



Pūhoi to Warkworth Project

Stakeholder Satisfaction Survey – August 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 Tūhono¹ – 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.

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 (TBC).

To provide further insight, six key stakeholders have been chosen to undertake a more detailed survey via telephone interviews. The key stakeholders will remain consistent for the project duration. These interviews will be conducted by external consultants, Just Add Lime Ltd, to ensure independence.

The key stakeholders are a selection of the project's key stakeholders:

1. Auckland Transport
2. Auckland Council
3. Department of Conservation
4. Heritage NZ
5. Mahurangi College
6. Northland Regional Council.

An overall stakeholder satisfaction measure will be calculated and the target 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 first Stakeholder and User

Satisfaction Survey completed in June 2017. The report includes the Key Stakeholder survey completed by Just Add Lime and the responses from the user survey collected through Survey Monkey.

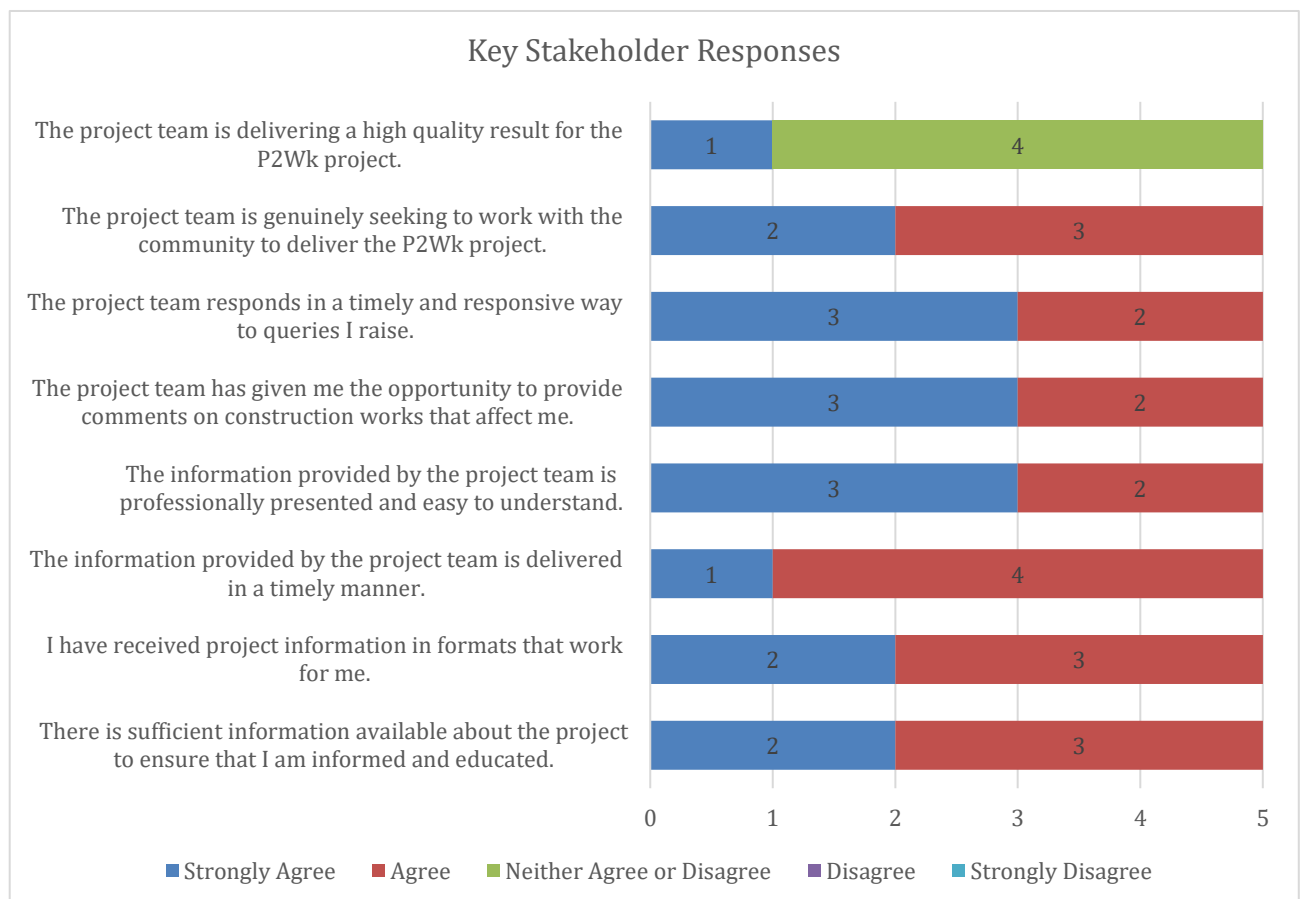
2.1 Stakeholder Survey

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 are the quantitative responses from the survey – stakeholders either strongly agreed or agreed with each of the statements apart from the final statement where most stakeholders neither agreed nor disagreed.

