

# Chief Executive's Report

## **Recommendation:**

That the Chief Executive's report be received.

## **Prepared by:**

Dr David Warburton, Chief Executive

---

## Finance

The 2014/15 Draft Budget has been prepared. It was formally submitted to AC in their template format by the due date of 7 March. The Finance Team is continuing to work with AC staff particularly in the areas of rates of depreciation and reviewing asset management plans.

A re-forecast of Operational and Capital income and expenditure for the current 2013/14 year has been completed and is the subject of a separate paper.

Insurance has been arranged for the EMU's as they are accepted and the initial fixed level of cover will be sufficient to cover the currently estimated EMU delivery schedule till October 2014.

Discussions with AC and JLT commenced in March for the insurance renewal programme for all AT insurance policies which are due to expire at 30 June 2014 (except for Rolling Stock which is due at 31 October 2014).

Initial planning has commenced on the Annual Accounts focussing at this stage on:

- (1) Revaluation
  - (a) Infrastructure Assets (roads, bridges, etc.) – these assets are due to be revalued in the usual three year cycle. A valuer has been engaged and initial planning has commenced.
  - (b) Operational Land and Buildings – the increase in values of these assets over the last two years has resulted in a requirement for them to be revalued to ensure that they are reflected at "fair value" in the end of year reports. AC is leading this initiative and AT will provide all details required of applicable assets.
- (2) Capital Work in Progress – at 28 February there was over \$700 million in this asset category. A number of projects are either almost complete or are just completed. Work has commenced to engage with project managers to finalise costs by asset class to capitalise as much as possible of work in progress prior to 30 June.
- (3) Depreciation Rates – these are being reviewed in conjunction with AC to standardise as well as review appropriateness. The Finance and Risk Committee will be updated as to progress.

## Regional Land Transport Programme (RLTP) Funding

During February 2014, NZTA approved the funding for four projects. The total amount of NZTA funding secured in February was \$4.47m.

The projects which have secured NZTA funding are:

|                                                             |               |         |
|-------------------------------------------------------------|---------------|---------|
| 2012-15 Dominion Road Corridor Upgrade – Phase 1 (Cycleway) | Construction  | \$3.24m |
| 2012-15 Glen Innes to Tamaki Drive Cycleway                 | Investigation | \$0.30m |
| 2012-15 Upper Harbour Drive Cycle Scheme                    | Design        | \$0.03m |
| 2012-15 Otahuhu Bus Interchange                             | Design        | \$0.83m |
| Preventative Maintenance 2013-14 (Forestry Road RP2020)     | Construction  | \$0.07m |

**Table 1 – NZTA Revenue Actual against Forecast for Capital and Operational Projects**

| NZTA Funding Status       | Year to Date Actual Funding Claimed (\$m) | Year to Date Forecast Funding (\$m) | Variance (\$m) |
|---------------------------|-------------------------------------------|-------------------------------------|----------------|
| New Capital Projects      | 50.0                                      | 56.7                                | (6.7)          |
| Renewal Projects          | 61.8                                      | 57.1                                | 4.7            |
| Total Capital Projects    | 111.8                                     | 113.8                               | (2.0)          |
| Operational Projects      | 134.5                                     | 138.5                               | (4.0)          |
| <b>Total NZTA Revenue</b> | <b>246.3</b>                              | <b>252.3</b>                        | <b>(6.0)</b>   |

Total NZTA subsidy claimed for the year to date is \$246.3m against a forecast of \$252.3m, a decrease of \$6m, mainly due to AMETI project delays (\$3.4m) and Manukau City Rail Link Stage 3A construction awaiting NZTA approval (\$2.7m). This is partly offset by a catch up in pre-seal roading Renewal projects previously not claimed.

## Procurement

Six Tenders were published in February with an estimated value of \$1.62m. There were no Tenders estimated at over \$2.0m for the period.

73 Contracts were issued with a total value of \$10.52m. Contract awarded over the value of \$2.0m is detailed below.

| Contract                                          | Vendor                               | Value   |
|---------------------------------------------------|--------------------------------------|---------|
| 230-14-528-GS Lease of Levels 17 & 18 AMP Centre. | Precinct Properties Holdings Limited | \$3.53m |

## Property Acquisition Programme

In February 2014, 8 unconditional agreements (January 2014: 14) were signed with a total project cost of 6.6m (January 2014: \$3.5m) being City Rail Link x3, AMETI x2, Albany Highway x1, Murphys Road x1, Te Atatu x1.

# Corporate

## Council Engagement

The Chief Executive, together with other CCO representatives, provided an overview of trends and their financial implication to a scene-setting workshop with all of Council's elected members on February 27.

Auckland Transport is working with Council leadership on a series of structured engagements over the next six weeks that ensure that all parts of Council gain a clear picture of the trends, choices and financial implications that will lead towards the formation of the LTP 2015-2025. These include:

- Briefing on the key issues and challenges facing Auckland Transport, and outlining the factors analysed within the next Integrated Transport Programme, and how this in turn is intended to inform both the formation of the LTP 2015-25, and the formation of the next Regional Land Transport Plan.
- A briefing on the City Rail Link.
- A series of five workshops with all local boards. This is intended to provide early engagement with them on the Regional Land Transport Plan and Council's Long Term Plan.
- Staff are also arranging a full-day bus tour for all Councillors to illustrate the interrelationship between the development of greenfield and brownfield sites and transport infrastructure and other services. The date for that tour is still being finalised at time of publication.

## Staff Development

Auckland Transport continues to actively support the Futureintech programme, an IPENZ initiative to promote careers in engineering, technology and science within schools. Most recently, a staff member within Road Corridor has been working with students at Alfriston College in South Auckland on a long term traffic safety project for their school. We currently have eight staff members who are volunteer Futureintech ambassadors and a further six are keen to join the programme.

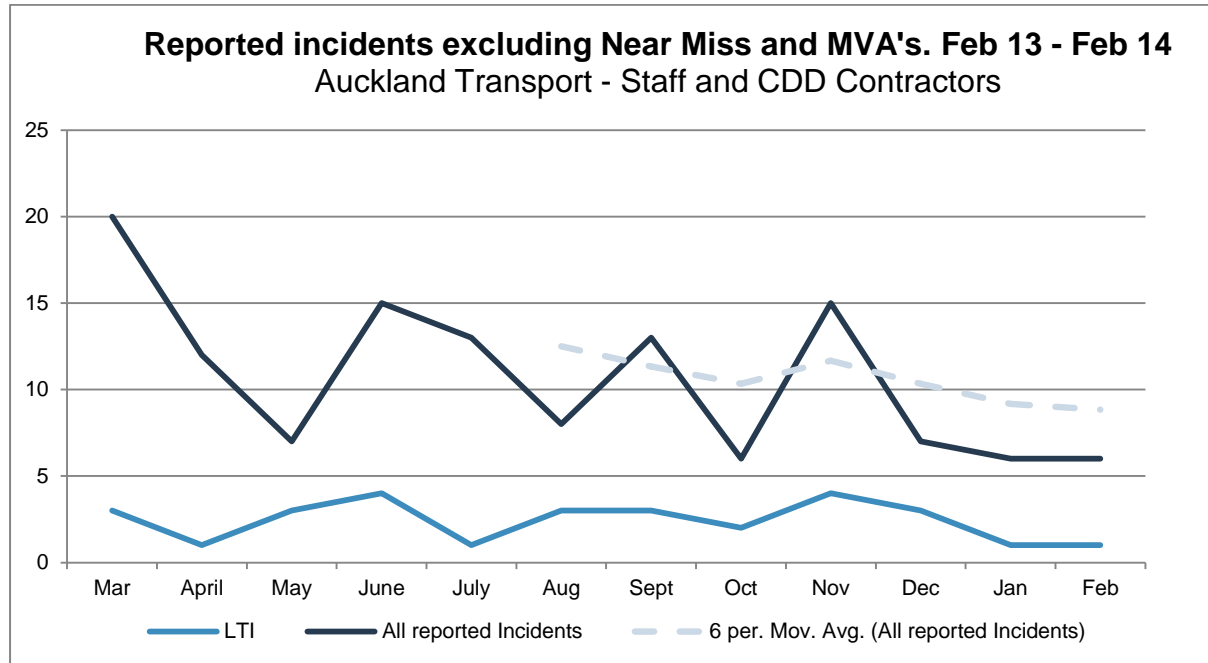
Staff turnover has now reached 10% at Auckland Transport, being the first time we have experienced this. The Auckland job market has strengthened this year with Seek (NZ's largest jobsite) listing a 13% increase in the 2013-2014 comparison. This still reflects a low rate of turnover for the business.

## Health and Safety

There were 6 reported incidents in February 2014, these were:

2 assaults, 1 threatened and abused, 1 ankle sprain, 1 burnt hand and 1 hit head on post.

The ankle sprain resulted in 7 lost days. Both assaults were reported to police but neither officer sought to press charges.



