

Business Report

Recommendation:

That the Chief Executive's report be received.

Prepared by:

Shane Ellison, Chief Executive

Corporate

This month saw the launch of the first AT Connects staff networks where Pasifika, Maori, Indian, Women and Rainbow staff held their first meetings. These groups involve approximately 150 staff and each is developing a programme of activity, including opportunities for professional development. As previously reported, a working group has also been established to attain Rainbow Tick accreditation.

Graduates and Cadets who joined the organisation in December are now established in their 'Home Teams' in seven different departments. Thirty staff have completed the AT Mentoring Programme, and are now providing support to the graduates. A second tranche of 26 mentors began training this month.

Finance

Audit NZ has begun interim audit work with a three week review in April. The next scheduled visit, beginning 5 June, is for the final audit.

Work continues with Auckland Council (Council) and AON (AC Group insurance brokers) reviewing insurance policies and coverage in place to support 30 June insurance renewals

Regional Land Transport Plan Funding

The following activities were approved for funding in March under Delegated Funding Authority:

- Penrose Station – Platform 3 Extension (Implementation) – this activity has been approved for \$2.17 million
- Southern Eastern Arterial (SEART) Flyover Barrier Upgrade (Implementation) – this activity has been approved for \$2.76 million

Procurement

There were six tenders published in the current reporting period (10/02/18 to 23/03/18) with an estimated value of \$4.3 million. None of these tenders had an estimated value of over \$2 million.

There were 149 contracts created in the current reporting period (10/02/18 to 23/03/18) with a total award value of \$106.7 million. Fourteen contracts had a value of over \$2 million.

Contract	Supplier
Drury South Spine Road Development – Establishes mechanism to reimburse supplier the cost of the design and construction of 1.2km of new arterial road that will provide access from the south to a new Special Housing Area in the precinct	Drury South Ltd
Light Rail Financial and Commercial Advisor – Light Rail Transit (LRT) business case project, Stage 1, to engage technical and cost advisors in order to connect the isthmus with the city centre	PWC Consulting
Electricity Supply – Auckland Council Group (ACG) joint venture strategy to leverage combined spend around electricity supply	Contact Energy Ltd
PTOM (Unit 5) – Regional partnering agreement to provide bus services: Great North Road (West Region)	New Zealand Bus Ltd
PTOM (Unit 6) – Regional partnering agreement to provide bus services: New North Road (West Region)	New Zealand Bus Ltd
PTOM (Unit 7) – Regional partnering agreement to provide bus services: Sandringham Road (West Region)	New Zealand Bus Ltd
PTOM (Unit 12) – Regional partnering agreement to provide bus services: Remuera Road (Central Region)	New Zealand Bus Ltd
PTOM (Unit 26) – Regional partnering agreement to provide bus services: Great North - Lincoln (West Region)	New Zealand Bus Ltd
PTOM (Unit 30) – Regional partnering agreement to provide bus services: Northwestern Motorway (West Region)	New Zealand Bus Ltd
PTOM (Unit 34) – Regional partnering agreement to provide bus services: North Harbour (North Region)	Ritchies Transport
PTOM (Unit 36) – Regional partnering agreement to provide bus services: Wairau Valley (North Region)	Ritchies Transport
PTOM (Unit 41) – Regional partnering agreement to provide bus services: Northern Express - NEX 2 (North Region)	Tranzit Group Ltd
PTOM (Unit 42) – Regional partnering agreement to provide bus services: Northern Express – NEX 3 (North Region)	Ritchies Transport
PTOM (Unit 45) – Regional partnering agreement to provide bus services: Upper East Coast Bays (North Region)	Ritchies Transport

Auckland Unitary Plan

Auckland Transport (AT) continues to support Council in the resolution of appeals to the Auckland Unitary Plan, including case team meetings and process planning.

AT is a party to the Redhills Precinct appeal that challenges the indicative transport network for the area. Mediation with the parties has been ongoing over the last few months and a hearing is expected mid-2018. This appeal will need to be integrated with the Supporting Growth Alliance and Housing Infrastructure Fund work.

Council has recently notified a number of plan changes to the Auckland Unitary Plan, including a private plan change to rezone some of Kings College in Otahuhu for residential use. AT has undertaken a review of the plan changes and will continue to work with Council and other stakeholders to resolve matters identified through submission processes in preparation for upcoming hearing processes.

Auckland International Airport

Auckland International Airport Limited has lodged a notice of requirement for the second runway extension and related changes to the noise contours. AT has lodged a submission to request further information to understand the transport effects of the proposal.

Spatial Planning Projects

AT continues to work collaboratively with Council on the Drury-Opaheke and Pukekohe-Paerata structure plans. AT has been assisting Council in determining the preferred land use options to take forward for further consideration.

Council has commenced the Silverdale West - Dairy Flat Business Area and Warkworth structure plans and AT is providing transport expert input into the development of these structure plans.

AT continues to provide Council with information to feed into spatial plans for Sunnynook, Parnell and Whangaparaoa place-based plans. Work has commenced on the Albert-Eden Local Transformation Programme looking at areas such as Point Chevalier, Greenwoods Corner, and Sandringham.

AT is also continuing to work with Housing New Zealand and Homes, Land and Communities. A number of project areas are underway including Northcote, Mount Roskill, and Mangere. Council is developing a governance structure to assist with the Auckland Housing Programme workstreams.

Elected Member Engagement

All Local Boards have been heavily involved in public consultation on Council’s Long Term Plan, with AT staff providing advice and support at ‘Have Your Say’ consultation events around the region.

Rodney Local Board is proposing a local targeted rate to fund the accelerated provision of transport infrastructure and this generated considerable discussion at events in Helensville and Wellsford. Other issues raised included the sealing of rural roads.

AT’s responses to the Governance Framework Review were presented to Council on March 22 and were accepted without amendment. As part of this work AT and Council staff have visited all 21 Local Boards with a discussion paper on increasing the Local Board Transport Capital Fund and reviewing the distribution model used for this fund. The next stage in this process is for a formal report to go to all Local Boards seeking their feedback on the level of proposed increase (\$6m or \$10m) and the distribution model to be used. This feedback will be collated and then form part of the transport discussions with Council on the Long Term Plan.

Key Engagements

Local Board	Briefings / Workshops / Major concerns (All Local Boards receive a monthly report from AT and staff attend their monthly business meetings)
Albert-Eden	<ul style="list-style-type: none"> • Have your Say event • Local Board workshop (Transport Capital Fund proposal feedback on 3x projects; New Network Briefing; cycle update) • Weekly email updates on consultations, requests for service and general interest items.
Devonport-Takapuna	<ul style="list-style-type: none"> • Local Board workshop on increased LBTCF allocations • Workshop on Ferry Strategy
Franklin	<ul style="list-style-type: none"> • Facilitated and attended a Transport Agency workshop on SH22 improvements project • Supported Local Boards at Have Your Say events in Waiuku, Pukekohe, Beachlands and Drury • Initiated AT/AC cross-team meeting to resolve stormwater issues for a Local Board priority project to rebuild seawalls at Rangiwhea Reserve and road reserve

Local Board	Briefings / Workshops / Major concerns (All Local Boards receive a monthly report from AT and staff attend their monthly business meetings)
Great Barrier	<ul style="list-style-type: none"> • Workshop and site visits with the transport lead to discuss their Transport capital fund projects • Workshop to update the Board on maintenance works on Whangaparapara wharf • Workshop with entire Local Board to discuss day to day transport business • Meeting to discuss supporting their Key Entry Points project • Regular updates including on the Motairehe project, Medlands Resealing and parking enforcement.
Henderson-Massey	<ul style="list-style-type: none"> • Workshops on Ferry Strategy and Westgate Programme update • Support for Have Your Say drop-in sessions
Hibiscus and Bays	<ul style="list-style-type: none"> • Joint Rodney/Hibiscus and Bays Local Boards' Workshop: Milldale-Millwater Wastewater Tunnel • Workshop: Ferries Future Strategy • Silverdale Area Business Association meeting, facilitated by Local Board
Howick	<ul style="list-style-type: none"> • Organised and attended a Local Board initiated public meeting in Bucklands Beach • AMETI key stakeholder forum • Supported Council parks team with a project for the Howick Local Board • Email transport update to Local Board • Supported a Howick 'Have Your Say' roundtable event • Toured Howick with Local Board supporting maintenance discussion • Supported Panuku with a project for the Howick Local Board
Kaipatiki	<ul style="list-style-type: none"> • Workshop on New North Network. Preliminary indication of changes in Beach Haven area. • Workshop on extension of Onewa T3 Operating hours • Workshop on Birkenhead Mainstreet Project – Options for going forward as outcome of tenders. • Workshop on LBTCF Boards projects and ideas for funding • Meeting with Local Board Services to discuss the projects suggested by the Local Board for LBTCF • Kaipatiki Local Board Have Your say Event – AT Representative at the public meeting
Mangere-Otahuhu	<ul style="list-style-type: none"> • Local Board workshop – various transport topics • Email transport updates to Local Board

Local Board	Briefings / Workshops / Major concerns (All Local Boards receive a monthly report from AT and staff attend their monthly business meetings)
Manurewa	<ul style="list-style-type: none"> • Monthly workshop update on AT work programme, transport capital fund projects and other current concerns • Met with Local Board rep to discuss road names project (as part of national Poppy Places project, Local Board seeks permission for a poppy logo to be added to ~6-8 road name blades in Manurewa area that are named after notable WW1&2 figures or battles) • Facilitated and attended a Transport Agency workshop session with Local Board regarding motorway noisewall design • Attended Local Board Have Your Say event at Manurewa • Attended Manurewa Town Centre Steering Group meetings (comprising Local Board, Council and business reps) to provide updates on AT projects, including Te Mahia station upgrade • Organised and attended follow-up meeting of senior AT staff with Local Board chair and Cr Newman regarding road maintenance contract issues • AT's Chief Executive held an introductory meeting with the Local Board chair
Maungakiekie-Tamaki	<ul style="list-style-type: none"> • Onehunga Engagement and Communications working group – attended with Local Board • Attended AMETI Key Stakeholder Forum with Local Board reps • Workshop – AT New Bus Network • Onehunga site meeting with Chair • Workshop with Local Board re Jubilee Bridge
Orakei	<ul style="list-style-type: none"> • Linkages to Glen Innes to Tamaki Drive Shared Path – AT presented connection priorities to the OLB • Board Options for spending LBCTF discussed and presented
Otara-Papatoetoe	<ul style="list-style-type: none"> • Chairs briefing on RLTP process • Site visit with AT staff and LB member to review proposal for street furniture upgrades at Hunters Corner
Papakura	<ul style="list-style-type: none"> • Onsite meeting with Chair to address pedestrian safety issues on Clevedon Road • Attended Papakura Commercial Group meeting with Local Board, related to spatial planning for Papakura Town Centre with Safer Communities team on trial project. • Held workshop with Local Board on restrictions of limiting speeds around schools in Papakura • Attended 'Have Your Say' event at Papakura Local Board Office

Local Board	Briefings / Workshops / Major concerns (All Local Boards receive a monthly report from AT and staff attend their monthly business meetings)
Puketapapa	<ul style="list-style-type: none"> • Workshop – Local Board’s Capital Fund • Workshop (New Network Briefing, Cape Horn Road, Regional Signage Update) • Site visit to Griffen Park Road/Hillsborough Road/Commodore Drive • Weekly email updates on consultations, requests for service and general interest items
Rodney	<ul style="list-style-type: none"> • Joint Rodney/Hibiscus and Bays Local Boards’ Workshop: Milldale-Millwater Wastewater Tunnel • Have Your Say events in Helensville and Wellsford • Met with Local Board and One Warkworth; Neville Street Rehabilitation works • Accept Petition from Dairy Flat Highway residents/Member Johnston: Speed on Dairy Flat Highway • Workshop: LBTCF • Workshop: Ferry Futures Strategy • Workshop: Clean and Fill Strategic Project • Workshop: Elizabeth Street Interim Improvements • Workshop: Matakana Link Road • Workshop: Warkworth Bus Service • Meeting with Members Bailey, Brewer and Pirrie (Tapu/Station Road)
Upper Harbour	<ul style="list-style-type: none"> • Site meetings for Oteha Valley School, Dairy Flat Highway Project Update, • Monthly Local Board Services meetings on various projects and issues • Have Your Say Drop in sessions x 2
Waiheke	<ul style="list-style-type: none"> • Waiheke Local Board Pilot workshop • Local Transport Capital Fund workshop • Latest Ferry Passenger numbers to Waiheke, discussion with Local Board • Waiheke board/AT relationship workshop • Waiheke Visitor Levy Proposal workshop • Matiatia Strategic Plan project management meeting and Workshop Matiatia Strategic Case
Waitakere Ranges	<ul style="list-style-type: none"> • Have Your Say Drop in sessions x 2

Local Board	Briefings / Workshops / Major concerns (All Local Boards receive a monthly report from AT and staff attend their monthly business meetings)
Waitemata	<ul style="list-style-type: none"> • Briefing on the results of public consultation for the Grey Lynn and Arch Hill Residential Parking zones • Workshop to ascertain Local Board views on the governance framework review • Workshop to discuss locations for bus driver toilet installations • Workshops on the Parnell Residential Parking Zone, update on the Regional Signage project, Tamaki Drive project and the Victoria Cycleway • Workshops on the Cook Street road safety project, Parnell Busway, Central New Network update, Ponsonby Road Pedestrian Project and the Local Board Transport Capital Fund • Regular updates on other AT projects such as the Seawall repair, parking restriction changes and Newmarket crossing project • Attended three “Have Your Say” events
Whau	<ul style="list-style-type: none"> • Site meeting attended with Local Board, legal advice sought and provided regarding closure of Endeavour Street to stop anti-social behaviour • Meeting at Blockhouse Bay Primary to investigate how AT could assist with parking issues in school vicinity • Regional drive around showing options for spend of the LBTCF with the Chair, advice and with Chair to investigate spending of the LBTCF • Several workshops and meetings regarding bus layover options in Margan Avenue, New Lynn

Business Technology

Digital Concessions

Creating a more streamlined process for both tertiary student customers and AT, to replace the current method of applying for a concession which is laborious for both concession holders and AT staff. The reception of the Digital Concessions application was excellent with the pilot with Auckland University and as of 28 March, 12,000 users have completed the process.

Video Management System (VMS)

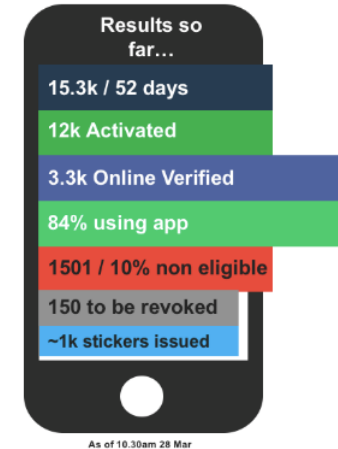
The Civil Defence Proof of Concept (POC) is due for completion in late April. This POC will demonstrate to other Council Controlled and Government Organisations the value in utilising AT's Enterprise VMS. This capability will bring all CCTV streams into one system and allow access to cutting-edge analytics to assist in optimising operations, with one solution used for many organisations.

SCATS API (Sydney Coordinated Adaptive Traffic System)

Issues relating to the ingestion of raw SCATS data into the Vertica database are now resolved, and the solution went live in March. The rich data provided from the SCATS system is vital to a number of initiatives providing insight, predictions and solutions to congestion and will also enable AT to provide customers with accurate journey time information. BT also intend to apply machine learning capability across this complex dataset to better optimise AT's roading and transport network.

GIS

In the Project Linear Asset Management, the team released seven layers of RAMM data on the open data portal for external consumption – Signs, Bridges, Intersections, Speed Limits, Average Daily Traffic (ADT) Counts and Total Traffic Management levels. Total Traffic Management is a code representing the volume of vehicles a road section is designed for (e.g. < 10,000 per day), which is closely linked to ADT. Over the past month the Enterprise Information Management team has been cleaning and standardising this data for preparation to be released on the open data portal. Organisations such as HERE-Technologies are interested in consuming this data whilst the ANZ bank has been requesting ADT counts.



Data Governance

Information Management team continues to work on improving the data governance which includes documenting the data release and API release process within AT. It is essential to mitigate any risks of information mishaps (data breaches and leaks). The work consists of classifying data in accordance with the Privacy Act, inventory information assets (datasets) in the Azure data catalogue and setting up a workflow process in AT Assist to administer and manage an auditable release of data.

Application Support Team

The Pathway application upgrade has been completed, opening the way for future enhancements. After some delay finalising business requirements for the SaFE project, configuration has started, and this is now the priority. Other activities for the month have been reducing incident call queues and working on the Synergy Life mobile application.

Hybrid Cloud

The development of AT's Cloud capability has moved forward significantly with the implementation of cost management tools, core services monitoring, CRM integration, application monitoring, enhanced security access control (following a trial the previous month), along with a Microsoft engagement that has begun on integrating AT's cloud into a continuous integration / deployment process (which was trialled with the Command Centre project).

