

# Business Report – June 2013

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## CHIEF EXECUTIVE (DAVID WARBURTON)

This reporting period saw a high level of engagement with Auckland Council on issues relating to the draft Unitary Plan. Staff across all aspects of the business have been working closely with Auckland Council to ensure the growth elements of the Unitary Plan in particular can be managed within our medium to long-term programme and, most importantly, that extra funding requirements are identified early. AT's feedback on the draft plan has been submitted to the Council, following Board deliberation and input last month. We have seconded staff to AC to assist in working through transport related issues that have arisen through the public feedback process.

The Land Transport Management Amendment bill has now received Royal Assent. Work is underway to ensure that our Regional Public Transport Plan (RPTP) is compliant with the new Act; this will be further reported to the Board in due course.

The first bus operator (Urban Express) went live using AT HOP earlier this week. A verbal update will be given at the meeting. More than 75,000 AT HOP cards are now in use and it is pleasing to note that currently around 70% of customers on trains are using the AT HOP card. Almost 12% of card top-ups were performed online, an improving trend; by way of comparison online payments for mobile phone top-ups is currently around 20% - a market far more mature than the pre-paid travel card market. I take this opportunity to sincerely thank Directors who have been involved in the Securities Act sign-off process for the project.

Associated with the roll-out of AT HOP on bus, a new customer service centre has opened at the Smales Farm busway station. This is part of an ongoing programme to improve face-to-face customer service across the network. New customer service centres will soon open at the Albany and Constellation busway stations.

A rigorous fare evasion programme on the train network continues. On-board or on-platform ticket checks have now increased to up to 8,000 per day. Fare evasion continues to track downwards.

Comprehensive updates on AT HOP and the AIFS programme are included in the Operations division report.

While public transport remains a continued focus, there has also been significant progress on other major projects. At AMETI, the new Eilerslie-Panmure bridge deck structure has been completed and work is on schedule for an opening by the Mayor and Transport Minister, HON Gerry Brownlee, on 1 August. Another key milestone has seen the structural steel elements of the new station building in place, along with the installation of lifts and escalators. Property acquisition critical to the Panmure works has also been undertaken. Engagement with local residents and other key stakeholders has continued; AT hosted a site visit for three local MPs and the project was also referenced at a large breakfast function by the Prime Minister. A further public information day is planned for July.

As Directors are aware, the EMU maintenance facility is just days away from practical completion with the official opening being held on 5 July.

Other large roading and infrastructure projects are outlined in the Capital Development section of this report.

Internally, the end of year performance review process is underway for staff and bargaining for a new Collective Employment Agreement with the PSA continues. Several departments have undergone, or are in the process of, realignment. A series of staff roadshows presented our Employee Engagement Survey results. These were well attended across the four main AT premises. Functional area results are now being shared with individual teams with action plans for improving engagement being developed at team or departmental level. Key organisational actions will be reported to the Board in due course.

Finally, I'm pleased to advise that Auckland Transport's Annual Report for 2012 has received Silver in the Australasian Reporting Awards.

## PEOPLE and SERVICES (SIMON HARVEY)

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### HUMAN RESOURCES

#### Executive Summary

Auckland Transport has reported low employee turnover statistics since the commencement of the organisation. To give this context, a comparison was made against the General Industry Report provided by Aon Hewitt on industry trends. The comparison of employment turnover during the last year shows:

- March 2012 – General Industry 12.0%      Auckland Transport 5.81%
- September 2012 – General Industry 11.0%      Auckland Transport 6.14%
- March 2012 – General Industry 11.0%      Auckland Transport 7.61%

This would indicate that while we still experience well below industry levels, our trend as the organisation matures is towards a closer alignment with the market.

The previously mentioned 10,000 Step Challenge commenced with 685 participants signing up to take part. This exceeds last year and it is hoped is a positive indicator for the year on year improvement of general staff health.

The end of year performance review process is currently underway for our people. A series of information sessions on how to make the most of the review process will be held for managers and staff in June. The performance-based remuneration framework applies again this year and managers will be using it to review salaries post the performance review process. The online system implemented last year will be used for both the performance and the remuneration review processes for the first time this year.

Bargaining for a new Collective Employment Agreement between the PSA and Auckland Transport is now into its third month. Discussions are centred on a number of key issues which include the introduction of stepped pay scales for certain categories of staff, a streamlined shift system and management of change proposals. While good progress has been made on streamlining the existing agreement it is anticipated that discussions may continue for some weeks yet.

#### Appointments / Payments / Records

The FTE budget for permanent positions for Auckland Transport for the 2012/13 year has been increased to 1120. The workforce statistics in May are made up of 991.67 actual FTE. The current headcount filling permanent roles is 1073 with 1022 being permanent employees and 51 contractors filling permanent positions.

Positions recruited for May were 24 with 10 being internal appointments, 14 external. There were no positions filled through the use of recruitment agencies this month.

The number of new starters for May is 13 consisting of 11 permanent staff and 2 fixed term. The new starters have come into positions mainly in the Operations Division this month.

Over the last three months the recruitment team has opened 54 vacancies for recruitment.

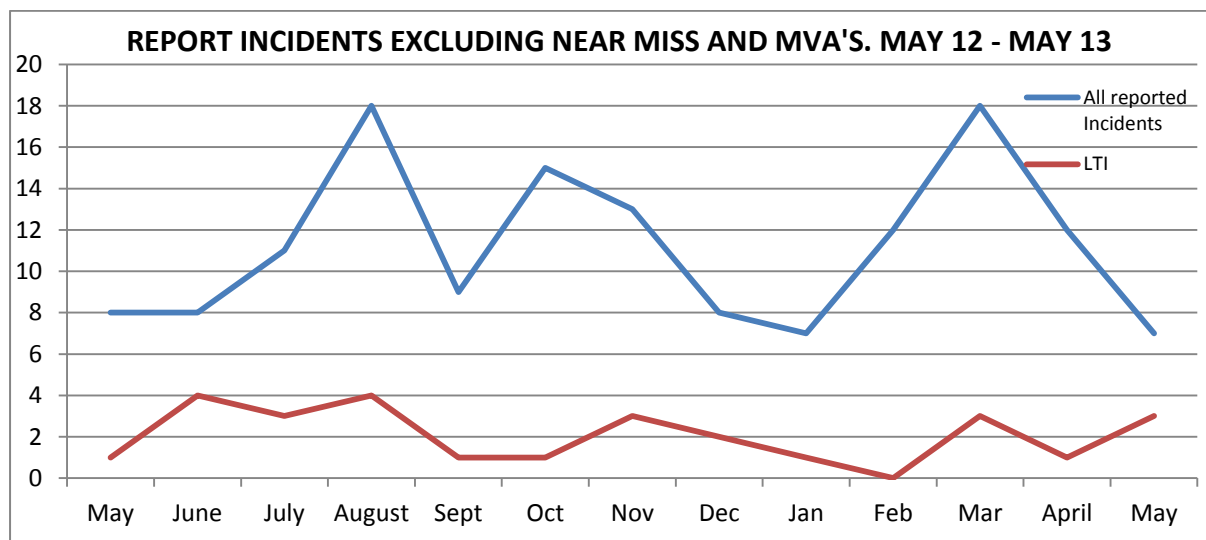
## Health and Safety

There were 7 reported incidents in May. These were 1 assault (spat on), 1 threat and abuse, 3 sprained ankles, 1 slip trip fall and 1 dog bite.

The three sprained ankles resulted in lost time.

The second “Managing Health and Safety Risk for Auckland Transport” training session was delivered this month by Leon Fox from the EMA.

The Health and Safety Manager delivered a full Hazard Management training session for new Community Transport staff and a refresher for existing staff in May.



## Cultural / Training / Support

A series of presentations to staff on our employee engagement survey results was completed in May at our four main centres. These were well attended across the different locations with a number of staff passing on feedback and suggestions on how we could improve engagement. The next step is to share the functional area results with those teams and work together to develop action plans across the organisation. The key action items will be provided to the board as these are progressed.

Two leadership programmes were held in May. The first being the initial module of the Executive Leadership Programme facilitated by the University of Auckland. Feedback following the first module of the programme was positive and rated highly. There are a further four modules to complete the programme in December. The next module on ‘Leading in complex environments’ takes place in July.

The second leadership programme was the Performance Leadership Programme facilitated by the Neuroleadership Group. Once again participant feedback was positive, with the final modules of the programme being held via tele-classes in June. A second cohort of people managers are scheduled commence this programme in June.

Eight business training courses were held in May. The series of customised training workshops on writing reports (such as Board papers) wraps up in June. Following this the course will be held a few times a year as new authors join the organisation.

## CUSTOMER SERVICES

### Customer Service Operations

A pleasing month of results with service levels achieved in the public transport call centre, productivity improvement in customer response and the Auckland Transport specialist team based in Auckland Council now fully functional.

New customer contact technology was successfully introduced to the public transport contact centre at the end of May. All calls are now being recorded and the drive to improve the quality of each customer interaction is underway.

A commitment has been made by Auckland Council to ensure a consistent supply of 20 customer service representatives, regardless of sick/annual leave etc., in order to meet agreed service levels. This agreement has brought service level to an acceptable level this month, achieving 74.67% in core hours and 80.30% across all hours. Focus on achieving an 80% service level continues.

### Customer Satisfaction Improvements

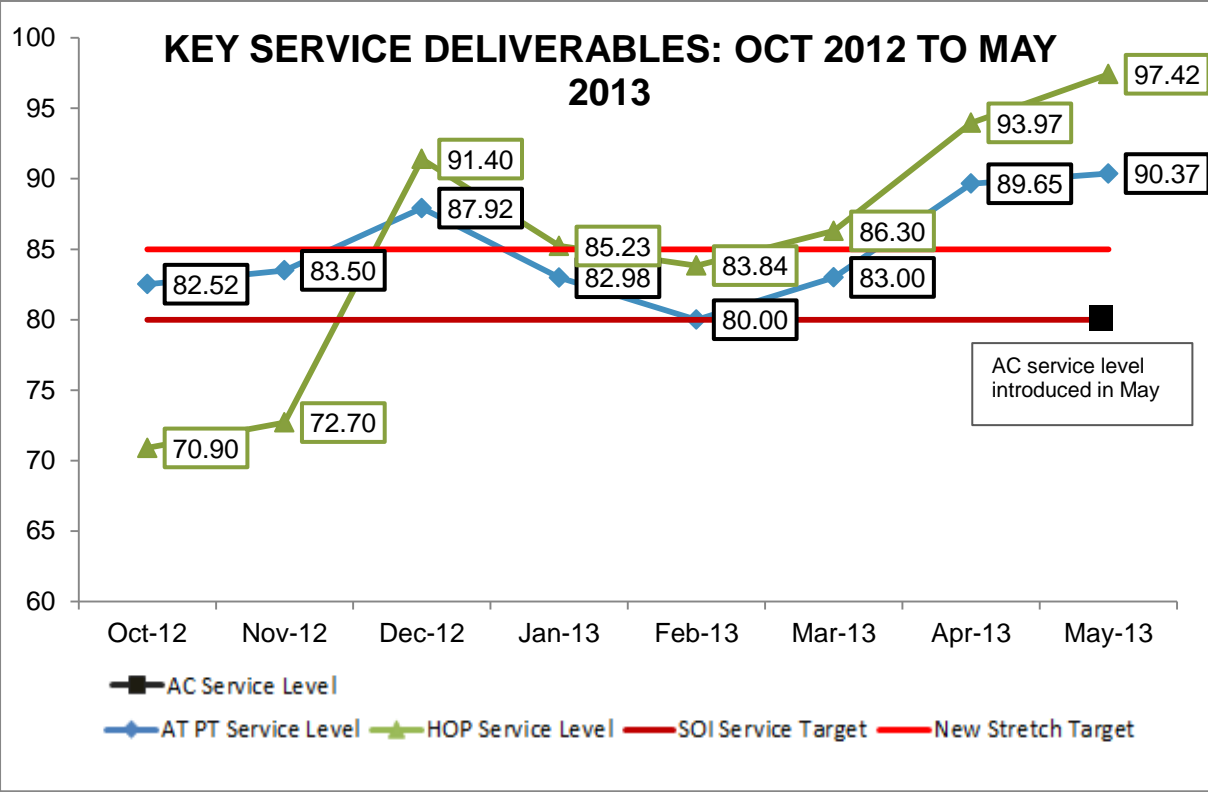
The Third Party Customer Charter document is being rewritten following consultation with Public Transport Operations. The delivery and training for the operators will be progressively rolled out to the individual operators after they have implemented the AIFS system into their business with the expected end date for all operators being December 2013.

An internal audit of Customer Charter protocols is being undertaken to assess compliance following on from the launch internally in December 2012.

The first draft recommendations for the Customer Feedback improvement review are due 7 June 2013.

### Key Service Metrics

- Average call wait time - 5 seconds AT PT, 2 seconds HOP
- Service level – 90.37% AT Public Transport, 97% HOP, 80.30% Auckland Council AT Specialist Team
- Abandonment of call – AT Public Transport 1.26%, HOP 0.59%, 7.4% Auckland Council AT Specialist Team
- Call volumes - AT Public Transport 36,967, HOP 4,144, 24,782 Auckland Council AT Specialist Team
- Web Traffic – 1,135,315 visits (AT PT website (898,711), myhop (58,238), athop (33,702), Auckland Transport (141258) & Letscarpool /Auckland (3,406).



## STRATEGY and PLANNING (PETER CLARK)

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### Executive Summary

Strategy and Planning focussed on key activities including:

- Regulatory Planning
- Strategic Asset Management

### Strategic Transport Integration

#### Spatial Planning Work Streams

Auckland Council (AC) has commenced an area plan workstream for Pukekohe. Strategy and Planning will provide the transport input to ensure transport needs are met.

#### Regulatory Planning

##### Operative District Plan

Map 1, shows the location of Council and private plan changes and notices of requirement and their current status that AT have involvement in.

##### Unitary Plan

AT has been progressing its review of the March draft of the Unitary Plan (UP) in order to meet the feedback closing date of 31 May 2013. AT has continued to work very closely with AC, New Zealand Transport Agency (NZTA), KiwiRail and also the network utility operators to review this document.

