




Pūhoi to Warkworth Project

Stakeholder Satisfaction Survey – March 2021

Pūhoi to Warkworth
E. info@nx2group.com
P. 0508 P2WK INFO
W. nx2group.com



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 seventh survey, completed March 2021.

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. One Mahurangi (formerly One Warkworth)
4. NZ Police
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 during construction is between 70-80%.

1.3 Report Structure

This report presents a combined summary of key findings from the February 2021 Key Stakeholder Survey completed by Just Add Lime Ltd and the responses from the General Survey collected

through Survey Monkey in March.

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.

Over the survey period, responses have increasingly trended towards the “strongly agree” and “agree” end of the scale. The first two questions that relate to the level and formats of project information have rated especially well over the duration of the survey, as have the questions that relate to the presentation and timeliness of information provided.

This is the first round to return no “not applicable” or “neither agree nor disagree” responses. This is partly the result of clarifying the wording of the question “I have confidence that the project will deliver a quality motorway for road users and positively impact the local community” in August 2020.

Figure 1 summarises responses to the quantitative questions over the survey period. This round, the project rates more highly than ever in all aspects of stakeholder and communication performance with all stakeholders strongly agreeing or agreeing with all of the statements presented.

More detail for all of the responses is included in the following sections, and detailed information about the previous surveys can be found in the previous reports.

The overall satisfaction score for key stakeholders was 100%.

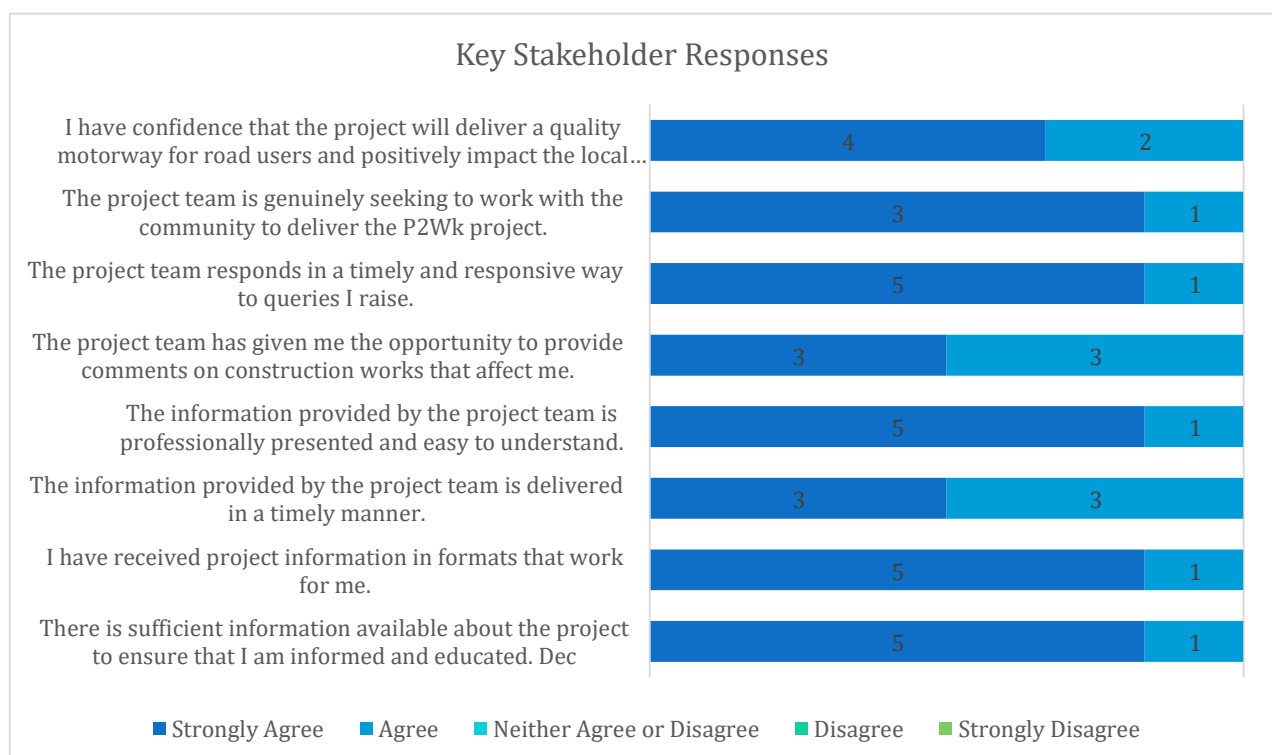


Figure 1. Summary of key stakeholder quantitative responses

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 were presented with the statement “There is sufficient information available about the project to ensure that I am informed and educated.” Five out of six of the stakeholders strongly agreed, commenting on communications generally:

“They’re sending out stuff on a regular basis, there’s no reason to not be informed about what’s going on,”

“We’ve had regular updates as to key occurrences that impact on our operations,”

“I am always kept up to date with all the information that concerns my organisation.”

