Zero strategy for Auckland continues. In April the strategy was presented by AT and NZ Police, alongside the draft national road safety strategy, at a Ministry of Transport workshop for Auckland. This provided a great opportunity to showcase the collaborative work that has gone on with our partners to date on the strategy and emphasised the alignment in thinking with the national direction.
- Engagement with Mana Whenua was undertaken. This focussed on Speed Management and the Vision Zero strategy providing an opportunity for input into both processes.
- A submission was prepared for Auckland Council to go to Local Government NZ (LGNZ), advocating for the introduction of demerit points for red light camera offences.
- Funding has been secured from ACC to pilot Road Safety interventions. This includes Maori responsiveness, tactical urbanism to support speed management and urban motorcycle improvements.
- Public hearings were held for the Safe Speeds Programme. These hearings along with 11,700 submissions are being processed by the road safety engineering team. The speed consultation process generated strong media and public interest, resulting in an increase in requests for further information and context to the Safe Systems team.
- Completion of the safety business case for Dairy Flat highway roundabout, one of Auckland's high-risk intersections.
- Following the recommendation in the Road Safety Business Improvement Review (BIR) agreement was made on the planned roll out of the Safe System Assessment Framework (SSAF). This framework is a key tool for aligning projects to deliver Safe System outcomes and reduce trauma on the network. Initially this will be rolled out across Network Management.
- Strong messages of support were received from some of our key stakeholders regarding the roll out of 29 raised pedestrian crossings on high risk urban arterial roads. The groups highlighted the immediate impact that the infrastructure seemed to have in slowing vehicle speeds and improving the perception of safety for pedestrians and cyclists.
- Provided an analysis of 2018-2021 Road Safety programmes for the Independent Maori Statutory Board, identifying areas where work is focussed on high deprivation communities or communities where Maori are over represented in road trauma.

Local Road Deaths and Serious Injuries (12 month rolling)

Please note that there is a three-month time lag for local road death and serious injuries information, and that monthly figures can vary over time due to Police investigation outcomes and reporting timelines.



Local Road Deaths and Serious Injuries (DSI) Update for April 2019

The Local Road DSI target for the 2019 calendar year is 535, eighteen fewer than the 2018 total of 553.

In the 12 months to the end of January 2019, 42 people died on our roads. This is 12 fewer than the 12 months to the end of January 2018. In the 12 months to the end of January 2019, 497 people had sustained serious injuries. This is 134 less than the 12 months to the end of January 2018.

Road Deaths Year to Date (April 2019)

From 1 January to end of April 2019, there have been 17 road deaths on all roads compared to 18 for the same period in 2018 and 17 in 2017.

During the month of April 2019 four people died on Auckland Transport roads. A 28-year-old motorcyclist and a 58-year-old pedestrian died in the Auckland Police District on roads with 50kmh speed limits. A 50-year-old driver died in the Counties-Manukau Police District on a road with a 50km speed limit and in the Waitemata Police District a 52-year-old driver died on a road with a 100km speed limit.

Road deaths YTD	2015	2016	2017	2018	2019
Driver	9	8	8	8	9
Passenger	6	3	6	2	2
Motorcycle riders	0	2	1	4	3
Motorcycle pillions	0	0	0	0	0
Pedestrian	2	0	2	4	2
Cyclist	1	0	0	0	1
Total	18	13	17	18	17

Road Type	Urban/Open	2015	2016	2017	2018	2019
Local Road	Urban	7	8	7	9	10
	Open road	8	4	7	4	4
State Highway	Urban	0	0	0	2	0
	Open road	3	1	3	3	3
Total		18	13	17	18	17

Local Road Death Investigations 2019

AT has initiated 24 road death investigations in 2019 to date. Of these, three completed reports are within the approvals process, eleven reports are underway, and eleven reports are no longer necessary due to being outside of Auckland Transport's jurisdiction (four medical events, two outside of Auckland Region's asset, two on NZ Transport Agency owned assets and three site investigations not required as per NZ Police guidance).

Fatal Crash Report (FCR) Number	Date of Crash	Location	Type of Crash	Open or Closed		Days Since Fatal Crash Occurred
2019FCR001	02/01/2019	Stafford Road off ramp, North Shore	Vehicle vs road cones, barrier and vehicle	No report required as on NZ Transport Agency owned asset	Closed	N/A
2019FCR002	11/01/2019	State Highway 1, Papakura	Vehicle vs vehicle vs vehicle vs vehicle	No report required as on NZ Transport Agency owned asset	Closed	N/A
2019FCR003	12/01/2019	Gowing Drive, Orakei	Vehicle vs vehicle	Report sent to Police	Closed	132
2019FCR004	28/01/2019	Botany Road, Howick	Vehicle vs vehicle	Report complete. Review and approval underway	Open	116
2019FCR005	02/02/2019	Mill Road, Bombay	Motorbike vs vehicle	Report complete. Review and approval underway	Open	111
2019FCR006	04/02/2019	Southern Cross Road, Orakei	Cyclist only	Report underway	Open	109
2019FCR007	08/02/2019	Kaiaua Road, Franklin	Vehicle vs power-pole and post	No report required as outside of Auckland Region asset	Closed	N/A
2019FCR008	15/02/2019	Taka Street, Takanini	Train vs pedestrian	No report required	Closed	N/A

Fatal Crash Report (FCR) Number	Date of Crash	Location	Type of Crash	Open or Closed		Days Since Fatal Crash Occurred
2019FCR009	09/02/2019	Orakei Road, Remuera	Van vs car	Report underway	Open	104
2019FCR010	23/02/2019	Ellerslie-Panmure Highway, Mt Wellington	Motorbike vs car	Report underway	Open	90
2019FCR011	26/02/2019	Kerrs Road, Manukau	Vehicle vs fence	No report required as this is currently recorded as a medical event	Closed	N/A
2019FCR012	27/02/2019	Aviemore Drive, Highland Park	Car vs pedestrian	Report underway	Open	86
2019FCR013	20/03/2019	Glenbrook Road, Franklin	Vehicle vs vehicle	Report underway	Open	65
2019FCR014	21/03/2019	Mount Albert Road, Auckland	Car vs wall	No report required	Closed	N/A
2019FCR015	22/03/2019	Great South Road, Papakura	Car vs lamp	No report required as this is currently recorded as a medical event	Open	N/A
2019FCR016	28/03/2019	Waitakere Road, Waitakere	Car vs bus	Report underway	Open	57
2019FCR017	01/04/2019	Puhinui Road, Auckland	Vehicle vs pound	No report required from AT Road Safety Team.	Closed	N/A
2019FCR018	6/04/2019	Sandspit Road	Truck vs people mover	Report underway	Open	48
2019FCR019	7/04/2019	Portland Road	Motorcyclist vs Tree	Report underway	Open	47

Fatal Crash Report (FCR) Number	Date of Crash	Location	Type of Crash	Open or Closed		Days Since Fatal Crash Occurred
2019FCR020	4/04/2019	Symonds Street	Bus vs pedestrian	Report underway	Open	50
2019FCR021	2/05/2019	Buckland Road	Vehicle rolled	Not required (Out of Auckland)	Closed	N/A
2019FCR022	3/05/2019	Carbine Road	Car vs Truck	No report required as this is currently recorded as a medical event	Closed	N/A
2019FCR023	5/05/2019	Glengarry Road	Car vs kerb	Report underway	Open	19
2019FCR024	1/05/2019	Mayoral Drive	Bus vs traffic light	No report required as this is currently recorded as a medical event	Closed	N/A

Analytics

The implementation of red light running analytics utilising existing camera infrastructure is complete, and eleven sites are in operation. Twenty-five further sites are planned for a progressive roll out of new cameras and analytics between May and November 2019. To provide the highest possible accuracy of detection of red light runners, AT Business Technology have deployed an improved solution that uses an input direct from the traffic controller, which is implemented at the new Morningside Drive / St Lukes Road site. Three further sites will have cameras installed in June with analytics built by the end of June. The analytics will detect both vehicles and buses.

AT has also built and refined speed detection analytics using a single CCTV camera on Grafton Bridge. The refinements have improved accuracy dramatically from 65% to 95%. The use of a single camera in the Auckland Transport speed detection system is different to the conventional way of using radars to detect speed. Single camera CCTV analytics is significantly cheaper and quick to deploy. This means the solution could be rolled out across wider Auckland and would collect enriched data. Grafton Bridge is the first trial site.

Child Restraint Checks and Education



While national safety belt surveys suggest that a high percentage of drivers and passengers are restrained in Auckland, regional child restraint checking clinic results show that 80% of child restraints are incorrectly fitted. Plunket, with the support of Auckland Transport, ran two child restraints checking clinics for the Northwest and Mangere communities. The clinics provide parents the opportunity to have their children's car seats checked by certified child restraint technicians to ensure car seats are safely installed. The clinics also allow certified mechanics to install anchor bolts in vehicles that do not have them. Anchor bolts are legally required when a car seat has a tether strap that needs to be anchored to ensure the safe use of the car seat. Staff checked and installed over 65 car seats at the clinics and 22 anchor bolts were installed.

The Northern Stars Netball team have provided great support for the "Be car seat sure!" campaign. At a recent game Auckland Transport staff ran a car seat activation at half time which proved exciting and fun for those participating and the spectators watching. The activation encouraged parents and grandparents to engage with the Auckland Transport team regarding car seat safety and understanding the common errors found when checking

children's car seats. During the event staff also engaged with 280 members of the public on child restraint safety, providing information and support to ensure children traveling with them were safe.

Mass Action Pedestrian Improvements (MAPI)

MAPI is a component of the high risk urban programme **which** improves safety by focusing on constructing raised tables at existing pedestrian crossings.

Construction for the 2018/19 Mass Action programme is nearly completed. Thirty sites have been fully constructed with the remaining five sites to be programmed in May/June. An additional three sites (including one of a fatal crash site in Manurewa) have been added to the programme for accelerated delivery and these are also programmed to be constructed before the end of this financial year.

Residential Speed Management

The Manurewa Residential Speed Management project completed consultation on 10 May and has had 80% positive feedback on approximately 100 responses. The next phase of consultation (once approved) is with a small number of residents who are affected by the bus stop changes. When this is completed detailed design can commence.

The Te Atatu and Papakura Residential Speed Management projects are currently under construction with a planned completion date of late August.

Town Centre Improvements

Torbay and Mairangi Bay

Hibiscus and Bays Local Board agreed to fund safety improvements within the villages including a proposed 30km/h speed limit. The speed limit was included with the proposed bylaw and the engineering improvements typically included raised zebra crossing and gateway features consisting of kerb build out at the start of the proposed speed limit. External consultation has been undertaken and additional zebra crossings were requested in Torbay, which are currently being investigated as part of the detailed design.

St Heliers and Mission Bay

The proposed 30km/h speed limits were included within the proposed bylaw consultation and external consultation of the supporting engineering measures was undertaken during April. The responses to the engineering measures (1,578 for St Heliers and 895 for Mission Bay) are currently being analysed .

Working groups are being set up to discuss the safety issues and agree on an appropriate engineering designs. The group for Mission Bay has already had their first meeting and a date for the St Heliers group has yet to be agreed.

Bus Safety Programme at Matakana School

Students traveling to schools in rural communities face different challenges to those in urban areas. The schools and bus routes are often located on roads with high speeds, limited foot paths or safe crossing points. The Rural Bus Safety education programme has been developed alongside NZ Police as a part of the Travelwise programme. This month the programme was delivered at Matakana School in the Rodney Local Board area.

The programme consisted of a classroom-based component which covered parts of the rural road environment for students to be more aware of; open drains, gravel roads, no footpaths, heavy vehicles, and faster speeds. The session also covered the etiquette for passengers on a bus, how and where to wait for a bus, and how to sit, and where to put your belongings. The main safety component of the lesson covered how to cross the road before and after catching the bus, and how to judge the distance and speed of vehicles.

The classroom lesson was followed by a practical component where a local bus company came in with a bus for the students and teachers to practice what they had learned and went for a short journey on the bus.

This programme is offered to all rural schools on the Travelwise programme and raises students' awareness about their own safety not only for bus travel, but also for crossing rural roads.



Safe School Streets Pilot – Pocket Park Events

Pocket Parks is one of the strategies Auckland Transport is trialling to discourage people from parking unsafely and often illegally around school entrances – improving the safety of children and young people walking to and from school. Auckland Transport ran a series of Pocket Park events in the Hosanna World Harvest Church carpark on Richardson Road in Mt Albert. The Pocket Park events ran through March and into April during Term 1 of the school year.

Pocket Park events are part of the Safe School Streets Pilot being trialled at Owairaka District School and five other schools across the Auckland region. The purpose of a Pocket Park is to take a public space usually reserved for cars and redefine its use by turning it into a leisure zone that can be enjoyed by parents and the wider community. There was a coffee van, games and a seating area to allow people to sit, chat and wait to collect their children from Owairaka District School.

Owairaka District will also start promoting Park and Walk zones on streets surrounding the school over the next few terms to encourage more parents and caregivers to park away from the gates and walk a short distance to drop off and pick up their children safely. Less cars around the school gates means less stress, safer students and less congestion.

Sale / Wellesley Street Intersection Improvements

The first phase of this project is a 'tactical urbanism' temporary intervention which is being led by Auckland Design Office (ADO). ADO will trial some temporary changes to encourage a safer pedestrian environment before long term changes are implemented. These improvements will be quick and low cost, enabling AT and ADO to monitor and amend the components if needed. Phase two of the project removes the temporary changes and proposes to fully signalise the intersection.

There have been multiple pedestrian crashes at this intersection, as well as requests from the Local Board, Les Mills and pedestrians in the area for improvements to allow safe crossing.

The ADO will lead consultation on the proposed temporary "tactical urbanism" intervention (with support from AT). Based on feedback and learnings from the trial a scheme will be developed for a more permanent solution which will then be consulted on separately, led by AT. The temporary changes are programmed to be implemented in June with phase two likely to be constructed early to mid-2020.

Skid Resistance

A full SCRIM (sideways-force routine investigation machine) survey has just been completed to provide a baseline survey of the surface skidding properties of the rural road network. Data generated is currently being quality assurance verified ahead of analysing the outputs of this year's survey. Information generated will be used to inform future resurfacing and renewal activities and shared with AT's safety team to identify any immediate issues.

