



Pūhoi to Warkworth Project

Stakeholder Satisfaction Survey – February 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 Johnstone's 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.

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 February 2019 but undertaken in December.

Generally, most stakeholders are surveyed via Survey Monkey, an online survey tool. This general survey is normally promoted through the bimonthly construction newsletter, [NX2's website](#) and the project's [Facebook page](#).

To provide further insight, six key stakeholders are also selected to undertake a more detailed survey via telephone interviews. These interviews will be 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. Heritage New Zealand declined participation due to lack of relevant project participation and Auckland Transport did not provide a representative.

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.

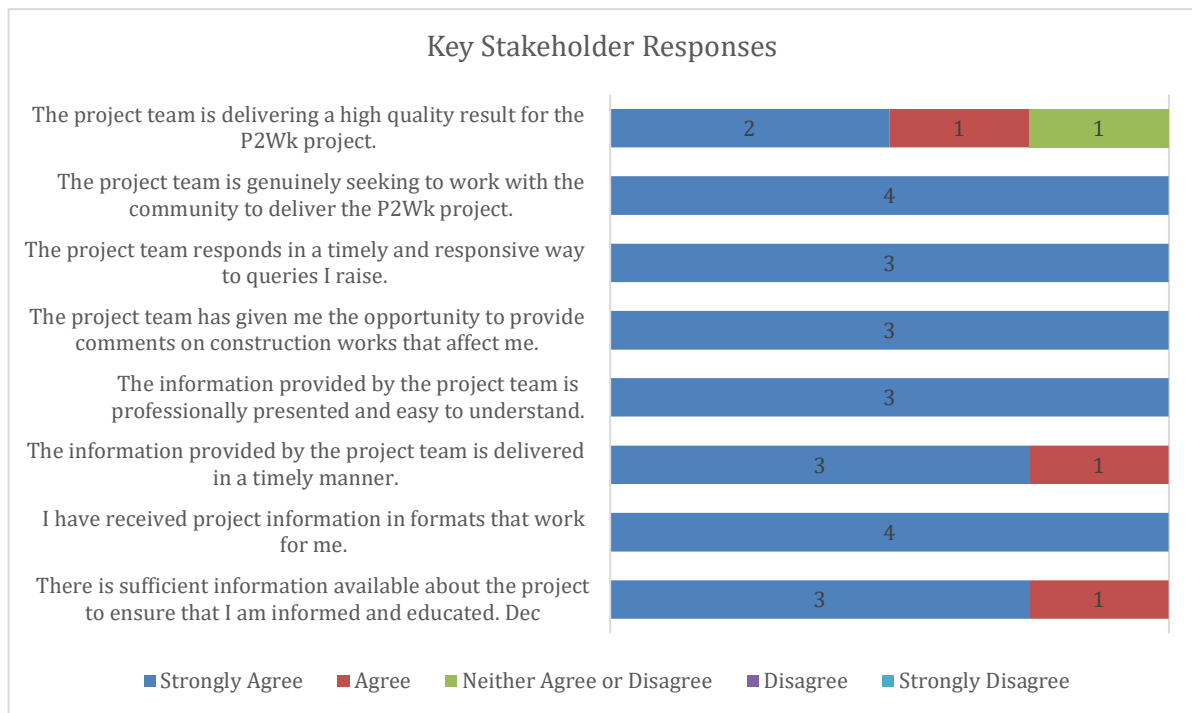
The target overall satisfaction score during construction is between 70-80%.

1.3 Report Structure

This report presents a combined summary of key findings from the February 2019 Key Stakeholder Survey completed by Just Add Lime Ltd and the responses from the General Survey collected through Survey Monkey.

2.1 Key Stakeholder Survey

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.



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.

The overall satisfaction score for key stakeholders was 97%.

Figure 1. Summary of key stakeholder quantitative responses

2.2 Qualitative Responses –Stakeholder

Following each statement, stakeholders were asked to provide an example to support their response, to give the project team further insights about their performance and to gain an understanding of underlying reasons, opinions, and motivations.