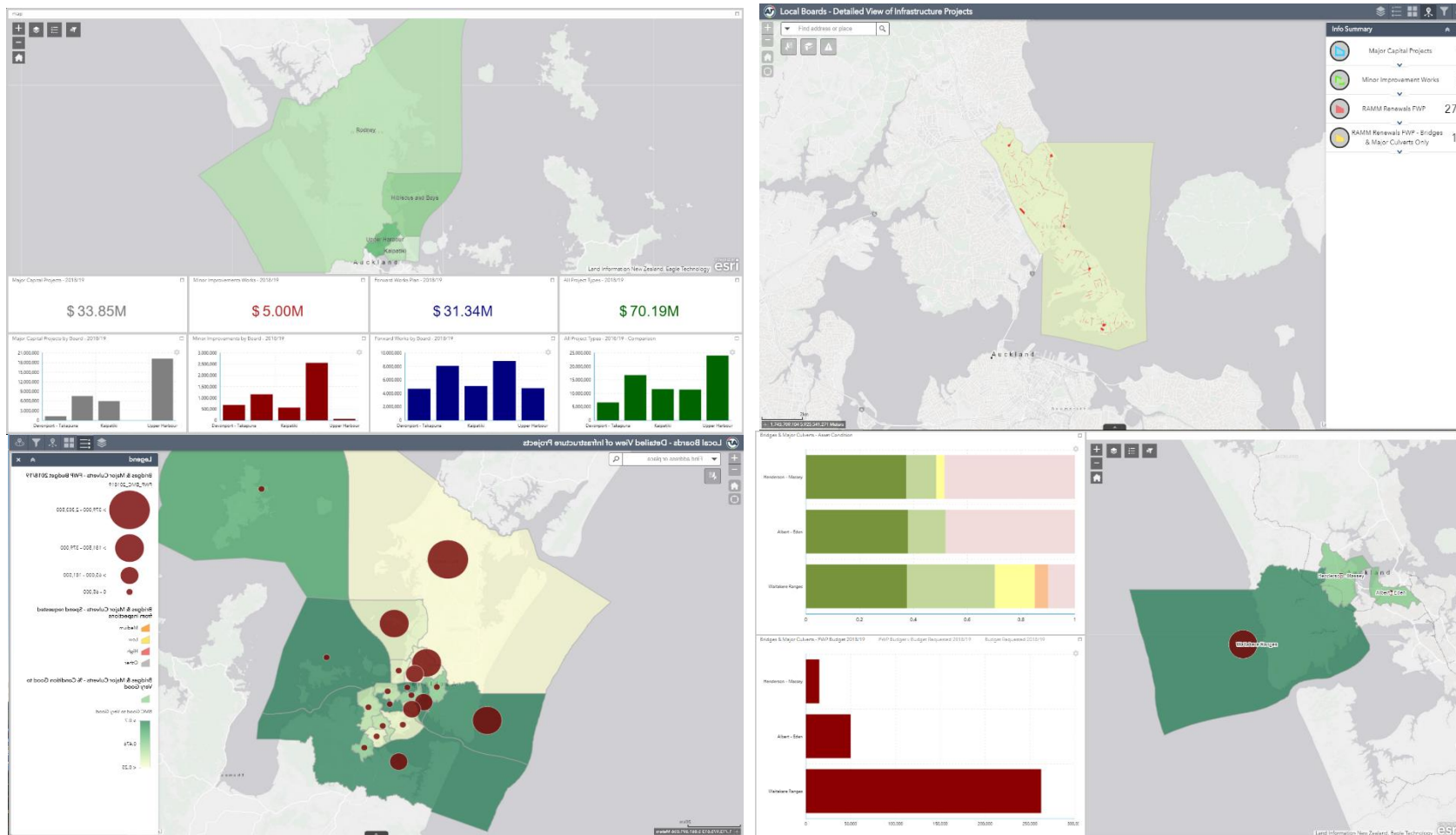
The Hybrid Cloud project has kicked off with the focus on establishing appropriate candidates for cloud migration based on two benefits: cost and / or agility (customer taxisity). Three test candidates have been identified and will prove the model for moving workloads to the cloud going forward.

Security, Risk and Compliance

AT is currently working together with Council in developing security awareness training for all employees and third-party vendors. The first prototype of a Computer Based Training (CBT) on security awareness will be available in mid-April, with a target of finalising the CBT by mid-May. This will then be followed by regular security awareness campaigns to gauge the effectiveness of the CBTs. The possibility of an instructor-led training for employees or teams that repeatedly fall victim, within the context of the security awareness campaigns, is also being considered.

Renewal Optimisation Model

A solution to support the Regional Long Term Plan was delivered quickly in March. It demonstrates how AT might use GIS as a tool to visualise and share AT's plans for projects and renewals when consulting with Local Boards. It also gives visibility of the renewals / maintenance budget trends and forward planning.



Project Updates

Draft Regional Land Transport Plan

Public consultation on the draft Regional Land Transport Plan was originally scheduled to be undertaken together with Council's consultation on the draft Long-term Plan. Consultation was deferred to ensure that the draft Regional Land Transport Plan could be informed by and aligned with the revised draft Government Policy Statement on Land Transport and the refreshed Auckland Transport Alignment Project. The draft Regional Land Transport Plan is currently being revised and is scheduled to be released for public consultation and submissions during the period 23 April to 6 May.

Regional Public Transport Plan review

The RPTP is being updated to reflect the significant progress since the current plan was adopted in 2015 (including Simpler Fares implementation, and the roll-out of the New Network) and to signal "what's next?" in terms of the ongoing transformation of the public transport system to 2018.

The review timelines have been extended to take into account the results of the Auckland Transport Alignment Project Refresh, and the Government Policy Statement and Regional Land Transport Plan processes. The goal is to have a draft for key stakeholder consultation completed by July, with the consultation taking place over August/September. Hearings, deliberations and review will follow. Since the Board was last advised, the Project Control Group has signalled that full-public consultation will now take place; this is likely to be in August-September. Formal adoption is still targeted for December.

Work to date has established the current context, framework and future service upgrades, and is now progressing on the suite of supporting policies and other interventions. Next stages will define specific new service patterns, although these depend in part on the results of other processes, such as the Regional Land Transport Plan and on available funding levels.

Rail Development

Progress on network infrastructure capacity upgrades remains tied to Government funding confirmation through the Budget process. Bids under consideration are: Electrification Papakura to Pukekohe; 3rd Main (Wiri to Westfield, Westfield Junction and Quay Park); Network Renewals; Additional Power Feed; and the Northern Train Control Centre. We continue to work with KiwiRail on progressing project delivery options for Papakura to Pukekohe electrification. Funding, governance and delivery arrangements for the remainder of the Auckland Rail Development Programme remain unresolved. These issues have been highlighted via the Auckland Transport Alignment Project process.

Staff continue to provide support to the Auckland-Hamilton Connections Working Group which is developing a Strategic Business Case for improving connections between Auckland and the Waikato. Staff are also in communication with KiwiRail regarding the proposed interim rail service between Hamilton and Auckland and expect formal engagement in the near future.

Work to determine a preferred option for new rail stations to serve the Southern Growth Area is ongoing via the Council-led Structure Plan process.

Web Refresh

Early in March the Web Refresh team completed the investigative phase of the project using a combination of stakeholder engagement, in-depth at-home interviews with 12 customers and further transport hub customer intercepts to develop a better understanding of how Aucklanders navigate AT's website.

This aligned with research on best practice and has identified 11 key areas to address within the website experience. The first three areas of focus are:

- To enhance the Bus / Train / Ferry landing page to ensure that customers maximise the benefits of access to public transport data, and to ensure consistency through improved alignment with AT Mobile.
- To integrate the core way-finding tools (Journey Planner, Real Time Board, and timetables) to reduce confusion between the tools and to ensure that customers seamlessly transition between them.
- To personalise the wayfinding experience through the greater use of geo-awareness and historical usage data, so that predictive models can be established and fewer manual steps will be needed to realise the benefits of wayfinding.

In the last week of March, the team commenced an iterative design approach ensuring that customers are put at the centre of the design process while working within current content management platform constraints.



Albany, Gills Road Link

Resource consent will be lodged by the end of April. It is also now proposed to signalise the Gills Road Link intersection with Oteha Valley Road and Appian Avenue. The intersection signalisation will improve pedestrian and intersection safety.

Glen Innes/Tamaki Shared Path

Section 2 (St Johns Road/Kohimarama Road) design has been delayed due to revisions including the investigation of alternative bridge designs to decrease costs, introduction of a boardwalk due to constructability issues and alternative design around Meadowbank station to avoid KiwiRail conflicts. Section 3 (Orakei Basin boardwalk) construction is tracking to the current programme with completion expected in July. Section 4 (Orakei Basin to Tamaki Drive) design along Ngapipi Road has progressed and a draft design is with internal stakeholders for review. This small section will be included as a variation to the Tamaki Dr/Ngapipi intersection Physical Works contract. The rest of section 4 design will be delivered through a 'Design and Construct' contract.

Cycleways

Northcote

Construction is currently underway on the Lake Road, Northcote Road and Ocean View Road intersection that involves raised speed tables and relocation of the roundabout at this intersection.

With the exception of final long-life road marking, Heb Construction Ltd has completed their construction works on Queen Street (from Clarence Road to Onewa Road).

Quay Street Cycleway (Plumer Street to The Strand)

Construction is progressing according to plan with the new median island built in time for the Round the Bays event. Work is now taking place along the northern side of Quay Street for the new bi-directional cycleway.

Tamaki Drive

Construction on the Quay Street section (Plumer Street to The Strand) is covered above. The scheme design for the other sections is continuing after receiving feedback from the Waitemata Local Board, Ports of Auckland and Bike Auckland on the section between The Strand and Solent Street. Further options continue to be assessed.

Parnell to Tamaki

Option development (based on the concepts discussed and agreed with the Community Reference Group) is continuing. These will be shared with the Local Board and Community Reference Group in April and then evaluated through a multi criteria assessment to identify the preferred option by April-May. The Auckland Design Office will also be included as part of the design team. The design of The Strand and Gladstone intersection is continuing. The Transport Agency is contributing budget for this work.

New Lynn / Avondale

The physical works tender has been closed without award, due to all tender submissions being greater than the approved budget. A Detailed Design and Constructability Review is underway and is due for completion by the end of April. The Procurement Plan will require AT Board approval.

Pt Chevalier to Herne Bay

There has been a significant level of public opposition to this project. Urban design advice is being sought in response to the feedback. The project team will present options to the PCG in late April to confirm the form of the cycleway that should be taken forward for discussion with the Community Liaison Group and developed into the detailed design.

Federal Street

The Walking and Cycling team have implemented low-cost walking and cycling improvements on Federal Street, between Victoria Street West and Fanshawe Street. These improvements provide an alternative quiet route through central Auckland and include; a protected south-bound (up Federal Street) 'contra-flow' cycle lane, painted kerb build-outs and spots at intersections to further slow-down traffic, a new pedestrian crossing at Wyndham Street and place-kits provided by Council's Design Office.

These improvements will offer people walking and cycling an easy north/south route through central Auckland, providing an alternative to Hobson Street or Albert Street as well as providing a link in the City Centre Cycle Network to the Nelson Street Cycleway, via the future Victoria Street Cycleway and Linear Park.

Dominion Road Bus Priority Upgrade

Delivery of the Double Decker routes and bus lane time extension will continue as planned. Delivery of the wider streetscape and town centre upgrades will be addressed with the implementation of Light Rail on Dominion Road. The project team are continuing to work closely with the Business Association.

Waitemata Safe Routes

The Project Team is working methodically through issues around stormwater and safety, while undertaking surveys from the community around their views. Data gathering of parking, turning movements and pedestrian crossing has also been undertaken. Community Liaison Group meetings have been held regularly for the Richmond and Surrey-Garnet-Old Mill areas. Safety audits have been released to the Community Liaison Group members. Redesign will be completed by 30 June.

Parnell Station

The Carlaw Park path construction works continue on site with earthworks completed and piling for the raised boardwalk being carried out, with path construction planned for completion in June. Following completion of this, HOP ticket gates will be installed. Designs for the ticket gate layouts are currently being finalised.

Construction of the remaining platform work has started and is due for completion in June.

Pukekohe Bus-Rail Station upgrade

The Bus Station area is nearing completion with a planned opening on 6 May. The remaining cabling and commissioning of services are now being undertaken, along with landscaping for the area.

The pedestrian bridge deck has been poured and roofing completed. Both lifts have been commissioned and 50% of the stairs are completed towards the final fit out. The remaining stairs leading to the platform are being replaced by the contractor due to a quality non-conformance resulting in an unacceptable gap between stair flights. Remedial options will shorten the asset life of the stair, and have been deemed unacceptable. This will delay the opening of the bridge until June while a new set of precast stairs is fabricated and replaces the current, non-conforming ones, although this will not delay the May opening of the bus area.

Manukau Bus Station

The Manukau Bus Station was opened by Minister Twyford and Mayor Phil Goff on 7 April, with operations beginning the following day.

Works continues on the upgrade of Putney Way. There is one lane open for bus services and public access to the station. This upgrade is scheduled to be complete in June.

Rail Pedestrian Crossing Separation

This programme of works involves installation of barrier gates at rail pedestrian level crossings which is an important safety programme for where pedestrians cross the rail network. The programme of works is split into three phases:

- Phase 1a, high-risk Western line pedestrian crossings;
- Phase 1b, Western line pedestrian crossings adjacent to the planned New Lynn to Avondale cycleway, expected to increase in risk profile once this opens; and
- Phase 2, high-risk Southern line pedestrian crossings.

Phase 1a will be completed this financial year, along with design and procurement of long-lead materials for Phases 1b and 2. The remaining construction works for Phases 1b and 2 will fall into next financial year, for which local funding is not yet approved.

Progress on Phase 1a has been positive, with upgrades of the Glenview Road and Metcalfe Road pedestrian crossings were completed in early January. Physical works to improve the Fruitvale Road, Asquith Avenue and Rossgrove Terrace pedestrian crossings began in late March and made use of the rail block of line over Easter. These will be followed by Lloyd Avenue and Woodward Road pedestrian crossings in May/June, utilising the Queen's Birthday weekend block of line in early June, completing Phase 1a.

Takanini and Te Mahia Station Upgrades

Tenders for Stage 1 (civil works) have been awarded for both stations, with site mobilisation underway and construction due for completion by the end of June. Stage 1 scope consists of the renewal of the platform asphalt surface, installation of improved drainage and foundations for a future shelter.

Tenders for the Stage 2 (structural works) have been evaluated and are awaiting approval for award due to the requirement for some spend to cross into next financial year, and there is currently no clear commitment of funds into the 2018/2019 FY for these upgrades. Stage 2 scope consists of new Common Element-style shelters.

Grafton Residential Parking Zone (RPZ)

AT proposes introducing Paid Parking in Grafton that will operate between 8am and 6pm, Monday to Friday. Some of the streets in the zone would form a RPZ. Eligible residents can apply for permits or coupons, so they can park without having to pay parking charges. Proposed charges are \$2 per hour for the first 2 hours, rising to \$4 for each hour thereafter.

- All streets (green and yellow) would be paid parking with no time limits
- Streets in the residential parking zone (green) where motorists with a permit or visitors' coupon can park for free
- Streets not in the residential parking zone (yellow) where paid parking applies
- 'Car share' at all times park on Carlton Gore Road (red). This space will be reserved for car share (hourly hire) vehicles, such as Cityhop vehicles

Consultation feedback from the public and key stakeholders was generally supportive of the changes, the majority of the respondents who did not support the proposal do not live in or own property in the affected area. The RPZ is scheduled to go live in May.



AMETI

Eastern Busway 1 (Panmure to Pakuranga)

The Notice of Requirement has been approved by Council. The appeal period closes on 18 April. The physical works Registration of Interest has closed, evaluation is in progress for shortlisting. The Panmure Busway Bridge design is ongoing. Final property acquisitions are progressing with two under the Public Works Act (one subject to an appeal) that may affect the construction sequencing. Demolition works and the archaeological dig are continuing at Mokoia Pa. EB1 construction is due to commence in late 2018 and be completed by late 2020.

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

The professional services design and consenting contract is underway and value add workshops and design refinements are progressing. High-level consultation with key affected property owners on Ti Rakau Drive and around Pakuranga Town Centre is ongoing. Community engagement activity has commenced with public information days and presentations to stakeholder groups.

Eastern Busway 4 (Botany Interchange)

The professional services contract to deliver a combined Indicative and Detailed Business Case has commenced. The target date for lodging the Notice of Requirement is mid-2019.

Sylvia Park

Traffic models are to be extended to provide a more detailed assessment of the impact of revised development within Sylvia Park on the bus link and surrounding road network; design refinement and operational planning will follow. Heads of agreement and commercial terms are to be agreed with Kiwi Property regarding operation of the bus link and cost share.

Whangaparaoa Road

This project forms part of the Network Improvement programme of Network Optimisation, which supports AT's Statement of Intent (SOI) objective of increased network productivity.

The Whangaparaoa Road Dynamic Lane, which makes use of the central median as an extra lane during peaks to create capacity, continues to attract positive feedback from customers from the Whangaparaoa Peninsula. Following public requests, the PM peak dynamic lane operation was extended by one hour on Monday 26 February, now operating from 4pm to 7pm.

The AM peak dynamic lane operation is planned for Wednesday 18 April prior to the onset of the second school term. Benefits related to the AM peak are not expected to be as pronounced as the PM peak due to network constraints towards and on Hibiscus Coast Highway.



Freyberg Square

Working in partnership with Council, AT is proposing to alter Freyberg Place to a Pedestrian Mall. Last year Freyberg Square was upgraded providing a community space in the heart of the central city. At this time, Freyberg Place was maintained as an access road linking High Street to Courthouse Lane in front of Ellen Mellville Hall. We are proposing to change the designation of Freyberg Place to a pedestrian mall, with access for emergency service and authorised vehicles only. This will reflect the nature of the square as a pedestrian space and improve safety. To enable the pedestrian mall a Special Consultative Procedure is to be undertaken. Consultation will be undertaken through April to early May.



Special Events

Below are the event transport statistics for events with integrated travel held in March.

Date	Event	% of crowd on PT	PT Mode(s)
Friday 2	Blues v Chiefs	37%	Rail/Bus
Saturday 3	Auckland City Limits	10%	Rail/Bus
Monday 5	Breakers v Melbourne United	8%	Rail/Bus
Saturday 17	Warriors v Titans	5%	Rail
Thursday 22 - Monday 26	Blackcaps v England 5 day/night Test	22 nd 31% 23 rd 50% 24 th 44% 25 th 22% 26 th 23%	Rail
Saturday 24 - Monday 26	Ed Sheeran	24 th 39% 25 th 40% 26 th 40%	Rail/Bus

Two hundred and six events were held in March, ranging from filming and large concerts, to small community events.

