

Business Report

Recommendation:

That the Chief Executive's report be received.

Prepared by:

David Warburton, Chief Executive

Corporate

2015 Review

As this is the final Board meeting of the year, it is an opportunity to reflect briefly on successes and achievements during 2015. There are simply too many projects and initiatives to mention individually. However, the general theme is that this has been a year of 'acceleration' and a key focus for 2016 will, through the ATAP project, be on how AT and our partners can accelerate the transformation of our stressed transport system even more quickly. Identifying and agreeing to these shared outcomes will be a pivotal moment in the history of the region.

I also take this opportunity to sincerely thank the Board for their support and guidance and to acknowledge outgoing member Geoff Dangerfield. Geoff has been an integral and valued member of the AT Board, and wise counsel for myself personally at a collegial level, since AT's inception.

Finally, I would also like to publically thank all of our staff for their on-going commitment and efforts to make Auckland the world's most liveable city.

Finance

The Heads of Agreement in relation to the sale of diesel trains continues to be progressed with an aim to dispose to the prospective off-shore purchaser in early 2016.

Planning for the preparation of the Half Year Financial Statements has commenced.

Procurement

Eight tenders were published in November with an estimated value of \$6.3 million. No tenders had an estimated value of over \$2.0 million.

There were 59 contracts were issued in November with a total value of \$16.9 million.

Three contracts were over the value of \$2.0 million.

Contract	Supplier
Seal Extensions 2015- 2018	Transfield Service (NZ) Limited
CSL Technology Field Device Services	CSL Infrastructure Ltd
HTS Technology Field Device Maintenance	HTS Group Limited

Local Board Funds

Almost all Local Boards have signed off on their Local Board Transport Capital Fund projects for the 2013-2016 financial years. A number have also committed substantial portions of their 2016-17 allocations.

Regional Land Transport Programme (RLTP) Funding

During November, the following projects were approved for funding:

- Waterview Connection Cycleway/Shared Path (Design, Construction and Property) – this activity has been approved for a total of \$23.26 million (\$7.54 million from the National Land Transport Fund);
- CBD Infrastructure – Wynyard Interchange (Indicative Business Case) – approved for a total of \$189,000 (\$96,000 from the National Land Transport Fund);
- CBD Bus Infrastructure Requirements – Fanshawe Street (Indicative Business Case) – approved for a total of \$441,000 (\$225,000 from the National Land Transport Fund);
- East West Connections (Detailed Business Case) – approved for a total of \$2.37 million (\$1.26 million from the National Land Transport Fund);

- Mangere Safe Routes (Future Streets) (Investigation, Design and Construction) – approved for a total of \$7.09 million (\$3.62 million from the National Land Transport Fund);
- Emergency Works Rural South July Event (Construction) – approved for a total of \$107,000 (\$54,000 from National Land Transport Fund);
- 2012-15 Walking & Cycling – Mt Roskill Safe Routes (Construction) – approved for a total of \$4.55 million (\$2.32 million from the National Land Transport Fund); and
- Responding to Auckland Growth Areas – City Centre and Fringe (Programme Business Case) – approved for a total of \$211,000 (\$107,000 from the National Land Transport Fund).

AT HOP

One of AT HOP's challenges is the delay in one-off online top-ups (it may take up to 72 hours for this to be actioned on the customer's card). The time period deters cardholders from using on line top up, although this is a preferred method of payment.

Staff have been investigating the 72 hour top-up time issue and have found that in reality in 99% of cases, as long as the customer successfully tops up online before 10pm, the money will be loaded by 5am the following day. Work will be undertaken in coming months on customer communications.

Proposed Auckland Unitary Plan (PAUP)

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

1. Rural Urban Boundary (12-29 of January 2016) – support for the Council's position on the location of the rural urban boundary.
2. Rezoning (February 15 – April 29 2016) - support for the Council's position on the location of zones.
3. Precincts (February 15 – April 29 2016) - support for the Council's position on site specific provisions.

Approximately 50 hearing days have been scheduled for these topics from January to April.

AT has recently presented evidence on the residential and subdivision topics.

Special Housing Areas (SHAs)

The Scott Point and Huapai plan variation and qualifying development decisions were released this month which approved the 3000 dwellings on 156 hectares. Detailed design has commenced on required infrastructure to service the Huapai SHA and a funding agreement with the developer will be negotiated. The Hingaia and Flatbush hearings were held this month and the decisions are pending.

The decision on Whenuapai 2 SHA has been released which approves 400 dwellings on 17 hectares and 2 hectares of non-residential/retail.

AT has completed its due diligence assessment on about 40 sites for Tranche 9. These will be considered by the Auckland Development Committee at its December meeting.

Rapid Transit Network

A professional services contract to undertake a Rapid Transit Study for the North Shore has been let. This work will provide an updated view on transport requirements for achieving strategic growth outcomes for northern Auckland, the life expectancy of the northern busway and the most appropriate transport options that could meet the needs of the North Shore.

This report is expected to be completed by April 2016 and inform the upcoming NZTA investigations for the Additional Waitemata Harbour Crossing.

Customer Insights

Research is underway measuring use and preferences around park and ride, commercial road users and freight reliant businesses, updated methods for Travelwise for Schools and supporting the Safer Communities programme, AT Metro, Travel Demand, and AT HOP marketing and product reviews, including testing of marketing for off-peak travel, carpooling, and Hibiscus Coast New Network.

