

# Business Report – September 2011

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## INTRODUCTION

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

## 1 PEOPLE and SERVICES (Simon Harvey)

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### Human Resources

#### 1.1 Executive Summary

The basic trends in the primary people metrics continue with sick leave at 2.7% and turnover below 7%. Agency spend for permanent recruitment spend was nil, but this will be impacted shortly as a search company has been engaged for the replacement of the COO position.

Leadership Development for all people managers has commenced in the area of performance management. The key area being developed is coaching for increased results. This is timed as a follow on from the launch of the organisational performance management programme.

The working party to progress a remuneration framework as prescribed from the ATA agreements continues. We are working closely with Auckland Council and the PSA on an outcome.

It is pleasing to note that of the roles recruited over the last three months, close to one third came from internal applicants. This supports the emphasis placed on Auckland Transport as a location for career development.

#### 1.2 Appointments / Payments / Records

- The FTE budget for permanent positions for Auckland Transport for the 2011/12 year is set at 1020. The workforce statistics in August are made up of 885 actual FTE. The current headcount filling permanent roles 933 with 894 being permanent employees and 39 contractors filling permanent positions.
- Positions recruited for August are 26, with 10 being internal appointments and 16 external. The recruitment advisors continue to work closely with the managers to bring excellent candidates into the organisation.
- The number of new starters for August is 24 which consist of 19 permanent staff and five fixed term. These appointments are mainly in the Operations and Infrastructure Divisions.
- Over the last three months the recruitment team have opened 59 vacancies for recruitment with 17 of these being in August.

#### 1.3 Health and Safety

- Fifteen reported incidents in August 2011
- No staff lost time injuries in August, however one injury carried over from July resulted in eight additional days lost in August
- There was one Contractor lost time injury, resulting in one day off
- The hazard review for parking and enforcement is on-going. An update will be made to Management and the Union during September.

## 1.4 Cultural / Training / Support

### Training

- Staff and managers are continuing to prepare their Performance and Development Plans for the 2011/12 year, with a number already completed. Managers are accountable for ensuring each of their staff has a Performance and Development Plan in line with our new Performance Management Framework.
- The rollout of our first key leadership development initiative - the Performance Leadership programme has commenced. Feedback from those who have attended so far has been good, with positive reports.
- AT has applied to become an Approved Training Organisation (ATO) with the New Zealand Institute of Chartered Accountants. An ATO is an organisation that meets NZICA's standards for offering the type of work experience that fulfils the practical experience requirements for Chartered Accountant and Associate Chartered Accountant membership.
- The next project is to apply to become an IPENZ Professional Development Partner (PDP). PDPs work in partnership with IPENZ to develop their engineering staff, strengthen business and support the wider engineering profession. Recognition as an IPENZ PDP will be a key mechanism in attracting and retaining engineering staff as it will signal our strong commitment to the development of our engineering staff and support for the engineering profession in general.
- The Project Team overseeing the introduction of the Career Progression Pathway for Engineers, Planners and Project Managers (CPP) continue to meet and are making progress with the development of programme.

### Support

- The consultation process on the proposed move to Smales Farm commences shortly with two presentations to be made by the Chief Operating Officer, to staff that may be affected. The consultation process will include regular briefings to staff, meetings with the PSA, the creation of a dedicated email address where staff can give feedback, and ask questions and regularly updated FAQ's which will be posted on the intranet.

### Other

- A meeting was held with Darryl King (Democracy Services) and Lorraine King (HR Business Partner) from Auckland Council around the possibility of establishing a canteen at Henderson. Because of the lack of space at Auckland Transport, Auckland Council will try and locate another venue on site or close by for consideration. The possibility that AT may be able to help in this regard was tabled.

## Customer Services

### 1.5 Executive Summary

There is an on-going effort to increase the Customer Service and delivery focus for the business at all levels throughout the organisation. A review is underway of the service delivery channels in an effort to increase overall satisfaction and performance indicators.

The technology improvement programmes continue and as key milestones are achieved they will be reported back to the board.

### 1.6 Key Service Metrics

- Average call wait time – 12 seconds MAXX, 8 seconds HOP
- Service level – 82% MAXX, 86% HOP
- Abandonment of call – MAXX 2%, HOP 2%
- Call volumes for August – MAXX 49,575, HOP 4,537
- Web Traffic for August – 731,468 visits (MAXX, MyHOP, Auckland Transport)

## 2 OPERATIONS (Fergus Gammie)

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### 2.1 Executive Summary

- RWC2011 has commenced with four games held in Auckland at the time of writing; two Eden Park games on 9 and 17 September, and two North Harbour games on 10 and 11 September
- As widely reported, the PT network struggled to cope with the very large crowd that came into the Queens Wharf fanzone on 9 September. This had a negative knock-on effect on the RWC special event trains, which resulted in a number of patrons being late for the game.
- An extensive Action Plan was implemented in the ensuing week to ensure that if a similar crowd attended the fanzone, the PT network could continue to operate successfully
- RWC transport operations performed successfully on 17 September for the Australia vs. Ireland game with all patrons carried by PT getting to the game well before kick-off
- RWC special transport services for both North Harbour games operated successfully, and carried around 30% of the crowd, which is much higher than ever achieved for North Harbour Stadium previously
- Public transport patronage continues to grow, with 66.6 million trips carried in the 12 months to August 2010, which was 8.8% higher than the previous 12 months
- Travel time information signs are now operating on the CBD to Airport route. This is a first for arterial routes in Auckland and is a result of the partnership between AT and NZTA

### 2.2 Road Corridor

#### Road Corridor Operations

- In August, Road Corridor Operations processed 70 Resource consents (91% meeting standard timeframes) and 597 request for services cases were opened with 543 closed for August (82.32% meeting standard timeframes)
- CBD to Airport VMS signs are now in place and operational. These went live on 26 August 2011.
- Optimisation for RWC: Fanshawe Street, Customs Street, Quay Street and Beach Road completed
- Travel time (Baseline) surveys for Greenlane from SH1 to Remuera Road completed
- First Remuera Bus Lane survey completed. To be followed by second survey in November.
- Commenced a review of options for the Onewa Rd Transit Lane. We are working closely with NZTA to develop solutions that span the local road and Motorway network. We also initiated a study into the possibility of High Occupancy Vehicle Lanes on the Motorway and allowing HOV's on the Northern Busway.
- Worked with NZTA to signalise the access to 169 Stoddard Rd, as part of the Maioro Interchange project that is currently under construction.
- Following an incident involving a bus and a pedestrian, safety issues were investigated in Jellicoe Street, Wynyard Quarter. Auckland Transport worked closely with the Waterfront Development Agency to implement high priority safety improvements prior to the commencement of RWC. Further agreement will be reached to determine medium to longer term considerations for Jellicoe Street and for the further development of Wynyard Quarter.

- An investigation into safety improvements at Woodward Road Level Crossing has been completed with a list of key actions for implementation agreed with KiwiRail. The projects are in the process of being designed, with further consultation being undertaken prior to delivery, which is anticipated early in the New Year.
- A safety review of Kitchener Street was completed, which appears to be operating satisfactorily with no significant safety issues identified

