

# Business Report

## Recommendation:

That the Chief Executive's report be received.

## Prepared by:

David Warburton, Chief Executive

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## Corporate

### Finance

The 2016/17 budget realignment was completed in November and is included as a separate Board report this month. Audit NZ have been on site completing the first interim audit, with no major issues identified. Considerable progress has been made in addressing the outstanding Work in Progress balance since June.

### Regional Land Transport Programme Funding

During November, the following projects were approved for funding:

- *Matakana Link Road (Detailed Business Case)* – this activity has been approved by the NLTP advisory group for \$1.8 million (\$67,000 from the National Land Transport Fund)
- *Emergency Works – 2016-17 Great Barrier Island 10-11 August Storm Event (Construction)* – this activity has been approved for \$39,000 (51% from the National Land Transport Fund)

## Procurement

Thirteen tenders were published in November with an estimated value of \$53 million. Seven of the tenders had an estimated value of over \$2 million.

Tender	Type
PTOM Ferry	RFT
AT on the Move - Tenant Works	RFT
Traffic and Transportation Engineering Professional Services TTEPS General Panel	RFP
Hibiscus Coast Busway Station Carpark	RFT
Auckland Transport JMAC Strategic Transport Model 2016/17 Refresh	ROI
Penlink - Investigation Works	RFP
Thomas Road / Orly Avenue Improvements	RFT

104 contracts were issued in November with a total award value of \$54.7 million. Six contracts had a value of over \$2 million.

Contract	Supplier
CPO Lease CRL	Britomart CPO Company
PTOM Bus Services Unit 27	Pavlovich Coachlines Limited
PTOM Bus Services Unit 25	Ritchies Transport Holdings Limited
PTOM Bus Services Unit 28	Pavlovich Coachlines Limited
Streetlight Electricity Supply	Meridian Energy Limited
Software Support Services	Database Consultants Australia

## Proposed Auckland Unitary Plan

The appeal period on Council's decision on the PAUP closed on 16 September 2016. In total 106 appeals were received by the Environment Court and High Court. The operative version was released on 4 November 2016.

The Environment Court and High Court 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 are intended to act as test cases providing a framework for the resolution of some individual matters. Other cases will be heard following this with most being heard through the first half of 2017.

AT has reviewed the appeals to identify which ones are of particular interest to AT, and staff are now 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.

AT staff are putting in place an initial 12 month monitoring programme to assess consenting requirements in the Unitary Plan for AT projects. This information will assist in providing information to AC for any future plan changes, along with the identification of any technical anomalies for the March plan change as identified by the Council's Governing Body.

Appeals on designations, including AT designations, closed on 5 December 2016.

## Special Housing Areas

The last hearing under the extended Special Housing legalisation was heard and approved in November 2016. This involved the Special Housing Area proposed at Bellfield Road, Papakura. Development for 500 new houses with new transport infrastructure and upgrading to the existing road network was approved through the consent process. Transport Infrastructure agreements are currently under negotiation for other special housing areas including Hillary Crescent in Davenport, Glenbrook Beach, and Huapai. Discussions are ongoing with Housing New Zealand on housing redevelopment sites throughout Auckland.

## AT Park App

- The user trial of the AT Park smartphone app has been completed, with 120 participating from AT, Auckland Council and the AA. The AT Park system was very highly rated with 98% indicating that they would recommend it to friends, and 92% who have experienced using the app agreed that they would keep and use it on their mobile devices. A number of areas were identified to assist the Parking team to complete and improve the app before a full public release.

## Business Technology

Delivery of the main Customer Relationship Management (CRM) Online upgrade has been delayed due to issues in setting up the new cloud environments. The new go-live date is 15 January 2017 (from the original 5 December 2016). End user engagement is continuing and is being well received.

Within the Intelligent Transport Services Programme (ITS), stability of the overall system has been significantly improved now that the final fix patch has been deployed. The roll out of the cameras onto ATOC Smales is now in progress and 31 Tamaki Drive cameras are now in operation. Other previously impacted projects (Journey Times, Future Interactions, and VMS Analytics Rollout) are now actively progressing.

The GIS team has been working on the GIS Open Data portal; this will provide a gateway for external parties to consume AT data (maps based) to enhance their public offerings/services. The portal is due to be deployed in the first week of December.

Work is continuing with MachineZone to develop an operators' portal to enable bus operators to better manage their day-to-day operations. The NZ Transport Agency is still completing negotiations with MachineZone for the ongoing funding of this.

## Social Media

AT brought its social media function back in-house in August, and at the same time launched a dedicated Facebook page (5,807 followers). As outlined in a presentation to the Customer Focus Committee in September 2016, there is now strong digital focus to media communications. For example, live streaming at recent activations and events have included the Otahuhu interchange opening. The live stream, tweets, and Facebook 'shares' were viewed by 32,419 individuals. Other examples:

- a single tweet seeking feedback on proposed Karangahape Road improvements was viewed 6,644 times
- a Facebook post relating to Te Atatu Road work reached 27,056 people through their individual news feeds and prompted 898 people to click through to the AT web page for more information

**Auckland Transport** ✓  
November 18 at 12:22pm · 🌐

From Sunday, 27 November contractors will be rebuilding the roundabout on Te Atatu Road. Find out what you'll need to know here, including night road closures.