Leadership Development

This month leadership development activities concluded for the year, with just over 100 leaders having completed a programme. Highlights include the introduction of the Authentic Leadership Programme, re-framing our Executive Leadership Programme to include leaders from ATEED, Auckland Council and Watercare, and aligning our Leadership Fundamentals/Core Leadership Programme to a national qualification. To that end, 10 frontline leaders have recently achieved the National Certificate in Business - First Line Management (Level 4).

Auckland Transport also hosted the "Project New Grad" Ceremony on 26 November with programme partners GHD and Fulton Hogan. Jackson Chu, one of the recent graduates, remains with Auckland Transport after accepting a role within the Traffic Engineering team. The overall calibre of the graduates in this programme is high.

Customer Service Metrics - November

- Average call wait time: AT Metro 16 seconds, AT HOP 16 seconds
- Service level: AT Metro 79%, AT HOP 79%, AT Specialist Team - core hours 81%
- Abandonment of call: AT Metro 5.98%, AT HOP 4.76%, AT Specialist Team – core hours 3.6%
- Call volumes: AT Metro 27,219, AT HOP 9,714, AT Specialist Team – core hours 18,189

World Masters Games 2017

AT is to provide the end-to-end IT solution and support services for the World Masters Games 2017 in Auckland after discussion and recommendation from ATEED.

An expected 25,000 athletes from around the world will converge on Auckland over 10 days from 21 to 30 April in 2017. They will participate in 20 sports across 50 venues, with specialist facilities being used outside of Auckland for Rowing at Lake Karapiro, and for Cycling in Cambridge.

As Directors are aware, AT took over the supply of all IT support services for ATEED in December 2014.

AT Data Warranted

AT has now been officially warranted for marketing purposes. The Data Warranty Register (DWR) is a self-regulatory system that gives customers the confidence that an organisation follows New Zealand's best-practice when collecting, storing and using customer data for marketing purposes.

The Data Warranty Trustmark allows AT to display the DWR logo on sign up forms for email updates, emails sent to customers and on our privacy policy. This indicates to our customers that AT has had data management processes independently checked and that they comply with best practice covering:

- Compliance with the Marketing Association's Best Practice Guidelines
- Compliance with The Privacy Act 1993
- Compliance with The Unsolicited Electronic Messages Act 2007
- Sourcing of personal data
- Method of data collection
- Security procedures (risk mitigation)
- Storage of data

- The use of suppression lists (as and when applicable)
- Documentation procedures
- Record tracking
- Data sharing and transfer protocols
- Staff training
- Data disclosure
- Compliance with current postal addressing standards

There are 41 other organisations that are data warranted including: AA Smartfuel, Genesis Energy, Loyalty New Zealand, Mitre10, NZ Post, Progressive Enterprises and SKYCITY Entertainment Group

Technical Services

PACE evaluation for all Technical Support Services (TSS) panels and Technical Engineering Professional Services (TEPS) panels have been completed for the first quarter (1 July to 30 September 2015). The results will be published in this month's Key Project Review data. This quarter (1 October to 31 December 2015) PACE evaluation is due in January 2016.

The TEPS contract is due to expire on 30 June 2016. A draft procurement strategy document is currently being prepared which includes recommendation for new TEPS panel contract. The procurement strategy also focuses on the proposal for the existing TSS contract and Technical Services Department short to medium term operational strategy (balance between in-house services and external professional services).

Project Updates

Te Atatu Road

Preparation work, including fence and vegetation removal and new wall and fence construction continue. Utilities relocation works on Te Atatu Road increased this month. The use of thrusting/drilling for utility construction has increased in an effort to minimise disruption. Discussion with businesses potentially affected by lane changes and traffic management measures is on-going.

Albany Highway

Construction continues to progress well, with the section of Albany Highway between Bush Road and Rosedale Road expected to be substantially completed by January. Overall the project is expected to be completed in late 2016, ahead of schedule.

New Lynn to Waterview Shared Path

Redesign work to minimise land take for the Shared Path is now complete and funding applications will occur shortly after peer review. The Project team has started talking to potentially affected properties prior to public consultation in January/February 2016.

The Whau Bridge detailed design is in progress and architectural opportunities with Iwi are being explored.

Eden Terrace Paid Parking

AT is proposing to extend the current Eden Terrace paid parking zone to the area south of Newton Road. This month, a consultation flyer was sent to tenants and owners of properties within the zone, along with a feedback form. An online feedback option is also available. Consultation closes on 18 December.

[Click here for project information.](#)

AMETI

Work on remediation of historic contamination in the site compound area is complete and the contractor has fully demobilised from site. Commercial and documentation closeout is well advanced. Tender submissions have been received for a carpark serving the Van Dammes Lagoon at 118 Mt Wellington Highway. The successful tenderer will commence onsite work shortly.

Newmarket Crossing

A hearing for the Notice of Requirement (NoR) is likely to be scheduled for February/March 2016. Public notification of the NoR resulted in 15 submissions; 7 in support, 2 neutral and 6 in opposition, the latter all from Cowie Street property owners. The project team has met with one of the neutral submitters and will meet with the other and those who have submitted in opposition.

Parnell Station

Platform construction has reached practical completion. Station amenity works will recommence next year once station works are advanced by KiwiRail. KiwiRail's building consent for the station building foundations has been approved. The Building consent for the heritage building relocation and external refurbishment is currently under review.

AT's meetings with the new adjacent land owner to the station to review proposals and possible requests to amend the station access is an on-going process and agreement with AT Metro is being sought. The original access road to the station is currently on-hold while this is reviewed.