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.” Most 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. Engagement was especially valued when done in-person. One stakeholder stated, “We get reps coming to our liaison group meetings, and that’s very important to us.” Others appreciated presentations to groups and meetings that provided opportunities to clarify anything. One stakeholder commented on the proactiveness of communication, “They generally front-foot everything.”

Project information formats

Stakeholders unanimously strongly agreed with the statement “I have received project information in formats that work for me.”

Once again, in-person engagement was highly valued and appreciated, “It’s been great having the reps come to our meetings,” as well as personal communication directly with the responsible project manager/member by other means. Stakeholders were impressed with the amount of information, commenting that the information provided was well above the minimum required.

Other regular mailouts were also appreciated. One respondent stated, “Emails, newsletters and links to online information are effective for me”.

Timely project information

Most of the respondents strongly agreed with the statement “The information provided by the project team is delivered in a timely manner”. Stakeholders appreciated regular general project updates, ad hoc updates and incident reporting.

Two stakeholders commented on the usefulness of general project updates providing a forward view of the project, combined with ad hoc updates by email advising of weather hold ups, milestones or similar, “We get a heads up if something is about to happen that’s a significant step in the project.” Reporting of incidents was perceived to be very efficient. “They are pretty quick to deliver what they need to - I get things pretty much as they occur.” One stakeholder commented “I strongly agree – in fact, we are the ones that can’t respond in time!”

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. All felt the project information provided was well presented, “If anything, it’s over-presented!” and most felt it met their needs. One respondent said, “We are given good indicators and a good run down of the situation.” Another respondent commented on the consistency of information, saying “The newsletters provide links that lead to a paper trail from early-on until now.” The flyovers continue to be cited as a good example of project information. Just one stakeholder felt there was a deficiency, albeit depending on the situation, saying “The level of detail we need varies – sometimes we need more”.

Opportunity to provide comments

Three of the four stakeholders strongly agreed with the statement, “The project team has given me the opportunity to provide comments on the construction works that affect me,” and one felt it was not applicable to them. Three of the four stakeholders responded that either they were not directly affected by the works or that the impacts had been less than expected: “The impacts are sort of nothing at this stage, it’s less than what was expected to be honest,” while at the same time, acknowledging the opportunity is there for them to engage where and when they feel it’s relevant: “I’ve got no concerns or specific issues that we’ve felt the need to influence but they’ve made it very clear that the opportunity is there to engage.” One stakeholder reported a good level of involvement, “We’ve had numerous meetings, good communication and emails advising us ... and seeking our comments.”

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 way their queries and communications were responded to. All of them commented on the speed of the response they received from the project, for example, “every time we ask, we generally get responded to very quickly,” “someone always phones back straight away,” and, “they always get back to us – it’s never a problem.”

One stakeholder noted proactive communication enabled the opportunity to deliver information early to their stakeholders, “Our networks are very appreciative of that, when they get an early warning.”

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.

Some gave examples of their experience in the community, listening to perceptions of the people around them. “I don’t hear any downsides from the community which leads me to believe everything is going smoothly,” and, “I’ve seen good evidence of them going above and beyond what they are required to do - they are doing more than they have to, they’re proactive on that.”

The project updates and flyovers are seen to provide both stakeholders and the community with valued information and perspective. “There’s lots they share that we just can’t see. The flyovers for example highlight just how big this project is.”

One stakeholder commented that primacy was given to Iwi and that information shared with them and the community enables them to work together (the project, the community, the stakeholder).

Delivering a high-quality project

To conclude the survey, stakeholders were asked if the project team is delivering a high-quality result for the P2Wk Project. Stakeholders were more ambiguous in their responses to the statement “The project team is delivering a high-quality result for the P2Wk project.” Half the stakeholders strongly agreed, with one agreeing and one neither agreeing or disagreeing.

The ambiguity in responses seems to stem from different interpretations of the “result” in the question is: “I wouldn’t know!” I have no real thoughts on that. “It appears that way.”