The key implication areas that AT has been considering in its review are:

- The objectives and policies contained in the UP which will affect what AT does in terms of carrying out its day to day business,
- How other land uses and activities are developed which rely on the adjacent or future transport network as they could have implications for AT in terms of its ability to deliver and operate the transport system.
- The UP defines the location, scale and timing of future urban growth and, therefore, impacts on AT's future investment programme.

As part of the feedback, AT will be identifying items that we wish to further discuss with AC and that AT is wishing to be further involved in the refining of the UP before its notification in September.

AT has seconded staff to AC to assist in working through the transport feedback.

## Corridor Management Plans

CMPs identify short, medium and longer-term projects for delivery in response to growth and land use changes. The chosen corridors are identified as priorities by the Regional Arterial Roads Plan and other strategic documents, and further work is underway to update the priority list in alignment with the ITP. Map 1 shows the location and status of current 2012/13 CMPs including:

- Great North Road/Rata Street/Ash Street (nearing completion)
- Albany Highway/Greville Road/Tawa Drive
- Takapuna North (East Coast Road Stage 2)
- East Tamaki Road/Springs Road/Harris Road
- City East West Transport Study (including Harbour Edge)
- Tamaki Drive/Ngapipi Road/Kohimarama Road/Kepa Road
- Ellerslie Panmure Highway
- Balmoral Road/St Lukes Road
- Great South Road (Stage 2)

Scoping is underway for a Pakuranga Road CMP in coordination with the AMETI project. Work is also underway to progress those projects recommended in the first five CMPs from 2011/12 and to have them prioritised for inclusion in future work programmes.

## Strategic Planning

### Housing Accord

In response to the Housing Accord announcement, staff are preparing an analysis of the potential areas for expansion of residential development identified by Auckland Council with attention to the implications for transport. These include the current status of roads and public transport provision and plans for future provision. Preferred sites where extension of current services and roading improvements could be more easily accomplished are being identified for discussions with NZTA and AC staff.

### Land Transport Management Amendment Act 2013a

The Land Transport Management Amendment Bill received royal assent on 12 June and is now officially in force as the Land Transport Management Amendment Act 2013 (LTMAA).

Work is underway to ensure that the Regional Public Transport Plan (RPTP) is made compliant with the requirements of the new Act, and will then be presented to the Board for adoption. This will enable the rollout of the Public Transport Operating Model (PTOM).

The LTMAA also requires Auckland Transport to prepare a new Regional Land Transport Plan by 30 June 2015. This will replace the existing Regional Land Transport Programme.



## Transport Modelling

The current activities and progress include:

- Local area traffic modelling in progress includes updating the Mill Road model, modelling for the Te Atatu Road TMP, Lincoln Road options and Takapuna town centre.
- The CRL modelling programme is continuing in parallel with the APT3 update.
- Updating the Auckland Passenger Transport (APT3) model. Approximately one million records have been extracted from Data Warehouse and are now being processed to build 2013 observed trip matrices by mode. This entails converting bus stop start and end points to traffic zone origins and destinations by mode. Data is being sourced (from PT Operations) to expand the trip data to match regional reported trip totals.

## Strategic Asset Management

The Asset Management and Systems team continue to develop the technical analysis and undertake condition surveys to support the next iteration of the Asset Management Plan. In particular, the programme of asset condition surveys has been accelerated by approximately 6 months in order to obtain a complete picture of asset condition by December this year.

### Asset Management Plan Update

Auckland Council requires an annual update to the published Asset Management Plan, detailing significant changes to the asset inventory and budgets. This will be reported to the board in July.

### Asset Management Input to Other AT Activities

Asset management advice and input are provided across AT's activities in order to optimise decision-making and to minimise the whole-of-life cost of transport infrastructure.

A summary of activity for the month is given below:

Area of engagement	No. of requests received for the month
Corridor Study	1
Design Review	7
NOR and Plan Change	3
Property – Request and Proposals	17
Resource Consent Review	11
Standards/Guidelines Review	8
Others	55

## Seismic Screening

In March 2013, the board approved the funding for a programme of seismic screening for transport assets.

The first batch of seismic screening for bridges and major culverts is programmed to be completed by the end of June 2013. This work is being prioritised on the basis of risk and criticality. In summary:

- 985 bridges and major culverts in asset inventory
- 588 considered as needing screening
- 370 will have completed primary assessment by the end of June
- 19 have been identified for a more detailed secondary assessment

Further screening will be undertaken in the next financial year FY13/14, to cover all AT assets that may present a risk in a seismic event.

## Weed Management Policy

Auckland Council is developing a Weed Management policy to guide the management of weeds in Auckland's parks and open spaces, including the road corridor. AT is working with AC to ensure it recognises AT's responsibilities and the practicalities of operating an extensive transport network.

Map 1 – Plan Change and Corridor Management Plan Locations



Map1: Plan Change and Corridor Management Plan Locations

5 Km's



Plan Change key

AT GIS ID	Application	Application Status
3	Plan Change 137 - Orewa West	Decision released
6	Plan Change 127 - Huapai North	Appeals
7	Plan Change 159 - Peninsula Golf Course	Hearing process
10	Plan Change 34 - Milford	Appeals
13	Plan Change 13 - Hobsonville	Appeals
14	Plan Change 42 - Lincoln Junction Special Zone	Submission analysis
16	Plan Change 36 - Wiri North Quarry	Appeals
17	Plan Change 28 - Kingseat Structure Plan	Hearing process
18	Plan Change 20 - Flat Bush	Appeals
21	Plan Change 32 - Clevedon Village	Appeals
25	Plan Change 37 - Patumahoe Hill Structure Plan	Submission analysis
24	Plan Change 12 - Drury South Business Park	Submission analysis
27	Hingaia 1B	Pre notification
31	Plan Change 29 - Belmont / Pukekohe West	Submission analysis
33	Plan Change 14 - Bombay Village Expansion	Appeals
34	Valley Road - 114 - 116 Valley Road	Pre notification
35	Plan Change 14 - Hobsonville Village	Appeals
39	Plan Change 64 - Matakana Village	Hearing process
40	Plan Change 17 - New Lynn	Appeals
41	Plan Change 148 - Matakana Country Park	Hearing process
44	Plan Change 35 - Puhinui Gateway Area	Notification
45	Plan Change 123 - Hibiscus Gateway Area	Hearing process
48	Plan Change 260 - Orakei Point	Appeals
49	Alteration to NOR - Rosehill Special School	Notification
50	Alteration to NOR - Oaklynn Special School	Pre notification
51	Alteration to NOR - Puhunui Primary School	Decision released
52	Oteha Private Plan Change	Pre notification
53	Plan Change 209 - Balmoral Warehouse	Submission analysis
54	Alteration to NOR - Pukekohe West Primary School	Pre notification
55	Plan Change 315 - 1370 - 1378 Dominion Road, Mt Roskill	Pre notification
56	Plan Change 179 - 47 & 61 Dawson Road, Snells Beach	Notification
57	Alteration to NOR - Vector Waikumete Gas Delivery Station	Pre notification
58	Alteration to NOR - Waitakere Triangle Road Water Pump Station	Pre notification

## **FINANCE (DAVE FOSTER)**

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### **FINANCE AND SUPPORT**

#### **Annual Accounts and Annual Report**

Planning and preparation of formats, content and layout of the Annual Accounts and Annual Report is continuing. Audit NZ returned on site in Henderson on 4 June to commence final audit work on the May 31 financial reports which will be prepared on a “hard close” basis to enable finalised and audited financial reports to 30 June to be completed by 31 July.

#### **Budgets**

Finance have completed the operational department 2013/14 budgets and have confirmed funding from AC.

#### **Insurance**

The insurance policies expiring on 30 June 2013 (all but Rolling Stock) are in the process of being reviewed with AC taking the lead. AT have contracted an independent external advisor to consider and report on whether the adequacy of cover and excess levels is considered reasonable. AC expect to receive quotes from the market by mid-June. Members of the FRC will be kept updated through the process to ensure they are kept fully informed.

### **Revenue and Analysis**

#### **2012/2015 Auckland Regional Land Transport Programme (RLTP) Funding**

During May 2013, seven new funding applications totalling \$42.5m were submitted to NZTA for consideration. Two applications (\$12.6m) were approved by NZTA and the remaining five applications (\$30m) are awaiting approval.

**Table 1 – May 2013 Recommended Schemes to NZTA**

Project Name	Description	Activity Class	Phase	Cost	Comments (AT)	Outcome (NZTA)	
<b>May 2013</b>							
AT	2012-15 Albany Highway North Upg (Schnapper Rock to SH17)	Widening 4 km long Albany Highway between Schnapper Rock Road and SH17. Improvement offers T3 lanes, on and off-road cycle lanes, wide footpaths, flush and raised medians, undergrounding of overhead services, stormwater and other service/utility improvements, intersection signalisation, retaining walls, landscaping and urban design.	New & improved infrastructure for local road.	Design	\$4,754,000	Recommended	Awaiting approval
AT	2012-15 AMETI NZTA Pk1 AT Pk1 Panmure (Phase 1)	The upgrade of Panmure Station to an Interchange with fully integrated multi modal facilities.	PT Infrastructure	Construction	\$17,200,000	Recommended	Approved in principle awaiting confirmation
AT	2012-15 Dominion Road Corridor Upgrade	From view Road to SH20 including the village centres, aims to improve travel times and journey time reliability for all transport modes, with an emphasis on passenger transport to address the capacity constraints of the existing corridor.	New & improved infrastructure for local road.	Design	\$4,200,000	Recommended	Awaiting approval
AT	2012-15 Network Performance - Route Optimisation	3 years funding for review and modification of traffic signal co-ordination. Includes minor associated physical works to enable optimisation for traffic along the prioritised routes.	New & improved infrastructure for local road.	Implementation	\$8,760,000	Recommended	Approved
AT	Mill Road Corridor	Improvements to Mill Road between Manukau and Papakura. The scheme will serve as a key north-south route linking growth centres of Papakura, Takanini, Manukau CBD, Flatbush and provide an alternative to SH1 and assist regional lifelines.	New & improved infrastructure for local road.	Investigation	\$3,637,000	Recommended	Awaiting approval
AT	2012-15 Murphys Rd Upgrade	Upgrading a rural district arterial to urban district arterial standard with four lanes and on-road cycle lanes and off - road 3.2m shared path on Murphys Road. Also included is signalling a uncontrolled intersection ( relocating the Thomas Intersection northwards so as to straighten Thomas Road to the west) with four pedestrian legs and hook turn provision for cyclists.	New & improved infrastructure for local road.	Investigation	\$140,000	Recommended	Awaiting approval
AT	2012-15 Safety Improvements - East Coast Road, Kahikatea Flat Road, Waitakere Road, Old North Road and Piha Road.	2 years funding for proactive safety improvement works at identified black spots based on crash reduction study. Works include warning signs, guard rails, road markings, pedestrian facilities etc.	Road safety promotion.	Construction	\$3,799,995	Recommended	Approved
<b>Total New Schemes</b>					<b>\$42,490,995</b>		

Notable in the monthly reviews were:

- Approximately \$9m funding approved for Network Performance Route Optimisation for three years.
- Approximately \$4m funding approved for Road Safety Improvement projects for two years.

Table 2 below indicates the current expected possible funding from NZTA for capital projects for 2012/13.

\$131.9m of capital subsidy has already been received this year, and a further \$36.5m is forecast to be received.

**Table 2 – Current Funding Expectations from NZTA for Capital Projects for 2012/13<sup>1</sup>**

NZTA Funding Status	May Funding (\$m)	April Funding (\$m)	Difference (\$m)
Funding received	131.9	98.7	33.2
Approved but not yet claimed	28.5	42.2	-13.7
Not yet approved	8.0	9.7	-1.7
<b>Total</b>	<b>168.4</b>	<b>150.6</b>	<b>17.8</b>

The estimated subsidy for the year has increased to \$168.4m due to:

- Subsidy for renewal of rolling stock and wharves is now treated as capital rather than operating subsidy; and
- NZTA has paid \$11.4m of subsidy relating to previous years' spend on AMETI land. This was subject to the front-loading agreement with NZTA, and was originally not due to be paid until 2013/14 & 2014/15.

## Procurement

Five Tenders were published during May, with an approximate total value of \$3.2m. 129 Contracts were awarded with a total value of \$23.7m. Those valued at over \$2.0m were, \$7m General Electric, \$3,6m KiwiRail Holdings and \$2,4m to Smartrak Ltd.

Procurement templates – Engineering Professional Service Contract templates and their formats are still being reviewed with ACENZ - indications are that they will be endorsed prior to 30 June 2013, for implementation in July 2013.

<sup>1</sup> The numbers in this table do not align to the numbers in tables 1 and 2, which reflect whole of life costs.

