



Pūhoi to Warkworth Project

Stakeholder Satisfaction Survey – October 2020

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 May 2022.

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 are 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 sixth survey, completed September through November 2020.

Most stakeholders will be surveyed via Survey Monkey, an online survey tool. This General Survey will be promoted through the bimonthly construction newsletter, [NX2's website](#) and the project's [Facebook page](#).

To provide further insight, six key stakeholders have been 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 | 4. Heritage New Zealand Pouhere Taonga |
| 2. Auckland Council | 5. Warkworth Area Liaison Group |
| 3. One Warkworth | 6. Northland Regional Council |

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

- | | |
|-------------------------------|----------------------|
| 1. Strongly agree | 4. Disagree |
| 2. Agree | 5. Strongly disagree |
| 3. Neither agree nor 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 September 2020 Key Stakeholder Survey completed by Just Add Lime Ltd and the responses from the General Survey collected through Survey Monkey in October.

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%.

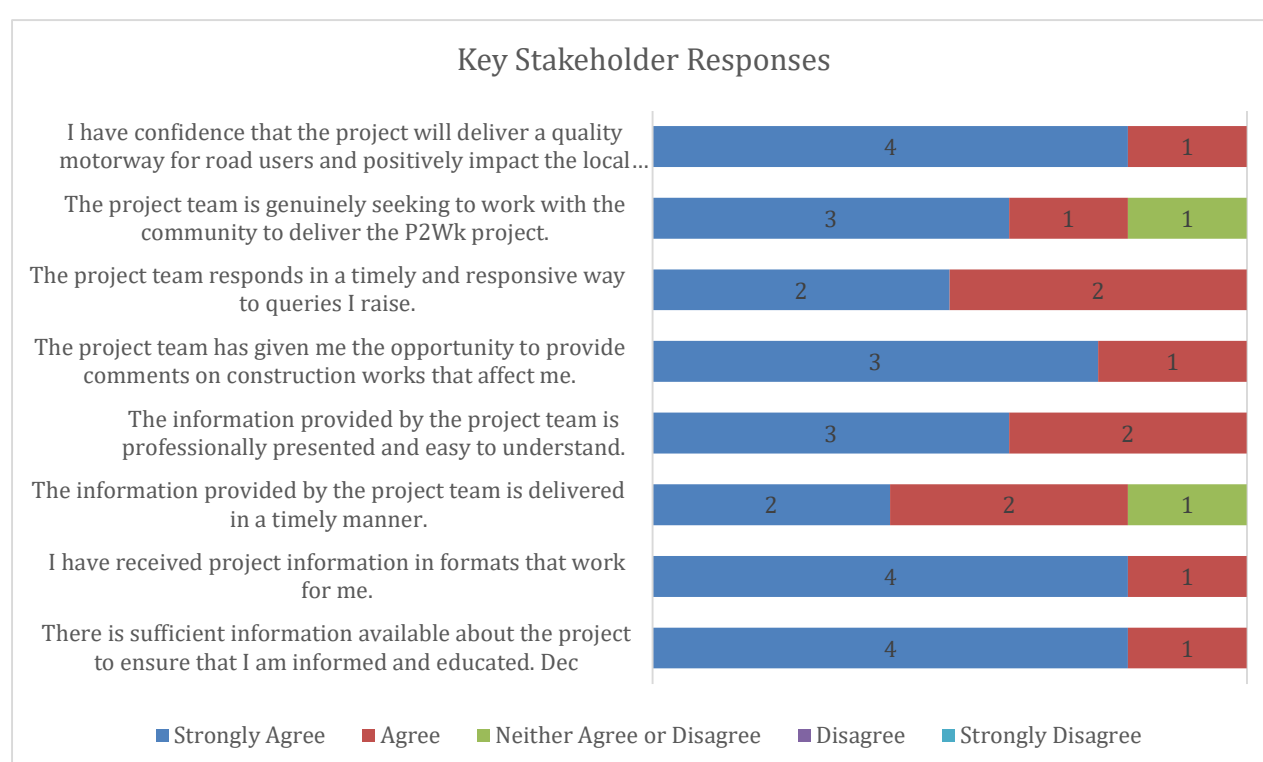


Figure 1. Summary of key stakeholder quantitative responses

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.” 80% of stakeholders strongly agreed with this statement. Examples cited include comments about regular email updates, liaison group meetings

and for a direct communications from their contacts in the project. Stakeholders routinely use the website for information and enjoy the flyovers.