**Te Atatu corridor project update**

Auckland Transport is responsible for Auckland's transport services (excl. state highways). From roads and footpaths, to cycling, parking and public transport.

AT.GOV.T.NZ | BY AUCKLAND TRANSPORT [Learn More](#)

27,056 people reached

Like Comment Share

👍 😬 😱 Antonia Leota-Mataia, Owena Schuster and 67 others Chronological

89 shares 98 Comments

A refreshed social media policy and guidelines have been developed.

## Customer Central (ATCC)

Customer central uses best-practice design thinking methodology, and design “sprints” to deliver solutions to customer problems/issues. In 12 weeks of operation a number of cross-functional teams have delivered:

- AT’s social media strategy
- Significant progress on AT Mobile app (detail below)
- Explore and design a seamless, effective process for Jetski registration
- Explore issues and design potential solutions to ‘Ghost Buses’ (absentee buses or late buses and the customer contact around these customer experiences)
- Explore customer information needs around screens on buses and trains
- Designed a set of customer experience (CX) metrics across all modes and channels, moving into delivery of an organisation-wide CX dashboard

### Case Study – AT Mobile

#### Problem statement

When moving around the city, Aucklanders want to be able to make informed, intelligent decisions about the best way to get from A – B. At present, this can be difficult; research suggests that our current tools and services can be inaccurate, and this lack of reliability often leads to low usage and poor perception of AT’s ability to be a single source of transport truth.

#### Solution

AT Mobile is an agile, customer-led development team within Customer Central. The team are building a mobile application that will provide disruption notifications based on your personal transport journeys. Effectively we are building a mobile platform that enables AT to have a personalised 1:1 relationship with all app-using Aucklanders.

The application will allow users to create regular journeys (e.g. home to work), and to see the current services (in the first stage, bus only) that enable those journeys on a map. Also included is a console that allows AT to push notifications to specific users. In time, this platform will enable AT to provide real-time journey notifications, be alerted to cancelled, late, or full services, receive ‘get off this service at the next stop’ notifications, and provide AT with extremely specific feedback based on user type, regular journeys and routes.

A beta version will be completed before Christmas after only six weeks of development.

## Project Updates

### Lincoln Road

NoR submissions closed in November and are now with AC which is collating submissions for AT's response.

### Mt Roskill Cycle Route

Construction was completed in November and officially opened by the Transport Minister, Mayor of Auckland, and a representative from the Puketapapa Local Board. The opening ceremony was held at the Mount Roskill War Memorial Park, Mt Roskill. The project was completed four weeks ahead of schedule and on budget.

Mount Roskill Safe Routes runs from War Memorial Park, through Keith Hay Park, to Waikowhai Park. The project provides widened footpaths for shared use by people on foot or bike, along with new push-button and zebra crossings and traffic calming measures such as speed tables. The new paths will make it easy for the community to access local open spaces. The route connects with a similar network of shared paths that run parallel to Dominion Road and with the cycleway along SH20.



### Wynyard Quarter – Integrated Road Programme

Early construction works on Gaunt Street are currently being procured for the section from the NZ Bus entrance West to Daldy Street, to achieve a target completion date of May 2017. It is expected that Daldy Street and the park upgrades will follow on from Gaunt Street.

### Glen Innes/Tamaki Shared Path

Section 1 from Merton Road to St Johns Road is complete. The official opening was held on 9 December 2016 with attendance by the Transport Minister and Mayor.

Section 2 alignment is confirmed with structure design for the rail bridges and retaining walls commenced. The construction for section 3 is expected to commence this month.

## Tamaki/Ngapipi Intersection

The resource consent process continues for the proposed intersection upgrade at Tamaki Drive and Ngapipi Road. Auckland Council has confirmed the application will be heard by the Hearing Commissioners this month.

## Nelson Street (Stage 2) Cycle Route

The detailed design for the cycleway on Nelson Street, north of Victoria Street to Market Place/Pakenham Street East intersection, is progressing. 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.

## East West Connection

The new concrete walkway adjacent to Waikaraka Park and the four-lane marking of Neilson Street are complete. Phase 1 services diversions are completed, and a new stormwater line laid. Extensive planning is underway to ensure the shutdown and closure of Neilson Street over the period 27 December 2016 to 15 January 2017 has the diversion routes approved. The project is jointly delivered by AT and the NZ Transport Agency.

## Newmarket Crossing

The resource consent and Notice of Requirement approved in July 2016 was appealed by residents in Cowie Street. AT has since met with the residents group, the Cowie St Residents Association (CSRA) and KiwiRail at a mediation conference. The outlook from that mediation is positive and hopefully the appeal can be resolved early in 2017. If a resolution is not achieved, an Environment Court date is planned for February 2017. 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.