Auckland Bike Challenge

Promotion for the Auckland Bike Challenge began in November. This is an online challenge promoted to businesses to increase levels of cycling to work and for recreation through workplace competition. More information is available on the website at www.lovetoride.net/Auckland. The Auckland Bike Challenge takes place from 1 – 28 February as an Auckland Transport promotion for Bike Wise Month. The Challenge is supported and promoted through Healthy Auckland Together, Sustainable Business Association and Auckland Regional Public Health.

Half Moon Bay Ferry Upgrade

The project is anticipating the duty commissioners' response to the recent Marine Resource Consent Hearing by year end. Wharf building consent and peer reviews are being progressed, also for completion by year end. A physical works Expression of Interest will be issued to market in early 2016, which allows for construction tender; followed by project completion targeted for October 2016.



The 2016
Auckland Bike Challenge
1-28 February 2016
A fun, free work place competition to encourage more people to ride a bike

Who?
Everyone can take part - it doesn't matter if they haven't been on a bike for years or if they ride every day

Where?
Ride anywhere, anytime, for just 10 minutes or more to participate in the challenge

How?
Join the challenge by registering online. Each ride recorded increases your organisations score and gives staff a chance to win fantastic prizes

What's in it for your business:

- A FREE team building programme
- Get more staff cycling
- Healthier staff
- Demonstrate your commitment to sustainability

Pukekohe Bus-Rail Interchange

The detailed design for the bus interchange has been awarded to Beca and is due to be completed by the end of May 2016.

The investigation stage for the road intersection has identified a preferred solution and the Local Board has been briefed. The preferred solution is traffic signals, which are a first for Pukekohe and a Public Forum was arranged for 8 December to provide the details and reasoning around the decision.

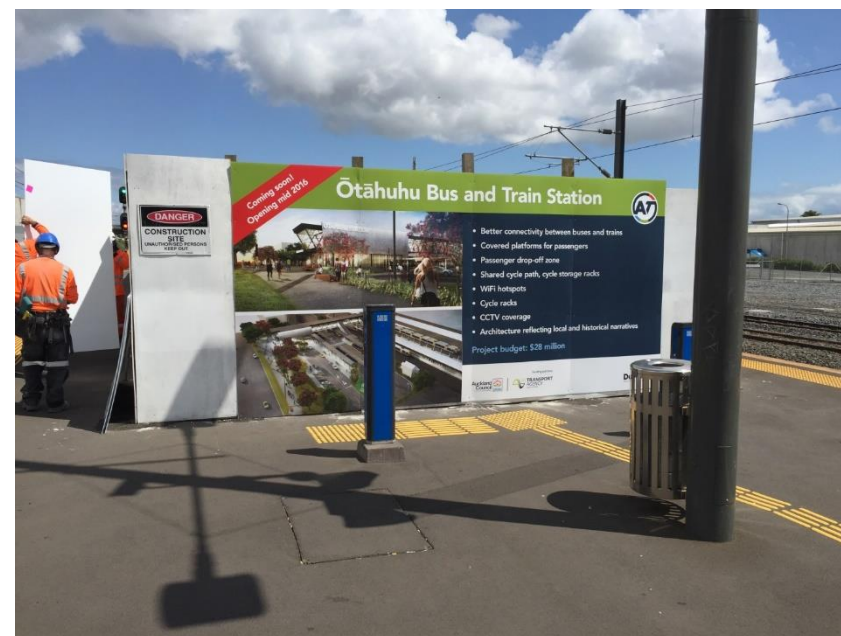
Additional funding for improving the existing rail station platform surface has been requested following a safety report. This would be delivered under a separate funding stream concurrently with the interchange works.

Manukau Bus-Train Interchange

The developed design phase of the project is in progress and 50% complete. Current solutions are placing financial pressure on the project budget; however work is underway to try to resolve these. Otara-Papatoetoe Local Board, mana whenua, Manukau Institute of Technology and the local Business Association have been consulted. Three public Open Days have been held and public consultation ended on 20 November. Feedback on submissions is currently being analysed and construction is expected to start in early 2016.

Ōtāhuhu Bus-Train Interchange

First Block of Line (BoL) works was successfully completed after the sod turning event held on 13 November. Piling is underway on the Bus Interchange site and construction is progressing according to programme with a focus on preparation for the Christmas BoL.





Nelson Street Cycleway

Phase one of the Nelson Street Cycleway was opened by Transport Minister Simon Bridges on December 3. The project team from AT, NZ Transport Agency and Auckland Council were in attendance as the public walked and cycled on the magenta cycleway over spaghetti junction for the first time. This phase is a shared walking and cycling path on Canada Street which continues on a new bridge linking to the disused Nelson Street off ramp. From Union Street, the cycleway continues on the west side of Nelson to Victoria Street as a two way separated cycle path.

Phase two, which will be completed in mid-2016, will connect with the waterfront at Quay Street and a short section on Pitt Street from Beresford Square to Union Street.

Click [here](#) for the media release.

Quay Street Cycleway

Public consultation for the Quay Street cycleway began on 20 November and closes on 13 December. An information evening was held outside The Cloud on 26 November. The proposed design is a mix of two way on road cycle lanes separated from traffic by raised kerbs and two way cycle lanes flush with the footpath from Lower Hobson to Plumer Street. This piece of infrastructure will link to and complete an inner city circuit Grafton Gully, Nelson Street and along the Waterfront to Beach Road and Grafton Gully again.

Click [here](#) for project information.

Urban Cycleway Fund Update

AT expects to deliver 64kms of cycle/walk ways over the next three years. This is with considerable funding assistance from the Government's Urban Cycleway Fund (UCF) and the Transport Agency.

