

Business Report

Recommendation:

That the Chief Executive's report be received.

Prepared by:

David Warburton, Chief Executive

Corporate

Finance

The first quarter AC reporting pack was completed and sent to AC along with the required Letter of Representation. Following Board approval, the AT Quarterly Report was completed and sent to AC. At the time of writing a time had not been set for presentation to the Council.

Variations to the RLTP

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

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

The following project has been added to the RLTP as a variation:

- Variation to the 2015-18 Regional Land Transport Plan (RLTP) -Transport for Future Urban Growth (Greenfield Networks). This is a joint variation for the Transport Agency and AT's next stage of planning for the preferred programme identified within the recently supported Programme Business Case.

Regional Land Transport Programme (RLTP) Funding

During October, the following projects were approved for funding:

- *Manukau Transport Interchange Stage 3B (Lot59) (Construction)* – this activity has been approved for \$35.3 million (\$18.03 million from the National Land Transport Fund)
- *East West Connections*
 - *Early Works - (i) Onehunga to Penrose (Implementation and Property)* - this activity has been approved for \$8.2 million (\$4.1 million from the National Land Transport Fund)
 - *Early Works - (ii) FN32 (Implementation)* - this activity has been approved for \$16.3 million (\$8.3 million from the National Land Transport Fund)
- *Emergency Works - Rural North August Storm Event (Construction)* – this activity has been approved for \$237,020 (\$120,880 from the National Land Transport Fund)

During October the *Responding to Auckland Growth - City Centre and Fringe (TFUG) Programme Business Case* was supported by the Transport Agency.

*Note: All project costs include 5.32% administration fee

AT HOP

Customer feedback has enhanced changes in AT HOP, Auto Top up payment process, going live on 11 November. This is the first change arising from AT's review of HOP policy discussed in last month's Board report.

In future customers will be emailed each time if their auto top up payment fails, and if it fails for the third time, instead of blocking the card, we will simply remove the amount the customer has not paid for. This will mean customers can simply top up and continue to use their card, there will be a reduction in blacklisted cards and a far better customer experience.

Procurement

Six tenders were published in October with an estimated value of \$4.4 million. None of the tenders had an estimated value of over \$2 million.

103 contracts were issued in October with a total award value of \$38 million. One contract had a value of over \$2 million.

Contract	Supplier
Manukau Bus Train Interchange Construction	NZ Strong Group Limited

Property Acquisition

Five unconditional agreements signed in October: Long Bay (3), AMETI (1), Mt. Roskill Safe Routes (1). Total costs incurred for the month were \$1.58m. YTD 33 Property agreements have been signed and settled at a cost of \$25.12m.

Proposed Auckland Unitary Plan (PAUP)

In total 106 appeals were received by the Environment Court and High Court. Those parts of the PAUP not subject to appeal were resolved to be made operative by the Council's Governing Body. The operative version was released on 4 November.

The Courts have started to establish timeframes for the hearing of appeals with the High Court setting down five days for a small number of priority appeals in late November early December. These appeals are intended to act as test cases providing a principled framework for the resolution of some individual matters. Other cases will be heard following this with most of them potentially being heard through the first half of 2017.

AT staff have reviewed the appeals to identify to AC which ones are of interest to AT to ensure staff are part of the Council's case teams working to resolve them.

AT is also involved in the training required to embed the Unitary Plan throughout the Council and AT.

Special Housing Areas (SHAs)

The last hearing under the extended Special Housing legalisation is set for November. This involves the SHA proposed at Bellfield Road, Papakura. The Redhills (Westgate) SHA that was live zoned under the Auckland Unitary Plan has been appealed to the Environment Court and the High Court. This has put the development of this area on hold. Special Housing greenfield areas that have approved earthworks and subdivisions consents include Huapai, Scott's Point, Hingaia, and Mill Road at Takanini. Houses are under construction in the Whenuapai SHA.

Business Technology

Programme delivery of the main CRM Online upgrade (Customer Relationship Management) remains on track for release on 5 December. In the past month, the CRM Programme team have walked through the proposed changes with all business areas and the feedback received has been positive.

Within the Intelligent Transport Services Programme (ITS), stability of the overall system has significantly improved, with one additional software update scheduled for production in mid-to-late-November. As such, the aggressive roll out of the delayed cameras into ATOC Smales is planned to take place following that software deployment. Other previously impacted projects (Journey Times, Future Interactions, VMS Analytics Rollout) have now resumed. There are currently 1,634 cameras on the Hewlett Packard Video Management System (HP VMS) solution, and there are approximately 300 roading cameras from the Control Centres (Smales and Central) that need to be migrated into this solution. During November, the intention is to dual-stream a number of these roading cameras in order to provide reassurance that recent stability issues have been resolved by HPE. All operators can now use Vidsys as their primary VMS client. HPE are currently training AT staff to become self-sufficient across the HPE environment.

The Contract Management Operator Payments system is now live and in use for Southern Network PTOM contracts with no reported system issues.

Thales has submitted a proposal for the Thales hand held device replacement project, which is currently being evaluated and the roll out planned. This initiative looks to replace all the end-of-life HHDC (Hand Held Device Checker) devices with a new technical device, and to put in place the ongoing maintenance and support of the new devices. This device is used by inspectors to determine if the HOP card has been tagged on correctly (for revenue protection).

Council and Local Boards

The new Council and all the local boards have now been sworn in at their inaugural meetings. AC's new committee structure sees only three major committees of the whole, and six minor committees.

While executives and key staff have met with all of the new local boards, a very full Local Board Services induction programme, has limited contact and AT has been unable to schedule formal presentations until early February. These sessions will include dealing with day to day operational matters the Local Board Transport Capital Fund, and AT's forward works programme.

Customer Contact Metrics – October

Service Level

AT Metro – 71% AT HOP – 77%, AT HOP Retailer – 76%, Auckland Council (all other calls) – 70%

Abandonment rate

AT Metro – 8.1%, AT HOP – 5.07%, AT HOP Retailer – 6%, Auckland Council (all other calls) – 7.5%

Average wait time

AT Metro – 21 seconds, AT HOP – 27 seconds

Volumes:

Calls – AT Metro – 21,525; AT HOP – 11,590; AT HOP Retailer – 132; Auckland Council (all other calls) – 20,814

Total: 62,080

Written – AT Metro – 1,898, AT HOP – 800, AT General – 5,891, Road Corridor – 3,520, Transport Services – 3,272, Customer Liaison Including LGOIMAs) – 991

Total: 16,372

Factors Impacting Customer Contact Metrics

- System issues have reduced in number however, continue to significantly impact customer contact:
 - CCCWP (access to AT Hop customer information) was out for a complete business day.
 - Journey Planner slow running and outages (planned/ unplanned).
 - CIC not feeding cases through, resulting in lower than planned productivity.
- Customer enquiries/ complaints have focussed on Southern Network Changes (removal of services/ bus stops/ service reliability – post go live), LGOIMAs relating to cycleway consultations, Maki Street North Review - complaints (Transport Operations).
- One incident of an abusive customer referred to the Police. Threats as a result of a blocked AT Hop card.
- Service level has maintained, however, temps will be released this month.
- Rollout of Southern Network on 30th October generated high call volumes along with the Auckland Marathon, held on the same day.
- Customer Central: high demand to provide input is putting pressure on resources.

Project Updates

Te Atatu Road

Road pavement construction works are underway with a focus on the widening at the Te Atatu Road / Flanshaw Road / Edmonton Road / Lyndhurst Road intersection in preparation for the upgrade of the intersection. This is programmed to commence at the end of this month.

Mt Roskill Cycle Route

Construction is nearing completion (96% complete) and is expected to be finished this month with the official opening of the project will be held on 23 November; the Minister of Transport and Mayor are confirmed for this opening.

Glen Innes/Tamaki Shared Path

Section 1 from Merton Road to St Johns Road is under construction and is due to be completed by mid-December. An opening will be held on 16 December – the Minister of Transport is confirmed for this event. The construction for section 3 is expected to commence in mid-December. Design is progressing for sections 2 and 4.

Tamaki/Ngapipi Intersection

Submissions for the hearing are being reviewed and the provisional hearing date received from Auckland Council is mid-December.

Nelson Street (Stage 2) Cycle Route

The preliminary design for the cycleway on Nelson Street, north of Victoria Street to Market Place/Pakenham Street East intersection is nearing completion. The design includes removal of the signalised left turn slip lanes from Nelson Street to Fanshawe Street, which enhances the quality of service for pedestrians and people on bikes using the Nelson/Fanshawe intersection. Construction is planned to begin in March 2017.

