

Business Report – August 2011

INTRODUCTION

This Report provides the Board an overview, status and direction for each division of Auckland Transport (AT).

1 PEOPLE and SERVICES (Simon Harvey)

Human Resources

1.1 Executive Summary

Auckland Transport continues to hold its position of strength in the primary people indicators. Our online job applicants exceed 5,000 and annualised turnover is sitting at 6.75%. We are again pleased to report no recruitment agency spend for the month. Sick leave had a minor uplift as would be predicted through the winter months.

Training has begun on the Performance Management process for the 2011/12 year and briefing sessions are being held for staff on this process. A Leadership Development programme will follow shortly to grow the capability of leaders in driving performance.

The introduction of the Staff Benefits programme has been received positively with Health Checks being targeted for November/December.

Auckland Transport continues to meet with Auckland Council to share strategy and process development and look to optimise joint strength where possible.

1.2 Appointments / Payments / Records

- The FTE budget for permanent positions within Auckland Transport for the 2011/12 year is set at 1020. There have been 11 new roles approved over the original structure as at the end of July. The costs of this will be absorbed by vacancy management or release of vacant roles. This is part of the normal refinement of the organisational structure. The workforce statistics for July are made up of 863.44 actual FTE with 156.95 vacant FTE. The current headcount filling permanent roles is 921 with 878 being permanent employees and 43 contractors filling permanent positions.
- Positions recruited into for July are 43, with eight being internal appointments and 35 external. The recruitment advisors continue to work closely with managers to bring excellent candidates into the organisation and none of the recruitment for July was done through agencies.
- The number of new starters for July is 21 which consist of 12 permanent staff and nine fixed terms. These appointments are mainly in the COO and CE Division.
- Over the last three months the recruitment team have opened 80 vacancies for recruitment with 18 of these being in July.

Employee Benefits

Following discussions with the PSA on the benefits package, the employee benefits summary has now been published to the organisation and a programme of work is underway to develop and roll each of the benefits out to the organisation.

1.3 Health and Safety

There were thirteen reported incidents in July.

There were eight non serious harm injuries, which included:

- Two twisted ankles (one resulted in a lost time injury, three days)
- One jarred hip (resulted into a lost time injury, sixteen days at this point and possibly a further 10 days)

There was one Contractor lost time injury, a serious harm event resulting in ten lost days.

A hazard review for Parking and Enforcement is underway.

The Health & Safety Manager and the Safety Advisor, Audit and Monitoring, are working with Public Transport to implement the Auckland Transport Health & Safety System across that department.

1.4 Cultural / Training / Support

Training

- A new user-friendly performance management framework has recently been launched with a road-show of staff briefing sessions held across the organisation. Staff and managers are now underway working together to prepare their Performance and Development Plans for the 2011/12 year.
- To support our new performance management framework our first key leadership development initiative is also being rolled out - the Performance Leadership Programme. This is designed to provide our managers with practical coaching skills to help transform thinking and drive performance. All of our people managers, team leaders and supervisors, including our Executive Leadership Team, will have the opportunity to attend the Performance Leadership Programme over the next few months.
- The Project Team overseeing the introduction of the Career Progression Pathway for Engineers, Planners and Project Managers (CPP) has met three times since its inception.

Support

- A proposal on how to deal with the possible transfer of employees from Henderson and Takapuna to Smales Farm is currently being prepared.
- The Advisory team is working with O&D to roll out the Performance Development Plan by assisting management and staff to complete their objective setting for the first time. It is anticipated that the PDP will be one of the legs that will ultimately support the new Remuneration system that is currently being developed.
- The Advisory team continues to work with management and staff in various departments across the organisation to rationalise structures and improve efficiencies, work flows and equity, particularly in regard to banding and salaries.

Customer Services

1.5 Executive Summary

Internet information on the Rugby World Cup went live in July and website hits have been coming from various worldwide locations. This has seen our general website activity move to 672,000.

Performance of the Contact Centre has been strong as indicated in monthly performance statistics. The Walk In Centre has seen 17,700 visitors.

Work will commence in August to look at the service proposition going forward and how advancement can be made.

1.6 Key Service Metrics

Average call wait time – 12 seconds MAXX, 12 seconds HOP

Service level – 83% MAXX, 88% HOP

Abandonment of call – MAXX 2%, HOP 2.2%

Call volumes for July – MAXX 46,214, HOP 5,027

Web Traffic for July – 672,167 visits (maxx, myhop, aucklandtransport)

2 OPERATIONS (Fergus Gammie)

2.1 Executive Summary

- Variable Message signs providing travel time information have been installed along the CBD to Airport route. This is a first for an arterial route in Auckland
- The 2011/12 Route Optimisation programme has commenced with the Greenlane-SH1 to Remuera route
- Implementation of the road Corridor Maintenance (RCM) procurement plan is proceeding with the three Southern RCM contracts being procured first
- The RWC works moratorium came into force on 15 August and will run until 30 October 2011. This is focused on major routes and roads in major tourist destination areas
- Total PT patronage in July was 2.7% above the comparative period in 2010, with the 12 month patronage being 8.4% above the previous 12 months (total of 65.9 million passenger trips)
- In August 10 million rail passengers were carried on Auckland's rail network over a 12 month period for the first time
- A successful trial of the RWC Eden Park Transport Management Plan was carried out at the Bledisloe Cup on 6 August. 45% of the crowd was carried to the venue by public transport, and 53% from the game
- The A-Pass was launched on 15 August. This product provides an integrated day pass ticket for visitors to RWC and provides the next stage in development of Auckland's integrated ticketing system.

2.2 Road Corridor

Road Corridor Operations

- Road safety focus for the past month has been on developing and finalising the tender specifications for both the Professional Services Contract for design services as well as the Portfolio Management Contract. The documents have been completed with the Professional Services Contract now awaiting final approval from the New Zealand Transport Agency.
- The programme of work for both the minor improvement and school travel plan for the 2011/12 financial year has been finalised with briefing sessions completed between project managers, engineers and consultants to ensure effective scoping and delivery of the programme for the next three months, prior to the supply panel being put in place.
- In July RCO processed 73 resource consents (97% meeting standard timeframes) and responded to 225 Requests for Service (91% meeting standard timeframes)
- Route optimisation programme identified for 2011-2012
 - First route on programme, Greenlane from SH1 to Remuera Road has started
- Real Time Travel Information
 - Eden Park Variable Message signs (6) up and operational for Bledisloe Cup
 - VMS signs have been installed along the CBD to Airport route. The location at Auckland Airport is currently being finalised with Auckland Airport Limited. Systems for delivery of real time data are operational and being tested.