Projects

Project Name	April/May Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholder	Consent	Property
Public Transport												
Eastern Busway 1 (Panmure to Pakuranga)		Main construction works have started. Traffic is operating within tolerance. Consenting for the temporary park and ride at Lloyd Elsmore Park is in progress. Implementation of the T2 lane on Pakuranga Road is in progress. Construction on track to be completed by mid 2021.	Construction	3%	2%	0%						
Eastern Busway 2/3 (Pakuranga to Botany including Bus Station and Flyover)		Value engineering of the Specimen Design is continuing. Project estimates and associated risk value have been refined. Land acquisition has generally been postponed during the value engineering exercise. The Procurement Strategy review is nearing completion. Overall programme completion date of 2025 is maintained under current and proposed procurement scenarios, with some change to short to medium term milestone dates. Investigation phase progress remains at 37% pending the procurement decision.	Investigation	37%	45%	-8%						
Eastern Busway 4 (Botany Interchange)		The Single Stage Business Case process is continuing.	Investigation	8%	8%	0%						
Sylvia Park Bus Interchange		Review of the Indicative Business Case is ongoing. Revised programme delivery milestone dates are to be determined once changes are known. The latest Kiwi Property long term development plans have now been informally shared with AT. Progress remains at 75% while this is undertaken.	Investigation	75%	100%	-25%						
Downtown Programme Quay St Enhancement		Detail design will be delivered in five sequential packages. Documentation for the second design package for works between Lower Albert St and Lower Queen St was issued on 17 April 2019. The actual start date for these works is dependent on when the resource consent is achieved.	Design	80%	84%	-4%						

Project Name	April/May Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholder	Consent	Property
Downtown Programme Britomart East Bus Interchange (BEBI)		In light of the shift in strategic direction for the BEBI project, the City Centre Bus Reference Case is being revised by AT Metro (due for completion at the end of May 2019). This document will assist in guiding the identification and assessment of long list options. Potential off-street bus interchange options are now being considered. The long term BEBI solution will now be delivered after the AC36 event. However low cost interim bus infrastructure improvements are being investigated for implementation prior to the AC36 event to provide a better customer experience. Key stakeholders have been kept up to date with changes in the BEBI project scope.	Investigation	51%	78%	-27%						
Downtown Programme Galway St Enhancement		The detailed design has been completed. Construction will commence January 2020 due to the constraints from the construction of an adjacent hotel.	Design	85%	75%	10%						
Downtown Programme Quay St Seawall Strengthening		The design team is finalising the Princes Wharf section and Ferry Basin section designs and are well underway with the Ferry Building section design. Drawings for the Queens to Marsden section are ready to issue. Engineer to Contract and Engineers Reps have been appointed. All submitted consents have been granted.	Design	73%	95%	-22%						
Downtown Programme Ferry Basin Redevelopment, Stage 1		NZTA funding application along with the single stage Business Case, was submitted to NZTA and has been approved for 51% funding. The team are preparing for construction commencement. Engagement with key stakeholders continues with a view to mitigating the risk of appeals.	Design	80%	89%	-9%						
Downtown Programme Lower Albert Bus Interchange		The team are focusing on completing detailed designs in preparation for lodging the building consents.	Design	85%	85%	0%						
Downtown Programme Mooring Dolphin		The outcome of the resource consent will determine the finalisation of the design and the date of release. There has been a delay, due to the resource consent being appealed. Work on the resource consent process is ongoing.	Design	90%	100%	-10%						

Project Name	April/May Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholder	Consent	Property
Downtown Programme Downtown Public Space (DPS)		The pricing pack process is due to conclude in the middle of May. The resource consent has been lodged. Progress is still dependent on the progress made with Ferry Basin Redevelopment project.	Design	72%	67%	5%						
FN32 East West Bus Corridor		An agreement with Watercare for the Church Street-Meadow Street bridge widening has been approved. A resource consent for the widening is being prepared. Construction of the Mount Wellington Highway cycleway and transit lanes is to be undertaken in early 2020 to align with road rehabilitation. Liaison is ongoing with the Tupuna Maunga Authority regarding a historic encroachment on Mount Wellington Highway. The FN32 Stage 3 works on Massey Road will be delivered as part of the Connected Communities Programme.	Design	65%	94%	-29%						
Northern Busway Extension Stations (Rosedale and Constellation)		Detailed design of the Constellation Bus Station, Alexandra Underpass and SH1 Bridge Replacement have been completed. Design of the Rosedale Bus Station is 96% complete. Detailed design for Rosedale Rd four laning between Tawa Drive and Triton Drive is underway. Cost estimates for the Rosedale and Constellation Bus Stations are currently being prepared by the NCI Alliance Team. The cost for the Alexandra Underpass and SH1 Bridge replacement has been agreed with the NCI Team. The Rosedale Bus Station Notice of Requirement and Resource Consent will be lodged in August 2019.	Design	96%	96%	0%						
Puhinui Interchange (Early Deliverable)		Developed design submission has been reviewed and detailed design progressed. Implementation funding request has been approved by NZTA. Resource consent has been received for the works. Enabling work packages are being prepared in the lead up to the main works commencing later in 2019. The ECI contract has been awarded. The Minister and Mayor undertook a media announcement on Friday 17 May 2019.	Design	60%	60%	0%						
Parnell Train Station		Ticket gate canopies have been installed with preparations for the installation of tickets gates underway. Gates are planned for commissioning in mid June 2019. A meeting with Summerset Homes was held in regards to their masterplan for the neighbouring site and adjustment of AT's easement.	Construction	98%	100%	-2%						

Project Name	April/May Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholder	Consent	Property
Pukekohe Bus-Rail Station Upgrade		The Code Compliance Certificate for the Interchange has been received. Minor works to install five car parking spaces on Manukau Road has been tendered.	Construction	99%	100%	-1%						
Rail Pedestrian Crossing Separation Phase 2		Tironui Road and Walters Road crossings have been completed and commissioned. Construction works on the remaining six crossings are progressing and expected to be completed by the end of June 2019.	Construction	15%	15%	0%						
Takanini and Te Mahia Station Upgrades		Works are in closeout.	Closeout	50%	50%	0%						
Roading												
Lincoln Road - Corridor Improvements		A project review is in progress to identify options to reduce designated footprint and land acquisitions. This is also reflective of requests from businesses to minimise disruptions.	Design	21%	48%	-27%						
Franklin Road Upgrade		Phase 2 (Wellington Street to Ponsonby Road) construction works are expected to be completed earlier than previously reported in October.	Construction	85%	80%	5%						
Matakana Link Road		Following the completion of the hearings for the project and NZTA's Puhoi to Warkworth project, which includes the Matakana Link / State Highway 1 intersection, several risk of appeals and changes to designs are being assessed. Confirmation of funding from NZTA is required for the value engineered design.	Design	50%	50%	0%						
Drury South Spine Road Development		The bulk earthworks and major drainage works are now complete, as is the construction of the new roundabout at the Ramarama motorway interchange. The construction of the Spine Road heading north from the roundabout started in mid October 2018 and is programmed to be complete by the end of June 2019. This will allow for the commencement of the subdivision works on the two Special Housing Areas, the first of which will have new houses completed in early 2020.	Construction	82%	90%	-8%						
Wynyard Quarter – WQ Central Package		Reinstatement of the tram track on Daldy Street north is complete. Rain garden/planter bed works on Daldy Street south continue. Paving works around pump station are complete. Early works on Gaunt Street are underway.	Construction	35%	35%	0%						

Project Name	April/May Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholder	Consent	Property
Wolverton Street Culverts 1 and 2 Replacement		Contamination testing, and culvert clearing/assessment works will commence in June 2019. Design is continuing for a top down bridge solution for Wolverton Culvert 1 and a pipe jacking solution for Wolverton Culvert 2. Enabling works are programmed for July 2019, including partial road closures.	Investigation	80%	80%	0%						
Growth												
LRGF - North (Albany, Dairy Flat Highway Improvements)		The Dairy Flat Highway Upgrade and Gills Road Link projects are being strategically re-evaluated, taking a more holistic view of the issues and opportunities to determine the most appropriate improvements required.	Investigation	90%	100%	-10%						
LRGF - South (Hingaia)		Higgins commenced work on Hingaia Stage 1 (Hingaia Road widening works and signalisation of the Hingaia-Papaka-Kahunui intersection, outside Hingaia School) in April 2019. WSP-Opus commenced the detailed design for Stage 2 work (Hingaia Road widening and signalisation of the Hingaia-Oakland intersection) in May 2019 which is expected to be completed by September 2019. The Great South Road-Park Estate Road intersection signalisation is in the investigation phase and confirmation from NZTA is required for the detailed design and construction phase. If funding is approved, detailed design will commence in late October 2019. The Park Estate Road Walking and Cycling Bridge, (over the Southern Motorway), will be completed in conjunction with NZTA's replacement of the existing Park Estate bridge.	Detailed Design & Construction	62%	62%	0%						
LRGF North (Medallion Dr)		Detailed design has been completed. The updated construction cost estimate is higher than the approved budget. The land purchase appeal is being progressed with the Environment Court hearing scheduled for July. Construction start forecast is early 2020.	Design	97%	97%	0%						

Project Name	April/May Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholder	Consent	Property
LRGF - Huapai		The resource consent for Access Road works is expected to be granted late June. Property acquisitions for Access Road are also expected to be settled late June. Further investigation work has been undertaken at Access Road to confirm impacts on existing utilities and enable agreements to be entered into with the utility providers for utility modifications during the road construction works. The business case and funding application has been submitted to NZTA.	Design	76%	100%	-24%						
Active Modes (UCP = Urban Cycleway Programme)												
UCP - K Road enhancements & cycleway		The physical works contract has been awarded and the contractor is expected on site late June/early July. Development Response protocols for businesses in conjunction with Council will be implemented.	Construction	1%	1%	0%						
UCP - New Lynn to Avondale Scheme C/Way		The construction tender for the main works has been issued to the market. The tender period has been extended to June 6 following a request from the tenderers. Construction will begin in October 2019 on the Whau Bridge in line with the summer construction season start. The programme overlaps with Housing New Zealand's Development at St Georges Road. Discussions have been held with Housing New Zealand and Kiwirail for some enabling works related to the Underpass at Chalmers Reserve during the 2019-20 Christmas Block of Line.	Construction	1%	1%	0%						
UCP - Tamaki Drive Cycle Route (The Strand to Ngapipi)		Construction tender document is nearly complete. The team is finalising departures, Engineering Plan Approvals and service agreements with utility providers.	Design	97%	100%	-3%						
UCP - Northcote Bridge		Funding has been approved for the construction of the two shared pedestrian/cycle overbridges over State Highway 1 (alongside Northcote Road). Cost Scope Adjustment to be submitted to NZTA. The project is currently out to tender, however, contract award will be subject to NZTA confirming their 51% funding contribution.	Construction	2%	32%	-30%						

Project Name	April/May Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholder	Consent	Property
UCP - Waitemata Safe Routes Scheme		Re-engagement with the community and businesses has been completed and the feedback summary report is being finalised. The initial summary of feedback was presented to the Waitemata Local Board on 2 April. AT are working to mitigate concerns around the gradient and stormwater at the approach to the northern Pedestrian Crossing. Also some essential maintenance work will be done on both routes (Richmond Road & Surrey Crescent) during June and July.	Design	41%	44%	-3%						
UCP - Glen Innes to Tamaki Drive Scheme C/Way		Section 2 (St Johns Road to Meadowbank Train Station): Resource consents and building consents are being processed and land owner / lease agreements are being negotiated. Section 3 (Orakei Basin boardwalk is being managed by New Zealand Transport Agency): Balustrade replacement underway. Section 4 (Orakei Basin to Tamaki Drive): Consultation with affected parties underway to inform resource consent application. Design is progressing; funding for sections 2b, and 4 is being assessed.	Detailed Design and Construction	87%	100%	-13%						
UCP - Remaining projects		Victoria Street Cycleway (Beaumont to Nelson).	Design	80%	80%	0%						
		Westhaven to CBD Cycleway (Nelson Street Phase 3)	Design	50%	30%	20%						
		Pt Chev to Herne Bay Cycle Route	Design	60%	50%	10%						
		Cycle Links to GI	Design	50%	30%	20%						
		Herne Bay to Westhaven Cycle Route	Design	80%	80%	0%						
		Parnell to Tamaki Cycle Route. This project has been recommended to continue to the end of it's current phase and be reassessed in the next RLTP.	Design	10%	10%	0%						
UCP - Northcote safe route scheme W&C Stage 1		Construction of the cycle network on Queen Street, Lake Road and Northcote Road is largely complete with only minor defects to be rectified.	Construction	100%	100%	0%						

- **High Risk Rural Safety Programme** – There are 164 projects planned for construction in the 2019 financial year. 49 projects have been completed, 108 projects have commenced construction and the remaining 7 are in design or procurement. This programme is currently forecast to underspend by \$4.2m in this FY with a total spend of \$16.0m. The underspend is attributed to delay in construction of the planned roundabout at Coatesville Riverhead / Dairy Flat highways.
- **High Risk Urban Safety Programme** – There are 79 projects planned for construction in the 2019 financial year. There are 46 projects constructed, 21 projects have commenced construction and the remaining 12 are between initial design and procurement.
- **Minor Improvements Programme** – Of the 46 projects planned for delivery this financial year, 31 have been constructed and 15 have commenced construction.
- **Safer Communities Programme** – There are 26 projects planned for final design in the 2019 financial year. Currently the projects have completed consultation and are in the process of being accepted for final design then ready for construction in the 2020 financial year.
- **Safe Speed Programme** - There are eight projects planned for construction early in the 2020 financial year. Five are in procurement, two are in final design, and one is in Concept.
- **Network Optimisation Programme**– There are 21 projects planned for construction in the current financial year. Six projects have been constructed, eight projects have commenced construction and seven are planned for completion by 30 June.
- **Lake Rd Corridor Improvements** - The Detailed Business Case for improving transport solutions for the Devonport peninsula is now underway. The project team is meeting with the Devonport Takapuna Local Board and starting to gather updated project data (e.g. HOP data, crash statistics and traffic counts). An updated programme will be developed, in association with the Local Board.
- **Wellesley St Bus Improvements** The project team has almost completed design options for improvements to the Wellesley Street bus corridor. These will be taken through evaluation and approval processes ahead of stakeholder engagement and public consultation. Timing for consultation is yet to be confirmed. Further work is being undertaken to ensure co-ordination with the programme for City Rail Link construction
- **Red Light (Safety) Cameras Rollout Programme** – This programme plans to commission cameras at eight high risk intersections in 2019. Police testing was delayed due to the deployment of staff to Christchurch following the 15 March incident. Testing started for cameras and the programme will be installed by end of August.

Special Vehicle Lane (SVL) Enforcement

The delivery programme for Automated Special Vehicle Lane Enforcement is on track to deliver eleven new zones for Bus Lanes within the next six months. Great North Road (two zones) and Khyber Pass Road (three zones) have completed CCTV Analytics development and migration to production and are with the Parking Team for final testing prior to initiating the issuing of infringement notices. Park Road (four zones) is on track to deliver in June. A feasibility study has been completed for Symonds Street, Mount Eden and Sandringham Roads and the zones are included in the delivery roadmap.

Airport to Botany Rapid Transit

The medium to longer-term Airport to Botany RTN Single Stage Business Case is progressing into the Detailed Business Case phase, focusing on developing the identified preferred route in more detail.

Recent Puhinui Station project milestones include:

- receiving formal confirmation of NZTA Pre-Implementation funding approval
- McConnell Dowell engaged as Early Contractor Involvement contractor
- Enabling works initiated in April 2019

The project team is currently considering station access options during construction, including temporary station closure.

The Short-Term Airport Access Improvement programme includes providing bus priority lanes on Puhinui Road and Lambie Drive to and from Puhinui Station. Procurement of more direct and frequent bus services to operate along this route by end of 2020 is in progress. The programme also includes improved walking and cycling facilities on this corridor and between Mangere and the Airport Oaks and Airport Precinct employment areas.

Events

- There were 172 activations processed by special events in Auckland in May 2019
 - 48 Events
 - 124 Film
- Four events required Special Event staff to be operational
- Four events had integrated transport
- 15 events had an AT network impact/TMP

Date	Event	% of crowd on PT	PT Mode(s)
Friday, 10 May 2019	Super Rugby Blues v Hurricanes	38%	Rail & Bus
Saturday, 18 May 2019	Super Rugby Blues v Chiefs	37%	Rail & Bus
Saturday, 25 May 2019	Warriors v Broncos	tbc	Rail
Friday, 31 May 2019	Super Rugby Blues v Bulls	tbc	Rail & Bus

Special events are currently in the process of recovering to BAU work following the events in Christchurch and the subsequent changes to planned events including ANZAC Day services.

Pre-planning work has begun around risk identification for special events planned for 2 November and the associated network implications. This includes:

- Taste of Auckland at Queens Wharf
- Oceania Triple Header (GBR League Lions v NZ / Aus v Tonga / Samoa v Fiji) at Eden Park
- Metallica Concert at Mt Smart Stadium
- Rugby World Cup final which is played in Japan but will be televised in NZ at 10.30pm.

The day as a whole presents a risk to both network and PT operation in terms of the event operations but also for BAU network operations.

To gather a consolidated view of key risks across the business Special Events hosted a pre planning meeting to identify the risks to the key businesses involved. This included internal representation from ATOC, Parking, Metro (day of operations, rail and bus), transport officers, ATEED (as the wider facilitation body) and NZ Police.

Enviro Shield

The Road Maintenance delivery team trialled “Enviro Shield” a pavement rejuvenation product at Te Taou Crescent in the CBD. Pavement rejuvenation products involve a light coat of bitumen emulsion product to protect and preserve aged asphalt and chipseal surfaces without the need to remove the existing surfacing. Rejuvenating seals can improve waterproofing, prevent further stone loss, and improve surface appearance. The Assets team have been keen to explore this technology given its speed of application and release to traffic, its lower carbon footprint and its potential as an alternative to unpopular chipseal surfacing on urban roads.

Victoria Street Carpark

AT will be replacing the current car park management system with a new License Plate Recognition (LPR) system in the Victoria Street Carpark. The new upgrade will introduce a new ticketless system. This is planned to go live in July.

Cameras will read each plate that enters the carpark. When a customer goes to pay for their parking, all they need to do is enter their registration number into the APM (Automatic Payment Machine), the system will then calculate their fee. On exit, the camera will read the plate, check that payment has been made, and the barrier will open automatically. If there are occasions where the cameras cannot read a license plate, the customer will be prompted to press for a ticket. Assistance will still be a button push away for customers who experience any difficulties at entry/exit barriers, and APM machines.

