

# Auckland Transport Quarterly Report

## Quarter ended 30 June 2017

CCO Governance and Monitoring Committee



*AT Mobile app goes public*

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# 1.Executive summary

## Strategic Context

Auckland Transport (AT) has made significant progress in recent years, with major improvements in the public transport system, strong patronage growth, increasing customer satisfaction ratings, commencement of the City Rail Link and investment in active modes of transport, particularly cycling facilities. However, despite this progress, these achievements are quickly becoming neutralised by Auckland's rapidly increasing population and the emerging impacts of an historical infrastructure deficit.

Unprecedented growth in Auckland's population is driving a significant increase in the demand for travel, putting severe pressure on the transport network and causing record levels of congestion. Roughly one quarter of Auckland's arterial network is subject to congestion at peak times, up from 18 percent only two years ago.

With rapid growth projected to continue, Auckland Transport recognises the need to fast track investment in order to address these transport challenges. Auckland Transport is committed to supporting Auckland Council to secure the funding required to enable Auckland to deliver on Auckland Transport Alignment Project's (ATAP) aligned strategic approach.

## Key Achievements for the Quarter

Auckland Transport has had a successful quarter with progress on a broad front and a number of significant milestones achieved. Highlights for the fourth quarter were:

- The West Auckland New Network was launched. The New Network is a simpler, more integrated public transport network for Auckland, providing more frequent services and better connections to many destinations. Buses and trains are working together to create a more connected network to help people get to the places they want to go. New routes, new route numbers and new buses are now operating.
- AT Mobile app went live to the public following a successful soft launch and pilot phase. This app helps customers plan, save and track their journeys across AT Metro's Bus, Train, and Ferry services.
- After some project challenges, Te Atatu Road improvements have been completed. West Auckland travellers are already noticing significant improvements in travel times.
- Public transport patronage for the 12 months to June 2017 totalled 88.44 million boardings, an increase of 6.7 percent compared with the same period last year, meeting the 2016/2017 SOI target.
- Overall satisfaction with public transport services (90 percent) for the 12 months to June 2017 is up six percentage points compared with the same period last year. Rail had the biggest increase, with 93 percent satisfaction (up seven percentage points compared to the June 2016 result). Bus also had a large increase, with 89 percent satisfaction (up six percentage points compared to the June 2016 result).
- Arterial road productivity, which measures the efficiency of key arterial routes in moving people during the peak hour, continues to exceed the SOI target of 55 percent, with the 12 month rolling average result in June 2017 reaching 60.2 percent.

## Financial Performance

Auckland Transport's surplus before tax for the twelve months ended 30 June 2017 was \$614.0 million. This is \$80.5 million higher than budget, mainly due to unbudgeted vested assets revenue of \$105.5 million, partly offset by lower NZ Transport agency capital funding of \$41.0 million. Auckland Transport has operated within its approved funding.

Capital expenditure excluding vested assets was \$724.2 million against a budget of \$764.6 million. The reduced spend mainly relates to the Special Housing Areas programme which is deferred due to delays with the Regional Growth Fund decisions. A significant level of new infrastructure was delivered last year and the required level of renewal of existing assets were undertaken. Highlights last year include: the completion of Albany Highway North road and Te Atatu Corridor main roadworks; opening of new Parnell Station and Otahuhu Bus Interchange; opening of Mt Roskill Safe Route, along with Section One of Glen Innes to Tamaki Drive Shared Path - Te Ara Ki Uta Ki Tai (the path of the land and sea).

## Non-Financial Performance

There are 34 non-financial performance measures covered by the Statement of Intent (SOI). Of the 34, nine **exceeded** the performance measure, nine **met** the performance measure, thirteen **did not meet** the performance measure, and three are annual measures reported in the June quarter.

Highlights in terms of performance are:

- overall satisfaction with public transport services (90%) was up two percentage points compared with the March 2017 result (Target: 84%)
- the annual number of cycling trips in specific designated areas in Auckland totalled 1.74 million for 2016/2017 year end, which well exceeded the target of 1.2 million
- arterial road productivity was above target for the 2016/17 year end (12 month rolling average of 60.2% compared with target of 55%).

Measures that did not meet their performance measures targets:

- In June 2017, resident satisfaction with the quality of roads in the Auckland region (61%) was down three percentage points compared with the March 2017 result (64%). Resident satisfaction with quality of footpaths in the Auckland region (58%) was also down three percentage points compared with March 2017 (61%). These scores are below the SOI targets of 70% and 65% respectively.
- Travel times on seven key freight routes did not meet their travel time targets by between 1 and 3 minutes. Notwithstanding this, all freight routes continue to operate relatively efficiently at levels of service B or C (50 – 90% of the posted speed limit) during the interpeak. AT continues to pursue opportunities to improve performance on these routes. For example, minor improvements works on the key intersection of Church Street/Great South Road, scheduled for the second half of 2017, are expected to deliver travel time gains.
- In June, the Mangere Future Streets project was completed, adding 5.5km of new cycleways to the regional cycle network. A total of 14.2km of new cycleways were completed in 2016/17, 2.2km below the target of 16.4km. At the start of the year, it was projected that the Waterview Shared Path (3.4km) would be complete by June 2017. Unfortunately, the construction of the path has been delayed for a number of unforeseen reasons. The pathway is expected to be completed by the end of August 2017.
- The annual number of cycle movements in the Auckland city centre totalled 1.76 million for 2016/2017 year end, which did not meet the target of 1.85 million. Delays in new cycleway delivery during the year affected the anticipated annual figure.

- There were 589 fatalities and serious injuries on the local road network in the 12 months to March 2017, 8.3 percent higher than the target of 544. Local road deaths have decreased by 3 percent (from 39 to 38) and local road serious injuries have increased by 4 percent (from 528 to 551) for the 12 months to March 2017 compared to the 12 months to March 2016. AT have drafted an Auckland Road Safety Strategy with NZ Police, NZ Transport Agency and ACC to address the upward trend in Auckland local road trauma, along with a draft Speed Management Implementation Plan and revised Road Safety Action Plans for 2017/18.

## **Risk Management**

Key risks are monitored and reported to AT's Board. No risks have been identified that are of a governance level that could impact on the well-being or reputation of the Auckland Council Group, other than macro issues such as 'congestion levels'. These will require a long term focus if measurable improvement is expected in this KPI. ATAP is a significant step in addressing this, once funded.