*NOTE: The above graph differs from previous months in that it includes the Capital Development contractor incident results for the last 12 months. This adds a further 8 medical treatment injuries to the total of 'All reported incidents' and no further Lost Time Injuries (LTI).*

*Other areas of Auckland Transport will be added to the graph as reliable data becomes available in order to build a complete picture of Auckland Transport's health and safety incident profile.*

## Customer Service Metrics

- Average call wait time: AT Public Transport 16 seconds, HOP 27 seconds.
- Service level: AT Public Transport 75%, HOP 68% (please note 50% increase in call volumes from last month), AT Specialist Team - core hours 89%, Auckland Council – all hours 90%
- Abandonment of call: AT Public Transport 7%, HOP 10%, AT Specialist Team – core hours 1.9%, Auckland Council – all hours 1.9%
- Call volumes: AT Public Transport 40,339, HOP 18,987, AT Specialist Team – core hours 18,457, Auckland Council – all hours 22,899

## Media

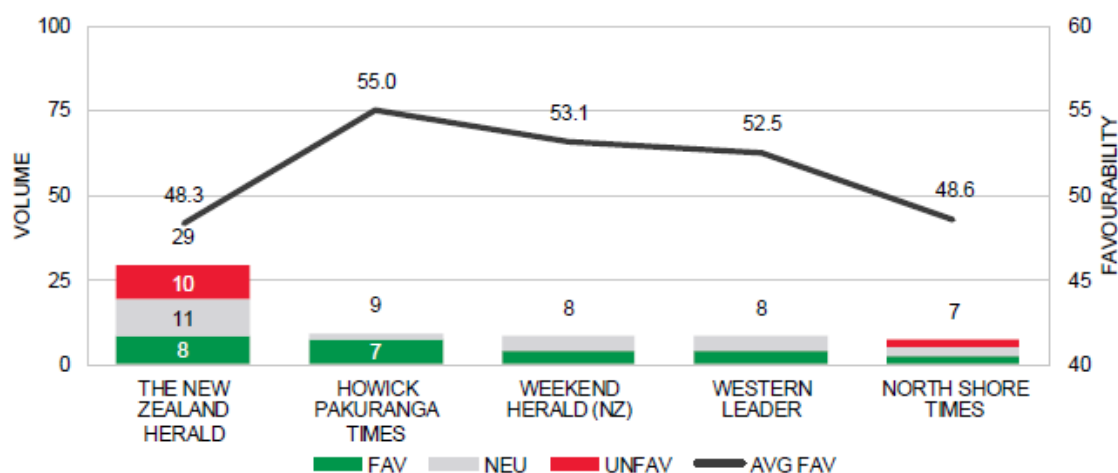
For the period January 23-February 22 Auckland Transport is referred to in a total of 285 reports.

| KEY METRICS           |           | 23 DEC 2013<br>– 22 JAN 2014 | 23 JAN – 22<br>FEB 2014 | TREND  |
|-----------------------|-----------|------------------------------|-------------------------|--------|
| TOTAL VOLUME          | OVERALL   | 204                          | 285                     | ↑39.7% |
|                       | PRESS     | 64                           | 119                     | ↑85.9% |
|                       | BROADCAST | 71                           | 72                      | ↑1.4%  |
|                       | INTERNET  | 69                           | 94                      | ↑36.2% |
| AVERAGE FAVOURABILITY | OVERALL   | 50.3                         | 50.5                    | ↑0.4%  |
|                       | PRESS     | 52.0                         | 50.7                    | ↓2.5%  |
|                       | BROADCAST | 49.7                         | 51.4                    | ↑3.4%  |
|                       | INTERNET  | 49.3                         | 49.8                    | ↑1.0%  |

\* The average favourability rating for most large organisations falls in the 45-55 range

Public transport was the leading focus of coverage (95 reports) due to proactively generated reporting of arrangements for a large number of public events held during the period.

Roading and infrastructure was the next most frequent focus; much of this coverage related to roadside berm maintenance.



## Special Events

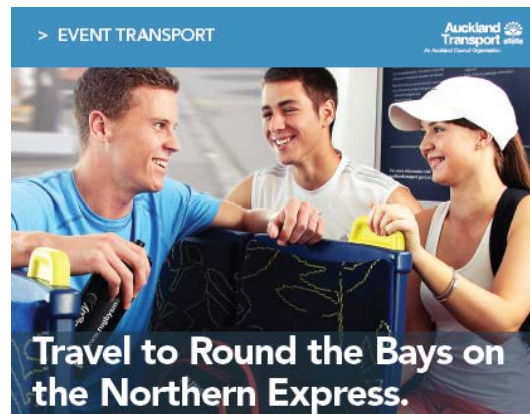
During the month of February the Special Events Team facilitated 161 events.

The 14-16 February found the City challenged with three major events, Lantern festival (Albert Park), NRL 9's (Eden Park) and the Eminem concert (Western Springs).

The Major Events Operations Centre in Bledisloe House operated over the four day period with AT staff and all other event stakeholders. Of particular note was the PT uptake of over 54% of the NRL 9 patrons. This supersedes the All Blacks Test in 2013 RWC Final in 2011.

Other major operations for February:

- International Cricket at Eden Park
- New event on Quay Street: Ciclovia. This event was a free public open day event which required a section of Quay Street to be closed. The event went without incident and received great coverage in the press supporting cycling on our Network.
- Super 15: The season started at the end of February with the Blues playing the Crusaders. The well proven Eden Park public transport operation was in place and an uptake of 30% took place.



## Sunday 9 March

You do the hard work on the run and we'll do the hard work getting you there and back.

Extra Northern Express services will be running before and after the run. Buses depart from Britomart and all Northern Busway Stations.

© Auckland Council 2014

For more information visit  
[AT.co.nz/events](http://AT.co.nz/events) or phone 09 266 4400 [Twitter](https://twitter.com/GAATransport) @GAATransport



# Key Projects

## City Rail Link

The Independent Commissioners' recommendations in relation to Auckland Transport's Notices of Requirement for the designation to construct and operate the City Rail Link were received by Auckland Transport on 3 March 2014. The conditions will be considered within the 30 business day statutory timeframe.

Senior Managers from the project team will present to the Society of Construction Law in mid March.

The Principal Technical Advisor, recently awarded consortium, has commenced the next phase of technical support of the project. The team are in the establishment and product definition phase.

## EMU

The first three Electric Multiple Units (EMUs) have now been provisionally accepted by Auckland Transport which enabled practical driver training conversion courses to begin on program on the 22nd of February following four days of simulator based conversion training. The practical training will generally occur during weekends, depending on network availability with class sizes of four trainees.

Trains five, six and seven are at Wiri undergoing mainline testing. Trains eight and nine are due in on 11 March with the next three trains due to leave Spain on 4 March.

## Road

### Tiverton/Wolverton Upgrade

Wolverton Street works are complete. The Blockhouse Bay/Tiverton/Wolverton intersection is complete with signals now operating.

Road pavement reconstruction and footpath renewal works on Tiverton Road are substantially complete with the final surfacing layer planned for early March completion.

Works on the two major retaining walls on New Windsor Road at the intersection with Dickey Street are now 85% complete and pavement reconstruction works on New Windsor Road is now 80% complete.

Planting works have been deferred to the planting season which commences in April.

Revisions to the alternative cycle route design on New Windsor Road south are being finalised.

Overall (i.e. all stages), this project is now 95% complete.

### Dominion Road

The Project Team has completed the Registration Of Interest evaluations for the construction of the cycle routes with the four shortlisted contractors now being asked to submit priced bids in March 2014. NZTA have approved construction funding for the cycle routes with consents expected to be granted by Council in March 2014.

Architectural and engineering detail design progressed for the main corridor works with a number of Village Design Group meetings held in February to agree amenity and streetscape works.

## **Te Atatu Road Upgrade**

Approximately 90% of the required land acquisitions are now complete with the remaining targeted to be completed by the end of June 2014. The on-going co-ordination works between Auckland Transport and NZTA for the projects along or in the vicinity of SH16 continues, monthly meetings are underway progressing to address programmes of works and a consistent and co-ordinated approach to communication.

## **Glenvar Ridge Road**

The project is in preliminary design phase, with geotechnical investigations and stream crossing options evaluation to be completed in March 2014 and the design targeted to be finalised in June 2014.

## **Tamaki Drive / Ngapipi Road Intersection**

Further work advanced in February to signalise the intersection. Meetings will continue with the Orakei Local Board to respond to outstanding queries and seek that board's support for the proposed safety improvements. Design of the signalised intersection is in progress.

## **Wynyard Quarter - Integrated Road Programme**

The design contract is underway and meetings have been held with Waterfront Auckland, Council Stormwater and WaterCare to ensure that proposed upgrades to the stormwater and waste water infrastructure are integrated with the design and construction of the road upgrades.

## **NORSGA Plan Changes**

### **PC13 (Hobsonville Point)**

A paper is being prepared for the Council City Transformation Governance Leadership Team meeting in March with respect to a permanent park and ride to support the Hobsonville Point ferry service. **PC14 (Hobsonville Corridor)**

Discussions with NZTA confirm that the Brigham Creek Rd motorway interchange will be congested post 2020 and that the road widening works as part of the Hobsonville Rd NOR will not provide a long term solution to the problem. This issue has been raised with the joint NZTA/Council/Auckland Transport working group that is identifying any additional transport infrastructure elements that are needed to support development in the greater NORSGA area. **PC15 (Westgate)**

Tenders are currently being evaluated for the construction of Don Buck Rd extension and the contract is expected to be awarded early March 2014. Construction of the adjoining Pak'n'Save supermarket that will be serviced by the new road is on programme for store opening in October 2014.

The Fred Taylor Drive/Garelja Road intersection works have commenced on site and the work is programmed for completion in July 2014.

Work has commenced on obtaining the necessary consents for the Fred Taylor Drive widening between State Highway 16 and Rua Rd to enable the work to be tendered and construction to commence October 2014. Ongoing discussions are taking place with Watercare to ensure a future watermain can be installed as part of the road widening works.



# Key Projects

## Operative District Plan

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

The Environment Court has released its decision on Plan Change 260 for the Orakei Point area.

This plan change will be made operative in April. The plan change has a requirement for 'control' of all land areas to be addressed with the developer within 60 days of the date it becomes operative – 30 June. This requires in-depth consideration of relevant matters that need to be considered in the implementation of such a development, including park and ride facility considerations, improvements to adjoining roads, and rail station design and operational matters. AT are working closely with AC and ACPL.

## Proposed Unitary Plan

Submissions on the Proposed Auckland Unitary Plan closed on 28 February 2014. AT lodged a submission in its capacity as a Requiring Authority and Road Controlling Authority.

AT has also been working with AC to incorporate AT's feedback on key matters into the Council submission. AT has and will continue to work with the NZTA and KiwiRail on common issues and concerns, noting that their submissions included some shared positions with AT.

AC is currently registering all the submissions received and so there is no definitive number for submissions received at this stage. AC will then be preparing a summary of decisions sought and calling for further submissions in support or opposition to the main submissions. This is expected to be in May/June. AT and the other CCOs will be part of the AC review of submissions.

# Roading and Network Performance

## Corridor Management Plans (CMPs)

CMPs identify short, medium and longer-term projects for delivery in response to growth and land use changes or transport deficiencies along corridors identified as priorities across the region. Map 1 shows the location and status of current and recent CMPs.

The following CMP's are underway: New North Rd; Manukau Road; Onewa Road; Greenlane; Mt Albert Road and Great South Road Stage 3.