Lease customers will simply drive in and out of the carpark without needing to do anything further.

The benefits include:

- Much faster entry and exit of the carpark – less queuing and congestion inside and outside the carpark
- No litter caused by paper tickets
- Reduced operating costs compared to existing system
- Ability to section off or Zone the car park – Lower levels could be charged at a higher rate
- Ability to integrate with AT Park app in the future.

Signs have gone up in the carpark advising customer of the upcoming changes. A social media campaign will also advise of changes.

Ambassadors will be on site for the first week this system goes live helping and guiding customers through the new system.

On Street LPR

An LPR kit has been developed to help in the management of all on-street paid parking, time restrictions and residential parking environments.

The installation of the kit on the car has been completed, and preliminary testing with BT and the vendor has begun

Once testing and a pilot has been completed, and if no complications surface, AT will start a trial. The trial will be completed in development phases with phase one covering Residential Parking Zones. Phase two will include Paid Parking.

Parnell Parking

AT has undertaken a Parnell parking study to understand the parking demand, and to design a suitable parking management plan that is consistent with our wider parking strategy.

The implementation of these proposed changes are planned to be rolled out in stages.

The most recent changes implemented were for areas four and five, (Parnell South) that went live 6 May 2019. This includes paid parking and residential parking zones.

Area one went live on 10 December 2018. This is a paid parking zone operational from Monday to Sunday, 8am to 7pm.

Areas two and three, Parnell Central, went live on 19 March 2019. The changes included paid parking restrictions with residential permits operational from Monday to Friday, 8am to 6pm.

All Parnell Areas from the Parnell Parking Improvements Project are now live.

Auckland Transport have approved 708 Residential Permits.

Matiatia Carpark Changes

This proposal sees the addition of 32 paid parking spaces (including mobility spaces) previously occupied by a car rental firm. The changes were requested by and are supported by the Waiheke Local Board. This area, and all the unsurfaced (gravel) parts of the car park will be restricted to a 24-hour limit and charged at \$3 per day. The surfaced parts of the car park will be restricted to a 24-hour limit and charged at \$6 per day. In addition, we are installing six new mobility parking spaces bringing the total to 20.

The Parking Team is waiting for changes to the NZTA TCD Rule which will allow the car parks to be resolved as parking zones with less parking signage. This Rule is being enacted on 1 June and a parking resolution report will then be approved and signs installed. The price changes and new signs should be installed in July.

Body Worn Cameras

The three month trial of body worn cameras on selected Transport Officers is progressing well and will come to an end mid-June. Once the trial ends, a review will be conducted to determine whether the initiative could be rolled out across the region.

Footage of an assault on a Transport Officer in May was crucial to the arrest and prosecution of the offender.

Other footage has been useful for analysing staff interactions with customers, and identifying learning opportunities in de-escalation techniques.

Road Renewals

APRIL 2019					
Asset Renewal Activities	April YTD Actual (km)	April YTD Forecast (km)	Full Year Target (km)	Completion v. YTD Target (%)	Completion v. Full Year Target (%)
Pavement Rehabilitation	9.0	12.0	12.5	75%	72%
Resurfacing	339.0	408.0	417.5	83%	81%
Footpath Renewals	58.5	55.0	60.0	106%	98%
Kerb and Channel replacement	46.9	42.5	45.0	110%	104%
TOTAL	453.4	517.5	535.0	88%	85%

Street Lighting

There were a further 800 existing lights changed to LED luminaires during April 2019. To date this financial year there has been 14,600 lights converted to LED's and a total of 53,300 since the programme began in 2015.

The evaluation of tenders for the new street light maintenance contracts are underway. The existing contracts have been extended by two months so as to commence the new contracts on 1 September 2019 and give a clear three months lead in time for the respective suppliers.

Customer Experience

Cycle Parking Requests

This application enables the public to request cycle parking and leave feedback. Concurrently, an additional application has been introduced for AT staff to analyse and process these requests, with email notifications being sent out to the person who has submitted the request for new cycle parking and advising if the status changes. This gives AT good insights into where the public believe cycle parking should be and provides a good channel for the public to interact with AT. The solution was deployed in late May.

Customer Responsiveness

Emails to Elected Member and CEO managed inboxes received acknowledgement within 1-2 working days. A higher open case volume (266 March to 328 April) and a shorter number of working days in the month resulted in a higher average time to resolve Elected Member cases in April, from 16 to 21 days. The management of sensitive bus operator cases and Elected Member requests for service managed directly by the business units will be case managed by Customer Services from 1 June 2019 with all processes and training delivered across the team and the required additional resources due to start.

April LGOIMA volumes dropped to 135 after a spike from 111 in February to 158 in March, however the year on year growth trend continues with volumes 68% higher than April 2018. The average time to resolve LGOIMA cases in April was 21 days.

Case Management Transformation Programme

The programme is on track for an August 2019 release with training commencing in June. Training will include an initial session for people leaders on the importance of case management followed by learning labs and the implementation of Walkme. This is an online training tool embedded into the new system that acts as a personal GPS, guiding users through process steps and providing reporting on any areas where individuals need further support. 50 CRM champions will support the business for go live.

A baseline for business readiness has been captured with targeted actions being undertaken in business units requiring additional attention. The next assessment will be undertaken in June.

Rewriting of communications including case notifications and final case completion letters has begun, these will be tested with customers and embedded into the new case management system for use by all business units.

All technical milestones remain on track for delivery.

Channel Performance

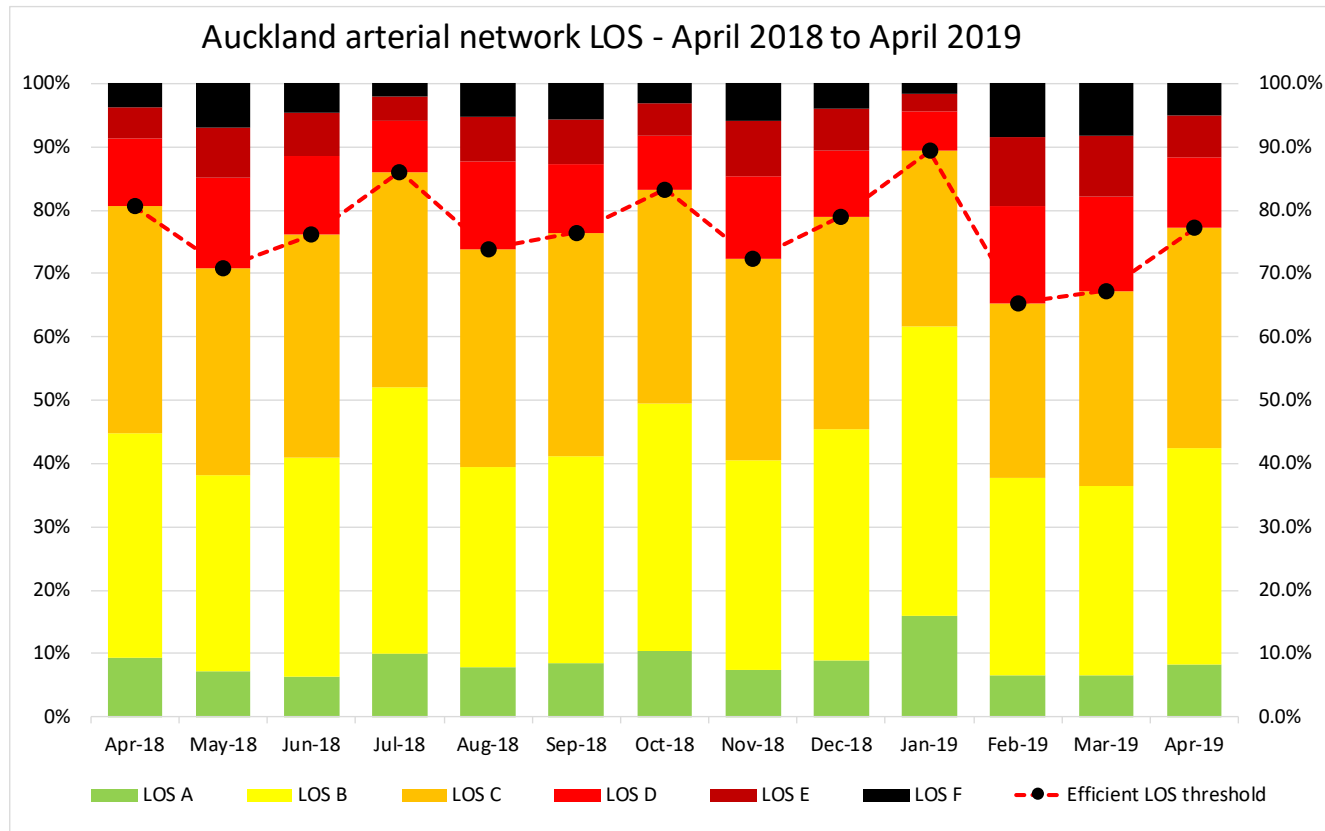
Time to answer customer calls related to public transport and AT HOP improved in April to an average of 28 seconds with 80% of 24,000 calls being answered within 20 seconds. This is a year on year improvement of 40 seconds, improving from an average of 1.08 minutes in April 2018 as shown in the diagram to the right.

The end of March Madness resulted in a sharp decline in bus operator complaints, falling from 2163 in March to 1445 in April. A focus on increasing first contact resolution has driven a process change to the way bus operator issues are managed. From mid-April calls reporting one off late, ghost or full busses are managed on first contact, with AT taking responsibility for acknowledging and closing the call and sending trend reporting to Operators.

This has improved the customer experience and resulted in a reduction of 300 cases being sent to Operators, providing them with more time to focus on repeat and sensitive cases. As training on the new process is embedded, a greater volume of calls being resolved on first contact is expected.

Network Performance

Arterial Road Network



In April 77% of the network operated at good levels of service (LOS A-C). This is 10% better than the previous month, largely attributable to the higher operating speed on the network associated with the Easter break and school holidays in April. It is 3% worse than April last year, this difference is likely due to the lighter traffic conditions in April 2018, as the Easter break and school holidays did not overlap as was the case this year. However, it is still better than April 2017, which suggests the effect of the Waterview connection is still offsetting the annual 2-3% increase in congestion. A comprehensive management plan was also put in place by the Transport Operations Centre which has contributed to this result.

Network Optimisation

Traffic signals are optimised in alignment with the Network Operating Plan. Signals are optimised to reflect strategic multi-modal intent and the Auckland Plan, with a view to achieving the best operational outcomes with the existing road layout.

In addition to ensuring the signal control system is well-configured, routine signal optimisation also ensures that the traffic signal hardware functions correctly and is fault-free, so as to minimise efficiency loss, improve travel times and customer experience. Opportunities and recommendations for potential physical works improvements to intersections and corridors are also identified through the signal optimisation process.

During April optimisation was completed on two routes - Great North Road (View Road to Montel Avenue) and Ellerslie-Panmure Highway (Ireland to Wilkinson Road) which included 11 signalised intersections.

Engineers are currently focussed on optimising the following routes:

Route Name	Route Classification	No. of Intersections	Date Started	Expected Completion Date
Royal Road (Moire Road to Westgate Drive/Vadam Road)	Local	4	March	May
Neilson Street	Arterial	6	April	May
Great South Road (Hills Road –Glenora)	Local	10	February	May
Harris Road – Allens Road – Highbrook Drive	SOI	11	October 2018	May
Total		31		

Redoubt Road Dynamic Lane

The purpose of this project is to make best use of existing road space to alleviate congestion.

Redoubt Road is a key arterial route which experiences heavy congestion daily, especially the section between State Highway 1 (SH1) and Hollyford Drive. Previous assessments highlighted that capacity would be exceeded as early as 2018. AT has investigated a lower cost mid-term solution (7 to 10 years) to increase traffic flow by implementing a dynamic lane until the corridor can be widened. The proposed dynamic lane system would allow the middle lane to service different directions depending on the time of day.

The Single Stage Business Case underwent internal peer review with overall positive feedback. Next stage is to seek Business Case approval and progress to construction. Construction is planned for the end of FY 2019/20.

Lady Ruby Drive / Kerwyn Avenue

Through congestion monitoring and liaison with the Greater East Tamaki Business Association (GETBA), this intersection has been identified as experiencing delay and queuing for the westbound direction, particularly during the am period. The project aims to provide better traffic efficiency at this location and improve the pedestrian experience

Consultation feedback which was undertaken during April is currently being reviewed. This project has received positive support from the community with some concerns around the loss of a slip lane affecting efficiency for the left turn. Construction, subject to any changes as a result of consultation, is programmed for early 2020.

Hill Road / Charles Prevost Drive

Hill Road has been highlighted to be a congestion point in the am and pm period. Although congestion in the am period is mainly attributed to the limited capacity at the overbridge on Hill Road, the intersection at Hill Road / Charles Prevost Dr has been identified as the bottleneck for the pm period for the eastbound direction. The proposal seeks to improve the efficiency at this signalised intersection for the eastbound direction, whilst improving better pedestrian safety through provision of a mid-block signalised crossing outside the retirement village.

Consultation was undertaken during April 2019 and all public feedback submissions are under review. Initial analysis suggests that the proposal has received mixed responses with concerns around the volume of heavy vehicle traffic on Hill Road and environmental impact on nearby residential properties.

Birkenhead Avenue T3 lane

Through congestion monitoring and customer feedback, Birkenhead Avenue has been identified as an area experiencing poor service levels, especially for buses.

Birkenhead Avenue is a key regional arterial road which links Beach Haven and Glenfield to the Northern Motorway via Onewa Road. Birkenhead Avenue carries high traffic volumes in the am peak period and services approximately 17 buses per hour in the am period for the southbound direction. Peak period bus services on this route experience poor travel time reliability due to general congestion as traffic queues impede the left turn movement from Birkenhead Avenue into Onewa Road.

The need for a southbound T3 lane along Birkenhead Avenue has been identified to enable more consistent travel times for bus passengers and to improve travel time reliability along the route. The transit lane will also provide an incentive for more carpooling which results in higher vehicle occupancy and greater people movement. The mid-block signalised crossing is proposed to better serve users of the recreation grounds and to provide improved connectivity between bus stops.

Consultation undertaken in March 2019 received over 250 feedback submissions. Feedback is currently under review and a plan on the way forward is being formulated.

This proposal is currently programmed for 2019/2020 design and construction, subject to the outcome from public consultation.

Cycle Counts

At 26 count sites in April:

- 3.7m cycle movements were recorded for the 12 months ending April, which is an increase of 6.5% on the previous 12 months
- YTD to 30 April we have reached 3.2m cycle movements against a target of 3.1m
- There were 311,000 cycle movements recorded in April, an increase of 6.0% compared to April 2018.
- During winter months (Jun-Aug) lower cycle movements are observed due to cold weather and increased rain.
- A peak in cycle movements was observed in Mar 2019 as it was a dry month

City Centre Network Operations

The CCNO Team continues to monitor the City Centre network closely. Adjustments have been made to Customs Street phasing to accommodate changes to travel patterns since Quay Street Sea Wall enabling works have commenced. CCNO is reviewing the Quay Street Streetscape Temporary Traffic Management Plans for the next stage of the Sea Wall and Streetscape works, which began in early June.

CCNO is working closely with CRL with various Temporary Traffic Management plans on Albert Street to accommodate the streetscape works. Day-long lane reductions were in place on Hobson Street between Kingston St and Wellesley St West for removal of a tower crane from the NZ Convention Centre site.

Commercial Bay is due to open by the end of September. CCNO is working closely with the contractors on upcoming works to minimise disruption for AT Metro and pedestrians.

A full road closure was due to take place on the weekend of 18-19 May on Lower Albert Street between Quay and Customs Streets' to accommodate tower crane 2 removal from Commercial Bay Site. This closure was cancelled by the contractor at short notice. The CCNO Team are continuing to work closely with the contractors and AT Metro with the rerouting of the buses when the road closure is re-scheduled.

