

Business Report

Recommendation:

That the Chief Executive's report be received.

Prepared by:

David Warburton, Chief Executive

Corporate

Finance

Rolling stock insurance expires on 31 October and renewal proposals have been received from JLT. Options are under consideration with the recommendation likely to be an increased loss limit and higher excess be accepted for a total premium saving of approximately \$100,000 on the 2014/15 premium for a similar loss limit.

An updated Heads of Agreement prepared in relation to the diesel train sale process and has been sent to the prospective purchaser. The retired vehicles are in the process of all being moved to Taumaranui to enable improved levels of security and reduce vandalism incidents compared to the current storage facilities in the Auckland network. Parts for those vehicles have now been containerised and removed from the KiwiRail Westfield site.

Planning has commenced for the budget refresh for the 2015/16 financial year with an expectation that it will be presented to the December Board meeting for consideration.

The September 30 target for obtaining 100% PCI/DSS compliance was achieved. This is an excellent result.

Procurement

Ten tenders were published in September with an estimated value of \$28 million. Two tenders had an estimated value of over \$2.0m.

Tender	Type
Traffic Signals Maintenance and Upgrades	RFT
Procurement of LED Luminaries 2015-16	RFP

74 Contracts were issued in September with a total value of \$6,067,365. No contracts were awarded over the value of \$2.0m.

Regional Land Transport Programme (RLTP) Funding

During September, the following projects were approved for funding:

- Northcote Safe Cycle Routes, Design Phase – this activity has been approved for a total of \$508,050 (\$259,106 from the National Land Transport Fund); and
- Regional Land Transport Planning Management 2015-18 – This activity has been approved for a total of \$2.4 million (\$1.23 million from the National Land Transport Fund).

Leadership Development

This month leaders from across the council group completed module 4 of the Executive Leadership Programme. Guest speakers included Auckland Council's Chief Executive Stephen Town and Dr Deborah Hume of Greater Wellington Regional Council.

In addition, the last cohort of frontline leaders embarked on our Core Leadership Programme and our Authentic Leadership Programme also concludes for the year.

To support AT's commitment to working towards a more sustainable future, the quarterly Senior Leadership Forum being held this month focussed on the theme of sustainability. Facilitated by Business Lab Director, Simon Harvey, the session included guest speakers Saskia Verraes, Group Lead Strategic Initiatives at Tourism Holdings Ltd, and Willem van der Steen, Group Manager Programmes at Callaghan Innovation.

Employment Opportunities

This month AT took part in the University of Auckland's Engineering Specialisation event to promote career paths in the transport sector to first year students. This is aimed at helping students make an informed choice about which branch of engineering to specialise in.

AT is also recruiting students for summer work. This year there will be some 20 summer intern placements available for engineering, finance and procurement students.

Collective Bargaining

Collective bargaining negotiations with the Public Service Association (PSA) for a two year term (expiring in August 2017) have concluded.

Amongst the amendments are new clauses relating to Intellectual Property, Social Media, Drugs and Alcohol, Policies and Procedures, and a commitment to a joint working party to revise the remuneration framework.

Meal and tea allowances increased by \$1.70 to \$12.70 and \$1.00 to \$5.00 respectively. No other allowances increased.

Bereavement leave for close family members increased from 3 days to 5 days.

Customer Service Metrics - September

- Average call wait time: AT Metro 7 seconds, AT HOP 12 seconds
- Service level: AT Metro 90%, AT HOP 84.4%, AT Specialist Team - core hours 79%
- Abandonment of call: AT Metro 2.64%, AT HOP 3.11%, AT Specialist Team – core hours 3.7%
- Call volumes: AT Metro 23,614, AT HOP 9,961, AT Specialist Team – core hours 19,696

Proposed Auckland Unitary Plan (PAUP)

AT presented or is presenting the following evidence to the Auckland Unitary Plan Independent Hearing Panel:

1. Residential hearing (14 October) - support for the Council's position on residential development strategy, explaining AT's role in planning for growth and the transport system, and the ability of the public transport system to accommodate/support growth.
2. Subdivision hearing (2 November) - support for the Council's position on subdivision, including road and subdivision layout and design, vesting roads and operations and asset management, and how the provisions of the PAUP will assist to achieve this.
3. Rural Urban Boundary (12-29 of January 2016) – support for the Council's position on the location of the rural urban boundary.

Other areas of importance that AT is currently contributing to are RUB, zonings and precincts. Approximately 50 hearing days have been scheduled for these topics from January to April.

Special Housing Areas (SHAs)

Decisions on the plan variations for the Scott Point and Huapai SHAs are expected before the end of October. Hearings have been scheduled for Flatbush and Hingaia on 16-19 November and 23-26 November respectively.

AT has completed its due diligence assessment on 22 sites as part of Tranche 8. These will be considered by the Auckland Development Committee at its October meeting in the Closed Session.

Disabilities Video

AT Metro has coordinated with Environment Canterbury to produce a training video for bus operators on how we can better serve the needs of disabled customers. This video is split into sections on how to serve customers with; blind and visual impairments, physical disability, deaf and mental disabilities. The training video has achieved very good feedback from disabilities groups and bus operators.

A follow-up corporate video is about to be produced to promote all of the other activities AT is involved in that are improving the public transport experience for customers with disabilities.

Transport Networks for Growth Areas

Auckland Transport and the NZ Transport Agency are working together on the transport infrastructure needed during the next 30 years for new housing and business areas.

Significant new infrastructure will be needed to support greenfield expansion to accommodate development anticipated in the draft Future Urban Land Supply Strategy.

The agencies are taking a proactive approach to support the growth by identifying possible future transport networks that deliver the best value for money. These networks include a mix of new or upgraded roads, public transport and cycling infrastructure.

Development of a Business Case for the proposed Northwestern Busway has commenced as well as assessments for an additional bus station along the planned extension of the Northern Busway.

Project Updates

Te Atatu Road

Underground services relocation works continue within the road berm of Edmonton Road and Flanshaw Road. Removal of vegetation and fencing is underway as part of site clearance in preparation for widening of the road corridor.

Albany Highway

The first half of Days Bridge has been completed and deconstruction of the old bridge has commenced. This key milestone marks the half-way point for completion of this project.

Glenvar Ridge Road

Enabling construction works are progressing as planned. Tender for the main physical works contract closed on 25 September 2015. AT's project partner Long Bay Communities Limited (LBCL) is responsible for the procurement and implementation of the physical works.

NorSGA PC15 Westgate

The new NorthWest Mall was officially opened this month. The contractor has returned to site to complete the balance of the new water main installation in Fred Taylor Drive and Don Buck Rd. This will involve temporary closure of some traffic lanes.

Waterview Shared Path

An important step forward was recognised last month when Maori formally blessed the project during a dawn ceremony, which acknowledged the area's significance for mana whenua and marked the commencement of the project.

The team working on the shared path began site investigations this month at the planned locations for the three bridges. Construction will start in January 2016 and is expected to be completed by early 2017.

Eastern Rail Cycleway (Glen Innes to Tamaki Drive)

This month construction begins on the first section of a seven kilometre shared path for walking and cycling. The path stretches from Merton Road near Glen Innes Train Station to Tamaki Drive and the Waitemata Harbour. The joint AT and NZ Transport Agency project will be built by Transfield Services.

On 21 October an iwi-led dawn blessing formally marked the start of construction. This was followed by an afternoon sod turning ceremony, attended by Transport Minister Simon Bridges and Mayor Len Brown.