## 2. Strategic issues and focus areas

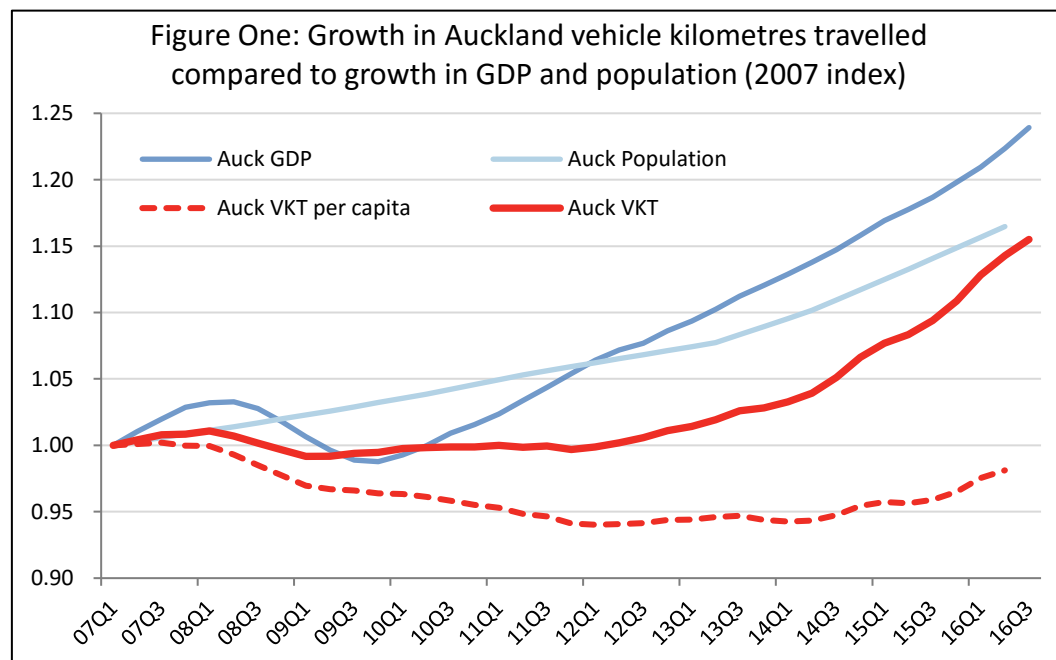
### Strategic Context

This quarter saw continued increases in key external indicators linked to transport demand.

- High levels of net migration continue, with an estimated net gain of 36,270 net migrants to Auckland in the 12 months to May 2017 – a 14.7 percent increase on the 12 months to May 2016<sup>1</sup>.
- Auckland employment increased by 7.3 percent for the March 2017 Quarter compared with the March 2016 Quarter<sup>2</sup>.
- Auckland GDP grew by 4.0 percent for the year to March 2017 compared with the year to March 2016, down slightly on the December 2016 peak of 4.4 percent<sup>3</sup>.
- The number of consents in Auckland increased by 10.0 percent in the 12 months to May 2017 compared with the 12 months to May 2016.

Consistent with growth in external indicators, transport metrics continue to show strong growth in demand for travel in Auckland.

- The Ministry of Transport recently released vehicle kilometres travelled estimates for Auckland to September 2016, based on odometer inspection data.
- Total vehicle kilometres travelled from vehicles inspected in Auckland grew by 5.6 percent for the year to September 2016 compared with the year to September 2015. Auckland vehicle kilometres travelled has grown significantly since 2012.
- Auckland vehicle kilometres travelled growth has been faster than population growth in recent years (indexed against 2007<sup>4</sup>), as seen in Figure One.
- Auckland vehicle kilometres travelled per capita has been recovering in recent years after falling in 2008 until 2014, as seen in Figure One.



<sup>1</sup> Calculation based on data from Statistics NZ, *International Travel and Migration: May 2017*

<sup>2</sup> Calculation based on data from Statistics NZ, *Household Labour Force Survey tables for March 2017 quarter*

<sup>3</sup> Infometrics Quarterly Economic Monitor – March 2017 <https://ecoprofile.infometrics.co.nz/auckland/QuarterlyEconomicMonitor/Gdp>

<sup>4</sup> We used 2007 as an index year as this is the earliest readily available source of Auckland fuel sales data

- The total number of cars registered in Auckland grew by 4.5 percent for the year to June 2017 compared with the year to June 2016.
- Fuel sales continue to grow, increasing by 4.2 percent for the year to May 2017 compared with the year to May 2016.
- Auckland Airport had its highest passenger numbers ever, up 10.4 per cent for the year to May 2017 compared with the year to May 2016.

With demand for private and commercial vehicle travel increasing rapidly, there are sustained levels of high congestion in the arterial network during the morning peak, with large increases over the last two years. In the 12 months to June 2017, 25 percent of the arterial network was subject to congestion during the morning peak, two percentage points higher than for the 12 months to June 2016, and six percentage points higher than for the 12 months to June 2015.

## Progress Update on Key Projects and Initiatives

To deliver Auckland Council's priorities and to support our strategic themes, AT has progressed the following projects over the June 2017 quarter:

- |   |
|---|
| <p>Strategic themes:</p> <ul style="list-style-type: none"> <li>- Prioritise rapid, high frequency public transport</li> <li>- Continually transform and elevate customer experience</li> <li>- Build network optimisation and resilience for travel times</li> <li>- Enable quality urban growth to meet demand</li> <li>- Fast-track creative, innovative and efficient transport services</li> </ul> |
|---|

- **CRL** – Work is well underway on the Precinct Downtown site and Albert Street. On 1 July 2017, the CRL Project is transferring from AT to CRLL (City Rail Link Limited). The company will have the full governance, operational and financial responsibility for the Project, with clear delivery targets and performance expectations. Planning for the CRL separation is well underway, with processes being set up for the transition period of 1 July to 30 September 2017.
- **Electric Trains** – A recommendation for the purchase of 17 IPEMU (EMUs with batteries installed) to increase capacity for ongoing passenger growth and to enable EMUs to serve Pukekohe was accepted by the AT Board, subject to funding approval from AC and NZ Transport Agency.
- **AMETI** – The AMETI programme is progressing towards the revised target completion date of 2025 (busway fully operational). The busway component is now named Eastern Busway (EB) and split into four stages to reflect the delivery sequence: EB 1 (Panmure to Pakuranga), EB 2 (Pakuranga Bus Station/Reeves Road Flyover), EB 3 (Ti Rakau Busway), and EB 4 (Botany Bus Station).
- **North West Transformation (formerly known as NORSGA)** - The SG (Supporting Growth) planning team is currently assessing options for new transport connections to support growth in the North West. This study, which is being carried out in three stages over five years, consists of the identification of possible options, the confirmation of preferred options and land designations to protect preferred routes.

