



Pūhoi to Warkworth Project

Stakeholder Satisfaction Survey – July 2018

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 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 third survey, undertaken in July 2018.

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
2. Auckland Council
3. Department of Conservation
4. Heritage New Zealand
5. Warkworth Area Liaison Group
6. Northland Regional Council

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 for the first two years of construction is between 70-80%.

1.3 Report Structure

This report presents a combined summary of key findings from the July 2018 Key Stakeholder Survey completed by Just Add Lime Ltd and the responses from the General Survey collected through Survey Monkey.

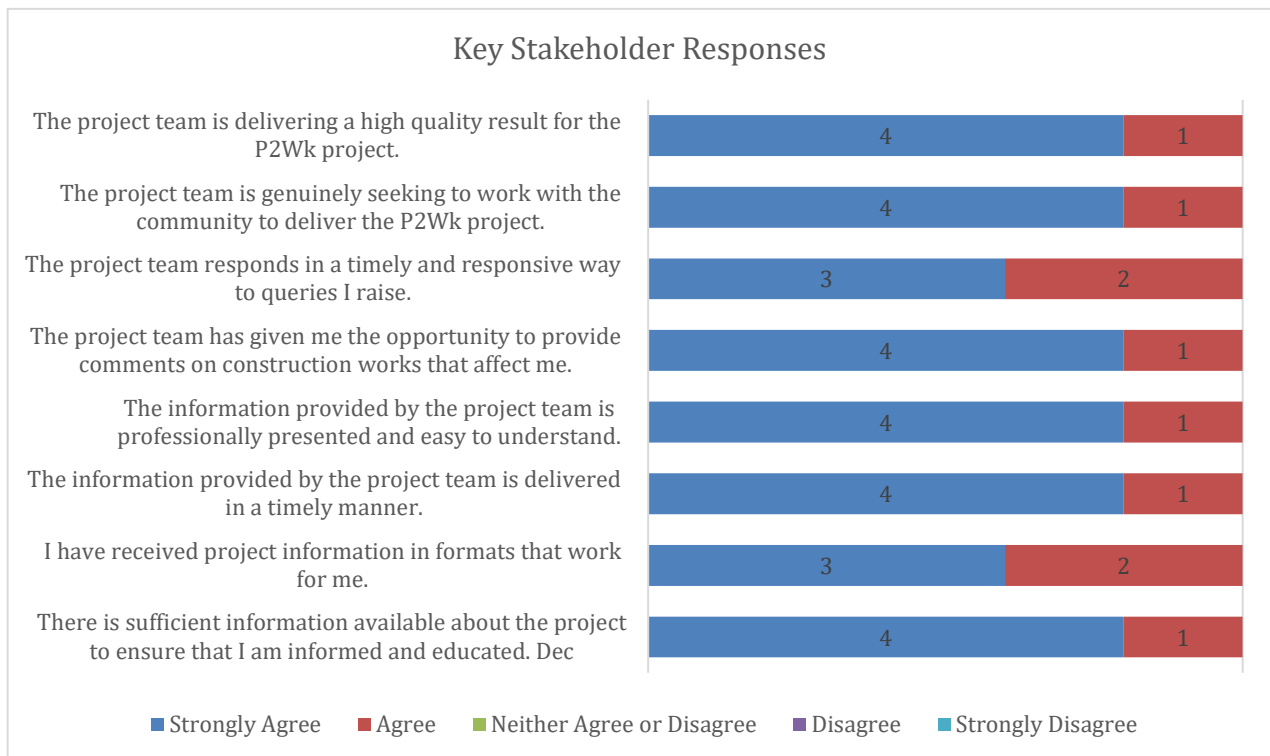
2.1 Key Stakeholder Survey

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 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

Stakeholders frequently mentioned they receive sufficient information from the project website and via the bimonthly newsletter. Comments included “Apart from going online to get project information I get sent the newsletter and it always good information about what’s happening” and “I’ve been using their website if I need to get updates, I find that it has good information and it’s updated regularly.”

One stakeholder commented on the usefulness of the drone footage – “They are great with the drone footage, very proactive in that area” but highlighted that it needs to be updated “They have been late to update the drone footage – the current one is from March.”

Project information formats

Stakeholders were happy with the formats in which project information was being provided. They found the information delivered by the team to be comprehensive and relevant to their needs. Two of the stakeholders focused on the regulatory purposes that they receive information, their comments included “From a regulatory perspective it's in the format that we require” and “I receive information in the manner in what I request, usually they want a specific answer to a problem so it's bespoke.”

