

Rugby World Cup 2011 Update

Purpose

The purpose of this paper is to provide an update for the Directors on the Rugby World Cup 2011 (RWC2011) Transport planning and implementation.

Executive Summary

Auckland's RWC 2011 Transport planning has been ongoing for well over four years. A number of working groups were formulated to look at each aspect of planning from competition venues through to FanZones, training venues and at the same time making sure Auckland operates as close to normal as possible. This report details the progress towards delivery of the RWC2011 transport operations.

Eden Park

Transport Management Plan (TMP)

The TMP was developed after consultation with all stakeholders, review of all previous Eden Park TMP's and the special needs of the RWC2011. The TMP was completed in March 2010 and was tested at the Tri Nations Test (6 July 2010), Four Nations League Test (6 November 2010) and on many of the Super 15 games in 2011. A full test of the RWC2011 TMP will take place at the Bledisloe Cup match on 6 August 2011.

Traffic Implementation

The Traffic Implementation Contractor, Action Traffic, was appointed by Eden Park Trust in 2010 and will be the company undertaking the traffic works for the RWC2011. Action Traffic has been associated with Eden Park Trust for many years and has extensive experience in the delivery of traffic treatments for major events.

Traffic Design Group Ltd has been appointed to develop the Traffic Implementation Plan (TIP) which is a detailed plan of all traffic treatments and signs to be installed. The TIP will be completed in June 2011.

Resident Only Parking Scheme

Two Residential Only Parking (ROP) zones exist around Eden Park. The zones and their boundaries were determined after public consultation in 2010 and were trialled at the Four Nations League Test on 10 November. A number of issues were raised by residents after this match and the ROP scheme was reviewed and has recently been accepted by the Eden Park Community Consultation Group. The ROP scheme is now being implemented with letters going to the community for application of permits in mid-June in preparation for full roll out of the scheme at the Bledisloe Cup match on 6 August.

Infrastructure Improvements

A large number of infrastructure improvements have been completed in and around Eden Park for RWC2011, these being:

- Morningside Station upgrade: completed 2009;
- Kingsland Station upgrade: completed 2010;
- Sandringham Road realignment: completed 2010;
- Wairepo Swamp Walk: completed 2010;
- Local area upgrade: footpaths, kerb and channel, street lighting, undergrounding of services: completed 2011;

- Town centre upgrades: completed 2011;
- Eden Park Transport Hub: completed as part of the Eden Park redevelopment in 2010.

There are also a number of projects still being undertaken and will be completed prior to RWC2011, these being:

- Kingsland Station Canopies: Stage 1 completed July 2011;
- The Strand station upgrade: completed July 2011;
- Permanent Variable Message Signs: completed July 2011

North Harbour Stadium

Transport Management Plan

The TMP was developed after consultation with all stakeholders, review of all previous TMP's and the special needs of the RWC2011. The TMP was completed in August 2010 and was tested successfully on 9 October 2010, All Whites vs. Honduras match.

A variation to the TMP is being considered for the 11 July match where the match will coincide with a busy Sunday shopping day.

Traffic Implementation

The Traffic Implementation Contractor, Action Traffic, was appointed by North Harbour in 2011 and will be the company undertaking the traffic works for the RWC2011. Action Traffic has been undertaking North Harbour traffic works since late 2010 and were appointed to implement the 9 October TMP.

Traffic Design Group Ltd has been appointed to develop the Traffic Implementation Plan (TIP) which will be completed in July 2011.

Public Transport

Rail

Timetables have been developed for all RWC2011 matches resulting in limited changes to normal timetables. For Friday night matches (Opening Night and Bronze Final) there will be a slight variation to peak services on the Western Line with peak services operating every 20 minutes rather than 15 minutes. On all RWC2011 matches the Western Line services will not stop at Newmarket from approximately 3 hours prior to the event, to allow services to operate at maximum frequencies to move the expected capacity of 15,000.

A number of special trains will also operate along the Southern Line through to Kingsland on Eden Park match nights.