## 2.3 Road Corridor Maintenance

- Implementation of the RCM procurement plan is proceeding on programme. A dashboard summary is attached at the end of this report (Attachment 1)
- The Expressions of Interest for the first tranche of three southern contracts will be issued after RWC
- An emphasis on collaborative working is a key feature of these contracts. The conditions of contract are based on NZS3910, familiar to the contracting market, with amendments to ensure the contract promotes collaborative behaviours. A collaborative working 'user guide' is a pivotal section of the document that describes 'how' the teams will work together to deliver on AT's objectives.
- NZTA's Price Quality method will be used to select preferred suppliers. A two stage process will be adopted with Expressions of Interest being sought to shortlist suppliers, followed by a Request for Tender which will include a presentation or interactive opportunity.
- To ensure the selection process does not unfairly favour incumbent suppliers there is a greater emphasis placed on methodology and relevant skills attributes, as opposed to relevant experience and track record. It is expected that this approach will result in consortia of smaller companies or joint ventures tendering for the contracts. A 60% price and 40% quality ratio has been adopted.
- Consideration has been given to the effect of reducing the number of available contracts and still maintaining a sustainable contracting environment. To achieve this:
  - No contractor can win more than one contract in the first tranche of three contracts
  - There is a preference for local employment and a requirement for a local presence, which will encourage the use of smaller local subcontractors
  - Head contractors will be required to nominate subcontractors for approval by AT. The head contractor will then be required to use those subcontractors rather than substituting for a lesser quality alternative.
  - Pricing schedules are currently under review to ensure AT receive sustainable pricing
- The procurement process and contract delivery mechanism will provide value for money by achieving initial cost savings due to a highly competitive procurement process and then deliver on-going value for money by maintaining an environment of high performance and innovation.
- A second industry briefing will be undertaken prior to release of the EOI document to ensure the market is fully aware of AT's expectations, to provide a level playing field and demonstrate AT's collaborative approach.
- The Technical Support Services framework plan will be procured in early 2012 as planned
- On-going and positive collaboration is occurring with AC Stormwater, Parks, and Property regarding using common contract frameworks and common performance measurement of service providers.
- This month the Manager of RCM attended the second meeting of the Minister of Transport's Taskforce on Road Maintenance. The taskforce is leading a wide ranging review of maintenance costs and practices across NZ.

## 2.4 Road Corridor Access

- There were 1,262 corridor access requests approved in August with 93% processed within five working days and 99% processed within 15 working days.
- On 24 August the Minister for Communications and Information Technology launched the Ultra-Fast Broadband project in Albany. It is expected that the physical works will commence next month. The initial areas for deployment are areas where there is a large amount of existing in-ground infrastructure so as to facilitate a rapid rollout. These areas include Albany, Rosebank, Herne Bay, Grey Lynn, Ponsonby, Remuera and East Tamaki.
- On 14 September 2011 the Manager of RCA attended the Council's Economic Development Forum where a paper was presented on the Auckland Broadband Rollout. Each of the main organisations involved (Crown Fibre Holdings, Chorus, Vodafone, Auckland Council and Auckland Transport) participated and explained the role that they will play in the rollout of UFB in Auckland. The purpose of the meeting was to clarify responsibilities and demonstrate the collaborative manner in which the parties intend to work to support the initiative.
- A draft policy relating to the application of Bridge Engineering Self Supervision (BESS) to the Auckland Transport road network has been provided to the Heavy Haulage Association for feedback. The BESS process was developed by NZTA and enables certified transport operators to carry out self-supervision of the movement of overweight loads over bridges. Overweight loads often need to be moved at reduced speeds and/or at specified locations on the bridge deck so as to reduce the loading on structural members. The application of BESS reduces cost by removing the need to utilise an independent bridge inspector and provides more flexibility as to the timing of the movement of the load. The proposed approach is that, where applicable, we will approve the application of BESS on all but a specified list of excluded bridges. These bridges have been excluded on the basis that they either require repair or replacement or further structural analysis to accurately determine their strength. We retain the right to appoint an independent bridge inspector where the bridge analysis indicates the bridge is near its ultimate load capacity.
- Feedback has been sought from the major utility operators – Vector, Chorus and Watercare as to the proposed fee structure for corridor access requests
- The RWC works moratorium came into force on Monday 15 August 2011 and will run for the duration of RWC 2011. It applies to work on arterial routes and on other roads in major tourist locations such as the CBD, around the event venues and Tamaki Drive. Monitoring of these areas is underway to ensure that there is no unauthorised work that could cause traffic disruption or detract from the use or image of the city.

## 2.5 Public Transport

- August 2011 patronage was 6,576,129 passenger trips across public transport, an increase of +12.5% compared to August 2010. For the 12-months to August 2011 patronage was 66,632,872 passenger trips, an increase of +8.8% compared to the 12-months to August 2010.
- 1 million passenger trips were recorded for the second month across the rail network
- The new City LINK, Inner LINK and Outer LINK bus routes, and associated Western Bays bus service changes, were implemented on Sunday 21 August, with numerous positive comments received. Some changes to services to Freemans Bay are under consideration where there has been some concern about the lack of connections with Three Lamps and Karangahape Road.
- Special event PT services were provided to the Bledisloe Cup on 6 August 2011 with integrated match and public transport ticketing across rail and bus special event services. Also, rail and Northern Express integrated match ticketing was provided for the ITM Cup games at Eden Park on 3, 11 and 20 August. Additional services were provided to the Warriors game at Mt Smart on 13 August.
- A larger vessel with 100 seats was launched on the Pine Harbour Ferry service, Clipper IV, on 23 August 2011 adding capacity to the service

- Sales of the A-Pass integrated ticket for RWC visitors commenced on 2 September 2011
- The mobile version of the MAXX website ('smartphone' friendly or commonly referred to as an m-site) was launched and has received positive feedback
- The launch of the iPhone app (including a fully functional journey planner) has been well received and over 6,000 customers have downloaded the app through the Apple i-Store. The high volume of downloads has the app in the top 10 list of apps in NZ.
- An audit of cleanliness and graffiti at public transport facilities carried out in preparation for the opening of RWC included subsequent painting and deep cleaning of Britomart toilets, significant tidying up and corrective maintenance for Devonport Wharf and fixing of anti-graffiti sacrificial mural prints on glass panels at Puhinui, Manurewa and Glen Innes Rail Stations.
- Renewal of Pier 1A and extension of Pier 3 Downtown Ferry Terminal completed
- NZTA has approved the Auckland Transport Bus Services Procurement Strategy to implement PTOM. Contracts and tender documents are now being finalised to implement PTOM after receipt of a letter of support for PTOM from the Minister of Transport. It is understood that a draft Cabinet paper is currently undergoing internal department review (including Treasury and MED) prior to submission.

## 2.6 Rugby World Cup

### Opening Celebrations, FanZone, Friday 9 September

As reported to Auckland Council, much higher numbers attended (200,000) than the 50,000 planned. This put extreme pressure on the PT network resulting in a number of train incidents causing extensive delays on the network.

### Opening Match, Friday 9 September

- Public Transport

Public transport patronage remained fairly high (41% of the crowd - in, 44% out) even considering the rail issues experienced throughout the day and in the lead up to the match.

Bus services ran well with a higher than expected patronage, but this was probably due to extra patrons using the mid-town special event bus service in lieu of the rail.

Rail patronage was down and a number of patrons arrived late for the opening ceremony. Rail passengers were cleared from the venue after the game in approximately 60 minutes.

- Other Transport Modes

The Fantrail was well patronised with an estimated 4,000 patrons walking. This resulted in some operational issues along Bond Street resulting in its closure post match to facilitate pedestrian operations. CBD bus services were rerouted via New North Road. Taxis were relatively well patronised.

- Traffic Operations

The Traffic Management Plan worked well and the overall response from the community and commuters was positive. Traffic was lighter than usual around the venue which made the operations easier to manage.

### North Harbour Matches, Saturday 10 September and Sunday 11 September

Both North Harbour matches went well. Traffic was light around the venue on both days with little to no congestion on roads or motorway. Public transport usage was at around 30% which is the highest level ever achieved at North Harbour.



## **Eden Park, Saturday 17 September**

- Public Transport

Public transport patronage remained at around 40%. Rail patronage was down but with the extra bus operating (new service to support rail) from Britomart there was a net difference of about 10% on usage from Britomart.

All patrons travelling by PT arrived at the event on time for kick off and departed within 60-70 minutes post match.

- Other Transport Modes

The Fantrail saw an increase in usage from the opening night with an estimated 6,000 patrons walking.

- Traffic Operations

The Traffic Management Plan worked well and general response from the community and commuters was that everything worked well. Traffic was light.

## **Queens Wharf FanZone,**

Since the Opening Night the FanZone operation is now being managed by Central Government. The FanZone area has now been extended from Queens Wharf through the Captain Cook Wharf and across the Silo Park in Wynyard Quarter making an area for around 60,000 patrons.

One result of this has been the closure of Quay Street and surrounding streets on each weekend of the tournament from 11am Friday through to 11.30pm Sunday.

