

Business Report

Recommendation:

That the Chief Executive's report be received.

Prepared by:

David Warburton, Chief Executive

Project Updates

Te Atatu Road

A well-attended Public Open Day (approximately 150 people) was held on Sunday 26 July. The wider community has been notified of the upcoming works through widespread advertising. Local residents and businesses have been notified by letter drop. Construction has begun with a scheduled completion of February 2017. Traffic monitoring equipment has been installed throughout the site to continuously monitor travel time and delays. Meanwhile, work continues on potential locations for a new Te Atatu bus interchange.

Glenvar Ridge Road

The road designation/NOR was confirmed on 3 August. Enabling construction works have now commenced. These works will involve tree clearance, soil removal, archaeological investigations and earthworks. AT will notify the start of the enabling works to key stakeholders and the Local Board. The production of detailed design and land negotiations are proceeding as planned.

Karangahape Road Cycleway

A separated cycle facility is proposed from Symonds Street to Ponsonby Road, linking to Grafton Gully and the proposed Nelson Street cycleway. Various options are being considered to integrate the cycleway within a busy commercial street environment and Auckland Council's streetscape programme to deliver improved amenity with the cycleway. A concept design for stakeholder input is planned for the end of 2015.

Nelson Street Cycle Route

Phase 1 (Nelson Street from Union Street to Victoria Street) construction commenced in July with completion planned for late 2015.

The Preliminary detail design of Phase 2 (Pitt Street and north of Victoria Street to Quay Street) is nearing completion, with consultation planned for mid-August. Construction completion of phase 2 is forecast for June 2016.

Beach Road Cycle Route Stage 2

Construction is approximately 90% complete, and is programmed to be completed at the end of August. An opening ceremony is scheduled for 18 September. This event will be open to the public and include a guided bike ride.

Ōtāhuhu Bus-Train Interchange

The main construction works have been tendered and contract award is planned for mid-September to make use of a rail block of line on 3-4 October 2015.

Enabling works remaining are expected to be complete by mid-August. These consist of remedial works to the recently-relocated Signal Box and final earthworks. The contractor has begun demobilising from site.

The current programme indicates that construction will be complete in June 2016 to align with the Southern New Bus Network rollout.

Manukau Bus-Train Interchange

The contract design scope for this project has varied by negotiation to increase the capacity of the interchange from 16 bays to 25 bays (23 bays for services and 2 layover bays for buses). The increase is to accommodate the shift of Inter-city and other coach operators bus stop from the CBD. The current programme estimates construction completion in August 2017.

Pukekohe Bus-Train Interchange

The full bus interchange for Pukekohe along with a park and ride has been confirmed for 2015-16 and 2016-17. NZ Transport Agency funding application for design is being prepared for submission in August. Intersection improvements for Custom Street and Manukau road are included in the project and will improve the effectiveness rating of this project. The investigation of the intersection improvements is due to start in August.

Parnell Station

Works for the station are progressing well. The rear wall for the Parnell platform is 100% complete.

KiwiRail has completed the sale of the land surrounding the platform. The continuation of the station construction is expected to continue unrestricted. Works are planned to be completed in October and KiwiRail will continue onsite with the refurbishment of the former Newmarket building (external areas only).

Papakura – Pukekohe DMU refuelling

The new refuelling facility has been completed and handed over to the Rail operations team. The facility has commenced operations.

Half Moon Bay Ferry Upgrade

The manufacture of the pontoon and gangway is now substantially complete and in storage ready for installation in the first half of 2016.

The design of the piled concrete walkway is 85% complete and consent applications for the project were lodged on 6 August.

The design concept for the bus turnaround area is progressing following completion of bus tracking assessments. Engagement with Mana Whenua is ongoing noting reference to Te Aranga design principles. The overall project completion is on target for September 2016.

AMETI

Practical completion for the overall contract works has been issued, closeout documentation and contractual resolution is continuing. Resolution of station area defects is complete with a small number to be resolved in other areas. The contractor is preparing to fully disestablish by early September 2015 including remediation of the site compound. Procurement of a contractor to undertake construction of a car park and other consent related works on Mt Wellington Highway is in progress with an expectation this will commence in October 2015.

There is on-going dialogue between lead iwi Ngati Paoa and other relevant iwi around mitigation of effects on Mokoia Pa.

A joint review of the AMETI delivery strategy with regards to the timing of the Reeves Road Flyover and Stage 2B (busway between Pakuranga and Botany) components has been carried out between AT, AC and the NZ Transport Agency, with final dialogue regarding funding options scheduled for August/September 2015. The recommendations from this joint review will be described in a joint AT/AC/NZ Transport Agency paper intended for presentation to the October AT and NZ Transport Agency board meetings and the November Council Infrastructure Committee meeting.

East West Connections

During recent public engagement on the project about 1,700 feedback responses were received and approximately 250 people came to the open days.

A summary of feedback, and how it has been used, will be released later in the year. Some of the key themes feedback themes were:

- Support for proposed bus and cycle lanes between Māngere, Ōtāhuhu and Sylvia Park, but some concerns that the bus lanes would be shared with freight vehicles.
- Design suggestions aimed at improving transport performance. Key points include the desire to reduce the number of traffic lights and intersections, changes to the design of the proposed Neilson Street Interchange and also the proposed interchange at SH1
- The East West Connections project continues to maintain opportunities for future rail connections in the area, including rail to the airport.
- That the project should improve access to the harbour and Onehunga Wharf
- Walking and cycling facilities should be provided along the seaward side of the new foreshore road, with connections back into Onehunga
- Natural features such as Anns Creek and the Hopua Tuff ring should be protected and that potential impacts from the project on water quality, air quality, and noise need to be carefully considered and managed.

Redoubt-Mill Road Upgrade

The hearing for the Redoubt-Mill Road notice of requirement will begin on 31 August and is expected to run for a week. In total 286 submissions were received, with 20 of the 300 directly affected properties along the corridor submitting (216 were pro-forma submissions in opposition).

An online survey of 857 AA members in the wider area for the proposed upgrade was carried out in July. It showed 63% were aware of the project, 76% agreed the area was often congested, 89% agreed road upgrades are needed to cater for future growth and 79% agreed public transport upgrades are needed for future growth.

