



Pūhoi to Warkworth Project

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# Stakeholder Satisfaction Survey December 2019

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## 1.1 Background

The Ara Tūhono - Pūhoi to Warkworth Project will extend the four-lane Northern Motorway (SH1) 18.5 kilometres from the Johnstones Hill Tunnels to just north of Warkworth. Construction began in late 2016 and the motorway will open to traffic in late 2021. The Pūhoi to Warkworth Project is a Private Public Partnership (PPP) between the New Zealand Government and a private consortium, the Northern Express Group (NX2). The NX2 private sector consortium will be responsible for financing, designing, building, maintaining and managing the motorway for up to 25 years, the motorway will remain a public asset.

As part of the Project Stakeholder Communications Plan, for the Pūhoi to Warkworth Project, NX2 is required to undertake a series of Stakeholder Satisfaction Surveys to understand the level, quality and timeliness of project information, project performance and what we can do to improve performance. This comprises a Key Stakeholder and a General Stakeholder Survey.

## 1.2 Method

The surveys will be conducted at six-monthly intervals for the duration of the project, with the first survey taking place in June 2017. This report is for the fifth survey, completed late 2019.

For our Key Stakeholder Survey, six key stakeholders were selected to undertake a detailed telephone interview. These interviews are conducted by external consultants, Just Add Lime Ltd, to ensure independence.

The following key stakeholders were selected for interviews:

1. Auckland Transport
2. Auckland Council
3. Heritage New Zealand
4. Warkworth Area Liaison Group
5. Northland Regional Council
6. One Warkworth

Of the six stakeholders above, four completed this survey.

The survey questions ask the respondent to rate the project on a scale of 1-5.

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

This data is then used to calculate an overall satisfaction rating by subtracting the percentage of respondents who disagree and strongly disagree from those that agree and strongly agree.

An overall satisfaction score of between 70-80 percent is optimal. The score for overall satisfaction for this survey sits at 94 percent.

The following methodology has been used to arrive at these figures:

1. Added the number of strongly agree and agree responses together to get a total
2. Multiplied the number of participants in each survey by the number of questions to get the total number of possible responses

3. Divide 1 by 2 and multiplied by 100 to get a percentage.

The General Stakeholder Survey is conducted using Survey Monkey, an online survey tool. This survey is normally promoted through the bimonthly construction newsletter, [NX2's website](#) and the project's [Facebook page](#).

### **1.3 Report Structure**

This report presents a combined summary of key findings from both surveys.

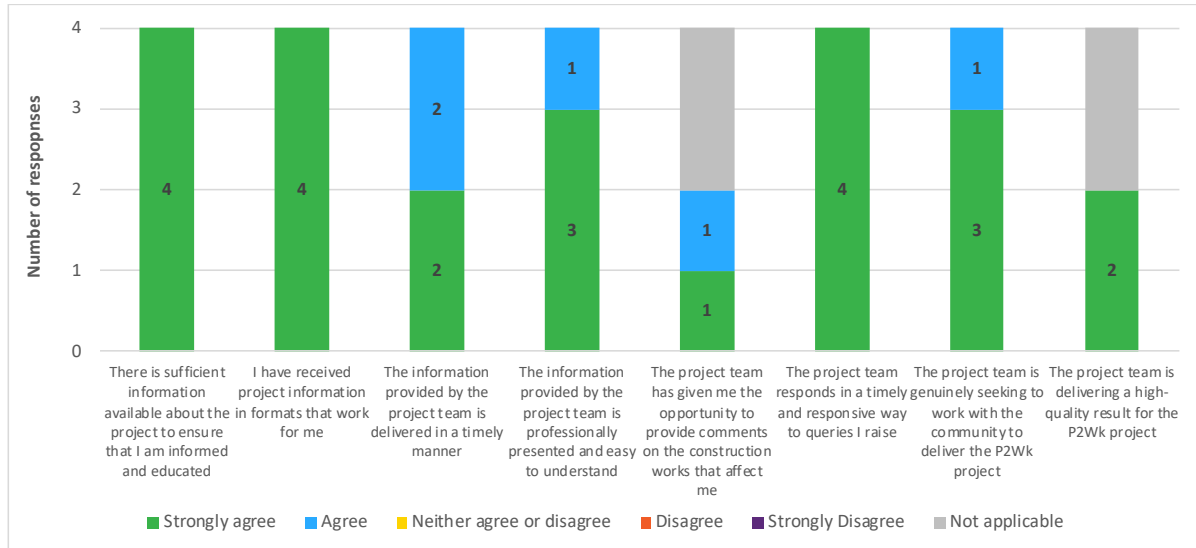
### **2.1 Key Stakeholder Survey**

The surveys undertaken in December 2019 to January 2020 are identical to previous surveys. The survey consisted of two elements – quantitative and qualitative responses. Each question had a quantitative element consisting of a ranking on a six-point scale, and qualitative responses were collected from stakeholders in the form of examples and recollections of experiences and interactions with the project.

