

Business Report

Recommendation:

That the Chief Executive's report be received.

Prepared by:

Shane Ellison, Chief Executive

Corporate

Finance

Audit NZ has completed a three-week interim review. The next scheduled visit, beginning 4 June 2019, is for the final audit.

Work continues with Auckland Council and AON (AC Group insurance brokers) reviewing insurance policies and coverage in place to support 30 June insurance renewals. AON and Council engaged with the insurance markets in April. Board endorsement will be sought at the June meeting.

Regional Land Transport Plan Funding

The following activity was approved for funding during the March 2019 period:

- Rail Procurement Strategy – This activity has been approved for \$1.3 million.

Procurement

There were 14 tenders published in the current reporting period (02/03/2019 to 05/04/2019) with an estimated value of \$49.9 million. Two of these tenders had an estimated value of over \$2 million.

Tender	Type
Dairy Flat Highway (Coatesville) – To resolve significant safety concerns and to ensure that the intersection configuration at Coatesville-Riverhead and Dairy Flat Highway (5km north of Albany Business Centre) will be able to accommodate future traffic volumes.	RFT
New Lynn to Avondale Shared Use Path – Procurement to undertake the main civil and structural works for the proposed development of a long shared path from New Lynn to Avondale between the New Lynn Railway Station (Totara Avenue) and Blockhouse Bay/Rosebank Road junction.	RFT

There were 121 contracts created in the current reporting period (02/03/2019 to 05/04/2019) with a total award value of \$27.0 million. Two contracts had a value of over \$2 million.

Contract	Supplier
Rural Roads Delineation and Signs Contract (North Region) – Procurement for the installation of the Rural Road Signage and Delineation Plan in the rural network of Auckland.	Downer NZ Ltd
SEART Barrier Replacement (Sylvia Park) – Installation of new concrete barriers adjacent to the existing carriageway at the 'South Eastern Arterial' motorway (SEART) flyover by Sylvia Park shopping centre, in order to bring them in line with current standards.	Fletcher Construction

Organisational Development

The Learning and Development team partnered with key members of the Road Safety team to design, develop and deliver a Vision Zero learning programme for the AT Board of Directors, Executive Leadership Team, and senior leaders in April 2019 as an outcome of the Safety Business Improvement Review conducted in 2018. The workshops provided participants with knowledge and skills to confidently explain what Vision Zero is and what it means for AT, and for Auckland, which will contribute to AT's safety strategy and action plan.

AT will launch the Graduate Recruitment Campaign for 2020 intake in May 2019. The new cohort would be made up of approximately 20 graduates for AT's Early Careers Programme which will now be a two-year rotational programme designed to develop the next generation of AT talent.

Analytics

The issuing of automatic infringement notices for parking in the shared space along Federal Street has commenced. The new Special Vehicle Lane CCTV Analytics infringement capability is utilised, allowing parking officers to return to normal duties instead of spending time moving vehicles along on Federal Street.

CCTV Analytics to detect train taggers approaching moving trains at the Swanson train station has been introduced. The analytics automatically alert the ATOC Central operators to dispatch an officer onsite. Train tagging has significant financial, operational and safety impacts. These analytics will be rolled out at other stations around Auckland in the coming months.

Video analytics to count and track the direction of travel of pedestrians and cyclists were built at three sites – Beach-Churchill / Fanshawe-Beaumont / Wellington-Union streets. The analytics are for the Pedestrian Analytics Solution initiative, a joint project between AT and Auckland Council. A total of 58 sites have been identified by Auckland Council and AT for CCTV analytics. The data will support planning by giving greater insight into pedestrian movements in and around the city centre.

The new Data Analytics team is providing data consumption and analysis to help the Network Management team better understand the main uses of Lime scooters and ensure compliance with contractual obligations. The team are also starting to assist to help understand usage patterns throughout the city.



Elected Members

AT has begun a weekly "Councillor's Clinic". The sessions are held at the Auckland Council offices and Councillors have the opportunity to raise any issues of immediate concern or interest. The EGM Stakeholder, Communities and Communications was in attendance. The aim is to resolve "day to day" issues as quickly as possible. Four Councillors took up the opportunity to attend.

AT has continued to engage with all Local Boards in a variety of fora including regular workshops and via formal monthly reports. Note: AT staff attended and/or presented at 35 Local Board workshops this month.

AT also delivered presentations to the Local Board Chairs Forum.

Local Boards have shown a high level of interest in the proposed Speed Limit Bylaw consultation with nine making formal submissions.

Local Boards are also focused on allocating any money that remains in their Local Board Transport Capital Fund. AT staff are working alongside Local Board staff to assist local boards in making good decisions on spending their allocated budgets.

Local Board Interactions March-April 2019

Local Board	Briefings / Workshops / Major concerns (All Local Boards receive a monthly report from AT and we attend their monthly business meetings)
Albert-Eden	<ul style="list-style-type: none"> • Briefing – Community Safety Fund • Workshops – Community Safety Fund and LBTCF projects (2x) • Briefing – Safety on the Northwestern Pathway (2x – Behavioural and planning of physical changes)
Devonport-Takapuna	<ul style="list-style-type: none"> • Workshop - Project for consideration allocation of Community Safety Fund • Meeting - Local Board Services to discuss Local Board priorities. • Workshop – Update on Devonport on Demand Service • Meeting - Local Board Services and Local Board to discuss progress of Boards “One Local Initiative” (Lake Road) • Meeting – Local Board Services and Local Board to discuss scope of works for LBTCF Project – Francis to Esmonde Bridge
Franklin	<ul style="list-style-type: none"> • Meeting with Local Board members and Police representative to discuss road safety and road maintenance issues for Beachlands. • Workshop on Community Safety Fund • Workshop update on Station Road Car parking upgrades, funding shortfall (LBTCF project).

Local Board	Briefings / Workshops / Major concerns (All Local Boards receive a monthly report from AT and we attend their monthly business meetings)
Great Barrier	<ul style="list-style-type: none"> • Site visits to discuss approach to Fish Passages with Healthy Waters and Environmental Services • Workshop – monthly to discuss general Local Board enquiries about Transport and to progress transport capital fund projects • EGM Stakeholder, Communities & Communications relationship meeting at the launch of the island One Local Initiative
Henderson-Massey	<ul style="list-style-type: none"> • Regular monthly catch up with Chairperson and Local Board on local issues and consultation in the area. Projects included Te Pumanawa Square and Westgate • Workshop on Supporting Growth Alliance (SGA)
Hibiscus and Bays	<ul style="list-style-type: none"> • Workshop Mairangi Bay and Torbay town centre road safety improvements • Workshop Glenvar / East Coast Road intersection • Workshop Community Safety Fund
Howick	<ul style="list-style-type: none"> • Briefing – AMETI – Eastern Busway update • Workshop – Local Board Transport Capital Fund projects • Workshop – Airport to Botany project • Workshop – General transport update • Workshop – Community Safety Fund • Workshop – Howick Village Centre Plan coordination workshop
Kaipatiki	<ul style="list-style-type: none"> • Workshop - Identifying Projects for consideration allocation of Community Safety Fund • Workshop - Local Board Transport Capital Fund Members raising further projects • Meeting – Local Board Services re: Local Board Resolutions and Board submission to Speed Limit Bylaw consultation
Mangere-Otahuhu	<ul style="list-style-type: none"> • Briefing – Mangere Bridge replacement plan • Site visit – Otahuhu parking and road maintenance • Workshops – Four community/Local Board workshops about crime on Mangere Bridge • Workshop – Airport to Botany project • Workshop – Local Board Transport Capital Fund projects
Manurewa	<ul style="list-style-type: none"> • Local Board transport workshop • Manurewa Town Centre Steering Group meeting • Local Board transport workshop: Community Safety Fund

Local Board	Briefings / Workshops / Major concerns (All Local Boards receive a monthly report from AT and we attend their monthly business meetings)
Maungakiekie-Tamaki	<ul style="list-style-type: none"> • Workshop on Local Board Capital Fund • Worksop on Community Safety Fund • Briefing on Royal Oak Roundabout • Combined AT, AC and Panuku briefing on the One Local Initiative
Orakei	<ul style="list-style-type: none"> • Briefing - Community Safety Fund and Update on One Local Initiative • Workshop – Glen Innes to Tamaki Drive Shared Path • Fortnightly updates with Board members
Otara-Papatoetoe	<ul style="list-style-type: none"> • Site visit with project manager and Local Board member on Hunters Corner Streetscape Upgrade • Workshop briefing on Airport to Botany project • Local Board Chair briefing on LBTCF projects
Papakura	<ul style="list-style-type: none"> • Papakura Commercial Projects Group meeting • Site visit with Chair and Vice-Chair to research concerns of Takanini Residents Action Group (Manuroa Rd and environs) • Papakura Commercial Projects Group meeting • Local Board transport workshop: Community Safety Fund • Site visit with Local Board to Papakura rail station to discuss gating project
Puketapapa	<ul style="list-style-type: none"> • Workshop – Update on Connected Communities project, other local issues discussed • Briefing – Community Safety Fund • Workshop – Roskill Village Streetscape Upgrade, Safer Communities Project
Rodney	<ul style="list-style-type: none"> • Community Safety Fund workshop • Update on Rodney Targeted Rate
Upper Harbour	<ul style="list-style-type: none"> • Regular monthly catch-up with Chairperson and Local Board on local issues and consultation in their board area covering Speed, Parking, Road Congestion, New Bus Network • Workshop on Supporting Growth Alliance (SGA) • Workshop on Albany Park Parking
Waiheke	<ul style="list-style-type: none"> • Special workshop to discuss Waiheke 10 Year Transport Plan • Waiheke Local Board Transport Forum • Regular workshop to discuss Community Safety Fund and New Bus Network

Local Board	Briefings / Workshops / Major concerns (All Local Boards receive a monthly report from AT and we attend their monthly business meetings)
Waitakere Ranges	<ul style="list-style-type: none"> • Workshop on Community Safety Fund
Waitemata	<ul style="list-style-type: none"> • Regular fortnightly catch-up with Chairperson and Transport lead to discuss issues and progress projects on their transport capital fund. • Workshop – Waitemata Safe Routes post-consultation update • Workshop – Wellesley / Sale Street update • Workshop – Community Safety Fund discussion
Whau	<ul style="list-style-type: none"> • Regular monthly catch with Chairperson and Local Board on local issues and consultation in their board area covering New Lynn Friendship garden, Blockhouse Bay Roundabout, Avondale Maintenance, Illegal Parking Transporters, St Georges Road Parking Restrictions, Cars in Cliff View Road. • Workshop on: New Lynn to Avondale Project Status, Wolverton Culvert Replacement programme, Local Board Transport Fund – Avondale Pavers, Integrated Corridor Delivery Programme, Community Safety Fund

Project Updates

Speed Management

AT held public hearings on the proposed Speed Limits Bylaw 2019 on Monday 15 and Tuesday 16 April. The hearings gave individual members of the public and organisations the opportunity to present their views to AT in person. The hearing panel was made up of two AT Board members, Mark Gilbert and Sir Michael Cullen, and two members of the AT Executive Leadership Team, Rodger Murphy and Andrew Allen. Over the one and a half days, there were 36 presentations, 15 of which were from individual members of the public and 21 from organisations.

The feedback provided during the hearings process will be analysed as part of the consultation process and included in the public feedback report. We are still in the process of analysing the 11,726 submissions received during the consultation period. Below is a broad overview taken from the interim report.

Submissions from individuals and organisations

A total of **11,726** consultation feedback submissions were received on the proposed Speed Limits Bylaw 2019 of which **11,658** were from individuals, **59** stakeholder submissions and **9** Local Board submissions. We received **7,864** submissions through the on-line questionnaire, **3,112** submissions through the on-line Geographic Information system (GIS) and **750** submissions through either hard-copy or email replies.

Construction is underway for the traffic calming measures for both the Te Atatu South and Papakura residential speed management area. These are due for completion mid-year.

In addition, consultation for the Manurewa – Wordsworth area concluded on 26 April. The proposal includes road treatments to address concerns at fatal and serious crash locations close to schools in this area. The Local Board have been supportive of the project and are contributing to the funding of measures.

Rail Development

AT is continuing to work in collaboration with KiwiRail to progress projects identified for funding through the Transitional Rail Activity Class. Since receiving mobilisation funding at the end of 2018, KiwiRail has recruited staff and procured design resource for the Wiri to Quay Park 3rd Main project and Papakura to Pukekohe Electrification. Site surveys have been completed and work is on target to inform design, cost, risk and business updates this calendar year to secure implementation funding.

Work is also underway to review and confirm future power system requirements and to progress development of an integrated rail control facility in Auckland.

Rodney Targeted Rate

Potential park and ride development sites in Warkworth, Huapai and Kumeu have been identified and have passed through an initial screening process. A short list of sites that could deliver approximately 200 car spaces in total has been agreed with the Local Board to take through the next stage of design.

Following initial design and affected party consultation, detailed design is expected to begin in September 2019.

Airport to Botany Rapid Transit

The project encompasses completing the business case and route protection for Airport to Botany Rapid Transit via Manukau and Puhinui Station Interchange. It forms part of the Southwest Gateway Programme.

The Puhinui Station Interchange is being delivered in two stages, with the first stage to be operationally-open by end of 2020 with all construction complete early 2021 and is an early deliverable of the Airport to Botany Rapid Transit project. The project has progressed through the preliminary design stage and developed design has commenced, with all design anticipated to be complete in October 2019. An Early Contractor Involvement contract has been awarded to McConnell Dowell, who will assist during the design phase and, subject to performance, will be awarded the main construction contract running from third quarter 2019 through to early 2021.

Resource consent for the project was lodged at the end of March and it is anticipated that it will be approved by the end of May 2019.

New Footpaths

21 projects are planned for delivery this year. Four projects have been completed with the remaining 17 planned for delivery. This programme is currently on track to fully deliver in this financial year. In response to significant safety concerns raised by elected members and the local community AT responded rapidly to design and deliver the Pararekau footpath.

Project Name	April Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)				
							Zharm	Budget	Milestones	Stakeholder Consent	
Public Transport											
Eastern Busway 1 (Panmure to Pakuranga)		Sod-turning was held on site on Friday 12th April, attended by Min Twyford, Mayor Goff and AT Chair. Main physical work has commenced at the Panmure Roundabout. Stage 2 demolition works are complete and archaeological investigations are complete at Mokoia Pa. Consenting for the temporary park and ride at Lloyd Elsmore Park is in progress. Final safety review and implementation of the T2 lane on Pakuranga Road is in progress. Construction is due to be completed by mid 2021.	Construction	2%	1%	0%					
Eastern Busway 2/3 (Pakuranga to Botany including Bus Station and Flyover)		Value engineering of the Specimen Design is continuing. PWA land acquisition processes and consultation feedback are progressing slower due to Specimen Design Review. The Procurement Strategy review is nearing completion with NZTA and AT Board approval to follow.	Investigation	37%	45%	-8%					
Eastern Busway 4 (Botany Interchange)		The Single Stage Business Case process is continuing.	Investigation	8%	8%	0%					
Sylvia Park Bus Interchange		Review of the Indicative Business Case is ongoing. Revised programme delivery milestone dates are to be determined once changes are known. The latest Kiwi Property long term development plans have now been informally shared with AT.	Investigation	75%	100%	-25%					
Downtown Programme Quay St Enhancement		The Quay St Enhancement project has now commenced into the detailed design phase. Ongoing stakeholder management is underway. It is noted that should the non-notified basis of the consent be challenged and become notified, the time delay that would be caused as a result will be such that the project could not be completed within the current timeframe.	Design	79%	83%	-4%					

Project Name	April Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholders	Consent	Property
Downtown Programme Britomart East Bus Interchange		Progress is being made on the development of the long list of interchange options. The location review will mean an interim solution is likely to be required prior to AC36. Stakeholder engagement is progressing. The schedule is being reviewed and updated to include the interim works for Stage 1, the details of which are yet to be confirmed.	Investigation	50%	77%	-27%						
Downtown Programme Galway St Enhancement		Detailed design has been completed. Construction of Galway Street will commence January 2020 due to the constraints from the construction of an adjacent hotel.	Design	85%	72%	13%						
Downtown Programme Quay St Strengthening		While the Resource Consent for the Queens to Marsden Section has been approved an appeal has been lodged. Expert evidence for the Princes Wharf and Ferry Basin portions of the Seawall has been submitted and Hearings were held from 19 to 21 March 2019.	Design	70%	93%	-23%						
Downtown Programme Ferry Basin Redevelopment, Stage 1		The Resource Consent Hearing finished on 28 March. The Licences to Occupy, along with the the Building consents requiring Panuku and MBIE approval for Queens Wharf are a risk and are required prior to construction. Following the value engineering process there are proposed design changes to this project that now being worked through.	Design	72%	88%	-16%						
Downtown Programme Lower Albert Bus Interchange		The team are focusing on completing detailed designs in preparation for lodging the building consents. A budget review is underway to ensure the project remains on track.	Design	73%	82%	-9%						
Downtown Programme Mooring Dolphin		The outcome of the resource consent will determine the finalisation of the design and the date of release. While there has been a delay, due to the resource consent being appealed, this is not expected to impact the completion of the project within the current programme timeframes.	Design	90%	100%	-10%						
Downtown Programme Downtown Public Space (DPS)		Value engineering process complete. Lodgement of the resource consent will be made late-April. There is a risk of appeal which could delay the project. The completion of this project is dependant upon the Ferry Basin Redevelopment Project.	Design	67%	67%	0%						