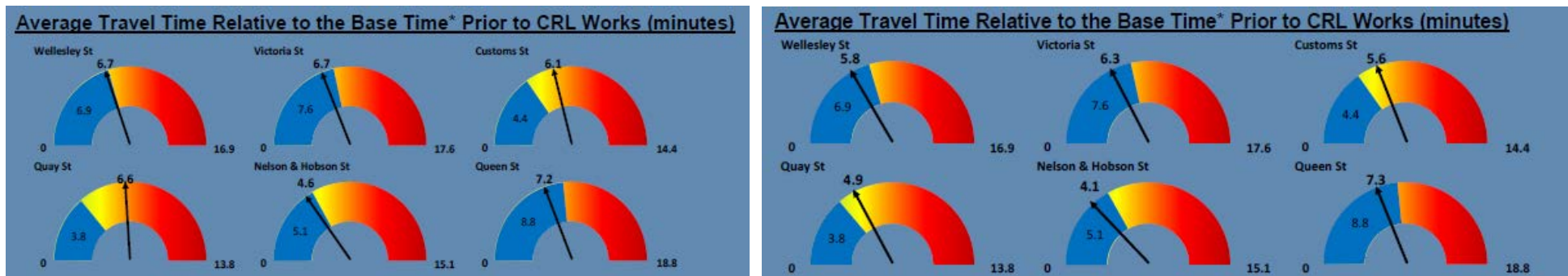


Travel Times within City Centre

The average travel times (minutes) prior to CRL works for April are shown in the blue segment, with the maximum permissible in CRL consent conditions shown to the right (on the diagrams below), with the dial arrows representing the travel times reported. In comparison to April 2018 there is an increase in travel times on Quay and Customs Street. This is due to the major works on Quay Street commencing with some traffic rerouting to Customs Street.

April 2019

April 2018

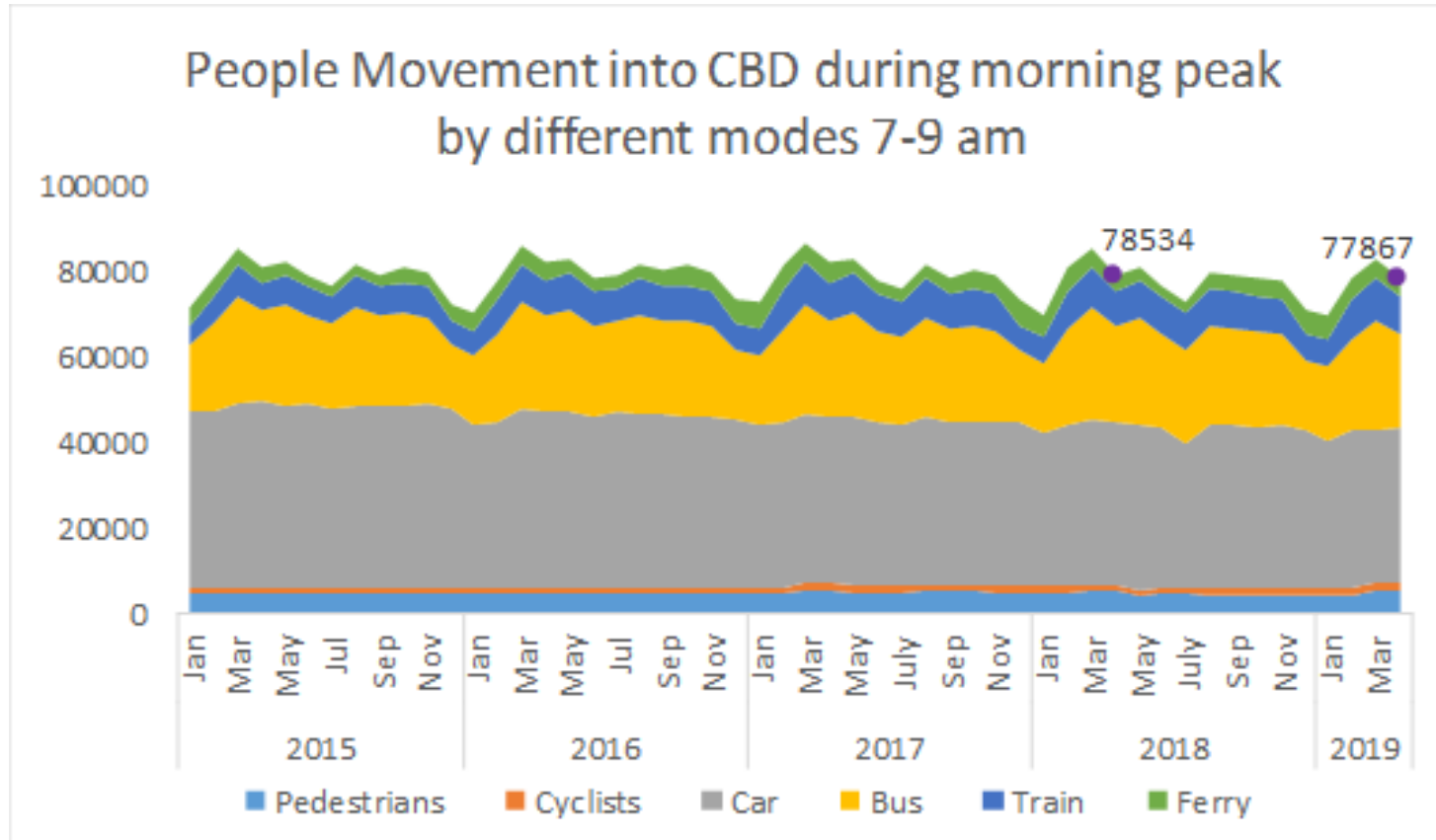


* Base Travel times have been calculated against the average travel time per route prior to the Major works commencing Pre 2016. These are identified on the dials by the shaded blue sections. Conditions of the resource consent allow no more than a 10 minute delay against this original base time (dial maximum value). The dials represent visually how each route is performing within these parameters.

The dials across the six routes are based on the average travel speeds for the am / pm and interpeak periods and takes into account traffic travelling in both directions.

People Movement

It is estimated that on average **77,867** people travelled into the City Centre during the morning peak period (7-9am) in April. The number of people entering the city centre continues to be comparable to last year.



Planning and Consenting

Land use Development Proposals

In April, Auckland Transport received 104 new development applications from Auckland Council for review, provision of subject matter advice and / or asset owner input.

A significant number of the applications were for multi-stage subdivisions, a number of supermarket developments, and consents for the Auckland Housing Programme.

Plan Changes

Auckland Transport has lodged a submission in support of a private plan change proposal for Smales Farm. This proposes to amend the Auckland Unitary Plan's current mixed use provisions to enable residential development in addition to the existing provisions for offices. Auckland Transport's submission seeks to ensure that development achieves a transition to a broader mix of land uses and a more intensive level of development given the transport content. This includes consideration of any impacts on the operation of the network and public transport operations, and the provision of appropriate parking, walking and cycling facilities.

Auckland Transport has also lodged a submission to a private plan change proposal to rezone land at 3 Brightside Road and 149-153 Gillies Avenue, Epsom. This is currently the Brightside Southern Cross Hospital site. The plan change proposes to rezone the land from Mixed Housing Suburban and Single House zones to Special Purpose – Healthcare Facilities, remove the special character overlays from the site, and amend the transport provisions to specify the parking requirements for the hospital.

Spatial Planning

Unlock Pukekohe

Auckland Transport has been working closely with Panuku Development Auckland in the development of a High Level Project Plan for Pukekohe. This aims to realise the potential in Pukekohe's town centre by initiating a programme of works facilitating the strategic management of Auckland Council's landholding portfolio to capture redevelopment and investment opportunities. The plan identifies Auckland Transport managed carparks as sites that may be suitable for development opportunities, subject to an appropriate transport assessment. It will also establish Panuku Development Auckland as Auckland Council's lead urban regeneration and delivery agency for Pukekohe.

The goals of the document are:

- The town centre benefits from the growth that is projected for Southern Auckland and Northern Waikato
- Improve access and bring new life to the town centre
- Supporting local economic prosperity to provide increased education, training and employment opportunities for local people
- Contribute to and celebrate the "Pukekohe Identity"

This document has been endorsed by the Franklin Local Board and will be presented to an upcoming meeting of the Auckland Council Planning Committee.

Lodged Applications in April - May 2019

- Three Resource Consents; Quay Street Seawall Upgrade (Ferry Building), Northern Express Alternate Double Decker Route and New Lynn to Avondale Shared Path (Stage 3).
- Two Archaeological Authorities; New Lynn to Avondale Shared Path Project and Whau Culverts Emergency Works Project.

Targeted to be lodged within the next three months

- 13 Resource Consents for; The Strand Intersection Improvements, Lloyd Elsmore Park & Ride, Tahaki Road Rip-Rap. Reinstatement, Galway Street Upgrade, Piha Road and Seaview Road Improvements, New Lynn to Avondale Shared Path (x2), CBD Midtown Cycleway, Frequent Network (FN) 32 Project, Waitemata Safe Routes – Stage 2, Western Bridges Maintenance, Northcote Wharf Renewal and the Anzac Avenue Retaining Wall.

- Two Archaeological Authorities; CBD Midtown Cycleway – Stage 1 and Anzac Avenue Retaining Wall.
- One Outline Plan of Work for Matakana Link Project.
- One Notice of Requirement to alter the Newmarket Level Crossing Designation.

Public Notifications and Hearings

- Dominion Road Double Deckers – veranda cut backs, notified 15 May 2019 closes 13 June 2019.

Decisions/Approvals

- Northern Express Alternate Double Decker Bus Route – Granted 7th May 2019,
- Quay Street Seawall Upgrade (Princes Wharf) – Granted 23rd April 2019,
- Quay Street Seawall Upgrade (Ferry Basin) – Granted 23rd April 2019,
- Downtown Ferry Terminal – Granted 15th May 2019.

Environment Court Appeals

- Quay Street Seawall Upgrade (Queens to Marsden) settled and consent order issued.

Land Acquisitions

- In Q3 (January – March 2019), 18 properties were acquired with a \$12.538m spend, against a forecast of 29 properties and a \$29.27m spend. Acquisitions completed in Q3 were:-
 - Eastern Busway 12 properties acquired and \$10.47m spent,
 - Lincoln Road one property acquired and \$1.7m spent,
 - Designations and Encroachments Programme three properties acquired and \$357k spent, and
 - Two other properties at \$11k.

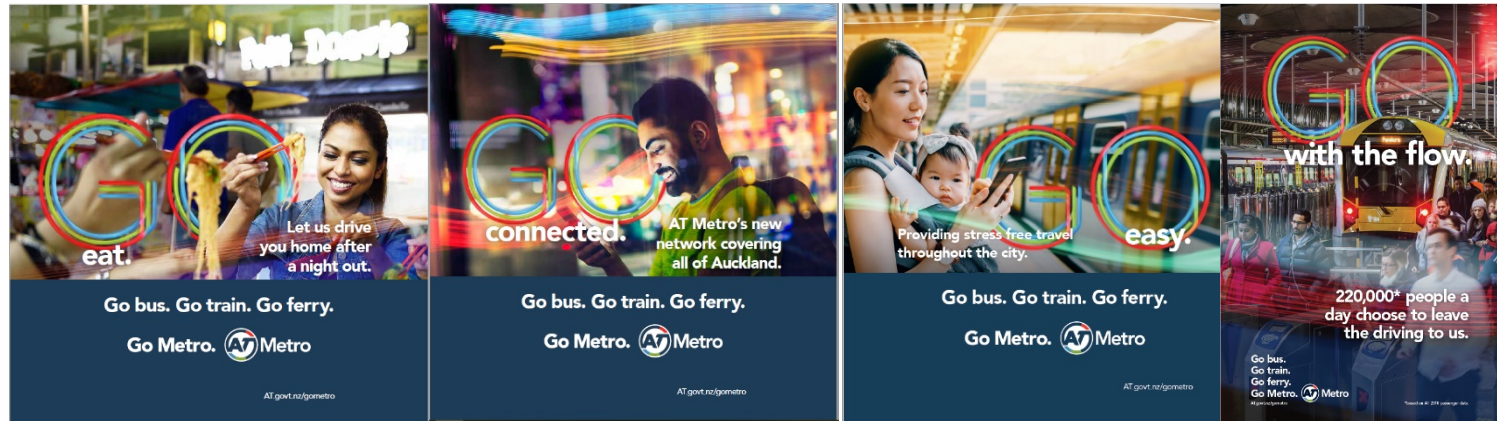
- April 2019 - Nine properties were acquired at \$5.683m:-
 - Eastern Busway (EB1 and EB3), three properties at \$1.856m,
 - Lincoln Road one property at \$900k,
 - Supporting Growth one property at \$1.735m,
 - Mill Road two properties at \$641K,
 - Encroachment programme one property \$312K,
 - Newmarket Crossing Project one property \$230K.

- May 2019 - Two properties acquired at \$1.944m.
 - Mill Road one property at \$1.925m,
 - Encroachment Programme one property at \$20k.

AT Metro

Go Metro

One of the most visible elements of the Go Metro campaign is our 'Prime' advertising. This advertising is designed to demonstrate at an emotive level that 'people like me use public transport'. It is designed to encourage current non-users of public transport to get on board.



These advertisements are most often seen on bus sides, bus backs and in online advertising.

Online advertising allows AT to cost effectively target people living in the Eastern Bays - reaching them on all forms of mobile devices.



Tamaki Link

In June 2019 AT are promoting the new Tamaki Link bus service. This Link provides a viable alternative to driving for people living in the Eastern Bays area.

Winter Cycling Campaign

More Aucklanders than ever are now cycling with year on year growth, including a 9% increase in cycle trips over Spring, and a record one million trips over Summer. The winter campaign leverages off this strong momentum and continues the “Live the Bike Life” story showing that riding a bike should not stop for winter and that cycling is for everyone, whatever the month, whatever the weather. Key objectives of the campaign are to contribute to the 2018/19 cycle counter target of 3.6 million trips, and to normalise cycling over winter by reducing barriers and changing perceptions. The campaign inspires and encourages action by showing how much cycling has to offer – freedom, control, relaxation, savings and health benefits. The call to action is to visit <https://at.govt.nz/cycling>



Road Safety Campaigns

Four road safety campaigns launched in May were:

Stay Focussed at Intersections



This campaign addresses poor driver behaviour at ‘non-signalised’ intersections (‘Stop’, ‘Give way’ etc). AT undertook research to understand why drivers make bad decisions at intersections. The insights informed the ‘lost in thought’ campaign and encourages drivers to ‘stay focussed at intersections’. It portrays the bad decisions, and distractions which affect good driving behaviour at intersections. The campaign is pushed out through Facebook and YouTube, radio, and outdoor media. See <https://at.govt.nz/driving-parking/road-safety/intersections/>

Restraints “Click it Good”/” Whītikiria, Kia Ita”

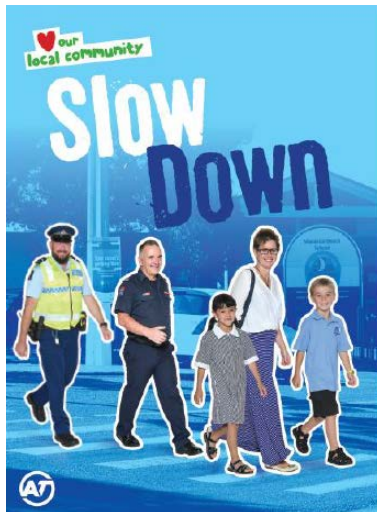
Māori are over represented in crash statistics with road deaths and serious injuries increasing 118% from 54 in 2013, to 118 in 2017. Seat belt checks show a high number of children either not secured or incorrectly secured in cars. This campaign through Facebook and Instagram, shows how it is everyone’s responsibility to make sure they and their tamariki (children under 15) are buckled up correctly and safely. The video links through to the AT web page www.at.govt.nz/seatbelts where more detailed information can be found. There is also an English version. Both are available in 30 seconds and 1 minute and the Te Reo version can be found at <https://at.govt.nz/terahaepapa>



Young Driver ‘Start the Conversation’

Road crashes are the leading cause of death for New Zealanders aged 16 to 24 years. In Auckland between 2013 and 2017 road crashes resulted in the death or serious injury of 336 young drivers. AT is encouraging parents and young drivers to have conversations around the benefits of going through the process to achieve their full licence. “Start the conversation” campaign messaging will be from two angles, the parent and the young driver, with the angle, ‘what you say’ & ‘what you do’. It encourages positive honest conversations. The campaign will be pushed out through radio, Facebook and Instagram, bus backs and a promotional link with Mai FM. More information can be found at www.at.govt.nz/FullLicence

Love Being a Local



Drive at a safe speed

4 people died and 20 people were seriously injured in the Whitford-Maraetai communities due to crashes between 2013-2017*.

Being part of our community includes looking out for each other and sharing our roads. We all have a part to play. Drive at speeds appropriate for our roads and within the speed limits. The speed that your vehicle is travelling prior to a potential crash will determine the outcome.