A newsletter is under development. Around 8,000 copies will be printed and distributed to the wider community.

AMETI

The Office of the Auditor General report on AMETI was tabled in Parliament this month.

On site, the contractor has largely demobilised and work is continuing on remediation of historic contamination in the site compound area; and a number of defects. Commercial and documentation closeout is well advanced. Tender documentation for a carpark serving the Van Dammes Lagoon at 118 Mt Wellington Highway is ready to be issued to 3 shortlisted tenderers. Investigation is continuing of options for the reinterment of toanga and koiwi recovered during archaeological investigations of the Panmure works.

Good progress has been made between AT and lead iwi Ngati Paoa regarding mitigation of effects on Mokoia Pa. The consent applications for Stage 2A Panmure to Pakuranga busway will be lodged when agreement on key components is reached.

Newmarket Crossing

The Notice of Requirement (NoR) was lodged in September and Council has advised that a decision is likely in May 2016, approximately 4 months shorter than anticipated. The NoR will be publically notified and AT will contact residents via a letter drop to advise of the submission timing.

Valuations for land required have been obtained and KiwiRail has agreed with the valuation. An offer has been sent to the owner of the private property.

While preliminary design is complete, further design work is on hold until the NoR progresses further. The design will be resumed early in 2016 in conjunction with further stakeholder engagement with the community and mana whenua.

Parnell Station

Platform construction is nearing completion with all concrete works now in place. Pathways on the domain side are practically complete and the Parnell side pathway has commenced. AT has met with the new owner of the land adjacent to the station (Summerset Group Holdings Ltd), and discussed opportunities to coordinate the development of the area.

KiwiRail has submitted their building consent for the foundations of the building and are evaluating the delivery of the building to site. They are preparing to submit their Building consent for the building relocation and the external refurbishment.

KiwiRail has advised that they anticipate completing the Station refurbishment around June 2016.

Pukekohe Bus Rail Interchange

The NZTA application for design funding has been submitted and is under review. The investigation stage for the road intersection has commenced. The works for the intersection are close to Pohutukawa trees that currently extend into the road. The investigation will take this into account and will attempt to avoid any requirement to remove or relocate these trees.

Detailed design commenced mid-October alongside public consultation.

The project is planned for completion by June 2017 with an interim Interchange in place from October 2016 to accommodate the new bus network.

Manukau Bus-Train Interchange

The concept design phase of the project is now complete and the design will be presented to the Capital Review Committee, prior to seeking public feedback. The current programme estimates construction completion in August 2017.

Ōtāhuhu Bus-Train Interchange

Enabling works are now complete and the contractor has demobilised from site.

The main construction works have been tendered and contract award is expected by the end of October.

The current programme indicates that construction will be complete by 31 July 2016 to align with the Southern New Bus Network rollout.

Nelson Street Cycleway

Consultation for the phase 2 proposed designs, Nelson Street to Quay Street and Beresford Square to Nelson Street, closed on 5 October. The Phase 2 proposal will see the cycleway continue on the east side of Nelson Street and Sturdee Street and connect to a future cycleway at Quay Street. The proposals for this phase also include a cycleway along Pitt Street between Beresford Rd and Nelson Street. Public information days were held at the end of September.

Commonwealth Walkway

The first marker on this iconic walk to celebrate the Queen's involvement in the Commonwealth was placed outside Old Government House by the secretary of the Commonwealth Games Federation, Louise Martin. The event was supported by organisations contributing to the project, including representatives from Auckland Transport, the Commonwealth Games Associations and the Commonwealth Youth Ambassadors Network in New Zealand. The Commonwealth Walkway will be part of a network of walkways in 100 cities across all 71 Commonwealth nations and territories. The objective is to connect people, improve health, and celebrate the richness and diversity of the Commonwealth. The opening of the first phase of the walkway is planned to coincide with Prince Charles's visit to Auckland in November.



Spring Cycle programme

This spring there were a range of cycling related events and activities happening around the region, including bike training for beginners (children and adults), cycling on the road, bike maintenance, city riding and cycle ambassador pit stops. Halloween cycle events are taking place across the region on 30/31 October and Art Week Tours 10 -18 October. On 4 October AT supported the Sunday Best Ride, a marshalled ride through Auckland Domain to the Rose Gardens, via Ponsonby and the waterfront.



Photo courtesy <http://businesschic.com.au/2015/10/street-style-sunday-best-ride/>

Franklin Road

Design options for a new road layout, possibly including cycleway, will be presented at the first Community Liaison Group meeting on 28 October. AT's road and footpath rehabilitation work will follow-on from major Watercare work, as part of our 'dig once' philosophy.

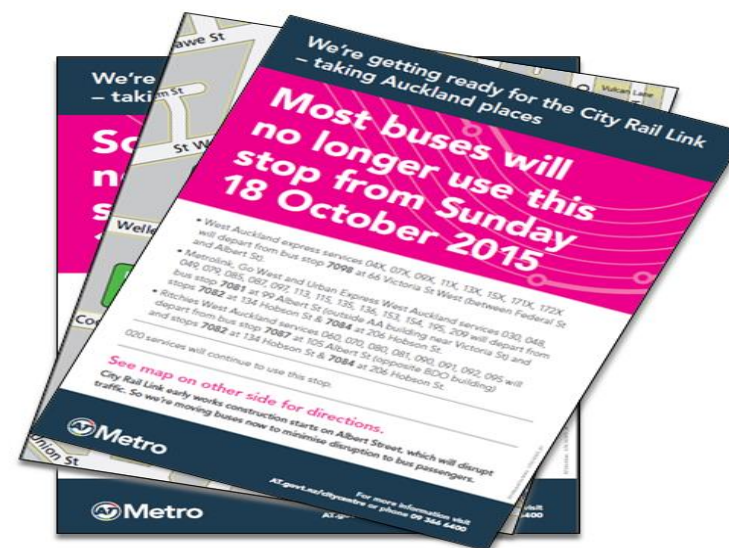


Special Events

The first SKYCITY Breakers game for this season was held at Vector Arena on the 11th of October. Working in partnership with the Breakers, a video shoot was held at Constellation Bus station featuring several of the Breakers players on-board a double-decker bus. Multiple 15 sec videos were produced encouraging the use of PT to and from the games. These will also be distributed via the Breakers social media channels. A 30 sec radio ad was also voiced by Tai Wesley (Breakers player) and will be running across multiple radio stations over the Breakers season.

CBD Bus Changes

In the lead-up to CRL construction (enabling works) a number of new bus lanes have been introduced in the central city, along with changes to some bus stop locations. A customer communication campaign included digital on-site signage, advertising, and ambassadors who have distributed some 6,000 flyers and brochures.



Planning and Consenting Update

Notices of Requirement and Consents

1. Lodged Applications in September

Resource Consents:

- Riverhead Footpath
- Beachcroft Avenue Shared Path (included lodgement of outline plan of works)

NoR and Regional Consents:

- Newmarket Level Crossing

2. Targeted to be lodged within the next three months

NoR and Regional Consents:

- AMETI Panmure to Pakuranga

Resource Consents:

- Mt Roskill Safe Routes
- Wynyard Quarter Package B (Wynyard Common, Daldy Street, Gaunt Street West, Beaumont Street South)
- Northside Drive East Road Upgrade
- Nelson Street Cycleway
- Mangere Future Streets
- Matakana Pedestrian and Cycle Bridge
- Birkenhead Mainstreet Improvements Phase 2

3. Public Notifications and Hearings

NoR and Resource Consents:

- Mill Road hearing held 31 August – 4 September 2015, reconvened 18 September 2015, closed 2 October 2015
- Penlink hearing held 22 - 24 September 2015
- CRL Britomart NoR hearing will begin on 16 November 2015

4. Decisions/Approvals

- Waterview Shared Cycle Path Road NoR AT decision issued to confirm the designation

5. Environment Court Appeals

- Environment Court Hearing for Medallion Drive Link is scheduled for 18 January 2016

Land Acquisition

Seven unconditional agreements signed in September 2015: AMETI Panmure Bridge(1), AMETI Pakuranga Rd Busway(1), AMETI Ti Rakau Busway(1), Long Bay Glenvar Ridge Rd (1), NORSGA PC 15 Massey T/C (2),Tiverton-Wolverton (1). Total project cost incurred for the month \$1.92M (August 2015: \$812K).