Newmarket Crossing

Following the Notice of Requirement (NoR) hearing, the decision has been appealed by the Cowie Street Residents Association (CSRA). A mediation with the CSRA has been held and proceeded positively. An Environment Court date is planned around February 2017 should it be required. If the appeal can be resolved following mediation, the programme should be able to be brought forward by approximately 4 months. In the meantime, design of the structural and stormwater elements is progressing, with a hui with mana whenua held in October and November. We will seek to engage again with the Waitemata Local Board in December.

Meanwhile, KiwiRail works for the historic Parnell Station building foundations have commenced on site. They are targeting the relocation of the building by mid-December. Once on site AT will prepare to complete the remaining sections of platform around the station building.

Half Moon Bay Ferry

Waterside works are continuing to programme. Piling for the wharf is now complete and portals for the structure are being erected along with the precast slab. Marine piling is complete and the pontoon was installed this month. The ferry wharf works are planned for completion late January 2017. The landside works are due for completion in April 2017.

Ōtāhuhu Bus Interchange

The facility opened to the public on 29 October – this coincided with the start of the new network in the south. Some work remains to complete, mostly minor snagging or finishing details, and the refurbishment of the Signal Box exterior and CRL platform. The remaining construction element is HOP gate installation, planned for April-June 2017 once the gates arrive into the country.



AMETI

Stage 1 - Van Dammes Lagoon car park and boardwalks opened this month with a dawn Karakia and small ceremony. Closeout of Stage 1 consenting and documentation continues.

Stage 2A (Panmure to Pakuranga) - Detailed design of the Pakuranga Road busway has commenced.

Stage 2B - Scheme Assessment updates for Pakuranga (Bus Station and Reeves Road) and Pakuranga to Botany busway are in progress.

Planning and Consenting Update

Notices of Requirement, Consents and Archaeological Authorities

1. Lodged Applications in October

Resource Consents:

- Sandringham Road Extension Cycleway and Shared Path resource consents
- Rosmini Shared Path

NoR

- None this month

NoR and Regional Consents:

- None this month

Outline Plans of Work:

- Sandringham Road Extension Cycleway and Shared Path Outline Plan of Works

Archaeological Authorities with Heritage New Zealand Pouhere Taonga:

- CRL Main Works – network utility investigations (excavation of exploratory trenches at Aotea, Karangahape and Mt Eden Stations) – lodged with Heritage New Zealand on 10 October.

2. Targeted to be lodged within the next three months

NoR and Regional Consents:

- Waterview Shared Path - NoR for an alteration to the designation and s127 application to change conditions of the resource consent for the shared path.

Resource Consents:

- Papaka Road, Hingaia
- Rodney Hill Street footpath improvements
- Huapai footpath improvements
- Birkenhead Main Streets upgrade
- Hingaia Road Widening
- CRL Main Works – network utility investigations (excavation of exploratory trenches at Aotea, Karangahape and Mt Eden Stations)
- CRL Main Works – Mt Eden storm water realignment (Contract 6).
- Mt Eden Double Decker Bus Route Phase 5 (Three Kings Reserve Bus Stop Reconfiguration)
- Quay Street Cycleway Stage 2 (Plumber Street to the Strand)
- Devonport Ferry Terminal building Certificate of Compliance (Stage 2)
- Great North Road (GNR) Bus Lane (Waterview):
- Onewa Road Double Decker clearance (Northcote and Birkenhead)
- Franklin Road Cycle project
- Papakura Train Station Western Car Park
- Silverdale Park and Ride (Stage 2)
- Kennedy Point Boat Ramp, Waiheke
- Nelson Street Cycleway (Stage 2)
- Half Moon Bay (Stage 2)

NoR:

- None this month

Outline Plans of Work:

- CRL Main Works – Mt Eden storm water realignment (Contract 6)

Archaeological Authorities with Heritage New Zealand Pouhere Taonga:

- CRL Main Works.
- Franklin Road Cycle project

3. Public Notifications and Hearings

NoR and Resource Consents:

- Tamaki Ngapiipi Intersection Improvement Project – Resource Consent hearing late November / early December

4. Decisions/Approvals

AT decisions issued confirming:

- None this month

AC decisions:

- Davies Avenue Canopy granted

HNZ decisions:

- Approved General Archaeological Authority for Geotechnical Intrusive Investigation works to determine detailed design of the AMETI Stage 2A project within identified archaeological sites.

5. Environment Court Appeals

- S179 RMA Appeal, 1 Buscomb Ave, Henderson – Environment Court hearing closed on Friday 28 October. Decision awaited.

Assets and Maintenance

Strategic Asset Management and Systems

Enterprise Asset Management (EAM)

The current commission around the Enterprise Asset Management project is drawing to a close. A report detailing the findings and the recommendations is being concluded. A final presentation is being prepared for the ELT.

Road Corridor Access

Key Project Update

Watercare Hunua 4 Bulk Watermain	H4 completed the main pipeline has been installed and tidy up work in process
SH20 causeway	Ongoing motorway and ramp closures will be installed at nights and on weekends for the next couple of months
Te Atatu South Road widening	One northbound lane is in place between Edmonton Road and Royal View Road. There will be road closures required on some of the side streets off Te Atatu Road as work progresses for retaining walls, service trenching, storm water and pavement works. There will be posted detours in place for the residents affected by these closures
St Lukes Interchange	Work continues at this site with on/off ramp closures in the evenings and the odd closures during the day outside of peak travel times

Temporary Traffic Management

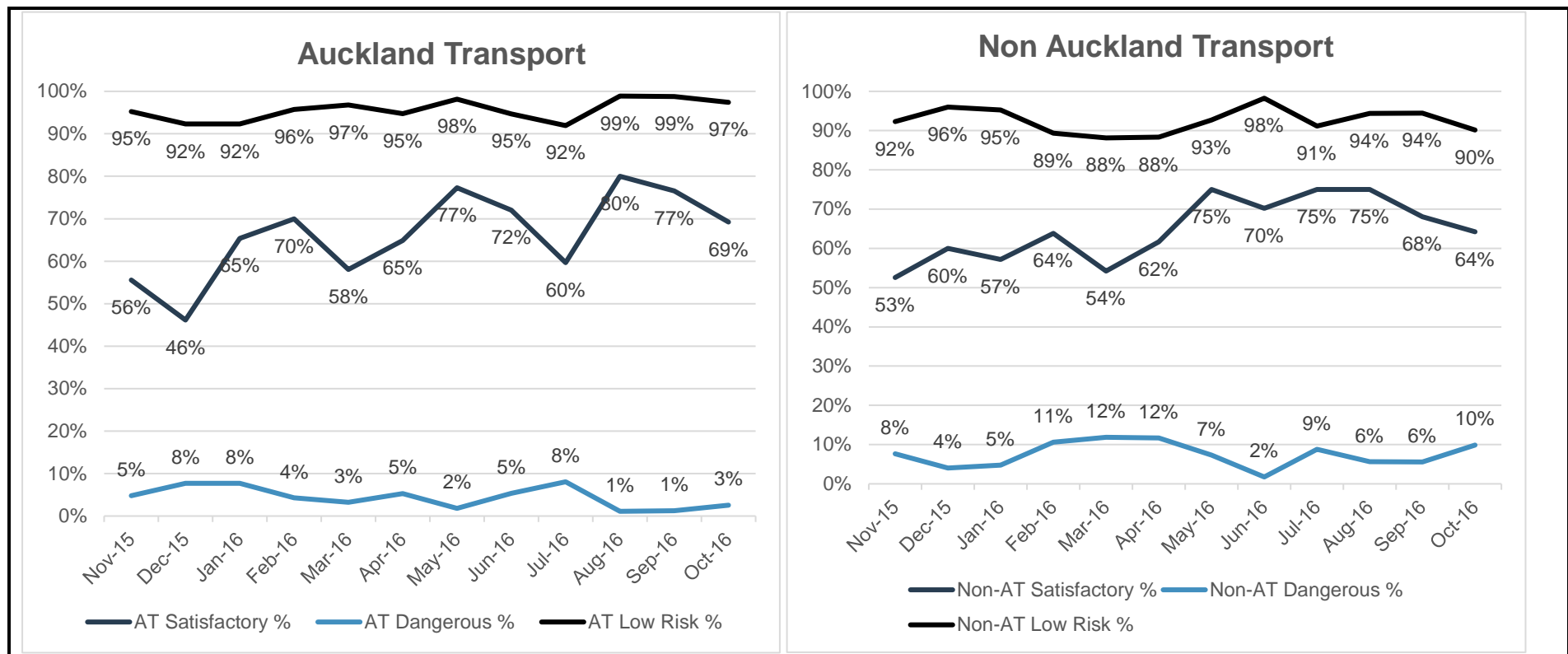
The percentage of low risk sites across all organisations is 93% (High Standard, Acceptable, Needs Improvement and Unacceptable) for October (target is greater than 90%).