Project Name	April Status	Overall Comments	Current Phase	% Phase Completed	% Against Baseline	Variance	Status (This Period)					
							Zharm	Budget	Milestones	Stakeholders	Consent	Property
FN32 East West Bus Corridor		Final public consultation on the Church Street and Meadow Street cycleway has been undertaken and the tender is being prepared. Negotiation with Watercare for the Church Street-Meadow Street bridge widening is ongoing. Mount Wellington Highway cycleway and transit lanes are to be undertaken in early 2020 to align with road rehabilitation. Liaison is ongoing with the Tupuna Maunga Authority regarding a historic encroachment on Mount Wellington Highway. The FN32 Stage 3 works on Massey Road will be delivered as part of the Connected Communities Programme.	Design	62%	92%	-30%						
Northern Busway Extension Stations (Rosedale and Constellation)		Detailed design of the Constellation Bus Station, Alexandra Underpass and SH1 Bridge Replacement have been completed. Design of the Rosedale Bus Station is 90% complete. Cost estimates for the Rosedale and Constellation Bus Stations are currently being prepared by the NCI Alliance Team. The Rosedale Bus Station Notice of Requirement and Resource Consent will be lodged in late June 2019.	Design	95%	95%	0%						
Puhinui Interchange (Early Deliverable)		Developed design is progressing. Tender evaluation for an ECI contractor has been completed and award made. Minor enabling works were undertaken at Easter to prepare for the relocation of telecom and electrical cabinets. Resource consent has been lodged.	Design	40%	40%	0%						
Parnell Train Station		Fabrication of ticket gate canopies is underway. Gates are planned for commissioning in mid June 2019	Construction	96%	100%	-4%						
Pukekohe Bus-Rail Station Upgrade		Project close out of the bus station is ongoing with final completion certificates planned for July 2019.	Construction	99%	100%	-1%						
Rail Pedestrian Crossing Separation Phase 1B		Chalmers Street, St Judes and Portage Road works have been commissioned and in operation. All construction works on St Georges have been completed and were commissioned on 30 March 2019.	Construction	100%	100%	0%						
Rail Pedestrian Crossing Separation Phase 2		Detailed designs have been completed for all eight crossings. The physical works contract has been awarded and construction works have started. On track for completion by end of FY18/19.	Construction	5%	5%	0%						
Takanini and Te Mahia Station Upgrades		Works are in closeout.	Closeout	20%	20%	0%						

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Roading												
Lincoln Road - Corridor Improvements		A project review is in progress to identify options to reduce designated footprint and land acquisitions.	Design	21%	46%	-25%						
Franklin Road Upgrade		The section from Victoria St to Wellington St (phase 1) has been completed. Phase 2 (Wellington St to Ponsonby Rd) works are progressing. Weather dependent Phase 2 target completion is October 2019.	Construction	55%	55%	0%						
Matakana Link Road		Following the completion of the hearing sessions for the project and NZTA's Puhoi to Warkworth project, which includes the Matakana Link/State Highway 1 intersection, several risk of appeals and changes to designs are being assessed. Confirmation of funding from NZTA is required for the value engineered design.	Design	30%	30%	0%						
Drury South Spine Road Development		The bulk earthworks and major drainage works are now 99% complete. The physical works construction of the new Spine Road has focussed on the new roundabout at the Ramarama motorway interchange which was completed on 25 February 2019. The construction of the section of the Spine Rd heading north from the roundabout started in mid October 2018. Project completion is expected by the end of June 2019.	Construction	74%	80%	-6%						
Wynyard Quarter – WQ Central Package		Construction works continue along Daldy Street. Reinstatement of the tram track on Daldy Street is in progress. Rain garden/planter bed works on Daldy Street south continue. Paving works around pump station are nearing completion. Planning for Gaunt Street works is underway. Discussion with Infratil and Mansons around possession dates for the park elements are ongoing.	Construction	30%	30%	0%						
Wolverton Street Culverts 1 and 2 Replacement		Geotechnical testing and culvert clearing works have been approved and will commence during May 2019. Additional traffic mitigation measures will be introduced on the diversion routes during this work. The design concept for Wolverton Culvert 1 has been accepted as a top down bridge and the Wolverton Culvert 2 was accepted as a pipe jacking solution. Enabling works is programmed for end May 2019. The indicative cost estimates are tracking within budget.	Investigation	70%	75%	-5						

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Growth												
Albany, Dairy Flat Highway Improvements		Additional traffic modelling analysis and geotech investigations are underway to minimise risks once a preferred option for the projects is progressing.	Investigation	77%	100%	-23%						
LRGF - South (Hingaia)		The new contractor for Hingaia Stage 1 works commenced in April 2019 to complete Hingaia Road widening works and signalisation of the Hingaia-Papaka-Kahunui intersection. The second stage of the Hingaia Road widening and signalisation of the Hingaia-Oakland intersection will have the detailed design completed by June 2019 and is planned for construction in the 2019/2020 construction season. The Great South Road-Park Estate Road intersection signalisation is in the design phase and is planned for construction in the 2019/2020 financial year. The Park Estate Road Walking and Cycling Bridge, (over the Southern Motorway), will be completed in conjunction with NZTA's replacement of the existing Park Estate bridge.	Detailed Design and Construction	60%	60%	0%						
LRGF North (Medallion Dr)		Design review is underway to ensure budget compliance. The land purchase appeal is being progressed with the Environment Court hearing scheduled for June. Construction start forecast is early 2020.	Design	95%	95%	0%						
LRGF - Huapai		The compulsory land acquisition process has been initiated for the land required for the Access Rd intersection works and limited notification has been requested to expedite the consenting process. The draft detailed design has been completed for the Access Rd intersection and forwarded to NZTA for final sign off. The draft business case has been completed and is currently being peer reviewed prior to submission to NZTA for co-investment funding.	Design	76%	100%	-24%						
LRGF - North (Albany, Gills Road Link)		The consent application and property negotiations with Council (Parks) are complete. The strategic review is underway.	Design	99%	99%	0%						

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Active Modes (UCP = Urban Cycleway Programme)												
UCP - K Road Cycleway/Streetscape		NZTA funding contribution was confirmed on 20 March. The tender price has come in higher than expected and commercial negotiations are being pursued with the preferred supplier.	Construction	1%	1%	0%						
UCP - New Lynn to Avondale Scheme C/Way		The construction tender for the main works has been issued to the market. Construction will begin in June 2019 subject to consent approval. The initial resource consent application is in progress. The programme overlaps with Housing New Zealand's Development at St Georges Rd are being worked through by the project teams to carry out some enabling works during the 2019-20 Christmas Block of Line. There is a minor property acquisition required at Portage Road for which discussions are underway.	Construction	0%	0%	0%						
UCP - Glen Innes to Tamaki Drive Scheme C/Way		Section 2 (St Johns Road to Meadowbank Train Station): Resource consents and building consents are being processed and land owner / lease agreements are being negotiated. Section 3 (Orakei Basin boardwalk is being managed by New Zealand Transport Agency): This section is on track to be completed by the middle of the year. Section 4 (Orakei Basin to Tamaki Drive): Consent application lodged. Cost estimates and economics have been updated to form basis of business case for construction of Section 2.	Detailed Design and Construction	85%	100%	-15%						
UCP - Remaining projects		Design and value engineering of the remaining UCP projects is progressing to confirm total outturn cost estimates, timing and funding targeted for May. Priorities are:										
		Victoria Street Cycleway (Beaumont to Nelson).	Design	80%	70%	10%						
		Westhaven to CBD Cycleway (Nelson Street Phase 3)	Design	50%	30%	20%						
		Tamaki Drive Cycle Route (The Strand to Ngapipi)	Design	95%	90%	5%						
		Pt Chev to Herne Bay Cycle Route	Design	60%	50%	10%						
		Cycle Links to GI	Design	50%	30%	20%						
		Herne Bay to Westhaven Cycle Route	Design	60%	50%	10%						
	Parnell to Tamaki Cycle Route	Design	10%	10%	0%							

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UCP - Northcote safe route scheme W&C Stage 1		Construction of the cycle network on Queen Street, Lake Road and Northcote Road is largely complete with only minor defects works to be rectified. Completion tracked behind the baseline programme due to unforeseen utility relocations.	Construction	100%	100%	0%						
UCP -Northcote safe route scheme W&C Stage 2 (Bridge)		Funding has been approved for the construction of the two shared pedestrian/cycle overbridges over State Highway 1 (alongside Northcote Road). The project is currently out to tender.	Construction	0%	30%	-30%						
UCP - Waitemata Safe Routes Scheme		Re-engagement with the community and businesses has been completed and consultation feedback is being finalised prior to a decision on the way forward . The initial summary of feedback was presented to the Waitemata Local Board on 2 April. The consultation report will be finalised with AT and Local Board comment and made available on the website. Some essential maintenance work will be done on both routes (Richmond Road & Surrey Crescent) during May and June.	Design	40%	40%	0%						

Streetlighting

There were a further 1,790 existing lights changed to LED luminaires during March. To date this financial year there has been 13,800 lights converted to LED's and a grand total of 52,500 since the programme began in 2015.

The tenders for the new street light maintenance contracts have closed. There were three tenders received for the North contract and four for each of the Central and South contracts. The tender evaluation has commenced and is expected to take most of April. We are looking to extend the existing contracts by two months so as to commence the new contracts on 1 September 2019 and give a clear three months lead in time for the respective suppliers.

Road Corridor

MARCH 2019					
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	6.6	10.0	12.5	66%	53%
Resurfacing	327.0	390.0	417.5	84%	78%
Footpath Renewals	53.4	50.0	60.0	107%	89%
Kerb and Channel replacement	43.7	40.0	45.0	109%	97%
TOTAL	430.7	490.0	535.0	88%	81%

Achievement against forecast is 88% of the YTD target with 81% completion to date against the full year target.

We will fall short of the targets for pavement rehabilitation and resurfacing but will exceed the targets for footpath renewals and kerb and channel replacement.

Events

251 activations were processed by the special events team in March

- 176 Event Days
- 75 Film Days
- Five events required management by activation of the Transport Operations Centre (ATOC)
- Four events had integrated transport
- 71 events had an AT network impact/Traffic Management Plans.

Following the tragic events in Christchurch many large-scale events were held (and others cancelled) requiring numerous operational changes. This included support for the National Remembrance Day on 30 March, held at Eden Park.

The Auckland Blues have enjoyed some early success this year and as a result larger crowds are being seen at their matches. Public transport to and from matches (when integrated ticketing is in place) remains at good levels.

Date	Event	% of crowd on PT	PT Mode(s)
Saturday 9 March 2019	Auckland Blues v Sunwolves – QBE Stadium	11.2%	Rail & Bus
Thursday, 7 February 2019	Warriors v Bulldogs	8.40%	Rail
Friday, 8 February 2019	Auckland Blues v Highlanders	44.8%	Rail & Bus
Saturday, 16 February 2019	Auckland Blues v Stormers	38.5%	Rail & Bus

ANZAC Day

On ANZAC Day, AT provided free travel for SuperGold and Veteran's SuperGold card holders, as well as free travel for uniformed and retired services personnel with an RSA membership card. This applied across all AT Metro bus, train and ferry services (the only exclusions being vehicle transport to/from Waiheke, and the Great Barrier Island and Rakino ferry services).

As per previous years, a dawn service was held in the Auckland Domain, and additional bus, train and ferry services allowed people to attend (people travelled to the dawn service before our normal scheduled services).



Road Safety

Red Light Cameras

This programme plans to commission cameras at eight high risk intersections in FY2019. The eight cameras are currently on track to be installed and operational by the end of June.

Context and Summary

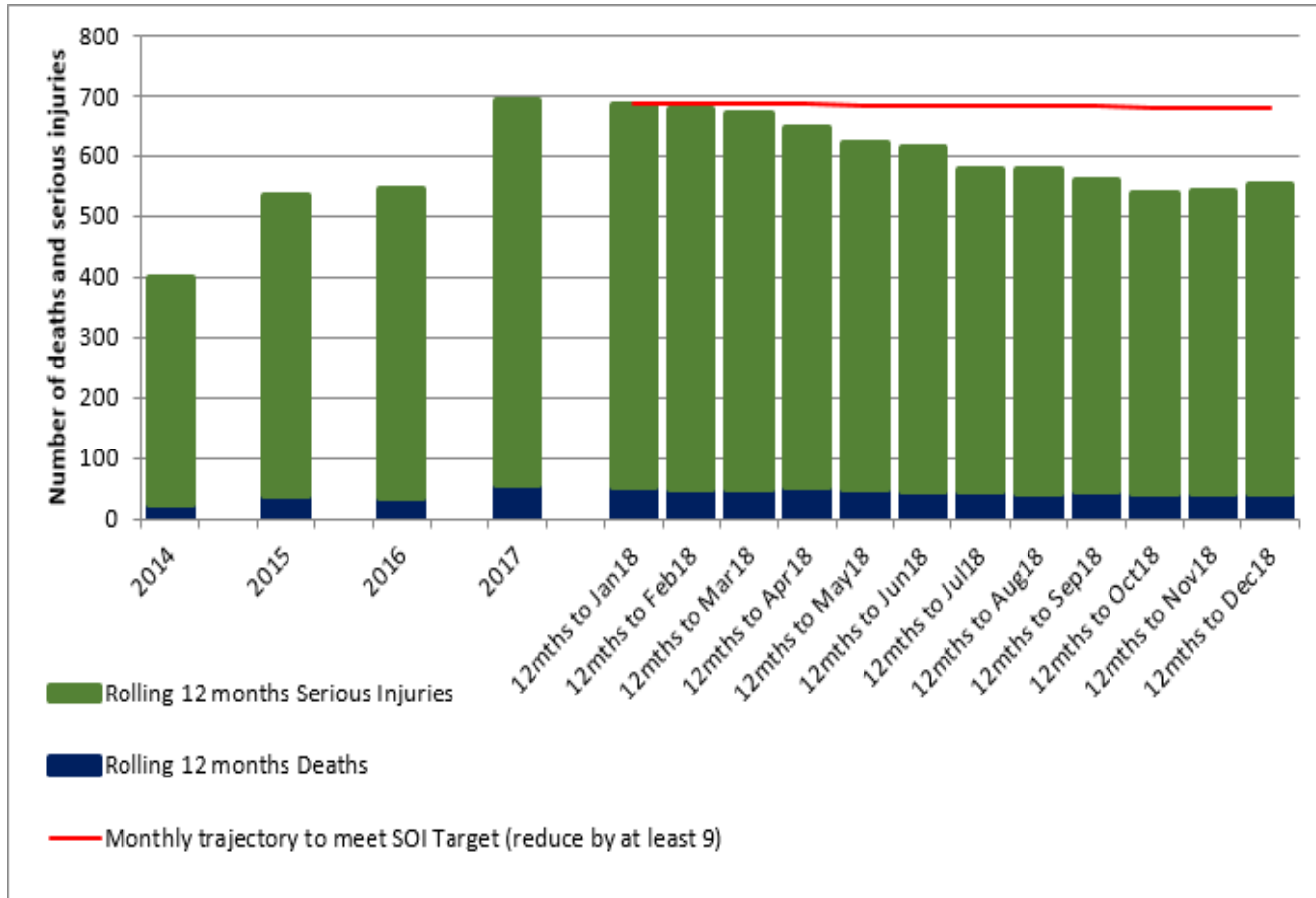
The Road Safety team continued delivery of planned road safety activities in partnership with NZ Police in March across Auckland roads. The Accelerated Road Safety Infrastructure Programme for 2018/2019, including the Safe Speeds Programme, continued to be a focus.

Planning and engagement included a number of activities focused on the road safety challenge:

- The Tāmaki Makaurau Leadership group met in March, continuing to drive the joint partner response to the road safety crisis. The AT Road Safety Programme Business Case was presented to the Leadership group and discussions continued around aligning the national Safe Networks Programme with the Programme Business Case
- Developments on the Road Safety Programme Business Case (PBC) continued, and a short list workshop with all the partners was held on 1 March. It is now in its final stages and will be presented to the Tāmaki Makaurau Road Safety Governance Group for approval
- The Urban KiwiRAP Risk Mapping Tool will help staff identify where the high crash risk locations are to address road improvement measures that will help reduce death and serious injuries over time. Nine hands-on training sessions were delivered across the organisation in the months of February and March
- Engagement has commenced on the draft narrative and framework of the Vision Zero Strategy for Tamaki Makaurau with partners and mana whenua. Vision Zero Learning and Development workshops for Board and ELT are being developed.
- The Road Safety team engaged with Mana Whenua partners at Central and Southern Hui on the Road Safety Programme Business Case, Vision Zero Strategy, Te Ara Haepapa and Safe Speed Programme. The feedback received was positive and supportive.

Local Road Deaths and Serious Injuries (12 month rolling)

Please note that there is a three-month time delay for local road death and serious injuries information, and that monthly figures can vary over time due to Police investigation outcomes and reporting timelines.



Local Road Deaths and Serious Injuries (DSI) Update for March 2019

The Local Road DSI target for the 2018 calendar year was 681, nine less than the 2017 total of 690.

In the 12 months to the end of December 2018, 43 people died on our roads. This is 13 less than the 12 months to the end of December 2017. In the 12 months to the end of December 2018, 510 people had sustained serious injuries. This is 127 less than the 12 months to the end of December 2017.

From 1 January to end of March 2019, there have been 12 road deaths on all roads compared to ten for the same period in 2018 and 13 in 2017.

During the month of March 2019 three people died on AT roads. Two were killed on roads with an 80kmh speed limit; a 45-year-old driver in the Counties-Manukau Police District and another driver aged 57 years of age in the Waitemata Police District. In the

Auckland Police District, a 76-year-old driver was killed in a 50kmh speed zone.

Local Road Death Investigations 2019

AT has initiated 17 road death investigations in 2019 to date. Of these, three completed reports are within the approvals process, four reports are underway, three site visits are booked with NZ Police, one requires NZ Police to confirm if the crash was a medical event and six reports are no longer necessary due to being outside of AT's jurisdiction (one medical event, one outside of Auckland Region's asset, two on NZ Transport Agency owned assets and two site investigations not required as per NZ Police guidance).

