

Business Report

Recommendation:

That the Chief Executive's report be received.

Prepared by:

Shane Ellison, Chief Executive

Corporate

Regional Land Transport Plan Funding

The following activity was approved for funding in this reporting period:

- SuperGold Card Allocation activity – This activity has been approved for \$15.3 million with 100% Funding Assistance Rate (FAR)

The following activities have been approved for the three year (2018-21) National Land Transport Programme (NLTP) period:

- Low cost/low risk improvements 2018-21 (Local Roads) – This activity has been approved for \$235.2 million. This is a 217% increase from the 2015-18 NLTP period.
- Low cost/low risk improvements 2018-21 (PT Improvements) – This activity has been approved for \$60.1 million. This is a 76% increase from the 2015-18 NLTP period.
- Maintenance, Operations and Renewals Programme 2018-21 – This activity has been approved for \$788.3 million. This includes a new approval for footpath maintenance and renewals of \$63.1 million. Overall, this represents a 28% increase from the 2015-18 NLTP period.
- Public Transport Programme 2018-21 – This activity has been approved for \$1.1 billion. This is a 25% increase from the 2015-18 NLTP period.
- Road Safety Promotion 2018-21 – This activity has been approved for \$27.4 million. This approval is at the same level as the 2015-18 NLTP period.

Procurement

There were 19 tenders published in the current reporting period (28/07/18 to 07/09/18) with an estimated value of \$20.5 million. Five of these tenders had an estimated value of over \$2 million.

| Tender | Type |
|---|------|
| Waiuku Road / Attewell Road / Patumahoe Road New Roundabout – Installation of a roundabout at this southwest Pukekohe intersection | RFT |
| AMETI EB1 Property Demolition (Stage 2 Works) – To appoint a suitable demolition contractor to carry out demolition enabling works for the EB1 project main contract works comprised of signalling Panmure roundabout and creating a dedicated urban busway and shared path. | RFT |
| Rural Roads Traffic Signs and Markings Contract – The Rural Road Signage and Delineation Plan has the aim of highlighting bends in a consistent manner to approaching drivers with a series of messages about the severity of approaching bends and other hazards. | RFT |
| Albany Park & Ride Extension – Development of a new car park to provide additional parking at Albany Bus Station which includes: earthworks; retaining wall; pavement and surfacing; lighting; CCTV and associated electrical work; rain garden for storm water treatment and landscaping. | RFT |
| Remuera Road Veranda Cutbacks (Packages 1-8) – Double decker bus capacity increase on the network required routes to be surveyed for obstacles within the road corridor. This contract is to cutback 32 verandas along the Remuera Road route. | RFT |

There were 147 contracts created in the current reporting period (28/07/18 to 07/09/18) with a total award value of \$20.7 million. No contracts had a value of over \$2 million.

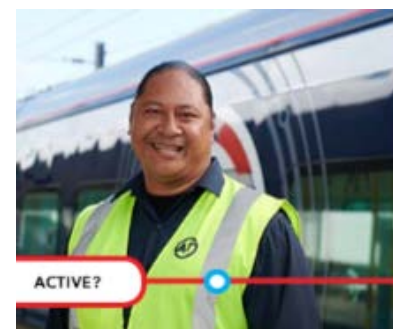
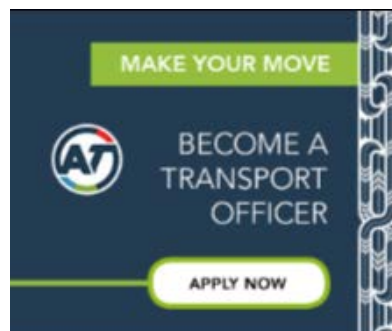
Transport Officers

Following the successful recruitment campaign for Transport Officers in late 2017, AT launched a second phase campaign through August and September. Part of the campaign included a [video](#) featuring current staff. Social media has also been used extensively to target applicants. These relatively inexpensive methods have had excellent results with some 140 expressions of interest from potential candidates.

AT now employs 67 Transport Officers (55 deployed on the network and 12 in training). AT has launched a new recruitment campaign designed to attract Pacifica applicants.

A recent local intervention saw Transport Officers invited to Kelston Boys High School following incidents (observed through CCTV) of pupils engaging in fare evasion and other anti-social behaviour. Transport Officers were asked to speak to pupils involved individually and have been invited back to the school to deliver a presentation during assembly on fare evasion, behaviour on trains and platforms, and rail safety.

| Month | Services covered | Inspections | Warnings | Infringements issued | Customer Interactions | Fare evasion % |
|--------|------------------|-------------|----------|----------------------|-----------------------|----------------|
| August | 1,629 | 164,000 | 1,687 | 123 | 27,143 | 1.33 |
| July | 1,712 | 174,700 | 1,667 | 124 | 18,127 | 1.58 |
| June | 1,502 | 97,327 | 1,447 | 47 | 14,901 | 1.85 |



Local Boards

In this reporting period presentations (both at formal meetings or workshops) were made to most Local Boards on area-specific road safety projects and the region-wide speed management programme.

AT staff continue to work with Local Boards identifying and progressing Transport Capital Fund projects.

Engagement with Local Boards about the AT renewals work programme for the 18/19 year is almost finished and provides Local Boards with information to ensure alignment of Transport Capital Fund projects with this programme.

Local Board Engagement Plans have been drafted and presented/workshopped.

Early engagement (presentations to cluster workshops) has begun on the refresh of the Regional Public Transport Plan.

An eight week pilot has begun in the Manurewa and Papakura Local Board areas to improve responsiveness to elected member requests. The pilot will see dedicated staff dealing with issues geographically rather than on a functional basis (e.g. roads, footpaths, public transport). Monthly dashboard reporting will be used to track the initiative's progress.

Local Board Interactions – August / September 2018

| Local Board | Briefings / Workshops / Major concerns (All local boards receive a monthly report from AT and we attend their monthly business meetings) |
|-------------|---|
| Albert-Eden | <ul style="list-style-type: none"> • Briefing – Mt Albert Town Centre signal operation and local issues (x2) • Briefing – Carrington Area Traffic Management project funding • Briefing – Greenways and Auckland Cycling Network • Workshop – Road Safety and Speed Management Project presentation, Double Deckers on Dominion Rd, Wayfinding on the North Western and Waterview cycleways. • Workshop – Sandringham Area Traffic Management project, maintenance in the Board area, AT Engagement Plan • Site visit to Windmill Rd to discuss establishing mobility parking |

| Local Board | Briefings / Workshops / Major concerns (All local boards receive a monthly report from AT and we attend their monthly business meetings) |
|---------------------------|---|
| Devonport-Takapuna | <ul style="list-style-type: none"> • Road Safety and Speed Management Project presentation • Workshop – Parks Projects considered for funding with LBTCF • Workshop - Ferries and Downtown Infrastructure • Meeting – discussion on Lake Road / Esmonde & Hurstmere Road Upgrade • Site Visit with Local Board to Stanley Bay Wharf – In preparation for summer issues like swimming and diving from the wharf |
| Franklin | <ul style="list-style-type: none"> • Workshop – Southern Local Board Chairs to discuss local procurement for AT projects • Workshops – Two regular workshops with updates on LBTCF and AT work programme • Workshop – NZTA Workshop - SH1 Southern Corridor Improvements project update • Workshop – Supporting Growth projects with Supporting Growth Alliance • Pukehohe Station karakia |
| Great Barrier | <ul style="list-style-type: none"> • Workshop – AT operations on the island |
| Henderson-Massey | <ul style="list-style-type: none"> • Regular monthly catch up with Chairperson and Local Board • Workshops – Lincoln Road Project Update, Speed-Calming in Residential Areas, Future Streets Work, Local Board Engagement Plan • Workshops – Monthly updates about AT activities in the local board area. |
| Hibiscus and Bays | <ul style="list-style-type: none"> • Briefing – Road Safety and Speed Management Project • Workshop – Orewa Pedestrian Crossings Project Upgrade |
| Howick | <ul style="list-style-type: none"> • Briefing – Road Safety and Speed Management Project • Workshops – Two workshops to update on AT activities • Workshop – Southern Local Board Chairs to discuss local procurement for AT projects • Workshop – AT Forward Work Programme • Mill Road update briefing (memo) , AMETI update |
| Kaipatiki | <ul style="list-style-type: none"> • Briefing – Road Safety and Speed Management Project presentation • Workshop – Mokoia and Huka Roads extra parking • Workshop – AT Forward Works Programme • Meeting with Kaipatiki Local Board Services – Coordination of service delivery |

| Local Board | Briefings / Workshops / Major concerns (All local boards receive a monthly report from AT and we attend their monthly business meetings) |
|----------------------------|--|
| Mangere-Otahuhu | <ul style="list-style-type: none"> • Briefing – Road Safety and Speed Management Project presentation • Workshops – Two workshops to update Local Board on AT activities • Workshop – Southern Local Board Chairs to discuss local procurement for AT Projects |
| Manurewa | <ul style="list-style-type: none"> • Workshop – Southern Local Board Chairs re local procurement for AT Projects • Workshop – LBTCF and AT work programme update • Workshop – LBTCF updates , AT annual and 3-year work programmes • Workshop – Supporting Growth projects by Supporting Growth Alliance, AT Network Optimisation projects in LB area • Meetings –Two Manurewa Town Centre Steering Group (LB, council and business reps) • Meetings – Two Te Mahia station working party meetings • Meeting – Manurewa Accessibility Audit (AT officers and Local Board Members) |
| Maungakiekie-Tamaki | <ul style="list-style-type: none"> • Workshop – AMETI • Archaeology tour of AMETI site |
| Orakei | <ul style="list-style-type: none"> • Briefing – Road Safety and Speed Management Project presentation • Workshop – Glen Innes to Tamaki Drive Project • Workshop – Gowing Drive Project update |
| Otara-Papatoetoe | <ul style="list-style-type: none"> • Workshop – Southern Local Board Chairs to discuss local procurement for AT Projects • Workshop for Botany to Airport Rapid Transport • Workshop – Supporting Growth projects led by the Supporting Growth Alliance • Meeting – With Local Board Chair to brief on changes to specific LBTCF projects in Otara. • Meeting – Papatoetoe Community Safety group |
| Papakura | <ul style="list-style-type: none"> • Workshop – Southern Local Board Chairs to discuss local procurement for AT Projects • Workshop on Road Safety Programme, Local Residential Speed Reduction Programme. • Workshop for Southern Corridor Improvements with NZTA and Supporting Growth • Meeting – Local Board Chair about parking issues on Royston Street, Papakura • Meeting – Local Board and Papakura Commercial Group. • Meeting – Stakeholder group for Safer Communities Project. • Site visit – Safety issue at Bottletop Bay, Hingaia. |

| Local Board | Briefings / Workshops / Major concerns (All local boards receive a monthly report from AT and we attend their monthly business meetings) |
|-------------------------|---|
| Puketapapa | <ul style="list-style-type: none"> • Workshop – Road Safety and Speed Management Project presentation, Local Issues Planning workshop with Board ahead of the September Community Forum • Workshop – Mt Roskill Town Centre changes, maintenance programme in the Board area. AT Engagement Plan, • Meeting – Monthly Community Forum – Mostly discussed the New Network • Meeting – Receive petition about extending the 191 bus service |
| Rodney | <ul style="list-style-type: none"> • Briefing – Road Safety and Speed Management Project presentation • Workshop – Options for Station Road, Huapai Intersection Upgrade • Workshop – Rodney Targeted Rate • Site Visit – Riverhead Rd rehabilitation • Meeting – Warkworth Transport Group (facilitated by Mark Mitchell MP) |
| Upper Harbour | <ul style="list-style-type: none"> • Meetings – to discuss a wide variety of issues including: works proposed on the intersection of Brigham Creek Road / Hobsonville Road / Williams Road, Bush Road Parking Removal and PM Clearway and Westpark Marina Ferry Terminal |
| Waiheke | <ul style="list-style-type: none"> • Workshop – Community Transport • Workshop – Matiatia plan • Meetings – Oneroa Business owners, ‘Sculpture on the Gulf’ TMP meeting, Cycle action Waiheke • Workshops – Area plan, 10 year strategic plan • CEO met with Local Board to discuss Governance pilot. |
| Waitakere Ranges | <ul style="list-style-type: none"> • Workshop – AT Forward Work Programme / Major & Minor Capital Projects • Workshop – Waitakere Heritage Area Transport design guidelines |
| Waitemata | <ul style="list-style-type: none"> • Workshop – Renewals and maintenance programme, and an update on proposal for John Street, Ponsonby. • Meetings with Transport Lead / Chair – Three meetings to discuss transport issues in the Local Board Area • Meeting – Newmarket Business Association to discuss Transport Capital Fund project |
| Whau | <ul style="list-style-type: none"> • Workshop – AT Forward Works Program • Workshop – Road Safety and Speed Management Programme • Onsite Meeting – Upgrading the Blockhouse Bay Roundabout • Workshop – AT Asset Manager discussed the footpath asset management strategy |

Auckland Unitary Plan

Auckland Transport continues to support Council in the resolution of appeals to the Auckland Unitary Plan, including the Redhills Precinct appeal relating to the indicative arterial network. Appeals such as this one involve a number of groups across Auckland Transport, including the Supporting Growth Alliance workstream. All parties are seeking to resolve outstanding matters. If this is not possible evidence, timeframes will be circulated.

Auckland Transport is providing transport input into Auckland Council's Hobsonville Plan Change. This plan change seeks to add a new sub-precinct for light industry land between Brigham Creek and Rawiri Stream. Auckland Council is working with Auckland Transport and other relevant parties to ensure an appropriate transport network is provided for.

Plan Change 6 seeks to rezone 83 hectares of Future Urban zoned land to residential in Karaka / Drury West. Auckland Transport was a submitter to this proposal. The parts of the decision related to transport matters have been appealed and Auckland Transport has become a party to the appeal before the Environment Court. Mediation dates are to be scheduled.

Diversity and Inclusion

AT received the [Rainbow Tick accreditation](#). The Rainbow Tick is designed to make an organisation a safe, welcoming and inclusive place for people of diverse gender identity and sexual orientation. The evaluation measured AT's level of LGBTQIA+ inclusion against specific benchmarks in relation to Policy, Staff Training, Staff Engagement and Organisational Support, External Engagement, and Monitoring.

AT Albany

The new Albany offices opened with a blessing and karakia by local iwi representatives. The office accommodates around 65 staff primarily in the Parking, Road Corridor Delivery and Community Transport teams.