## Key Initiatives for Business Unit over Next Three Months

- Annual Accounts, Annual Report, annual audit by Audit NZ. Plan and prepare these to meet Board, statutory and AC timelines.
- Review and renew insurance programme for policies expiring at 30 June 2013
- Completion of 2013/14 Annual Plan
- Review Procurement Strategy
- Continued development of procurement guidance material to support processes and findings resulting from the value management review
- Implement programme of improvement for value management in procurement of goods and services



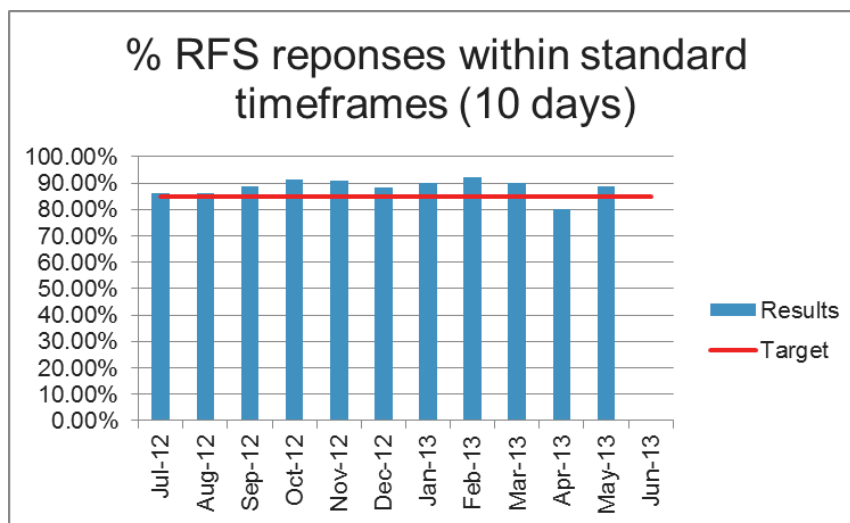
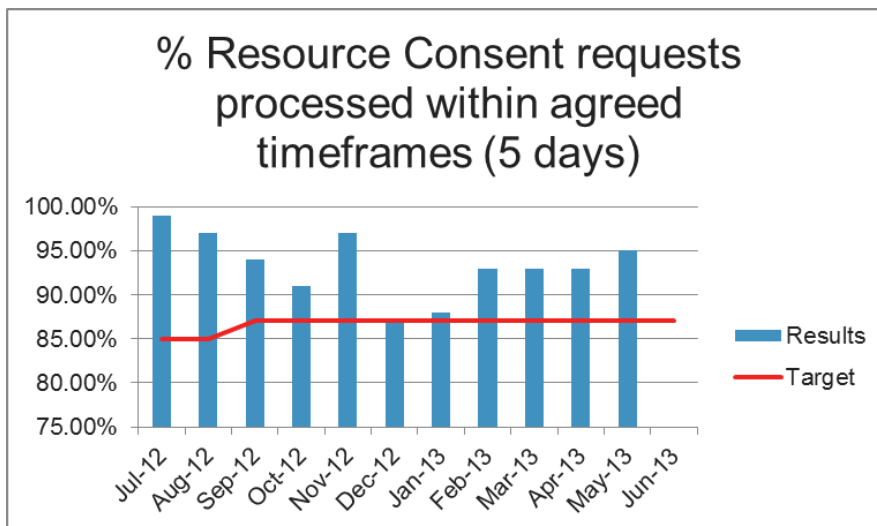
# OPERATIONS (GREG EDMONDS)

## Executive Summary

- Confirmation from NZTA for funding for the remainder of the four year programme for route optimisation
- AT HoP rollout on Urban Express buses has begun
- Over 150 AT staff have volunteered as AT Ambassadors for the Bus rollout
- Smales Farm Customer Service Centre opened
- New Network (Bus) consultation commenced with Mayoral launch in Mangere
- Fare evasion on trains for May averaged 4.2%
- Trial secure cycle storage facilities at train stations developed

## Road Corridor Operations

In May Road Corridor Operations processed 88 Resource Consents (95% meeting the target timeframe of 5 days). A total of 677 new requests for service cases were opened with 788 closed for May (88.71% meeting standard timeframes of 10 days).



## Fatal Road Crash Information at 31 May 2013

The 2013 annual Auckland Region road toll to 31 May 2013 was 24 deaths i.e. 7 more when compared with the 17 recorded deaths for the same period to 31 May 2012. The number of road deaths recorded for the month of May 2013 was 6 compared with the 2 road deaths recorded for the month of May 2012. Details are provided in the tables below.

### Annual Auckland road deaths at 31 May 2013 compared with 31 May 2012

Auckland Sub-regions	Urban Central	Rural South	Urban North	Rural North	Urban South	Urban West	Total
31 May 2013	5	3		5	11		24
31 May 2012	5		1	5	6		17

### Annual Auckland road deaths per road type and road user type at 31 May 2013

Road User Type	Drivers	Passengers	Motorcyclists	Pedestrians	Mobility scooters	Cyclists	Total
Local Roads	7	5	2	4	1	1	20
State Highways / Motorways	1	3					4
<b>Total</b>	<b>8</b>	<b>8</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>24</b>

### Annual Auckland road deaths for local roads per road user type and age at 31 May 2013

Road User Age	0-14 years	15-19 years	20-24 years	25-39 years	40-59 years	60+ years	Total
Drivers		1	1		4	1	7
Passengers		3	1			1	5
Motorcyclists				2			2
Pedestrians					1	3	4
Cyclists						1	1
Mobility scooters						1	1
<b>Total</b>		<b>4</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>7</b>	<b>20</b>

## Fatal Crash Investigations

The Road Safety team investigated three fatal crashes in May. One was a driver-speed related crash in Urban South, a cyclist hit by a truck in Urban South and a pedestrian hit by a car in Urban Central. Crash investigations are currently underway and recommendations will be made once investigations are complete.

## Stakeholder Liaison

A presentation was made to the Waitakere Ranges Local Board on the AT road safety engineering projects implemented in the area for 2012/13 and planned projects for 2013/14.

## Traffic Operations

Mr Randhir Karma of Traffic Operations is a member of the One Network Road Classification project team which meets in Wellington every fortnight. The purpose of a national road classification is to support better asset management across the country. This will ensure that planning, investment, maintenance and operational decisions relating to each road reflect their function as part of the broader network. It also means that over time road users can expect to have a similar experience across the country, on roads with the same classification. An integrated classification system will also make collaboration easier, leading to a more efficient roading network and improved value for money.

The team will develop an integrated classification for the New Zealand road network (state highways and local roads) that:

- reinforces a “one network” approach and assists national, regional and local planning, investment, maintenance and operations decision making utilising existing frameworks where appropriate
- supports collaboration and cooperation between Road Controlling Authorities and between Road Controlling Authorities and the NZTA
- supports a customer focused approach to the seamless movement of goods and people.

## Network Performance

The ability of Auckland Transport to report on Network performance has grown considerably in the last 12 months. In the June 2012 Business Report a paragraph summarised how AT was developing network performance reporting to highlight congested segments and routes, particularly during the peak periods

Reporting was possible on 30 primary arterial routes across the region. This has been expanded to 70 arterial routes across the region, which includes all the primary arterial routes and most of the secondary arterial routes. We can now run reports to compare this year's data with last year's data. Understanding how to report and use this data is steadily increasing. From January 2013 we have been reporting on the average level of service experienced in the morning peak period. We have previously reported on month to month trends. In this report we are introducing for the first time an illustration of how we can now compare data for this year with the previous year's data from the same period.

A comparison with the previous month: April 2013 vs. March 2013

During April 2013, the primary arterial network across the Auckland region exhibited improved conditions compared to March 2013.

The average median speed for the network in April 2013 was 38 km/h, compared to 37km/h in March 2013 in the morning peak hour.

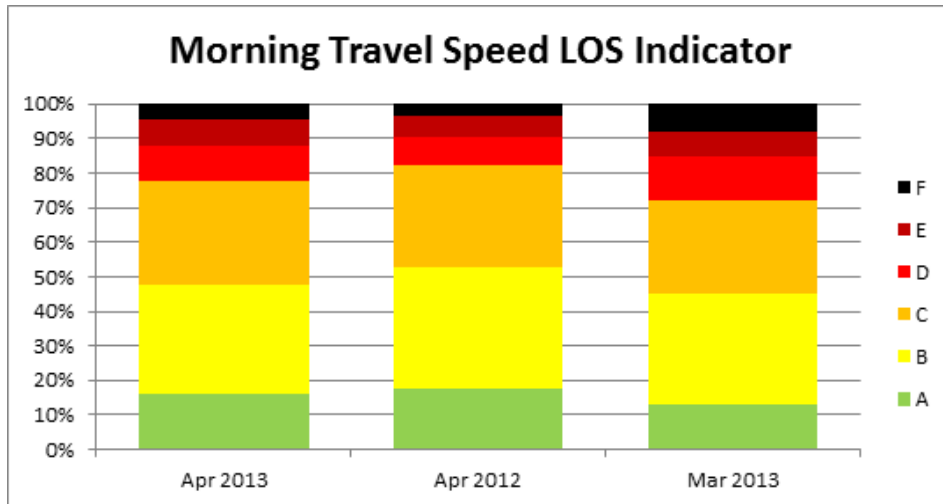
More noticeably, during the morning peak hour in April 2013, only 22% of the road network experienced congestion, defined as operating at levels of service (LOS) D, E or F, compared to 28% in March 2013.

Effectively, 78% of the network operated at acceptable levels of service (LOS A, B or C) in April compared to 72% in March 2013.

This is the normal expected travel pattern as the intensity of traffic in April is generally less than the March traffic.

We can now compare traffic with the same period a year ago: April 2013 vs. April 2012.

A comparison with information obtained for April 2012, shows that there has been no increase in congestion for the PM peak period and off-peak period. The graphic below shows that there has been a 4% increase in the AM peak period congestion.



The increase in congestion can be attributed to a number of areas such as:

- Population growth leading to increased travel demand (consistent for a city)
- Growth in travel demand due to increased economic activity
- Increased congestion due to major road works on a number of key corridors. Examples are:
  - AMETI
  - Tiverton Wolverton
  - Glenfield Road
  - Wairau Road
  - Lincoln Road Interchange upgrade
- Increased congestion due to temporary roadworks to facilitate major utility works upgrades. Examples are:
  - Upgrades to the Vector High Pressure Gas Main at Neilson Street
  - The Hunua 4 Watermain project across Te Irirangi Drive

In the short and medium term, the route optimisation project is offsetting growth in congestion by optimising and improving the traffic flow on key arterial routes not affected by temporary works. In the long term the way to manage congestion will be to get more people moving through the corridors through the use of public transport and high occupancy usage of the existing vehicles. This can be achieved through increased use of rail and bus lanes and transit lanes at peak periods. Further work is being done to capture the movement of people through corridors and this will enable better reporting of the 'corridor productivity' the number of people and vehicles moved along a corridor.

Work is being done to expand the reporting to include:

- The AM peak period
- The interpeak period and the
- PM peak period
- Trend analysis

Now that the methodology has been tested it will be expanded to the 70 routes to identify where and when we are experiencing the greatest changes in congestion across the network. This will enable better management of the network through co-ordination of temporary traffic management and identification of key areas for urgent attention.

### Route Optimisation

Confirmation of the funding for the remainder of the four year programme (years 2012-2015) has been received from NZTA.

### New Traffic Signals

A mid-block pedestrian crossing was commissioned, including SCATS connection, on Great North Rd at the Henderson Primary School.

## Road Corridor Maintenance

The four Central and West road maintenance contracts were signed by the Chair and CEO on 23 May and will commence on 1 July as planned.

An Industry Briefing was held on 22 May for the upcoming Northern maintenance contracts and the city-wide street light maintenance contracts. The event was attended by approximately 120 people. Tenders for these contracts will close before Christmas 2013. Each has a 1 July 2014 start date.

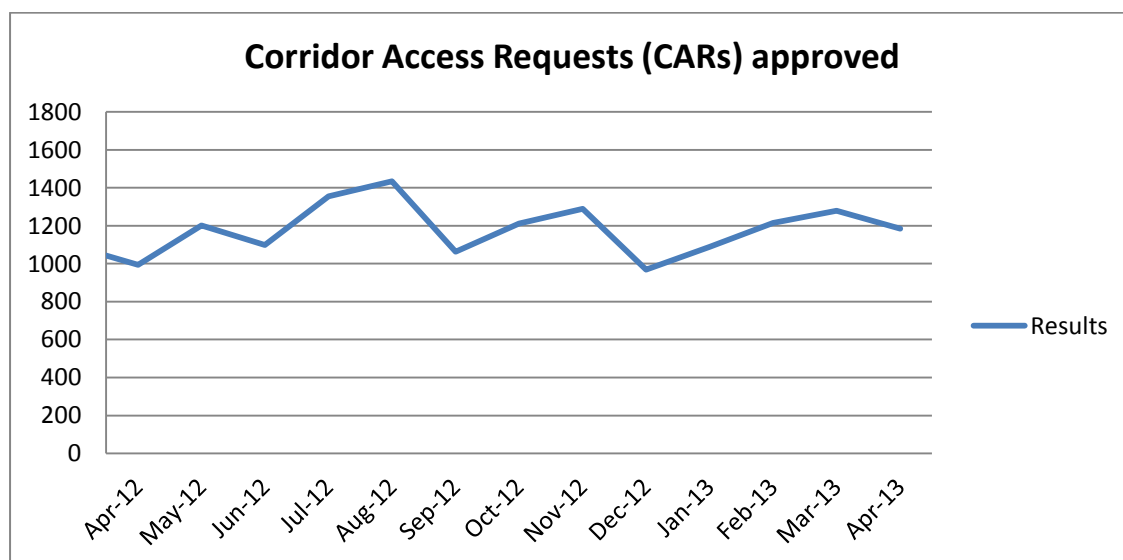
Discussions are underway with Watercare to ensure that any road maintenance work on the route of the Hunua 4 pipeline project is well coordinated between the two CCOs.

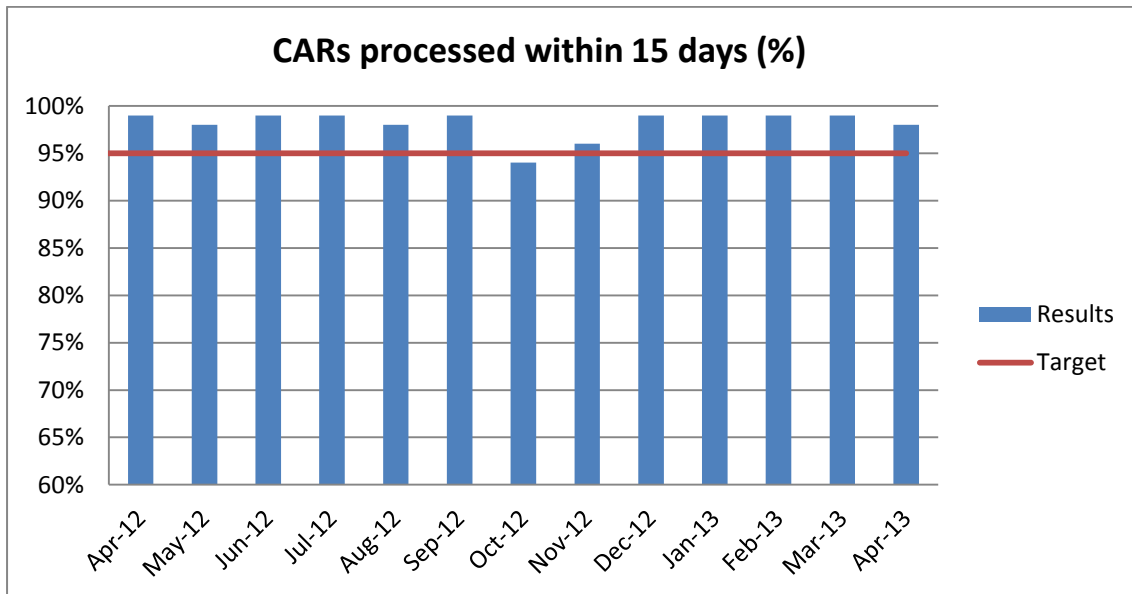
RCM has commenced work on its Value Improvement Programme by holding a workshop with senior staff.