## **2.7 Parking and Enforcement**

- A request for information for supply of Pay & Display (P&D) machines has been released to the market enabling Auckland Transport to identify potential suppliers and technologies that are available. A decision will then be made on the appropriate procurement and operational approach for the replacement of 900 P&D machines.
- Following the rationalisation of our current towing contract a secondary supplier was engaged through Vehicle Recovery Group (VRG). Tow operations have now returned to a suitable level.
- Public consultation on the proposed residential parking zone in St Marys Bay will begin in early October. The zone will aim to remove commuter parking and prioritise parking for short-term visitors, residents and their visitors.
- There has been a big increase in Eden Park Residents parking permits issued, from 1,800 in November to 6,108 to date
- Following the successful parking zone trial in Kingsland in 2010, parking zone restrictions will be implemented in selected town centres across Auckland starting with Milford in October. The zones are designed to eliminate sign clutter and lower maintenance costs.

## **2.8 Community Transport**

- The Annual School Travel Plan Seminar with over 310 school participants representing 85 schools in the region occurred in August. The seminar is used for schools to share and outline road safety, travel planning and cycle and walking projects and initiatives undertaken by students over the last 12 months.
- 25 new schools were introduced to the School Travel Plan Programme in 2011 and engineering safety investigations have commenced on these 25 by Road Corridor Operations. In addition to the 25 schools, safety engineering measures are also being investigated at seven schools, already on the programme, that have identified safety issues on the road network around the schools. Currently there are 216 schools in the School Travel Plan Programme from a total of 538 schools in the Auckland Region.

- Pedestrian safety campaign undertaken in New Lynn delivered in tandem with the opening of the New Lynn Totara Avenue Shared space
- Development of the retail centres travel plan with Westfield, Kiwi Income Property Trust and AMP
- Launch of the Manukau District Health Board Travel Plan at Middlemore Hospital which has a workforce of 5000
- NZ Police (central station) and Sovereign joined the Auckland Transport Workplace travel plan programme
- Publication of the Central Auckland Cycle map outlining cycle facilities and infrastructure for visitors and residents
- Commencement of the RWC Visitors bike hire scheme delivering 100 rental bikes in two locations Britomart and the Viaduct Harbour for the months of September and October.

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

- The integrated ticketing programme continues to run to plan
- The next stage in the rollout of integrated ticketing in Auckland is now 'LIVE' – a limited functionality pilot that will run from 1 September to 31 October, utilising the RWC inspired A-Pass. This represents a significant milestone in the AIFS programme, as this is the first time that we have a multi-modal smartcard operating in Auckland. The A-Pass can be used electronically on NZBus, Veolia train and selected Fullers Ferry services. In addition, this is also the first time that the Snapper (NZBus) and Thales systems have inter-operated together.
- In parallel with this activity, development work continues to plan for the CORE system rollout from mid-2012.



## **Response to Questions Raised at the August 2011 Board Meeting:**

### **1. What is the reason for the difference between punctuality performance on the Onehunga Branch Line and the rest of the network?**

There are a number of reasons why the Onehunga Branch Line performance is better in comparison to the rest of the network:

- (a) For punctuality, the five minute definition for a train operating on time is a greater proportion of the total journey time for Onehunga services compared to other lines, the scheduled run time for Onehunga services is 25 minutes, therefore a 5 minute on-time definition in effect provides a 20% contingency whereas for other lines it is less than 20%. By comparison, the five minute definition applied to a train from Papakura with a run time of 53 minutes gives half the tolerance (9.4%) to delays encountered en-route
- (b) For lines other than Onehunga, there is a greater journey time, more stops and greater traffic density, which increases the risk of a single service being delayed in the course of its journey or being delayed by an incident or by an event affecting another train ahead.
- (c) The completed upgrade of the Onehunga Branch Line has resulted in fewer network and infrastructure failures that can result in service cancellations compared with other routes. Performance on other lines due to network and infrastructure failures would expect to improve as the new signalling system is implemented.

### **2. Why is overall rail punctuality performance still at around 85%?**

While there have been a number of improvements across the rail network, there remains a great deal of work to complete as part of electrification. The installation of new signalling and overhead power supply has, and will continue to result in delays through temporary speed restrictions or track protection measures at each site.

While new signalling and train control is progressively being rolled out by KiwiRail, equipment failure is still encountered particularly on the sections that are yet to be upgraded or during bedding-in period for new equipment. The signalling system is currently installed from Britomart to Wiri on the Southern and Eastern Lines including Onehunga and from Britomart to Morningside on the Western Line.

The services are also affected by a number of incidents that are beyond the control of the service provider. Recent examples include a freight train breakdown during the morning peak, fatalities on the rail corridor and road vehicles striking bridges or level crossing barriers. Such incidents result in a suspension of services or severe disruption. For cost efficiency purposes, crew rosters and train allocations are shared across all lines so when an incident on one part of the network delays a train crew this can lead to disruptions on other routes because the train or crew are not available to commence that run and there is limited spare resource available. In this case a single incident can be compounded when reflected in the performance data. With a greater number of services now operating on the network, a single incident affecting one train will cause greater consequential delays to more trains than may have been evident in previous year when there were fewer trains scheduled.

It is also noted that there are significant variances in the basis of the measurement of reliability and punctuality between train systems. Some types of delays are often excluded in published data for other rail operations and/or the measure may be based on departures and arrivals rather than the simple end arrival time used to measure the Auckland rail performance. This makes comparison between systems difficult with the Auckland methodology focused on arrival time only meaning it can be more onerous potentially than many other networks. The Auckland measurement is considered more onerous than Wellington for example where it is measured on 3 minutes from scheduled departure.

Notwithstanding the above, AT's expectation is that rail punctuality will improve significantly, and to levels experienced by similar overseas systems, when the signalling and electrification projects are completed.

**3. Why do trains come to a virtual stop at Sarawera Street? Is this because of the layout of the Newmarket station? What actions are underway to address this?**

The Sarawera Street level crossing has been identified as a particular problem area for train operations. The key issues are the frequency of train services now travelling through the level crossing, signalling restrictions and intervals between the activation of the barrier arms. The volume of rail traffic and lead times required for safe operations through level crossings mean that the barriers are down for lengthy periods in peak hours and there are few opportunities available to local residents to cross the tracks. To accommodate the needs of the residents and give them sufficient time to cross the tracks some trains need to be signalled for low speed on approach. Auckland City Council and ARTA had developed a plan to grade separate the crossing however this will be a significant cost and no funding has been identified for the work to date. Alternative options are being explored as the existing situation is not sustainable in the long term.

**4. Why is bus punctuality self-reported? When will it be on an objective basis as for rail?**

It is worth noting that rail punctuality data is also self-reported (not independently verified by a GPS system). Data is manually prepared by KiwiRail through their Operating Management System (OMS) and then Veolia verify this against data collected by on-train staff. Rail operates about 7,800 trips a month. The new signalling system from 2012 will allow automated reporting of punctuality and reliability against schedule.

Bus punctuality is also self-reported, however, bus operations are around 180,000 trips per month so it is impractical to apply the same level of manual handling of data as for rail. The current GPS based RAPID system used to provide predictive arrival times across the bus network is undergoing an improvement plan to make the reliability suitable for full bus service performance management (it is currently used to identify areas of poor performance, which are then focused on manually to identify issues to improve performance). This includes the replacement of all Electronic Ticketing Machines on buses through the AIFS programme to provide accurate data feeds to RAPID, improvement to SNAPPER Bus Driver Consoles to ensure that the driver correctly enters the route information and registers a route on the system and the rollout by Christmas 2011 of a RAPID software upgrade to track locations at a more granular frequency across the route.

This upgrade will lead to automated reporting of bus punctuality from the RAPID system.