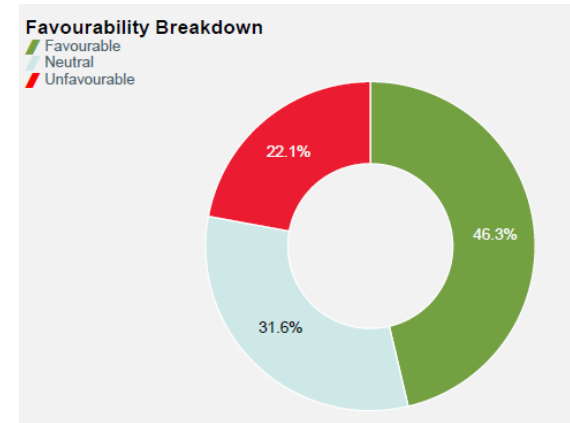


Media

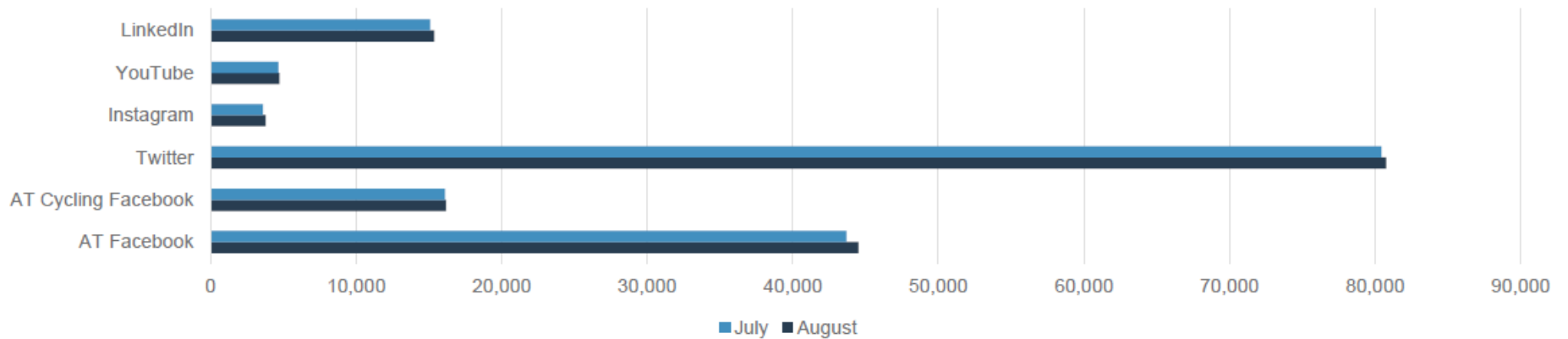
There were 380 media items featuring AT during this reporting period (up 23%).

Reporting about new bus routes (the new network) featured prominently. Reports that favourably covered road safety increased; a number of these focussed on speed limit reductions and the introduction of additional red light safety cameras.

Social media continues to grow its reach.



AT Social Media Followers: Month vs Month



Digihub

Auckland Transport's first image library is soon to launch. Dubbed AT Digihub it will house all of AT's photographic and other digital (visual) assets. Teams from across the organisation have collaborated to develop a web-based solution currently in the final phases of testing. Users of the Digihub will have the ability to upload images to a "staging area" for approval to be included in the library as well as downloading images that are not rights restricted for use in external presentations, media, and other promotional collateral.

Contact Centre

The AT contact centre continued to deliver an improved service experience with 79% of calls being answered within 20 seconds (vs industry standard of 80%) resulting in a reduction of abandoned calls. Additional resources have been trained in preparation for the launch of the new northern network on 30 September.

A deep dive has been launched into what continually drives high volumes of calls related to journey planning to understand any themes that may inform the digital propositions.



Key Projects

Design and Construction

| Project Name | September | Overall Comments | Current Phase | % Phase Completed | Status (This Period) | | | | | |
|--|-----------|--|---------------|-------------------|----------------------|--------|------------|--------------|---------|----------|
| | | | | | Zharm | Budget | Milestones | Stakeholders | Consent | Property |
| Growth | | | | | | | | | | |
| Albany, Dairy Flat Highway Improvements | | Public consultation on the preferred option is to commence in October 2018. AT will seek approval from the Transport Agency on the Detailed Business Case between October – December 2018. | Investigation | 95% | | | | | | |
| LRGF - South (Hingaia) | | LRGF projects are progressing well. New contractor has been appointed to complete and first stage of Hingaia Road widening and signalisation of the Hingaia-Papaka-Kahunui intersection. The other two projects are in the design phase and are planned for construction in the 2019/2020 construction period. | Design | 40% | | | | | | |
| LRGF - North (Medallion Drive) Albany, Medallion Drive Link | | AT has finalised the layout for the signalisation at the Oteha Valley Road and Medallion Drive intersection and is progressing with the detailed design. The consultation and land purchase process is ongoing. | Design | 90% | | | | | | |

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|--------------------------------------|-----------|---|---------------|-------------------|----------------------|--------|------------|--------------|---------|----------|
| | | | | | Zharm | Budget | Milestones | Stakeholders | Consent | Property |
| Roading | | | | | | | | | | |
| Lincoln Road - Corridor Improvements | | The detailed design and property acquisitions are progressing as programmed. The detailed design is on track for completion in July 2020 and construction is planned to begin in 2021. | Design | 20% | | | | | | |
| Franklin Road | | Physical works continue to progress for the section from Victoria Street to Wellington Street (Phase 1). These works are planned for completion by late November. | Construction | 35% | | | | | | |
| Tamaki / Ngapipi Intersection | | The intersection construction is complete and the intersection is operating well. Maintenance work on the Ngapipi bridge is complete. | Construction | 100% | | | | | | |
| Matakana Link Road | | Following Board approval of the revised approach to construct the Matakana Link Road in two stages; stage 1 will be completed by the end of 2021 while stage 2 is planned to be constructed in 2036. This has been done to align with updated land use modelling and to address funding and budget constraints. Work is now underway to update the design and consenting documents. The project will progress to detailed design following funding approval from NZTA which is anticipated in early October 2018. | Investigation | 95% | | | | | | |
| Daldy Street Upgrade | | Road closures are in place, and construction works underway on Daldy Street. Planned October works include site clearance, proving of underground services, stabilisation work, and construction of the sewer line travelling north/south along the street. | Construction | 99% | | | | | | |
| Drury South Spine Road Development | | The road construction contract is continuing at the southern end of the project at the Ramarama motorway interchange but the construction heading north from this point to form the new spine road was suspended over winter due to the wet ground conditions. This work is scheduled to recommence in October/November. Bulk filling of gullies to create the road formation and major stormwater works are continuing through the winter period. | Construction | 40% | | | | | | |
| Wynyard Quarter – WQ Central Package | | Road closures are in place, and construction works underway on Daldy Street. Planned October works include site clearance, proving of underground services, stabilisation work, and construction of the sewer line travelling north/south along the street. | Construction | 5% | | | | | | |

| Project Name | September | Overall Comments | Current Phase | % Phase Completed | Status (This Period) | | | | | |
|---|-----------|--|----------------------------------|-------------------|----------------------|--------|------------|--------------|---------|----------|
| | | | | | Zharm | Budget | Milestones | Stakeholders | Consent | Property |
| Cycling | | | | | | | | | | |
| K Road Cycleway/Streetscape | | Detailed design is being finalised with intent to commence procurement for a physical works contract in September. Construction start is planned for January 2019. | Design | 90% | | | | | | |
| New Lynn to Avondale Scheme CWay | | Please note the presentation on this project at this Board session. | Design | 90% | | | | | | |
| Glen Innes to Tamaki Drive Scheme CWay | | Section 2 (St Johns Road to Meadowbank Train Station): Closing out design issues and negotiating land owner agreements with KiwiRail, Watercare, LINZ and Auckland Council. Further public consultation is being undertaken. Section 3 (Orakei Basin boardwalk is being managed by New Zealand Transport Agency): Currently under construction. The Transport Agency are investigating options to respond to public feedback on the handrails that have been installed. Section 4 (Orakei Basin to Tamaki Drive): Design is progressing. | Detailed Design and Construction | 84% | | | | | | |
| Victoria Street Cycleway (Beaumont to Hobson) | | Preliminary results of the urban design review have been received and traffic modelling completed to understand the likely impact to operations. AT's internal review is in progress to confirm any additional design requirements. | Design | 90% | | | | | | |
| Westhaven to CBD Cycleway | | Preferred option design continues – anticipating design to be completed Q1 of 2019. | Design | 78% | | | | | | |
| Quay Street Cycleway (Plumer St to The Strand) | | This project is now complete. | Construction | 100% | | | | | | |
| Tamaki Drive Cycle Route (The Strand to Ngapipi Bridge) | | The detailed design for the Tamaki Drive Cycle route is progressing. The design for the Solent Street intersection still needs to be closed out with key stakeholders including Ports of Auckland and National Road Carriers. The resource consent application was lodged in September 2018 and construction is expected to start in early 2019 for the section excluding the Solent St intersection until design issues have been resolved with Ports and NZ Road Carriers. | Design | 84% | | | | | | |
| Pt Chev to Herne Bay Cycle Route | | The outcome from Multi-criteria Analysis was discussed with the Community Liaison Group (CLG) and the option of a uni-directional cycleway was agreed by the CLG for Pt Chevalier Road. Further analysis needs to be undertaken for the preferred type of cycleway for Meola Road. The project was discussed with Auckland Council's Project Design Review Panel to get feedback on the design and preferred type of facility. | Design | 30% | | | | | | |

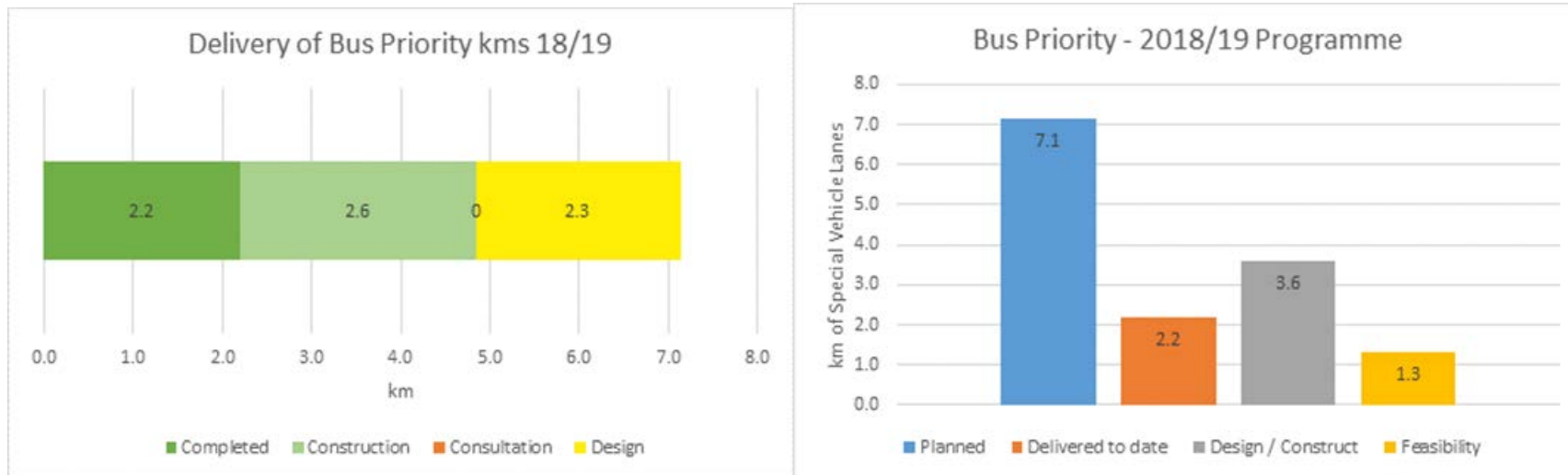
| Project Name | September | Overall Comments | Current Phase | % Phase Completed | Status (This Period) | | | | | |
|---|-----------|--|---------------|-------------------|----------------------|--------|------------|--------------|---------|----------|
| | | | | | Zharm | Budget | Milestones | Stakeholders | Consent | Property |
| Cycling continued | | | | | | | | | | |
| Great North Road Cycle and Bus Priority | | AT has developed three intersection concept designs. The concept designs were presented to the project governance group in August with a draft cost estimate and delivery program. This project will now form part of the Great North Road Integrated Corridor Project. | Design | 25% | | | | | | |
| Cycle Links to Glen Innes Train Station | | The project design was presented to the Auckland Council Project Design Review Panel in September as part of AT's project quality review. The PCG was subsequently updated and the consultant is being briefed on what elements of the design need refinement. | Design | 40% | | | | | | |
| Herne Bay to Westhaven Cycle Route | | AT sent out project update letters and plans to residents and stakeholders regarding the locations and types of traffic speed calming devices. Feedback including that from the Herne Bay Residents Association Inc was considered and some suggestions will be included in the detailed design. Construction is planned to start in March 2019. | Design | 75% | | | | | | |
| Parnell to Tamaki Cycle Route | | The project team used a multi criteria assessment and selected a preferred design option, currently in the process of setting up a workshop to update the community reference group. | Investigation | 50% | | | | | | |
| Links to New Lynn | | Construction of the raised tables on Seabrook Avenue have been completed. Streetlight installation works are well underway. Upgrading of the traffic signals at Clark Street / Totara Avenue / Rankin Avenue intersection is complete. Installation of speed cushions on Seabrook Avenue is underway. | Construction | 90% | | | | | | |
| Northcote safe route scheme W&C Stage 1 | | Reconstruction of the Lake Road / Exmouth Road roundabout was completed in August. Construction work continues on Lake Road. Tender documents and utility service agreements are being prepared for the construction of two shared pedestrian / cycle overbridges over State Highway 1 alongside Northcote Road. | Construction | 90% | | | | | | |
| Ian McKinnon Cycle Route | | Work is well advanced on the section of the cycleway on Transport Agency land. Work is progressing on the Canada Street/Upper Queen Street intersection as well as on the Upper Queen Street/ Alex Evans and Ian McKinnon Drive intersection. Newsletters have been sent out to manage expectations around temporary traffic management for the changes to upper Ian McKinnon Drive. The reduction of the southbound lanes on upper Ian McKinnon from two lanes to a single lane and the construction of the new 350m length of two-way cycle lane is happening from until end of October. The revised programme estimates completion of construction by the end of October with an allowance for possible weather delays to mid-November. | Construction | 56% | | | | | | |
| Waitemata Safe Routes Scheme | | The updated concept plans have been presented to the Community Liaison Groups and the Waitemata Local Board acknowledging that the concept plans are aspirational and that further value engineering needs to happen to determine what is affordable in terms of managing community expectations, managing the impact to business through construction and completing the cycleways. A further period of public consultation is planned from November to early December to highlight elements of the work that need to progress. | Design | 30% | | | | | | |

