



Auckland Regional
Transport Authority

MONTHLY BUSINESS REPORT

May 2009

CONTRIBUTION LIST

The following is a list of Business Unit Managers responsible for providing detailed monthly reports.

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SUMMARY

Patronage

- Total Public Transport patronage for the 11 months to May 2009 was 8.0% above last year.
- Total patronage for the month of May was up by 2.5%, 2.5% higher for bus, 5.2% higher for rail and 2.6% lower for ferry. However, May this year had one less working day than May last year.
- The Northern Express patronage for the month of May increased by 20.5% on last year.

PT Services

- Rail service punctuality in May improved across the network to 86.7% compared to 85.4% in April and 81.8% in May last year with signalling points failures and mechanical faults the biggest impact on services.
- Infrastructure faults fell to the lowest level in three years. In May 98.2% of scheduled rail services reached their scheduled destination.

Rolling Stock

- SA trainsets 18–23 – the availability of bogie bearings continues to impact on the overall programme.
- The installation of PIDs on all trainsets has commenced with the ADL, ADC and six SX carriages complete.

Infrastructure

- Newmarket Station – construction is ahead of schedule.
- Avondale Station – detailed design is under way and the outlined plan of works has been submitted to Council.
- New Lynn Rail and Bus Interchange – the final detailed design is complete and cost estimates are underway.
- Rail Distributed Stabling – the concept design for the Tamaki site is being reviewed by ONTRACK while a detailed design RFT has been finalised for the Western line stabling site.
- Grafton Station - detailed design is nearing completion.
- Onehunga Line Stations – rail station design for Te Papapa and Penrose Stations is expected to be complete by July 2009.
- Kingsland Station – detailed design on the pedestrian rail underpass will commence in June.
- Real Time Signs – the original project scope to install 146 signs is now completed.

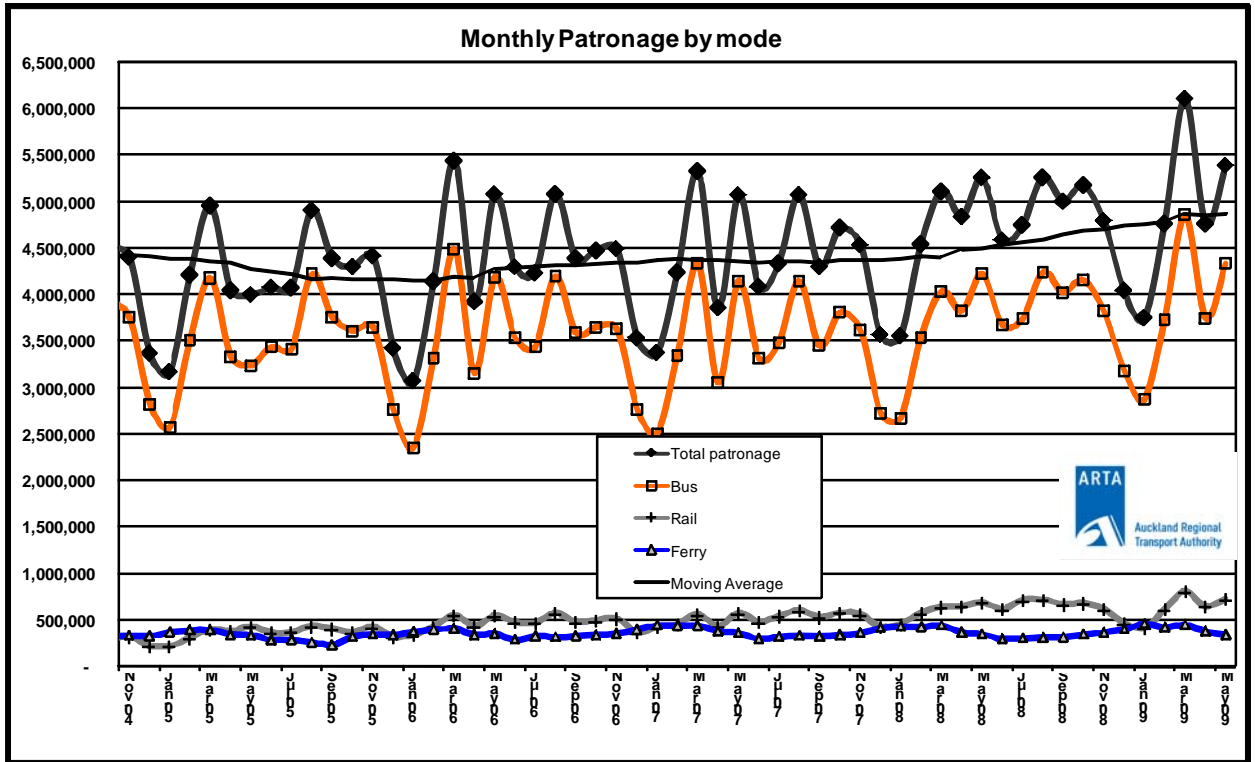
Strategy and Planning

- The 2009/12 Regional Land Transport Programme (RLTP) will be released in late June following consideration of all submissions received.
- The final Auckland Transport Plan (ATP) 2009 is due to be released in July 2009.