The road renewals programme is now completed. Some small footpath, cycleway and minor safety projects will be completed during June.

## Road Corridor Access

There were 1,017 corridor access requests approved in May with 84% processed within 5 working days and 98% processed within 15 working days.





The focus of the Ultra-Fast Broadband (UFB) project continues to be the completion of the Year 2 (2012/13) build. Chorus in conjunction with their contractor, VisionStream are now undertaking a greater level of quality assurance so as to ensure that the completed cabinet areas have been reinstated to the appropriate standard before a final inspection is requested from Auckland Transport. Approval is being given to a limited start-up of the Year 3 (2013/14) programme so as to enable Chorus to fully utilise their available resources and even out the workload over the year.

Approval has been given for the temporary closure of one of the two eastbound lanes on Ti Rakau Drive between Edgewater Drive and Gossamer Drive. This lane closure is required to enable the ducting and cabling to be installed for Transpower's North Auckland and Northland (NAaN) project on this section of Ti Rakau Drive. The lane closure will take effect on Monday 10 June 2013 and will stay in place for approximately 12 weeks (7 weeks for the trenching and duct installation and a further 4-5 weeks for cable hauling and jointing).

The Traffic Management Strategy requires 25-30% of eastbound traffic on Ti Rakau Drive to divert to alternative routes and Transpower have been running a radio campaign for a number of weeks advising motorists of the upcoming works and the need for them to utilise alternative routes particularly Pakuranga Road for Howick bound traffic and Highbrook Drive for Botany and East Tamaki destinations.

This section of Ti Rakau Drive carries approximately 18,000 eastbound vehicles per day and it is expected that the lane reduction will result in some congestion particularly in the first few days if motorists take time to heed the messages to use alternative routes.

The Joint Traffic Operations Centre (JTOC) has been involved in the development and approval of the Traffic Management Strategy and has undertaken to closely monitor the situation and to actively manage traffic signals on Ti Rakau Drive and the affected diversion routes if necessary to relieve congestion at intersections. Additional CCTV cameras have been installed to ensure there is coverage of critical intersections.

The installation of the Hunua 4 bulk water main is continuing in Manukau with work currently underway on Thomas Road, Boundary Road and Puhinui Road between Cambridge Terrace and York Street.

The All Blacks v. France rugby international was held at Eden Park on 8 June 2013. The delivery of the traffic management and transport operations plans was managed by Auckland Transport from the Major Events Operations Centre (MEOC) in Bledisloe House. The MEOC was manned on the night by representatives of Auckland Transport, NZTA, NZ Police, NZ Fire Service, St Johns Ambulance, Auckland Council, ATEED, Veolia and Action Traffic. The Zone A residents only parking zone was in place for this game as well as a limited amount of residents only parking on additional streets south of the venue. Vehicular access to the roads in the immediate vicinity of Eden Park was restricted from approximately 90 minutes before the game to one hour after the game to ensure the safety of pedestrians walking to and from the venue.

## Public Transport

### Multi-Modal

#### 3-year Public Transport “Next Steps” Programme

A communications tool is being progressed for the three year PT Next Steps Programme to communicate to stakeholders and customers the targeted experience through the implementation of the seven key strategic PT projects over the next three years:

1. Integrated ticketing and fares and new PT pricing policy
2. Service regulatory and procurement reform through the PT Operating Model (PTOM) including legislative reform
3. New service network rollout of high frequency bus services and integrated and connected support services with associated facility and infrastructure upgrades
4. Rail service enhancements through transition to the new EMU fleet
5. Ferry service and facility enhancements
6. On-time service performance and customer information
7. Customer experience enhancement across all customer touch points

### Multi-Modal

#### Integrated Ticketing and Fares

Currently 75,207 AT HOP cards have been activated by customers of which 36,591 have been registered. 70% of all travel for the 30 days up to 5<sup>th</sup> June 2013 on rail services was with the AT HOP card across a total of 883,700 transactions (AT HOP card and paper tickets). 11.7% of all card top-up transactions were performed online, an improving trend, with 63% performed at ticket machines, a reducing trend.

The first bus operator to go-live with AT HOP is Urban Express at the end of June. This will provide the first multi-modal (bus, rail and ferry) electronic ticket in New Zealand. As operators join the scheme, a review of all timetables and fare stage points and zone boundaries is progressing to remove historic anomalies. Bus operators have now signed technical specification and business operating documentation for the provision of AT HOP on their services following six months of negotiations since the announcement of Thales equipment provision. Commercial negotiations for transition from legacy ticketing systems to AT HOP are being finalised.



**AT HOP is here!**  
Way to move, Auckland.

**You can now use the AT HOP card on Urban Express buses.**

AT HOP is your one prepay travel card for trains, ferries and soon all buses.

Right now, you can move around Auckland on Urban Express buses, trains and ferries. Tag on and off with your AT HOP card as you go. The AT HOP card saves you at least 10% off single trip cash fares (excludes NiteRider bus services) and gives you free travel on red City LINK buses.

You can buy, register and top up your AT HOP card online.  
AT HOP, your way to get around Auckland.

**Urban Express**

**Auckland Transport**  
An Auckland Council Organisation

For more information visit [ATHOP.co.nz](http://ATHOP.co.nz) or phone 09 366 4467

You can read the full terms of use of the AT HOP cards, the registered prospectus relating to the AT HOP cards and other information regarding the AT HOP cards on our website or at the Transport Information Centre, Britomart. The obligations of Auckland Transport under the AT HOP cards are unsecured. [ATHOP.co.nz](http://ATHOP.co.nz)

A new Customer Service Centre opened at the Smales Farm Busway Station on 6<sup>th</sup> May 2013 as part of the rollout of HOP on bus is part of a programme to improve face-to-face customer service across the public transport network with Customer Service Centres already open at Britomart, AUT City Campus, Newmarket Train Station, New Lynn Train Station and Papakura Train Station that were opened in late 2012. Ticket offices at train stations and ferry wharves also provide AT HOP services. New Customer Service Centres will also open at the Albany and Constellation Busway Stations in June.

The first of over 50 AT HOP third party retailers, in addition to Customer Service Centres and ticket offices, were rolled out in June in preparation for the rollout of AT HOP on bus.

The 3 June 2013 fare changes across bus, rail and ferry have been implemented and achieved:

- final alignment of bus and rail fares in preparation for a single bus and rail fare structure with the implementation of AT HOP on bus from June onwards
- Alignment of ferry 10-trip and AT HOP stored value that will permit the removal of 10-trip tickets over the coming months.

Development work for a ferry monthly pass is underway.

## Service Regulatory and Procurement Reform (PTOM)

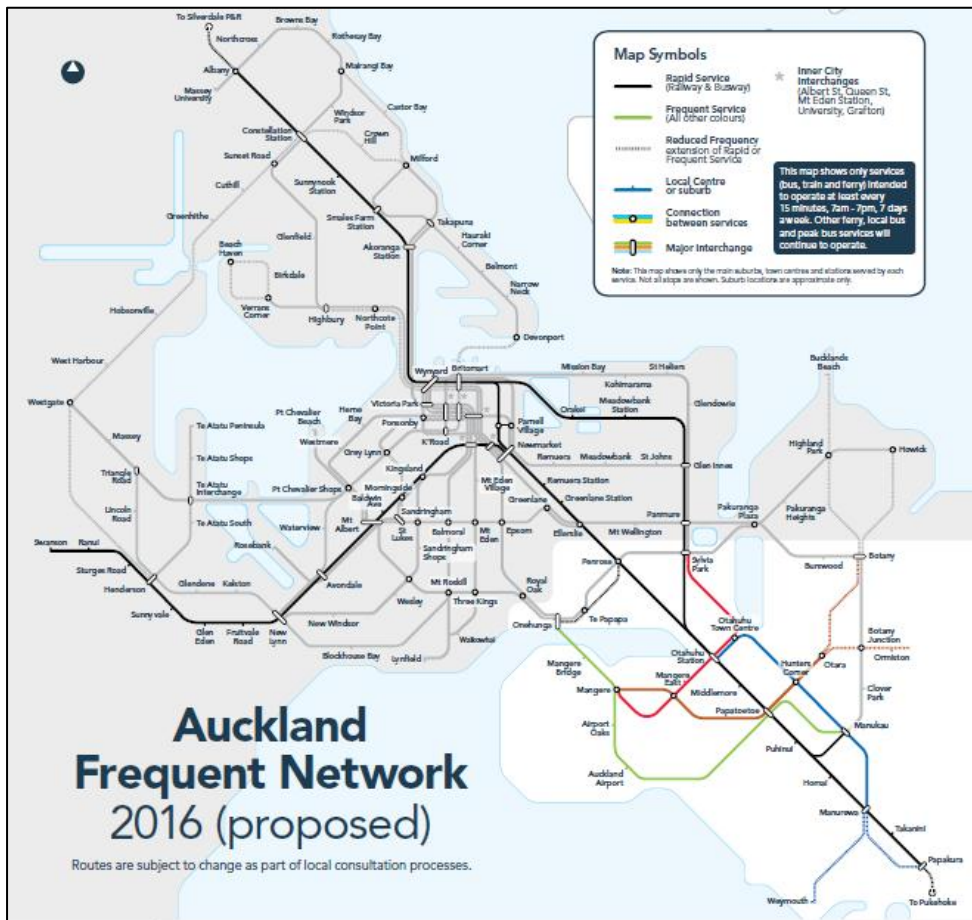
The Land Transport Management Amendment Bill had its 3<sup>rd</sup> reading on 4<sup>th</sup> June and was passed. The Bill has received Royal Assent.

This is a critical milestone for the development of the bus and ferry service network in Auckland as it will enable full PT service contracting through the new PT Operating Model contracts that are now being finalized for South Auckland bus service tendering later in 2013. It has been achieved following over four years of working collaboratively between Auckland Transport, Ministry of Transport, NZTA, Wellington Regional Council and key bus operators.



## New Service Network

Consultation material for the new proposed South Auckland bus network has been completed for commencement of public consultation between 19<sup>th</sup> June to 2<sup>nd</sup> August 2013.



**Frequent Service Network (2016 proposed) highlighting South Auckland consultation area – does not show connector, local and targeted services**

Following assessment of public feedback, adoption of the new service network and progression to service contract procurement is targeted for the September 2013 AT Board meeting.

## Customer Experience

Work is progressing on mapping the target customer experience to result from the three year Next Steps Public Transport Programme and seven key strategic projects. This work will inform the ongoing development of all future PT customer touch points across facilities and infrastructure, technology and customer channels and services.

## Public Transport Technology

An upgrade of on-bus equipment for the bus real-time system is being implemented in parallel to the AT HOP bus rollout. This will improve the tracking of vehicles and performance of the system. A focus on operational processes in May has resulted in an improvement of NZ Bus vehicle tracking from 94% to 96%.

An upgrade of on-road real-time signage to show both scheduled and real-time estimated departure is progressing with 382 of 400 signs completed.

A business case is underway for the end-of-life replacement of the bus real-time back-office system.

## **Total Mobility**

The two year renewal of all TM card holders and 12,000 cards is progressing in May and June 2013.

## **PT Department Restructure**

As part of the focus to improve PT customer service and experience, provide greater accountability on individual modal performance and ensuring appropriate resource is available for the three year PT Next Steps Programme, staff consultation has been completed on a proposed restructure of the PT Department. Implementation of the new structure has now commenced.

## **Rail**

The project for installation of the General Electric electronic train protection equipment on existing diesel rolling stock is progressing, with final train fit-out on track for December 2013.

Fare Evasion: Ticket checks per day have now increased to up to 8,000 in addition to the circa 31,500 ticket validations through Britomart or Newmarket gatelines. Additional hand-held checking devices (HHDCs) have been rolled out to the Veolia Ticket Inspection team – a total of 65 HHDCs across the team of 55 to account for spares and maintenance. Additional booking-on locations for staff have been opened at Henderson and Papakura to permit greater ticket inspection focus at the outer parts of the network. During the 4-week period between the 6<sup>th</sup> May and 2<sup>nd</sup> June, a total of 134,979 ticket checks were completed by roving Ticket Inspectors, which represents 15.5% of all passenger trips. A total of 5,267 passenger trips (3.9% of the total number checked) were found to be undertaken on an invalid ticket.

On-time service reliability and punctuality continues to be a focus. Britomart clocks have been upgraded to display seconds that will enable more timely dispatch, and a communications campaign in June will encourage customers to allow sufficient time to board their train.

On-time performance continued to be above the 12-month rolling average, with punctuality (on time to 5 minutes) in May recorded as 86.1%, lifting the 12-month rolling average to 84.1%.

Further to the request of the Board at the May meeting, a review of the measurements and metrics for service reliability and punctuality used in other jurisdictions is underway. Work is underway to present alternative passenger wait or delay minutes to present actual customer impacts as a result of service cancellations or delay as a function as the number of customers affected.

In response to a Director query, the reliability and punctuality statistics for the whole network are confirmed as actual service trips non-performing as a percentage of total actual service trips, not the average across each discrete line on the network.

A major upgrade to the rail real-time service scheduling and information system, which has improved the tracking of services was completed in May. Work is also progressing with KiwiRail to secure service tracking feeds from the new signalling system into Auckland Transport's real-time service information system that will provide further reliability enhancements.

Auckland Electrification Programme (AEP) works continue across the rail network, with an increasing number of rail network closures or partial closures required from May onwards. The network was closed in whole or part on a number of May weekends. May also saw the commencement of the closure of the Southern Line from Otahuhu south from 8pm onwards for Sunday through to Thursday evenings to permit construction works. These service disruptions, while covered by RailBus replacements, will have a negative impact on rail patronage in the short term.