When asked about the proposed project 77% believed that overall it is a good solution to transport challenges, 83% believed the wider community will benefit from the improvements and 76% agreed the upgrade represents good use of transport funding. A further 73% agreed that environmental impacts of the upgrade are adequately addressed.

Corporate

General Finance Issues

The Annual Accounts were approved for submission to Auckland Council at the FRC meeting on 30 July. The audited accounts are on target to be available for the FRC to approve for submission to the Board and Annual Report.

Procurement

Four tenders were published in July with an estimated value of \$24.64 million. Two tenders had an estimated value over \$2.0 million.

Tender	Type
Light Rail Transit - Technical Advisor	ROI
Otahuhu Bus / Train Interchange Main Works Package	RFP

94 contracts were issued in July with a total value of \$20.94 million. Two contracts were awarded over the value of \$2 million, as detailed below.

Contract	Supplier
Master Services Agreement with Auckland Council 2015-16	Auckland Council
AT HOP Card Supply and Card Services	ABNote NZ Limited

Regional Land Transport Plan (RLTP) Funding

The Regional Land Transport Plan 2015-25 was adopted by the Regional Transport Committee on 2 July 2015. The document has now been published and was made available to the public by the statutory timeframe of 31 July 2015. The document is on Auckland Transport's website (www.at.govt.nz/rltp) and printed copies are also available. The Transport Agency released the National Land Transport Programme 2015-18 (NLTP) on 30 June 2015 containing projects from the RLTP.

During July 2015, the NZ Transport Agency approved the 2012-15 Integrated Fares activity (construction phase) for a total cost of \$7.5 million (a \$3.75 million contribution from the National Land Transport Fund).

Recruitment

The recruitment tools (interview templates and references) have all been updated to ensure managers ask relative health and safety questions, and address hazards as an additional risk assessment in the initial interview and during the reference process. Job descriptions are being updated with relevant hazards as each role is listed.

Leadership Development

The second module of our Executive Leadership Programme was held in July and included guest speakers Grant Lynch of Unlimited Potential and chief financial officer Mark Yeoman from The Warehouse Group sharing their leadership experience.

We are looking forward to team leaders from ATEED joining us on our Core Leadership Programme next month.

Customer Service Metrics - July

- Average call wait time: AT Public Transport 7 seconds, AT HOP 10 seconds
- Service level: AT Public Transport 89%, AT HOP 87%, AT Specialist Team - core hours 72%
- Abandonment of call: AT Public Transport 3%, AT HOP 2%, AT Specialist Team – core hours 5.7%
- Call volumes: AT Public Transport 26,351, AT HOP 9,735, AT Specialist Team – core hours 19,381

JHack

The goal of JHack was to introduce programming to the students in a fun format to show how they can be a part of New Zealand's digital economic future. Prizes were presented by the Deputy Mayor, Penny Hulse.

AT staff were on hand during the event, supporting some 120 students from across Auckland engaged in a series of programming challenges. Invited schools fielded teams to work through a series of programming tutorials. The qualifying teams were then invited to compete at the final event on 4 July, held at MIT's new Manukau campus.

The final competition pitted teams against each other for prizes requiring students to use programming and problem solving skills learned during the June build-up event.

Document Management

The final deliverables for Fulcrum, AT's Electronic Document Management System for Capital Projects, has been delivered to CRL. This will save millions of dollars in costs for AT that would have otherwise been paid to third-party providers. This product is already being used for AMETI and LRT and will now be used for new capital projects as they commence.

WiFi

Extension of the WIFI available to AT HOP customers currently on train stations and wharfs is being extended to EMUs, buses and ferries.

A trial on several EMUs commenced on 12 August. This will be further enhanced and extended when new upgrade parts arrive for the EMUs in September which will enable faster and more reliable connections from the trains to the cell net provider.

A trial of WIFI on a Gulf Harbour Ferry has been negotiated and should be in place in the next few weeks. This is the same ferry that also provides the Tiritiri Matangi Island run. As well a pilot on the Northern Express has been negotiated and will be commenced over the next six weeks.

TRAFINZ Award

Auckland Transport has won the Award for Leadership in Road Safety at this year's 67th Annual TRAFINZ (New Zealand Local Authority Traffic Institute) conference for the "Oi! Mind on the road, not the phone" campaign.

The campaign focused on driver distractions caused by mobile devices and was aimed at 20-29 year old drivers. It used cinema, digital, social media and work on the ground teaming up with a number of partners. In social media alone, there were 83,000 shares and over 3 million views of the main video as it went viral and global. The target group became passionate advocates amongst their peers, ultimately leading to a positive behaviour change as demonstrated in independent post campaign research. Between 73% and 80% of those who were aware of the campaign said they made calls, texted or used social media apps less or stopped the behaviour completely.



Proposed Auckland Unitary Plan (PAUP)

AT is presenting the following evidence developed from across the organisation to the Auckland Unitary Plan Independent Hearing Panel:

1. Stormwater discharges hearing (12 August) - support for the council's position on stormwater discharges, explaining the constraints to providing stormwater treatment within existing roads, and supporting low contaminant transport modes like public transport, walking and cycling.
2. Residential hearing (14 October) - support for the Council's position on residential development strategy, explaining AT's role in planning for growth and the transport system, and the ability of the public transport system to accommodate/support growth.
3. Subdivision hearing (2 November) - support for the Council's position on subdivision, including road and subdivision layout and design, vesting roads and operations and asset management, and how the provisions of the PAUP will assist to achieve this.

AT has continued to be involved in council case teams relating to significant ecological areas, landscape and volcanic view shaft areas, and lighting, noise and vibration in order to deliver improved outcomes that enable AT to maintain, operate and develop the transport system.

The upcoming topics of importance to AT are greenfield growth, zonings and precincts.

Special Housing Areas (SHAs)

The Scott Point (Hobsonville) plan variation and qualifying development hearing was held on 27 and 29 July with AT staff in attendance to assist the panel. The hearing has been adjourned to allow council staff to update recommendations, conditions of any consent, and mapping material. This is expected to be concluded shortly.

The Wesley College (Paerata) hearing decision has been released. The Hearing Commissioners approved the plan variation and qualifying development application subject to conditions which took into account matters raised by both AT and the NZ Transport Agency in relation to the transport network (existing and proposed).

