




Pūhoi to Warkworth Project

Stakeholder Satisfaction Survey – October 2021

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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.

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 October 2021.

Most stakeholders will be surveyed via Survey Monkey, an online survey tool. This General Survey will be promoted by email to our stakeholder database.

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 September 2021 Key Stakeholder Survey completed by Just Add Lime Ltd and the responses from the General Survey collected through Survey Monkey in September.

2.1 Key Stakeholder Survey

The first stakeholder surveys were completed in March 2017 and have been undertaken at regular intervals since. Figure 1 on page 4 summarises the quantitative survey responses over this period. The project has consistently rated highly in all aspects of stakeholder satisfaction and communication.

Over time survey responses have generally moved towards a higher proportion of “strongly agree” responses, and the first four questions that relate to the level, formats, timeliness, and presentation of project information have rated consistently well. Stakeholders have largely agreed that they have confidence in the project to deliver a quality motorway for road users and positively impact the local community which replaced the question “The project team are delivering a high quality result.” The amount of “not applicable” responses has decreased since early 2020 when this change was made. This survey round has returned a slight increase in “not applicable” responses, this will be explored further in this report. The following sections provide explanations and more detail for all the responses in this survey round, and detailed information about the previous surveys can be found in the previous reports.

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 98%.

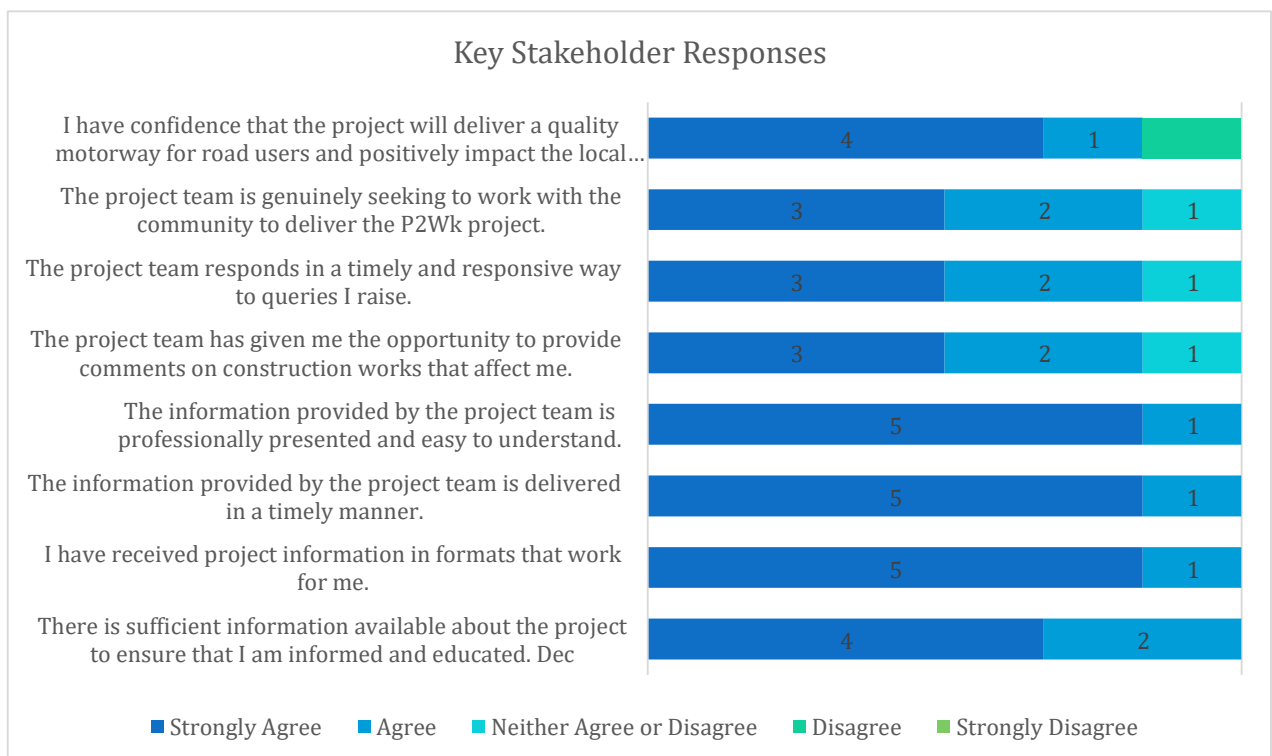


Figure 1. Summary of key stakeholder quantitative responses

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.” Four of the six stakeholders strongly agreed, and newsletters, emails, the website, and meetings were frequently mentioned for keeping stakeholders up to date:

“I go to meetings and forums, there is always someone there from NX2 to give an update,”

“I get newsletters, I jump on the website to see what’s new and if there’s anything we don’t have in our circles it is easy to find information,”

“We have regular updates, we meet and discuss where we’re at so I am always up to date with the project.”