The overall satisfaction score for key stakeholders was 90%.

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 available to them. Stakeholders provided positive comments on the regularity of the project newsletters and emails, the accessibility of the project team and invitations to presentations and meetings.

Project information formats

Stakeholders liked that there are multiple formats of project information available to them with one stakeholder commenting on the flexibility of the project team "I can go to them and ask for information in different formats if I need to." One stakeholder proposed an additional format to deliver project information suggesting "regular presentations or briefings delivered to our senior leadership team."

Timely project information

Most stakeholders agreed that information is provided in a timely manner. One stakeholder did comment on having to chase things up with the project team but said "with a project of this size it's inevitable" recognising that "the project team were still setting themselves up and new people were joining every week, this has settled down now."

Professionally presented project information

Stakeholders said that the project team are doing a good job with their documentation commenting on how the newsletters were well written and the reports were "always thorough and well presented."

Stakeholders also provided feedback on the face-to-face interactions with the project team with comments including "I've been to a couple of presentations, they have good slides and good presenters" and "having the project team visit provided us an opportunity to discuss the project."

Opportunity to provide comments

Most stakeholders agreed, highlighting that the project team listened to their concerns with the project, comments included "a couple of the project team came up to our meeting and we were able to ask questions and they continue to come back to us with updates" and "we've had multiple concerns...but we were able to express our concerns and the project team has taken these on and actioned them."

Project team responsiveness

One stakeholder commented on NX2's fast response times for complaints saying, "the complaints for the project come to me and when I pass them on I get a fast response and it's dealt with quickly." One stakeholder voiced their concern that some issues may not be reaching the project managers; "having liaison people from the project come to visit us has been great but my only concern is that they haven't fully been briefed. While they are very good to talk to and deal with they aren't the project managers and I'm worried that my concerns haven't filtered back through to the top."

Working with the community

Stakeholders agreed that NX2 is genuinely seeking to work with the community. Some comments included "the evidence that I see strongly suggests that they are doing that and there is a good Community Liaison Group" and "yes, from what I have seen, especially their work with the local iwi partnership." One stakeholder commented on the breadth of the project saying "for us and our community, which are outside the project but still affected...it's top notch. It's a big pat on the back that they are not just looking at the local community but further outside the project area."

Stakeholders provided insight into areas that the project team could improve on with one commenting 'they are making the effort to keep the community happy but they do need to think

more about the local issues for example the removal of a single tree could have significant impact on a community.'

Delivering a high-quality project

Stakeholders were asked 'The project team is delivering a high-quality result for the P2Wk project' – most stakeholders neither agreed nor disagreed with this statement. Many stakeholders said that it was too early in the project however, commended the team for their work, comments included 'too early to say but they are currently doing their job extremely well' and 'it's early days but from what I'm seeing they're working hard.'

3.1 User Survey Responses

The user survey, conducted through Survey Monkey used the same questions as key stakeholders were asked. Below is a summary of the responses received.