1 CUSTOMER SERVICES

1.1. PASSENGER TRANSPORT PATRONAGE – NETWORK WIDE

The total combined bus, ferry, and rail cumulative patronage for the eleven months to May is 8.0% (3,975,325 boardings) higher than for the eleven months to May 2008¹ at 53,798,727 total boardings. The patronage for the month of May is 2.5% higher (133,346 boardings) than May 2008 at 5,390,786 boardings, despite there being one less working day in May 2009 compared to May 2008.



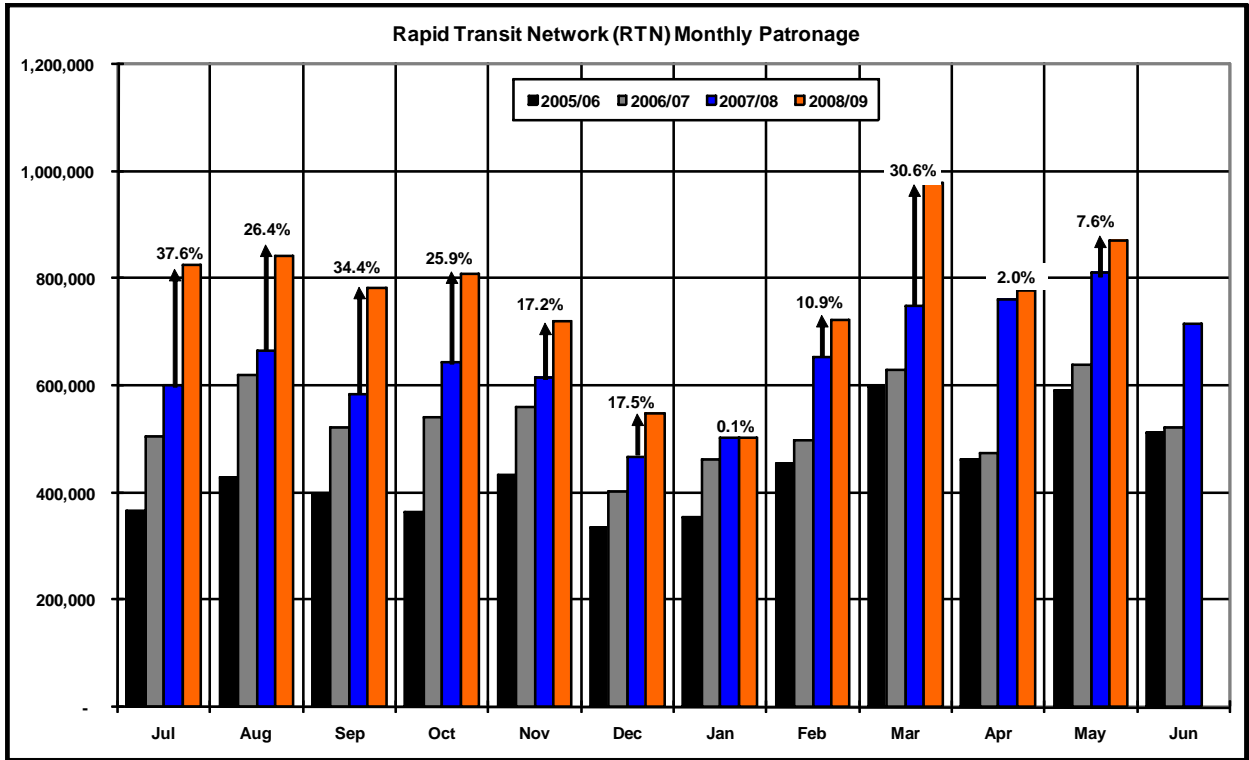
Among the largest contributors to the May patronage growth (133,346 boardings) are:

- Bus was up by 2.5% (106,499 boardings) and included:
 - The Northern Express patronage was 20.5% (25,692 boardings) higher and Albany and Constellation stations feeder buses up 28.7% (8,178 boardings).
 - The contracted trips of Mt Eden Rd services had 23.8% growth.
 - Botany to CBD routes 680 and 681 corridor up 37%.
- Rail was up by 5.2% (35,715 boardings)