Assets and Maintenance

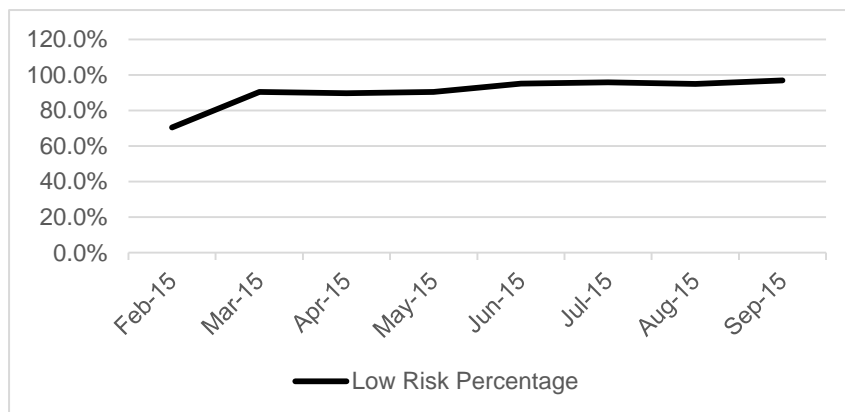
Road Corridor Access

Key project updates:

<p>Watercare Hunua 4 Bulk Watermain</p>	<p>Work is continuing in the Mangere Bridge, Onehunga and One Tree Hill areas.</p> <p>Mountain Road and Hastie Avenue remain closed but will be reopened to traffic later in the month with these crews moving into the One Tree Hill area.</p> <p>Horotutu Road in One Tree Hill remains closed between Campbell Road and Tawa Road and Te Kawa Street has now been closed between Tawhiri Road and Horotutu Road.</p>
<p>UFB Rollout</p>	<p>Year 5 (2015/16) of the UFB rollout is progressing well with at least 180 cabinet areas under construction, 73 having undergone final walkover and been passed by AT for moving into warranty and a further 28 in warranty.</p> <p>Last month there was considerable focus on completing the close out of the Year 4 (2014/15) cabinet areas and ensuring that they have been moved into warranty.</p> <p>VisionStream are currently undergoing a restructure of their UFB operations which has impacted on reporting and delivery. The new structure will align more closely with the areas operated by the UFB auditors.</p> <p>VisionStream and Chorus are committed to improving the site condition rating (SCR) scores relating to the standard of temporary traffic management at their work sites. As from 1 October 2015 non-conformance charges will be applied if poor performance is identified so as to assist in bringing an improvement in behaviour.</p>

Temporary Traffic Management (TTM)

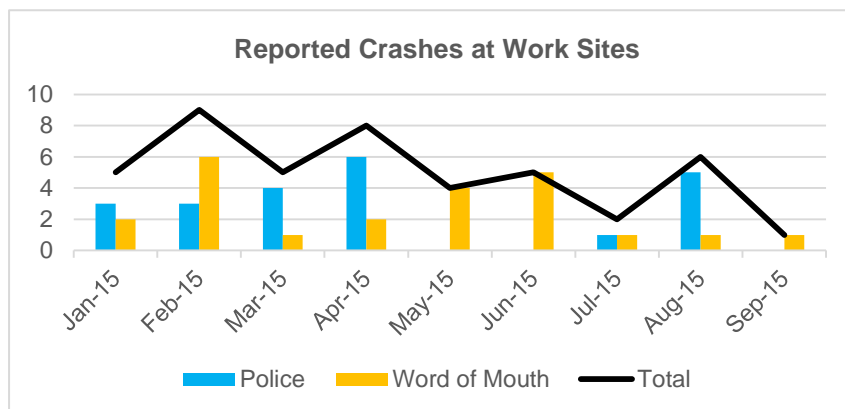
Monitoring of TTM at work sites is continuing to ensure compliance with the approved traffic management plans and to identify opportunities for improvement.



Percentage of Low Risk Sites

The percentage of low risk sites was 97% for September 2015 (Target is above 90%). Of the 161 reviews undertaken, 24 were completed outside normal business hours with 14 rated as satisfactory which is a similar percentage to during business hours.

Focus continues to be on the controls required for TTM at work sites (such as having a suitably qualified person on site, an approved TMP and daily site records). A failure on these controls makes a site Unacceptable and there is also a high prevalence of other failures at these same sites leading to Unacceptable and Dangerous ratings.



Reported Crashes at Work Sites

There was one reported crash at a work site during September and the data has been updated for previous months.

The source of information on the number of crashes at work sites is police reports (CAS records), word of mouth (including complaints received through the call centre) and reports received directly from contractors.

There can be delays in the Police updating the CAS database, so there can be a lag in identifying crashes from this source.

Road Corridor Delivery

SEPTEMBER 2015					
Asset Renewal Activities	September YTD Actual (km)	September YTD Forecast (km)	Full Year Target (km)	Completion v. YTD Target (%)	Completion v. Full Year Target (%)
Pavement Rehabilitation	0.60	1.21	37.70	50%	1.6%
Resurfacing	49.82	32.86	480.07	152%	10.4%
Footpath Renewals	19.31	15.46	75.65	125%	25.5%
Kerb and Channel Replacement	16.09	18.45	82.67	87%	19.5%
TOTAL	85.82	67.98	676.09	126%	12.7%

In the 2015/2016 financial year AT is planning to deliver 37.7 km of pavement rehabilitation, 480.1 km of resurfacing (this includes 88.9 km of hotmix and 391.2 km of chip sealing), 75.7 km of footpath renewals and 82.7 km of kerb and channel replacement.

Pavement rehabilitation work has been completed on Maygrove Drive in Orewa and further projects are underway on Mokoia Road, Te Irirangi Drive, Edmonton Road, Gossamer Drive, Roscommon Road, St George Street, Bairds Road, Glenbrook Road, Lakeside Drive, Kahika Road and Ranui Station Road.

Tenders have been called for a number of packages of rehabilitation projects as part of the commitment to make 20% of the rehabilitation programme contestable. The purpose of tendering this work is to provide an opportunity for contractors other than road maintenance contractors to bid for this work and also to benchmark the tendered rates in these contracts against the rates in our existing road maintenance contracts. This is part of an on-going commitment to maintain a sustainable contracting environment in the Auckland region.

Chip sealing has commenced in the North Rural, South Rural and West contract areas. Emulsion is being used instead of cut-back bitumen in the North Rural and South Rural contract areas. Emulsion can be sprayed in cooler weather conditions, provides improved chip wetting and adhesion and is safer and more environmentally friendly than cut-back bitumen as it is sprayed at a lower temperature and does not release kerosene into the atmosphere.

A good start has been made to the delivery of AC resurfacing programme with 19.0 km of the programme completed to date.