2.3 Road Corridor Maintenance

- Implementation of RCM procurement plan is proceeding on programme. Expressions of Interest will go to the market after RWC for the three southern road maintenance contacts.
- Ongoing and positive collaboration is occurring with AC regarding using common contract frameworks and common performance measurement of service providers. This currently relates to Stormwater, Parks, Property and AT Road Maintenance.
- A minor street lighting issue affecting seven lights was identified near Eden Park during the recent Bledisloe Cup match. This was a result of equipment failure. New equipment will be installed this month, at no cost to AT. Our Rapid Response Team had no call-outs during the event.
- The Manager of RCM attended the first meeting of the Ministers Taskforce on Road Maintenance and Renewals. The taskforce will lead a wide ranging review of maintenance costs and practices across NZ.

2.4 Road Corridor Access

- There were 1,479 corridor access requests approved in July with 87% processed within five working days and 99% processed within 15 working days.
- The RWC works moratorium came into force on Monday 15 August 2011 and will run until Sunday 30 October 2011. The moratorium will apply to work on arterial routes and on other roads in major tourist destination areas. The purpose of the moratorium is to minimise activities that could adversely affect the operation of the network and/or detract from a visitor's experience of Auckland. Despite the moratorium being in place consideration will still be given to specific requests to carry out work in these areas if it can be shown that it will cause little disruption and not detract from the use or image of our city. Clearly cyclic maintenance activities and/or emergency works will need to continue to be carried out during this time, however, it is expected that every effort will be made to minimise any adverse effects arising from these activities.
- RCA staff attended a workshop with NZTA to explore opportunities for improving the level of compliance of the heavy vehicle industry with maximum axle load and gross mass limits.
- Discussions have been held with Auckland Council representatives to clarify roles in respect to the impending Ultra-Fast Broadband rollout in Auckland. It is expected that the laying of fibre will commence in Albany later this month.
- A liaison meeting was held with Utility Operators and other Corridor Managers such as NZTA and KiwiRail on 26 July 2011.

2.5 Public Transport

- July 2011 patronage was 5,368,936 passenger trips across PT, an increase of +2.7% compared to July 2010. For the 12 months ending July 2011 patronage was 65,903,949 passenger trips across PT, an increase of +8.4% compared to the 12 months ending July 2010.
- For the first time, 10 million rail passengers were carried over a 12 month period in early August. The Mayor cut a cake and offered this to rail commuters at Britomart.
- Planning has been completed for the new City LINK, Inner LINK and Outer LINK isthmus and CBD bus services, and other Western Bays bus services. The Mayor will launch the services at Wynyard Quarter on Friday 19 August, with services to be implemented on Sunday 21 August.
- Special event PT services were provided to ITM Cup games at Eden Park on 17 and 20 July and 3 and 11 August including match and public transport integrated ticketing on rail and Northern Express services.
- The rail network was shut down for ongoing signalling and electrification upgrade works over the weekends of 29 July to 1 August and 12 to 14 August.

- A pilot of the A-PASS integrated ticket for RWC commenced on 1 August.
- Rail service punctuality performance during the month (85.6%) was the best since May 2009.
- The development of a smartphone friendly website and specific public transport applications for Apple and Android smart phones is being developed in time for RWC.

2.6 Rugby World Cup

Bledisloe Cup, Saturday 6 August

The RWC Traffic Management Plan (TMP) was trialled at the Bledisloe Cup match on 6 August. The trial was a successful test of different elements of the TMP. A brief overview is provided of each area:

- Public Transport

The new pedestrian operations plan at Britomart worked well. There were a few teething problems with signage and educating regular travellers but it did assist in ensuring the station did not become overcrowded.

Patronage to the event by PT was a record high at 45% of the crowd: 16,100 by rail (12,200 from CBD, 1950 from south, 1920 west), and 7,650 by bus. Patronage on the exit phase was slightly higher with 53% carried by PT: (15,600 to CBD, 2750 west), and 9,550 by bus. These are the highest figures achieved for public transport usage since free travel was introduced.

Overall, the ingress phase went extremely well whilst the exit phase, although clearing everyone in the required timeline, had an operational issue with the trains. It was a credit to Veolia that although experiencing a 10-15 minute delay with a train issue at Kingsland Station, they were able to work around the problem and have frequencies return to 5 minutes shortly after the initial delay.

- Other Transport Modes

Walking appeared a popular option with large numbers on people coming in from the south and east. Mt Eden Village advised they had the biggest pre-event crowd they have ever experienced and that may have been the reason for the high movement from the east.

Taxis although busy did not appear any better patronised than previous events.

Coach movements were as expected with approximately 58 coaches parked around Eden Park which accounted for between 2,500-3,000 people.

- Traffic Operations

The Resident Only parking scheme worked well and it is a credit to the parking team for the effort they have put in to get permits to residents and businesses within the area. The Eden Park Community Liaison Group were happy with the operation with them advising that "we got it right".

Traffic operations worked well with no apparent problems in New North Road (NNR)/Kingsland Shops with pedestrian's vehicles. The NNR closure went in at half time and was removed at approximately one hour post match.

Dominion Road was busy, but it appeared to flow much better than in previous events. The Walters Road / Cromwell Street check point was busy but the vehicles going through were processed very quickly. Taxis are still a problem getting to this check point but they were quickly exited via Onslow Road.

Emergency Management Exercise – Saturday 13 August

The RWC Transport Team conducted a table-top exercise with over 60 stakeholder representatives attending. Two scenarios were worked through and overall the response was well received. There were a few issues that arose in the exercise that will be reviewed and resolved over the next few weeks.

