

Business Report

Recommendation:

That the Chief Executive's report be received.

Prepared by:

David Warburton, Chief Executive

Corporate

Finance

The 2016/17 half year accounts were reviewed by Audit NZ over January, before being submitted to Auckland Council. Further progress has been made in addressing the outstanding Work in Progress balance since June but the issue will be subject to further action.

Regional Land Transport Plan Funding

During December and January, the following projects were approved for funding by NZ Transport Agency:

- *Papakura Park & Ride (Indicative Business Case)* – for \$105,000
- *Lake Road Improvements (Detailed Business Case)* –for \$632,000
- *Transport Network for Growth (Indicative Business Cases for North, North West, South and Warkworth)* – this activity was approved with conditions for \$4.7 million
- *Transport Network for Growth (Detailed Business Cases for North, North West and South)* – this activity was approved with conditions for \$39.5 million

A variation to the RLTP was approved for the Downtown Ferry Terminal Pier 3 – Redevelopment.

AT HOP

AT HOP penetration continued to show year on year increases, with December and January's results up close to 13% on the previous year.

Procurement

Twelve tenders were published in January with an estimated value of \$21.3 million. Two of the tenders had an estimated value of over \$2 million.

Tender	Type
Papaka Road Construction Signalisation and Hingaia Road Localised Widening	RFT
Mangere Future Streets Stage 7 - Massey Road Crossing	RFT

67 contracts were issued in January with a total award value of \$17.9 million. Two contracts had a value of over \$2 million.

Contract	Supplier
Lease of Land at Customs Street, Pukekohe	KiwiRail Holdings
Thomas Road Orly Ave Improvements	Traffic Systems Limited

A closed RFP was issued for the physical AT HOP Hand Held Device used by revenue protection staff for reading AT HOP cards. The current device is end of life and we are seeking an alternative which will allow greater flexibility moving forward. The application will be built and supported by Thales.

Proposed Auckland Unitary Plan (PAUP)

The period for lodging appeals 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. Those parts of the PAUP not subject to appeal were resolved to be made operative by the Council's Governing Body, with the operative version released on 4 November 2016.

AT staff have reviewed the appeals to identify to AC which ones are of interest to AT, and staff are now part of the Council's case teams working to resolve them. The Environment Court and High Court have started to establish timeframes for the hearing of appeals, with a number of mediation sessions commencing to discuss matters of interest and identify any opportunities for resolution of appeals without the need to progress to a hearing. It is intended that the majority of cases will be heard through the first half of 2017.

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

Notices of Requirement

The New Zealand Transport Agency (NZTA) has lodged Notices of Requirement (NoR) and resource consent applications with the Environmental Protection Agency (EPA) for the East- West Link and Northern Corridor Improvements projects. The EPA accepted the applications as complete on 22 December 2016. The next step is for the Minister for the Environment to make a direction on whether the proposals are nationally significant and whether to refer the proposal to a board of inquiry, the Environment Court or the local authority for consideration and a decision.

AT has been involved in these projects and will be reviewing the documentation and assisting AC with any queries they may have.

East West

The East West Link proposal comprises:

- A new four lane arterial road between SH20 at the Neilson Street Interchange in Onehunga and the on and off-ramps on SH1 at Mt Wellington Highway;
- SH1 widened in each direction between Mt Wellington Highway and Princes Street to increase capacity to allow connection to the Project. Several bridges will either be upgraded or widened to facilitate this;
- Major upgrades to the Neilson Street Interchange to enable direct access between SH20 and EWL through free flow ramp connections in all directions;
- A full pedestrian and cycling link between Māngere Bridge and Onehunga through to Sylvia Park Town Centre;
- Local road improvements at Galway Street, Captain Springs Road, Hugo Johnston Drive and a new access road for the existing ports; and a grade separated intersection of Great South Road and Sylvia Park Roads to provide improved reliability and future resilience;
- Landscape and re-contour the coastal edge of Māngere Inlet to reflect the original foreshore which existed before extensive historic reclamation; and
- Incorporate stormwater treatment wetlands located within new headlands on the foreshore of the Māngere Inlet.

Northern Corridor

The Northern Corridor Improvements (NCI) proposal provides the final motorway connection for the Western Ring Route Project. It includes direct motorway interchange connections between State Highway 1 (SH1) and State Highway 18 (SH18), and capacity and safety improvements on SH1 between Constellation Drive and Oteha Valley Road, and on SH18 between SH1 and Albany Highway. The proposal also includes an extension of the Northern Busway from Constellation Drive to the Albany Bus Station, reconfiguration of Constellation Bus Station, the inclusion of an additional bus station at Rosedale Road and the addition of shared use paths along the length of the proposal area.

Auckland Transport Alignment Project (ATAP)

A comprehensive implementation programme has been jointly prepared to take forward the recommendations arising from ATAP. The programme involves Auckland Council, AT, NZ Transport Agency and the Ministry of Transport and progress will be monitored by the ATAP Steering Group.

Special Housing Areas (SHAs)

AT continues to work with Auckland Council and developers as the SHAs move into construction phases. AT is currently working directly on more than 20 of the SHA sites supporting a range of housing and transport outcomes.

Key Strategic Initiatives

- AT and NZ Transport Agency have approved the overarching transport network plan for supporting growth in the future growth areas.
- The indicative business case for the North-Western Busway (city centre to Westgate) is underway with completion expected by mid-2017.

Customer Insights

- Updated signage across the Southern PT network was reviewed via observation and customer interviews. Updated signage was acknowledged as significantly improved and formative feedback was sought for frequent and infrequent users of different ages as well as those with accessibility challenges and with English as a second language.

Local Boards

The first local board meetings of the year are now scheduled. In a change from the previous electoral term all local boards will now be holding regular monthly workshop sessions to discuss transport issues. Transport portfolio holders/spokespersons have also been scrapped in favour of whole of Board engagement.

A sub-regional induction workshop with all local boards was held on February 10 with another scheduled for tomorrow (17 February). Auckland Transport will be presenting, along with Panuku and ATEED. In addition on 24 February, Council is holding a Symposium entitled 'Delivering for Auckland' where AT's Chief Executive will address elected members.

Project work for local boards continues, with the Half Moon Bay ferry wharf and pontoon nearing completion along with consultation on changes to the road layout in Mt Albert, as part of the town centre upgrade.

Business Technology

Programme Delivery

- Customer Relationship Management (CRM) Online was successfully implemented over the weekend of 14-15 January. On average we receive more than 900 customer enquiries on a daily basis, seven days a week. CRM will continue to be the single source of customer information and interactions.
- The AT Park application and associated MyAT website changes are now being tested in our integrated environments. AT Park is a parking payment solution where users can register and use their account to pay for parking directly from their phone without the need to visit a parking machine or display a ticket. The predominant use of AT Park will be through the smartphone application, although users can also use the web, texts or call centre to start and stop a parking session. The AT Park post-trial survey results were very positive with 98% of respondents indicating they would recommend AT Park to their friends.
- Hewlett Packard Video Management System (HP VMS): Senior engineers from Vidsys (a software platform for security monitoring) have been onsite for two weeks in January to support the project team and review current issues. Daily escalation calls continue with AT, Vidsys, and HPE Support and R&D teams, with eight open issues currently awaiting a solution from HPE. Independent testing of the VMS platform was also instigated to support this, with an initial report of findings due the second week of February. Principal concerns relate to the ability to reliably export recorded video footage.
- Event and Incident Management Solution (EIMS): Action plans for the Waterview tunnel are currently being configured and will be deployed to production by 3 February. Training of operators continues, including new operators for the Waterview tunnel. The team held weekly gate meetings at ATOC Smales ahead of a meeting scheduled for 7 February to decide whether or not to continue with implementation. Work to integrate NZ Transport Agency applications Traffic Information Map (TIM) and the Traffic Road Event Information System (TREIS) is in final development stages and is currently being tested by Vidsys engineers. A risk to this project are the priorities within ATOC Smales, as their focus is currently on the Waterview Tunnel.
- The AT HOP Web Rebuild project is on schedule to be delivered by 24 April for the rebuild of the Customer Web Portal, and the Customer Contact Centre Web Portal. This project will deliver a better online experience for our AT HOP customers.
- The HR Forms development is currently on schedule to the revised, agreed plan and releases 1 & 2 (eight forms) are complete, with release 3 due 30 January (with four forms still to be delivered). This project will automate the current manual paper-based processes.
- AT HOP Platform Refresh: The Thales proposal has been received and a decision to purchase the required infrastructure has been agreed.

Technology

- AT's Wi-Fi maintenance and support contract has successfully been migrated from Dimension Data to BT's DevOps Team. This now brings in-house the complete framework for Wi-Fi across Auckland Transport.
- The team have worked with Corporate Accommodation on several office moves:
 - The set-up of the Britomart Glasshouse for the CRL Programme of Works has been completed. This involved the establishment of new offices for Britomart staff, the Customer Service Centre move and connectivity for all services incorporated in the new entry for Britomart station.
 - Supported ATEED's Customer Service Centre move from the Ferry Building to a Port-o-Com due to CRL works.
- The Software Defined Network / Network Function Virtualisation (SDN/NFV) Project continues to deliver new means of effectively managing the network, ensuring Security Policies and regulations are reviewed against robust and detailed Network Access Policy. This enables the proactive management and automation of data centres.
- The SEIM (Security Event & Incident Management) for Auckland Transport is continuing to move towards automation. This suite will monitor events and provide a repository for the analytics to allow correlation between security events. An example of this is the detection of a number (10) of infected laptops operating within the AT network domain that had previously remained hidden and not detected by the normal installed anti-virus and security software.
- The EIM (Enterprise Information Management) team has launched an initial instance of a public GIS (map-based information) information website and an open GIS data website. The open GIS data capability allows customers to access and download authoritative GIS datasets. The initial 20 datasets will continue to be expanded upon as we move forward with new datasets being uploaded regularly.
- Following a successful BT pilot, the ServiceNow Portal Module has been rolled out organisation-wide. This is an internal customer-facing portal for IT requests, logging incidents and new solution requests aimed at end-to-end service management, which replaces the former "ActivATe" system.

Emerging Technology

- Microsoft Azure Stack (the on-premises version of Azure Cloud) Technical Preview 2.2 has been successfully deployed with validation of operational scenarios underway with the Microsoft Customer Engineering Group. This delivers an on-premise extension of the Azure Public cloud offering, enabling the streamlining of operational processes and significant operational cost reductions in the medium-to-longer term. An example of this is that under the new licence model for Office 365, the corporate document management system (SharePoint) is included in the Office 365 licence as a service from Azure at no additional cost – thus saving AT the costs of running and maintaining 12 high end servers.

Work will continue over the next few months to map out the transition of services from in-house infrastructure to a mix of on and offshore cloud services using Microsoft Azure.

- The Core Infrastructure deployment for AT Lab has been completed at 4 Viaduct Avenue in conjunction with Customer Central, and Booking and Management processes are being implemented. This will support all technology-based evaluations in a managed and controlled environment for staff and vendors.
- Work is commencing on the Internet of Things (IoT) network sensor solutions to recommend options and baselines for real-time telematics.
- The monitoring of recommendation papers from international technology standards groups such as ITU (International Telecommunication Union) and IEEE (Institute of Electrical and Electronics Engineers) continues, and has been made available to AT staff.

Customer Central

- Jetski Registration: A process to enable jetski registration for the Harbour Master commenced in November and is now in final design stages with construction of a solution already underway.
- Metro AT Mobile Application: The new AT Metro mobile application is in the final stages of end user testing prior to launch. This will be followed up with seven other items of additional functionality over the next few months including the addition of Train and Ferry services.
- Voice of Customer: Software to support Voice of Customer surveys has been installed. Over the Christmas period a pilot survey was undertaken integrated into the solution for feedback on the Journey Planner area of the website. The functionality will now be productionised and handed over to the business areas to utilise.

The Customer Central methodology is now being adopted in the BT support and GIS areas and will be further rolled out to other teams over the next few months. The Customer Central Manager position has been re-advertised. The last successful applicant withdrew prior to starting. In the meantime, PWC will continue to provide a resource to manage this area.