## Half Moon Bay Ferry Upgrade

Marine piling is now underway, the pontoon is in its final position and the gangway was installed last month. The ferry wharf works are planned for completion late January 2017. The landside works are due for completion mid-2017.



## Pukekohe Bus Rail Interchange

A sod turning ceremony was held, attended by the Minister of Transport and Mayor. Enabling works for site clearance and piling are underway and will be completed in January. The targeted completion date is August 2017. Click [here](#) for more information.

## Freemans Bay Residential Parking Zone

The Freemans Bay Residential Parking Zone went live 14 November, introducing two hour parking restrictions and requiring residents to hold a parking permit or daily coupon to park longer than this time limit. Residents and local board were consulted prior to the implementation; initial feedback has been positive.

## Innovation Projects

### Storm water (Tetratrap) management

The trial for Tetratrap (filter and suspended solids capture) on Albany Highway will commence this month. Auckland Transport is partnering with Auckland Council – Healthy Water who are also funding 50% of the project cost to install catch pits on Albany Highway fitted with Tetratrap. Their effectiveness will be measured over 6 to 12 months via a monitoring device installed in the manhole chamber to collect data. Water quality will be measured with and without Tetratrap. The data will also be compared with the 360 storm water filter device currently in place.

### Dust Suppressants

Dust suppressant trials on Old Woodcocks Road started at the end of November. The trials include a range of surface treatments which are aimed at reducing the level of dust produced due to traffic movements during the dry months. This site was chosen due to its relatively flat terrain and similar road side environment along the trial length.

The trial site is made up of five 300m long treatment sections ranging from a full “rehabilitation type” treatment which will strengthen the pavement, through to a simple change in the specification of the roading metal. Included in the trial is a section of Otta Seal.

The approaches to the site and the details of the proposed trial at each of the five sections is clearly marked with signboards. The public has been invited to provide their views on each of the treatments through the AT Website and information notices distributed via letter drop and to local schools. We are also collecting roadside dust samples, conducting video monitoring of the dust created by vehicles using the road, and undertaking ongoing condition assessments of the road surface during the trial.

# Planning and Consenting Update

## Notices of Requirement, Consents and Archaeological Authorities

### 1. Lodged Applications in November

#### Resource Consents:

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

#### NoR

- CRL/NAL alteration (Porters Avenue) to Auckland Transport Designation 1714

#### NoR and Regional Consents:

- None this month

#### Outline Plans of Work:

- Sandringham Road Extension Cycleway and Shared Path

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

- None this month

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

#### NoR and Regional Consents:

- None this month

**Resource Consents:**

- Papaka Road, Hingaia
- Rodney Hill St 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:**

- CRL alteration Karangahape Station Auckland Transport Designation 1417

**Outline Plans of Work:**

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

**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 Ngapihi Intersection Improvement Project – Resource Consent hearing 14 and 16 December 2016

**4. Decisions/Approvals**

**AT decisions issued confirming:**

- None this month

**AC decisions:**

- Davies Avenue Canopy granted
- CRL Regional Consent for the main works

**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.
- CRL Main Works – network utility investigations (excavation of exploratory trenches at Aotea, Karangahape and Mt Eden Stations).

## 5. Environment Court Appeals

- S179 RMA Appeal, 1 Buscomb Ave, Henderson – Environment Court hearing closed on Fri 28 Oct 2016. Decision awaited.
- Medallion Drive appeal mediated settlement completed
- Mill Road appeal mediated settlement completed

## Land Acquisition

4 unconditional agreements signed in November 2016: Encroachments - Legacy (1), P&R Silverdale (1), Murphys Road Bridge Improvements (1), Lincoln Road (1) Total costs incurred for the month were \$3.30m. YTD 37 Property agreements have been signed and settled at a cost of \$28.42m.