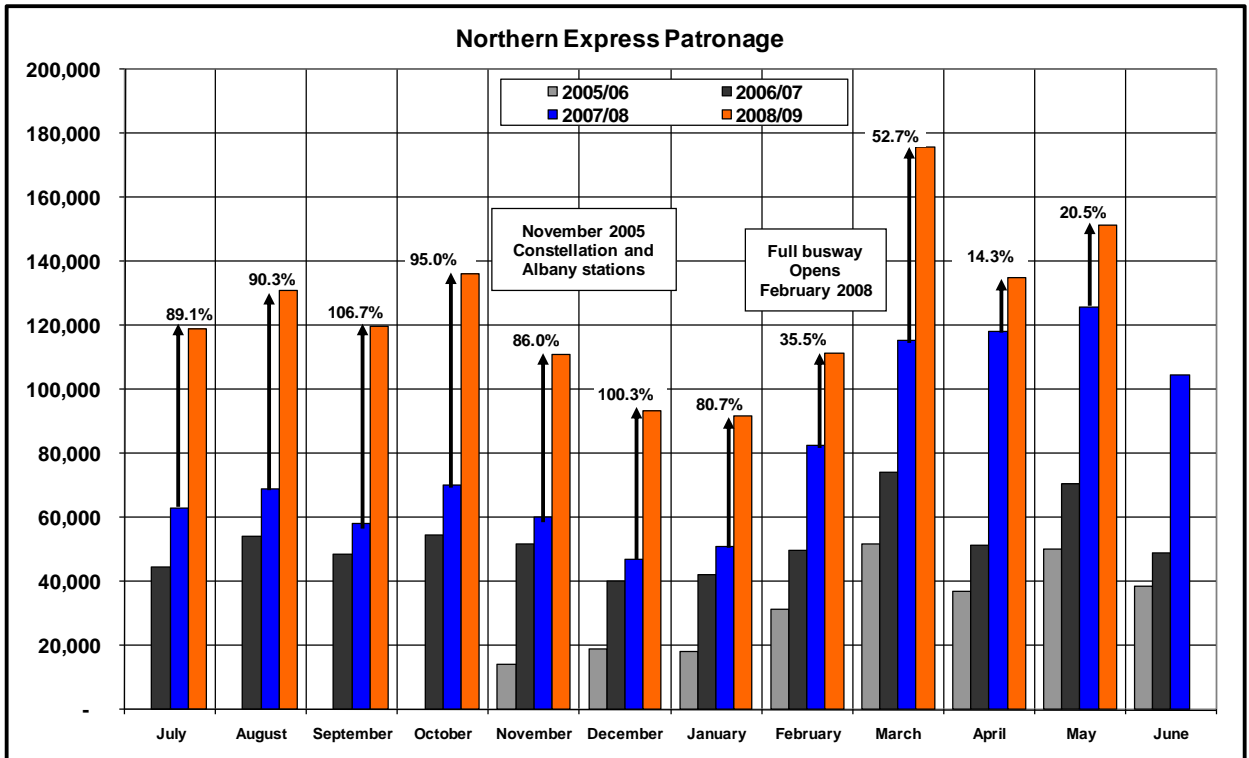
¹ At the time of compiling, patronage from one ferry operator was still outstanding. Their patronage has been estimated in line with previous months. Patronage share for this operator is less than 1% of the total network

Rapid Transit Network (Rail and Northern Express):

For the eleven months to May the total RTN patronage is 18.9% (1,328,850 boardings) higher than the eleven months to May 2008