Fatal Crash Report (FCR) Number	Date of Crash	Location	Type of Crash	Open or Closed		Days Since Fatal Crash Occurred
2019FCR001	02/01/2019	Stafford Road off ramp, North Shore	Vehicle vs road cones, barrier and vehicle	No report required as on NZTA owned asset	Closed	n/a
2019FCR002	11/01/2019	State Highway 1, Papakura	Vehicle vs vehicle vs vehicle vs vehicle	No report required as on NZTA owned asset	Closed	n/a
2019FCR003	12/01/2019	Gowing Drive, Orakei	Vehicle vs vehicle	Report complete. Review and approval underway	Open	83
2019FCR004	28/01/2019	Botany Road, Howick	Vehicle vs vehicle	Report complete. Review and approval underway	Open	67
2019FCR005	02/02/2019	Mill Road, Bombay	Motorbike vs vehicle	Report complete. Review and approval underway	Open	62
2019FCR006	04/02/2019	Southern Cross Road, Orakei	Cyclist only	Report underway	Open	60
2019FCR007	08/02/2019	Kaiaua Road, Franklin	Vehicle vs power-pole and post	No report required as outside of Auckland Region asset	Closed	n/a
2019FCR008	15/02/2019	Taka Street, Takanini	Train vs pedestrian	No report required	Closed	n/a
2019FCR009	09/02/2019	Orakei Road, Remuera	Van vs car	Report underway	Open	55

Fatal Crash Report (FCR) Number	Date of Crash	Location	Type of Crash	Open or Closed		Days Fatal Crash Occurred
2019FCR010	23/02/2019	Ellerslie-Panmure Highway, Mt Wellington	Motorbike vs car	Report underway	Open	41
2019FCR011	26/02/2019	Kerrs Road, Manukau	Vehicle vs fence	No report required as this is currently recorded as a medical event	Closed	n/a
2019FCR012	27/02/2019	Aviemore Drive, Highland Park	Car vs pedestrian	Report underway	Open	37
2019FCR013	20/03/2019	Glenbrook Road, Franklin	Vehicle vs vehicle	Site Inspection to take place 05/04/2019	Open	16
2019FCR014	21/03/2019	Mount Albert Road, Auckland	Car vs wall	No report required	Closed	15
2019FCR015	22/03/2019	Great South Road, Papakura	Car vs lamp	Police to confirm if crash is a medical event	Open	14
2019FCR016	28/03/2019	Waitakere Road, Waitakere	Car vs bus	Site Inspection to take place 05/04/2019	Open	8
2019FCR017	01/04/2019	Puhinui Road, Auckland	Vehicle vs pound	Site Inspection to take place 08/04/2019	Open	4

Road Safety Activations at ASB Polyfest

Maori road deaths and serious injuries have increased 118% from 54 in 2013 to 118 in 2017, and they experience a much higher risk of road traffic injury per population than other ethnicities in Tāmaki Makurau. The Te Ara Haepapa Road Safety programme is AT's response to reduce death and serious injuries involving Māori and Rangatahi Māori.

ASB Polyfest is the largest Polynesian (Māori and Pasifika) festival in the world. AT were the official sponsor for the Māori stage that featured the following three Road Safety activations; Child Restraints, Active Modes, specifically pahikara (cycling) and Taraiwa inu Waipiro kore (the Drive Drink Free messaging).

The AT Team engaged with over 13,706 Rangatahi and their whanau throughout the event.



Road Patrol Training in Te Reo Māori

Te Kura Kaupapa Māori a Rohe o Māngere have become actively involved with AT's Ara Haerenga Programme (which is equivalent to the Travelwise Programme). Their first request was to Patrol the crossing on Bader Street close to their kura in order to keep their students crossing the roads safe. The Te Ara Haepapa Team supported the kura through the process and invited the NZ Police School Community Officer to assist in the education and practical training.

This is the first Road Patrol trained and conducted fully in Te Reo Māori in Tāmaki Makaurau and it is believed that this is also the first of its kind in Aotearoa. Moving forward, the kura have aspirations to translate the Pou (Paddle Signs) in Te Reo.

To watch the One News feature, visit: <https://youtu.be/1sbV7Zpzsds>



Walking School Bus Month

Pedestrian safety is a high priority in the Auckland Region with an upward trend in road deaths and serious injuries (DSI) over the past five years from 91 in 2013 to 131 in 2017. Children 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.

The Travelwise and Walking School Bus (WSB) Programmes have an important role in improving pedestrian safety around schools, increasing walking to school, instilling lifelong pedestrian safety skills and reducing morning vehicle congestion.

Walking School Bus (WSB) month is an annual event, celebrating the walking school bus programme with schools across the Auckland region. This year 140 registrations were made, and 1775 children participated in the themed walking weeks and competitions that encouraged more children to walk to/from school and inspired parent volunteers to either start a new walking school bus or join an existing one. As a result of the month's promotions, 14 new buses have joined the programme and 11 are trialling it.

Amongst the special guests that participated in the celebrations, was Auckland Mayor, Phil Goff, who walked on the Weymouth walking school bus, the Northern Netball Stars participated in a number of walks, and eight police dogs joined in on walking routes across the region.



Rural Schools Workshop

Two Rural School Workshops for North and South rural schools on the Travelwise programme were held. Over 100 students and Lead Teachers from 16 schools attended the workshops with a focus on addressing their individual school's road safety issues. Supporting rural schools with their road safety and travel issues is a vital part of the Travelwise programme as their challenges differ from urban schools.

Delivery included a series of stations focusing on the following topics; bus and heavy vehicle safety, speed and safe school travel planning. Schools learnt how the Travelwise programme can help improve road safety in and around their communities and they left with the skills to run a sustainable road safety campaign specific to their school environment.

With the support of external stakeholders, including National Road Carriers Association, Murphy Buses, Richies Buses and New Zealand Police, the workshops were widely praised by all 16 schools who attended. An evaluation of the workshop has demonstrated that approximately 12 bus safety training sessions, 30 speed activities and 16 pedestrian/road safety events have been booked in as a result of the rural workshops.



Customer Experience Initiatives

On Bus Technology

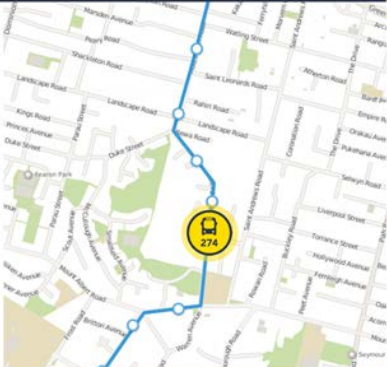
A trial of Wi-Fi connectivity on buses commenced last November and is still underway. The trial has now extended to four buses and includes next stop audio announcements. Monitors at the front and back of the bus provide visual next stop and transfer information to customers. Public Wi-Fi, limited to 50mb per device, is also on trial in these buses.

HOP Balance on AT Mobile

The AT Mobile application HOP Balance feature has been rolled out to all customers in the live production environment. Future developments will introduce the customer transaction history, linked accounts and Top Up features.

Bus 274 - to Downtown
Arriving at: Opp 9 Laurence Stevens Dr

Mt Eden Rd Near Three Kings Plaza	2mins
MT Eden Rd opp Kingsway	5mins
Opp 880 Mt Eden Rd	8mins
953 Mt Eden Rd	11mins
931 Mt Eden Rd	15mins
909 Mt Eden Rd	17mins



Free WiFi available on this bus
14:26

Image: On Bus Technology trial sample screen

Commuting Experiences

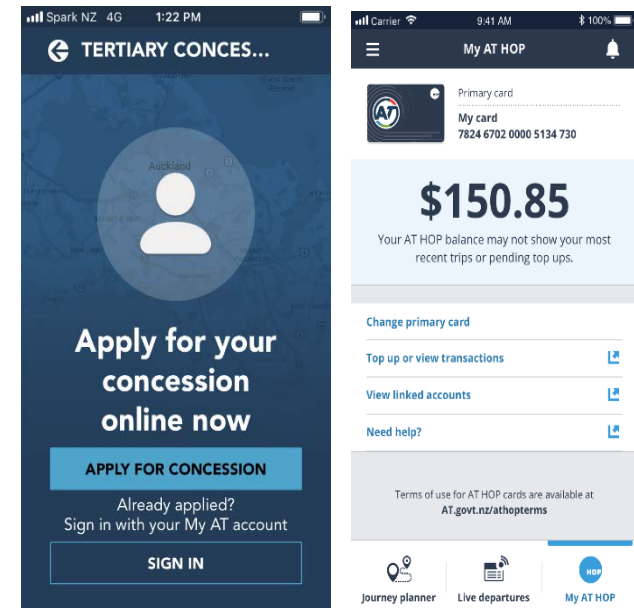
Tertiary concessions: Tertiary students starting, or returning to study, have been required to get confirmation from their tertiary institution that they are a student, before they can apply for a HOP tertiary concession by visiting an AT Customer Service Centre.

In 2018, a trial was undertaken with the University of Auckland allowing students to apply for their HOP concession (for up to three years) using AT Mobile. In February, this process was extended to include Massey University & Auckland University of Technology. Over 51,000 students applied using AT Mobile, 21,000 in 2018 and 30,000 in 2019.

This reduced the workload for Customer Service Centres by ~ 30%, whilst also improving the student customer experience.

Work continues to extend this process to other tertiary institutes, for secondary school and SuperGold concessions, which in total make up ~ 50% of AT Metro customers.

HOP Balance: The most frequently requested feature from AT Mobile users is the ability to view and top-up their HOP card from the app. HOP balance was released in March and has been progressively scaling to over 165,000 monthly active customers in April. New features will be released in the next 6 months that enable customers to view the HOP balance for 'linked' cards (children's cards), view recent HOP card transactions, and top-up their HOP balance with the app.



Customer Responsiveness

Key initiatives to improve customer responsiveness and case management was rolled out in April. These included:

- Increased focus on front end closure of bus operator cases, commencing with late bus being managed at the front line including a rewritten humanistic communication being sent to customers following the interaction
- Customer Services to support Metro Service Delivery to case manage sensitive operator cases where there are complaints or harm to staff and/or customers
- Expansion of case management for Elected Members to include cases related to a request for service
- Training provided to the Customer Liaison team in writing humanistic communications with a behavioural science lens
- End to end process mapping to identify opportunities for improvement to address systemic issues.

Channel Performance

Public Transport contact centre performance strengthened in March with 76% of calls answered within 20 seconds and an average speed to answer all calls of 37 seconds. A 25% service level increase and improvement of 1 minute in time to answer calls compared to March 2018 has been achieved.

Managed inboxes including Elected Members and CEO, received acknowledgement of requests within 1 working day with an average time to resolve Elected Member cases of 16 days. LGOIMA requests have increased by 40% from February 2019, an increase of 59% year on year.

Motorcycle Safety Campaign

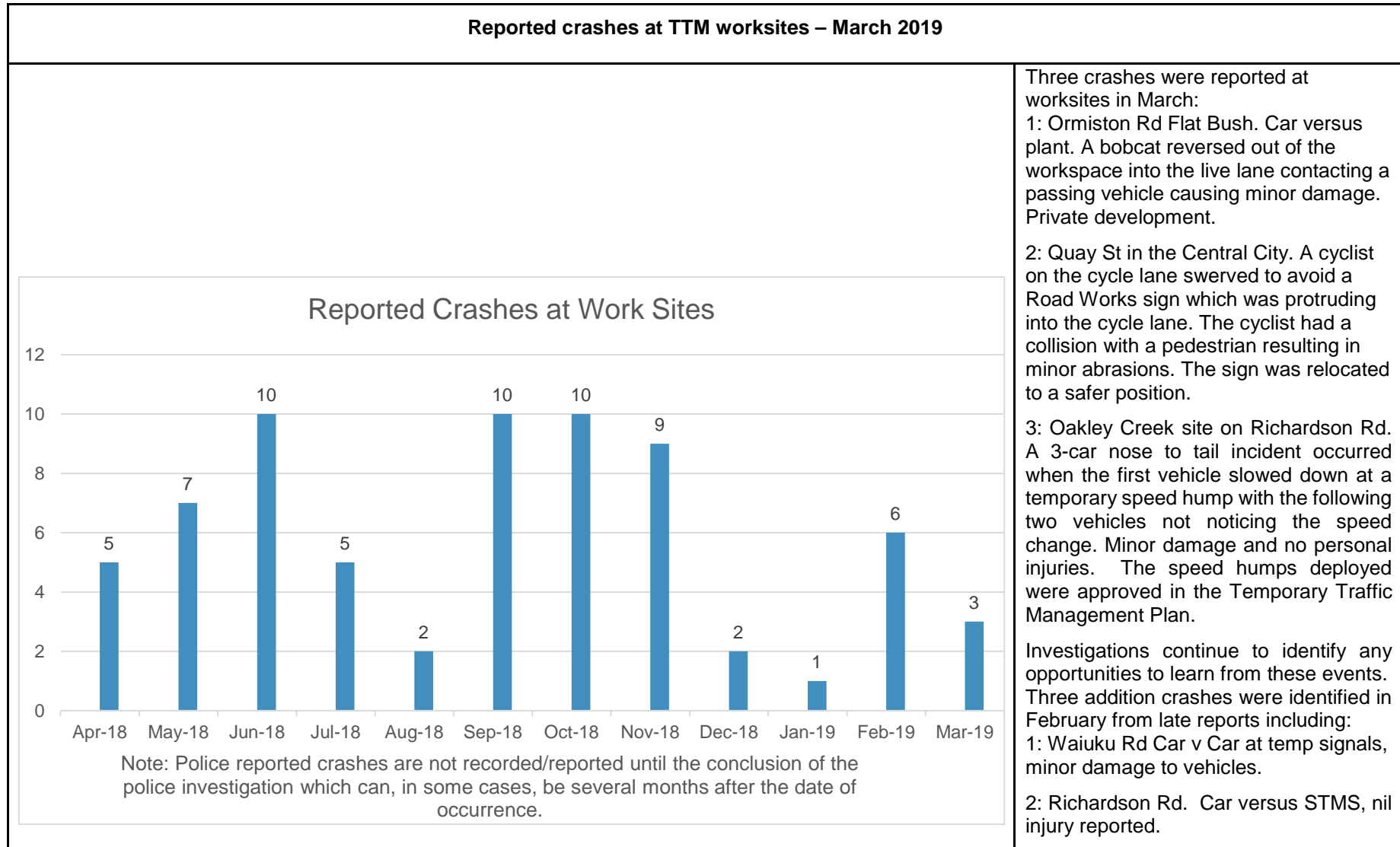
The key objective of this campaign was to help reduce the number of death and serious injury crashes involving motorbikes in Central Auckland. The campaign drew attention to the fact that car drivers won't necessarily see motorbikes when they turn right at intersections. The creative approach provided motorbike riders with tools they need to anticipate the problem, with the message 'Ride like you are invisible'. Car drivers were also encouraged to 'Spot the rider not the gap'.



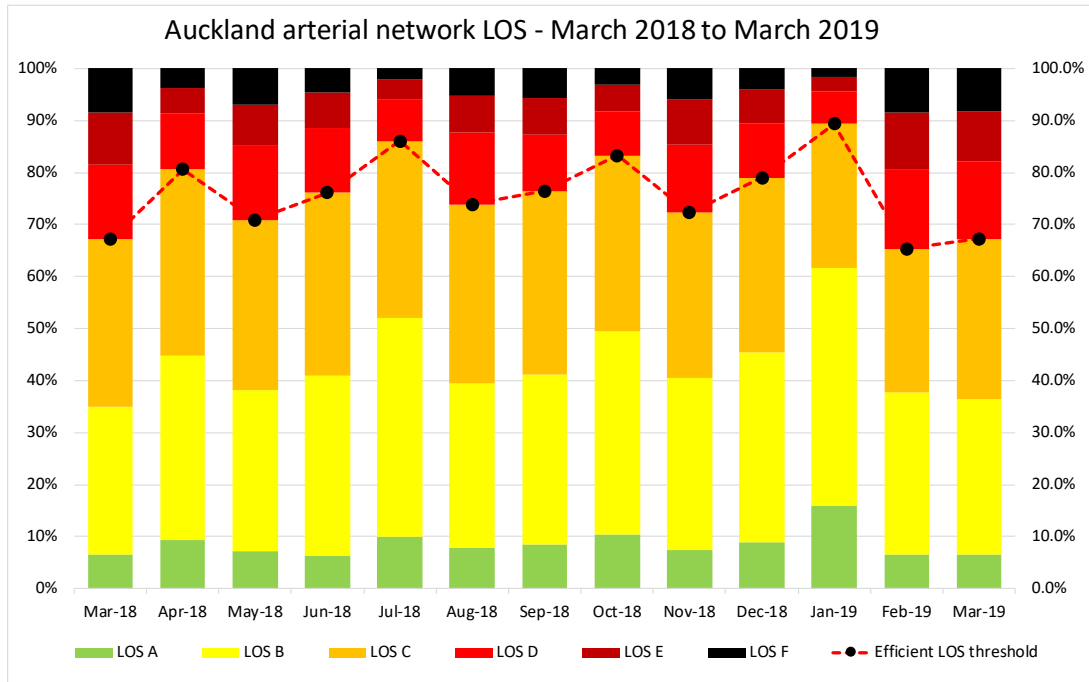
The campaign was communicated using radio, a video (on YouTube and Facebook), billboards and bus backs. Via Facebook, 499,000 were reached on average 1.64 times and the video reached over 250,000 people of whom 31% watched the 30 sec videos right to the end. Post campaign awareness via an independent panel of 360 car drivers and 91 motorbike riders showed:

- 8/10 score for relevance by motorbike riders
- 64% high prompted awareness from motorbike riders
- 80% of those surveyed thought the message was worthwhile
- 1 in 2 car drivers have changed their behaviour and are now being careful to check for motorbikes, whilst 1 in 2 motorbike riders have changed their behaviour to try to be more visible and ride as if others won't notice them.

Crash Reports



Network Performance



In March 68% of the network operated at good levels of service (LOS A-C) which is 2% better than the previous month. Congestion was similar to March last year and March 2017 (prior to Waterview connection), however congestion in February was higher than February 2018. This suggests that the increased “March Madness Travel Demand” peaked earlier this year in February although both months experienced high levels of congestion. The impact of the Waterview connection continues to offset the annual 2-3% increase in congestion.