- **Manukau Bus/Rail Interchange** – The main structure is now 95 percent complete, with the roof, floor and walls progressing. The works are on schedule for practical completion in November 2017. Putney Road design price has come in higher than estimated, and work is underway to get the scope and price back to an affordable level for Panuku, who are funding the project. It is anticipated that this scope will be complete before the public opening in 2018.
- **Ōtāhuhu Bus/Rail Interchange** – The new station is fully operational, with only minor works remaining. Installation of the HOP ticket gateline is underway, with gates and staff cubicles being installed and fitted out. Patronage has exceeded business case projections.
- **Pukekohe Station Upgrade** – Physical works are underway for a new bus station adjacent to Pukekohe rail station. The improvement is planned to be completed and operational by early 2018. This will cater for the new bus network in South Auckland. It has the ability to cater for 6 bus services, an 87 space Park and Ride and a new pedestrian overbridge linking the bus shelter and rail platform. As part of the scheme, the road intersection at Custom Street and Manukau Road will be upgraded and turned into a signalised intersection. The construction has been split into two stages with Stage 1 completed and Stage 2 commenced.
- **Ponsonby Road Intersection Upgrades** – Construction work at Ponsonby Road/Norfolk Street and Ponsonby Road/Douglas Street has commenced and is expected to be completed by the end of June 2017. The next intersections to complete are Collingwood Street and Brown Street, which saw work start in June 2017. Remedial works to the Lincoln Road intersection, and laying of pavers at the Mackelvie Street intersection, began in June and will continue into July 2017.
- **Urban Cycleway Programme** – Four projects were completed in this quarter. There is a new shared path along the south side of West Coast Road, pedestrian improvements were also a part of the project. A new cycleway along Sandringham Road extension connects Ernie Pinches Drive, over SH20 to Sandringham Road Extension and through to the Wesley Community Centre, thus linking the SH20 shared path to the shared paths in War Memorial Park. A new cycle network in Mangere has been completed. The Greenways section of the Waitemata Safe Routes project has been completed, this connects Cox's Bay Reserve to Grey Lynn Park via parks and quiet roads.
- **Walking & Cycling Major Projects**
  - **Herne Bay to Westhaven Cycle Route** – Detailed design was scheduled to start in July 2017 following meetings with key stakeholders to address concerns raised during consultation.
  - **Karangahape Road Cycle Route** – Procurement of detailed design services is in progress. Engagement with K Road businesses is continuing to enable local input into design.
  - **Waterview Shared Path** – Final handover of the Alford Street bridge was completed in June. Harbutt Bridge and Soljak Bridge, including ramps at Soljak Place, will be completed for handover in August 2017.
  - **Newmarket Laneways** – Teed St upgrade construction works started onsite in May 2017. Teed St will remain open to vehicles for the majority of the project. Pedestrian access to Teed St will be maintained at all times.
  - **Nelson Street (Stage 2) Cycle Route** – Construction of Phase 2 of the Nelson Street cycleway north of Victoria Street to Market Place/Pakenham Street East and Pitt Street from Beresford Square to Hobson Street motorway on ramp commenced in June 2017 with target completion by the end of September 2017.
  - **Waitemata Safe Routes - Greenways** – physical works were completed in May 2017. Richmond/Surrey to Garnet – the consent has been lodged with the construction tender published in June and the start of physical works planned for July 2017.



- **Ian McKinnon Drive Cycle Route** - Detailed design has reached 85 percent completion and key stakeholders have been updated about the progress.
  - **Glen Innes to Tamaki Shared Path** - Eight options to link the path with Tamaki Drive have been assessed to date. Three options are being taken forward for further investigation that will include geotechnical study and value engineering with the objective of identifying a preferred option.
  - **New Lynn / Avondale Cycle Route** - Detailed design for Stages 1 and 3 are planned for completion at the end of August 2017, with Stage 2 preliminary design completed in June 2017.
  - **Victoria Street Cycle Route (Beaumont to Hobson)** - Public Consultation on the preliminary design closed earlier in June. Detailed design will progress shortly, taking into account feedback from the consultation.
  - **Pt Chev to Herne Bay Cycle Route** – Public consultation for Stage 1 (Pt Chev Rd to Westmere) was completed in late April 2017, with around 1200 submissions received. Detailed design for Stage 1 is scheduled to start in July 2017 following meetings with key stakeholders to address concerns raised during consultation.
  - **Williamson Ave to K-Road Cycle Route** – The project is currently at detailed design stage. Local Board and public consultation for the Bond St/Great North Rd is programmed to be completed in July 2017. Construction is currently programmed to commence in late October 2017.
- **Travel planning initiatives**
    - **Travelwise and Safer Communities** – Between April and June 2017, AT helped to plan and deliver a number of activities which aimed to improve road safety and active and sustainable travel. New infrastructure was promoted in at least five Safer Communities and this was accompanied by messaging about safe crossing behaviours. An in-depth examination of travel choices and planning was assisted in four schools. This involved either timezone mapping, planning for real hazard identification and a “FutureFootprints” mapping activity utilising Google Maps and AT Journey planning to identify the best active and sustainable mode of transport to school. Road safety week (8-14th of May) provided an opportunity for a further 100 road safety activities involving competitions, group walks, hands-on activities and road safety in the curriculum.
    - **Walking School Bus** – The Walking School Bus Programme currently has 387 walking school buses across the Auckland region, 361 of which have children walking regularly. This is made possible with the help of 1,508 volunteers that escort 4,298 children to and from school safely each weekday. Between April and June 2017, 32 new WSB routes were developed and over 105 events were held to celebrate and promote the WSB to other potential walkers and volunteers.
    - **Rural schools** – New resources were developed to reinforce messages from rural bus and pedestrian training videos and activities, including notebooks, pens and pencils with the phrase “Travel Ninjas Stop, look and listen” and “Bus Ninjas sit quietly and respect others”. A new Giant Rural Walking Safety Game reinforces messages related to crossing on blind corners, walking towards traffic and walking on rural roads with no footpaths
    - **Carpooling** – The new mobile based carpooling application was released to the public on 1 May 2017 and is available for download at the Apple App and Google Play stores and Smart Travel website. The mobile application was used and supported by a media and marketing campaign launched in May 2017, to coincide with the ‘Match-a-ride’ campaign launched on 15 May 2017 to 30 June 2017, which encompasses the Kiwi Carpool week in June. Since the launch date, the Auckland region has around 1,000 users actively using the application to find carpooling partners.

- **Route optimisation**

- There has been added focus on traffic signal optimisation for key freight corridors across Auckland. AT continues to investigate additional options for optimisation, such as active (real-time) monitoring of routes, as well as investigating infrastructure changes.
- Good progress has been made on area-wide traffic signal optimisation undertaken by ATOC Smales. The signal optimisation programme is a three-year programme aimed at ensuring all traffic signals are operating optimally across the region.
- 250 signalised intersections region-wide have been reviewed. Further to this, optimisation of traffic signals within the city centre has been continuous on key routes, with recent work included to review all remaining intersections within the city centre.
- 13 scheme designs with public consultation have been successfully handed over for detailed design and delivery for the 17/18 financial year. These projects were identified through assessment of operational deficiencies across the network relative to the outcomes expressed through the Network Operating Plan. The design programme comprises of improvement to people movement through a mix of transport modes, and aligns with the strategic objective to enhance multi-modal network optimisation, as and when appropriate.
- Public engagement for Whangaparaoa Road Dynamic Lane project commenced on 22 June 2017. The project remains on track for implementation by end December 2017.

