



Pūhoi to Warkworth Project

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# Stakeholder Satisfaction Survey – December 2017

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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. It is the first stage of the Ara Tūhono – Pūhoi to Wellsford Road of National Significance. 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 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 second survey, completed in December 2017.

Most stakeholders will be surveyed via Survey Monkey, an online survey tool. This general survey will be promoted through the construction newsletter, 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                      | 2. Warkworth Primary School <sup>1</sup> |
| 3. Auckland Council                        | 4. Mahurangi College <sup>2</sup>        |
| 5. Department of Conservation <sup>3</sup> | 6. Northland Regional Council.           |

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

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

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<sup>1</sup> The stakeholder from Warkworth Primary School initially agreed to take part in the interview however, following multiple attempts at contacting via phone and email was unable to be reached. They will be contacted in May 2018 and invited to participate in the next survey.

<sup>2</sup> The stakeholder from Mahurangi College declined to take part in the interviews noting that it was a very busy time of the year for the College. This stakeholder will be contacted in May 2018 and invited to participate in the next survey.

<sup>3</sup> The stakeholder who participated in the interview in May 2017 had left the role and at the time of the interviews the role had not been filled. They will be contacted in May 2018 and invited to participate in the next survey.

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 for the first year (July 2017 to July 2018) is between 70-80%.

1.3 Report Structure

This report presents a combined summary of key findings from the December 2017 Stakeholder and General Satisfaction Survey. The report includes the Key Stakeholder survey completed by Just Add Lime and the responses from the General survey collected through Survey Monkey.

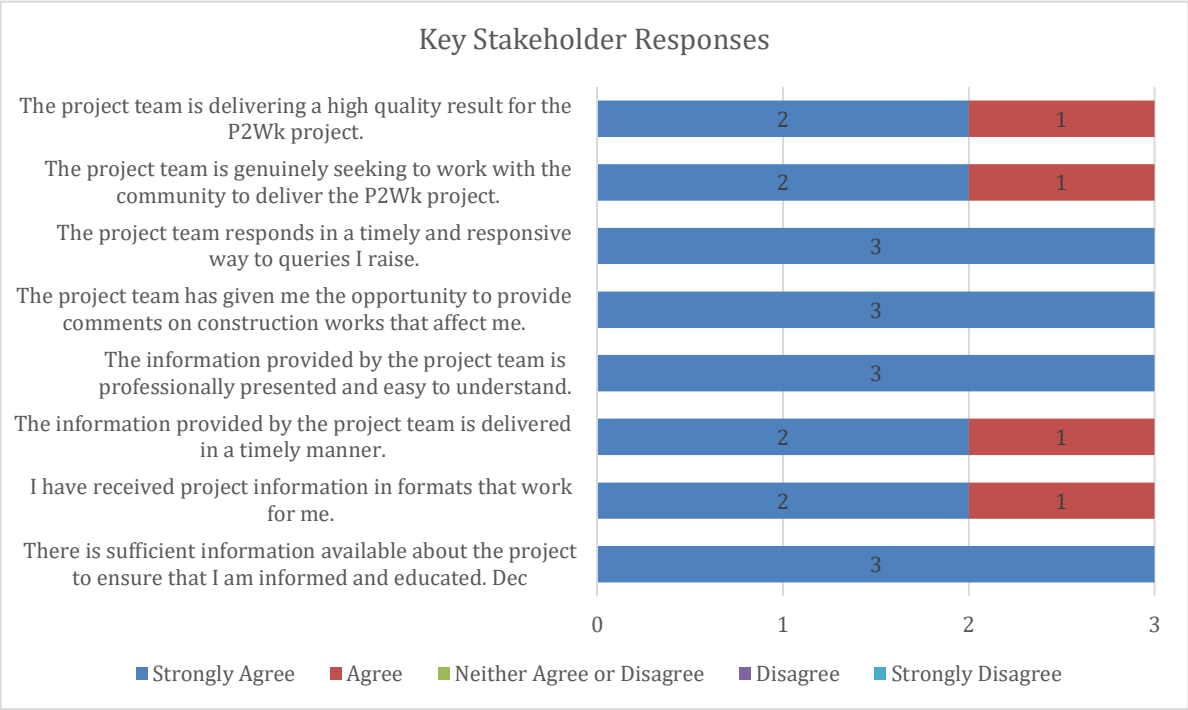
2.1 Key Stakeholder Survey

As part of the 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 across both rounds of surveys. The sample size was different across the two surveys however, there was a slight increase in agreement with the statement for sufficient project information and timely project information. There was also an increase in agreement from stakeholders about their agreement with the project team delivering a high-quality result.