Auckland Transport work sites achieved 97% of low risk sites with only one worksite (patch sealing) requiring a 'stop work order' for rectification of issues. This site had workers in the live lane, missing traffic controllers on side road, and ineffective delineation along the lanes.

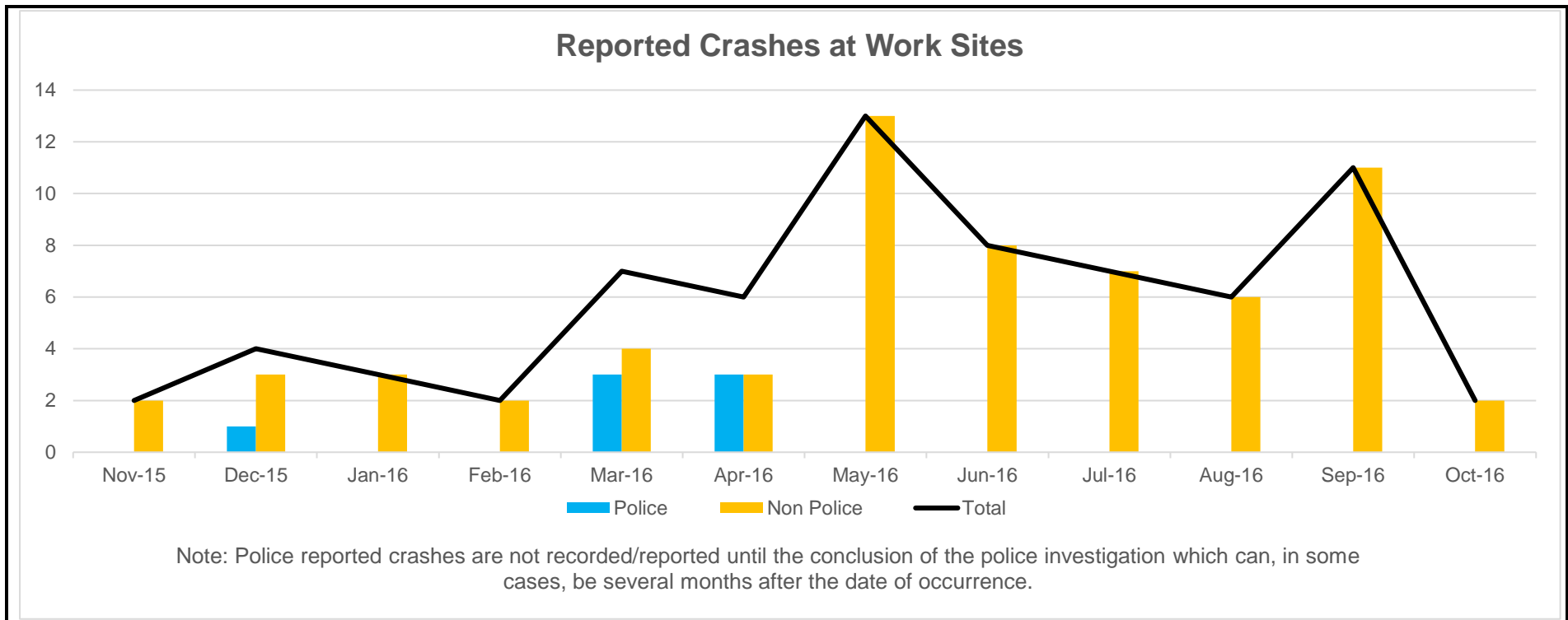
The KPI measure for 'Satisfactory' sites (High Standard, Acceptable or Needs Improvement) was 72%. Common trends in the unsatisfactory sites included failing to follow the approved TMP and conditions, poor site documentation and poor site checks, poor delineation and working in the live lane / safety zones.

AT are continuing to engage with internal contract managers to raise awareness and drive performance improvement by their contractors.

An ongoing schedule of engaging with TTM Contractors continues in order that we may hear and understand their concerns, this is also an opportunity for AT to impress upon them the need to raise the bar. During October, we have met specifically with representatives from Downer EDI Ltd, Fulton Hogan Ltd, Broadspectrum NZ Ltd, Independent Traffic Control Ltd, Traffic Management NZ Ltd, Traffix Ltd, Asplundh, and Watercare Services Ltd.



There were two reported crashes at work sites during the month of October. One of these (the only one at an Auckland Transport site) may have a contributing factor of one 'keep left' sign missing from centreline delineation – we are awaiting further investigation.



Road Corridor Delivery

Operating expenditure is running to budget while renewal expenditure is running behind budget due to the wet weather experienced in the first half of October. This has impacted most on the delivery of our resurfacing programme.

Physical Achievement

OCTOBER					
Asset Renewal Activities	October YTD Actual (km)	October YTD Forecast (km)	Full Year Target (km)	Completion v. YTD Target (%)	Completion v. Full Year Target (%)
Pavement Rehabilitation	2.69	3.64	37.66	74%	7%
Resurfacing	81.38	129.24	463.32	63%	18%
Footpath Renewals	28.60	22.83	77.31	125%	37%
Kerb and Channel Replacement	20.64	22.95	76.50	90%	27%

Chipsealing is now underway across the region, and despite the wet weather at the start of the month, there was 49.7 km of chipsealing completed in October. The poor weather has also impacted on the delivery of the asphaltic concrete (AC) resurfacing programme, as has supplier commitments to major roading projects such as Waterview and Albany Highway.

Pavement rehabilitation projects have been completed on Palm Road, College Road, Diana Drive, Te Irirangi Drive and Kilkenny Drive.

Pavement rehabilitation projects are currently underway on Whangaparaoa Road, Hobson Road, Pupuke Road, Clemow Drive, Divich Avenue, Duncan Avenue, Akehurst Avenue, Brookby Road, Dawson Road, Aviemore Drive, Gossamer Drive, Glenmore Road and the Te Irirangi Drive/Accent Drive intersection.

UFB Rollout

The delivery of the Year 6 (2016/2017) build is proceeding well with construction having commenced on 250 cabinet areas with 93 of these having been completed to the end of October. Progress to date on both commencements and completions is well ahead of previous years.

PT Facilities Improvement Program

Projects and Programme Updates

<p>Papakura Park and Ride</p>	<p>The initial investigation stage has identified certain delivery risks mitigated through:</p> <ul style="list-style-type: none"> • Geotechnical investigation and traffic assessment to determine if the site is suitable for the proposed structure. • Economic assessment to determine whether the \$4.5m allocated is sufficient. • Lease negotiations with KiwiRail as the lease is due for renegotiation in 2023. <p>Funding application for Indicative Business Case is underway.</p>
<p>Double Decker Bus Network Mitigation</p>	<p>Detailed designs are on-going for the following bus routes:</p> <ul style="list-style-type: none"> • Onewa Road – on track for double decker buses roll out in February 2017 • Great North Road – roll out planned for Feb 2018 • Manukau Road – roll out planned for June 2018
<p>Wharf Renewals and Minor Capex</p>	<p>Devonport Wharf Stage 2 Re-development Commencement of physical works now reprogrammed to commence in March 2017. This is in response to the tenants requiring longer notice period and their peak retail being over summer. Final design and tender documentation is well advanced and on-track to meet this target.</p> <p>Kennedy Point Wharf Structure Scope of works includes the replacement/augmentation of the wharf structure’s main retaining wall, capping beam, fender system and ancillary items. Investigation works are underway with construction proposed to commence in April 2017.</p> <p>Kennedy Point Ramp Scope of work includes the extension and widening of the secondary vessel ramp adjacent to the wharf structure. Design is underway, physical works programmed to commence March 2017.</p>

<p>Downtown Ferry Terminal Pier 3</p>	<p>Detailed design is 95% complete. Final round of internal/external consultation under way with minor additions expected from operator feedback.</p> <p>Market notice for the physical works tender proposed to be published in early December with the actual tender going out to the market in December/January.</p>
<p>Bus Lane Improvements</p>	<p>Minor improvements on Southern network were successfully completed prior to the introduction of new network going live at the end of October.</p> <p>We are on track to implement the targeted 19km of bus lane within this FY.</p>
<p>Bus Infrastructure Improvements Programme</p>	<p>Physical works on the southern network was successfully completed prior to the introduction of new network going live at the end of October.</p> <p>Investigation and design works for the Western and Central networks are well underway. This phase encompasses over 300 bus stops.</p>
<p>Bus Shelter Renewals</p>	<p>Rollout of the new shelters (57 for this FY) is progressing well.</p> <p>Procurement (3 + 2 + 2 years) of the new modular bus shelters is underway.</p>
<p>Great North Road Bus Lane - WCA</p>	<p>Consultation with Iwi is complete and consent application has been lodged.</p> <p>This work is being delivered in conjunction with the Well Connected Alliance (WCA). Main works are expected to commence in January 2017. Expected completion date is March 2017.</p>

Other Activities

Special Events

This month saw the start of the season for the SKYCITY Breakers at Vector arena with a return of integrated travel for ticket holders. The season runs until February 2017 and all games at the Vector Arena will feature Travel on the Northern Express, trains and special event buses included with game tickets.