# Assets and Maintenance

## Road Corridor Access

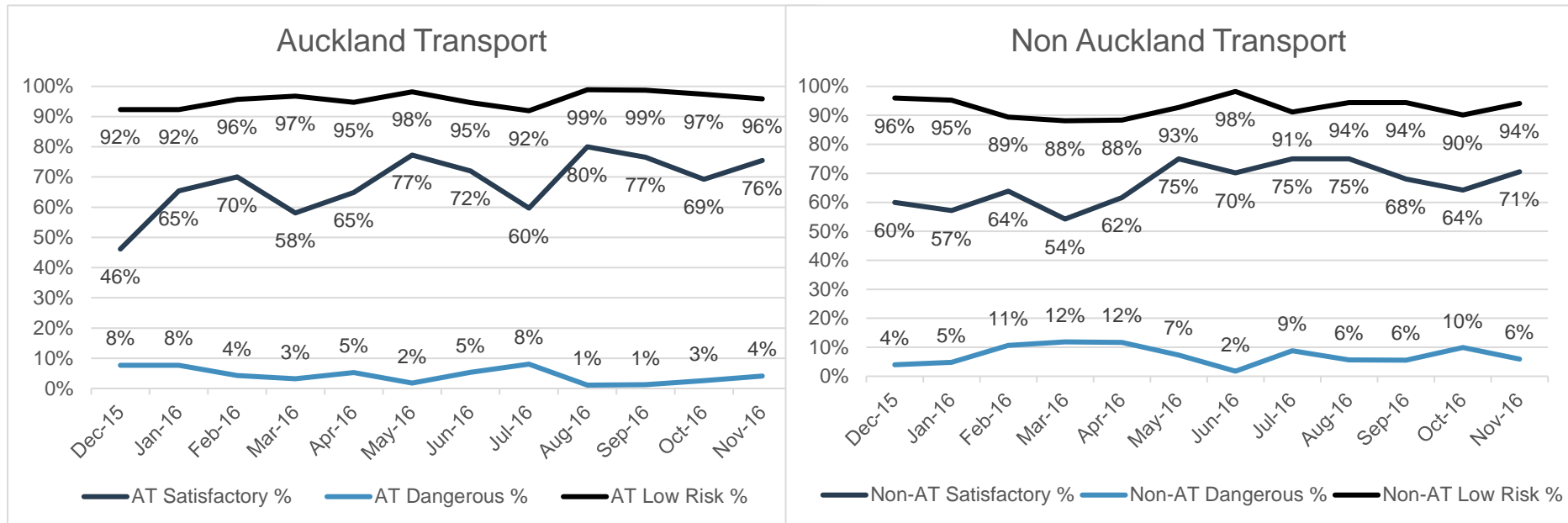
### Corridor Closures and Disruptions on Major Projects

Causeway	Ongoing motorway and ramp closures will be installed at nights and on weekends for the next couple of months. Work is progressing well
Te Atatu South Road Widening	Road closures will be required on some of the side streets off Te Atatu Road as work progresses, these closures are 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 in the mornings peak travel times. This is predominately for final road marking purposes.

### Temporary Traffic Management – (TTM)

The TTM team have completed 83 Site Condition Ratings across the network through to 20 November 2016. The percentage of low risk sites across all organisations is 95% (High Standard, Acceptable, Needs Improvement and Unacceptable - target is greater than 90%). Auckland Transport work sites achieved 96% of low risk sites.

The KPI measure for 'Satisfactory' sites (High Standard, Acceptable or Needs Improvement) was 77% which is a slight improvement on last month. The common trends remain failing to follow the approved TMP and conditions, poor site documentation and poor site checks / maintenance. We are continuing to engage with internal contract managers to raise awareness and drive performance improvement by their contractors.



## Road Corridor Maintenance

Pavement rehabilitation projects are currently underway on Cape Barrier Road, Clemow Drive, Divich Avenue, Duncan Avenue, Old Te Atatu Road, Akehurst Avenue, Rua Road, Whangaparaoa Road, Pupuke Road, Hobson Road, Buckland Beach Road, Cascades Road/Aviemore Drive roundabout, Glenmore Drive, Whitford Road/Chapel Road roundabout, Dawson Road and Brookby Road.

There has been 2.8 km of pavement rehabilitation completed to date with a further 6.4 km under construction.

The delivery of the resurfacing programme is now well underway with 81 km of resurfacing completed at the end of October and a further 83 km of resurfacing completed end of November.

A Transport Agency technical and procedural audit was completed in November. A draft report is expected to be issued this month for AT review before releasing the final report.

## PT/Facilities Infrastructure Development

Papakura Park & Ride	Geotechnical investigation and traffic assessment underway. Funding application for Indicative Business Case is being developed.
Wharf Renewals & Minor Capex	<p><b>Devonport Wharf Stage 2 Re-development</b> Tender documents being prepared and will go out to market prior to Christmas.</p> <p><b>Kennedy Point Wharf Structure.</b> Investigation works are underway with along with procurement of 'Professional Services – Structural Design.'</p> <p>Construction is proposed from May-August 2017 with a scope of works that includes the replacement/augmentation of the wharf structure's main retaining wall, capping beam, fender system and ancillary items.</p> <p>On-going liaison with bulk vessel operators, vehicle ferry operator via AT Metro Ferry and Local Board.</p>



	<p><b>Kennedy Point Ramp.</b></p> <p>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/April 2017.</p> <p>AT Property and AT Legal are currently clarifying issues around reclamation Land Title to enable the Resource Consent to be finalised. This was an unforeseen issue which was uncovered during formation of the RC Application.</p>
<p>Downtown Ferry Terminal Pier 3</p>	<p>Detailed design is 95% complete and the final round of internal/external consultation is underway.</p> <p>Currently updating the 'Common Element Specification' document to include design specific and updated information. Looking to include added 'Sustainability' and 'Durability' aspects to the works and RFT documentation and Common Specification.</p> <p>Market notice for the physical works tender was published in early December, with the RFT to be published mid-late January.</p>
<p>Bus Infrastructure Improvements Programme</p>	<p>Investigation and design works for the Western and Central networks are well underway. This phase encompasses over 400 bus stops.</p>

## Other Activities

### Special Events

November has been a busy month with a number of key events occurring across the region. These included; Cycling NZ National Championships in and around Takapuna, Sketchers 6 & 12km run on Quay Street and Tamaki Drive, road safety was promoted at the ITM SuperSprint Fan Day which included a Muscle Car show on Lower Queen Street followed by a vehicle parade to Aotea Square, the Breakers (at Vector Arena) and the All Whites (QBE Stadium).