Street Lighting Programme

Tenders have been called for the supply of 8,000 LED luminaires to replace existing 70W HPS lamps on the network in the 2015/16 year.

The opportunity has also arisen to obtain subsidy from NZTA for Stage 1 (P category roads) of the LED retrofit programme. This subsidy is over and above that currently approved for AT and is available up to 1 July 2018. The approved business case was prepared on the basis that Stage 1 would be carried out over the period 2014/15-2018/19 and did not assume that subsidy would be available.

It is proposed that the delivery of Stage 1 of the LED retrofit programme be accelerated to be completed by 1 July 2018 to maximise the available subsidy.

It is intended that tenders be called for the supply of 16,000 LED luminaires for the 2016/17 year early in the New Year to enable the first batch of luminaires to be delivered by 1 July 2016 with installation to commence soon after.

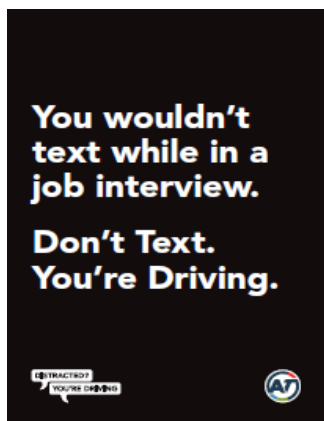
Technical Services

As at end of September 2015, approximately \$1.77 million has been spent against the total TSS budget of \$9.6 million (18% of budget).

Follow up meetings were held with the TSS suppliers in September to address the areas needing improvement identified in the recently completed audit.

Roading and Network Performance

Young Driver Campaign



The Road Safety Young Driver campaign will be live in market from 23 October to 30 November 2015, targeting 18 to 24 year old drivers. Young driver crashes are a high strategic priority identified in Safer Journeys. From 2010 and 2014, there were 664 death and serious injury (DSI) crashes involving young drivers (aged 15-24). The campaign objectives are to contribute towards a reduction in DSI crashes involving young drivers across the Auckland region, and to increase safety awareness around the need to drive responsibly. The media will be comprised of Facebook, Twitter, AT brand ambassadors at key events and primarily the social media app, Snapchat, utilising AT's database of 5,000 people gathered from previous campaigns.

Northern Expressway Comparative Travel Signs

Eight months ago AT launched the virtual provision of comparative travel time data for journeys from Albany to the City / City to Albany via the Northern Express bus service compared with driving on SH1 Northern Motorway. Information was made available via the

NZTA and AT websites, social media and through news media. Comparative travel times are now being shown on the existing Oteha Valley Road travel time signs. Physical signs will display the NEX v SH1 travel times from 0615 – 0900hrs each weekday (when the journey from Oteha Valley Rd to Fanshawe St is typically faster via the NEX bus), and ad hoc during serious incidents southbound on the Northern Motorway (SH1).



Commute Travel Plan

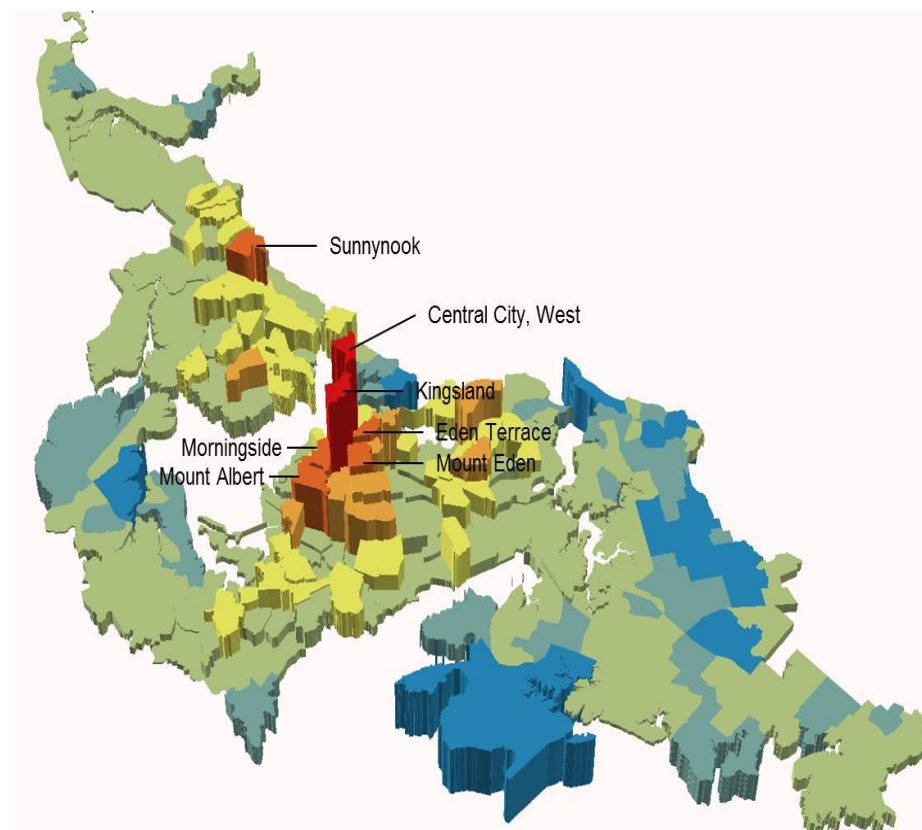
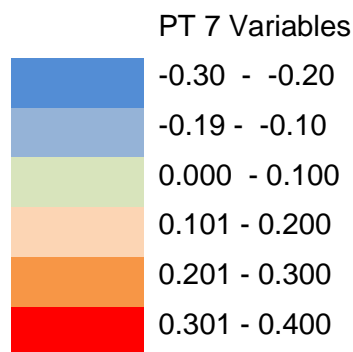
Auckland Transport has been working in partnership with the Auckland District Health Board to promote travel choices for staff. This has included six travel expos for staff at the Grafton and Greenlane hospital sites, delivery of bike skills training programme, re-established carpool programme and the provision of a Commute Travel Smarter Guide to support Staff in their travel choices. The CBD travel demand programme has also commenced and is running through October, focusing on providing travel choices to commuters in 15 office tower blocks. This includes the promotion of carpooling spaces at Downtown car park, which will be available to lease for registered carpool groups.

Journey Planning

AT currently runs a targeted personalised journey planning programme to achieve a reduction in morning peak hour car trips through an increased uptake of public transport, carpooling, walking and cycling. To enable more effective planning and delivery of the programme a study was carried out that identified key locations and priority rankings for future projects. Using census data a statistical analysis was undertaken to highlight populations most likely to use public transport. The next stage is to prepare projects in two locations for delivery this financial year. The prioritised locations are highlighted in the attached map and table.

Prioritised Ranking	Location	Total Population
1	Kingsland	4,632
2	Morningside	4,683
3	Mount Eden	5,445
4	Eden Terrace	3,225
5	Mount Albert	5,673
6	Sunnynook	6,711

Legend



Traffic Signal Optimisation Programme

The Route Optimisation Programme plans to complete 25% signal optimisation of the arterial network this financial year. This equates to over 200 signals, where signal assessments are currently underway. The key focus areas are: Great South Road, Greenlane, Hibiscus Coast Highway / Whangaporoa Road, Papakura, Pakaranga and New North Road.

