

Metlink Hit Squads: Proposed agile teams

TRANCHE 1b: Operational Improvements

Work stream	Hit Squad	Members	Teams	Dependencies	Considerations
Operational improvement	Sponsor: Greg Pollock Lead: TBC	OUTCOME 1: Provide transfers that can be depended on			Start Q1, 2019
			CX		<ul style="list-style-type: none"> Evaluate Tranzit connections performance post-Nov 11 timetable changes Discuss contracted service connection performance with operators at the weekly operational meetings Establish contracted connection information for drivers on shift cards Work with operators so that they actively manage the last connections of the day Threshold for connections in contract
			Service Delivery		
			Service Design		
			Infrastructure		
			Commercial		
			Policy		
			Customer Engagement		
			ICT		
			Other		
Operational improvement	Sponsor: Greg Pollock Lead: Rob B	OUTCOME 2: Standardised operational processes that are consistently applied to improve operational performance and customer satisfaction			
			CX		
			Service Delivery		
			Service Design		
			Infrastructure		
			Commercial		
			Policy		
			Customer Engagement		
			ICT		
			Business Analysts		

TRANCHE 1c: Operator Partnership

Work stream	Hit Squad	Members	Teams	Dependencies	Considerations	
Partnership	Operational Performance Sponsor: Greg Campbell Lead: Greg Pollock	OUTCOME: Leverage operator partnership to develop collaborative solutions				Start Q1, 2019
			CX		<ul style="list-style-type: none"> Review open-channel policy for drivers after dark Use Monthly Operator CEO Forum to develop collaborative solutions 	
			Service Delivery			
			Service Design			
			Infrastructure			
			Commercial			
			Policy			
			Customer Engagement			
			ICT			
			Rail			

TRANCHE 4: Customer Touchpoints

Work stream	Hit Squad	Members	Teams	Dependencies	Considerations
Customer Touchpoints	Journey Planning Sponsor: David Boyd Lead: Jono Hales	OUTCOME 1: Improve customer touchpoints to facilitate an easier journey			Start Q1, 2019
			CX		<ul style="list-style-type: none"> • Test the concept of concierge personal assistance at WLG station bus hub for visitors • How to promote the tracking function on the Metlink app? • How to make the tracking function easier to find? • Enhance Journey Planner with connections information • Set GTFS minimum transfer times to reflect actual times • Accessibility insight (policy)
			Service Delivery		
			Service Design		
			Infrastructure		
			Commercial		
			Policy		
			Customer Engagement		
			ICT		
		Change Comms			
	RTI Sponsor: Matt Aldiss Lead: Marcus Bone	OUTCOME 2: Provide real time information that is consistent and reliable to support customer journey experience			In Progress
			CX		<ul style="list-style-type: none"> • Identify and upgrade 3 line RTI signs to 6 line at busy stops eg. Karori Mall • Continue to resolve RTI accuracy so we can either: <i>identify further improvements or confirm it has reached its limits and customer expectations can be reset</i> • Improve RTI information about its workings and limitations – on signs, at stops and online
			Service Delivery		
			Service Design		
			Infrastructure		
			Commercial		
			Policy		
			Customer Engagement		
		ICT			
	Other				