AEP commissioning dates by line have been confirmed by KiwiRail and EMU testing and commissioning programmes are being confirmed. Associated additional network and service closures are being assessed as part of this work.

The process of transferring KiwiRail passenger rail drivers to Veolia is being progressed to enable a progressive full complement of passenger rail drivers to be employed by Veolia for EMU operations.

## Bus

A new bus service, route 996, linking the Maygrove and Evelyn Page retirement villages with Orewa and Silverdale commenced on Monday 20 May.

Final preparations have been completed for the extension of bus route 380 Airporter, between Manukau and Auckland Airport, to also serve Mangere and Onehunga as part of the Southern Initiative. The service commenced on Sunday 9 June.





A review of all timetables for on-time service reliability and punctuality performance is progressing using real-time journey data to align run-times to the operational environment. The next scheduled changes are the cross-town 008 and 009 Urban Express bus services, prior to the launch of AT HOP on Urban Express. Eight key corridors for NZ Bus operated services and Birkenhead and Ritchies services are currently under review.

Renewals have been completed of the bus waiting infrastructure at Upper Municipal Place next to Onehunga Train Station. The road surface was rehabilitated and footpaths realigned to improve passenger waiting facilities and Kassel kerbs installed to allow buses to pull in closer to the kerb to aid boarding. Street-lighting has been upgraded and real-time passenger information installed along with future-proofed ducts for passenger information technology solutions. A particular feature of the facility is the artwork on the bus shelters developed by local artist Amanda Easterbrook that depicts stories from Onehunga's history.



A bus driver training DVD for dealing with passengers with impairments is being developed jointly with Environment Canterbury to improve customer experience.

## Ferry

Design work is progressing to improve in the short-term the layout of the Downtown Ferry Terminal Pier 1, with the arrival of electronic ticketing gates in the next few months.

The promotion for the Hobsonville / Beach Haven ferry services ended in May following launch earlier in the year. Patronage has seen steady growth during the first few months with no negative impact on neighbouring West Harbour services.

## Parking and Enforcement

### Permits Review

AT is undertaking a review of the variety of parking permits issued across Auckland. Permits are currently issued under largely the same policies and conditions as the legacy councils, prior to the formation of AT. This has given rise to inconsistencies across the region.

New policy is being drafted and will be presented to the AT Board for consideration later in the year.

## Community Transport

### School Transport Programme

The Travelwise School Transport programme was presented to the Auckland Primary Principals Association Council meeting on 16th May 2013. The presentation raised awareness of the programme goals and identified opportunities for further working partnerships.

A Travelwise customer survey for school principals and Travelwise lead teachers has commenced to measure the engagement of the programme with schools. Significant growth in the programme during 2012 and a refocus of delivery to a whole school approach has led to new partnership models being undertaken with schools. The survey will identify Auckland Transports level of engagement with schools and identify opportunities to enhance road safety education and travel choice in the school environment.

170 schools participated in Travelwise Week from 13 May to 17 May participating in activities to promote active and sustainable travel to get to and from school.

New walking school bus routes commenced at Glen Taylor School, Hillsborough Primary School, Swanson School and Glen Eden School.

The "Back to School and Slow Down around Schools" campaign ran for three weeks at the start of May. The campaign was accompanied by 30 schools participating in school gate activities and NZ Police enforcement. In the Counties Manukau Police District over 3,000 speeding tickets were issued to vehicles driving in excess of the speed limit at 40 locations around schools.

### Travel Planning

The development of the Travel Demand Management (TDM) operations plan commenced. The operations plan will set out a programme of TDM measures across existing work programmes with the aim of reducing existing traffic congestion levels.

The promotion of the Commute programme to businesses in May saw a significant increase in Commute web page traffic, from under 200 views a week to over 3,500 views for the week ending May 26th. The promotion also resulted in an additional twelve businesses requesting to join the Commute programme. New businesses signed to the Commute travel planning programme in May to promote public transport, walking and cycling and car pooling include:

- WINZ, Panmure Office – will form part of the AMETI Personalised Journey Planning programme (PJP)
- Fletchers – construction staff for the Wiri Prison
- Corrections Department – to commence for the opening of the Wiri Prison in 2014

The Newmarket PJP commenced in partnership with the Newmarket Business Association and local schools. The PJP will work with 400 to 500 participants to promote travel choices and measure levels of travel change. The results of the project will be available in September.

A survey of the travel habits of employees for the Auckland Transport Connect Travel Plan commenced. The results of the survey will identify the impact of changes on employees travel habits since the original Connect Travel plan survey in 2011.

Auckland Council has undertaken a staff travel survey to launch the start of a Council Travel Plan.

## Road Safety Education Programme

A "Make it Home" road safety expo for 16-19 year olds was undertaken in conjunction with NZ Police, ACC, St John NZ, MIT School of Performing Arts and Counties Manukau medical staff. Twenty seven High Schools from across Auckland attended the expo encompassing 834 students and 61 staff. The aim of the expo was to encourage young people to make safe choices, both as drivers and passengers. The day involved a dramatised crash scenario, and a range of other interactive activities around drunk-driving, driver licensing, distraction and safe choices. On-going support for the schools is being provided to ensure key messages are reinforced and road safety education is incorporated into the curriculum.

A Waiheke speed campaign developed and supported by the Local Board and NZ Police has commenced with a local radio campaign, a speed pledge promotion and mobile electronic speed signs.

A truck stop at Te Hana, North of Wellsford was undertaken in partnership with National Road Carriers, ACC Injury Prevention, NZ Police and AUT student nurses. 87 truck drivers were given full health checks along with road safety information regarding fatigue.

## Cycling and Walking

1.7 km of cycle lanes have been completed along Onetangi Straight between O'Brien Road and Waiata Road, on Waiheke Island. The development of the cycle facility improves safety for cyclists and will also assist with the development of the proposed New Zealand Cycle Trail.

New Zealand Cycle Trail application for a route between Auckland Airport and the City Centre has been approved by Ministry of Business, Innovation and Employment. The route will be delivered in partnership with NZTA, Auckland Airport and Cycle Action Auckland. The aim of the route is to improve cycle connectivity, safety and provide for economic development opportunities.

Secure sheltered, bike parking enclosures have been developed to be provided at train stations. Trial sites have been identified at Papakura and Papatoetoe stations to accompany the station upgrades. The bike parking enclosures cater for 20 bikes and are secured by card access. The enclosures are modular and can be expanded to accommodate additional bike parking. The enclosures are currently being manufactured with implementation at the two sites proposed for July.





Ponsonby Bike Corral  
Perspective View  
May 2013



Public feedback, consultation and road safety audits have been undertaken on the Ponsonby bike corral. The consultation and feedback did not identify any major issues. Final amendments will be undertaken to the design with implementation planned for July.

A cycle safe path sharing event was held at Bayswater Bridge undertaken in partnership with the NZ Police, Living Streets, Cycle Action Auckland and Kiwi Velo.

Autumn cycle pit stops commenced in May promoting safe cycle activities, safe cycling and staying bright and visible.

## **AIFS (Integrated Ticketing and Fares)**

### **Integrated Ticketing System**

The programme is progressing to schedule despite a one week delay to the first four operators to accommodate screen enhancements to the driver screen. The other bus operator schedules remain unchanged.

#### **On Queen's Birthday Weekend**

The bus solution software was stood up into the production environment.

The first production bus depot was installed and successfully passed trip and card data to and from Urban Express test buses to the back office.

Bus operator testing is underway.

AT HOP Retail ticket agent roll out commenced with ticketing equipment installed.

Please note thorough testing has been completed in the pre-production environment before rolling out the production environment.

Bus operator orientation training sessions completed and train the trainer sessions were held on the 29th and 30th of May

75,000 enabled AT HOP cards are ready for distribution for the existing bus card holders of Snapper HOP, Ritchies, Howick and Eastern, and Urban Express cards.

All Northern Express buses have been fitted out with the new bus ticket equipment including the new RAPID equipment.

Final testing of the visually impaired Ticket and Top-Up machine solution has been conducted to occur in line with the next software drop. The next steps will be a customer trial at a rail station; this will enable fine tuning of the solution.

Continued enhancement to the AT HOP web services now includes "Buy a new card" and "View your transactions". Work is being done to provide a "Manage your passes" option for customers to buy monthly passes online.

The new fares structure was successfully loaded into the ticketing solution, the first major ticketing change and part of the project handing the function over to the business.



## Property Operations

During the last few months the property team have taken their place within operations and are now providing specialist support to all parts of the division.

In development terms there has been activity generated from the takeover of the New Lynn Carpark. This is currently involving participation in the establishment of the Body Corporate structure with the residential and commercial components of the development. The situation is somewhat challenging as construction access for the residential tower is anticipated to generate significant usage and through traffic for the carpark in operation. Further development planning is underway to respond to Auckland Council's reconfiguration of access to Devonport Wharf.

The Facilities Management Team are continuing to make steady progress with the preparation of new maintenance contracts that will sit across all of the operational facilities. Wharves, Rail Stations, Bus Transfer Stations and Carparks.

- Carpark cleaning – awarded.
- Lifts and escalators – tender closed, evaluation period.
- Fire protection – scoped, under scope review.
- Security Doors – scoped, under scope review.
- Electrical & Mechanical – scoping.
- PT Facilities Cleaning – scoping.
- Response Maintenance – commenced. This is a significant contract and specialist assistance is being received from Procurement to ensure optimisation of available opportunities.

The small property team is fully occupied providing support to its internal peer groups in matters of corporate accommodation and specialist property advice. This work includes representing AT's interests by participation with Auckland Council in its Downtown redevelopment thinking. Discussions with KiwiRail regarding future site acquisitions for public transport infrastructure such as bus interchanges and park and ride facilities. Within this activity a range of legacy property matters are also being dealt with at any point in time.



## CAPITAL DEVELOPMENT (CLAIRE STEWART)

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### Executive summary

Completion of the deck structure for the AMETI new Ellerslie-Panmure Bridge and the completion of 18 EMU vehicle bodyshells were highlights for the Capital Development Division (CDD) in May.

This month's CDD report is summarised by activity to better align with the Operations Division reporting and associated customer initiatives.

### Capital Expenditure Results - May 2013

Month Results	CDD/BAU	CRL/EMU	OD	Corp	Total capital expenditure
Actual	\$31m	\$18m	\$38m	\$0m	\$87m
Approved Re-forecast	\$28m	\$11m	\$31m	\$0m	\$70m
Variance	10%	63%	22%	0%	24%

Year to Date Results	CDD/BAU	CRL/EMU	OD	Corp	Total capital expenditure
Actual	\$206m	\$106m	\$235m	\$8m	\$555m
Approved Re-forecast	\$222m	\$117m	\$255m	\$8m	\$602m
Variance	(7%)	(9)%	(8)%	0%	(8)%

Full Year Results	CDD - BAU	CDD – CRL/EMU	OD	Corp	Total capital expenditure
Approved Re-forecast	\$258m	\$138m	\$282m	\$11m	\$689m

Note: CDD = Capital Development Division  
 OD = Operations Division

Attachment 1 summarises the CDD capital expenditure variances for May.

## Multi Modal

### AMETI Project

#### Update

A large (400 cubic metre) concrete pour for the new Ellerslie Panmure Bridge in early June completed the deck structure. The work is on schedule for the new bridge to be opened by the Mayor on 1 August.

Fire protection is being installed in the 220m long covered box adjacent to the Panmure station and the section of the AMETI Link Road through the box is being constructed. The major structural steel elements for the station building are in place and work during the period has progressed with cladding of the structure and installation of lifts and escalators. Roof cladding is now complete.

Access to commence the southern portion of the AMETI Link Road was delayed by approximately five weeks by an appeal regarding the AMETI Phase 1 consents and Notice of Requirement. Work commenced following Queen's Birthday Weekend.

Scheme assessment work for the bus interchange changes at Sylvia Park is complete and work on the final design is well advanced.

A major milestone was reached during May with agreement for the acquisition of a parcel of land from NCI Packaging Ltd which is critical to the Panmure works. Key land required at Panmure and along the busway corridor to Pakuranga continues to be acquired. Acquisition of these properties must be complete prior to commencement of construction of the AMETI Phase 2.



### **Three Month Look Ahead**

Withdrawal of the appeals to the Phase 1 consents will enable construction of critical Phase 1 works at the southern end of the AMETI Link Road. Significant progress is expected during the next period on the Panmure station, the Panmure Covered Box and the Eilerslie Panmure Bridge.

The next stretch construction target is completion of the Eilerslie Panmure Bridge by the end of July.

The scheme assessment for the corridor from the Pakuranga Road bridge to Botany Town Centre will be approved during this period and consenting work on the Phase 2 works (Panmure - Pakuranga) will be advanced.

Negotiations will continue with iwi regarding mitigations required to address construction impacts on the Mokoia Pa site.

### **Multi-Modal East West Study (MMEWS) Project**

The project team presented a range of potential options to the Council Transport Committee meeting on 5 June. These options will also be discussed with the Local Boards and key stakeholders in June.

The evaluation of a range of potential programme options, including an assessment of indicative costs and benefits, will be completed in July.

### **Harbour Edge Development (HED) Programme**

#### **Update**

A Vision Statement for the HED Programme has been developed which collates and aligns the vision statements from each of the agencies (Council, ACPL, Waterfront Auckland and Auckland Transport) where applicable, and provides a reference framework for the HED programme of projects.

A strategic business case will be completed by September 2013 which considers the current programme of work, and the interdependencies, gaps and potential re-prioritisation of projects in the context of the Auckland Plan and RLTS objectives. Budget requirements, shortfalls and funding options will be detailed and substantiated to support a case for additional funding through the LTP process.

Key decisions on the HED road corridors and PT network infrastructure will be informed by the City East West Transport (CEWT) Study. This is a corridor management plan for the city centre, which seeks to reconcile the place-making aspirations of the City Centre Master Plan (CCMP) with efficient traffic and transport movements to, through and around the city centre. The study process has achieved strong support from stakeholders and will be completed by September 2013.

Potential redevelopment options for the Downtown Ferry Basin and Terminals are being investigated through a master-planning exercise, with consideration of the long-term opportunities associated with the proposed expansion of the Port.