Project information formats

Five of the six of the stakeholders strongly agreed with the statement, “I have received project information in formats that work for me,” and the sixth stakeholder agreed with this statement. Most stakeholders cited meetings and presentations, newsletters and emails. One stakeholder commented:

“The information that comes through, for a layman, is easy to understand,”

“We discuss things at meetings and updates are emailed through about what’s going to happen.”

“I get updates around planned works and documentation. If I need anything additional, it is always provided.”

One stakeholder commented on shared software as a source of project information.

“It took a while to get used to the new software but now it’s up and running we are all on the same page.”

Timeliness of project information

Five of the six stakeholders strongly agreed that “the information provided by the project team is delivered in a timely manner,” and one stakeholder agreed with the statement.

“Yes, very much so. They are very proactive and will send information through with what happened and what they did so it’s spot on really,”

“They go the extra mile, get back to us and if there’s more needed they will come back to us with that information,”

“We get fair warning of planned works outside of emergency works, it fits with our rostering requirements if we need to relocate staff. Never a problem. If anything arises after work hours it’s pre-empted or followed up with a phone call.”

One stakeholder noted appropriate intervals for updates:

“Because it’s a long project significant changes aren’t happening every day, so when scheduled updates come out they are at appropriate times.”

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 is very professionally done - they’ve put information together and they’ve sent it through, they get the info through quickly, they talk to the right people,”

People found presentation slides interesting:

"They've provided slide presentations which are very informative and have kept everyone in the group interested and informed."

The drone footage continues to be popular:

"Very smart newsletters, the drone footage flying over - that's really good."

One stakeholder participated in a site walkover:

"We had the chance to walk over site and talk about how it will operate. It was really well thought out. I don't think we had any questions unanswered."

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,"* three stakeholders strongly agreed and two agreed:

"If they are going to do some changes they always put it forward to myself and my colleague to get our approval first."

One appreciated the opportunity to feed back:

"We had a presentation and members of our group were able to give feedback on what would work for them. That feedback was taken on board. They haven't let us know a decision yet but they gave us the opportunity to make that submission."

Another pointed out that the need for them to provide comments has reduced over time:

"Nothing in particular over the last 6 - 8 months but it's easy to contact them and engage with them if there are any issues. It's good, they have never been afraid to provide contact information."

One felt the statement was not relevant for them:

"This is not applicable to us."

Project team responsiveness

The interview presented the statement, *"The project team responds in a timely and responsive way to queries I raise."* One felt it was not applicable to them at this stage of the project, and that there will be more interaction as construction approaches the end. The remaining five agreed or strongly agreed with this statement.

"Yes very quickly I just have to call them or they call me, whatever it's all done in a very timely manner,"

The amount strongly agreeing has reduced from five to three since the last survey round and qualitative responses suggest this might be due to a lack of queries, rather than a lack of responsiveness:

"I haven't had too many to be honest,"

and:

Yes, although in this last six months I haven't needed to use it."

Another said:

"Lockdown has gotten in the way of things a bit – we haven't had a meeting."

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,"* three stakeholders strongly agreed and two agreed. These stakeholders commented:

"I just think the ease of communication, the fact that they are very forthcoming with information, you don't struggle to find out when things are happening,"

"They are always responsive to any complaints by the public and they deal with them straight away."

"Definitely the way they've engaged with the wider community and the regular updates they give."

One felt the level of working with the community was appropriate for the scale of the project

"Any big operation has to have its goal set in mind and can take input from community without letting them affect the project too much, That's the way big projects work."

One stakeholder stated they did not have involvement with the local community and selected “not applicable”:

“I don’t know how much they are communicating with the community.”

Delivering a quality motorway and positively impacting the local community

Five of the six stakeholders agreed or strongly agreed that the project will deliver a quality motorway for road users and impact the local community.

Two-thirds of respondents strongly agreed, their comments reflecting a high level of trust with the project:

“I’ve been impressed with how the whole team has gone about things and the updates we’ve got throughout the year have been great,”

“I think it’s going to be a fantastic project. Sometimes people try to hide things but this project is always upfront. When you hear about a problem they’ve already fixed it.”

“Yeah from my perspective the project teams has been very professional and the community is really looking forward to it.”