The overall satisfaction score for key stakeholders was 100%.

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**

Overall stakeholders agreed that there is sufficient project information and provided positive comments on the range of information available to them. One stakeholder stated “To be honest they are pretty good. The comms people are great and ensure that I am copied into the information that goes out to the public. I know that there is an open day coming up which is really great.”

### **Project information formats**

Stakeholders were happy with the formats that information was being provided in. They commented that it is comprehensive and sufficient for what they required it for.

### **Timely project information**

The survey results show that stakeholders provided mixed feedback on the timeliness of information. The key message was that at times there is a lack of consistency in ensuring that information is provided on time. Stakeholders when asked to elaborate stated that the reasons for this varied from things outside of the project team control to tight turnaround times due to other project deadlines.

### **Professionally presented project information**

Stakeholders said that the project team are presenting information in a logical, professional and easy to understand way. One survey participant commented “The newsletter and each email are well prepared, someone has put the time and effort into them so when they arrive you take the time to read them. The format is inviting.”

### **Opportunity to provide comments**

Stakeholders were asked to comment on the accuracy of the statement ‘The project team has given me the opportunity to provide comments on the construction works that affect me’ – all three stakeholders strongly agreed with the statement. While stakeholders acknowledged that the project team must seek feedback from them by law, they said that the project team are always encouraging feedback and taking their comments on board. Comments included “We were asked to make comments – they listened to us and I think took our comments on board. They said that we provided learnings that they could use” and “the team are constantly flexible and happy to negotiate the construction process.”

### **Project team responsiveness**

Stakeholders were asked “The project team responds in a timely and responsive way to queries I raise” all stakeholders strongly agreed with this statement. One stakeholder described an instance when the project team came back with a response within one day “a recent example would be a recent design issue that I raised, and they came back to me the same day with a solution.” Stakeholders complimented the responsiveness of the project team with comments including “Always. It's a big project and the project team are very much on the ball” and “The team are very responsive –even the process to organise this interview was really well organised.”

### **Working with the community**

Stakeholders were asked “The project team is genuinely seeking to work with the community to deliver the P2Wk project” – two stakeholders strongly agreed, and one stakeholder agreed with the

statement. Feedback included “The people that they are engaging with and who is part of the project is broad, it's a good wide spread of people and organisations” and “I 100 per cent agree with this statement. They have open days and a project office where local people can stick their heads in and advertise these through social media. The project team know the local people they want to talk with, and they have right from the start.”

One stakeholder agreed that “Yes, they are looking to get the best outcome for the contract” but highlighted that the project team fit the community in where they can within the scope of the contract saying, “that's not to say that they aren’t doing a good job, but it's not necessarily their primary objective.”