2.7 Parking and Enforcement

- Staff have been scheduled for all live Rugby World Cup games and associated Rugby World Cup events as well as increased business as usual activity
- There has been a big increase in Eden Park Residents parking permits issued, from 1,800 in November to 4,814 to date
- Terms of reference to review the Parking Fine structure in Auckland to improve its effectiveness, has been completed for first review
- Commenced business analysis to implement infringement process changes as recommended in the recent bus lane and high occupancy vehicle lane report
- New at grade car park development implemented for Wynyard Quarter and another opportunity is to be investigated in Westhaven Marina

Project Arizona (CBD Carpark Upgrade)

- 90% completed. Presently tidying up issues around price structure and car park occupancy notification.

2.8 Community Transport

- Community Groups annual funding programme for road safety projects for the coming year have been finalised
- TravelWise and workplace travel plans have reduced 8,417 car trips from the road network in the morning peak period. Four new workplace travel plans have joined the programme, along with nine schools.
- Commencement of the New Lynn travel planning project, focusing on increasing knowledge of travel choices and safety with the completion of the infrastructure works and opening of the shared space in early September
- Establishment of Wynyard Transport Management Association with landowners including VHHL and Waterfront Development Agency
- Winter safety campaigns including: “Be Safe Be Seen” rural cycle road safety campaign and bright on bikes, alcohol road safety campaign focused around sports clubs

2.9 AIFS (Integrated Ticketing and Fares)

- A-Pass rollout for Rugby World Cup is on schedule
 - Both technology suppliers, Thales and Snapper have successfully completed testing
 - A live field test of the A-Pass product and equipment commenced on 1 August
 - Go-Live of the A-Pass for the public will commence 1 September

3 FINANCE (David Foster)

3.1 Executive Summary

July has been an extraordinarily busy month in the unit. Work on the Annual Report, Long Term Plan and the monthly reporting for the year, along with working with the business on phasing the Annual Plan information, and work on the capital programme which is impacted by the level of work completed in the prior year has absorbed significant time from all parts of the unit.

Property has been working closely with the CIO group on the capital programme and the implications of land acquisition on the capacity to undertake the programme. The team have been working to ensure an acquisition strategy is in place so that the impacts of property acquisition on the project are known and actively managed.

The Long Term Plan is progressing and will be going through an iterative process of top down projections, influenced by known issues, and work on Asset Management Plans (AMP) which are due for completion by the end of August. Further iterations will involve examination of the AMP work and verifying the assumptions and projections. Examining the implications of growth, which may be step changes in costs rather than linear, and changes in service levels. This will be a high priority for the team over the next month also.

IT continues to be busy supporting the business and examining and improving the suite of products currently required across the organisation. Work on the LTP, the future implications of current programmes, and greater familiarity with the operations is highlighting a range of items that require IT attention and resource. This is an expected phase of development for the new organisation and we are working through the appropriateness of our processes and monitoring to ensure we get on top of the issues.

3.2 Accounting and Finance

Update:

- Preparation of the first year-end Financial Reports and the Annual Report for Auckland Transport are progressing well. Close liaison with Auckland Council and Audit NZ is being maintained to ensure that any issues that arise are resolved to minimise late changes. The draft reports have been distributed to Directors for their review and comment.
- Additional training by Finance staff has been offered to all relevant staff on the revised SAP Procurement to Payment business process, which went live in June, to resolve any misunderstandings to enable all invoices to be processed promptly.
- Planning is underway for the processing of funds from the launch of the A-Pass as part of the HOP Card.

Next Steps/Key Issues:

- Completion of the year-end Financial Statements, gaining an unqualified audit opinion from Audit NZ and finalisation of the Annual Report
- Review of SAP system access rights is underway
- The changes to the cash receipting functions carried out by Auckland Council front of house operations on behalf of AT are to be implemented in August. All funds received by AC on behalf of AT will then be deposited directly to AT bank accounts each day
- The project to consolidate all outgoing and incoming information with the Ministry of Justice continues. The objectives are that funds from all infringements lodged with the Courts come directly to AT (rather than through the legacy Council systems), and that a complete database is established to ensure that all costs paid to the Courts are recovered and that, eventually, the time taken to recover all Court matters is determined.

3.3 Business Support

Update:

During July, Business Support has continued to collect information required from the business for the draft 2012/13 Long Term Plan (LTP). This includes “service profiles” for each of Auckland Transport’s nine activity areas (Roads, Footpaths, Rail, Ferry, Bus, Multimodal, Travel Demand Management, On-Street Parking & Enforcement and Off-Street Parking Business). The service profiles include details of the elements of each service, and the rationale for public sector provision.

Processes are also in place for collecting high level and detailed operating and capital projections for the ten years of the LTP.

The final draft of the Auckland Transport Procurement Strategy is completed, and will be presented to the August Finance and Risk Committee meeting prior to submission to NZTA.

Key Initiatives for the Next Three Months

- Continuing work on preparing a Long Term Plan for AT for input into Auckland Council LTP including:
 - 10-20 year projections
 - helping to develop supporting text
 - liaison with Auckland Council managing AT input and timelines
- Working with Strategy & Planning and other business units in developing the AT RLTP
- Finalising the Procurement Strategy and Manual
- Starting a review of professional services procurement across the organisation
- Cleansing of SAP’s NZTA supporting data and project structures

3.4 IT and Business Systems

Update:

This month additional design work on network connections to support AIFS was completed with the successful rollout of additional equipment to the Rail Fibre Optic Cable. As well the connection at JTOC to the NZTA network has been successfully completed enabling AT staff situated there to access the Auckland Transport applications.

The mobile phone application to support RWC is also nearing completion.

Preparation to shift the MAXX website onto “Cloud” servers has been completed which will ensure capacity will not be constrained during the RWC.

The ability to show Ferry location in real time on the MAXX website has been completed with successful migration into the user acceptance area of the site. This will be rolled out in the next month in conjunction with the PT and Communication business areas.

The upgrade of the RAPID system to include Rail Real Time System is progressing with an expected go live date of 26 August to have the Rail System migrated from the legacy system.

Work has progressed on the online programme - making existing information available on mobile applications - with the recruitment of a Programme Manager and some initial proof of concepts. Work in conjunction with Customer Services to define the online requests for service received by the call centres and online channels has also commenced with the mapping of some business processes.