Bus

Ritchies, Howick & Eastern, NZ Bus and Bayes Coachlines will provide special event services under contract to Auckland Transport. Final bus numbers are still being determined, as these are based on ticket sales information.

Business as Usual

Public transport services during the tournament will be enhanced with later and more frequent services on the busier nights i.e. Eden Park match nights, large FanZone nights etc.

Peer Review

A Peer Review of the Eden Park and North Harbour TMP's was undertaken in April 2010 by Traffix Group, a Melbourne based Traffic Consultant with extensive experience in auditing major events, for example the 2006 Melbourne Commonwealth Games.

The report supported the RWC 2011 TMP's as quoted in the Executive Summary (Attachment 1) "Overall, we consider that the proposed RWC2011 Traffic Operations Plan address all the key aspects for the successful operation of the event" The Report also provided a number of recommendations the majority of which are already being implemented as part of the TMP. The remainder of the recommendations are under review and will be implemented where possible.

The Executive Summary outlines a number of key risks at both venues. Each of these risks have been considered as part of the risk assessment with mitigation strategies developed to deal with them.

FanZones

The planning for the Queens Wharf FanZone TMP has been completed with final arrangements being put in place for residents and businesses that are affected by the closures. The main part of the plan will see Quay Street closed for the day of the Opening Ceremony from 10pm Thursday 8 September through until approximately 4am Saturday 10 September.

Contingency plans are also in place to close Quay Street if the FanZone is at capacity. This closure is expected to be late at night, 10 - 11pm, and be in place for between 30 - 45 minutes to facilitate the safe passage of pedestrians from the FanZone into the CBD.

The traffic implementation contractor for the CBD works will be appointed in mid-June once the tender process has been signed off.

The other three FanZones at Civic Lakes, Albany, Trust Stadium, Henderson and Mangere Arts Centre are all under review, with TMP's to be completed in June. These TMP's will be minor, with limited if any road closures in place.

Communications

Auckland Transport's Communications and Public Affairs team are working with ATEED on an extensive communication plan for RWC2011. Some of the initiatives that have already been developed or are in the process are:

- A "Match Ready for Business" section has been developed by ATEED on the auckland2011.com.nz website. There is a large transport component that particularly addresses how businesses can better prepare themselves for the RWC2011 i.e. flexible work hours, changed travel patterns etc.
- A campaign that is aimed at building enthusiasm and preparing Auckland residents for RWC 2011, including the need for all Aucklanders to plan how they will get around during the tournament, this includes advertising on trains and at Britomart
- "Z Card": a comprehensive information guide on "How to get to" the RWC2011 games and how to get around Auckland, particularly using the "A Pass". The "Z Card" will be handed out both with the official RWC Visitor Guide book and separately at hotels and visitor centres
- Advertising for the "A-Pass" using tourist publications
- 'Getting to games' press advertising, posters and flyers, coordinated with information on our website
- Targeted communications for CBD businesses, workers and residents on changes to transport/transport options during RWC 2011
- Briefings for media on transport plans for Bledisloe Cup and transport plans for RWC 2011

- Trialling Blue Tooth technology at Britomart station. For the past three Super Rugby Games at Eden Park, patrons passing near the Blue Tooth terminal have been 'pinged' a special message relating to the games. The number of people opting to receive the message has been encouraging. We will extend the trial for the Bledisloe Cup match. If successful we will roll the technology out for the Rugby World Cup.