The cycleway programme is broken down into the following projects which are at different stages of delivery, but at present mainly in investigation and design:

Status	Length (kms)
Approved for Construction – Waterview, Mt Roskill, Mangere and Nelson Street phase 1	12.8
Approved for Design – Northcote Safe Cycles Route and Glen Innes to Tamaki Drive cycleway	13.2
Awaiting approval – City Centre & Western Connections	24.3
To be submitted after Christmas – PT Links	15.4
Total	65.7

In addition to the above proposed projects, Beach Road has already been delivered this year. These improvements to the walking and cycling network will contribute to an expected 30% increase in cycling trips by 2019.

The Minister of Transport has taken a personal interest in urban cycleway projects and the progress to date is pleasing.

Street Lighting

Contracts have been awarded to two suppliers for the provision of 8,800 LED luminaires for the 2015/16 year. The first batch of new luminaires will be delivered before Christmas.

In the 2015/16 year approximately 11,000 of the existing 70W HPS lamps on the network will be replaced with LED luminaires and connected to the new central management system.

Stage 1 of the LED retrofit programme involves the replacement of the 40,000 existing 70W HPS lamps on the network with LED luminaires. It is intended that Stage 1 be completed by 1 July 2018 so as to maximise the available subsidy from NZTA.

Road Safety Young Driver Campaign



The Road Safety Young Driver campaign has been announced as a finalist in the 2015 NZ Direct Marketing Awards (Industry and Channel Award). The campaign ran during October and November, targeting 18 to 24 year old drivers. Young Driver crashes are a high strategic priority identified in the NZTA Safer Journeys programme. From 2010 and 2014, there were 664 death and serious injury (DSI) crashes involving young drivers across the Auckland region and these crashes resulted in 74 deaths and 749 serious injuries. The campaign implemented a Snapchat (Social Media Platform) competition over a three week period where the audience was asked to send a Snapchat (10 second video) based on a 'You wouldn't do that' scenario related to the key themes of distraction (week 1), speeding (week 2) and drink driving (week 3). Click [here](#) to view the winning videos.

By the end of the campaign 7,136 people had signed up to the Young Driver SnapChat database, which is the third largest in New Zealand after Spark and Vodafone. There were a total of 34,263 views of the three AT 'You wouldn't do that' videos.

Roading and Network Performance

Traffic Counting

A proposal is being developed for the installation of permanent count site loops to allow the impact of construction on traffic flows across a cordon line around the CBD. The loops will collect information on traffic flows, speed and vehicle classification before, during and after the construction and also contribute to better modelling inputs for future investment decisions.

Pavement Strategy

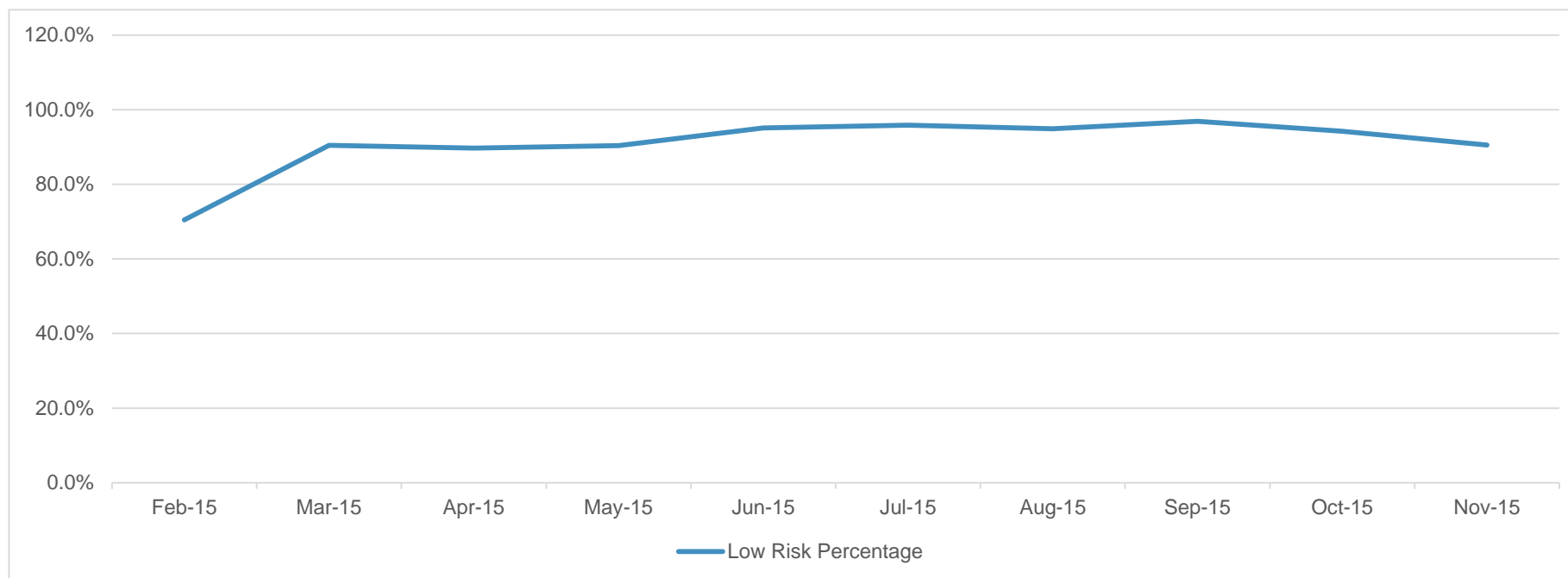
A regionally based pavement strategy is currently being developed to further refine our assessments of the network (condition, structural and economic factors) and support a more consistent process of prioritisation. This will lead to enhanced asset management decision making in improved operational forecasts.