Two independent reviews of IT processes, people and systems within IT were completed, one for the Technical Support area and one for the Development area. These have provided confirmation and current state analysis, and work is now progressing to address the main outcomes. A further update review is planned in two months' time to ensure progress is being made.

A Support Manager commenced and work has progressed on alignment of the Third Party Service Level Agreements, and renegotiation of the contract with Datacom who support our websites. Evaluation work was also commenced on Helpdesk resourcing options.

The transition process is nearing completion with the arrival of new PC's with an expected completion date of end August for all staff. Some legacy PCs will still be required in addition for the MAXX team leaders as some applications are so old they cannot be migrated to the Auckland Transport network. These will be addressed as part of the call centre consolidation in due course.

Additional training for staff on SharePoint has commenced with a plan to train some 300 staff.

Next Steps:

- Implement network visibility of performance as required for AIFS contract
- Implement centralised security controls on phones and mobile devices
- Rollout real time system for Rail and Ferry
- Finalise details for RWC mobile phone applications

3.5 Property

Update:

The Property department continue to make progress on a wide range of issues including:

Programme Management Framework

- Framework implemented.
- Components include: a process office and architecture; well defined programmes of work across the department; relationship management; resource monitoring and planning; client, service provider and management reporting; issue, risk, information and records management.
- Baseline resourcing analysis completed, along with baseline productivity measures.
- Significant progress made in the area of monitoring and reporting on managed acquisitions programme providing a better level of management and control over this important activity.
- Documentation of department's business processes (end-to-end managed acquisitions process is the first process now fully documented).

Professional Services

- Progressing in collaboration with AC and ACPL agreement on range of processes, protocols and supporting documentation for compulsory land acquisition, partial purchases, and powers of entry (survey and investigation) under the Public Works Act (PWA), along with road stopping (and related disposals) under the Local Government Act.
- Progressing the AT land acquisition programme including the ongoing development of an AMETI property strategy, and AC led transport related land acquisitions in collaboration with AC and ACPL e.g. NorSGA Project, New Lynn.
- Technical advisory services in response to requests from internal and external customers (landowner approvals, encroachments, airspace licensing, paper roads, road stoppings and property information requests).

Property Management (Facilities and Leasing)

- Development of SAP Real Estate module progressing to enable transition from billing through AC's legacy systems to AT direct billing of real estate interests (subsoil, airspace and telecommunications) by AT from 1 September.
- Programme of tenders for facilities maintenance related contracts has been agreed with PT Operations and Parking.
- Capital works plan reviewed with PT Operations & Parking to identify opportunities where property facilities expertise will add value.
- Temporary repository for real estate related asset management data (SPM) now operational.
- Procurement Planning for Downtown Carpark roof resealing project.

Corporate Accommodation

- Smales Farm Lease: Progressing lease with Smales Farm and associated relocation requirements with managers of relevant departments.
- Auckland Council accommodation: Ongoing discussions with Auckland Council to finalise Heads of Agreement and Lease.

Property Development

- Providing advice on a range of property development opportunity matters related to transport related projects: (New Parnell Rail Station, Rail station upgrades) and redevelopment opportunities for Devonport Wharf in conjunction with AC and the Local Board plans for the adjoining Marine Square upgrade.
- Providing advice on new carpark assets under design or construction by AC.

Real Estate Inventory

- Inventory Report Forward Works Programme progressing

Other

- Recruitment for Property Specialist and Facilities Maintenance Specialist underway.
- On-going participation with cross organisation (AT/AC/ACPL) Property Lead Team dealing with a range of property related matters, strategy, acquisition development and disposal and coordination of multiple projects within same area.

Next Steps:

Programme Management Framework

- Continue to progress Programme Management Framework including documenting department's business processes

Professional services

- Scope strategy for review of land held for future projects. Identify optimum approach at a programme level to the purchase of land for projects to enable timely and cost effective acquisition and holding of land to support project delivery and maximise opportunities to deliver the overall programme.

Corporate Accommodation

- Finalising the Smales Farm office lease proposal and Auckland Council lease arrangements.

Real Estate Inventory

- Continue to progress Forwards Programme and development of process to continue capture of new assets/interests.

4 INFRASTRUCTURE (Kevin Doherty)

4.1 Executive Summary

This reporting period has seen continuing discussions with NZTA to understand the criteria around subsidy funding and the potential impact that this may have on Auckland Transport's capital works programme. Discussions are continuing with NZTA to identify the optimal programme of capital works.

The first Notice of Requirement for the works in Panmure is being processed by AC and detailed design for this stage is now nearing completion. The Request for Tender for the Mountain Road Bridge and associated works has been issued and tender documentation is under preparation for the Panmure package which is expected to commence construction in early 2012. An application for NZTA subsidy for these works is due to be submitted shortly and early indications from NZTA are that this subsidy will be available, provided the application meets the necessary requirements.

The New Lynn project is progressing well and remains on target to complete some months ahead of schedule. The main structure of the bridge that extends Clark Street over the railway line has been completed and works are now focused on installing barriers on the bridge.

The Clark Street extension and Totara Avenue shared space are scheduled for completion in late August. Auckland Deputy Mayor Penny Hulse will officially open these on 2 September 2011.

Stage 1 works of Kingsland Canopy Project were completed prior to 6 August 2011 Bledisloe Cup Match including all four Stage 1 canopy blocks, CCTV, PA and lighting installed beneath the canopy rafts. Stage 2 of the canopies is planned to commence after the RWC.

4.2 Update / Next Steps / Key Issues

2011/12 Funding, Prioritisation and Programming

As reported at the last Board meeting we are currently working to a target 2011/12 fiscal envelope for improvement and renewal capital projects of \$546m relating to both Local Roading and Public Transport Categories.

In developing this fiscal envelope we have made assumptions regarding the availability of NZTA subsidy as this is distributed on a national priority basis and not as a bulk allocation to a region. In the event that the subsidy available or the timing of the subsidy availability varies from our assumptions, this may be a risk to achieving the delivery of the \$546m scope of work.