Auckland Council has recommended Tranche 7 SHA sites to the Minister. Tranche 7 involves nine brown field sites located throughout the region. Some 95 SHA sites have been approved to date and there are approximately 47 SHA sites currently in the pre-application stage of development.

Active Modes Survey

The Active Modes Survey for 2015 has been completed, surveying 1,600 Aucklanders about their walking and cycling activities, motivations and barriers.

- Six per cent of Aucklanders report cycling Regularly, 2+ days per week, with a further 5% cycling weekly.
- Motivations include enjoyment, ease and efficiency of time and money, social normalisation among peers, and visible infrastructure.
- Safety remains the largest noted barrier to cycling, as a result of sharing space with cars that are not perceived as careful around cyclists. Safety reservations are shared among regular and non-regular cyclists.
- Advantages of walking as a mode of transport including fitness, environment and being a good activity to be seen doing are well understood and shared widely among those at different levels of activity. Increases in walking are associated with personal enjoyment and security.



This information is being used by the Walking and Cycling team to develop and target behaviour change interventions and infrastructure improvements, as well as to measure success of the Walking and Cycling programme.

“Give it a go”

The “Give it a Go” public transport trial has provided close to 1,300 HOP cards to 30 businesses on Travel Demand programmes in 2014/15. The programme has proved to be a highly successful means of achieving long term behaviour change from single occupancy private vehicle use to Public Transport. The programme achieved a benefit cost ratio of 7.7 for the morning peak period and 24.8 for all trips.

Key outcomes for the year are:

- 14,874 morning commuter car trips were avoided through the scheme during 2014/15
- 53% of those starting the 2 week trial continued using public transport, afterwards,
- Over 48,000 trips were made using ‘Give it a Go’ HOP cards
- 33% of trips were week day morning commuter trips, with the percentage of morning peak trips increasing (35% in the April-June quarter).

Assets and Maintenance

Asset Management Plan

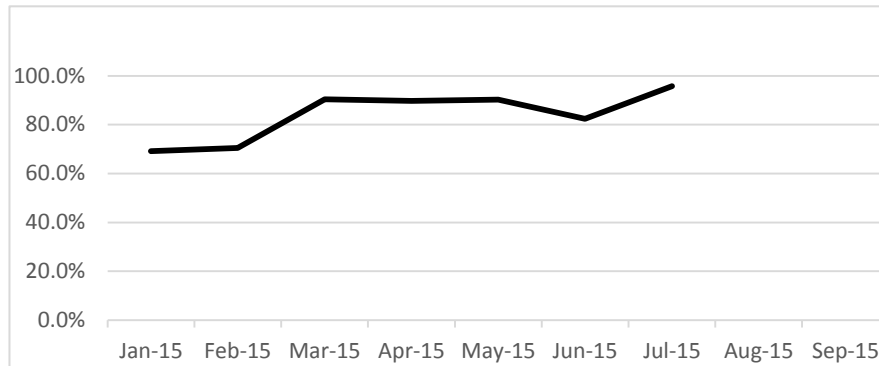
Auckland Transport's second Asset Management Plan covering the period 2015 to 2018 was approved by the Board on Monday 27 July. This will now be printed and also uploaded as an eBook to the Auckland Transport web site.

Road Corridor Access

<p>Watercare Hunua 4 Bulk Watermain</p>	<p>Work on the laying of the main pipe line is continuing in the Mangere area with significant active sites on Coronation Road, Mountain Road and Hastie Avenue. During August there will be further activity requiring a 2 week southbound closure on Kirkbride Road between Ascot & Viscount for the installation of a scour valve, work that cannot reasonably be carried out when the pipe is installed.</p> <p>Simultaneously crews are working in Onehunga, making good progress aided by some preliminary works carried out late last year. Installation is currently underway in Athens Road moving towards Hoheria and then onto Campbell Road. Once at this point, the impacts on traffic will increase due to the higher volumes as the project moves towards the central city area.</p> <p>Corridor Access has had a number of meetings with Watercare to develop conditions to be included in the tender documents, all with the intent of minimising traffic impacts.</p>
<p>Causeway June 2015 Update</p>	<p>The two westbound left-hand lanes have been separated from lane 3. This change starts just prior to the Patiki onramp. Drivers wanting to exit at Te Atatu need to get into the left hand lanes early. These movements are creating additional space in the middle so the Waterview Connection team can work on the remaining motorway on-ramp piers from the tunnels.</p> <p>The Great North Road city bound exit at Point Chevalier has now been moved with the off-ramp lane starting earlier.</p>
<p>UFB Program</p>	<p>Year 5 (2015/16) of the UFB rollout is well underway with 149 cabinet areas under construction and a further 6 already completed and in warranty.</p> <p>We are working with VisionStream to improve the reporting process and the quality of the information available.</p> <p>An early start has been made so as to even out the work load throughout the year and avoid the back ended build that we experienced this year. The work is also being assigned in clusters so as to give specific contractors responsibility for larger areas and to enable cost efficiencies.</p> <p>The Year 5 build contains a much greater element of aerial deployment (78% of all project sections are Aerial). This will reduce deployment costs and lessen the amount of excavation required and potential damage to the footpath and road carriageway.</p>

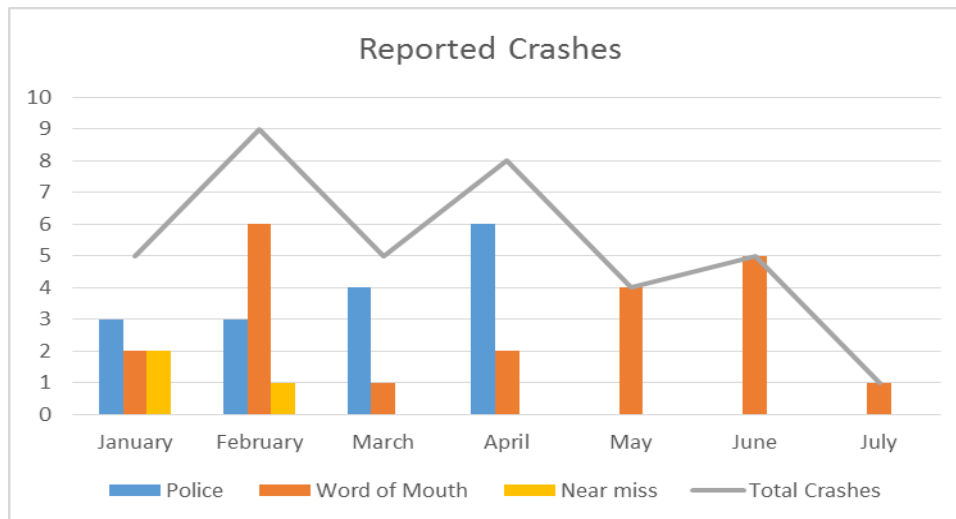
Temporary Traffic Management (TTM)