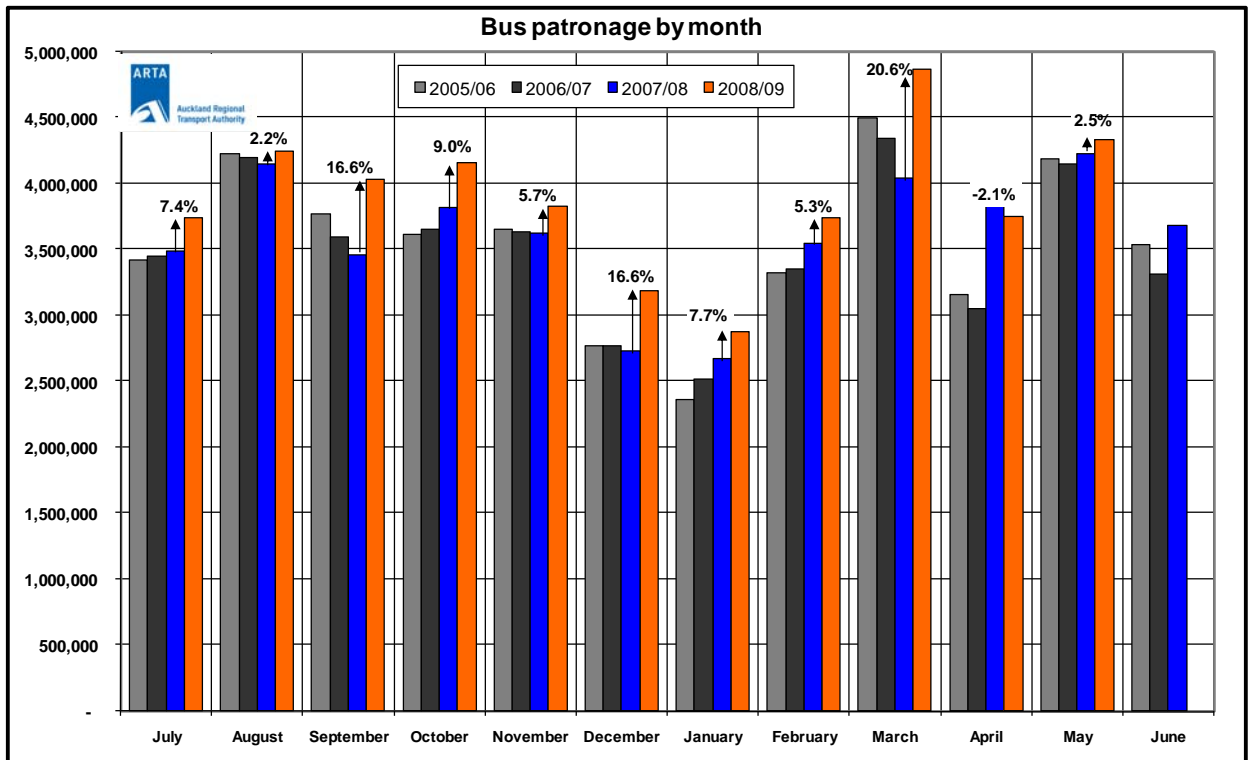


For May 2009, the Northern Express grew by 20.5% or 25,692 boardings compared to May 2008. For the eleven months to May 2009, patronage grew by 60% or 515,145 boardings.



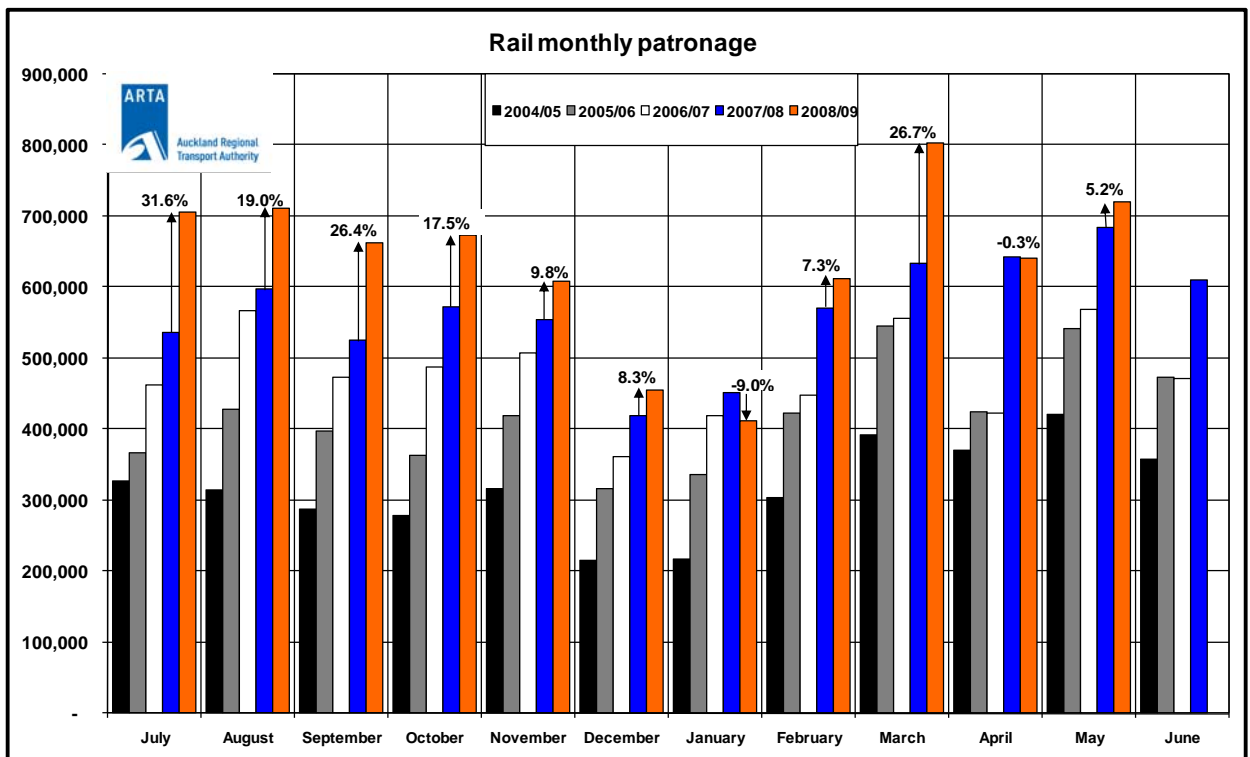
Bus Patronage

Bus patronage is 2.5%, (106,499 boardings) higher than last May, and 8.0% higher for the eleven months this financial year to date.