**5. Who has the right of way in a shared space in terms of the law?**

The Land Transport (Road User) Rule 2004 is set out under section 10.2 reproduced below:

**10.2 Shared Zone**

- 1) A driver of a vehicle entering or proceeding along or through a shared zone must give way to a pedestrian who is in the shared zone
- 2) A pedestrian in a shared zone must not unduly impede the passage of any vehicle in the shared zone

## 3 FINANCE (David Foster)

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### 3.1 Executive Summary

August was another busy month building on the previous month with the same issues (Annual Report, EMU, Long Term Plan and monthly reporting) increasing momentum. The Annual Report has now been adopted with a clear Audit opinion. The finance team is undertaking more analysis of systems and the data available from the new systems and processes that have been put in place. A range of additional reports will be able to be provided to the Board in future months as this information is verified and analysed.

The Property team of the report shows the progress on a significant amount of work undertaken in this area over the recent months, and is showing a shift from a reactive approach, which is a function of the newness of the organisation, into a proactive value based approach to the services the team delivers.

Information has been addressing a range of issues around operation and risk, which were highlighted in the reviews undertaken. A programme to address these issues has been developed and will be reported to the October meeting, and on-going reports will update the Board on progress against that programme. As with the Property team the momentum in the team is building and reports and processes have been / are being implemented to ensure the service standards are well understood, monitored and maintained.

### 3.2 Accounting and Finance

#### Update:

- The final version of the Annual Report has been issued to Directors and is now with the printers
- Processing of funds has commenced following the launch of the A-Pass. This is part of the HOP Card project.
- Tax training was carried out for all Finance and Property department staff to update them on new GST legislation
- Final testing of the Real Estate (RE) module of SAP is underway to enable the invoicing to commence for Telco licences, Sub-soil leases, etc. These have been done by Auckland Council up to the end of August.

#### 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
- 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 August, Business Support focused on collecting high level and detailed operating and capital projections for the draft 2012/13 Long Term Plan (LTP). This has required co-ordinating processes with the teams preparing Auckland Transport's Asset Management Plans and Regional Land Transport Strategy, as the three documents need to present a consistent picture of our capital and operating programmes.

The draft Procurement Strategy was well received by the Finance and Risk Committee, and has now been submitted to NZTA. It will be considered at their October Board meeting. The next step is to develop "category plans" for those categories which do not already have procurement plans in place (e.g. professional services, Tier 2 new works).

## 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
- Working with Strategy & Planning and other business units in developing the AT RLTP
- Finalising the Procurement Manual and Guidelines, and starting development of category strategies

## 3.4 IT and Business Systems

### Update:

- The physical infrastructure for the pre-production has now been built and is in place. Application software is now being loaded onto it by various vendors.
- The new AT Staff Intranet (The Engine Room) was moved into production.
- A proof of concept for remote access by staff using laptops has commenced. Following the Proof of Concept for remote virtual desktop connections using other devices, production servers have been provisioned and the project is awaiting changes to the Firewalls to allow the appropriate secure access.
- Both the generic and iPhone mobile phone applications to support RWC were completed.
- The MAXX websites and phone applications were successfully shifted into the “Cloud” to ensure RWC capacity would not be an issue. Over 750,000 page hits on the MAXX website were recorded on the RWC opening day.
- The upgrade of the RAPID system to include Rail Real Time System was delayed, however initial ‘go live’ with the new system over the rail network for the RWC using scheduled information was successful. Completion using full real time information is waiting testing, and a scheduled implementation time in conjunction with the business and RWC risk assessments is being worked on.
- The ability to view the organisational structure, at any level, with associated staff photos and information is completed. The photos will be used across several applications. This functionality will be launched post RWC.
- Research and agreements for the Tomizone WiFi networks and provisioning onto the link buses and one train set was completed.
- Work has progressed on the online programme – Selection of mapping display options has been completed, the identity management solution has been finalised and the interfaces to the RAMM system have been identified. Work on reviewing business requirements and defining the first request for services build iteration has commenced.
- Additional training for staff on SharePoint is well underway (364 trained since August) with positive feedback received
- The Process Management Framework was finished and training for business areas commences this month
- Four workshops have been held on internal IT process improvement, and IT organisational structure
- Work has commenced on IT & Business Systems performance reporting, with the first draft dashboards to be in place by the end of September

- Work on a Vendor Management Framework, linking back to the completed Auckland Transport Procurement Framework, has been commenced
- Work has been completed on the re-negotiation of Datacom contract and the Fujitsu contract variation negotiation has started
- Review of options around the Auckland Transport Helpdesk has been completed. This has identified the core issues and problems with the current processes and shared services

### **Next Steps:**

- Rollout remote access for staff using laptops
- Document and Records Management Policy and Process projects to commence
- Review of SharePoint Document Management Team Site Support processes to be completed
- Implement Help Desk recommendation
- Complete rollout of real time system for Rail and Ferry
- Design and implement networks and telephony to support new building locations
- Complete loading core applications into pre-production environment

## **3.5 Property**

### **Update:**

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

#### Programme Management Framework (PMF)

- Complete version of the PMF created. Provides full overview of what the department does, who it works with, and how it is being managed. Also works as an induction manual for new staff and contractors.
- Documentation of business processes is progressing (almost 50% of processes now fully documented). Provides foundation for process improvement opportunities.

#### Acquisition Programme Assurance

- Review of approach to management of acquisitions programmes completed
- Significant changes now being made to enhance project, risk and financial management, and to ensure quality across the programmes
- Work has also started with ACPL to streamline the way in which the department works with them, and improve ACPL reporting
- Contracted temporary resource to manage statutory processes for land acquisitions

#### Professional Services

- Ongoing collaboration with Auckland Council and ACPL 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, along with road stopping (and related disposals) under the Local Government Act and PWA.
- Progressing AT land acquisition programme including ongoing development of AMETI property strategy, and Auckland Council led transport related land acquisitions in collaboration with Auckland Council 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)
- Providing advice on CRL Property Work stream and SkyCity Federal Street Project

### 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
- SPM Asset Management data base endorsed by the Asset Management department as a suitable interim data base to be used for AT property assets
- Working with PT Ops & Parking to identify FM service contracts that can be consolidated between the two
- Working on a programme for tendering FM service contracts. Priority will be based on contracts that relate to compliance and high dollar value.
- Establishing a compliance register to consolidate information providing a quick reference showing AT buildings meet compliance requirements

### Corporate Accommodation

- *Smales Farm Office Park Lease*: Progressing lease with Smales Farm and associated relocation requirements with managers of relevant departments. Draft lease document being reviewed by Kensington Swan solicitors acting for AT.
- *Auckland Council accommodation*: Ongoing discussions with Auckland Council to finalise Heads of Agreement and Lease.
- *HSBC Project Office*: Finalising lease for project space.

### Property Development

- Providing advice on a range of property development opportunity matters related to transport related projects (Mt Albert Rail Station upgrade in conjunction with proposed town centre transformation) and redevelopment commercial opportunities for Devonport Wharf and Matiatia Wharf.
- Providing feasibility analysis on new proposals and continuing to review 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 completed
- 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 (PMF)

- Continue to document the department's business processes

#### Acquisition Programme Assurance

- Continue to work across the acquisition programmes, and with ACPL, to improve overall performance delivery and introduce newly defined risk categories and timeframes at the project initiation stage

### Professional services

- Commence development of overall Property strategy including 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 accommodation relocation, HSBC Project Office and Auckland Council lease arrangements

#### Real Estate Inventory

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

#### 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 Auckland Council 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.



## 4 INFRASTRUCTURE (Kevin Doherty)

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### 4.1 Executive Summary

The focus of the reporting period has been ensuring that all capital projects relating to the RWC have been completed in time for the tournament which has been implemented successfully. Other projects that could have potentially negatively impacted the event have also been successfully programmed to avoid potential traffic disruptions.

Over the month we have obtained greater clarity around the implications of the NZTA subsidy position in the 2011/12 NLTP. As this could impact our ability to deliver on the capital project portfolio we have worked closely with the NZTA and Auckland Council to derive an alternative model which permits critical high priority projects to proceed with funding subsidy certainty into future years.

Following a review of portfolio risk and funding availability, the capital fiscal envelope has been revised to \$496m for 2011/12. However where projects can be accelerated with subsidy approved, we would expect to have on-going discussion with Auckland Council with respect to inclusion within an extended fiscal envelope. In order to provide more flexibility in achieving transport objectives the number of projects in the capital portfolio for progression in 2011/12 has also been extended.