Customer Contact Metrics – December 2016

Service Level

AT Metro – 70% AT HOP – 77%, AT HOP Retailer – 70%, Auckland Council (all other calls) – 66%

Abandonment rate

AT Metro – 9.41%, AT HOP – 6.74%, AT HOP Retailer – 4%, Auckland Council (all other calls) – 6.7%

Average wait time

AT Metro – 31 seconds, AT HOP – 29 seconds

Volumes:

Calls – AT Metro – 26,130; AT HOP – 9,188; AT HOP Retailer – 97; Auckland Council (all other calls) – 17,127

Total: 52,542

Written – AT Metro – 1,704, AT HOP – 570, AT General – 5,951, Road Corridor – 2,808, Transport Services – 2,771, Customer Liaison Including LGOIMAs) – 1,321

Total: 15,125

Customer Contact Metrics – January 2017

Service Level

AT Metro – 75% AT HOP – 65%, AT HOP Retailer – 72%, Auckland Council (all other calls) – 82%

Abandonment rate

AT Metro – 8.11%, AT HOP – 11.17%, AT HOP Retailer – 8%, Auckland Council (all other calls) – 3.7%

Average wait time

AT Metro – 29 seconds, AT HOP – 56 seconds

Volumes:

Calls – AT Metro – 22,536; AT HOP – 11,086; AT HOP Retailer – 142; Auckland Council (all other calls) – 17,448

Total: 51,212

Written – AT Metro – 1,230, AT HOP – 601, AT General – 4,249, Road Corridor – 3,043, Transport Services – 4,373, Customer Liaison Including LGOIMAs) – 1,114

Total: 13,756

Factors impacting the metrics

CRM upgrade necessitated an outage from 9pm Saturday 14 January to 3pm Sunday 15 January - no cases could be accessed in this time.

Some issues related to the CRM upgrade slowed service, for example, duplicate RAMM jobs, MYAT activation links not working, incorrect AT HOP auto top up trigger emails.

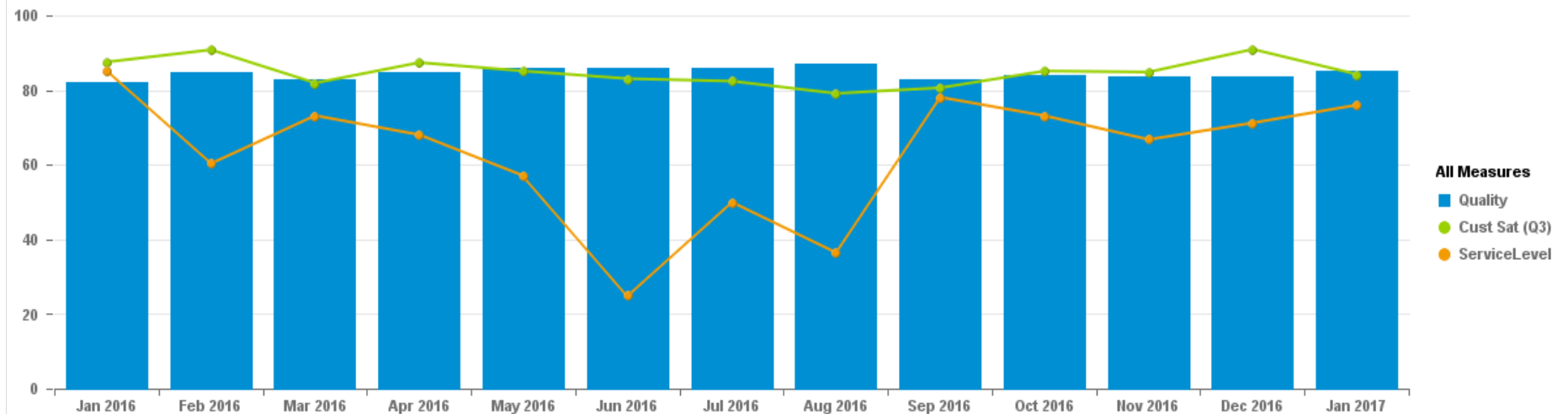
Phone line issues: Christmas change of hours and 24 January - most staff were not able to log into CIC until 4.30pm. This was due to a windows patch that occurred over night.

Overdue cases: cases not being responded to by internal and external parties. Christmas period caused further delays as many teams shut down.

AT HOP/ Concession induction commenced Wednesday 11 January.

Fare Increase – not overly eventful, but again some feedback received.

Measures	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017
Quality	82.002	84.733	82.91	84.867	85.991	85.998	86.055	86.876	83.007	84.199	83.775	83.698	85.338
Customer Sat (Q3)	87.5	90.769	81.868	87.349	85.075	83.03	82.353	79.07	80.583	85.075	84.804	90.909	84.177
Service Level	85.054	60.285	73.131	67.977	56.964	24.828	49.892	36.358	78.047	73.083	66.708	71.18	75.969



Talent – Organisation Development

Strategic Workforce Planning

A key priority for 2017 is developing a three year strategic workforce plan. Following a master class with 22 representatives across AT, we have commenced action planning as part of our wider strategy and people planning approaches. The focus is on understanding workforce planning in an AT context, building capability to describe and align our future workforce requirements to enable us to deliver our business plans over the long-term.

Early careers graduate programme

The programme will go to market in May, with the first graduates and interns commencing in 2018. Project planning, stakeholder engagement, developing collateral and the recruitment framework is currently underway.

Learning and Development

Preparation continued for the launch of the new learning calendar for 2017, with over 12 internal courses to be delivered for AT staff and managers in January. In addition, a professional development workshop is being designed for AT's 37 summer interns. This workshop is designed to develop their personal and professional skills to complement their AT internship experience.

Project Updates

Te Atatu Road

Underground utility services relocation works will be complete this month. Edmonton Road will have its final asphalt surfacing laid and the Edmonton/Te Atatu Rd/Flanshaw Road intersection pavement construction will be completed with the exception of its final surfacing.

Glenvar Ridge Road

The culvert at the northern end of the Glenvar Ridge Road is in place. The in-ground palisade wall has been installed and works commenced on the vegetation clearance for the new roundabout on Glenvar Road. The bulk of the cut to fill operation will be completed this construction season with the final completion of the road programmed for 2018.

Lincoln Road

NoR submissions closed in November 2016. Council has confirmed that the submissions hearing is to be held late March.

Mission Bay Streetscape Upgrade

Physical works were completed on 9 December. The project team received good feedback from the local community and Mission Bay businesses.

Waitemata Safe Routes

The public consultation report was released in December and the project is now well into detailed design. The accelerated Greenways route detailed design and procurement have also been completed and construction works of this section will commence next month.

East West Connection

The bridge demolition and road rebuild works on Neilson Street commenced on 27 December 2016 in the very early hours of the morning. This followed extensive planning to ensure that every aspect of the works was precisely detailed and thoroughly planned. Works opened two days ahead of schedule on Saturday 14 January. The project is being delivered jointly by AT and NZ Transport Agency.

Franklin Road Upgrade

Stage 1: Utilities upgrade works in progress, including stormwater separation from Ponsonby Road to Wellington Street, upgrading water mains under footpath on both sides, ducting for undergrounding powerlines.

Stage 2: AT upgrade works: Procurement for physical works in progress, construction expected to start in April/May subject to resource consent approval by mid-March.

Parnell Station

KiwiRail have relocated the old Newmarket station building to Parnell rail station. A contractor has been engaged by KiwiRail for the station's external refurbishment and these works have begun.

Works (delivered by AT) on the station amenities and temporary access in preparation for the station opening next month are underway.

Half Moon Bay Ferry Upgrade

Marine piling is now complete and the pontoon is in its final position and the gangway was installed last month. The ferry wharf works are planned for completion this month, consisting of fitout of the wharf infrastructure. The landside works are due for completion mid-2017.

Pukekohe Bus Rail Interchange

Piling works were successfully carried out during the 2016 Christmas block of line rail shutdown period. A procurement strategy for the main works has been approved and a tender prepared for issue this month. Overall scheme completion is anticipated in October.

AMETI

Stage 2A (Panmure to Pakuranga) – Lagoon Drive geotechnical and pavement/services investigations have commenced this month as part of finalisation of design. Notice of Requirement notification period has commenced. The process of arranging public communications and evidence preparation for hearing has commenced.

Stage 2B - Scheme Assessment updates for Pakuranga (Bus Station and Reeves Road) and Pakuranga to Botany busway are continuing. Procurement planning workshops are underway for the design and consenting professional services contract.

EMU

All 57 units have now achieved Fleet Acceptance.

Mission Bay No Parking Trial

A trial “no parking” area has been implemented in Mission Bay between the hours of 1am to 5am on Friday and Saturday nights in conjunction with the Police and the local board. This trial was to support the Police in the management of disorder offences plaguing the area over a number of months. The trial will run up to March and an evaluation of its effectiveness will take place afterwards to identify any long term solutions.

Urban Cycleway Programme Public Consultation

At the end of the year a number of consultations closed on several proposed cycleway projects currently in the design stage of delivery. For each project Auckland Transport is considering and preparing a report on the feedback received. Click on the links below for more information and next steps.

- [Parnell cycleway and residential parking zone](#) – closed on 23 December 2016
- [Westhaven to City cycle route](#) - closed 18 December 2016
- [Herne Bay cycling & walking improvements](#) - closed 18 December 2016
- [Mt Eden Road bus network improvements](#) - closed 18 December 2016
- [Mt Albert town centre upgrade](#) - closed 16 December 2016

Glen Innes to Tamaki Drive Shared Path – Phase I Opening

On 9 December 2016, Mayor Phil Goff and Transport Minister Simon Bridges opened section one of Te Ara Ki Uta Ki Tai (the path of land and sea.) Orakei Board councillor Desley Simpson welcomed them along with children from Stonefields School and many more. People walked, cycled and scootered downhill from St Johns Road to Merton Road and enjoyed a view of East Auckland.

The celebration marked the opening of the first 1.2km of a 7km-long path connecting Auckland's eastern suburbs to the city centre path. Jointly delivered by Auckland Transport and the NZ Transport Agency, the project is being constructed in 4 stages between 2015 and 2018.

The path will complete a missing link in Auckland's cycle network and connect with cycle routes to Point England and the shared path along Tamaki Drive. The natural beauty and magnificent views along the route will appeal to people commuting into the city as well as those using the path for fitness and recreation. [Get more details and see photos of the new path.](#)



Planning and Consenting Update

Notices of Requirement, Consents and Archaeological Authorities

1. Lodged Applications in December

Resource Consents:

- Rodney North Footpath upgrade
- Birkenhead Main Streets upgrade
- Sandringham Road Extension Cycleway and Shared Path
- Silverdale Park and Ride (Stage 2)
- CRL Main Works Mt Eden stormwater main realignment (Contract 6)
- Double Decker Buses Onewa Road
- Kennedy Point Wharf commercial ramp upgrade
- Papakura Park and Ride Western Car Park (temporary)
- Northcote Safe Cycle Route

NoR

- CRL Alteration to CRL Designations 2 and 3 (strata/sub-strata protection layer [AT Designation 1714])

Outline Plans of Work:

- CRL Main Works Mt Eden stormwater main realignment (Contract 6)

2. Targeted to be lodged within the next three months

NoR and Regional Consents:

- Monowai Road seal extension

Resource Consents:

- Papaka Road, Hingaia
- Huapai footpath improvements
- Hingaia Road Widening
- Flat Bush Link Road
- Murphys Road Upgrade
- CRL Main Works Global consents for network utility relocations
- Mt Eden Double Decker Bus Route Phase 5 (Three Kings Reserve Bus Stop Reconfiguration)
- Quay Street Cycleway Stage 2 (Plumber Street to the Strand)
- Great North Road (GNR) Bus Lane (Waterview)
- Franklin Road Cycle project
- Half Moon Bay (Stage 2)
- Carlaw Park/Auckland Domain access to Parnell Station

NoR:

- CRL Alteration Karangahape Station Auckland Transport Designation 1417
- CRL Alteration to CRL Designation 1 in relation to operational rail vibration criteria (AT Designation 1714)

Outline Plans of Work:

- 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:

- AMETI 2A NoR and Resource Consents

4. Decisions/Approvals

AC decisions:

Resource consents granted:

- Rodney North Footpath upgrade
- Davies Avenue Canopy

CRL

- Aotea to NAL network utility investigations
- Main Works for network utility investigations (excavation of exploratory trenches at Aotea, Karangahape and Mt Eden Stations)

NoR Recommendations:

- CRL – Alteration to CRL Designation 1 (Bluestone Wall and Kingston Street vents)
- Great North Road (GNR) Bus Lane (Waterview)
- Sandringham Road Extension Cycleway and Shared Path
- Rosmini Shared Path (Barrys Point Road Shared Path)

5. Environment Court Appeals

Completed:

- Medallion Drive NoR
- Mill Road NoR

NoR Appeal:

- Newmarket Level Crossing agreement in principle reached

RC Appeal:

- CRL Main Works – two appeals regarding regional consents for Aotea to North Auckland Line (NAL) works

Land Acquisition

Six unconditional agreements were signed in January: Encroachments - Legacy (1), Long Bay (1), Lincoln Road (2), AMETI (1), Pukekohe (1)
Total costs incurred for the month were \$2.94m. YTD 53 property agreements have been signed and settled at a cost of \$38.47m.

