

Business Report

Recommendation:

That the Chief Executive's report be received.

Prepared by:

David Warburton, Chief Executive

Corporate

Finance

The financial support that AT Finance provides to CRLI ended in September and the financial system of CRLI went live on 1 October.

The annual reforecast process has started with the aim of presenting the agreed forecast to the Board at the December meeting.

Preparation of the Regional Land Transport Plan (RLTP)

AT presented to the 26 September Council Workshop on key infrastructure issues for the Long Term Plan. The presentation covered the assessment of capital projects through the ITP calculator and outlined which projects it would be possible to deliver under various funding scenarios. The Board has been updated at previous meetings on the process for prioritising the capital programme.

The amount of funding available is still uncertain. It will depend on factors such as which parties form the next Government, how roading projects are allocated between local and central Government and whether Auckland Council's Interim Transport Levy continues in some form. Auckland Transport has submitted indicative bids to the Transport Agency for their continuous programmes for the next three years. The continuous programmes are currently indicative bids and need to be revised and updated in late October and mid-December, to feed into the Transport Agency's preparation of its National Land Transport Plan (NLTP). Auckland Transport will also submit an indicative capital programme to the Transport Agency's NLTP in late October.

This work is also being integrated with Auckland Council so that the development of the RLTP/LTP will be done in association with the overall Council family aspirations/requirements. A joint group chaired by Auckland Transport's Chief Executive will co-ordinate the process. In particular, it will enable engagement and formal consultation around the RLTP, the LTP, the Auckland Plan Refresh and a number of other regional plans and strategies to be undertaken in a streamlined way. Auckland Transport and Council staff are actively working together on this. The development of the Regional Public Transport Programme (RPTP) is underway. This will address the options for the future development of public transport. Staff reported to the 2 October Customer Focus Committee on the preparation of the RPTP.

Following our early engagement with Local Boards in August, engagement with iwi will be taking place during October and/or November to enable mana whenua to fully participate in the RLTP process and advise us of the projects that are of particular interest or concern to iwi in different parts of the region.

A Regional Transport Committee (RTC) meeting is being scheduled immediately following the 5 December Board meeting to consider a draft of the RLTP document. The RTC is responsible under legislation for approving the RLTP document. A separate item on this agenda discusses the requirements and preparation of the RLTP document.

The Mayor's proposal is expected in November, and this will have an impact on our approach to public consultation on the RLTP (as well as the LTP), depending on the level of focus on transport.

Regional Land Transport Plan Funding

The following activities were approved for funding in late August and September:

- Improve Transport Choice and Accessibility (Auckland Cycling Investment 2018-28 - Programme Business Case) - this Programme Business Case has been supported by the Transport Agency's Board.
- Regional Public Transport Plan Update – 2015-18 - this activity has been approved for \$507,642.

Variations to the RLTP

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

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

The following project has been added to the 2015-18 Regional Land Transport Plan as variation:

- Variation to the 2015-18 Regional Land Transport Plan (RLTP) - Weigh Right National, Auckland – This is a variation to the RLTP from the Transport Agency with no financial implications for Auckland Transport. This project is part of the Transport Agency’s national Weigh Right programme which forms part of a wider compliance strategy for heavy commercial vehicles. The overall objectives are to increase willing compliance of operators on the network and preserve both state highway and local road assets through the reduction of illegal overloading.

Procurement

Six tenders were published in the August/September period (26/08/17 to 29/09/17) with an estimated value of \$28.75 million. Two of these tenders had an estimated value of over \$2 million.

Tender	Type
New Lynn to Avondale Shared Path Project – Construction of a 2.9 km shared path from New Lynn Station to Blockhouse Bay Road	RFT
Cowie Street Bridge and Road Construction – Construction of a new road and pedestrian bridge over the rail corridor	RFT

142 contracts were created in the August/September period (26/08/17 to 29/09/17) with a total value of \$52.97 million. Five contracts had a value of over \$2 million.

Contract	Supplier
PTOM Unit (Unit 3 – Grey Lynn) – Regional partnering agreement to provide bus services	New Zealand Bus Ltd
Pay and Display Meter Upgrade – Renewal or replacement of parking meter fleet	Global Integrated Solutions Ltd
HP Licensing Upgrade – Provide AT with new or continuing AT licenses and support	Hewlett Packard New Zealand
Pedestrian Level Crossing – Improvement of pedestrian level crossing safety on the Western Line	KiwiRail Holdings
Marine Specialist Maintenance – Procurement of Marine Specialised Maintenance (MSM) services	STF Ltd

Local Boards and Council

On 28 September the Governing Body of Auckland Council adopted all the recommendations of the Governance Framework Review Working Party. These recommendations were the same as those endorsed by the Auckland Transport Board and did not feature any suggestion of giving local boards delegations over Auckland Transport.

The Working Party recommendations were well socialised prior to the meeting, being placed on all local board agendas and going through two full Council workshops before the actual Governing Body meeting. One of the major changes proposed is an increase in the Local Board Transport Capital Fund. Currently, the fund sits at around \$11 million per annum, split between the twenty-one local boards on the basis of population, excepting Waiheke and Great Barrier (who get 2% and 1% of the fund respectively). The recommendation is to both increase the quantum of the fund and to consider alternatives to the current allocation model. Auckland Transport staff are assisting colleagues at Auckland Council in exploring options for both aspects of this recommendation.

The recent election has seen two changes that will generate by-elections. Councillor Denise Lee and local board member Simeon Brown have both been elected to parliament. The by-elections are currently scheduled for early in the New Year.

Local boards have been finalising their Local Board Plans and Auckland Transport staff have extracted any transport initiatives from those plans and checked whether they were accommodated in some way within the long list draft RLTP (98% were). AT presented to local boards at three sub-regional workshops, on the process, methodology and next steps in the formation of the RLTP.

Other key briefings for councillors and local boards this month have included:

Local Board	Briefings / Workshops / Major concerns (All local boards receive a monthly report from AT and we attend their monthly business meetings)
Albert-Eden	<ul style="list-style-type: none"> • Met with Board members to discuss suitable activities for the Waterview Shared Path Activation Day and the Civic Opening Event (held on 6 October) • Met with transport leads for them to provide direction on the transport capital fund • Board workshop – transport capital project ideas talked through and agreements reached on what projects to have rough order of costs requested for.
Devonport-Takapuna	<ul style="list-style-type: none"> • Workshop held with Local Board on the Lake Road Indicative Business Case (IBC) to advise members on the outcome/analysis of the recent public consultation. • AT attendance at regular Monthly Local Board meeting at which local board members have raised concerns about AT definition of Service Lanes not allowing for stopping of trucks to unload in the Takapuna Business Area. • Monthly Catch up with Local Board Services staff on Transport issues. Items discussed: Local board and Lake Road funding. Patuone Walkway a Board Parks project and eligibility for Transport Capital Fund. Local Boards Feedback on Castor Bay Intersection proposal. Local Boards feedback on Hurstmere Road proposal.
Franklin	<ul style="list-style-type: none"> • Site walkover of Pukekohe town centre with FLB rep to discuss options and select preferred site for mana whenua signage • Site visit at Victoria Street West in Pukekohe to discuss FLB concerns regarding changes to existing road width as part of consented SHA development (attended by Randhir Karma, Melanie Alexander, Stuart Bracey and EMRM from AT, and Council's Southern Team Leader Resource Consents) • Site visit with FLB rep to discuss implementation of Stage 2 of LBTCF proposal to upgrade pavers throughout the Waiuku town centre • Workshop to update FLB regarding Eastern New Network implementation • Site visit with FLB rep and school principal regarding proposed bus stop outside Glenbrook School • Meeting with FLB and Pukekohe business association reps to discuss lighting issues in Pukekohe town centre – veranda lighting, alleyway lighting improvement options and Hall Street lighting upgrade

Local Board	Briefings / Workshops / Major concerns (All local boards receive a monthly report from AT and we attend their monthly business meetings)
Great Barrier	<ul style="list-style-type: none"> • A briefing with the Board to discuss future ferries strategy • Participated in a meeting around infrastructure, operations and marketing for Island entry points • Discussions re a proposed Coast Guard berth at Tryphena Wharf
Henderson-Massey	<p>Local Board Transport Fund</p> <ul style="list-style-type: none"> • Approved \$160,000 - Raise existing zebra crossing onto a platform at 126 Rathgar Road • Approved \$100,000 – Construction of the connector Path in Tiroroa Esplanade Reserve • Approved \$300,000 in 2018/19 and \$300,000 in 2019/20 of Local Board Transport Capital Fund towards Te Whau Pathway for physical works. <p>Local Board Investigation requests</p> <ul style="list-style-type: none"> • Vodanovich Road Intersection • Westgate Drive Speed Issues • Tripping accident in Te Atatu Town Centre
Hibiscus and Bays	<ul style="list-style-type: none"> • Workshops – Orewa Pedestrian Crossings; Roads and Streets Framework. • Orewa Pedestrian Crossing: Request by Destination Orewa Beach and Local Board to upgrade informal 'pukeko' crossings on Orewa Boulevard and its intersections with Moana, Tamariki and Moenui Avenues. • Gulf Harbour Weekend Ferry trial: Discussions with local board and local developer around implementation of 4 – 5 sailings/ferry services CBD - Gulf Harbour and return on Saturday only providing developer can contribute funding and local board/AC can promote activities to draw customers from CBD to Gulf Harbour (Gareth Willis). • Whangaparaoa Dynamic Laning: Impact on Northhaven Retirement Village and WDHB facilities raised by local board, councillor and MP Mark Mitchell's Office. Date for special meeting with village residents and WDHB staff to be set during Oct-Nov when comms and PR for the trial begins (Miguel Menezes; Nahri Salim).

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Howick	<ul style="list-style-type: none"> • Workshopped AMETI's 'EB 1 Stage' – installing bus lanes from Panmure to Pakuranga • Provided an update about a variety of issues affecting the Howick Local Board including Chapel Road, Eastern New Network, AMETI, Ti Rakau bus lanes • Workshopped the plan for delivering the planned Ti Rakau Road bus lanes • Workshopped the plan for implementing the Eastern New Network • Workshopped using the LBTCF to help deliver the Howick Village Plan • Bucklands Beach flooding – organised Council and AT officers to workshop with Local Board and delivered a formal response.
Kaipatiki	<ul style="list-style-type: none"> • A number of briefings and updates provided on the Birkenhead car park slip issue. • Meeting with Local Board Chair in regards to Northcote Safe Cycle Route issues raised by Northcote Residents Assn and Local MP – Queen Street Section (Rodney Road to Onewa Road); AT representatives also attended a Local Board Workshop on this issue and provided a separate update to Councillors. • Seapath site visit (Hosted by NZTA) for Local Board Members and AT Staff – Update on progress and on the ground issues. • Meeting with Local Board Services staff on their Connections Plan and discuss the ability to use the Local Board Transport Fund to create Walking and Cycling links.
Mangere-Otahuhu	<ul style="list-style-type: none"> • Supported development of the Local Board's Long Term Plan business case for upgrades to Mangere East Town Centre including working with the Council's departments to try and structure a business case with officer support. • Reported on the start of the Mangere Bridge 'Safer Community' project providing the Mangere-Otahuhu Local Board an opportunity to engage early. • Workshopped options for using LBTCF to extend 'Future Streets'. • Provided feedback from the AT HOP card promotion that the Local Board supported.

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Manurewa	<ul style="list-style-type: none"> • Discussion regarding joint Te Mahia station upgrade possibilities with consultants appointed by MLB • Attended Manurewa Town Centre Steering Group (comprising MLB, Council and business reps) and gave updates on AT projects • Site visit at Manurewa bus station to discuss options for installation of exelooos (to be followed by workshop session) • Briefing to MLB regarding proposed bus/transit lane options on Great South Road (to be followed by workshop session) • Briefing regarding proposed bus layover sites in Manurewa (to be followed by workshop session)
Maungakiekie-Tamaki	<ul style="list-style-type: none"> • Transform Panmure meeting to discuss the board's expectations of AT within this project which is led by Panuku. A similar meeting was held re proposed developments in Onehunga. • New network preparation including bus layovers and Park N Ride in Panmure • Consultation on cycle connections to Glen Innes train station • Workshop to discuss the boards strategic alignment for the transport capital fund, to also brief them on the new network and changes to Panmure station being a key interchange for school buses on the eastern network
Orakei	<ul style="list-style-type: none"> • Assisted with RLTP bid for Gowing Drive cycle way connection • Ballarat Street extension – working with the local board to investigate if this currently an unformed road can be extended and made into a shared path or road. • Container Trucks – responding to request from the local board to change road designation so trucks are unable to use suburban roads • Major Projects for consultation and input – Glen Innes to Tamaki Drive Shared Path (Section 4), Ngapiipi Bridge widening, Links to Glen Innes cycleway

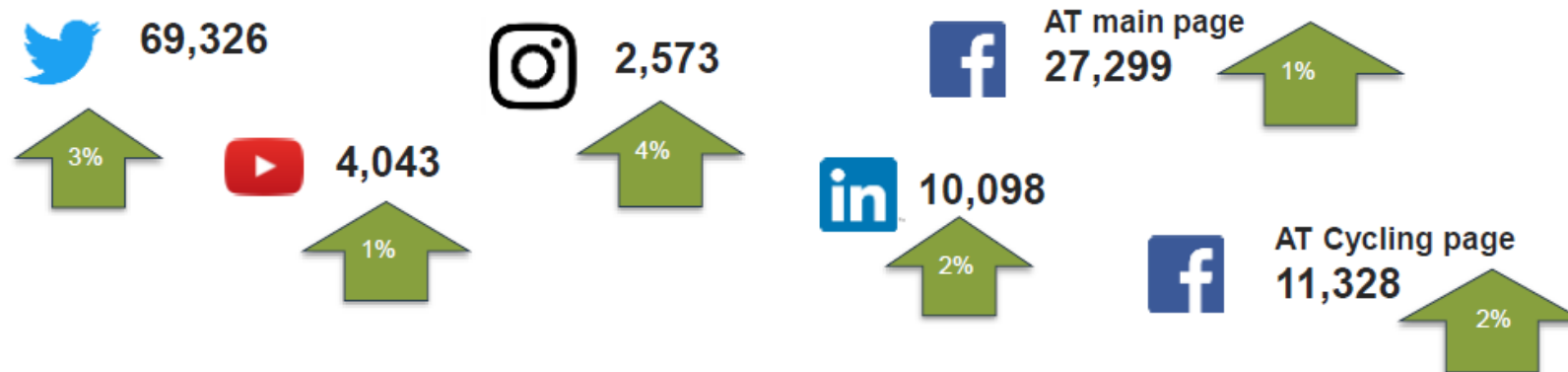
Local Board	Briefings / Workshops / Major concerns (All local boards receive a monthly report from AT and we attend their monthly business meetings)
Otara-Papatoetoe	<ul style="list-style-type: none"> • Following up on local board concerns regarding Ormiston/ Preston/ East Tamaki Road intersection RLTP prioritisation. • Working with Auckland Council to manage Flat Bush tree issue on behalf of the LB with members of public. • Concerns around election signage bylaw – provision of legal position and rationale for amendment. • Pedestrian refuge for Swaffield Road, Papatoetoe – Follow up consultation from request for improvements to pedestrian safety at this site.
Papakura	<ul style="list-style-type: none"> • Conducted regular briefing session with local board Transport leads related to covered walkway, O'Shannessey Street car park, bus layovers at the town centre, • Follow up meetings for Safer Communities Programme – Papakura • Presented at Papakura Commercial Project meeting – Transport Workstream Update • Supported Local Board workshop on capex programme • Local Board Chair briefing – discussed covered walkway project and timeline, issues around bus layovers in Papakura and meeting with AT Board member.
Puketapapa	<ul style="list-style-type: none"> • Attended Board workshop discussing Noton Rd carpark and Freeland Reserve • Facilitated Board workshop on Safer Communities, opportunities for the Board for its transport capital fund budget and bus shelter opportunities in its board area
Rodney	<ul style="list-style-type: none"> • Meetings re: Sandspit Wharf upgrade; Matakana Valley Road upgrade. • Elizabeth Street, Warkworth: workshop and an update to Local Board and Warkworth Area Liaison Group about interim measures being investigated to improve safety and functionality. • Transport Targeted Rate: discussions to identify projects that may benefit from a proposed targeted rate (additional PT services, park and rides, seal extension). • Matakana Valley Road Upgrade: Discussion with AC re: community to proposal to upgrade Matakana Valley Road.