## Assessing the Condition of Transport Assets

Over the last eighteen months, AT has completed its first full assessment of all its significant assets. This provides a baseline against which the future condition can be assessed. It will also help more accurately forecast the future investment needed to maintain or renew the assets through the forward work programme.

Overall the transport assets are in a reasonable condition with a limited number of exceptions. Any defects that have been identified have been, or will be resolved through routine maintenance work or through the capital renewal forward work programme. The first draft of this for 2014/15 has now been prepared.

The extent of the defects identified is consistent with the size and complexity of the network. No major issues or unbudgeted costs have been identified.

## Seismic Screening

The screening of transport structural assets is proceeding to programme. The progress with the first stage primary assessment is detailed in the table below.

| Asset Type        | Road Hierarchy  | Auckland Transport Inventory | Complete @ Jun 2013 | Forecast Complete @ Jun 2014 | Total      | Forecast Complete @ Jun 2014 |
|-------------------|-----------------|------------------------------|---------------------|------------------------------|------------|------------------------------|
| Bridges           | Strategic Roads | 365                          | 242                 | 107                          | 349        | 96%                          |
|                   | Local Roads     | 287                          | 45                  | 93                           | 138        | 48%                          |
|                   | <b>TOTAL</b>    | <b>652</b>                   | <b>287</b>          | <b>200</b>                   | <b>487</b> | <b>75%</b>                   |
| Major Culverts    | Strategic Road  | 221                          | 42                  | 168                          | 210        | 95%                          |
|                   | Local Roads     | 153                          | 3                   | 77                           | 80         | 52%                          |
|                   | <b>TOTAL</b>    | <b>374</b>                   | <b>45</b>           | <b>245</b>                   | <b>290</b> | <b>78%</b>                   |
| Retaining Walls   | Strategic Roads | 1503                         | 0                   | 161                          | 161        | 11%                          |
|                   | Local Roads     | 1799                         | 0                   | 0                            | 0          | 0                            |
|                   | <b>TOTAL</b>    | <b>3302</b>                  | <b>0</b>            | <b>161</b>                   | <b>161</b> | <b>5%</b>                    |
| <b>PT</b>         |                 |                              |                     |                              |            |                              |
| Wharfs            |                 | 21                           | 0                   | 21                           | 21         | 100%                         |
| Carpark Buildings |                 | 13                           | 4                   | 8                            | 12         | 92%                          |
| Train Stations    |                 | 52                           | 1                   | 51                           | 52         | 100%                         |
| Bus Stations      |                 | 5                            | 0                   | 5                            | 5          | 100%                         |
|                   | <b>TOTAL</b>    | <b>91</b>                    | <b>5</b>            | <b>85</b>                    | <b>90</b>  | <b>99%</b>                   |

As previously reported, the primary level assessment evaluates a structure's behaviour and performance in a moderate to strong seismic event. It is based on drawings, condition and geotechnical information available for each structure. When there is insufficient information regarding the structural form or local geotechnical conditions to complete the primary assessment, a detailed secondary assessment involving site surveys, investigations and modelling is undertaken.

The current focus is based on risk and criticality, prioritising major structures on the strategic road and lifeline network along with public transport facilities.

To date no significant risks have been identified.

## 2013 Census, Journey to Work Trends

Auckland Council recently released journey to work statistics for Auckland from the 2013 Census. This is shown in Table 1 and compared to 1996, 2001 and 2006 census data.

**Table 1: Census Journey to Work Summary Statistics 1996 - 2013**

| Year | Did not go to work today | Car, truck, van or company bus | Public bus | Train | Motor cycle or power cycle | Bicycle | Walked or jogged | Worked at home | Other (such as taxi, ferry, aeroplane) | Not specified |
|------|--------------------------|--------------------------------|------------|-------|----------------------------|---------|------------------|----------------|----------------------------------------|---------------|
| 1996 | 46,089                   | 332,925                        | 23,802     | 2,286 | 3,168                      | 5,979   | 17,985           | 32,259         | 6,021                                  | 17,814        |
| 2001 | 57,174                   | 358,323                        | 26,346     | 2,370 | 2,397                      | 4,893   | 18,771           | 37,521         | 5,370                                  | 20,673        |
| 2006 | 59,832                   | 422,244                        | 28,536     | 5,667 | 3,099                      | 5,007   | 24,081           | 40,887         | 6,126                                  | 32,232        |
| 2013 | 61,827                   | 430,035                        | 33,933     | 9,468 | 5,508                      | 6,381   | 26,532           | 44,277         | 7,971                                  | 24,393        |

Data from previous census indicate that between 80-85% of the category “car, truck, van or company bus” are drivers of private cars. Table 2 summarises the mode share trends for the travel to work journey.

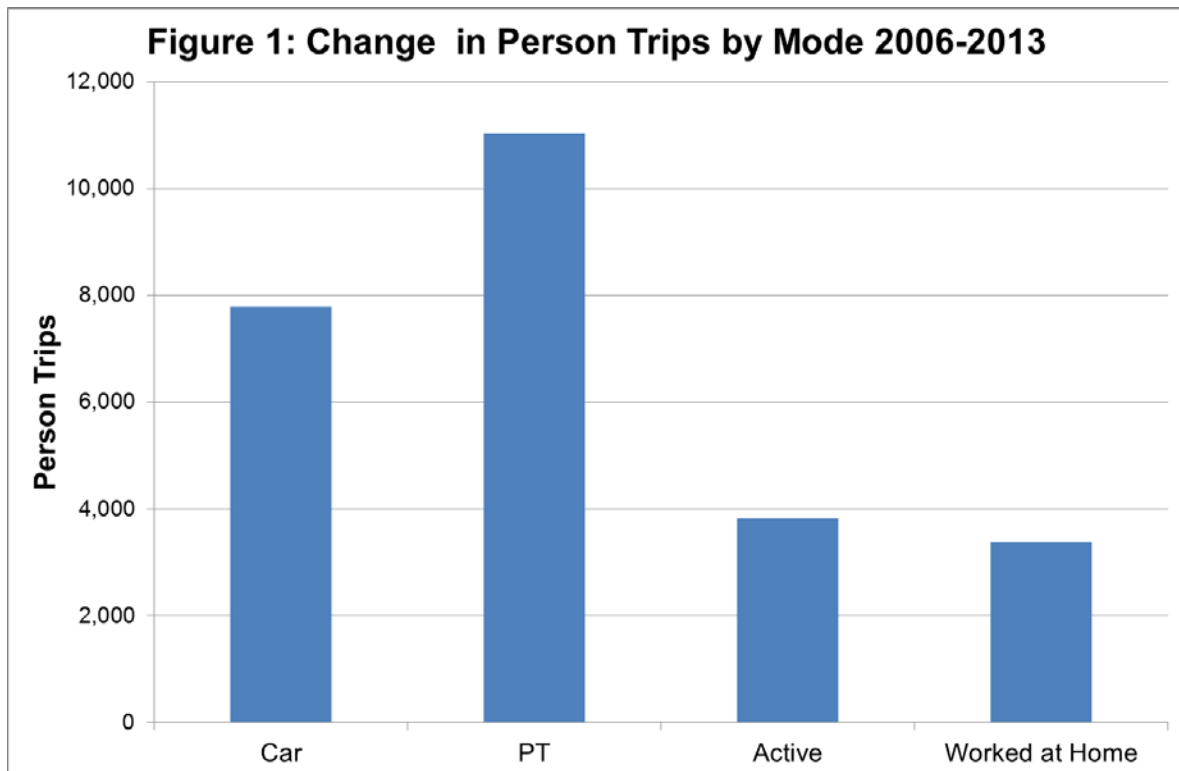
**Table 2: Journey to Work mode shares 1996 - 2013**

| Year | Car, truck, van or company bus | Public bus | Train | Motor cycle or power cycle | Bicycle | Walked or jogged | Worked at home | Other (such as taxi, ferry, aeroplane) |
|------|--------------------------------|------------|-------|----------------------------|---------|------------------|----------------|----------------------------------------|
| 1996 | 78%                            | 6%         | 1%    | 1%                         | 1%      | 4%               | 8%             | 1%                                     |
| 2001 | 79%                            | 6%         | 1%    | 1%                         | 1%      | 4%               | 8%             | 1%                                     |
| 2006 | 79%                            | 5%         | 1%    | 1%                         | 1%      | 4%               | 8%             | 1%                                     |
| 2013 | 76%                            | 6%         | 2%    | 1%                         | 1%      | 5%               | 8%             | 1%                                     |

Table 2 shows:

- The largely private car mode share in Auckland remains the dominant mode of respondents excluding “Did not go to work today” and “Not specified”, but has dropped from 78% in 1996 to 76 % in 2013.
- PT modes have increased from 8% to 9%.
- Active mode shares have increased from 5 to 6 %.
- Despite significant technological advances since 1996 making it easier to work from home, the work from home mode share has remained constant.

Figure 1 shows that between the 2006 and 2013 censi, there was a larger increase in the combined public transport modes than in the predominantly private car mode. This reflects the significant investment in the rail network and the Northern Busway, both of which have resulted in significant PT growth to the City Centre. The next census should see this trend of PT growth being continued as further investment in transforming the public transport network will have been completed including electrification, the roll out of the new network, integrated ticketing/fares, expansion of park and ride and other customer experience improvements. Significant investment is also planned and underway to improve cycle and walking networks and this should result in using these modes.