The third Bledisloe Cup test took place at Eden Park 22 October, with travel on trains and special event buses to/from Eden Park included with match tickets and a Traffic Management plan was in place around Eden Park. Marketing materials promoting all special event PT services included; press, radio and online advertising. Indicative patronage numbers show that at least 51% of in the crowd travelled to the event via AT Metro services.

Elsewhere during the month, a number of large events at the ASB showgrounds have been monitored for their impact on the network including; Armageddon and Big Boys Toys. A number of facilitated motorcades managed in conjunction with the Police and green waves have also been conducted across the month for a number of Internationally Protected Persons (IPPs) including the Prime Minister of Fiji.

On Sunday 30 October the ASB Auckland Marathon was held in Auckland. To accommodate the course route multiple road closures and parking restrictions were in place, causing disruptions to bus services, particularly those on the North Shore, Tamaki Drive and in the City Centre. In the days leading up to the event and press (public notices) and radio ads were running to inform customers of the disruptions. The traffic impacts were inline with previous years events with no significant congestion.

The Royal New Zealand Navy celebrated its 75th anniversary during November. Warships from 14 countries sailed to Auckland to join the festivities. On the 17 November, after conducting exercises offshore, the New Zealand Navy's vessels and the visiting warships sailed into the Waitemata Harbour in three processions and berth at both Devonport and the City. The Harbourmaster, Navy and Police have been involved in planning for this event for the past 18 months. These organisations provided a safety and security cordon around the fleet when they moved within the Harbour and whilst at anchor. See [here](#) for Harbourmaster video news release.

Meanwhile, the Harbourmaster's department was one of the many organisations that are involved with the annual Safer Boating Week. This year the aim for Safer Boating Week was to focus boaties' attention on key safety messages in the lead-up to the start of the recreational boating season..



Regional Speed Campaign – Love Being a Local

'Love Being a Local' is an on-going community based campaign implemented in areas where there are a high number of traffic incidents. Waimauku was noted as a high incident area, particularly due to motorists speeding along State Highway 16 where there are local amenities and a primary school. This particular area has a notoriously high rate of incidents due to speeding. When combined with peak hour congestion around the school area this leads to an unsafe environment for the local residents and school children.

The campaign enlists the local community to help promote the message of "Love being a local. Slow down". In Waimauku the campaign features Tena Kennedy who is a St John ambulance officer, Chris Deacon who is an Intensive Care Flight Paramedic, Mark Vette who is Animal Behaviour Consultant and various teachers and pupils from Waimauku School. They are featured on a variety of outdoor, print and online media including billboards, banners, postcards, press ads and social media.



Intersection changes in Warkworth

AT is working alongside the Transport Agency, to undertake a three month trial of intersection changes at the Elizabeth Street and Sandspit Road intersection in Warkworth. This includes removing the right turn from Hill Street to Elizabeth Street, and signal optimisation to manage queue delays and the removal of give way on the Sandspit Road approach. The trial started on 7 November and will run for three months through the busy holiday period. The banning of turns at the intersection supports improved traffic flow along Sandspit Road and the Hill Street intersection on State Highway 1.

Albany Highway Opening

Over 100 students and key staff from the four local schools attended the launch event for the Albany Highway opening, which offers improved on and off road cycling facilities, T2 facilities and a wider footpath in both directions. To support use of the new infrastructure, the four local schools were approached and were heavily involved in the consultation for the Albany Highway and its launch. The event was used to provide education around sharing the path, helmet use, young driver information and speed around children to these students and the public who attended the event.

ATOC Police Commendations

Three ATOC staff members have received police commendations at the Waitemata Road Policing Awards ceremony for their work in assisting the police with prevention activities in crime and crash prevention. This is the first time ATOC staff have been formally recognised by Police and is an excellent reflection of their performance and the outcome of a growing appreciation for the collaboration between ATOC and Police.



AT Metro

Patronage Performance Commentary

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

For the 12 months to October 2016 Auckland public transport patronage totalled 83.9 million passenger boardings, an increase of +4.0% on the previous year. October monthly patronage was 7.3 million, an increase of +2.7% on October 2015 and -1.8% below SOI target (YTD -3.2%). October normalised adjustment ~ +5.1% accounting for special event patronage, with same business days and weekend days/public holidays.

Bus services totalled 60.3 million passenger boardings for the 12-months to October 2016, an increase +0.2% on the previous year. Patronage for October 2016 was 5.2 million, a decrease of -0.9% on October 2015 and -2.6% below SOI target (YTD -3.8%). October normalised adjustment ~ +1.8% accounting for special event patronage, with one less business days and one more weekend days/public holidays. There has been continued strong patronage growth for the NEX service and good growth seen on major corridors from both Onewa Road and Mt Eden Road corridors in particular. The Southern bus network continues to perform poorly but it is anticipated that the launch of the Southern New Network on 30 October will improve all facets of public transport in the area including a significant. Western bus services have seen continued reduction in patronage escalated with CBD CRL bus stop moves earlier this year. New Network for West is targeted for June 2017. Following implementation of Simpler Fares including fare decreases on 14 August, communication and promotion of targeted fare price messaging commenced early October.

Train services totalled 17.6 million passenger boardings for the 12-months to October 2016, an increase of +18.7% on the previous year. Patronage for October 2016 was 1.6 million, an increase of +16.4% on October 2015 and -0.5% below SOI target (YTD -3.1%). October normalised adjustment ~ +17.7% accounting for special event patronage, with one less business days and one more weekend days/public holidays.

Ferry services totalled 6.0 million passenger boardings for the 12-months to October 2016, an increase of +5.6% on the previous year. Patronage for October 2016 was 0.49 million, an increase of +4.0% on October 2015 and +3.3% above SOI target (YTD +2.9%). October normalised adjustment ~ +6.1% accounting for special event patronage, with one less business days and one more weekend days/public holidays.

Rapid and Frequent services totalled 32.0 million passenger boardings for the 12-months to October 2016, an increase of -0.8% on the previous year. Patronage for October 2016 was 2.8 million, a decrease of -3.3% on October 2015 and +1.9% at the SOI target (YTD +0.4%).

Progress against AT Metro Key Strategic Priorities

Delivery against the AT Metro key business priorities is provided below:

- | | |
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| <ul style="list-style-type: none"> 1. Integrated Ticketing & Fares 2. Procurement & Contract Reform (PTOM) 3. Resource Efficiency & Effectiveness 4. New Network incl. Rapid & Frequent Service Network 5. Infrastructure Development | <ul style="list-style-type: none"> 6. On-Time Service Performance 7. First & Final Leg 8. Customer Experience 9. PT Adoption Marketing & Promotion 10. AT 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 	<p><u>Integrated Fares</u></p> <ul style="list-style-type: none"> • A 2nd phase of targetted marketing of the benefits of Simpler Fares was completed in October. Marketing in November and December will start to move to the combined message of holistic public transport improvements combining integrated fares and New Network. • The bus and train integrated fares project formally closed on 31 October. • Ferry Integrated fares approach and options are under development. <p><u>SuperGold free Public Transport</u></p> <ul style="list-style-type: none"> • Planning to transition SuperGold cardholders with a blue HOP card to a gold HOP card continues. Commencement of the public campaign is targeted for November.