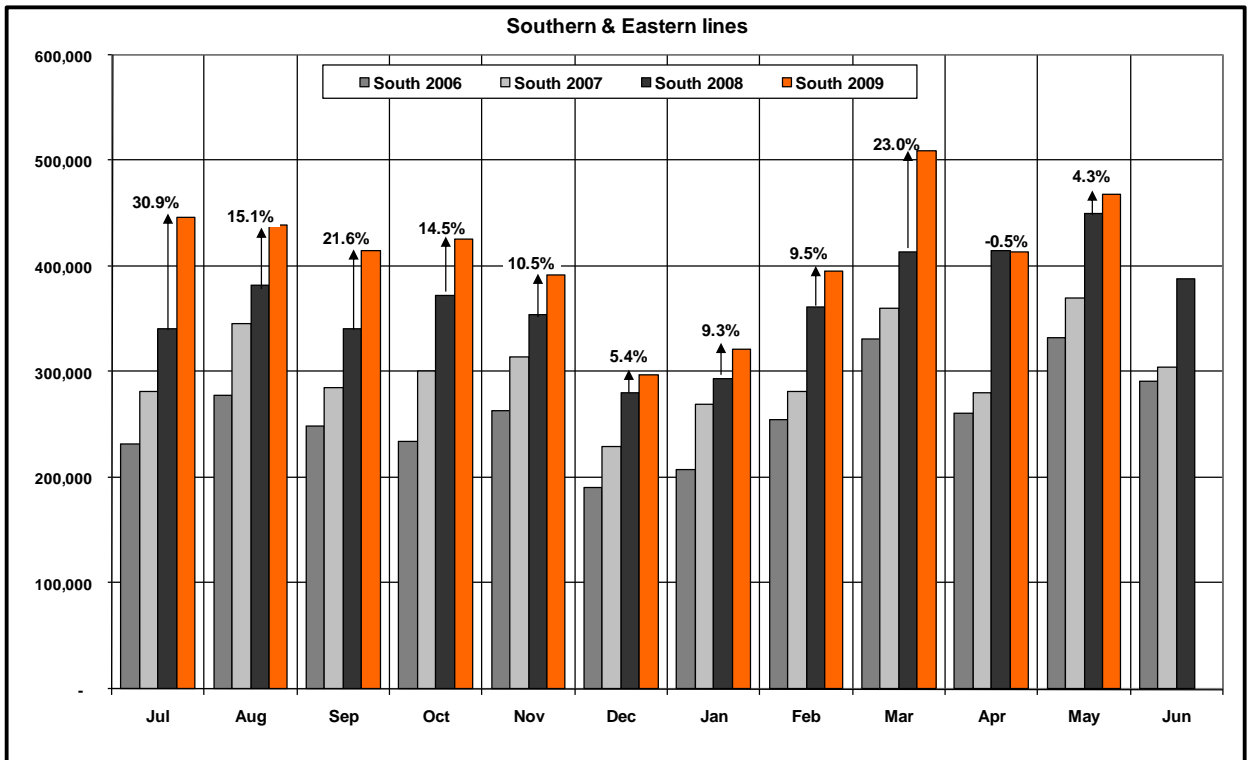


Rail Patronage

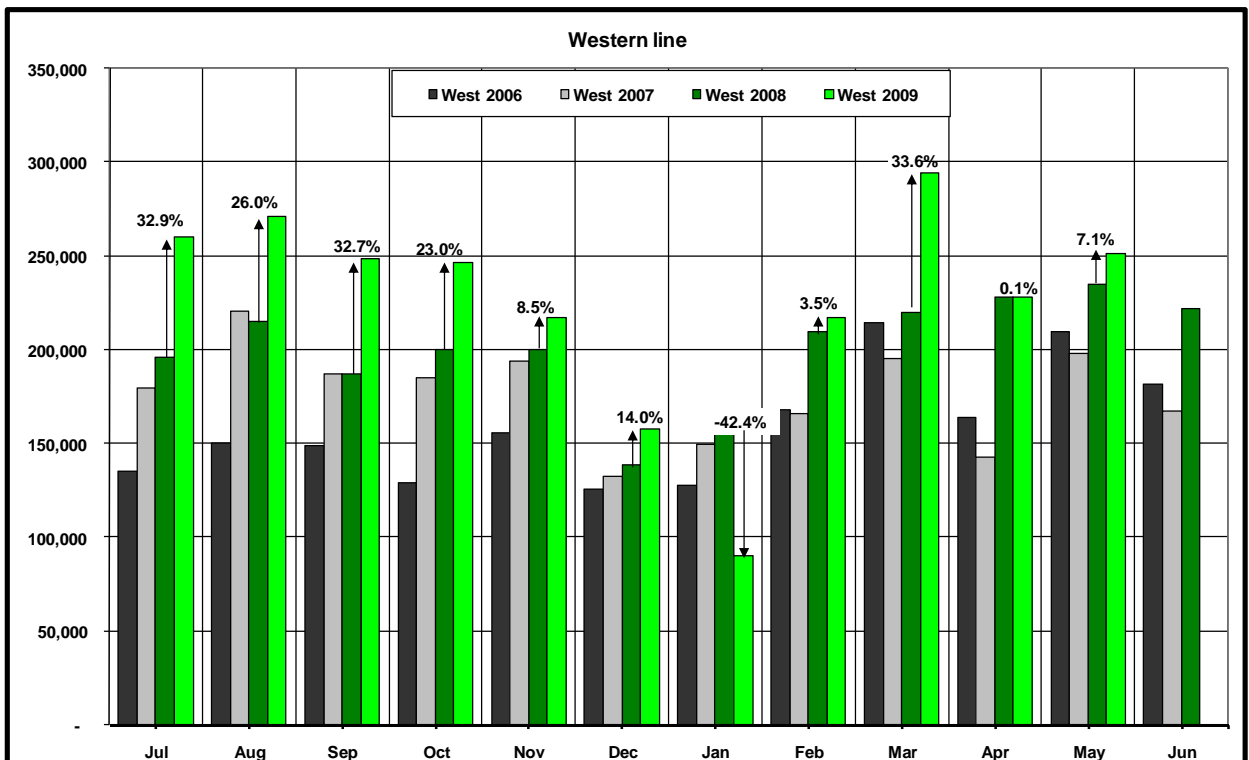
During May, 720,000 passenger journeys were made on rail, which is 5.2% more than the same month last year. The month had one fewer business day than May in 2008. For the year-to-date there have been 7.0 million passenger journeys, an increase of 13.2% over the same period last year.



There were 469,000 passengers carried on southern and eastern line services, which is 4.3% more than the same month last year. For the year-to-date there have been 4.5 million passenger journeys on southern and eastern line services or 12.9% more than the same period last year.