Timely project information

The survey results show that all stakeholders either strongly agreed or agreed with the statement: “The information provided by the project team is delivered in a timely manner.” Two of the stakeholders commented on the contractually driven nature of the information provided by the project team. One said that while the project team have to meet a time criteria under the consent “They always have and I've never had to chase them. In fact, they've been very proactive.” Another said “Usually it's a reasonably quick turnaround and with no unreasonable expectations.”

Professionally presented project information

Stakeholders commented in the project team's good resources including video presentations, newsletters and PowerPoint presentations, saying that they were professional and easy to understand. One stakeholder commented, “the newsletters are full of photos and good simple easy to understand text and clear maps. The resources that are coming out are good.”

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”. One comment focused on how it is a two-way relationship and information is always shared early: “Every time they've made it very clear that it's a two-way conversation... The project team are really good with the freight partners, and they have a willingness to share information early.”

Stakeholders again highlighted that the project team is required to seek their feedback, however mentioned that the project team often goes beyond what they are required to do. One stakeholder said “They have too! But yes, they have provided what they need and gone beyond this and I often receive background information too.”

Some stakeholders provided specific examples of how their feedback has influenced decision-making. Comments included “NX2 are responsive to the issues we raise, for example, a member raised that the road cones on Woodcocks Road were dangerously placed – NX2 dealt with it, not quickly but okay” and “They are doing works on our local networks and ask us “what do you want?” A recent example was the local street, the motorway had to tie into it and the design they proposed was not appropriate, it was more motorway than local road, so we asked them to change it so that it fits better fits with the local context.”

Project team responsiveness

Stakeholders were asked “The project team responds in a timely and responsive way to queries I raise” stakeholders were divided with three strongly agreeing and two agreeing with the statement. One comment was “Always had fast responses to any queries I have raised regarding the current consenting authority works that relate to the route as a whole.” Stakeholders highlighted the good communications of the project stating “A recent example regarded a blast explosion, there were issues but I received good communication from the comms team and kept fully briefed” and “The comments I have heard in meetings is that they [freight partners] have been very happy with all the interactions. I think the good communications have reduced the risks.”

Additionally, one stakeholder commended the project team inquisitiveness stating “When I ask for information they ask me why I'm asking for it and as a result they learn about what I need, and better tailor their information in this way.”

However, one stakeholder commented “Generally yes, some emails and requests are slightly more curt but I think this is due to time pressures, otherwise it's in a normal responsive manner.”

Working with the community

Stakeholders were asked if they felt that the project team is genuinely seeking to work with the community to deliver the P2Wk Project. The majority of stakeholders strongly agreed with this statement. Stakeholders commended the project team for their efforts to date, comments included how the project team go out of their way to get the information out, “The project team go out of their way to provide information to us, they've even provided us with their personal mobile phone numbers” and their reliability “They are so just consistent – right from day one.”

One stakeholder felt that the project team was “going above and beyond in my eyes” and while they meet what they have to under the consent, they are being very proactive, “For example, the project team recently provided hard copies of the Urban Landscape Design Sector Plan (ULDSP) to community members. While they are obliged to notify they didn't have to provide hard copies.” Another stakeholder spoke about how the project team is always looking for the best solution, “They are looking to make their lives easier and in this way looking for the best ways to work with the affected parties; coming up with solutions deliver objectives and goals while not disappointing people.”

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. Most stakeholders strongly agreed with this statement. Stakeholders feedback was positive about this statement, comments included “In our opinion yes, we're holding it up as a really good example of best practice” and “Yes, it seems to be that they are.”

One stakeholder said that the project team is “an experienced group of people and they get the results that we are expecting,” adding that “They are proactive enough to understand our positions... They are avoiding taking the railroad approach and instead taking pragmatic solutions.” Similarly, another stakeholder commented “I think they are constantly seeking to improve what they are doing. Yes, they are obliged to, but I don't feel they are just paying lip service.”