Rural Non-Signalised Intersections

A non-signalised intersection campaign ran during June and July 2015 with an objective to reduce the number of deaths and/or serious injury crashes in the Auckland rural north and south communities. The key findings from the post-campaign evaluation are:

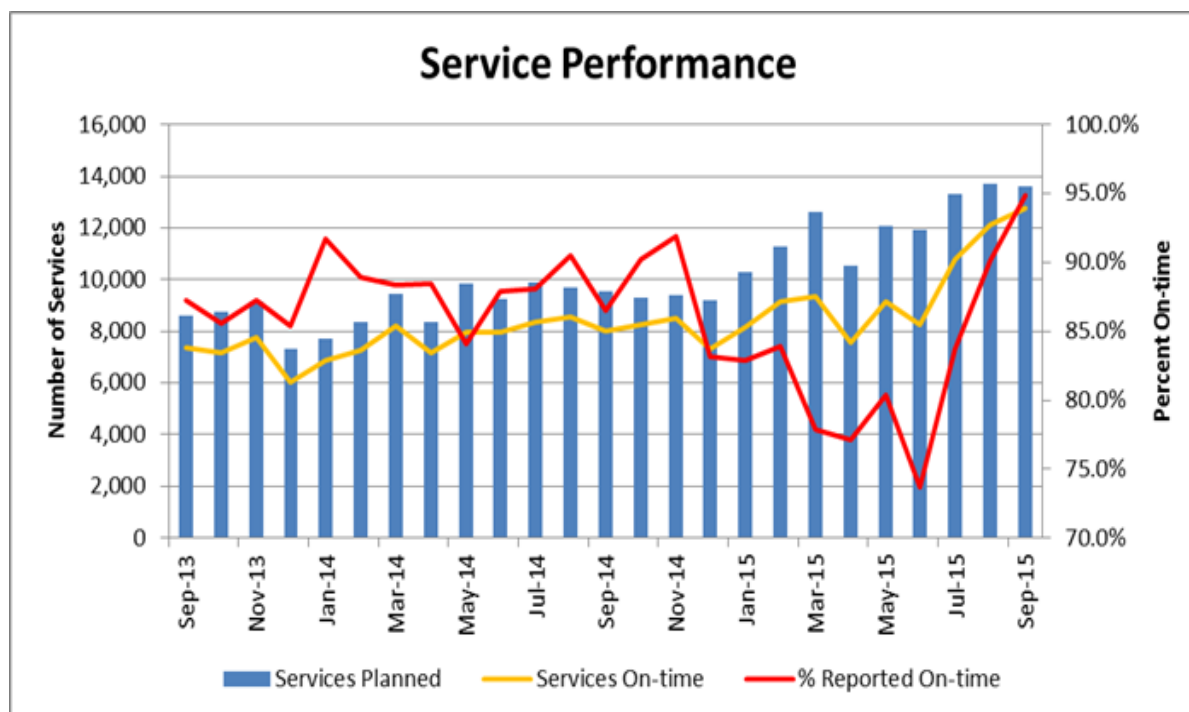
- The total prompted awareness tested at a healthy 31%. This is a significant increase of 11% from 2014. The radio ads were noted as the most effective campaign channel (21% recall), followed by the billboards (10%).
- 80% of the respondents were supportive of the campaign messages, and furthermore, 55% said that the campaign was effective in making them more aware and conscious of safe road user behaviour at intersections.

AT Metro

Rail Service Performance

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

Service delivery (or reliability) is the proportion of trains not cancelled in full or part and arrive at their final destination. Punctuality is the proportion of trains that were not cancelled in full or part and that arrived at their final destination within five minutes of the scheduled time.



The improvements in service delivery following the July timetable change and transition to full EMU operations continued through September with record performance levels on several days. In September further improvements were achieved from a reduction in train faults including upgraded on-train signalling interface equipment.

For September service delivery (reliability) was 99.0% compared to the 12 month average of 96.3%. Service punctuality performance compared to services scheduled is illustrated in the chart below. Almost 14,000 train services were scheduled in September (blue bars). Service punctuality (red line) was 94.9% compared to the 12 month average of 84.3% and 90.1% for August (and the low of 73.6% in June), a record in recent years. The number of actual services operated on-time (yellow line) was over 12,000, more than the number of services scheduled in all but the three recent months.

Major incidents that affected September service performance:

- A fight between a group of youths caused disruption to Eastern Line services on 4 September
- Two signal faults (at New Lynn on 11 September and Newmarket on 24 September) caused disruption to AM peak services.
- In addition there were two track faults at Westfield on 17 September and Paerata on 27 September that impacted service delivery.
- On 16 September a train fault at Penrose disrupted morning peak services and an ETCS fault, also at Penrose, disrupted evening peak services later the same day.

A joint team of AT, Transdev, KiwiRail and CAF continue to focus on the delivery of further improvements.

Patronage Performance

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

For the 12 months to September-2015 Auckland public transport patronage totalled 80.4 million passengers, an increase of +8.8% on the previous year. September monthly patronage was 7.0 million, an increase of +5.6% on September-2014 and -1.7% below SOI target (YTD -1.2%). Accounting for special event patronage September normalised to ~ +5.6%

Bus services totalled 60.2 million passenger trips for the 12-months to September-2015, an increase of +5.7% on the previous year. Patronage for September-2015 was 5.2 million an increase of +1.9% on September-2014 however -2.9% below SOI target (YTD -2.3%).

Rail services totalled 14.6 million passengers for the 12-months to September-2015, an increase of +22.8% on the previous year. Patronage for September-2015 was 1.4 million an increase of +21.7% on September-2014 and +1.1% above SOI target (YTD +1.5%). September normalised to ~ +21.8%.

Ferry services totalled 5.6 million passenger trips for the 12-months to September-2015, an increase of +10.2% on the previous year. Patronage for September-2015 was 40,509 an increase of +8.9% on September-2014 and 4.3% above SOI target (YTD +3.5%).

Rapid and Frequent services totalled 31.3 million passenger trips for the 12-months to September-2015. Patronage for September-2015 was 2.8 million an increase of +12.1% on September-2014 and +0.5% below SOI target (YTD +1.3%).

Registered Service Notifications Under The Land Transport Management Act 2003.

The following Exempt Public Transport (PT) Service variations were registered in September 2015 in accordance with the Land Transport Management Amendment Act 2003, provided for public notification of changes to the exempt service register. Customer communications are handled by the operator and AT Metro information updated as necessary. The below are enhanced temporary ferry summer season timetables.

Sealink Travel Group NZ Ltd., registered 10 September 2015:

- Reg. 44-9 Notice to operate additional sailings on the Auckland (Wynyard) to Gt Barrier (Tryphena) ferry service, effective 19 December 2015 to 3 January 2016.
- Reg. 43-1 Notice to vary an exempt PT ferry service to depart Wynyard Wharf 1:30pm, and depart KP 6:30pm, effective 25 October 2015 to 27 March 2016.
- Reg. 45-9 Notice to vary an exempt PT ferry service to depart KP 3:30pm, depart Half Moon Bay 5pm, effective 25 October 2015 to 27 March 2016.
- Reg. 44-11 Notice to vary an exempt PT ferry service to operate two services during Labour weekend only between Pier 3 (Downtown) to Tryphena/Whangaparapara (24/26 Oct).

Fullers Group NZ Ltd., registered 30 September 2015:

- Reg. 690-2 Notice to vary the Stanley Bay ferry timetable, effective 25 December 2015 to 10 Jan 2016.
- Reg. 692-1 Notice to vary the Auckland to Devonport ferry timetable between 25 Dec 2015 to 10 Jan 2016.
- Reg. 48-9 Notice to vary the Waiheke ferry timetable between 23Dec15 to 29Mar16.
- Reg. 1267-2 Notice to vary the Auckland to Coromandel ferry timetable between 23Dec15 to 29Mar16.