Assets and Maintenance

Seal Extensions

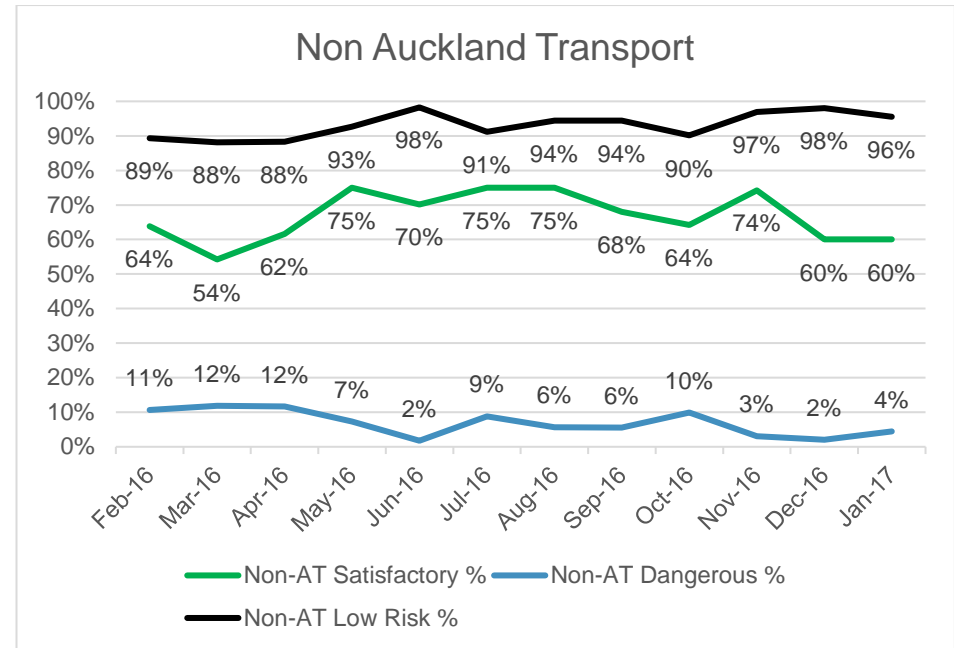
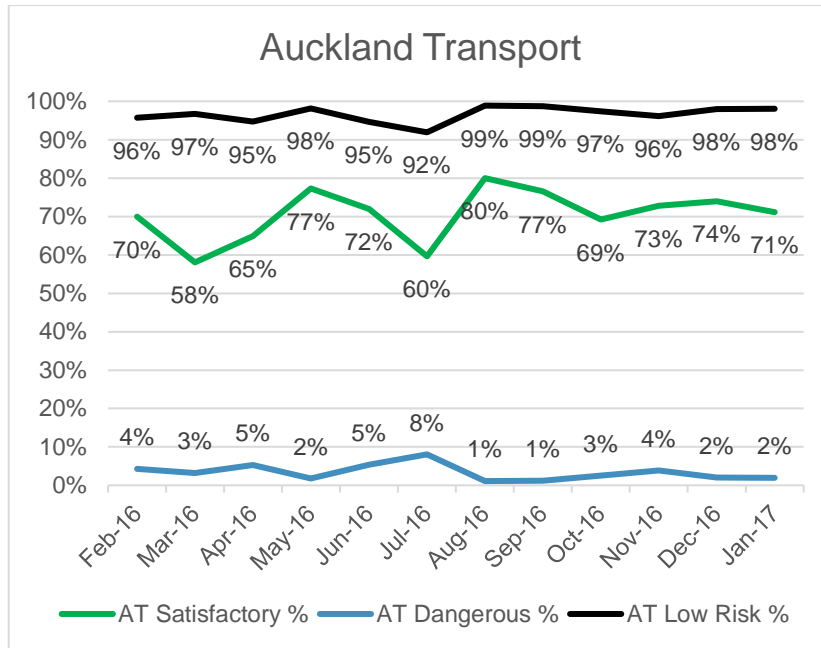
Approximately 30 seal extension enquiries are currently being received each month with all being referred to the prioritisation list. An updated list reflecting annual changes in demand and/or conditions, e.g. school bus routes, were socialised with rural Local Boards at the end of January. Once complete this will be loaded on to the AT web site to replace the existing list.

Road Corridor Access

Temporary Traffic Management (TTM)

53 Site Condition Ratings were undertaken across the network across a shorter reporting period. The percentage of low risk sites across all organisations is 96% (High Standard, Acceptable, Needs Improvement and Unacceptable - target is greater than 90%). Auckland Transport work sites achieved 100% of low risk sites with no worksites requiring a 'stop work order' for rectification of issues.

The overall KPI measure for 'Satisfactory' sites (High Standard, Acceptable or Needs Improvement) was 61%, which is a decrease from last month arising from a significant drop in performance for Non Auckland Transport sites. These results have been presented to each of the work site Principals with contractors being tasked to report their immediate actions taken (to AT) to rectify and prevent recurrence. Included in the follow up actions is a review during their next tool box meeting.



Common trends in the unsatisfactory sites included: failing to follow the approved TMP and conditions, poor site documentation and poor site checks/ maintenance. An ongoing schedule of engagement with TTM Contractors has continued in order that we hear and understand their concerns but also for AT to impress upon them the need to raise the level of delivery.

UFB - Year 6 UFB rollout status

Currently we are in year 6 of a 9 year program, with an estimated completion of the UFB rollout by mid-2020 (possibly extended depending on announcements of UFB2) with provisioning carrying on indefinitely.

The current focus has been to reduce the footprint of the UFB on the Auckland Transport network and improve planning. With the inclusion of some last minute Chorus additions (previously referred to as 'pre-fibre areas' and handled as BAU), the contractor (Visionstream) has struggled to maintain quality and delivery targets. AT continues to work with them to minimise impacts on their programme.

Road Corridor Delivery

Financial commentary

Operating expenditure is running to budget.

Renewal expenditure is running behind forecast due to weather delays experienced in Q2 which have impacted on delivery of the resurfacing and pavement rehabilitation programmes. Work is fully committed and is proceeding over the peak construction season and we expect to deliver the full programme at year end.

Physical Achievement

DECEMBER 2016					
Asset Renewal Activities	December YTD Actual(km)	December YTD Forecast (km)	Full Year Target (km)	Completion v. YTD Target (%)	Completion v. Full Year Target (%)
Pavement Rehabilitation	10.97	14.80	37.66	74%	29%
Resurfacing	180.36	254.17	463.32	71%	39%
Footpath Renewals	39.65	38.14	77.31	104%	51%
Kerb and Channel Replacement	31.48	36.43	76.50	86%	41%

Further pavement rehabilitation projects have been completed on Cape Barrier Road, Clemow Road, Divich Avenue, Duncan Avenue, Akehurst Avenue, Old Te Atatu Road, Whangaparaoa Road, Pupuke Road, Bucklands Beach Road, Glenmore Drive, Prince Regent Drive and Brookby Road.

Pavement rehabilitation projects are currently underway on Shore Road, Millbrook Road, Bolton Street, Rua Road, East Coast Road, Glenfield/Eskdale Road intersection, Eskdale Road, Horseshoe Bush Road, Rautawhiri Road, Rimmer Road, Hobson Road, Aviemore Drive/Cascades Road roundabout, Whitford Road/Chapel Road roundabout, Cavendish Drive, Dawson Road, Roscommon Road and Twilight Road.

There has been 11km of pavement rehabilitation completed to date with a further 8.1km currently under construction.

Roading Minor Capital

Storm water

We continue to work with KiwiRail, Healthy Waters (AC) and other parts of AT to resolve issues around the discharge of storm water from public land onto KiwiRail property. Another round of workshops are programmed.

Waiheke Island storm water discharges from the road corridor are also a concern for residents and AT. With increasing development, landowners are seeking to mitigate and sometimes block existing overland flow paths. We are working with residents and AC to resolve issues as pragmatically as possible but the problem will not be fully rectified until there is an integrated storm water management system developed by AC.

Lake Road storm water investigation and preliminary design completed in conjunction with Healthy Waters (AC).

Huia Seawall

Works on the design of the repairs to the Huia Seawall are well underway with the design completed in late January.

Bridges and Culverts

Mill Flat Road Bridge is currently with the contractor for the pricing of a holding strategy.

Work on Riverside Road (Orewa) culvert will be completed by the end of February. The culvert was in need of urgent renewal and the works were programmed to coincide with the school break to minimise disruption.

Contracts have been awarded for Jordan Bridge repairs, Monowai Bridge repairs and Panmure bridge painting and concrete repairs.

Dust suppression trials

The installation of six pavement test trials sites were completed on Old Woodcocks Road in the last week of December. The treatments being trialled will provide data which will be used to improve our unsealed roads treatment strategy.

Local Boards

There are currently 72 live projects in the Local Board Programme with budget of \$20.4million. The spend to the end of December is \$10.3million and the year ending forecast is currently \$19.0 million.

The most significant projects currently being constructed are Half Moon Bay Ferry Terminal, Glen Road upgrade, West Coast Road Shared path and Ponsonby Road Pedestrian Improvements. Significant projects currently in tender phase are Whau Bridge and Sandringham Road Cycle Route.

The Local Boards start meeting and considering new projects in February so it is expected that volumes will increase over the next few months.

There are 6 new footpaths also being designed on behalf of the Local Boards using Locally Driven Initiative funding transferred from Auckland Council. These are moving towards tender phase for construction over the next 5 months.

Devonport Smart City Trial

A trial of smart city technologies in conjunction with UI is being developed for the Devonport Ferry Terminal, Bus Interchange and Park-and-Ride precinct.

Technologies to be trialled include, CleverCiti Parking Sensors for real time parking tracking in the Park-and-Ride area (144 spaces), SMIGHT smart poles for integrated sensor capability (including integrated cleverciti parking sensors, environmental sensors, wifi and electric vehicle charging).

Integrated analytics combining parking data, pedestrian data and AT-HOP data will help to build a picture of how people drive, walk/cycle or use buses and ferries to get to or from Devonport and improve our understanding how people integrate these modalities (e.g. arrive by car, take a ferry or a bus, arrive by ferry and then walk/cycle, arrive by ferry and then drive off in a car etc).

A procurement plan has been drafted for supplier for hardware and for construction phase.

PT Facilities Infrastructure Development

Projects & Programme Updates

Papakura Park & Ride	Feasibility study is completed. Proceeding with Indicative Business Case (IBC)
Double Decker Bus Network Mitigation	Go live for Double Decker operation along Great North Route (between New Lynn and CBD) has been brought forward to 11 June to coincide with the rollout of the new network for western services. This increases the risk of on time delivery due to requirements for consents, procurement and consultation.
Wharf Renewals & Minor Capex	No change from the last report
Downtown Ferry Terminal Pier 3	Detailed design is completed. Looking to include added 'Sustainability' and 'Durability' aspects to the works in RFT documentation The RFT is currently in the market.
Bus Infrastructure Improvements Programme	On track to deliver the key 100 Western sites by end of May. Further advanced designs are also being completed to ensure delivery continues to the end of FY and beginning of the next.
Bus Shelter Renewals	75 locations have been programmed for this year.
Great North Rd Bus Lane - WCA	Diversion is being switched back on Great North Road and relocation of utility services has been commenced. AT is yet to confirm the suitability of design departure at Herdman St.

Facilities Management

Rail

A Maintenance and Renewals Plan for the external part of the Central Post Office building at Britomart is currently being developed in conjunction with CRL and Metro. This is to include the heritage requirements and is expected to be completed by February and the plan is required to ensure the building integrity moving forward. Once the plan has been approved arrangements will be made for the appropriate maintenance to be programmed.

Ferry

The marine maintenance services contract for the wharves expires in June. A first draft of the service specification and scope of work documentation is expected in February.

Facilities Management maintenance service contracts

There are ten asset maintenance service contracts across Bus, Rail, Ferry and Parking which expire in June. These are currently being reviewed and updated to meet AT stakeholder requirements.

The procurement will be completed by the end of February.