Death and injury risk percentages		
IMPACT SPEED (km/h)	DEATH Percentage	SERIOUS INJURY Percentage
30	10%	15%
40	32%	26%
50	80%	3%
60	95%	3%

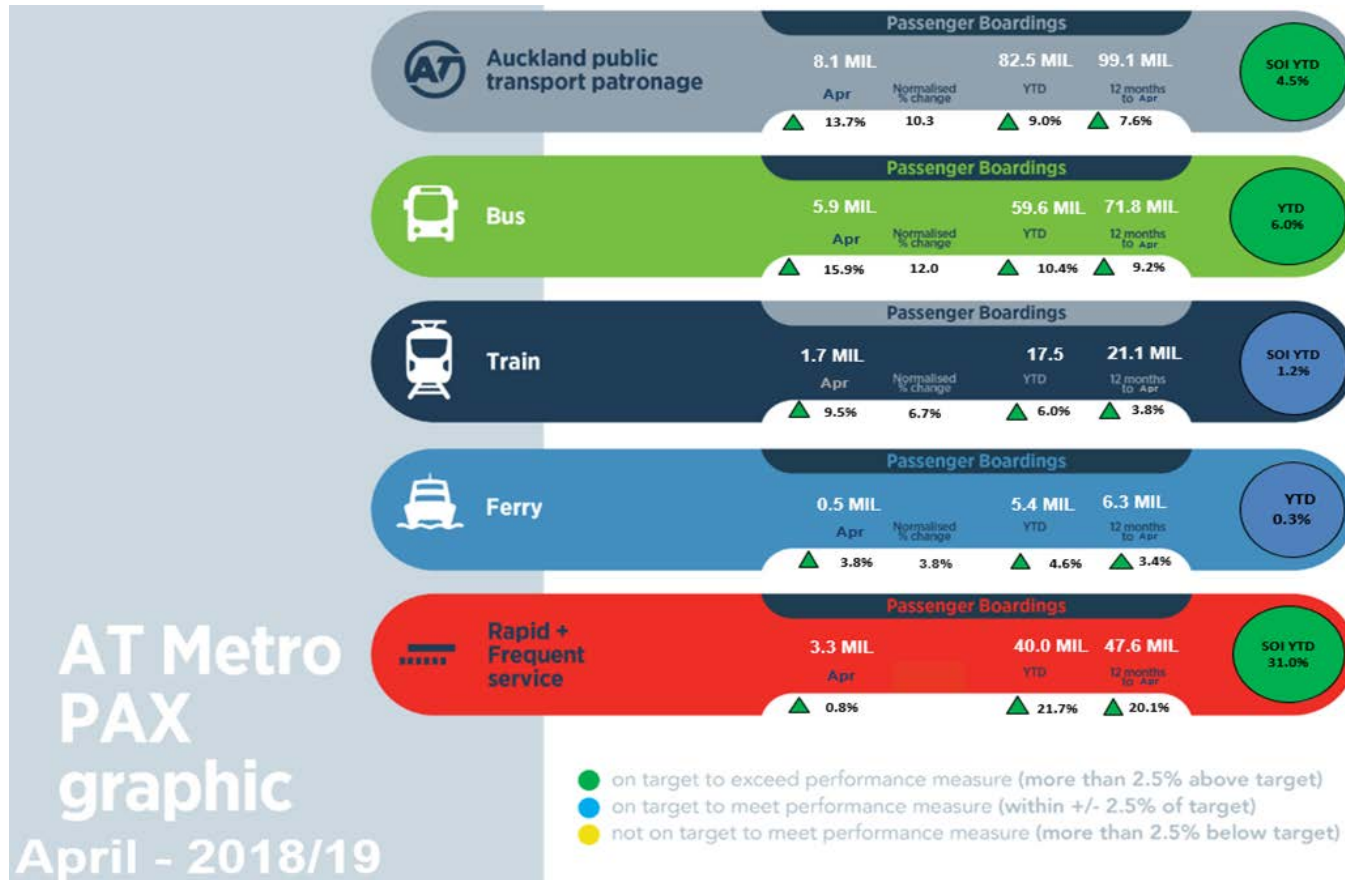
Together let’s make safe driving choices. Slow down.

For more information go to AT.govt.nz/slowdown

*New Zealand Transport Agency Crash and Injury System Data

“Love being a local” Community Speed awareness campaigns empower the local community to have a voice when it comes to Road Safety. Using “real people” in local settings it encourages those driving in and around their suburb to be aware of safe speeds, to slow down and to drive safely for those who live within the area especially vulnerable road users. The campaign has both an urban and rural focus and highlights to drivers the importance of lowering their speed because death or serious injuries affect not just victim’s whanau but the local community as a whole. They are your neighbours, your teachers, your friends, your local volunteer fireperson. Areas to be featured over the next couple of months are Maraetai/Whitford, Pukekohe/Waiuku and Coatesville.

AT Metro Patronage Performance –12 months to April 2019



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

Strong public transport patronage growth continues, supported by the introduction of the **new networks** for Central (July 2018) and North (September 2018):

- **Bus** - has been particularly strong at ~+10% YTD. Continual growth is expected to remain in double digits. Current projections could see bus patronage top ~72.4M for this financial year.
- **Train** has met expected growth of ~+6% in line with the minor timetable change in August 2018 and no major changes expected for the balance of the financial year. The current train patronage projection is ~21.3M passengers.
- **Ferry** has strong demand on certain routes (growth areas) with serious pressure/demand for weekend services. Funding pressures for added service is likely to restrain growth on ferries so a modest growth path can be expected and is currently projected at 6.3m passengers.

Boarding's are growing at a quicker rate than anticipated, while **journeys** have tracked closer to anticipated growth. As a result of this the **SOI target is expected to be met early**.

- Overall, for the **12-months to April 2019** Auckland public transport patronage totalled **99.1 million** passenger boarding's, this represents an increase of +7.6% on the previous year and 9% YTD:
- **April** monthly patronage was **8.1 million**, an increase of +13.7% on April 2018 and +6.8% above SOI target (YTD +4.5%). April normalised adjustment ~ +10.3% allowing for special event patronage, with same business day, weekend day/public holidays, two more school days and tertiary days.
 - **Bus services** totalled **71.8 million** passenger boarding's for the 12-months to April 2019, an increase +9.2% on the previous year. Patronage for April 2019 was 5.9 million, an increase of +15.9% on April 2018 and +8.7% above target (YTD +6.0%). April normalised adjustment ~ +12.0%.
 - **Train services** totalled **21.1 million** passenger boarding's for the 12-months to April 2019, an increase of +3.8% on the previous year. Patronage for April 2019 was 1.7 million, an increase of +9.5% on April 2018 and +2.2% above SOI target (YTD +1.2%). April normalised adjustment ~+6.7%.
 - **Ferry services** totalled **6.3 million** passenger boarding's for the 12-months to April 2019, an increase of +3.4% on the previous year. Patronage for April 2019 was 0.51 million, an increase of +3.8% on April 2018 and +0.9% above target (YTD +0.3%). April normalised adjustment ~+3.8%.
 - **Rapid and Frequent services** totalled **47.6 million** passenger boarding's for the 12-months to April 2019, an increase of +20.1% on the previous year. Patronage for April 2019 was 3.3 million, an increase of +0.8% on April 2018 and +13.4% above SOI target (YTD +31.0%).

Table 1: Patronage (Boarding's) Performance against SOI

	April - 2018/19									
	Actual v SOI									
	Month				YTD				SOI / Target 2018/19	Projected Forecast 2018/19
Actual	% Change	SOI / Target	% Variance	Actual	% Change Prev Year	SOI / Target	% Variance			
1. Bus Total:	5,877,038	15.9%	5,405,000	8.7%	59,554,450	10.4%	56,205,000	6.0%	68,890,000	72,400,000
2. Train (Rapid) Total:	1,700,627	9.5%	1,664,035	2.2%	17,532,789	6.0%	17,319,976	1.2%	21,110,000	21,300,000
3. Ferry (Connector Local) Total:	514,569	3.8%	509,742	0.9%	5,388,639	4.6%	5,371,053	0.3%	6,300,000	6,300,000
Total Patronage	8,092,234	13.7%	7,578,777	6.8%	82,475,878	9.0%	78,896,029	4.5%	96,300,000	100,000,000
Rapid and Frequent	3,300,894	0.8%	2,910,536	13.4%	39,986,333	21.7%	30,529,758	31.0%	36,786,000	46,000,000

Table 2: Patronage (Boarding's and Journeys) performance

	Apr-2019																							
	Trip Month					Journey Month					Trip 12 Months				Journey 12 Months				Trip YTD (from July)			Journey YTD (from July)		
	Patronage	Previous Year	Change Prev Year	% Change Prev Year	Normalised % Change Prev Year	Patronage	Previous Year	Change Prev Year	% Change Prev Year	Normalised % Change Prev Year	Patronage	% Change Prev Month Period	Change Prev Year	% Change Prev Year	Patronage	% Change Prev Month Period	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year
1. Bus Total:	5,877,038	5,078,760	807,982	15.9%	12.0%	4,794,416	4,273,053	521,364	12.2%	8.5%	71,759,572	1.1%	6,067,174	9.2%	59,299,486	0.9%	3,459,707	6.2%	59,554,450	5,591,636	10.4%	49,011,157	3,281,982	7.2%
- Busway (Rapid) Bus	628,484	443,409	185,075	41.7%		539,215	393,857	145,358	36.9%		6,763,851	2.8%	1,380,887	25.7%	5,891,308	2.5%	1,090,119	22.7%	5,746,152	1,305,473	29.4%	4,986,854	1,031,927	26.1%
- Frequent Bus	971,783	1,279,904	-308,121	-24.1%		804,393	1,060,607	-256,214	-24.2%		19,776,683	-1.5%	5,835,812	41.9%	16,373,289	-1.5%	4,757,708	41.0%	16,707,392	4,843,967	40.8%	13,850,404	3,956,689	40.0%
- Connector Local Targeted Bus	4,276,771	3,355,447	931,028	27.8%		3,450,808	2,818,588	632,220	22.4%		45,219,038	2.1%	-1,149,525	-2.5%	37,034,888	1.7%	-2,388,120	-6.1%	37,100,908	-557,804	-1.5%	30,173,898	-1,706,614	-5.4%
2. Train (Rapid) Total:	1,700,627	1,552,634	147,989	9.5%	6.7%	1,423,388	1,306,998	116,390	8.9%	6.1%	21,099,424	0.7%	762,830	3.8%	17,915,964	0.6%	383,446	2.2%	17,532,789	985,670	6.0%	14,881,363	636,330	4.5%
- Western	588,751	532,879	55,871	10.5%		499,298	451,891	47,407	10.5%		7,216,169	0.8%	103,522	1.5%	6,195,524	0.7%	23,038	0.4%	5,983,282	220,775	3.8%	5,139,217	146,124	2.9%
- Eastern	508,003	461,825	46,174	10.0%		413,934	381,857	32,277	8.5%		6,200,121	0.8%	382,644	6.6%	5,142,938	0.6%	208,346	4.2%	5,200,381	423,597	8.9%	4,309,967	262,063	6.5%
- Onehunga	89,055	83,383	5,672	6.8%		73,827	69,377	4,450	6.4%		1,135,171	0.5%	-2,950	-0.3%	952,739	0.4%	-14,364	-1.5%	949,184	16,178	1.7%	796,615	4,781	0.6%
- Southern	472,523	441,175	31,348	7.1%		398,637	374,532	24,106	6.4%		6,033,492	0.5%	172,772	2.9%	5,162,043	0.4%	72,589	1.4%	4,967,072	224,891	4.7%	4,246,247	134,683	3.3%
- Pukekohe	42,295	33,372	8,923	26.7%		37,691	29,540	8,151	27.6%		514,470	1.8%	106,842	26.2%	462,720	1.8%	93,857	25.4%	432,869	100,230	30.1%	389,316	88,679	29.5%
3. Ferry (Frequent & Connector Local) Total:	514,569	495,901	18,668	3.8%	3.8%	514,569	495,901	18,668	3.8%	3.8%	6,279,058	0.3%	205,339	3.4%	6,279,058	0.3%	205,339	3.4%	5,388,639	236,092	4.6%	5,388,639	236,092	4.6%
- Contract	121,246	111,532	9,714	8.7%		121,246	111,532	9,714	8.7%		1,467,954	0.7%	103,844	7.6%	1,467,954	0.7%	103,844	7.6%	1,222,821	99,537	8.9%	1,222,821	99,537	8.9%
- Exempt Services	393,323	384,369	8,954	2.3%		393,323	384,369	8,954	2.3%		4,811,104	0.2%	101,495	2.2%	4,811,104	0.2%	101,495	2.2%	4,165,818	136,555	3.4%	4,165,818	136,555	3.4%
Total Patronage	8,092,234	7,127,295	974,639	13.7%	10.3%	6,732,373	6,075,951	656,422	10.8%	7.4%	99,138,054	1.0%	7,035,343	7.6%	83,494,507	0.8%	4,048,492	5.1%	82,475,878	6,813,398	9.0%	69,281,159	4,154,404	6.4%
Rapid & Frequent	3,300,894	3,275,947	24,947	0.8%		2,766,997	2,781,462	-14,465	0.2%		47,639,958	0.1%	7,979,529	20.1%	40,180,561	0.0%	6,231,272	18.4%	39,986,333	7,135,110	21.7%	33,718,622	5,624,926	20.0%
Connector Local Targeted	4,791,340	3,851,348	949,992	24.7%		3,965,376	3,314,489	650,887	19.6%		51,498,096	1.9%	-944,186	-1.8%	43,313,946	1.5%	-2,182,781	-4.8%	42,489,545	-321,712	-0.8%	35,562,537	-1,470,522	-4.0%
Total Patronage	8,092,234	7,127,295	974,639	13.7%	10.3%	6,732,373	6,075,951	656,422	10.8%	7.4%	99,138,054	1.0%	7,035,343	7.6%	83,494,507	0.8%	4,048,492	5.1%	82,475,878	6,813,398	9.0%	69,281,159	4,154,404	6.4%

Trips growth has increased at a greater rate than journeys as a result of growth in transfers

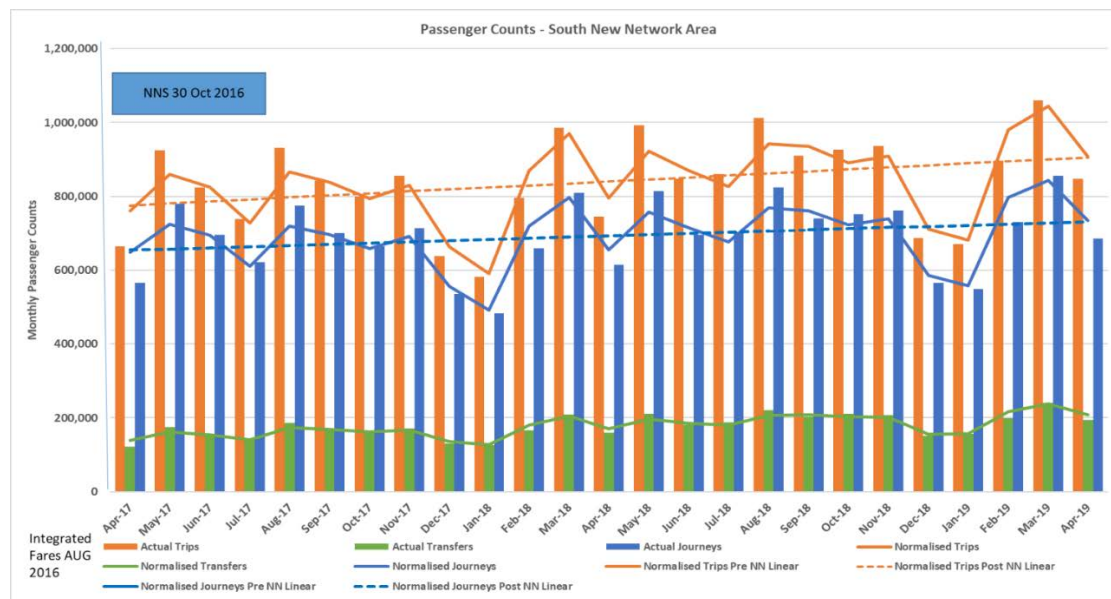
Table 3: Patronage projections for May 2019

	Projected May - 2018/19										
	Actual v SOI										
	Month				YTD				SOI / Target 2018/19	Projected Forecast 2018/19	
Actual	% Change	SOI / Target	% Variance	Actual	% Change Prev Year	SOI / Target	% Variance				
1. Bus Total:	7,355,999	↑ 10.0%	7,032,000	↑ 4.6%	66,910,449	↑ 10.3%	63,237,000	↑ 5.8%	68,890,000	72,400,000	
2. Train (Rapid) Total:	2,086,599	↑ 8.3%	2,098,966	↓ -0.6%	19,619,388	↑ 6.2%	19,418,942	↑ 1.0%	21,110,000	21,300,000	
3. Ferry (Connector Local) Total:	496,241	↑ 1.7%	495,076	↑ 0.2%	5,884,880	↑ 4.4%	5,866,129	↑ 0.3%	6,300,000	6,300,000	
Total Patronage	9,938,838	↑ 9.2%	9,626,042	↑ 3.2%	92,414,716	↑ 9.0%	88,522,071	↑ 4.4%	96,300,000	100,000,000	

	Projected May - 2018/19											
	Month Patronage					12 Month Patronage				YTD (from July)		
	This Year	Previous Year	# Change	% Change	Normalised % Change	Patronage	% Change Prev Month	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year
1. Bus Total:	7,355,999	6,683,670	670,539	10.0%	10.1%	72,431,901	0.9%	6,285,646	9.5%	66,910,449	6,263,965	10.3%
2. Train (Rapid) Total:	2,086,599	1,927,343	159,256	8.3%	6.3%	21,258,680	0.8%	985,454	4.9%	19,619,388	1,144,926	6.2%
3. Ferry (Connector Local) Total:	496,241	486,689	8,311	1.7%	1.7%	6,288,610	0.1%	215,532	3.5%	5,884,880	245,644	4.4%
Total Patronage	9,938,838	9,097,702	838,105	9.2%	0.0%	99,979,190	0.8%	7,486,631	8.1%	92,414,716	7,654,534	9.0%

New Network Patronage Performance

Growth in New Network rollout for South Auckland



Normalised year-on-year growth in the South New Network area for the **12-months to April 2019**:

- Customer journeys have increased by +7.8% to 8.7 million.
- Customer trips have increased by +10.2% to 10.6 million.