- **Organisational Development /Talent**

- **Diversity and Inclusion** – Following the finalisation of AT’s inaugural Diversity and Inclusion Leadership Team, the first quarterly meeting is due to be held in July 2017. This team will be responsible for providing strategic direction and guidance on our diversity strategy, leading key initiatives, sharing our plan across AT, as well as with the ELT and Board, and above all, ensuring diversity and inclusion is considered in everything AT do. This team comes from different areas across AT, with rich and broad experiences and the passion to make AT a place where staff can bring our whole selves to work.
- **Early career programme** – After launching our first graduate recruitment campaign in April 2017, 24 students have been offered a place in the programme. AT will return to market to augment this group with a further two graduates, appoint two cadets and offer a scholarship to a current school student via the First Foundations programme. AT are partnering with external organisations such as Engineers Without Borders, Development Beyond Learning (an organisation specialising in professional development), IPENZ and tertiary institutions to further enhance the experience and development of graduates starting their career with AT.
- **Strategic workforce planning** – An ELT workshop will be held in July 2017 to discuss the future workforce needs of AT. Divisional meetings are due to be held in August and September 2017, before finalising a three year AT workforce plan in October. Preparation continues in the rollout of new people metrics.
- **Accommodation move** – The flexible work strategy continues with manager workshops (“Making flex work”) being rolled out to further embed flexible working into the business and increase AT’s capability to lead a team of flexible workers. Monthly updates to all managers have commenced, communicating key actions required to prepare our staff for the move to 20 The Viaduct.
- **Competency framework** – Work is progressing to develop a simple framework to underpin recruitment, development and leadership offerings at AT.

- **Health and Safety**

- **Capability** – In the infrastructure division, the roll-out of the ConstructSafe scheme via the Construction Safety Council commenced, with a pilot of the Tier 1 Health and Safety competency test. Following the success of the pilot, the test is now being rolled out to Project Managers in the infrastructure team. Alongside this, the Zero Harm industry group have finalised “Construction Managing Safety,” a three day certificated course designed for Site Supervisor and Project Manager levels. Starting in September, 120 AT Project Managers and Contract Managers will complete the training and subsequent competency assessment.
- **Engagement/relationships** – A core outcome of AT’s supplier management review is to work collaboratively and improve relationships with suppliers. As part of this, the Auckland Transport Values Champion Scheme has been extended to our supply chain, focusing on the Be Safe value. The H&S Manager for Infrastructure attended the Te Atatu Road Higgins Contractor site office to present AT “Values Champion” awards.
- **Injury & incident management** – To assist people managers with their role in terms of injury management, a draft flow diagram has been produced to document the step-by-step process. All stages are covered, from initial reporting and investigation, through to the final stages of supporting the employee in their return to work. This is supported by the draft Return to Work & Injury Management guide which is currently being reviewed by health and safety managers.

- **Customer Contact**

- **Business Improvement** – The strategy and focus at AT is to reduce inefficiencies and improve business processes, to enhance customer experiences through higher value, more complex interactions. AT is currently progressing a number of process improvements at various customer touch points, to allow better response times, faster exchanges and enhanced engagement.

### 3.Highlights for the last quarter

- **Public Transport** – All public transport patronage based targets met their respective SOI performance ranges for the 2016/2017 year end. Overall public transport patronage totalled 88.4 million boardings for the 12 months to June 2017, an increase of 6.7 percent, or 5.5 million boardings, on the 12 months to June 2016.
  - Rail boardings totalled 19.6 million for the 12 months to June 2017, an increase of 16.7 percent on the 12 months to June 2016.
  - Bus boardings totalled 62.7 million for the 12 months to June 2017, an increase of 4.1 percent on the 12 months to June 2016.
  - Ferry boardings totalled 6.1 million for the 12 months to June 2017, an increase of 4.6 percent on the 12 months to June 2016.
- **West Auckland New Network** – In June 2017, the new bus network for West Auckland was launched. The New Network is a simpler, more integrated public transport network for Auckland, providing more frequent services and better connections to many destinations. Buses and trains are working together to create a more connected network to help people get to places they want to go. New routes, new route numbers and new buses are now operating. Some of the benefits include:
  - more frequent services, at least every 15 minutes, between Westgate, Henderson and New Lynn
  - improved services for Helensville, Huapai and Kumeu
  - more bus connections with trains
  - new and improved local services, including new services to Hobsonville Point
  - improved late-night services - late-night buses replace NiteRider services.
- **AT Mobile app** – In May 2017, Auckland Transport's AT Mobile app went live to the public, available via Google Play or Apple App store. This app helps customers plan, save and track their journeys across AT Metro's Bus, Train, and Ferry services. The AT Mobile App has been developed with a particular emphasis on user experience, providing a simpler and more intuitive way for people to travel around the city. With AT Mobile, you can:
  - create and save journeys
  - personalise and edit your regular journeys
  - track the location of your bus or train with Real Time Tracking
  - receive a notification to get off your bus or train one stop before your destination
  - receive route specific notifications such as bus stop closures or major disruptions.
- **East West Frequent Network (FN) 32 Bus Network** – The Quad bus shelter and Exeloo toilet on Avenue Road in the Otahuhu town centre were made operational in June 2017, with the pedestrian canopy to be completed in early July 2017. Construction has begun on a shared path and T3/Bus/Truck lanes on Walmsley Road. Construction of separated cycle lanes on Thomas Rd and Orly Ave in the Mangere town centre is underway, with completion scheduled for the end of July 2017.

## 4.Future outlook

- **Rail Network** – Procurement process is underway to upgrade the on-board EMU passenger Wi-Fi to 4G .
- **CRL** – The procurement process will continue for the remainder of the project works with a programme to have the project fully under contract in late 2018. The establishment of the City Rail Link Limited Special Purpose Vehicle to assume operational control of the project from 1 July 2017.
- **AMETI** – Notice of Requirement (NoR) hearings are likely to occur in September 2017 for the AMETI Eastern Busway 1 (Panmure to Pakuranga, formerly Stage 2A). Design, consenting and property acquisition activities for future stages will continue. The scheme assessment updates for Stage 2B (Pakuranga to Botany including Reeves Road) continues, with a programme wide traffic modelling update. Procurement of the following design and consenting package for EB2/3 is progressing, with advertising underway and contract award planned for September 2017.
- **North West Transformation (formerly known as NORSGA)** - Complete the upgrading of the Westgate shopping centre by June 2018.
- **Manukau Bus/Rail Interchange** – Continuation of construction to complete the interchange facility. AT is anticipating that all the physical works, interior fitout, including AT technology, and operations fitout will be completed by the end of February 2018. The new station is expected to be open to the public in the first quarter of 2018.
- **Ōtāhuhu Bus Interchange** – Operation of electronic ticket gates within the new station concourse and refurbishment of the historic train station signal box exterior will be in operation in July 2017.
- **Public Transport Safety Security and Amenity** – Complete installation of electronic ticket gating on the footbridge at Henderson station by July 2017. Manurewa - ticket gating infrastructure to be installed and available for operation in September 2017. Middlemore & Papatoetoe enabling works will commence shortly.
- **East West (FN32) Bus Network** – CCTV is to be installed in Avenue Road, Otahuhu and Bader Drive, Mangere. Installation of transit lanes on Atkinson Road to begin in July 2017. Construction of Stage 3 Orly Ave & Thomas Rd cycle lanes is planned to be completed in July 2017. Detailed design for Stage 3 of FN32 remaining packages of work is planned for October 2017, with construction expected to begin during the 2018/19 financial year.
- **Urban Cycleway Programme** – Public consultation for the Point Chevalier to Westmere project was completed in late April 2017. Detailed design is scheduled to start in July 2017 following meetings with key stakeholders to address concerns raised during consultation. Construction of Stage 2 of the Nelson Street to Quay Street cycleway commenced in May 2017 with target completion by the end of September 2017.
- **Pukekohe Station Upgrade Stage 2** – Works are due to commence in July 2017 and run until early 2018.
- **IPEMUs** – It is anticipated that an order will be placed for 17 independently powered electric trains in September following funding approval.
- **SaFE** – Transport Officer recruitment commenced in June 2017 and is on track to deliver the first phase of 18 fully trained and warranted Transport Officers on the Western Line in November 2017. There has been some media attention with stories in the New Zealand Herald and Radio New Zealand, where the team have had to correct some of the details reported.