### **Three Month Look Ahead**

Early initiatives for the Quay Street upgrade will be implemented throughout 2013/2014.

Locations and layouts of public transport interchanges will be advanced.

A corridor management plan for Tamaki and Ngapipi, Kohimarama, Kepa Roads (TaNKK) will be progressed to inform options for the redevelopment of Tamaki Drive, outlined in the Tamaki Drive Master Plan.

The Ferry Basin Redevelopment options study will be advanced.

## **Walking and Cycling**

### **Waterview Connection: Pathway**

While Beca's geotechnical testing was delayed due to access to certain properties the overall deadline of December 2013 to go to hearing will still be achieved.

A memorandum of understanding between NZTA and Auckland Transport is being prepared to clarify the scope of work to be carried out by Auckland Transport.

### **Portage Road Cycle Way**

The detail design work is now completed, and the resource consent is scheduled to be complete in August. Enabling works to relocate four power poles will be done in July, and construction work is planned to start in 2013/14.

### **Auckland Harbour Bridge Pathway**

Auckland Council Strategy & Finance Committee resolved to support the Mayor's proposal that a zero line budget would be included in the LTP and that work required should be carried out by internal Council and Auckland Transport resources.

## **Public Transport**

### **Bus**

#### **Otahuhu Bus-Train Interchange**

The Scheme Assessment Report has been completed. The next quarter will focus on land acquisition, progressing detailed design and agreeing on the best procurement model for construction.

#### **Te Atatu Bus Interchange**

NZTA are to engage a design and construct contractor for the SH16/Te Atatu Road intersection upgrade by October 2013. The brief for this engagement requires provision for a number of possible bus interchange locations. Auckland Transport is undertaking an options investigation and evaluation exercise that aims to identify a recommended location for the bus interchange. The investigation is expected to conclude in July 2013.

#### **Manukau Bus Interchange**

A master plan has been completed, with agreement reached across Auckland Transport for the purpose Manukau Bus interchange. The connection from the rail station to the bus interchange is being reviewed to assess options for better modal integration.

Over the next three months work will fully recommence on the MIT building and main rail station entrance construction works. Completing the integrated ticketing in the lower rail station concourse area is also targeted within the next three months.

## Ferry

### Te Atatu Ferry Wharf Feasibility Study

The scheme design to outline a ferry wharf with a 200 space park-n-ride car park and an access road with turning area has commenced.

## Rail

### EMU Project

#### Design

The design activities are focussed on various testing in Spain for commissioning and acceptance testing in New Zealand. The testing in Spain is continuing with factory type testing of the equipment all but complete, and testing of the first train proceeding well. The crew training material is in development with Veolia actively involved.

#### Production

CAF has now completed the bodysells for the first six trains (18 vehicles) with ten vehicles on the final assembly line. The first train is in the test bay and the second train is due to commence testing in three weeks' time. The production process and materials supply are now well established.



Figure 1: The finished interior of a motor car



Figure 2: The finished interior of the centre (trailer) car

#### Programme

Shipping is booked for late July with the ship due to dock in Auckland on 7 September. This is approximately one week behind the programmed date for delivery of the first train.

The second and third trains will be shipped in September.

The driver training simulator has arrived in Auckland and is in storage until July 2013, when CAF will install it in the training room at the EMU maintenance facility.



## EMU Maintenance Facility Project

With only five weeks to go until Practical Completion, there is considerable and intense activity on site. The amenities area in the building is being fitted out and ancillary buildings are nearing completion.

Much of the key plant is installed and is being commissioned.

Outside the building, civil works remain to be completed (trackwork, roads and carpark) with contractors are working day and night to get it completed. The overhead line is almost all installed.

The main activity over the next five weeks will be completing the amenities area in the main building and the civil works in the yard. Practical Completion A is on 28 June 2013 and then the building will be fitted out over the next two months ready for the first train. A Powhiri is being organised for 1 July and the Opening Ceremony on 5 July.

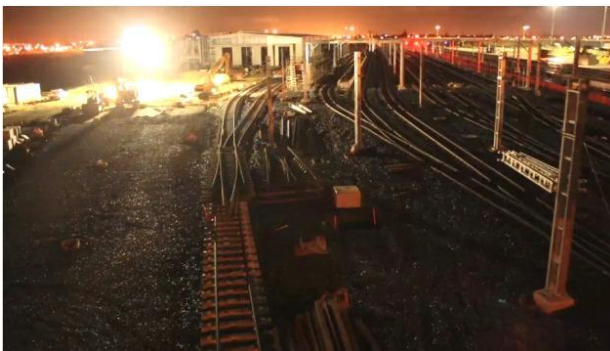


Figure 3: Working 24 hours



Figure 4: Mobile Lifting Jacks

## City Rail Link Project

The evidence for the Notice of Requirement hearing has been drafted and a large number of meetings have been held with submitters. The first property required for the Project has been purchased and plans are being finalised to manage the property.

The next quarter will focus on transport strategic and operational modelling and design product definition work. Iwi consultation and preparation for the hearings will continue.

## Rail Station Upgrades

### Papakura Station

Papakura station reconstruction and track reconfiguration works are complete. The bus interchange is now in use. Cycle facilities are being installed in the ex-construction works area. A formal station opening will be held in late June 2013.

The next three months will see completion of the station works including establishing a temporary park-n-ride facility.

### Mt Albert Station

The station link bridge and lift structure are complete and the walkway artwork and feature wall are nearing completion. The platform canopies are complete including the works around the subway. The Carrington Road entrance will be reopened by mid-June and the full station completion is on schedule for end of June 2013.

Work is underway to prepare more detailed plans in preparation for Stage 2 works later in 2013.

## **Parnell Rail Station**

The detailed design phase funding submission and associated documentation has been drafted and are in progress review stage. Detailed design will need to commence in September 2013 to enable meeting programme for work during the Christmas rail line closure. The KiwiRail led overhead line electrification works through the station area are continuing, to ensure works are future proofed for the new station location and layout.

The next step is to confirm funding sources and commence detailed design in July 2013, and to prepare a detailed project delivery programme working towards anticipated completion of station construction late in 2014.

## **Sarawia Street Level Crossing**

In order to meet the March 2015 completion date there needs to be early enabling works carried out during the Christmas rail block of line.

Subject to confirmation of a preferred option the detailed design will commence in late Aug 2013 with the view to commencing enabling works during the Christmas rail line closure through the area.

## **Platform Extensions**

Detailed design for the platform extensions is in progress in two packages and will be completed by September 2013. The design and construction programme has been fully co-ordinated with the commencement of the EMU services. The extensions will be tendered in the second half of 2013 with anticipated commencement of site works planned for the Christmas rail line closure.

## **Auckland Electrification Project (AEP)**

This is a KiwiRail led project. KiwiRail announced that it is behind programme (see media statement, Attachment 2).

## **Road**

### **Dominion Road Project**

The project team met with business organisations, Local Boards and Iwi to finalise the scope for the detailed design of the corridor. Some concern has been raised from a retailer in relation to the loss of parking as a result of the proposed 150m extension to the cycle lanes north of View Road. The project team continues to work through the issues with the retailer.

The installation of real time parking availability signs on Bellwood Avenue has commenced with the installation of parking sensors. This will be monitored over the next month to determine the effectiveness to increase parking utilisation.

Over the next three months a contract will be awarded to complete the detailed design for the corridor. The team will explore the introduction of neighbourhood bus interchanges at Dominion Road's intersections with Mt Albert Road and Balmoral Road.

## North West Transformation Project

The landscaping elements have been completed along Tahi Road and Northside Drive is now substantially complete (refer Figure 5). Due to the wet ground conditions construction work on Rua Road is now expected to be completed in November.

The public hearing for the Notice of Requirement to extend Northside Drive further to the east is expected in August.



Figure 5: Northside Drive looking west

## Penlink Project

Auckland Transport has commenced preparation of a business case for Penlink and current work streams include updating the traffic modelling and cost estimate for the scheme.

The business case is targeted for completion by mid-October this year.

## Long Bay

Scheme assessments were completed for the upgrade to the arterial and collector road corridors impacted by the Long Bay development. A plan is now being developed to consider the staged implementation of these improvements over the next 10 years.

Documentation required for the issuing of a Notice of Requirement for the improvements to East Coast Road and Glenvar Road are targeted to be prepared in the next quarter.

## Mill Road Corridor Upgrade

The next quarter will focus on preparation for lodgement of the Notice of Requirement.

## Taharoto/Wairau Upgrading Stages 6 and 8

Traffic has now been diverted to run on the newly constructed portion of the bridge. The final pile is due to be poured on 5 June with demolition of the remaining section of the old bridge and following that. The large retaining wall along Wairau Road has commenced and will take approximately three weeks to complete, which will then allow the final footpath to be poured through this area.

Service relocations are progressing well, Vector Gas 95% complete, Telstra Clear 100% complete, Vector Comms 60% complete, Vector Power 25% complete, Watercare 90% complete.



### **Tiverton/Wolverton Corridor Upgrade**

Major pavement works is continuing with excavation to subgrade and reconstruction of road on the first of four stages, being Wolverton Street between Miranda Street and Blockhouse Bay Road. Drainage work and kerb and channel is being progressed on subsequent stages. Over 80% of all utilities renewal and undergrounding works is now complete. New streetlight installation continues behind Vector cabling works. New footpaths and driveways continue to be laid as weather permits.

Beca will present the initial concept designs for the two higher capacity Whau stormwater culverts by the end of June 2013.

### **Glenfield Road Widening Stage 4**

Works are essentially complete with the road fully opened to traffic in final layout during May. A final list of minor works and greening of the cycle lanes are to be completed.

### **Glenbrook-Kingseat Intersection**

The construction of the new roundabout at the Glenbrook/Kingseat intersection has been affected by the wet weather at a critical time in construction, laying the deep lift asphalt. The project is now targeting a completion in mid-June.

### **Whangaparaoa Road (Hibiscus Coast Highway to Red Beach Road)**

Additional investigation into improved bus and cycle facilities in support of the draft Regional Public Transport Plan, the updated Auckland Cycle Network and the anticipated changes to cycling design standards progressed. A wider road cross-section has been agreed and a review of the costs and benefits is being undertaken. These will be reported in June.

### **Medallion Drive Extension (Fairview Avenue to Oteha Valley Road)**

The notification period for the Notice of Requirement closed in April. Six submissions were received by Council. Auckland Transport is actively engaging with the submitters prior to the hearing, the date of which is set for 28 June 2013.

### **Flatbush-Murphy's Intersection Upgrade**

NZTA has approved funding for construction of the intersection. Enabling works were targeted to commence this financial year but due to a difficult property agreement, the enabling works are now scheduled to begin in late September.

The next quarter will focus on completion of the outstanding property acquisition preparation, and management of the physical works tender process.

### **Shared spaces**

#### **Fort Street**

Construction of Fort Street (Stage 3 of the shared space project) is progressing albeit some additional work was required to accommodate the water main at Gore Street Lane. Paving works are progressing well with streetlight, tree and furniture installation starting in May.

## **Federal Street Streetscape Upgrade**

This is the first shared space project in the city that has signalised intersections (at Wellesley and Victoria Streets). Auckland Transport and the Council City Transformation design team have agreed the intersection designs and applied lessons learned from completed shared space projects.

The detailed design phase has been completed and preparation of the tender for physical works has started.

## **O'Connell Street**

The proposed concept design (shared space) was reported to the Council Auckland Plan Committee, the Waitemata Local Board and the Auckland Transport Design Review Committee in May and received positive feedback. Preliminary design is well underway and due in June. Construction is targeted to start early 2014.

## **Land Acquisition Programme**

In May 2013, fifteen unconditional agreements (AMETI x7, Dominion Road x1, Te Atatu x2, Albany Highway x1, Murphys Rd x1, NORSGA x1, Tiverton Wolverton x1 and Smales Allens x1) have been signed with a total value of \$6.2m.

There are four properties with a value of \$3m for which Auckland Transport (AMETI x2, Warkworth Western Connector x1 and Albany Highway x1) has agreed the terms and conditions with landowners and is in the sign-off process (either seeking internal approval, drafting up the sale and purchase agreement or the agreement is with the vendor for signing).

## Attachment 1: Capital Development Division Results

New Capital	May	YTD
<b>Excluding CRL and EMU</b>		
Actual	\$31m	\$206m
Approved Re-forecast	\$28m	\$222m
Underspend (over)	(\$3m)	\$16m
<b>CRL and EMU</b>		
Actual	\$18m	\$106m
Approved Re-forecast	\$11m	\$117m
Underspend (over)	(\$7m)	\$11m
<b>Total</b>		
Actual	\$49m	\$312m
Approved Re-forecast	\$39m	\$339m
Underspend (over)	(\$10m)	\$27m

This is largely attributed to:

- Inclusion of variations in the AMETI contract (\$5.8m)
- Settlement of property purchases in AMETI (\$4.3m)

Offset by:

- Further delays resulting from the Mainzeal receivership with respect to the MIT project (\$0.5m)
- Delay in Mt. Albert Railway Station (\$0.4m)
- Walking and cycling programme (\$1m)
- Delay in NORSGA (\$1m)
- Various projects (\$4.2m)

The above forecast in EMU depot is the result of an acceleration of the cost to ensure practical completion by the end of June (\$3m).

The above forecast for CRL is due to the timing of property purchases (\$6m).

While smaller than previously, there is still an underspend on the capital programme, which is likely to continue through to the end of the financial year.

## Attachment 2 – Media Statement from KiwiRail

### Auckland Electrification

This is an international scale project with many complexities. There have been challenges getting enough access onto the rail corridor amongst the increasing number of passenger and freight services operating in Auckland to build the traction system, which has meant it has taken longer to complete this part of the project than initially envisaged - there are many more trains running now than when the project was confirmed and finish dates set. This is a tension that we always need to manage.

Having said that we are working closely with Auckland Transport and this will not affect the introduction of the new trains into service.

When the first two trains arrive in September they will be able to run immediately beneath tested and powered up wires to begin their commissioning process. There is a map on our website which shows where the wires are already in place.

We expect to have traction infrastructure in place across the bulk of the network by Xmas, with the rest being completed over the summer block of line in January.