Others appreciated ad hoc updates.

“We get regular updates whenever we want by just phoning.”

Some commented on particular activities they valued, including the newsletter, the website, one on one meetings and group presentations.

Project information formats

Five of the six of the stakeholders strongly agreed that, “I have received project information in formats that work for me.” The remaining stakeholder agreed with this statement. As in previous surveys newsletters, emails and the website were commonly given as examples of formats that work for stakeholders. One stakeholder spoke of shared software that gave them access to project information at all times, others cited monthly meetings and drone footage.

One stakeholder commented: *“The information I get... makes it easy to ensure our staff are fully briefed.”*

Timeliness of project information

Respondents were evenly spread across strong agreement and agreement with the statement, “The information provided by the project team is delivered in a timely manner.”

“Updates are frequent enough, at my level I am more than happy with the information and communications circulating.”

“We learn about stuff as it happens.”

“Apart from... when things get influenced by weather or lockdowns.. we generally get fair notice, we have a lead in time and our staff can be well briefed.”

One stakeholder who agreed with the statement said:

“Most of the time. Sometimes they send something through (with a timeframe of) a day or two, but that’s not usually the case.”

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 with strong agreement from five of the six. Some stakeholders commented generally on project information:

“Yes, it’s done in a format that even the layman can understand, not too much engineering speak, very informative, very well put together.”

Some appreciated the graphics:

“It’s well laid out, has the information I require plus graphics and other things that show when work commences,”

“..always comes with graphics we can use to put into our products... diagrams are easy to understand and relate to.”

One stakeholder provided the example of a “very good” presentation from Robert Jones and Karen Brown of the project.

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,” the stakeholders were evenly spread between strong agreement and agreement.

“We’ve gone to meetings and been able to comment on things... and there’s always an open door to come back if I have questions. Having Ros Pricor as a point of contact is good in that regard.”

“We’ve had options when it’s been necessary to give feedback.”

“I haven’t needed to chase them up over anything but I know the opportunity is there if I want to (provide comments),”

“Nothing much affects me! I have had the opportunity to provide comments though.”

Project team responsiveness

The interview presented the statement, “The project team responds in a timely and responsive way to queries I raise.” All agreed or strongly agreed with this statement with five of the six strongly agreeing.

General feedback to this question included, “They are very upfront and willing to engage,” “they respond really rapidly, there are no delays, I don’t have to prompt them for information,” “they supply the information I require promptly” and “I haven’t raised any but the level of information is substantial and it clearly highlights the processes and the way to pursue things – there are no barriers.”

Three specific examples were provided with one stakeholder citing a customer complaint that was quickly resolved:

“There was a poor reinstatement, the neighbour was complaining, and they had that fixed that night.”

Another said:

“Karen... went out of her way to get Robert along and the two of them gave a good presentation.”

And another:

“There’s always someone to go to – one example was the road widening through the NX2 section of Dome Valley – all the contacts were provided.”

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,” five of the six stakeholders strongly agreed. These stakeholders commented:

“They go out of their way to keep the community informed,”

“They’ve gone out of their way to make an effort – the fact they are willing to come along at the drop of a hat to give an update.”

One commented as a member of the community:

“I’ve seen as a local that lives in the community the updates (they provide) through the Mahurangi Times and things like that.”

One specific example was night works:

“Every time they work nights the community are notified ... and there’s time for (the community) to respond back if they have to.”

Delivering a quality motorway and positively impacting the local community

Since the wording to this question was changed prior to the August-September 2020 survey round, there have been no “not applicable” answers, all stakeholders have agreed or strongly agreed.

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.”

This survey round, two-thirds of respondents strongly agreed.

Being “impressed” was a theme:

“I strongly agree they are going to deliver a highway way above anybody’s expectations.”

“I’ve driven past a number of times recently and it is impressive.”

“I’ve been very impressed with all the people that I have had contact with.”

Others commented on the impact on the wider community:

“Yes, the locals have been waiting for it for a long time, now they are seeing progress with Matakana Link as well. I think particularly during peak season it will have a major impact, particularly when Matakana Link is opened in conjunction. If the bridge on SH1 as you come ... up to the Hill Street intersection was widened it would make a whole lot of difference as right turn traffic blocks the through traffic, but hopefully the volume won’t come through Warkworth anymore.”

“I think it’s going to be very beneficial but until we get the road network up and running it’s going to move the choke point from one point to another. What we really need from our perspective is a southern interchange, that to me is vital for Warkworth’s interests.”

“I believe it will be a positive thing.”

Project team improvements

The final question was open ended. Stakeholders were asked, ‘Is there anything the project team could do better?’ Five of the six stakeholders answered, “No,” to this question, with comments including:

“No, they do an exemplary job.”