| Project Name | September | Overall Comments | Current Phase | % Phase Completed | Status (This Period) | | | | | |
|--|-----------|--|---------------|-------------------|----------------------|--------|------------|--------------|---------|----------|
| | | | | | Zharm | Budget | Milestones | Stakeholders | Consent | Property |
| Public Transport | | | | | | | | | | |
| Eastern Busway 1 (Panmure to Pakuranga) | | The Notice of Requirement (NoR) appeal hearing was completed and formal NOR approval has been granted. Request for Tender for the main physical works contract was issued on 15 August 2018. The Panmure Busway Bridge and Mahi Toi artistry designs are ongoing. Demolition works and archaeological investigations are continuing at Mokoia Pa. Important discoveries continue to be made, with estimated completion now November 2018. EB1 construction is due to commence in early 2019. | Design | 98% | | | | | | |
| Eastern Busway 2/3 (Pakuranga to Botany including Bus Station and Flyover) | | Ongoing design refinement of preferred concepts continues with an intended design freeze early in 2019 to allow the preparation of the Assessment of Environmental Effects and lodging of a Notice of Requirement mid-2019. Final affected landowner consultation has been completed and public consultation is ongoing. General community engagement is ongoing. | Investigation | 32% | | | | | | |
| Eastern Busway 4 (Botany Interchange) | | The Single Stage Business Case process has commenced and refinement of the long list of options to a short list has been completed. | Investigation | 0% | | | | | | |
| Sylvia Park | | Traffic modelling to better assess the impacts of Kiwi Property's development plans on the bus link and the impacts of AT's design on the Sylvia Park SH1 interchange is ongoing, the work will also inform negotiations with Kiwi Property and a planned business case re-fresh and NZTA funding subsidy application. | Investigation | 75% | | | | | | |
| Downtown Infrastructure Development Programme | | <p>Quay St West Streetscape The concept design phase was completed at the end of August 2018. The required gateway approval will now be sought before progressing to the preliminary design phase. A resource consent application is scheduled to be lodged in Nov/Dec 2018, with the first stage of construction work starting in March 2019.</p> <p>Britomart East Bus Interchange The concept design phase is scheduled to be completed by Nov 2018. A resource consent application is scheduled to be lodged in April 2019, with the first stage of construction work starting in Jan 2020.</p> <p>Galway St Upgrade This project involves the upgrade of Galway St into a shared space (between Commerce and Gore St). The concept design phase is scheduled to be completed by Oct 2018. A resource consent application is scheduled to be lodged in Dec 2018, with construction work starting in April 2019.</p> <p>Quay St Seawall Seismic Strengthening The resource consent application for construction of a 'palisade wall' on the north side of Quay St, between Queens Wharf and Marsden Wharf, was notified on 20 Aug 2018. Granting of the consent is expected in Feb 2019, with construction work starting shortly after this date. The methodology selected for the remaining sections of seawall (between Princes Wharf and Queens Wharf) was recently changed to 'jet grouting', as it is less disruptive, quicker and has greater flexibility when working around existing underground utilities. Consent for these sections of wall is expected in Jul 2019.</p> | Investigation | 90% | | | | | | |
| Downtown Infrastructure Development Programme | | <p>Ferry Basin Redevelopment, Stage 1 (relocation of Pier 3 & 4) Stage 1 work involves installing 6 new ferry berths along the length of Queens Wharf West (in a 'sawtooth' configuration) to replace existing Piers 3 & 4, which need to be removed from the southern end of the Ferry Basin to make way for the new Downtown Public Space. A resource consent application is scheduled to be lodged at the end of Sept 2018. Consent approval is expected in Apr/May 2019, with construction work starting shortly after this date. Stage 2 of the Ferry Basin Redevelopment will be progressed after AC36 and APEC in 2021.</p> <p>Mooring Dolphin Panuku lodged a resource consent application for the proposed Mooring Dolphin at the northern end of Queens Wharf on 13 Jul 2018. Consent is expected in early 2019. The project team will now progress detailed design and incorporate construction of the Dolphin into an integrated package of marine construction work</p> <p>Downtown Public Space The proposed Downtown Public Space, located at the southern end of the Ferry Basin and supported by a wharf structure, will be delivered in two stages. One prior to and the other immediately after AC36 and APEC in 2021. A resource consent application is scheduled to be lodged in Nov/Dec 2018, with construction work starting in late 2019.</p> | Investigation | 90% | | | | | | |

| Project Name | September | Overall Comments | Current Phase | % Phase Completed | Status (This Period) | | | | | |
|---|-----------|--|---------------|-------------------|----------------------|--------|------------|--------------|---------|----------|
| | | | | | Zharm | Budget | Milestones | Stakeholders | Consent | Property |
| Public Transport Continued | | | | | | | | | | |
| FN32 East West Bus Network | | Design for the Church Street/Meadow Street/Mt Wellington Highway cycleways and transit lanes is proceeding. Negotiation has begun to acquire part of 40 Avenue Road, to allow space for a shared path along Church Street. Discussions have begun with the Integrated Corridor Delivery Programme working group, regarding the planned Massey Road works. Protracted discussions with Watercare to reach a legal agreement for AT works on the Church Street/Meadow Street footbridge have yet to reach agreement. | Construction | 60% | | | | | | |
| Northern Busway Extension Stations (Rosedale and Constellation) | | NZ Transport Agency Board approved the project funding subsidy in late August. The consenting design for Rosedale Bus Station was completed in July. Rosedale and Constellation Bus Station are currently in design. A Notice of Requirement for the new Rosedale Bus Station will be lodged by the Transport Agency on 30 November. | Design | 65% | | | | | | |
| Parnell Train Station | | The platform section around the station building is substantially complete and awaiting statutory building consent sign off from Council. Ticket gate canopies are being fabricated off site ready for a new gate line. The footpath link between the Station and Carlaw Park is substantially complete and awaiting statutory building consent sign off from Council. | Construction | 70% | | | | | | |
| Bus Priority for Frequent Network | | In addition to the planning for business case and detailed design of 11 Frequent Network corridor whole of route priority, the following works are underway: • Mount Eden Road (Grahame Breed Drive to Roskill Way): The resolution has been approved and tender documents are being finalised in preparation for an open tender. Delivery has been delayed due to a clash with construction zone for a Fletcher Living apartment building. We have been advised that their works will be completed at the end of October 2018, and construction of bus lanes will commence shortly after that. • Mount Eden Road (Duke Street to Symonds Street): o Bus stop improvements and changes to hours of operation from Duke Street to Plunket Road – Completed. o Balmoral Road intersection, bus lane and clearway hours north of Balmoral Road, and bus stop improvements in Mt Eden Village – late 2018 • Great South Road, Broadway to Greenlane: Southbound bus lane – Completed • Dominion Road, SH20 to Richardson: Southbound bus lane – December 2018 (construction to start in October 2018). • Inner Link (Parnell Road): Proposed northbound bus lane consultation and design is completed – late 2018. • Inner Link (Park Road): Proposed eastbound bus lane design is in progress. Initial consultation with key stakeholders is under way. Construction of this project will be delayed until 2020 because of a clash with the construction site for Auckland University's new clinic facility. • Pakuranga Road: Eastbound bus lane Glenmore Road to Staniland St & bus lanes & Intersection improvements at Pakuranga Road / Bucklands Beach Road – December 2018 (construction under way). | | | | | | | | |
| Pukekohe Bus-Rail Station upgrade | | The Bus Station, park and ride, upgraded platforms and overbridge are all operational. Final Council statutory sign off is in process. Minor works in the road corridor to increase parking is being developed to close out the project. | Construction | 99% | | | | | | |
| Rail Pedestrian Crossing Separation | | All sites on the Western Line Pedestrian Gating Programme (Phase 1A) have been completed and commissioned. Signalling design works for Phase 1B on the Western Line (St Georges, St Judes, Chalmers and Portage Road) and on Phase 2 of the Southern Lines (Te Mahia, Spartan Road, Takanini, Taka Street, Manuroa Road, Walters Road and Tironui Road) have also been completed. Civil concept design for Phase 1B on the Western Line have been completed and being prepared for Phase 2 on the Southern Lines for completion in September 2018. The project team is currently planning forward works to start with construction work in late December 2018. | Design | 85% | | | | | | |
| Takanini and Te Mahia Station Upgrades | | The station shelters are being installed onsite with new lighting, CCTV and PA for the platforms commissioned. Shelter works planned for completion in November 2018. | Construction | 60% | | | | | | |



The following graphs indicate graphically the progress made on bus / transit lane projects in the Minor Bus Priority Programme, but does not include the ICDP projects:



Northern (New) Network Launch

The rollout of New Network (north) began on 30 September.

The New Network provides more direct bus services running more often to more locations, with better bus & ferry connections. Key changes include:

- The introduction of a new Northern Express (NX2) service to mid-town, in addition to the existing service to Britomart (NX1);
- A new service between Hibiscus Coast and Warkworth;
- Five new frequent routes on the North Shore.

Information packs advising of the upcoming change has been sent to 90,000 households on the North Shore. In addition, six public information events were conducted, 700 posters have been installed at bus stops (which communicates to 95% of existing passengers) and an email will be sent to customers who have used North Shore services in the last six months. Communications via AT Mobile and the AT website were also undertaken prior to the Go Live date. In addition, these communications were supported by proactive media releases and briefings, and paid local advertising.

AT staff (Ambassadors) were at 23 locations prior to go-live to support customers through the change.

The introduction of the North New Network completes the rollout of the new network, which means:

- 37% of Aucklanders live within 500m of a rapid or frequent service (up from 15% in 2016);
- There are now 27 frequent bus services operating seven days a week;
- There has been a 32% increase in the number of bus kilometres travelled daily;
- A 40% increase in the number of bus hours operated daily.

Spatial Planning

The development of the Drury-Opaheke, Pukekohe-Paerata, Silverdale West – Dairy Flat Business Area and Warkworth structure plans are progressing through consultation phases on various options for future land use. Te Tupu Ngātahi Supporting Growth Alliance, the New Zealand Transport Agency, Auckland Transport and Auckland Council have undertaken community engagement sessions to consult on the Warkworth Structure Plan and the Supporting Growth Programme. Consultation for the southern growth area is scheduled to commence in mid-September – Auckland Transport staff will be assisting Auckland Council with this engagement process.

Auckland Transport has been providing transport commentary in the review of feedback received on the draft place-based plans for Sunnynook and Parnell. This work will help to inform the recommended final version of the plans to be presented for adoption. Auckland Transport is also providing Auckland Council with transport inputs in the development of area plans for Waiheke Island and Great Barrier Island - two place-based planning workstreams that have recently been commenced.

Auckland Transport is continuing to engage in the Auckland Housing Programme with Housing New Zealand and Homes, Land and Community (HLC) and Auckland Council. Auckland Transport is working with the parties on opportunities to streamline design standard approval processes that will assist in supporting this workstream.

Development of the following business cases is underway for a number of initiatives to support Auckland's growth:

- Airport to Botany Corridor: The business case will define the route and mode for the proposed Rapid Transit Network linking the Airport – Puhinui – Manukau and Botany. The work also includes the route protection of this corridor.
- Puhinui Interchange: This business case will define the preferred option for the bus/rail interchange at Puhinui that can be constructed and in place by the end of 2020 - before the Americas Cup and APEC
- Integrated Corridors: A series of business cases to identify the preferred response for 11 corridors across the region. The scope covers over 22 km of high risk corridors and up to 25 of the top 100 high risk intersections.
- Wellesley Street Upgrade: This business case will develop the final form for an East-West Midtown bus services corridor that provides a more consistent and easier to use public transport service.
- Papakura Park and Ride: This business case will define the preferred option for a comprehensive integrated plan for Papakura station customer access.
- Long Bay Southern Corridor: This business case will identify the preferred layout, cost and financial case for:
 - The Glenvar/East Coast Road intersection upgrade
 - The East Coast Road/Glamorgan Drive intersection upgrade
 - Stability improvements to Glenvar Road
- Huapai Access Improvements: This business case will identify the preferred intersection upgrades at two locations on State Highway 16 (Access Road and Station Road) to allow for safe and adequate access to the new 1,200 household Special Housing Area development – already under construction in the Huapai Triangle area.
- Mill Road: This business case will confirm the sequencing for implementation of the Mill Road.
- Lake Road: The business case will identify the preferred option to move more people along the existing corridor (mostly likely by the introduction of new transit lanes on Lake Road and repurposing the Esmonde Road bus lane into a transit lane) along with improving walking and cycling facilities, better public transport, and new technology solutions to improve information on travel options and driving conditions.

America's Cup

Auckland Transport continues to work with Auckland Council and its development arm, Panuku Development Auckland, on processing the resource consent for the 36th America's. The application has been through mediation and expert conferencing with relevant Auckland Transport

staff attending where appropriate. All parties involved are preparing evidence for the upcoming hearing scheduled to commence in mid September 2018.

Regional Public Transport Plan review

Early engagement with key stakeholders – Mana Whenua, local boards and public transport operators – on the draft Regional Public Transport Plan is continuing with a second round of engagement currently underway. Meanwhile, we have consulted with both Auckland Council and NZ Transport Agency officials and incorporated their comments within the draft document. Formal public consultation on the draft document is planned for November.

Customer Improvements

Automated audio announcements at rail stations as trains approach are now in place at Papakura, Pukekohe, Onehunga and Swanson (terminus stations). This is aimed at improving the customer experience for the visually impaired. Work to deliver the solution at Britomart will be complete by the end of October. Work continues on a solution to use signal data to trigger automated messages at other stations. It is envisaged these will begin to be introduced throughout October.

In another initiative, AT is looking to introduce audio announcements on buses. A trial is scheduled for early October.

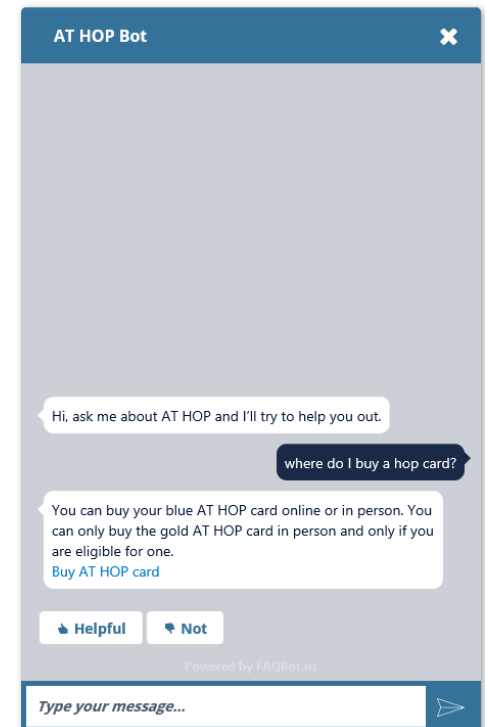
FAQ Bot (Frequently asked questions web chat robot)

The AT BOT is now live (on AT HOP web pages) after a trial on selected customer-facing pages. A working group from AT HOP, Customer Services and BT reviews activity reports and monitors the progress of the BOT to identify the requirements for future development to support and grow this new customer-facing communication channel. The bot answers customers' basic AT HOP questions then connects them to further information via a hyperlink. Over time, this self-service digital channel will reduce the number of calls into the Contact Centre.

Voice of our Customers (VoC)

Development of a near real-time customer feedback information commenced in September. The first phase focuses on AT Metro and HOP card customer experience, which will then be extended out AT-wide later in 2018 through to 2019. The VoC programme is more than a survey platform. The programme is integral in our shift towards customer-centred thinking, changing the way AT thinks about and engages with customers. Five pillars underpin the programme:

- Listen – the ability to 'hear' the voice of the customer;
- Interpret – the insights we receive from our customers need to be accurate and in near real-time and easy to understand;
- Convey – different areas of AT have the accountability for closing the loop based on customer feedback;
- Act – The programme will span all levels of AT. Active executive engagement is imperative to ensuring ongoing engagement with, and drive for, customer centricity;
- Measure – reporting on progress and improvement.
- Within the Omni-channel feedback approach we are taking, we have set up to test the use of 'smiley face: happy-or-not' customer feedback terminals. In August, we completed procurement to hire five terminals for a three-month trial period. These will be placed at customer service centres throughout the network to gather immediate feedback from customers who have visited them. The terminals provide the opportunity for a rating, as well as free text comment from customers as to why they gave this rating.