The New Lynn Project continues to progress well and is scheduled to be completed ahead of schedule. This month the Association of Consulting Engineers (ACENZ) awarded Auckland Transport, Architectus, Fletcher Construction Company and KiwiRail the Gold Award of Excellence for the New Lynn Rail Trench and New Lynn Station. The Property Council New Zealand Rider Levett Bucknall Industry Award of Excellence 2011 was also awarded for the New Lynn Station for excellence in the achievement of property development and investment.

Glenfield Road Stage 4 is a large road widening, road safety project to complete the final 900 metres of a staged project thus realising the benefits of significant previous investment. AT has reached a major milestone having issued the Statement of Interest and Ability and expect to go to tender for construction later in the year taking advantage of this construction season.

Considerable progress has been made during the period on the AMETI Panmure package. Submissions have been received on the first Notice of Requirement for the works in Panmure and a hearing is scheduled for early October. The final design report for this stage is now complete. Tenders for the Mountain Road Bridge and associated works have been evaluated and NZTA have confirmed approval of funding subsidy. A contract has been awarded and construction is expected to commence to take advantage of the KiwiRail Christmas Block of Line.

Design is also being undertaken on proposed enhancements to the Panmure Rail Station to reflect the increased amenity requirements of a high capacity RTN transfer station. The project team are exploring funding options for this with the NZTA and Auckland Council.

### 4.2 Update / Next Steps / Key Issues

#### 2011/12 Funding, Prioritisation and Programming

The focus of this reporting period has been obtaining greater clarity around the implications of the NZTA subsidy position in the 2011/12 NLTP. As this could impact our ability to deliver on the capital project portfolio we have worked closely with the NZTA and Auckland Council to derive an alternative model which permits critical high priority projects to proceed with funding subsidy certainty into future years.

Following a review of portfolio risk and funding availability the capital fiscal envelope has been revised to \$496m for 2011/12. However, where projects can be accelerated with subsidy approved we would expect to have on-going discussion with Auckland Council with respect to inclusion within an extended fiscal envelope. In order to provide more flexibility in achieving transport objectives the number of projects in the capital portfolio for progression in 2011/12 has also been extended. The next step is to submit the extended capital portfolio to Auckland Council's Finance and Strategy Committee in October to request an amendment to the Annual Plan.

## Asset Management

A significant milestone reached this reporting period was the publication of the first draft of the Activity Management Plan on 31 August, for general consultation. The document included the identification of the three and 10 year forward indicative financial plans for maintenance, renewals and capital works, with alignment across the emerging RLTP and LTP. The next steps will include the refinement of the document, particularly around the financial plans, and ensuring strategic alignment with the Auckland Plan and the Integrated Transport Plan as they continue to develop. The second draft is scheduled for publication in December.

Other significant activities completed during the reporting period include:

- Continued development of the scope for the new asset management professional services contracts
- An evaluation of a street lighting energy efficiency proposal
- Development of draft operating procedures and policies covering road re-sealing and seal extensions

During this reporting period the team has also been working to assess the commercial viability of the Tetratrap product. The product was the recent recipient of the Arthur Mead prize for Environment and Sustainability and is a unit fitted inside drainage catchpits to intercept contaminants before discharge. We are seeking to register the Trade Mark in the name of Auckland Transport before assessing the most effective way to market the product nationally and internationally. There are still significant risks around bringing a commercial product to market and these are being actively worked through. If the product proves to be viable then the Board will be asked to endorse a business case.

## Investigation & Design

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

### Central

- *Federal Street*: First phase of streetscape study agreed to progress including transport modelling and confirmation of shared space as the preferred streetscape option
- *Tiverton/Wolverton*: Design amendments to incorporate High Productivity Motor Vehicle (HPMV) route requirements, strengthening of the Whau culverts, fibre-to-the door ducting and undergrounding of power have been completed. It is expected that this project will go to construction tender this financial year.
- *Tamaki Drive (Ngapipi Intersection and Takaparawha Point)*: It is proposed that the safety improvements at Takaparawha Point should all be undertaken by means of the minor safety works while the potential widening should be undertaken as part of the Tamaki Drive Corridor Upgrade
- *Tamaki Drive Corridor Upgrade (Quay Street to St Heller's)*: This corridor is to be considered in its entirety, taking into account adjoining land uses, the proposals of the City Centre Master Plan and work suggested by the Orakei Local Board, amongst other inputs. Work has commenced to scope this project.
- *Neilson Street*: A scoping document is being written to initiate work to establish the current status of this corridor, particularly considering the connections between west and east freight nodes and the integration with adjacent NZTA and AT projects.

### 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. A meeting has been held with the Heavy Haulage Association to agree requirements.
- *Glenvar Road Upgrade/East Coast Road Widening*: Scheme Assessment Report and Specimen Design contract awarded.
- *Hibiscus Coast Busway Station Stage 1*: Resource consent hearing scheduled for 28 September 2011

- *Wairau/Taharoto Corridor Stage 3:* Consultation is scheduled to commence in November 2011. Options to minimise traffic delays during construction are being investigated.
- *Whangaparaoa Road 4-laning:* Scheme Assessment is complete and the preferred option identified. The consultation period, which included two open days, is complete, land acquisition negotiations have been opened and design has commenced

### **West**

- *Te Atatu Road Upgrade:* Public consultation for this project has commenced
- *NorSGA Transport Infrastructure:* A Cost Share Agreement for the Northside Drive Bridge between AT and NZTA has been drafted to identify and outline the funding responsibilities for constructing the different parts of this bridge, and the future ownership of the structure
- *Glen Eden Park & Ride:* The Waitakere Ranges Local Board is being consulted to assist identify possible sites for a Park & Ride in the town centre.

### **South-East**

- *Mill Road:* Professional services for the Mill Road project to be tendered in October
- *Smales/Allens and Ormiston/Preston Intersection:* Upgrades delayed due to property acquisition issues. One appeal against the road designation still remains.
- *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 planned for this year.

## **Infrastructure Development**

During the reporting period clarity on the 2011/2012 programme has been confirmed and projects are being prepared for the upcoming construction season.

### **North-West**

#### **Works Commenced**

- *Whenuapai Footpath Project:* This consists of 3600 metres of new footpaths in Brigham's Creek Road, Totara Road and Trig Road in the Whenuapai area
- *Parker/Piha Footpath Project:* This consists of new footpaths in Parker Road, Oratia and Piha Roads, Seaview Road, Glenesk Road and Marine Parade North in Piha

#### **Works out to Tender**

- *Glenfield Road Stage 4:* Statement of Interest and Ability. This is a large road widening, road safety project to complete the final 900 metres of a staged project thus realising the benefit of previous investment
- *Scenic Drive North Footpath:* A 600 metre length of footpath to complete this staged path to the end of the urbanised section of Scenic Drive

#### **Works to Tender Next Period**

- *South Titirangi Road Footpath:* Completion/upgrading of sections of footpath
- *New Street lighting West Stage 1:* Upgrading of streetlights in The Concourse, Kervil Road and Kemp Road in the western area

### **South-East**

#### **Works Commenced**

- *Waiuku Town Centre Revitalisation:* Physical Works contract awarded
- Enabling works for Porchester Road Stage 3

#### **Works out to Tender**

- *Pukekohe Town Centre Revitalisation:* Physical Works

#### **Works to Tender Next Period**

- Gobi-block replacement project, Takanini School Road, Takanini

## **Central/CBD**

### **Works Commenced**

- *Remuera School Travel Plan, Armadale Road* : Intersection upgrade and splitter islands
- *Ngahue Drive /College Road* : Upgrade of slip lane with introduction of zebra crossing
- *Neilson Street/Onehunga Mall*: Intersection improvements
- *Ian McKinnon*: Cycle and Walking improvements

### **Works out to Tender**

- *Morrin Road/Orakei Road/Mt Wellington Highway*: Bridge replacement projects. Tender process managed by KiwiRail