Routine Traffic Signal Optimisation

Routine traffic signal optimisation continued through March as part of the third year of the optimisation programme. Traffic signals are optimised in alignment with the Network Operating Plan. This reflects strategic multi-modal intent and the Auckland Plan, with a view to achieving the best operational outcomes with the existing road layout.

During March, optimisation commenced for the following route:

- Royal Road (Moire Road to Westgate/Vadam Road)

During March, optimisation was completed for the following routes:

- Ash Street-Great North Road (Wairau Avenue to State Highway 16/20 Interchange)
- Browns Road (Roscommon Road to Great South Road)
- Hobsonville Road
- Forrest Hill Road (Havelock Avenue to Westlake Boys' High School)
- East Coast Road (Oteha Valley Road to Constellation Drive)
- Jervois Road (Wallace Street to Ardmore Road)
- Lake Road (Como Street to Owens Road)
- Esmonde Road (Burns Avenue to SH1)

In addition to ensuring the signal control system is well-configured, routine signal optimisation also ensures that the traffic signal hardware functions correctly and is fault-free, so as to minimise efficiency loss, increased travel times and poor customer experience. Opportunities and recommendations for potential physical works improvements to intersections and corridors are also identified through the signal optimisation process.

Network Improvement Programme

The following routes have been identified through our network deficiency mapping tool as projects needing investigation to identify optimisation solutions:

- Redoubt Road dynamic lane – Completion of the Single Stage Business case and submitted for peer review. Internal AT consultation was undertaken. Scheme design and road safety audit has been finalised.
- Birkenhead Avenue T3 lane – Public consultation commenced in late March and will be completed in early April.
- Grafton Road clearway proposal – Public consultation was undertaken in March. The proposal received positive support from the community. This is now included in the programme for implementation at end of this year.
- Highbrook Drive Roundabout improvements investigation as part of the One Network Optimisation Programme between NZTA and AT.

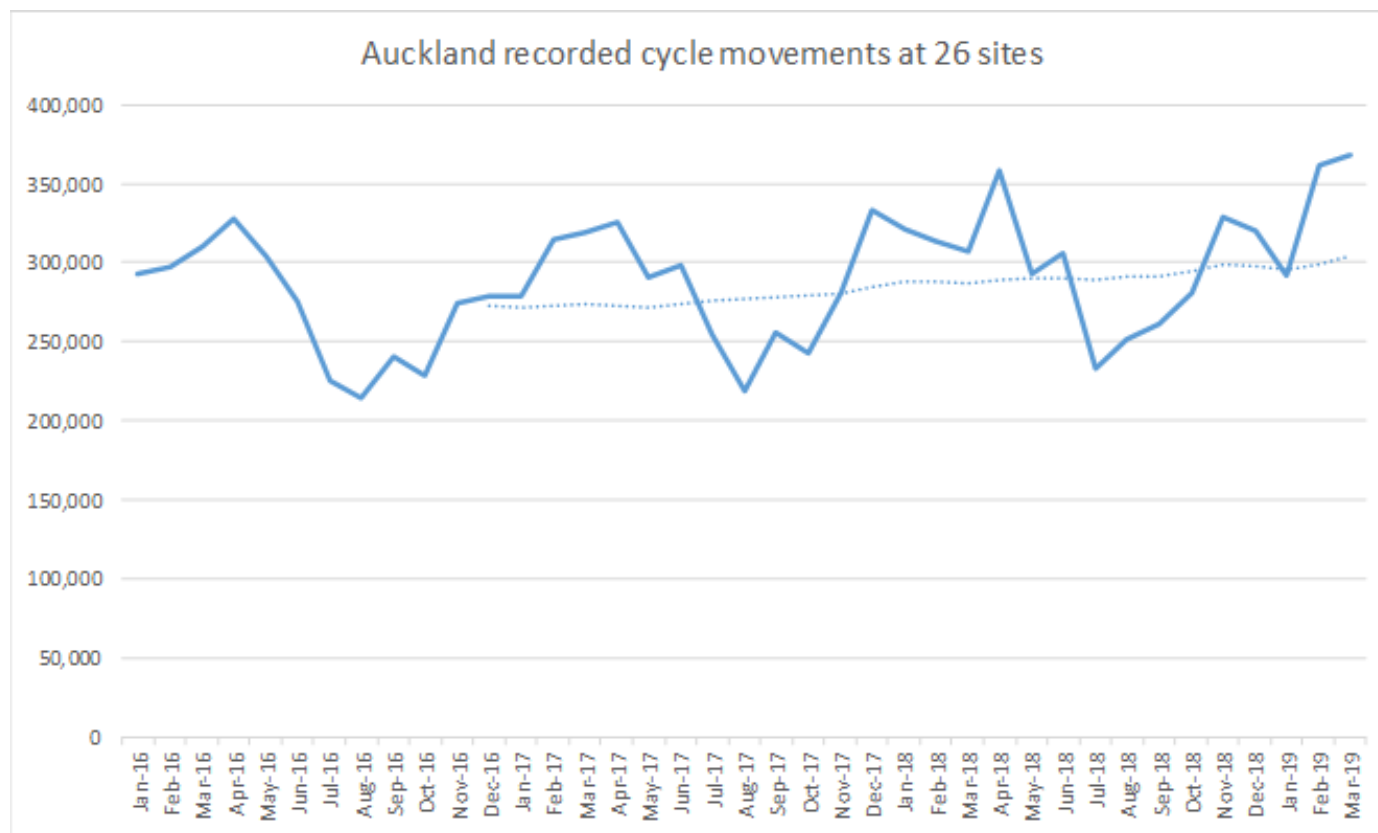
The following projects are under construction during this quarter:

- Ti Rakau Drive / Chapel Road / Te Irirangi Drive traffic flow improvements – construction completed in March
- Great South Road / Church Street / South Eastern Highway improvements – to be completed by end of April
- Wootton Road / Remuera Road Pedestrian Crosswalk – to be completed by end of April

Cycle Movement

Cycling in Auckland continues to increase, March had the highest monthly cycle count and the target was met. At 26 count sites

- 3.68 million cycle movements were recorded for the year of April 2018 to March 2019, an increase of 6.0% on the previous 12 months.
- 368,000 cycle movements were recorded in March 2019, an increase of 8.3% when compared to March 2018.



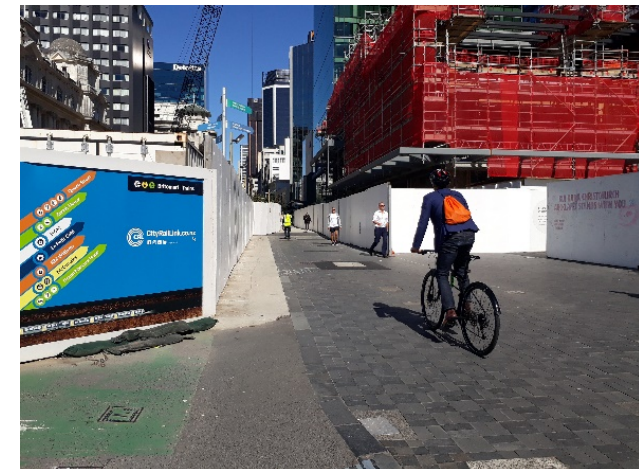
City Centre Network Operations (CCNO)

The CCNO Team continue to monitor the City Centre network closely as the demand increased during March. Projects include the following:

- Major works currently taking place on Quay Street. During the months of March/April significant Temporary Traffic Management changes took place for pedestrians at the intersection of Quay/Queen Street. The pedestrian crossing was shifted from outside the Ferry Building to the eastern side of Queens Wharf.
- CRL (City Rail Link Limited) enabling works continues on Albert Street between Victoria and Wellesley Street. Traffic lanes are reduced to one lane on the southern approach on Albert Street with a gantry installed on the pedestrian footpath to accommodate the removal of canopies.
- AT have worked closely with Commercial Bay for the removal of the pedestrian gantry on Lower Queen between Customs and Quay Street which took place over a weekend in April.
- Additional support was provided to the wider AT Operations Centre (ATOC) Team and Christchurch Operations Centre (CTOC) to manage multiple public vigils held by the various communities across New Zealand.

Upcoming works

The CCNO Team have approved the Temporary Traffic Management Plan for Commercial Bay to undertake the proposed work on the Air Bridge across Lower Albert Street over the Easter weekend. A full road closure will be in place on Lower Albert St between Customs and Quay Street. In conjunction with this proposal we have co-ordinated with Commercial Bay and Vector to ensure both contractors can work under the one closure to minimise further disruption to the network.



Travel Times within City Centre

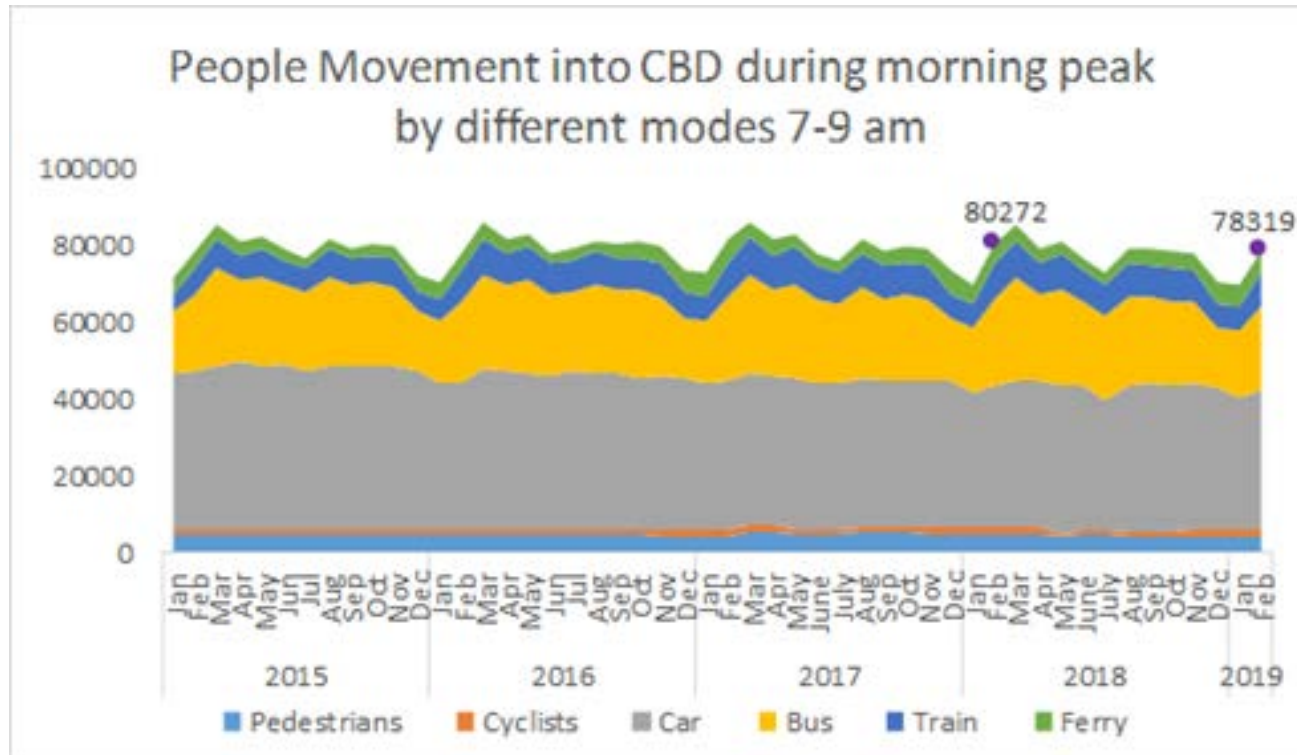
The average travel times (minutes) prior to CRL works for March are shown in the blue segment, with the maximum permissible in CRL consent conditions shown to the right (on the diagrams below), with the dial arrows representing the travel times reported. In comparison to March 2018 there is an increase travel times on Quay and Customs Streets. This is due to the major works on Quay Street commencing with some traffic re-routing to Customs Street.



* Base Travel times have been calculated against the average travel time per route prior to the Major works commencing Pre 2016. These are identified on the dials by the shaded blue sections. Conditions of the resource consent allow no more than a 10-minute delay against this original base time (dial maximum value). The dials represent visually how each route is performing within these parameters.

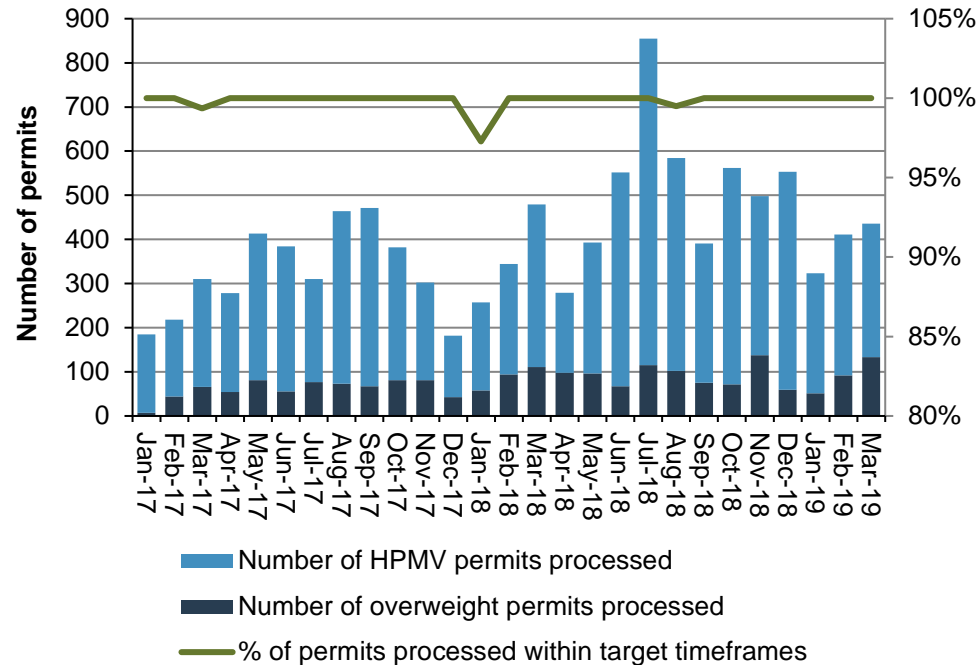
People Movement

It is estimated that on average 78,319 people travelled into the City Centre during the morning peak period (7-9am) in February. The number of people entering the city centre continues to be comparable to last year.



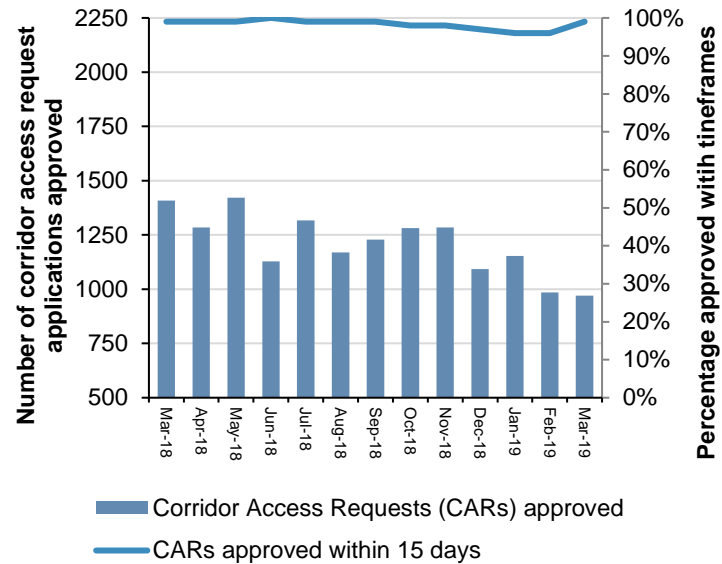
Heavy Vehicle Permits and Forward Works Coordination

Heavy vehicle permits processed (Overweight + High productivity)



In March, 133 Overweight permit applications and 303 HPMV permit applications were processed. In total, 436 permits were processed, and we achieved 100% compliance with the KPI target timeframes of two days for single and multi-trip, three days for continuous trips, and four days for HPMV permits.