Other Planning

There is a lot of other transport planning associated with the RWC2011 that is away from the main venues and FanZones. Some of these areas are:

- **Works Moratorium:** Utility companies, construction and demolition companies have been advised of the works moratorium between 15 August – 30 October on major roads and around RWC2011 venues.
- **Taxi Operations:** Taxis are going through a reaccreditation to the Warranty of Fitness to ensure all taxis are compliant during RWC2011. These taxis will have a RWC2011 sticker affixed to the windscreen that will advise the Commercial Vehicle Inspection Unit of the Police that taxis have been checked. Taxis with no sticker affixed will be checked by the CVIU on their detection.
- **Campervan Operations:** temporary campervan sites have been set up at Westhaven Marina and Waitamata Rugby Club. An overnight campervan site at Alexandra Park for Eden Park match nights is awaiting Resource Consent.
- **Airport Operation:** the domestic forecourt at the airport is presently being upgraded to improve transport operations in this area. Work is to be completed by 1 July.
- **CBD – Airport Route:** GHD have been appointed to undertake a study of this route. A report has been prepared with a number of recommendations of which a select few have been earmarked for implementation prior to RWC2011.
- **Cruise Ship Operations:** special arrangements for the changeover of passengers on the cruise ships is being coordinated between the FanZone operators, the cruise operators, customs and the airport to ensure a seamless transport changeover is achieved.
- **Training venues:** AT is awaiting the announcement by RNZ2011 of training venue times to develop PT services to open training sessions. The announcement is expected in July.
- **Major Event Operations Centre (MEOC):** Work has commenced on fitting out the MEOC in Bledisloe House. The MEOC will be fully operational for the Bledisloe Cup match on 6 August.
- **Pacific Island Forum:** RWC2011 transport team working with the Police on the traffic management arrangements for the Forum that will take place on the week of the Opening Ceremony.

Key Milestones

Milestone	Due Date	Comments
Transport Management Plan- Eden Park	June 2010	Completed March 2010, tested on many occasions.
Transport Management Plan - NHS	June 2010	Completed August 2010, tested 9 October 2010
Transport Management Plan – Queens Wharf, FanZone	Dec 2010	Completed December 2010
Transport Management Plan – FanZones (other)	Dec 2010	Completed June 2010
Transport Management Plan – Training venues	Mar 2011	Awaiting training venue times – due July 2011
Traffic Implementation Plan - Eden Park	May 2011	Draft 1 & 2 completed, Final June 2011
Traffic Implementation Plan - NHS	May 2011	Completed June 2011
Traffic Implementation Plan – Quay St	May 2011	Completed July 2011
Risk Assessment	Mar 2009	Completed 2009, updated quarterly 2009 – 10, updated monthly - 2011
Business as usual – enhanced services	Mar 2011	Agreed and planned 2010.
Communications Plan implemented	April 2011	Communications on RWC2011 commenced in May 2011 with the release of the “Match Ready for Business” information. Other aspects will roll out on an on-going basis.

Risk Assessment

An initial risk assessment was carried out in early 2009 and has been reviewed quarterly up until the end of 2010 and is now reviewed monthly throughout 2011.

The five highest risks at present are:

Risk	Mitigation
Train Drivers: Rail	<ul style="list-style-type: none"> Working with KiwiRail and Veolia to ensure an adequate number of drivers are available to deliver rail services.
Over demand for special event services, particularly rail	<ul style="list-style-type: none"> Encouraging patrons to get to the event early to alleviate crush on later services. Operating special event rail services: southern line through to Kingsland to alleviate Britomart overcrowding. Contingency plan in place to provide buses to support rail should overcrowding become an issue. Operate a one way pedestrian flow at Britomart to facilitate more efficient loading. Processes in place to ensure all rolling stock available for use i.e. pre event maintenance schedule, security at stabling yards.
Inability to deliver timetable services the following day after a RWC2011 match.	<ul style="list-style-type: none"> Working with operators to ensure driving hours are managed. Proactive advise to customers that services may be disrupted
Driving hours (bus)	<ul style="list-style-type: none"> Bus companies are working with NZTA to ensure Fatigue Management Plans are developed so that driver hours are managed and RWC2011 services are maintained.
Taxi Management	<ul style="list-style-type: none"> Work with NZTA and taxi industry in an effort to manage taxis Taxi demand will be high and hours need to be managed to ensure a good spread of taxis are maintained across the day to day operations.