Local Board	Briefings / Workshops / Major concerns (All local boards receive a monthly report from AT and we attend their monthly business meetings)
Upper Harbour	<ul style="list-style-type: none"> • Briefings and meetings re traffic congestion at the intersection of Rothwell Avenue and Albany Highway, Constellation Drive congestion, Greenhithe Road footpath remediation • Herald Island Residents & Ratepayers Concerns about Roothing & Pedestrian Access • Dairy Flat Highway upgrade workshops (x 2)
Waiheke	<ul style="list-style-type: none"> • Walking and cycling strategy workshop • 2x meetings with Waiheke Tourism committee to discuss possible issues over summer • Meetings to discuss improvements to pedestrian safety at Matiatia • Workshop discussing AT's road maintenance prioritisation process and 3 year programme
Waitakere Ranges	<ul style="list-style-type: none"> • Investigations to be reported back to the Local Board on: closure of Crows Road, Swanson, Scenic Drive slip • Update on rail (Swanson to Huapai)
Waitemata	<ul style="list-style-type: none"> • Three workshops with the board on the 5th of September. These included a briefing on the results of public consultation for the Grafton Residential Parking zone, an update on the pedestrian footpath link from Parnell Station to Carlaw Park, and a briefing on the Tamaki Drive cycle route. • Three workshops on the 3rd of October. These included a briefing on the results of public consultation into the Grosvenor Street and Bond Street intersection improvement project, an update on the Daldy Street upgrade, and a briefing on a proposal for a masterplan for St Georges Road. • Updated the Board on the current plans for consultation on the Parnell Residential Parking Zone • Received feedback from the Board on Tamaki Drive cycleway (Ngapipi to the Strand) • Prepared a rough order of cost for tree planting on St Mary's Road • Briefing on the Quay Street seawall project
Whau	<ul style="list-style-type: none"> • The Rosebank Business Association (RBA) made submissions to the Whau Local Board regarding Transport issues on Rosebank Road. A number of engineers subsequently meet with the RBA and Board to discuss issues individually and outline the Corridor Management Plan for the area. • Great North Road Flooding – ongoing liaison over remediation

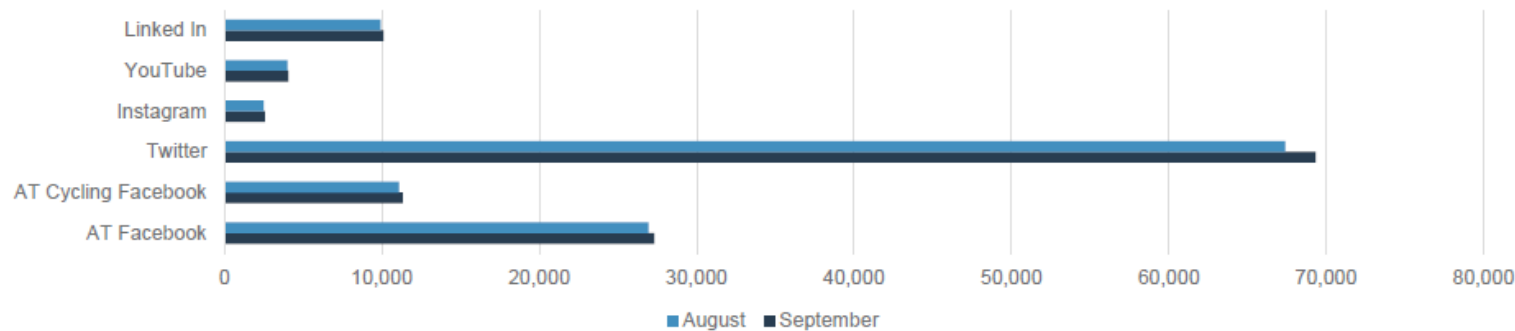
Social Media

The number of followers on all platforms continues to grow; AT has now reached 10,000 followers on LinkedIn. Trending topics on social media this month included: positive feedback about the AT Park app, a number of negative comments/postings about AT HOP card transactions issues.

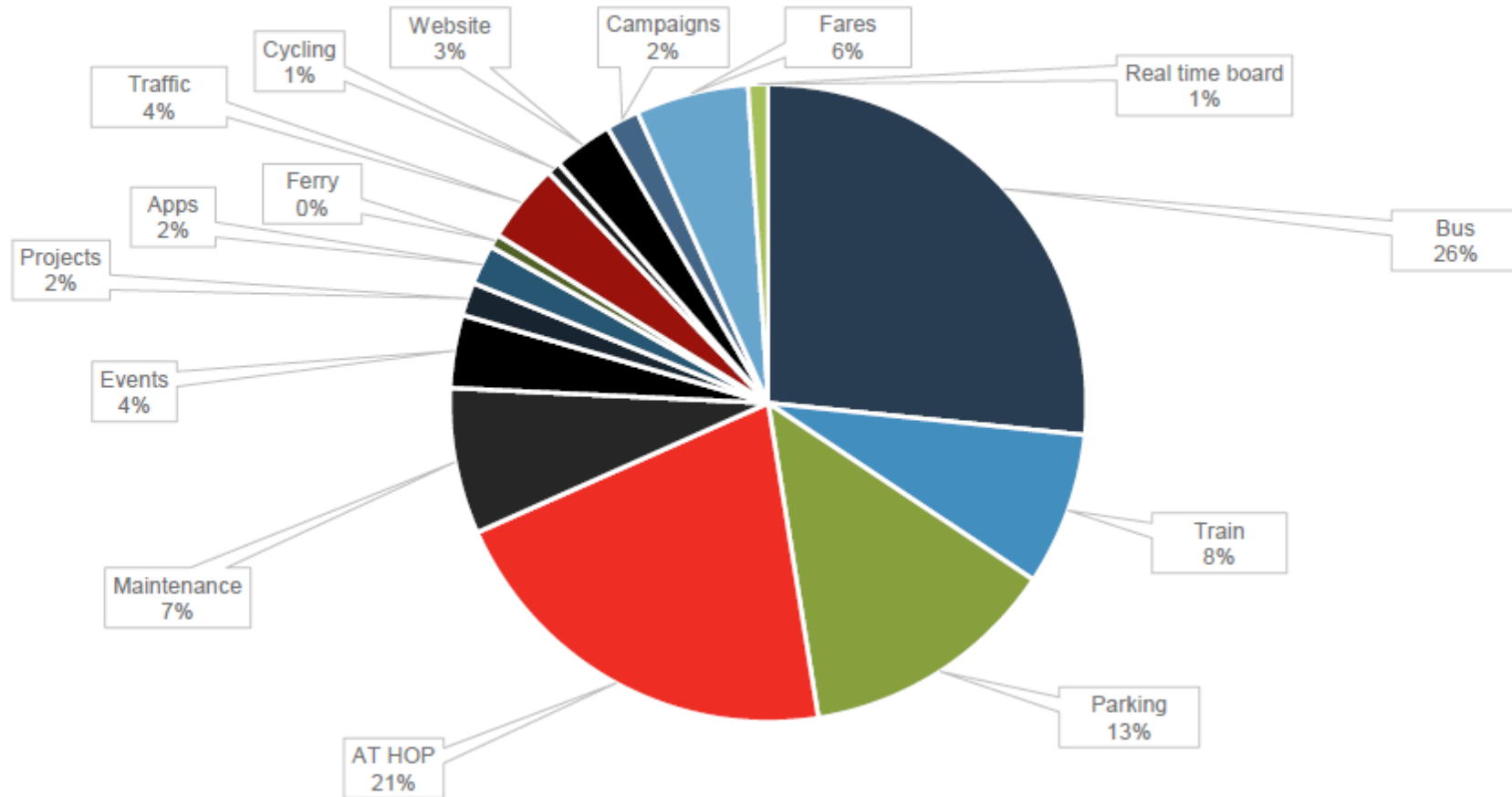
People who like us



AT Social Media Followers: Month vs Month



Conversation topics – AT Facebook



Organisational Development/Talent

Diversity and Inclusion – progress has been made to finalise the vision, communications plan, policies and action plan for the next two years. We have committed to gaining the Rainbow Tick accreditation, finalised the ageing workforce strategy, developed a framework for AT Connect (employee communities) and commenced work around accessibility and supporting Women @ AT. The next leadership meeting is in October which will precede the launch of some of these initiatives to staff.

Early Career Programme – After hiring 23 graduates in July, we are in the advanced stages of recruiting a further two graduates, a Cadet and selecting a person to receive a Scholarship as part of our partnership with the First Foundation. We have delivered the first sessions of our 'Mentor Development Series' for 50 Managers who will provide mentorship to our Early Career participants. Induction has commenced with an event held in October, which brought a number of the Graduates together for the first time in our new Viaduct premises where we shared our vision for their time with AT.

Strategic workforce planning – An ELT workshop was held in July to discuss the future workforce needs of AT. Divisional workshops have since been held across the majority of Divisions, with all meetings concluded by mid-October. Work is now progressing to develop people plans across all Divisions. New people metrics were also rolled out in September to ELT members, covering FTE and people investment, acquisition, composition and productivity measures for each Division.

Business Technology

Programme Delivery

- **CCTV Analytics Build:** This is an ongoing programme of work to build, deploy and enhance our analytics capability across all relevant CCTV cameras. The current focus is on working with Auckland Council with two new analytics (restricted zone) deployed. Work continues with Auckland Council to identify additional user cases. A number of other analytics have also been deployed across the network including pedestrian counts, queue length, vehicle count as well as preparatory work for highway onramp analytics.
- **Hand Held Device Console (HHDC):** The project has encountered a number of technical issues with the Thales software which has led to delays. Pilot devices had been recalled due to connectivity issues and these have been fixed and 10 units are now with Transdev. Once these have been re tested in the field, planning can re-commence for full roll-out.
- **Microsoft Things That Move (Ferry and Bus disruption management solution):** first phase has been completed, delivering a Minimum Viable Product enabling real-time tracking of ferries, and real-time disruption information. Planning is underway with productionisation of the initial phase work.
- **The Windows 10** roll out on all PCs and Laptops is ongoing and is on track with 1173 completed and only 153 remaining to complete. This is a prerequisite for the new environment set up in the new building from a technology perspective.

- **Cyber-Security:** An increased focus on AT's cyber-security has required BT to instigate a programme of work to implement a number of security tools and processes. This follows the recent audit by Deloitte which highlighted the good work AT have already done and the areas to focus on to enhance security.
- **The Digital Mapping** project has delivered the capability to create and maintain pedestrian-focussed print-quality maps utilising our existing toolset, ArcGIS. This is the first time AT have had this capability.
- **The Learning Management System (LMS):** is going through user testing; this will be rolled out to the business in October once user sign-off is obtained. This solution will provide administration, documentation, tracking, reporting and delivery of educational courses and training programs and assist with compliance related activities.
- **Streamlining:** Aligning system access to a common authentication system has been recommended as a standard security practice; Single Sign-on for Pathway has been successfully implemented and tested. This will satisfy an audit recommendation.
- **EMU 4G Tender:** Concluded with Nomad Digital being appointed as the successful supplier. Now included in the Virtual Rail programme to commence rollout to the fleet, pending a successful trial.
- Following the Deloitte Report, a number of cybersecurity developments have been formally agreed:
 - The first meeting of the Cyber-Security Steering Committee was held on 6 October.
 - Priorities were agreed and timelines set around the delivery of cyber-security projects.
 - Risk and Assurance has formally documented the recommendations in a schedule called the Audit Recommendations Tracking Report.

Customer Central

- **Customer Centric Strategy:** At the Customer Focus Committee (CFC) in August, an update for Customer Central at the conclusion of the first year of operation and options for continuation were discussed. A business case is being prepared for the Board in December.
- **AT Mobile:** Further improvements to the user interface this month will enable the decommissioning of the iOS versions of the older apps in October. The ability to include HOP balance in the app is reliant on HOP platform capacity issues which are due to be resolved in April 2018. The AT Mobile app currently has 77,000 active users per month with the app being opened 730,000 times in September.
- **Trees:** Customers identify trees which require attention; there is no clear process for allocating these requests to either Auckland Council or Auckland Transport, creating a poor customer experience. The shared Service Level Agreement (SLA) is now actively being used by response teams, and an agreed escalations process is being implemented. This workstream concludes in October.

- **Speed Cases:** Customers experience long delays in our responses to questions about speed. AT's end-to-end process for handling complaints of this nature can be improved including how we link with the Auckland Council Call Centre at the first stage of these complaints. The learnings from this workstream apply to the full spectrum of Transport Operations complaints, (including Trees above). The key outputs are now helping to prioritise customer driven changes in, and improved use of AT's CRM tools.
- **Digital Concessions:** Creating a more streamlined process for both customers and AT for users to apply for concessions to be loaded onto their HOP cards. Customer Central is working on a tactical business pilot with Auckland University for early 2018 that reduces customer effort. Learnings can then be applied to other tertiary institutions and other concession user groups.
- **Journey Planner Search:** Both customers and customer-facing teams find the current Journey Planner search difficult. Journey Planner ownership within AT has been unclear and the tool relies on a number of systems, vendors and AT teams. This impacts on operational efficiency resulting in a poor customer experience: 57% of Journey Planner users are dissatisfied. AT receives 121,000 calls to the call centre per year and 81,000 enquiries via Customer Service Centres which costs AT over \$1m in enquiries. A temporary (external) cross-functional Product Owner starts in October to take the recommended improvements forward.
- **Voice of Customer (VOC):** Creating a set of organisation-wide customer experience metrics across all modes and channels, and presenting this as a consumable dashboard. The first surveys out to active HOP customers were generated at the end of September. The results will feed into a prototype dashboard. The evolution of AT's VOC capability will be led by an external Product Owner until we can resource a permanent resource.
- **Cycle Share:** In October we are running a discovery sprint to understand customer needs for getting from point to point within the CBD when the alternative to a vehicle is more convenient.

Auckland Unitary Plan

AT has had an interest in approximately 21 of the 106 appeals to the Unitary Plan. Approximately 12 of these appeals have been resolved or withdrawn, four are on hold and/or awaiting information, and the remaining five will potentially proceed to a hearing.

AT has had ongoing involvement in the Council case teams for rural subdivision, car parking, and Okura development, including participating in mediation and expert conferencing sessions.

The parking appeal matters were resolved by AC with the other appeal parties and the Environment Court has directed a hearing to further discuss this. Joint evidence has now been lodged with the Court.

The hearing for Okura has commenced and AT has provided traffic engineering/transport planning support to AC.

Notices of Requirement – New Zealand Transport Agency

Both the East-West Link (EWL) and Northern Corridor Improvements (NCI) Board of Inquiry hearings were formally closed in early September. AT presented evidence on both projects covering a range of matters including walking and cycling, public transport, management of operational and construction traffic effects, and planning matters. All matters of interest to AT were resolved during the proceedings.

The EWL Board of Inquiry timeframe has been extended by a calendar month so that a draft decision will be released to submitters on 14 November and a final decision by 22 December. The NCI Board of Inquiry is proceeding according to its original timeframe, with a final decision due on 22 November.

Panuku Development Auckland

AT continues to work with Panuku Development Auckland (Panuku) on its programme of urban renewal initiatives on a number of their priority areas including:

- Henderson – discussing opportunities to enhance and improve walking and cycling in the town centre. A parking management plan is to be prepared which will assist in informing AT's position with respect to its landholdings in the area.
- Avondale – ongoing input into the High Level Project Plan with particular emphasis on identifying opportunities for future road connections and public transport integration
- Takapuna – ongoing input to the development of a solution for meeting long-term parking needs to enable the release of at-grade parking sites for development
- Northcote – AT has been involved with scoping Panuku's proposed upgrade of Lake Road to support place-shaping aspirations, and working to ensure integration with the Northcote Safe Cycle Route. AT has also continued to work with Panuku on town centre design concepts
- Manukau – Panuku has commissioned early design work for the potential 'sleeving' of the Ronwood Avenue car park and are investigating potential development concepts for other at-grade sites
- Panmure - earlier this year, Panuku initiated a regeneration project for Panmure ('Transform Panmure'), covering an area that includes a number of AT sites. AT provided preliminary advice on the key transport considerations. From early August to late November, Panuku has been progressing a masterplan and High Level Project Plan simultaneously through a series of stakeholder workshops. A parking management plan is to be prepared which will assist in informing AT's position with respect to its landholdings in the area.

Spatial Planning

AC has commenced work on two Southern Structure Plans – Drury-Opaheke and Pukekohe-Paerata. AT continues to work collaboratively with AC to provide expert transport advice and input into the structure planning process, including reviewing existing background information and undertaking an opportunities and constraints analysis for both areas. Consultation has now commenced on initial ideas and the opportunities and constraints identified to date.

Following on from the Planning Committee's approval of AC's place-based spatial planning programme, AT has provided AC with initial information to feed into plans for Sunnynook and Parnell. Work is also commencing on the Albert-Eden Local Transformation Programme looking at areas such as Pt Chevalier, Greenwoods Corner, and Sandringham.

Housing Infrastructure Fund (HIF)

MBIE and New Zealand Transport Agency officials have been meeting with Auckland Council family representatives to progress a Heads of Agreement which will include a dedicated steering group to develop the terms of the arrangement, including the progression of detailed business cases for final approval and the funding, repayment and project delivery requirements. Final sign off will be by relevant Ministers supported by recommendations from NZTA Board and the Independent HIF Panel in the second quarter 2018.

The establishment of Crown Infrastructure Partners is being worked through by the Crown, which will set up special purpose companies to build and own new bulk infrastructure for housing developments. This approach introduces external capital to assist with delivering bulk infrastructure as another way of funding housing development opportunities in partnership with the Crown and the private sector over a long-term period to ensure Council can continue to deliver on its priorities under its current capital programme.

Key Strategic Initiatives

AT and NZTA expect to commence public engagement on the proposed Northwestern Busway in October, pending confirmation of any new government direction following the election. This consultation will run for six weeks and seeks community feedback on the emerging alignment and proposed stations to improve future design and planning processes. AT continues to determine the way forward following the recently completed Programme Business Case for the North Shore RTN, including how this relates to NZTA plans for the Additional Waitemata Harbour Crossing. AT recently updated the Devonport Takapuna Local Board on results of recent public consultation on the Lake Road Improvements proposal and is developing a way forward for the project.

A significant milestone was recently achieved in receiving endorsement from the Planning Committee on key public transport programming within the city centre, in co-ordination with overlapping Auckland Council projects and objectives. AT can now proceed with the planning and delivery of these projects, focused on the Midtown and Downtown areas.