2. Procurement & Contract Reform (PTOM)

- 2015: South Auckland New Network bus tender
- Mid- 2016: West Auckland New Network bus tender
- July 2016: Central & East Auckland bus tenders
- August 2016: West Auckland New Network negotiated contracts
- 3rd quarter 2016: Ferry tenders released
- September 2016: North bus tenders
- October 2016: South Auckland New Network bus service contracts start
- March 2017: North, Central and East Auckland New Network negotiated contracts
- Late-2017: ferry contracts start
- 2017/18: rest New Network bus contracts start

Bus:

- New South Auckland bus PTOM services commenced 30 October successfully with operators, Ritchies Murphy Transport Solutions Limited, Howick & Eastern and Go Bus. A focus on service performance improvement is underway.
- Bus PTOM West tendered contracts: final negotiations have been completed with contract signing in early November. Service commencement is 11 June 2017.
- Bus PTOM West negotiated units issued to incumbent operators have now been received back and initial meetings held.
- Bus PTOM Central and East tender released to the market August 2016. Bids have been received and are now being evaluated.
- Bus PTOM Central and East negotiated units have been released. East bids closed in October. Central bids will close in December.
- Bus PTOM North tendered units have been released to the market in early November. This is the last bus PTOM competitive tender round for New Network implementation.
- New Network public consultation achieved a "Highly Commended" award at the IAP2 Australasia awards for planning. (IAP2 = International Association for Public Participation).



Ferry:

- The Ferry PTOM tender was released to the market mid-September with bids due late-November.
- Current contracts have been extended to match mobilisation of PTOM contracts for early 2018.
- The Ferry PTOM tenders included a separable portion for Stanley Bay to Downtown Ferry following advance notice from Fullers Group of their intent to withdraw the Exempt Services at a time to be agreed with AT.

3. Resource Efficiency & Effectiveness	
<ul style="list-style-type: none"> Value for Money: SOI farebox recovery targets and reducing subsidy / passenger metrics 	<ul style="list-style-type: none"> The review and consultation on out-of-zone dedicated school bus routes for school students has closed and responses are being considered in parallel to the New Network implementation and operational realities. A number of key themes have emerged including safety, convenience and concern about connections. Some services will be discontinued at the end of Term 4. Every March there is a spike in patronage which results in insufficient capacity on main corridors. In order to provide sufficient capacity and an enhanced customer experience for next March, new timetables and capacity increases have been developed for main corridors. The target is that no customer will have to wait for more than 10 minutes (depending on advertised frequency) to be able to board a bus. This will see an approx. +6.6% peak only bus capacity increase implemented progressively between November and February. Ritchies Transport increased the number of double decker buses operating on NEX services from October 2016 from 18 to 29 double deckers. This means only two standard buses will be required to operate at peak. In addition, extra peak trips will be added to NEX services in January-February 2017 for the March spike and general growth. Approximately 25-35 extra peak trips will be added to Ritchies' NEX services in January-February 2017 to cope with the 'March Madness' and general growth. AT is working with Birkenhead Transport to agree the commercials for four double decker buses to be used on Onewa Road and Glenfield Road services from February 2017. Currently this operator has the second highest level of patronage growth on a major urban service after the Northern Express service and the peak frequency on this corridor is approx. two minutes. In addition, eight extra peak trips will be added to the timetable and run time will be added to unpunctual trips as required. Train proposed timetable, for introduction in March 2017, will include run time improvements, predominantly on the Southern & Western Lines. One additional 3 Car Set was released to strengthen peak time services from October 2016 through improved turn-around times. From the introduction of the new timetable, a further two sets will be released to strengthen further peak time services. A periodic efficiency audit of Transdev Auckland is currently underway as part of the rail passenger services contract terms of reference.

4. Bus New Network incl. Rapid & Frequent Service Network	
<ul style="list-style-type: none"> • Oct 2015: Hibiscus Coast bus service design implemented • Oct-2016: South bus service design implemented • June-2017: West bus service design implemented • Aug-2017 - Apr-18: North, Central and East bus service design implemented 	<p>South Auckland (including Pukekohe and Waiuku)</p> <ul style="list-style-type: none"> • South Auckland New Network services launched on 30 October following extensive customer communications campaign. The public launch was made at the new Otahuhu Station on Saturday 29 October by Mayor Phil Goff and Minister of Transport Simon Bridges. • The new services, operated by Howick & Eastern and new operators Go Bus and Ritchies Murphy Transport Solutions included a +12% in service hours and a +15% in service KM. 39 new bus routes were launched using 180 AT Metro branded buses, of which 95 were new. • Improving service performance, considering the scale of change, is now a key focus. • It is too early to identify any customer change trends, however, in the first week in selected comparison areas bus boardings are steady with a very minor decrease transfers and multi-trip journeys have increased between bus/bus and bus/train and HOP card use has increased. • Train boardings at Otahuhu and Manukau have increased. • Very few negative customer feedback pieces have been received through any channels with anecdotal on-the-ground feedback to AT Ambassadors overall positive. <p>East Auckland</p> <ul style="list-style-type: none"> • Central and East Auckland PTOM Unit tenders have closed and the evaluation of the responses is progressing. • Negotiated PTOM Unit contract bids have been received. <p>Central Auckland</p> <ul style="list-style-type: none"> • Central and East Auckland PTOM Unit tenders have closed and the evaluation of the responses is progressing. • Work on timetables for directly negotiated PTOM units was completed in September and passed on to operators for pricing. <p>West Auckland</p> <ul style="list-style-type: none"> • PTOM West tender evaluation has concluded and negotiations completed. • Bids for negotiated PTOM Units West have been received and negotiations commenced. <p>Beachlands/Maraetai</p> <ul style="list-style-type: none"> • Central and East Auckland PTOM Unit tenders have closed and the evaluation of the responses is progressing. Beachlands/Maraetai is included with East Auckland units. <p>North Shore</p> <ul style="list-style-type: none"> • Development of timetables for North Shore PTOM Units (both tendered and negotiated) has been completed. • Tenders have been released in November. <p>Waiheke</p> <ul style="list-style-type: none"> • Consultation for service design being planned. • Development of new timetables to be begin November 2016 ahead of consultation in early 2017.

5. Infrastructure Development

Train:

- Designs complete for Manurewa, Papatoetoe, Middlemore and Henderson station for electronic gates to be installed, further gating planned for Glen Innes, Papakura & Parnell.
- CRL enabling works underway at Britomart. Drop off area cordoned and fenced. B2 West hoarded off. Works now underway on the temporary Station facility at the rear of CPO.

Bus:

- Otahuhu Station was opened with the launch of the bus New Network design for South Auckland on 30 October 2016. A New Network South launch event was held at the new interchange on Saturday 29th October, the day prior to launch. Some minor fitout works will continue behind the scenes away from the public spaces and construction of the future CRL platform will continue behind a hoarding adjacent to the rail corridor. Bus site access for driver training purposes has been managed on a controlled basis in the week preceding launch.
- 300 new stops required for New Network South were installed.
- The Mangere Town Centre stops at Bader Drive are progressing to schedule with recent completion of northbound bus lay-by, storm water structures, road widening excavations, laying of Kassel kerbs and installation of major bus shelters and Exeloo toilets, footpaths, streetlights and road pavements.
- The Otahuhu Town Centre stops on Avenue Road will be fully operational by late November.

Ferry:

- The purchase of the Bayswater Marina berth and licence has been agreed in principle and will be completed in November.
- Site construction works on the new Half Moon Bay passenger facility are progressing.
- The redundant fuel tank and associated facilities have been removed from Pier 2, Downtown Ferry Terminal.
- The design for a replacement Pier 3 at Downtown Ferry Terminal, including new pontoons, gangways, multiple boarding levels, passenger waiting area and amenities, improved CCTV, lighting and HOP gating, is progressing.
- Ramp widening works were completed on the eastern ramp at the Half Moon Bay Vehicular site.
- Works have commenced on the repainting of the Downtown Ferry Terminal public toilets, works are expected to be completed by mid-November.
- A new passenger boarding ramp has been installed at Pier 2C, Downtown Ferry Terminal and has been in use from 21 October.

Multi:

- Pukekohe Station Upgrade: Before the major new station access bridge is built in Pukekohe next year, a facility upgrade was needed in the interim to allow customers to connect between trains and the bus services that have been created as part of the New Network. Two stops on Custom Street provide space for up to five buses that run three loops in Pukekohe and longer distance trips to Waiuku, Paerata and Tuakau. More than forty bus stops have been built or upgraded in Pukekohe and Waiuku. The new services have started operating well.



6. On-Time Performance

Train:

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

Service delivery (or reliability) is the proportion of trains not cancelled in full or part and arrive at their final destination. Punctuality is the proportion of trains that were not cancelled in full or part and that arrived at their final destination within five minutes of the scheduled time.