**Delivering a high-quality project**

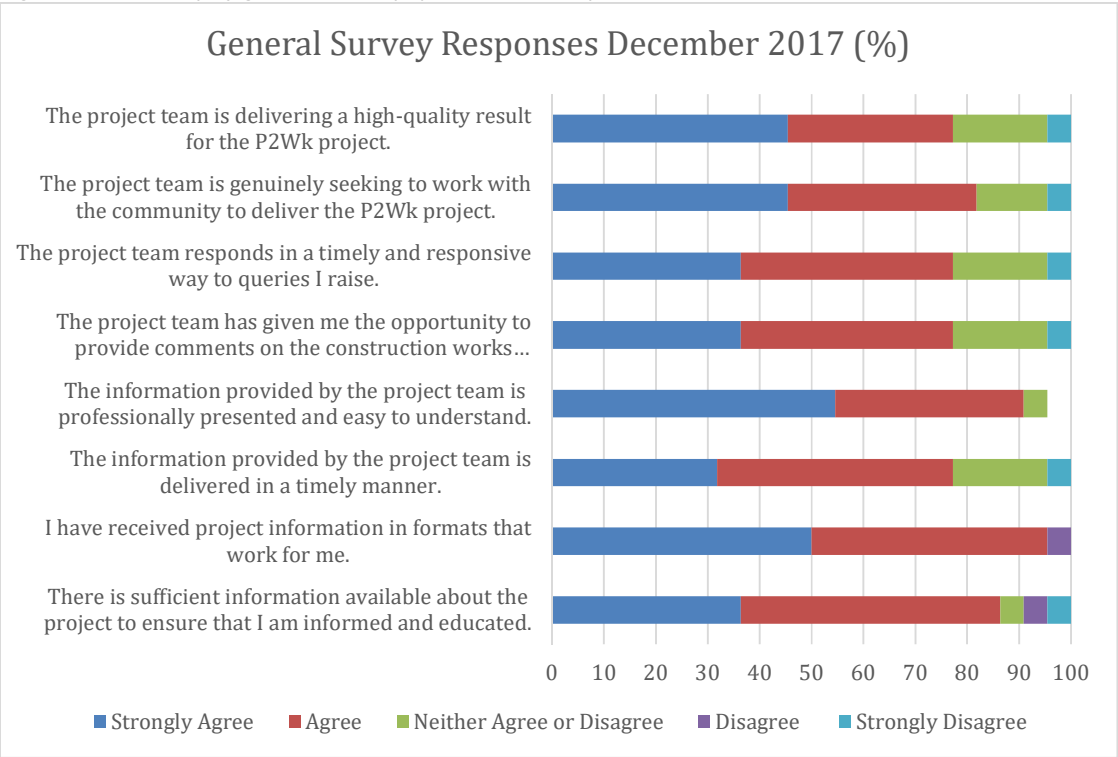
To conclude the survey, stakeholders were asked if ‘The project team is delivering a high-quality result for the P2Wk project’. Two stakeholders strongly agreed while one agreed with the statement. Feedback from one stakeholder was “It's a massive project and the level of detail and thoroughness seems well thought out and flowing” highlighting “A lot of effort has been put in and it's being recognized.” Another stakeholder felt that the project team are looking for the best outcome noting “They are looking to try and provide the best outcome and maximise benefits to the surrounding landscape and connections.”

**3.1 General Survey Responses**

The General survey, conducted through Survey Monkey used the same questions as key stakeholders were asked. Figure 2 below presents a summary of the responses received.

In total 21 people completed the survey, a decrease from the 44 who completed the survey in June 2017. 52% of respondents identified themselves as being from the project area, 19% Northland and the remaining from other areas in the Auckland region.

*Figure 2. Summary of general survey quantitative responses*



Respondents either strongly agreed or agreed with most statements. A key difference from the June survey is a reduction in the number of respondents who selected 'neither agree or disagree'. The project rated highly in information being professionally presented and easy to understand.

The overall satisfaction score for the general survey was 83%, an increase of 8% from the previous survey.

### **3.2 Qualitative Responses – General Survey**

In the General survey respondents had one option to provide qualitative responses. This question prompted for suggestions on anything the project team could do better. Themes from responses include:

- General satisfaction with communication to date but that it is early days for the project and we need to ensure we keep up efforts,
- “The team does a fabulous job nothing to add.”
- “No. We went along to the open day and everyone was helpful and answered questions”
- Requests for aerial views of the project, this suggests that we can increase the area covered in our drone footage to ensure it is reaching all interested parties.
- Specific requests regarding; the widening of Moir Hill road, traffic management concerns at the intersection of Moir Hill road and State Highway 1 and that we communicate effectively with impacted residents from day one (unfortunately this respondent chose to remain anonymous).

### **4.1 Conclusion**

The combined customer satisfaction score for the project was 83%, this was calculated as an average between the results from the Stakeholder survey and User survey. This is above our target of 70-80%. For future surveys we would like to increase our response numbers to provide a stronger sample size.