

Auckland Transport Media Releases in September 2017 Relevant to Howick Local Board Area

Auckland Transport media release

29 September 2017



Repair work to start on seawall

Auckland Transport is about to start work on repairs to part of the seawall in the ferry basin at the bottom of Queen St.

AT Chief Engineer Andrew Scoggins says due to the age of the seawall Auckland Transport has been regularly monitoring its condition and during an inspection of the seawall in August, divers identified an increase in the amount of erosion of the seabed and seawall in front of the Ferry Building.

“Another check was made two weeks ago and there has been no further erosion.”

He says the erosion is approximately 16 metres long and varies in depth from 0.2 metres to 1.2 metres.

“We are progressing with design and construction planning to begin repairs to ensure we can complete this work prior to the busy summer holidays.”

Engineering firm Tonkin and Taylor have completed a preliminary stability analysis and have confirmed that there is no risk of imminent failure and have recommended completing the works as soon as possible to prevent the erosion from continuing.

“Repair work will commence in around two weeks and will take 6 to 10 weeks. This will stop any further erosion.”

Berth 1A will be closed during repairs. Auckland Transport is working with its operator because some ferry services will have to be relocated within the ferry basin. Full services should be able to be maintained.

The cost of the repair work is expected to be under \$1million.

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29 September 2017



Intermittent issue with some AT HOP top-ups

Auckland Transport has been experiencing isolated technical issues with some AT HOP credit and debit card top-ups.

AT has today contacted customers about the issue (SEE ATTACHED). It involves some credit and debit card transactions appearing to have been completed when, in fact, they have not been.

Auckland Transport stresses it has not received the funds and no-one's credit or debit card has been charged.

Essentially, the amount is "on hold" with the customer's bank.

AT has identified the problem and is working on a fix.

There are no issues with auto top-ups.

If customers have an issue or a query they can contact Auckland Transport on **ph 09 366 4467**, Mon-Fri 6am - 9pm, Sat 7am - 8pm, Sun and public holidays 8am - 6.30pm.

Auckland Transport media release

26 September 2017



Public transport is on the up

Aucklanders are loving the on-going improvements to public transport.

The latest customer satisfaction survey done for Auckland Transport for the year to September 2017 shows overall satisfaction across bus, trains and ferries has risen to 91%.

Those levels compare [well](#) to Wellington at 92% and Sydney at 89% (Nov 2016).

Brendon Main, Group Manager AT Metro Operations says satisfaction levels have been rising year on year as AT has introduced more services that are more punctual and reliable.

Customer satisfaction for rail services has jumped the most from 79.0% in June 2013 to 93.7% now. Over the same period satisfaction with bus services has leapt from 80.2% to 90.5%.

Mr Main says, "Our customers are loving the changes we're making. Over the past four years we've introduced AT HOP, electric trains, double decker buses, Simpler Fares, more services and a new stations and there are more improvements on the way."

Auckland Council Planning Committee chair Councillor Chris Darby says is also pleased with the improved performance. "I use the ferry daily and I'm happy to see the satisfaction level is sitting at 91% overall.

"We're in the midst of a public transport revolution, with record levels of patronage. Aucklanders have a growing appetite for bus, ferry and rail travel, and making this reliable and easy to use is a key priority.

"We've come a long way in the past few years but we can still do better. I'm looking forward to more services rolling out across the next year, and to enhancing the punctuality and reliability to bring satisfaction closer to 100%."

Overall public transport boardings totalled 89.4 million boardings for the 12 months to August 2017, an increase of 7.1%, or 6.0 million boardings in a year.

The number of passengers using the AT HOP card has risen from 89 to 92%. Again, this is world-class in terms of uptake.

The Auckland Transport Customer Satisfaction Survey was conducted by Gravitas Research, in the 12 months to September 2017 there were 10,796 surveys done.