During the first three months of 2014 the focus will then move to finishing works and testing – so the network will be ready for AT's planned introduction of the new trains into service in April.

Testing and tuning of the infrastructure will need to continue through until 2015 as it will need to have full length trains running beneath it frequently - this is after all brand new infrastructure.

The project is also on course to complete within budget - \$500 million.

Signalling and clearance work is completed, and the Onehunga branch and the NAL between Westfield and Newmarket have been tested and commissioned. Wiring is already in place around the network as per the map on our website.

The next section to be commissioned will be Westfield to Wiri, which is where the EMU maintenance depot is, which is scheduled for early September, in time for the new trains. Beyond that we'll continue to liaise with Auckland Transport so commissioning of further of sections of OLE lines up with their commissioning schedule.

As part of this part of the project we are also systematically putting up screens on bridges and other structures to prevent accidental contact with the overhead wires, and carrying out other necessary safety measures such as earthing and bonding. The wires carry 25,000 volts, so the public need to treat the overhead wires and the fittings that carry them as live and dangerous at all times. The system is designed so that people doing ordinary things will not be affected – only reckless or mischievous behaviour could be dangerous. KiwiRail and Auckland Transport are working on a public safety campaign with regard to this.

There are now height restrictions at level crossings in the Auckland area – these are signposted at each crossing. These restrictions don't affect ordinary motorists or pedestrians but those in vehicles or towing loads that exceed these restrictions must choose an alternative route or will need to gain permission to use the crossing – information on how to do that is on our website.

**Kimberley Brady**

**Communications Manager**



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## COMMUNICATIONS (WALLY THOMAS)

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### Executive Summary

General communications and consultation continue on a number of flagship projects, including AMETI, Dominion Road and the rollout of the new bus network.

AT's Annual Report was recognised in the Australasian Reporting Awards. Design and writing for the 2013 Annual Report is well in hand.

Media attention on the organisation and its activities continues to grow month on month and is likely to increase as local body elections draw near.

A number of milestone events are in their final stages of planning including the openings of Mt Albert Station and the Wiri facility, Regional Travelwise Awards and Maori Language Week.

Campaigns and customer information have concentrated largely on the rollout of AT HOP on bus and safety.

### Project Communications

#### AMETI

Engagement with key stakeholders is continuing in the lead in to lodging of consents/Notice of Requirements for the Phase 2 of the project.

The quarterly AMETI newsletter was sent to 46,000 households on 11 June. These newsletters keep residents and businesses informed about the project.

Auckland Transport hosted an AMETI site visit for local Members of Parliament on 14 June. The MPs who attended were Peseeta Sam Lotu-liga (MP for Maungakiekie), Simon O'Connor (MP for Tamaki) and Jami Lee Ross (MP for Botany). The site visit provided an opportunity to update MPs on construction progress and future plans.

An AMETI Public Information Day will be held on 20 July in Pakuranga. This will be followed by public information displays planned for Panmure, Pakuranga town centre and Sylvia Park mall. It will ensure a high level of community awareness about the AMETI project, progress being made and the benefits.

A key milestone for AMETI will be on 1 August with the opening of the new Ellerslie-Panmure Highway Bridge. Auckland Mayor Len Brown and Transport Minister, Hon Gerry Brownlee are confirmed to attend the event.

#### Dominion Road

One-on-one stakeholder meetings continue, to allow stakeholders to feedback on the concept design elements of the project.

Iwi have been commissioned by Auckland Transport to produce a Landscape Plan for the Dominion Road corridor and parallel cycle routes. Iwi are working with contractor Boffa Miskell to produce a plan by the end of July 2013 which will be considered by AT's detailed design contractor once they are on board.



## Consultation and Engagement

### The New Network

The New Network Consultation began in the South on 19<sup>th</sup> June and will run until 2 August 2013. A promotional event was held to launch the consultation at Mangere Town Centre with Mayor Brown.

### Annual Report 2012

Auckland Transport's Annual Report for 2012 has received silver in the Australasian Reporting Awards. This was the first full year's Annual Report (the previous being for an eight month period from establishment). Others to receive silver awards included the New Zealand Superannuation Fund and the National Museum of Australia.

Auckland Council, along with Auckland International Airport and Wellington City Council, received bronze. Adjudicators noted that our entry was close to reaching gold standard.

### Social Media

Twitter followers have continued to grow – now sitting at 3,920. Recently the channel has primarily been used to convey disruption and special event information – including for the All Blacks test match.

It has also been used to further the reach of campaigns such as Kiwi Carpool Week and Driver Distractions, and to highlight information around projects such as the CRL.

There has been a joint effort with the Customer Information team to focus on ongoing improvement of AT's YouTube channel, which has seen significant growth in traffic recently and has become a key channel for campaigns and conveying information online.

Work on a Social Media Strategy continues – intersecting with work being done on the Complaints Review and CRM consolidation.

### Events

A number of significant events are in their final stages of planning, including the launch of the New Network, the opening of Mt Albert Station & Wiri train facility, the TravelWise Celebration, Maori Language Week and Britomart's 10th Birthday. Preparation for the arrival of Auckland's first new electric train has commenced as has a rail safety campaign around the new trains which are faster, quieter and more frequent.

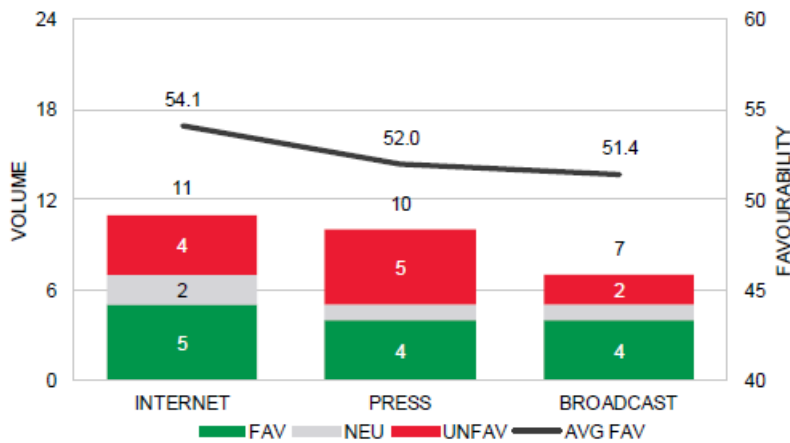
### Media

The volume of media reporting continued to increase in April/May, up 17.4% to 276 separate reports. Contributing to this increase was debate around the release of the Consensus Building Group paper on future transport funding for the region.

A total of 76 reports focussed on public transport. The most frequently reported public transport topic was the "rolling blitz" to address fare evasion on the rail network. Many of these reports also noted that because of a lack of supporting legislation, commuters are not legally obliged to pay penalties.

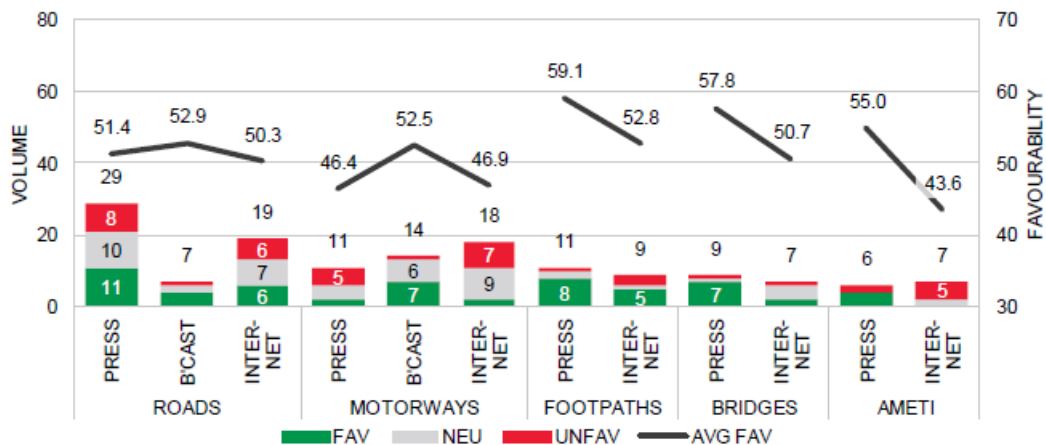
The extension of AT HOP card on buses was also widely covered; 43 reports in total.

## EMU Trains



The introduction of EMU trains featured in 28 separate news items, often mentioned in association with the rollout of AT HOP on buses.

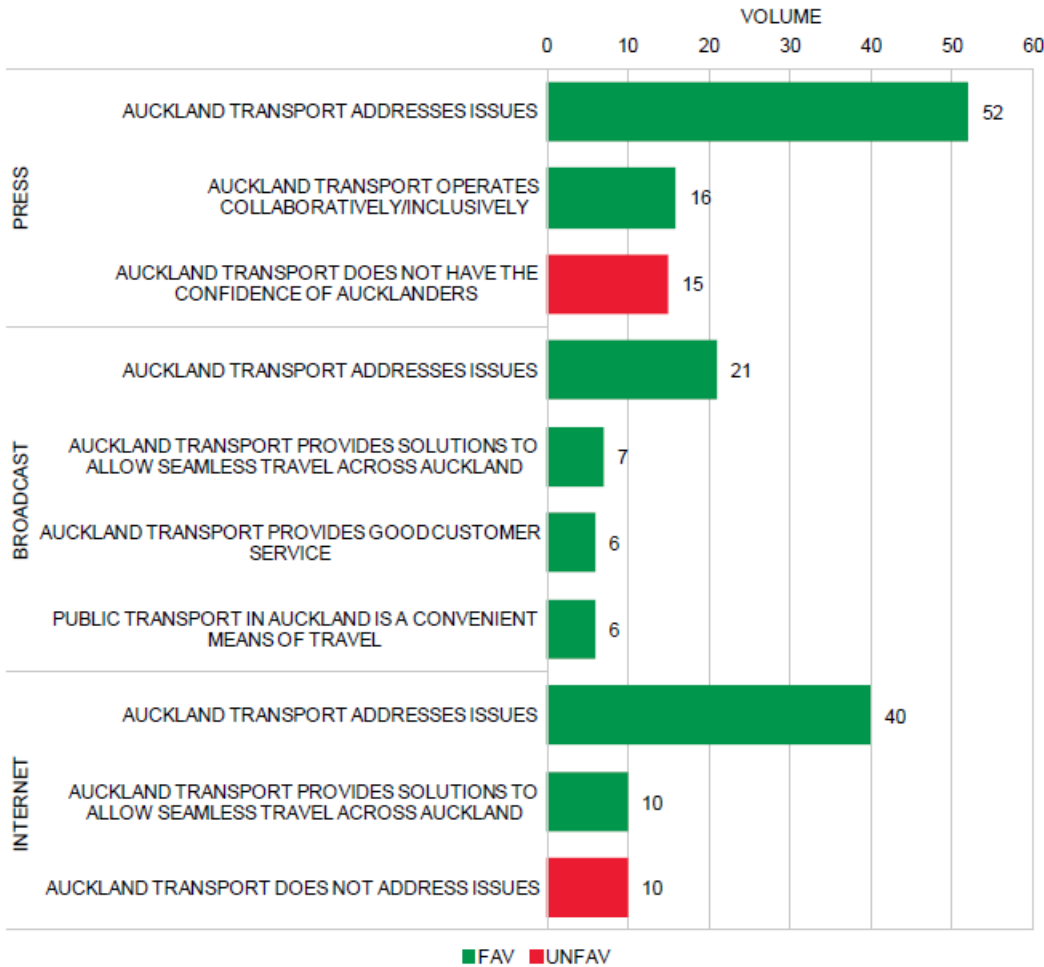
## Roading and Infrastructure



A large proportion of reports on roading and infrastructure were published in regional and suburban newspapers and concerned specific projects, including major roading and footpath works on Waiheke Island, plans to upgrade the Slippery Creek Bridge in Drury to improve safety, progress on the widening of the popular Northboro pipe bridge, and continuing work on the Tahoroto-Wairau corridor upgrade. All of these were reported in neutral or moderately favourable terms.

Unfavourable reports discussed continuing opposition to plans for the State Highway 1 bypass along the Redoubt Road-Mill Road corridor. A number of unfavourable reports, including several letters-to-the-editor, complained about vehicle and windscreen damage caused by roadworks along Whitford Maraetai Road during March.

**Leading Messages**



# Campaigns and promotions

## Public Transport Campaigns

### All Blacks vs France Rugby Match PT Promotion

Promotional material to encourage use of PT services to the All Blacks vs France game at Eden Park appears to have been successful. Patronage has gone up to 42% of the total crowd of 46,000.

Advertising on trains, street posters and online will continue to encourage PT use for the remaining Super Rugby, ITM Cup and All Blacks vs South Africa game at Eden Park.

> EVENT TRANSPORT

**Auckland Transport**  
An Auckland Council Organisation



## Ride to the All Blacks with your game ticket.

### All Blacks vs. France, 7.35pm, Saturday 8 June 2013, Eden Park.

#### Train

Event trains operate from 4.30pm, until the end of service. Final event trains depart Waitakere at 6.26pm, Britomart at 6.45pm and Papakura at 5.39pm prior to kick-off. Services from Britomart terminate at Kingsland and services from Waitakere terminate at Morningside.

Additional trains will operate on the Western line. Event trains terminate at Morningside station, a short walk to Eden Park. A mobility shuttle will be available for those unable to walk to the stadium.

#### Private vehicle

Road closures and parking restrictions will affect streets around Eden Park on game day. Limited mobility parking areas are available on Cricket Ave.

#### Walking

If you prefer to walk to the game, it's a comfortable 45 min walk from Auckland's CBD.

For more information about parking and road closures, see [aucklandtransport.govt.nz](http://aucklandtransport.govt.nz) or call 09 355 3553.

#### Bus

**Event buses depart:**

- North Shore - Albany Bus Station approx. every 10 mins between 4.30pm - 6.30pm, stopping at all Northern Busway stations.
- Takapuna - 142-146 Hurstmere Rd approx. every 15 mins between 4.30pm - 6.30pm.
- City Centre - Civic Theatre, Queen St approx. every 5 mins between 5.00pm - 7.00pm.
- Newmarket/Mt Eden - 19 Remuera Rd approx. every 10 mins between 4.30pm - 7.00pm, and runs via Mt Eden Train Station and Mt Eden Village.
- South/East - Manukau City Centre (Layton Way - stop 6920) approx. every 15 mins between 4.30pm - 6.30pm, running via Botany Town Centre (Town Centre Drive - stop 6231) and Pakuranga Plaza (outside Farmers). Event buses depart for one hour after final whistle.