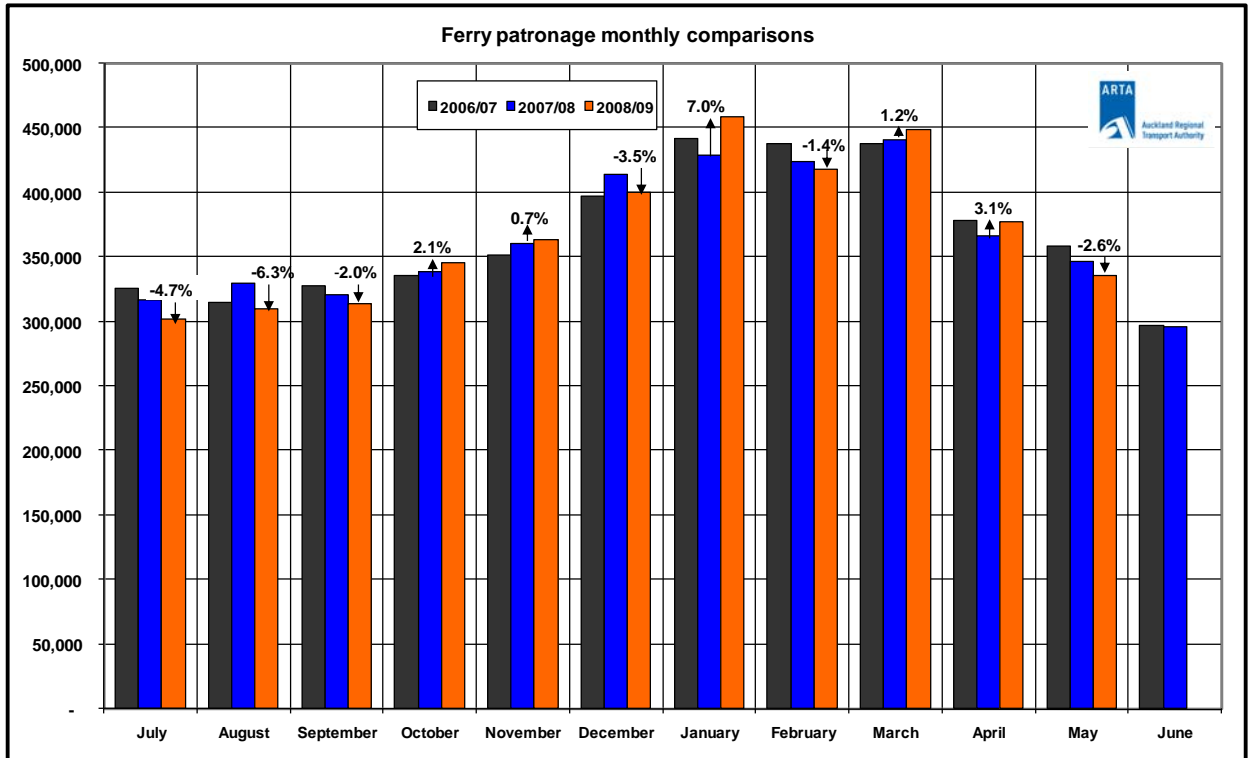


There were 251,000 passengers carried on the Western line during May, a 7.1% increase compared to the same month last year. For the year-to-date there have been 2.5 million passenger journeys on the western line, an increase of 13.6% over the same period last year.



Ferry Patronage

Ferry patronage for May is -2.6% lower (8,868 boardings) than last May. For the eleven months to May the total ferry patronage is -0.3% (13,377 passengers) lower than the eleven months to May 2008.



1.2. PASSENGER TRANSPORT SERVICE PUNCTUALITY AND RELIABILITY