Eden Park held their first ever day/night cricket test between New Zealand and England and took place over five days. This event had integrated ticketing on rail services, and a small traffic/parking plan. Due to three of the matches, clashing with the Ed Sheeran concerts there was limited rail services available.

Ed Sheeran returned to Mt Smart Stadium for the first time since 2015. He played three concerts between 24 and 26 March, with 45,000 fans each night. This event posed operational challenges as there were three concerts back-to-back and the final concert took place on a Monday. Integrated ticketing applied and there were large traffic management and parking plans in place. ATOC was operational for this event.

The Warriors season started in March and will continue through to the end of August. This is the first year the Warriors have signed on for integrated ticketing for all home games at Mt Smart Stadium. The transport agreement includes travel on rail services only.

Planning and Consenting Update

Notices of Requirement, Consents and Archaeological Authorities

1. Lodged Applications in February 2018

Resource Consents:

- Pakuranga Road bus lane extension - discharge consents required
- Links to Glen Innes W&C

2. Targeted to be lodged within the next three months

NoR

- Civic Carpark – Alteration to Designation

Resource Consents:

- CBD Mid Town Cycleway (College Hill to Grafton Road)
- Double Decker Clearance : Dominion Road
- Double Decker Bus Mitigation Manukau Road Route
- Double Decker Bus Mitigation Remuera Road
- Double Decker Bus : Northern Express Route
- Federal Streetscape upgrade
- Gills Road footpath and footbridge
- Gills Road to Oteha Valley
- Highbrook Drive Unit Title Subdivision
- Huapai SHA
- Hurstmere Road Streetscape Upgrade
- Karangahape Road Public realm Improvements
- Medallion Drive Upgrade

Archaeological Authorities with Heritage New Zealand Pouhere Taonga:

- CBD Mid Town Cycleway (College Hill to Grafton Road)
- New Lynn to Avondale Shared Path

NoR and Regional Consents:

- Matakana Link Road
- New Lynn to Avondale Shared Path
- Otahuhu Street Upgrade
- Point Chevalier to Herne Bay Cycleway
- Quay Street seawall - emergency works
- Quay Street seawall - upgrade
- Rawene Road Carpark Emergency Stabilisation
- Shoal Bay Dingy Ramp and Rack
- Swanson Station Upgrade
- Takanini Park & Ride Stage 2
- Tamaki Drive Cycle Route
- Waiuku-Patamahoe-Attewell Intersection Upgrade
- Westhaven to City Cycleway
- WIRI EMU extension (early works)

- Quay Street seawall - upgrade

3. Public Notifications and Hearings

NoR and Resource Consents:

- Silverdale Park and Ride (new resource consent for additional 127 car parks)

4. Decisions/Approvals

AT decisions issued confirming:

- AMETI Eastern Busway EB1

AC decisions:

- Back-up generators at Ranui and Mt Albert Railway Station Outline Plans of Work
- Westlake Girls High School Noise Wall Alterations - Alteration to Designation

Resource consents granted:

- Flat Bush Main Collector Link (Stancombe Road to Ormiston Town Centre)
- Pakuranga Road bus lane extension - discharge consents required

NoR Recommendations:

- Lincoln Road Corridor Improvements

HNZ decisions:

- None

Land Acquisitions

12 unconditional agreements signed in March: AMETI (9), Lincoln Road (1), Mill Road (2). Total costs incurred for March were \$2.96m. YTD 65 property agreements have been signed and settled at a cost of \$48.76m.

Assets and Maintenance

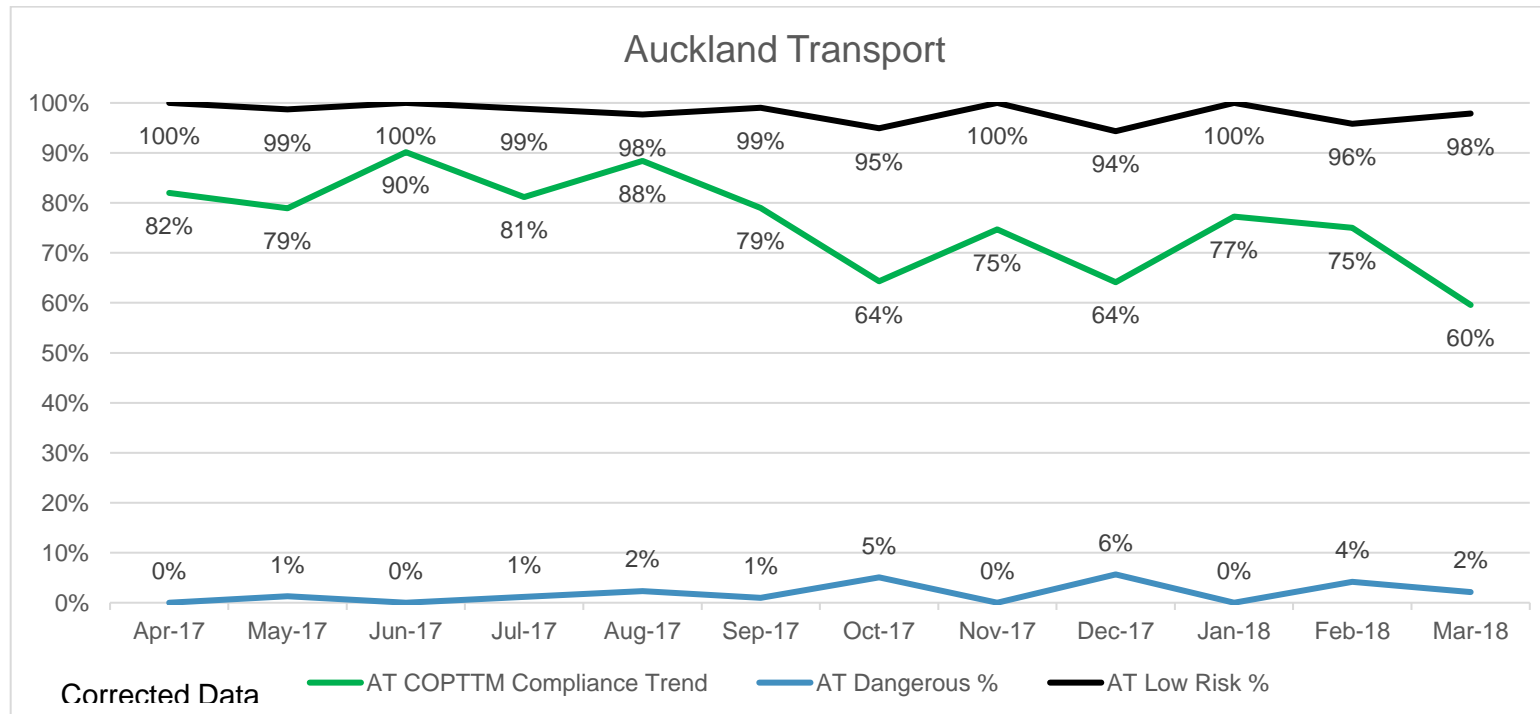
Road Corridor Access

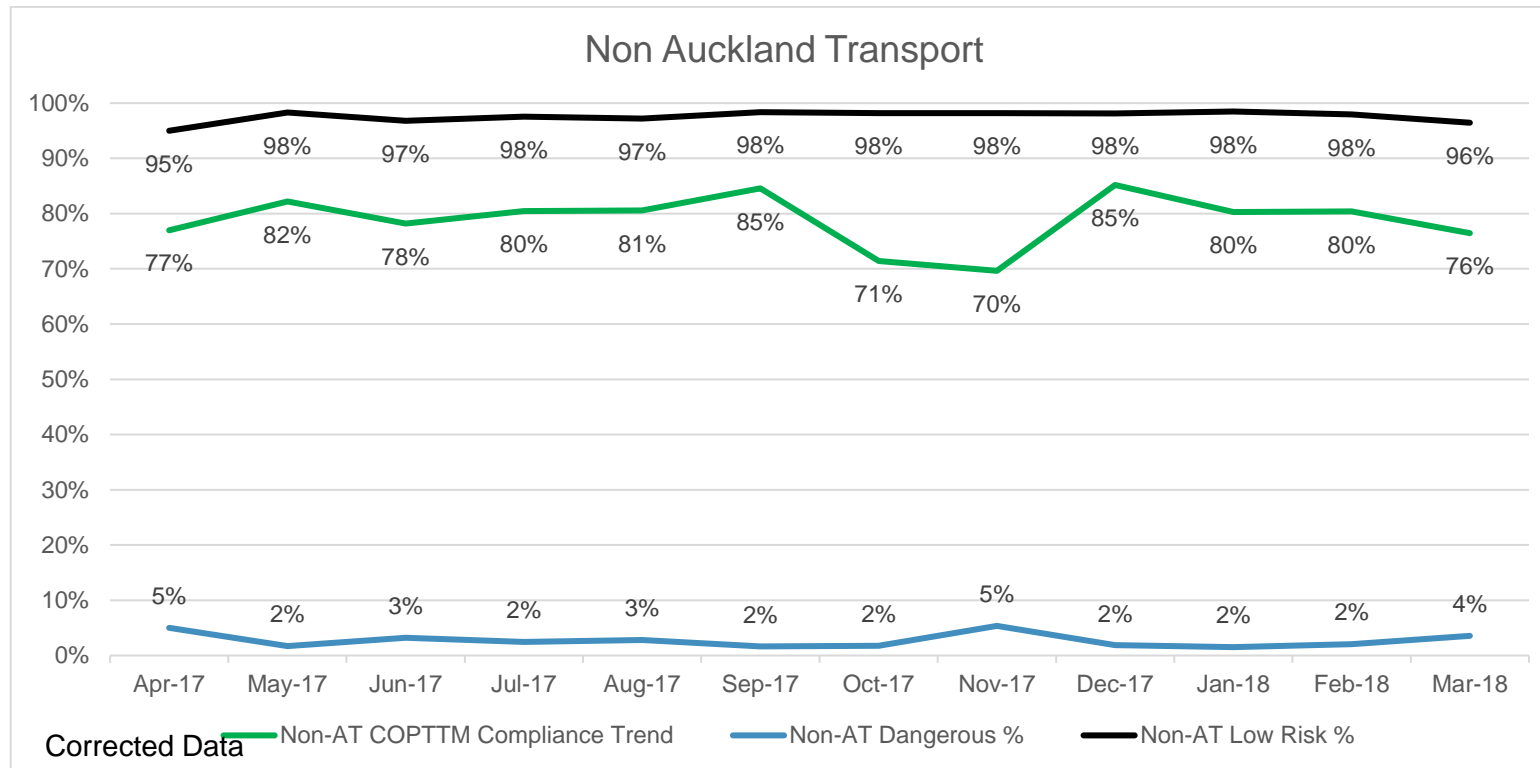
Major Project Temporary Traffic Updates

Lincoln to Westgate - The motorway was closed overnight on 8 and 9 April for the placement of beams for the new Royal Road Bridge. There is an additional planned closure for the Huruheru Road Bridge in early May.

Temporary Traffic Management (TTM)

For the month to 21 March, 147 Site Condition Ratings (SCRs) were completed across the network.





Some of the common trends for the drop in COPTTM compliance are listed below:

- Ineffective or poor on site monitoring. The availability of competent Site Traffic Management Supervisor (STMS) was a contributory factor.
- A trend in inappropriate implementation and monitoring of Temporary Speed Limits at various sites.

Actions to drive improvement include

1. Contractor workshops in the area of Traffic Management Plan (TMP) design, planning and effective implementation.
2. Joint reviews with TTM advisors and Project Managers and Senior Management Team.
3. Engagement with AT Project Managers to improve our level of performance when monitoring our own providers.
4. Working on the abandoned / redundant TTM equipment programme to limit confusion and TTM auditor time in closing these issues out.
5. Promotion of good practise in AT's TTM Newsletter
6. Our team continues to conduct various joint TTM SCR's with AT staff and various industry parties.

Road Corridor Delivery

Physical Achievement

MARCH 2018					
Asset Renewal Activities	March YTD Actual (km)	March YTD Forecast (km)	Full Year Target (km)	Completion v. YTD Target (%)	Completion v. Full Year Target (%)
Pavement Rehabilitation	12.9	19.3	26.3	67%	49%
Resurfacing	291.0	400.4	419.8	73%	69%
Footpath Renewals	62.2	61.9	74.0	101%	84%
Kerb and Channel replacement	50.8	41.2	49.8	123%	102%
TOTAL	416.9	522.8	569.9	80%	73%

Achievement against forecast is 80% of the YTD target with 73% completion to date against the full year target. The wet weather has impacted on delivery of the chip sealing programme which is about a month behind forecast. We expect to make up this unfavourable variance over the next few months and to deliver the full year result.

Tripoli Road, Carlisle Road, Foster Road and Moore Street pavement rehabilitation works have been completed.

Pavement rehabilitation projects are currently underway on Erima Avenue, Scenic Drive, Bethells Road, Jutland Road, Beach Haven Road, Manuka Road, Brookdale Road, Alexander Street, Arthur Street, George Street, Hudson Road, Sussex Terrace, Twilight Road, Waiuku Road and Carsons Road.

There has been 12.9 km of pavement rehabilitation completed to date with a further 8.9 km currently under construction.

Facilities Management

A new lighting control system has been installed at the Civic Car Park, resolving the issue of lights remaining on even after the car park has closed. The new system has remote access, which allows the lighting to be controlled externally.

Security fencing has been installed at the Waller Street Car Park to fence off the 15 car parking spaces along the boundary above the retaining wall. The wall is showing signs of bulging and is being assessed by a structural engineer.

New cabling and metal ducting is being installed at Britomart Station as a solution to fix the tunnel cameras that are currently out of action. A significant amount of maintenance work continues at a number of stations arising from ongoing condition inspections of all AT stations.

Road Safety

Planning and engagement in March continued to focus on the road safety challenge, progress on proposed solutions included:

- A Safety Update and Speed Management Plan was presented to the Customer Focus Committee (CFC) on 27 March
- Road Safety Programme Business Case RFP has been issued for tender
- Road Safety Action Planning (RSAP) meeting with Police and NZ Transport Agency was held
- The Speed Limit Review Group supported 80 speed limit change proposals
- Local Government Road Safety Summit.

Education Activities

Mangere Refugee Centre

Every eight weeks, a new intake of refugees arrive at the Mangere Refugee Relocation Centre for their induction to the New Zealand Programme. As part of their transition into New Zealand life, the Community Transport and Walking and Cycling teams have joined together to present and deliver a fun, interactive programme focused on pedestrian and cycle road safety skills.

Sessions begin with a presentation, teaching the participants about riding bikes safely in New Zealand, and how to be safe when walking or scooting in and around footpaths and roads. Using videos and slideshows, along with the support of multiple translators, the team deliver the message that New Zealand roads may be very different to what refugees are familiar with and that walking and cycling are excellent ways to get around Auckland.

Walking School Bus Week



Pedestrian safety is an area of extra focus for Auckland. Children aged 5-18 years made up 24% of pedestrian DSI in Auckland between 2013 and 2017. Children younger than 10 are at increased risk of being injured whilst walking as they lack the cognitive abilities to accurately judge vehicle speeds and distance to cross the road safely. The opportunity to advance children's road safety skills is present when children are supervised by an adult. Walking School Buses (WSBs) provide safe travel to school for 5-9 year old children whose parents may be unable to walk with them every day and are an opportunity to instil lifelong pedestrian safety skills.

WSB week is an annual event celebrating Auckland's extensive walking school bus programme - 351 WSB's, 1,600 walking volunteers, 4,300 school children aged 5-9 years and 163 schools. The goal is to create 20 new WSBs as a spin off from the weeklong event. It featured themed days, Safety Audits and special guest walkers, including Prime Minister Jacinda Ardern, who joined the WSB at Gladstone School, Parnell on 16 March.



Drive Drink Free at Round the Bays

Alcohol related road deaths and serious injuries (DSI) reduced 23% from December 2014 to December 2016, however this trend has unfortunately reversed significantly with alcohol related DSIs increasing 66% from December 2016 to December 2017. AT promotes a zero-alcohol policy towards drinking and driving. The 'Drive Drink Free' message is built on the basis that only one drink before driving is one too many and the only safe choice is to not drink anything before getting behind the wheel.

The annual Round the Bays event was a great opportunity to engage with our customers and promote the 'Drive Drink Free' message. The team engaged with 1500 people at this event. Of those surveyed, 41.5% indicated that their interaction with AT at this event would reduce the likelihood of them driving after have an alcoholic beverage.

ASB Polyfest

Māori are over-represented in road deaths and serious injuries. Māori made up 11% of the Auckland population in 2017, but were involved in 14% of DSI in the region. ASB Polyfest, the largest Polynesian (Māori and Pasifika) festival in the world, ran from 14 to 17 March. AT promoted pedestrian and cycle safety at the event, were the official sponsor for the Pasifika Road Safety Speech competition, and had a major activation in the Māori stage area. The main message this year was to encourage Rangatahi (young people) aged 16-24 and their Whanau Whānui (extended family) to 'Taraiwa inu waipiro kore' (Drive Drink Free). Alongside this message, the audience was encouraged to take responsibility for their own safety and that of the wider community by being licensed, driving legitimately on the road, being fully aware of the road rules, and making informed choices. The team engaged with over 10,000 Rangatahi and their whanau over the 4-day event. Engagements were successful with many attendees signing up for driver licensing workshops, school road safety expos, ball talks, and child restraint training.

ActivATe - Getting kids out of cars and active

The Travelwise programme involves teachers and students running active travel and safety events in their school community. To equip them to do this, Community Transport delivered a conference to 150 Travelwise lead teachers on the 8 and 9 of March. There were a number of different stations for teachers to visit, each offering information, tools and resources on different topics, including how to increase the number of students using safe active modes to travel to and from school.