## 5.Key deliverables

### Progress for Key Projects/Activities from Last Quarter




Key project/activity	Status	Comments
CRL	Ongoing	<ul style="list-style-type: none"> <li>Release of Expressions of Interest for Railway Systems contract.</li> <li>Construction Commencing in CPO to establish CRL tunnels.</li> <li>Planning is well advanced for the separation of CRL into a separate legal entity.</li> </ul>
AMETI – Eastern Busway 1 (Stage 2A)	Ongoing	<ul style="list-style-type: none"> <li>The team is working through the Notice of Requirement submission responses and preparing hearing evidence.</li> </ul>
AMETI – Eastern Busway 2 and 3 (Stage 2B)	Ongoing	<ul style="list-style-type: none"> <li>Procurement of the design and consenting package for EB2/3 is progressing. SAR updates completed in draft.</li> </ul>
AMETI – Eastern Busway 4 (Botany Town Centre)	Ongoing	<ul style="list-style-type: none"> <li>Indicative Business Case process commenced by AT Strategy.</li> </ul>
Manukau Bus/Rail Interchange	Ongoing	<ul style="list-style-type: none"> <li>The main structure is almost complete.</li> </ul>
PT Safety Security & Amenity	Ongoing	<ul style="list-style-type: none"> <li>Enabling works for electronic ticket gating on the footbridge at Henderson station commenced.</li> <li>Foundations and shelters have been installed at Manurewa Station in advance of ticket gating.</li> </ul>
Pukekohe Station Upgrade	Ongoing	<ul style="list-style-type: none"> <li>Tender evaluation for Stage 2 construction works completed - contract award issued to Downer.</li> <li>Completed design for overbridge canopy. Submitted building consent for amended canopy.</li> </ul>
Otahuhu Bus Interchange	Ongoing	<ul style="list-style-type: none"> <li>Installation of electronic AT HOP ticket gates within the station is underway.</li> </ul>
East West FN32 Bus Network	Ongoing	<ul style="list-style-type: none"> <li>Construction began on Thomas Rd and Orly Ave cycle lanes.</li> <li>Construction began on Walmsley Rd shared path and Transit lanes.</li> <li>Stage 2 detailed design on-going.</li> </ul>
Double Decker Buses (Dominion Road)	Ongoing	<ul style="list-style-type: none"> <li>Introduced double decker project to Community Liaison Group of Dominion Road Upgrade Project.</li> <li>Letters sent to impacted property owners to introduce the double decker bus project.</li> <li>Discussion on NZ Transport Agency funding application – to be combined with Dominion Road Upgrade Project.</li> <li>View Road/Esplanade Road – combine double decker project with road safety project in one design.</li> </ul>
Double Decker Buses	Ongoing	<ul style="list-style-type: none"> <li>Great North Road route - tree works complete except CBD portion which will be done in July 2017. Temporary and permanent physical works underway and due to be completed in July 2017, except CBD portion which will be August 2017.</li> <li>For Manukau Road route - planning and detailed designs underway.</li> </ul>
Seal Extension	Ongoing	<ul style="list-style-type: none"> <li>Takatu Road Stage 1 construction completed. Takatu Stages 2 &amp; 3 construction started in late 2016 and is programmed to be completed in October 2017. Monowai Road design 90% complete.</li> </ul>











## Planned Progress on Key Projects/Activities for Next Quarter

Key project/activity	Comments
Electric Trains – 17 IPEMU	<ul style="list-style-type: none"> <li>Complete project documentation, including business case and specifications to satisfy funding requirements and enable order placement.</li> </ul>
CRL	<ul style="list-style-type: none"> <li>Separation into separate legal entity complete.</li> </ul>
AMETI Eastern Busway 1 (Stage 2A)	<ul style="list-style-type: none"> <li>Notice of Requirement public hearing evidence preparation for August 2017.</li> </ul>
AMETI Eastern Busway 2 and 3 (Stage 2B)	<ul style="list-style-type: none"> <li>Approve scheme updates, commence design and consenting stage.</li> </ul>
AMETI Sylvia Park	<ul style="list-style-type: none"> <li>Continue investigating impacts of revised Sylvia Park development plans and NZ Transport Agency T2 lanes.</li> </ul>
North West Transformation (formerly NORSGA)	<ul style="list-style-type: none"> <li>Commence detailed design for the main street upgrade.</li> </ul>
Manukau Bus/Rail Interchange	<ul style="list-style-type: none"> <li>Continuation of the construction of the building/structural elements and interior fitout.</li> <li>Resolution of the Putney Way upgrade scope and construction is underway on southern footpath.</li> <li>Completion of construction and opening of the facility brought forward 2 months due to good progress on-site.</li> </ul>
Otahuhu Bus Interchange	<ul style="list-style-type: none"> <li>Operational introduction of electronic ticket gates within the station concourse.</li> </ul>
PT Safety Security and Amenity	<ul style="list-style-type: none"> <li>Henderson ticket gating infrastructure to become operational in July. Manurewa ticketing gates will be available for operation in September. Middlemore &amp; Papatoetoe – Enabling works will commence shortly.</li> </ul>
Pukekohe Station Upgrade	<ul style="list-style-type: none"> <li>Start works onsite for Stage 2. Receive approved building consent for canopy. Relocate Transdev compound.</li> </ul>
East West (FN32) Bus Network (Early work packages)	<ul style="list-style-type: none"> <li>Stage 1 construction in Otahuhu to be completed in July 2017.</li> <li>Construction on Stage 2 Atkinson Ave Transit lanes to begin in July 2017. Remaining Stage 2 design to be completed by August 2017. Complete construction of Orly Ave &amp; Thomas Rd cycle lanes planned for July 2017. Construction on Stage 2 cycleways on Church St and Meadow St to begin September 2017.</li> </ul>
Double Decker Buses (Dominion Road)	<ul style="list-style-type: none"> <li>Undertake veranda inspections.</li> <li>Engage affected property owners.</li> <li>NZ Transport Agency funding application – to be done jointly with Dominion Road Upgrade Project.</li> <li>Discuss final design work for Main Dominion Road with Dominion Road Upgrade Team and LRT.</li> </ul>
Double Decker Buses	<ul style="list-style-type: none"> <li>Complete Great North Road route clearance work in time for 20 August 2017 roll out.</li> <li>Manukau Road route - complete detailed designs; obtain consents; start relocation of services.</li> <li>Start work on New North Road and Remuera Road routes.</li> </ul>
Seal Extension	<ul style="list-style-type: none"> <li>Continue construction of Takatu Road Stages 2 &amp; 3, programmed to be completed in October 2017.</li> <li>Complete detailed design for Monowai Road by August 2017, construction to start October 2017.</li> </ul>