We are working closely with the NZTA to determine how we can most effectively ensure that we do not constrain the optimal delivery of the capital portfolio.

Asset Management

The main focus during this reporting period has been the finalisation of the Draft Asset Management Plan scheduled for publication at the end of August. A significant focus of this work has been the identification of the three and ten year forward indicative financial plans for maintenance, renewals and capital works as input to the RLTP and LTP.

Other significant activities completed during the reporting period include:

- Publication of region wide traffic count information onto the Auckland Transport website
- Publication of an updated forward capital works tender programme on to the Auckland Transport website
- Publication of the Asset Data Standards Manual detailing requirements for the acceptance of new or upgraded assets
- Preparation of the 2011 asset revaluation for Auckland Transport

Investigation & Design

The following activities were completed during the reporting period or scheduled for activity during the next reporting period.

Central

- Federal Street – Streetscape brief, project schedule and governance structure agreed
- Tiverton/Wolverton – Contracts awarded for lighting review, electrical discharge, safety audit and geometric review. First draft of fibre-to-the-door ducting received from Chorus.
- Tamaki Drive: Ngapiipi Intersection and Takaparawha Point project briefs received from Network Operations. In response to identified safety issues on Tamaki Drive, a number of minor safety improvements are to be implemented. The Ngapiipi Intersection project will consider options including a roundabout and a signalised intersection with cycleway and footpath along Tamaki Drive. Takaparawha Point Improvements will investigate widening of the cyclist/pedestrian path between the seawall and Okahu restaurant and establishment of a promontory near the wharf.
- Preliminary meetings held with NZTA with respect to a potential future Nielson Street upgrade have been held and work has commenced to scope areas that will require attention as a precursor to any future motorway to motorway connection.

North

- Albany Highway Upgrade (Schnapper Rock Road to SH17): O/D and O/W route assumptions under review to ensure the most appropriate outcome from a regional perspective is achieved
- Glenvar Road Upgrade/East Coast Road Widening: Scheme Assessment Report and Specimen Design tender completed.
- Anzac Street ROI completed. Scheduled for tender next month.
- Wairau/Taharoto Corridor Stage-3 (Interim Scheme): Consultation process to commence.
- Whangaparaoa Road 4-laning: Scheme Assessment Completed. The preferred option is to widen the existing road on the south side to achieve 2-lanes in each direction. Consultation is to commence following the endorsement of the SAR report preferred option

West

- Te Atatu Road Upgrade – NZTA have indicated their support for the Te Atatu Road upgrade project to be considered as one package with the motorway interchange upgrade project.
- Swanson Park & Ride A revised scheme design to improve access and providing approximately 118 Park & Ride spaces located on the north of the railway lines, has been agreed with the key stakeholders. This was considered preferable over the previous scheme which provided 100 parking spaces off Christian Road as this would have conflicted with future plans for a third rail line at this location.

South-East

- Inaugural East Tamaki Business Precinct Plan – AC arranged a site tour for workgroup members on Thursday, 11 August.
- Smales/Allens and Ormiston/Preston intersection upgrades delayed due to property acquisition issues. One appeal against the road designation still remains. Awaiting resolution of the same.
- Otara Bus Exchange – Detail design involving upgrade of the bus interchange including landscaping, new lighting, paving and the toilet facility is progressing well. Construction is expected in 2012.

Infrastructure Development

During the reporting period a strong focus on delivery has been maintained as we prepare for the new construction season.

North-West

Works Commenced

- Piha/Parker Footpaths awarded and pre-start meeting held. Works to commence in August and scheduled for completion in November 2011.
- Whenuapai Footpaths project awarded and pre-start meeting early August with works to commence in late August and scheduled for completion in December 2011.

Works out to Tender

- Glenfield Road Stage 4 – Statement of Interest and Ability advertised and closes mid-August. Approval to go to tender is being sought via separate board paper.

Works to Tender Next Period

- Scenic Drive North Footpath Construction involves construction of 700m of footpath with works commencing in October and completed by March 2012.

South-East

Works out to Tender

- Waiuku Town Centre Revitalisation – Physical Works. This is the final stage of the Town Centre revitalisation programme involving upgrading River Lane. Construction is due to start in October with completion programmed for January 2012.
- Pukekohe Town Centre Revitalisation – Physical Works involving streetscaping (cobblestones & street furniture) of the following streets to be commenced mid-October and completion planned for late February 2012.
 - Juwala Singh Lane
 - Roulston Street
 - Wesley Street
 - Stadium Drive (Edinburgh Street – Hall Street)

Works to Tender Next Period

- Gobi-block replacement project, (Takanini School Road, Takanini) – construction drawings currently being finalised. Tenders to be called early September and construction planned for October with completion in February 2012.

Central/CBD

Works to Tender Next Period

- Minor Safety programme – consents lodged to erect footbridge on Mulberry Grove, Great Barrier Island. Consents expected to be granted by mid-August and construction to commence early September, with completion by mid-October.

Public Transport & Facilities

Works Commenced

- Devonport Ferry Terminal emergency repair and refurbishment works to the terminal building, to be completed early September before the start of the Rugby World Cup.
- Point Resolution Parnell Baths Pedestrian Over-Bridge, emergency safety repair works to be undertaken to the pedestrian bridge so that it can be opened up to the public before the start of the Rugby World Cup. Works to be completed by end of August.

Works to Tender Next Period

- Birkenhead Inner Ferry Terminal construction of berthing facility on the inner side of the wharf.

Major Projects & Project Management Office

Major Projects Update

The following provides a brief summary of major project activity completed during the reporting period or scheduled for reporting during the next period.

AMETI

The first Notice of Requirement for the works in Panmure is being processed by AC and detailed design for this stage is now near complete. The Request for Tender for the Mountain Road Bridge and associated works has been issued. Tender documentation is now being prepared for the Panmure package which is expected to commence construction in early 2012. An application for NZTA subsidy for these works is currently being lodged. Early signals from NZTA are that this subsidy will be available provided the application meets the necessary requirements.

Concept planning work is also being undertaken on proposed enhancements to the Panmure Rail Station to reflect the increase amenity requirements of a high capacity RTN transfer station and linkage to the Panmure TOD.