### **Works to Tender Next Period**

- *Arthur Street Onehunga*: Local Area Traffic Management improvement at several locations along the route
- *Tamaki Drive/Solent Street*: Slip lanes, zebra crossings and signals upgrade
- *Marua Road*: Surface and markings improvements.
- *Tamaki School Travel Plan, Hobson Drive/Tripoli Road*: Kerb build out and crossing upgrade

## **Public Transport & Facilities**

### **Works Commenced**

- *Half Moon Bay Ferry Terminal Carpark*: Undertaking minor reconstruction works in the deteriorated carpark areas
- *Birkenhead Wharf*: Installing wheel-stops in the carpark and undertaking some lighting upgrading work in the ferry building

### **Works to Tender Next Period**

- *Forrest Hill Road Local Bus Improvements*: Extension of the bus priority lanes through the roundabout and making provisions for cyclists

## **Major Projects**

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

### **AMETI**

Considerable progress has been made during the period on the AMETI Panmure package. Submissions have been received on the first Notice of Requirement for the works in Panmure and a hearing is scheduled for early October. The final design report for this stage is now complete. Tenders for the Mountain Road Bridge and associated works have been evaluated and a contract is expected to be awarded. The shortlisting process to identify tenderers for the Panmure main works is complete and tender documentation is being prepared with construction expected to commence in early 2012. NZTA have confirmed approval of subsidy for the Mountain Road Bridge construction and the funding application for the main works package will be considered by the NZTA Board in November.

Design 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. The project team are exploring funding options for this with the NZTA and Auckland Council.

The team commenced the wider Iwi consultation discussions required for the overall AMETI programme and the remainder of Panmure Phase 1 on 19 September.

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. Additional scoping work is being undertaken on the Pakuranga-Botany package and the project team is preparing to communicate the busway options proposed to the community.

## **EMU Depot**

Tenders have been received for the Design and are being evaluated with award expected in the next month. The project programme is tight to meet the 2013 EMU delivery schedule.

Filling has now commenced in areas where the fill specification has been agreed.

## **Dominion Road**

The preferred concept of enhancing the Dominion Road QTN is still being socialised through on-going discussions with Iwi and other key stakeholders. The concept layout will be discussed with the Local Boards and key stakeholder through a second round of workshops at the end of October 2011 and the final scheme assessment report will be completed in March 2012.

## **Long Bay**

Commissions have been awarded for the scheme assessment phase for the upgrade of the Glenvar Road/East Coast Road intersection and Glenvar Road as well as the scheme assessment phase of the Okura/Vaughans Road upgrade. The scheme assessments are programmed for completion within the financial year.

## **NorSGA**

The detailed design for Northside Drive intersection with the old SH16 has now been completed and approved by NZTA. The detailed design for Northside Drive West has also been completed. The majority of the consents have been obtained and the construction of this road link will commence in October 2011 with the intersection works on the old state highway programmed for February 2012.

The detailed design for Northside Drive East and the bridge over the motorway has been submitted for safety audit review. The notice of requirement for this section of road is planned to be lodged early in November 2011.

The design for the improvements to Hobsonville Road between Don Buck roundabout and the new motorway interchange has been submitted for a safety audit review. Construction is planned for October 2012.

## **New Lynn**

The project is progressing well and remains on target to complete some months ahead of schedule. This month the Association of Consulting Engineers (ACENZ) awarded Auckland Transport, Architectus, Fletcher Construction Company and KiwiRail the Gold Award of Excellence for the New Lynn Rail Trench and New Lynn Station. The Property Council New Zealand Rider Levett Bucknall Property Industry Award of Excellence 2011 was also awarded for the New Lynn Station for excellence in the achievement of property development and investment.

The Clark Street extension over the railway line and the Totara Avenue shared space has been completed and opened to traffic on 1 September 2011. We are currently seeking clarity from Auckland Council if the Great North Road Streetscape construction is to be included within the scope of the project in accordance with the New Lynn Urban Plan. Design has already been completed as per previous council resolution.

The detailed design for the second shared space, McRae Way, is also progressing well and the construction works will be tendered in January 2012.

Design work has commenced on extending the pedestrian shelter on the railway station with the aim to have the installation substantially completed by June 2012.

## **Manukau Rail Station**

The Station construction and fitout continues to make good progress. The first test train was taken along lines to the Manukau Station on 29 August. Formal driver training is to commence in October. The project is on target for commencement of full passenger services following formal opening in February 2012.

## **Manukau Car Park Building**

Construction works continue to schedule and budget. AT Parking are receiving many enquiries as to the availability of space from existing businesses in Manukau.

## **Parnell Station**

The below track components of the Parnell station project are now progressing to design tender and are on track for completion during the KiwiRail Christmas Block of Line. A joint peer review of the business case and on-going discussions continue with NZTA with regard to subsidy provision for the main station works. Consent planning is gaining momentum with Auckland Council further discussions are planned over the coming weeks.

## **Half Moon Bay**

The development of a preferred option remains on schedule for late September / early October. Planning for Iwi engagement is advanced and following initial engagement with Iwi groups an open forum with all key stakeholders is planned. The traffic and parking study is well underway with the outstanding work being around the peak period parking and traffic.

## **Birkenhead Ferry Terminal Inner Berth**

The Birkenhead Inner Ferry Terminal is scheduled to go to tender in early October with commencement of construction mid-November. AT will be liaising with ferry service providers to ensure timely removal of the older berth. The anticipated completion date is currently mid 2012



## 5 COMMUNICATIONS AND PUBLIC AFFAIRS (Wally Thomas)

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### 5.1 Executive Summary

Rugby World Cup has dominated activity this month and will continue to do so in coming weeks.

Other activities have included finalisation of content and production of the Annual Report and a series of relatively high-profile openings and events.

### 5.2 Key Initiatives

#### RWC

Operational aspects of Rugby World Cup are the subject of a separate report. However, considerable communications support was provided in the lead-up to the tournament and post September 9.

As previously reported, marketing activity targeted Aucklanders and messages around possible traffic and public transport disruption and congestion (“Make A Plan”) and match-day travel information for fans (“What’s Your Game Plan?”).

This messaging is part of the overall “The World’s Here to Play” campaign.

Awareness levels of the campaign have been high and evidenced through, for example, significant traffic suppression on some major arterial routes on the opening day of the tournament, for example:

- Beach/Customs/Fanshawe corridor (West bound) 43% reduction in travel times with a 47% increase in travel speed
- Remuera Road (East bound) 25% reduction in travel times with a 33% increase in travel speeds
- New Lynn corridor via Great North Road 11% reduction in travel times with a 12% increase in travel speed
- In general the network in the CBD experienced a general reduction in traffic flow ranging between 5% to just over a 20% reduction at key intersections

Match Day communication is delivered by staff embedded at MEOC (the Major Events Operations Centre). This involves pro-active communications through traditional and social media as well as pre and post-match media briefings and press conferences. Key stakeholders are also regularly updated as the event progresses.

Immediately after the Opening Night of the tournament, the Mayor announced consideration of some form of redress for fans that had missed the Eden Park match due to transport-related issues. With excellent support from staff from Customer Services and IT an on-line register and telephone hotline was established within 24 hours. That database and associated negotiation with individuals who registered is now being managed by Auckland Council.

A comprehensive events programme is supporting the public transport aspects of RWC. In all 33 individual acts (ranging from musicians to street theatre and face-painting) are providing entertainment at Britomart, Kingsland and Morningside Stations on match days.

The announcement of the closure of Quay Street for extended periods during the remainder of the tournament required additional marketing and advertising, produced at short notice. The assistance of NZTA in making Variable Message Signs on motorways available to promote this change is acknowledged.

Sales of the “A-Pass” – a public transport pass for RWC visitors – have been at expected levels. At the time of writing 492 passes had been sold through outlets such as Britomart, i-sites, Fullers’ ticket offices and the domestic and international airport terminals. Around 50% of sales have been made at the Britomart ticket office. Use of the card has been highest on bus, followed by ferry and rail. Sales



are expected to increase as the tournament progresses and more international visitors arrive in Auckland.