Percentage Non Dangerous Sites



The resulting percentage of relatively safe sites is 96% for July 2015 (Target is above 90%). Stop Work Orders are issued immediately when a dangerous site is encountered. Of the 168 reviews undertaken, 13 were completed outside normal business hours with one rated as Unacceptable.

Work Site Crashes



There was one reported crash at work sites during July.

Our source of knowledge on the occurrences of crashes at work sites is word of mouth (including complaints through the call centre), Police Reports (CAS) and reports received direct from organisations undertaking the work. Historically, there is a low level of reporting of crashes from all sources. However, we are seeing a more consistent openness of reporting of crashes as the TTM team build relationships with the contractors. There is also a lag in updating of the CAS database, so crashes identified in CAS tend to take time to show up in that database.

Road Corridor Delivery

Renewals Achievement

JULY 2015			
Asset Renewal Activities	July YTD Actual (km)	Full Year Target (km)	Completion v. Full Year Target (%)
Pavement Rehabilitation	0.0	37.7	0%
Resurfacing	4.7	480.0	1.0%
Footpath Renewals	4.6	75.6	6.1%
TOTAL	9.3	593.3	1.6%

In the 2015/2016 financial year we are planning to deliver 37.7 km of pavement rehabilitation, 480.0 km of resurfacing (this includes 90.0 km of hotmix and 390.0 km of chip sealing) and 75.6 km of footpath renewals.

The investigation and design work associated with our pavement rehabilitation projects is underway so as to enable physical work to commence in the upcoming construction season being October to April.

Similarly pre-seal repairs are being completed on our resurfacing sites so as to enable an early start to our resurfacing programme. Seal designs are underway on sites where the pre-seal repairs have already completed. The work done to date is hotmix which can be performed during the cooler months.

Network Operations and Safety

July Road Deaths

In July there were four road deaths in Auckland (2 motorists and 2 motorcyclists), three were on Local Roads and one on an Auckland State Highway. Two road death investigations commenced in July with the support of the NZ Police Serious Crash Unit. Five completed investigations were forward to the Police which included a number of general road improvements that have been included in the safety delivery programme.

Parking Strategy Update

Public consultation on the proposed Freemans Bay Residential Parking Scheme closed on the 21 August. Consultation included presentations to local residents, businesses and the Local Board. Information regarding the proposed parking scheme can be seen [here](#)

A number of parking schemes are also currently being investigated and will be consulted on later in the year:

- Ponsonby and Mt Eden Resident Parking Schemes
- Ponsonby Pay and Display (Paid Parking)
- Albany Centre-Comprehensive Parking Management Plan
- Otahuhu Town Centre - Comprehensive Parking Management Plan
- Manukau (Jack Conway/Ryan) Pay and Display (Paid Parking)

Incident Management

ATOC and NZ Police have confirmed two new initiatives to reduce clearance times of road incidents. Last financial year saw 32,000 incidents managed across the network by ATOC with:

- 500 were serious incidents that caused significant delays to customers.
- 270 serious incidents took 3 or more hours to clear

Co-location of Waitemata Rounding Police at ATOC

Waitemata Rounding Police and ATOC have confirmed a six month trial to commence in September which will involve the Police being located in the ATOC operations room. The role of the Police will include liaison between ATOC and the onsite Police Incident Controller to improve response times and management of the impact of the incident across the wider transport network.

Access to Police Incident Management and Despatch System

NZ Police have approved ATOC's access to the Police Incident Management/Despatch System for road related incidents. Access will provide ATOC with real-time information regarding incidents impacting the road network. The real-time information will enable ATOC to provide a faster response to incidents causing delays to customers.

Sober Driver Winter Campaign

Following on from the success of the *#drunksense/#straightsense* summer Sober Driver campaign, Auckland Transport has implemented a winter sober driver campaign.

This targets host responsibility within the corporate environment. This campaign is live in market from 2 August to 6 September via Google Display Network advertising, Facebook, LinkedIn, radio and targeted EDM's.

The objectives are to change perceptions around office drinking and to encourage forward planning when it comes to work drinks by providing corporate hosts with a range of tips, tools and solutions to do so.

Based on the tagline of *'Don't let Friday's fun, turn into Monday's mess'*, the key message is to encourage staff to have a sober driving solution. The call to action is for people to visit www.AT.govt.nz/soberdriver for more information.



Regional Speed Campaign – Slow down for us

The campaign uses simple graphics and messaging to encourage motorists to slow down in high risk areas around primary schools, pre-schools, parks and playgrounds. After the campaign was initially launched in Waiheke in June 2015, the campaign has now been rolled out to pre-schools in high risk speed zones in; Henderson, Botany, Pakuranga, Glendowie, Pukekohe and Silverdale.