During the period there has been Iwi consultation regarding the first Notice of Requirement for Panmure and the team is now commencing the wider Iwi consultation required for the overall AMETI programme and the remainder of Panmure Phase 1.

Good progress during the period has been made on advancing property acquisitions that are required for the Panmure and Sylvia Park components.

Work on the subsequent stages of development is continuing. The concept options for the Pakuranga-Botany busway have been developed and the project team will now engage with the community and plan land acquisition for this component.

Dominion Road

The preferred concept of enhancing the Dominion Road QTN is now being socialised and discussions with the Auckland Council Transport Committee, Local Boards, Iwi and other key stakeholders with the aim of defining a preferred scheme within the next six months.

Long Bay

Both the scheme assessment phase for the upgrade of the Glenvar Road/East Coast Road intersection and Glenvar Road and the scheme assessment phase of the Okura/Vaughans Road upgrade have now closed. The scheme assessments are programmed for completion within the year.

NorSGA

NorSGA PC15 Growth Area – AT/NZTA and AC are working collaboratively to develop alternative methods to the current GFA based threshold which could soon constrain development without intervention. Good progress has been made towards development of alternative options which will look to both planning and infrastructure solutions. We are confident that an appropriate and effective solution will be agreed. While ramps on Northside Drive would provide an immediate infrastructure solution, they may not provide the overall best 'one network' transport solution in the long term so care is being taken to look at all of the available options before reaching a final recommendation.

Northside Drive Bridge – the draft cost-share agreement between NZTA/AT for future proofing Northside Drive Bridge to accommodate NZTA's SH16/SH18 connection is under review.

Prior to the formation of AT, WCC had lodged a NoR for Hobsonville Road covering land required to implement intersection upgrades required to unlock development areas to be implemented once this section has been revoked from SH. Further analysis has indicated that the land requirement identified is not ideal, so the decision has been made to withdraw the original NoR and re-lodge as the lowest risk and cost option. It is not expected that this will have any programme issues.

New Lynn

The project is progressing well and remains on target to complete some months ahead of schedule. The main structure of the bridge that extends Clark Street over the railway line has been completed and works are now focused on installing barriers on the bridge.

Totara Avenue has been closed for through traffic to speed up the construction works on this shared use lane and this has also improved the construction related congestion at the Clark/Rankin intersection.

Auckland Deputy Mayor Penny Hulse will officially open both Clark Street extension and Totara Avenue on 2 September 2011.

Manukau Rail Station

The Station construction and fit out continues to make good progress. This project is on target for commencement of operational training throughout October/December 2011 with opening planned for February 2012.

Manukau Car Park Building

Construction has started with excavation and foundation works well underway in spite of inclement weather. Casual parking which previously utilised this site has now been relocated close to the Court Buildings on the corner of Davies Avenue extension and Manukau Station Road.

Rail Station Upgrades

- **The Strand Emergency Station** - Station works are now substantially complete.
- **Kingsland Canopy Project** – Stage 1 works were completed prior to 6 August 2011 Bledisloe Cup match including all four Stage 1 canopy blocks, CCTV, PA and lighting installed beneath the canopy rafts. Stage 2 of the canopies is planned to commence after the RWC.
- **Parnell Station** – Further work is progressing to permit the lodgement of an NZTA funding application on the basis that the initial business case has proven to be favourable. On the basis that to achieve construction of this station prior to electrification and thus to avoid considerable additional cost and network disruption we are now on the critical path.

Half Moon Bay

The development of a preferred option is on track for completion by late September. The project team is currently undertaking a traffic and parking problem definition to be followed by a strategic option review. An open forum with all key stakeholders is planned for 29 August 2011.

Project Management Office

The issues identified with the establishment of project sites in SharePoint have now been resolved, and the final testing of the prototype project site is all but completed. This will enable the rollout of a large number of project sites to support the 2011-12 capital projects programme.

5 COMMUNICATIONS AND PUBLIC AFFAIRS (Wally Thomas)

5.1 Executive Summary

The lead-in to Rugby World Cup, including the Bledisloe Cup match at Eden Park has been a major focus of work and will continue to be so in coming weeks.

Significant work has also been done on preparing the Annual Report, including writing much of the material, and coordinating design and production.

5.2 Key Initiatives

Rugby World Cup (RWC)

The “Make a Plan” element of RWC communications began last week with both print and radio advertising.

This phase of the campaign is targeting Aucklanders and CBD businesses.

The aim is to raise awareness of opening night (September 9) and the transport challenges that this will pose. This month a briefing was held for large businesses and one to one meetings were also held with the likes of Telecom (2000 employees in the CBD alone), PWC and ASB Bank (which also has operations near North Harbour Stadium and on Dominion Road).

Residents and businesses most affected by the closure of Quay Street on opening night will be communicated with via direct mail; a letter/flyer is being produced by ATEED.

As reported elsewhere, the Bledisloe Cup match on August 6 was the most significant trial of RWC preparations to date. A pleasing aspect of operations was the number of fans who travelled early to the match – this has been a key message in communications and marketing material and will continue to be so through RWC. In general, media reporting of transport-related aspects of the night was positive. In particular, first-hand commentary from influential journalists such as Newstalk ZB’s Murray Deaker, Steve Killgallon (Sunday Star Times) and a Campbell Live team, who all used public transport, was positive.

Following a debrief with Veolia, enhanced on-board and on-platform messaging, particularly in the event of rail delay will be introduced for RWC. Veolia has committed to having a dedicated announcer on each train.

There will also be an increased number of “Ambassadors” at Britomart to assist non-rugby patrons (i.e. regular commuters) and improved signage around Eden Park (extra signage has been sourced however it is RWC branded and was therefore unable to be used for the Bledisloe Cup match).

The Bledisloe Cup match also saw the introduction of a new resident/business access and parking scheme around Eden Park. Letters, paid advertising and door to door visits ensured that as many properties as possible received passes before the game and an extremely low level of complaint (only three) post-match is an indicator of the smooth introduction of the new scheme.

A post-match thank you letter (signed jointly by Auckland Transport’s CEO and the CEO of Eden Park) was delivered to 3000 properties and served as another reminder of the scheme.