Road Corridor Access

<p>Watercare Hunua 4 Bulk Watermain</p>	<p>Currently working on Te Kawa Road and Horotutu Road – Full Road Closure, Galway Street, Onehunga – closure at the end of cul-de-sac and Victoria Street, Onehunga – Contraflow and priority give way. The rock crew are working on Ngatiawa Street / Rawhiti Road intersection – full road closure.</p> <p><i>Major Christmas / New Year Work</i> Victoria Street, Onehunga closed between Neilson Street and Princes Street and Greenlane / Wheturangi Road intersection.</p>
<p>UFB Program</p>	<p>Year 5 (2015/16) of the UFB rollout is well underway with 206 cabinet areas at various stages of construction. To date 48 cabinet areas have been placed in warranty with a further 34 cabinet areas having undergone final walk overs and awaiting sign off.</p>

Temporary Traffic Management (TTM)

Percentage Low Risk Sites



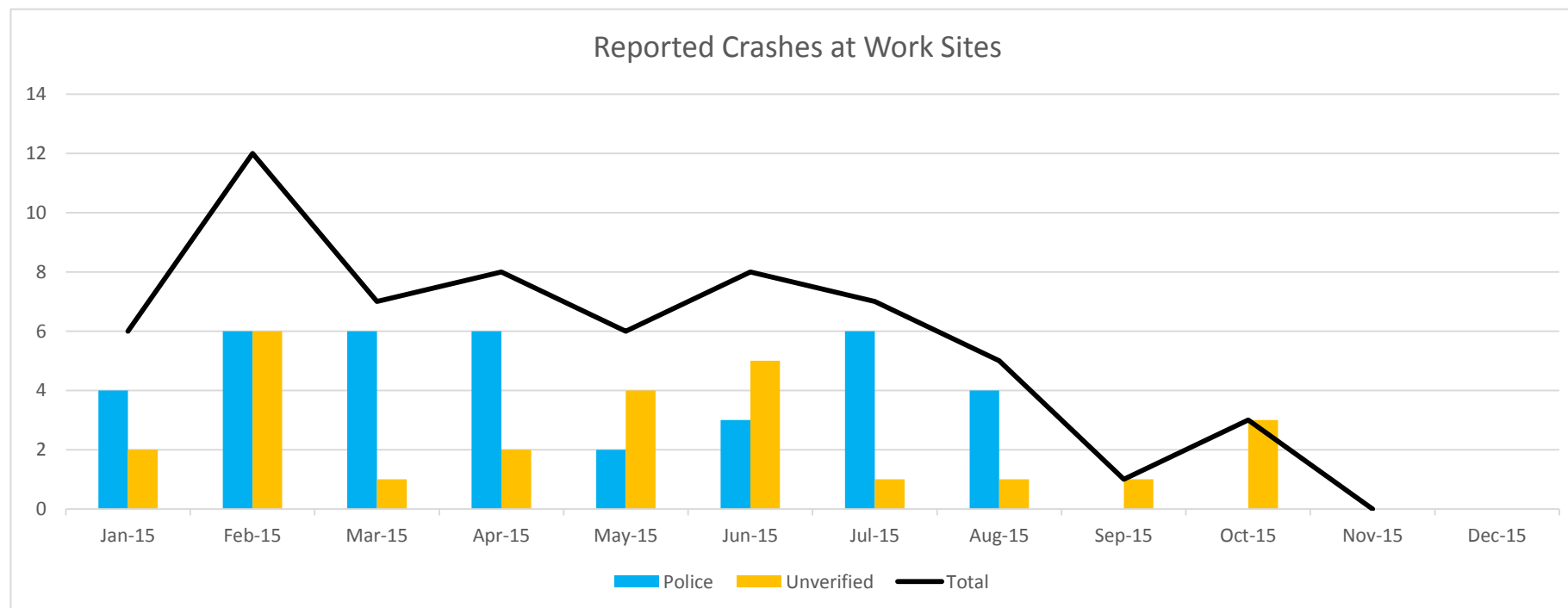
percentage of lower risk sites is 91% (High Standard, Acceptable, Needs Improvement and Unacceptable), a slight decline from last month. While not preferable the results are still above our target threshold of 90%.

19 sites were reviewed as a result of complaints. Over past months these have had limited impact on the overall result but due to an overall increased awareness of our audits these are now a greater proportion of all reviews (20%). Of the 19, only 3 did not require some attention by the STMS.

Of the total 95 reviews undertaken, 5 were completed outside normal business hours. Of these only one did not require some level of improvement.

24 reviews were carried out in "Other" principals activity areas (this includes activities such as developers). Of these, only 10 were completely satisfactory.

Reported Crashes at Worksites



There were no reported crashes at a work site during November and there has been one change in the data for previous months – a pedestrian reported that he was injured in passing a VMS board during October. This is currently being investigated.

Our source of knowledge on the occurrences of crashes at work sites is unverified (including complaints through the call centre), Police Reports (CAS) and reports received direct from organisations undertaking the work. Historically, there is a low level of reporting of crashes from all sources.

There is also a lag in updating of the CAS database, so crashes identified in CAS tend to take some time to show up in that database.

Road Corridor Renewals

In the 2015/2016 financial year, the plans are 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.

Prior to Christmas the team expect to have completed 14 km of pavement rehabilitation, 243 km of resurfacing, 36 km of footpath replacement and 36 km of kerb and channel replacement.