Number of corridor access request applications approved



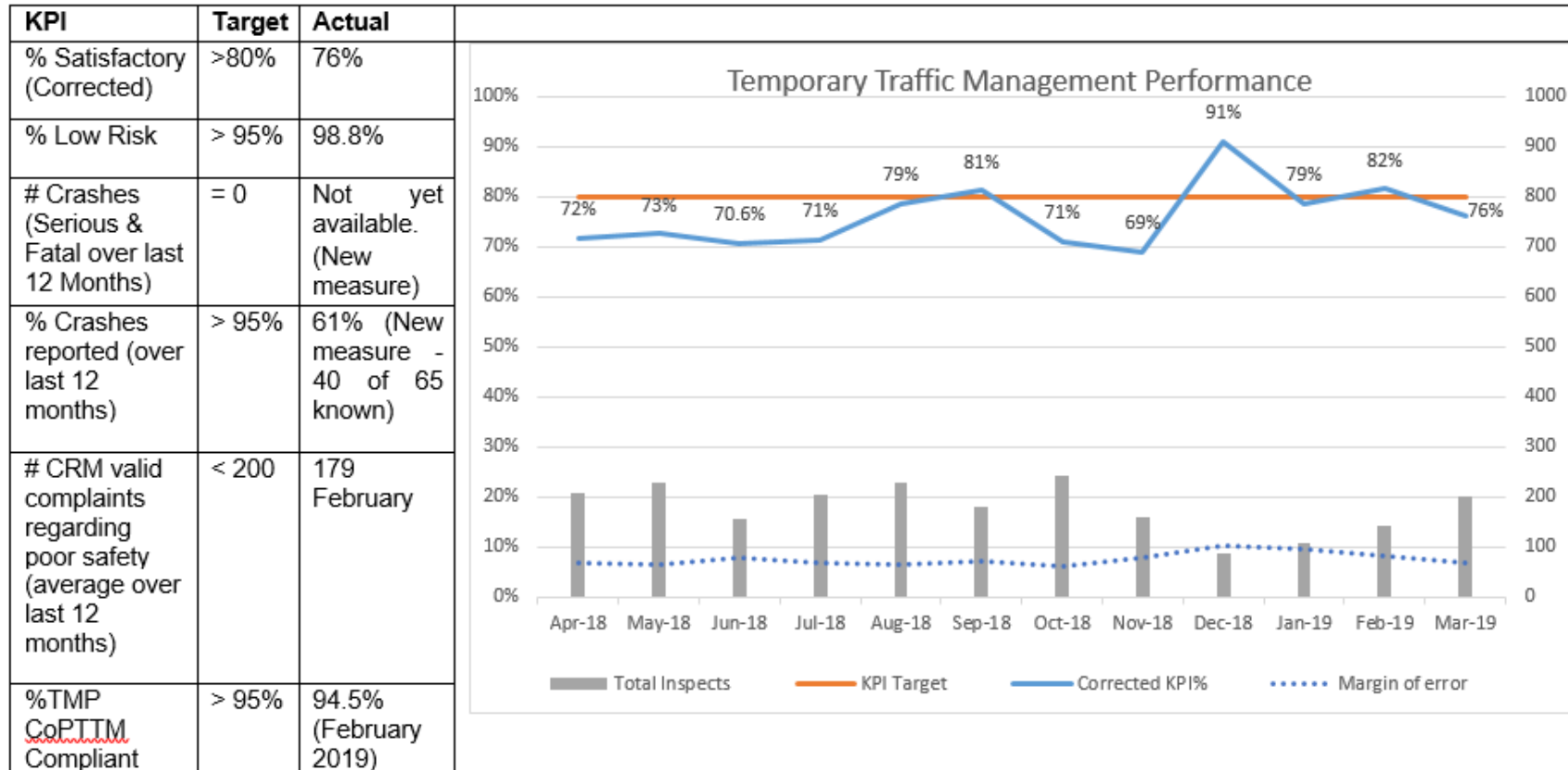
970 Corridor Access Request (CAR) applications were approved during March compared with 1408 in March 2018.

The financial YTD comparisons of 29,278 (2017/2018) and 26,850 (2018/2019) show a year on year change of -8.3%.

51% of CAR applications were approved within five working days and 99% within 15 working days against KPI targets of 80% & 95% respectively.

Although the overall numbers are down there is a greater amount of information and detail required before approving a CAR and due to the low quality of application being submitted.

Temporary Traffic Management – March 2019



There were 202 Site Condition Ratings (SCRs) completed across the network. Twelve Stop Work Orders (SWO) were issued.

Comments on the results:

- A continued failure to implement / follow the approved Temporary Traffic Management plan contributed to a 10% failure rate. Ineffective site monitoring and documentation is the most significant issue which contributed to at least 13% failure rate of the overall poor results. Performance on the network after hours continues to show poor results in the subset of reviews undertaken.

Action Plans to improve:

1. A workshop is currently being rolled out to foster some learning regarding Traffic Management Plans. This workshop has been prepared to benefit Approvers, TMP Designers, Project Managers and Auditors and will be run for external parties (contractors) on demand (which is growing).
2. A communication and follow up plan regarding Redundant Temporary Traffic Management is underway to target organisations to find better ways to avoid and reduce problems and safety concerns associated with redundant traffic management treatments being left in place after works are complete or when no longer required. This also involves the issuing of Notices of Non-Conformance to organisations that are found to be not following documented safe practices.

Parking Services & Compliance update

Queen Street Bus Lane Enforcement Statistics

Month	Infringements Issued
February	3250
March	4294

Manukau Station Road Bus Lane Enforcement

The Parking Compliance Bus Lane team also started enforcing on Manukau Station Road. Warnings were issued from 4 March for three weeks. Live enforcement commenced 25 March.

CCTV Enforcement – Special Vehicle Lanes

Parking and enforcement will be introducing CCTV enforcement on three Special Vehicle Lanes in late April/early May. This includes Park Road, Khyber Pass Road and New North Road Special Vehicle Lanes.

Eden Terrace Residential Parking Zone

A residential Parking Zone is proposed for residential streets in Eden Terrace, between New North Road and the motorway.

A consultation with the public was carried out in March with the majority of feedback AT has received in support of the proposal. The data is currently being analysed and the feedback report is being prepared. Parking Design are expected to receive this report late May/early June.

North Shore Hospital Parking

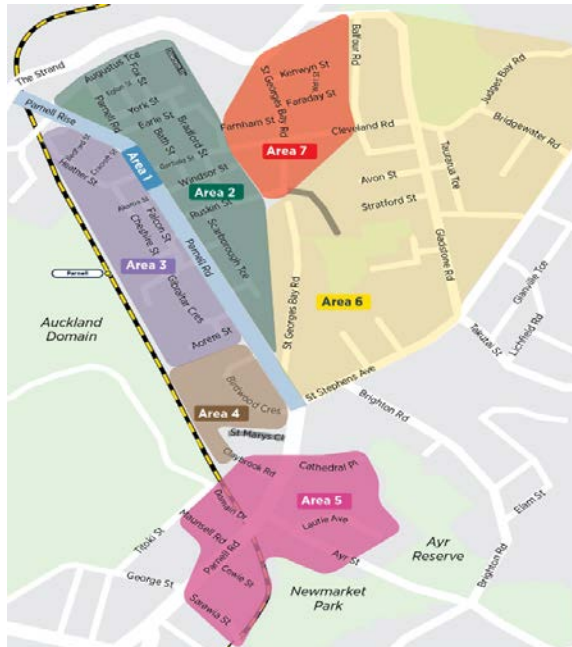
The North Shore Hospital Parking went live on 4 April. These parking changes affect three areas.

- Area A – Paid Parking. Streets included in this project are Shea Terrace, Mary Poynton Crescent and Northcote Road
- Area B - Additional P120 restrictions. Monday to Friday 8am to 6pm. Streets include Thornton Road and Brook Street
- Area C - Additional P120 restrictions. Monday to Friday 8am to 6pm. Streets include Kowhai Street, Lake View Road, Lake Pupuke Drive, Rangitira Avenue and Ngaio Street

Enforcement of the restrictions in this area started 8 April with warning infringements, live enforcement will begin 15 April.



Parnell Parking Improvements



AT have undertaken a Parnell parking study to understand the parking demand, and to design a suitable Parking Management Plan that is consistent with the wider [parking strategy](#) being rolled out across Auckland to better manage on-street parking.

The implementation of these proposed changes are planned to be rolled out in stages.

Area 1 went live on 10 December. This is a paid parking zone operational from Monday to Sunday, 8am to 7pm.

Areas 2 and 3, Parnell Central, went live on 19 March. The changes included paid parking restrictions with residential permits operational from Monday to Friday, 8am to 6pm.

Areas 4 and 5, Parnell South, are planned to go live early May and includes P120 Parking Restrictions with residential permits.

A new Residential Parking Zone for streets to the east of St Stephens Avenue is being proposed. Internal consultation has been completed, though further discussions are required before finalising a proposal to go to an external consultation. The external consultation is planned for May with resolution plans being drawn up by a consultant.

Planning and Consenting Update

Structure Plans

Auckland Council undertook consultation on the structure plans for Warkworth, Silverdale, Drury-Opaheke, and Pukekohe-Paerata. The structure plans show a land use vision for the Future Urban Zoned areas and the preferred transport network necessary to support such growth identified as part of the Supporting Growth programme. AT staff and representatives from the Supporting Growth Alliance supported Auckland Council at the open days.

Land use Development Proposals

In March, AT received 96 new development applications from Auckland Council for review and provision of subject matter advice or asset owner input to assist the Council with their regulatory decision-making role. Of the 96 applications, 72 were for resource consents. Key applications received related to large subdivisions, supermarket development, and further developments relating to the Auckland Housing Programme and former Special Housing Areas.

AT has 331 application interactions open, with 50 having been completed in March.

Lodged Applications in February and March 2019

- Four Resource Consents for Hurstmere Road Streetscape Upgrade, Lower Albert Street Bus Interchange (Certificate of Compliance), Quay Street Enhancements and New Lynn to Avondale Shared Path Project (Stage 3)
- One Integrated Application for Puhinui Interchange
- Two Archaeological Authority with Heritage New Zealand Pouhere Taonga for Karangahape Road Public Realm Improvements and Cycleway Archaeological Authority and AMETI EB1 – In fill Archaeological Authority

Targeted to be lodged within the next three months

- Twelve Resource Consents for AMETI TDM Park and Ride consent, Quay Street Seawall Seismic Upgrade (Ferry Building section), New Lynn to Avondale Shared Path Project (Stage 1), New Lynn to Avondale Shared Path Project (Stage 2a), New Lynn to Avondale Shared Path Project (Stage 2b), Galway Street Upgrade, Jellicoe Street bus stop extension and Te Taou Crescent Reseal

Public Notifications and Hearings

- Huapai Triangle SHA Transport Improvements (Access Road Intersection) – Limited Notification to five parties (owners and occupiers of two directly impacted properties)
- NoR and regional consents for Matakana Link Road – Hearing held 27 March – 1 April 2019
- Resource consents for Downtown Ferry Basin Redevelopment – Hearing held 26 – 27 March 2019
- Resource consents for Quay Street Seawall Seismic Upgrade (Ferry Basin & Princes Wharf sections) – Hearing held 19 – 20 March 2019

Decisions/Approvals

- Whau 2 Culvert Replacement Heritage New Zealand Archaeological Authority – granted 13 February 2019
- Lower Albert Street Bus Interchange – granted 13 March 2019
- Tamaki Drive Cycleway – granted 26 February 2019
- Ngarewa Drive Seal Extension – granted 20 February 2019
- Gills Road Link – resource consents granted 21 February 2019
- Gills Road Link – archaeological authority granted 5 March 2019

Environment Court Appeals

- Quay Street Seawall Seismic Upgrade (Queens to Marsden) resource consent – appealed 25 February 2019

Land Acquisitions

- Q3 (Jan-Mar) – Seventeen properties acquired at \$12.526m. Year to date 63 properties acquired at \$47.476m.
- March – Eight properties acquired (forecast twelve) at \$5.39m (forecast \$3.934m), AMETI EB2 and EB3 four properties at \$3.575m, Lincoln Rd one property at \$1.7m, Encroachments four properties at \$115,751.

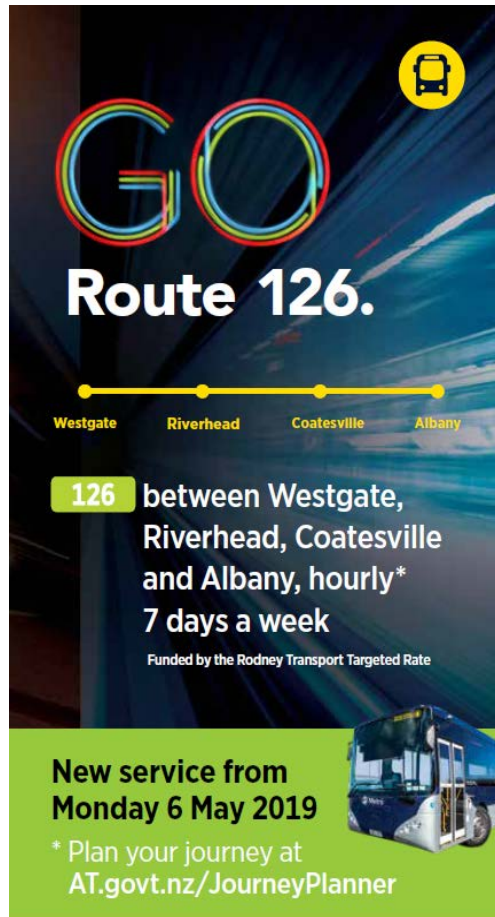
AT Metro

AT Local

At the end of March, over 1,800 customers had signed up for AT Local, and 2,816 rides were completed for the month, 42% higher than the previous month. Customer feedback continues to be very positive with 96% having rated the service 5/5 stars. In-app promotions and activations as well as positive word-of-mouth from existing customers continues. The learnings from the trial are being assessed to determine longer term options for 'on-demand' ride share services around Auckland. An initial assessment will be completed by the end of Quarter 2, 2019.

Northern Busway Promotion

A promotion was run in April to promote the Northern Busway services, as part of the on-going 'Go Metro' campaign. The 'Take to the Open Road' ad was designed to promote use of the bus as an alternative to driving on the Northern Motorway. Adshells (bus shelter advertising) were used on main roads around North Shore during April. This ad was also promoted via online advertising targeting North Shore residents.



GO
Route 126.

Westgate Riverhead Coatesville Albany

126 between Westgate, Riverhead, Coatesville and Albany, hourly*
 7 days a week

Funded by the Rodney Transport Targeted Rate

New service from Monday 6 May 2019

* Plan your journey at AT.govt.nz/JourneyPlanner



Localised promotions

Localised promotions of the Riverhead/Coatesville, Matakana/Warkworth and the new Westgate/Albany bus route services commenced via local press advertising, a residential mail drop and bus back advertising.

The new 126 route from Westgate to Albany services the towns of Riverhead and Coatesville.

Promotion of the three bus routes 995, 996 and 997 servicing the area between Hibiscus Coast (Silverdale), Warkworth and the towns along the Matakana Coast will follow.

See ads adjacent and below.



GO
 dip your feet.

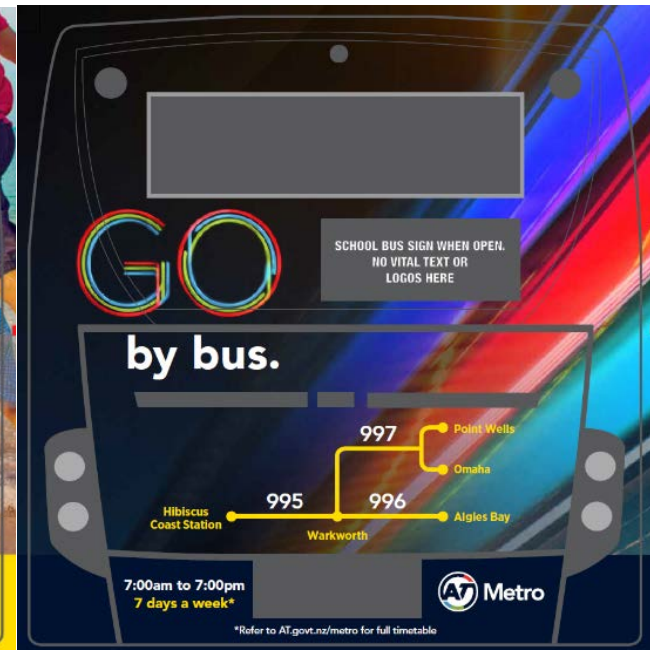
SCHOOL BUS SIGN WHEN OPEN.
 NO VITAL TEXT OR LOGOS HERE

Regular bus services connecting towns on the Matakana Coast. 7:00am to 7:00pm, 7 days a week*

Routes 996 and 997

Go Metro. AT Metro

*Refer to AT.govt.nz/metro for full timetable



GO
 by bus.

SCHOOL BUS SIGN WHEN OPEN.
 NO VITAL TEXT OR LOGOS HERE

Hibiscus Coast Station 995 Warkworth 996 Algies Bay 997 Omaha Point Wells

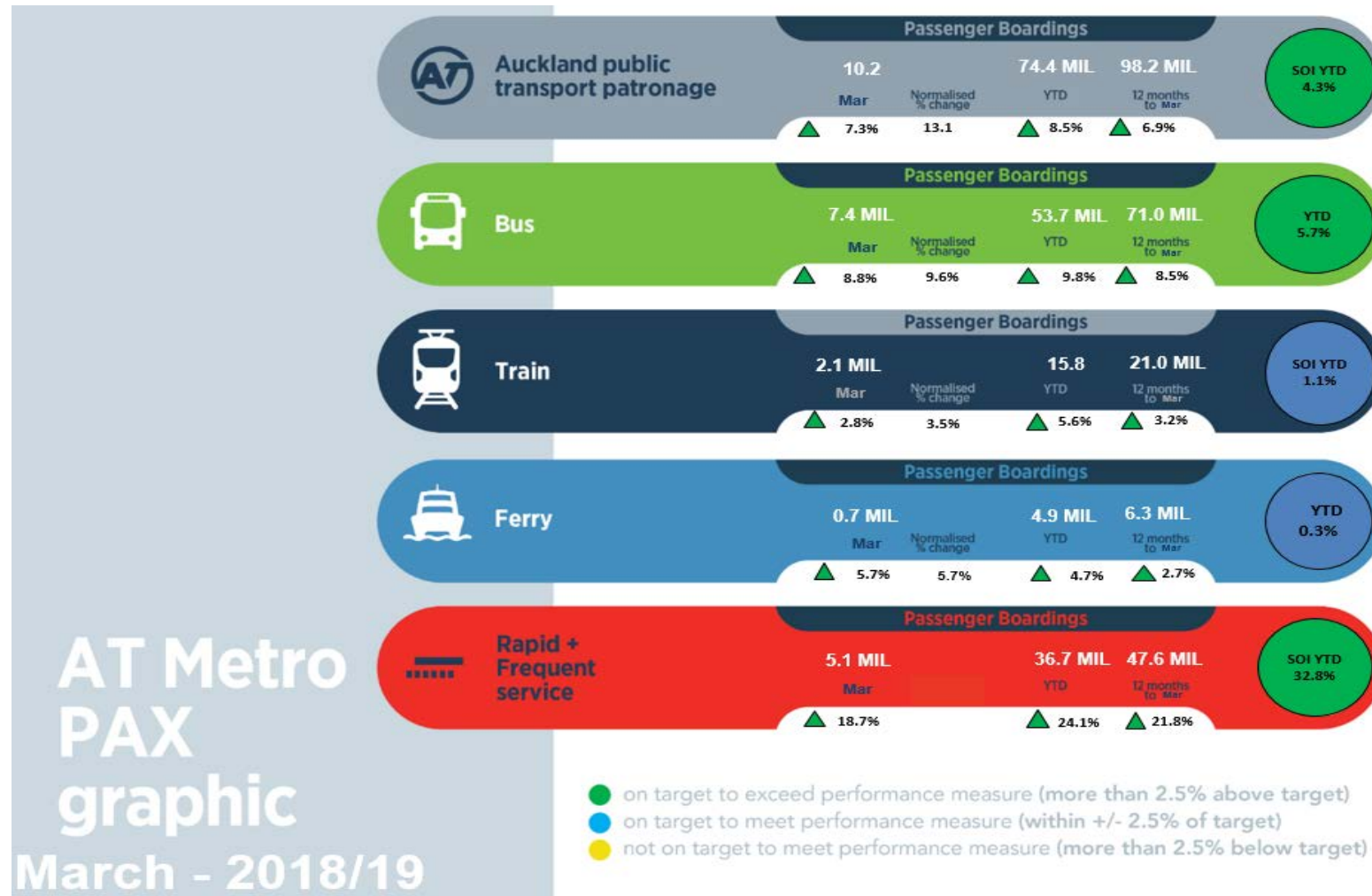
7:00am to 7:00pm
 7 days a week*

AT Metro

*Refer to AT.govt.nz/metro for full timetable



AT Metro Patronage Performance –12 months to March 2019



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

For the 12 months to March 2019 Auckland public transport patronage totalled 98.2 million passenger boardings, an increase of +6.9% on the previous year. March monthly patronage was 10.2 million, an increase of +7.3% on March 2018 and +2.7% above SOI target (YTD +4.3%). March normalised adjustment ~ +8.0% accounting for special event patronage, with same business day, weekend day/public holidays, school days and one less tertiary days. Special event March 2018 Ed Sheeran three-night concerts total 108k.