The Royal New Zealand Navy also celebrated its 75<sup>th</sup> anniversary during November. Warships from 14 countries sailed to Auckland to join in the festivities.

The Farmers Santa Parade also took place in the CBD with additional public transport services in place; approximately 60,000 attended.

Auckland Transport supported the annual Bike the Bridge event held on Sunday 13 November. Approximately 4,000 people participated in the event, riding from Smales Farm to Westhaven and back. To accommodate the course route, road closures were in place, causing some disruption to bus services, particularly those on the North Shore. The event attracted a wide range of people. Auckland Transport ran activities and information stands at the finish line engaging with cyclists about cycle safety, cycle routes, training and other AT resources.



*Photos: Bike the Bridge engagement*

## Improving Road Safety for Māori

Young drivers and especially young Māori are over represented in deaths and serious injury crashes on Auckland roads. AT has been working with Mana Whenua groups and agencies such as the AA, to produce a programme that will help to mitigate this issue.

In November, the first of two pilot programmes supporting young Māori to get their restricted licence was completed. By mid-November, six teenagers from the Kaipara area had sat and passed their driving test (the final participant was due to sit their licence at the time of writing). A second programme based in Orakei is also underway. Through supporting young people to get their licence a number have also gone on to secure employment or participate in further education.

## Regional Speed Campaign

'Love Being a Local' is an on-going campaign concept for communities where there is a high number of traffic incidents. Pakuranga was noted as an at risk area, particularly due to motorists using Lloyd Elsmore Park as a short cut. The campaign recruits the local community to help promote the message of "Love being a local – Slow down", and features young players from the Pakuranga Rugby Club. They are featured on a variety of outdoor, print and online media including billboards, banners, postcards, press ads and social media pages. The campaign runs into the New Year.



## Exercise Greek Fire

Auckland Airport undertakes regular training and testing for emergency situations. Exercises are also conducted which include participation from various other agencies and emergency services. Exercise Greek Fire was based on the events that occurred at Brussels Airport earlier this year. For the first time Auckland Airport tested a response to a terrorist incident and ATOC participated along with NZ Police, NZ Defence Force, Airlines, Customs, St John, Auckland Civil Defence and District Health Boards.

## Motorcycle Month

Motorcycle safety is a growing issue in the Auckland Region with crash data showing a 18% increase in motorcycle deaths and serious injuries from 96 in 2014 to 113 for 2015, this amounts to around 1 in 5 of all DSI casualties on the Auckland Transport network. Motorcycle Month aims to improve the safety of riders on the network; the month began with a Motorcycle and Scooter Breakfast, with 82 attendees. Auckland Transport worked alongside Road Safety partners the Transport Agency, ACC, the Motorcycle Advisory Council (MSAC) and NZ Police in the delivery of a multi-faceted programme which delivers both driver and rider safety education, targeted enforcement, rider skill training and engineering treatments.



*Photos: Motorcycle and Scooter Breakfast at the Auckland Fish Market*

The programme will continue through the summer period and include a media campaign.



## 2016 Travelwise Celebration

Each year around 300 Auckland schools participate in the AT Travelwise programme which focuses on making it safer and easier to walk or cycle to school. Teachers and student leaders play a key role in designing, promoting and supporting road safety initiatives as part of Auckland Transport's Travelwise programme. To recognise and reward student and teacher involvement in these activities a Travelwise celebration is held each year. Of the 300 Auckland schools in the Travelwise programme, 62 were awarded gold, 73 silver and 96 bronze.

The event was run in two parts, a Great Travelwise Challenge looking for answers to clues around the wharf and Wynyard Quarter areas, followed by school presentations and awards. 441 students accompanied by 118 adults from 72 schools attended the day. Phil Goff, David Warburton and other AT staff were there to help encourage and support student and teachers in their work towards road safety and active transport. The event had the support of the Maritime Museum, Panuku Development Auckland, AT Rail and the NZ Police School Community Officers.



# AT Metro

## Patronage Performance Commentary

Ref: - AT Monthly Indicators Report 1.3 AT Metro patronage breakdown. Due to the earlier timing of the December Board meeting, patronage performance will be updated at the Board meeting.