Map 1 – Plan Change and Corridor Management Plan Locations



Map1: Plan Change and Corridor Management Plan Locations

5 Km's

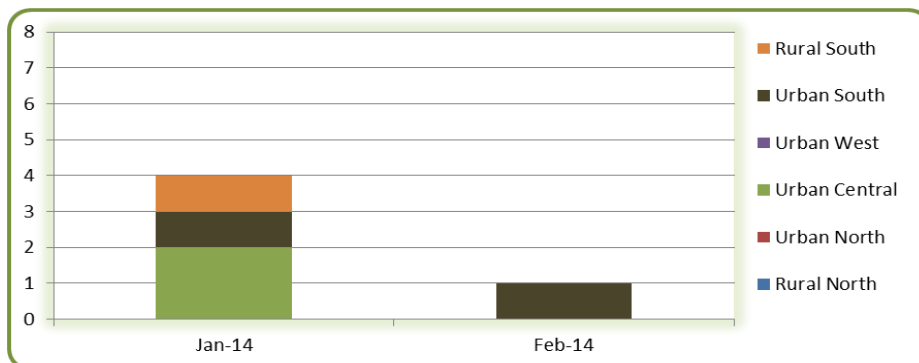
Plan Change key

| <b>AT_ID</b> | <b>Application</b>                                  | <b>Application</b>  |
|--------------|-----------------------------------------------------|---------------------|
| 10           | Plan Change 34 - Milford                            | Decision released   |
| 14           | Plan Change 42 - Lincoln Junction Special Zone      | Submission analysis |
| 17           | Plan Change 28 - Kingseat Structure Plan            | Appeals             |
| 18           | Plan Change 20 - Flat Bush                          | Appeals             |
| 21           | Plan Change 32 - Clevedon Village                   | Appeals             |
| 24           | Plan Change 12 - Drury South Business Park          | Appeals             |
| 33           | Plan Change 14 - Bombay Village Expansion           | Appeals             |
| 34           | Valley Road - 114 - 116 Valley Road                 | Submission analysis |
| 44           | Plan Change 35 - Puhinui Gateway Area               | Submission analysis |
| 45           | Plan Change 123 - Hibiscus Gateway Area             | Appeals             |
| 53           | Plan Change 209 - Balmoral Warehouse                | Notification        |
| 56           | Plan Change 179 - 47 & 61 Dawson Road, Snells Beach | Submission analysis |
| 61           | Plan Change 186 - Brick Bay                         | Submission analysis |

## 2014 Road Deaths Information

The Auckland Region annual road toll on Local Roads and State Highways to 28 February 2014 was 5 deaths, 5 less than recorded for the same period last year. There were 2 road deaths recorded during the month of February 2014.

### Road Deaths per Month and per Sub-region at 28 February 2014



### Annual Road Deaths at 28 February 2014 Compared with 28 February 2013

| Auckland Sub-regions | Urban Central | Rural South | Urban North | Rural North | Urban South | Urban West | Total |
|----------------------|---------------|-------------|-------------|-------------|-------------|------------|-------|
| 28 February 2014     | 2             | 1           | 0           | 0           | 2           | 0          | 5     |
| 28 February 2013     | 2             | 3           | 0           | 2           | 3           | 0          | 10    |

### Annual Road Deaths per Road Type and Road User Type at 28 February 2014

|           | Road User Type | Drivers | Passengers | Motorcyclists | Pedestrians | Mobility scooters | Cyclists | Total |
|-----------|----------------|---------|------------|---------------|-------------|-------------------|----------|-------|
| Road Type | Local Roads    | 2       |            |               |             |                   | 2        | 4     |
|           | SH / Motorways | 1       |            |               |             |                   |          | 1     |
|           | Total          | 3       |            |               |             |                   | 2        | 5     |

### Road Deaths on Local Roads per Road User Type and Age at 28 February 2014

|                | Road User Age | 0-14 years | 15-19 years | 20-24 years | 25-39 years | 40-59 years | 60-74 years | 75+ years | Total |
|----------------|---------------|------------|-------------|-------------|-------------|-------------|-------------|-----------|-------|
| Road User Type | Drivers       |            |             | 1           | 2           |             |             |           | 3     |
|                | Passengers    |            |             |             |             |             |             |           |       |
|                | Motorcyclists |            |             |             |             |             |             |           |       |
|                | Pedestrians   |            |             |             |             |             |             |           |       |
|                | Cyclists      |            |             |             | 1           |             | 1           |           | 2     |
|                | Total         |            |             | 1           | 3           |             | 1           |           | 5     |

During February one fatal crash investigation was undertaken by the Road Safety Unit in the Urban South area involving a cyclist in a residential street.

## RoadSafe Auckland Executive (RAE)

The RoadSafe Auckland Executive (RAE) met to review road safety progress in the region and discuss strategies for reducing future road trauma. Greg Edmonds - Chief Operations Officer (AT), Ernst Zollner - Regional Director (NZTA), Alan Boreham - Assistant Commissioner NZ Police and Dave Cliff - Assistant Commissioner Road Policing were advised of the interim results for Road Deaths and Serious Injuries (DSi) in 2013 which suggest an overall increase in annual DSi compared to 2012.

Alcohol, Speed and Intersection Safety are three of the leading road safety issues in the region and outcomes from the RAE meeting included a formal submission to central government in support of the proposed changes to the Land Transport Management Bill to lower the legal alcohol limit for drivers above 20 years from 0.08 to 0.05 Blood Alcohol Content this will reduce a number of alcohol-related deaths and serious injuries in Auckland. NZ Police reported a positive reduction in alcohol-related trauma in the CBD when new national alcohol trading hours were reduced to 4am in December 2013 and the RAE has provided strategic advice to Auckland Council on alcohol trading hours as part of the lead up to public consultation on the Auckland Local Alcohol Policy. It was also pleasing to see that the NZ Police Lower Speed Threshold enforcement campaign was well received by the Auckland public over the 2013/14 summer with good compliance and lowered speeds. The RAE also discussed the recent Intersection Safety campaign and plans for improving compliance through technology and enforcement.

## Urban KiwiRAP

The Urban KiwiRAP tender for risk rating of 2000kms of Auckland's high risk local road network closed in February. The tender includes risk rating of some of Dunedin, Christchurch, Tauranga and NZTA high risk roads. Tender evaluation is expected to be completed in March. Award of tenders is expected in April.

## Road Safety Education Programme

A community based road safety education "Speed Campaign" is currently underway targeting 3 communities with known vehicle speeding issues: Clevedon, Te Atatu and Helensville.

The Auckland speed related crash statistics for the last five years include: 1,593 crashes - 73 deaths; 405 serious injuries and 1,765 minor injuries; with 69% of incidents reported on local roads. Community focus groups for the areas are being undertaken to develop options, obtain feedback on types of community engagement tools that local community would be happy to deliver supported by Auckland Transport.





## Young Offender Pilot Programme

Auckland Transport is partnering with Ministry of Justice, NZ Police, Ministry of Social Development, Ministry of Education, Auckland Council, Corrections and Child Youth and Family Services to address youth driver offending in Papakura. A pilot project has been developed to address the issues of young offenders going through the justice system on multiple driving offences including, breaches of graduated driver's license, drink/drugged driving and dangerous driving charges. The proposed programme will target young drivers (16-18) and their parent/caregiver in the Papakura and surrounding areas.

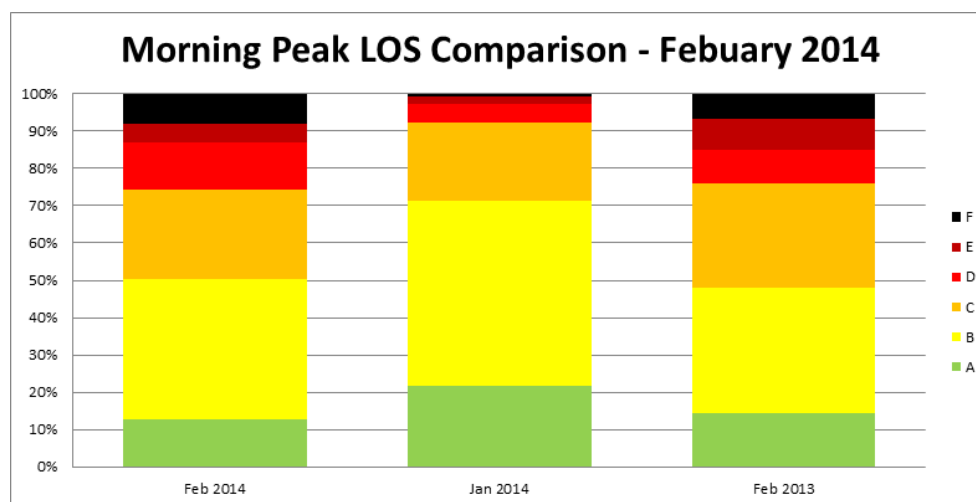
- Young people who are found to be in breach of conditions or who have driving convictions will be prioritised. The key aim is to engage these young people early and prevent them from being involved in more serious driving offences. A mixture of behaviour change, practical driving experiences and theory will be incorporated. Activities will focus on crash avoidance, hazard identification and reducing risks. The project will be delivered in three phases:
  - **Phase 1:** April to June 2014 - Deliver a group-based behaviour change programme which incorporates participants gaining their Learner Licence and has parent/caregiver involvement.
  - **Phase 2:** September to October 2014 - Deliver a specific programme aimed at young drivers and their parents/caregivers (and have completed Phase 1). The focus would be on teaching the parent/caregiver how to influence the young driver, teach them to drive safely and encourage compliance with licensing and road rules.
  - **Phase 3:** October to December 2014 - Evaluation of programme

## Network Performance

During February 2014, the arterial network across the region experienced higher congestion, relative to January. This is expected as congestion on the network generally triples that experienced during the holiday period.

During the morning peak hour in February 2014, 25% of the road network experienced some congestion (LOS D, E and F); representing travel speeds lower than half the posted speed limit, compared to 8% in January. This is however similar to December 2013.

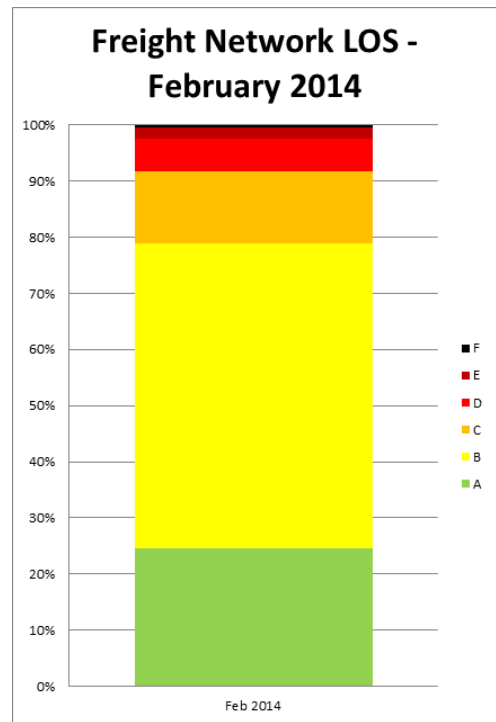
This is represented below in the Level of Service (LOS) histograms for February 2014, the previous month and the same month from the previous year.