In October 2016 service reliability was 98.4% compared to the 12 month average of 98.5% and 98.1% for September 2016. Service punctuality performance compared to services scheduled is illustrated in the chart below. Service punctuality (red line) was 97.1% compared to the 12 month average of 96% and 96.3% for September 2016 (and the low of 73.6% in June 2015).

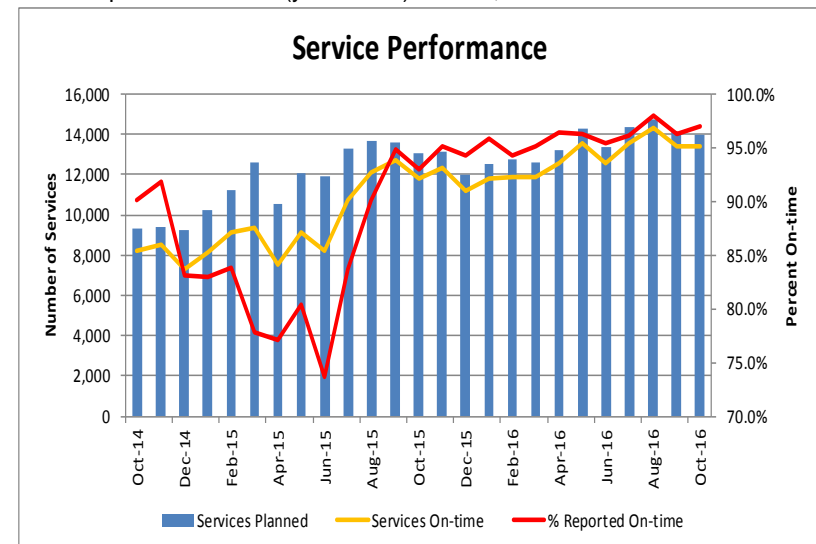
Friday 21 October saw first weekday achievement of 100% rail reliability and punctuality.

There were nearly 14,021 train services scheduled in October (blue bars) - the number of actual services operated on-time (yellow line) was 13,587.

Major incidents that affected October 2016 service performance:

- Track, Signal, Train Control and Traction Overhead (KiwiRail) – Infrastructure related matters caused delays to services on three days in the month, the most significant being a track fault outside the Britomart tunnel in the evening peak of the 13th October, leading to cancellations and delays on the network.
- Electric Train Operations resulted in disruptions on one day in the month, where a fault occurred with an out-of-service train at Strand just prior to the morning peak of the 19th October causing delays and cancellations on the Eastern Line.
- Train operations were affected by three third party incidents in the month, the most significant being a freight train fault between Westfield and Penrose in the early hours of the 6th October disrupting services on the Southern Line and on the same day an emergency services incident where a car collided with a train at Morningside in the evening peak, disrupting services on the Western Line.

Further line speed, interlocking works and signalling works to improve journey times are being targeted for the March/April 2017 timetable recast.



Bus:

- Service delivery (or reliability) is the proportion of services not cancelled in full or part and arrive at their destination. Punctuality is the proportion of services that departed their origin within five minutes of the scheduled time.
- Overall the network reliability was 96.8% and punctuality was 93.9%. This was a decrease of 0.7% and 1.0% in reliability and punctuality respectively from August's performance, and a 1.2% and 1.0% decrease for year-on-year October reliability and punctuality respectively.
- The consolidated 12-month plan is now a standard procedure to manage service delivery and capacity increases as well as any network design issues. It also incorporates modifications necessary to address any issues found in the rollout of New Network.

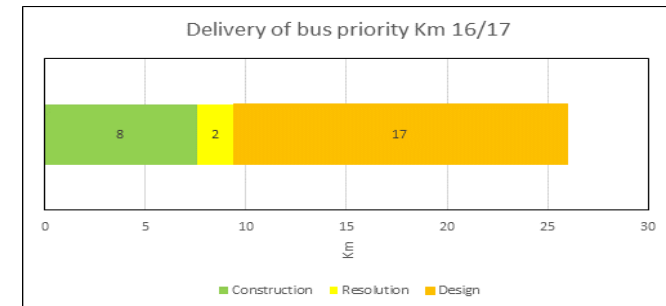
Reliability at Start					
Operator	Business Unit	Oct-16	Sep-16	Month-on-Month Change	Year-on-Year Change
Whole of Network		96.8%	97.8%	-1.0%	-1.2%
Metro Inner	NZ Bus	97.3%	97.0%	0.4%	-0.5%
Metro Outer	NZ Bus	98.0%	97.8%	0.1%	-0.6%
North Star	NZ Bus	98.7%	98.9%	-0.1%	0.2%
Go West	NZ Bus	98.6%	98.3%	0.3%	0.1%
Waka Pacific	NZ Bus	94.9%	95.4%	-0.5%	-1.5%
West	Ritchies	98.4%	97.8%	0.5%	-0.4%
North	Ritchies	98.3%	98.7%	-0.4%	0.1%
NEX	Ritchies	99.3%	99.6%	-0.3%	0.2%
Howick & Eastern		97.7%	98.0%	-0.3%	-0.5%
Birkenhead Transport Ltd		98.4%	98.5%	-0.1%	0.6%
SkyBus		93.5%	95.3%	-1.7%	-0.4%
Tranzit		91.9%	95.8%	-3.8%	-6.5%
Urban Express		98.8%	99.0%	-0.2%	-0.4%
Waiheke Bus		99.2%	99.7%	-0.5%	2.6%

Punctuality at Start					
Operator	Business Unit	Oct-16	Sep-16	Month-on-Month Change	Year-on-Year Change
Whole of Network		93.9%	94.6%	-0.7%	-0.6%
Metro Inner	NZ Bus	93.7%	93.5%	0.2%	-1.0%
Metro Outer	NZ Bus	94.5%	94.3%	0.3%	-0.9%
North Star	NZ Bus	96.5%	97.0%	-0.4%	0.6%
Go West	NZ Bus	96.3%	95.6%	0.8%	0.6%
Waka Pacific	NZ Bus	89.5%	90.3%	-0.8%	-2.0%
West	Ritchies	94.1%	94.2%	-0.1%	-1.6%
North	Ritchies	94.9%	96.0%	-1.1%	0.4%
NEX	Ritchies	98.5%	98.9%	-0.4%	0.1%
Howick & Eastern		94.3%	94.7%	-0.4%	-0.2%
Birkenhead Transport Ltd		95.7%	96.0%	-0.3%	1.7%
SkyBus		84.6%	88.7%	-4.1%	-0.9%
Tranzit		85.9%	92.7%	-6.8%	-10.5%
Urban Express		97.2%	97.3%	-0.2%	0.0%
Waiheke Bus		98.4%	98.5%	-0.1%	4.8%

Bus lane programme rollout:

New Consultant PM appointed by CDD to troubleshoot programme, streamline processes and implement strategy through to end of FY.

Albany Highway Upgrade went live on the 14th of October, 7.6km of T2 lanes to be delivered which will benefit school buses. This will contribute to the overall target of 26km of SVLs to be delivered this financial year.



Ferry:

- Service delivery (or reliability) is the proportion of ferries not cancelled in full or part and arrive at their final destination. Punctuality is the proportion of ferries that were not cancelled in full or part and that departed their origin within -59 seconds and +4:59 of the scheduled time.
- For October 2016, 99.0% of contracted service boardings were operated, leaving their origin stop no more than one minute early or ten minutes late (reliability measure). Service punctuality for October 2016 was 96.9%.

Route	Harbour	Scheduled Trips	Reliability	Punctuality
Bayswater	Inner	976	99.80%	99.39%
Half Moon Bay	Mid	611	98.69%	93.45%
Birkenhead	Inner	1,048	97.52%	92.75%
Gulf Harbour	Outer	300	98.67%	96.33%
Hobsonville	Mid	200	100.00%	100.00%
West Harbour	Mid	540	99.81%	99.81%
Rakino	N/A	38	97.37%	89.47%
Pine Harbour	Outer	816	99.75%	99.75%
Total		4,529	99.03%	96.91%

- Performance on the Fullers services of Birkenhead and Half Moon Bay continues to struggle. Changes to timetables and berthing arrangements occurred from the 17th of October and experienced minor teething issues compounded by some vessel availability issues due to breakdowns.