Pavement rehabilitation projects were completed last month on Ranui Station Road, Mokoia Road, Te Irirangi Drive, Ormiston Road, Whitford Road, South Head Road, Waitoki Road and Glenbrook Road. Projects are continuing on Edmonton Road, Glenmore Road, Access Road, Hunua Road, Roscommon Road, St George Street, Bairds Road and Linwood Road.

Planning and Consenting Update

Notices of Requirement and Consents

1. Lodged Applications in November

Resource Consents:

- Mt Roskill Safe Routes
- Currys Lane Cycleway

NoR and Regional Consents:

- None this month

2. Targeted to be lodged within the next three months

NoR and Regional Consents:

- AMETI Panmure to Pakuranga
- New Lynn to Waterview Shared Path

Resource Consents:

- 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
- Birkenhead Mainstreet Improvements Phase 2
- Franklin Road Improvements
- Murphys Road Widening and Bridge Improvements
- Mountain Road Walkway

- Mt Eden Double Decker Bus Route
- Mt Albert Pedestrian Bridge
- Waterview Shared Path Outline Plan of Works Phase 1

3. Public Notifications and Hearings

NoR and Resource Consents:

- Newmarket Level Crossing publically notified 7 October 2015, submissions closed 18 November 2015

4. Decisions/Approvals

- Matakana Pedestrian and Cycle Bridge approved
- Half Moon Bay Ferry Terminal Redevelopment Phase 1 independent commissioner recommendation pending
- Mill Road independent commissioner recommendation pending
- CRL Britomart independent commissioner recommendation pending
- Penlink independent commissioner recommendation received to confirm the alteration to the designation and approval for the resource consents

5. Environment Court Appeals

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

Land Acquisition

Two unconditional agreements signed in November 2015: Te Atatu Peninsula Encroachments (1), Mill Road (1). Total project cost incurred for the month \$401K (October 2015: \$686K).

AT Metro

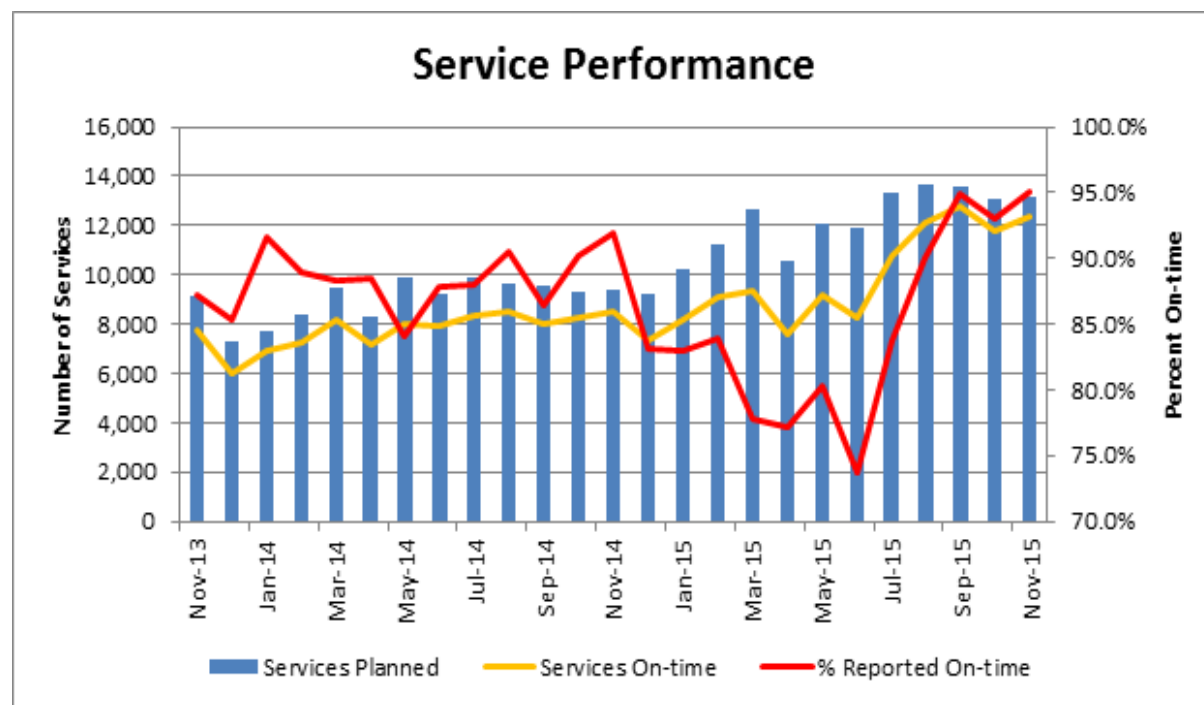
Rail Service Performance

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 July 2015 EMU rollout timetable change continues to see significant service delivery improvements.

The number of significant incidents impacting on performance was the lowest for some time and consequently performance in November achieved the best results on record being marginally better than September 2015. For November 2015 service delivery (reliability) was 98.9% and punctuality was 95.1% compared to the 12 month average of 96.3% and 85.2%.



Major incidents that affected November service performance

- A passenger medical emergency at Middlemore caused delays to morning peak services on the Southern & Eastern Lines on 19 November.
- Freight train breakdowns affected service delivery on two consecutive days, on 19 November affecting the Pukekohe Shuttle and on the 20 November at Puhinui affecting morning peak services on the Southern & Eastern Lines.
- Train faults impacted service delivery on four days, the most significant being a fault that occurred at Otahuhu towards the end of the morning peak on 30 November causing disruption to Southern & Eastern Line services.