A particular focus was on delivering programmes that will allow the schools to make lasting behaviour change in terms of modal shift, in essence "getting kids out of cars and active". The conference will be followed up with school visits, allowing Community Transport Coordinators to work with the teachers and student groups to develop and deliver a yearlong programme that will focus on at least one strand of walking, cycling, scooting and/or park and walk promotion. Feedback from those who attended the conference was extremely positive, with many saying they felt motivated and that the event gave the right tools to implement the programme well at their school.

Easter Social Media Campaign

AT delivered a social media campaign (via Facebook and Twitter) between 22 March and 31 March to remind people to drive safely, within the speed limits and to drive to the conditions over the Easter holidays. The call to action was to Slow Down and directed people to the AT 'Travelling out of Auckland' webpage. Link [here](#)

'Love your Local' Campaign

AT have commenced a community speed education and engagement campaign in the Manukau area (in market from March to June). This area is targeted due to the high number of speed related death and serious injury crashes and the willingness of the community to participate. Everglade School, Papatoetoe Fire Station and local heroes have come together to help change the culture of speeding in the Manukau area. The key message is 'Slow Down. Take it easy'.

Media channels include outdoor billboards, adshels and social media, as well as printed resources and banners distributed and visible around the community. Staff will attend local community events and engage with members of the community regarding the risks of driving too fast for the conditions and road environment.



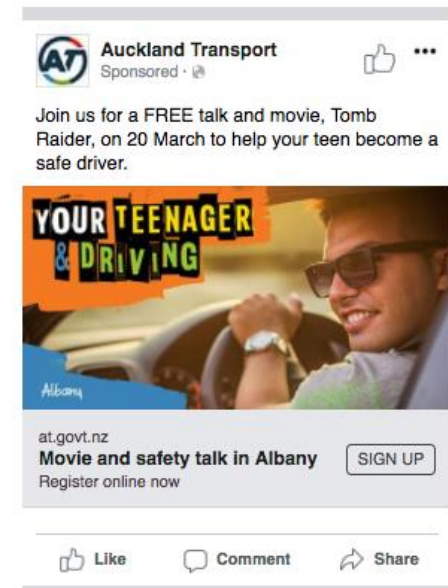
Your Teenager and Driving

AT will host a series of teenager and driving movie events this March throughout the Auckland region. These will include a free 30-minute safety talk followed by a new release movie. AT are targeting parents of teenagers, so they can help their teen become a safe and legal driver. The media channels are Facebook, the AT website and internal communication channels. More information can be found at www.AT.govt.nz/youngdrivers

Rural Roads

The number of Death and Serious Injuries (DSI) on rural roads is high relative to the population numbers (101 and 116 in 2015 and 2016 respectively). Further, the severity of rural crashes when they do happen is higher. This is due to the higher speeds on the network along with unforgiving roadsides (deep ditches, power poles and other roadside hazards).

The Rural Road Signage and Delineation Plan (RRSDP) has been prepared by AT with the aim of highlighting bends in a consistent manner to approaching drivers. The purpose is to highlight to road users the inherent risk of approaching bends on rural roads and other hazards to allow them to negotiate them in a safer manner, thereby reducing casualties on the rural road network. The plan is one of a number of initiatives to reduce road trauma on AT's rural road network.



Two routes were completed in February: Peak Road and Wishart Road. Other routes that will be delivered this financial year include:

- Old North Road, Kumeu
- Pukekohe East Road, Pukekohe
- Runciman Road, Pukekohe
- Tuhimata Road, Pukekohe
- McNicol Road, Clevedon
- Creightons Road, Clevedon
- John Hill Road, Hunua
- Monument Road, Clevedon
- Tourist Road, Clevedon
- Sky High Road, Hunua
- White Road, Hunua

This equates to a total of 85kms of rural road treatments this financial year. The predicted accident savings from these measures is three DSI and 12 other injury crashes. This is estimated to deliver an annual saving of over \$7 million in social costs that are usually associated with these types of crashes, effectively paying for itself in less than a year. This method of mass action measures is more effective in reducing DSI on our network compared to mass investment in one specific area. Under the proposed Accelerated Road Safety Infrastructure Programme, we plan to deliver 400 km more in 2018/2019, and along with other measures we predict this will ramp the DSI reduction to seven on rural roads per year along with 20 other injury crashes.

Enforcement

Red light running is an area of concern under the Ministry of Transport 'Safer Journeys' strategy 2010-2020. In Auckland between 2012 and 2016, there were 69 fatal and serious injury crashes at signalised intersections due to red light running. As a result a further six cameras are to be installed on the network. Recent analysis highlighted 12 intersections of highest risk for red light running within Auckland. The final locations were decided upon in collaboration with the NZ Police, the NZ Transport Agency and the Automobile Association. The cameras will supplement the 13 existing red light cameras on the network and are expected to be in place by end of June.

The proposed locations for the new cameras for 2017/2018 are:

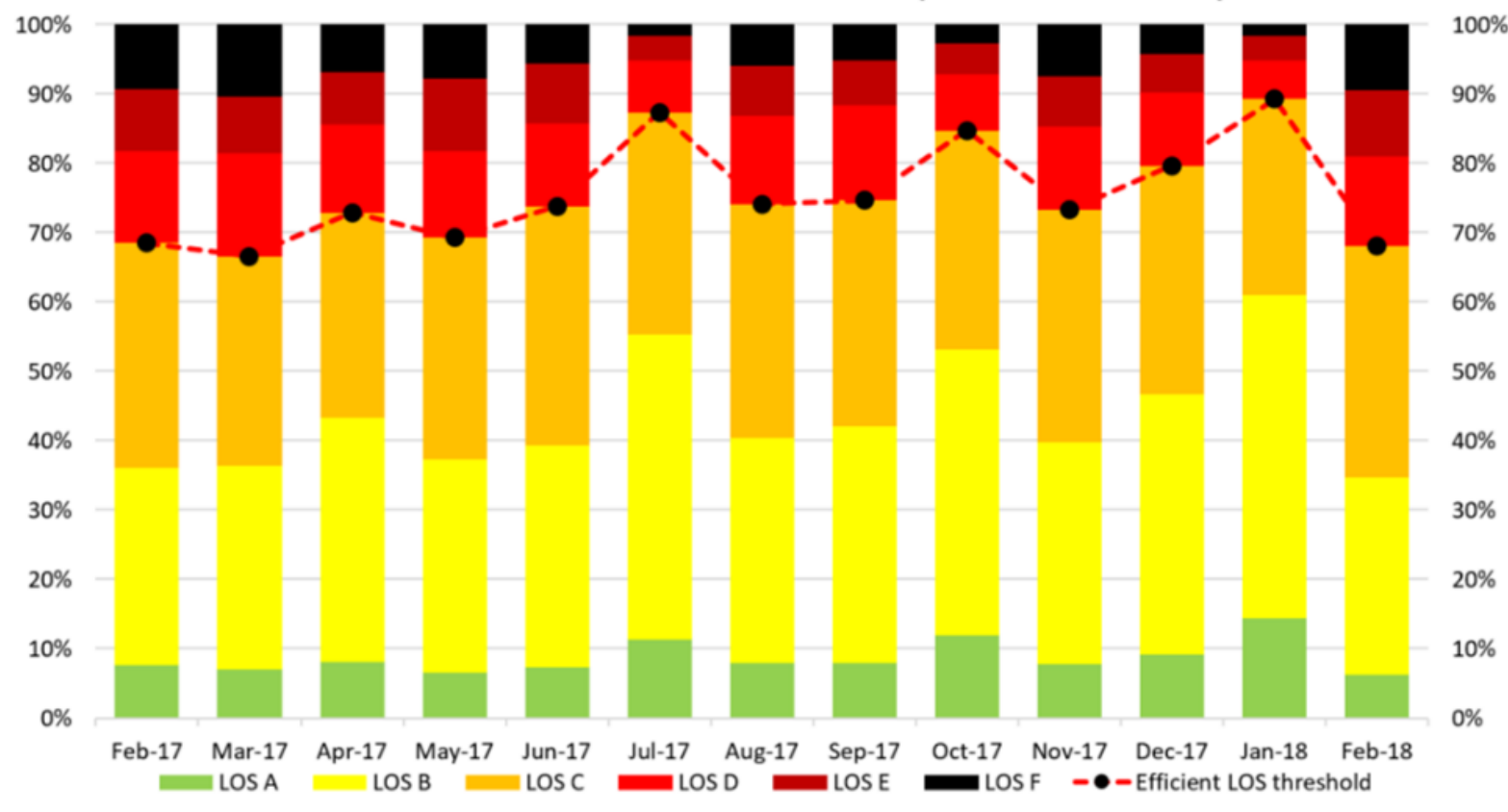
- Great North Road / Titirangi Road / Rata Street
- Te Irirangi Drive / Accent Drive (two cameras)
- Great South Road / Reagan Road
- Great South Road / Cavendish Drive (two cameras)

During the first month of operation for the new cameras, warning notices will be issued for any infringements, followed by full enforcement after this introduction period. A press release will be distributed in May. To further support NZ Police with the infringement process, a red light camera rotation programme (so only six of the 12 cameras are operational at any one time) is being jointly developed and it is expected to be completed by the end of March.

Network Performance

As expected the road network experienced an increase in travel demand during March, resulting in congestion levels of over three times relative to that in January. Of the arterial network, 32% experienced congestion with journey speeds of less than half the posted speed limit. This was similar to the same month last year. With the last of the commuters joining the network with tertiary education institutes in full swing, this congestion surge marginally increases to a peak in March.

Auckland arterial network LOS - February 2017 to February 2018



Network Optimisation enables AT to optimise customer experience. In broad principles, this incorporates Network Management, Capacity Creation and Behaviour Change initiatives respectively. These principles are represented in the Auckland Transport Statement of Intent (SOI) measures reported to Council in the form of increased people movement productivity, freight movement experience and mode/share target.

Work is underway between AT, the NZ Transport Agency and ATOC to develop a One Network report that provides an overview of network performance for the Auckland road network, incorporating the motorway and arterial network. A key outcome of this will be the use of measures that are aligned between AT and the Transport Agency, and thus useful to inform One Network Optimisation (similar to the CBD). A first draft report is planned for April, reporting on March conditions.

AT and the Transport Agency have also developed a Terms of Reference for a Network Optimisation project to guide both organisations to align principles, criteria and processes regarding One Network and wider transport systems optimisation. Outcomes include having three 'demonstrator projects' identified and implementation underway by June. The project is to consider all opportunities to improve the movement of people and goods across modes, with place being a key consideration. Demonstrator projects are expected to include:

- Network management related project such as active network monitoring of a key activity centre such as the Auckland Airport area or Newmarket metropolitan centre.
- Capacity creation project that involves appropriate repurposing of existing road space, including introduction of special vehicle lanes (Freight, Bus or Transit lanes), additional dynamic lane operation, consideration of motorway shoulder bus lanes and larger scale One Network-orientated projects such as Esmonde Road transit lane and interchange improvements.
- This work stream will run in parallel with AT's existing Network Optimisation, until the programmes are merged.

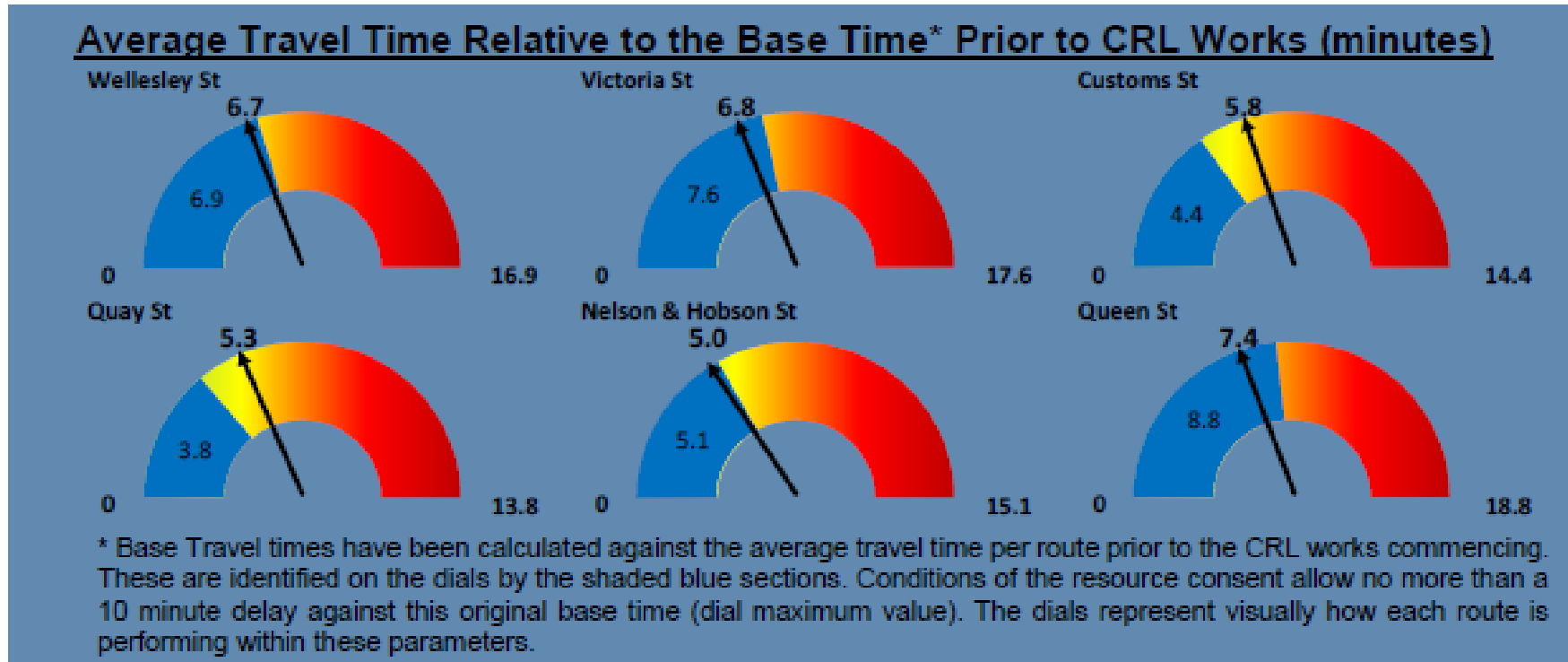
A key element of AT Network Optimisation that supports AT's Statement of Intent (SOI) objective of increased network productivity, is effective Network Management of which Routine Traffic Signal Optimisation plays a significant role.

Traffic signals across the Auckland arterial network are reviewed and optimised every two years, signals outside of the Auckland city centre are optimised every three years, and within the CBD traffic signals are optimised annually. The optimisation aligns to strategic intent by referencing the Network Operating Plan (NOP), so that appropriate multi-modal priorities by route and time of day are applied to the operation of the traffic signals.

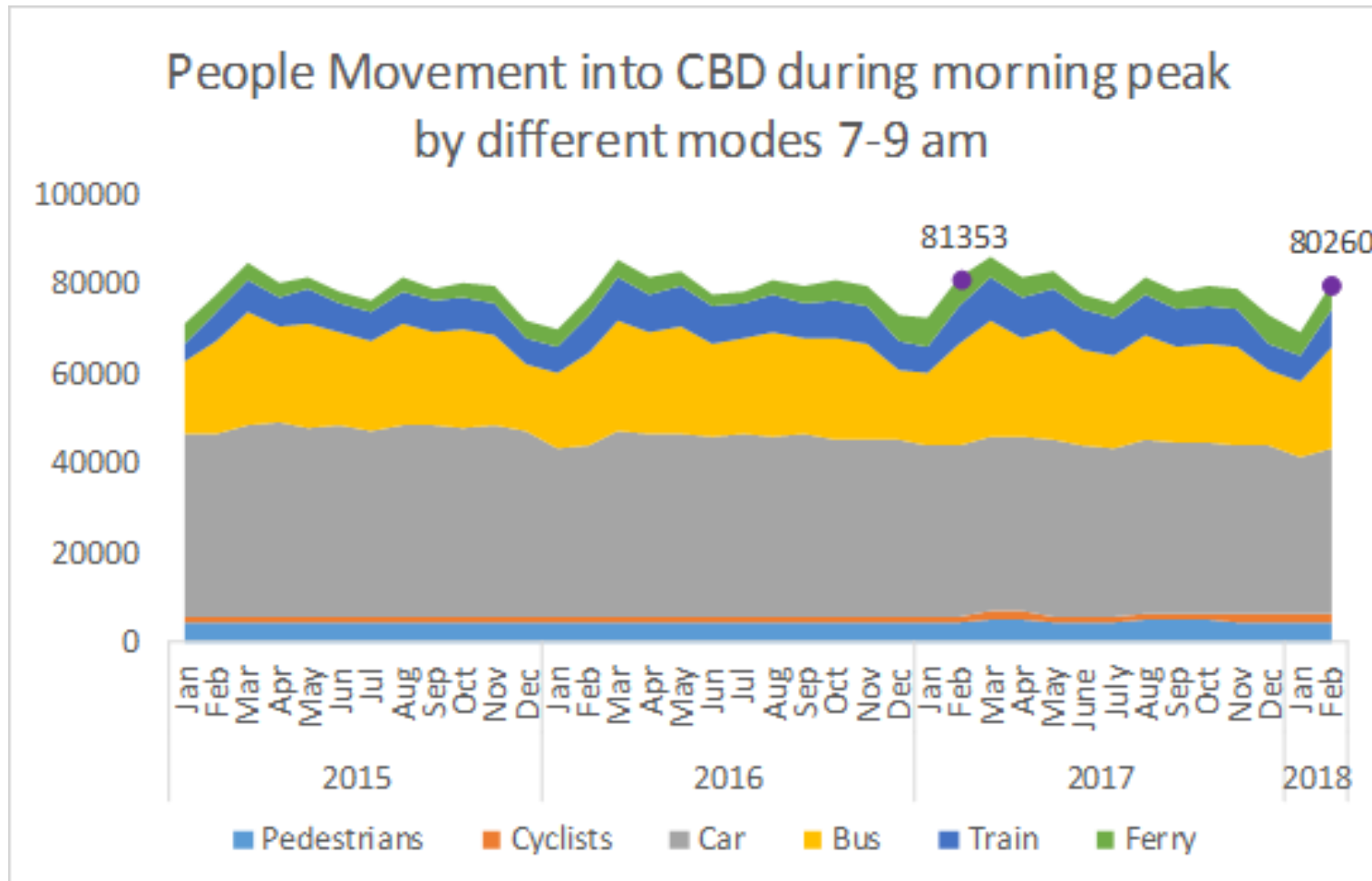
ATOC is set to optimise 350 signalised intersections in 2017/2018, of which 100 are within the CBD. Within the city centre, active monitoring of the traffic signals and network management is undertaken on a real-time basis, such that the network largely remains in an optimised state. Key outcomes include ensuring bus movements are optimised, pedestrian experience is good, general traffic and deliveries are adequately catered for and impacts on the motorway network minimised. A similar arrangement is also in place for the Auckland Airport precinct, which is delivering positive outcomes due to the intentional management of this part of the network.