One stakeholder pointed out the project’s role in the wider transport network:

“It will be awesome, it just needs to continue, that’s our only - and it’s not a criticism, it just needs to happen that this is a really important part of a longer journey that needs to be finished.”

One stakeholder disagreed that the project will positively impact the local community:

“Well this is a tricky one - I don’t believe it will do Warkworth too many favours because there is no southern interchange. It will make travelling north better but will divert people away from Warkworth. So I disagree until the southern interchange is built.”

This stakeholder has raised the same concern in previous surveys, while still agreeing with the statement. This survey is the first time they have disagreed and could reflect new concerns emerging among their constituents as the opening of the road gets closer.

Project team improvements

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

“I have found them pretty good to deal with – better than most,”

“I’ve been impressed with how everything has been done,”

“Nothing for us, we are co-existing quite nicely!”

“No, I don’t think so, they put themselves out there and I think they are doing a great job,”
and

“No, it’s trucking well, I can’t think of anything off-hand that they need to improve at this stage.”

One stakeholder gave a shout-out to the whole NX2 team:

“Everyone (who works on the project) seems passionate about what they are doing – that would be one of the big things I have noticed.”

While there were not any specific suggestions for improvement in response to this question, one stakeholder suggested in another part of the interview that they missed face to face meetings:

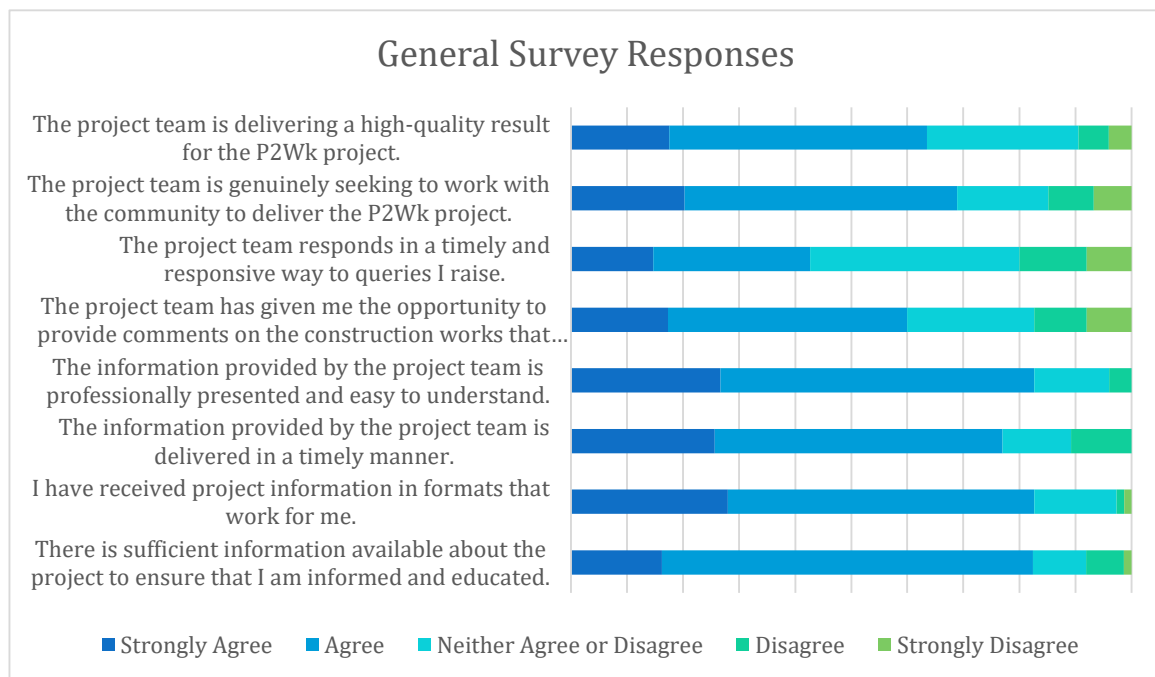
“Lockdown has gotten in the way of (things) a bit – we haven’t had a meeting.”

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 75 people completed the survey, a further increase in participants compared to the March 2021 (43 participants) survey. A total of 77% respondents identified themselves as being from the project area, 13% from Northland, and wider Auckland and the remainder were unidentified.

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 84%, a slight increase on the previous survey in [March 2021](#).

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:

- Traffic management
- Road condition
- Queries around Southern Connection
- Tolling queries

- Reminders of how keen they are to see it finished

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;
- Information on tolling has been updated on the project website;
- A Connections page has been created on the project website;
- 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 first quarter of 2022.