AT, NZTA and the Airport Company have jointly completed a programme business case for improving access to the airport. The business case anticipates doubling the frequency of the existing 380 bus route to the airport by the end of the year with more bus routes servicing the airport by 2020. These additional bus routes would be through added or extended bus services to the airport from New Lynn, Sylvia Park and Botany with an upgrade of the Puhinui rail station to a full bus/rail interchange also envisaged by 2020. AT is also progressing business cases for the route protection of the Airport to City and Airport to Botany mass transit corridors.

AT and NZTA commenced the procurement for a Planning Alliance to deliver the business case and route protection for the Supporting Growth programme's transport network on 28 June. The Alliance will be tasked with securing route protection for the network between 2017-2022. Information on the supporting growth programme can be found at <https://at.govt.nz/projects-roadworks/supporting-growth-delivering-transport-networks/>. The procurement process will identify the preferred legal services proponents, engineering and planning proponents who together with NZTA and AT will form the Planning Alliance. It is anticipated the Alliance will be in place by November.

Project Updates

Northcote Safe Cycle Route

Progress on construction of the parking bays on Queen Street has been delayed due to their clashes with an existing shallow water main requiring relocations and new works approvals from Watercare Service Ltd. A post-construction safety audit on the completed Lower Queen Street works has been completed along with a speed survey.

Glenvar Ridge Road

Acquisition of the land required for the road construction is complete. Physical work is progressing well with retaining wall construction commencing near the proposed roundabout and pavement construction and services ducting starting on the lower section of the Glenvar Ridge Road.

Lincoln Road

The Commissioners have recommended in favour of AT for the designation. The Environment Court received two appeals against the decision. The project team are continuing to meet with the appellants to resolve the appeals

NZTA has approved funding for detailed design, land acquisition and construction.

Detailed design will be awarded by the end of the year.

Wynyard Quarter – Integrated Road Programme

Gaunt Street west works, from the western boundary of the NZ Bus entrance to Daldy Street are complete and open to traffic.

The Westhaven to City Cycle Route Stage 1 works are complete.

Glen Innes/Tamaki Shared Path

The section 2 (St Johns Road to Orakei Basin) preliminary design has been completed and cost estimates have exceeded budget. Value engineering is being undertaken. Section 3 (Orakei Basin boardwalk) construction is progressing to programme. The section 4 (Orakei Basin to Tamaki Drive) preferred route public consultation closed on 8 October. Feedback to date has been generally positive and the team are working closely with key stakeholders along the route (boatshed owners and local residents).

Ponsonby Road Intersection Upgrades

Construction work at Anglesea and Brown Streets is complete. Construction work at Pollen has started. Work at Collingwood Street (last of the eight intersections) is programmed for January. This work will be coordinated with the Franklin Road work at Wellington Street and also after the Christmas trading period.

Tamaki/Ngapipi Intersection

The safety improvement work at the intersection is well underway and on track to be completed by August 2018.

Stage 1, the footpath upgrade along the cliff side of Tamaki Drive is now fully completed. Stage 2 works, the realignment of the seawall along the seaward side of Tamaki Drive and Ngapipi Road, has started.

During construction, all existing traffic movements at the intersection are maintained for peak traffic. A safe footpath is also being maintained for pedestrians and cyclists to use at all times.

K-Road Cycle Route

Resource consent requirements are being assessed as part of detailed design. A stakeholder working group is being formed to assist with finalising detailed design.

A strategy is being developed to help maintain existing trees where possible.

New Lynn/Avondale Cycle Route

The construction tender for construction out in the market and closed on 20 October. Construction will start this summer once resource consent, funding, access, and KiwiRail approvals are gained.

Franklin Road

Stage 1: Utilities upgrade works are in progress including stormwater separation from Ponsonby Road to Wellington Street, upgrading water mains under footpaths on both sides and ducting for undergrounding power lines. The contractors will disestablish in Nov so as not to interfere with the Christmas lights.

Stage 2: Construction of the upgrade works from Victoria Street to Wellington Street commenced in July with target completion by end of May 2018. Phase B (from Wellington Street to Ponsonby Road) is planned to commence in June 2018 and expected to finish by May 2019. Again, no works planned during the Christmas lighting event between 20 November and the end of December.

Pt Chev to Herne Bay Cycle Route

With conclusion of public consultation in July, detailed design has now commenced. Further assessment is being carried out for the three key intersections to ensure they perform well for pedestrians and cyclists, whilst meeting operational requirements for buses and general traffic. Construction work for the Pt Chevalier Road to Westmere, stage 1 works, are planned for the first quarter of 2018.

The stage 2 West End Road scheme design is underway, with public consultation planned in 2018 and construction starting in 2019.

Parnell Station

The Carlaw Park footpath connection is nearing completion of detailed design.

Contact has been made with Summerset Homes regarding changes to be made to the station access.

Half Moon Bay – Bus Turning Area

The resource consent application has been submitted to council. The design has been finalised and the contractor will start the work as soon as the consent is granted. Work is anticipated to start in November and will be completed in the first quarter of 2018.

Pukekohe Bus-Rail Station Upgrade

The first rail block of line was completed on 23/24 September. Platform works have been initiated and Transdev offices relocated to open up the worksite for the park and ride.

Another block of line is planned for Labour weekend and the platform works will continue then.

Stormwater works are nearing completion and earthworks have started.

Manukau Bus Interchange

Work is continuing on the building cladding, ceilings and interior finishes/fit out. Building completion is expected to remain pre-Christmas.

A peat deposit was found affecting the eastern end of the bus manoeuvring area. The area has been over excavated and reinstated but with cost and time consequence. It is likely that some work will continue in the bus bay area until end January 2018. This should not affect the overall completion or the requirements of the New Network East go live in December. Other civil works are proceeding on schedule.

AMETI

Eastern Busway 1 (Panmure to Pakuranga)

The Notice of Requirement (NOR) submission responses, updated traffic modelling and evidence preparation are complete. Due to the revised potential traffic effects it has been decided to re-notify the project to mitigate the risk of objections to the process. The public hearings will now likely be in early December or late January 2018). Construction travel demand management planning is ongoing. Physical works procurement planning is ongoing including completed construction market sounding to inform the procurement strategy. Final property acquisitions are progressing.

Eastern Busway 2/3 (Pakuranga to Botany including Bus Station and Flyover)

Procurement of the professional services design and consenting contract for EB2/3 is progressing. Two submissions were received and tender evaluation is in progress. Contract award is planned for early November. High level consultation with key affected property owners on Ti Rakau Drive has commenced. Key internal and external stakeholder consultation of the Reeves Road Flyover architectural concepts has started.

The Rainbow Path

The Rainbow Path in Pt Chevalier has opened. The rainbow colouring runs almost 80m next to the Unitec campus.

The rainbow idea came about as one stretch of the path needed remedial works and the AT Walking and Cycling team worked with Maintenance to identify a more colourful application. This is to improve customer experience when people walk and cycle up this steep section. The resin surface is the same as that of pink cycle path on Nelson Street. It took about two months to complete because of the rain during the period. It has received very positive feedback and media coverage since it has opened.



Planning and Consenting Update

Notices of Requirement, Consents and Archaeological Authorities

1. Lodged Applications in September

Resource Consents:

- Half Moon Bay Ferry Terminal – Stage 2
- Hingaia Road Widening
- New Bus Stop – Mayoral Drive
- Sandspit Ticket Office

Outline Plans of Work:

- Newmarket Level Crossing

2. Targeted to be lodged within the next three months

Resource Consents:

- Avondale to New Lynn shared path
- Chapel Road Improvements
- Double Decker Buses (Dominion Road)
- Double Decker Buses (Manukau Road)
- Flat Bush Link Road
- FN32
- Great North Road – Walking/Cycling
- Halsey Street streetscape upgrade
- Huapai SHA improvement works
- Ian McKinnon Drive cycleway
- K Road – Walking/Cycling
- Kennedy Point Wharf upgrade
- Links to Glen Innes – Walking/Cycling
- Links to New Lynn Cycleway
- Murphys Road Consent Notice Removal
- Ōtāhuhu Streetscape
- Ormiston Link
- Sandspit Dredging
- Swanson Rail Station additions
- Tamaki Drive Cycleway
- Tryphena Wharf – dingy rack
- Westgate Interim Bus Interchange
- Westhaven-CBD – Walking/Cycling

Archaeological Authorities with Heritage New Zealand Pouhere Taonga:

- AMETI Stage 2A Enabling Works
- Newmarket Level Crossing

3. Public Notifications and Hearings

NoR and Resource Consents:

- AMETI 2A NoR and Resource Consents
- Quay Street Cycleway Extension
- Silverdale Park and Ride extension

4. Decisions/Approvals

AC decisions:

Resource consents granted:

- Mayoral Drive – Mana Bus Stop

NoR Recommendations:

- Lincoln Road NoR
- CRL Alteration to the boundaries of CRL Designations 2 and 3 (AT Designation 1714)

HNZ decisions:

- CRL Archaeological Authority for the main works from Aotea to Mt Eden, including network utility relocation works

5. Environment Court Appeals

Completed:

- Medallion Drive NoR

RC Appeal:

- CRL resource consents granted with the exception of the earthworks associated with the Porters Avenue grade separated bridge

NoR/RC Appeal:

- Alteration to CRL Designation 6 Porters Avenue (AT Designation 1714) and KiwiRail's Designation 6300

Land Acquisition

Nine unconditional agreements signed in September: Mill Road (3); AMETI-EB (2); Lincoln Road (2); Encroachments (2). Actual Expenditure to Aug \$15.075m Contracted Sept \$7.166m, Total Commitments \$22.241m.

Assets and Maintenance

Road Corridor Access

Lincoln to Westgate

This project has commenced with minimal impact on our roads so far. Royal Road off-ramp has been reconfigured to allow work to continue on the motorway with the road widening. A stop/go is in operation on the Huruuru Bridge during off peak and evenings to allow the bridge replacement work. This will be in place for about 4 months.

CRL

Albert Street: Major changes to TTM set up near Albert/Customs intersection were done to ensure deck 3 and 4 remains on schedule.

Wyndham Street: Now open between Albert and Federal Street under a one-way detour relocation of ducts (Vector and Chorus) for CRL works.

Wolf Street: Remains closed.

Victoria Street: **Shaft 2** proposed to be removed late October. **Shaft 1** proposed to be removed early December.

Wellesley Street Shaft was removed on 23/24 September. Barriers still in place to be removed imminently.

Commercial Bay Project

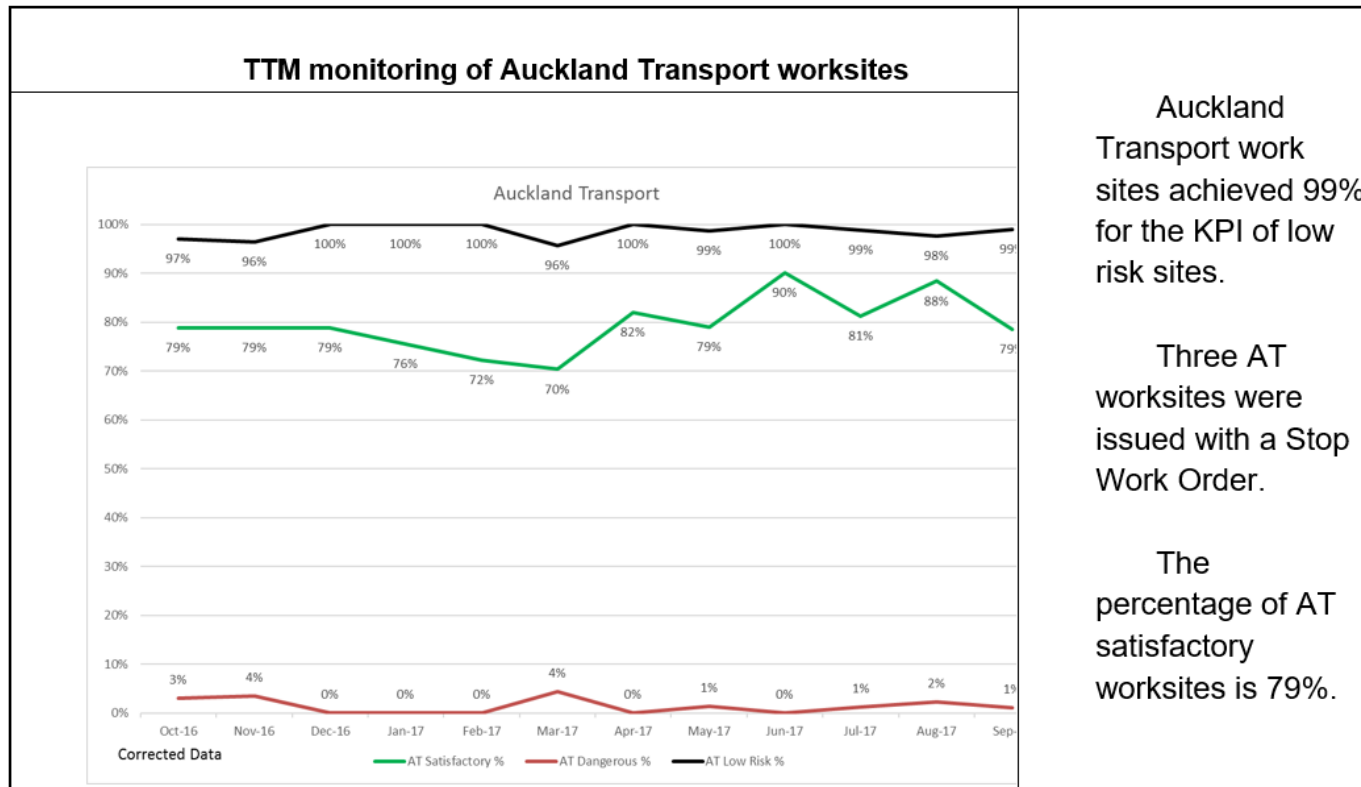
Lower Albert Street was closed between Customs Street and Quay Street on 23 and 24 September for installation of fourth and final tower crane.

Madden Street was closed between Beaumont Street and Halsey Street to the end of September and is now open.

Temporary Traffic Management

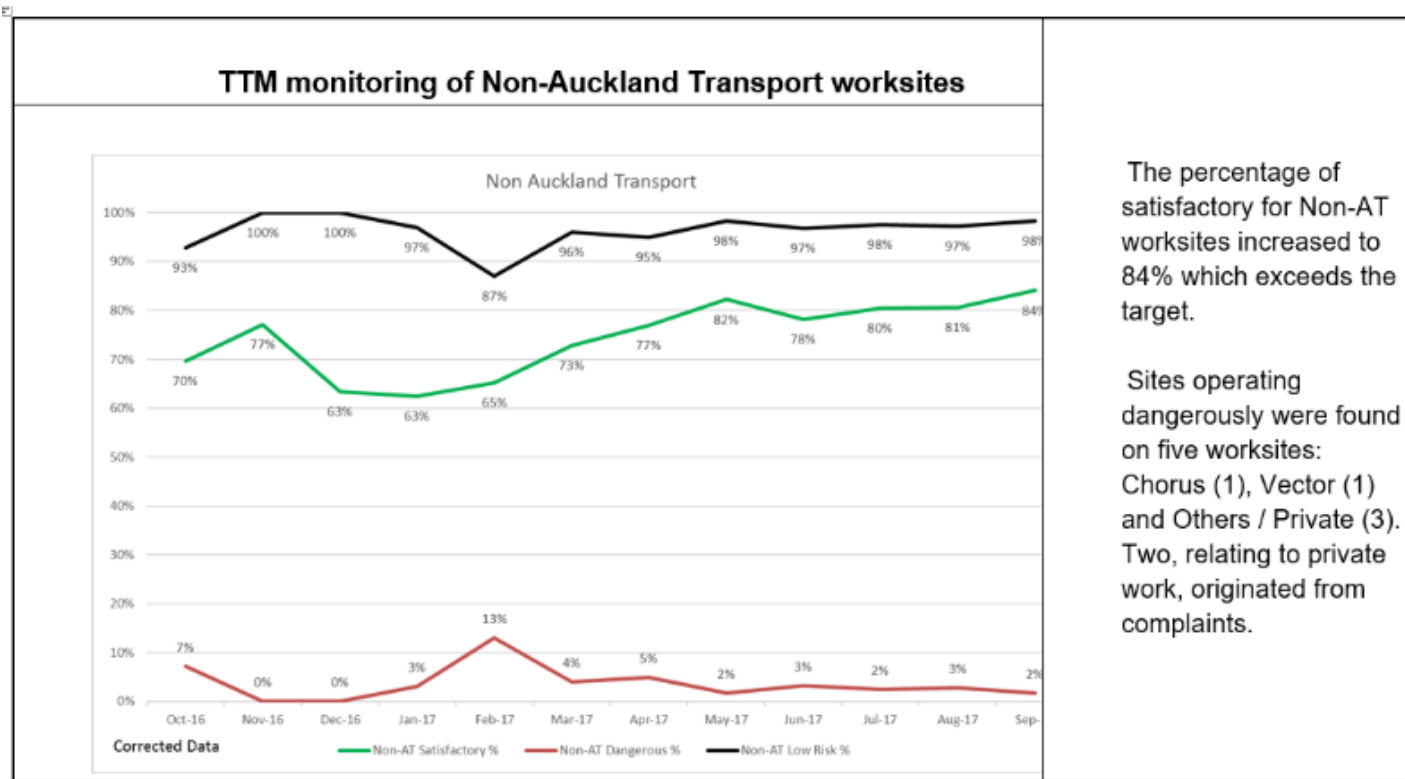
AT completed a total of 258 Site Condition Ratings (SCRs) across the network. The percentage of low risk sites across all organisations is 98.6% (High Standard, Acceptable, Needs Improvement and Unacceptable) above the target of 90%.