One stakeholder who participated in the survey for the first time gave a response of “agree,” explaining that their role liaising with the project is in its early days and that they expect to receive more information as appropriate, as the project progresses.

Project information formats

80% of the stakeholders strongly agreed with the statement “I have received project information in formats that work for me.” Newsletters, emails and website were commonly given as examples and one stakeholder reported a presentation at a liaison group meeting.

One stakeholder rated agreement with the statement, saying, “I’ve been in consultation with them and information has been passed along.” They said that until the design for their project interface is finalised the NX2 project information probably goes to someone else in their organisation.

One stakeholder highly valued being connected to the project Aconex system:

“I can basically go in and get information and read the project documents. They send me an email and I can log on through it, helps with big files.”

Timeliness of project information

Respondents were divided between strong agreement and agreement with the statement, “The information provided by the project team is delivered in a timely manner,” and one stakeholder neither agreed nor disagreed.

Most stakeholders fed back that regular updates ensure they get what they need on time. A couple positively viewed information sharing with Waka Kotahi, and liked that everyone is on the same page.

The “neither agree or disagree” response came from a first time participant and reflects that their interaction with the project has been limited to date.

Interestingly one stakeholder commented in relation to the Covid environment, “It’s not so easy to get everyone together at the moment for presentations, meetings and sharing,” and another said “we asked for Karsten to come and talk and he was happy to do it... he advised us when a good time would be so he’d have more information for us.” These comments possibly reflect stakeholder experiences at different stages of the Covid period.

Presentation of project information

The statement “the information provided by the project team is professionally presented and easy to understand,” was well supported by all stakeholders. Most strongly agreed with the statement and two stakeholders agreed, mostly commonly reporting presentations and the website as examples of a high professional standard.

One stakeholder commented, “as a layman I have no trouble understanding the information at all,” and another, “some specialist work I would pass on to someone else as it’s technical but mostly, yes.”

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,” 80% strongly agreed or agreed. One felt the question was not applicable to them, a reduction from the last survey round in which two stakeholders answered not applicable to this question which reflected 50% of the participants.

Comments include, “because the team are at the Forum, we have a great opportunity to give feedback there,” and, “Yes, they do that often, they always ask us for comment for anything they are unsure of.”

One felt there had been no need for them to provide comments but were satisfied that there is a process and if anything arises they know there is a course of action they can take, and they are

happy with that.

Another said, “We’ve been in consultation with them over (a particular project), it’s been all good.” The stakeholder who replied “not applicable” felt there were no construction works that directly affected them.

Project team responsiveness

The interview presented the statement, “The project team responds in a timely and responsive way to queries I raise.” Most stakeholders agreed or strongly agreed with this statement. One stakeholder answered not applicable, “I really can’t answer this as I haven’t raised any queries.” General feedback to this question included “they reply to my emails pretty well,” and, “I’ve always had a timely response from them.”

Two specific examples were provided with one stakeholder citing a problem that had occurred: “They let us know straight away, they were on the phone as soon as they found out about it and got down there did repairs the same day.”

Another said:

“Yes, we had an issue with and I spoke to them and they responded.”

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,” more than half of the stakeholders strongly agreed. One of these stakeholders commented “I find them to be very community minded and open to working with different community groups,” and another, “They go out of their way to come to our meetings whenever we ask, they go above and beyond, bring other people along to talk too. Very helpful.”

Another reported, “particularly early on before Covid, they had come up here for a couple of road safety groups and presented so I’m more than happy with the support we received previously. That has now been replaced by more online communication that’s more appropriate now.”

One stakeholder agreed, and one neither agreed nor disagreed, citing a particular contractual issue that they said has been ongoing for years and now needs to be resolved. The stakeholder agreed that generally the project did well in regard to working with the community.

Delivering a quality motorway and positively impacting the local community

The wording of this question was changed due to stakeholders in earlier surveys interpreting the question in different ways or not feeling qualified to judge a high quality result.

The previous wording, “the project is delivering a high quality result for the P2Wk project,” was replaced with, “I have confidence that the project will deliver a quality motorway for road users and positively impact the local community.”

Whereas last time half the stakeholders felt the question was not applicable to them, this round all of the stakeholders have strongly agreed or agreed.