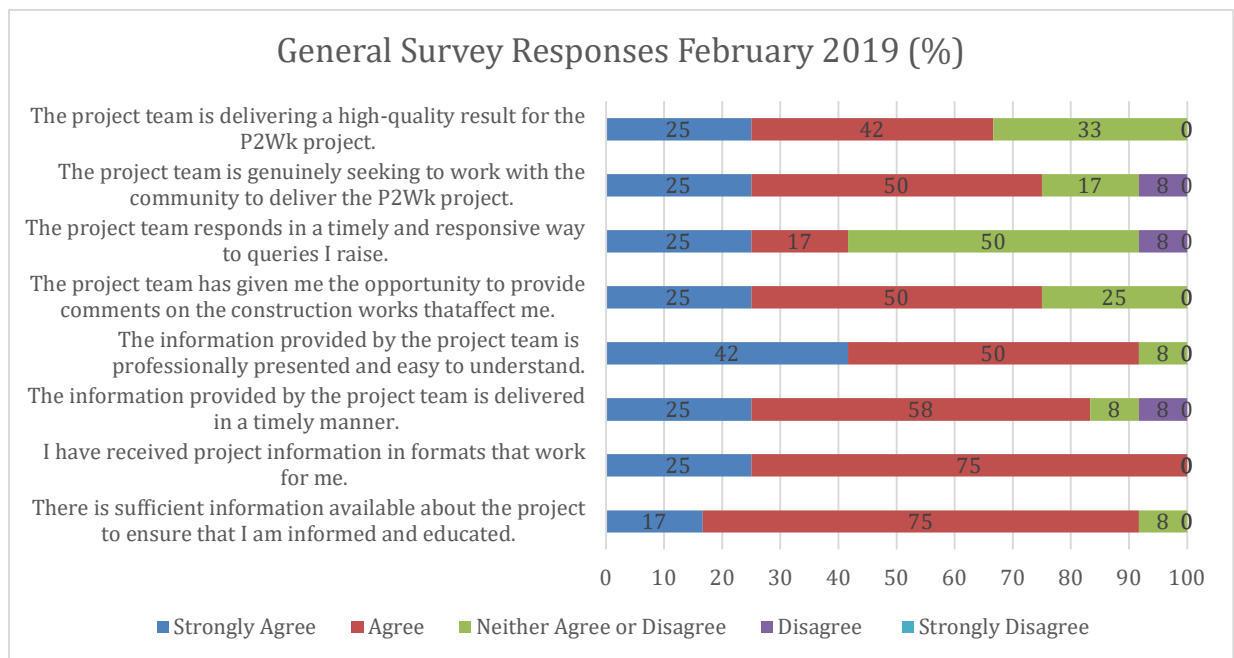
The ones that did provide a response with certainty were complimentary, “they do a good job, there’s a good level of trust,” and, “Their commitment to reporting was exemplary. Lots of time was given to it.” One stakeholder appreciated having a consistent team to liaise with.

3.1 General Survey Responses

The General Survey conducted through Survey Monkey used the same questions to key stakeholders (listed in 1.2). Figure 2 below presents a summary of the responses received.

Twelve people completed the survey, a significant decrease in participants compared to the July 2018 (53 participants)¹. A total of 67% respondents identified themselves as being from the project area, 25% from Northland and 8% from Auckland.

Figure 2. Summary of general survey quantitative responses



Respondents generally agreed with most statements and some strongly agreeing. Although there were less respondents in the February 2019 general survey than the July 2018 survey, the results are generally consistent.

The overall satisfaction score for the General Survey was 78%, a slight increase of 2% from the previous survey in July 2018.

3.2 Qualitative Responses – General Survey

¹ An incentive to complete the survey was not offered for the February 2019 survey. This will be reviewed for July 2019.

In the General Survey there was only one question which allowed for qualitative responses. This question prompted for suggestions on anything the project team could do better. Comments were generally unique, with no clear themes.

- 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

There are key actions which we have, or will undertake in response to the survey feedback:

- Update project FAQs
- Road maintenance has been completed along Wyllie Road
- Feedback provided to construction and traffic teams
- Include incentive in next general survey (i.e. voucher or site visit)

4.1 Conclusion

The combined customer satisfaction score for the project was 88%, 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 6 months time, in August 2019.