Rail Services

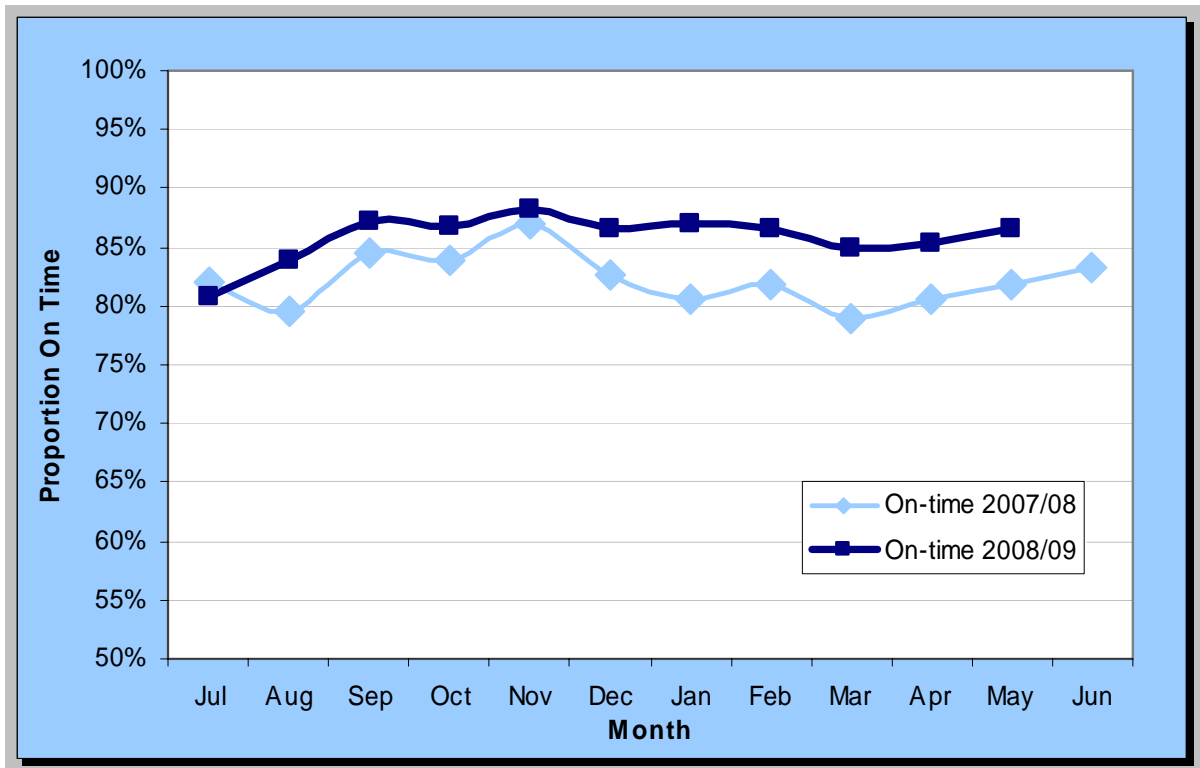
Overall performance during May showed an improvement on recent months, across the network. For the month, 86.7% of services operated on time or within five minutes of their scheduled arrival times, compared to 85.4% in April and 81.8% in May last year. On the western line 87.4% of services operated on time or within five minutes of schedule (86.3% last month and 76.5% for the same month last year) while on the southern and eastern line punctuality was 86.0% compared to 85.0% in April and 84.0% for May last year.