Bus services totalled 71.0 million passenger boardings for the 12-months to March 2019, an increase +8.5% on the previous year. Patronage for March 2019 was 7.4 million, an increase of +8.8% on March 2018 and +4.6% above target (YTD +5.7%). March normalised adjustment ~ +9.6% accounting for special event patronage, with same business day, weekend day/public holidays and one less tertiary days. Special event March 2018 Ed Sheeran three-night concerts total 108k.

Train services totalled 21.0 million passenger boardings for the 12-months to March 2019, an increase of +3.2% on the previous year. Patronage for March 2019 was 2.1 million, an increase of +2.8% on March 2018 and -3.8% below SOI target (YTD +1.1%). March normalised adjustment ~+3.5% accounting for special event patronage, with same business day, weekend day/public holidays and one less tertiary days. Special event March 2018 Ed Sheeran three-night concerts total 108k.

Ferry services totalled 6.3 million passenger boardings for the 12-months to March 2019, an increase of +2.7% on the previous year. Patronage for March 2019 was 0.65 million, an increase of +5.7% on March 2018 and +3.3% above target (YTD +0.3%). March normalised adjustment ~+5.7% accounting for same business day and same weekend day/public holidays.

Rapid and Frequent services totalled 47.6 million passenger boardings for the 12-months to March 2019, an increase of +21.8% on the previous year. Patronage for March 2019 was 5.1 million, an increase of +18.7% on March 2018 and +24.8% above SOI target (YTD +32.8%).

	March - 2018/19										
	Actual v SOI										
	Month				YTD				SOI / Target 2018/19	Projected Forecast 2018/19	
Actual	% Change	SOI / Target	% Variance	Actual	% Change Prev Year	SOI / Target	% Variance				
1. Bus Total:	7,418,961	↑ 8.8%	7,091,000	↑ 4.6%	53,677,412	↑ 9.8%	50,800,000	↑ 5.7%	68,890,000	72,100,000	
2. Train (Rapid) Total:	2,114,705	↑ 2.8%	2,198,970	↓ -3.8%	15,832,162	↑ 5.6%	15,655,941	↑ 1.1%	21,110,000	21,200,000	
3. Ferry (Connector Local) Total:	652,412	↑ 5.7%	631,490	↑ 3.3%	4,874,070	↑ 4.7%	4,861,310	↑ 0.3%	6,300,000	6,300,000	
Total Patronage	10,186,078	↑ 7.3%	9,921,460	↑ 2.7%	74,383,644	↑ 8.5%	71,317,251	↑ 4.3%	96,300,000	99,600,000	
Rapid and Frequent	5,129,264	↑ 18.7%	4,109,534	↑ 24.8%	36,688,342	↑ 24.1%	27,619,223	↑ 32.8%	36,786,000	46,000,000	

Patronage Performance:

The month of March 2019 was the first to exceed 10 million boardings. 100 million customer boarding per annum (rolling 12-months) is expected to be achieved in the second half of June-2019 for the first time since the 1950's.

With the introduction of the Regional Fuel Tax in Auckland from 1 July 2018, patronage performance is expected to remain strong, this is further supported by the introduction of the new networks for Central (July 2018) and North (September 2018).

To date bus has been particularly strong at ~+10% YTD. The two factors mentioned above are strong contributors with continual growth expected to reach double digits. Current projections could see bus patronage top ~72M for this financial year.

Train has had expected growth of ~+6% in line with the timetable change in August 2018 and no major changes expected for the balance of the financial year. The current train patronage projection is ~21.2M passengers.

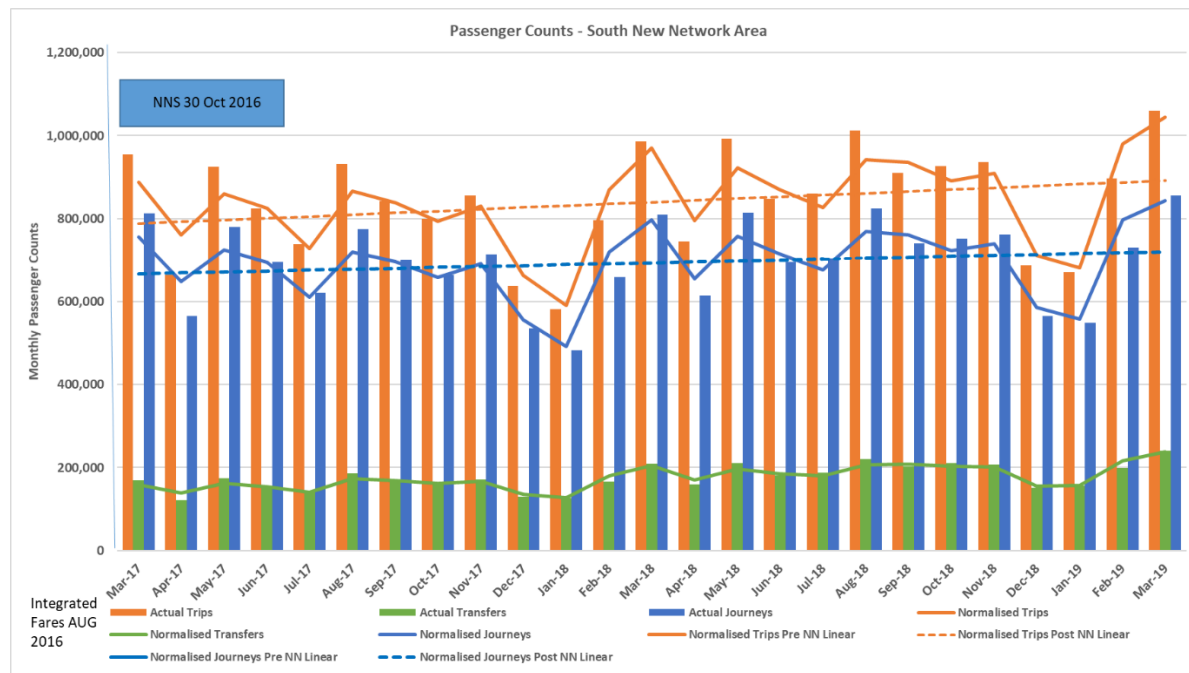
Ferry has strong demand on certain routes (growth areas) with serious pressure for weekend services. Funding for added service is likely to restrain growth on ferries so a modest growth path can be expected currently projected at 6.3m passengers.

Boardings are growing at a quicker rate than anticipated, while journeys have tracked closer to anticipated growth. This is largely due to previous single boarding journeys now extended to include a second boarding. As a result of this the SOI target is expected to be met early.

	Mar-2019																							
	Trip Month					Journey Month					Trip 12 Months				Journey 12 Months				Trip YTD (from July)			Journey YTD (from July)		
	Patronage	Previous Year	Change Prev Year	% Change Prev Year	Normalised % Change Prev Year	Patronage	Previous Year	Change Prev Year	% Change Prev Year	Normalised % Change Prev Year	Patronage	% Change Prev Month Period	Change Prev Year	% Change Prev Year	Patronage	% Change Prev Month Period	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year
1. Bus Total:	7,419,031	6,817,076	601,955	8.8%	9.6%	6,034,900	5,692,873	342,026	6.0%	6.7%	70,961,702	0.9%	5,564,388	8.5%	58,778,225	0.6%	3,131,368	5.6%	53,677,820	4,793,766	9.8%	44,216,844	2,760,721	6.7%
- Busway (Rapid) Bus	787,445	564,123	223,322	39.6%		673,296	499,979	173,317	34.7%		6,578,637	3.5%	1,234,584	23.1%	5,745,817	3.1%	971,356	20.3%	5,117,529	1,120,259	28.0%	4,447,505	886,435	24.9%
- Frequent Bus	2,227,121	1,699,926	527,194	31.0%		1,822,522	1,398,854	423,668	30.3%		20,087,852	2.7%	6,642,143	49.4%	16,629,501	2.6%	5,416,190	48.3%	15,738,658	5,155,136	48.7%	13,046,009	4,212,881	47.7%
- Connector Local Targeted Bus	4,404,465	4,553,027	-148,561	-3.3%		3,539,081	3,794,040	-254,959	-6.7%		44,295,213	-0.3%	-2,312,339	-5.0%	36,402,908	-0.7%	-3,256,178	-8.2%	32,821,633	-1,481,629	-4.3%	26,723,330	-2,338,595	-8.0%
2. Train (Rapid) Total:	2,114,711	2,057,921	56,790	2.8%	3.5%	1,754,787	1,660,818	93,969	5.7%	6.4%	20,951,437	0.3%	646,913	3.2%	17,810,023	0.1%	281,615	1.6%	15,832,168	837,683	5.6%	13,442,312	530,390	4.1%
- Western	730,188	716,560	13,628	1.9%		614,239	582,726	31,513	5.4%		7,160,224	0.2%	49,338	0.7%	6,151,581	0.1%	-28,199	-0.5%	5,394,446	164,754	3.2%	4,634,351	102,125	2.3%
- Eastern	618,264	601,887	16,377	2.7%		498,631	475,934	22,698	4.8%		6,153,865	0.3%	361,798	6.2%	5,113,668	0.0%	193,371	3.9%	4,692,346	377,496	8.7%	3,891,456	232,921	6.4%
- Onehunga	110,624	108,172	2,452	2.3%		90,913	86,503	4,410	5.1%		1,129,525	0.2%	-13,540	-1.2%	948,883	0.0%	-23,275	-2.4%	860,160	10,503	1.2%	721,999	901	0.1%
- Southern	603,063	587,326	15,738	2.7%		504,589	478,172	26,417	5.5%		6,002,289	0.3%	147,312	2.5%	5,141,153	0.1%	50,522	1.0%	4,494,645	193,608	4.5%	3,843,299	113,727	3.0%
- Pukekohe	52,572	43,977	8,595	19.5%		46,414	37,483	8,931	23.8%		505,534	1.7%	102,005	25.3%	454,738	1.6%	89,197	24.4%	390,571	91,322	30.5%	351,206	80,716	29.8%
3. Ferry (Frequent & Connector Local) Total:	652,412	617,011	35,401	5.7%	5.7%	652,412	617,011	35,401	5.7%	5.7%	6,260,390	0.6%	163,699	2.7%	6,260,390	0.6%	163,699	2.7%	4,874,070	217,424	4.7%	4,874,070	217,424	4.7%
- Contract	146,757	143,569	3,188	2.2%		146,757	143,569	3,188	2.2%		1,458,240	0.2%	106,402	7.9%	1,458,240	0.2%	106,402	7.9%	1,101,575	89,823	8.9%	1,101,575	89,823	8.9%
- Exempt Services	505,655	473,442	32,213	6.8%		505,655	473,442	32,213	6.8%		4,802,150	0.7%	57,297	1.2%	4,802,150	0.7%	57,297	1.2%	3,772,495	127,601	3.5%	3,772,495	127,601	3.5%
Total Patronage	10,186,154	9,492,008	694,146	7.3%	8.0%	8,442,098	7,970,702	471,396	5.9%	6.6%	98,173,529	0.7%	6,375,000	6.9%	82,848,638	0.5%	3,576,682	4.5%	74,384,058	5,848,873	8.5%	62,533,226	3,508,535	5.9%
Rapid & Frequent	5,129,277	4,321,970	807,306	18.7%		4,250,605	3,559,651	690,954	19.4%		47,617,926	1.7%	8,523,640	21.8%	40,185,341	1.6%	6,669,162	19.9%	36,688,355	7,113,078	24.1%	30,935,826	5,629,706	22.2%
Connector Local Targeted	5,056,877	5,170,038	-113,160	-2.2%		4,191,493	4,411,051	-219,558	-5.0%		50,555,603	-0.2%	-2,148,640	-4.1%	42,683,297	-0.5%	-3,092,479	-8.8%	37,695,703	-1,284,205	-3.2%	31,597,400	-2,121,171	-6.3%
Total Patronage	10,186,154	9,492,008	694,146	7.3%	8.0%	8,442,098	7,970,702	471,396	5.9%	6.6%	98,173,529	0.7%	6,375,000	6.9%	82,848,638	0.5%	3,576,682	4.5%	74,384,058	5,848,873	8.5%	62,533,226	3,508,535	5.9%

* Integrated Fare started 14 August 2016. For 12 month rolling and YTD 1 July to 13 August used trip data to back fill for no journey data.
 * Ferry trip & journey patronage is the same as ferry is not currently included in the integrated fare package.
 * Normalised % - Change is done at the mode level, as special events is not available at lower service layers.
 * Rapid calculation for busway amend from, MEX route plus Busway (4 locations - Akoranga, Smales, Sunnynook, Constellation) Inbound Boardings & Outbound alighting to being all routes Inbound from Albany to Fanshawe St & Outbound Akoranga to Albany in line with New Network North.

Growth in New Network rollout for South Auckland



Normalised year-on-year growth in the South New Network area for 12-months to March 2019:

- Customer journeys have increased by +7.6% to 8.6 million.
- Customer trips have increased by +10.0% to 10.5 million.

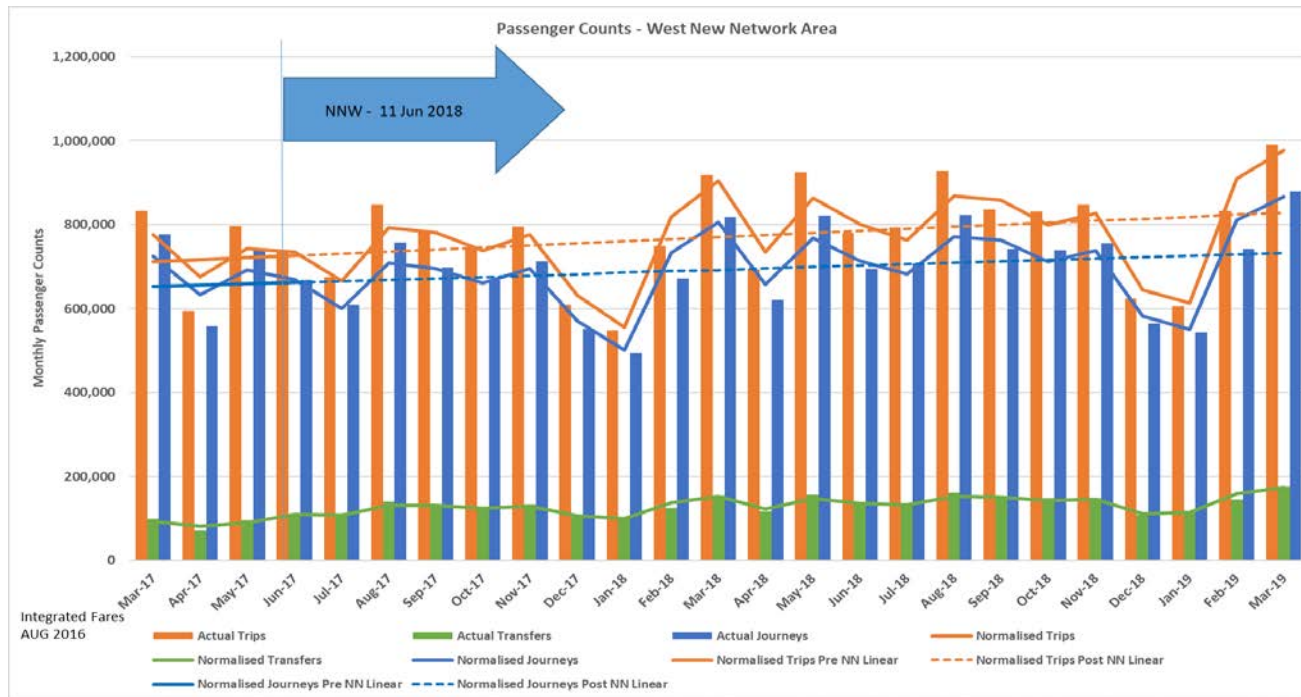
Normalised year on year growth in the South New Network area for March 2019:

- Customer journeys have increased by +45,351 (+6%) to 0.85 million.
- Customer trips have increased by +74,198 (+8%) to 1.1 million.
- Customer Transfers within the South have increased by +32,221 (+16%) to +240,688 (28% of journeys).

This compares to the whole of network base 12 months to March of journeys 78.8 million (growth +4.9%), trips 91.9 million (growth +7.7%).

Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the South area. Transfers from customer perspective.

Growth in New Network rollout for West Auckland



Normalised year on year growth in West New Network area the 12 months to March 2019:

- Customer journeys have increased by +8.6% to 8.6 million.
- Customer trips have increased by +10.1% to 9.7 million.

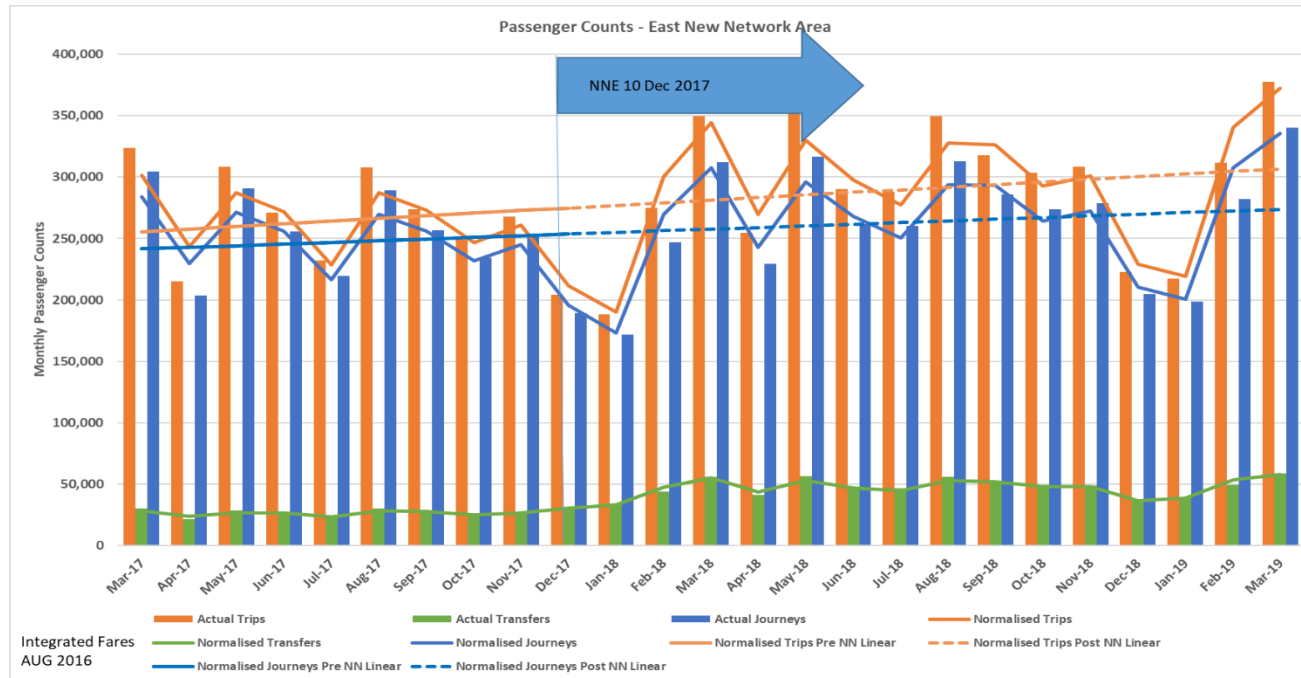
Normalised year on year growth in the West New Network area for March 2019:

- Customer journeys have increased by + 60,441 (+7%) to 0.88 million.
- Customer trips have increased by +72,777 (+8%) to 0.99 million.
- Transfers within the West have increased by + 20,826 (14%) to +175,695 transfers (20% of journeys).

This compares to the whole of network base 12 months to March of journeys 78.8 million (growth +4.9%), trips 91.9 million (growth +7.7%).

Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the West area. Transfers from customer perspective.

Growth in New Network rollout for East Auckland



Normalised year on year growth in the East New Network area the 12 months to March 2019:

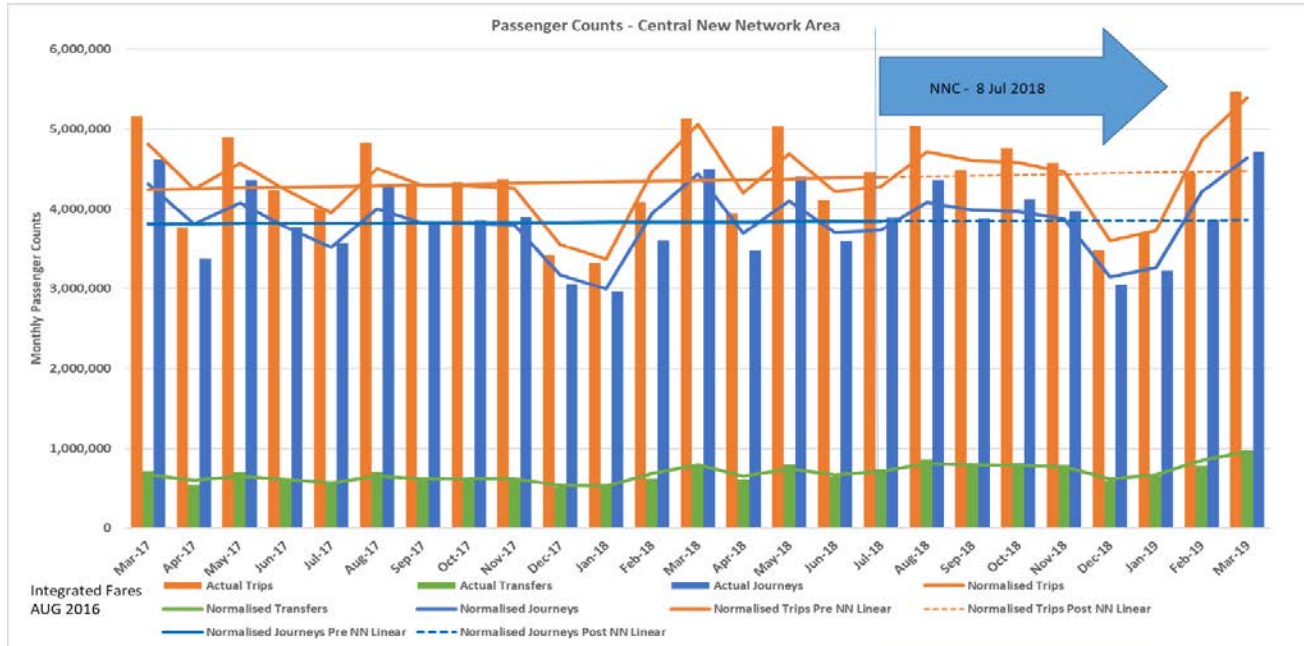
- Customer journeys have increased by +11.0% to 3.2 million.
- Customer trips have increased by +14.4% to 3.6 million.

Normalised year on year growth in the East New Network area for March 2018:

- Customer journeys have increased by + 27,897 (+9%) to 0.34 million.
- Customer trips have increased by + 27,861 (+8%) to 0.377 million.
- Transfers within the East have increased by + 2,403 (8%) to 0.058 million.

This compares to the whole of network base 12 months to March of journeys 78.8 million (growth +4.9%), trips 91.9 million (growth +7.7%). *Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the East area. Transfers from customer perspective.*

Growth in New Network rollout for Central Auckland



Normalised year on year growth in the Central New Network area the 12 months to March 2019:

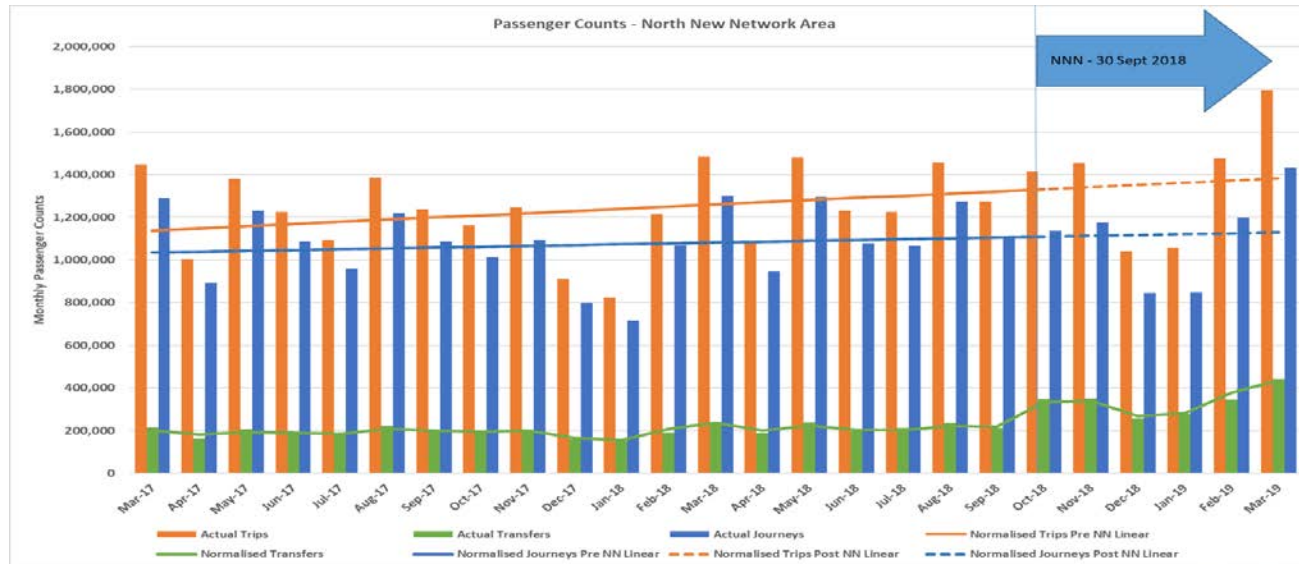
- Customer journeys have increased by +3.2% to 46.5 million.
- Customer trips have increased by +5.5% to 53.5 million.

Normalised year on year growth in the Central New Network area for March 2019:

- Passenger journeys have increased by + 203,263 (+5%) to 4.7 million.
- Customer trips have increased by + 332,882 (+7%) to 5.5 million.
- Transfers within the Central have increased by + 166,364 (21%) to 0.97 million.

This compares to the whole of network base 12 months to March of journeys 78.8 million (growth +4.9%), trips 91.9 million (growth +7.7%). *Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the Central area. Transfers from customer perspective.*

Growth in New Network rollout for North Auckland



Normalised year on year growth in the North New Network area the 12 months to March 2019:

- Customer journeys have increased by +7.6% to 13.4 million.
- Customer trips have increased by +12.9% to 16.0 million.

Normalised year on year growth in the North New Network area for March 2019:

- Passenger journeys have increased by + 132,255 (+10%) to 1.4 million.
- Customer trips have increased by + 308,860 (+21%) to 1.8 million.
- Transfers within North have increased by +200,407 (85%) 0.44 million.

This compares to the whole of network base 12 months to March of journeys 78.8 million (growth +4.9%), trips 91.9 million (growth +7.7%). *Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the North area. Transfers from customer perspective.*

Public Transport Services Planning and Development

Waiheke Island Bus New Network:

- Bus new network for Waiheke was signed off on 26 March 2019 by the AT Board. Public announcement on proposed made for early April.
- Invitation to Price (ITP) evaluation completed and negotiations underway with Waiheke Bus Company for negotiated service contract.
- Go-live planned for 13 October 2019.

Ferry Procurement:

- Phase 2 of the Ferry Future Strategy is progressing, which will inform a strategic approach to ferry procurement.
- 4-year current extensions/variations are being finalised with ferry operators in March and April 2019.

Rail Franchise Procurement:

- A review of procurement options for the next rail franchise has been completed and options assessed; commercial framework for the new rail franchise is being developed.
- Market sounding and engagement with potential suppliers is underway to inform the next rail franchise scope of work and commercial framework.

Train Services:

- Train timetable improvements are in planning for introduction in November 2019, including later night service on the Southern and Eastern Lines, and changes to Western Line inter-peak, weekend and public holidays, in preparation for service operational changes during CRL construction works.

Ferry Services:

- The additional weekend services introduced in January from Hobsonville Point continue to be well patronised, above the initial minimum target set at the beginning of the trial. Patronage on the weekend services continues to be in the region of 500 passenger journeys over a weekend between Downtown and Hobsonville Point (and return).
- Customer feedback has been received around the amended midweek timetable introduced on the Hobsonville Point service in February. This is currently being reviewed, with a revision to the scheduling of services between Hobsonville Point and Beach Haven being considered to reduce journey times for customers travelling between Hobsonville Point and Downtown. Instead of services operating Downtown to Beach Haven to Hobsonville Point to Beach Haven to Downtown, a change is being assessed to reduce journey times for the majority of customers by amending the route to be Downtown to Hobsonville Point to Beach Haven to Hobsonville Point to Downtown.

Bus Services:

- Safety amendments to route 295 should be implemented in April 2019, comprising of a small route change to avoid a residential street deemed too narrow for buses to pass through easily (subject to private tree clearance, plus associated costs).
- New bus services funded by the Rodney Local Board Targeted Rates were introduced connecting Wellsford with Warkworth and Helensville with Silverdale. A third service between Westgate and Albany via Riverhead / Coatesville is scheduled to be launched in May 2019.
- Additional Double Decker trips were introduced on Remuera Road corridor for capacity management.
- Extra-large buses were introduced on 923/924 services on North Shore contributed to reducing capacity issues on this corridor.
- Changes were implemented to the Northern Express 1 (NX1) services adding back to timetable afternoon peak trips extended to Albany Station and Hibiscus Coast to mitigate congestion at Constellation Station.
- Additional capacity and minor changes have been implemented to school services.
- Changes were implemented to scheduled departure at Smales Farm Busway Station to improve operation and mitigate safety risk due overcrowding with school children.

“March Madness”:

- Banker trips were introduced to existing timetables to provide more capacity during ‘March Madness’.
- Overall, the public transport system performed well during March, with minimal additional customer wait times or cancellations.

Employment Relations Amendment Act 2019 (ERAA):

- The ERAA was passed in December 2018, requiring changes to employee rest and meal breaks, to be at prescribed timings if not otherwise agreed between employers and employees.
- This will take effect from 6 May 2019 and will require bus operators to alter bus driver rosters.
- AT is working with bus operators to understand any impact to customer facing timetables on 6 May and will prepare communications as required.
- A transition period for bus operators to fully reschedule and acquire additional fleet and recruit additional drivers is likely to be required to maintain existing timetable.

On-Demand Services:

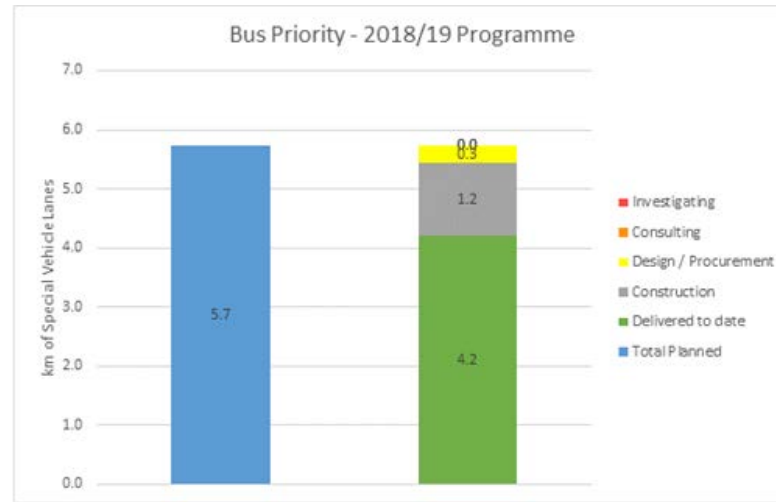
The development of an on-demand services roadmap will identify a tactical plan to implement on-demand service offerings in Auckland. The project will deliver a Programme Business Case, On Demand Rideshare Roadmap and Tactical Plan with a completion date of 31 May 2019.

AT Metro Minor Infrastructure Updates

Bus Infrastructure Portfolio	
Park & Ride Carparks	<p><u>Albany</u> Construction underway to deliver 135 new parking spaces. Forecast completion in May 2019.</p> <p><u>Takanini</u> Construction underway to deliver 284 new parking spaces. Forecast completion in May 2019.</p>
Double Decker Bus Network Mitigation	<p><u>Remuera Road route</u> Majority of clearance works completed in time for Double Decker go-live on 25 February 2019. Temporary kerb build-outs in place around some verandas for which consenting process in ongoing.</p> <p><u>Northern Express Contingency route</u> Physical works on track to be completed by the end of April 2019.</p>
Bus Priority Improvements	<p><u>Mt Eden Road Bus Priority (Stage 1b, 2 and 3)</u></p> <ul style="list-style-type: none"> Physical work for Stages 2 & 3 are programmed to commence in April 2019. Mt Eden Village works will proceed in conjunction with stormwater upgrades, to minimise disruption. Designs are complete and with contractors for pricing. <p><u>Manukau Station Road</u></p> <ul style="list-style-type: none"> An NZTA endorsed trial bus lane was commissioned on 29 January 2019. Monitoring indicates that bus journey times are improved, with impacts to general traffic within acceptable levels and no discernible impact on the wider network. The trial bus lane is to be retained whilst a multi-modal design is undertaken through the Connected Communities programme. <p><u>Central Network Bus Tracking Improvements Programme</u> Physical works are complete for all but two sites, where pole issues are being resolved with Vector.</p> <p><u>North Network Bus Tracking Improvements Programme</u> Phase 2 investigations are complete for 52 sites. Scheme design for the consultation phase is underway.</p> <p><u>Dominion Road (SH20 to Richardson)</u> Construction of new southbound bus lane commenced in January 2019 and is due to be completed in May 2019.</p> <p><u>Parnell Road</u> Construction commenced in February 2019 and is due to be completed in April 2019.</p>

Mt Wellington Highway

Preliminary design is underway for bus priority southbound on Mt Wellington Highway between Penrose Road and Sylvia Park. Construction is planned for the FY 2019/2020.