Customer Satisfaction


- Satisfaction with public transport remains static to September 2015. Overall satisfaction with public transport services is at 84%, service information 74%, and value for money 69%. Source: PT Customer Satisfaction Survey.
- Overall satisfaction with roads in the Auckland region remains at 69%, and satisfaction with footpaths at 65%. Availability of cycle ways (46%) and condition of cycle ways (55%) are also unchanged. Source: Roading Customer Satisfaction Survey.

Progress against Metro Key Strategic Priorities

Delivery against the Metro key business priorities is provided below:

- | | |
|--|---|
| <ol style="list-style-type: none"> 1. Integrated Ticketing & Fares 2. Procurement & Contract Reform (PTOM) 3. Resource Efficiency & Effectiveness 4. New Network incl. Rapid & Frequent Service Network 5. Infrastructure Use and Development | <ol style="list-style-type: none"> 6. On-Time Service Performance 7. First & Final Leg 8. Customer Experience 9. PT Adoption Marketing & Promotion 10. Metro Safety & Security |
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Key Priority Targets	Monthly Update
1. Integrated Ticketing & Fares	
<ul style="list-style-type: none"> • Integrated fares: concept 2013; business case 2014; development 2015; implementation mid-2016 	<ul style="list-style-type: none"> • Solution development of integrated fares solution by Thales France continues. • Transport Minister Simon Bridges along with Auckland Transport Chairman Dr Lester Levy and Mayor Len Brown on 29th September at Britomart announced the progression to legislative process of fare evasion penalties and enforcement powers for authorised officers under changes to the Land Transport Act in 2016. Fare evaders will face an infringement fee of \$150 or a maximum fine of \$500 on conviction if evidence of a fare cannot be provided. There will now also be a new offence of failure to comply with an enforcement officer's directions to provide details or leave the service, which will carry a maximum fine of \$1,000 on conviction.
2. Procurement & Contract Reform (PTOM)	
<ul style="list-style-type: none"> • 2015: South Auckland New Network bus tender; ferry tenders • Late 2015: West Auckland New Network bus tender • Early – mid 2016: North, Central and East Auckland bus tenders • Mid-2016: South Auckland New Network bus service contracts start • Late 2016: ferry contracts start • 2016/17: rest New Network bus contracts start 	<p><u>Bus:</u></p> <ul style="list-style-type: none"> • Eight PTOM contracts for South Auckland and Pukekohe New Network bus services were released for tender on Monday 17th August with tenders received 28 September 2015. These are the first tenders called under the new Public Transport Operating Model (PTOM) system and the first PTOM tenders including Metro New Network bus services. This is the first of three major procurement rounds that move to a fully contracted bus system in Auckland, moving from the current mix of contracted and non-contracted / deregulated services. Evaluation of tenders is underway. <p><u>Ferry:</u></p> <ul style="list-style-type: none"> • Feedback on the draft RFT and contract from and engagement with the ferry industry is underway. • Access Agreements to be signed with the remaining operators for Downtown Ferry Terminal (DTFT) in October. <p><u>Rail:</u></p> <ul style="list-style-type: none"> • Release of the RFT to the three shortlisted bidders has been placed on hold subject to potential review and update following any relevant outcomes from the Auckland Transport Alignment Project (ATAP).

3. Resource Efficiency & Effectiveness	
<ul style="list-style-type: none"> SOI farebox recovery targets and reducing subsidy / passenger metrics 	<ul style="list-style-type: none"> A review of low patronage bus services is progressing with a view to releasing bus resources to meet demand on higher patronised routes, in particular in advance of the higher demand in the annual peak cycle in February and March. Negotiation of Rakino ferry contract extension through until commencement of ferry PTOM contracts in late 2016 is underway.
4. New Network incl. Rapid & Frequent Service Network	
<ul style="list-style-type: none"> 2013: South bus consultation. 2014: West, Hibiscus Coast, Franklin bus consultations 2015: North, East, Central & Beachlands/Maraetai bus consultations Oct 2015: Hibiscus Coast bus service design implemented Mid-2016: South bus service design implemented Late-2016: West bus service design implemented 2017: North, Central and East bus service design implemented 	<div data-bbox="660 411 952 826" style="border: 1px solid black; padding: 5px;"> <p style="font-size: small;">We're moving to a New Network for the Hibiscus Coast - more frequent, better connected and easier to understand</p> <h3 style="text-align: center;">Your bus services are changing</h3> <p style="font-size: small;">Get ready for a better bus service with the launch of the Hibiscus Coast New Network from Sunday 18 October 2015.</p> <p style="font-size: x-small;">All routes, route numbers and timetables are changing.</p> <ul style="list-style-type: none"> • Hourly service to Silverdale and Hibiscus Coast Station from here. • Hibiscus Coast Station will become the key hub for connections with other buses. • Northern Express services between Hibiscus Coast Station and the City every 15 minutes during weekday peaks (6am-9:30am to the City and 3pm-6:30pm from the City) and every 30 minutes from 7am to 10pm, 7 days a week. <p style="font-size: x-small; text-align: center;">  For more information visit aucklandmetro.co.nz or phone 09 22 38 38 </p> </div> <ul style="list-style-type: none"> Hibiscus Coast New Network: Public information and promotional collateral is in market in advance of the implementation of the New Network bus services on 18th October. All bus services will be changing on this date and the Northern Express frequent service will be extended from Albany to an enhanced park and ride at Silverdale. The Metro team continues to help the community get ready for the changes with community meetings including meeting with about 60 residents of the Maygrove Retirement Village and 30 at the Peninsula Club Retirement Village to explain the new services and assist with journey planning. <ul style="list-style-type: none"> South Auckland New Network: PTOM contact Tenders closed 28 September for eight bus service contracts for on-the-ground commencement of services in mid-2016. Tender evaluation is underway. West Auckland New Network: Tender documentation for West Auckland RFT release later in 2015 is progressing. New timetables for Network routes are being finalised. North Shore New Network: Consultation feedback analysis and potential changes to the consultation service plan is progressing. Central and East Auckland New Network: Public consultation commenced 1st October and will close 10th December 2015. A number of public events have been held and will continue through the consultation period. Consultation brochures have been posted to residences - 190,000 consultation brochures will be delivered in the Central Suburbs and 53,000 for East Auckland. 50 individual bus routes proposed for Central Suburbs and 16 for Each Auckland. Number of residences in central suburbs within 500m of a proposed frequent service will almost double to over 80%. Beachlands/Maraetai: Beachlands/Maraetai will have a two-stage consultation phase. Planning is underway for the first stage, a community engagement survey is to be held in October 2015. Waiheke Island will be undertaken as a separate consultation in 2016.

5. Infrastructure Use and Development

Rail:

- EMU Unit 57 (the Final) has completed routine testing with all 57 Units available for revenue service in October.
- Ellerslie Station canopy extensions and Puhinui Station upgrade including new shelters are scheduled to be completed by the end of October 2015.

Bus:

- Two new double decker buses of the new fleet of 53 have started certification checks before entering service in early November.
- Stage 1 extension to the Silverdale Park & Ride is due for completion in October to align to the commencement of the Hibiscus Coast New Network implementation including extension of the Northern Express bus service from Albany to Silverdale.
- Concept design for Manukau Bus Station has been completed.

Ferry:

- Downtown Ferry Terminal Pier 4 replacement is now complete for return to operational use. Downtown Ferry Terminal Pier 2B upgrade has commenced with a target for return to operational use by late 2015.