Other Activities

Special Events

Anniversary Monday kicked off with AT's own Open Streets event. Play Street's was a new event held by Auckland Transport in Wynyard Quarter on the Monday of Auckland Anniversary Weekend, a combined event with Auckland Council and Panuku. Many of the streets were car-free and open for riding, walking or skating and people were able to take in the harbour views around a car free Wynyard Point. There was also food trucks at Silo Park, a pop-up cafe at the tip of the Wynyard Loop and the Jellicoe Street Carpark transformed into a hub of activity and entertainment. Promotion of the event occurred through a Herald insert, social media advertising, direct mail, posters and communication activity. The event featured as part of the wider weekend activity held on Auckland's waterfront which traditionally attracts thousands of people to the area. Ports of Auckland held their annual open day and fireworks display. The Anniversary Day Regatta featured on Waitemata Harbour with the Harbourmaster's team in attendance with two patrol boats on water in recognition of it being particularly busy, the Harbourmaster also lay a temporary buoy for tug boat race. HMNZS Te Mana acted as guard ship.

Elsewhere integrated transport services were in place for the Blackcaps One Day International match against Australia at Eden Park and the Lantern Festival in Albert Park. To support the road network across Auckland Anniversary weekend the Holiday Hotspots were up on the web to allow travellers to plan their journeys based on historic data. ATOC prepared and executed the long weekend tactical operations plan with a focus on key travel hotspots.

To support Waitangi Weekend, the Holiday Hotspots were again online. The weekend saw Guns & Roses playing at Western Springs, the Downer NRL Nines at Eden Park (with integrated ticketing transport services on both days), and the Shiny Side Up Bike Fest (motorcycles) at the Trust Arena, held in conjunction with ACC Ride Forever team and supported by NZ Transport Agency and NZ Police. This featured well-known guest speakers including Dave Moss, Avalon Biddle, Brittany Morrow and Ride Forever rider training instructors, sharing safety tips on technique, set-up and riding. The Sound radio station were on-site to support the event.

Summer Road Safety and Safe Speed Activities

Across Auckland speeding related crashes are of a high concern due to the number of deaths and/or serious injuries resulting from these crashes (30% in the Auckland region between 2011 and 2015), which reflects a high level of collective risk for all sub-regions in Auckland. During December and January AT delivered Safe Speed messaging and interactive activities at a number of community events, including the “4 and Rotary” event at the ASB Showgrounds and the Kumeu Hot Rod Show. These events gave visitors opportunities for photos with a green screen enabling attendees to take a ‘slow down’ themed print away with them, reinforcing the message. Themed handouts and resources were also used at these events to promote this message. AT worked closely with the Police to deliver safe speed messaging at these events. In addition to these events, two Safe Speed stops were also held at Petrol stations in Drury and Silverdale. Maps of high crash areas, coffee and handouts were used to promote safe speed and anti-fatigue messages. We also ran two reach and frequency Facebook promoted posts (via the AT Facebook page) promoting and encouraging safe driving over the Christmas holidays and to remind people that the speed threshold has reduced to 4km/hr from 1 December to 31 January. The speed reduction message was further promoted at the Wynyard Quarter Play Streets event, explaining to the public the impending speed limit change to 30km/hr in the Wynyard Quarter area.

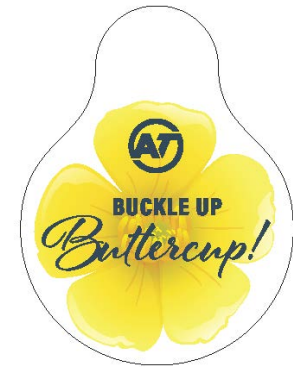
In December 2016 the new summer sober driver ‘Drive Drink Free’ campaign was launched, with the campaign live in market until the end of March. The main promotional mechanic is a new video aimed at young drivers, primarily males aged between 25 to 35 years since this age group is over represented in the crash statistics. This is supported by outdoor media (AT car parks, billboards and panels at Britomart platform), online and social media (Facebook, Twitter and Instagram), cinema advertising, TVNZ OnDemand and the AT website (www.AT.govt.nz/drivedrinkfree). The campaign will also be supported by event activation activities at three key community events including the LYC Big Gay Out (12 February), Ports of Auckland Round the Bays (5 March) and George in the Park (18 March). As part of a partnership with Coca-Cola, this will involve pop-up bars and AT staff will be serving two mocktail drinks and distributing giveaways such as key rings, coaster sets (see below) and water bottles.

The interim campaign results are very positive. There have been a total of 282,000 video views generated from Facebook and YouTube. The video promotion via TVNZ OnDemand generated 54,642 impressions with a 96.6% video completion rate. The post-campaign evaluation survey will be conducted in March.



Regional Seat Belt Awareness Marketing Campaign

We are delivering a regional seat belt awareness campaign in conjunction with the NZ Police. This is primarily a radio campaign with 30 second spots on The Rock, The Edge, Mai FM, ZM and Flava. This will be supported by advertising on the AT Facebook page, as well as a joint press release with the NZ Police. The key message is that seat belts save lives. In the last five years, 300 people have died because they didn't wear a seat belt. In 2015, 92 people who died in crashes on New Zealand's roads were not wearing their seat belt. More than half of these people are likely to have survived if they had taken the time to put on their seat belt. The 'Buckle up Buttercup' concept was developed by the Police in an effort show a 'lighter touch' to road safety enforcement.



Promoting Cycling to School

To help embed a cycling culture in schools, AT has developed follow-up training and leadership opportunities for intermediate students that have undergone Level 2 cycle training in 2016. A follow up one-day workshop has been developed to teach cycle safety, risk identification, cycle maintenance and mode resilience. Many of the students who attend this workshop are then supported to become 'Cycle Ambassadors' who promote safe and sustainable transport options within the school. AT is coordinating and supporting three Intermediate schools to set up and maintain the Cycle Ambassador Programmes over the 16/17 period and resources will be available to any additional schools who want to run their own training programme. AT has also developed "Active rewards" loyalty cards to record travel choices over a 1-2 week period and enable students to enter a draw for a lunch or ice block treat. These cards are now used to encourage cycling, walking or scooting after training related to any of these modes.

Congestion Awareness and Reduction

Congestion on our motorways is frustrating at any time of year, but during the busy holiday season it can be worse than ever. Auckland Transport's 'Spread the Jam' video has been produced to simply explain how traffic congestion can start. There are generally four causes of congestion. Usually it's drivers cutting-in, following too close to the vehicle in front, rubber-necking or being distracted like using their cell phone. A heavy dab on the brakes can cause a ripple effect right down the motorway turning free flowing traffic into a sticky jam! A study in 2014 found that the annual cost of congestion in Auckland was \$1.25 billion when compared with free flow traffic conditions. If people are more aware of the causes of traffic congestion and modify their own behaviour our motorways will run more smoothly. This is why we have produced the Spread the Jam [video](#)



On 22 December we promoted a post on Facebook that went viral resulting in over 4,319,559 people reached, 22,364 shares and 1,325,906 video views. This demonstrates that people love the content and that it has extremely high levels of engagement. It's being shared by people around the World, Bangkok, Quebec, England, Bulgaria, and Thailand to name a few. On 22 January we started the media campaign for Spread the Jam, ensuring that the campaign has effective reach with our 'All Aucklanders 18+' target audience. We're using Trueview (YouTube pre-roll), Google display Network banner advertising, promoted Facebook posts and radio advertising. NZ Transport Agency is also allowing us to use their billboard spaces on Motorway on-ramps. The Automobile Association has shown support for this campaign and has shared our video via their social media channels. A web [landing page](#) is being introduced to host the video and to provide helpful tips on driving etiquette.

City Centre Network Operations

Construction impact continues to be confined to the core of the city centre of Auckland. The City Centre Network Operations team have managed and minimised pedestrian and motorist disruption especially during the 'Albert St Dig'. Temporary Traffic Management changes have been implemented from 21 January for the piling rig on Albert Street (between Customs Street and Victoria Street) which intensifies during March 2017.

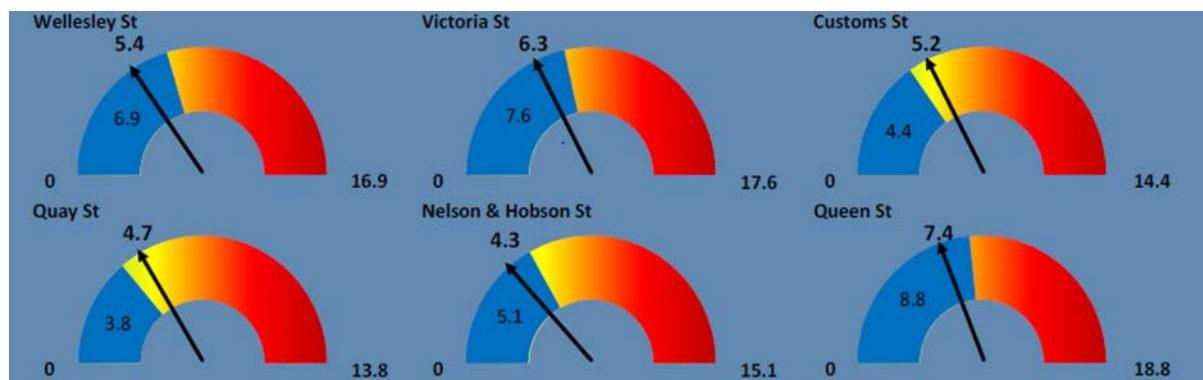
On 17 January the main entrance of Britomart Station closed its doors, with the opening of the new entrance from Commerce Street in place until 2019 due to the CRL tunnels being constructed.

Watercare works on Fanshawe and Halsey Streets started 27 December 2016 and have been required to be extended to 12 February due to challenges met while trenching. Halsey Street has been restricted to northbound flow only from Fanshawe Street. Albert Street works progressing toward Customs Street Intersection. ATOC have managed the network remotely using CCTV cameras and undertook changes to improve operation and customer experience by actively adjusting signal timings throughout the day.

Construction activity within Wynyard Quarter has also increased. Beaumont Street is the only street that is not affected by construction works in this area. Daldy Street (between Gaunt Street and Madden Street) will operate as one-way tidal flow from 23 January until 29 February to accommodate the AM and PM peak flow.

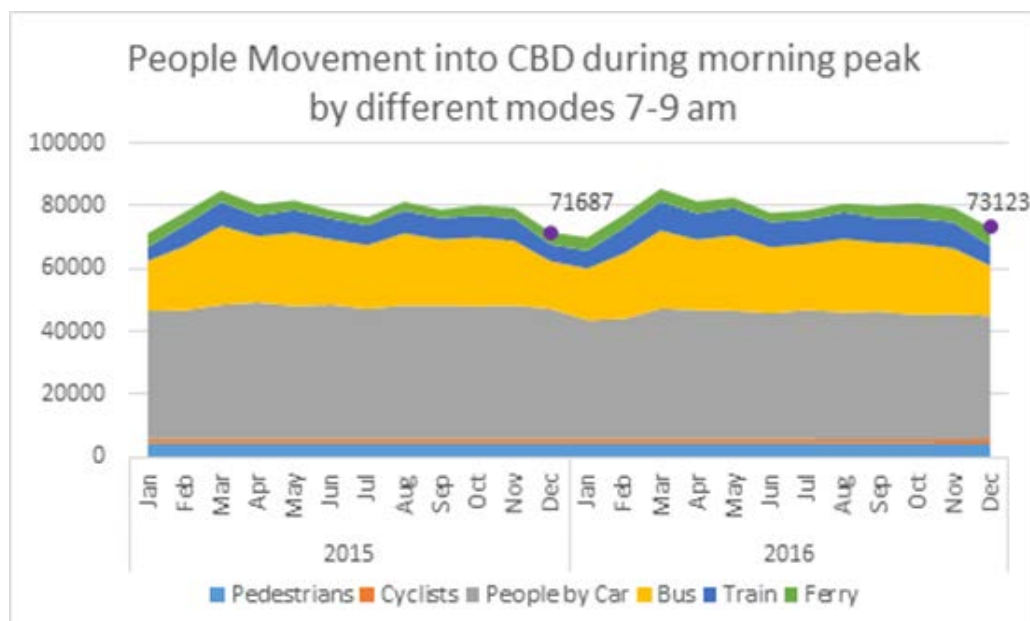
Measure of success – performance dashboard

The city centre network continues to absorb the construction activity despite the increased intensity in construction on Albert Street and across Customs Street. The average travel speed across the six key routes: Wellesley Street, Victoria Street, Customs Street, Quay Street, Nelson and Hobson Street and Queen Street ranges between 8 kmph and 18 kmph with only Customs and Quay Street operating at slightly lower speeds compared to pre-CRL. The average travel time prior to CRL works for December 2016 as per below.