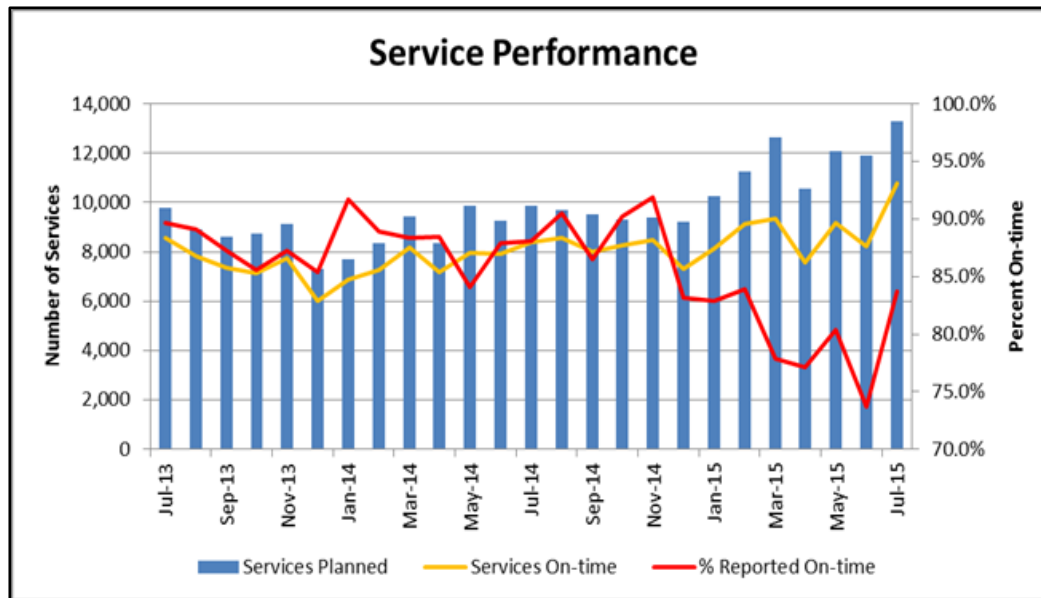
AT Metro

Rail Service Performance

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

Service delivery (or reliability) is the proportion of trains not cancelled in full or part and arrive at their final destination. Punctuality is the proportion of trains that were not cancelled in full or part and that arrived at their final destination within five minutes of the scheduled time. Presented below are the services scheduled (blue bars), total services operated on-time (yellow line) and punctuality percentage (red line) trends.

There was a significant improvement in performance recorded during the month, partly reflecting the changes implemented from 20 July which saw the replacement of diesel trains with EMUs on all lines except on the non-electrified section between Papakura and Pukekohe. The operation of a single common fleet type removed many of the restrictions that previously existed that had complicated service recovery by allowing trains and crews to be swapped between lines thereby limiting the adverse impacts following service disruption.



For Jul-2015 service delivery (reliability) was 96.6% and punctuality was 83.7% compared to the 12 month average of 96.0% (94.9% last 6 months average and low of 92.9% in April) and 83.1% (79.2% last 6 months average and low of 73.6% in June).

For the period 1-9 August, performance improved further with reliability at 98% and punctuality at 89% across 3,766 services.

A number of days in mid-August have seen performance at more than 99% service delivery and 90-95% punctuality.

While only a few weeks into the full EMU operations, service performance improvement is encouraging and supports the decision to introduce earlier the full EMU services.

A joint team of AT, Transdev, KiwiRail and CAF are now focused on delivering the planned improvements as listed at Attachment 1.

Major incidents that affected July service performance:

- On 3 July a passenger activated a train emergency alarm at Britomart causing delays to evening peak services.
- On 20 July, the first day of the full EMU operations, a person fell from a building adjacent to the Newmarket Station and caused a temporary suspension of services during the middle of the day.
- On 21 July a person crossed in front of an approaching train at the Glenview Road, Glen Eden level crossing. The driver was able to bring the train to a stop before the crossing, however as the driver had to reset the train systems there was some disruption to morning peak.

Patronage Performance

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

- For the 12 months to July-2015 Auckland public transport patronage totalled 79.7 million passengers, an increase of +9.6% on the previous year. July monthly patronage was 6.7 million, an increase of +7.7% on July-2014 and 0.1% above SOI target.
- Rail patronage totalled 14.2 million passengers for the 12-months to July-2015, an increase of +22.5% on the previous year. Patronage for July-2015 was 1.3 million an increase of +21.9% on July-2014 and 1.2% above SOI target.
- Bus patronage totalled 60.0 million passenger trips for the 12-months to July-2015, an increase of +6.9% on the previous year. Patronage for July-2015 was 5.0 million an increase of 4.3% on July-2014 however 0.5% below SOI target.
- Ferry patronage totalled 5.6 million passenger trips for the 12-months to July-2015, an increase of +9.8% on the previous year. Patronage for July-2015 was 400,173 an increase of 9.2% on July-2014 and 4.6% above SOI target.
- Rapid and Frequent patronage totalled 30.7 million passenger trips for the 12-months to July-2015. Patronage for July-2015 was 2.8 million an increase of 14.8% on July-2014 and 3.8% above SOI target.

Registered Service Notifications Under The Land Transport Management Act 2003

Under the Land Transport Management Amendment Act 2003, there were no applications for exempt public transport services approved during July 2015.

Progress against 3-Year Business Strategy & Key Strategic Priorities

Delivery against the six-monthly reviewed three year Metro key business strategy priorities is provided below. These have been reviewed from 1 July 2015:

- | | |
|---|--------------------------------------|
| 1. Integrated Ticketing & Fares | 6. On-Time Service Performance |
| 2. Procurement & Contract Reform (PTOM) | 7. First & Final Leg |
| 3. Resource Efficiency & Effectiveness | 8. Customer Experience |
| 4. New Network incl. Rapid & Frequent Service Network | 9. PT Adoption Marketing & Promotion |
| 5. Infrastructure Use and Development | 10. Metro Safety & Security |