The morning peak hour average median speed for the network in February was 28km/h. During the morning peak, there was on average a 15 minute delay per hour-trip across the entire network.

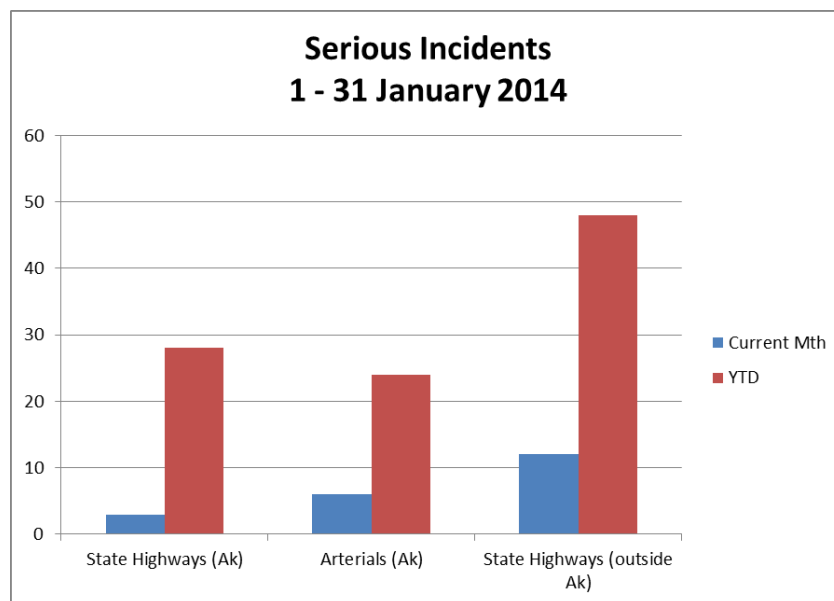
In terms of the freight network, which incorporates both arterial and motorway sections, congestion increased relatively moderately from 3% to 7% during the interpeak period between 9am and 4pm, and represented an average of 8 minutes delay per hour-trip.

The freight network LOS histogram for February 2014 is shown to the right.

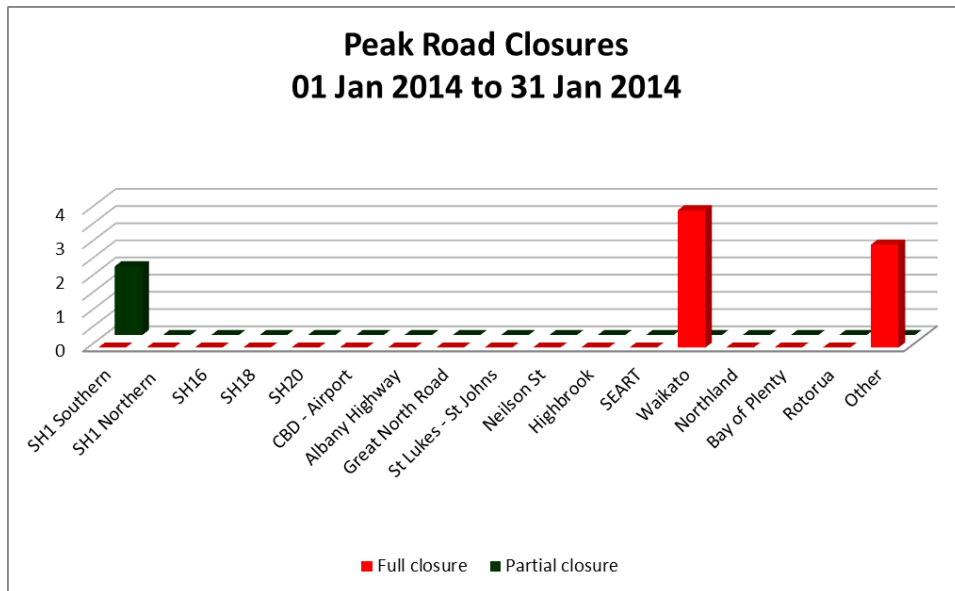


## Incident Reporting

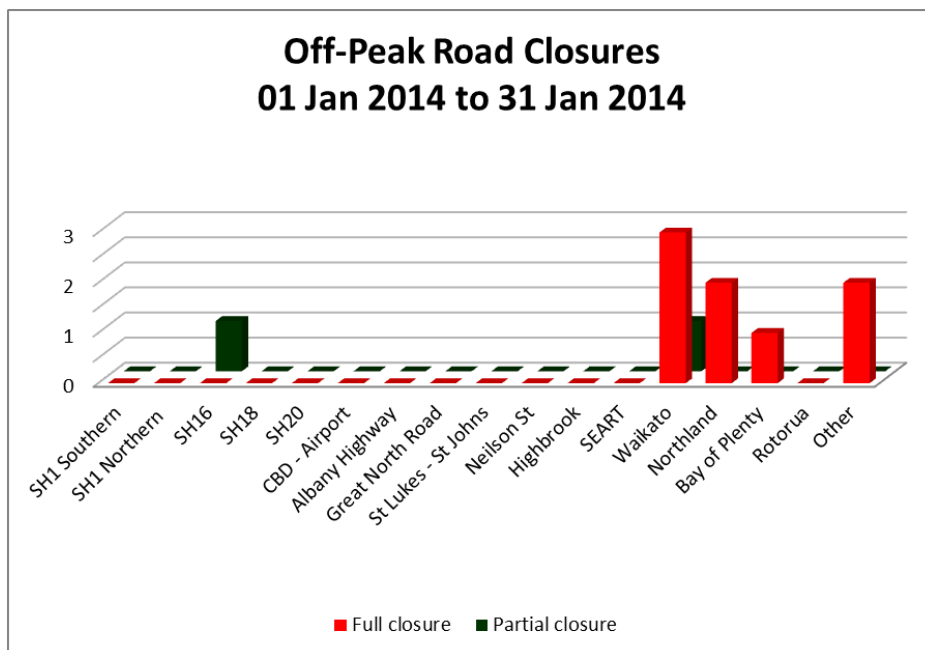
Joint Transport Operations Centre (JTOC) is responsible for managing incidents across the entire Auckland road network as well as regional incidents occurring on state highways from Taupo to the top of the North Island. In total JTOC managed 21 serious incidents in January 2014. The aim is to clear the incident as quickly and safely as possible in order to restore traffic to “normal” conditions (normal for that time of the day/route). The table below provides a summary of serious events across the “One Network”



The chart below shows the number of full road closures (red) and the number of partial (lane) closures (black) that have occurred on strategic routes during the peak period for January 2014. Closures shown are for unplanned, serious events only.



The chart below shows the number of full road closures (red) and the number of partial (lane) closures (black) that have occurred on strategic routes outside the peak period for January 2014. Closures shown are for unplanned, serious events only.



# Public Transport

## Bus

### Manukau Bus Interchange

Auckland Transport, Council and Auckland Council Property Ltd (ACPL) have developed a final draft of a Memorandum of Understanding (MOU) to work together on delivery of a new bus interchange. The MOU will form the basis of an agreed approach to delivery of the bus interchange site, future proofed for potential further development over the bus station at a later date by Council/ACPL.

The Bus Interchange is scheduled to be completed in late 2015. The detailed design brief has been finalised and is under review after which the detailed design package will be issued for tenders.

The detailed design package for Metro Bus Stops on Manukau Station Road and Ronwood Ave is ready to go to tender. The Metro Bus stops are required to support the New Network bus operations alongside the Manukau Bus Interchange.

### Otahuhu Bus Interchange

Tenders for professional services for detailed design have been received and a consultant will be appointed in March. NZTA funding has been agreed in principle to enable the project to advance subject to satisfactory number of conditions around justification of transportation benefits. The project is scheduled for delivery in mid-2015.

## Train

### Parnell Train Station

Three concept designs that make allowance for electronic ticketing and gating on the station have been proposed and are currently being assessed. Property negotiations between ACPL and KiwiRail are on-going.. Consultation with AC Parks & Reserves continues in order to optimise access to the Auckland Domain.

### Newmarket Crossing

An announcement of the preferred option (a road over rail bridge in Cowie Street) has been made and a design tender will be issued in March. Meetings have been held with the Waitemata Local Board and directly affected residents to discuss the forward programme and to facilitate their involvement in the design of the Cowie Street option.

## Ferry

### Half Moon Bay Ferry Terminal Upgrade

Scheme assessment work will commence shortly, with the key focus being the study of options for a new gangway and pontoon.

Consideration will also be given to the broader masterplan including provision of additional park and ride.

## Multi-Modal

### AMETI

Design is underway for cycle parking facilities at Panmure Station. Construction continues on the new link road, the upgrade of Van Damme's Lagoon and the new William Harvey Bridge.

Work on the consents required for the Panmure to Pakuranga Phase has commenced and designers are being engaged.

Engagement with stakeholders in the Pakuranga town centre area will continue throughout this year with the aim of identifying potential impacts and options before lodging a Notice of Requirement.

Local boards have been updated on the work underway to prepare for lodging Notices of Requirements by the end of 2014. Coverage of the Van Damme's Lagoon upgrade was published in the NZ Herald early in February, a community planting day will be held later in the year. The next AMETI newsletter will be distributed in early April.

### City Centre Integration Group (CCIG)

Business planning for CCIG will be completed by the end of March including governance and resourcing requirements, which will be drawn from across the Council and CCOs.

A presentation on project priorities in the city centre was received by the Council Auckland Development Committee in February, supported by the Chief Executives of each organisation. Five nodes of public investment are proposed through the city centre to leverage off private and institutional investment, optimise economic growth and transform the public realm. These nodes / precincts are identified as: Learning Quarter, Aotea, Conference Centre, Downtown and Wynyard Quarter. Detailed programme and budget projections are being prepared accordingly.