The overall percentage of 'Satisfactory' sites was 82% - the fifth month in a row to meet this KPI. Unfortunately, AT sites were at the bottom end of this KPI at 79%. We are working very closely with AT project management to close the gap with their contractors. This gap is primarily around site inspections and being aware of the changing aspects of a 'live site.' Auckland Transport work sites achieved 99% for the KPI of low risk sites. This means 3 of 117 sites were issued with a Work Stop Order. For each of these three Stop Work Orders, the site was made safe and work was resumed within an hour. Lessons learned have been communicated through the each of the organisations.



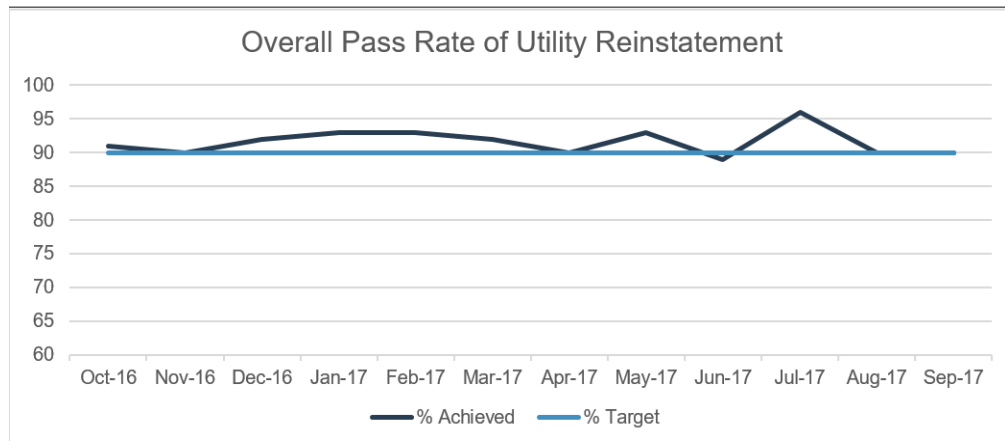
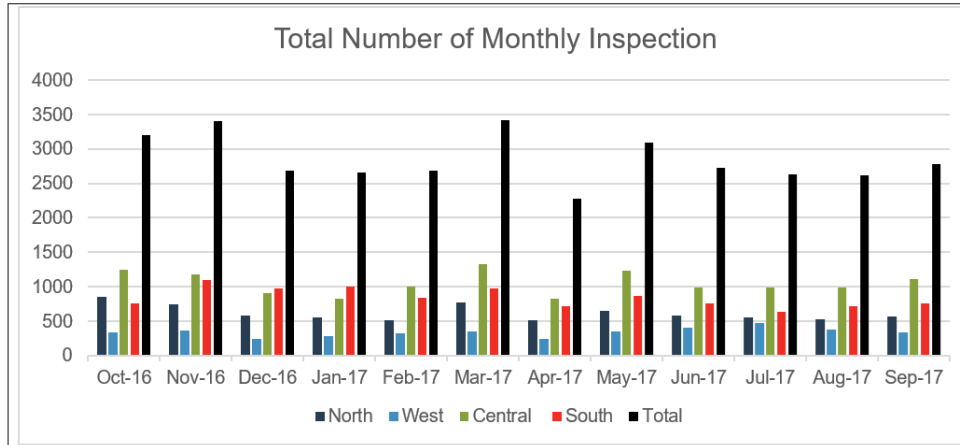
Addressing some common trends, our advisors have been working with contractors on a number of key themes:

- Their obligation to also undertake TTM reviews at all levels of the contracting model. We continue to offer to undertake joint reviews with their key staff in order to raise the quality and accuracy of any TTM reviews they undertake. This is increasingly being adopted by organisations.
- The need to focus on the basics of management and process – plan (especially better TMPs), implement, monitor and feedback.



Compliance Auditing

We continue to meet target for quality inspections.



Minor Capital Program

Regional Safety Programme

Kasper street – Work completed with good feedback from residents.

Working on improving efficiency on the Riverside Rehab project to incorporate footpath improvements with pavement reconstruction at the same time, with cooperation of Walking and Cycling and Local Board.

Seal Extensions

Draft procurement strategy and programme has been completed. We expect to tender for the advanced design works in October.

Monowai Road will require retaining wall ranging between 2.4m to 4.2m for approx. 420 metres. Cost will be high if we need to widen road.

Storm water

Design and coordination of works on the delivery of the New Lynn slip repair with AC Stormwater is progressing well. A budget change request is in progress for approval on AT's share to the estimated overall project cost.

Other Works

Minor Improvement Works (MIW) team has completed design of 85 projects in the 1st Quarter. They have awarded 30 packages for work valued as \$4.5m. The works are targeted to be completed in Quarter 2

MIW team PMO is assisting MIW team to develop process flowcharts for projects under \$300k.

Local Board

Bucklands Beach Path Project - interim pedestrian area is not seen as favourable by Local Board.

Road Corridor Delivery

Renewal spend is continuing to run ahead of forecast due to an early start being made to the delivery of the AC resurfacing and pavement rehabilitation programmes. Good progress is also being made with delivery of the kerb and channel and footpath renewal programmes particularly in the central area.

SEPTEMBER 2017					
Asset Renewal Activities	September YTD Actual (km)	September YTD Forecast (km)	Full Year Target (km)	Completion v. YTD Target (%)	Completion v. Full Year Target (%)
Pavement Rehabilitation	2.1	3.4	26.3	62%	8%
Resurfacing	38.9	39.4	419.8	99%	9%
Footpath Renewals	22.1	20.2	74.0	109%	30%
Kerb and Channel replacement	17.0	13.5	49.8	126%	34%

Achievement against forecast is 105% of the YTD target with 14% completion against the full year target.

Metro and Facilities

Papakura Park and Ride	The draft IBC Report was received on the 27 September and is being internally reviewed.
Double Decker Bus Network Mitigation	<p>The Great North Road route went live on 10 September. Remaining work:</p> <ul style="list-style-type: none"> • Tree works – Consenting underway for final trimming of Pohutukawa trees by St Lukes on-ramp that was requested during the trial run. • Services – Two power pole relocations are pending service shutdowns. Temporary safe hit posts in place. <p>Manukau Road route – Go live has been delayed due to the new Central network launch being postponed to mid-2018. The team are aiming to have most of the physical work that doesn't need consenting completed by the end of 2017.</p> <p>Botany route – Anzac Avenue tree pit works being completed.</p> <p>Remuera Road route – Initial survey underway and Project Brief being prepared for consultants.</p> <p>New North Road route – Documents for the procurement of initial survey being developed.</p>
Wharf Renewals and Minor Capex	<p>Devonport Wharf Refurbishment – Construction of base-build of new tenancies progressing well.</p> <p>Additional scope added to project:</p> <p>Replacing roofing</p> <p>New terrazite floor being laid</p> <p>Pad for AT HOP VRD machine being completed (VRD Installed as of 29 Sept)</p> <p>PIDs installed earlier this month</p> <p>Awaiting pricing for electrical work for retail</p> <p>Kennedy Point Ramp Extension – Design 75% compete. Awaiting feedback from AT businesses on proposed design.</p> <p>Kennedy Point - Wharf Structure Replacement – Design incorporates all required aspects to date – incl. CD Rating, street lighting improvements and additional roading works required by AT Metro/Sealink to aid general operations at Kennedy Point. Iwi project introduction document and letter now completed and issued to iwi for response.</p>

	<p>Shoal Bay – Replacement pontoon, which was due for installation mid-September, was delayed due to weather and securing pontoon piles. Revised installation date is now November.</p> <p>New Resource Consent application is underway for the proposed new recreational dinghy rack.</p>
Downtown Ferry Terminal Pier 3	<p>Pier 3 replacement works have been postponed</p> <p>Transport Services have requested the postponement of these works to allow incorporation with the future upgrade of the wider Downtown Wharf as a result of the America’s Cup. This upgrade is planned within the next 5 years. The decision was made at the Transport Services/Assets and Maintenance PCG meeting. Asset condition to be reviewed bi-annually with repairs if required to ensure safety and operational capability.</p>
Bus Lane Improvements	<p>Consultation is ongoing with the Mt Eden Village Business Association for extending the operational hours of bus lanes and improvements to bus stops. This work is to be delivered in conjunction with a proposed parking zone change.</p> <p>Proposed bus lanes for Manukau Station Road are at risk due to predicted increase in delays and queuing for general traffic. The lanes will not be delivered in time for the opening of Manukau Bus Station. Project scope is to be reviewed by AT Metro as the current proposal is not supported by all internal stakeholders.</p> <p>Additional delay for Route 33 bus priority lane project due to internal stakeholders disagreeing with the previously agreed scope. The project may not proceed to construction in 17/18 FY. Discussions are ongoing with Walking and Cycling and Traffic Engineering to resolve differences.</p> <p>Consultation is underway for the Eastern bus tracking project. This project is running to schedule.</p>
Great North Road Bus Lane - WCA	<p>Asphalt works completed. Greening to be in October. Herdman Street will remain closed for traffic until the signals are installed. Transition to the bus lane is dependent on the realignment of Oakley Street which is still to be completed.</p>

Facilities Management (updates only)

Carparks	<p>Victoria Car Park has had a complete up-grade of alarm sounders / circuit board / alarm action points. LED replacements to current lighting is continuing on schedule with a completion date expected in late November.</p> <p>Fanshawe Street carpark - working with Assets on works and seismic upgrade with Chelsea Contractors.</p> <p>Rawene Car Park – working with Assets who are engaging with Opus for further reports on the subsidence.</p>
Rail	<p>Building Warrant of Fitness (BWOFF) for New Lynn station, Middlemore station and Kingsland station renewed.</p> <p>Ōtāhuhu station - Revised Fire Evacuation Procedure (FEP) completed, fire warden vests organised.</p> <p>Britomart - Gas suppression system to address with Britomart team, lift pit flooding resolution in progress and hydrant repair date to access tunnel this week</p> <p>Panmure Station - Issues related to the (under-designed) rollers supporting the doors to accommodate the weight of the doors.</p>
Ferry	<p>Downtown ferry - significant amount of work is being undertaken and terminal BWOFF renewed.</p> <p>Matiatia Wharf</p> <ul style="list-style-type: none"> • Hydraulic system for ramp is badly corroded and 24-year-old pontoons require major renovation (highly disruptive) or replacement (considerably less disruptive and cost more). • Potable water systems require attention as these are undersized for the volumes of water being used by the nearly 15,000 px per day on summer weekends. <p>Devonport Wharf</p> <ul style="list-style-type: none"> • Physical works are continuing and will be complete in November.

Road Safety

Motorcycle Safety

There is an increasingly high number of motorcycle crashes across the Auckland region. Between 2012 to 2016, there were 37 deaths and 393 serious injury crashes involving motorcyclists. The most common crash factors were poor observation and 'failed to give way/stop'.

In October, AT in partnership with Accident Compensation Corporation, delivered a regional motorcycle safety education campaign. Based on the key message of 'Look Twice to see Motorcycles', the primary target audience was motorists residing in Auckland urban areas, where the majority of motorcycle death and serious injury (DSI) crashes are occurring. The key objectives are to help reduce the number of DSI crashes and to encourage drivers to adopt positive behaviour strategies relating to motorcycle safety.

From 16 -17 September, AT attended the Ride Forever Motorcycle Show at the ASB Show Grounds. AT shared a stand with the NZ Police, who displayed a crashed motorcycle. AT engaged with at least 840 riders to promote highly visible clothing, helmets and handed out vests to 513 people. Riders were directed to the bus lane-safety video on the AT website.



During September, AT also supported the NZ Police at a Motorcycle Safety Checkpoint at Clevedon and the Bikers in Blue at Pakuranga. The team has promoted high visibility vests and the Ride Forever training.



Other Safety Education Campaigns

- In the past 18 months, three deaths were reported at level crossings that involved the use of headphones. The Rail Safety Week campaign was held between 14 -18 August. This annual campaign brings together organisations across New Zealand such as Transdev Auckland, Auckland Transport, KiwiRail, TrackSAFE and NZ Police. Its objective is to raise rail safety awareness and encourage safer behaviours on the rail network, especially around level crossings. This year's themes were 'Remove your headphones, Remove your risk' and 'Look both ways for trains.' Three events were held at Baldwin, Glen Innes and Britomart stations, where the team engaged with approximately 1,000 commuters. Discussions were held on safety around railway crossings and the need to remove headphones to concentrate on safe rail crossing. Around 3,500 students from eight schools close to the western line, also received rail safety presentations.
- In 2016, 102 young drivers (16 to 24 years) died or were seriously injured in Auckland crashes. Not only this is a high-risk group, but these initial driving years provide an important opportunity to shape lifelong driving behaviours. Auckland Transport ran 'Your Teenager and Driving' campaign to help inform parents to promote safe driving to their teenagers. The event included a 30-minute talk around how to keep young drivers safe on New Zealand roads, followed by a new release movie. The first two events were held on 21 August at Hoyts Cinemas, Botany and on 28 August at Event Cinemas, Henderson. The evenings were fully booked and parents offered positive feedback on the talks. Both events were promoted via Facebook, Our Auckland event page and the Eventfinda website.

Walking and Cycling Consultations

The following cycle ways were under construction during August:

- Waitemata Safe Routes (Richmond Road and Surrey-Old Mill-Garnett)
- Westhaven to City Stage 1 (through Wynyard Quarter)
- Nelson Street Phase 2 - Construction continues on Victoria Street to Pakenham and has started on Hobson to Beresford shared path.

Oteha Valley Road footpaths were completed in August.

In August and September, public engagement and consultations has been initiated for the following projects:

- Great North Road - Bond Street intersection
- Westhaven to City/ Nelson Street Stage 3
- Parnell (Tamaki Drive to top of Gladstone Road)
- Glenn Innes to Tamaki Drive Shared Path
- Ngapipi Bridge widening
- Tamaki Drive Cycle Route

Network Optimisation

Routine Traffic Signal Optimisation

AT has finalised the traffic signal timings on key routes surrounding the Waterview Tunnel. Travel performance on most key arterials has improved by approximately 2-3 minutes during the morning peak. This is due to both reduced demand and appropriate traffic signal optimisation. This is evident along Sandringham Road, Dominion Road and Mt Eden Road.

During the course of September, traffic signal timing optimisation has commenced on an additional ten signalised intersections. This includes optimisation of traffic signals on Te Atatu Road and Carbine Road. With a total of 60 traffic signals optimised this year, the programme is on track.

In addition to this, City Centre traffic signal optimisation continues alongside active network monitoring activities.

Whangaparaoa Road Dynamic Lane

Whangaparaoa Road currently consists of one lane in each direction and a flush median. AT has proposed to make use of the flush median width to operate a second lane in the peak direction during peak hours, namely westbound from 6:30am to 9am and eastbound from 4pm to 6pm on weekdays.

Construction commenced in October, and the Dynamic Lane system will be ready for operation in December. This will include new line markings, gantries and active LEDs in place. Initially, the operation will run for the PM peak period to allow for driver adjustment. The AM peak period will be introduced in April 2018. More information is available [here](#).



Rosedale Road/ Hugh Green Drive/ Apollo Drive Roundabout Metering

The installation for this project has commenced and due for completion in December. This is expected to improve the overall operation of the roundabout in the short to medium term, particularly during the morning peak.

Eastbound traffic movements will be metered in order to facilitate improved southbound movement during the morning peak period. Northbound traffic movement will be metered to improve eastbound movement during the afternoon peak period. In both instances, the signalling approach will be balanced by long queue detection at Rosedale Road and Apollo Drive respectively.

Ti Rakau Drive/ Gossamer Drive Double Right Turn and Bus Lane

To improve the operational efficiency in the East Auckland area, four short term projects were identified at the following intersections:

1. Peak period bus lanes on Ti Rakau Drive, between Wheatley Avenue and Gossamer Drive (600m per side)
2. Gossamer Drive/ Ti Rakau Drive intersection improvement to introduce two right turn traffic lanes into Gossamer Drive from Ti Rakau Drive
3. Botany Road/ Ti Rakau Drive intersection improvement to extend the two left turn traffic lanes into Botany Road from Ti Rakau Drive
4. Chapel Road/ Ti Rakau Drive intersection improvement to introduce two left turn traffic lanes into Chapel Road from Ti Rakau Drive.