Key Priority Targets	Monthly Update
1. Integrated Ticketing & Fares	
<ul style="list-style-type: none"> Integrated fares: concept 2013; business case 2014; development 2015; implementation mid-2016 	<ul style="list-style-type: none"> Funding approval has been received from NZ Transport Agency for development of Integrated Fares. The July AT Board meeting approved the variation to the 2013 Regional Public Transport Plan to accommodate the proposed zonal integrated fares along with other public transport policy changes.
2. Procurement & Contract Reform (PTOM)	
<ul style="list-style-type: none"> 2015: South Auckland New Network bus tender; rail tender; ferry tenders Late 2015: West Auckland New Network bus tender Early – mid 2016: North, Central and East Auckland bus tenders Mid-2016: South Auckland New Network bus service contracts start; rail contract services start Late 2016: ferry contracts start 2016/17: rest New Network bus contracts start 	<ul style="list-style-type: none"> <u>Rail</u>: The Request for Tender (RFT) is being finalised. <u>Bus</u>: <ul style="list-style-type: none"> Bus PTOM Participation Agreements have been signed by all incumbent bus operators. The Participation Agreement establishes the Units (service groupings within a contract) that will be tendered or negotiated. The new PTOM contracts will implement the new designed and progressively consulted connected and integrated bus service network – the New Network. Eight PTOM contracts for South Auckland New Network bus services were released for tender on Monday 17 August. <u>Ferry</u>: <ul style="list-style-type: none"> The RFT and contract are being finalised for submission to NZ Transport Agency for approval. Tenders for eight contracted ferry service routes are targeted for later in 2015. A 5 year new access agreement for ferry operators to utilise Downtown Ferry Terminal was signed with Fullers on 7 August. This implements the Board approved strategy for wharf operational cost recovery at Downtown and AT controlled inner harbour wharves over a 5 year glide path.
3. Resource Efficiency & Effectiveness	
<ul style="list-style-type: none"> Ongoing cost and resource review SOI farebox recovery targets and reducing subsidy / passenger metrics 	<ul style="list-style-type: none"> A review of low patronage bus services has commenced with a view to releasing bus resources to meet demand on higher patronised routes, in particular in advance of the higher demand in the annual peak cycle in February and March. Bus double decker vehicles continue to be implemented. A second vehicle was introduced to the Northern Express service in July.

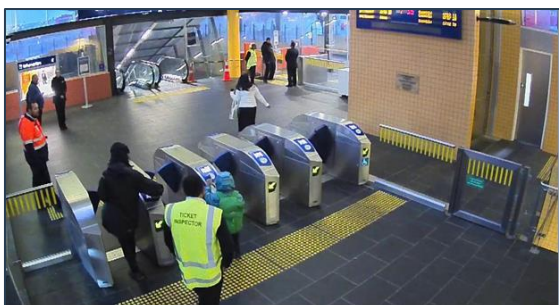
4. New Network incl. Rapid & Frequent Service Network

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| <ul style="list-style-type: none"> • 2013: South bus consultation. • 2014: West, Hibiscus Coast, Franklin bus consultations • 2015: North, East, Central & Beachlands/Maraetai bus consultations • Oct 2015: Hibiscus Coast bus service design implemented • Mid-2016: South bus service design implemented • Late-2016: West bus service design implemented • 2017: North, Central and East bus service design implemented | <ul style="list-style-type: none"> • <u>Hibiscus Coast New Network</u>: New Network services to commence on-the-ground from 18 October 2015 including extension to Silverdale of the Northern Express following negotiated solution with bus operators. Public notification of final decisions for Hibiscus Coast New Network has been completed. Planning for implementation, communications and engagement has now commenced with Bus Services. • <u>South Auckland New Network</u>: 17 August Request for Tender (RFT) released for competitive tender of eight South Auckland bus PTOM contracts for on-the-ground commencement of services in mid-2016. Tenders close 28 September. • <u>West Auckland New Network</u>: Specifications for procurement in late-2015 are being developed. Western school bus routes are also being reviewed with consultation planned. • <u>North Shore New Network</u>: North Shore New Network consultation closed on 13 July. Over 32 public consultation events occurred, engaging face to face with almost 3500 people. Over 3000 submissions received. • <u>Central and East Auckland New Network</u>: Service designs are being finalised and pre-consultation stakeholder engagement commenced in July. Public consultation targeted to commence September/October 2015 • <u>Beachlands/Maraetai</u>: Beachlands/Maraetai will run as a separate consultation late 2015. • <u>Waiheke Island</u> will be undertaken as a separate consultation in 2016. |
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5. Infrastructure Use and Development

Rail:

- Full electric train services were rolled out as of the 20 July was a success with Diesel shuttle commenced between Pukekohe and Papakura.
- 54 of the fleet of 57 EMUs have been accepted as available for service by Transdev. The final three units of the fleet arrived in Auckland on 4 August.
- Station improvements continue across the rail network. Puhinui upgrade is scheduled to be completed by the end of October 2015.
- Installation of ticket gates at New Lynn was completed in July 2015. Gates have been installed at both entrances to the platform (main concourse and Hetana Street entrance). The Ticket and Top Up machine has been re-located from the platform to the main concourse, so is now well positioned for bus passengers to top up too.



- Design work for the new Otahuhu Interchange has finalised. The new interchange is due to be completed in the second quarter of 2016.

Bus:

- The double decker rollout programme continues. The first AT Metro branded double decker on the Northern Express service commenced service on 20 July. The first Howick & Eastern Buses Ltd AT Metro branded double decker for the Botany / Flat Bush / CBD route arrives in Auckland in the first week of September.
- First of the Modular bus shelter was installed near the intersection of East Coast and Wilks Road Dairy Flat. Additional 16 to be allocated – 11 for New Network Hibiscus Coast ready for Hibiscus Coast New Network launch in October 2015.



Ferry:

- A 5 year new access agreement for ferry operators to utilise Downtown Ferry Terminal was signed with Fullers on 7 August. This implements the Board approved strategy for wharf operational cost recovery at Downtown and AT controlled inner harbour wharves over a 5 year glide path.
- Downtown Ferry Terminal Pier 4 replacement continues off-site fabrication with construction on-site targeted for September 2015.
- Tryphena Wharf at Shoal Bay on Great Barrier Island has had a new gangway and pontoon installed for commercial operators.
- The Half Moon Bay ferry construction of the pontoons, gangway and landing platforms is now complete. These items are Stage I of the project which is being partially funded by the Howick Local Board. These components are going into storage until mid-2016 when Stage II of the project (construction of a new wharf) will be completed.

6. On-Time Performance

Rail:

- Reliability and punctuality improved in July. Reliability improved from 93.8% in June to 97% in July. Punctuality increased from 73% in June to 84% in July.
- Full EMU services were introduced on 20 July replacing the aging diesel rolling stock other than for the diesel shuttles between Pukekohe and Papakura.
- Three significant incidents occurred in the first week of EMU operations with a signalling issue at Quay Park and a fatality at Newmarket on Monday 20 July and a train fault at Glen Eden after emergency brake application due to a trespasser on the rail corridor on Tuesday 21 July.
- While early days, improved service performance following EMU full operations supports the decision to bring forward the implementation date for the EMU operations. EMU reliability has improved significantly following software upgrades for power settings and ETCS.
- The Pukekohe to Papakura shuttle service started operations on the 20 July with mixed results due to staff, mechanical and infrastructure incidents occurring in the first week of operations. Transdev introduced a stronger customer service presence at Papakura and Pukekohe from the second week of operations to assist customers with both departure information and with transfers at Papakura.