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

People movement into City Centre



It is estimated that on average in December 2016 there was 73123 people entering the city centre during the commuting morning peak of 7-9am. This indicates that people movement into the city centre is higher than in December 2015.

Overall the network is performing at an acceptable level for all modes of travel. The cycling, bus network and motorway throughout the city centre has remained largely unaffected by the extensive works within the city centre, and therefore deemed as performing at acceptable levels. Pedestrian, freight and general traffic movements are being impacted in some places within the city centre, although overall these movements continue to perform at acceptable levels.

AT Metro

Public Transport Patronage Performance

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

For the 12 months to December 2016 Auckland public transport patronage totalled 84.8 million passenger boardings, an increase of +3.9% on the previous year. December monthly patronage was 6.1 million, an increase of +4.9% on December 2015 and +2.0% above SOI target (YTD -2.4%). December normalised adjustment ~ +7.5% accounting for special event patronage, with one less business day and one more weekend day/public holiday.

Bus services totalled 60.6 million passenger boardings for the 12-months to December 2016, an increase of +0.2% on the previous year. Patronage for December 2016 was 4.2 million, an increase of +1.4% on December 2015 and -0.4% below SOI target (YTD -3.4%). December normalised adjustment ~ +4.1% accounting for special event patronage, with one less business day and one more weekend day/public holiday.

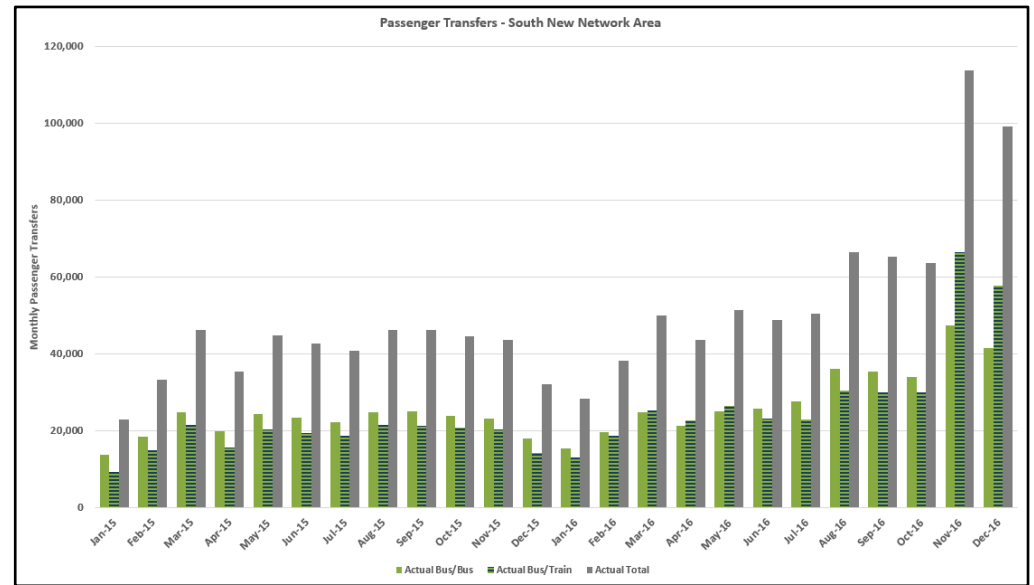
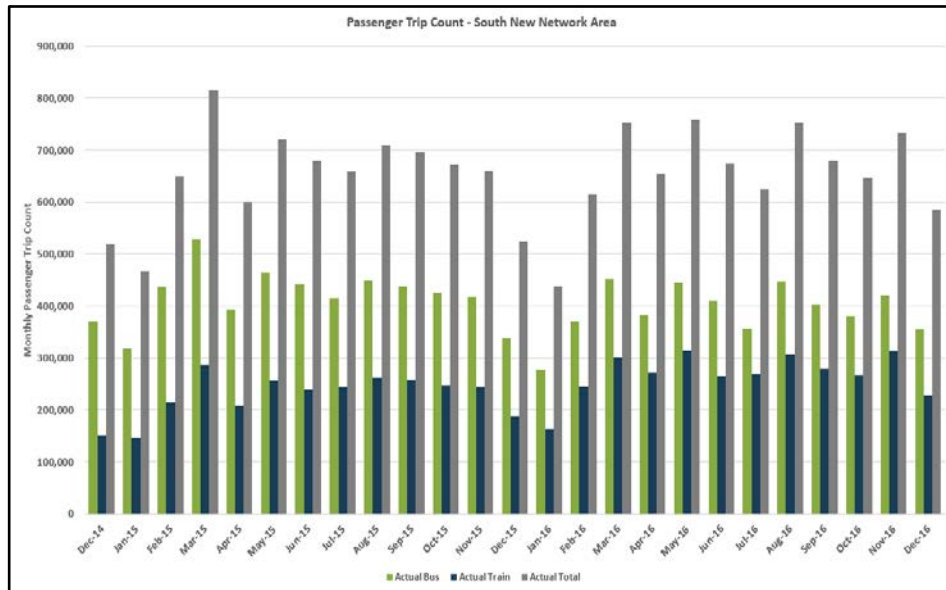
Train services totalled 18.1 million passenger boardings for the 12-months to December 2016, an increase of +17.8% on the previous year. Patronage for December 2016 was 1.4 million, an increase of +17.6% on December 2015 and +8.9% above SOI target (YTD -0.5%). December normalised adjustment ~ +20.8% accounting for special event patronage, with one less business day and one more weekend day/public holiday.

Ferry services totalled 6.0 million passenger boardings for the 12-months to December 2016, an increase of +5.6% on the previous year. Patronage for December 2016 was 0.60 million, an increase of +4.5% on December 2015 and +3.9% above SOI target (YTD +2.5%). December normalised adjustment ~ +5.6% accounting for special event patronage, with one less business day and one more weekend day/public holiday.

Rapid and Frequent services totalled 32.5 million passenger boardings for the 12-months to December 2016, an increase of +8.5% on the previous year. Patronage for December 2016 was 2.3 million, an increase of +12.8% on December 2015 and +8.7% above SOI target (YTD +2.2%).

Due to the timing of the Board meeting, patronage update for January was unavailable at the time of writing.

Southern network



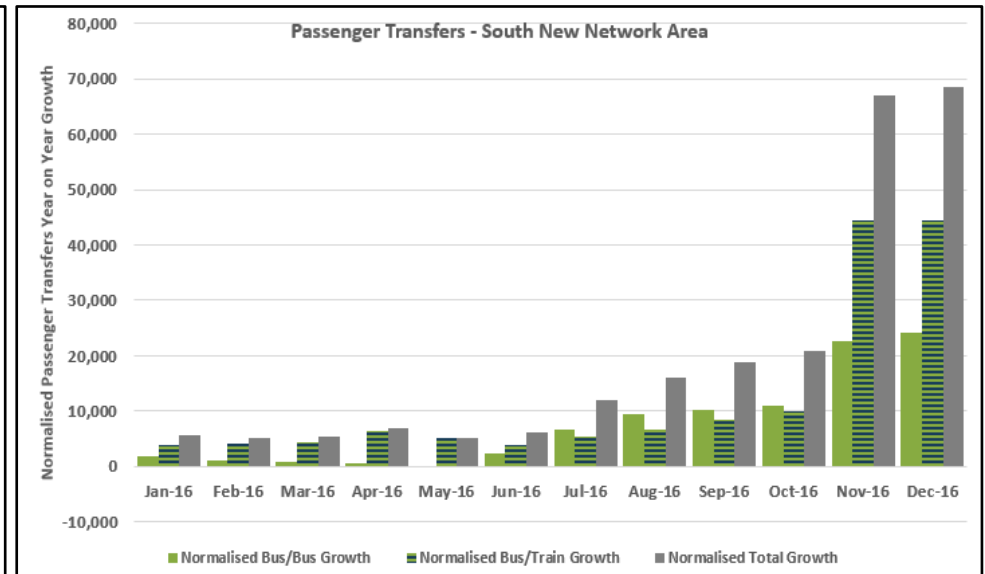
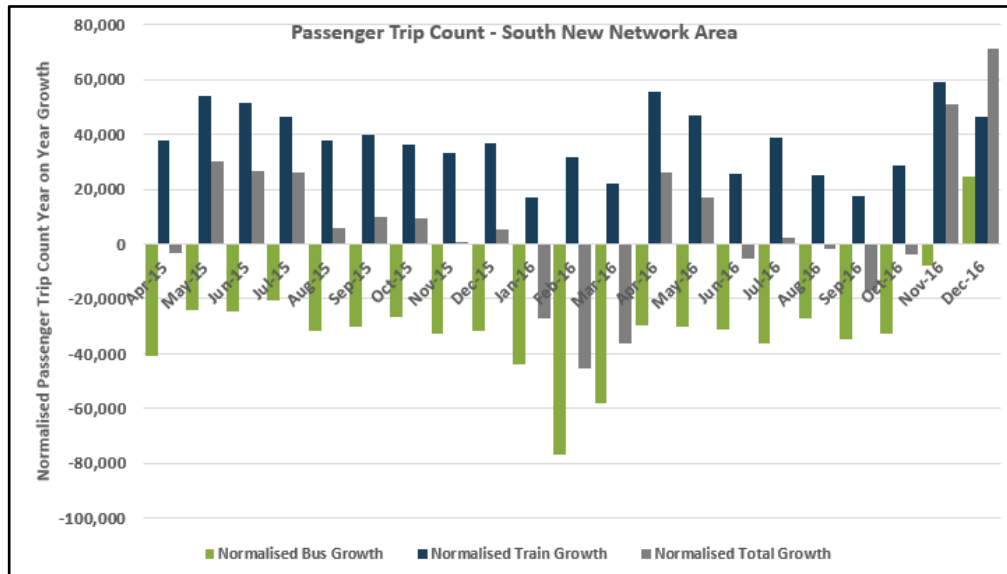
Passenger trip count in the South New Network Area for Dec-2016:

- Bus had 356,000 passenger trips and Train had 229,000 passenger trips, giving the South New Network Area 585,000 passenger trips.

Passenger transfers (tag-on with 30mins of a tag-off) in the South New Network Area for Dec-2016:

- Bus/bus transfers were 41,000, bus/train bus transfers were 58,000 and in total bus and train transfers were 99,000.

Growth in South Auckland



Normalised passenger trip count year on year growth in the South New Network Area for Dec-2016:

- Train has increased by +47,000 passenger trips (+25%), the second consecutive month with passenger trip growth above +40,000 and +20%.
- Bus has increased by +25,000 (+7%), the highest numerical and percentage growth on record since the completion of HOP implementation.
- Bus and train have increased by +71,000 (+14%), the highest numerical and percentage growth on record since the completion of HOP implementation.