E-Permits

E-permits have successfully launched. E-permits enable residents and business owners to apply for their residential parking permits online. This new system provides AT customers with a more proficient process in applying for on street permits.

Customers can use their existing MyAT and ATPark account (or register for either app), submit documentation and pay online.

The first area customers were able to apply for E-permits was for St Marys Bay Residential Parking Zone.

Business Technology

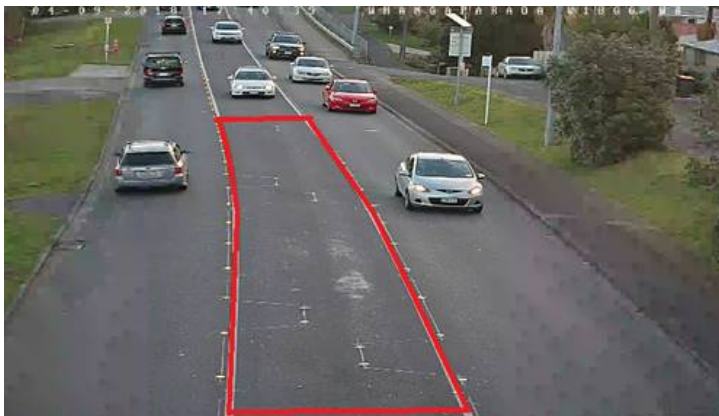
AT HOP

The success of HOP with customers led to usage outstripping the original forecast volumes. The Capacity and Refresh project successfully delivered upgrades to the underlying hardware and software to support the growing demand. The project also delivered an upgrade to the latest version of the Thales system, V8.0. Tasks to complete Single Sign On to the various environments and the Disaster Recovery (DR) fail over and fail back testing are underway with completion in November.

Meanwhile, the display of HOP balances on the AT Mobile app has been released to selected customers as part of beta testing.

Analytics Initiatives

Three more intersections along Albert Street now have active analytic capability. The camera data is ingested into the analytics engine then presented using a PowerBI dashboard. One site alone on Albert Street detected 1608 red light runners over a period of a month. The Safety Team use the data to support safety initiatives and are working closely with the ProVision and Network Optimisation Teams on the feasibility of deploying red light runners analytics at a further 20 intersections identified as high risk.



The Safety Team engaged the BT Pro-Vision team to help create new initiatives to address pedestrian safety along the Whangaparaoa Dynamic Lane corridor. Five areas identified as the most critical along this road will have analytics introduced for safety purposes. It will allow the team to count the pedestrians standing on the middle dynamic lane, how long they stay there and identify when a car enters the zone where the pedestrians are standing. Gathering this data provides statistical information for the Safety Team to use to support the introduction of safety measures on roadways, such as additional pedestrian crossings.

Video analytics have been expanded along the Esmonde Road corridor. Automatic Number Plate Recognition analytics have been built at four sites, with more to follow. The analytics engine receives visual data from the CCTV cameras, which then transforms into a dashboard format. The information is presented on roadside displays along the route giving road users real time travel information.

Information for Boat Owners

A moorings web map has been implemented from AT's Azure GIS Platform and is now publicly available. The Moorings Map enables boaties to view all moorings available in the Auckland region and search for a specific mooring. Updates of the underlying moorings information data from the source database occurs via an automated process each night, so boaties always have the latest data available. This initial release on the public GIS platform will be followed over the next few months by a multitude of new GIS services.

Safety

The Road Safety team continued delivery of planned road safety activities in partnership with NZ Police. The Accelerated Road Safety Infrastructure Programme for 2018/2019, including Speed Management, is the priority.

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

- AT and NZ Police continued presentations to another nine Local Boards highlighting the road safety issues in their area, along with AT's increased investment plans, including the introduction of speed management programmes.
- All speed management investigation is on track. National alignment conversations to look at improving the process of speed limit changes continue with the Ministry of Transport (MOT) and the NZ Transport Agency.
- The Tamaki Makaurau Leadership Group met, continuing to drive the joint partner response to the road safety crisis. Agenda items included increasing enforcement of red light safety cameras, risk tracking and strengthening joint communications.
- The Road Safety Programme Business Case (PBC) programme of work continued, with the three year capex investment programme in place. An investment logic map feedback session was held to help refine the final content leading into the strategic case phase. Drop-in sessions were held for internal AT staff to learn about the PBC, the Safe System and Vision Zero.
- AT hosted road safety colleagues from Hamilton City Council. Hamilton has adopted a Vision Zero approach, and this was an opportunity for sharing learnings and collaborating on various topics including speed management, Safe System/Vision Zero implementation and engineering approaches.
- Lucy Saunders, who currently works for Transport for London which has adopted a Healthy Streets approach, hosted a workshop for AT and road safety partners to explore how the healthy streets approach could be applied in the Auckland context.
- AT presented several papers at the Walking and Cycling Conference, including one on safe walking in Auckland.
- Work continued on the Walking Strategic Business Case, being led by Walking, Cycling and Safety team. The draft was submitted for feedback across AT teams and also partners Auckland Council and the Transport Agency.
- MOT held initial meetings of the National Road Safety Strategy reference groups which includes representatives from AT. Input from stakeholders in each focus area will be fed into the development of the national strategy.
- The exploratory phase of the Safe System Organisation Change project is underway. Two workshops were held, one to identify potential strategies to embed a Safe System mind-set in AT and the other to focus on AT Maintenance and Road Safety Engineering teams aligning work over the coming six months.



AT hosted the launch of Rail Safety Week – an annual community awareness initiative in partnership with KiwiRail and TrackSAFE NZ, with support from the NZ Transport Agency, NZ Police, Transdev, and other local bodies around the region. The launch was held at Newmarket Railway Station. The event was [live-streamed](#) on AT's Facebook page and was viewed some 1,600 times.

Speakers included Hon Michael Wood and Deputy Mayor Bill Cashmore. Members of the Matthes family, whose son Keenan was tragically killed in a rail crossing accident whilst out for a morning run in 2017, spoke passionately about their rail safety work following the death of their son.

This year's campaign was been developed to target two high-risk audiences; younger pedestrians in urban/metropolitan areas and motorists in rural areas. Distraction and complacency are the key behaviours the campaign aims to address. With the increase in train frequencies in the Auckland region and therefore increased risk to commuters crossing tracks,

AT, Kiwi Rail, Transdev and Tracksafe have been developing rail safety initiatives for delivery in schools and with the public through platform activations to highlight the need for care and focus around the rail corridor.

As part of the 2018 launch, AT and Newmarket School also launched a new Walking School Bus to enable students living around the station and arriving by train to walk to school supervised by volunteer parents.

Alcohol related road deaths and serious injuries (DSI) increased significantly by 83% from 101 in 2016 to 185 in 2017, after a relatively stable four year period.

AT also worked closely with Police and Plunket at 11 checkpoints to promote the safe use of seatbelts and child restraints.

In the 2017/2018 year, there were 69 of these checkpoints held across the region, at which 80% of children in cars were found to be either in the wrong type of restraint, an expired or incorrectly fitted restraint.

Harcourts Cooper and Co, a real estate agency operating in the north and west generously donated 50 booster seats to support the programme delivered by AT. These seats are being donated to families who are stopped at checkpoints with seats that are expired or unsuitable for use.



AT, NZ Police and the Vodafone Warriors formed a partnership to promote the Drive Drink Free message on streets around Manukau, East Tamaki, Takanini and Mount Wellington.

Police breath tested drivers while Vodafone Warriors and AT staff rewarded sober drivers with miniature rugby balls, or tickets to the next match. People coming through the checkpoints also had the opportunity to pull over and meet and greet some of the Warriors and learn a little more about the message to Drive Drink Free. The operation was designed to encourage positive behaviours, rather than focusing only on those breaking the law.

In the lead up to the game, the same key messages were promoted via social media, reaching out to our key target audience. This gave an opportunity for others to share the message with a chance to get tickets to the game.

All free tickets were for entry to a family friendly alcohol-free Upper South stand at the game. Further key messaging around Driving Drink Free was promoted in the stand. There were also half time activations and signage around the field.

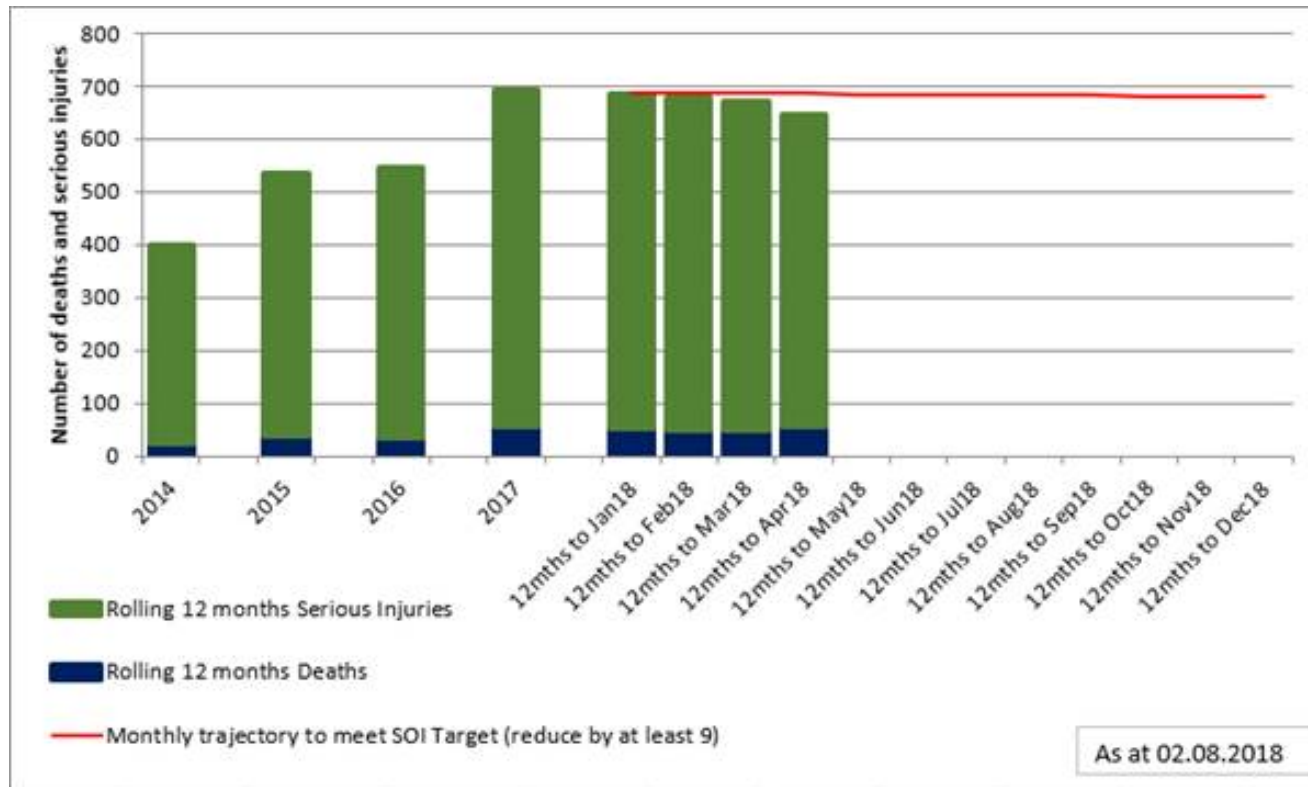
Two areas have been prioritised for delivery of residential speed management in this financial year. The areas have been selected based on safety concerns raised by local residents, local crash data, vehicle operating speeds and the location of community facilities such as schools. Speed calming measures will be introduced such as speed tables, humps and gateway treatments. The two areas identified are Te Atatu south (Henderson-Massey Local Board) and Papakura (Rosehill) (Papakura Local Board). Local Boards are supportive of the schemes in reducing speeds in these areas.



For the 12 months to the end of April, local road deaths have increased by 47% (from 38 to 56) and local road serious injuries have increased by 4% (from 570 to 592).

There were seven road deaths recorded on Auckland Transport roads during July. Two pedestrians, aged 19 years (male) and 60 years (female) were killed in separate crashes in Howick and Henderson-Massey local boards. A 14 year old male cyclist was also killed in Henderson-Massey. All of these crashes occurred in 50km speed zones. Two male drivers (aged 30 and 17years), and two females passengers (aged 13 and 27 years) were also killed in three separate crashes in the Manukau, Rodney and Howick areas.

AT Local Road Deaths and Serious Injuries (12 Month Rolling) with SOI Target



Note: Local road serious injuries data currently takes three months to reach AT and we are working with the Tamaki Makaurau Road Safety partners for earlier access to this data.

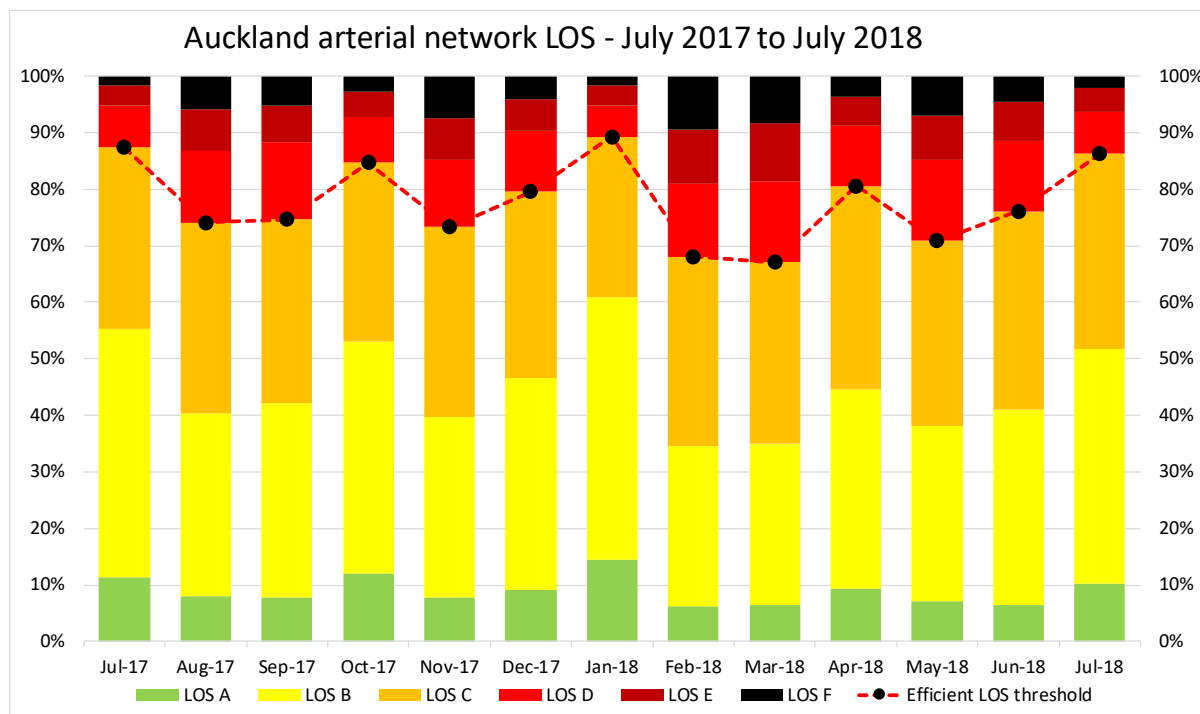
Local Road Death Investigations 2018

The status of 2018 local road death investigations are provided below:

| FCR Number | Date of Crash | Location | Type of Crash | Status |
|------------|---------------|---------------------------------|--|---|
| 2018FCR001 | 05/01/2018 | Whitford Road, Howick | Vehicle vs vehicle | Report complete |
| 2018FCR002 | 13/02/2018 | Cape Hill Road, Paerata | Vehicle vs truck | Report complete |
| 2018FCR003 | 09/01/2018 | Duck Creek Road, Stillwater | Motorbike vs vehicle | Report complete |
| 2018FCR004 | 15/03/2018 | Hobsonville Road, Hobsonville | Vehicle vs crane | Investigation complete and Report underway |
| 2018FCR005 | 11/03/2018 | East Tamaki Road, Otara | Wheelchair vs vehicle | Report complete. Review and approval underway |
| 2018FCR006 | 26/03/2018 | Cavendish Drive, Manukau | Motorbike vs truck | Report complete |
| 2018FCR007 | 29/03/2018 | Idlewild Avenue, Mangere | Pedestrian vs vehicle | Report complete |
| 2018FCR008 | 12/04/2018 | Oteha Valley Road, Albany | Pedestrian vs vehicle | Report complete |
| 2018FCR009 | 14/04/2018 | Puhinui Road, Papatoetoe | Pedestrian x 2 vs bus | Report complete |
| 2018FCR010 | 23/04/2018 | Central Park Drive, Henderson | Vehicle vs vehicle | Investigation complete and Report underway |
| 2018FCR011 | 25/04/2018 | Dairy Flat Highway, Dairy Flat | Motorbike vs fence | Report complete. Review and approval underway |
| 2018FCR012 | 25/04/2018 | McEntee Road, Waitakere | Medical episode | No site visit required |
| 2018FCR013 | 10/05/2018 | Forrest Hill Road, Forrest Hill | Pedestrian vs vehicle | Report complete. Review and approval underway |
| 2018FCR014 | 12/05/2018 | Te Irirangi Drive, Manukau | Vehicle vs vehicle | Investigation complete and Report underway |
| 2018FCR015 | 18/05/2018 | Robertson Road, Mangere | Pedestrian vs vehicle (possible suicide) | Investigation complete and Report underway |
| 2018FCR016 | 18/05/2018 | Oteha Valley Road, Albany | Cyclist vs vehicle | Site visit complete, report being completed by Auckland Motorway Alliance |
| 2018FCR017 | 28/05/2018 | Great North Rd, New Lynn | Pedestrian vs vehicle | Investigation complete and Report underway |

| FCR Number | Date of Crash | Location | Type of Crash | Status |
|------------|---------------|-------------------------------|-----------------------|--|
| 2018FCR018 | 23/06/2018 | Coatesville-Riverhead Highway | Motorcyclist vs truck | Investigation complete and Report underway |
| 2018FCR019 | 28/06/2018 | St Lukes Road, St Lukes | Pedestrian vs truck | Investigation complete and Report underway |
| 2018FCR020 | 07/07/2018 | Edmonton Road, Henderson | Cyclist vs vehicle | Investigation complete and Report underway |
| 2018FCR021 | 07/07/2018 | Casuarina Road, Howick | Pedestrian vs vehicle | Investigation complete and Report underway |
| 2018FCR022 | 16/07/2018 | Waiuku Road, Pukekohe | Vehicle vs truck | Investigation complete and Report underway |
| 2018FCR023 | 17/07/2018 | Te Atatu Road, Te Atatu South | Pedestrian vs vehicle | Investigation complete and Report underway |
| 2018FCR024 | 20/07/2018 | Pakuranga Road, Pakuranga | Vehicle vs building | Site visit booked with NZ Police |
| 2018FCR025 | 31/07/2018 | Mangawhai Road, Te Hana | Vehicle vs ditch | Site visit booked with NZ Police |

Network Performance



In this reporting period 86% of the network operated at good levels of service (LOS A-C). This is 10% better (higher) than last month and related to lighter traffic conditions on the network during school holidays. Congestion levels were similar to July 2017. In general terms, the network has had similar travel experience to last year. The introduction of the Waterview Tunnel has had the effect of offsetting the increase in congestion levels of approximately 2 to 3% per annum that typically takes place due to Auckland growth. The Regional Fuel Tax was introduced and it has not made a noticeable difference in terms of congestion levels. This will be closely monitored to determine if any changes result due to this initiative.

The commencement of the 2018/2019 financial year in July marks the beginning of the third year of the routine signal optimisation programme. At least 271 signalised intersections are scheduled to be optimised by the end of June 2019, including SOI freight and primary arterial routes. This figure does not include the 140 signalised intersections within the city centre that continue to be actively monitored and adjusted on a daily basis by the City Centre Network Operations Team.

Some 60 more signalised intersections have been optimised. Key routes completed include Balmoral Rd, Albany Expressway, Hibiscus Coast Highway, Newton Rd, Beach Rd (Browns Bay), Kirkbride Rd and Blockhouse Bay Rd. Optimisation will now begin for Gillies Ave, Lake Road, Esmonde Road as well as the New Lynn Town Centre area.

In addition to ensuring the signal control system is well-configured, the traffic signal hardware also needs to function correctly and be fault-free. Faulty detectors on the network adversely impact the systems' ability to adapt to changing traffic conditions which can lead to significant efficiency loss, increased travel times and negative customer feedback. Routine signal optimisation therefore plays a critical function in ensuring that hardware faults are identified early and are promptly rectified. Areas of the network that are particularly congested can be quickly identified using specialised software tools and CCTV. Opportunities and recommendations for potential physical works improvements to intersections and corridors are also identified through the signal optimisation process.

A number of investigations are progressing and are identified through key network deficiencies and customer feedback, examples of projects that are in the early investigation stage include:

- Glenfield Road special vehicle lanes
- Hingaia Road special vehicle lane
- Regional roundabout metering assessment
- East Tamaki Rd / Preston Road / Ormiston Road traffic investigation
- The Strand Freight study
- Redoubt Road Dynamic Lane

Several detail designs has been progressed and are close to completion including:

- Donovan Street bus lane
- Ti Rakau/Gossamer intersection upgrade and Ti Rakau bus lane
- Lake Road/ Bardia Street / Winscombe St signal improvement

Travelwise

The Travelwise Choices Awards are an opportunity to celebrate organisations throughout Auckland who are committed to promoting sustainable travel within their workplace. The awards recognise and honour the success of organisations committed to promoting sustainable travel to their staff, students and colleagues.

The winners of the 2018 Travelwise Choices Awards were announced at a special celebration held at Generator New Zealand @ GridAKL in Auckland's Wynyard Quarter. The event included presentations from sustainable business champions, including Tourism Holdings Ltd, Auckland Council and AA Insurance, Datacom and Tonkin & Taylor, as well as AT's Travel Demand and Sustainability teams.

AT received 25 entries from 18 businesses and across six categories representing each sustainable travel mode: Sustainable Travel Champion, Think Outside the Car, Pedal Power, Step it Up and Match Maker. [Read more about this year's winners.](#)

Supreme Travelwise Choices Award Winner: Auckland Museum

Sustainable Travel Champion Award

Winner: Matt Ensor, Beca

Highly Commended: Sarah de Zwart, Business North Harbour

Pedal Power Award

Winner: Auckland Museum

Highly Commended: Auckland Council

Think Outside the Car Award

Winner: GoodSense

Highly Commended: Mott MacDonald

On Board Award

Winner: Datacom

Highly Commended: MRCagney

Matchmaker Award

Winner: Unitec

Highly Commended: Auckland Museum

Step-it-Up Award

Winner: Auckland Free Walking Tours

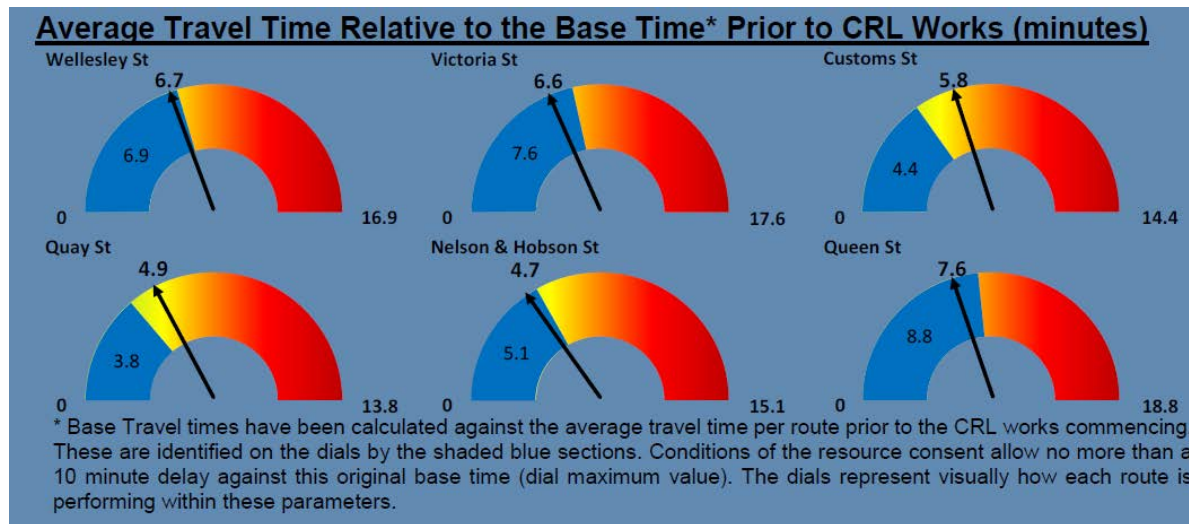


City Centre Network Operations Update

The City Centre Network Operations (CCNO) Team continue to monitor and manage the network. Projects included:

- The investigation works for Quay Street seawall. Excavating and backfilling is now complete. The CCNO monitored the site and made signal changes when necessary during these works.
- Investigation works for Stage 2 Federal St Cycleway commenced between Wellesley St West and Mayoral Drive. The temporary traffic management plan was approved and monitored.

The average travel times (minutes) prior to CRL works for this reporting period are shown in the blue segment, with the maximum permissible in CRL consent conditions shown to the right, with the dial arrows representing the travel times.



It is estimated that on average **72,436** people travelled into the City Centre during the morning peak period (7-9am) in July. The number of people entering the city centre continues to be comparable to last year. However, statistics show a 4% shift from car to PT in July compared with July 2017.

Planning and Consenting Update

Notices of Requirement, Consents and Archaeological Authorities

1. Lodged Applications in July and August 2018

Resource Consents:

- Albany Bus Station Additional Parking
- Downtown Infrastructure - Utility Investigation Trenches
- Double Decker Bus Clearance – Dominion Road (Stage 2)
- Gills Road to Oteha Valley

Archaeological Authorities with Heritage New Zealand Pouhere Taonga:

- Waller Street Stabilising Retaining Wall (stabilisation of retaining wall at 9-21 Waller Street Onehunga as part of safety works that modify or destroy recorded and unrecorded Archaeological sites)

2. Targeted to be lodged within the next three months

NoR

- Civic Carpark – alteration to designation (existing Civic Carpark designation is incorrectly shown in the Unitary Plan. Alteration to designation is to fix this mapping error.)
- Newmarket Level Crossing – alteration to designation (part of newly constructed Newmarket Level Crossing sits outside of the approved designation boundary. Alteration to designation is to extend designation boundary to incorporate all of the asset within the designation)

NoR and Regional Consents:

- Matakana Link Road – updated application to reflect staging

Resource Consents:

- Coatesville/Dairy Flat Highway Roundabout
- Double Decker Bus Clearance – North Shore School Buses
- Double Decker Bus Clearance - Remuera Road
- Federal Street Streetscape Upgrade
- Ferry Relocation Pier 3 & 4
- Medallion Drive Link Road (Medallion Drive is a new link road connecting Oteha Valley Road and Fairview Avenue and associated works to the Medallion Drive/Oteha Valley intersection)
- Onehunga Library Bus Layover
- Panmure Swivel Bridge – restoration (part of AMETI EB1)
- Takanini Park & Ride Stage 2
- Tamaki Drive Cycleway
- Waiuku-Patamahoe-Attewell Intersection Upgrade
- Kumeu/Huapai SHA (Triangle) – Access Road Intersection

Archaeological Authorities with Heritage New Zealand Pouhere Taonga:

- AMETI EB1

3. Decisions/Approvals

AC decisions:

- Quay Street Seawall - Emergency Works

Kennedy Point - Wharf Structure Reconstruction

Resource consents granted:

- NX2 Bus Layover

4. Environment Court Appeals

Completed:

- AMETI EB1

Land Acquisitions

Four unconditional agreements were signed in August 2018: Mill Road (1), AMETI (2), Encroachment (1) Total costs incurred for the month were \$1.75m. Year to date eight property agreements have been signed and settled at a cost of \$8.67m.

Assets, Maintenance & Renewals

| AUGUST 2018 | | | | | |
|------------------------------|----------------------|------------------------|-----------------------|------------------------------|------------------------------------|
| Asset Renewal Activities | July YTD Actual (km) | July YTD Forecast (km) | Full Year Target (km) | Completion v. YTD Target (%) | Completion v. Full Year Target (%) |
| Pavement Rehabilitation | 0.0 | 0.0 | 12.5 | 100% | 0% |
| Resurfacing | 9.1 | 10.0 | 417.5 | 91% | 2% |
| Footpath Renewals | 15.0 | 10.0 | 60.0 | 150% | 25% |
| Kerb and Channel replacement | 8.2 | 6.5 | 45.0 | 126% | 18% |
| TOTAL | 32.3 | 26.5 | 535.0 | 122% | 6% |

Achievement against forecast is 122% of the YTD target with 6% completion to date against the full year target. A good start has been made with the delivery of the footpath renewal and kerb and channel replacement programmes particularly in the central area.

Streetlighting

Tenders have been accepted for the supply of 10,000 LED luminaires for Stage 2 of the LED retrofit project. Replacement of the existing 100W HPS lamps on the streetlight network will begin in October 2018. Investigation is now underway to establish quantities for the next stage which will be the replacement of the 150W HPS lamps. It is intended that the procurement process for these luminaires will commence later this year.

Roading Minor Capital Updates

Araparera Joint Venture Road Sealing programme – After agreement with the Rodney Local Board, tender documents are currently being prepared with construction expected to start in December 2018. The project involves nine sites with a project cost estimate of \$2.8m and will be completed during this construction season.