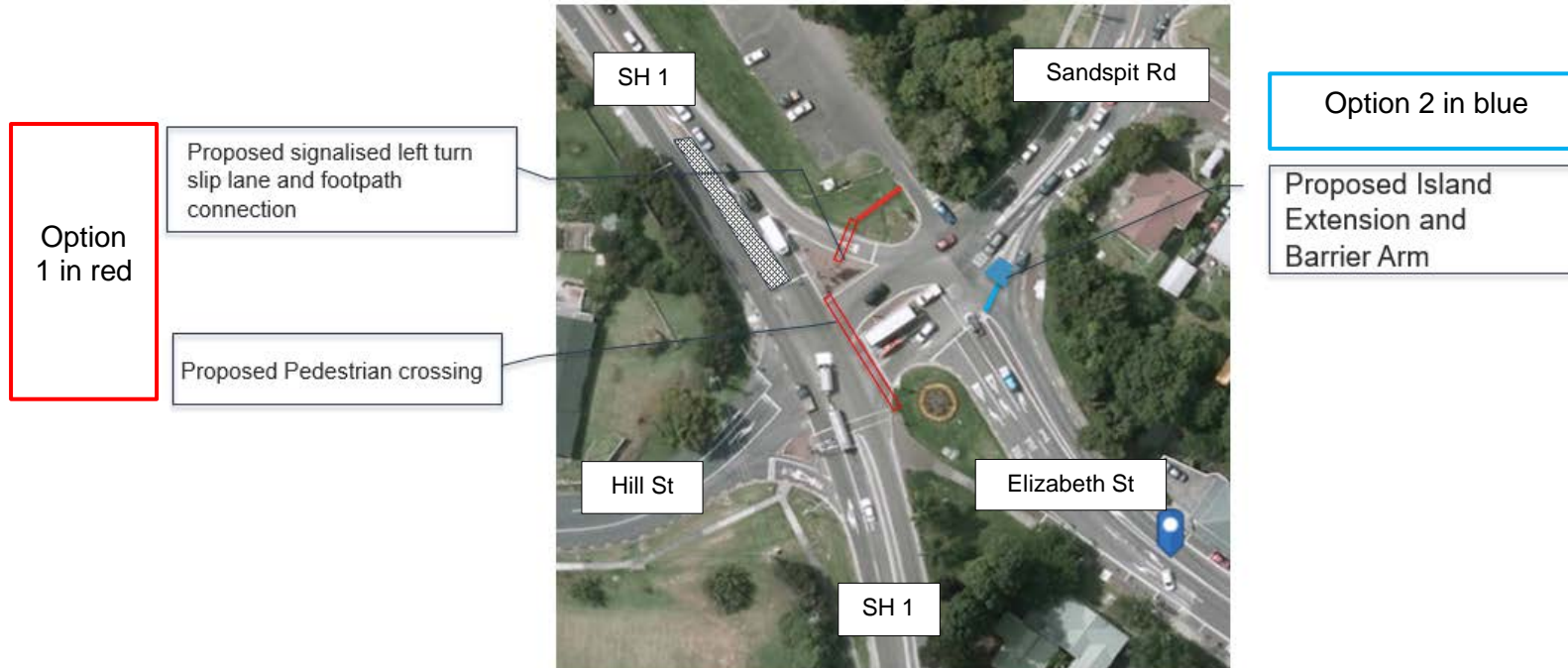
Impacts include the removal of 13 trees, 23 parking bays and the need to ban the right turn movements at the Ti Rakau Drive/ Edgewater Drive. These were already intended to occur as part of the proposed Auckland Manukau Eastern Transport Initiative (AMETI) project. The Local Board is supportive of the network improvements in the area.

With the number of projects happening in the Eastern Auckland area, the project team has been working closely with the AMETI team and New Eastern Network rollout team to coordinate a joint communications strategy. This will reduce consultation fatigue and send a consistent message. Joint events, adverts and presentations, the “Let’s get East Auckland Moving” tagline will incorporate all projects happening in the area.

Hill Street/ Elizabeth Street, Warkworth

The signalised intersection of Hill Street, Matakana Road and SH1 in Warkworth is a priority intersection for both AT and The Transport Agency. AT has considered different options for interim changes at the Elizabeth street intersection. This would result in pedestrian safety improvements and operational efficiency at the Hill Street intersection with State Highway 1 (SH1). The following two options are being reviewed by AT:

1. Introduce a signal to the left turn slip lane from SH1 to Sandspit Road and provide a pedestrian phase to enable crossing across Sandspit Road at the Hill Street intersection. This provides a safe pedestrian crossing facility, which also links to Kowhai Park. These changes are shown in red in the diagram below.
2. AT is also looking at a morning only restriction into Elizabeth Street. During the trial in December 2016, closing the right turn into Elizabeth Street had a positive impact on morning peak congestion at the Hill Street intersection. Outside this time there was, however, negligible improvement. This change is shown in blue in the diagram below.



The AT project website has been updated and feedback will assist in the final design of the changes. Presentations have been given to the Warkworth Area Liaison Group and the Local Board. Proposals will be presented to local business association and resident's groups.

To ensure this intersection operates at all times, an Uninterrupted Power Supply(UPS) capability has been installed. While the new UPS system is rated at approximately six hours, each intersection however will have a slightly different power draw. Two full power outages occurred within days of installation of the UPS, enabling power backup for utilities in the area. The UPS changeover worked seamlessly, without any noticeable break in service.

Waterview Tunnel

The Waterview tunnel has been now open for three months. Some initial key observations are:

- Airport to CBD routes are faster via Waterview as compared to Manukau Road
- Travel times on most of the major arterials monitored are showing no adverse impact
- Increased delays have been experienced on Rosebank Road, Nelson Street and Neilson Road due to increased traffic flows, and are being closely monitored
- Initial investigations to improve operations on Rosebank Road have been initiated by Auckland Transport
- Initial indications show that the Waterview Tunnel has reduced overall road network congestion levels by approximately 5% from this time last year

Waterview Tunnel undertook the first of its monthly maintenance closures during August. This required each tube (northbound and southbound) to be closed for three consecutive nights between 2200 – 0500 hours. Routine maintenance was carried out on the deluge system, public address system and the tunnel drainage system. Closures were well advertised and the impact on traffic was minimal.



City Centre Network Operations

In September, there were multiple lane closures on Nelson Street for the Nelson Street cycleway project. The section between Victoria Street and Fanshawe Street was due to be completed mid-August but has been deferred due to bad weather.

Commercial Bay have successfully removed all the canopies on Quay Street (HSBC side) between Lower Albert Street and Lower Queen Street. The footpath remains open with scaffolding in place for the duration of the project. Demolition of the HSBC car park has also been completed. During the last weekend of September, the final tower crane for Commercial Bay was installed on site. This required a road closure on Lower Albert Street between Customs Street and Quay Street with AT Metro services redirected to Quay Street.

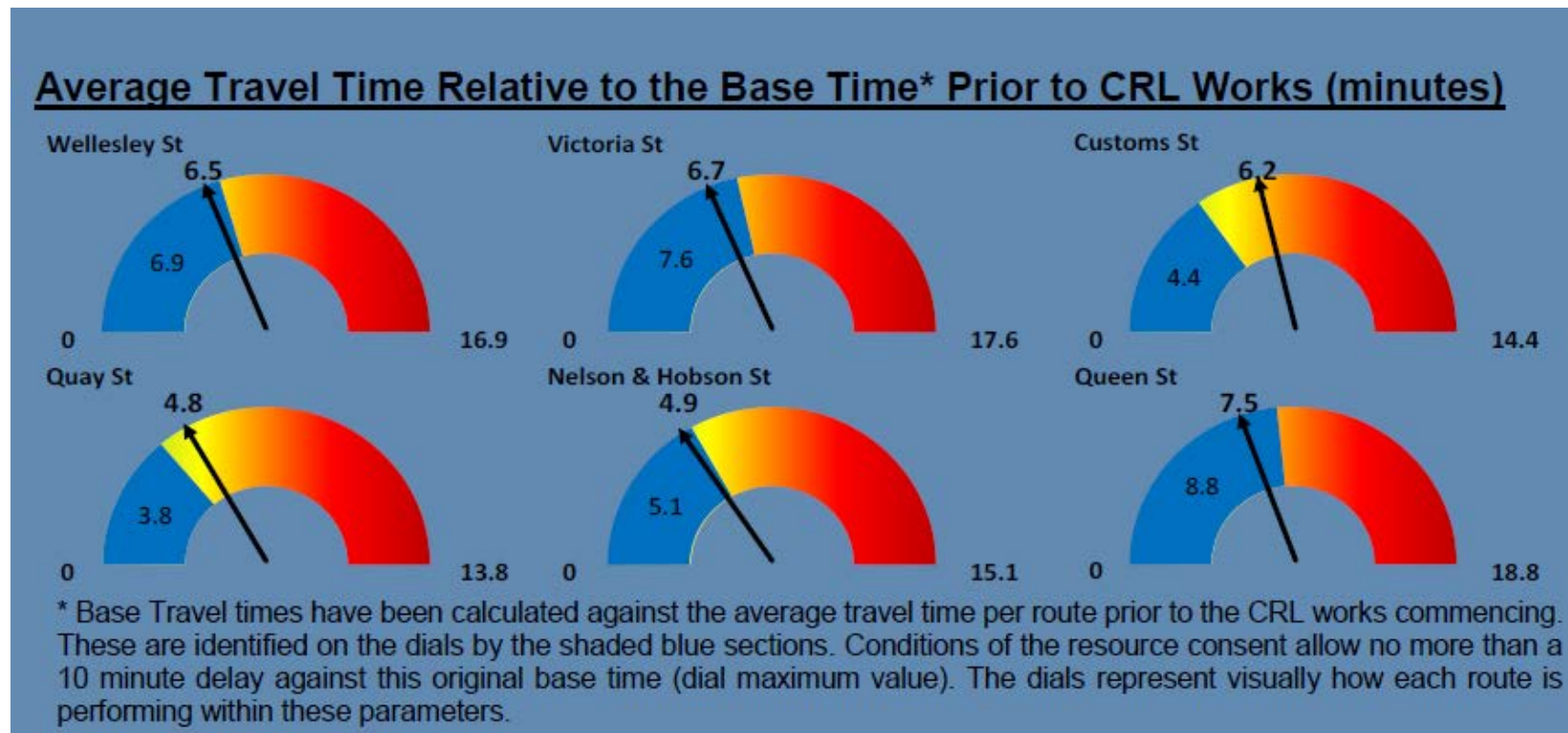
Albert Street Dig continues on Albert Street between Wyndham Street and Swanson Street with traffic in steady state. There are two pedestrian bridge crossings at these intersections.



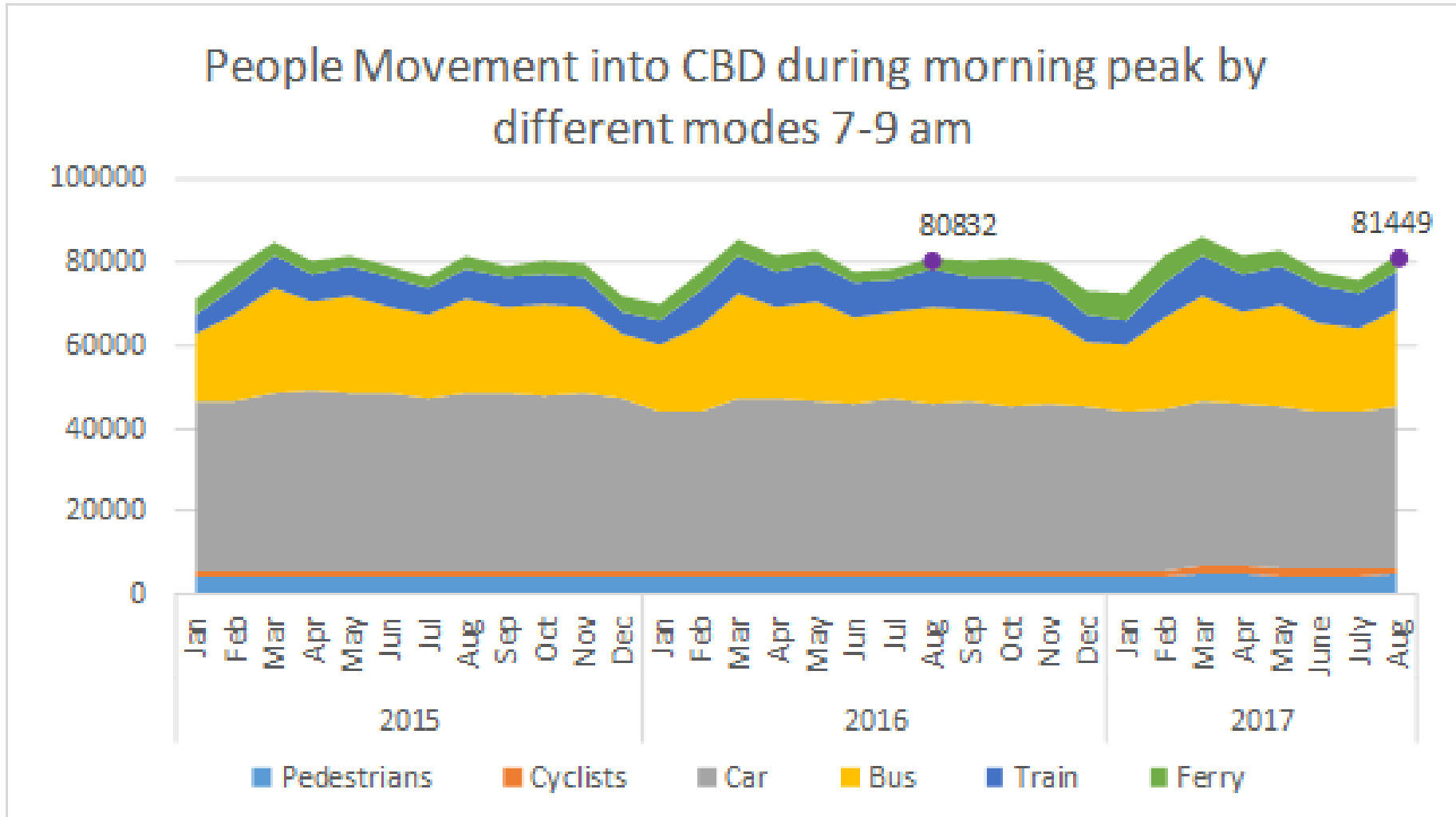
Between September to mid-October, there was a layout change at Albert and Customs Street intersection that has affected pedestrian movement. During the busier 0600-2030 hours, pedestrians crossing in this area were marshalled with on-site traffic controllers to ensure safety. During after-hours, the pedestrian crossing was relocated to an uncontrolled crossing in the south of the intersection, 20 metres up Albert Street. This move was necessary to construct the final deck for the Albert Street tunnel works.

The Watercare works on Halsey Street between Fanshawe Street and Victoria Street West is currently delayed by three weeks. Services which were not shown on service plans were unexpectedly encountered. This impacted on designs and construction methodology, which has made the work more technically difficult to complete. Traffic impacts and proposed mitigations are being assessed by the team.

Average travel time (minutes) prior to CRL works for August are shown in the blue segment, with the maximum permissible in CRL consent conditions shown to right, with the dial arrows representing the travel times reported in August. All six routes were performing well with only Customs Street and Quay Street marginally in the yellow. This was due to a reduction in cycle times to reduce delays for pedestrians.



It is estimated that on average 81,500 people travelled into the City Centre during the morning peak period (7-9am) in August. The number of people entering the city centre continues to increase.



Car Free Day

On 22 September, AT delivered a campaign to support and promote International Car Free Day. Target audience included Travelwise businesses, District Health Boards and Tertiary Institutes across the Auckland region. This event challenged people to leave the car behind for the day and instead try walking, cycling, carpooling or public transport when travelling to work or study (www.AT.govt.nz/choices). The key objective is to contribute to a reduction in the number of single occupancy vehicles during September.

A Facebook event was set up for individuals to upload photos to enter a competition to win a double pass for the Auckland Bridge Climb experience. In addition, Community Transport promoted Car Free Day to schools.



Parking and Compliance

Pay and Display Machines Upgrade

AT is upgrading 810 Pay and Display machines with newer technology. This will include Pay by Plate and Paywave payments. Pay by Plate means you enter your vehicle's registration number into the machine and do not need to display a parking ticket. The machines will not print any tickets but electronic receipts are available. Text-a-Park is also being phased out as AT now has the AT Park mobile app in operation.

The machines are being rolled out in late October, beginning with the Ponsonby area, with all completed by March 2018.

Other Activities

Awards for Auckland Transport

Auckland Transport won two awards at the TVNZ-NZ Marketing Awards. This is the only awards in New Zealand that focus solely on the business benefits of strong marketing strategies. AT won the Supreme Award (Public Sector category) for the 'My Phone Stops in The Car' campaign, and an Excellence Award (Best Marketing on a Shoestring Budget category) for the 'Spread the Jam' campaign.

The 'My Phone Stops in The Car' campaign was designed to encourage drivers not to use their phone whilst driving. It focused on the serious personal impacts that driver distraction can cause. 'My Phone Stops in the Car' took an innovative social media approach, showing a series of personal Facebook posts in the lead up to, and following a serious car crash. The campaign received over half a million views on YouTube. Video is available [here](#).

AT's 'Spread the Jam' campaign looks at a question that motorists have been asking for years - Why does motorway traffic slow down for no apparent reason? The campaign video was launched in December 2016, spending just \$159 on a promoted Facebook post. It 'went viral' almost immediately, reaching nearly 400,000 people before Christmas 2016 and being shared by 1,700 people. By the end of February 2017, the total reach on Facebook was over 5.5 million views with an additional 532,679 reached via paid Facebook posts. 'Spread the Jam' demonstrates how a simple idea and catchy creative can resonate with a target audience. Watch the video [here](#).

The organisation was also presented with the 'Best of use of intranet award' at the ALGIM conference last month.

Mike Manson, CE, Association of Local Government Information Management (New Zealand): "The judges were impressed with the winning entry's clever use of user research and feedback used effectively to upgrade this intranet. Some key innovations like the use of search, marketplace, my favourites and social media feeds, resulted in positive feedback and more engagement from staff."

Feedback from AT staff:

- "Addition of the blogs and tweets especially are great for the latest AT info."
- "I love the community sense of it, you can like and comment on interesting articles."
- "Fresh layout and easy navigation."
- "I can search for things and actually find what I am looking for."

With the build of the new intranet in SharePoint 365, AT has succeeded in making an intranet that is available to all staff, on any AT device, anywhere staff are working. While this may seem like a 'normal' thing in this digital-focused time, this is a relatively unique feature for local govt intranets. The new intranet provides more up-to-date AT news, both internal and external – engaging staff with their workplace and keeping us informed.