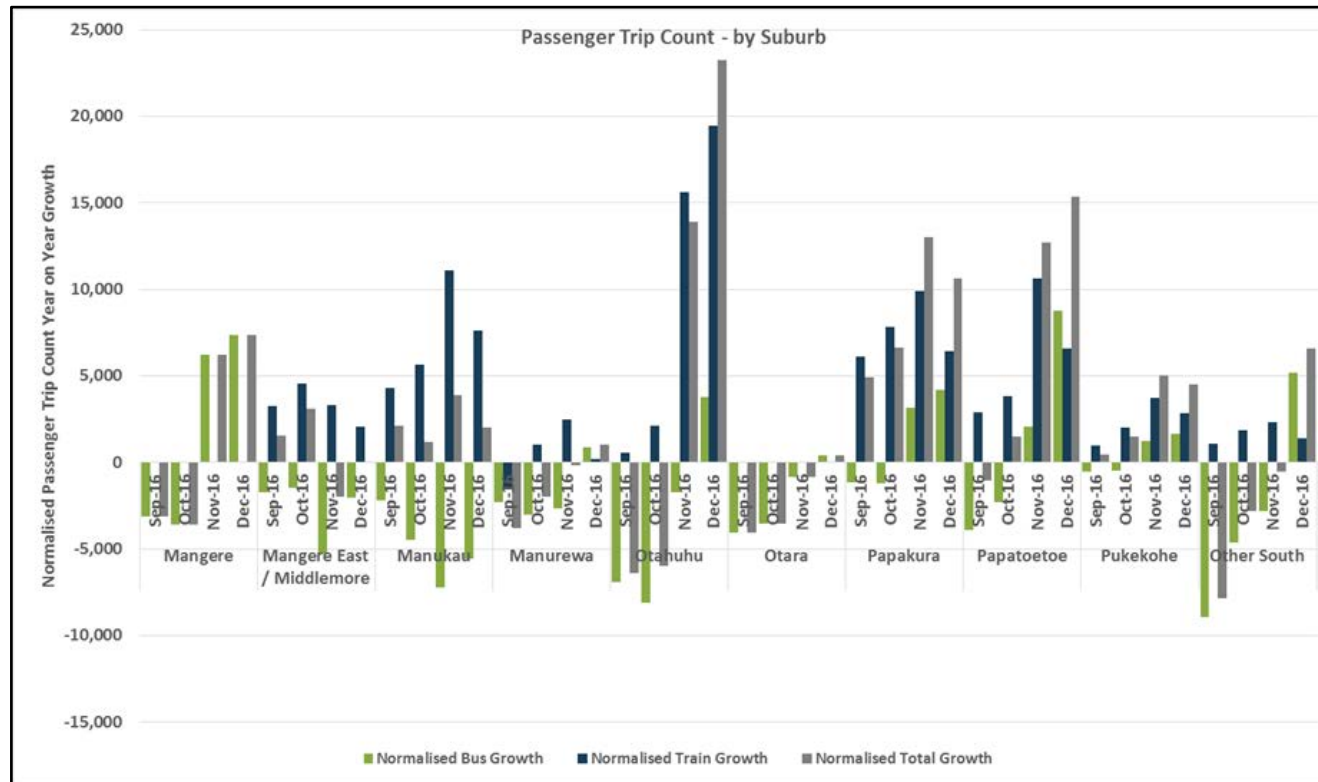
Normalised passenger transfers (tag-on within 30mins of a tag-off) year on year growth in the South New Network Area for Dec-2016:

- Bus/bus transfers have increased by +24,000 (+136%), bus/train bus transfers have increased by +44,000 (+218%) and in total bus and train transfers have increased by +68,000 (+216%), all the highest growth on record since the completion of HOP implementation, slightly higher than Nov-2016.

Normalised passenger trip count year on year growth in the South Network Area for Dec-2016 by suburb:

- Bus passenger trips at Mangere, Manurewa, Otara, Otahuhu, Papakura, Papatoetoe, Pukekohe and Other South all have had positive year on year growth. Mangere (+7,000, 32%), Papakura (+4,000, +30%) and Papatoetoe (+9,000, +24%) are the highest growth suburbs.

- Bus passenger trips at Mangere East / Middlemore and Manukau have declined by -2,000 (-12%) and -6,000 (-9%) respectively, which is lower decline than Nov-2016, due to a change in mode from bus to train, as a result of less bus services operating directly into Auckland CBD.
- Train passenger trips at Manukau (+8,000, +42%), Otahuhu (+19,000, +226%), Papakura (+6,000, +22%), Papatoetoe (+7,000, +15%) and Pukekohe (+3,000, +34%), experienced strong growth. Otahuhu has its highest numerical and percentage growth on record since the completion of HOP implementation.



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
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"> Thales are reviewing ferry case scenarios as part of solution development to integrate ferry stored value. Bus train monthly pass (\$200) sales have stabilised with (~5,000 per month down from 9,500 per month) many passengers migrating to stored value.
2. Procurement & Contract Reform (PTOM)	
<ul style="list-style-type: none"> 3rd Quarter: Central & East Auckland bus tenders 3rd Quarter: 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 	<p><u>Bus:</u></p> <ul style="list-style-type: none"> 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 negotiation progressing. Bus PTOM Central and East tender released to the market August 2016. Bids are being evaluated. Bus PTOM Central and East negotiated units have been released. East bids closed in October. Central closed in December. Due diligence has commenced. The release of Bus PTOM North negotiated units is targeted for early February 2017. <p><u>Ferry:</u></p> <ul style="list-style-type: none"> Evaluation of Ferry PTOM contracted services tender bids commenced in December 2016.

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"> In October Ritchies added 11 double decker buses to the Northern Express (NEX), with a total of 29 double deckers now operating on this route. 34 extra peak trips using single deckers will be added to NEX services in February 2017 for March peak demand and ongoing NEX growth. February will also see the introduction of additional bus capacity with double deckers on Onewa Road with Birkenhead Transport. March 2017 train timetable update will include run time improvements predominantly on the Southern & Western Lines, releasing 2x3-car EMU's to strengthen peak time services and add more capacity. The train timetable change will also see the introduction of Parnell Station to the network, initially with all Southern Lines services stopping and Western services in the evening and weekends. Westfield station will close following the upgrade of Otahuhu. Onehunga services will express run from Ellerslie station through to Newmarket station releasing one of the trains to strengthen a peak three car EMU to six car on services that have heavy passenger loadings (Greenlane and Remuera customers will still be provided a 10 minute service throughout the peaks). Fare changes for bus, train and ferry were communicated to the media, customers and operators in mid-January, with new fares commencing on 29th January. Train Run times on the Southern and Eastern Lines with electric trains will be shorter than previous pre-electronic train control system (ETCS) signalling with diesel trains, with equivalent times on the Western Line due to large number of rail level and pedestrian crossings and speed limits at these crossings.
4. Bus New Network incl. Rapid & Frequent Service Network	
<ul style="list-style-type: none"> Oct-2016: South bus service design implemented June-2017: West bus service design implemented Aug-2017 - Jun-18: North, Central and East bus service design implemented 	<p>South Auckland (including Pukekohe and Waiuku)</p> <ul style="list-style-type: none"> Post go-live audits and continuous improvement continues including reviewing customer signage at interchanges and communicating post-implementation changes. <p>West Auckland</p> <ul style="list-style-type: none"> West implementation customer communications, including engagement plan, communications plan, and brochure production have been finalised. Work on confirming materials for implementation, including timetables, bus stop locations etc is on-going. Timetables are being finalised with operators. Bus stop infrastructure audit ongoing. Workshops continuing, including Bus service and Transdev to review Rail Contingency Plans and to identify and address any weaknesses in alternative transport provision for the introduction of New Network – West. <p>East Auckland</p> <ul style="list-style-type: none"> PTOM contract award process on-going. <p>Central Auckland</p> <ul style="list-style-type: none"> PTOM contract award process on-going. <p>North Shore</p> <ul style="list-style-type: none"> PTOM tender evaluation process begun. Negotiated PTOM units to be released to operators in February.

Waiheke

- Work has begun on developing network options and timetables for consultation. Planning and development of consultation material underway.

5. Infrastructure Development

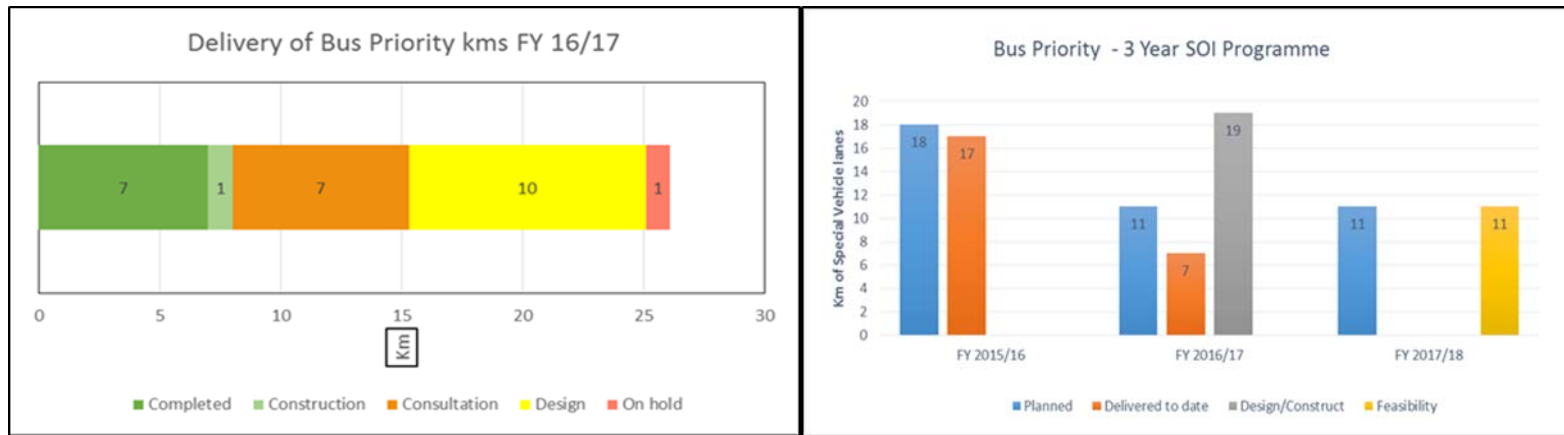
Train:

- Manurewa, Papatoetoe, Henderson and Parnell stations; designs are completed for electronic ticket gatelines to be installed by Q3-2017, Middlemore designs are being reviewed to align with the planned third main line. Designs are also being developed for ticket gatelines for Glen Innes and Papakura stations.
- Pukekohe Station; the temporary access is completed from stage one of the new bus interchange to the train platform. Work commenced in November on the new bus interchange and P&R, piling for the new footbridge was completed over the Xmas period. All works are scheduled for completion by August 2017.
- New LCD PIDs are to be installed at Parnell, Greenlane & Remuera, to aid passenger information for non-stopping trains, scrolling messages will be triggered by approaching trains. A further enhancement, in development, will be the delivery of this service information via automated PA's at the platforms.
- Parnell station becomes operational on 12th March 2017, to align with the introduction of the new timetable and all Southern line services will stop at Parnell station 7 days a week. The old Newmarket Station heritage building has been relocated to Parnell Station and a contractor engaged by KiwiRail is presently refurbishing the exterior of the building, planned completion May 2017. During the building refurbish works sufficient platform width will be maintained for passengers to safely board and disembark trains.
- CRL enabling works underway at Britomart. The temporary Station facility at the rear of CPO was fully opened in January 2017 and the CPO is now closed to the public until completion of the CRL work at Britomart in 2019.
- A Working Group has been formed with Transdev, and other stakeholders, to progress the opening of platform-2 at Newmarket Station for passenger use. It is planned for platform-2 to be operational by Easter 2017.



Bus:

- South New Network post-construction audits of signage and facilities is underway and removal of redundant bus stops is progressing.
- Otahuhu Station practical completion issued, finishing works, snags & CRL platform completed.
- Mangere Town Centre (Bader) bus platform complete; toilet connections completed.
- Otahuhu Town Centre stops (Avenue Rd) - north side complete mid-Dec 2016. Toilets, canopy and CCTV to be completed by Feb 2017.
- Hibiscus Coast Station (Silverdale): Resource consent for Park & Ride component approved. Construction phased to begin with P&R component (Jan 2017 – Nov 2017) followed by station building (Nov 2017 – Apr/May 2018);
- Driver Toilets: St Lukes / Westmere - installation end of Jan 2017; Lower Albert Street: Licence agreement being finalised with Precinct Properties to place Exeloo on Precinct land (at their request at nominal cost) expected installation end of Feb; Commerce Street: Negotiations with adjacent Bledisloe Property Group now positive after initial opposition. Liaison with AT Urban Design underway to verify best location for Exeloo within public square.
- Construction of new & upgraded stops for New Network West is continuing and on-track. Around 120 new stops are being planned, with upgrades / relocations to another 30 or so.
- Double Decker Buses Clearance Project:
 - GNR Route. (Go-live date: 11th June/17)
 - K'Rd Enhancement Project and GNR (Grey Lynn Rd to Ponsonby Rd) Cycleway Project both mitigate multiple canopy and utility issues for zero cost, but are misaligned with Western NN roll out date by approx. 12 months and 6 months respectively.
 - Temporary measures to mitigate DD Buses issues under development.
 - High stakeholder risk associated with temp DD solutions on K'Rd as already strong opposition from K'Rd business association; as DD measures impact parking & amenity and contradict established AT cycle/streetscape stakeholder consultation narrative. Comms about mitigation measures to be managed by both K'Rd Enhancement Project and New Network Delivery Team.
 - Onewa Rd Route. (Go-live date: 24th Feb/17)
 - Test run to be undertaken early Feb/17
 - Repositioning and specialising routes clearance underway.
 - Bus stop at Glenfield Mall will not be ready by Go-live date. A temporary bus stop will have to be used.
 - NX2 Route (Go-live date: TBD)
 - Route through Halsey St, Victoria St and Waterloo Quadrant already cleared.
 - Test run to be undertaken early Feb/17
 - Bus Layover at Mahuru St still under investigation.
 - Manukau Rd, Remuera Rd and Dominion Rd routes
 - Under investigation.
- Bus Priority Programme:
 - A strategic bus priority plan is being developed to scope completion of citywide bus priority network over the next 3 years and extended over 10 – 15 years for the Frequent Network identifying high level budget requirements and key risks.
 - The existing 2015/16 to 2017/18 programme is targeting 40kms of bus priority lane implementation over the three years, in addition to 5.5km in 2014/15. 16.9km was delivered in 2015/16. Progress for the 2016/17 programmes is presented below:



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.