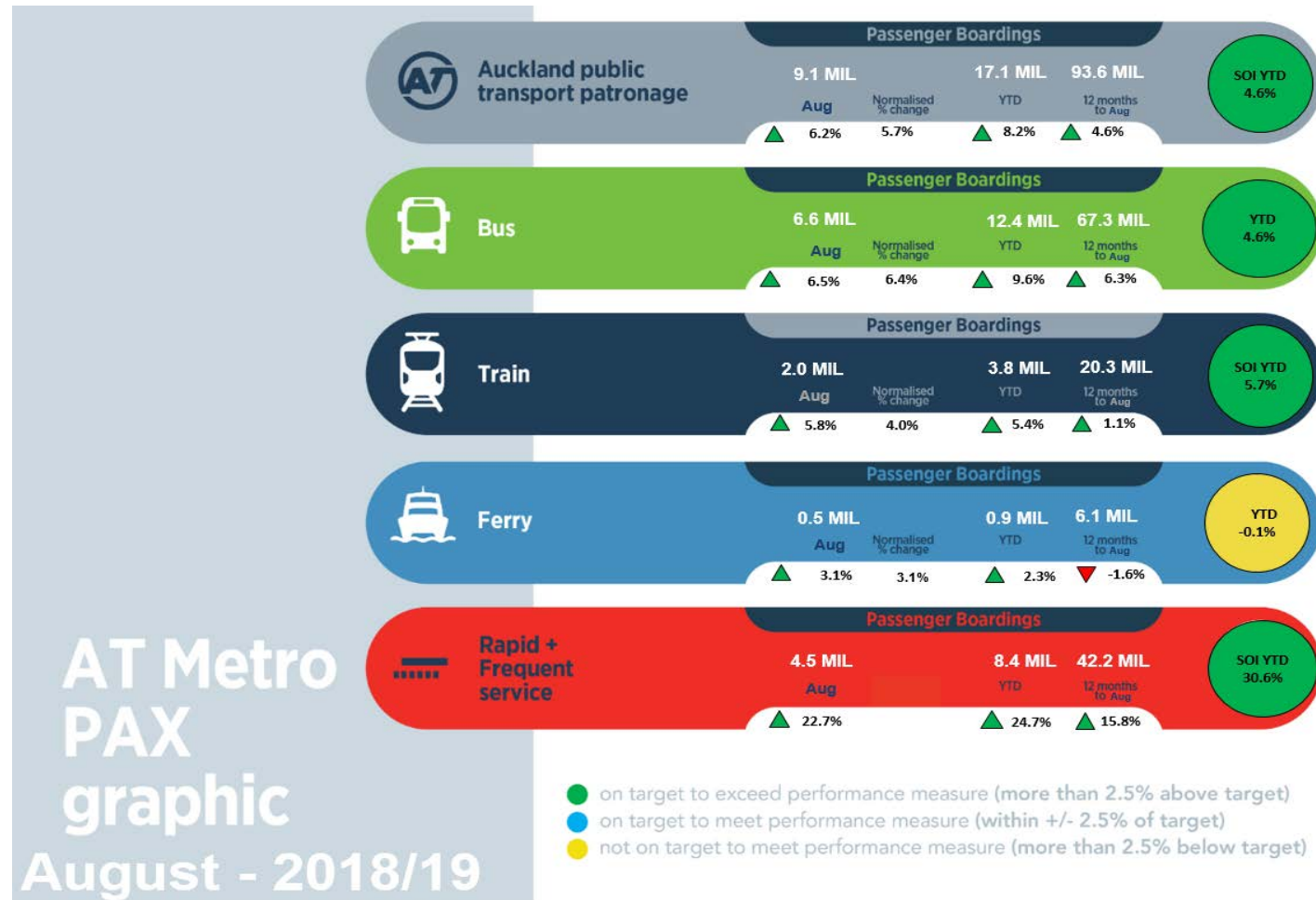
South Eastern Highway – The contract for barrier replacement has been awarded to Seovic and expected to be complete before Christmas 2018.

Seal Extension – Monowai Stage1 construction is on track for completion in October with stage 2 expected to be completed in April 2019. Construction of Ngarewa Drive is scheduled to start in February 2019 and is forecast to be completed within the next financial period.

Road Safety Portfolio – There are \$5m worth of projects from rural road improvements, new footpaths and minor improvements programmes released for pricing through the physical works supplier panels and \$1.2m worth of professional services procured.

Transport Services Development and Delivery

AT Metro Patronage Performance –12 months to August 2018



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

For the 12 months to August 2018 Auckland public transport patronage totalled 93.6 million passenger boardings, an increase of +4.6% on the previous year. August monthly patronage was 9.1 million, an increase of +6.2% on August 2017 and +6.0% above SOI target (YTD+4.6%). August normalised adjustment ~ +5.7% accounting for special event patronage, with same business day and same weekend day/public holiday.

Bus services totalled 67.3 million passenger boardings for the 12-months to August 2018, an increase of +6.3% on the previous year. Patronage for August 2018 was 6.6 million, an increase of +6.5% on August 2017 and +6.7% above target (YTD +4.6%). August normalised adjustment ~ +6.4% accounting for special event patronage, with same business day and same weekend day/public holiday.

Train services totalled 20.3 million passenger boardings for the 12-months to August 2018, an increase of +1.1% on the previous year. Patronage for August 2018 was 2.0 million, an increase of +5.8% on August 2017 and +4.8% above SOI target (YTD +5.7%). August normalised adjustment ~+4.0% accounting for special event patronage, with same business day and same weekend day/public holiday.
 Note: - Special event All Blacks - Bledisloe Cup.

Ferry services totalled 6.1 million passenger boardings for the 12-months to August 2018, a decrease of -1.6% on the previous year. Patronage for August 2018 was 0.45 million, an increase of +3.1% on August 2017 and +1.2% above target (YTD -0.1%). August normalised adjustment ~+3.1% accounting for special event patronage, with same business day and same weekend day/public holiday.

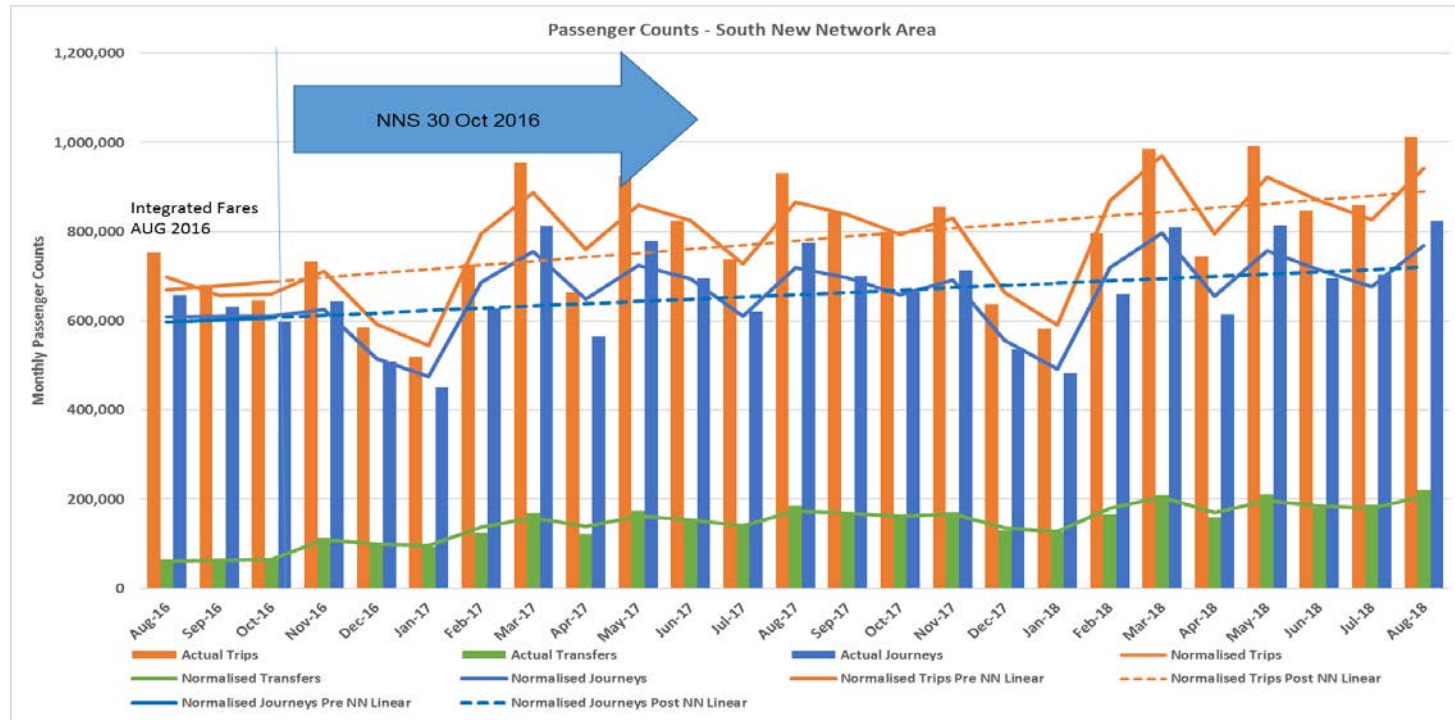
Rapid and Frequent services totalled 42.2 million passenger boardings for the 12-months to August 2018, an increase of +15.8% on the previous year. Patronage for August 2018 was 4.5 million, an increase of +22.7% on August 2017 and +35.1% above SOI target (YTD +30.6%).

| | August - 2018/19 | | | | | | | | | |
|--|------------------|----------------|------------------|----------------|-------------------|--------------------|-------------------|----------------|----------------------|----------------------------|
| | Actual v SOI | | | | | | | | | |
| | Month | | | | YTD | | | | SOI / Target 2018/19 | Projected Forecast 2018/19 |
| | Actual | % Change | SOI / Target | % Variance | Actual | % Change Prev Year | SOI / Target | % Variance | | |
| 1. Bus Total: | 6,645,583 | ↑ 6.5% | 6,230,000 | ↑ 6.7% | 12,365,933 | ↑ 9.6% | 11,823,000 | ↑ 4.6% | 68,890,000 | 69,000,000 |
| 2. Train (Rapid) Total: | 2,031,909 | ↑ 5.8% | 1,938,177 | ↑ 4.8% | 3,795,224 | ↑ 5.4% | 3,590,541 | ↑ 5.7% | 21,110,000 | 21,110,000 |
| 3. Ferry (Connector Local) Total: | 453,790 | ↑ 3.1% | 448,544 | ↑ 1.2% | 890,321 | ↑ 2.3% | 891,469 | ↓ -0.1% | 6,300,000 | 6,300,000 |
| Total Patronage | 9,131,282 | ↑ 6.2% | 8,616,721 | ↑ 6.0% | 17,051,478 | ↑ 8.2% | 16,305,010 | ↑ 4.6% | 96,300,000 | 96,410,000 |
| Rapid and Frequent | 4,503,409 | ↑ 22.7% | 3,333,210 | ↑ 35.1% | 8,434,761 | ↑ 24.7% | 6,460,897 | ↑ 30.6% | 36,786,000 | 42,300,000 |

| | August-2018 | | | | | | | | | | | | | | | | | | | | | | | |
|---|------------------|------------------|------------------|--------------------|-------------------------------|------------------|------------------|------------------|--------------------|-------------------------------|-------------------|----------------------------|------------------|--------------------|-------------------|----------------------------|------------------|--------------------|----------------------|------------------|--------------------|-------------------------|------------------|--------------------|
| | Trip Month | | | | | Journey Month | | | | | Trip 12 Months | | | | Journey 12 Months | | | | Trip YTD (from July) | | | Journey YTD (from July) | | |
| | Patronage | Previous Year | Change Prev Year | % Change Prev Year | Normalised % Change Prev Year | Patronage | Previous Year | Change Prev Year | % Change Prev Year | Normalised % Change Prev Year | Patronage | % Change Prev Month Period | Change Prev Year | % Change Prev Year | Patronage | % Change Prev Month Period | Change Prev Year | % Change Prev Year | Patronage | Change Prev Year | % Change Prev Year | Patronage | Change Prev Year | % Change Prev Year |
| 1. Bus Total: | 6,645,583 | 6,237,727 | 407,852 | 6.5% | 6.4% | 5,596,219 | 5,388,648 | 207,570 | 3.9% | 3.7% | 67,250,028 | 0.6% | 3,999,450 | 6.3% | 57,491,326 | 0.4% | 1,778,175 | 3.2% | 12,365,933 | 1,082,092 | 9.6% | 10,443,604 | 687,191 | 7.0% |
| - Busway (Rapid) Bus | 542,337 | 502,589 | 39,748 | 7.9% | | 480,158 | 448,112 | 32,046 | 7.2% | | 5,564,661 | 0.7% | 531,215 | 10.6% | 4,948,166 | 0.7% | 417,932 | 9.2% | 1,038,999 | 106,283 | 11.4% | 920,817 | 88,784 | 10.7% |
| - Frequent Bus | 1,929,163 | 1,246,276 | 682,887 | 54.8% | | 1,591,124 | 1,032,641 | 558,483 | 54.1% | | 16,301,272 | 4.4% | 4,999,604 | 44.2% | 13,538,170 | 4.3% | 3,971,829 | 41.5% | 3,600,538 | 1,368,556 | 61.3% | 2,980,526 | 1,121,550 | 60.3% |
| - Connector Local Targeted Bus | 4,174,083 | 4,488,862 | -314,783 | -7.0% | | 3,524,937 | 3,907,896 | -382,959 | -9.8% | | 45,384,095 | -0.7% | -1,531,369 | -3.3% | 39,004,991 | -1.0% | -2,611,586 | -6.3% | 7,726,396 | -392,747 | -4.8% | 6,542,261 | -523,143 | -7.4% |
| 2. Train (Rapid) Total: | 2,031,909 | 1,920,188 | 111,261 | 5.8% | 4.0% | 1,723,275 | 1,648,258 | 75,017 | 4.6% | 2.8% | 20,306,906 | 0.6% | 224,824 | 1.1% | 17,395,634 | 0.4% | -197,145 | -1.1% | 3,795,224 | 193,169 | 5.4% | 3,225,061 | 116,017 | 3.7% |
| - Western | 700,549 | 684,786 | 15,763 | 2.3% | | 600,105 | 590,872 | 9,233 | 1.6% | | 7,015,378 | 0.2% | -80,156 | -1.1% | 6,053,482 | 0.1% | -193,307 | -3.1% | 1,297,283 | 20,239 | 1.6% | 1,112,713 | 4,309 | 0.4% |
| - Eastern | 585,651 | 537,807 | 47,384 | 8.8% | | 484,890 | 454,281 | 30,609 | 6.7% | | 5,871,980 | 0.8% | 251,031 | 4.5% | 4,941,029 | 0.6% | 88,378 | 1.8% | 1,106,925 | 95,520 | 9.4% | 920,215 | 60,297 | 7.0% |
| - Onehunga | 106,377 | 103,732 | 2,645 | 2.6% | | 89,181 | 87,778 | 1,404 | 1.6% | | 1,120,659 | 0.2% | -37,808 | -3.3% | 947,047 | 0.2% | -52,203 | -5.2% | 204,205 | 1,803 | 0.9% | 171,311 | -768 | -0.4% |
| - Southern | 590,022 | 556,181 | 33,841 | 6.1% | | 504,840 | 481,421 | 23,419 | 4.9% | | 5,865,280 | 0.6% | 55,718 | 1.0% | 5,062,993 | 0.5% | -66,843 | -1.3% | 1,096,306 | 56,364 | 5.4% | 939,510 | 35,298 | 3.9% |
| - Pukekohe | 49,309 | 37,682 | 11,627 | 30.9% | | 44,259 | 33,907 | 10,352 | 30.5% | | 433,609 | 2.8% | 36,039 | 9.1% | 391,082 | 2.7% | 26,830 | 7.4% | 90,504 | 19,242 | 27.0% | 81,311 | 16,882 | 26.2% |
| 3. Ferry (Frequent & Connector Local) Total: | 453,790 | 440,268 | 13,522 | 3.1% | 3.1% | 453,790 | 440,268 | 13,522 | 3.1% | 3.1% | 6,062,832 | 0.2% | -96,336 | -1.6% | 6,062,832 | 0.2% | -96,336 | -1.6% | 890,321 | 19,866 | 2.3% | 890,321 | 19,866 | 2.3% |
| - Contract | 125,852 | 120,614 | 5,238 | 4.3% | | 125,852 | 120,614 | 5,238 | 4.3% | | 1,383,983 | 0.4% | 23,233 | 1.7% | 1,383,983 | 0.4% | 23,233 | 1.7% | 247,246 | 15,566 | 6.7% | 247,246 | 15,566 | 6.7% |
| - Exempt Services | 327,938 | 319,654 | 8,284 | 2.6% | | 327,938 | 319,654 | 8,284 | 2.6% | | 4,678,849 | 0.2% | -119,569 | -2.5% | 4,678,849 | 0.2% | -119,569 | -2.5% | 643,075 | 4,300 | 0.7% | 643,075 | 4,300 | 0.7% |
| Total Patronage | 9,131,282 | 8,598,183 | 532,635 | 6.2% | 5.7% | 7,773,284 | 7,477,174 | 296,110 | 4.0% | 3.4% | 93,619,766 | 0.6% | 4,127,938 | 4.6% | 80,949,792 | 0.4% | 1,484,694 | 1.9% | 17,051,478 | 1,295,127 | 8.2% | 14,558,986 | 823,075 | 6.0% |
| Rapid & Frequent | 4,503,409 | 3,669,053 | 833,896 | 22.7% | | 3,794,557 | 3,129,011 | 665,547 | 21.3% | | 42,172,839 | 2.0% | 5,755,643 | 15.8% | 35,881,969 | 1.9% | 4,192,616 | 13.2% | 8,434,761 | 1,668,008 | 24.7% | 7,126,404 | 1,326,352 | 22.9% |
| Connector Local Targeted | 4,627,873 | 4,929,130 | -301,261 | -6.1% | | 3,978,727 | 4,348,164 | -369,437 | -8.5% | | 51,446,926 | -0.6% | -1,627,705 | -3.1% | 45,067,822 | -0.8% | -2,707,922 | -5.7% | 8,616,717 | -372,881 | -4.1% | 7,432,582 | -503,277 | -6.3% |
| Total Patronage | 9,131,282 | 8,598,183 | 532,635 | 6.2% | 5.7% | 7,773,284 | 7,477,174 | 296,110 | 4.0% | 3.4% | 93,619,766 | 0.6% | 4,127,938 | 4.6% | 80,949,792 | 0.4% | 1,484,694 | 1.9% | 17,051,478 | 1,295,127 | 8.2% | 14,558,986 | 823,075 | 6.0% |