Digital Services has the ability to change and improve many more elements than in the old intranet. This means we can provide more solutions and iterative support to business units and internal communications. This has already been demonstrated through the work done with both the On The Move and Procurement teams.

Travel Advisory Radio Trial

On 1 September, the six-month trial of the Travel Advisory Radio ended. This was carried out in south-east Auckland to test the effectiveness and viability of using short-range radio to provide travel information to motorists on route. Messages included updates on incidents, roadworks and events that may affect current or future journeys. NZ Police, Auckland Civil Defence and Emergency Management have also participated in the trial, which has been broadcasting via 102.2 FM (under a fixed-term, temporary licence). A full review of the implementation and results of the trial is now underway.

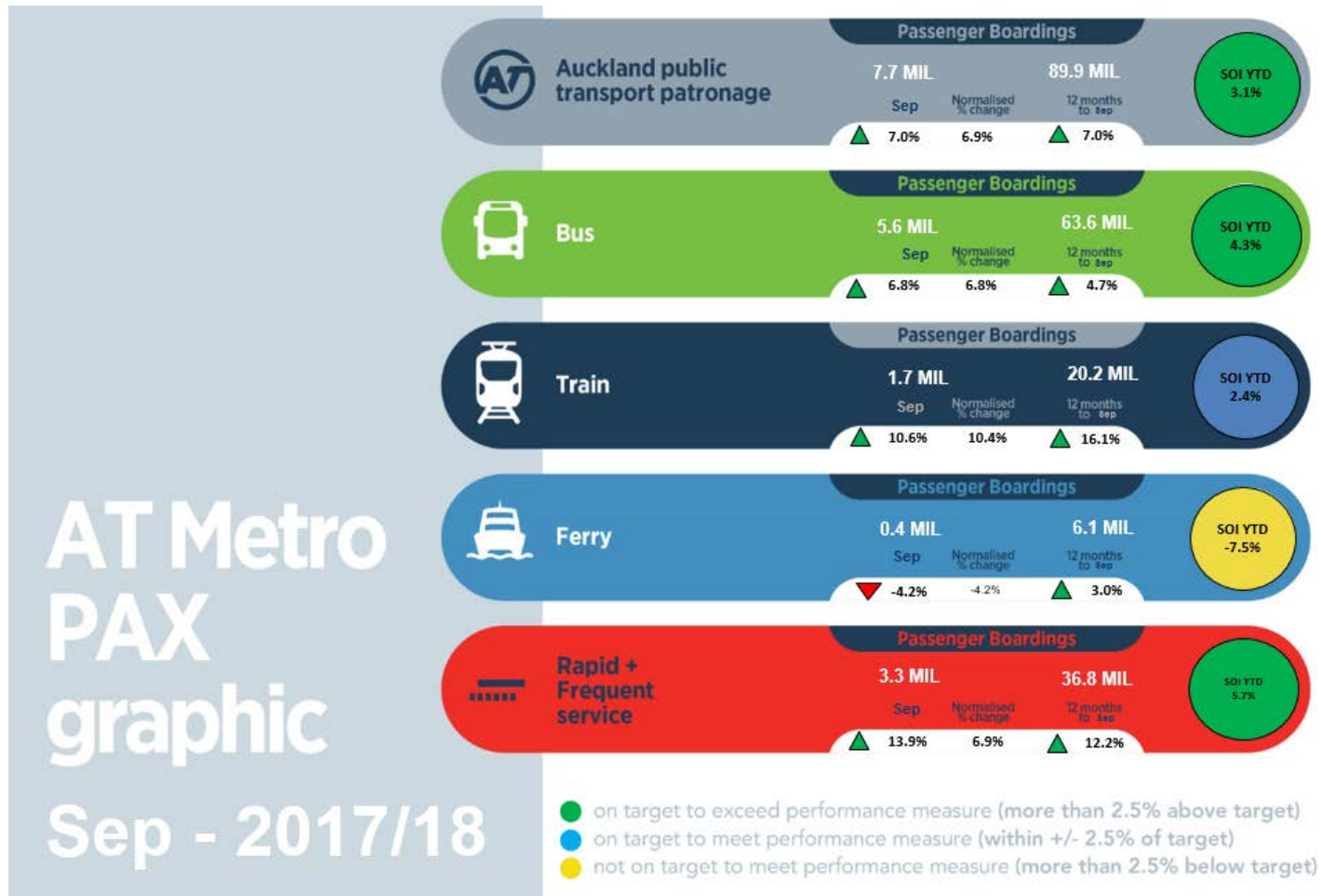
As part of the review, AT is conducting customer research and getting feedback from a wide range of NZTA, AT, Auckland Motorway Alliance, NZ Police and Auckland Emergency Management (Civil Defence) staff. The review also measures operational/ technical performance against various key performance index (KPIs) and a cost-benefit assessment. To date, there has been an excellent response rate to the online surveys. The results will be available within the next three months.

Free Licence Controller Qualification Course

In September, AT ran three Licence Controller Qualification (LCQ) courses for non-profit organisations. This to help and encourage safer alcohol supply practices. Sixty-nine participants from 48 sports clubs, social organisations and community groups attended. The LCQ course covers the requirements of serving alcohol to the public, fulfils the requirements to apply for a Duty Managers Certificate and provides information about the dangers of driving under the influence of alcohol. Positive feedback has been received from all the participants. The courses were promoted through sports club bodies and local police teams. There is still a high demand for this training, particularly in south and west Auckland.

AT Metro

Public Transport Patronage Performance – 12 months to September 2017



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

For the 12 months to September 2017 Auckland public transport patronage totalled 89.9 million passenger boardings, an increase of +7.0% on the previous year. September monthly patronage was 7.7 million, an increase of +7.0% on September 2016 and +5.5% above SOI target (YTD +3.1%). September normalised adjustment ~ +6.9% accounting for special event patronage, with one less business day and one more weekend day/public holiday.

Bus services totalled 63.6 million passenger boardings for the 12-months to September 2017, an increase +4.7% on the previous year. Patronage for September 2017 was 5.6 million, an increase of +6.8% on September 2016 and +7.9% above SOI target (YTD +4.3%). September normalised adjustment ~ +6.8% accounting for special event patronage, with one less business day and one more weekend day/public holiday.

Train services totalled 20.2 million passenger boardings for the 12-months to September 2017, an increase of +16.1% on the previous year. Patronage for September 2017 was 1.7 million, an increase of +10.6% on September 2016 and +2.5% above SOI target (YTD +2.4%). September normalised adjustment ~ +10.4% accounting for special event patronage, with one less business day and one more weekend day/public holiday.

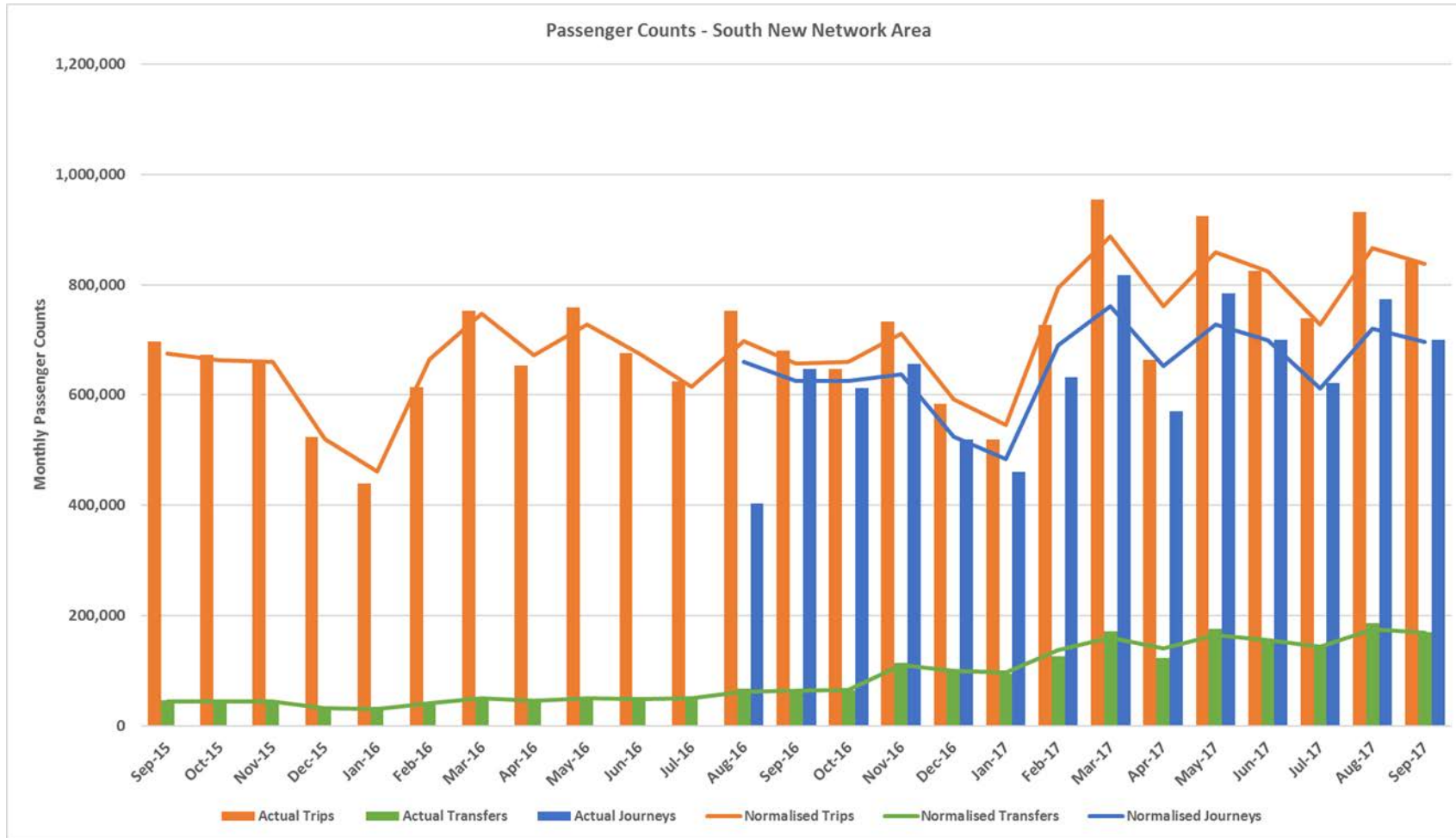
Ferry services totalled 6.1 million passenger boardings for the 12-months to September 2017, an increase of +3.0% on the previous year. Patronage for September 2017 was 0.41 million, a decrease of -4.2% on September 2016 and -10.2% below SOI target (YTD -7.5%). September normalised adjustment ~ -4.2% accounting for special event patronage, with one less business day and one more weekend day/public holiday.

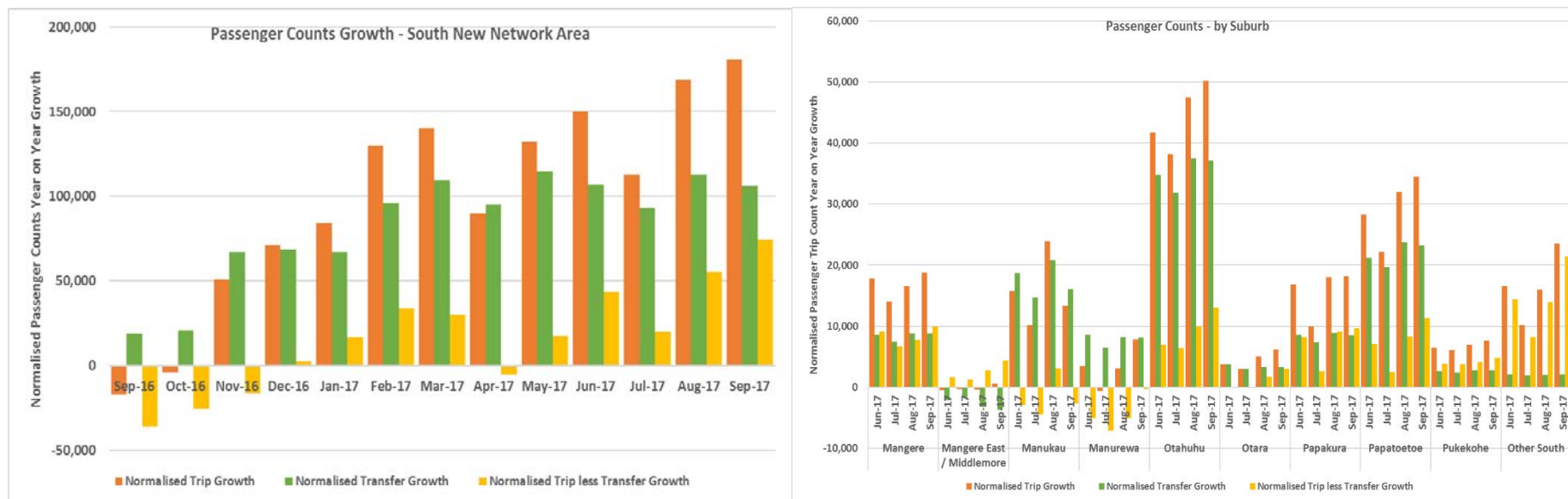
Rapid and Frequent services totalled 36.8 million passenger boardings for the 12-months to September 2017, an increase of +12.2% on the previous year. Patronage for September 2017 was 3.3 million, an increase of 13.9% on September 2016 and +8.1% below SOI target (YTD +5.7%).

	Sep - 2017/18									
	Actual v SOI									
	Month				YTD				SOI 2017/18	Projected Forecast 2017/18
Actual	% Change	Target	% Variance	Actual	% Change Prev Year	Target	% Variance			
1. Bus Total:	5,594,253	↑ 6.8%	5,184,526	↑ 7.9%	16,878,084	↑ 6.5%	16,182,807	↑ 4.3%	65,320,000	65,000,000
2. Train (Rapid) Total:	1,715,680	↑ 10.6%	1,673,684	↑ 2.5%	5,304,469	↑ 12.6%	5,181,240	↑ 2.4%	21,060,000	21,450,000
3. Ferry (Connector Local) Total:	413,406	↓ -4.2%	460,397	↓ -10.2%	1,282,985	↓ -0.7%	1,387,693	↓ -7.5%	6,630,000	6,700,000
Total Patronage	7,723,339	↑ 7.0%	7,318,607	↑ 5.5%	23,465,538	↑ 7.4%	22,751,741	↑ 3.1%	93,010,000	93,150,000
Rapid and Frequent	3,305,203	↑ 13.9%	3,058,722	↑ 8.1%	10,058,691	↑ 14.2%	9,519,618	↑ 5.7%	36,786,000	37,061,831

Growth in South Auckland – Bus and Train

For illustrative purposes, estimates of growth in multi-trip customer journeys commencing or terminating in the South Auckland New Network area are provided to monitor sub-regional change following New Network rollout.





Normalised year on year growth in the South New Network Area for September-2017:

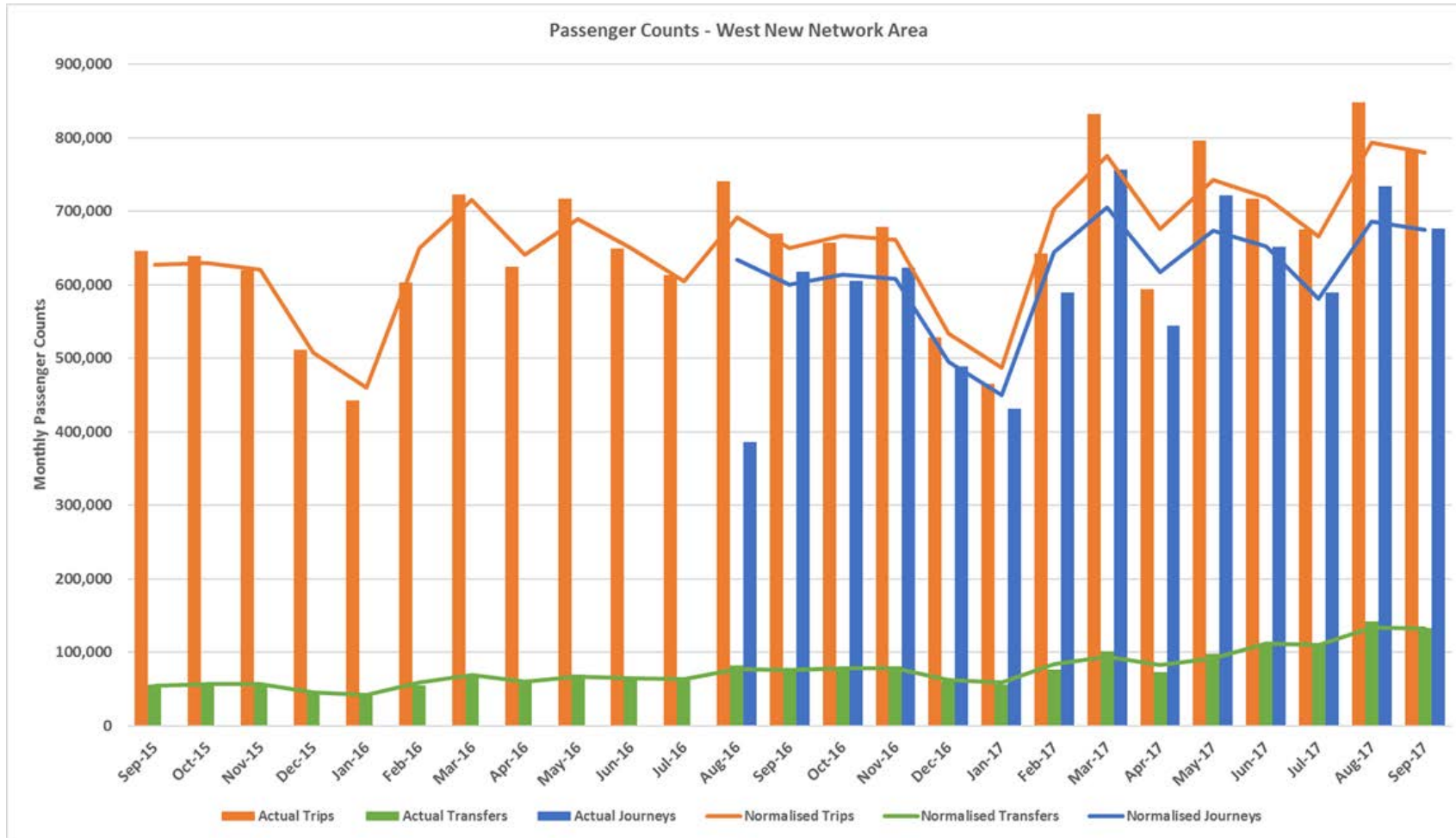
- Passenger trips have increased by +24% with equivalent Network wide (excluding SkyBus and ferry) the increase +10%.
- Transfers have increased by + 106,196 (+168%), Network wide + 317,547 (+41%).
- Passenger trips less transfers (customer journeys) have increased by +13%.