## Progress against AT Metro Key Strategic Priorities

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

- |   |                                      |
|---|--------------------------------------|
| 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 Development                         | 10. AT Metro Safety & Security       |

Key Priority Targets	Monthly Update
<b>1. Integrated Ticketing &amp; Fares</b>	
<ul style="list-style-type: none"> <li>Integrated fares: concept 2013; business case 2014; development 2015; implementation mid-2016</li> </ul>	<p><u>Integrated Fares</u></p> <ul style="list-style-type: none"> <li>Targeted marketing of the benefits of Simpler Fares in November and December has started the combined message of holistic public transport improvements combining integrated fares and New Network.</li> <li>Ferry Integrated fares approach and options are under development. Use cases are being documented for Thales review. Ferry ticketing infrastructure is being programmed to ensure cash tickets/alternative payment means are brought within the ferry integrated fares project to ensure a lasting solution.</li> </ul> <p><u>SuperGold free Public Transport</u></p> <ul style="list-style-type: none"> <li>Planning to transition SuperGold cardholders with a blue HOP card to a gold HOP card continues. Commencement of public engagement with target community groups commenced in November. The swap out is continuing as current blue card holders approach customer service centres.</li> </ul>

<b>2. Procurement &amp; Contract Reform (PTOM)</b>	
<ul style="list-style-type: none"> <li>• 2015: South Auckland New Network bus tender</li> <li>• Mid- 2016: West Auckland New Network bus tender</li> <li>• July 2016: Central &amp; East Auckland bus tenders</li> <li>• August 2016: West Auckland New Network negotiated contracts</li> <li>• 3rd quarter 2016: Ferry tenders released</li> <li>• September 2016: North bus tenders</li> <li>• October 2016: South Auckland New Network bus service contracts start</li> <li>• March 2017: North, Central and East Auckland New Network negotiated contracts</li> <li>• Late-2017: ferry contracts start</li> <li>• 2017/18: rest New Network bus contracts start</li> </ul>	<p><u>Bus:</u></p> <ul style="list-style-type: none"> <li>• New South Auckland bus PTOM services commenced 30 October successfully with operators, Ritchies Murphy Transport Solutions Limited, Howick &amp; Eastern and Go Bus. A focus on service performance improvement continues through November and December.</li> <li>• Bus PTOM West tendered contracts executed. Service commencement is 11 June 2017. Bus PTOM West negotiated units issued to incumbent operators have now been received back and initial negotiation meetings held.</li> <li>• 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.</li> <li>• 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. The release of Bus PTOM North negotiated units is targeted for 9 December 2016.</li> </ul> <p><u>Ferry:</u></p> <ul style="list-style-type: none"> <li>• Ferry PTOM tenders closed on 21 November 2016 and conformance checking has been completed. Individual evaluation will commence in December.</li> </ul>
<b>3. Resource Efficiency &amp; Effectiveness</b>	
<ul style="list-style-type: none"> <li>• Value for Money: SOI farebox recovery targets and reducing subsidy / passenger metrics</li> </ul>	<ul style="list-style-type: none"> <li>• The review and consultation on out-of-zone dedicated school bus routes between South/West Auckland and Central Auckland schools has closed. Services will be discontinued other than Titirangi to Remuera with effect from the end of this school year, with schools notified during first week in December.</li> <li>• 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, with peak only bus capacity increase implemented progressively between November and February. In November services on Great North Road, New North Road, Sandringham Road, Dominion Road, Remuera Road, Tamaki Drive, East Coast Bays and 881 (Albany to Newmarket) were augmented.</li> <li>• 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.</li> <li>• One additional 3 Car EMU was released through improved turn-around times to strengthen peak time services in October.</li> </ul>