## 6. Financial performance

The following criteria has been used to rate the financial performance for this report:




Key	Criteria
	Target met or exceeded (100%+)
	Target substantially achieved (97.5%-99.9%)
	Target not achieved (0%-97.4%)







\$'m	Budget	Actual	Variance	Comment
<b><u>Operational</u></b>				
Revenue/External funding	510.7	516.1		Higher revenue mainly due to rental and petrol tax income higher than expected.
AC funding	260.2	260.2		
Expenditure excluding depreciation, amortisation	765.5	767.1		The overspend is less than 1% of budget.
Depreciation and amortisation	338.0	330.9		
Gain (loss) on derivatives and disposal of assets	(0.8)	4.5		Gain on disposal of asset no longer required.
Income tax benefit	-	1.5		
<b><u>Capital</u></b>				
Expenditure excluding vested asset	764.6	724.2		The variance is mainly due delays in the Special Housing Areas programme (\$34.2 million underspend).
Vested assets	101.5	207.0		Roading vested assets received from Auckland Council higher than expected.
AC funding – subsidy	548.0	539.1		Auckland Council's capital funding is lower as a result of capital expenditure being below budget.
External funding	216.6	185.1		NZ Transport agency capital funding is lower as a result of capital expenditure being below budget.























## 7. Performance measures









The following criteria has been used to rate the performance for this report:

Key	Criteria
	On target to exceed performance measure (more than 2.5% above target)
	On target to meet performance measure (within +/- 2.5% of target)
	Not on target to meet performance measure (more than 2.5% below target)

Performance measure	SOI Target	2016/17 Result	Last actual	Date of last measure
<b>Strategic Theme - Prioritise rapid, high frequency public transport</b>				
1. Total public transport boardings (millions)	88.97		88.44	June 2017
2. Total rail boardings (millions)	19.5		19.6	June 2017
3. Boardings on rapid or frequent network (rail, busway, Frequent Transit Network - bus)	Increase at faster rate than total boardings		12.7% growth compared with 6.7% total boarding growth	June 2017
<b>Strategic Theme - Transform and elevate customer focus and experience</b>				
4. Public transport punctuality (weighted average across all modes)	93%		YTD average: 95.2%	June 2017
5. Customer satisfaction index: Public transport	84%		June result: 90%	June 2017
6. Customer satisfaction index: Road quality	70%		June result: 61%	June 2017

Performance measure	SOI Target	2016/17 Result	Last actual	Date of last measure
7. Customer satisfaction index: Footpath quality	65%		June result: 58%	June 2017
8. Customer satisfaction index: Road safety	60-65%		June result: 60%	June 2017
9. Local road deaths and serious injuries per 100 million vehicle kilometres travelled <sup>1</sup>	5		2016/2017 result: 7	June 2017
10. Change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number	Reduce by at least 9 (End of year target: 537)		12 month rolling total to March 2017: 589	March 2017
11. Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames <sup>2</sup>	85%		12 month rolling average: 87%	June 2017
<b>Strategic Theme - Build network optimisation and resilience</b>				
12. Arterial road productivity <sup>3</sup>	55% of the ideal achieved		12 month rolling average: 60.2%	June 2017
<b>Travel times (in minutes) on key freight routes<sup>4</sup> (performance measures 13 to 22)</b>				
13. SEART (from Sylvia Park to East Tamaki) – East Bound	11		12	June 2017
14. SEART (from East Tamaki to Sylvia Park) – West Bound	12		11	June 2017
15. Wairau Road (from SH1 to SH18) - West Bound	8		9	June 2017

Performance measure	SOI Target	2016/17 Result	Last actual	Date of last measure
16. Wairau Road (from SH18 to SH1) - East Bound	8		9	June 2017
17. Harris Road (from East Tamaki to SH1 Highbrook interchange) – West Bound	10		11	June 2017
18. Harris Road (from SH1 Highbrook interchange to East Tamaki) – East Bound	11		12	June 2017
19. Kaka Street/James Fletcher Drive/Favona Road/Walmsley Road (SH20 to Walmsley) – East Bound	13		8	June 2017
20. Kaka Street/James Fletcher Drive/Favona Road/Walmsley Road (Walmsley to SH20) – West Bound	13		7	June 2017
21. Great South Road (SH1 Ellerslie Panmure Highway Interchange to Portage Road) – South Bound	11		13	June 2017
22. Great South Road (Portage Road to SH1 Ellerslie Panmure Highway Interchange) – North Bound	11		14	June 2017
23. New cycleways added to regional cycle network (km)	16.4 km		Year-end completion: 14.2 km	June 2017
24. Annual number of cycling trips in designated areas in Auckland (all day)	1.2 million		Year-end total: 1,742,305	June 2017
25. Annual cycle movements in the Auckland city centre	1,847,000		Year-end total: 1,760,095	June 2017
26. Road maintenance standards (ride quality) as measured by Smooth Travel Exposure (STE) for all <u>urban</u> roads	82%		March 2017 annual measure: 87%	March 2017

Performance measure	SOI Target	2016/17 Result	Last actual	Date of last measure
27. Road maintenance standards (ride quality) as measured by Smooth Travel Exposure (STE) for all <b>rural</b> roads	92%		March 2017 annual measure: 94%	March 2017
28. Percentage of the sealed local road network that is resurfaced	8%		2016/17 completed programme: 8.1%	June 2017
29. Percentage of footpaths in acceptable condition (as defined in AT's AMP)	99%		March 2017 annual measure: 99.5%	March 2017
<b>Strategic Theme - Ensure a sustainable funding model</b>				
30. PT farebox recovery <sup>5</sup>	47-50%		47.1%	June 2017
<b>Strategic Theme - Develop creative, adaptive, innovative implementation</b>				
31. Parking occupancy rates (peak four-hour, on-street) <sup>6</sup>	70%-90%		May 2017 rolling average: 85.7%	May 2017
32. Number of car trips avoided through travel planning initiatives <sup>7</sup>	18,400		June 2017 annual measure: 25,985	June 2017
33. Active and sustainable transport mode share at schools where the Travelwise programme is implemented	40%		June 2017 annual measure: 49%	June 2017
34. Active and sustainable transport mode share for morning peak commuters where the Commute programme is implemented	40%		June 2017 annual measure: 48%	June 2017

<sup>1</sup> The rate of local road deaths and serious injuries per 100 million vehicle kilometres travelled is an estimate exposure to crash-risk on the local road network.

<sup>2</sup> As defined in AT's customer service standards: two days for incident investigation as a high priority; three days for an incident investigation as a normal priority; one-hour emergency response time.