Transport feasibility studies are due for completion by end of March for the Fanshawe/Customs St Corridor, and Wynyard Bus Interchange to inform design procurement and necessary land acquisition.

A Downtown Precinct Plan will be developed from March to provide a masterplan for development of projects including the Ferry / Cruise Ship Basin, Queens Wharf, Downtown Interchange, Quay St and Seawall redevelopments.

### Walking & Cycling

The Beach Road Detailed Design contract has been awarded and includes amenity upgrades along the route that will deliver outcomes from a Council Built Environment Unit (BEU) project, for which the BEU has contributed budget. This contract will be fast-tracked to permit early appointment of a contractor with the aim of completing the works by December 2014.

The New Lynn to Waterview Scheme Assessment contract has been awarded and is expected to be complete in September 2014.

The Glen Innes to Tamaki Drive Scheme Assessment contract has been awarded and completion is expected in June 2014.

## Share the Road Campaign

The 2013 Share the Road campaign was live in the market from 11 November to 8 December 2013. The objective was to encourage motorists to be more aware of cyclists on Auckland roads and the campaign was delivered via bus backs and radio media.

The key results from the post campaign survey are as follows:

- Total campaign awareness was 55%, which is a 10% increase from the 2012 campaign.
- We have maintained the positive perception with Aucklanders who rate the campaign exceptionally high on being 'easy to understand' (4.18) and 'relevant' (3.73).
- Eight in ten Aucklanders support the campaign; while 37% state that as a result of this campaign, they are now more aware of cyclists and their safety while driving.

## Kick Start Walking Promotion

The city centre Kick Start promotion is live from 25 February to 20 March 2014 and the objective is to encourage people to walk to work or university across the Auckland city centre. This is being promoted via local press, direct mail targeting the inner-city suburbs and active engagement with businesses signed up to the AT Commute programme. To date, there have been 1518 page views to the Auckland Transport Kick Start webpage, [www.at.govt.nz/kickstart](http://www.at.govt.nz/kickstart)

People register for this promotion either online or via one of the five city centre walking stations, where they will receive their personalised Radio Frequency Identification (RFID) wristband to monitor their levels of walking.

By walking past one of these five walking stations and swiping their RFID wristband, people will collect points and be in the draw to win prizes.

This promotion is supported by three sponsors – New World Victoria Park, Tasti and Columbus Coffee Napier Street.



## 10 Year Patronage Plan

Following independent review and confirmation of the existing 10 year plan patronage growth forecast to achieve a maximum and stretch of 101 million passenger trips per annum, work has commenced to confirm the key patronage growth initiatives required to close the gap towards the Auckland Plan aspirational 140 million passenger trips per annum by 2022. Given the focus on rail development and capital and operational investment in rail over recent years and further over the next ten years and in particular with the CRL, bus services are the key focus to close the 39 million passenger trips per annum gap. Key initiatives being assessed in preparation for potential business case development are:

- Bring forward busway investments and bus lane / prioritising the proposed high frequency bus network
- Increase frequency and service kilometre coverage of the proposed new bus network and bring forward investment earlier than currently proposed

- Fare price reduction and fare restructuring – a business case is proposed to be presented to the April 2014 Board meeting
- Increase cost of PT alternatives including parking and congestion charging
- Bring forward proposed park and ride provisions and improve other PT journey ‘first and final leg’ options.

## Business Strategy & Key Strategic Priorities

- Progress against the eight key strategic priorities of the three-year ‘Next Steps’ PT business strategy is provided below.

**Table: Progress Update on 8 Key Strategic Priorities of Next Steps PT Business Strategy**

| Key Milestone Targets                                                                                                                                                                                                                                                                                                                                             | Monthly Update                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1. Integrated Ticketing &amp; Fares</b>                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <ul style="list-style-type: none"> <li>• 2012: Rail &amp; ferry</li> <li>• 2013: Urban Express, Birkenhead, NZ Bus bus fleets</li> <li>• 1Q/2Q 2014: Ritchies, Northern Express, Bayes, Party Bus, H&amp;E, Waiheke Buses, Airbus, Airporter, Murphy’s bus fleets</li> <li>• Integrated fares: concept 2013; business case 2014; implementation 2Q2015</li> </ul> | <ul style="list-style-type: none"> <li>• AT HOP was successfully rolled out across Howick &amp; Eastern Buses, Ritchies and Northern Express bus fleets in February 2014. This completes the rollout on the major bus operators.</li> <li>• Preparations continue for the rollout of the remaining smaller Operators – Fullers (Waiheke Bus), Tranzit, Airbus and Party Bus in March 2014.</li> <li>• For Ritchies / Northern Express buses, the delay in the original planned implementation in 2013 to February 2014 created potential issues for customers who had previously purchased AT HOP over 60 days prior to the revised date and subsequently activated them. To mitigate this, comprehensive customer communications were in market prior to the implementation date. A small number of complaints were received from customers unable to use their cards but all were resolved within 24 hours of receipt.</li> <li>• AT HOP is now in use on over 98% of Auckland’s bus fleet, with over 280,000 cards activated and almost 140,000 (50%) registered.</li> <li>• On 3 March 2014, HOP saw a record 258,000 trips through the system with Hop card usage at 60% (card use at 156,000 trips and paper tickets at 102,000). Trip revenue was almost \$597,000 and sales total of \$663,000 (including online top-up at \$194,000) resulting in a total turnover of \$1.26 Million.</li> <li>• 47 AT HOP retailers are available across Auckland.</li> <li>• The Northern Pass, Devonport/Bayswater Pass and Northern Flyer Pass were withdrawn from 1 February 2014.</li> <li>• The removal of 10-trip paper tickets on ferry services (other than Devonport and Stanley Bay, which will follow) is in market and scheduled for 31 March – AT HOP stored value offers greater convenience at the same price. Ferry operators will honour legacy 10-trip tickets for travel beyond this date.</li> <li>• Testing of a new AT HOP Day Pass is underway for targeted introduction by April 2014 across bus, rail and ferry. The pass will offer greater flexibility through three separate geographic zones compared with the existing and to be withdrawn paper Discovery Day Pass.</li> <li>• Following direction from the December 2013 Board meeting, analysis and finalisation of the two preferred options for integrated fares is underway (5 concentric ring zonal model and 4 concentric ring zonal model + short trip fare), including product and pricing scenarios. The business case is targeted for presentation at the April 2014 Board meeting.</li> </ul> |

| Key Milestone Targets                                                                                                                                                                                                                                             | Monthly Update                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>2. Procurement &amp; Contract Reform</b>                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <ul style="list-style-type: none"> <li>• 2013: RPTP adopted and legislation passed</li> <li>• 2014: South Auckland bus tender; rail tender</li> <li>• 2015: South Auckland bus services start; ferry tenders &amp; award; rest of Auckland bus tenders</li> </ul> | <ul style="list-style-type: none"> <li>• Bus:                             <ul style="list-style-type: none"> <li>○ A presentation has been made to the Bus &amp; Coach Association in advance of a formal request for feedback on the draft Contract. Target for April 2014 industry contract review.</li> <li>○ Work is continuing within NZTA to ensure contract documentation aligns with NZTA Policy.</li> <li>○ Target is for tender for the new South Auckland bus network in June/July with a target go-live for services in August 2015.</li> <li>○ Based on new bus network consultation timeframes, PTOM procurement phasing is confirmed as a three phase approach with Phase 1 – South, Phase 2 – West, Hibiscus Coast and Pukekohe, and Phase 3 – East, North, Central Isthmus and Waiheke.</li> </ul> </li> <li>• Ferry: Development of procurement approach is underway.</li> <li>• Rail: Scoping for the new rail operator contract to commence at the end of the current contract in June 2016 is progressing.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>3. Rail Electrification</b>                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <ul style="list-style-type: none"> <li>• Mid-2013: Depot</li> <li>• Apr 2014: Onehunga Line services</li> <li>• Sep 2014: Manukau via Eastern Line services</li> <li>• Mar 2015: Southern Line services</li> <li>• Jul 2015: Western Line services</li> </ul>     | <ul style="list-style-type: none"> <li>• The Auckland Electrification Programme (AEP) programme continuing to meet milestone deadlines.</li> <li>• AT has Provisionally Accepted EMU Units 1, 2 and 3 for driver training. Units 4 to 7 are undergoing Routine Acceptance.</li> <li>• Units 8 &amp; 9 scheduled to arrive in Auckland approximately 10th March 2014.</li> <li>• Testing of the Newmarket Branch Line for EMU operations to commence from 17<sup>th</sup> March after componentry issues resolved in Britomart Tunnel.</li> <li>• Final electric service timetable modelling is progressing with Transdev and KiwiRail to confirm full electric service timetable specifications and timing.</li> <li>• Preparations continue for the introduction of the new electric trains on the Onehunga Line at the end of April. Measures include the roll-out of new uniforms for Transdev staff, development of new on-board PA announcements, signage improvements and improved customer information at stations, enhanced wayfinding and signage within 1km of stations, a trial of LED strip safety lighting at Ellerslie station and a general deep-clean of the station environment in preparation for the new trains. Improvements are being developed for improved pedestrian shelter between modes at Onehunga and Ellerslie Stations.</li> <li>• Driver conversion training from diesel to EMU commenced on 17th February 2014. Four drivers have completed the training. Another four drivers are due to complete conversion training on 2nd March and then four per week.</li> <li>• An EMU launch programme and customer awareness campaign is being finalised along with ongoing marketing and promotional activities to be run in parallel to the EMU rollout.</li> </ul> |