The quantitative part of the survey consisted of a series of statements about different aspects of the project's performance which were read to key stakeholders for them to rate on a six-point scale ranging from strongly agree to strongly disagree, or not applicable. The responses are summarised below in [Figure 1](#), showing that all stakeholders either agreed or strongly agreed with all statements applicable to them except two. Further details about these responses are provided in following sections.

In this survey, the key stakeholders were read a series of statements and asked whether they agreed or disagreed with the statement according to a six-point scale ranging from strongly agree to strongly disagree, including not applicable.

Figure 1 Summary of key stakeholder quantitative responses, December 2019.



Presented below is a summary of the quantitative responses from this survey. As shown in Figure 1, most stakeholders strongly agreed with each of the statements.

## 2.2 Qualitative Responses – Key Stakeholder Survey

For the qualitative element of the survey, stakeholders were asked to provide examples to support, elaborate on and provide context for their responses to the statements in the quantitative part. Further insights about the stakeholders’ motivations, perceptions and reasons for the ratings given have been identified and documented in the following sections.

### Sufficient project information

Stakeholders were presented with the statement “There is sufficient information available about the project to ensure that I am informed and educated.” All stakeholders strongly agreed that there was sufficient information available to keep them informed and educated and cited the project updates and the website as examples of communications they found useful. One stakeholder stated, “I am fully aware of what’s happening in my area” and another said, “of all the transport bodies they are by far the best communicators.”

### Subject information formats

Stakeholders unanimously strongly agreed with the statement “I have received project information in formats that work for me.” Stakeholders were impressed with the amount of information, commenting that the information provided was well above the minimum required. All felt well informed – “I’m always notified of anything that’s coming up,” and the website was regarded as helpful and kept up to date - “There’s a lot of info there that’s easy to access.”

### Timely project information

Respondents were evenly divided between strong agreement and agreement with the statement, “The information provided by the project team is delivered in a timely manner.” The qualitative responses were positive, with one stakeholder citing a report that was late, then adding that it was “no biggie” and “sometimes happens over Christmas.” Other comments were, “the delivery of information has gotten better and better, and now the relationship is such that the information is always available and volunteered,” and, “There’s never been a time that I’ve thought – I’m not across this.”

### Professionally presented project information

The statement “The information provided by the project team is professionally presented and easy to understand,” was strongly agreed with by most stakeholders, with one stakeholder agreeing. The qualitative examples were appreciative, with stakeholders commenting “it’s always done well – never a problem understanding what they are trying to achieve,” and “we’re always aware of the issues they’ve come across and what they are doing that they need to do.”

### Opportunity to provide comments

In response to the statement “The project team has given me the opportunity to provide comments on the construction works that affect me,” two of the four stakeholders stated that no construction works affected them and the question was not applicable to them. The remaining two felt the opportunities to comment were good - “The invitation has always been available to contact them and ask about any concerns or find out what’s happening,” – and that their comments were heard and considered – “they rethought their view on use of the road and enabled (us) to talk about the adequacy of the working corridor.”

### Project team responsiveness

The interview presented the statement, “The project team responds in a timely and responsive way to queries I raise.” All stakeholders strongly agreed with this statement and reported a high level of satisfaction with the professionalism and speed of responses.

One stakeholder described a situation they had received multiple queries about from their constituents and praised the level of support from the project. “They’ve been fantastic.... they’ve been helpful in sharing information on design and land usage.”

### Working with the community

In response to the statement “The project team is genuinely seeking to work with the community to deliver the P2Wk project,” all stakeholders voiced strong agreement or agreement.

One stakeholder voiced appreciation for the effort taken by the project to keep them informed. “I haven't heard one bad thing about the project since we started.” They felt the project is well regarded for communications and engagement – “(someone said at a meeting last night) ... they are very good to deal with.” Another stakeholder spoke of a level of trust and confidence with the project – “they've made us satisfied that if there is anything at all, just to contact them.”

### Delivering a high-quality project

Responses varied to the statement “The project team is delivering a high-quality result for the P2Wk project.” Half the stakeholders strongly agreed, and half felt the question was not applicable to them.

As previously, stakeholders interpreted the question differently, with some taking “result” to mean the infrastructure being constructed, (one replied – “I wouldn't know!”), and others consider the “result” to be good communication and engagement with them. These stakeholders provided positive feedback – “Overall there have been hardly any issues where I've had to go back to them, they've been very good,” and, “The level of communication is consistent - it's impressive, more than adequate.”