The A-Pass was launched on August 15 and its introduction received positive and widespread media coverage. The A-Pass will be sold at selected retailers including Britomart Transport Centre, Newmarket Train Station, Fullers Ticket Office, i-SITEs- Domestic/International Airport Terminals, SkyCity, Devonport and Princes Wharf and selected Auckland Council Service Centres (Greys Avenue (City), Henderson, Takapuna, Manukau and Papakura).

Annual Report

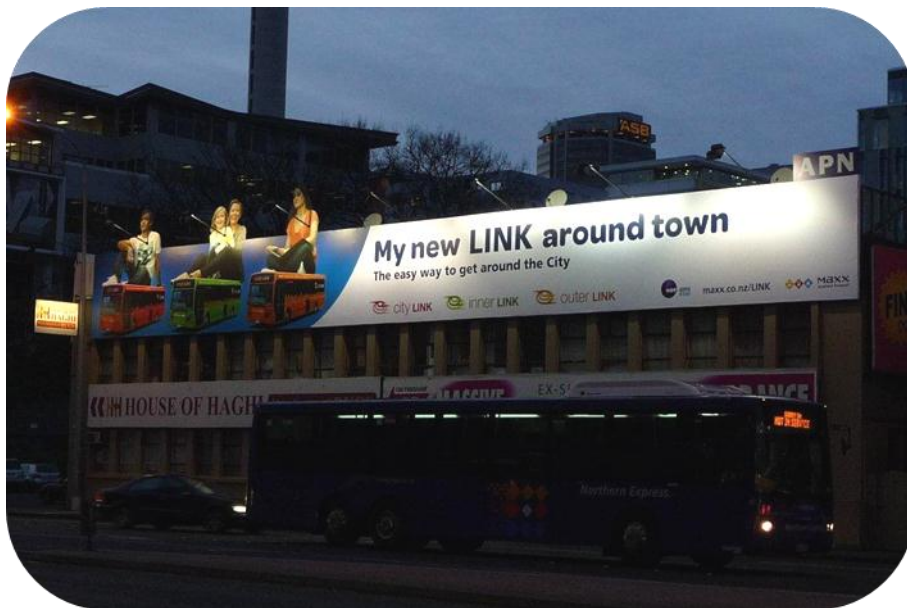
Considerable input and assistance in preparing the Draft Annual Report has been received from across the organisation.

Lay-out and design elements convey the key theme of Auckland Transport and its work “touching” Aucklanders and visitors 24 hours a day, 365 days of the year.

The co-operation of key stakeholders, such as NZTA, in sourcing and validating information is also acknowledged.

Public Transport

The death and subsequent funeral of former Governor General Sir Paul Reeves saw a late change of date for the launch of the new LINK bus services.



The new services are being promoted through the use of outdoor advertising (adshells, street banners in the CBD etc). Paid print media advertising will start this week.

Fifteen thousand copies of “On Board”, a small pocket sized publication, were distributed on buses, trains and ferries this month. This had previously been titled ‘On Track” and focussed only on rail information. However its scope has been widened to include all modes of public transport.

The 16-page publication included information of upcoming rail network closures, Bledisloe Cup and RWC match-day information (including changes to scheduled services and Britomart platform changes) and the new LINK services.

From Go to Whoa

A recent recruitment drive has seen the “From Go to Whoa” customer research panel reach 3795 registered members. The panel is made up of Aucklanders interested in transport related topics.

They are utilised to provide (mainly on-line) input and feedback on new service developments in particular. Members are also utilised for focus group discussions.

This in-house customer panel gives the organisation access to information in a much timelier manner than can often be achieved working with a research agency; we are able to set up our own surveys and launch them with much quicker turnaround of results than otherwise.

Up-coming projects with panel involvement:

- Event information testing – understanding what information is by customers required and how best presented
- Customer satisfaction post Project Arizona (August/September)
- Customer satisfaction with roading (to assist service level monitoring and for Annual Plan and SOI reporting)
- Bus lane compliance
- Evaluation of feedback from the December trial of extended HOP services

Media Analysis

This reporting period (to July 22) saw 215 media reports which directly mentioned Auckland Transport as an organisation. This is comparable to 217 reports the previous month. Eighty nine per cent of coverage was deemed either favourable or neutral.

Public transport related issues dominated media discussion (45% of reports), due largely to coverage of year-end passenger numbers, in particular increases on rail. Other initiatives that were covered favourably included the organisation's efforts to promote road safety; this included reports on the Train the Trainer cycle skills programme and a joint initiative promoting sober driving (with Counties-Manukau Police and NZTA).

Traffic management was a focus of over a quarter of coverage in this period. The most prominent stories were focussed on bus and HOV lanes and followed the Board's receipt of the review report last month.

The largest proportion of reporting appeared online (49%), followed by press (47%) and broadcast outlets (4%). The nzherald.co.nz website replaced the NZ Herald as the overall leading outlet to report on Auckland transport (24 reports), although the NZ Herald remains the leading press publication (22 reports).

6 KEY RELATIONSHIPS UNIT (Stephen Rainbow)

6.1 Executive Summary

Real progress has been made with Iwi engagement across major projects as a result of successful work to progress the initial NoR for the AMETI project.

Other relationships that are progressing include those with central Government officials in Wellington (including Treasury) and with the Business Forum, including a tour of the AMETI project facilitated for the freight industry. Further tours for interested stakeholders are planned.

The Key Relationships Team is now taking responsibility for co-ordinating engagement with international delegations through the Mayor's office and the Auckland Council, where there are potential benefits from a transport perspective.

The Communications and Advocacy workstream for the CRL is preparing to assist with the ambitious timeframes for delivering this project, and will include environmental (sustainability) input in its brief so as to ensure the widest possible coalition of support for the Mayor's number one priority project.

Input on the Regional Land Transport Programme engagement process is ongoing, as is liaison with other CCOs (e.g. Regional Facilities, re parking information) and with MPs and councillors over issues ranging from extending the tram network to local concerns raised by residents.