| Key Milestone Targets                                                                                                                                                                                                                                                                                                                                                       | Monthly Update                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>4. Ferry Improvements</b>                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <ul style="list-style-type: none"> <li>• 2014: Ferry strategy and fares review following RPTP 2013 adoption.</li> <li>• 2014 onwards: existing service timetable, frequency and capacity upgrades.</li> <li>• 2014 onwards: existing service wharf and waiting facility upgrades.</li> </ul>                                                                                | <ul style="list-style-type: none"> <li>• Improvements to Pier 2 customer waiting area is progressing with works due for completion in March.</li> <li>• 10 trip ticket sales ceased on 17 February on Bayswater, Half Moon Bay, Pine Harbour, West Harbour, Birkenhead and Northcote Point services, to be replaced with AT HOP stored value, which offers the same price level but with the greater convenience of the HOP card.</li> <li>• Additional capacity has been provided on the Pine Harbour service on 3 February in response to passenger demand through rescheduling of service trips and vessel allocations.</li> <li>• Additional capacity was provided on the West Harbour service from 3 March through use of a larger vessel.</li> <li>• Review of the Ferry Strategy is underway as part of the commitments made during the RPTP 2013 adoption. Target presentation to the June 2014 Board meeting.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>5. New Network &amp; Facility Improvements</b>                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <ul style="list-style-type: none"> <li>• 2013/14 onwards: ongoing minor bus service timetable reviews.</li> <li>• 2013: RPTP adoption.</li> <li>• 2013: South bus consultation.</li> <li>• 2014: West, Hibiscus Coast, Franklin bus consultations.</li> <li>• 2015: North, East &amp; Central bus consultations.</li> <li>• 2015/16: New Network implementation.</li> </ul> | <ul style="list-style-type: none"> <li>• Work is well underway with service review and designs for public consultations on the New Network for West Auckland, Hibiscus Coast and Franklin (Pukekohe and Waiuku) from early 3Q 2014:                         <ul style="list-style-type: none"> <li>○ First drafts of West consultation material under development including service maps. Open-days and roadshows are being scoped. A presentation was made to the Transport Accessibility Advisory Group to brief them on the consultations for 2014, including proposed West routes and infrastructure requirements to support the service proposals.</li> <li>○ Key stakeholder meeting at Silverdale schools to discuss school transport congestions and options across Hibiscus Coast.</li> </ul> </li> <li>• Nine pre-feasibility projects commenced to scope New Network supporting infrastructure in South Auckland. Six New Network South Auckland bus service routes reviewed and bus stop/shelter upgrade work scoped for design and construction commencement.</li> <li>• Preliminary planning has now commenced for public consultations on the remainder of the New Network – North, East and Central Auckland and Waiheke to take place in late 2015.</li> <li>• SH16 options final report expected from NZTA early March – this report should determine feasible options for bus priority and congestion reduction on all projects comprising the Western Ring Route.</li> </ul> |

| Key Milestone Targets                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Monthly Update                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>6. On-Time Performance</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <ul style="list-style-type: none"> <li>• 2013/14: review all bus timetables; upgrade all on-bus GPS tracking equipment</li> <li>• Mid-2014: enhanced bus real-time tracking and reporting</li> <li>• 2013/14: progressive rail improvements.</li> <li>• 2014/15: rail electric timetable rollouts</li> <li>• 2014/15: ongoing bus timetable reviews.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <ul style="list-style-type: none"> <li>• Rail punctuality maintained higher recent trends although reduced slightly from the January record result that was the best performance since the Rail contract was tendered out to Connex now Transdev in 2003. Year to date punctuality is currently running at 88.1% on time to 5 minutes. During February the primary contributors to service disruption resulted from freight train issues and train faults.</li> <li>• New bus timetables for main road corridors, including Sandringham Road, Dominion Road, and Mt Eden Road were implemented 9th February.</li> <li>• On bus, the rollout of the new Automatic Vehicle Locators (AVLs) has continued in parallel with AT HOP rollout. 100% of new AVL fit-out on bus is targeted for March 2014. This will provide enhanced GPS location and tracking of buses to permit improved real-time performance management and reporting, plus greater accuracy in customer information. Revised business case for the Real Time Renewal Programme was updated. Current proposal is to delay progressing this initiative until AVL performance can be assessed following completion of roll out of all major bus operators in March.</li> <li>• Planning workshops have been held with NZ Bus to further enhance timetable reliability and punctuality metrics, which encompasses trip-by-trip analysis, review of timing points and recovery times for all services, and implementation of new run times across all routes by September 2014.</li> </ul> |
| <b>7. First &amp; Final Leg</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <ul style="list-style-type: none"> <li>• Opportunities to enhance bus feeder services in the short-term prior to New Network rollout are under review.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>8. Customer Experience</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <ul style="list-style-type: none"> <li>• Customer centric design approach and principles identified as part of Thoughtful Design consultation work being communicated service and infrastructure development teams.</li> <li>• New PT Journey Planner: enhanced functionality to better equip the Customer Contact Centre to answer customer service queries has been developed and is under testing by the Customer Contact Centre. Launch of the new and enhanced Journey Planner is targeted for end-March / early-April.</li> <li>• Following the competitive design competition, fabrication for bus shelter designs by Opus/Cam, Jasmox/Hub and DesignBrand/Metshelter has commenced for customer trials commencing April 2014.</li> <li>• Wi-Fi on Network: Working Group established to develop &amp; operationalise the proposal across the network infrastructure, including rail platforms, ferry terminals &amp; the bus network. Detailed discussions regarding customer eligibility, customer data transfer terms &amp; conditions, service interruptions, etc.</li> <li>• 'Heroing Stations' to raise the profile of stations within 1km radius and providing "Where AM I" locality maps are being developed for Onehunga Line stations to support the EMU launch at end-April.</li> </ul> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

Tertiary acquisition campaign to align with orientation week at tertiary institutes was launched in February and included a streamlined AT HOP card process. A stand-alone processing site has been located in Aotea Square opening on 24th February, with over 400 concessions being process in the first three days. Additional capacity reduces the pressure on other Customer Service Centres, reducing customer wait times, thereby improving overall experience.



The separate PT Monthly Patronage Report provides further detail of specific initiatives and campaigns and will be used to provide further analysis as this is developed.

## Rail

Patronage growth continues to improve across the network with the current reforecast expected to be exceeded for the year. Increased focus will be directed during the first 3 months of 2014 to push patronage closer towards the 11,000,000 passenger total figure through increased marketing and promotional campaigns and patronage push in parallel to the launch of the new EMU services.

The NRL Nines was an unbudgeted event that generated approximately 70,000 additional passenger journeys over the two days. Train services supplied for the League Nines special event held over the weekend of 15 and 16 February operated largely without incident and service plans were quickly modified to cope with altered travel patterns after the event.

A campaign around fare evasion was launched end-February and will coincide with focused station blockades and Transdev visiting schools identified to have a large number of fare evading students to promote the campaign and sell discounted AT HOP cards.

## Bus

For the month of February the major highlight for this month includes meeting the unprecedented demand of delivering services across 3 major events, NRL Nines tournament, Eminem concert and Lantern Festival, with NZ Bus alone catering to 22,000 additional passengers during the course of February 14-16 weekend.

9 February saw bus service timetable changes to improve reliability and punctuality for Metrolink, North Star and Waka Pacific branded services – mainly Mt Eden, Dominion, Sandringham, Manukau and Great South Roads. This coincided with a number of service reductions on low demand services to reduce public subsidy costs overall and pay for the service improvements.

Work continues with the CDD on the Otahuhu transport interchange for design tender evaluation and the redesign of Oteha Valley Roads intersection. Also the Manukau bus interchange project for metro stops on Manukau Station Road and Ronwood Ave are ready to go to market pending approval.

## Real Time System

The new Smartrak AVL's are now live on 97% of the bus fleet. The current average tracking of all bus operations is 94.8% up from 83% previously. This number will increase further.

## Ferry

Matiatia Wharfinger services contract expired on 28 February. These services are being moved in house with the employment of local Waiheke based staff. This will provide greater flexibility in servicing ferries and vessels and providing customer focused support to operators.

Devonport wharf bus shelter project: operator consultation and safety audit completed. Scheme design finalised. Meanwhile, the design concept for the Devonport Wharf Transport Interchange was endorsed following a presentation to the local board. public consultation and application for Resource Consent now follow.

Two local customer information activities aimed to advise of service and facility improvements (Downtown Ferry and Bucklands Beach).





**Bucklands Beach and Half Moon Bay bus transfer location and timetables changing from 16 February**

From 16 February the transfer location for Bucklands Beach, Eastern Beach and Half Moon Bay bus services will be the new Panmure bus and train interchange and not Pakuranga. These routes will be extended to Panmure and transferring at this location will ensure no additional cost to the current fare is applied.

Please check the new timetables before travelling.  
Timetables available at [AT.co.nz](http://AT.co.nz)

For more information visit  
[AT.co.nz](http://AT.co.nz) or phone (09) 368 6400




**Pier 2 Passenger Shelter Improvement Project**

Auckland Transport is upgrading the waiting area at Pier 2 of the Downtown Ferry Terminal.

The upgrade will provide improved facilities for waiting ferry passengers with better protection from the weather.

Auckland Transport is working with the contractors to ensure that any disruption is kept to a minimum during the construction period.

Construction of the new shelter started in mid-February and will take 10 to 12 weeks to complete.



## Kiwi Rail Group - Lease of land for Transport Interchanges

- Otahuhu Interchange – Secured lease for 35 years plus option to purchase. Terms of lease finalised and formal lease to be documented.
- The Strand, Parnell – Transdev Staff Facilities Building - lease finalised and to be documented by Kiwi Rail
- Swanson – Land for Park n Ride facility –lease finalised and to be documented by Kiwi Rail
- Pukekohe – Land for Park n Ride – ongoing discussion with KiwiRail

# Community Transport

## School Transport Programme

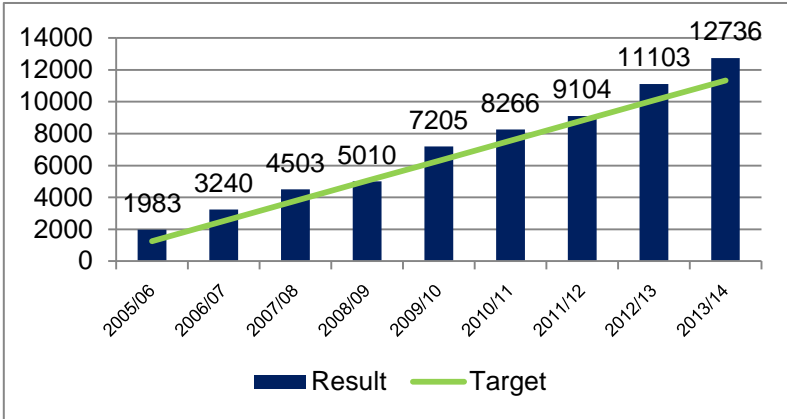
The total number of Travelwise Schools at the end of 2013 numbered 375 (70 per cent of all Auckland schools) and encompassed over 190,000 students. Throughout 2013 Auckland Transport partnered with a number of business and public bodies to deliver the Travelwise programme including, 20th Century Fox, Auckland Council, Auckland based Sports Trusts, Bike NZ, Bike On Charitable Trust, Brake Road Safety Trust, KiwiRail, Plunket NZ, NZ Police, SafeKids Aotearoa, and Transdev.