- Following some complaints that the transfer time is too short at Papakura, Transdev and KiwiRail have been requested to review timetables and connections.
- Focus on the Rail Performance Improvement Plan (RPIP) at Attachment 1 continues to optimise run times and provide network and operational resilience by a joint group across AT, Transdev, CAF and KiwiRail.

Bus:

Operator	Scheduled Trips	Reliability	Punctuality
Airbus	6,094	97.22%	91.21%
Birkenhead	15,573	98.04%	94.16%
H & E	20,194	98.13%	94.81%
NZ Bus	130,474	97.89%	94.59%
Ritchies	31,342	98.40%	95.52%
Tranzit	2,257	96.57%	92.37%
Urban Express	6,019	99.07%	96.55%
Waiheke Bus Company	2,849	98.25%	95.31%
Total	214,802	98.01%	94.67%

Service delivery (or reliability) is the proportion of buses not cancelled in full or part and arrive at their final destination. Punctuality is the proportion of buses that were not cancelled in full or part and that departed their origin within -59 seconds and +4:59 of the scheduled time.

- The overall bus network delivered reliability of 98.01% and punctuality of 94.7% in July, increases of around 2.0% and 4.4% respectively over the last year.
- Bus operator punctuality highlights includes Airbus Express, Howick & Eastern and Birkenhead Transport improved their reliability by around 8.0%, 4.7% and 3.8% respectively against July 2014 results. The key punctuality highlights included Ritchies' Northern Express – 99.1%; Go West (NZ Bus) – 96.7%; Urban Express – 96.3%. Airbus Express, Howick & Eastern and Go West improved their punctuality at first stop by 16.3%, 12.2% and 5.3% respectively against July 2014 results:
- The on-going programme of timetable and run-time reviews for bus services continues:
 - Tranzit's 380 Airporter new timetables, with additional run time and better connections with trains at Onehunga, went live on 19 July
 - MetroLink, NorthStar and Waka Pacific timetables were updated on 19 and 26 July and included extended run times for urban and school trips and additional trips to meet capacity demand
 - Go West's new timetable for route 139 went live on week days from 20 July to replace the train service between Swanson and Waitakere (now that electric trains are running only as far as Swanson on the Western Line)

- Update on bus priority improvements over the last month:
 - Onewa Road T3 lane (city bound) – went live in July
 - Park Road bus lane (hospital to Carlton Gore Road) – consultation completed; construction due to commence in September
 - Parnell Road bus lane (St Stephens to Sarawia Street – outbound) – consultation completed; construction due for completion in August
 - Manukau Road/Pah Road transit lanes – internal consultation completed – consultation underway
 - Great North Road bus lanes (New Lynn to Ash Street) – final concept plans completed – consultation completed
 - Totara Avenue signal removal – improvements to New Lynn bus interchange; construction completed and live
 - Esmonde Road bus lane – construction to commence September.

Ferry:

Route	Scheduled Trips	Reliability	Punctuality
Bayswater	1,074	99.91%	99.91%
Half Moon Bay	610	98.69%	95.25%
Birkenhead	1,156	99.22%	95.33%
Gulf Harbour	276	100.00%	100.00%
Hobsonville	230	100.00%	100.00%
West Harbour	621	96.46%	94.85%
Rakino	30	96.67%	96.67%
Pine Harbour	736	99.86%	99.86%
Total	4,733	99.11%	97.51%

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

7. First & Final Leg

- Waiheke Bus Company's timetables were updated from Sunday 19 July with 135 extra bus trips per week to connect with Explore Ferry sailings at Matiatia at peak times.
- Devonport bus timetables were updated from Sunday 19 July to improve connections with ferries. Buses will meet more ferries on weeknights, every ferry on Sundays and every ferry until 11:30pm on Saturdays

8. Customer Experience

Multi-modal:

- AT Metro is now providing customers with regular service disruption updates via Twitter, with the number of followers having increased to 13,700, up from 13,000 in May, when the updates started.
- Over 800 new users started using the "Track my Bus" mobile app in July, bringing the total number to almost 7,300, most of who have been attracted via word of mouth recommendations, with users rating the app 3.5 / 5 stars.
- The AT public transport app was used by over 54,000 customers in July, an increase of over 2,000 compared to June, where there were just under 52,000 unique users.
- There were over 569,000 visits to the AT Metro website, with over 1.50 million page views, of which almost 513,000 (34%) were for the Journey Planner page. This performance is in line with the statistics for June. .

Rail:

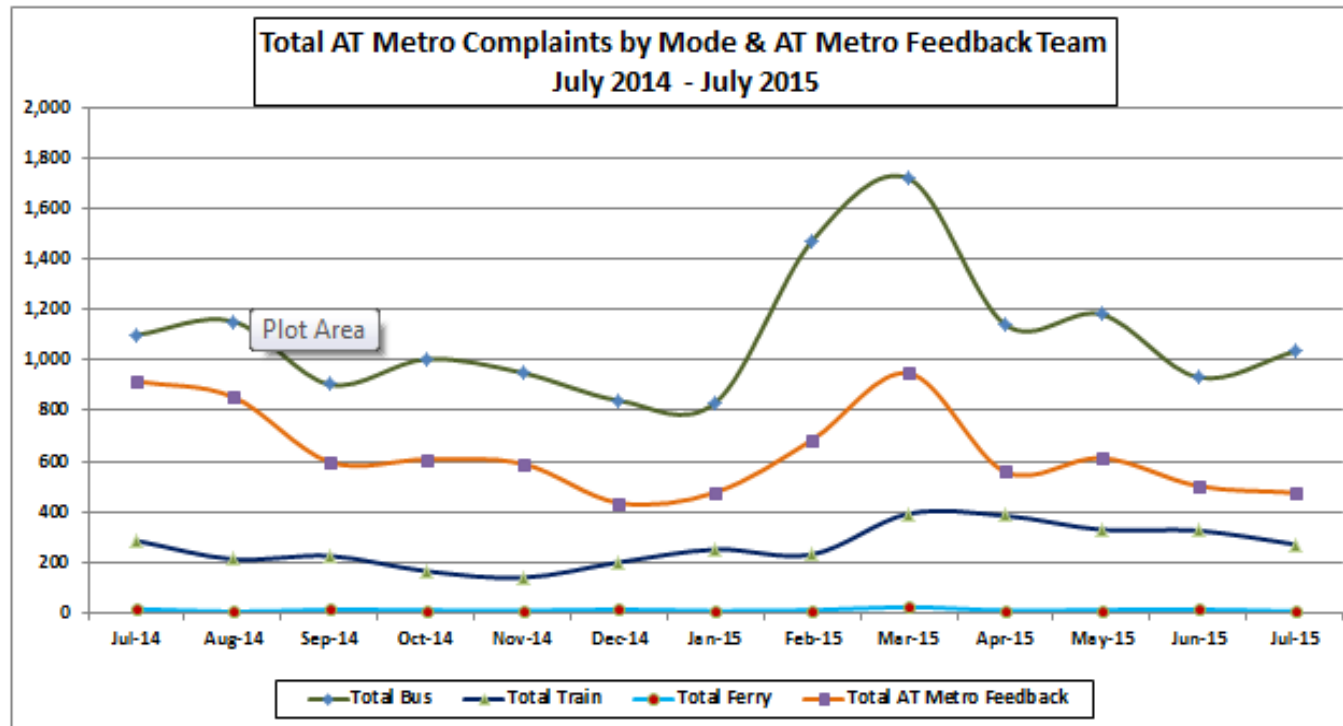
- Improved customer information maps for alternative RailBus replacements and bus stop locations to be used during service disruptions have been installed at all operational stations.
- A review of the customer text messaging system has been completed. With higher frequency peak services on Eastern, Western and Southern lines of 10 or 15 minutes, text messaging for individual service delays and cancellations has been replaced with line-by-line status updates and frequency of service levels that customers will experience during disruptions.

Bus:

- Trial of digital screens in new modular bus shelters will commence in August.
- The first additional Northern Express double decker AT Metro branded bus joined the fleet on 20 July.

Customer Complaints:

- Customer complaints continue to trend downwards across all modes, with the exception of Bus, which showed a slight increase.



9. PT Adoption Marketing and Promotional Campaign Programme

Multi-modal:

- Where is my local AT HOP retailer, for AT HOP top-ups and card purchases.

Rail:

- Safety campaign for Western line electrification.
- 20 July new timetable, full EMU operations, Papakura / Pukekohe diesel shuttle and introduction of bus service Swanson / Waitakere..

Bus:

- On-bus feel-good campaigns including “40kms of new bus lanes coming by June 2017 – wave to the traffic”.
- Bus timetable changes.
- Campaigns promoting new bus lanes on Dominion Road, Khyber Pass, Victoria Street West, Symonds Street and Wellesley Street.

The image displays five promotional posters for Metro's new electric trains and bus lanes. The first poster on the left features a train and the text "WATCH OUT Be safe around new electric trains. Faster Quieter Running on a line near you". The next three posters are humorous: "GET HOME BEFORE YOUR BORED DOG EATS THE COUCH.", "APPEAR A LITTLE KEENER THAN YOUR BOSS THINKS YOU ARE.", and "SNEAK A QUICK 'COFFEE' IN BEFORE YOU CLOCK ON.". The final poster on the right shows a train at a station and says "Electric trains from Monday 20 July 2015" with a list of details.

10. Metro Safety & Security

- August 10 – 16 saw Rail Safety Week. KiwiRail and TrackSAFE NZ ran a nationwide Rail Safety Week to remind New Zealanders to expect trains at any time and from either direction at rail crossings. The “Expect Trains” theme of this year’s Rail Safety Week, aims to address complacency and distraction around the rail network. New research has shown that complacency, distraction and impatience are the main factors that cause people to engage in unsafe behaviour around railway tracks. In the Auckland area the campaign is supported by Auckland Transport and Transdev with:
 - Billboard advertising at 5 sites near level crossings
 - Press adverts in the NZ Herald and community newspapers
 - Radio time saver traffic and 15 second adverts
 - Banner ads on NZ Herald, radio station and rail related websites
 - Roadside VMS messages
 - PA announcements at stations
 - Rail safety focused events at Glen Innes, Baldwin Avenue and Ranui Stations.
- Police operational focus on West recidivist rail stations end-July.
- Piped music is being played at Manurewa rail station to deter loiterers on the station during the day, reducing vandalism to the facility.
- A review of staff and customer risk and safety is currently underway across all 10 Customer Service Centres.



ATTACHMENT 1: Summary EMU and Rail Service Performance Improvement Action Plan - Quarters Jan- Mar 2016 & Apr- Jun 2016												
	Jan-16				Feb-16				Mar-16			
	Initiative	Improvement	Owner	Status	Initiative	Improvement	Owner	Status	Initiative	Improvement	Owner	Status
Operations					Further enhancement of EMU simulator training capability (EMU)	EMU simulator enhancement to better reflect network enhancements	AT	In negotiation with CAF	Changes to Collective Agreement by providing stand-by and cover shifts	On time departures, reduction in train crew delays	TDAK	Under review with RMTU
ETCS												
Rail Infrastructure												
EMU Reliability plan												
	Apr-16				May-16				Jun-16			
	Initiative	Improvement	Owner	Status	Initiative	Improvement	Owner	Status	Initiative	Improvement	Owner	Status
Operations					New timetable adding 15 minutes service between 7am-7pm, 7 days per week	Additional passenger capacity, higher frequency and offset need for additional services at Special Events	AT	In programme				
ETCS												
Rail Infrastructure	Additional signal 1524 to be installed between Westfield and Otahuhu junction	Assist runtime and headway impact to passenger trains in this section of track	AT/KR	Under review subject to funding					Provide turn back platforms at Otahuhu and Henderson	Assist with delay recovery on the network. Reduce impact of incidents on the network	AT/KR	Under review subject to funding
EMU Reliability plan												