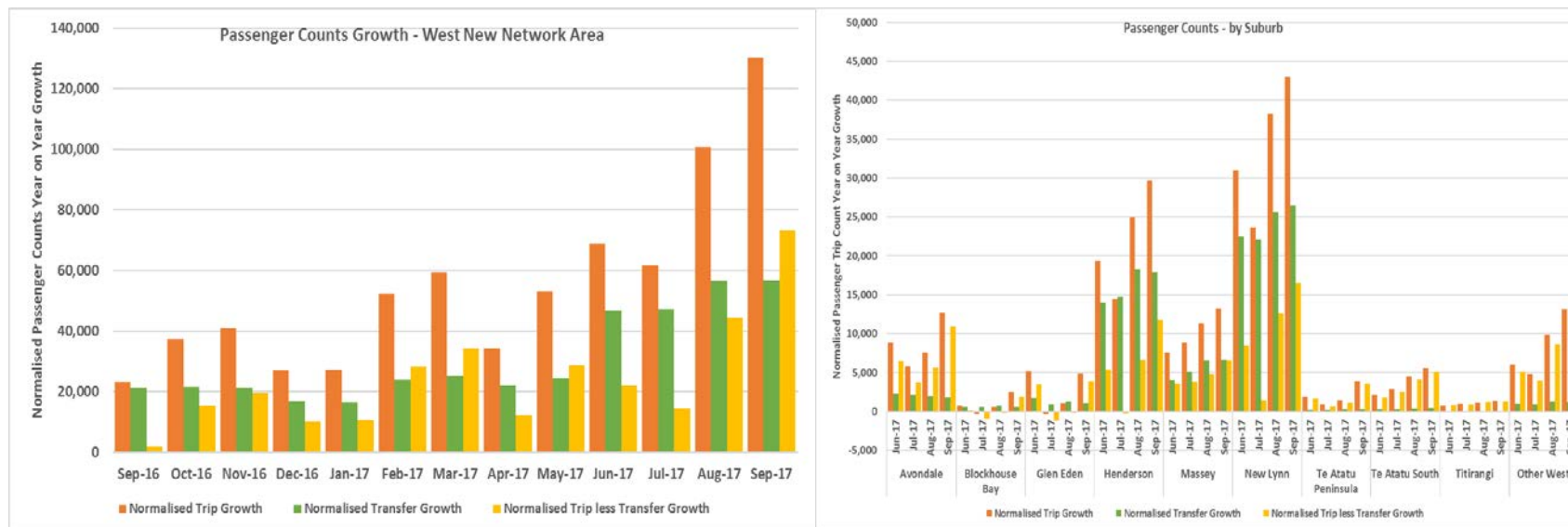
Normalised year on year growth in the South Network Area for September-2017 by suburb:

- All reported suburbs saw positive growth in passenger trips.
- Mangere East / Middlemore saw a continuation of the decrease in transfers (--3,714, -62%), which is to be expected, given the New Network is designed around transfers at Ōtāhuhu Station as opposed to Middlemore Station. All other reported suburbs had an increase in transfers, the highest numerical change at Ōtāhuhu (+37,082, +341%).

Growth in West Auckland – Bus and Train

For illustrative purposes, estimates of growth in multi-trip customer journeys commencing or terminating in the West Auckland New Network area are provided to monitor sub-regional change following New Network rollout.





Normalised year on year growth in the West New Network Area for September-2017:

- Passenger trips have increased by +20% with equivalent Network wide (excluding SkyBus) the increase +10%.
- Transfers have increased by + 56,703 (+75%). Network wide + 322,272 (+39%).
- Passenger trips less transfers (customer journeys) have increased by +13%.

Normalised year on year growth in the West Network Area for September 2017 by suburb:

- All suburbs saw positive growth in line with previous months.

Progress against AT Metro Key Strategic Priorities

AT Metro key business priorities have been reviewed at the start of the financial year. Delivery against the AT Metro key business priorities for the 2017/18 FY is provided below:

- | | |
|--|-------------------------------------|
| 1. New Network incl. Rapid & Frequent Network | 6. Customer Acquisition & Retention |
| 2. Procurement & Contract Reform (PTOM) Implementation | 7. Customer Experience |
| 3. Resource Efficiency | 8. Digital Customer Engagement |
| 4. On-Time Performance | 9. First & Final Leg |
| 5. Bus Priority for Frequent Network | 10. Safety and Security |

Key Priority Targets	Monthly Update
1. New Network incl. Rapid & Frequent Network	
<ul style="list-style-type: none"> Oct-2016: South bus service design implemented June-2017: West bus service design implemented Dec-2017 / early 2018: East bus service design implemented 2Q2018: Central bus service design implemented 3Q2018: North bus service design implemented 	<p>South Auckland (including Pukekohe and Waiuku): launched 30 October 2016</p> <ul style="list-style-type: none"> Reviewing performance of NN-S in Manurewa for the Manurewa Local Board Delivery of new bus shelters and signage to both airport terminals to support route 380 bus service changes from 30 to 15 minute frequencies on 11 December Working with Auckland International Airport Limited (AIAL) to support their delivery of new roading links and other bus infrastructure to support the operation of more reliable bus services through the airport precinct YTD +3.8% customer journey growth compared to previous two years decline <p>West Auckland: launched 11 June 2017</p> <ul style="list-style-type: none"> Responding to feedback via customer facing channels around performance of new services during bedding-in period following 11 June changes Post implementation review of timetables continuing YTD +2.4% customer journey growth since New Network implementation <p>East Auckland: go-live 10 December 2017</p> <ul style="list-style-type: none"> Planning and delivery of new bus stops and layover for go-live accordingly Progressing communications and engagement planning for East Auckland school bus service changes Presented to the Maungakiekie-Tamaki Local Board, Franklin Local Board, Howick Local Board, Howick Information Centre and Howick Village Business Association regarding the East New Network bus service changes Briefed the Public Transport Accessible Group (PTAG) on forthcoming changes The "Get Ready" campaign has launched with the map and date announcement on the website and via social media <p>Isthmus: target July 2018</p> <ul style="list-style-type: none"> Assessing options for Double Deckers on key routes as part of identifying potential cost savings Supporting infrastructure requirements have been documented and passed to Bus Services for delivery oversight

	<ul style="list-style-type: none"> • Reviewing stakeholder consultation responses from targeted consultation in Wynyard Quarter that has been undertaken by Major Capital delivery team • Ongoing involvement in East West Midtown PT project • Ongoing involvement with City Rail Link (CRL) team around CRL Phase 3 bus impacts that need to be managed and planned – for implementation in January 2018 <p>North Shore: target 3Q2018</p> <ul style="list-style-type: none"> • Ongoing timetable and budgetary input to final PTOM contract negotiations
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2. Procurement & Contract Reform (PTOM) Implementation

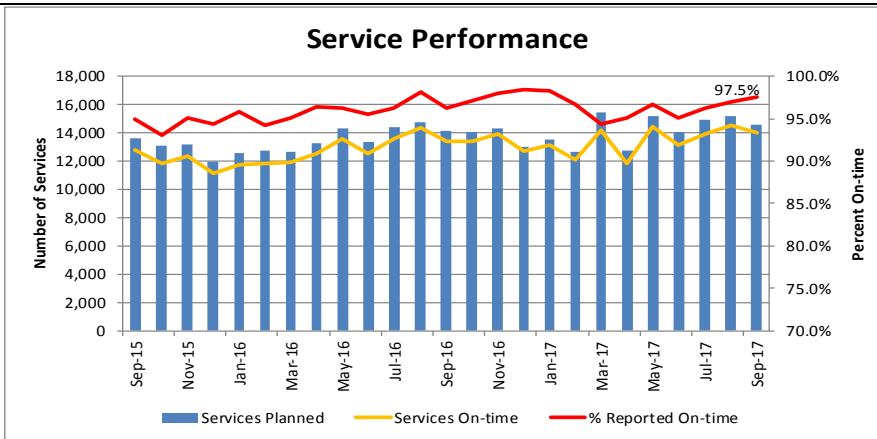
<ul style="list-style-type: none"> • South Auckland Bus: Oct 2016 services started • West Auckland Bus: 1Q2017 contracts awarded; June 2017 services start • East Auckland Bus: 2Q2017 contracts awarded; December 2017 • Central Auckland Bus: 2Q2017 contracts awarded; 2Q2018 services start • North Auckland Bus: 3Q2017 contracts awarded; 3Q2018 services start • Ferry: 3Q2017 contracts awarded; late 2018 services start 	<p><u>Bus:</u></p> <ul style="list-style-type: none"> • Negotiations continue for North Shore negotiated PTOM contracts and expected to be completed in October. North tender preferred suppliers announced with a due diligence process underway before final confirmation and contract signing. • Tender for Central and East completed with contracts signed. Negotiations for directly appointed units in the central area completed. • West: Arbitration on two NZ Bus negotiated units completed. <p><u>Ferry:</u></p> <ul style="list-style-type: none"> • Ferry PTOM evaluation completed. Engagement with preferred suppliers due to commence late October • Evaluation of contracted services tender bids continues with price evaluation completed. Price report and final report to be signed. • Contract extensions being sought, pending development of next steps/negotiations with tenderers
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3. Resource Efficiency

<ul style="list-style-type: none"> • Value for Money: SOI farebox recovery targets and reducing subsidy / passenger metrics 	<p><u>Train:</u></p> <ul style="list-style-type: none"> • Approvals have been received from Council and NZTA for the procurement of the next tranche of EMU's to ensure demand can be met from mid-2019 to opening of CRL in 2023. Approval for x15 3-car EMU's has been received to deliver capacity on the core electrified network. NZTA has requested KiwiRail develop over the next 2-3 months a business case and confirm timing potential for Papakura/Pukekohe electrification. • Discussions are being finalised with Transdev and KiwiRail for the 2018 Train Timetable, confirmed for 1 July 2018. The main point outstanding is addressing KiwiRail concerns on network access times for late night services that potentially clash with network maintenance. • 1 July timetable specification also includes operating Western & Southern Line services to Parnell Station throughout the day; Pukekohe Shuttle services operating on a 20-minute through the AM and PM peak, and 30 minutes at all other times. • A Sunday timetable will operate for Christmas Day and New Year Day, including services to 0200 on New Year's Eve.
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	<ul style="list-style-type: none">• Track and Infrastructure works will commence on 27 December through to January, on the Southern Line; Western Line; Sarawia Street Level Crossing on the Newmarket Branch Line; and further NZTA work at Takanini.• Services operating are:<ul style="list-style-type: none">○ Eastern Line – Full service operates throughout, between Manukau and Britomart.○ Western Line – Closed from 27 December – 7 January 2018.○ Southern Line – Operates from Manukau – Newmarket - Manukau, from 27 December – 7 January 2018; closed south of Manukau.○ Onehunga Line – Operates Onehunga – Newmarket - Onehunga, from 27 December – 5 January. Closed on 6 and 7 January 2018. <p><u>Bus</u></p> <ul style="list-style-type: none">• Capacity is being reviewed for March 2018 to ensure that there is enough capacity on corridors that are showing an increase in patronage requirements. <p><u>Ferry</u></p> <ul style="list-style-type: none">• Continued discussions with Fullers around vessel reallocation and utilisation to improve vessel efficiencies on Birkenhead and Bayswater services, and to provide enhanced capacity on Hobsonville services.
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4. On-Time Performance
<p><u>Train:</u></p> <p><i>Ref: - AT Monthly Indicators Report - 4.1 AT monthly activity report.</i></p> <p>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. Right Time, the number of Trains departing within 59 seconds of the scheduled departure time.</p> <p>Service Delivery for September is 98.8% (Reliability). Punctuality is 97.5% compared to the 12-month average of 98.4% and 96.7% respectively. Right Time, the number of Trains departing within 59 seconds of the scheduled departure time, was 62.1%, ahead of the 12 monthly average of 61.8%.</p> <p>There were 14,532 train services scheduled in September (blue bars) - the number of actual services operated on-time (yellow line) was 14,197.</p>



Major incidents that affected September 2017 service performance:

- Transdev services have been involved in 2 SPAD A incidents at Penrose, on Sunday 3 and Wednesday 27 September.
- Train Tagging incident at Baldwin Avenue, on Sunday 17 September.
- Overhead Power fault on Sunday 24 September

Bus:

- Service delivery (or reliability) is the proportion of services not cancelled in full or part and arrive at their destination. Punctuality is the proportion of services that departed their origin within five minutes of the scheduled time.

Overall the network reliability was 98.8% and punctuality was 96.4%. This was a change of +0.2% and +0.5% in reliability and punctuality respectively from August's performance, and a +1.8% and +1.0% increase for year-on-year September reliability and punctuality respectively.

Reliability at Start					
Operator	Business Unit	Sep-17	Aug-17	Month-on-Month Change	Year-on-Year Change
Whole of Network		98.8%	98.6%	0.2%	1.0%
Metro Inner	NZ Bus	97.8%	98.1%	-0.3%	0.8%
Metro Outer	NZ Bus	98.8%	98.7%	0.1%	1.0%
North Star	NZ Bus	99.3%	99.0%	0.3%	0.5%
Go West	NZ Bus	98.7%	98.8%	-0.1%	0.5%
West	Ritchies	99.3%	98.8%	0.5%	1.4%
North	Ritchies	99.1%	99.0%	0.1%	0.4%
NEX	Ritchies	99.7%	99.6%	0.0%	0.1%
Birkenhead Transport Ltd		98.7%	98.4%	0.3%	0.0%
GoBus		99.5%	98.8%	0.7%	
Howick & Eastern		98.7%	98.9%	-0.2%	0.7%
Pavlovich Transport Solutions		97.2%	96.0%	1.2%	-1.9%
Ritchies Murphy					
SkyBus		97.0%	98.7%	-1.8%	1.7%
Waiheke Bus		99.3%	99.2%	0.1%	-0.4%

Punctuality at Start					
Operator	Business Unit	Sep-17	Aug-17	Month-on-Month Change	Year-on-Year Change
Whole of Network		96.4%	95.9%	0.5%	1.8%
Metro Inner	NZ Bus	94.3%	94.3%	-0.1%	0.7%
Metro Outer	NZ Bus	96.4%	96.2%	0.2%	2.1%
North Star	NZ Bus	97.6%	96.8%	0.8%	0.6%
Go West	NZ Bus	96.4%	96.2%	0.2%	0.8%
West	Ritchies	96.4%	95.9%	0.5%	2.0%
North	Ritchies	97.1%	96.5%	0.6%	1.1%
NEX	Ritchies	98.9%	98.9%	0.0%	0.0%
Birkenhead Transport Ltd		96.2%	95.3%	0.8%	0.0%
GoBus		98.2%	97.1%	1.1%	
Howick & Eastern		95.8%	96.1%	-0.3%	1.1%
Pavlovich Transport Solutions		92.9%	91.1%	1.8%	-4.5%
Ritchies Murphy					
SkyBus		91.6%	94.9%	-3.3%	2.9%
Waiheke Bus		98.6%	98.0%	0.6%	0.1%

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 September 2017, 99.48% of contracted services were operated, with 97.49% of these departing their origin on time (punctuality measure). With the closure of pier 1A starting 9 October services have been moved about to ensure continuation.
- Services have been affected by the commencement of the cruise ships coming into the basin over September. This reduces space in the ferry basin, and vessels need to go slower, and therefore may depart later.
- The Pine Harbour service has been affected by extreme staff shortages due to unplanned sickness and injury. Staff recruitment has been ongoing for a number of months and AT continues to work with the operator to ensure continuation of services. Services cancelled are replaced with alternative transport options.
- The Half Moon Bay service will have its timetabling issues addressed in December with the New Network east rollout. This is expected to improve punctuality and reliability.
- Discussions continue with ferry operators and performance review meetings were held during the month to identify options to identify and deliver management, operational and timetable solutions for the worse performing services.