The 2013 school year annual evaluation of the Travelwise programme showed the following results:

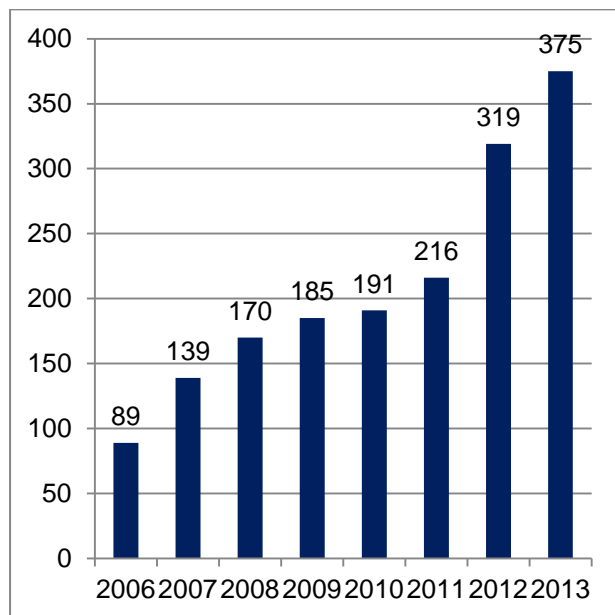
- a reduction of 12,736 vehicle trips in the morning peak (removing approximately 2.5m annual vehicles trips from outside school gates). This equates to approximately 2.5% of all traffic movements across Auckland in the morning peak.
- 499 school buses, servicing 155 schools and carrying 2,525,886 passenger trips.
- 9,466,548 student passenger trips (receiving concession fares) utilizing all public transport services.
- 9348 students in 93 schools receiving cycle training.
- 1594 students using 359 walking school buses.

During 2014 Travelwise will continue to focus on road and rail safety to all schools, promoting the AT Hop card and public transport services to Intermediate and High schools, a focus on promoting walking, scootering and cycling options to Primary and Intermediate schools.

### Travelwise Schools – No. of vehicle trips removed from AM peak



## Travelwise - No of schools on the Travelwise programme



## Travel Planning

Travel stands promoting public transport, road safety, carpooling, walking and cycling were provided during student orientation week at Massey University, Unitec and AUT Tertiary Educational Centres. Surveys of tertiary students travel habits will commence in March to gauge trend and current usage of public transport and cycle and walking.

Fonterra, Fulton Hogan and GE Money joined the Commute programme and agreed to launch travel surveys to ascertain current staff travel patterns and identify key actions for the travel plan.

Local Government NZ has published "Business Friendly Councils" guidelines which has included a case study on the Auckland Transport Commute programme. The case study and guidelines can be found at <http://www.lgnz.co.nz/assets/Publications/Business-friendly-councils.pdf>

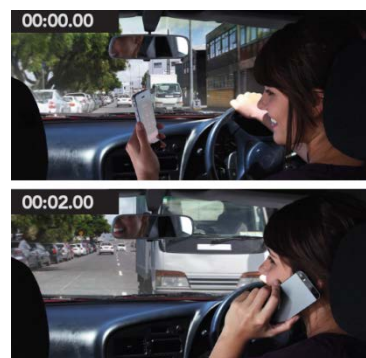
## Campaigns

### Driver Distraction Campaign

Campaign will be in market April-June 2014. 'Two Seconds To Kill' builds upon the success and insight gained from the initial 'Driver Distraction can be lethal campaign' which had excellent researched results and received high praise and national coverage on Breakfast TV and national radio coverage.

The campaign is a mix of on campus, on line marketing, cinema and on the ground activity again targeted at 16-25 year olds who feature highly in the crash stats.

The new campaign focusses on the insight that a distraction of just 2-seconds can have a deadly result.



**2 seconds to kill?**

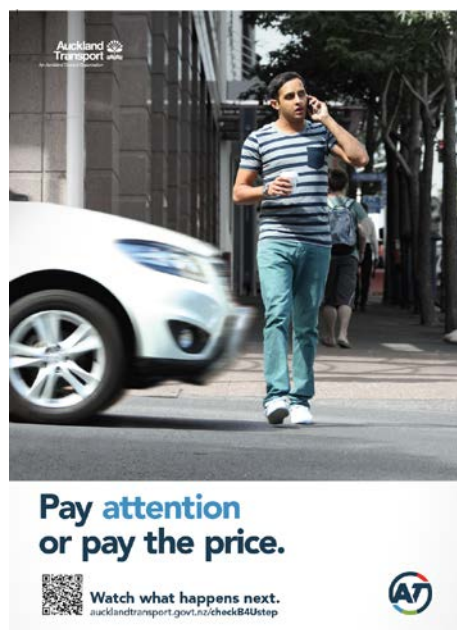
Distracted drivers can be lethal.

[www.at.govt.nz/2seconds](http://www.at.govt.nz/2seconds)

## Pedestrian Campaign

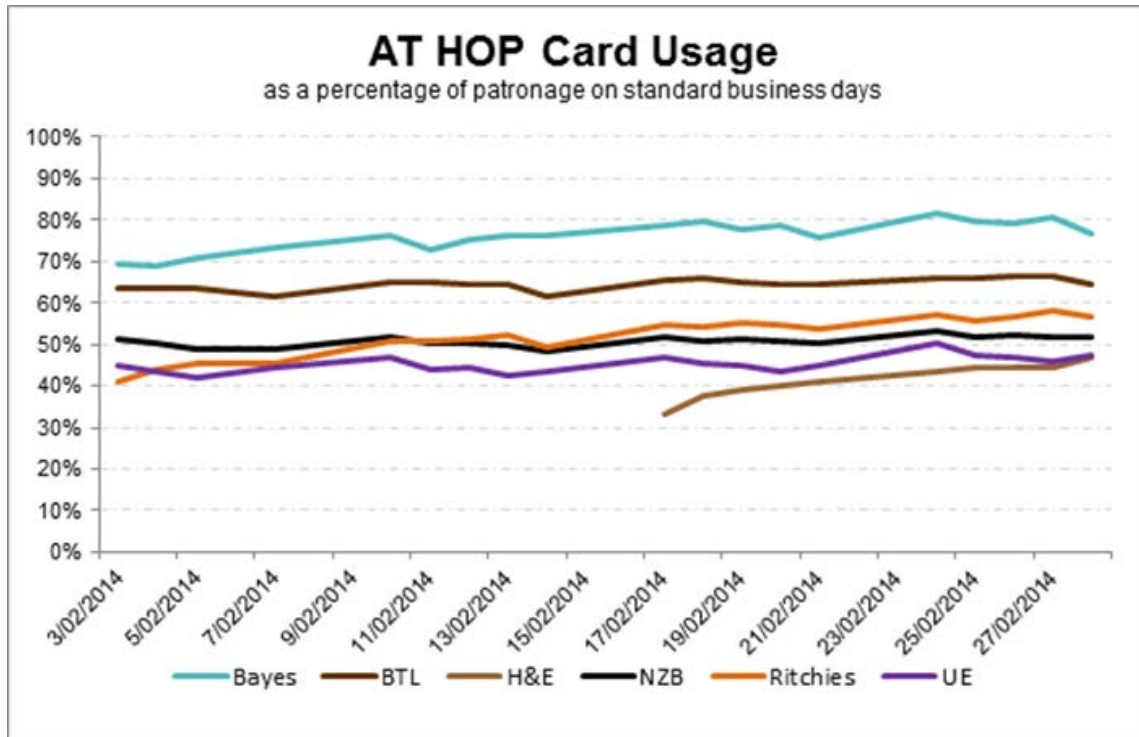
A Pedestrian safety advertising campaign has commenced focused on 15 – 24 age group with a “Pay attention or pay the price” tag line. Over the last five years crashes involving pedestrians account for 20% (395) of the fatal and serious injuries in the Auckland Region.

In partnership with Living Streets Aotearoa, Walk to Work Day (12 March 2014) promotions commenced in February. To gain a better understanding of barriers, issues and opportunities for walking into the Centre Business District (CBD), a Kick Start walking campaign also commenced targeting people living and working close to the CBD. Both initiatives have secured sponsorship from New World, Auckland Harbour Bridge Climb, Tasti and Columbus Coffee to provide incentives and rewards for participants in the campaign.



## Special Topic – Integrated Ticketing

- The AT HOP card can now also be used on Waiheke Island buses.



- 71,613 AT HOP cards distributed to replace existing bus operator cards (including Snapper) as at 28 February 2014.
- Bus Go Lives
  - Ritchies Buses (2 Feb 2014) – card usage at 56%.
  - Howick and Eastern (16 Feb 2014) Day one usage was 33% now at 46%.
  - Waiheke Island Buses (4 March 2014) added another 11 buses.
- Transit/Airporter and Party Bus
  - Go Lives planned for 9 and 10 March 2014
  - Implementation plan is on schedule
    - Training is complete
    - Customer communications went to market 20 February 2014
- AirBus
  - Final Go Live planned for 19 March 2014
  - Implementation plan is on schedule



- Overall transaction levels in the AIFS scheme has increased to 251,000 trips per day as at 28 February 2014. Card usage over the whole AIFS system is 56%; overall target is 60% usage in the first year. Anticipating increased patronage as tertiary students go back to University/Tech in March.
- The current usage by modes of transport is:
  - Bus 82% of passenger trips
  - Rail 17% of passenger trips
  - Ferry 1% of passenger trips
- The AIFS project is on target for closing out at 31 March 2014, with transition to BAU in progress.
- The delivery of the HOP CSB data to the data warehouse was completed this month. This enables apportionment and financial reporting from the AIFS system via the AT reporting systems.