Customer Service Centres (CSC):

- A number of enhancements are being made to our Customer Service Centres. CCTV has been installed to all Customer Service Centres at both train station and on the busway to heighten the visibility of security to customers to help reduce customer conflict and escalation management. The installation of safety glass to Customer Service Centres to separate customers and staff, as well as having a 'safe room' at each site to provide immediate sanctuary to staff. Works commence in January and are expected to be completed by the end of February.

6. On-Time Performance

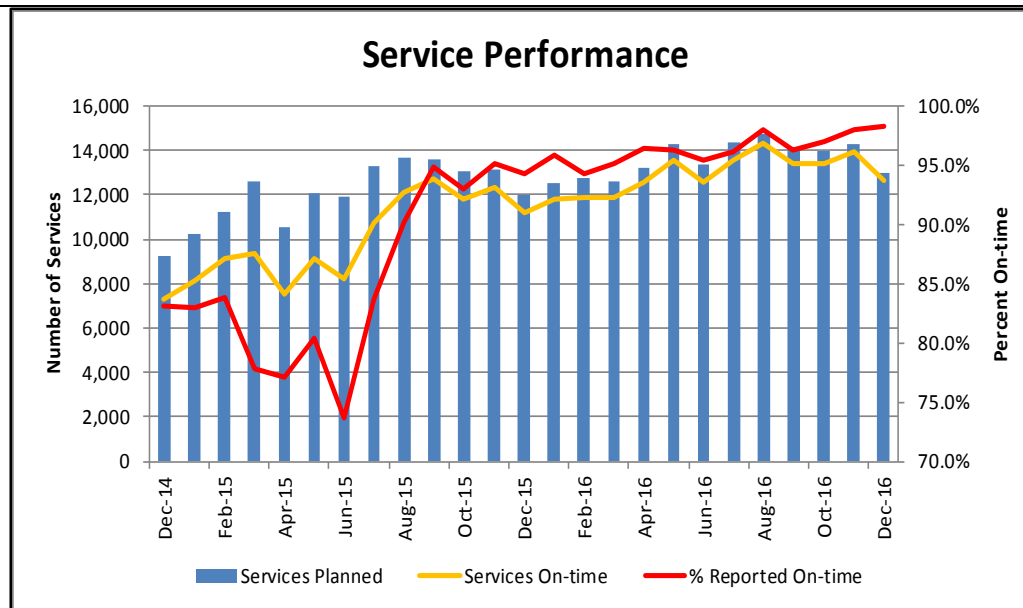
Train:

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 December 2016 service reliability was 99.1% compared to the 12 month average of 98.6% and 99.4% for November 2016. Service punctuality performance compared to services scheduled is illustrated in the chart below. Service punctuality (red line) was 98.4% compared to the 12 month average of 96.5% and 98% for November 2016 (and the low of 73.6% in June 2015).

There were 13,001 train services scheduled in December (blue bars) - the number of actual services operated on-time (yellow line) was 12,801.



Major incidents that affected December 2016 service performance:

- Train Operator related issue resulted in disruptions on two days in the month, the most significant being a train crew matter at Britomart just before the morning peak of the 22nd December caused disruptions on the network.
- Train operations were affected by four third party related incidents in the month, the most significant being a freight train issue between Puhinui and Homai in the morning peak of the 1st December caused disruptions on the Southern Line and a trespasser on track between New Lynn and Fruitvale Road in the morning peak of the 6th December caused disruptions on the Western Line.

Further journey time improvements are being targeted for the March 2017 timetable recast.

Bus:

Reliability at Start					
Operator	Business Unit	Dec-16	Nov-16	Month-on-Month Change	Year-on-Year Change
Whole of Network		97.7%	96.7%	1.0%	-0.2%
Metro Inner	NZ Bus	97.3%	96.4%	0.9%	-0.3%
Metro Outer	NZ Bus	98.3%	98.0%	0.3%	-0.4%
North Star	NZ Bus	99.1%	98.8%	0.3%	0.4%
Go West	NZ Bus	98.6%	98.4%	0.2%	0.7%
West	Ritchies	97.7%	96.5%	1.2%	-0.7%
North	Ritchies	97.6%	97.3%	0.3%	-0.1%
NEX	Ritchies	99.8%	99.3%	0.5%	0.6%
Birkenhead Transport Ltd		98.6%	98.8%	-0.2%	0.1%
GoBus		95.3%	89.5%	5.8%	
Howick & Eastern		97.7%	97.6%	0.1%	-0.1%
Ritchies Murphy					
SkyBus		93.5%	90.7%	2.8%	3.2%
Urban Express		98.4%	98.4%	0.0%	-0.5%
Waiheke Bus		99.1%	98.9%	0.2%	0.5%

Punctuality at Start					
Operator	Business Unit	Dec-16	Nov-16	Month-on-Month Change	Year-on-Year Change
Whole of Network		94.5%	92.8%	1.7%	-0.3%
Metro Inner	NZ Bus	93.8%	91.8%	2.0%	0.9%
Metro Outer	NZ Bus	95.6%	95.0%	0.6%	-0.4%
North Star	NZ Bus	97.0%	96.3%	0.7%	0.8%
Go West	NZ Bus	96.0%	95.6%	0.4%	-1.2%
West	Ritchies	94.1%	92.3%	1.9%	-5.3%
North	Ritchies	93.8%	93.2%	0.6%	0.6%
NEX	Ritchies	98.9%	98.5%	0.4%	0.5%
Birkenhead Transport Ltd		95.9%	96.1%	-0.2%	1.1%
GoBus		90.4%	81.1%	9.3%	
Howick & Eastern		94.6%	94.6%	-0.1%	0.6%
Ritchies Murphy					
SkyBus		86.2%	79.1%	7.1%	-0.3%
Urban Express		95.9%	96.2%	-0.3%	-0.3%
Waiheke Bus		97.1%	97.2%	-0.1%	1.2%

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 December 2016, 97.32% 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 November 2016 was 98.97%.

Route	Harbour	Scheduled Trips	Reliability	Punctuality
Bayswater	Inner	980	97.76%	98.57%
Half Moon Bay	Mid	635	92.28%	97.32%
Birkenhead	Inner	1,050	96.57%	98.95%
Gulf Harbour	Outer	360	98.33%	99.44%
Hobsonville	Mid	200	98.00%	99.00%
West Harbour	Mid	516	99.61%	100.00%
Rakino	N/A	48	93.75%	97.92%
Pine Harbour	Outer	768	100.00%	100.00%
Total		4,557	97.32%	98.97%

Performance on ferries was negatively affected by several vessel breakdowns within the Fullers fleet which contributed to service cancellation and delays due to smaller than planned vessels being provided.

- 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 97.3% and punctuality was 98.9%. This was an increase of 0.7% and 6.1% in reliability and punctuality respectively from November's performance.

7. First & Final Leg

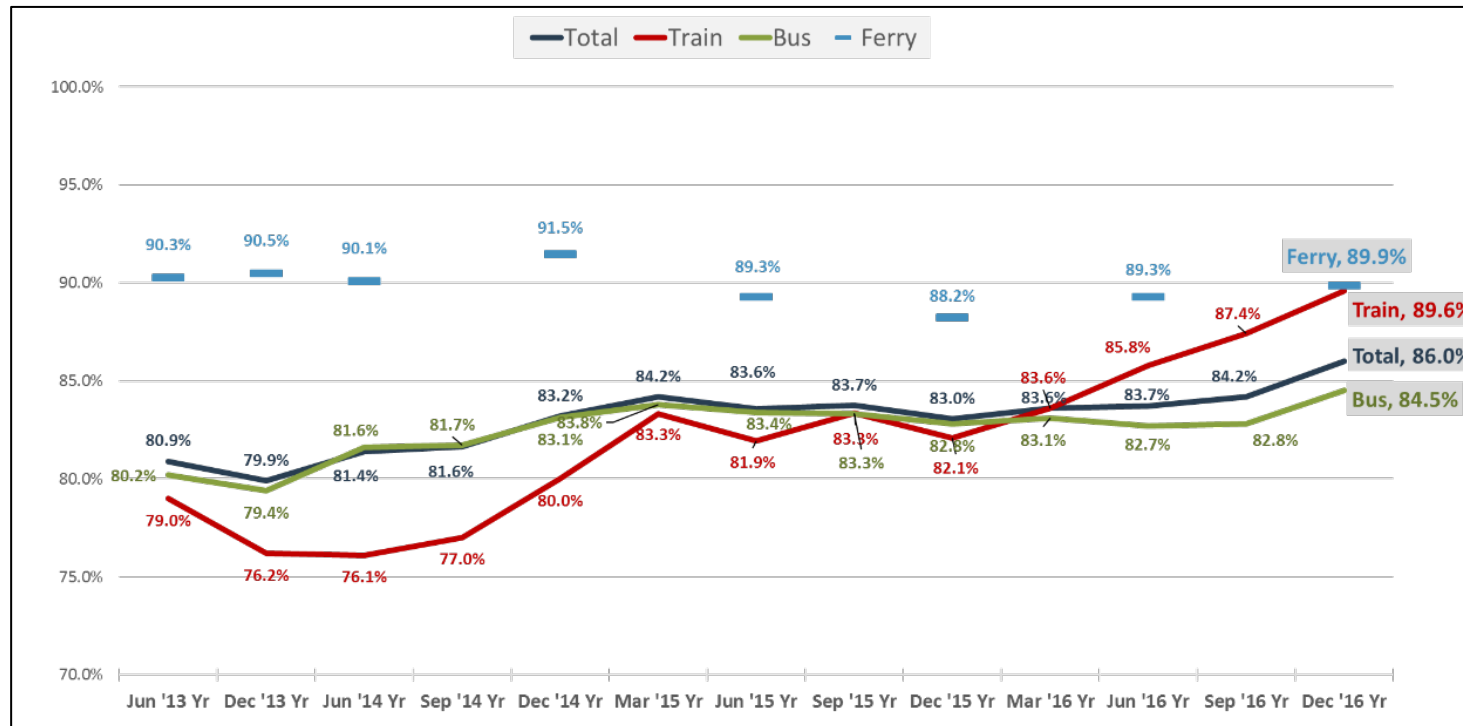
- A trial park and ride facility opened in late November at Esmonde Road, Takapuna. The facility is owned by the Harbourside Church and operates with Wilsons Parking. There was light customer uptake in December. A small 'street marketing' promotion is due to commence in early February to increase usage.



8. Customer Experience

Customer Satisfaction

- The December Quarterly Customer Satisfaction survey showed an overall increase in satisfaction to 86.0%, and upward trend from 83.7% (June) and 84.2% (September), presenting the strongest result in recent years. Train continues to increase strongly to 89.6% (an increase of 2.2% over the last quarter, the highest figure recorded for rail), with bus increasing from 82.8% (September) to 84.5% with ferry continuing to perform strongly at 89.9%.