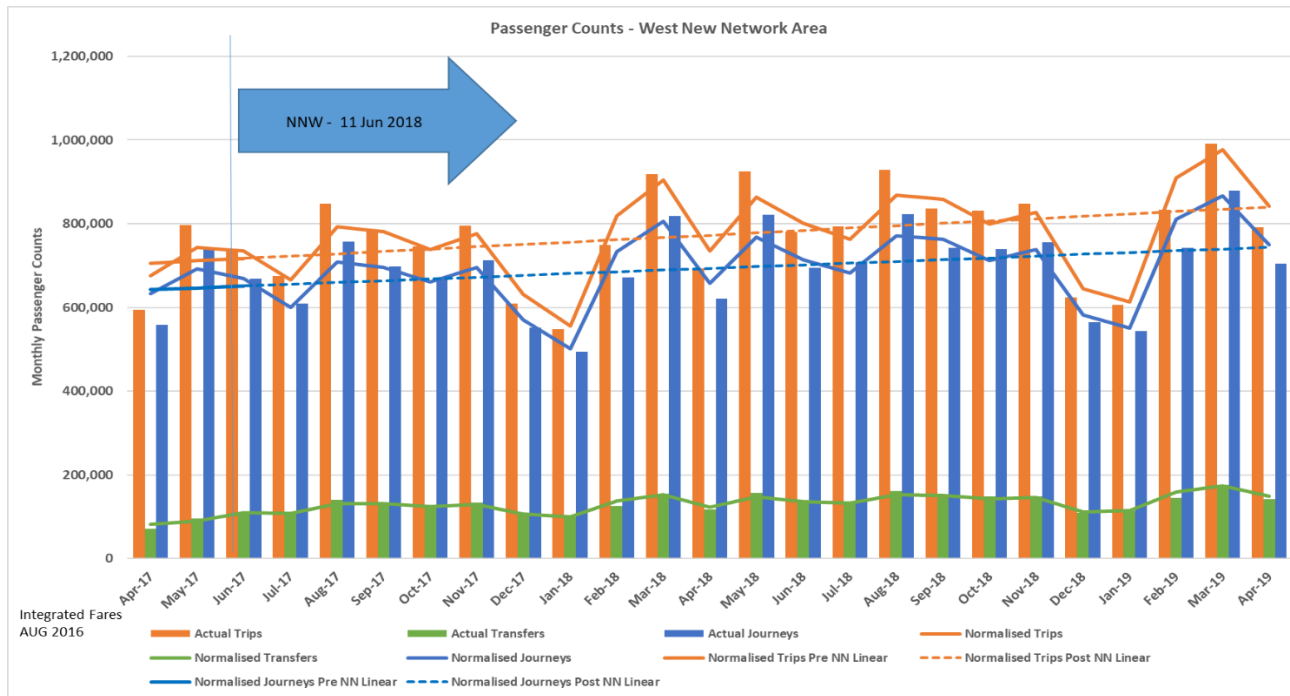
Normalised year on year growth in the South New Network area **for April 2019**:

- Customer journeys have increased by +78,835 (+12%) to 0.69 million.
- Customer trips have increased by +112,316 (+14%) to 0.85 million.
- Customer Transfers within the South have increased by +38,025 (+22%) to +0.19 million.

This compares to the whole of network base **12 months to April of journeys 79.4 million** (growth +5.4%), trips 92.8 million (growth +8.2%).

Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the South area. Transfers from customer perspective.

Growth in New Network rollout for West Auckland



Normalised year on year growth in West New Network area for the **12-months to April 2019**:

- Customer journeys have increased by +8.9% to 8.7 million.
- Customer trips have increased by +10.0% to 9.8 million.

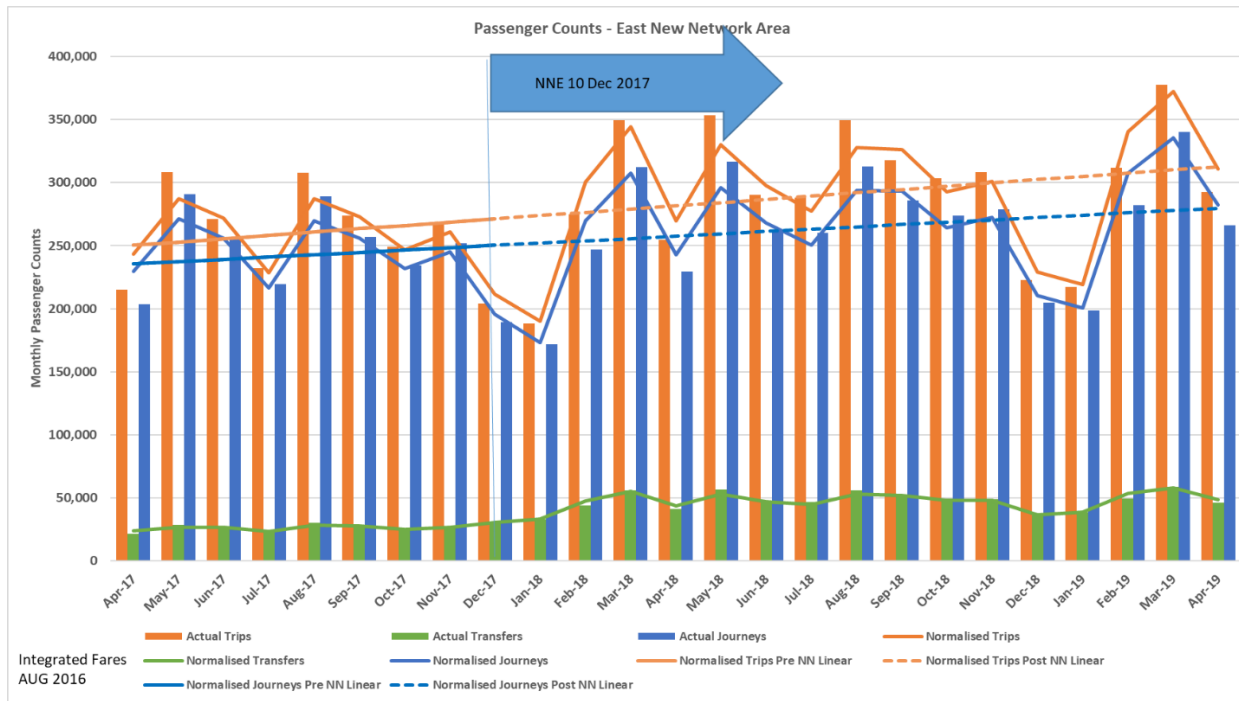
Normalised year on year growth in the West New Network area **for April 2019**:

- Customer journeys have increased by +92,555 (+14%) to 0.71 million.
- Customer trips have increased by +107,758 (+15%) to 0.79 million.
- Transfers within the West have increased by +26,227 (21%) to 0.14 million.

This compares to the whole of network base **12-months to April of journeys 79.4 million** (growth +5.4%), trips 92.8 million (growth +8.2%).

Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the West area. Transfers from customer perspective.

Growth in New Network rollout for East Auckland



Normalised year on year growth in the East New Network area for the **12-months to April 2019**:

- Customer **journeys** have increased by +11.3% to 3.3 million.
- Customer **trips** have increased by +14.2% to 3.6 million.

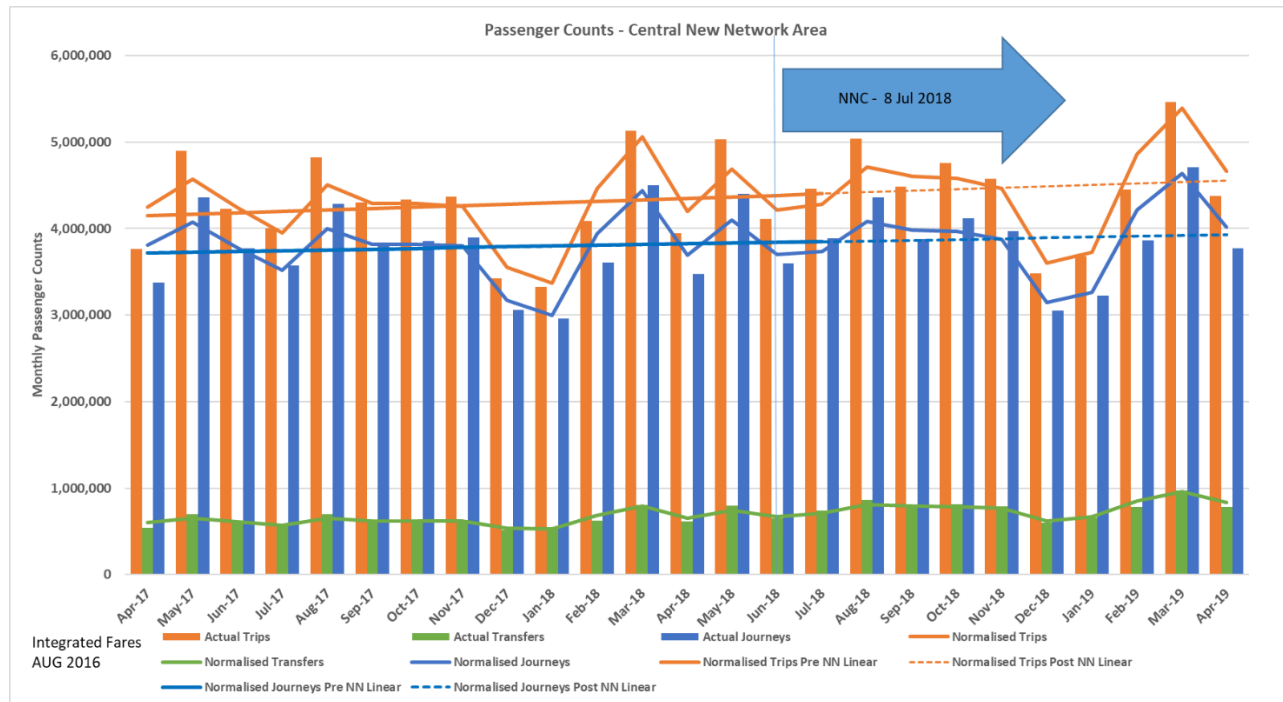
Normalised year on year growth in the East New Network area for **April 2019**:

- Customer **journeys** have increased by +39,568 (+16%) to 0.27 million.
- Customer **trips** have increased by +41,179 (+15%) to 0.29 million.
- Transfers within the East have increased by +5,012 (12%) to 0.046 million.

This compares to the whole of network base **12-months to April of journeys 79.4 million** (growth +5.4%), trips 92.8 million (growth +8.2%).

Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the East area. Transfers from customer perspective.

Growth in New Network rollout for **Central Auckland**



Normalised year on year growth in the Central New Network area for the **12-months to April 2019**:

- Customer journeys have increased by +3.7% to 46.8 million.
- Customer trips have increased by +5.9% to 53.9 million.

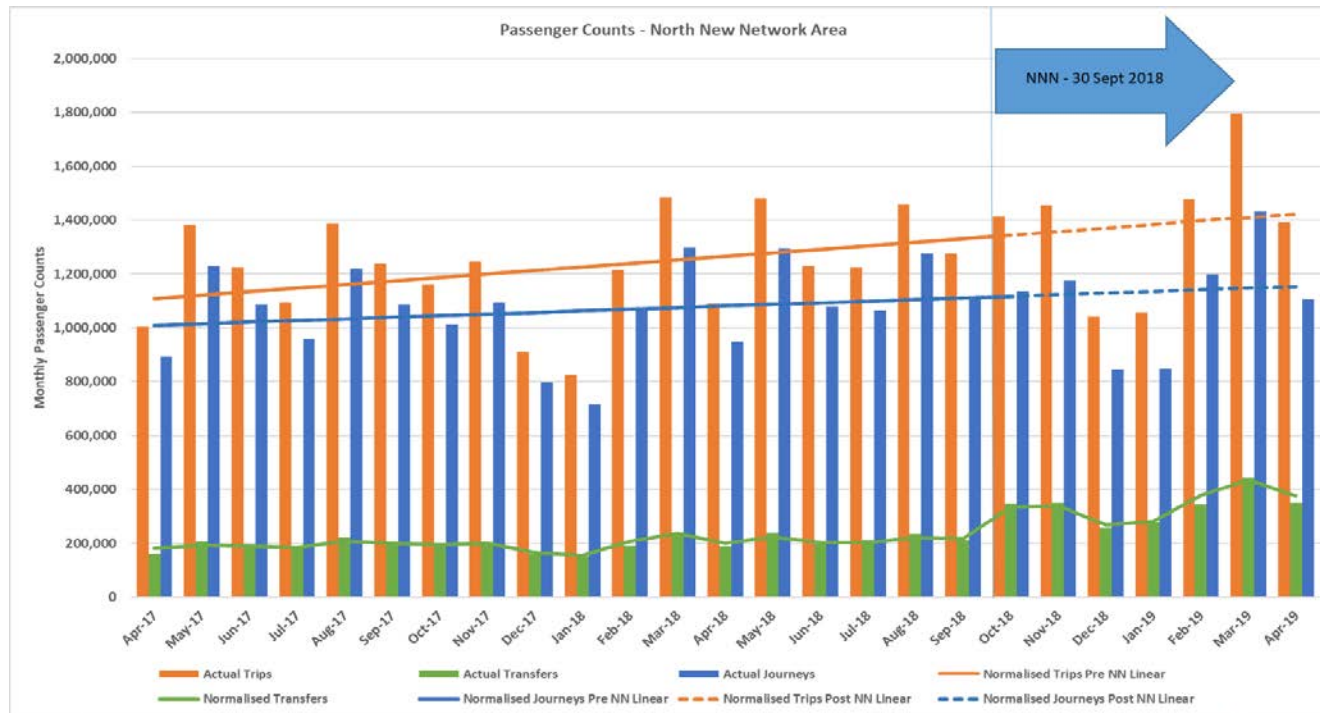
Normalised year on year growth in the Central New Network area for **April 2019**:

- Passenger journeys have increased by +322,574 (+9%) to 3.8 million.
- Customer trips have increased by +462,121 (+11%) to 4.4 million.
- Transfers within the Central have increased by +176,231 (27%) to 0.78 million.

This compares to the whole of network base **12-months to April of journeys 79.4 million** (growth +5.4%), trips 92.8 million (growth +8.2%).

Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the Central area. Transfers from customer perspective.

Growth in New Network rollout for North Auckland



Normalised year on year growth in the North New Network area for the **12-months to April 2019**:

- Customer journeys have increased by +8.4% to 13.6 million.
- Customer trips have increased by +14.3% to 16.3 million.