Another significant element of the RWC promotional mix for visitors is the “Z-Card”. This pocket-sized brochure details public transport options, as well as promoting the A-Pass. An initial run of 350,000 was produced, with 140,000 of those initially attached to the RWC official Visitor Guide. The guide has been extremely popular and a further 60,000, including the Z-Card, have been produced and distributed. Auckland Transport ambassadors have distributed a further 30,000 cards to date.

Another RWC activity saw the launch of the special visitors Bike Hire Scheme, attended by the Mayor and other related stakeholders.

## Events

Staff have co-ordinated a number of successful openings and other events during this reporting period. They were:

- A-Pass launch
- Unveiling of new artwork at Northern Expressway bus-station (work commissioned by the Smales family)
- Link Bus launch
- Upper Harbour Highway opening (displays and information provided at NZTA opening)
- Launch of Rail Safety Awareness week at Britomart (jointly with KiwiRail, Veolia and the Chris Cairns Foundation)
- Strand Station re-opening
- Karangahape Road bus shelters opening
- Travel-Wise seminar, involving 85 schools
- Signing of the Memorandum of Understanding for the EMU purchase – hosted at Henderson
- Official opening of New Lynn’s Totara Avenue shared space and associated community day



## Other Activities

“Business as Usual” has continued through the period. Support has been given to all projects and departments across the organisation.

Of note has been the development and introduction of the new staff Intranet (The Engine Room). This is the primary internal communications channel for the organisation. It was developed after consultation with staff and provides much more user-friendly access to important information.

Resource has been provided to portfolio manage communication with residents on Waiheke Island. Working closely with the Local Board, the first project delivered was around proposed changes to parking on Ocean View Road, near the Matiatia Wharf. This was a potentially controversial change which, with the implementation of a proactive communications programme, was implemented smoothly. Other work underway or about to begin relates to possible improvements to parking meters at the wharf and other roading and stormwater projects.

The final draft of the Annual Report was approved by the Board and Auditors. Hard copies will be available by the end of September and distributed to various stakeholders including the Governing Body, Government and other interested parties.

## 6 KEY RELATIONSHIPS UNIT (Stephen Rainbow)

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### 6.1 Executive Summary

Quarterly AT reports presented to Local Boards have been well received and were welcomed by the CCO Accountability & Performance Committee of Auckland Council. On-going dialogue with Local Boards, and responding to their queries both informally and as a result of various consultation processes, continues to be a major focus of the Key Relationships Unit.

Iwi involvement is now being sought into most major projects, as well as into consultative processes such as the RLTP.

Significant effort is going into the communications and engagement work stream for the City Rail Link (CRL) project, including commissioning of 3D modelling and visualisation of the link so that there is some visual material available for advocacy and engagement purpose. Presentations on the CRL continue to be made, and communications and consultation input provided.

The Unit is responding to growing numbers of requests to meet with various groups that have an interest in transport in Auckland, from the freight industry to walking advocates and the proponents of new transport initiatives.

### 6.2 Key Relationships

- On-going involvement representing AT at various Auckland Council Committees
- Advocacy work around the CRL, and in particular engagement with the Mayor's office; consultation and engagement expertise, and sustainability advice
- Engagement with the OAG about transport Governance arrangements
- Assisting the Operational division with issue management regarding the campaign to save the 015/017 bus services (in Freemans Bay)
- Liaison with National Road Carriers about their preferred "freight priority route" through Neilson Street to SH1
- Liaison with Walk Auckland about the Ridesharing Institute and visiting international speakers on pedestrian-friendly cities
- Involvement in Committee for Auckland Government Affairs Forum
- Meeting with entrepreneurs such as proponents of seaplanes in Auckland

### 6.3 Elected Members Liaison Unit

- Preparations for the delivery of the second AT Quarterly Report to Local Boards (due for distribution at the end of September 2011 for the July-September quarter)
- "Local Board Engagement Plan" finalised and submitted to Auckland Council as required by the due date of 31 August 2011
- Responses made to the proposals for budget reprioritisation requested by Auckland Council's Strategy and Finance Committee
- Internal Local Board Protocols document finalised in conjunction with departments, and subsequently adopted as guidance for all to use in their dealings with Local Boards
- Completion of the specification of EMLU's processes in the context of the Customer Relationship Management package being developed for Auckland Transport

- On-going dialogue with Local Boards on issues such as the road sealing, issues associated with the Rugby World Cup, changes to central Isthmus bus routes, and general budgetary considerations, among other matters

## **6.4 Stakeholder Liaison**

- Coordination of Transport Seminar by visiting international expert Paul Buchanan. The seminar titled 'Lessons in Business Cases for Rail Investment' was attended by approximately 50 Stakeholders and was well received
- Organisation of site visit to Transport Operating Centre for the Rugby World Cup and a presentation and site visit on shared spaces for members of the Key Relationships Unit. This proved to be very beneficial as matters around the RWC have been of interest to the Local Board Members.
- Coordination of further responses to Auckland Council for matters raised in the preparation of Local Board Plans. This has involved researching more than 150 requests in very tight time frames.
- Providing responses and researching Stakeholder request for information covering a wide range of matters including parking issues and inappropriate vehicle crossings

## **6.5 Liaison – Iwi/Maori**

- Iwi/Maori (Mana whenua – Matawaka) engagement framework development and alignment with Auckland Council Maori Engagement Framework (released this month)
- Project based engagement approach being applied at this point
- Internal discussions to interface the current engagement methodology with Infrastructure PMO process for legacy and new projects
- Liaison with NZTA Maori & Auckland Council Maori Units
- Liaison with Independent Maori Statutory Board
- Pro-active engagement with 18-22 Iwi Authorities
- Iwi engagement for AMETI implemented with high rate of response to approach being positive

## 7 STRATEGY AND PLANNING (Peter Clark)

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### 7.1 Executive Summary

The Strategy and Planning Unit focused on key activities including the:

- City Rail Link
- South West Airport Multi Modal Corridor Project
- Regulatory Planning
- City Centre Master Plan
- Regional Land Transport Programme

### 7.2 Planning and Policy

#### Regulatory Planning Matters

Auckland Transport continues to work with Auckland Council on the development of the transport content for the Unitary Plan. Over the last month this has included providing comments on the draft issues paper prepared by Auckland Council, attending strategic management team and project team meetings, and attending internal workshops on parking and access requirements.

The Transport Land Use Integration Plans team also 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:

- attended and presented evidence at the hearing for Plan Change 15 Takanini Area 6 (South)
- attended and presented evidence at the hearing of Plan Change 162 Kumeu Town Centre (West)
- tabled evidence for the hearing of Plan Change 32 Clevedon Village (South)
- reviewed the Board of Inquiry's draft decision for the Wiri Men's Prison notice of requirement application (South)
- assisted with advice on an indicative road included in Plan Change 32 Medallion/Fairview Roads Albany, including looking at the implications for the transport network that is currently before the Environment Court (North)
- engaged with Transpower on a proposed notice of requirement at Westgate/Massey Town Centre to ensure any designation provisions do not impede on Auckland Transport's road controlling authority role
- provided comments to Auckland Council and/or applicants on draft plan changes/notices of requirement or applications that have been lodged with Auckland Council, such as identifying further information that will be required to assess the applications.

#### City Centre Masterplan

A draft city centre transport 'position paper' was recently prepared and presented to the AT Board for information. This will be used as a base to develop a future transport strategy document, and will provide a supporting base for AT's position on a range of city centre transport issues. Work is also progressing with NZTA on agreeing several work areas, including Wellesley Street improvements and a port access study. Work is also underway investigating potential conflicts between the indicative City Rail Link construction programme and other city centre transport-related projects.

## **Auckland's Spatial Plan – the Auckland Plan**

The Local Government (Auckland Council) Act 2009 sets out the requirements for the preparation of a spatial plan for Auckland. This plan, the Auckland Plan, will identify the vision and strategic direction for Auckland's next 30 years, providing a guide for the region's growth and development.