To date, 238 traffic signals have been optimised and with planned increased resource, the required target is expected to be met by end June.

In the city centre, average travel times (minutes) prior to CRL works for February 2018 are shown in the blue segment, with the maximum permissible in CRL consent conditions shown to the right, with the dial arrows representing the travel times reported in February 2018. All six routes are performing well with only Customs Street and Quay Street marginally in the yellow due to a reduction in cycle times to reduce delays for pedestrians.

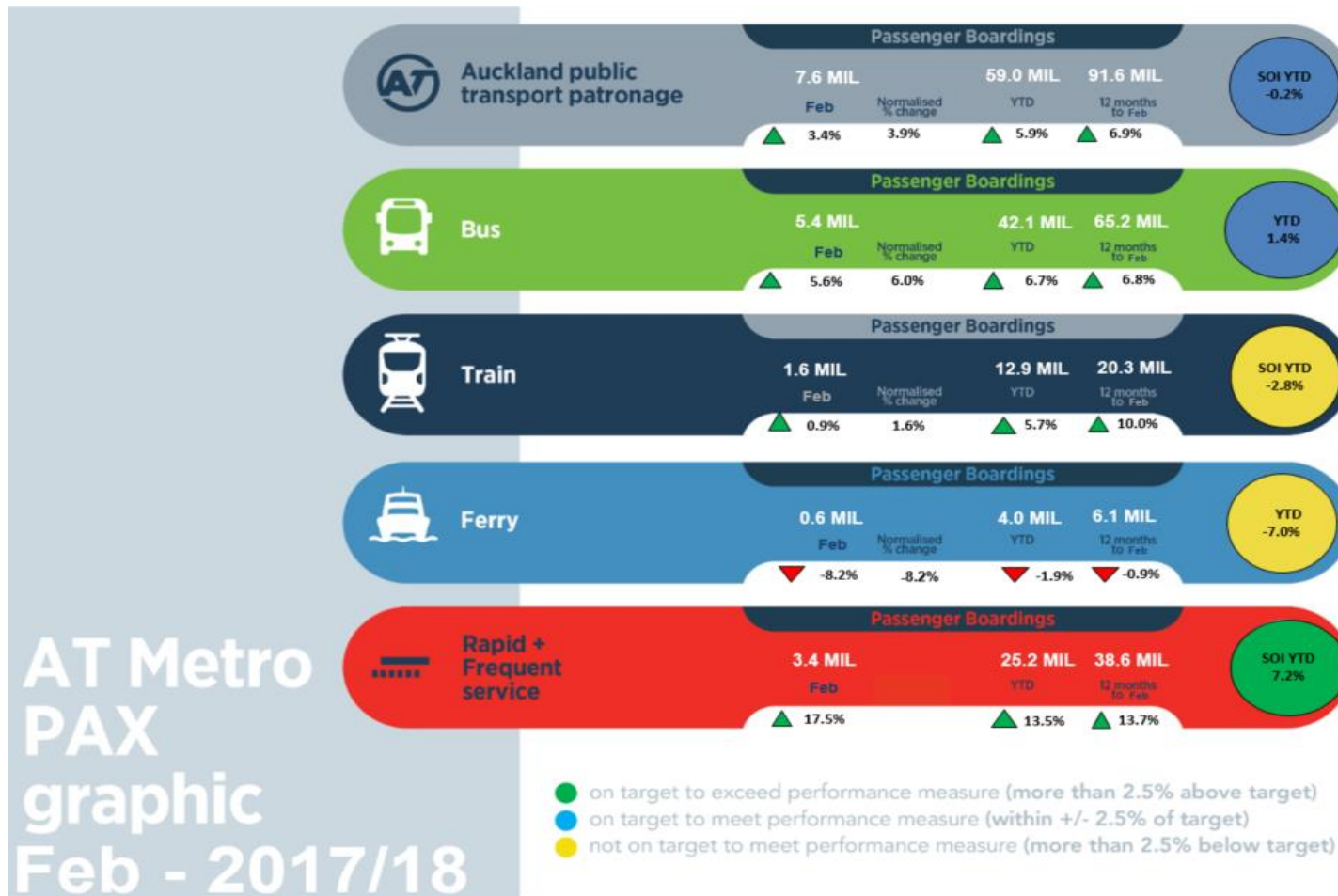


It is estimated that on average 80,260 people travelled into the City Centre during the morning peak period (7-9am) in February 2018. The number of people entering the city centre continues to be comparable to last year.



Transport Services

Public Transport Patronage Performance – 12 months to February 2018



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

For the 12 months to February 2018 Auckland public transport patronage totalled 91.6 million passenger boardings, an increase of +6.9% on the previous year. February monthly patronage was 7.6 million, an increase of +3.4% on February 2017 and +2.3% above SOI target (YTD -0.2%). February normalised adjustment ~ +3.9% accounting for special event patronage, with the same business days and weekend day/public holiday.

Bus services totalled 65.2 million passenger boardings for the 12-months to February 2018, an increase +6.8% on the previous year. Patronage for February 2018 was 5.4 million, an increase of +5.6% on February 2017 and +7.1% above target (YTD +1.4%). February normalised adjustment ~ +6.0% accounting for special event patronage, with the same business days and weekend day/public holiday.

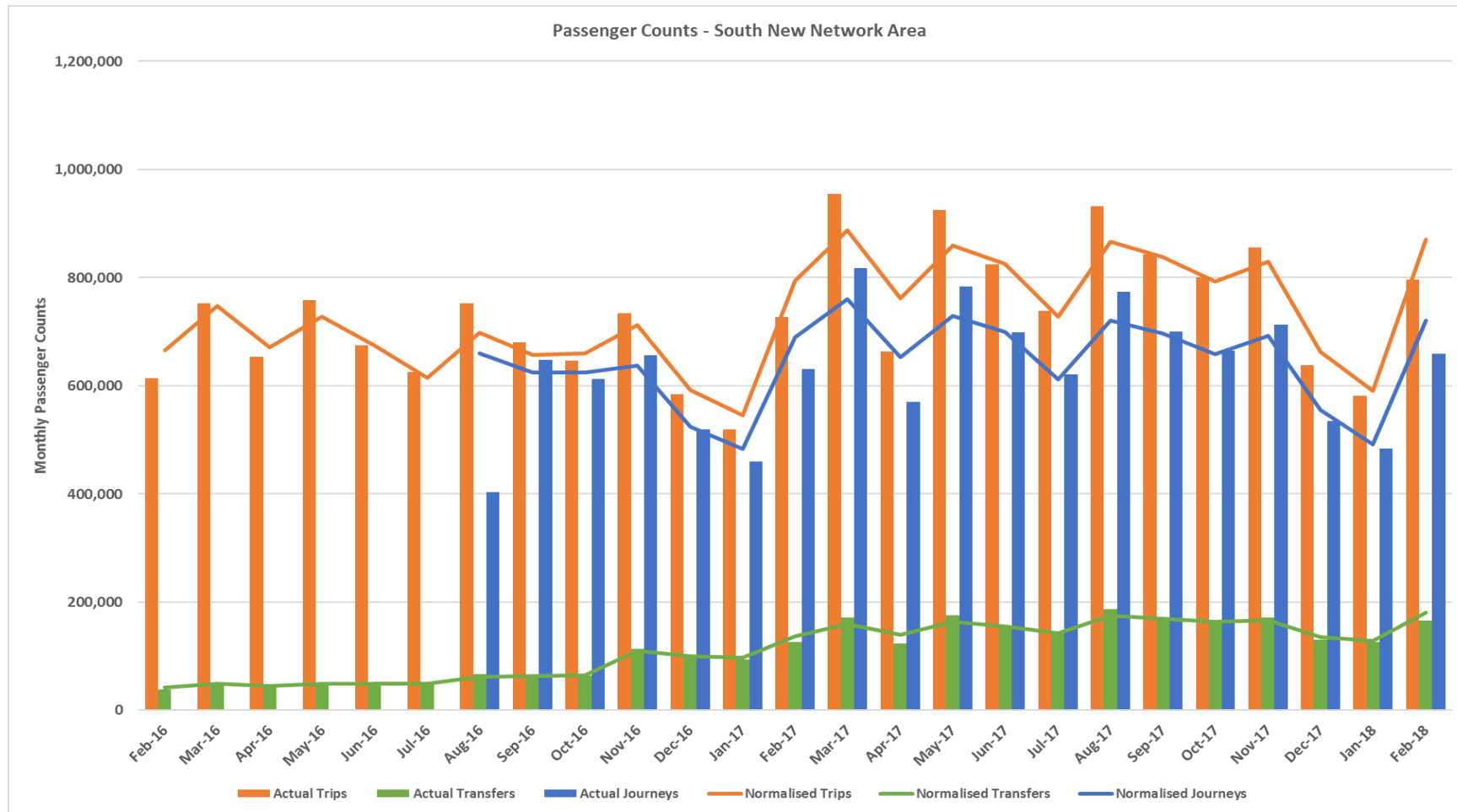
Train services totalled 20.3 million passenger boardings for the 12-months to February 2018, an increase of +10.0% on the previous year. Patronage for February 2018 was 1.6 million, an increase of +0.9% on February 2017 and -6.5% below SOI target (YTD -2.8%). February normalised adjustment ~+1.6% accounting for special event patronage, with the same business days and weekend day/public holiday.

Ferry services totalled 6.1 million passenger boardings for the 12-months to February 2018, a decrease of -0.9% on the previous year. Patronage for February 2018 was 0.55 million, a decrease of -8.2% on February 2017 and -12.3% below target (YTD -7.0%). February normalised adjustment ~-8.2% accounting for special event patronage, with the same business days and weekend day/public holiday.

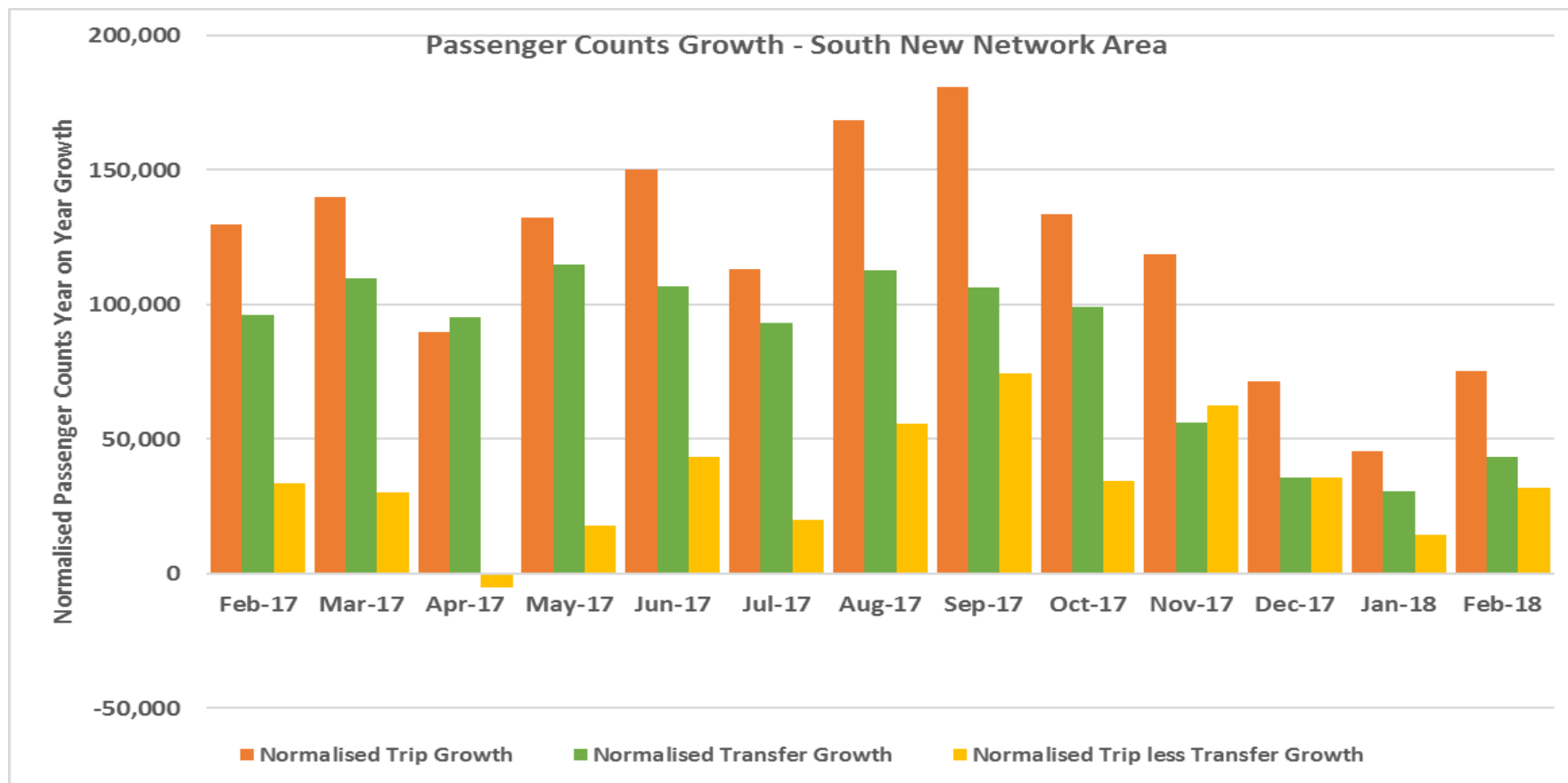
Rapid and Frequent services totalled 38.6 million passenger boardings for the 12-months to February 2018, an increase of +13.7% on the previous year. Patronage for February 2018 was 3.4 million, an increase of +17.5% on February 2017 and +12.3% above SOI target (YTD +7.2%).

HOP trips (excluding cash sales and special event patronage) growth for bus and train in January 2018 on previous January 2017 increased by 385,623 (+5%), with an increase in the New Network South of 75,397 (+9%), New Network West an increase 116,266 (+17%), New Network East an increase 28,533 (+11%), Network Central an increase 132,523 (+4%) and Network North an increase 81,024 (+7%).

Growth in New Network rollout for South Auckland – Bus and Train

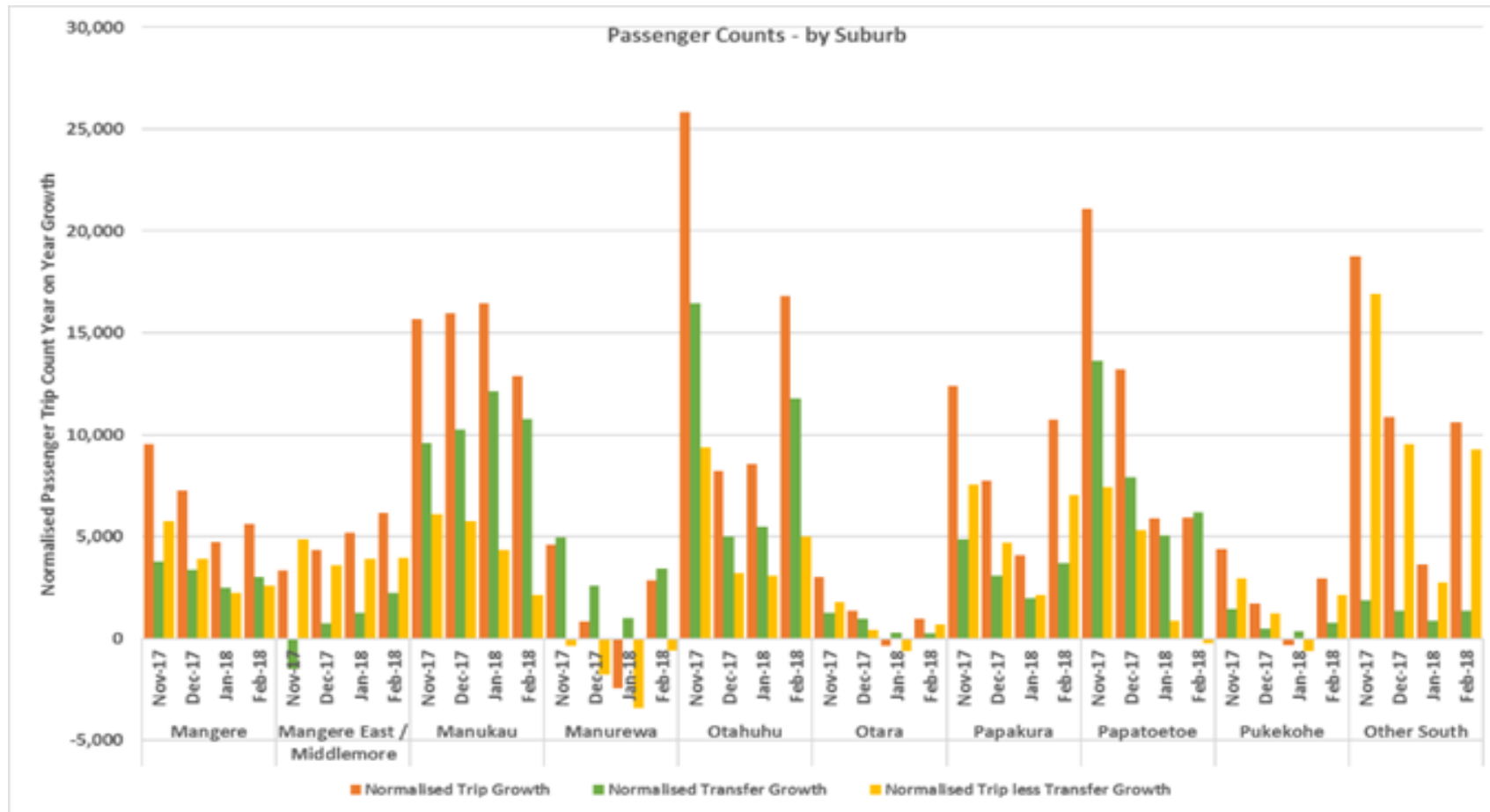


In the South New Network Area for February 2018, there were 658,871 journeys, 796,134 passenger trips a difference of 21% and 165,572 transfers (25% of journeys). For the 12-months to February 2018, total of 75.4 million journeys, 85.2 million trips on HOP a difference of 11.5% and 13.2 million transfers (17.6% of journeys).