Bus and Ferry Service Performance

Ref:- AT Monthly Indicators Report. Due to the earlier timing of the December Board meeting, bus and ferry service performance will be updated at the Board meeting.

Patronage Performance

Ref:- AT Monthly Indicators Report 1.3 AT Metro patronage breakdown. Due to the earlier timing of the December Board meeting, patronage performance will be updated at the Board meeting.

Progress against Metro Key Strategic Priorities

Delivery against the Metro key business priorities is provided below:

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| <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"> • Integrated fares instruction to proceed to implementation has been issued to Thales. Development is progressing with a go-live date of July 2016.
2. Procurement & Contract Reform (PTOM)	
<ul style="list-style-type: none"> • 2015: South Auckland New Network bus tender; ferry tenders • Early 2016: West Auckland New Network bus tender • Mid 2016: North, Central and East Auckland bus tenders • Oct-2016: South Auckland New Network bus service contracts start • Late 2016: ferry contracts start • 2017/18: rest New Network bus contracts start 	<p><u>Bus:</u></p> <ul style="list-style-type: none"> • Tenders for eight PTOM contracts for South Auckland and Pukekohe New Network bus services are being evaluated for award in early 2016. <p><u>Ferry:</u></p> <ul style="list-style-type: none"> • A second industry workshop on the proposed ferry PTOM contracts was held in mid-November 2015, with further feedback received from Operators. A complimentary workshop was also held to finalise the Vessel Standards to be included in the new operating contracts.
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"> • Consultation with schools whose bus routes duplicate existing rail or bus routes is underway with a view to removal of those routes. These will be due to be removed in line with PTOM. A VFM exercise has been completed but identified service reductions have not been accepted as overall costs were greater than perceived benefits. • Rail fares were charged for 29th Santa Parade compared to previous years free travel.

4. New Network incl. Rapid & Frequent Service Network

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| <ul style="list-style-type: none"> • 2013: South bus consultation. • 2014: West, Hibiscus Coast, Franklin bus consultations • 2015: North, East, Central bus consultations • Oct 2015: Hibiscus Coast bus service design implemented • Mid-2016: South bus service design implemented • Early-2017: West bus service design implemented • 2017/18: North, Central and East bus service design implemented | <ul style="list-style-type: none"> • The third industry Metro Summit for 2016 focused on New Network principles in particular the importance of an expanded Rapid and Frequent services Network. • <u>Hibiscus Coast New Network</u>: Follow up on post implementation communications, engagement and customer queries in progress. Patronage growth in the network has increased by 15% since 18th October. • <u>South Auckland New Network</u>: PTOM contact tenders for eight bus service contracts are being evaluated for early 2016 award. Planning for communications and engagement is underway for implementation of on-the-ground services in October 2016. • <u>West Auckland New Network</u>: Tender documentation for West Auckland RFT will be released in early 2016. Review of Western school bus routes, with implementation being planned for school term 1, 2016 is progressing. • <u>North Shore New Network</u>: Consultation feedback analysis and potential changes to the consultation service plan is progressing for final design decisions in early 2016. • <u>Central and East Auckland New Network</u>: 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. Undertaking a parking/prefeasibility survey at Meadowbank and Orakei train stations, to investigate potential demand for a bus feeder service at Meadowbank station. • <u>Beachlands/Maraetai</u>: Beachlands/Maraetai will have a two-stage consultation phase. First stage of community engagement commenced 19 October till 2 November. Data collection has commenced on feedback. • <u>Waiheke Island</u> will be undertaken as a separate consultation in 2016. |
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5. Infrastructure Use and Development

Rail:

- Puhinui Station upgrade including improved shelters and customer amenity was completed end of November 2015.

Bus:

- The third new double decker bus for the Northern Express service and the first new double decker for the route 550 between Botany and the CBD have been introduced to service in November.
- Designs for Manukau Bus Station and Otahuhu Bus Station have been completed. Otahuhu construction has commenced.

Ferry:

- Downtown Ferry Terminal Pier 2B upgrade is progressing.

6. On-Time Performance

Rail:

- For November service delivery (reliability) was 98.9% and punctuality was 95.1% of services arrived on-time within five minutes of schedule at destination stations.
- A single incident resulting from a train fault on the last day of the month accounted for nearly 40% of the total cancellations recorded during the month. Excluding that incident, reliability would have been 99.3%.
- The Pukekohe Shuttle operated at 99.8% reliability and 98.8% punctuality.

Bus Priorities:

Projects due for completion	Detailed Design	Under investigation
<ul style="list-style-type: none"> • Esmonde road (Early Jan 2016) • Park road (mid-January) • Lake Road (March 2016) • Manukau Pah Road (End of March) • Great North Road (New Lynn to Ash St) (March 2016) • Hobson St (April 2016) 	<ul style="list-style-type: none"> • Dominion road (Mt Albert to Denbigh Avenue) • Great North road (Williamson to Ponsonby) • Manukau/Pah Road • Lake Road 	<ul style="list-style-type: none"> • Frequent Service Network Route 33: South of Manukau- (Great South Road to Papakura); Otahuhu to Manukau • Frequent Service Network Route 30: (under New Network will include Puhinui Rd, Wylie Rd, Carruth Rd and Lambie Dr). • Frequent Service Network Route 31 Mangere to Botany • Hibiscus Coast bus priority • Manukau Station road • Great South Road Southbound Bus Lane • Mt Eden road

- Special vehicle lane operating hours Review of SVL operating hours underway to developing a more consistent Auckland-wide approach, paper to be submitted to Customer Focus Committee (CFC) in Feb 2016.