Those who strongly agreed cited the project’s timeliness with communications and resolving issues, the upfront nature of their relationships and conversations, the professionalism of the project team and the way they work with and respond to community interests and needs. One stakeholder talked about the thoroughness of design, construction techniques and engineering. Another said:

“Without a doubt. I’ve driven by it, done trips up and down and it’s going to be impressive, flyovers impressive but particularly work done down towards the tunnels, you can see it highlights how significant the scale of the project is and how that previous section which it will join up to is impressive in itself, it will continue that high level.”

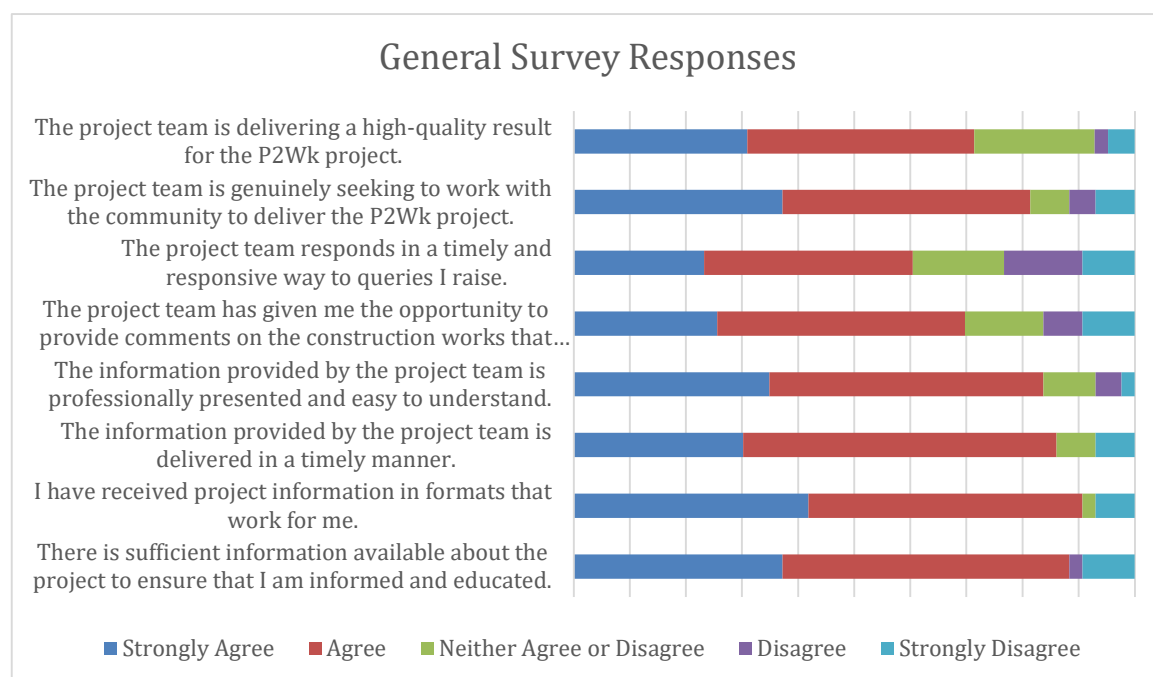
One stakeholder had some reservations about the impact on local businesses when traffic bypasses the town. “I agree but it comes without a new set of challenges – without the southern interchange, getting people into Warkworth will be a problem.”

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.

In total 43 people completed the survey, a significant increase in participants compared to the December 2019 (12 participants) survey. A total of 86% respondents identified themselves as being from the project area, 3% from Northland and 11% from wider Auckland.

Figure 2. Summary of general survey quantitative responses



Respondents generally agreed or strongly agreed with most statements.

The overall satisfaction score for the General Survey was 79%, a slight increase of 1% from the previous survey in [December 2019](#).

3.2 Qualitative Responses – General Survey

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. They included:

- Requests to provide more explanation about works, not just photos, and an opportunity to view the work in person
- Requests that complaints and issues be addressed more promptly
- Several complimentary comments about the team

- Several requests to 'just open the motorway as soon as possible'

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

- Feedback has been provided to construction and traffic teams so they can address staff about any concerns.
- More detailed information about the work we are doing is being provided in communications to both the general public and our key stakeholders.
- The next public open day will be widely publicised locally so stakeholders have an opportunity to view the works. The 2020 open day was cancelled due to COVID-19 disruptions.
- Specific issues which have been raised in the survey have been or are being addressed.

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%. In general stakeholders seem interested in the project and satisfied with how the team is interacting with them, although there are some issues they would like to see addressed.

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 early 2020.