### Project team improvements

The stakeholders were asked ‘Is there anything the project team could do better?’

Three of the four stakeholders surveyed replied that there was nothing the project team could do better. One stakeholder suggested that reports could sometimes be provided in a more timely manner.

Of the three who replied “No”, one went on to say “Finish it faster! It seems like everything has been done as well as possible. I'm happy.” Another replied, “They've made it clear - the process of staying up to date, how to raise concerns. They've done well and continue to do well.” And the third replied, “From a comms perspective they've been excellent. They've attended every meeting I have asked them to, they've shared information, and we've held them up as an example of what we want (other organisations) to do.”

## 3.2 Qualitative Responses – General Stakeholder Survey

The General Stakeholder Survey, conducted through Survey Monkey, used the same question as supplied to key stakeholders. Figure 2 presents a summary of those findings.

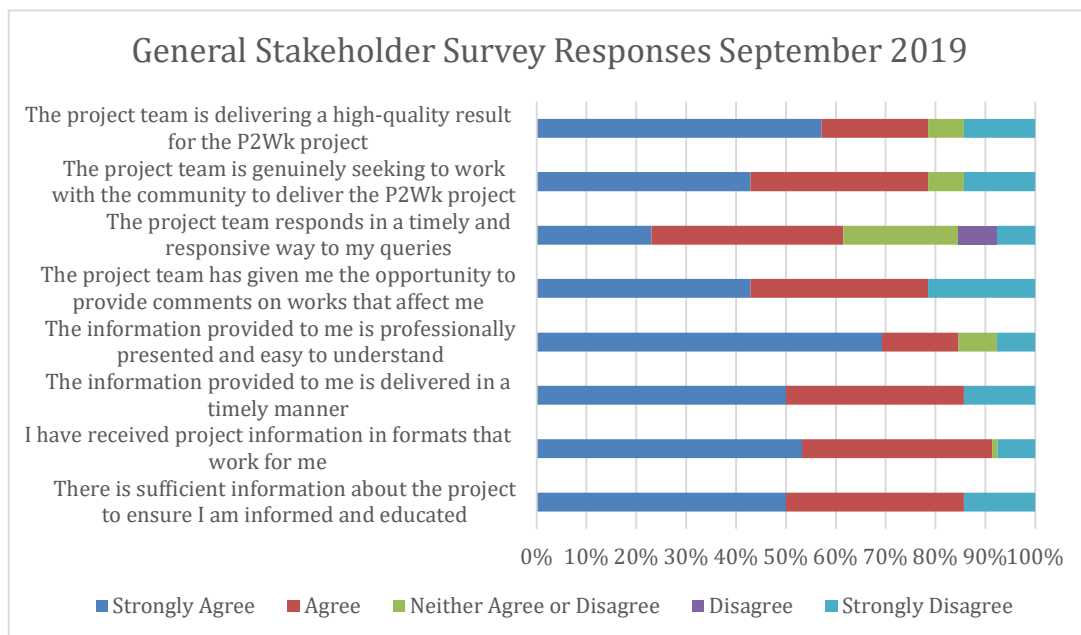
Fourteen stakeholders participated in this survey- a slight increase on 12 from the previous survey (February 2019). Nine of those 14 identified the area they reside in. Four identified as living in the project area, three said they lived in Auckland and one said Northland was where they resided. The rest identified the ‘other’ category.

Comments were generally unique, with no clear themes. General comments included:

- One respondent commented on the excellent presentations
- One would like to see more advertising of the structures to fully understand the process
- “Keep publishing the newsletters.”

- “More tours of the site.”
- Comment about a pothole along Wyllie Road and suggestion to remedy
- Request for information about the possibility of future tolling
- Suggestion for more photos
- A suggestion to “be mindful” about traffic management and avoiding peak hour traffic.

Figure 2. Summary of general survey quantitative responses



In this survey, our overall satisfaction score was 79.4 percent. The following actions will be undertaken in response to the survey feedback:

- Update project FAQs
- Update video footage on website
- Incentivise the next general survey (i.e. voucher or site visit)
- Include more information about traffic management plans.

The timelag between the two surveys is explained by a delay in setting up the Key Stakeholder survey.

#### 4.1 Conclusion

The combined customer satisfaction score for the project was 86 percent, this was calculated as an average between the results from the Key Stakeholder Survey and General Survey. This is above our

target of 70-80%.

The findings in this survey and report will enable the project team to continue to improve delivery of the Pūhoi to Warkworth Project. The next round of surveys will be conducted in six months' time.