“Not to my knowledge.”

“I’d be struggling to think of something to be honest!”

“Just keep extending it! That is our economic lifeline.”

Some conveyed anticipation...

“We are so used to when there’s a crash on the network... well the detour is unsuitable. So having something that is going to minimise crashes and the likely disruption is awesome.”

...and others, appreciation:

“When I look at times gone by the regular flow of information that we get through plus what I see in the community is really positive stuff and I don’t think too many people have too many questions. I recall NX2 having a stand at the careers night at the Mahurangi College which was quite good – parents attended with their kids so it keeps people’s eyes open.”

“They’ve helped us with (our operations), and that’s gone down well.”

Other feedback to this question:

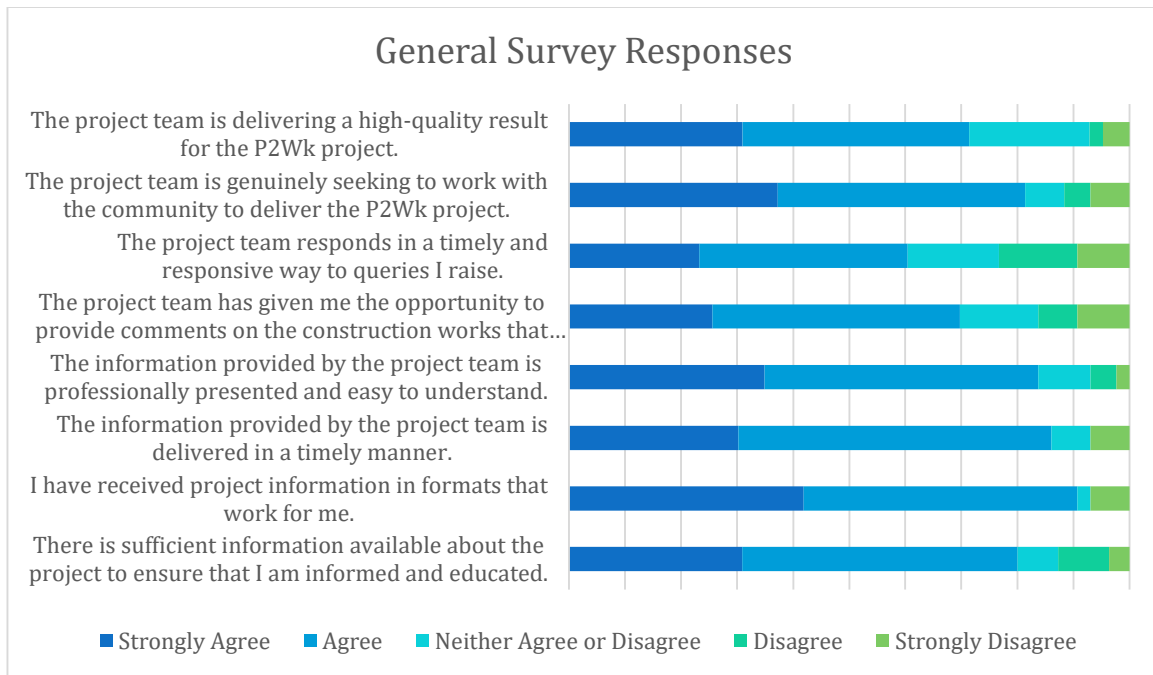
“There was a VS viewer version change in December last year and we’ve been having problems - we can’t go through the resource consents with them. (We’re expecting) a fix in early March.”

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 55 people completed the survey, a further increase in participants compared to the October 2020 (43 participants) survey. A total of 65% respondents identified themselves as being from the project area, 4% from Northland, and 20% 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 82%, a slight increase on the previous survey in [October 2020](#).

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 which emerged from this included:

- Public interest seems to be increasing and excitement building as the project progresses and becomes more visible. There were several requests for more general progress updates (for example more frequent drone flyovers and newsletters), as well as some specific information requests;
- Clarification and confusion over which organisation is responsible for various works in the project area, i.e. MLR, W2W, AT;
- Issues with traffic management;
- Reminders of how keen the community is to see the project finished on time;
- Complimentary comments about the project and stakeholder teams.

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

- Feedback has been provided to traffic teams so they can address any concerns;

- There were a number of unique comments and requests which are being or have already been addressed individually by the appropriate teams;
- The stakeholder team will investigate the potential of working further with wider project interfaces such as Auckland Transport on communications;
- The communications team will continue to look for more opportunities to share stories and updates.

4.1 Conclusion

The combined customer satisfaction score for the project was 91%, 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, public interest in the project is high and stakeholders seem satisfied with how the team is interacting with them. There are a number of themes which will be considered by the team, however generally any complaints or issues that were identified relate to specific individual stakeholders and are already being addressed or have been 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 the third quarter of 2021.