Normalised year on year growth in the North New Network area for **April 2019**:

- Passenger journeys have increased by +172,100 (+17%) to 1.1 million.
- Customer trips have increased by + 324,822 (+28%) to 1.4 million.
- Transfers within North have increased by +174,746 (87%) 0.35 million.

This compares to the whole of network base **12-months to April of journeys 79.4 million** (growth +5.4%), trips 92.8 million (growth +8.2%).

Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the North area. Transfers from customer perspective.

Public Transport Services Planning and Development

Procurement:

Waiheke Island Bus Procurement:

- Bus new network for Waiheke was signed off on 26 March 2019 by the AT Board following significant changes made as a result of public consultation feedback. Public announcement made on 5 April 2019 with limited feedback.
- Contract negotiations with Waiheke Bus Company (WBC) are nearing completion.
- Go-live planned for 13th October 2019.

Ferry Procurement:

- Phase 2 of the Ferry Future Strategy is progressing, which will inform a strategic approach to ferry procurement.
- 4-year current extensions/variations have been finalised with ferry operators.

Rail Franchise Procurement:

- Market sounding and engagement with potential suppliers is underway to inform the next rail franchise scope of work and commercial framework. Initial feedback from the market has been received, with further one-on-one engagements in June 2019. This will inform the future scope and final procurement strategy.

Services:

Train Services:

- Train timetable improvements are in planning for introduction in November 2019, including later night service on the Southern and Eastern Lines, and changes to Western Line inter-peak, weekend and public holidays.

Ferry Services:

- The additional weekend services introduced in January 2019 from Hobsonville Point continue to be well patronised, in the region of 500 passenger journeys over a weekend.

Bus Services:

- A strategic review of bus routing in the city centre is nearing completion, targeting solutions that remove the number of buses terminating in the city centre, to reduce pressure for on-street bus stops and layovers.
- A number of service changes are being made in August and September 2019. These focus on:
 - service rationalisation on poor performing routes to improve on-going operational expenditure
 - some capacity improvements to address known issues on routes 755, 70, 75, 105, 101, 27 and Onewa Rd services
 - diversion of 134 services to serve Williamson Avenue

- Safety amendments to route 295 should be implemented in May 2019, comprising of a small route change to avoid a residential street deemed too narrow for buses to pass through easily (subject to private tree clearance, plus associated costs).
- Rodney targeted rate - a third service between Westgate and Albany via Riverhead / Coatesville was launched on 6 May 2019. Patronage is steadily increasing.
- Additional Double Decker trips were introduced on Remuera Road corridor for capacity management during March madness and continued to Easter Holidays in April 2019.
- Extra-large buses were introduced on 923/924 services on North Shore ahead of March madness and contributed to reducing capacity issues on this corridor on an ongoing basis.
- Additional capacity and minor changes have been implemented to school services.
- The Employment Relations Amendment Act 2019 (ERAA) was passed in December 2018, requiring changes to employee rest and meal breaks, to be at prescribed timings if not otherwise agreed between employers and employees.
 - AT participated in a working group set up by the Ministry of Transport to reduce the impact of the regulatory change on bus services and a Memorandum of Understanding (MOU) was signed agreeing to a twelve-month transition period for bus operators to fully reschedule and acquire additional fleet, and allow for recruitment of additional drivers to meet timetable requirement.
 - This transition period allowed bus operators to apply maximum flexibility when scheduling bus driver breaks until they increase driver establishment and meet future fleet requirements.
 - This took effect from 6 May 2019 and required bus operators to alter bus driver duties with the support from AT staff to minimise disruptions.
 - The MOU requires AT to engage with bus driver unions and bus operators, to facilitate dialog on improving bus driver conditions. This joint initiative is a measure to make the profession more attractive to new talent and retain existing drivers in order to mitigate current bus driver shortage and meet future requirements.
 - The collaborative approach with bus operators resulted in only 39 trips unable to operate and 91 trips departing late after scheduled breaks minimising impact on customers.

On-Demand Services:

The development of an on-demand services roadmap by WSP-OPUS is nearing completion. This roadmap will identify a tactical plan to implement on-demand service offerings in Auckland. It is expected to report back in Q2 2019

AT Local: On-demand Rideshare

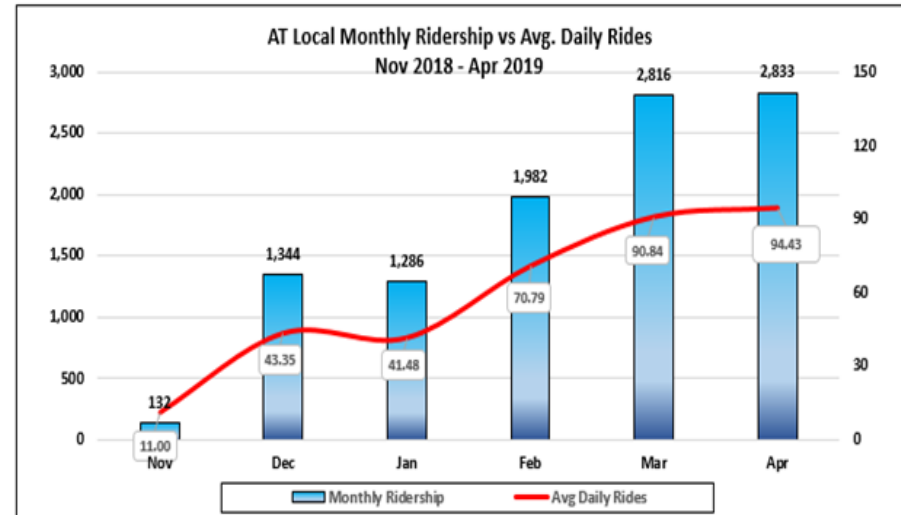
A 12-month trial of the first on-demand transport in the form of a ridesharing service, called AT Local, launched on 19 November 2018, using three electric hatchback cars and three minivans. The vehicles are operated by Go Bus and customers use a mobile App (also named "AT Local") to book and pay for rides. The service operates on the lower Devonport Peninsula, within a 3km radius of Devonport

Ferry Terminal. The service is optimised for on-demand ridesharing, although customers can pre-book a ride for a future date and time. It is understood that this is one of the first ODT services in the world offering an electric fleet and real-time services.

The key deliverables are to determine the public appetite for ridesharing as an option for first and last leg travel, to assist in reducing peak AM and PM congestion on Lake Road in Devonport and around the three ferry local terminals (particularly Devonport), in addition to encouraging increased ferry patronage.

Update April 2019

- AT Local has delivered almost 10,400 rides between launch in November 2018 and April 2019 month end, with over 2,000 customers having signed up in that time.
- Total ridership continued to increase in April 2019, with 2,833 rides delivered, up from 2,816 in March 2019, despite overall performance being impacted by the school holidays, combined with both the Easter and Anzac Day public holidays.
- Promotional activities are focused on driving customer acquisition and activation.



Integrated Ticketing and Fares:

Work is commencing on the development of ferry fare integration into the broader PT fare structure based on Council preliminary development funding approval. This would see single zone land-side bus/train travel incorporated into the existing ferry fare price. Council has also approved preliminary funding for free PT for 5 – 15 year olds on weekends and public holidays from September 2019.

AT Metro Minor Infrastructure Updates

Bus Infrastructure Portfolio	
Park & Ride Carparks	<p><u>Albany</u> Construction underway to deliver 135 new parking spaces. Forecast completion in late June 2019.</p> <p><u>Takanini</u> Construction underway to deliver 284 new parking spaces. Forecast completion in late June 2019.</p> <p><u>Silverdale Busway Station</u> Tender process underway.</p> <p>Forward Plan <i>NB: Dates to be confirmed once award and contractor's programme is received.</i> Late May 2019 – Award pending budget confirmation. Early June 2019 – Building consent amendment approval. Early July 2019 - Detail design completion, council engineering approval and construction start. Late February 2020 – Estimated construction completion.</p>
Double Decker Bus Network Mitigation	<p><u>Remuera Road route</u> The majority of clearance works were completed in time for the Double Decker go-live on 25 February 2019. Temporary kerb buildouts were installed at the Broadway/Remuera Road intersection to protect 5 verandas where cutback works are delayed by approval/consenting issues. Some poles are still marked by temporary measures pending suitable relocation positions. The delivery team are starting procurement to remove the temporary works.</p> <p><u>New North Road route</u> – Investigation of conflicting assets and trees is underway. Forecast design completion in FY 2018/2019 with clearance works commencing in early FY 2019/2020.</p> <p><u>Northern Express Contingency route</u> – Resource consent was granted for the Beaumont Street tree works. Physical works are on track to be completed by the end of June 2019.</p> <p>Investigation completed for Albany to Constellation alternative route.</p> <p><u>NX2 Bus Layover</u> – All works are complete, and resolutions approved.</p> <p><u>NX Alternative Routes</u> – Resource consents have been lodged for six notable trees; work to be undertaken in late May 2019. All work anticipated to be completed by end of FY 2018/2019.</p>

Bus Infrastructure Portfolio

Bus Priority Improvements

Mt Eden Road Bus Priority (Stage 1b, 2 and 3)

- The Connected Communities Programme Project Control Group (PCG) has placed Stage 1b (bus lanes both directions between Mt Albert Road and Roskill Way) on hold pending a review of modal priorities and design.
- Construction contract has been awarded for Stages 2 & 3, works programmed to commence in early July 2019.

Manukau Station Road

- An NZTA endorsed trial bus lane was commissioned on 29 January 2019. Monitoring indicates that bus journey times have improved, with impacts to general traffic within acceptable levels and no discernible impact on the wider network.
- The trial bus lane is to be retained whilst a multi-modal design is being undertaken through the Connected Communities programme.

Dominion Road (SH20 to Richardson)

The new southbound bus lane became operational in April 2019. Construction is complete except for minor snagging issues.

Parnell Road

The new southbound bus lane became operational in April 2019. Construction is complete except for minor snagging issues.

Mt Wellington Highway

Preliminary design is underway for bus priority southbound on Mt Wellington Highway between Penrose Road and Sylvia Park. Construction is planned for the first half of 2020.

Bus Lane / Special Vehicle Lane Summary

The delivery Special Vehicle Lanes (T2, T3 & Bus Lanes), is only one aspect of the Bus Priority Programme, which also supports bus movements through revision of operational hours and intersection and bus stop modifications to support improved bus tracking and manoeuvring.

The following chart tracks the delivery of Special Vehicle Lanes as part of the overall Bus Priority Programme:

Bus Infrastructure Portfolio													
	<p style="text-align: center;">Special Vehicle / Bus Lane Programme - 2018/19</p> <table border="1"> <caption>Special Vehicle / Bus Lane Programme - 2018/19 Data</caption> <thead> <tr> <th>Category</th> <th>Value (km)</th> </tr> </thead> <tbody> <tr> <td>Total Planned</td> <td>9.9</td> </tr> <tr> <td>Delivered to date</td> <td>7.2</td> </tr> <tr> <td>Construction</td> <td>0.3</td> </tr> <tr> <td>Design / Procurement</td> <td>2.4</td> </tr> <tr> <td>Investigating</td> <td>0.3</td> </tr> </tbody> </table> <p>NB: In addition to the kms of SVLs delivered by the Delivery Bus (Projects) team the above chart also includes 2.4km of SVL Design by AMETI and 1.7km of SVLs completed by the Central Roding (Projects) team.</p>	Category	Value (km)	Total Planned	9.9	Delivered to date	7.2	Construction	0.3	Design / Procurement	2.4	Investigating	0.3
Category	Value (km)												
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<p>Bus Infrastructure Improvements Programme</p>	<p><u>New Northern Network Bus Stops</u></p> <p>154 bus stop / infrastructure sites are proposed in the New Northern bus network, of which, 112 sites are now operational and 40 sites being terminated or on-hold pending Traffic Control Committee approvals / outcome of Road Safety team consultation; two sites are in design.</p> <p><u>Bus Layovers</u></p>												

Bus Infrastructure Portfolio

10 new bus layover sites are proposed, of which seven sites are now operational. Of the remaining three sites, the Milford Layover concept is undergoing internal consultation; the Huapai layover concept is awaiting Metro approval and one final site is on hold pending AT Metro advice.

Rodney New Network Bus Stops

From a total of eight new sites, seven have been completed and are operational; design for the remaining site requires NZTA approval, targeting completion end June 2019.

Warkworth Bus Stops

20 sites proposed in the Warkworth bus network, of which; eight sites now operational, four sites are undergoing design (to be completed late May 2019) and eight sites were terminated due to safety and consultation issues.

Central South East New Network Bus Stops

279 sites in the Central South new network, of which;

- 246 sites now operational;
- 13 sites in design phase targeting TCC approval late May;
- 20 sites terminated due to safety and consultation issues.

Birkdale Bus Stops

14 new sites in Birkdale area, of which, 11 site designs have been completed and Traffic Control Committee (TCC) approved targeting completion early May 2019; three sites are on hold due to conflict with adjoining development.

Waiheke New Network

- The Project Delivery and New Network Planning teams attended the Waiheke Local Board (LB) meeting on 18 April 2019. Board feedback was obtained for some key critical sites and the proposed use of standard AT Shelters as a base design for Waiheke. The board requested that the project team develop shelter customisation options for presentation at the Transport sub-committee meeting scheduled for 30 May 2019. The Project team is discussing concept design capability with supplier CAM and may seek architectural input.

Beachlands Loop

Ten new bus stops with shelters proposed for new Beachlands loop, of which; eight designs are underway and two are approved for construction in late May 2019.

Bus Infrastructure Portfolio	
	<p><u>City Wide Individual Bus Stops (reactive work)</u></p> <p>Construction of 11 sites is complete; six designs were completed with TCC approval.</p>
Bus Shelter Renewals	<p><u>Bus Stop Shelter Renewals</u></p> <p>The FY 2019/2020 budget of \$500k allows 16 shelters to be renewed, of which construction at six sites is underway, five sites are pending AT Metro Ops approval. Five remaining sites to be identified by AT Metro Ops early May 2019 targeting construction completion by late June 2019.</p>
Bus Driver Exeloo Toilets	<p><u>Elliot Street</u></p> <p>An Exeloo unit has been delivered to site, awaiting service connections. Target completion and handover end of May 2019.</p> <p><u>City Works Depot (ex. Sale Street / Nelson St)</u></p> <p>Design is underway for bespoke, secure bus driver only toilet facility on City Works Depot site through lease agreement. Completion by June 2019.</p> <p><u>Quay Street</u></p> <p>Civil works have started, targeting completion by June 2019.</p> <p><u>Westgate (Fernhill Drive)</u></p> <p>An Exeloo unit has been delivered to site, awaiting service connections. Targeting completion and handover by the end of May 2019.</p>

Marine Infrastructure (Renewal) Portfolio

Wharf Renewals & Capex

Downtown Ferry Terminal (DTFT) - Pier 1B Renewal

- Berth 1B is the primary berth serving all Devonport ferry services and provides contingency berthing for other North Shore services. This berth was assessed as a high risk of failure due to age and limited ability to effect repairs to the existing steelwork.
- A contract to replace a 24m x 8m pontoon, landing platform and overhead canopy structure has been awarded and assembly of the pontoon and canopy superstructure is underway off-site.
- Consent for piling works has been approved by Auckland Council.
- The two existing gangways have undergone structural / load testing and have been approved for reuse.
- The project is targeting completion by early August 2019.

Downtown Ferry Terminal (DTFT) – Fender pile replacement and heritage steps protection

- Scope includes replacement of 32 piles for Pier 2 and four piles to protect heritage steps at Pier 3.
- Application for resource consent is currently underway and works will be programmed in coordination with the Princes Wharf upgrade and Quay Street strengthening projects, subject to consent approval and availability of requisite barges.

Waiheke – Matiatia OLD wharf upgrade

- Refurbishment of wharf abutment, fuel pontoon, gangway, pile guides, fenders, bracing, bearers and decking.
- There have been delays due to local geology and the need for a revised abutment design. However, project is now 75% complete targeting completion by end June 2019.
- The recreational pontoon was returned to public use in time for the Easter break.

Waiheke - Kennedy Point Wharf Structure Renewal

- The project team is targeting completion of the Stage 2 wharf works by the end of December 2019.
- The project team is identifying efficiencies to expedite Stage 3 road resurfacing, marking and street lighting to bring these forward from current completion in April 2020.
- The project team is also working with other AT departments to target peripheral issues (beyond renewal scope) of concern to stakeholders, including visibility on Donald Bruce Rd approach to carpark, pedestrian crossing feasibility, lighting improvements on street and in carpark. Improvements to carpark. Possibility of improvements to wharf waiting facilities.
- The project team also engaging with the Waiheke New Network team to explore scope for wharf bus stop facilities to support the new Routes.