6. On-Time Performance

Rail:

- Monday, September 7th tracked the best performance ever for a single business weekday, with 97.6% punctuality and 99.2% reliability and only 4 cancellations out of 500 scheduled services. Statistics also showed 100% service delivery and no cancellations on the Pukekohe Shuttle.
- For September service delivery (reliability) was 99.0% and punctuality was 94.9% compared to the 12 month average of 96.3% and 84.3% respectively.
- The transfer time allowance between rail shuttle services from Pukekohe arriving at Papakura and departing trains for Britomart have been reviewed and some timetable adjustments made from 28th September to permit more time for transfers.
- The Rail Performance Improvement Plan (RPIP) Rail performance improvements continue to be progressed with KiwiRail, CAF and Transdev including:
 - Resilience initiatives have been agreed with KiwiRail and Transdev and are currently undergoing assessment for time and cost benefits, however, some resilience initiatives may take longer to implement to align to scheduling of track works and to minimise rail closures. The Middlemore extension (freight relief road) was commissioned on 31 August and is operational. A review on whether this is electrified in preference to Tamaki and Southdown sidings is now being assessed.
 - Roster optimisation was conducted for 20 July timetable which resulted in 10 less drivers being required than originally planned. Driver availability for a service increase subject to timetable modelling of the Western Line to 6 trains per hour peak and 3 trains per hour inter-peak will follow driver school completion in April / May 2016.
 - Run time reviews are currently being conducted for the Western and Southern Lines and any benefits targeted for an optimised timetable that may be delivered early March 2016 or as part of any service level increase in April/May 2016.
 - ETCS reliability improvements have been progressed with ETCS filters now fitted to 14 EMU Units, with further Units to be fitted in October.
- Transpower will be undertaking maintenance and renewal work on its Penrose power supply facility requiring isolation of the power supply to the rail network via the KiwiRail Penrose supply feeder between 31st October and 4th November 2015. During this period the rail electric supply will be provided via the second KiwiRail feeder station at Westfield which in turn is supplied from the national grid at Transpower's Southdown supply facility.

Bus

- Network reliability was 98% and punctuality was 94.9% making September the most punctual month on record. Reliability has risen 6% since September 2014, whereas punctuality rose 2.9% over the same time. Howick & Eastern and Tranzit saw punctuality rise by 12.1% and 14.1% respectively in this period as a result of timetable improvements.

Operator	Scheduled Trips	Reliability	Punctuality
Airbus	5,880	96.76%	91.33%
Birkenhead	14,973	98.08%	94.33%
H & E	19,441	98.04%	94.92%
NZ Bus	126,622	97.96%	94.83%
Ritchies	30,196	97.92%	94.49%
Tranzit	2,158	98.68%	96.55%
Urban Express	5,806	99.11%	97.37%
Waiheke Bus Company		97.76%	95.58%
Total	208,236	98.03%	94.92%

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

- Bus priority improvements progress over the last month:
 - Park Rd bus lane (hospital to Carlton Gore Rd) – construction commenced, due for completion early December
 - Some city centre bus routes and bus stops are changing from 18 October 2015 to enable early construction work on the City Rail Link. The changes affect bus stops in Queen St, Quay St, Lower Albert St, Albert St, Victoria St, Mayoral Dr, Vincent St, Fanshawe St, Sturdee St. Additional 24/7 bus lanes are also being implemented across the city centre.

Ferry:

- Network reliability was 98.81% and punctuality 98.21% in September.

Route	Scheduled Trips	Reliability	Punctuality
Bayswater	1,028	97.76%	97.28%
Half Moon Bay	584	98.12%	97.26%
Birkenhead	1,108	98.92%	97.65%
Gulf Harbour	264	100.00%	99.62%
Hobsonville	220	100.00%	100.00%
West Harbour	594	99.49%	99.16%
Rakino	30	100.00%	100.00%
Pine Harbour	704	99.29%	99.29%
Total	4,532	98.81%	98.21%

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

- While Fullers vessel availability to operate across both contracted and exempt services improved in recent weeks, availability still presents a challenge with cancellation of some scheduled trips on exempt services. An incident on the 8 September resulted in the Osprey vessel making minor contact with Pier 3 on arrival from Bayswater. This resulted in the vessel being out of action for two weeks until repair works were completed, which had an impact on Baywater and Stanley Bay (exempt service) service delivery in the month. While the Kea has re-entered operational service following the incident where she hit the Victoria Wharf earlier in the year, legal action by Maritime NZ continues.

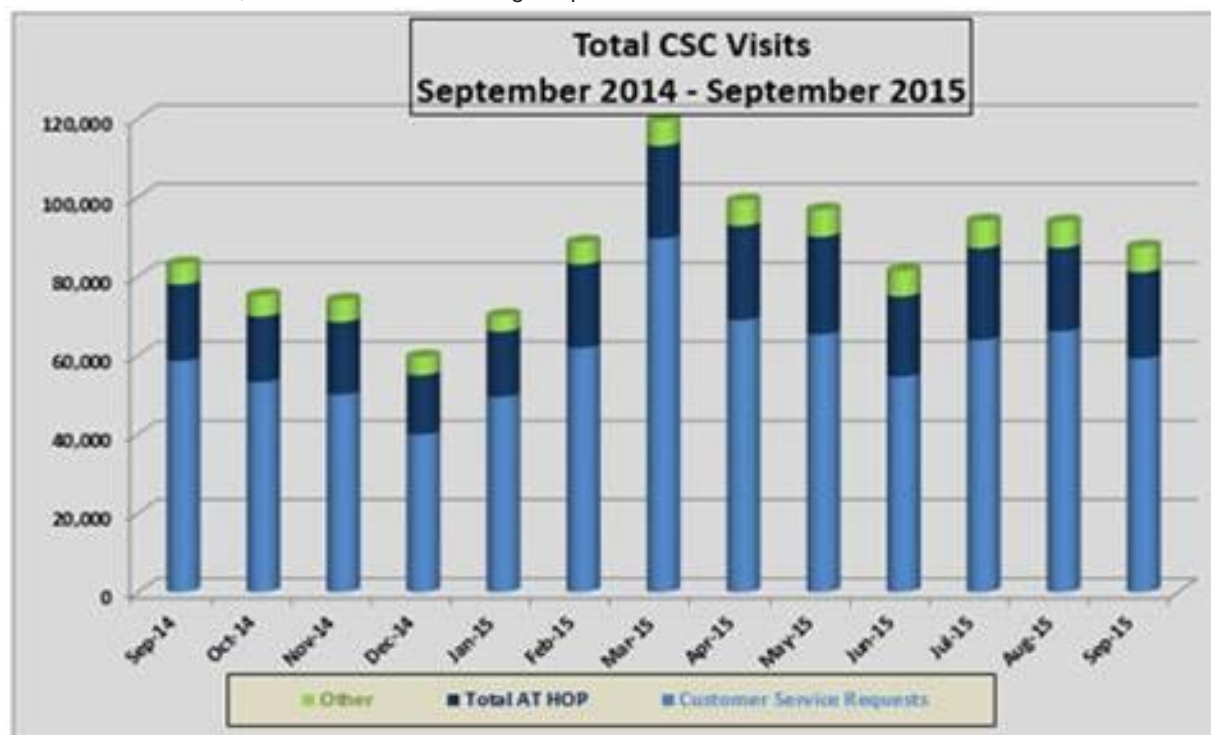
7. First & Final Leg

- The first and final leg initiatives are outputs of the customer experience design project initiated with Thoughtful Design Ltd during 2014. A number of the ideas are in investigation or delivery including a car sharing scheme and retail development at Metro stations.
- Pumped Café has changed to a Kampung Style Malaysian Café at Glen Eden Station.
- A trial of enhanced Metro service information for stations and stops will be included in the broader New Lynn wayfinding trial to commence in November. This will inform the customer service information strategy for rollout of New Network services commencing with South Auckland in September 2016.