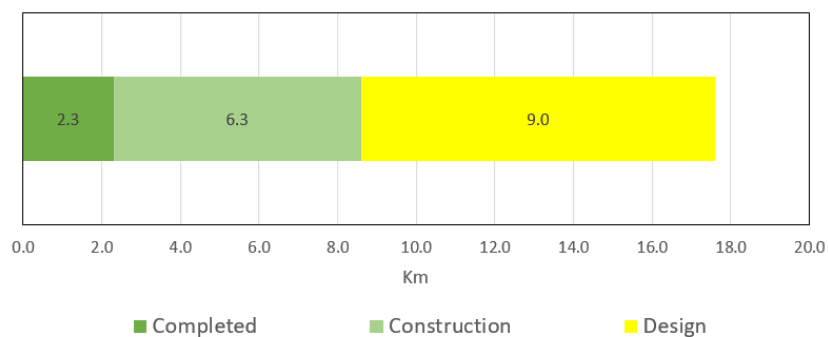
Route	Harbour	Scheduled Trips	Reliability	Punctuality
Bayswater	Inner	1002	99.60%	97.50%
Half Moon Bay	Mid	661	98.94%	93.49%
Birkenhead	Inner	1076	99.72%	97.03%
Gulf Harbour	Outer	378	100.00%	98.94%
Hobsonville	Mid	210	99.52%	97.62%
West Harbour	Mid	567	100.00%	99.82%
Rakino	Outer	28	100.00%	100.00%
Pine Harbour	Outer	860	98.84%	98.84%
Total		4,782	99.48%	97.49%

5. Bus Priority for Frequent Network

Bus:

- Bus Priority Programme - Strategic Bus Priority Plan: Second CFC paper presented to AT Board in October, providing more detail on proposed programme for whole route bus priority and application of Roads and Streets Framework.
- Special Vehicle Lane (SVL) operating hours change: There are 40 Special Vehicle Lanes (SVL) making up approximately 60km that have been packaged into 7 RFQs. These have all now been awarded and work is well progressed completing Traffic Resolution plans and reports. Nine resolutions were approved at TCC 21/9/2017. All SVLs are expected to be resolved by end October. All SVL hours-extension physical works are expected to be delivered over the period of September 2017 to March 2018

Planned Delivery of Bus Priority kms - FY 17/18



Bus Priority - 3 Year SOI Programme



6. Customer Acquisition & Retention

- An Advertising Agency review was undertaken with all Council Controlled Organisations in Quarter 1 and 2 2017. The Clemenger Group have been appointed to lead the AT Metro New Network campaign to grow patronage and usage across the network.
- A 'customer lifecycle management' framework is being developed to improve customer relationship management and the information provided to customers.



- New reporting is being developed to provide information on customer acquisition (number of customer by area of Auckland) and customer churn. This will assist AT Metro in better understanding growth & retention opportunities.

7. Customer Experience

Multi-modal

- Registration for Interest will be undertaken on the back of the "click and collect" trial to gain interest from prospective long-term partners for an ongoing click and collect service.
- A number of Transport Services projects are being progressed at Customer Central, including:
 - Improving customers journey information experience
 - Providing the contact centre with up to date information on the location of buses
 - The ongoing feature enhancement to the AT Mobile app
 - First & Last leg trial at Devonport – a 'door to door' type service, connecting customers with/from the ferry
 - An enhanced digital customer concession process
 - Disruptions & notifications - surfacing relevant messages to customer via AT Mobile
 - Voice of Customer – development of a near real-time customer feedback information
- An RFP is in market for the procurement of food & beverage vending at key public transport facilities
- Digital screen advertising continues to be rolled out on the train (QMS) and bus (Adshel) network. A large format digital screen went live this month at Britomart.

- Customer research was undertaken in on improved public transport signage at CBD bus stops. A new concept has been developed to enhance on-street presence and tested with customers, which will be progressively rolled out in Quarter 4 2017.
- A kerbside and street-side bus advertising trial commenced on 10 double decker buses. The trail is aimed at assessing the customer on-board experience, as well as understanding the new non-fare revenue opportunities to AT

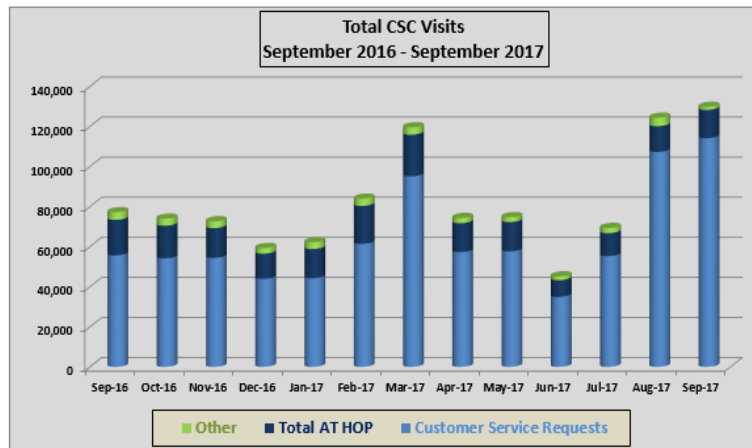
Train

- Customer Satisfaction on Train Services increased by 0.8% to 93.7% in the latest quarterly results - another record. This is the seventh consecutive quarterly increase for Rail, and marks an increase of 6.3% from September 2016.
- Testing of updated Passenger information and audio scripts has been completed. Planning is underway for the next update, which will include specific messaging for Special Event services. We will also be conducting research with the Customer Central team to ensure that we deliver any specific messaging requirements.

Ferry

- Completion of stage one / MVP of the Microsoft sponsored “Things That Move” project.
- Continuation of the roll-out of VPIDs at Bayswater, Matiatia (Waiheke), West Harbour and Northcote Point.
- Roll-out of Emergency Help Points at Downtown Ferry Terminal.
- Continuation of the replacement of the Ticket Office, and installation of a Customer Service Centre, at the Downtown Ferry Terminal.
- Installation of AT HOP VRDs (Vending Reload Devices) at Matiatia (Waiheke) and Devonport.

Customer Service Centres

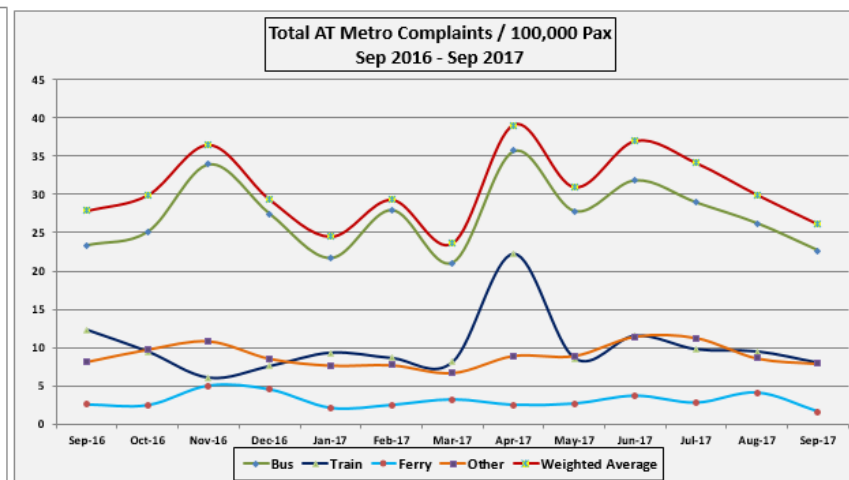
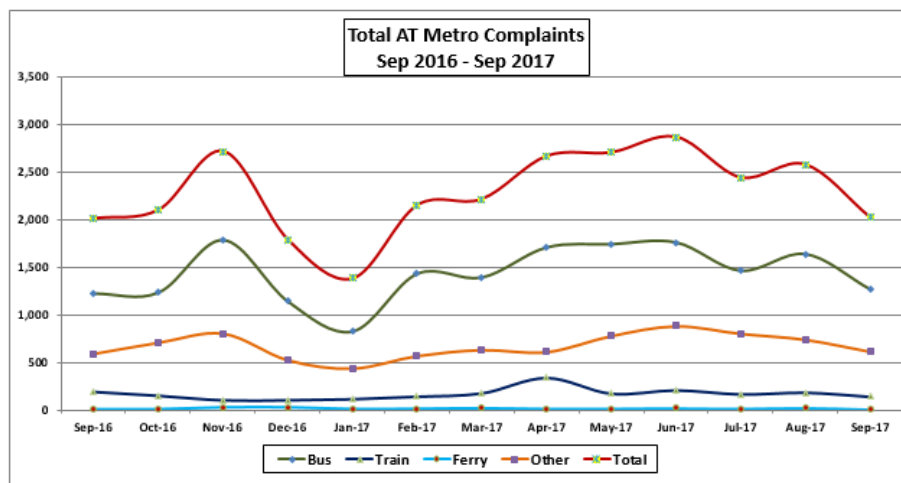


- Development of a new AT Metro CSC at Downtown Ferry Terminal is underway and will be completed in October.
- The total customer visits to the Customer Service Centres (CSC) for September 2017 (129,807) were 5,430 (+4.4%) above August's visitor numbers (124,377). Similarly, visitor numbers were also 52,642 (+68.2%) above the September 2016 total of 77,165. Total Customer Service Centre visits in the three months from July 2017 to September 2017 were approximately 324,500, compared to over 309,000 in the comparative three-month period from July 2016 – September 2016, an increase of approximately 15,500 (+5.0%).
- These visitor numbers for September are broadly in line with those for August, which saw a significant increase compared to previous months. The primary driver for this increase is the impact of integrating the (former) Transdev Ticket Offices into the Customer Service Centres operation. Although only one additional site has been added (Panmure), the effect of incorporating Ticket Offices at five other locations (Britomart, Manukau, New Lynn, Newmarket and Papakura) has been significant. The single largest factor has been the sales of paper train tickets, (17,681), which represented 13.6% of all CSC activity. This highlights the opportunity that exists to move these customers over to the AT HOP card, although this would necessarily adversely impact farebox recovery.

- Since there are reductions across all activities, this may indicate that the AT Metro network is operating more efficiently (fewer complaints / issues) and also customers are more confident in transitioning towards self-service, particularly following the introduction of the new AT Mobile app.
- There have been 989,000 visits to the AT Metro Customer Service Centres for the 12 months to September 2017, an average of over 2,700 visits per day. This compares to just over 1,229,000, a decrease of approximately 240,000 customers (-19.5%) during the 12-month period to September 2016.

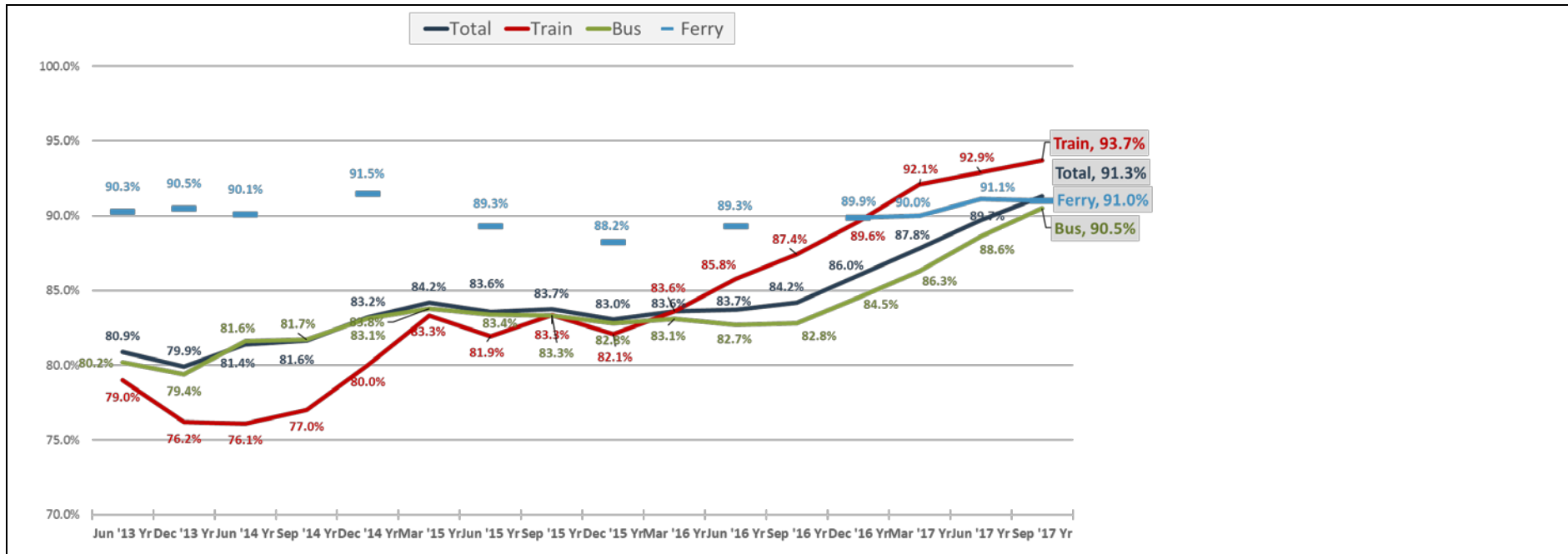
Customer Complaints:

- Total complaint volumes decreased in September, falling to 2,022, down from August's adjusted total of 2,573, representing a drop of 551 (-21.4%). The September 2017 complaint volumes (2,022) were almost exactly the same as for September 2016 (2,012), representing an increase of just 10 (+0.5%) year-on-year. The decrease in September 2017 complaints compared to August 2017 reflects the completion of feedback received in the lead up to and immediately following the implementation of New Network – West. The primary reasons for complaints reverted back to the more usual issues, including service reliability and aberrant staff related behaviours.
- Complaints per 100,000 Pax decreased again in September falling to 26.13, significantly below August's adjusted total of 29.93. Even more positively, the total for September 2017 (26.13) was also below the total for September 2016 (27.86). Although there was a reduction in total complaints between August and September, there was also reduction in passenger trips. However, there was a 21% reduction in complaints, completed to a 10% reduction in passenger traffic, resulting in the overall fall in Complaints / 100,000 Pax. The reduction in September's patronage resulted from two fewer business days compared to August. The September 2017 total (26.13) is the lowest individual monthly total for a full operational month since August 2016 (25.97), which was after the SuperGold Card to AT HOP transition.



Customer Satisfaction September Survey Results

- Overall satisfaction continues to climb, now at 91.3%
- Significant increase for bus for the fourth consecutive time, now at 90.5%
- Marginal shift in satisfaction scores for train (+0.8%) and ferry (-0.1%)
- Upward trend for value for money rating (+2.1%), and services arriving/departing on time (+1.9%)



Promotional activity has centred on:

- A kerbside and street-side bus advertising trial has commenced on 10 double decker buses. The trial is aimed at assessing the customer on-board experience, as well as understanding the new non-fare revenue opportunities to AT (estimated at \$240,000 p.a). The vertical road side advertising, makes use of the bus stairwell panel. The trial has been used to promote the AT Mobile app, as the buses on this route travel via the University Learning Precinct, an area of the city that is well frequented by “early adopters” of the AT Mobile app.
- The Go Metro New Network campaign is being developed and will be in market at the end of October.



8. Digital Customer Engagement

Digital

- AT Mobile now has approx. 77,000 monthly active customers, with over 130,000 total customer downloads.
- In the August release, enhancements were made to accessibility, allowing customers to reorder their saved journeys and real time boards, view school bus routes in their journey planning, and show stops on journey planner maps. The October release will include the key feature differences between 'Track My Bus' / Metro apps and AT Mobile, plus new user interface enhancements designed improve ease of use and enable customers to search for the journeys and stops they need faster.
- In September, there were still approximately 33,000 customers that had used the 'Track My Bus' Mobile App, a reduction of 2,000 on August. Similar usage of the old AT Metro app continues to decline, with only 13,000 monthly users in September (a reduction of 2,000 on August)
- The iOS versions of Track my Bus and AT Metro will be decommissioned in November. Android to be reassessed for decommissioning in mid-2018 (approx. 10% are not able to upgrade to AT Mobile due to old operating systems). An 'In-app message to be sent to iOS Track my Bus and AT Metro customers in November advising them and promoting AT Mobile.
- Activity on AT.govt.nz again effectively remained static in August, with total page views dropping marginally from 2.77 million in July down to 2.74 million in August. This is the third consecutive month where website activity has remained relatively unchanged.

9. First & Final Leg

- A customer centric and agile design approach is being used through Customer Central to develop a customer value and service proposition for the trial of an on-demand dynamic routing, transport solution. The trial will be undertaken in Devonport. An initial experiment with 40 customers will be undertaken in October to test the performance of the electric vehicle, assess market interest and gain a better understanding of market demand and customer proposition. The full service launch will be in quarter 1 2018.

10. AT Safety & Security

- Recruitment of the first AT Transport offices under the SaFE project is underway. Legislation making it an offence to travel without a ticket on public transport was passed in August enabling the creation of warranted Transport Officers, which are able to issue infringement notices for fare evasion.
- Civils works for the installation of the Electronic HOP gating at Papatoetoe, Manurewa and Middlemore is underway, with the gates to be in use by year-end.
- The well-publicised train tagging incident at Baldwin Avenue on 17 September, was one of 7 recorded throughout the month.
- 8 near miss incidents have been recorded in September, all involving pedestrians.
- 31 trespass incidents have been recorded across the train network in September, this is an increase on both July and August, and the highest recorded number since January 2017.
- Transdev services have been involved in 2 SPAD A incidents at Penrose, on Sunday 3 and Wednesday 27 September.
- All Bus & Coach International(BCI) double decker buses withdrawn from service due to concerns regarding chassis fatigue stress during August have received chassis strengthening and returned to service.