Key areas of customer satisfaction improvement between the September and December quarter include:

- Increase frequency (esp. ferry and bus)
- Affordability
- Punctuality and reliability (esp. bus)
- Route and service coverage
- Information and communication (esp. train and bus)
- Extended hours of operation (ferry)

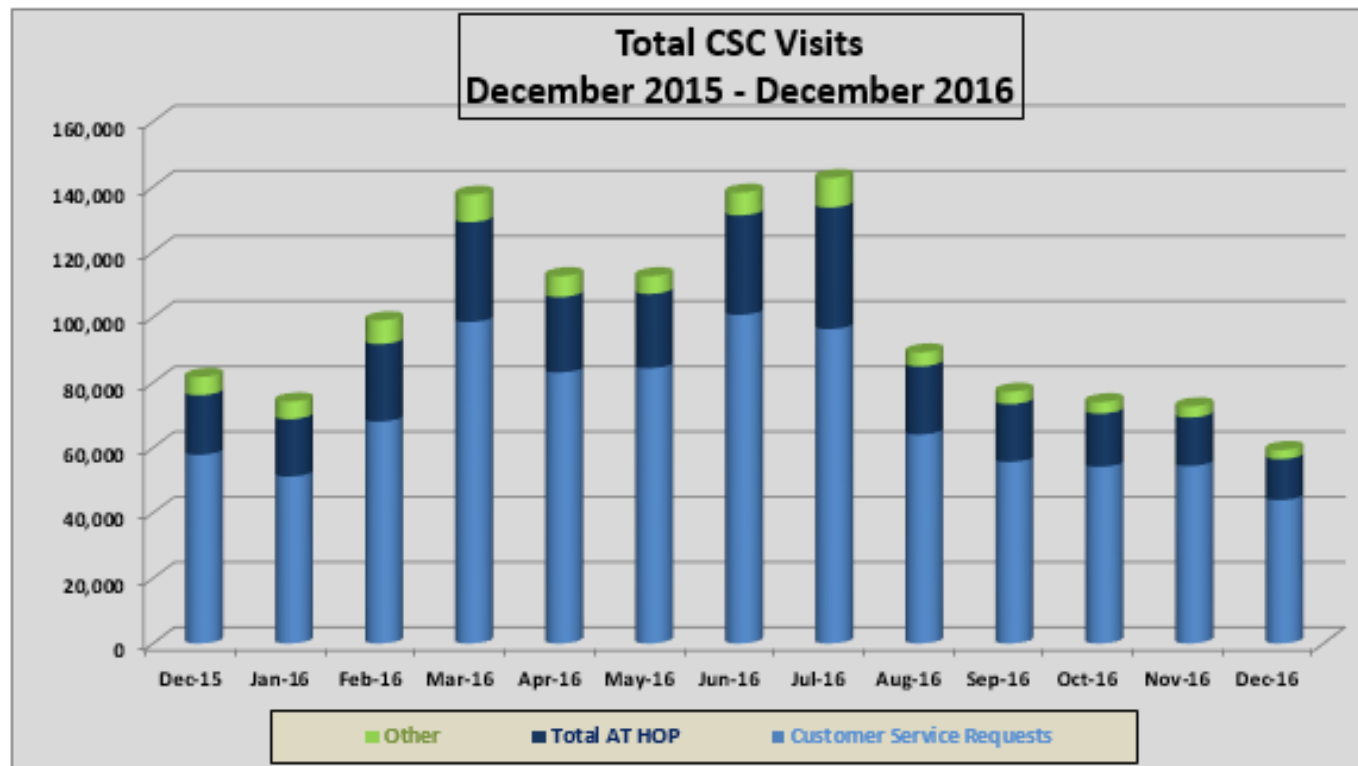
Multi-modal

- The new small digital advertising screens will be installed in Britomart in February (large format screens were installed in October).
- The trial of 'click and collect' with Countdown continues and will extend to include Farro in February, including at Downtown Ferry Terminal.
- Customer Central. Three AT Metro initiatives continue to progress well at Customer Central:
 - i. The route cause and improved customer journey information of buses not arriving when scheduled [a 'Ghost Bus'].
 - ii. End-to-end PT Customer Information Journey and the role digital can play to enhance the customer experience.
 - iii. The new AT Mobile Digital App.
- Fare changes for bus, train and ferry were communicated to the media, customers and operators in mid-January, with new fares commencing on 29th January.
- Customer research was undertaken in December on PT signage at stops and stations post the implementation of New Network South. The objective was to gain insight on customer usability to use the learning's to make changes to signage as input into the rollout of the rest of the new network.
- CBD customer experience review. A review of the customer experience in and around the CBD, post CRL disruptions, was undertaken in November to identify improvements and opportunities which would improve the customer experience and thereby grow bus patronage. Recommendations included (i) make existing bus stops more visual to customers (ii) to prototype and test new customer signage at two bus stops (two sided info-boards), (iii) better utilise the space on the reverse of passenger information displays to display key bus stop information.
- Ferry is planning for the delivery of the new retail opportunities with Property Operations for hospitality units at Birkenhead, Devonport and Matiatia.
- "PaperBoy", the free weekly commuter weekly magazine introduced in November continues to receive positive customer feedback. The magazine distribution agreement provides for a proportion of editorial space to Auckland Transport as well as licence fee revenue.
- Following the successful completion of coffee kiosk trial at Papakura station the concept will now be extended to Otahuhu Station in early 2017.

Digital

- In December, there were just under 28,000 customers that had used the 'track my bus' App, down slightly on the 30,000 in November. However, the 'track my bus' feature continues to grow in popularity, up from 14,695 users in September (+89% increase).
- There was a decrease in activity on AT.govt.nz in December, with total page views falling to 2.58 million, down from 2.83 million in November. The declines in activity on both the App and the website are due to students (completion of the academic year) and the start of the 2016 festive period.
- The new AT Mobile App. Development of the AT Mobile App continues using an 'Agile' methodology to ensure that upgrades, including feature enhancements and bug fixes based on customer feedback, can be released on a more regular basis than has been the situation historically. Fortnightly development sprints and feature releases continue.
 - i. The App to be launched in February, has a new visual design (relative to the existing AT Metro App), uses GPS tracking and mapping services, incorporates real-time location of buses ('track my bus') and provides a basic alert & notification capability (for example notify me one stop before the end of my bus journey so I know where to get off). Development has commenced on including 'drive time' and a travel impact data overlay, an Android version of the App, 'track my train' and AT HOP balances, for future release.
- On-board digital screen trial (five buses and one EMU). The initial feedback from customers during the trial was mixed, which was validated with further customer centred testing via Customer Central in December. On-board journey and wayfinding content was valued more by new and irregular bus users. For regular commuters most used their own smart-device as a means of journey entertainment.
- For Public Wi-Fi on Bus the buses using Icomera routers are now fully configured and performance testing is underway. Huawei routers are expected to be online in the w/c 12th December. The roll out to the public is planned for late January.
- AT Metro Lounge that was used to support the opening of the new Otahuhu Bus and Train Station in November was re-located to Mangere Town Centre in December as part of supporting New Network – South. The Lounge has been well-received by local customers, with strong demand for information and paper timetables, in particular.

Customer Service Centres



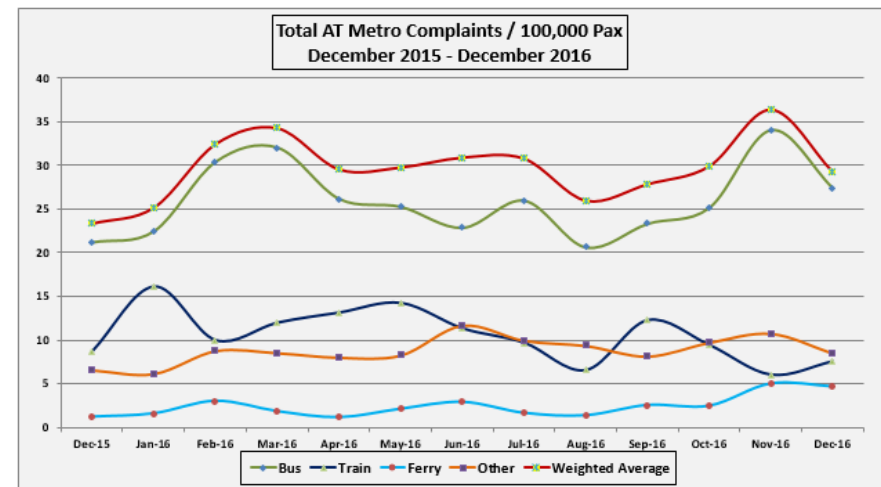
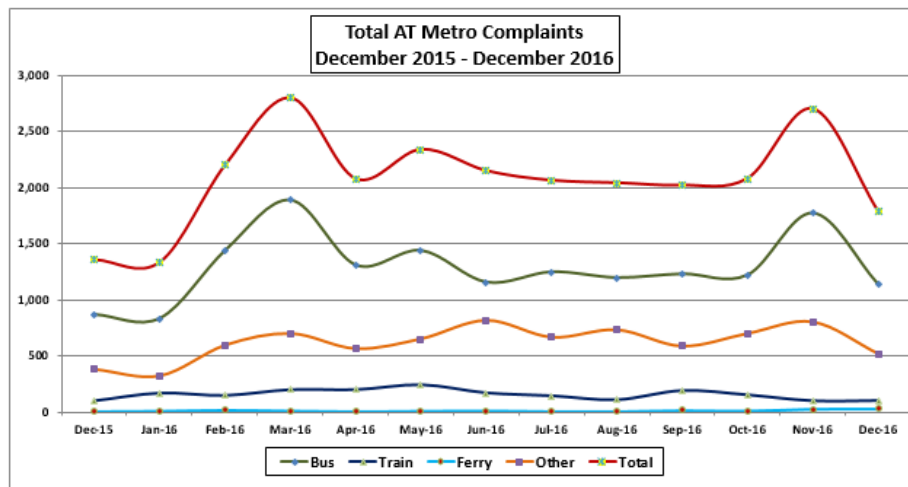
The total customer visits to the Customer Service Centres (CSC) for December (59,320) were 13,360 (-18.4%) below November's visitor numbers (72,680). They were also 22,401 (-27.4%) below the December 2015 total of 81,721. Total Customer Service Centre visits in the three months from October to December 2017 were almost 206,000, compared to over 245,000 in the same three-month period during 2015, a decrease of -15.9%. Key factors behind the decrease was a reduction in AT HOP card related issues, with queries falling from just over 14,800 to below 12,600 (-12.2%). In addition, there was a reduction in AT HOP card sales and top-up activity as a result of increased self-service options and also the commencement of the 2016 festive period.

In the past 12 months, there have been over 1,189,000 visits to the AT Metro Customer Service Centres (CSC), an average of 3,260 visits per day, representing an increase of over 13,000 customers (+1.2%) on the 12 months prior.

During December the AT Metro Lounge was used at Mangere Town Centre to provide on-location customer support and information relating to New Network – South service changes.

Customer Complaints

- Total complaint volumes decreased by -34.2% in December relative to November. However, December 2016 complaint volumes (1,785) were significantly greater than for December 2015 (1,352), which represents an increase of 433 (+32.0%) year-on-year. The decrease in December's complaints compared to November reflects the fact that the implementation of New Network – South at the end of October had started to settle into “business as usual” and also the commencement of the 2016 festive period. Overall bus related complaints decreased in December to 1,136 (-36.3%) and other AT Metro complaints (e.g. Network Design) also reduced (35.3%), compared to the levels seen in November.
- Complaints per 100,000 Pax also decreased in December, falling to 29.27, significantly below November's adjusted total of 36.43, which is more in line with levels last seen in September (27.86), prior to the implementation of New Network – South. However, December 2016's total (29.27) is significantly above the total for December 2015 (23.33), which reflects some latency in New Network – South issues still being raised in December 2016.



9. PT Adoption Marketing and Promotional Campaign Programme

The number of customer acquisition campaigns in market reduced in January due to the holiday break and the pending fare price increases.

- **Simpler Fares.** The next promotion iteration of Simpler Fares was in December & January, highlighting the benefit of using ‘bus, train or combo’ and only paying the one fare for the entire journey. The campaign was promoted on bus backs, and will then extend to press, billboards and online advertising in February (after fare changes).
- **Harbourside Park and Ride trial.** AT in conjunction with Wilson parking implemented a 6-month park and ride trial at Harbourside Church on Esmonde Road which will cost customers \$1 per day. The trial will be promoted in February through a temporary billboard on Esmonde road, footpath decals and through street marketing promotions at peak traffic times. Some coverage is anticipated via local press following engagement with the local board, Takapuna Beach business association and the North Shore Times Advertiser
- **Annual fares review.** Bus, train and ferry fares changes came into effect on 29 January. Customers have been notified via newspapers (suburban / NZ Herald), an EDM to registered HOP customers as well as posters on-board bus, trains and ferries.

- Following the launch of the new South Network, AT Metro has secured 24 bus backs that will be used to promote the new frequent bus services, including F31, F32, F33 and the Airporter 380 services. Additional bus backs are being requested to promote the Airporter service.
- The NEX to HBC connections are being promoted to encourage customers to select the recommended NEX service that will minimize passenger waiting times at the HBC Silverdale bus station.



10. AT Metro Safety & Security

Train:

- Incidents recorded in January (to date), are tracking lower when compared to the same period in January 2016.

Bus:

- There have been three cash box thefts which have occurred on buses during the period. Two took place at Otara on Go Bus services where small amounts of cash and a cash box were stolen and the other occurred in Glen Eden where a driver was assaulted with a stick and the cash box was stolen.