* Integrated Fare started 14 August 2016. For 12 month rolling and YTD 1 July to 13 August used trip data to back fill for no journey data.
 Ferry trip & journey patronage is the same as ferry is not currently included in the integrated fare package.

Growth in New Network rollout for South Auckland

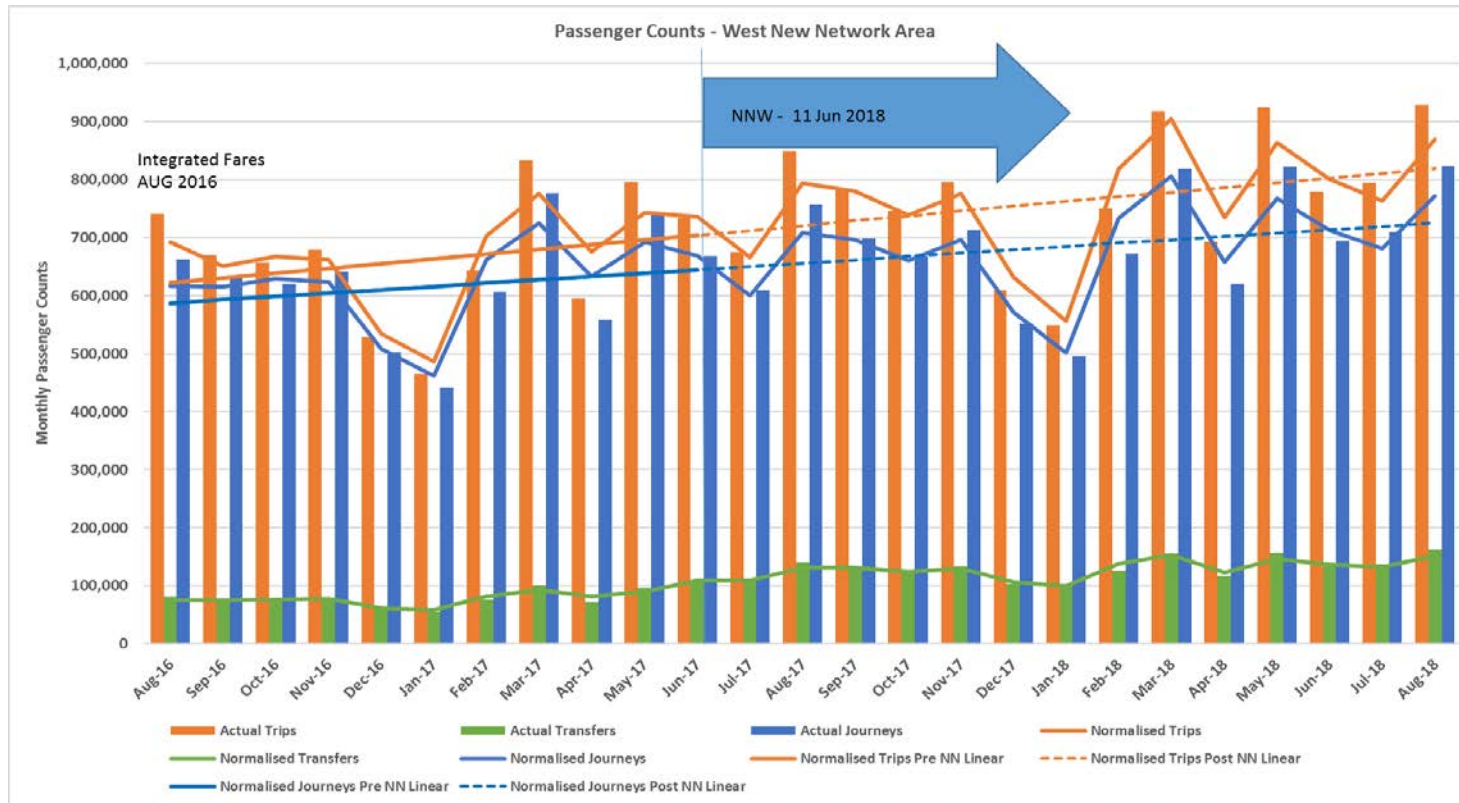


For the South New Network Area the 12 months to August 2018 trips from the South totalled 8.2 million passenger journeys, an increase of +6.6% on the previous year, there were 9.9 million passenger trips, an increase of +11.5%. August 2018, there were 824,237 journeys, 1,012,229 passenger trips a difference of 23% and 220,904 transfers (27% of journeys). *Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the South area. Transfers from customer perspective. Whole of network base 12 months to August of journeys 76.2 million (growth +2.7%), trips 87.4 million (growth +5.5%).*

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

- Passenger journeys have increased by +48,314 (+7%), Trips +76,719 (+9%).
- Customer Transfers within the South have increased by +32,987 (+19%).

Growth in New Network rollout for West Auckland

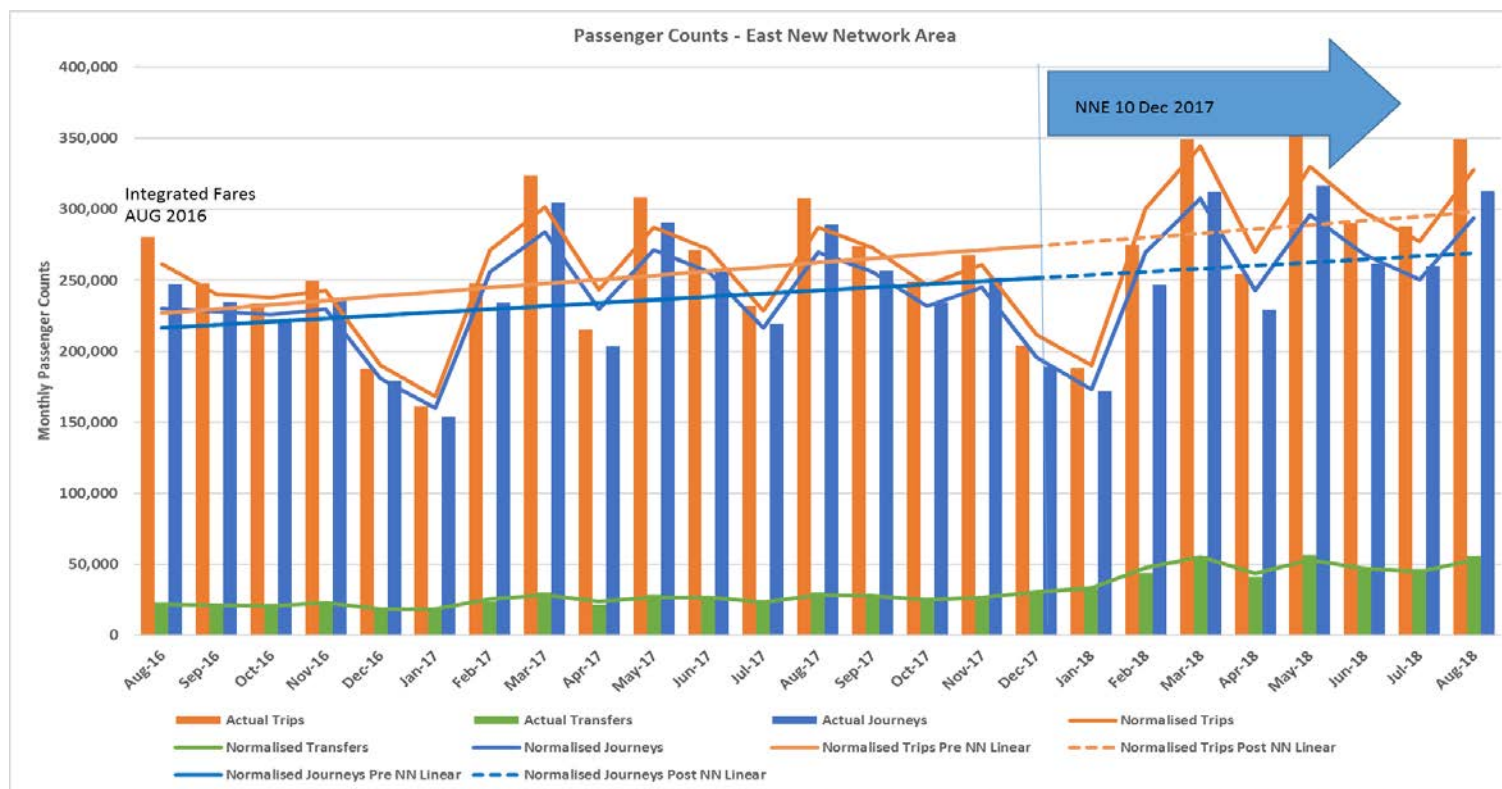


For the West New Network Area the 12 months to August 2018 trips from the West totalled 8.3 million passenger journeys, an increase of +9.6% on the previous year, there were 9.3 million passenger trips, an increase of +9.6%. August 2018, there were 823,272 journeys, 928,426 passenger trips a difference of 13% and 161,576 transfers (20% of journeys). *Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the South area. Transfers from customer perspective. Whole of network base 12 months to August of journeys 76.2 million (growth +2.7%), trips 87.4 million (growth +5.5%).*

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

- Passenger journeys have increased by +62,405 (+9%), Trips +76,017 (+10%).
- Transfers have increased by +19,955 (15%).

Growth in New Network rollout for East Auckland

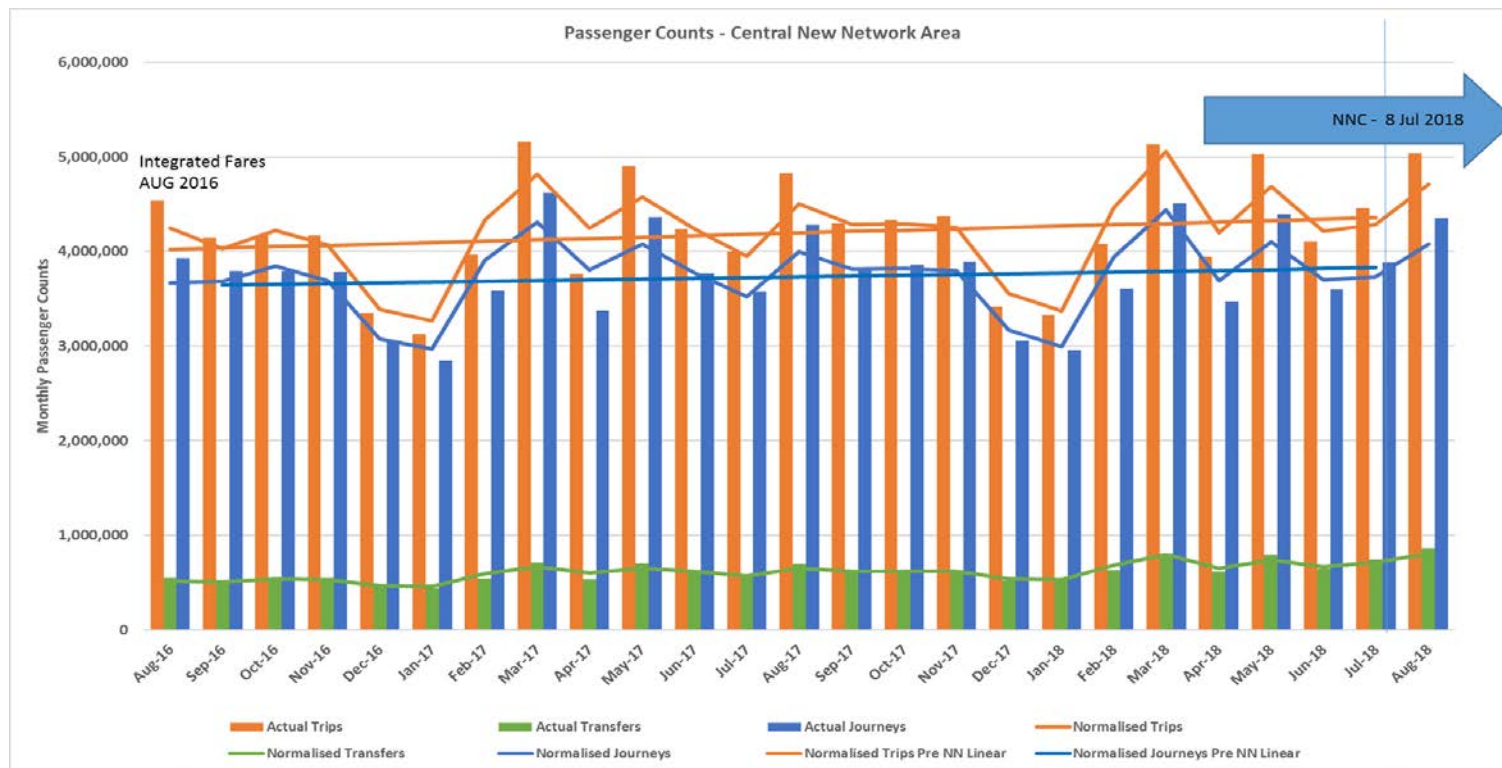


For the East New Network Area the 12 months to August 2018 trips from the East totalled 3.0 million passenger journeys, an increase of +7.8% on the previous year, there were 3.3 million passenger trips, an increase of +11.9%. August 2018, there were 312,944 journeys, 349,306 passenger trips a difference of 12% and 56,153 transfers (18% of journeys). *Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the South area. Transfers from customer perspective. Whole of network base 12 months to August of journeys 76.2 million (growth +2.7%), trips 87.4 million (growth +5.5%).*

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

- Passenger journeys have increased by + 24,158 (+9%), Trips + 40,424 (+14%).
- Transfers have increased by +24,670 (87%).