	<ul style="list-style-type: none"> <li>• Train proposed timetable, for introduction in March 2017, will include run time improvements, predominantly on the Southern &amp; Western Lines, releasing 2x3-car EMU's to strengthen peak time services.</li> <li>• The timetable change will also see the introduction Parnell Station to the network, initially with all Southern Lines services stopping and Western services in the evening and weekends. Onehunga services will express run from Ellerslie station through to Newmarket station releasing 1 of the trains to strengthen a peak 3 car EMU to 6 car on services that have heavy passenger loadings (Greenlane and Remuera customers will still be provided a 10 minute service throughout the peaks).</li> </ul>
<b>4. Bus New Network incl. Rapid &amp; Frequent Service Network</b>	
<ul style="list-style-type: none"> <li>• Oct 2015: Hibiscus Coast bus service design implemented</li> <li>• Oct-2016: South bus service design implemented</li> <li>• June-2017: West bus service design implemented</li> <li>• Aug-2017 - Apr-18: North, Central and East bus service design implemented</li> </ul>	<p><b>South Auckland (including Pukekohe and Waiuku)</b></p> <ul style="list-style-type: none"> <li>• Ambassadors were posted at key interchanges during the first two weeks post-implementation (first two weeks of November), to ensure customers were aware of the New Network, and how to make their journeys.</li> <li>• Train boardings at Otahuhu and Manukau have increased, with Otahuhu doubling over the first three weeks of operation; transfers across South Auckland up by 147%, bus/bus transfer up by 94% and bus/train transfers up by 207%.</li> <li>• Promotion of new routes in areas that previously had no or limited service (e.g. Wiri Industrial Loop, Porchester Road in Takapuna) being prepared.</li> <li>• A post-go live customer survey will be conducted early December, to gauge customers' perceptions of the communication of the New Network before implementation, and their perceptions of the New Network now that it is in place.</li> </ul> <p><b>East Auckland</b></p> <ul style="list-style-type: none"> <li>• Evaluation of Central and East Auckland PTOM Unit tender responses is progressing.</li> </ul> <p><b>Central Auckland</b></p> <ul style="list-style-type: none"> <li>• Evaluation of Central and East Auckland PTOM Unit tender responses is progressing.</li> </ul> <p><b>West Auckland</b></p> <ul style="list-style-type: none"> <li>• PTOM West tender contracts have been awarded to Pavlovich Coachlines and Ritchies Transport Holdings.</li> <li>• Bids for negotiated PTOM Units West have been received and negotiations commenced.</li> <li>• Services due to commence June 2017.</li> <li>• Beginning work on West implementation customer communications, including engagement plan, communications plan, brochure production.</li> </ul> <p><b>Beachlands/Maraetai</b></p> <ul style="list-style-type: none"> <li>• 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.</li> </ul> <p><b>North Shore</b></p> <ul style="list-style-type: none"> <li>• North Shore PTOM Units (tendered) has been released in November.</li> <li>• Negotiated Units for North will be released to the incumbent operators on 9 December 2016.</li> </ul>



## 5. Infrastructure Development

### Train:

- Designs complete for Manurewa, Papatoetoe, Middlemore, Henderson and Parnell station for electronic ticket gatelines to be installed by Q3-2017, further ticket gatelines are planned for Glen Innes and Papakura.
- Pukekohe Station temporary access is completed from stage one of the new bus interchange. Work has commenced in November on the new bus interchange and P&R scheduled for completion by July 2017.
- Parnell station will be opened on the 12<sup>th</sup> March 2017 with the introduction of the new timetable. KiwiRail will be repositioning the old Newmarket station building onto the platform and refurbishing the building between December 2016 and June 2017. Trains will be able to stop at the station while the works are underway with hoardings been erected to provide a sufficient platform width for passengers to safely board and disembark trains.

### Bus:

- South New Network post-construction audits underway and removal of redundant stops about to commence.
- Otahuhu Station practical completion issued, finishing works, snags & CRL platform to be completed 1st week of December.
- Manukau Station utility works underway, piling to commence mid-Dec 2016.
- Mangere Town Centre (Bader) bus platform complete; toilet connections to be completed early Dec 2016.
- Otahuhu Town Centre stops (Avenue Rd) - north side to be complete mid-Dec 2016.

### Ferry:

- Site construction works on the new Half Moon Bay passenger facility are progressing.
- 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.
- New gate control mechanisms were installed on Piers 1 and 2 at the Downtown Ferry Terminal in November, which allows for enhanced control of passenger movement onto pontoons.
- A replacement passenger boarding ramp at Pier 2C, Downtown Ferry Terminal has been in use from 21 October; with additional works completed during November which allowed the upper gangway to be brought back into use from the last week of November for Fullers Waiheke services.

### Multi:

- Pukekohe sod turning for the new interchange and Park and Ride at Pukekohe station occurred in November 2016.

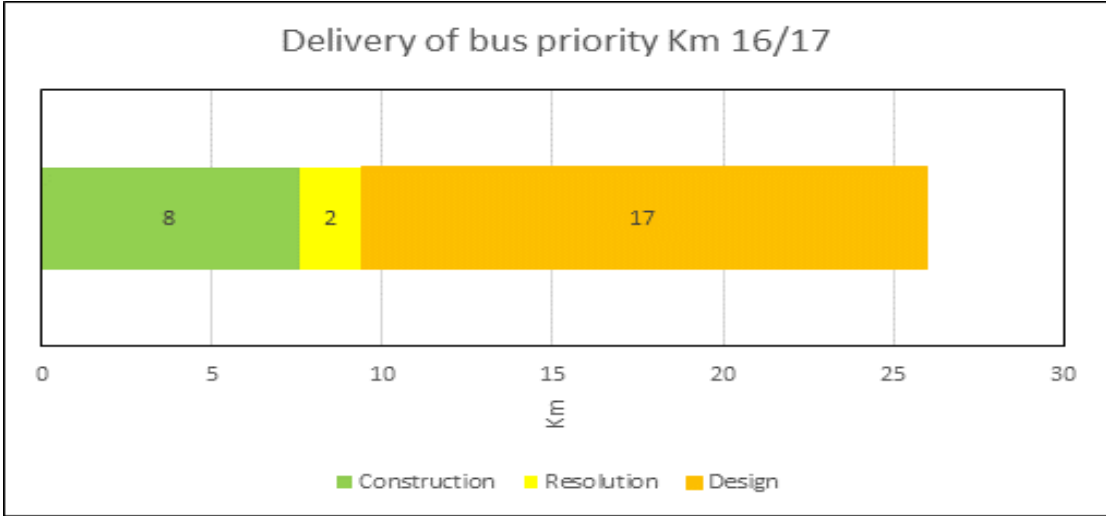
**6. On-Time Performance**

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

Due to the earlier timing of the December Board meeting, On-Time Performance will be updated at the Board meeting.