<sup>3</sup> Road productivity is a measure of the efficiency of the road in moving people during the peak hour. It is measured as the product of number of vehicles, their average journey speed and average vehicular occupancy. Key arterial routes include:

- Airport to CBD (via Manukau Road)
- St Lukes to St Johns (via Balmoral/Greenlane West/Greenlane East/Remuera Road)
- Albany to Birkenhead (via Glenfield Road)
- Henderson to CBD (via Great North Road)
- SH1 to Ti Rakau Drive (via Te Irirangi Drive)
- SH20 to Portage Road (via Tiverton/Wolverton Road)

<sup>4</sup> Maintain travel times for the 85<sup>th</sup> percentile of trips along each route.

<sup>5</sup> Farebox recovery measures the contribution passenger fares make to the operating cost of providing public transport services. The measure calculates farebox recovery in accordance with Transport Agency guidelines.

<sup>6</sup> Four-hour peak period is defined as the top four busiest hours of the day. These hours are not often coincidental and can vary depending on contributing factors. On-street parking occupancy is surveyed once a quarter in three central city parking zone precincts: Shortland/High Streets, Karangahape Road and Wynyard Quarter.

<sup>7</sup> This measure considers the results achieved by AT's Travelwise for schools and commute programmes, and is calculated as follows:

- Travelwise – travel modes to school is tested among Travelwise schools annually via survey, and is compared to baseline results (excluding car/walk 400m+)
- Commute – calculation of the number of trips converted from drive-alone to other modes amongst Commute programme participants.

## 8. Contribution to Māori outcomes

AT is contributing to Te Toa Takitini AC's Māori transformational shift programme, designed to improve Māori wellbeing across Tāmaki Makaurau (Auckland). This includes giving effect to kaitiakitanga, marae development and papakainga development in Whai Tiaki (cultural wellbeing). Contributions are also being made to Whai Painga (social wellbeing) including the road safety programme and the Māori Wardens.

AT's SOI 2016/17-2018/19 demonstrates its commitment to Māori responsiveness. AT will continue to engage with mana whenua on major transport infrastructure projects using Te Aranga Māori urban design principles, including te reo Māori and signage, and utilising AT's Māori Engagement Framework (which includes Māori Value assessments (MVAs)) across the following activity classes.

Activity classes	Jul-Jun 2017 Spend \$	How it contributes to Māori outcomes / Progress
<b>Roads and footpaths</b>		
<b>AMETI</b>	180,700	Final report for Stage 1 Archeology completed. Stage 2 Hearings in progress. Stage 2A AC consent & HNZ authority issued for geotechnical investigations, CHAMP and site works management plan agreed to with Mana Whenua. Mana Whenua representatives involved in Stage 2B multi criteria assessment workshops. Cultural induction for Geotech contractors held and two Mana Whenua cultural monitors appointed for geotechnical testing. The project is introducing Stage 2A Urban Landscape Design Framework facilitated workshops. Mana Whenua to agree on an overarching theme for design works.
<b>Roads and Footpaths (general)</b>	42,500	<p>Discussions commenced with Mana Whenua in late 2016 over Matakana Link Road. A site visit and workshop on the MCA and route options was recently held with Mana Whenua and technical experts. A Historical land tenure report was commissioned and MVAs were requested from Mana Whenua. Ngati Manuhiri has submitted an MVA.</p> <p>Mana Whenua have also been re-engaged on Dominion Road bus improvements. The Cultural Landscape Plan for Dominion Road, developed by Mana Whenua in partnership with AT and Boffa Miskell in 2013, is considered by Mana Whenua to be the benchmark for Te Aranga principle application for the route.</p> <p>Ōtāhuhu Streetscape upgrade has commenced, and a site visit undertaken with four Mana Whenua groups. Mana Whenua expressed theme consistency to reflect other projects in the Ōtāhuhu area. Recent discussions with Mana Whenua on the approval process for selecting iwi design input and artists. Contractor appointed to commence design works with input from Mana Whenua on integrated artworks.</p> <p>Pukekohe (Manukau Road) - Opportunity for Te Aranga principles application explored and area identified with a Mana Whenua artist/designer agreed. Budget capability identified to install water sensitive design features and art work.</p> <p>Mana Whenua engagement has also occurred on other projects including Monowai and Takitu road seal extensions, Ormiston Town main street link, Gills Road and Tamahunga footpath.</p>

Activity classes	Jul-Jun 2017 Spend \$	How it contributes to Māori outcomes / Progress
<b>Glenvar Ridge Road</b>	46,900	Mana Whenua suggested Māori names for the new road at Long Bay. Following assessment against the road naming criteria, and engagement with the community and the Hibiscus and Bays Local Board, Glenvar Ridge Road was chosen by the Board as the new road name. Through a Mana Whenua ROI, a Hauraki artist has been chosen to design two pakoko (male and female figures) a water feature and seating will be the project Te Aranga (mahi toi) response.
<b>Walking &amp; Cycling</b>	93,900	<p>Regular monthly hui are being held with Mana Whenua for the AT Walking &amp; Cycling Programme.</p> <p>Te Ara ki uta ki tai / Glen Innes to Tāmaki Drive - Discussions are continuing on options for Section 3 across Hobson Bay. A historical land tenure report has been commissioned and legal work sought to clarify any Treaty Settlement rights regarding the use of the land in the CMA. Māori Values Assessments have been sought from Mana Whenua and input sought regarding the (MCA) multi criteria assessment.</p> <p>Waterview shared path - four mahi toi (Māori artists) have been commissioned to provide an interpretation of Mana Whenua stories in the new bridge designs, names of the bridges and the pathway itself. These include pou whenua and integrated design on bridge piers.</p> <p>New Lynn to Waterview – Mana Whenua to choose plant species. Ngāi Tai ki Tāmaki artist to develop content for the Whau River Shared Path Bridge interpretative signage. Nominations for interpretative signage including narrative on Waitakere Ranges and Māori names for the Whau River shared path to be considered by Mana Whenua.</p>
<b>Public Transport/ Other Public Transport</b>		
<b>City Rail Link</b>	70,100	<p>Infrastructure Sustainability Council of Australia (ISCA) technical manual (Mahi Rauora Aratohu) produced. ISCA leading rating award for C1 (Britomart) sustainability and contribution to world leading rating for Mana Whenua involvement recognised with Mana Whenua attending.</p> <p>A social outcomes strategy (Waka Eke Noa) has been developed by the social development advisor that looks at sustainable employment opportunities for Mana Whenua, Māori, Pasifika and youth. Employment projections for the CRL indicate up to 1600 jobs, almost a third of them general labour.</p> <p>Mana Whenua blessed the new Britomart Station entrance building and have continued to exercise kaitiakitanga through their input into ongoing consent conditions and the monitoring of worksites. They are also inputting into design including project hoardings.</p>
<b>Ōtāhuhu Station</b>	14,900	Ōtāhuhu Station design was heavily influenced by Mana Whenua through Te Aranga Māori Design principles application. A video on the Māori design aspects of the station has been completed and will be shown on the screens at the station. The station design was recognised for its excellence in the Karanga ō te Tūi category at the New Zealand Institute of Landscape Architects.
<b>Māori Wardens</b>	430,000	Māori Wardens provide a customer service role on some train services particularly in the evenings, and for special events. This is met through a contract between AT and Transdev.