7. First & Final Leg

- AT Metro rebranding: Designs for bus flags, bus stop timetables and station information have been installed for New Network South Auckland which commenced on 30 October.
- Works have been completed for the new park and ride facility at Glen Eden station.
- A trial park and ride facility is being prepared for opening on 28th November at Esmonde Road, Takapuna. The facility is owned by the Harbourside Church and will be operated by Wilsons Parking Ltd. AT Metro are facilitating the additional bus stops, services, promotion and planning of this initiative and will be monitoring the uptake and impact of this site on traffic patterns in and around Takapuna. The initiative is also linked to parking consultation activities in Takapuna and offers alternative parking options for both inbound and outbound vehicles.

8. Customer Experience

Bus

- New “Bus Connections” maps have been installed at all bus stations on the Northern Expressway to help passengers to choose the best local connecting bus.
- Kellogg’s Ambassadors distributed the free samples to passengers who were leaving the InnerLink and Central Link buses on the 17th, 18th, 19th, 27th & 28th October, from 6.30am – 9.30am. the free sample product being handed out was a healthy fruit flavoured breakfast biscuit, for people on the go. A total of 4500 bars were handed out in Auckland alone over 5 days. The free samples were a hit with students and commuters.
- The first Waiheke Link branded bus started operation during October after AT and Waiheke Bus inspected the AT Metro branding on this vehicle.



Multi-modal

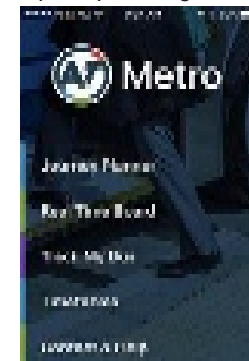
- A pilot initiative took place with Bauer Magazines Ltd with 1000 ‘Metro’ magazines distributed at three key Metro facilities. The initiative is in preparation for a weekly free magazine launched in November “PaperBoy” that will incorporate promotion of public transport use for events and destinations, supporting off peak patronage use. The magazine distribution agreement provides for a proportion of editorial space to Auckland Transport as well as licence fee revenue.

Train

- OneCom web portal has gone live, and receiving positive feedback.
- Platform & Door Markers – Network rollout in progress
- The limited hours Pukekohe ticket office closed on Friday 21 October due to low patronage with a new seven day a week retailer in the town centre opening to serve both bus and train customers.

Digital

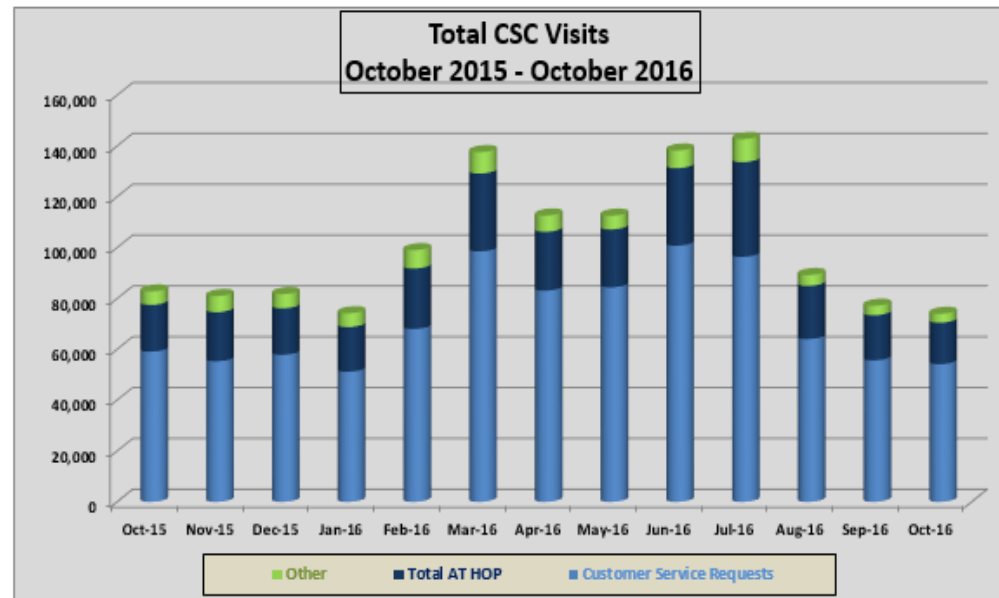
- The “AT Metro” App was updated in October, adding additional functionality to the existing core features: Journey Planner and Real Time information, now includes the full “Track my Bus” App, in addition to all timetable information on-hand. Regular enhancements through iterative releases are being provided to customers on the back of short ‘sprint’ agile project withholding through the Customer Central facility.



- The number of users for the “Track my Bus” App increased significantly in October, rising to 23,079, up from 14,695 in September, an increase of 8,384 (+57.1%). The latest release included a number of fixes to bugs, based on customer feedback.
- There was an increase in activity on www.AT.govt.nz in October, with page views rising to 1.33 million, up from 1.25 million in September. This represents a month-on-month increase in activity of 0.08 million page views (+6.3%) and is still significantly below the peak activity levels seen in February and March, when page views topped out at 1.64 million. The increase in activity was primarily due to a rise in Journey Planner activity following release of information about New Network – South. When looking at browser-based activity, 87.2% of searches were via Chrome and Safari, which is the slightly higher than in September and continues the month-on-month trends towards these two browsers. Conversely, just 5.4% of sessions were accessed via Internet Explorer, which again slightly lower than for September.

Customer Service Centres

- The total customer visits to the Customer Service Centres (CSC) for October 2016 (73,977) were 3,188 (-4.1%) below September’s visitor numbers (77,165). They were also 8,809 (10.6%) below the October 2015 total of 82,786. Total Customer Service Centre visits in the three months from August to October we just over 240,000, compared to just under 264,000 in the same three-month period during 2015, an decrease of approximately 24,000 (-9.1%). One factor impacting the decrease in visitors in October compared to September was a reduction in AT HOP card related issues, which saw queries fall from just under 17,800, to almost 16,300, representing a drop of 1,500 (-8.4%). There was also a reduction in general customer activity, with concessions falling from 11,900 to 10,900 (-8.4%), although SuperGold concessions represented almost 3,800 (34.9%) of the total. Additionally, there was a fall in the number of people using the CSC’s to top up their AT HOP cards, with more people reverting to self-service options.
- In the past 12 months, there have been over 1,220,000 visits to the AT Metro Customer Service Centres (CSC), an average of over 3,340 visits per day. This compares to just over 1,047,000 for the 12 months to October 2015, an increase of over 173,000 customers (+16.5%) during the 12 month period to October 2016.
- The AT Metro Lounge is being used to support the opening of the new Otahuhu Station from early November.

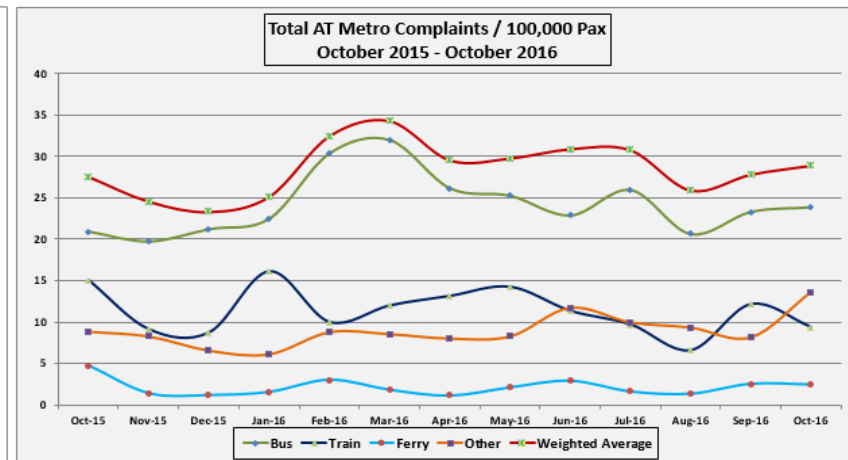
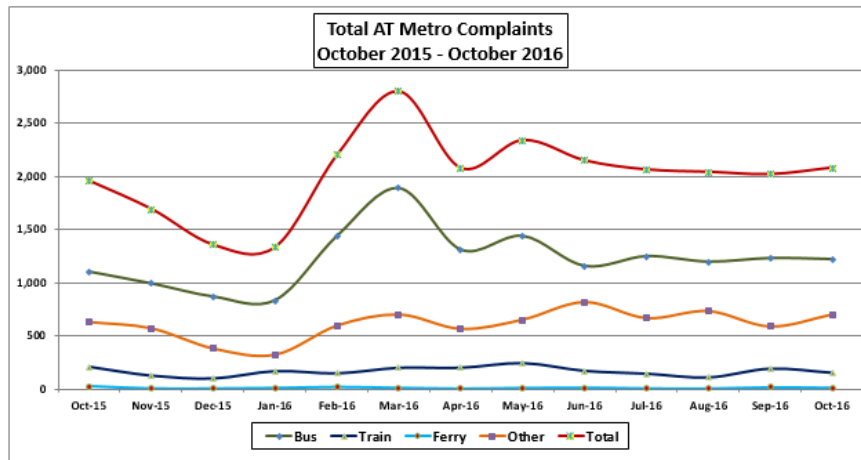


Ferry

- Additional Ferry services started on the 17th October for the Gulf Harbour and Half Moon Bay services. The Gulf Harbour service sees the number of services increase from 12 trips a day to 18; and Half Moon Bay increases by an additional four trips added per day. These additions will provide some much needed relief to peak trips on both services, and are as a result of 360 Discovery (Fullers Group) purchasing an additional vessel.
- Establishment of AT Metro Ferry User Group.