Growth in New Network rollout for Central Auckland



For the Central New Network Area the 12 months to August 2018 trips from the Central totalled 45.4 million passenger journeys, an increase of +1.3% on the previous year, there were 51.5 million passenger trips, an increase of +3.5%. August 2018, there were 4.4 million journeys, 5.0 million passenger trips a difference of 16% and 862,156 transfers (20% of journeys). *Note: - HOP transactions only - excludes exempt services, special events, train line transfers, free counter products. Activity originating within the South area. Transfers from customer perspective. Whole of network base 12 months to August of journeys 76.2 million (growth +2.7%), trips 87.4 million (growth +5.5%).*

Normalised year on year growth in the Central New Network area for August 2018:

- Passenger journeys have increased by + 78,227 (+2%), Trips +211,431 (+5%).
- Transfers have increased by + 154,311 (24%).

Transport Services Key Strategic Priorities

New Network incl. Rapid & Frequent Network Rollout

Central Suburbs

- Go-live date was 8 July 2018.
- Delivery of supporting infrastructure is being closely tracked
- Communications campaign is ongoing
- Schools have been informed of the school bus changes starting in Term 3 (23 July, 2018)
- Minor changes at three-month post-launch review being finalised

North Shore

- Supporting infrastructure development is underway
- Local Board briefings underway
- Communications and engagement underway
- Timetables are finalised
- Go-live date confirmed as 30 September, 2018
- Details of the changes and a confirmed launch date was announced to the public in June
- A number of petitions for no-change have been received; the changes will progress as planned and impact monitored

Waiheke Island

- Public consultation data is being collated for analysis

| New Network Rollout Area | Implementation Date - Status |
|---|---|
| South Auckland (inc. Pukekohe and Waiuku) | 30/10/2016 – live |
| West Auckland | 11/06/2017 – live |
| East Auckland (inc. Beachlands / Maraetai) + 380 Airporter frequency increase | 10/12/2017 – live |
| Central Suburbs | 08/07/2018 – live |
| Central School Bus changes | 23/07/2018 – live |
| North Shore | 30/09/2018 – finalisation |
| Waiheke Island | Mid 2019 – public consultation feedback is being collated |

Procurement & Contract Reform (PTOM) Implementation

Bus:

- West, East and Central Public Transport Operating Model (PTOM) Agreements signed and services operational
- North PTOM agreements are signed. Negotiations concluded for negotiated PTOM contracts and tenders announced:
 - Tranzit has signed agreements for one unit
 - NZ Bus has signed agreements for three units
 - Bayes has signed an agreement for one unit
 - Go Bus has signed an agreement for one unit
 - Ritchies has signed agreements for six units
 - Birkenhead has signed agreements for three units.

Ferry:

- Phase 2 of the Ferry Future Strategy to commence, which will inform a strategic approach to ferry procurement.

Timetable Changes

Train:

The 2018 train timetable was introduced on Sunday 26 August, and is performing well. Minor issues have been noted with sectional run times.

Planning is underway for the Christmas and New Year train timetable. Our specification for the holiday period includes:

- | | | |
|--|--------------------------------|---------------------|
| • Tuesday | 25th December: | Sunday Timetable |
| • Wednesday | 26th December: | Sunday Timetable |
| • Thursday | 27th December: | Sunday Timetable |
| • Friday | 28th & Saturday 29th December: | Saturday Timetable |
| • Sunday | 30th December: | Sunday Timetable |
| • Monday | 31st December: | Saturday Timetable* |
| * Last services will depart from Britomart by 0230 on New Year's morning (on operating lines only) | | |
| • Tuesday | 1st – Thursday 3rd January: | Sunday Timetable |
| • Friday | 4th & Saturday 5th January: | Saturday Timetable |
| • Sunday | 6th January: | Sunday Timetable |

There is extensive maintenance works being undertaken during the holiday period, and from 27 December to 6 January only the Eastern Line will operate.

- Southern Line:
 - Rail and sleeper replacement between Pukekohe and Papakura.
 - Sleeper replacement at Papakura (including the stabling yard).
 - Takanini Motorway widening project.
- Southern & Onehunga Lines (Penrose to Newmarket).
 - Formation upgrade and sleeper replacement.
- Newmarket Branch (Newmarket to Britomart).
 - CRL – Strand Crossover, bridge inspections and any necessary remedial work.
- Western Line
 - Track work, formation repairs, mudspot removal, bridge repairs, and preparation work for Cycleway.

AT will also be taking the opportunity to carry out maintenance and upgrades at stations while the overhead power is isolated. AT is working alongside a number of internal and external stakeholders to develop a feasible operational plan for the introduction of passenger rail services from Hamilton to Auckland, currently planned for introduction in October 2019:

Bus:

There were changes made to bus timetables in July and August to implement New Network Central and improve connectivity with trains:

- New Network Central Go Live - 8 July
- New Network South annual review - all Ritchies Murphy's Transport Systems (RMTS) units only - 26 August.

There are number of other timetables changes being prepared to respond to operational challenges, feedback from Local Boards, and to deliver greater value for money. Go-live dates have been agreed internally and variations are being discussed with a number of bus operators.

- New Network North Go Live and New Network West annual review (except Pavlovich) – 30 September
- New Network South annual review (other than RMTS) and New Network East six month review (H&E and Go Bus) – 22 October
- New Network West annual review (Pavlovich) and New Network East six month review (rest of Go Bus Units) – 21 November
- New Network West Value for Money (VFM), new bus services for Rodney Local Board, and additional capacity to manage travel demand due to the start of AMETI construction – 24 February 2019.

These changes will complete the implementation of new networks (except Waiheke), improve run times for some western services to enhance customer experience, improve value to AT and bus operators, provide additional capacity across New Network Central and East, and introduce new bus services funded by Rodney Local Board's Transport Targeted Rate.

On-Time Performance

Total Network Punctuality (Weighted to Patronage) at Origin

97.02%

12 Month rolling average

96.69%

SOI

94.5%

Train Performance August 2018



Total Network

96.4% Punctuality*

98.2% Service Delivery*

96.2% 12 month rolling average

97.7% 12 month rolling average

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

Total Network at Origin

98.7% Punctuality*

98.4% 12 month rolling average

* Departure within 5 minutes of schedule at origin

Western Line

95.9% Punctuality*

98.1% Service Delivery*

96.2% 12 month rolling average

97.4% 12 month rolling average

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

Eastern Line

97.5% Punctuality*

98.4% Service Delivery*

97.3% 12 month rolling average

97.8% 12 month rolling average

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

Southern Line

95.2% Punctuality*

97.9% Service Delivery*

95.4% 12 month rolling average

97.3% 12 month rolling average

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

Pukekohe Line

99.0% Punctuality*

99.6% Service Delivery*

97.8% 12 month rolling average

99.3% 12 month rolling average

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

Onehunga Line

94.9% Punctuality*

97.7% Service Delivery*

94.3% 12 month rolling average

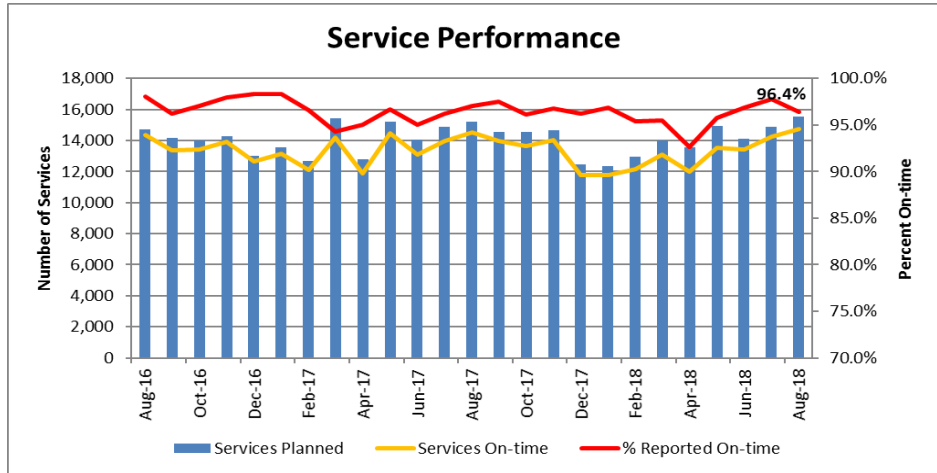
97.6% 12 month rolling average

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

Train:

Major incidents that affected August 2018 train service performance:

- An attempted suicide at Otahuhu railway station was prevented 16 August, following the quick intervention of the platform security guard, and two passengers waiting on the platform. The incident, at the start of the PM peak, resulted in the cancellation 67 metro train services.
- A Heavy Goods Vehicle struck and severely damaged the level crossing infrastructure at Mays Road on the Onehunga Line on 28 August. Services were operating between Britomart and Penrose until mid-afternoon, when the line was finally re-opened. 38 metro train services were affected by short routing.
- A private taxi was in collision with an empty Metro EMU on the Metcalfe Road Level Crossing in West Auckland in the early hours of Wednesday 29 August. It is understood at this time that the taxi had bypassed the barrier arms. This incident led to the cancellation of 29 train services.



Bus:

Bus Services' Key Performance Indicators (KPIs) were on target in August with punctuality at first stop achieved at 96.9%, and reliability at start achieved at 98.8%. Overall, the performance declined slightly on the prior month but had improved since August 2017 (+0.2% reliability and +1.0% punctuality).

Punctuality and reliability at start of trip are consistently meeting contractual obligations. The customer-centric issue remains in terms of punctuality at intermediate points and it is a key focus area to further improve customers' experience. Run times, timetable changes and location of timing points have been reviewed for South, West and East bus network. Some changes have been implemented for South from 26 August. Further improvements will be made from 22 October and 21 November.

Ferry:

Services in August were mainly affected by fog and vessel breakdowns. There were two days of heavy fog that affected 46 contracted route trips and 17 services were late or cancelled due to the flow on effect of a vessel breakdown. A number of services were affected by congestion in the basin, mainly due to having one berth (pier 1c) out for almost all of the month while it was undergoing a refurbishment and improvement.

Bus Performance August 2018



Total Network

96.9% Punctuality* **98.8%** Service Delivery*

96.5% 12 month rolling average 98.8% 12 month rolling average

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

NZ Bus

96.2% Punctuality* **98.5%** Service Delivery*

96.2% 12 month rolling average 98.9% 12 month rolling average

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

Howick & Eastern Buses

97.2% Punctuality* **99.1%** Service Delivery*

98.8% 12 month rolling average 98.8% 12 month rolling average

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

Ritchies

99.2% Punctuality* **99.6%** Service Delivery*

99.1% 12 month rolling average 99.5% 12 month rolling average

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

Pavlovich Coachlines

96.9% Punctuality* **99.1%** Service Delivery*

96.8% 12 month rolling average 98.1% 12 month rolling average

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

Birkenhead

94.3% Punctuality* **97.6%** Service Delivery*

98.7% 12 month rolling average 98.2% 12 month rolling average

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

SkyBus

94.6% Punctuality* **97.5%** Service Delivery*

97.4% 12 month rolling average 96.0% 12 month rolling average

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

Go Bus

98.5% Punctuality* **99.6%** Service Delivery*

95.3% 12 month rolling average 0.0% 12 month rolling average

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

Waiheke Bus Company

96.3% Punctuality* **99.6%** Service Delivery*

89.4% 12 month rolling average 99.1% 12 month rolling average

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

Ferry Performance August 2018



Total Network

97.3% Punctuality*

95.8% 12 month rolling average

99.2% Service Delivery*

98.4% 12 month rolling average

*Departure within 1 minute of schedule at origin

*Depart origin within 5 minutes of schedule

Bayswater

95.8% Punctuality*

94.1% 12 month rolling average

99.3% Service Delivery*

98.8% 12 month rolling average

*Departure within 1 minute of schedule at origin

*Depart origin within 5 minutes of schedule

Hobsonville

90.0% Punctuality*

95.7% 12 month rolling average

97.8% Service Delivery*

99.0% 12 month rolling average

*Departure within 1 minute of schedule at origin

*Depart origin within 5 minutes of schedule

Half Moon Bay

97.3% Punctuality*

93.6% 12 month rolling average

98.9% Service Delivery*

97.1% 12 month rolling average

*Departure within 1 minute of schedule at origin

*Depart origin within 5 minutes of schedule

West Harbour

100.0% Punctuality*

99.8% 12 month rolling average

100.0% Service Delivery*

100.0% 12 month rolling average

*Departure within 1 minute of schedule at origin

*Depart origin within 5 minutes of schedule

Birkenhead

96.7% Punctuality*

93.4% 12 month rolling average

99.0% Service Delivery*

98.5% 12 month rolling average

*Departure within 1 minute of schedule at origin

*Depart origin within 5 minutes of schedule

Rakino

96.9% Punctuality*

91.7% 12 month rolling average

100.0% Service Delivery*

96.0% 12 month rolling average

*Departure within 1 minute of schedule at origin

*Depart origin within 5 minutes of schedule

Stanley Bay

97.9% Punctuality*

98.6% 12 month rolling average

99.3% Service Delivery*

97.5% 12 month rolling average

*Departure within 1 minute of schedule at origin

*Depart origin within 5 minutes of schedule

Pine Harbour

99.5% Punctuality*

98.3% 12 month rolling average

99.5% Service Delivery*

98.2% 12 month rolling average

*Departure within 1 minute of schedule at origin

*Depart origin within 5 minutes of schedule

Gulf Harbour

97.6% Punctuality*

98.3% 12 month rolling average

98.8% Service Delivery*

99.2% 12 month rolling average

*Departure within 1 minute of schedule at origin

*Depart origin within 5 minutes of schedule