Normalised year on year growth in the South New Network Area for February 2018:

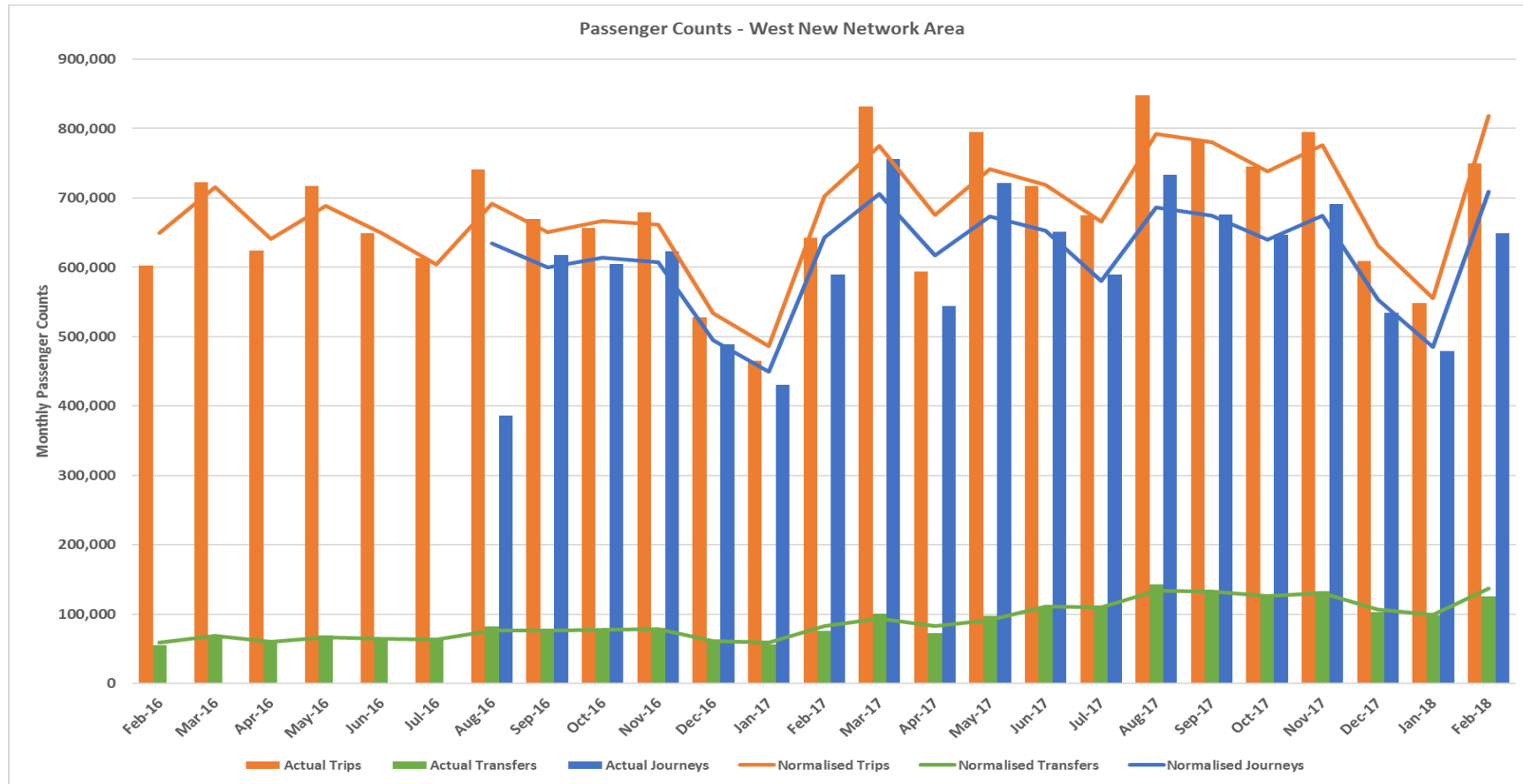
- Passenger trips have increased by + 75,397 (+9%). Network wide (excluding SkyBus) the increase was + 385,623 (+5%).
- Transfers have increased by + 43,405 (+32%), Network wide + 230,234 (+23%).
- Passenger trips less transfers have increased by + 31,992 (+5%).



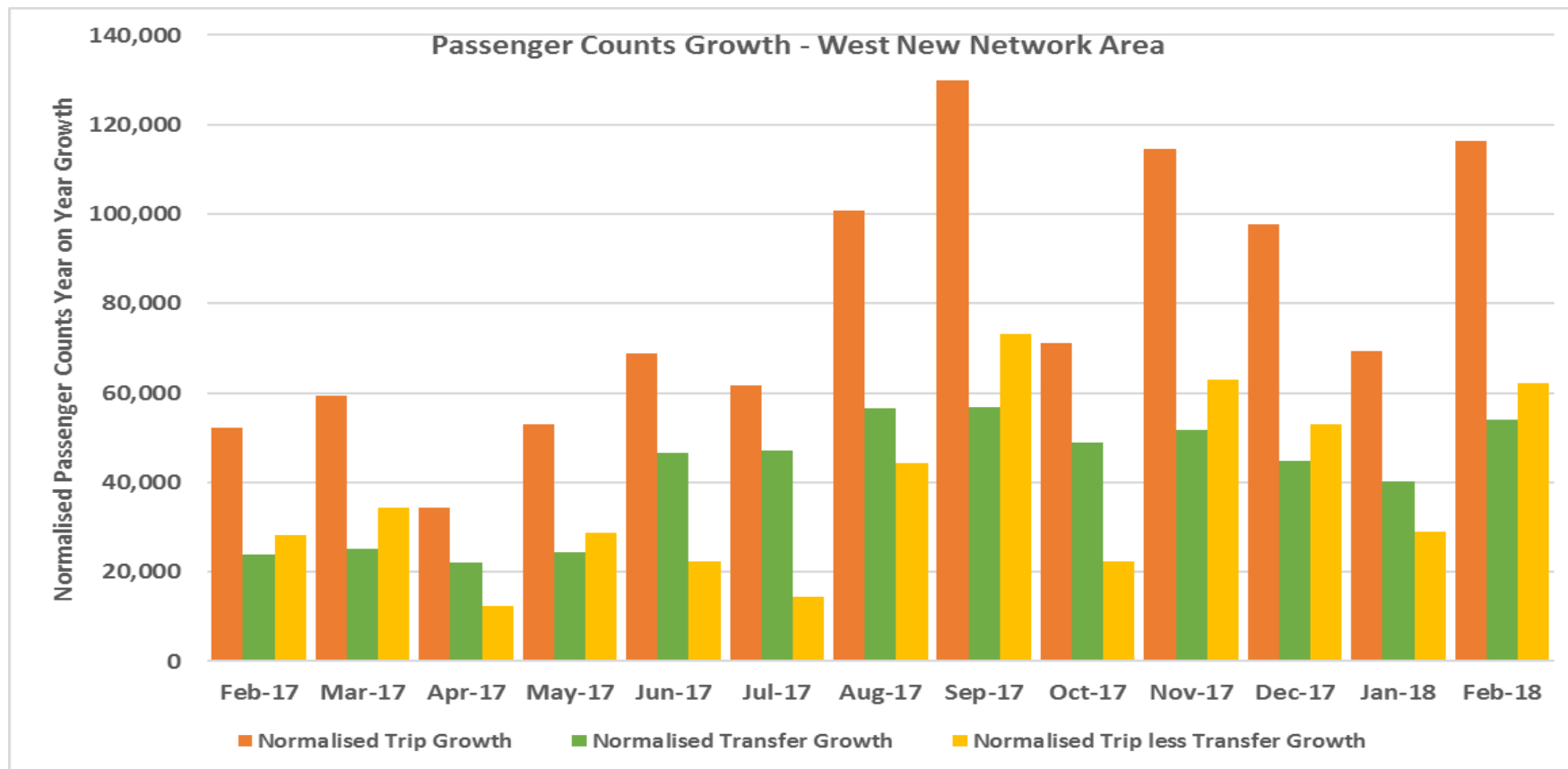
Normalised year on year growth in the South Network Area for February 2018 by suburb:

- All reported suburbs saw positive growth in passenger trips with the exception of Manurewa and Papatoetoe.

Growth in New Network rollout for West Auckland – Bus and Train

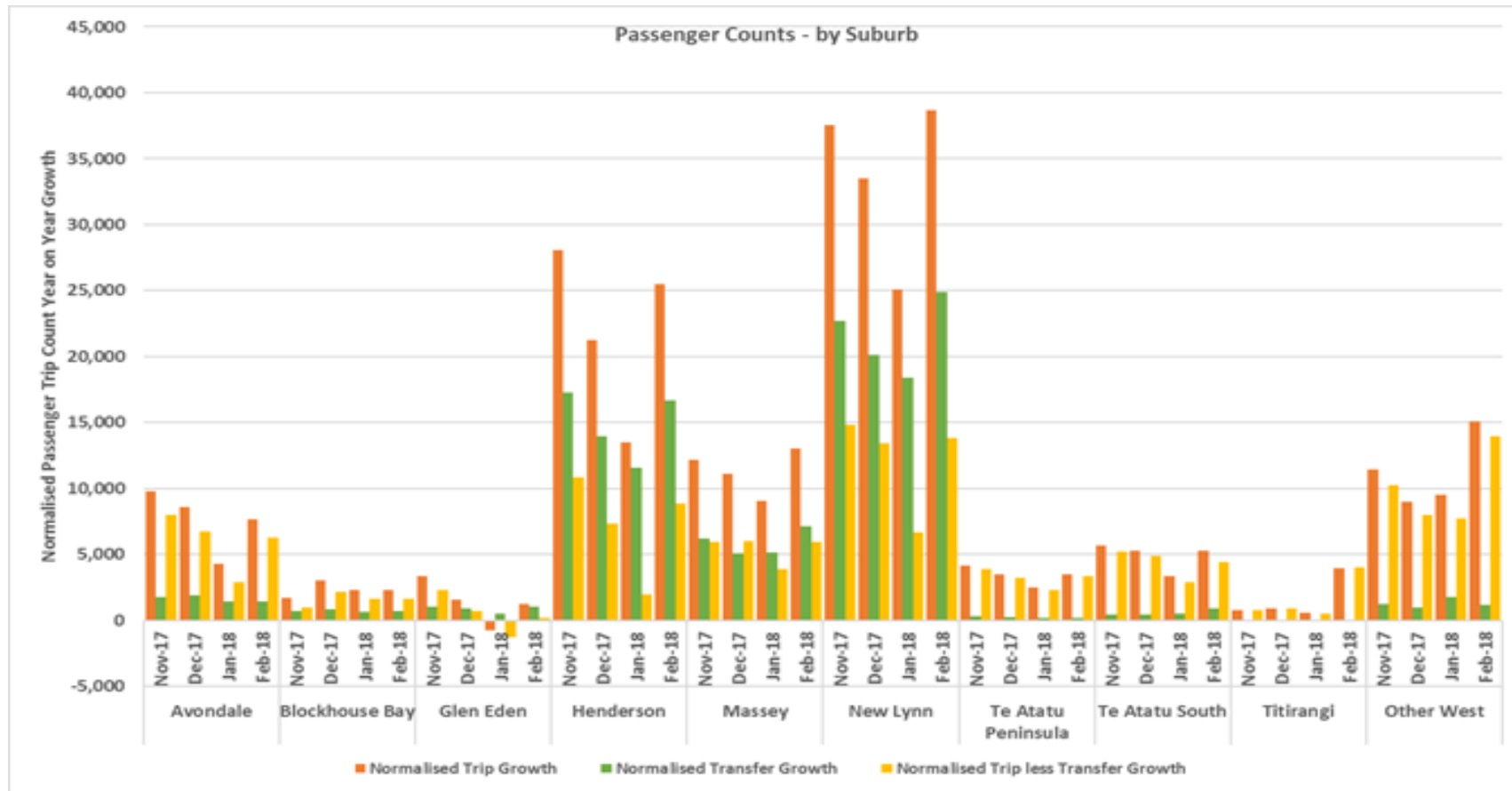


In the West New Network Area for February 2018, there were 649,549 journeys, 749,520 passenger trips a difference of 15% and 125,668 transfers (19% of journeys). For the 12-months to February 2018, total of 75.4 million journeys, 85.2 million trips on HOP a difference of 11.5% and 13.2 million transfers (17.6% of journeys).



Normalised year on year growth in the West New Network Area for February 2018:

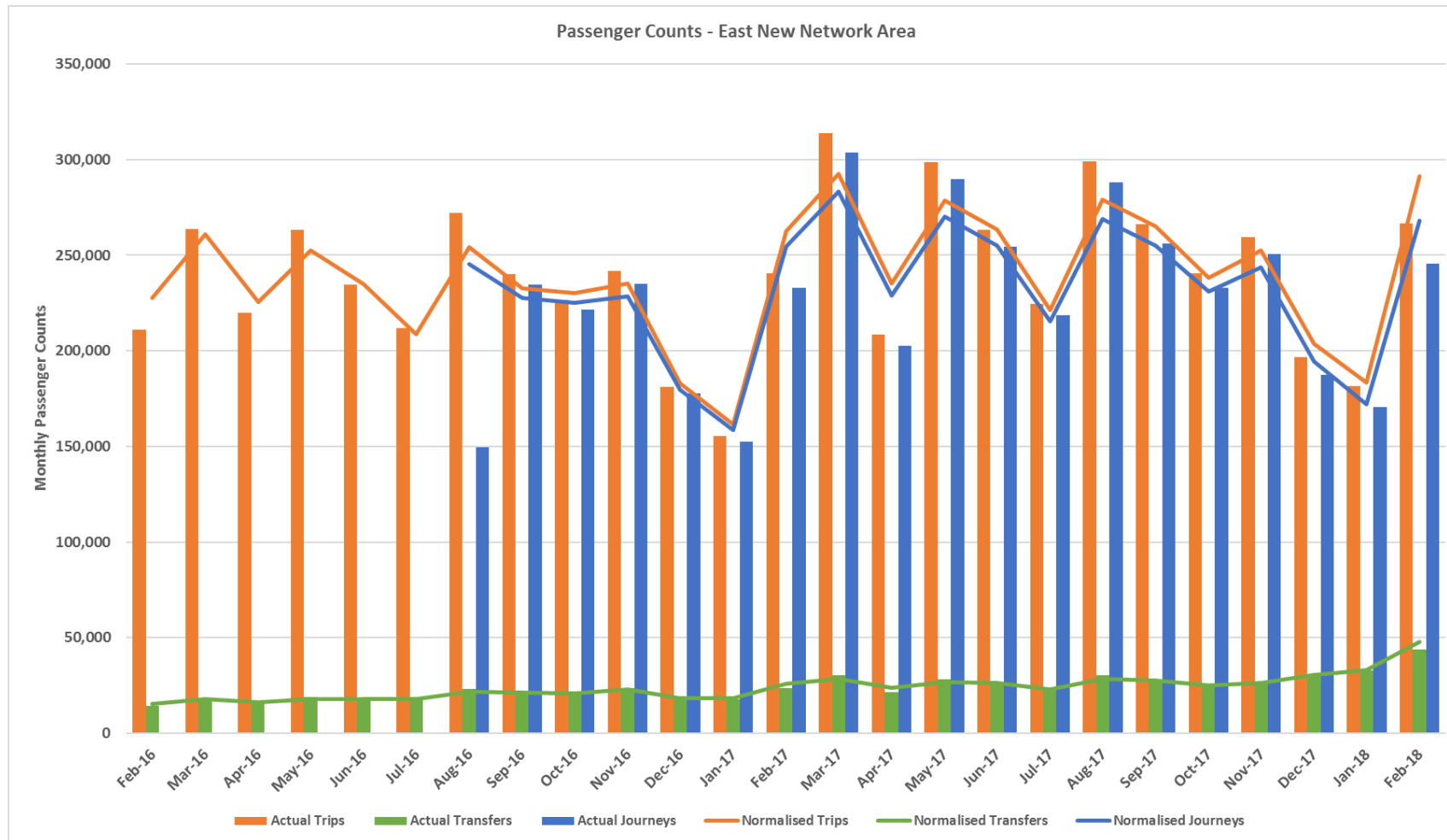
- Passenger trips have increased by + 116,266 (+17%). Network wide (excluding SkyBus) the increase was + 385,623 (+5%).
- Transfers have increased by + 54,045 (+65%). Network wide + 230,234 (+23%).
- Passenger trips less transfers have increased by + 62,221 (+10%).