There are also a number of high level risks where mitigation plans are in place, but should they occur the impact will be high. These areas are:

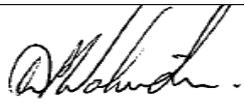
- Britomart failure
- Power Failure
- Signal failure
- Derailment
- Wet Weather
- Accident, causing death

Recommendation

That the Board receives this report.

Attachment

Attachment 1 – Executive Summaries of Eden Park Peer Review: Traffic Management Plan and North Harbour Stadium Peer Review: Traffic Management Plan

WRITTEN By	Bruce Barnard RWC Transport Programme Director	
RECOMMENDED by	Fergus Gammie Chief Operating Officer	
APPROVED FOR SUBMISSION by	David Warburton Chief Executive	



EXECUTIVE SUMMARY

Traffix Group was engaged by Auckland Transport and Eden Park Trust to undertake an independent peer review of the proposed Transport Operations Plan (TOP) for the Rugby World Cup to be held during September and October 2011.

The basis for the peer review was the RWC2011 Transport Operations Plan (TOP) and the existing Eden Park Transport Management Plan (TMP). The RWC2011 TOP provides an overview of the proposed arrangements to manage vehicle and pedestrian access to, from and around Eden Park. The TOP is not as detailed as a Transport Management Plan (TMP). The Transport Operations Plan (TOP) for the RWC2011 is to be larger in scope to 'normal' matches at Eden Park. However, the development and operation of the RWC2011 TOP also has the opportunity to provide a legacy for future matches.

The Peer Review undertaken by Traffix Group included a desktop review of several documents provided by Auckland Transport and Eden Park, discussions with key stakeholders, detailed inspections in the vicinity of the stadium and the observation of the implementation and operation of the Eden Park TMP for the Blues v Hurricanes Super Rugby match on Saturday, 19th March 2011.

Although the implementation details for the RWC2011 TOP are still to be finalized, it is considered that the proposed RWC2011 TOP satisfactorily addresses the critical transport issues associated with the matches at Eden Park within the limitations of the surrounding area and transport networks.

The peer review indicates that the key risks for the successful implementation and operation of the RWC2011 include:

- Train operation.
- Train passengers access to and from the stadium from Kingsland and Morningside.
- Special event bus and charter bus (coach) operation to and from the stadium.
- Resident and accredited vehicle access.
- Parking management.

The traffic management implemented at Eden Park as part of the TMP was observed to operate well, with most drivers and pedestrians obeying instructions of traffic management staff. However, it is acknowledged that the local conditions create a very difficult environment, especially for those traffic management staff at the road closures. Resident access, permit vehicle access, traffic in two directions and high numbers of pedestrians create a 'high workload', and resultant high level of risk for the traffic management staff. Therefore, the key focus of this report is to recommend improvements to the traffic management, and as a result, reduce the risk.

Overall, we consider that the proposed RWC2011 TOP address all the key aspects for the successful operation of the event. To further improve the operation for the TOP and the Eden Park TMP, this report includes recommendations for further consideration.

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Although the implementation details for the RWC2011 TOP are still to be finalized, it is considered that the proposed RWC2011 TOP satisfactorily addresses the critical transport issues associated with the matches at North Harbour Stadium within the limitations of the surrounding area and transport networks.

The peer review indicates that the key risks for the successful implementation and operation of the RWC2011 include:

- Operation and congestion along SH1.
- Special Event Bus and Charter Vehicle (coach) access to and from the Hooten Reserve Car Park.
- Pedestrian safety.
- Information for drivers of private vehicles.
- Parking management.

The RWC2011 TOP includes measures to address or mitigate all of the above key risks, with treatments to improve priority for accredited vehicles (to encourage use of public transport) and to improve safety, in particular for pedestrians. It is understood that many of the treatments included in the RWC2011 TOP have been trialed at other events which will assist in their further development.

Overall, we consider that the proposed RWC2011 TOP address all the key aspects for the successful operation of the event. To further improve the operation for the TOP and the North Harbour Stadium TOP, this report includes recommendations for further consideration.