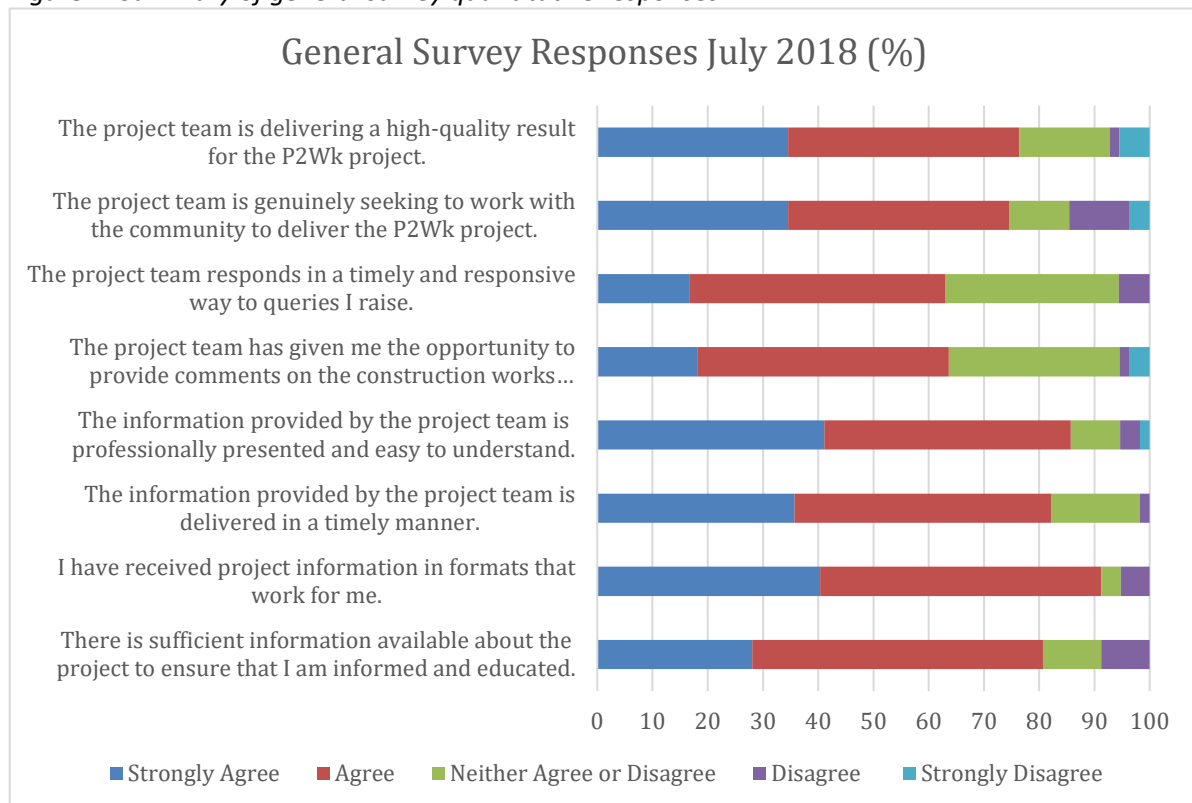
One stakeholder reflected on the project as a whole and highlighted the minimal amount of disruption, “The minimal disruption for the scale of if what's going on – it is a major undertaking.”

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 57 people completed the survey, an increase from the 21 who completed the survey in December 2017. A total of 35% of respondents identified themselves as being from the project area, 37% Auckland and the remaining from Northland and other areas.

Figure 2. Summary of general survey quantitative responses



Respondents either strongly agreed or agreed with most statements. A key difference from the December 2017 survey was an increase in the number of 'neither agree or disagree' responses in questions three and four.

The overall satisfaction score for the General Survey was 76%, a decrease of 7% from the previous survey in December 2017. When compared to the June 2017 survey, where we had a similar sample size this score is comparable (75%, June 2017).

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. Themes and comments from responses include:

- Traffic management and reducing the debris on the road near site access points.
- 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.

- “Cannot think of anything else as I am very happy with the newsletters and visits to Pūhoi markets and site office in Warkworth that can be visited (I think). Just wish it was all done so we can get in and out of Pūhoi and enjoy our beaches easily during the summers like we used to years ago! Thanks team.”
- Specific requests regarding; safety at the intersection of Pūhoi Road and State Highway 1 and other nearby projects i.e Matakana Link Road, Warkworth to Wellsford motorway.

There are key actions which we have taken in response to the survey feedback;

- Installation of wheel wash stations at site access points to prevent debris carrying out on to the state highway,
- Staff briefings regarding safe driving,
- Participation in joint communication activities with nearby projects.

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 February 2019.