Waiheke – Matiatia NEW toilets upgrade

- Additional toilets and upgrade to existing facilities design is underway by Jasmax Architects.
- Resource consent was granted in early May.
- Physical works will be undertaken from July 2019 subject to FY 2019/2020 budget confirmation.

Northcote Wharf - Renewal

- The AT Board has approved \$1m for the wharf repair.
- Physical works are planned for November 2019 with the wharf reopening for service in December 2019.
- The wharf currently remains closed to ferry services and the public.

Sandspit - dredging

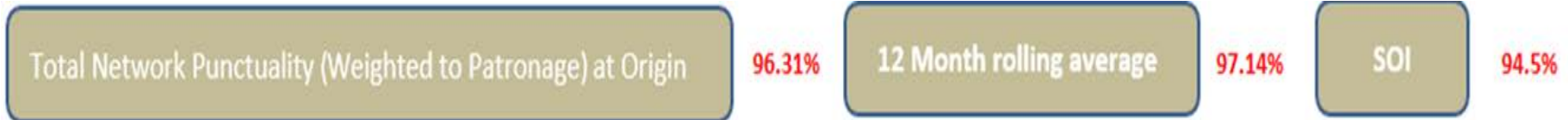
- Dredging is required around the wharf face and western head.
- Tonkin & Taylor have been engaged to undertake the environmental assessment and resource consent application.

Great Barrier – Whangaparapara pontoon assessment

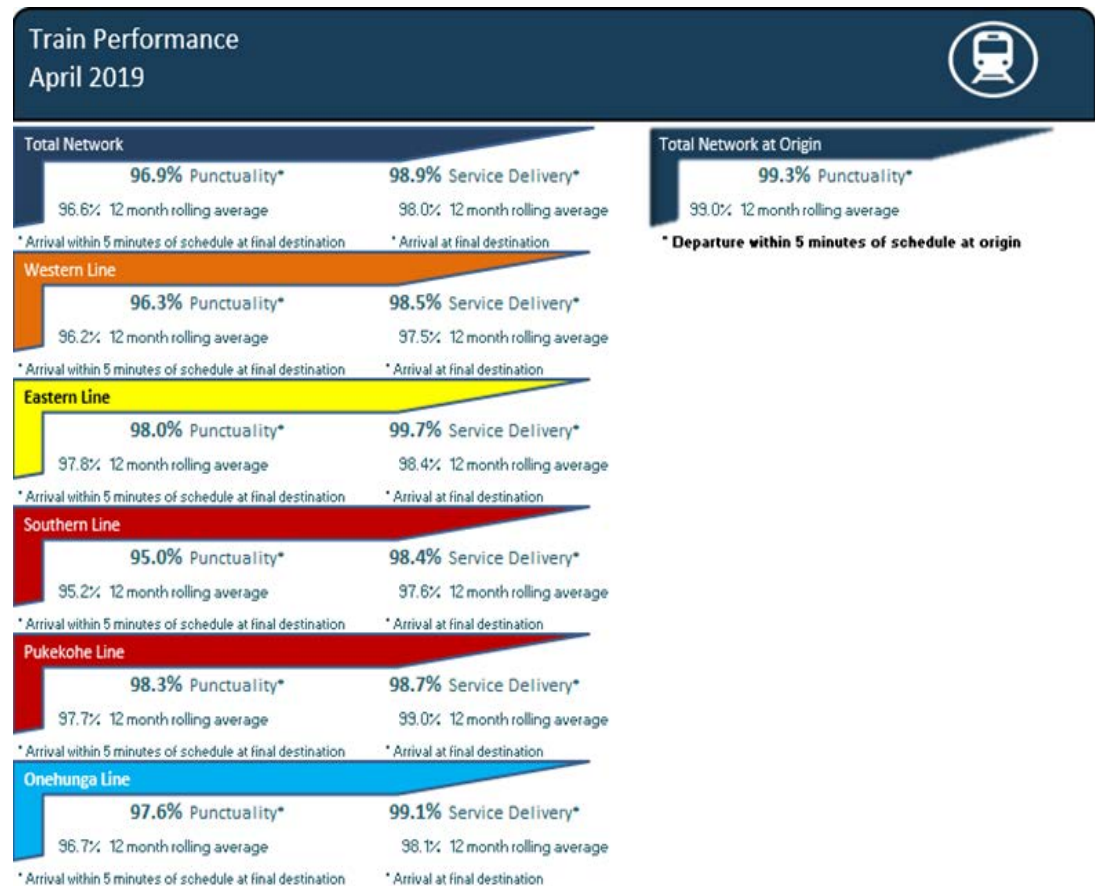
- The pontoon rests on sand at low tide causing stress on the structure and risk of damage.
- Tonkin & Taylor are undertaking an environmental assessment and providing options for rectification. Options include removal, re-siting, or dredging.

On-Time Performance

TRAIN



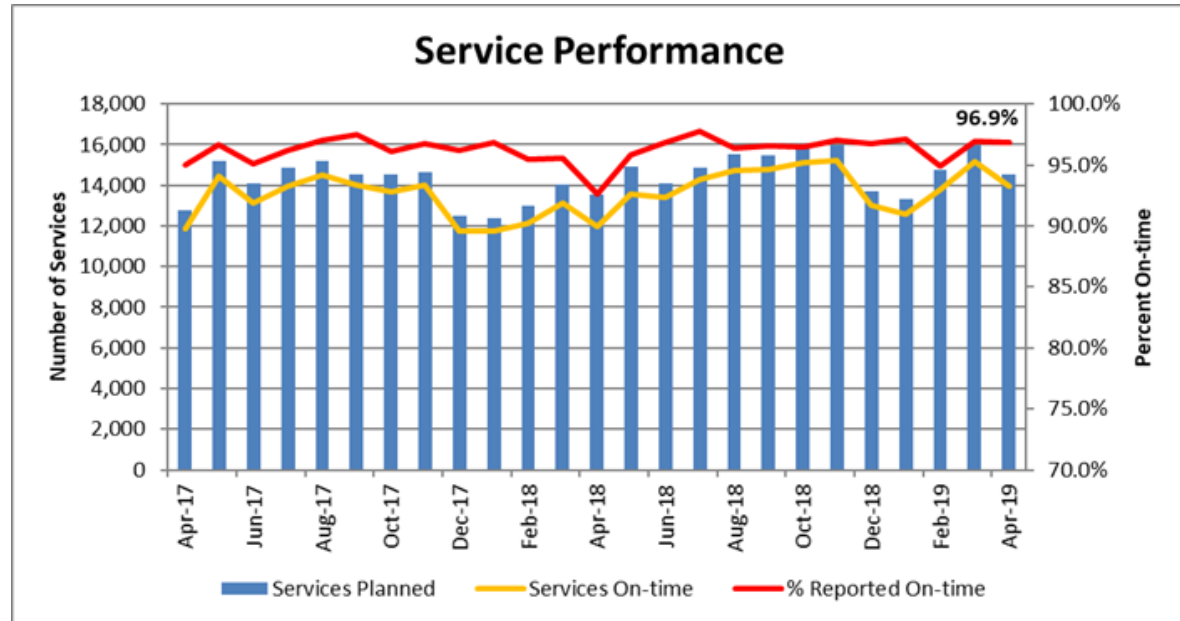
Train Key Performance Indicators (KPIs) in April 2019 were for punctuality at destination of 96.9% (target 96%) and for reliability at final destination 98.9% (target 98%), and right time departures 88.9% (target 86%) for services departing origin station within 1 minute of scheduled departure time.



Major incidents that affected April 2019 train service performance:

- A false fire alarm activation, and subsequent evacuation of Newmarket Station on 26 April 2019, led to the cancellation of 17 metro train services.
- A trespasser in the rail corridor near Manurewa on 10 April 2019, led to the cancellation of 12 metro train services.
- A freight train fault near Paerata on 2 April 2019, led to the cancellation of 12 metro train services.

A total of 164 train services, or 1.1% of planned services, were cancelled throughout April 2019.



On -Time Performance

BUS

Bus Services' Key Performance Indicators (KPIs) in April 2019 were above target for punctuality and the expected service delivery level. Punctuality at first stop was at 97.2% (target 95%), and reliability of service delivery measured at the start of trips was at 98.3% (target 98%).

Service delivery levels improved in April 2019 after bus driver shortage experienced by NZ Bus significantly impacted reliability in March 2019. NZ Bus are working through an agreed plan to fill vacant driving positions and to improve performance to the required level. Birkenhead and Transit have also failed to meet the required service delivery levels and their performance is closely monitored.

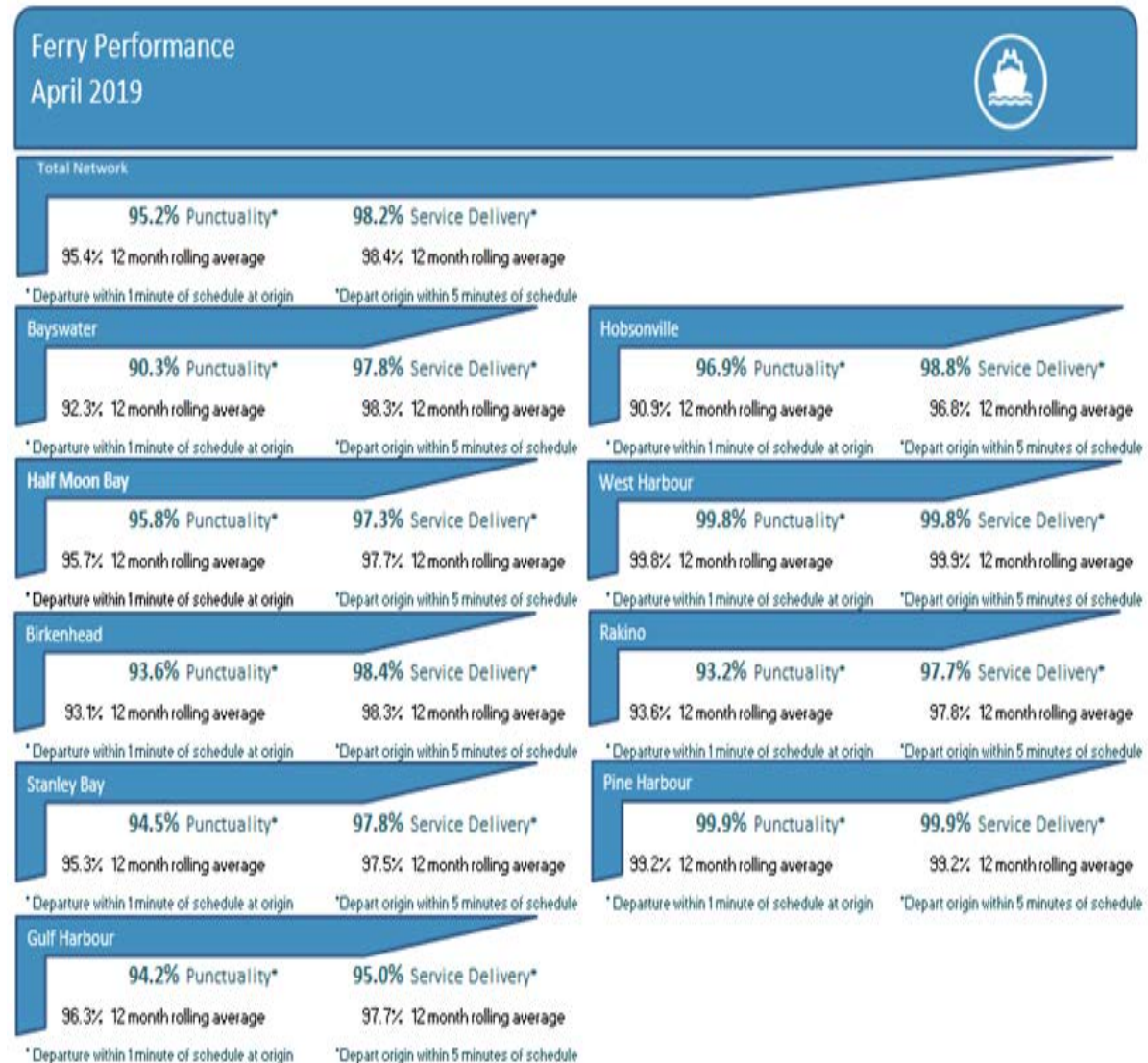
During May 2019 the control of Birkenhead Transport Limited transferred to Ritchie's Transport Holdings and service delivery improvements are expected post their completion of the change of ownership.



On -Time Performance

FERRY

- Ferry Services' Key Performance Indicators (KPIs) in April have punctuality at first stop achieved at 95.2% (Target 90%) and reliability at start achieved at 98.2% (Target 98%).
- Fullers360 Inner Harbour services continue to be affected by poor time keeping, delays on other routes, congestion in the harbour and at the Downtown Ferry Terminal.
- A total of 34 services were cancelled during the month, with Gulf Harbour and Half Moon Bay worst affected due to vessel reliability, low tides and weather conditions.



25 May 2019

Auckland Deputy Mayor, Councillor Bill Cashmore
Carmel Claridge | Kit Parkinson (Orakei Local Board)
Julia Parfitt | Janet Fitzgerald (Hibiscus & Bays Local Board)
Andy Baker | Amanda Hopkins (Franklin Local Board)
Phelan Pirrie (Rodney Local Board)
Pippa Coom (Waitemata Local Board)

Kia Ora Koutou

Thank you to the Deputy Mayor for facilitating Monday's meeting re the speed limit (draft) bylaw. I also take the opportunity to acknowledge and thank you all for your positive engagement over this very important issue. Notwithstanding that there may be queries and concerns about specific roads contained within the proposal, your general support at the meeting mirrored that provided through formal submissions by your and other local boards.

Following our meeting, I was extremely pleased to receive a submission on the bylaw from Franklin Local Board, which also expressed broad backing for the proposal.

As I mentioned at our meeting, I want to be very clear that no decisions at all have been made at this point. The consultation process, in my view, was first class in that not only did we reach large section of our communities, but more than 11,000 groups and/or individuals took the opportunity to express their views directly to us.

Interestingly, we also received submissions to have lower speeds introduced on 574 roads which were not included in the bylaw proposal. These represent 876km of roads (the bylaw proposal itself covers some 720km) so many communities clearly are wanting to see speeds lowered within their streets and neighbourhoods. The sheer volume of those submissions, and the fact that many contained a number of separate pieces of feedback, means that our original timelines for consideration have had to move. In order to ensure that we carefully and analytically review every single piece of feedback, we have engaged 14 temporary staff who have been collating the information into both road-specific and broad general themes.

A team of up to eight specialist roading engineers will then review the feedback, alongside the rationale (crash statistics and risk profiles) of each road that has been included in the proposal. To that end, I do not anticipate that our Board will be in a position to consider the item before July. Attached for your information is an update to all submitters which was issued on 30 April. A further update will be issued early next week.

Whilst we discussed the possibility of a staged implementation of any speed limit reductions, I stress again that this has not been formally discussed or considered by our Board, but it is certainly something that we are looking into.

Once again, thank you for your support and leadership you have shown on what truly is a road safety crisis in Auckland. I will certainly keep yourselves and all other Local Boards/elected members up to date as things progress.

Nga mihi



Shane Ellison
CHIEF EXECUTIVE

Encl.

Tuesday 30 April 2019

Dear submitter,

Thank you for your feedback!

We would like to thank you for taking the time to provide your feedback on the proposed Speed Limits Bylaw 2019. Your feedback has been noted and will be taken into consideration before any final decisions are made.

We received 11,719 submissions on the proposed speed limit changes around Auckland.

What happens next?

All the feedback is currently being analysed and reviewed as part of the decision-making process.

The feedback will be used to create a public feedback report which will also include AT's responses and outline the final project outcome. We expect to publish the report in the next three to four months. Thank you for your patience while we undertake this process.

More information

We will be in touch to let you know when the public feedback report has been published on our website. You can also stay updated by visiting the Safe Speeds Programme webpage - <https://at.govt.nz/speed>.

If you are unable to access our website, have any questions or require any further information related to this proposal, please contact AT on (09) 355 3553, or email ATSpeedProgramme@AT.govt.nz.

Yours faithfully,

Consultation and Engagement team
Auckland Transport