6.2 Key Relationships

- Leadership of CRL Advocacy and Communications Workstream including stakeholder engagement and advocacy programme
- Representing AT at Transport Committee meetings
- Coordinating engagement with International delegates relevant to transport through the Mayor's Office
- Ongoing input into Regional Land Transport engagement process from a stakeholder engagement perspective

6.3 Elected Members Liaison Unit

- Addressing (approximately 100) issues raised through public submissions received on the Local Board Plans
- Preparing responses to 32 questions from Local Boards relating to AT's 2011-12 project prioritisation, for submission in September to the AC Strategy and Finance Committee
- Developing the proposed "Local Board Engagement Plan" – put forward for approval by the Board at this meeting, and once approved to be submitted to Auckland Council by 31 August 2011
- Working with the Operations and Infrastructure divisions to finalise the internal Local Board Protocols document for subsequent roll-out to all AT staff
- Working closely with Customer Services to ensure that EMLU's elected member customer relationship management processes can be accommodated within the wider CRM package being developed for AT
- Ongoing dialogue with Local Boards on issues such as the HOV lane review, traffic calming, and general budgetary considerations, among other matters

6.4 Stakeholder Liaison

- Coordination of responses to AC on matters raised in preparation of Local Board Plans (approximately 100 to date). This involved researching all issues raised to determine approximate costings and feasibility.
- Coordination of a tour of the AMETI project for the Business Forum in conjunction with the National Road Carriers
- Providing support for City Rail Link Communication Workstream including meeting organisation agenda preparation
- Providing responses to Councillor enquiries ranging from HOV Lanes in Onewa Road to works programme on Waiheke Island

6.5 Liaison – Iwi/Maori

- Iwi/Maori (Mana whenua – Matawaka) engagement framework development
- Infrastructure Maori training module completed
- Liaison with NZTA Maori; AC Maori Unit to ensure a consistent approach to Iwi engagement on transport issues
- Iwi engagement in conjunction with the AMETI project
- South Western Airport Multi Modal Corridor Plan overseeing engagement processes to ensure project team engages with Local Marae and appropriate Iwi
- Engagement with Independent Maori Statutory Board
- Project approach engagement process initiated for trial (Long Bay, Wiri Station, Gills Road, SH17, Stoney Ridge)

7 STRATEGY AND PLANNING (Peter Clark)

7.1 Executive Summary

The Strategy and Planning Unit focused on progressing key activities including the City Rail Link, South West to Airport Study, regulatory planning, corridor management plans and maintaining the flow of NZTA funding to Auckland Transport through the RLTP process.

The 2011-2014 Statement of Intent was approved by the CCO Strategy Review Sub-committee on 26 July subject to two modifications.

7.2 Planning and Policy

Statement of Intent

The 2011-2014 SOI was considered by the CCO Strategy Review Sub-committee on 26 July. The Sub-committee resolved that:

- the Chairperson of the Sub-committee will discuss with the Chair of the Board inclusion of the shareholder comments relating to branding; and
- AT modify its SOI by removing the words “act consistently with the principles of the Treaty of Waitangi”, and replace them with the words “act in accordance with relevant statutory provisions referring to the Treaty of Waitangi.”

Subject to those modifications being made, the Sub-committee agreed to AT’s SOI.

South West to Airport Transport Study

The draft documents for Phase 1 are being reviewed by the five project partners (NZTA, AT, AC, KiwiRail and Auckland Airport) as well as several peer reviewers. The Stakeholder Steering Group will meet again in August to decide if the outcomes of Phase 1 make the case for proceeding to Phase 2. The overall timeframe is running slightly behind time due to additional transport modelling and refinement of the various options being considered. The additional work is likely to push out the timeframe for the completion of Phases 2 and 3 to the third quarter of 2011/12 (March).

Regulatory Planning Matters

The Transport Land Use Integration Plans team lead and co-ordinate Auckland Transport’s response to Auckland Council plan changes, private plan changes and Notices of Requirement, ensuring that all relevant groups are involved. Over the last month, Auckland Transport has:

- As road controlling authority, Auckland Transport provided comments to Auckland Council on the identification of mitigation measures directly related to Plan Change 15 in Takanini
- Prepared evidence to be tabled at the hearing for Plan Change 20 Flat Bush (Stage 2 development area) in support of the planner’s report in addressing Auckland Transport’s submission points
- Commenced review of the draft decision released for Wiri Men’s Prison to determine whether there are any technical aspects that Auckland Transport consider need amending/reconsideration
- Assisted the Hearing Panel for Plan Change 36 Wiri North Quarry by providing comments as road controlling authority on the feasibility of intersection improvements
- Continued on-going work to respond to the plan changes/Notices of Requirement that have been lodged with Auckland Council, such as identifying further information as road controlling authority that will be required to assess the applications
- Continued preparation for upcoming hearings for Takanini (Plan Change 15), Clevedon (Plan Change 32), and Kumeu (Plan Change 162)

We are continuing our on-going work with Auckland Council on the development of the transport content for the Unitary Plan.

City Centre Masterplan

Staff provided detailed feedback to Auckland Council on the transport concepts of the draft City Centre Masterplan (CCM) put out for comment recently. Work is also underway on a transport 'position paper' to provide a supporting base for Auckland Transport's position on a range of city centre transport issues, ahead of the development of a City Centre Transport Strategy. Work is also progressing with NZTA on agreeing the framework within which funding can be allocated for various study and investigation workstreams to further initiatives identified within the CCM.

Auckland's Spatial Plan – the Auckland Plan

The Strategy and Planning Unit are continuing to engage with Auckland Council in the development of the transport components of the Auckland Plan.

Corridor Management Plans

Corridor Management Plan (CMP) guidelines are currently being developed to provide an effective and consistent way forward for improving Auckland Transport's planning efforts and co-ordinating work across teams (both at Auckland Transport and Auckland Council) to deliver work programmes. This involved an initial workshop undertaken with AT and AC stakeholders.

The Takanini East West Study (TEWS) draft corridor management plan commissioned by Papakura District Council is currently being reviewed to bring it into line with the general concepts of the CMP guidelines.

7.3 Regional Land Transport Programme Funding

2009/2012 Auckland Regional Land Transport Programme (RLTP)

During July there were no new funding applications for review.

APPROVED FOR SUBMISSION by	David Warburton Chief Executive	
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