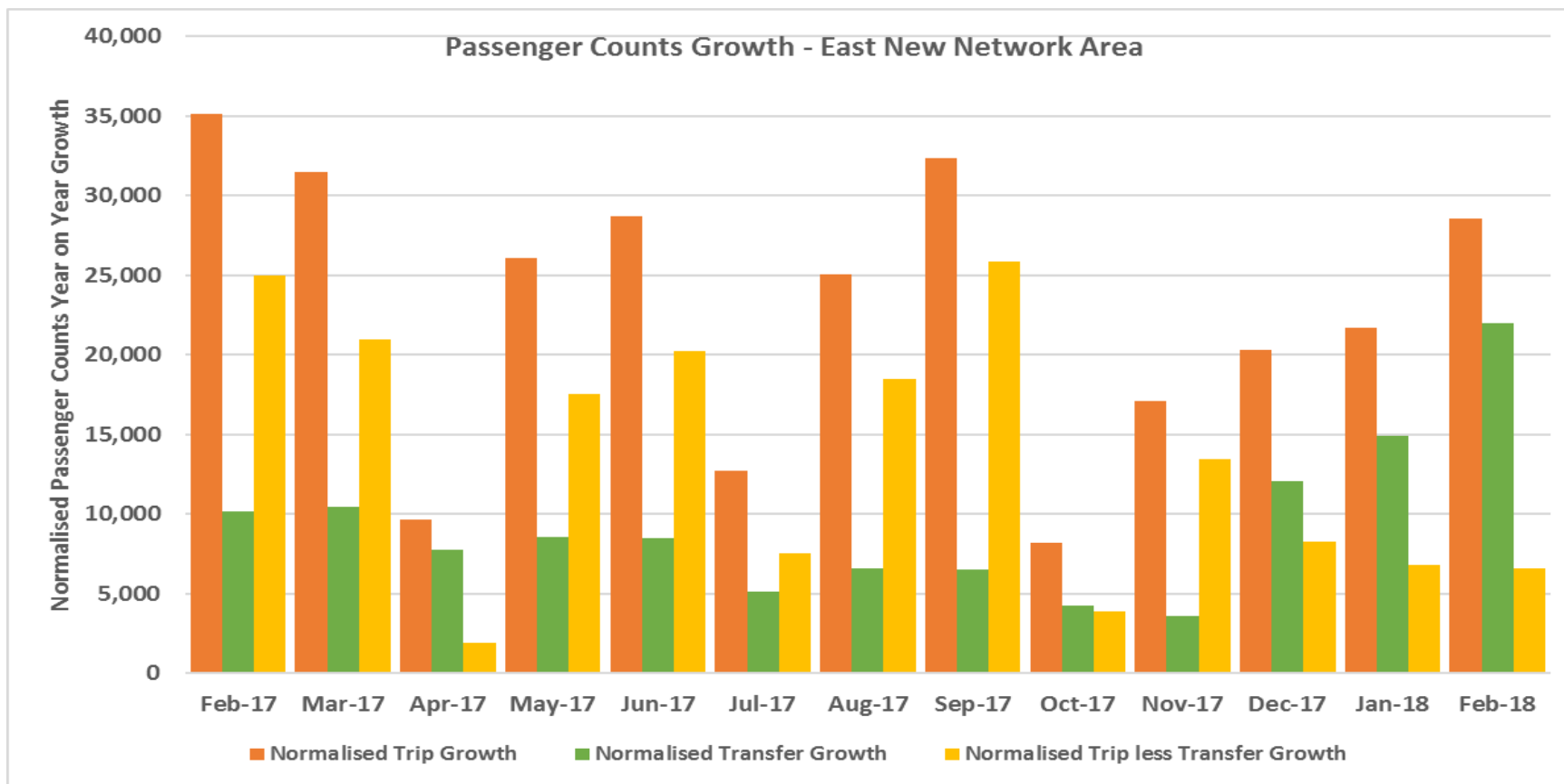
Normalised year on year growth in the West Network Area for February 2018 by suburb:

- All suburbs saw growth in line with previous months.

Growth in New Network rollout for East Auckland – Bus and Train

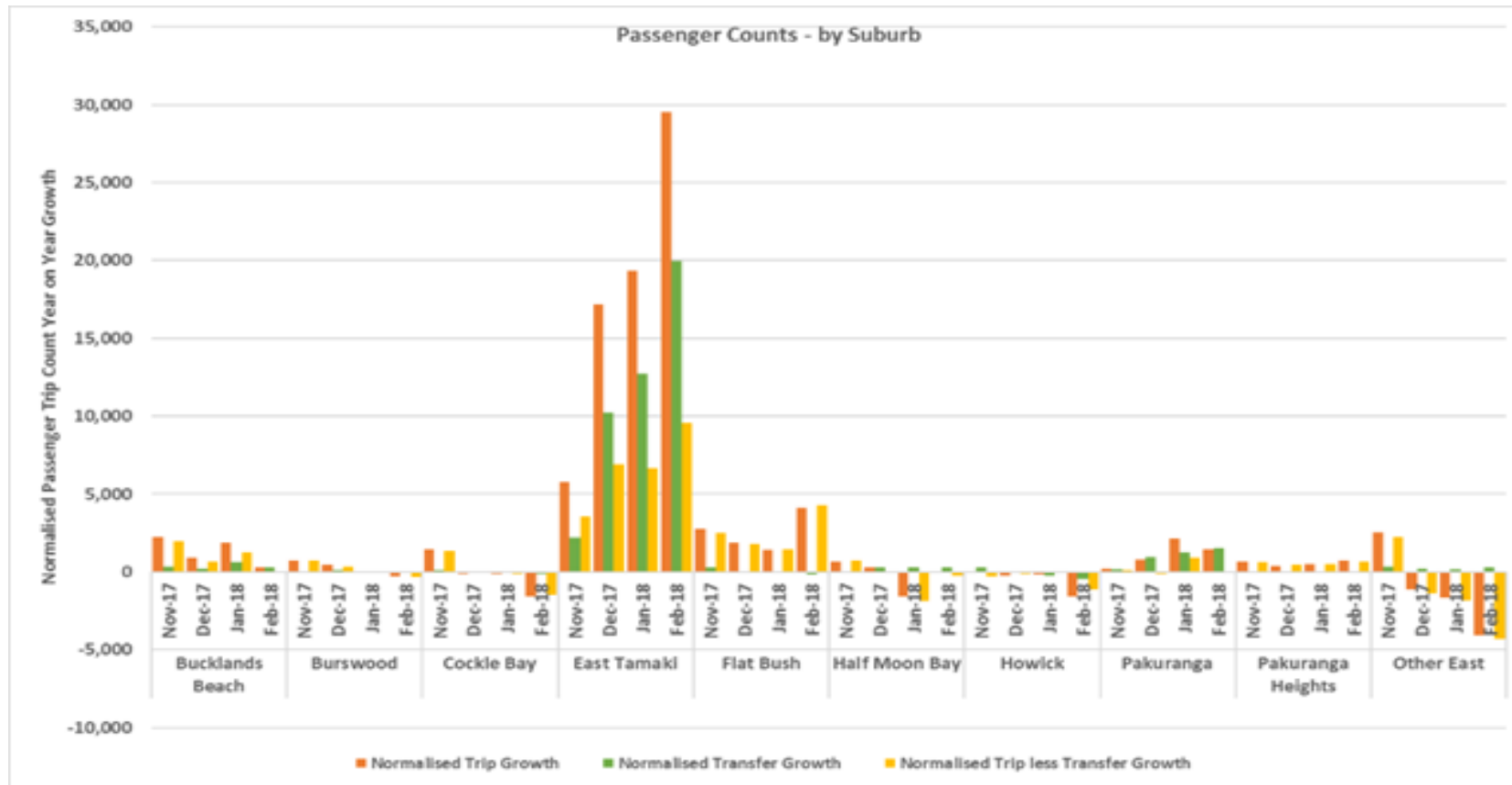


In the East New Network Area for February 2018, there were 245,398 journeys, 266,601 passenger trips a difference of 9% and 43,682 transfers (18% of journeys). For the 12-months to February 2018, total of 75.3 million journeys, 85.2 million trips on HOP a difference of 11.6% and 13.2 million transfers (17.5% of journeys).



Normalised year on year growth in the East New Network Area for February 2018:

- Passenger trips have increased by + 28,533 (+11%). Network wide (excluding SkyBus) the increase was + 381,413 (+5%).
- Transfers have increased by + 21,959 (+85%). Network wide + 229,696 (+23%).
- Passenger trips less transfers have increased by + 6,575 (+3%).



Normalised year on year growth in the East Network Area for February 2018 by suburb:

- Total for all suburbs saw positive growth with the exception of Cockle Bay & Howick.

Progress against AT Metro Key Strategic Priorities

Delivery against the AT Metro key business priorities for the 2017/2018 financial year 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 • 3Q2018: Central bus service design implemented • 4Q2018: North bus service design implemented 	<table border="1" data-bbox="712 743 2040 1155"> <thead> <tr> <th data-bbox="712 743 1368 799">New Network Rollout Area</th> <th data-bbox="1368 743 2040 799">Implementation Date - Status</th> </tr> </thead> <tbody> <tr> <td data-bbox="712 799 1368 855">South Auckland (inc. Pukekohe and Waiuku)</td> <td data-bbox="1368 799 2040 855">30/10/2016 – live</td> </tr> <tr> <td data-bbox="712 855 1368 911">West Auckland</td> <td data-bbox="1368 855 2040 911">11/06/2017 – live</td> </tr> <tr> <td data-bbox="712 911 1368 991">East Auckland (inc. Beachlands / Maraetai) + 380 Airporter frequency increase</td> <td data-bbox="1368 911 2040 991">10/12/2017 – live</td> </tr> <tr> <td data-bbox="712 991 1368 1046">Central Suburbs</td> <td data-bbox="1368 991 2040 1046">08/07/2018 – preparation</td> </tr> <tr> <td data-bbox="712 1046 1368 1102">North Shore</td> <td data-bbox="1368 1046 2040 1102">30/09/2018 – preparation</td> </tr> <tr> <td data-bbox="712 1102 1368 1155">Waiheke Island</td> <td data-bbox="1368 1102 2040 1155">Mid 2019 – service design</td> </tr> </tbody> </table> <p data-bbox="663 1166 1240 1193">South Auckland (including Pukekohe and Waiuku)</p> <ul data-bbox="663 1209 2040 1321" style="list-style-type: none"> • Three months into its improved frequency, the 380 Airporter is still performing well, with February 2018 patronage numbers mirroring previous months – up 10,000 boardings / month on a year ago. • A marketing plan to further develop the patronage on this services is being prepared by the Market and Engagement team, with a view to further increasing the patronage gains that have been seen initially 	New Network Rollout Area	Implementation Date - Status	South Auckland (inc. Pukekohe and Waiuku)	30/10/2016 – live	West Auckland	11/06/2017 – live	East Auckland (inc. Beachlands / Maraetai) + 380 Airporter frequency increase	10/12/2017 – live	Central Suburbs	08/07/2018 – preparation	North Shore	30/09/2018 – preparation	Waiheke Island	Mid 2019 – service design
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	<p>West Auckland</p> <ul style="list-style-type: none">• West Auckland New Network bus services continue to show good patronage growth. Detailed patronage analysis has been undertaken on the 18 route that runs along Great North Road between New Lynn and Auckland CBD. The 18 route is the replacement for six individual bus services that used to operate along this section of Great North Road. By providing regular service intervals, a simple single bus number and a fleet of new double deckers with dedicated service branding, this route now has between 30% and 35% more boardings than the old services that it replaced. <p>East Auckland</p> <ul style="list-style-type: none">• AT continues to work to conclude the delivery of all new East Auckland bus stops and their supporting infrastructure, following service launch in December.• Ongoing input to public meetings and concerns from customers around the changes are being responded to as they arise. <p>Central Suburbs</p> <ul style="list-style-type: none">• Central Suburbs New Network has a confirmed go-live date of 8 July 2018.• The brochure to support go-live is now in final draft form and will shortly go to print.• All bus timetables are now with operators for review. <p>North Shore</p> <ul style="list-style-type: none">• North Shore New Network implementation is currently targeted for 30 September 2018.• Supporting infrastructure planning is an ongoing task for the teams.• The team is working on finalisation of timetables, although this is dependent upon resolution of several infrastructure related matters – notably confirmation of what is possible within the city centre for turnaround of services to and from the Universities Precinct. <p>Waiheke Island</p> <ul style="list-style-type: none">• Public consultation on the proposed Waiheke new bus network commenced on 19 March 2018 and runs for one month.
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2. Procurement & Contract Reform (PTOM) Implementation

- South Auckland Bus: Oct 2016 services started
- West Auckland Bus: June 2017 services start
- East Auckland Bus: December 2017 services start
- Central Auckland Bus: 2Q2017 contracts awarded; 3Q2018 services start
- North Auckland Bus: 3Q2017 contracts awarded; 4Q2018 services start
- Ferry: existing services extended to March 2019

Bus:

- West Public Transport Operating Model (PTOM) implemented.
- Eastern PTOM agreements implemented.
- Central PTOM agreements signed; services to commerce 8 July 2018.
- North PTOM agreements signed; services to commerce September 2018.

Ferry:

Discussions with the proposed preferred tenderers are expected to continue through until April 2018.

The terms for extension of existing contracts through until 31 March 2019 (Fullers Group Limited) and 31 July (SeaLink and Balaire) have been agreed and contracts signed.

3. Resource Efficiency

- Value for Money: SOI farebox recovery targets and reducing subsidy / passenger metrics

Train:

KiwiRail is reviewing the proposed train timetable, for introduction in August 2018, with final approval expected in April. The submission includes:

- Improved journey times across the Southern, Eastern and Western Lines, including further reduced dwell times
- An increase to three trains per hour, from 7am to 7pm, across the Southern, Eastern and Western Lines at weekends up from two trains per hour
- Afternoon and evening services will transition from the ten minute frequency in the PM peak to a 20-minute frequency from 7pm until 8pm, and to a 30-minute frequency thereafter
- Services to Parnell station increased to include all Western Line services, throughout the day. Currently, Western Line services only operate to Parnell after 7pm, and at weekends
- Pukekohe shuttle services continue to operate three trains per hour during the morning and afternoon peaks, with an increase to two trains per hour during inter-peak periods and at weekends, up from one train per hour
- Later night services on Friday evenings, with an additional three service operating over the current timetable.

Future Train timetable planning

AT is also proposing to introduce a further February 2019 timetable, which is currently under discussion with Transdev and KiwiRail that would offer further journey time and dwell time improvements.

March Madness 2018

Additional capacity has been provided throughout the year on bus services, through the introduction of New Network in South, West and East Auckland and prior to New Network in the Central and North areas on specific bus routes. As a minimum, capacity from March 2017 is being provided across the network plus additional capacity where analysis has identified additional demand. More than 400 additional bus trips per weekday were provided over March 2017.

4. On-Time Performance

Train Performance February 2018



Total Network

95.4% Punctuality* **98.3%** Service Delivery*
 96.1% 12 month rolling average 98.1% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination * Arrival at final destination

Western Line

95.2% Punctuality* **98.3%** Service Delivery*
 96.1% 12 month rolling average 98.2% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination * Arrival at final destination

Eastern Line

96.9% Punctuality* **98.0%** Service Delivery*
 97.0% 12 month rolling average 98.2% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination * Arrival at final destination

Southern Line

95.3% Punctuality* **98.0%** Service Delivery*
 95.1% 12 month rolling average 97.7% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination * Arrival at final destination

Pukekohe Line

98.3% Punctuality* **99.2%** Service Delivery*
 98.3% 12 month rolling average 98.6% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination * Arrival at final destination

Onehunga Line

91.0% Punctuality* **98.4%** Service Delivery*
 94.5% 12 month rolling average 98.2% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination * Arrival at final destination

Total Network at Origin

97.5% Punctuality*
 98.4% 12 month rolling average

* Departure within 5 minutes of schedule at origin

Bus Performance February 2018



Total Network

94.8% Punctuality* **97.9% Service Delivery***
 95.4% 12 month rolling average 98.3% 12 month rolling average

* Departure within 5 minutes of schedule at origin *Depart origin within 10 minutes of schedule

NZ Bus

94.0% Punctuality* **97.4% Service Delivery***
 95.2% 12 month rolling average 98.3% 12 month rolling average

* Departure within 5 minutes of schedule at origin *Depart origin within 10 minutes of schedule

Howick & Eastern Buses

96.3% Punctuality* **98.7% Service Delivery***
 98.5% 12 month rolling average 98.5% 12 month rolling average

* Departure within 5 minutes of schedule at origin *Depart origin within 10 minutes of schedule

Ritchies

98.2% Punctuality* **99.5% Service Delivery***
 98.6% 12 month rolling average 99.5% 12 month rolling average

* Departure within 5 minutes of schedule at origin *Depart origin within 10 minutes of schedule

Pavlovich Coachlines

93.8% Punctuality* **97.5% Service Delivery***
 95.4% 12 month rolling average 97.2% 12 month rolling average

* Departure within 5 minutes of schedule at origin *Depart origin within 10 minutes of schedule

Birkenhead

91.8% Punctuality* **98.8% Service Delivery***
 98.6% 12 month rolling average 98.0% 12 month rolling average

* Departure within 5 minutes of schedule at origin *Depart origin within 10 minutes of schedule

SkyBus

89.4% Punctuality* **95.7% Service Delivery***
 96.3% 12 month rolling average 96.7% 12 month rolling average

* Departure within 5 minutes of schedule at origin *Depart origin within 10 minutes of schedule

Go Bus

96.4% Punctuality* **98.8% Service Delivery***
 94.8% 12 month rolling average 0.0% 12 month rolling average

* Departure within 5 minutes of schedule at origin *Depart origin within 10 minutes of schedule

Waiheke Bus Company

96.5% Punctuality* **99.3% Service Delivery***
 91.5% 12 month rolling average 98.8% 12 month rolling average