**Bus lane programme rollout:**

- Three year strategic bus priority plan being developed to complete citywide bus priority network, treating full routes, identifying high level budget requirements and key risks; project team report that current programme is on track for full delivery of 19km by June 2017.



- Albany Highway Upgrade went live on the 14<sup>th</sup> of October.

## 7. First & Final Leg

- A trial park and ride facility opened on 28<sup>th</sup> November at Esmonde Road, Takapuna. The facility is owned by the Harbourside Church and will be operated by Wilsons Parking Ltd (introductory parking price of \$1 per day). Monitoring the uptake and impact of this site on traffic patterns in and around Takapuna will be undertaken during the trial. The initiative is linked to parking consultation activities in Takapuna and offers alternative parking options for both inbound and outbound vehicles.



## 8. Customer Experience

### Multi-modal

- The introduction of "PaperBoy" (a free commuter weekly magazine) in November has received positive initial feedback from customers. The magazine distribution agreement provides for a proportion of editorial space to Auckland Transport as well as licence fee revenue.
- The trial of "click and collect" with Countdown continues. The expansion to Farro and New World is due to commence in February 2017 (subject to the readiness of their respective digital service offering being ready).
- Customer Central. Three AT Metro initiatives are inflight at Customer Central (i) the route cause and improved customer journey information of buses not arriving when scheduled, i.e. a 'Ghost Bus' (ii) the end-to-end PT Customer Information Journey and the role digital can play to enhance the customer experience (iii) "Informed Customer", an enhanced AT Metro digital App, including customer 'alerts and notification'.

### 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.

### Train

- Successful completion of coffee kiosk trial at Papakura station. The concept will now be extended to Otahuhu Station in early 2017.

Ferry

- Following a success launch last Tuesday down in Whanganui, sea trials have successfully been undertaken on the new Fullers' vessel which has been built to primarily operate on the Waiheke service. Weather and successful trials dependent, she should be on her way up to Auckland today, and introduced into service in early December.



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. This has increased the number of "Track my Bus" users to 23,079, up from 14,695 in September ( +57% increase).

Customer Complaints and Customer Service Centres

*Due to the earlier timing of the December Board meeting, Customer Complaints and Customer Service Centres performance will be updated at the Board meeting.*

## 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.

### 99 cent children weekend fare

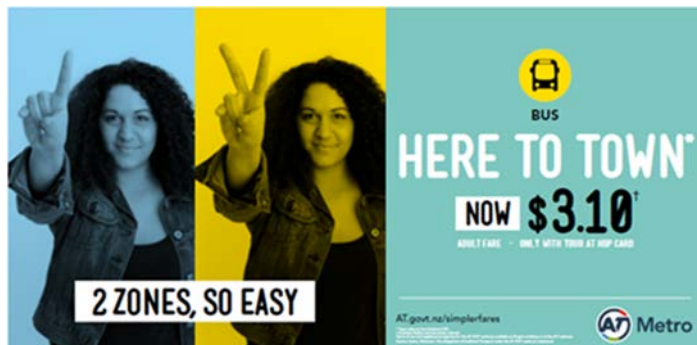
In November AT Metro started promoting the new 99 cent children weekend fare online, in local papers and in cinema. With the introduction of the Simpler Fares zone structures, children 5-15 years travelling on an AT HOP card can travel on weekends and during public holidays for just 99 cents. We are 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.

### Weekend Train Adventures

Supporting the 99 cent weekend fare promotion is the release of the new “Weekend Train Adventures” brochure. It’s designed for families and visitors wanting to experience the enhanced train services, and gives suggestions of places they can visit for a train outing. The brochures will be delivered to train ticket offices and CSCs end-November in time for the summer holidays.

### Simpler Fares

- The next iteration of Simpler Fares promotion was introduced in early December, highlighting the benefit of using ‘bus, train or combo’ and only paying the one fare for the entire journey. The objective is to grow bus and train patronage. The campaign will initially be run on bus back, and will then extend to press, billboards and online advertising in February (after fare changes).



Bus

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 Oct-Nov. Significant media coverage of gang assault of female at Ranui Station – Police have identified and charged majority of perpetrators. 17 x calls for Police assistance generated, 15 x responses, 20 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. Expected completion of all works at station platforms by June 2017.
- New pedestrian safety mazes at George Street Pedestrian Crossing opened on 7<sup>th</sup> November.

Ferry:

- Downtown Ferry Terminal – installation of new gate lock mechanisms on Piers 1 and 2 to restrict customer access to pontoons was fully completed in November.