7. First & Final Leg

- A trial of enhanced Metro service information for stations and stops will be included in the broader New Lynn wayfinding trial to inform the customer service information strategy for adoption in the first quarter 2016 rollout of New Network services commencing with South Auckland in September 2016.

8. Customer Experience

Multi-modal:

- Replacement Journey Planner software was successfully implemented on 23rd November. The new planner permits multi-modal, multi-trip journey planning, which will support the New Network.
- The AT public transport website had almost 1.25 million page views across the 10 most popular pages, which compares to 1.32 million page views in October. November website activity included over 507,000 page views in relation to the journey planner.
- The AT mobile app had over 386,000 sessions and 1.62 million page views from 75,000 visitors. In November, there were over 8,200 new users.
- The "Track my Bus" mobile app had over 27,000 sessions and 170,000 page views from 3,500 users, with the average session duration being over 7 minutes.

Rail:

- Christmas 2015 rail closure has been confirmed for maintenance and upgrade works between 27th December and 4th January. Services will run half hourly on Christmas Day and Boxing Day utilising 6-car units throughout the day.

Bus:

- A real time service board will be installed in January at Hibiscus Coast Station to help control the transfer of services to and from the Northern Express trunk service
- School artwork placed at Manurewa bus station on the anti-graffiti film that goes across the glass. Looks vibrant and helps deter vandals.

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 continues with 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)

AT HOP and SuperGold

A programme of work is being planned for early 2016 to inform SuperGold customers about changes to public transport entitlements. From 1 July 2016 SuperGold customers will be required to purchase an AT HOP card and load their SuperGold concession on it before they can receive free public transport (during off-peak periods). A major communications programme will be implemented.

Nearest AT HOP Retailer in CBD

With recent bus stop changes in the CBD to enable CRL works, posters have been put up at several new bus stops informing customers where their nearest AT HOP retailer is located.

AT HOP price change

The AT HOP card has been in the market since 2012 and the current card purchase price is \$5. The price will go up to \$10 on the 17th December 2015. A campaign is running from 4 November to 17 December 2015 to encourage customers to get an AT HOP card before the cost increase. This campaign is primarily targeted at South and West Auckland where we have a lower penetration of HOP cards. A variety of media is being used including Adshels, bus backs, suburban newspapers and online advertising. The campaign will also be assisted by 'A Team' Ambassadors on the ground in South Auckland. Since the campaign has started we have already seen a notable increase in sales of HOP cards. In the two full weeks since the 9th of November almost 14,500 AT HOP cards have been sold, which is almost double the previous two weeks.

Rail:

- Safety campaign for Western line electrification.

Ferry:

- No modal specific campaigns were delivered in the month.

Bus:

- Your bus could be getting a makeover campaign (double decker campaign).
- Kowhai Connection patronage growth campaign.
- Millwater patronage acquisition campaign.
- Arkles Bay patronage acquisition campaign.
- Christmas Trail Links patronage growth campaign.

Mahe saves \$60 a month
 on bus travel with his AT HOP card.



HOW MUCH WOULD YOU SAVE?
 FREE TEXT www.at.gov.nz

\$5
 per trip

AT.gov.nz/hopsavings or call 09 366 4467

Janice saves \$60 a month
 on bus travel with her AT HOP card.



HOW MUCH WOULD YOU SAVE?
 FREE TEXT www.at.gov.nz

\$5
 per trip

AT.gov.nz/hopsavings or call 09 366 4467

Buy and top up your AT HOP card at:

Victoria St Lotto
 AT Victoria St West, Monday - Saturday 6:30am - 9pm, Sunday and Sunday 11am - 4pm

Auto top-up
 Set up auto top-up, it's one less thing you will have to worry about.

Victoria St Lotto

For more information visit AT.gov.nz/athop or phone 09 366 4467 or @AATransport

AT HOP cards will cost \$10 from 17 December 2015.

You can still get one now for \$5.

You can buy an AT HOP card:

- Online at AT.gov.nz/athop
- At train and ferry Ticket Offices.
- At Customer Service Centres
- At selected retailers (for details visit AT.gov.nz/retailers).

Remember, AT HOP provides at least a 20% discount off single trip cash fares (excludes Niteliner, Airbus Express (SkyBus), and Waikato ferry services).

The purchase price is non-refundable. Card must be topped up before sale (minimum top up \$5).

Terms of use and registered proprietors for the AT HOP cards are available at AT.gov.nz/athop. The obligations of Auckland Transport under the AT HOP cards are outlined.

For more information visit AT.gov.nz/athop or phone 09 366 4467 @AATransport

18x3 (180x110mm) Press ad

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4x4 (182x126mm) Press ad



Pier 4 opening

Auckland Transport is pleased to announce that the new Pier 4 pontoon and gangway will be open for operation from Friday 30 October 2015.

All services for Hobsonville, Beach Haven and Gulf Harbour will arrive and depart from Pier 4 from Friday 30 October.

AT Metro

For more information visit AT.gov.nz or phone 09 366 4467

10. Metro Safety & Security

Multi-modal:

- Strategy discussions are progressing with Police around an enhanced joint approach to Metro security and fare enforcement.

Rail:

- An upgrade to the Britomart Safety Management System is being progressed.

Bus:

- Bus operators are being trained in the new AT H&S system. We are seeing an increasing level of engagement from operators with a corresponding level of reporting.

Ferry:

- Works continued to migrate feeds from CCTV cameras at outer wharves into ATOC.