<p>Bus Infrastructure Improvements Programme. Bus Shelter Renewals</p>	<p><u>New Northern Network Infrastructure</u> 154 bus stop / infrastructure sites are proposed in the New Northern bus network, of which, 112 sites now operational and 42 sites have been terminated or on-hold pending Traffic Control Committee approvals and the outcome of the Road Safety team consultation.</p> <p><u>Warkworth Bus Stops</u> 20 sites are proposed in the Warkworth bus network, of which; 8 sites are now operational, 12 sites are undergoing design and 8 sites were terminated or on-hold pending the outcome of the Road Safety consultation.</p> <p><u>Central South New Networks</u> 282 sites are proposed in the Central South new network, of which; 245 sites are now operational, 37 sites have been terminated or are on-hold pending the outcome of the Road Safety consultation.</p> <p><u>Waiheke New Network</u> 41 new and upgraded sites are proposed to support the new Waiheke bus network. Six key critical infrastructure sites have been prioritised for completion for go-live 13 October 2019.</p> <p><u>Beachlands Loop</u> 10 new bus stops are proposed for the new Beachlands loop, of which, 9 sites are in design and one is approved for construction.</p>
<p>Bus Driver Network Toilet Facilities</p>	<p><u>Elliot Street cnr Victoria Street</u> Civil works are underway for installation of new triple unit Exeloo toilets, through lease agreement with property owner NDG Group. Target completion is the end of May.</p> <p><u>City Works Depot (ex. Sale Street / Nelson St)</u> Designs underway for bespoke bus driver toilet facility on City Works Depot site through lease agreement. Completion will be by June 2019.</p> <p><u>Quay Street</u> A triple unit Exeloo is proposed to support bus layovers opposite Vector Arena. Civil works and Exeloo installation is scheduled to begin early April 2019.</p> <p><u>Westgate (Fernhill Drive)</u> A triple unit Exeloo toilet installation will be installed by the end of May 2019.</p>

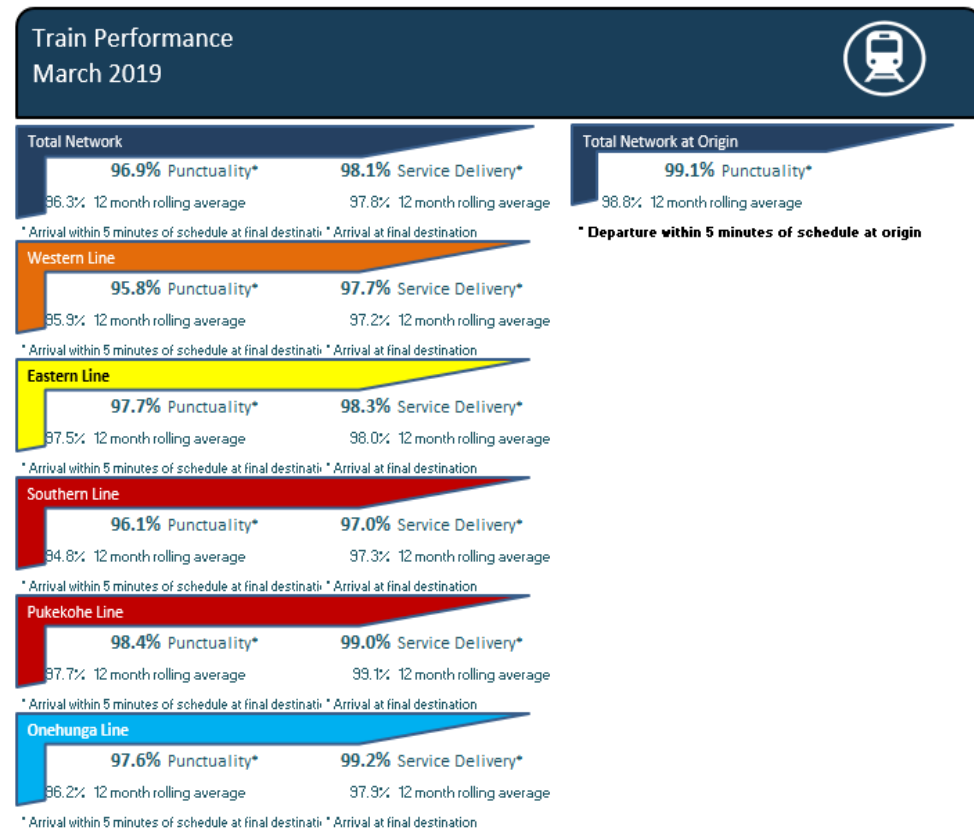
Rail Infrastructure Portfolio	
Rail Crossing Pedestrian Flashing Tactile Trial	<ul style="list-style-type: none"> • Civil works to install the tactile units (excluding connections) at Mt Eden and Homai Stations have been completed. • KiwiRail to complete signalling upgrade to enable commissioning of flashing tactile units in April.
Additional Rail Platform Shelters	All programmed new rail platform shelter installations for FY18/19 have been completed, at Sturges Road, Avondale, Baldwin and Middlemore Stations.
Re-railing equipment	Procurement of specialised equipment to restore derailments. Re-railing equipment and FUSO hi-rail vehicle procured and due to arrive at the Wiri depot in May 2019. CAF will be undergoing appropriate training and certification to operate the vehicle.
Marine & Airports Infrastructure Portfolio	
Wharf Renewals & Capex	<p><u>Downtown Ferry Terminal (DTFT) Pier 1B Renewal</u></p> <ul style="list-style-type: none"> • Demolition of existing 1B pier to commence 29 April 2019. • Installation and recommission planned to be complete by 15 May 2019. <p><u>Downtown Ferry Terminal (DTFT) – fender pile replacement and heritage steps protection</u></p> <ul style="list-style-type: none"> • Planned installation of 59 replacement piles at DTFT Pier 2, and 4 piles to protect heritage steps at Pier 3. • Works to be undertaken upon completion of Pier1B works and in combination with the Princes Wharf upgrade and Quay Street strengthening projects. <p><u>Waiheke – Matiatia OLD wharf Renewal</u></p> <ul style="list-style-type: none"> • Comprehensive works underway to replace old wharf abutment, structural piles, fenders, bracing, bearers, and decking. Completion programmed for mid-May 2019. <p><u>Northcote Wharf</u></p> <ul style="list-style-type: none"> • Design is currently underway with an anticipated completion in early 2020. The wharf remains closed to ferry services and public.

On -Time Performance



Train:

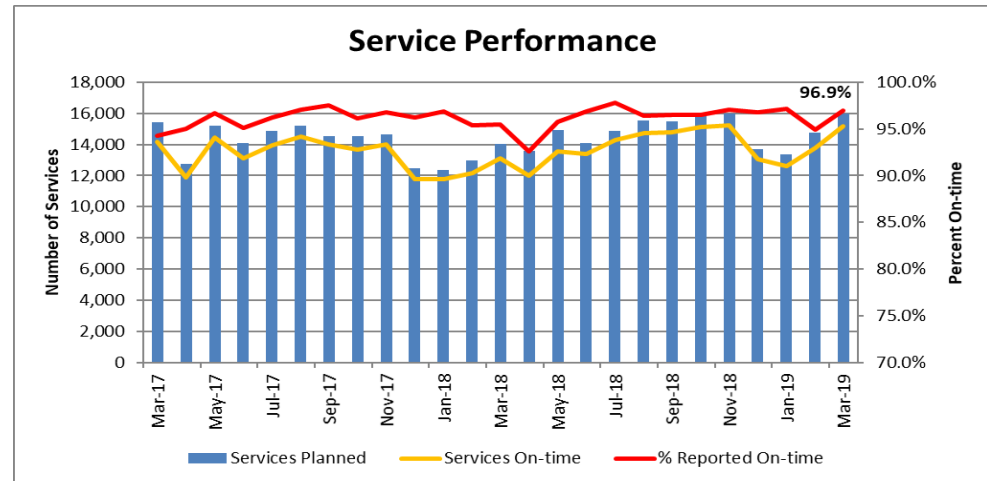
Train Key Performance Indicators (KPIs) in March 2019 were for punctuality at destination of 96.9% (target 96%) and for reliability at final destination 98.1% (target 98%), and right time departures 88% (target 86%) for services departing origin station within 1 minute of scheduled departure time.



Major incidents that affected March 2019 train service performance:

- A fatality near Walters Road, Takanini on 14 March resulted in the cancellation of 129 metro train services.
- A fatality at Woodward Road Level Crossing on 27 March resulted in the cancellation of 52 metro train services.
- An unattended rucksack at Britomart Station led to the evacuation of the facility on Friday 15 March, leading to the cancellation of 31 metro train services.

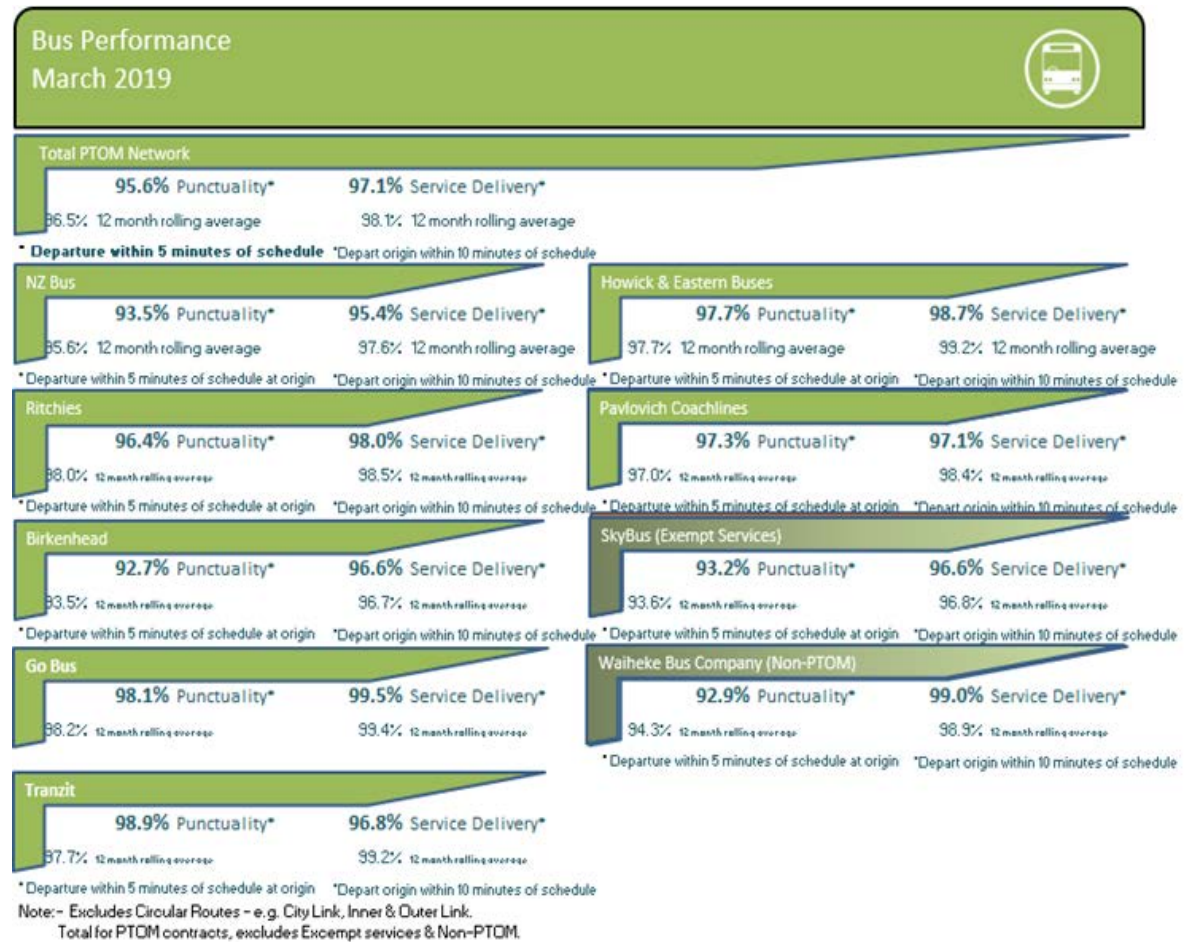
A total of 311 train services, or 1.9% of services, were cancelled throughout March.



Bus:

Bus Services' Key Performance Indicators (KPIs) in March 2019 were above target for punctuality and below the expected service delivery level. Punctuality at first stop was at 95.6% (target 95%), and reliability of service delivery measured at the start of trips was at 97.1% (target 98%).

Service delivery levels reduced in March due to bus driver shortage experienced by NZ Bus which significantly impacted reliability given the large number of services that NZ Bus deliver. NZ Bus are working through an agreed plan to fill vacant driving positions and to improve performance to the required level. Birkenhead and Pavlovich Coachlines have also failed to meet the required service delivery levels and their performance is closely monitored.



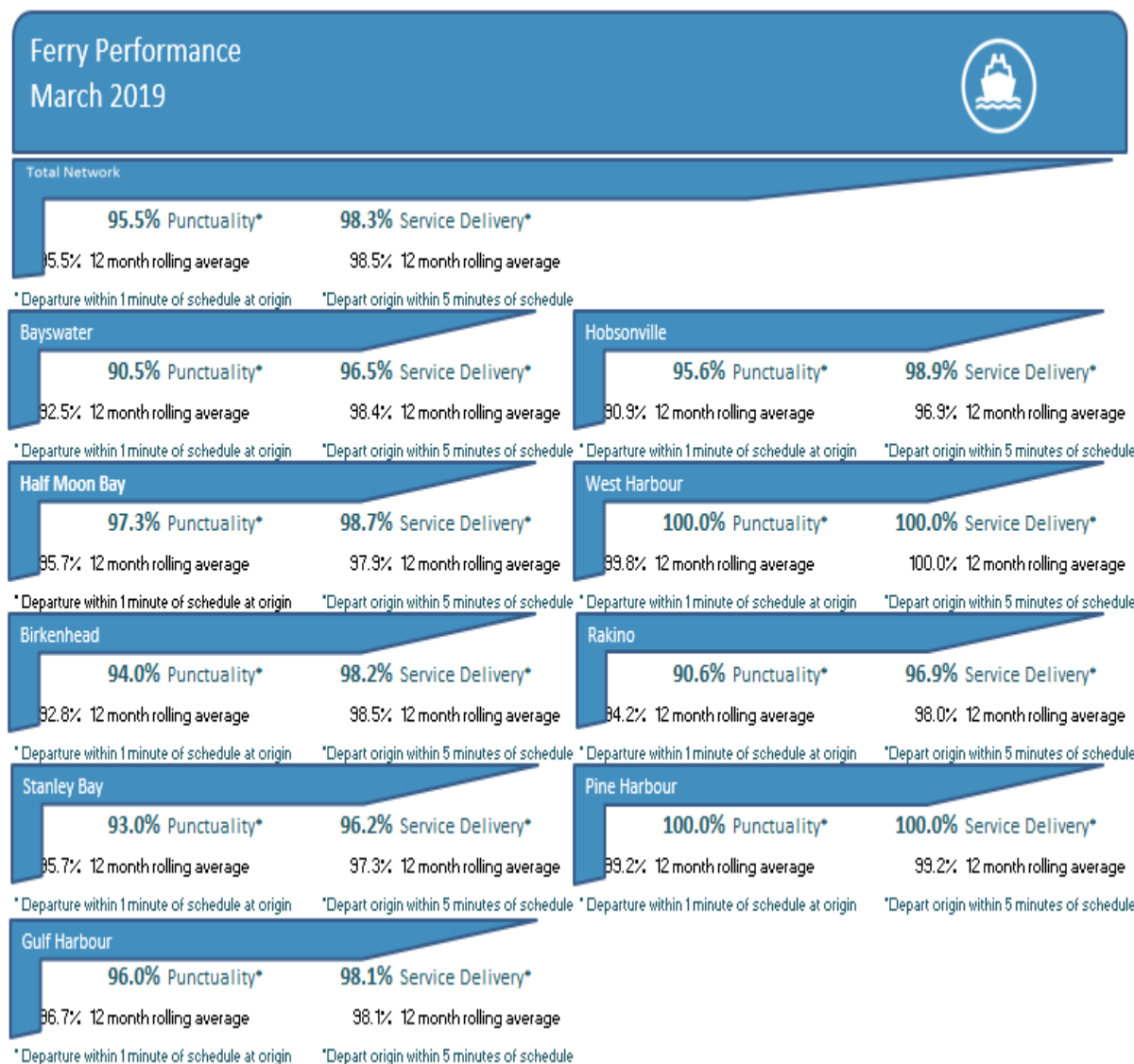
Ferry:

Ferry Services' Key Performance Indicators (KPIs) in March have punctuality at first stop achieved at 95.5% (Target 90%) and reliability at start achieved at 98.3% (Target 98%).

Performance of Fullers360 services were affected during the month by vessel reliability on midweek sailings, which resulted in some off-peak services being cancelled; and cruise ship activity continued to impact on service reliability of Inner Harbour services during the weekend.

A total of 29 services were cancelled during the month, with Stanley Bay services the worst affected due to vessel reliability.

West Harbour and Pine Harbour services operated at 100% punctuality and 100% reliability during the month.



AT Metro Customer Satisfaction

This quarter sees stable results for Overall satisfaction at 91.1%. Compared to this time last year, satisfaction has increased in these areas:

- Ferry – Providing shelter at wharves (+8.1%), Having enough seats at wharves (+7.7%) and Having enough seats available on ferries (+5.6%). Scores for wharf attributes have greatly improved for Pine Harbour and Gulf Harbour.
- Train – Staff friendliness/helpfulness (+3.9% on the Western line) and Having enough seats at stations (+4.3% on the Southern line)
- Bus – Personal safety at bus stops (+4.6% for East routes) and Ease of accessing bus stops (+3% for West routes)

Across all modes, these areas have shown increased year on year ratings:

- Ease of getting info about routes and timetables (+6%)
- Overall satisfaction with PT system (+3.7%)
- Operating hours of services (+2.5%)

Quarterly Customer Satisfaction results for public transport