* Departure within 5 minutes of schedule at origin *Depart origin within 10 minutes of schedule

Ferry Performance February 2018



Total Network

95.4% Punctuality*

96.4% 12 month rolling average

98.6% Service Delivery*

98.9% 12 month rolling average

*Departure within 5 minutes of schedule at origin

*Depart origin within 10 minutes of schedule

Bayswater

93.8% Punctuality*

98.1% 12 month rolling average

98.9% Service Delivery*

99.4% 12 month rolling average

*Departure within 5 minutes of schedule at origin

*Depart origin within 10 minutes of schedule

Hobsonville

96.8% Punctuality*

96.6% 12 month rolling average

100.0% Service Delivery*

98.5% 12 month rolling average

*Departure within 5 minutes of schedule at origin

*Depart origin within 10 minutes of schedule

Half Moon Bay

94.2% Punctuality*

91.5% 12 month rolling average

99.3% Service Delivery*

97.6% 12 month rolling average

*Departure within 5 minutes of schedule at origin

*Depart origin within 10 minutes of schedule

West Harbour

99.8% Punctuality*

99.5% 12 month rolling average

100.0% Service Delivery*

99.9% 12 month rolling average

*Departure within 5 minutes of schedule at origin

*Depart origin within 10 minutes of schedule

Birkenhead

90.5% Punctuality*

93.1% 12 month rolling average

98.2% Service Delivery*

98.6% 12 month rolling average

*Departure within 5 minutes of schedule at origin

*Depart origin within 10 minutes of schedule

Rakino

94.7% Punctuality*

92.8% 12 month rolling average

100.0% Service Delivery*

97.0% 12 month rolling average

*Departure within 5 minutes of schedule at origin

*Depart origin within 10 minutes of schedule

Stanley Bay

97.0% Punctuality*

98.1% 12 month rolling average

98.9% Service Delivery*

99.4% 12 month rolling average

*Departure within 5 minutes of schedule at origin

*Depart origin within 10 minutes of schedule

Pine Harbour

100.0% Punctuality*

99.3% 12 month rolling average

99.2% Service Delivery*

99.3% 12 month rolling average

*Departure within 5 minutes of schedule at origin

*Depart origin within 10 minutes of schedule

Gulf Harbour

98.0% Punctuality*

98.3% 12 month rolling average

100.0% Service Delivery*

99.3% 12 month rolling average

*Departure within 5 minutes of schedule at origin

*Depart origin within 10 minutes of schedule

Train:

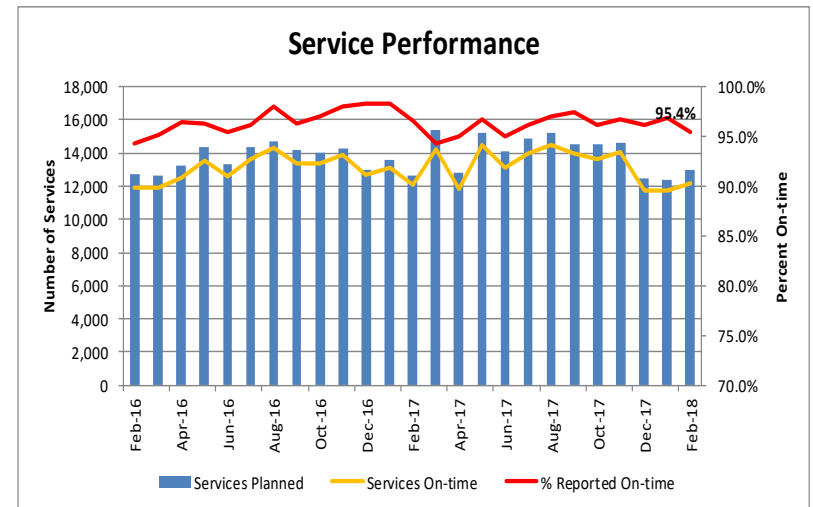
There were 12,962 train services scheduled in February (blue bars) - the number of actual services operated on-time (yellow line) was 12,412.

Major incidents that affected February 2018 train service performance:

- Rail and Maritime Transport Union (RMTU) industrial action, from 26 February, resulted in the short-term introduction of a 20-minute timetable across the three mainlines until 5 March
- A points failure at Morningside on 16 February resulted in the cancellation of five special event services
- A road traffic accident in Henderson on 7 February, caused the partial collapse of a lineside building. Due to its proximity to the railway line, a temporary speed restriction was applied which resulted in the cancellation of ten peak time services across the Western line
- A shortage of available train crew on 3 February resulted in the cancellation of 22 timetabled and special event services.

Bus:

Bus Services' performance KPIs fell slightly below target in February for the first time in nine months. Traffic conditions began to worsen due to the early onset of March Madness during the final week of February. Reliability at Start achieved 97.9% in February (just slightly below target of 98%). Punctuality at first stop achieved 94.8% (below the target of 95%). Overall, the performance declined on the prior month with -1.2% (reliability) and -2.5% (punctuality at first stop) losses, and 0.3% (reliability) and 0.8% (punctuality at first stop) positive change year-on-year.



Ferry:

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

A large number of services were running late over February due to Ferry Basin congestion with the increased cruise ship activity. Stanley Bay had its first complete month of service under contract to AT and performance statistics are now included in the inner harbour figures. The inner harbour services were affected significantly this month by vessel breakdowns, and a number of services were cancelled without bus replacement services.

The provision of ferry services to Pine Harbour has stabilised over February following the completed maintenance of vessels over January. Services are now running on a complete timetable.

5. Bus Priority for Frequent Network

- **Bus Priority Programme - Strategic Bus Priority Plan:** A project plan is being drafted and will be subject to final RLTP.
- **Mount Eden Road (Grahame Breed Drive to Roskill Way):** To be progressed 4Q 2018 to avoid clash with construction zone for a Fletcher Living apartment building.
- **Mount Eden Road (Balmoral Road to Mount Eden Village):** Consultation on proposed improvements north of Balmoral Road is now completed and feedback is being reviewed prior to a final decision noting opposition from some parties including Mount Eden Village Business Association in particular to the extension in length of two bus stops.
- **Great South Road (Frequent Route 33):** Mix of transit lanes and bus lanes are planned. The estimated cost of some sections of this route has increased following a review of designs, and a decision is pending on whether budget can be obtained. Work is progressing on the remainder of the route for delivery next financial year.
- **Great South Road (Greenlane to Broadway):** A contract for the physical works has been awarded and construction is due to commence. The bulk of the work should be completed in May.
- **Inner Link (Park Road):** Proposed eastbound bus lane design is in progress. Initial consultation with key stakeholders is under way. There is a risk that construction of this project will be delayed until 2020 because of a clash with the construction site for Auckland University's new clinic facility.
- **Inner Link (Parnell Road):** Consultation is under way for the proposed new northbound bus lanes. Bus lane delivery will be tied-in with parking strategy.
- **Pakuranga Road:** The relocation of utility services is being undertaken by Vector, and the application for resource consent to remove contaminated soil has been approved by Council and enabling works completed. Physical works contract goes out to tender in April.
- **Dominion Road, (SH20 to Richardson Road):** Vector is completing the relocation and undergrounding of power poles. The construction of new southbound bus lane will commence following completion of Vector's work in May 2018.
- **Crosstown 66, 650, 75, 8 and 9 Bus Priority Routes –** AT is reviewing final reports from investigation and design studies. Projects will be finalized by March 2018.
- **Ellerslie – (Panmure Highway and New North Road) -** Stage one draft reports are now completed and under review. Stage two has commenced.
- **Special Vehicle Lane (SVL) operating hours change:** There are 40 Special Vehicle Lanes (SVL) making up approximately 60km. The Traffic Control Committee (TCC) has approved all but two SVLs to the new longer hours. There are about 900 signs to be replaced or modified to complete this programme: installation commenced in December 2017 with Parnell Road, Khyber Pass Road and Broadway (Newmarket). Over 900 signs are being manufactured and all physical works on SVL hours-extension will commence in April, due to be complete in June when enforcement will proceed. The change of hours on Onewa Road and Lake Road (Northcote) have been discussed with the Kaipatiki Local Board members at a meeting early March and notified work will be implemented by end-April.
- **Manukau Station Road:** The traffic model for Manukau Station Road Bus Priority Project has been updated to include the estimated impact on traffic operations, and is being reviewed internally.

In Summary, this financial year AT are delivering 5km of the following new lengths of bus lane:

- Parnell Road northbound between Davies Crescent and St Stephen's Avenue – 0.5km
- Mount Eden Road northbound between Plunket Avenue to Kingsview Road (through Balmoral Road intersection) – 0.3km
- Great South Road southbound between Broadway and Greenlane – 2.2km
- Pakuranga Road bus lanes, three sections – 1.4km
- Dominion Road southbound from SH20 to Richardson Road – 0.75km

29km of the original three year plan for 40km between 2015/16 to 2017/18 will be completed this financial year. The residual 11km will be completed next financial year.

6. Customer Acquisition & Retention

- AT Metro's new 'Go Metro' campaign commenced in November 2017 and continues to be rolled out across outdoor and digital media. The initial messages focus on the 'prime' messages, aimed to broadening Aucklanders understanding of public transport and AT Metro. In April the second wave of promotional activity will be in market across digital media (Facebook, YouTube & TVNZ On-demand), with key messages aimed at creating a positive change to behavioural biases associated with public transport.
- Pending an update to AT's Privacy Policy pertaining to the use of Cookies, the next layer ('invite') of messages is due to commence in April; also providing more specific reasons to travel by AT Metro. Different digital messages will target different customer segments in different geographical areas of Auckland.



- A customer dashboard (developed in Power BI) is being developed to provide information on customer acquisition (number of customer by area of Auckland) and inactive customers (churn). This will assist AT Metro in better understanding growth and retention opportunities.
- An eDM to Metro customers is being developed summarising how often customer have been using bus, train and ferry services. It will also include some key facts about AT Metro. The key focus is to reinforce the benefits of why customer use Metro services.

Brand presence

- Concepts are being developed on how and where we can elevate AT Metro's brand presence at key locations (stations, ferry terminals, busway).

7. Customer Experience

A number of Transport Services projects are progressing at Customer Central, including:

- The ongoing feature enhancement to the AT Mobile app
- Enhancements to Journey Planner – improved usability, places of interest
- Disruptions & notifications - surfacing relevant messages to customers via AT Mobile
- Voice of Customer – development of a near real-time customer feedback information
- Development of a visual dashboard of customer metrics.
- 1st and final leg (Devonport) trial – AT Metro 'Local'
- Bus query tool for the Contact Centre
- Website content, design and features
- Audio on bus (co-designing with the Blind Foundation).

A trial of a digital application process for Tertiary Student Concessions was launched in February with University of Auckland. This has significantly automated and improved the application process for customers. A total of 13,000 concession registrations have now been processed through AT Mobile.

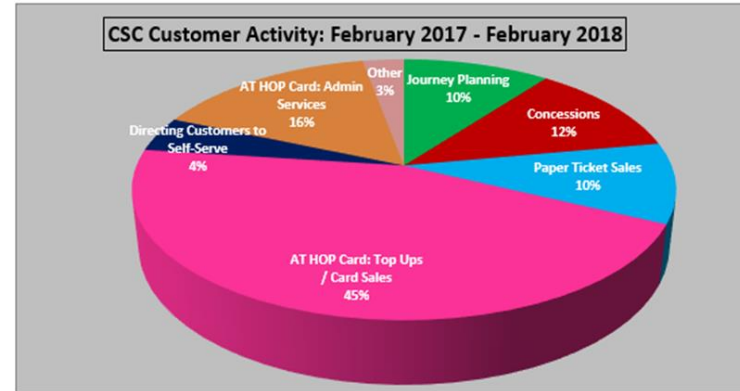
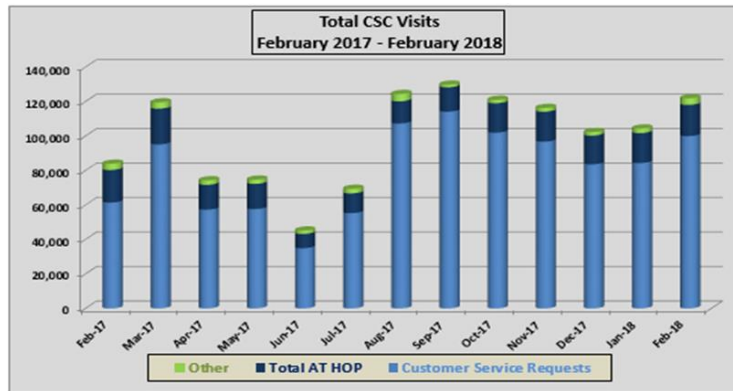
The new wayfinding signage at 15 CBD bus stops provides customers with information about services that leave this stop, a map as well as where you need to go to catch different bus (train and ferry) services. The signs are more prominent, designed to promote AT Metro services. Work is now underway to identify where we could expand to, to coincide with the new Network rollout.

A coffee station has been opened at Panmure following recent openings at Newmarket and New Lynn stations.

Customer Service Centres

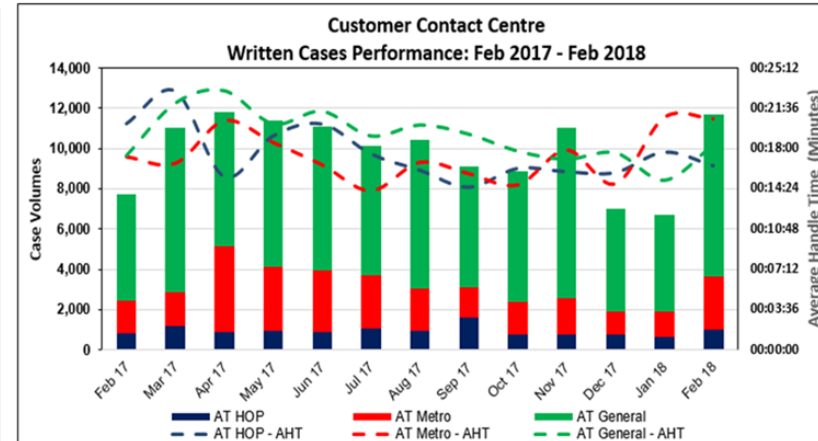
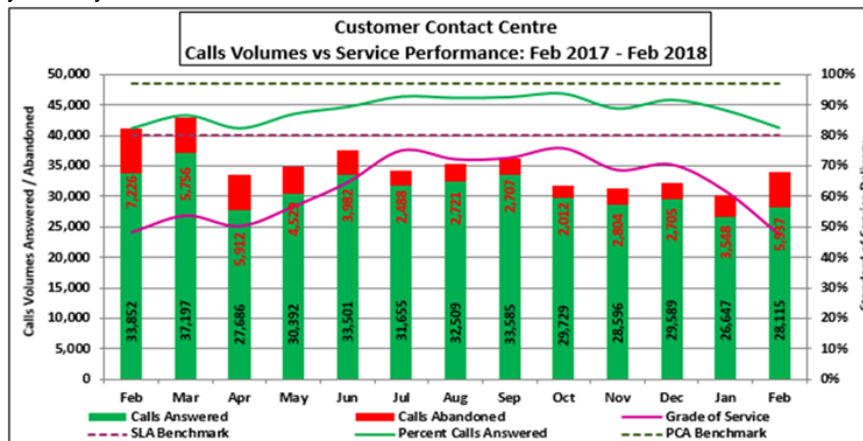
- The pattern of volume increases at Customer Service Centres continued with 122,000 visits in February 2018, the majority related to the purchase or top up of AT HOP cards showing a continuing opportunity to transition customers to self-service channels.
- There was a 50% year on year reduction in visits related to journey planning indicating customer using the AT Mobile app where downloads now top 200,000.
- Sales of paper tickets remains high at 13% of the monthly activity managed in the Service Centres indicating more opportunity to move customers to AT HOP.
- Focus going forward is to break down the high volume drivers and identify opportunities for digital channel options however, this remains challenging due to the lack of technology to capture interaction types.





Customer Contact Centre

- Call volumes continued to trend downwards year on year with 7,000 fewer calls in February 2018 vs February 2019.
- Industrial action and on-going systems issues with journey planner and the AT HOP website resulted in high spikes in call volumes.
- Written correspondence volumes showed a 44% increase from February 2017, including the long term trend of increases in volume for LGOIMAs continued with a 38% year on year.

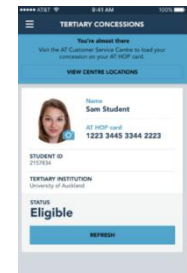


8. Digital Customer Engagement

AT Mobile had 127,000 monthly active customers in March (significantly up from 92,000 in December), with 240,000 total customer downloads.

- An enhanced digital customer concession application process (phase one focuses on University of Auckland) was released using the AT Mobile app, with over 13,000 digital registrations to date.
- The iOS versions of AT Metro is planned for decommissioning in Q1 2018. In-app notifications has been sent to users (with a weekly pop up reminder). Android versions of these apps will be reassessed for decommissioning in mid-2018 (approx. 10% are not able to upgrade to AT Mobile due to old operating systems).

A website review, including content and navigation improvements commenced in January. The initial focus is to improve customers' ability to 'report a problem'. Enhancements are being customer tested via Customer Central.



9. First & Final Leg

A route dynamic, on-demand, rideshare prototype at Devonport Request for Proposal (RFP) process is underway. Evaluation have been completed and consideration being made. The trial is expected to commence in Q3 2018 for a 12-month period.

10. AT Safety & Security

- A joint review of known trespass hotspots is underway, carried out by an external security consultancy.
- Six near miss incidents were recorded across the network in February. All incidents involved pedestrians – three of which were in the rail corridor, and the remaining three were at pedestrian level crossings. Alcohol was a significant factor in a number of incidents.
- Thirteen trespass incidents were recorded across the rail network in February.
- Further station HOP security gates are due to be installed in the coming months at Middlemore, Parnell, Papatoetoe and Papakura.