Auckland Council's goals for the plan are to be a combined agreement with the people of Auckland, business and Government and to have clear investment priorities that work with the private and institutional investor, such as through guiding public finances. It is acknowledged that the scope of the plan itself will extend well beyond the mandate and budgets of Auckland Council, requiring a collaborative approach with Government and many other stakeholders.

The draft plan is due to be released for formal public consultation on 20 September 2011. The plan will provide direction on the future form of the region, including future development areas and critical infrastructure. Auckland Transport will be a key deliverer of this plan, with the identification of a number of key transport projects such as the completion of the City Rail Link, improvements to walkways and cycleways, completion of AMETI, and improvements to the bus and ferry networks.

Auckland Transport's Strategy and Planning Unit have engaged with Auckland Council in the development of the transport components of the Auckland Plan. Input has been provided into the scenario evaluation and modelling processes. Auckland Transport has also assisted with providing comments on the draft versions of the transport chapter and clarifying timing of identified transport projects. Once released, Auckland Transport will be considering the implications of the plan for future work programmes.

## **Corridor Management Plans**

The development of the Corridor Management Plan (CMP) guidelines is well underway. Two workshops consisting of stakeholders from both Auckland Transport and Auckland Council were held during August to refine the initial draft.

The Takanini East West Study (TEWS) draft corridor management plan developed for Papakura District Council has been reviewed to bring it into line with the context of the CMP guidelines. The review highlighted a number of recommendations and work is now underway to complete the CMP for the east-west corridor (Manuroa Road – Airfield Road).

The Hibiscus Coast Highway corridor study commissioned by Rodney District Council was previously completed, however, a corridor management plan has yet to be delivered. Work is currently underway to produce a draft CMP for the corridor.

## **Statement of Intent**

The 2011-2014 Statement of Intent will be finalised pending discussion between the Mayor and the Chair of the AT Board on the issue of branding (as per an Auckland Council resolution). Development of the 2012-2015 SOI has started.

### 7.3 Regional Land Transport Programme Funding

#### 2009/2012 Auckland Regional Land Transport Programme (RLTP)

During the August 2011 monthly reviews, two funding applications totalling \$397,170 were submitted to NZTA for consideration. Both were approved.

**Table 1 – August 2011 Schemes recommended to NZ Transport Agency**

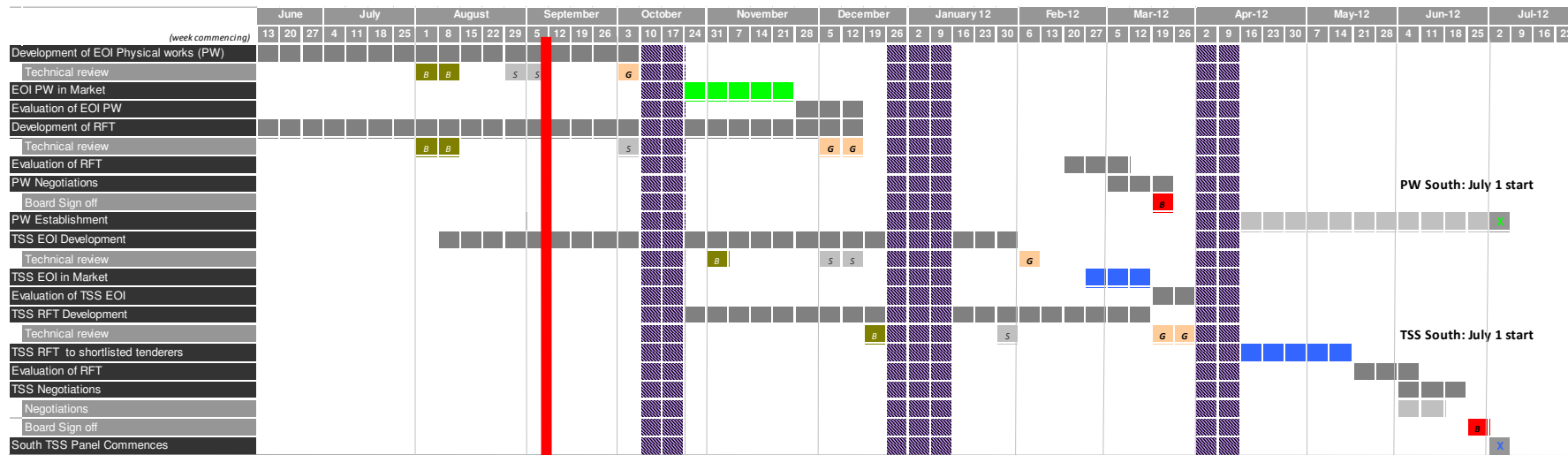
	Project name	Description	Activity Class	Phase	Cost	Comments (AT)	Outcome (NZ Transport Agency)
August 2011							
AT	P/M Sandspit Road RP 6650-6750	Preventive Maintenance work requiring remedial measures to prevent further damage to the pavement/structure around Auckland North (Rodney).	Maintenance	Construction	\$198,700	Recommended	Approved.
AT	E/W 170 Mountain Road (west) July 2011	Re-instatement of road damaged and partially closed by slip resulting from heavy rains and storm in July 2011 in West Auckland.	Maintenance	Construction	\$198,470	Recommended	Approved.
	Total New Schemes Approved for Funding				\$397,170		

Notable in the August 2011 monthly review were:

- Preventive Maintenance works requiring remedial measures to prevent further damage to the pavement/structure around Auckland North
- Permanent re-instatement work resulting from heavy rain in July 2011 west Auckland

The NZTA moratorium on funding new projects continues and is likely to remain in place for the foreseeable future, possibly until the end of the financial year. The RLTP team continues to negotiate with NZTA to agree a package of projects which could be funded when the moratorium is lifted so that any disruption to the programme is kept to a minimum.

<b>APPROVED FOR SUBMISSION by</b>	David Warburton <b>Chief Executive</b>	
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**STATUS OF DELIVERABLES**

**EOI – South Physical Works**

- Bronze Review **Complete**
- Silver Review **Complete**
- Gold Review 3<sup>rd</sup> Oct 2011
- To market: after Labour Weekend

**RFT – South Physical Works**

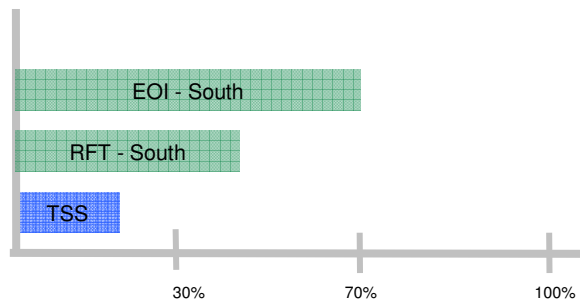
- Bronze Review **Complete**
- Silver Review 4-20<sup>th</sup> Oct 2011
- Gold Review 5-15<sup>th</sup> Dec 2011
- To market: Jan 2012

**TSS Panel**

- Kickoff meeting held 12<sup>th</sup> Aug 2011
- Contract details to be confirmed
- Scope to be confirmed against other areas by gap/overlap analysis
- To market: early 2012

**PROJECT OBJECTIVES**

- New level of customer focus
- Simplicity & consistency
- Integrated & proactive activities
- Collaborative partnerships
- Value for money
- Sustainable contracting environment



**PERCENTAGE COMPLETE – Key Deliverables**

**KEY RISKS**

- Change in customer LoS may result in increased funding requirements
- Interface with AC contracts may affect structure & form of collaborative working provisions
- NZTA signoff of Procurement Plan
- AT Code of Practice not completed in time for RFT

**RATING**

- Very High
- Very High
- High
- Low

**KEY DECISIONS this month**

**RFT South Physical Works:**

- Price/Quality 60/40 weighting
- EOI/RFT quality weighting 1:2
- Collaborative structure confirmed
- Performance structure confirmed

**TSS Panel:**

- Structure: 2 South, 4 Central-West, 2 North
- Collaborative model confirmed
- Single multi-disciplinary contracts
- 3 Panels (8 contracts) tendered together
- Streetlight Procurement Strategy confirmed

**KEY DECISIONS upcoming**

- Number of TSS contracts held by one company
- Permission to advertise & shortlist South PW