**Key to Road Closures**

- Final Closed (all lanes to be post-match)
- Final Closed (all lanes to be post-match)
- Final Closed (all lanes to be post-match)
- Final Closed (all lanes to be post-match)

**Key to Specials**

- Train Station
- Special Event Bus Stop
- Bus Rank (from half-time)
- Coach Parking
- Mobility Parking
- No Stopping
- Reserved Parking Only

**Key to Accredited Vehicle**

- Accredited Vehicle (Event Day Only)
- No Vehicle Use
- Managed Access Checkpoint

Scale: 500m, 1km, 1 km approx. 10-15 mins walk.

Terms and conditions: Travel is included with presentation of your game ticket and applies only to special event buses and on train services from 3 hours prior to kick-off until the last train Saturday 8 June 2013 for the All Blacks vs France match at Eden Park. Travel on event bus services starts from the published times, until no later than 1 hour after final whistle. For full terms and conditions visit [AT.co.nz](http://AT.co.nz). All services are funded by Auckland Transport, New Zealand Rugby Football Union and Eden Park. Train services are operated by Veolia Transport Auckland Ltd. Event bus services are operated by NZ Bus, Ritchies Transport Holdings Ltd, Birkenhead Transport and Howick and Eastern Buses.

For more information visit  
[AT.co.nz/events](http://AT.co.nz/events) or phone 09 366 6400  
@AkdTransport





A small scale campaign was also produced to promote use of public transport to get to the Blues vs France game on 11 June at North Harbour Stadium. Media includes local press, radio and bus posters.

### AT HOP Bus Roll-out

The AT HOP roll-out on buses has commenced with a 'pre-launch' campaign appearing in newspapers, Adshels and posters on and around buses. The first phase 'Must Read' of the Urban Express marketing campaign has also started. Transport Ambassadors have been at bus stops handing out brochures and answering customer questions. Feedback via the ambassadors has been largely positive – most customers seem receptive and positive to the idea of 'one card' to pay for all bus, train and ferry services. Activities around the roll-out on Birkenhead Transport commence soon, along with the next phase of Urban Express marketing.



This month also sees the launch of the 'A Team' - a group of Auckland Transport volunteers, who will work as Transport Ambassadors for the remainder of the AT HOP roll-out. Induction workshops have been held with the 'A Team'.



## Community Transport Campaigns

### Winter Sober Driver Campaign

Launched week commencing 13 May. Over 100 sports clubs are supporting this campaign. Club promotion includes; posters, bar mats and give-away bags for 'player of the day'.

Since the launch of the campaign, there have been;

- 1,012 new 'likes' to the FaceBook page increasing the total 'likes' to 3,974
- 447 total game plays
- 85% visit the site via PC (15% are site visit via mobile phone)

Videos of 'beer goggle' workshops at sports clubs will be uploaded on the Facebook page as educational tools. Images (below) were received from a club's 'player of the day' winner.



### Young Drivers Graphics Video

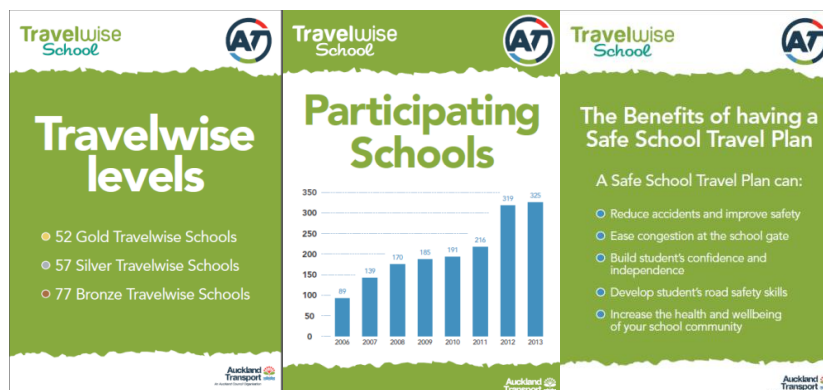
Launched 20 May. Since then, over 86,000 views on YouTube. A series of different length videos have been developed to go on selected 'on demand' shows, including X-Factor, CSI, Bones, The Graham Norton Show, Shortland St etc. These shows rate highest with 16-24yr olds. See <http://www.youtube.com/watch?v=T1AyYrrniIQ>

### Winter Cycling Safety Campaign

The 30 second radio advertising is live on Edge, Newstalk ZB, Rock and ZM for 3 weeks from Monday, 10 June. This is targeting 18 – 49 drivers with an estimated reach of 135,288 people and specifically motorists during the am and pm commuter peaks, reminding them that people still cycle in winter and to take extra care.

### Travelwise Celebration

Will be held on 3 July at The Cloud. Official invitations were sent to 335 primary, intermediate and high schools, as well as VIP guests and local businesses. The Mayor is confirmed to be presenting the awards and an estimated 1300 people will attend.



## **New Shared Path from Rosedale to Unsworth Heights**

This is a major piece of cycling and walking infrastructure, connecting the residential areas of Unsworth Heights with the commercial areas of Albany. The official opening of this path was held on 22 June.

## **Driver Distraction Campaign**

Excellent PR coverage in mainstream media including Newstalk ZB, NZ Herald and TV1 Breakfast over the last 3 weeks, as well as suburban papers. All lead on the dangers of driver distraction, as well as highlighting the inter-active cinema ad and on line game. AT also received a very positive response from NZTA.

- [www.aucklandtransport.govt.nz/driverchallenge](http://www.aucklandtransport.govt.nz/driverchallenge) has a wealth of information including driver distraction dangers, mitigation strategies, downloadable marketing and educational resources, including the interactive cinema adverts and the Facebook game. Also has links to other useful web resources, including NZTA's distractions page.
- The Distractions page has had 6,759 page views in May since launch. This has resulted in a 266% increase in page views to the Road Safety pages of the AT website. There have been nearly 4,000 game plays in 3 weeks.

## **Customer Segmentation Research**

Following a survey of 3,000 Aucklanders, high level segmentation results are currently being finalised. A separate paper will be available to the board identifying main customer groups of customers by attitudes to transport options and services.

## **Tertiary Concessions Campaigns Evaluation Research**

An intercept survey of 407 tertiary students, UoA (201) and Unitec Mt. Albert campus (205) was conducted during April-May to evaluate the marketing campaign(s):

- Overall, positive results with 79% happy with the overall experience and information available, highlighting the success of the eligibility and concessions campaigns.
- The multi phased process was clearly understood by students and research indicated no issues with how the process was communicated.
- Just under 90% of tertiary students were aware of discounts or concessions.
- Those who visited the AT website agreed that information on concessions was helpful/informative, easy to understand, and find.

## **Stakeholder Engagement**

The Stakeholder Management Unit continues its business as usual, liaising closely with iwi, Members of Parliament, Council, and Local Boards, facilitating the resolution of elected members' concerns, arranging their input into AT processes, taking part in Local Board workshops, and reporting to their monthly public meetings over a range of Auckland Transport activity.

## Council

AT provided its third quarter report to Council's Accountability and Performance Committee on June 13<sup>th</sup>.

Council's Transport Committee was provided with updates on AMETI and the southern bus network review. There is no Transport Committee planned for July.

## Members of Parliament

Prime Minister John Key featured AMETI at a recent well attended address at the Marist Panmure-Tamaki Rugby Club on May 31.

Preparations are underway for the annual meeting between Ministers and Auckland Council. This will be held on 16 July. Transport in Auckland is one of the areas for discussion. Ministers attending this annual event are: the Minister of Local Government Hon. Chris Tremain, the Minister of Economic Development Stephen Joyce, the Minister of Housing Hon. Nick Smith, the Minister for the Environment Amy Adams, the Minister of Social Development Hon. Paula Bennett, and the Minister of Transport Hon. Jerry Brownlee. Transport topics being discussed are:

- Rail electrification programme
- AMETI
- Western ring route
- Puhoi to Wellsford Road of National Significance
- Additional Waitemata Harbour crossing

## Cycle Action Auckland

Cycle Auckland Action are engaged with AT on two research initiatives. The first is a survey of cyclists who ride in groups, including school sports groups, recreational groups, and competitive groups. This database will be useful to Road Corridor Operations, Community Transport, and Infrastructure Design.

The second research project considers constraints to increasing cyclist commuters using the Northern Busway.

## Local Boards

The Council's Strategy and Finance Committee in June will consider how best to deal with the Local Board Transport Capital Fund to ensure continuity of funding for projects through the interregnum between the end of the 12/13 financial year and the end of the electoral term.

## Maori Engagement

### AMETI

Auckland Council has considered the first stage of a land package designed to ameliorate the effects of the road alignment for the proposed bridge alignment encroaching into Mokoia pa and across the Tamaki Estuary. Addressing effects upon historic sites is of high interest to all mana whenua groups.

### **Manukau Bus Interchange (Lot 59)**

Auckland Transport is leading the Maori engagement for both Auckland Transport and Auckland Council on this project.

### **Harbour Edge**

Engagement has been initiated at a wider level to ascertain the scope of Mana whenua engagement that has occurred for the area.

### **Waterview**

The impact of the cycleway design upon land within the sensitive Oakley Creek area is being considered.

## IT and BUSINESS SYSTEMS (ROGER JONES)

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### Executive Summary

During this month significant progress has been made on ensuring the correct support for Microsoft Products is in place for end June, when the current contracts expire.

Work has continued to support AIFS, especially with the bus rollout and review of support arrangements and processes associated with Thales.

Work to design, and build a planned improved and expanded disaster recovery platform commenced, in conjunction with a review and implementation of improved firewalls to secure AT infrastructure.

### Business Solutions Programmes

#### AIFS

- Work continued with partners for new online mobile based top up options for AIFS. Analysis work is complete, design work is being finalised with the DPS the online payment provider. Final solution design was completed, AT is now awaiting Thales quotes and timelines to enable this functionality.
- Improvements to the banking direct debit process for auto reload top up of Hop cards was developed and is due for implementation in late June 2013.
- Monitoring and alerting of AIFS servers and core system components is still being progressed.
- Access to other detailed data sources for financial data within the AIFS system has been identified. Access to this data set is still being progressed. This will allow more detailed financial and transaction reporting.
- A 2<sup>nd</sup> security assessment of the small retail device (SRD) solution was completed allowing this to be deployed to retailers for bus go live.
- Reporting access to bus operators has been delivered this month.
- Network connections and associated equipment continues to be provisioned to the various bus operator depots.

#### EMU

- Request for Proposal responses for Radio System to support EMU, parking and other areas of AT was completed and contract negotiations commenced.
- Design work has been completed for the AT IT components of the EMU depot, including networks, WIFI and server room builds. Work has commenced on some of these aspects, with the final implementation in June 2013 when the site is available to AT from the contractor.



## Real Time System Replacement

- Workshops have been completed to finalise the business requirements and operating model for the replacement system.
- A request for proposal (RFP) has been prepared and is in final reviews prior to release.
- Negotiations with the current supplier have been held and are expected to be completed this month to ensure support during transition to a new system and for components of the existing system that will need to be retained, e.g. current street displays, for a period of time.

## Other

- Work has commenced with NZTA and Police on identifying and prioritising the significant opportunities arising from CCTV and the associated analytics that are now available. A workshop planned for later this month with a Proof of Concept planned within the next 12 weeks.
- Discussions commenced with the Metrological Service to establish data that may be used by Auckland Transport to improve the customer experience by including the impacts of this type of data, and for network planning and analysis purposes.
- Work on the Website Consolidation of all AT sites continues and is due the end of June. Currently the site is in test and usability testing is due to commence shortly.
- Implementation of the integrating the telephony call centre technology into AT telephony infrastructure was completed during the month.
- Request for Price for additional CCTV cameras for several rail stations has been completed resulting in significant cost savings.
- Work to finalise equipment guidelines, policy and contractual templates in relation to the placement of equipment on AT street lights has been completed
- Revised 3 year strategy planning for IT&BS was continued during the month, with interviews of key stakeholders across the AT business..

## Online Program

- Work on the personalised website experience continued, this is due June 2013.
- Migration of the Resolve complaints application used in PT was continued and is now in test prior to rollout.
- Parking permits and leases have been migrated into the CRM solution and are awaiting business implementation.

## Business Support

- Training material preparation for new windows based phones has commenced, and development of support processes for the windows 8 phones and devices has commenced.
- Follow me print functionality rolled out to Henderson staff, this was the last site to be completed.

- Bulk scanning functionality has been implemented at Smales Farm during the month to service all of AT. Initially an emphasis will be on ensuring that all contracts are scanned electronically, in conjunction with the Procurement Team.

## Operations

- Negotiations for support of the Microsoft applications, continued, with completion of the Microsoft Support Agreements, agreement on transition of some support functions to local partners. Negotiations with two current suppliers are due for completion shortly.
- Work to review and improve the Firewalls and load balancing has commenced with a high level design completed during the month. This will be incorporated into a new support agreement currently being negotiated.
- In conjunction with the above work on Firewalls, work on implementing an improved high availability site which will provide a higher level and more complete Disaster Recovery platform was commenced, a high level design was completed during the month and equipment ordered. This site will be in a highly resilient data centre. It is envisaged that this will be fully operational in 8 weeks when the existing disaster recovery will be retired.
- A project to review and clarify JTOC support process requirements in association with NZTA has continued with workshops due to agree roles and responsibilities planned for later this month.

## Key Next Steps

- Finalise Request for Proposal documentation for Real Time Replacement project.
- Finalise support contracts to replace Microsoft from 1 June 2013
- Finalise radio system contract for EMU and AT, due 20<sup>th</sup> May.
- Prepare new IT & Business Systems strategy for next 2 + years
- Assist with defining revised support processes and options for AIFS
- Install new resilient disaster recovery site
- Order additional firewall infrastructure
- Continue with AIFS bus depot rollout of equipment and networks
- Finalise support roles and responsibilities for JTOC with NZTA.