Activity classes	Jul-Jun 2017 Spend \$	How it contributes to Māori outcomes / Progress
<b>Public Transport</b>	29,900	<p>Mana Whenua have been heavily involved in the design for the Half Moon Bay wharf. Stage 1 of wharf and gangway opened for operation in April. Mana Whenua leading karakia at a dawn ceremony.</p> <p>EOI process designed by project team and Mana Whenua for Newmarket Level Crossing. Two Mana Whenua artists from Ngāti Whātua o Orākei and Ngāti Tamaoho endorsed by the collective to represent them in thematic design and cultural narratives. Integrated design process commenced in April.</p> <p>Cultural support provided by Ngāti Te Ata and Ngāti Tamaoho for the sod turning at Pukekohe station.</p> <p>Manukau Bus Interchange - Mana Whenua artists (mahi toi) to develop common design element themes agreed by the grouping. Six mahi toi pieces have been commissioned, Kupenga (fishing net) glass façade, 2 large wall mounted features at entrance ramps, 2 hanging manu aute (Maori kites) in the concourse, impression concrete design on western exterior</p>
<b>Other</b>		
<b>Road Safety and Community Transport</b>	344,200	<p>Last quarter site visits were carried out at Umupuia marae for speed reduction and a 'Love Being a Local' education campaign. This has been put on hold until the new financial year. The Orākei community has also developed and delivered a Local community speed campaign to highlight the risk of excessive speed on Kupe Street. The residents have fully supported this campaign by being the "faces" on the billboards and distributing promotional material. Development for a series of Māori Road Safety videos and resources for Te Kura Kaupapa Māori o Ngā Tapuwae in Māngere has been completed and will be distributed from July. These cover the themes of Speed, Restraint use, Alcohol impaired driving and Distraction. The material will be disseminated to the Rangatahi via social media. Planning is underway for the Te Ara Haepapa programme for 2017/18 financial year.</p>
<b>Marae turnout project</b>	159,900	<p>Construction of the Kia Ora marae entrance was completed during the last quarter of FY17. Initial engagement has occurred with Umupuia marae on the design improvements for the turnout on to the main road at Maraetai. Progress will be made in the new financial year.</p>
<b>Communications</b>	34,100	<p>A draft Māori Responsiveness Project Plan was developed for AT. A Māori Responsiveness Programme Manager to lead the programme of work across AT has been appointed and has commenced work.</p> <p>A Māori Engagement video was developed that promotes best practice Māori engagement across AT. The video uses the engagement process with Mana Whenua for the design and construction of Ōtāhuhu Station and Glen Innes to Tāmaki Drive as exemplar models.</p> <p>Recent updates to the App Te rā ngahau mo te whānau i runga tereina/Whānau Fun Day on the Train were also completed.</p>



Activity classes	Jul-Jun 2017 Spend \$	How it contributes to Māori outcomes / Progress
<b>Other</b>	15,900	<p>The Supporting Growth-Developing Transport Network Programme has been engaging on a regional basis with Mana Whenua since early 2016, to determine decision making criteria for mana whenua values and long and short list options in growth areas throughout Auckland. Three bus trips have recently been completed visiting the sites proposed for growth focussing on the North, Central West and South. High level discussions with Mana Whenua on AT's sustainability framework were undertaken late in 2016, and their feedback has been incorporated into the Sustainability Framework. The project team is now focused on key areas of interest to Mana Whenua in the next phase of work. Engagement and initial workshops were held with Mana Whenua on the draft Transport Design Manual. Feedback is now being incorporated into the draft.</p> <p>AT has been working with the 19 tribes of Tāmaki Makaurau on a regional signage project that celebrates mana whenua's cultural tradition and stories, including a regional tohu or logo Unaunahi (fish scales). Ngati Tamaoho has unveiled there sign at Patumahoe, Ngati Whatua Orakei at Te Rerenga ora iti (Pt Britomart) and Ngati Rehua and Ngati Maru are due for unveiling shortly.</p>
<b>TOTAL</b>	<b>\$1,463,000</b>	

## 9. Key Local Board Issues

Auckland Transport presented its quarterly report (SOI) to approximately 25 local board members from around the region on 12 June. These presentations immediately follow the quarterly report to the Governing Body. AT also took the opportunity to update local board members on the development of the Regional Land Transport Programme. It was agreed that the next session would see a presentation on road safety initiatives.

AT has been closely involved with Auckland Council on the Governance Framework Review, in particular with regards to possible delegations to local boards. This resulted in a number of options being presented at a Governing Body meeting on 21 June. AT Board member Mark Gilbert and senior staff led the presentation.

Staff have assisted local boards with their draft Local Board Plans, including participation in 14 'Have Your Say' events around the region. The need for more and better public transport services was a key theme of many of these events.

Local boards have taken a close interest in the development of AT's new Roads and Streets Framework, which seeks to provide a better balance between road network efficiency and place making. AT has presented the draft policy to all 21 local boards and arranged more detailed workshops for the ten who requested them and sought feedback from all.

AT has worked closely with the Mangere-Otahuhu and Otara-Papatoetoe local boards promoting HOP use in south Auckland communities where cash fare usage is high. Radio station Nui FM was also a partner in this campaign. 'On the street' staff/ambassadors met customers who were going to pay with cash and showed them the process of topping up a HOP card and associated savings they could make. The results saw 450 HOP cards supplied to cash paying public transport users, provided the cash fare was loaded on the card. The card numbers were tracked and at least 50% of these cards were reloaded a second time during the period of the promotion. While this only represents a small increase in overall HOP usage it introduced a significant number of cash paying customers to the savings available with HOP.

This reporting period also saw 'out-of-meeting' cycle cluster briefings to all local boards across the region on issues ranging from minor traffic safety budgets to traffic calming and maintenance.

## 10. Risk Management

### Progress on current internal audit issues

#### Internal audit

In the fourth quarter of the 2016/2017 year, Risk & Assurance continued to work with senior management to implement a formal program of key risk assessment and in-depth analysis of each of the Top 12 risks over a 12 month rolling period. These keys risk are across a number of AT Business areas including strategy, finance, procurement, major project delivery, technology and cybersecurity and health and safety.

During the quarter under review, another three risks were selected for detailed analysis and assessment. Risk and control attestation statements were prepared for executive management and further attestations will be obtained on a regular basis. Development of risk appetite statements for the top risks of the organisation is ongoing.

Risk & Assurance has delivered two Fraud and Corruption Awareness workshops this quarter and this programme is ongoing.

Risk & Assurance will undertake an update of AT's Risk Management Framework, a review of AT Risk Management Polices and Charters and introduce the Bowtie methodology for assessment of key risks.

The 2016/2017 internal audit work plan was delivered with several audits in key areas such as cyber security and health and safety having been completed. A number of special investigations (i.e. unplanned work) are also in progress or have been completed.

Risk & Assurance also continued to provide probity audit and advisory services on high value procurements or those deemed to be high risk in line with AT's Procurement Strategy.

#### Group financial impacts

AT is unaware of any financial impacts that would affect the Auckland Council Group. No changes have been made in the quarter to the approaches taken to risk management, internal audit, or external audit.