8. Customer Experience

Multi-modal:

- The AT public transport app was accessed 54,038 times in September with 1,404 new users. In September, there were almost 533,000 visits to the AT Metro website page within the AT site, with over 1.39 million page views, of which almost 467,000 (34%) were for the Journey Planner page.
- In the past 12 months, there have been almost 1,039,000 visits to the Metro Customer Service Centres (CSC), an average of 2,847 visits per day. The Britomart CSC has handled over 525,000 customer visits during the previous 12 months.



Rail:

- Christmas 2015 rail closure has been confirmed for maintenance and upgrade works. Closures in 2015 are limited to between 27th December and 4th January Eastern Line Sylvia Park to Manukau, Onehunga Line and Southern Line with services operating Eastern Line Britomart to Sylvia Park and Western Line. Rail services will operate on Christmas Day for the first time and Boxing Day across the full network for the first time in many years. Closure permits NZTA works at Ellerslie and Takarangi, KiwiRail maintenance and AT works for the new Otahuhu Station.
- Upgrades to signage at Papakura Station have been made to assist passengers transferring to the Pukekohe shuttle service.
- New signage has been installed at New Lynn Station to direct passengers using the new electronic ticket gates.
- To improve customer experience and as part of the on-going Way-finding Project, new platform markers are being trialled at four pilot locations (New Lynn, Fruitvale Road, Avondale and Sylvia Park Stations), including EMU accessibility train door waiting areas.

Bus:

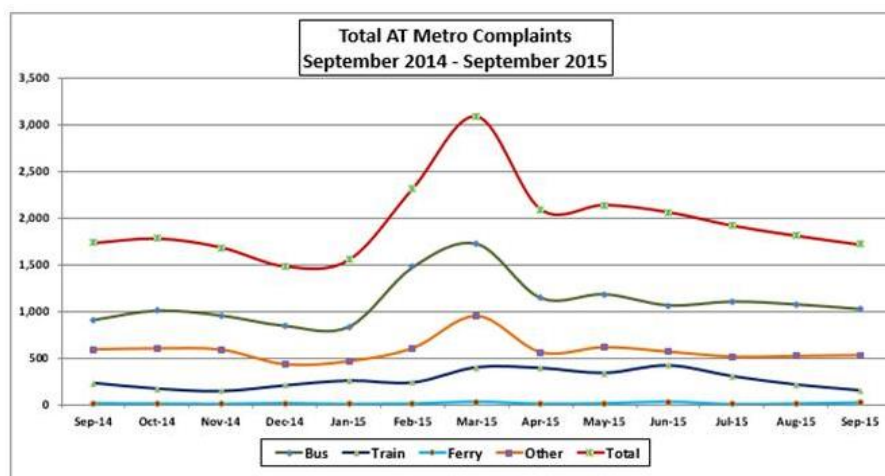
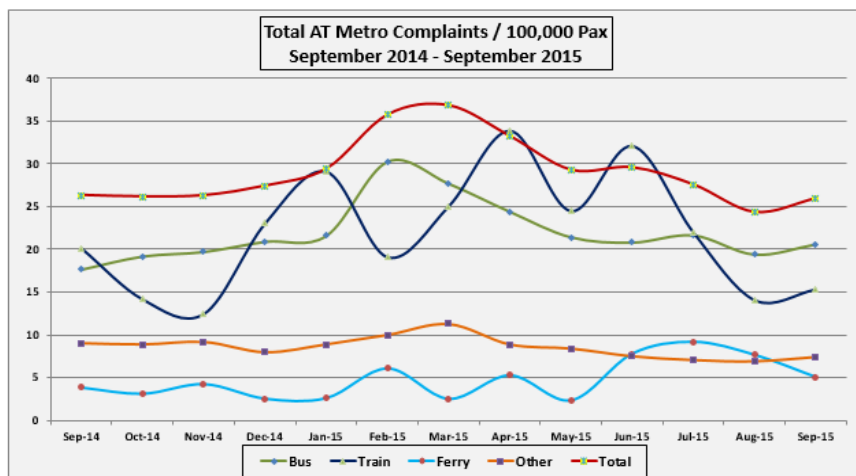
- The Northern Express bus vs SH1 comparative travel times are now being published via Oteha Valley Road travel time signs and online on the NZTA and Auckland Transport websites (from 6:15am to 9:00am week days):

Ferry:

- AT Metro signage upgrade completed for Matiatia Wharf (Waiheke) and commenced for the new Pier 4 at DTFT.

Customer Complaints:

- Total complaint volumes decreased slightly from August, while customer complaints per 100,000 passenger trips increased slightly as total patronage was lower due to school holidays.



9. PT Adoption Marketing and Promotional Campaign Programme

The PT Adoption process and accompanying diagnostic tools are a foundation to the Metro marketing and promotion plan. The 12 month campaign planner is reviewed on a monthly basis, with a 90 day forward focus. The current campaign planner has six key themes:

1. Year Shapers (Double Deckers, New Network, Simplified Fares, Britomart changes, EMU roll out completion, CRL, SuperGold)
2. New Network Consultation
3. Operational and service changes
4. Customer segment specific initiatives (Tertiary, SuperGold, Education, Leisure, Events, Visitors)
5. Modal specific promotional activities (Bus, Train, Ferry, Multi-Modal)
6. Investigation (off peak, shoppers, New Movers)

While there is significant focus on the city centre bus disruption communications, leading up to the CRL enabling works, other campaigns in development include ferry (discover the hidden treasures of the harbour – phase 2), train (shopping destinations) and bus customer acquisition to bridge current patronage target shortfall (CityLink acquisition, double deckers and Breakers Basketball event transport). Data from HOP cards is also being used to identify opportunities for targeted bus campaigns where existing capacity on frequent service routes can be marketed to local targeted audiences.

Multi-modal:

- Where is my local AT HOP retailer, for AT HOP top-ups and card purchases.

Rail:

- Safety campaign for Western line electrification.
- The rise in train patronage is making rail popular amongst film makers. In September filming at train stations: Tip Top at Kingsland, and the Energy Council at Britomart.

Bus:

- Campaigns promoting new bus lanes on Dominion Rd, Khyber Pass, Victoria St West, Symonds St & Wellesley St.
- Hibiscus Coast New Network customer information being prepared ready to deliver in September.
- New Network consultation for Central and East Auckland.
- What's Up? - A new campaign on bus backs.
- Kowhai Connection service promotion locally with newspaper ads, online ads, a mail drop to households in the area and sending out info to local businesses.

Ferry:

- Re-run the "Hidden Treasures" promotion during the summer school holidays.



10. Metro Safety & Security

Multi-modal:

- Strategy discussions are progressing with Police around an enhanced joint approach to Metro security and fare enforcement, to be reported back to the Board by end of year.

Bus:

- Mangere LED lights added to brighten up the bus stop area as low LUX reading levels caused a few concerns. The levels around the main shelters are now above the recommended LUX level.

Ferry:

- Operational changes around sullage pumping at DTFT, has resulted in the reduction of this activity.