Customer Complaints

- Total complaint volumes increased in October 2016, rising slightly to 2,077, up from a total of 2,016 in September 2016, representing an increase of 61 (+3.0%). This increase is in contrast to the month-on-month decreases in complaints seen since May 2016. However, the rise in complaints is in line with the corresponding period in 2015, when complaint volumes rose in October, compared to September. However, total complaints in October 2016 (2,077) were up by 126 (+6.5%), compared to October 2015 (1,951). There was an increase in general public transport complaints, which rose from 585 in September to 696 in October, a rise of 111 (+19.0%). The increase in customer feedback covered a range of different topics, with issues related to network and service route planning being the two primary causes of concern. This increase started following the release of customer information regarding the implementation of New Network – South, which went live on Sunday 30th October. There was also an increase in the volume of LGOIMA’s received, primarily from the media, covering a range of topics, including operational elements such as facility cleanliness. Bus related complaints fell slightly in October (-0.8%), whereas train complaints fell more significantly (-19.7%), compared to the levels seen in September. Two factors have contributed to the slight month-on-month rise in Complaints per 100,000 Pax between September and October is that total complaint volumes have increased slightly (+61) compared to September, whilst the passenger trips have reduced by just over 38,000 in the corresponding period, due to the school holiday period in the first week of October.



9. PT Adoption Marketing and Promotional Campaign Programme

A number of communications, customer acquisition and retention campaigns are in market. These are targeted to achieve patronage growth using data and insights from the PT Adoption model and process. Specific emphasis is being placed on bus service changes and patronage acquisition.

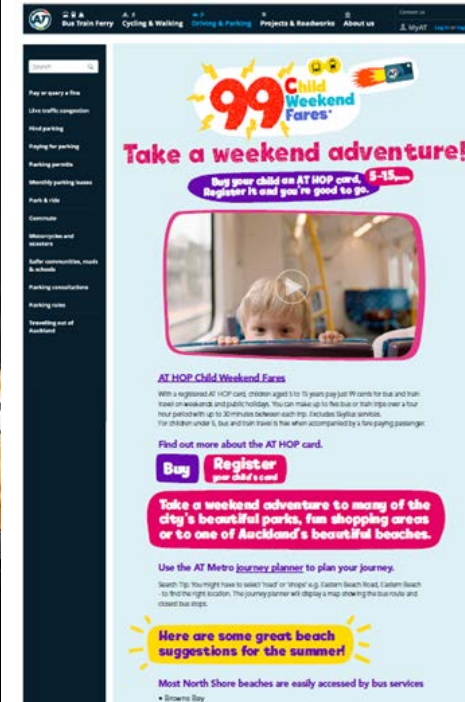
Multi-modal campaigns

- The next iteration of Simpler Fares promotion will be rolled out end October and November targeting areas of Auckland where the price of public transport is now lower now than it was pre-Simpler Fares. The objective is to grow bus and train patronage in these areas. The campaign targets 39 different locations, emphasising the ease of the new zonal fares system and the key price point. Media includes; billboards, street posters and online advertising.



99 cent children weekend fare

In November AT Metro will be promoting the new 99 cent children weekend fare online, in local papers and in cinema. With the introduction of the Simpler Fares zone structures, children 5-15 years travelling on an AT HOP card can travel on weekends and during public holidays for just 99 cents. We are using this fare to encourage off-peak family travel on buses and trains. The concept for the campaign involves a trip on public transport through the eyes of an imaginative 6 year old. An online video will be promoted via online advertising; Google Display network, Trueview and TVNZ On-Demand. The campaign is primarily targeted at parents and grandparents of young children. The video will also be pushed out via Facebook posts, Twitter and Instagram.



Bus

- On 30 October the changes to the southern bus network went live (this includes South Auckland, Pukekohe and Waiuku). This is a complete overhaul of all bus services in the region, with new services, new timetables and new operators. The materials informing customers of these changes went into market in the week of Monday 26 September. Media included; press, radio, online, video, website, bus posters and bus stop signage. Ethnic press and radio adverts were also included in the mix (Punjabi, Mandarin, Samoan and Tongan). AT Ambassadors will be used next week to help customers through the changes. For more information visit the website www.AT.govt.nz/newnetworksouth.

Bus services are changing
for South Auckland, Pukekohe & Waiuku.

Get ready to plan your new journey!

- New bus routes
- New buses
- New timetables

If you have any questions, need to pick up a new bus timetable or would like help to re-plan your journey, come see us at one of our public information events.

Where to find us	Location	Date	Event times
Sir Edmund Hillary Library, Papakura	209 Great South Rd, Papakura	Wed 5 Oct	09:00 - 19:00
Takanini Farmers' Market - The Ambassador Events Bus	163 Airfield Road, Takanini	Sat 8 Oct	09:00 - 13:30
Friendship House Community Centre - next to Manukau Library courtyard	20 Putney Way, Manukau	Thurs 13 Oct	09:00 - 16:00

Look out for these brochures and your area timetable in the post.

FROM Sunday 30 October 2016

Some bus services from Central Suburbs to the South are also changing from 30 October. Go online for details and affected bus routes.

Find out more 09 346 6400
 If calling from Pukekohe or Waiuku 0800 10 30 80
www.AT.govt.nz/newnetworksouth

Bus changes Sunday 30 October

Re-plan your journey if you use these services:

- Hospitals - 283
- Manukau Rd - 302, 304, 305, 312
- Queenstown Rd / Pak Rd - 324, 327, 328, 334, 336x, 344, 347, 348, 354
- One Tree Hill / Te Papapa - 31x, 392
- Great South Rd - 447, 472, 473, 487, 497
- Mt Wellington - 50F, 52F, 502, 511, 512, 522, 532
- Papama Rd - 359, 52F, 511, 512, 532, 757
- Papama / Glen Innes - 710, 716, 717, 750, 756, 757
- Tamaki Drive (Orakei) - 710, 713, 715, 715x, 716, 717
- Tamaki Drive (Long Drive) - 750, 755, 756, 757

All bus services in South Auckland, Pukekohe and Waiuku will be changing on this date too.

To check how bus services are affected, go to www.AT.govt.nz/ptserviceupdates

Find out more 09 346 6400
www.AT.govt.nz/newnetworksouth

From 27 November 2016, bus timetables will change to incorporate phase 1 of additional trips and start time changes as part of key corridor capacity increases leading to March demand increase. To communicate these changes the following elements have been created:

- A3 Posters: these posters are the first of the service changes to feature the new design template
- EDMs sent out to customers who have used the affected routes in the past 3 months.
- Information on the service announcement webpage.
- Information on the real time board webpage.
- Information journey planner webpage.
- Messaging posted via the Auckland Transport twitter page.

10. AT Metro Safety & Security

Train:

- Incident trend decrease during Sept-Oct. 9 x calls for Police assistance generated, 8 x responses, 10 x arrests.
- Door markers at all train stations: The Train Services Team have continued to work closely with the Public Transport Accessibility Group (PTAG) and Transdev to assist passengers who require level boarding. With the completion of the trial at selected stations earlier this year we are now rolling out platform and door markers for level boarding at all stations.
- Increase tagging of train incidents reported by TDAK, internal and external, particularly Swanson and Onehunga trains turnarounds; increased monitoring and reporting to Police.
- New pedestrian safety mazes at George Street Pedestrian Crossing opened on 7th November.

Ferry:

- Downtown Ferry Terminal – installation of new gate lock mechanisms on Piers 1 and 2 to restrict customer access to pontoons, between services.