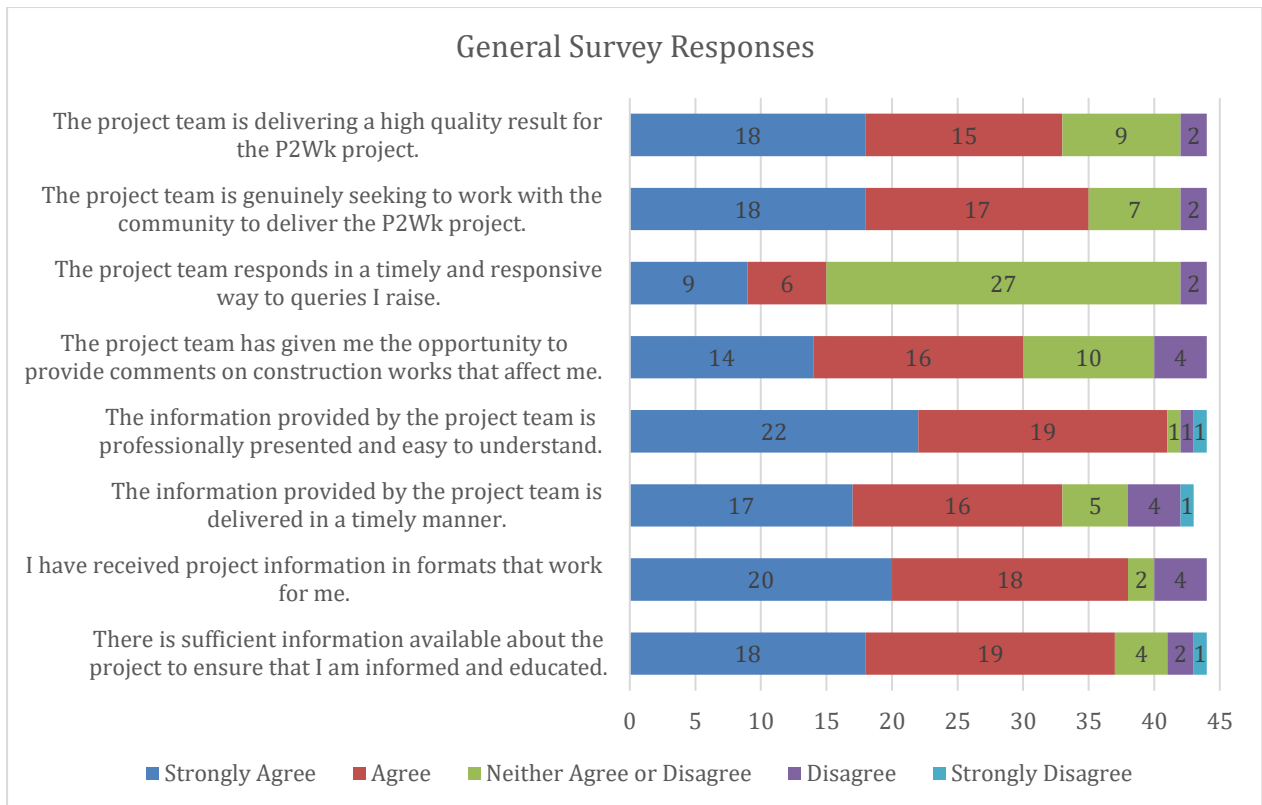
In total 44 people completed the survey, 35% identified themselves as being from the project area, 28% Northland and the remaining from other areas in the Auckland region.

In general, respondents either strongly agreed or agreed with most statements. A key difference from the key stakeholders was the number of respondents who selected neither agree or disagree. This may reflect that while key stakeholders were chosen from those who are involved in the project the general survey was open to all.

The question regarding timely responses to queries saw over 60% of respondents selecting neither agree or disagree. This reflects that the project is in its early phase and some stakeholders have not yet raised a query to the team so are unable to respond.

The overall satisfaction score for the general survey was 75%.

Figure 2. Summary of general survey quantitative responses



3.2 Qualitative Responses – User Survey

In the user 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,
 - When asked if there is anything to improve *“At this early stage? Nothing occurs to me hence the 'median' responses to some of the questions. It's early days but I'm really happy with your updates so far.”*
 - *“keep up the good work and go as fast as you (safely) can!”*
- Considering more interactive ways of presenting information i.e videos, schools programme, interactive online maps, signage along the route etc.
 - *“More engagement, maybe getting schools and kindys, scout groups, etc, involved in what you are doing. My wife showed the children at her kindy what was being found in the streams (from one of the emailed newsletters), and they were amazed.”*
- Specific requests regarding; speed limit reduction for SH1 and an additional off ramp south of Warkworth.

4.1 Conclusion

The combined customer satisfaction score for the project was 82.5%, this was calculated as an average between the results from the Stakeholder survey and User survey. This is above our target of 70-80%, though this may be artificially high due to the number of responses of 'neither agree or disagree'.

The overall message from the respondents can be summed up by the quote below, when asked if there are any areas for improvement "at the moment no, I am quite happy where we sit and I'm impressed" and "not at this stage, what they are doing at this stage is really good, really positive – kudos to them all."