The following major incidents were recorded during the month:

- Signalling and points failures – There were two incidents of signal and points faults during the month, a significant reduction compared to earlier months. During the morning peak of 4 May, a signal fault at Boston Road station resulted in extensive delays and some service cancellations on the western line. On 6 May a points failure at Penrose caused delays to morning peak services on the southern line.
- Mechanical faults – Although not fully reflected through the delay minute statistics (detailed below), train faults had the greatest impact on service performance during May with four significant incidents. On the morning of 4 May, a train fault that occurred at Papakura causing extensive delays to southern and eastern line trains. On 15 May morning peak services on the southern and eastern lines were again disrupted by a train fault that occurred at Otahuhu. A mechanical fault that disabled a train at Waitakere resulted in delays and service cancellations during the evening peak on the western line. During the morning peak of 27 May, a mechanical fault disabled a train at Manurewa causing delays and service cancellations on the southern and eastern lines. ARTA and Veolia Transport are working closely with the train maintainer, KiwiRail, to reduce the number of train faults.

- Other – In the early hours of 22 May, an empty train that was being positioned within the Westfield storage yard was derailed causing a line blockage, hindering the movement of trains from the yard to commence service operations. As a result several morning peak trains were cancelled and delays were experienced on all lines.

Rail Punctuality: Services Operating On-time or Within Five Minutes (All Lines)



In May 98.2% of scheduled rail services reached their scheduled destination and were not cancelled, compared to 96.5% last month and 97.7% for the same month last year. Cancellations due to train faults made up almost 70% of the service cancellations and the incident on the morning of 22 May accounted for a further 10% of cancellations. The reliability of western line services in May was 97.4% compared to 95.3% in April while 98.6% of southern and eastern line services reached their scheduled destination and were not cancelled compared to 97.3% last month.

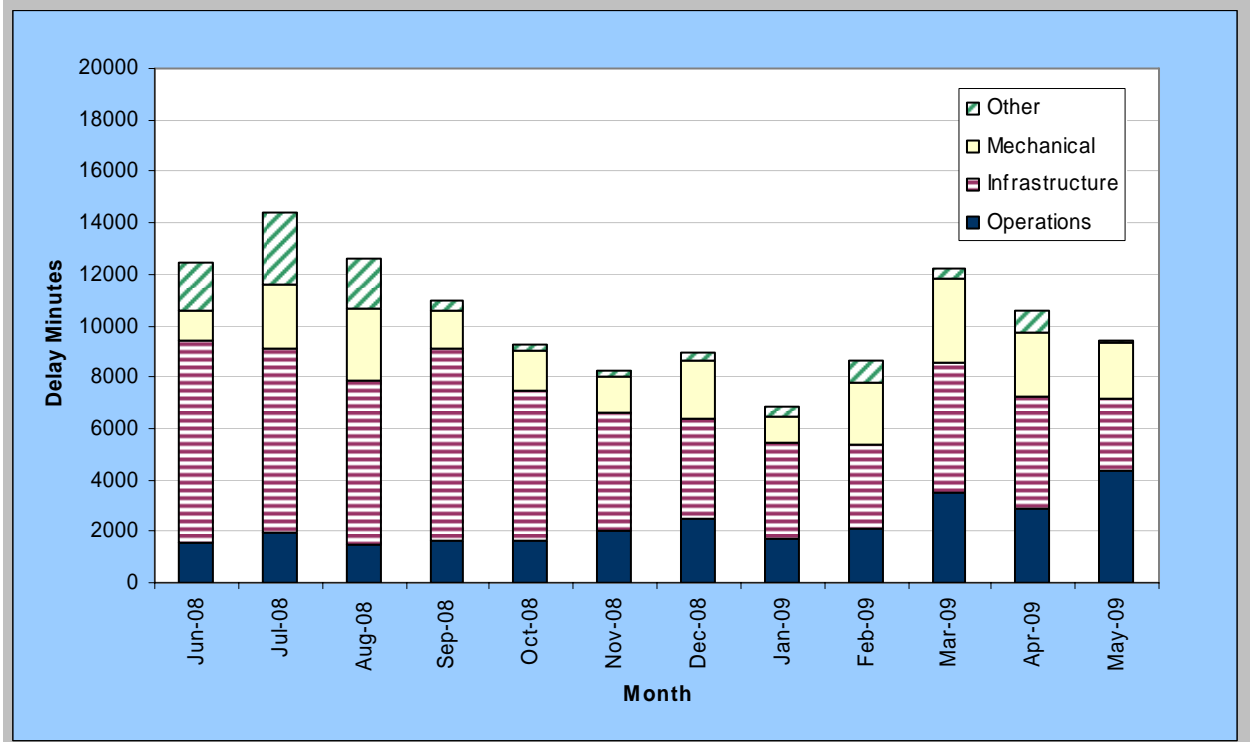
Bus replacements were in effect during the month as follows:

- On the weekend of 2-3 May buses replaced trains serving destinations west of Avondale for track duplication work between Veronica Street and St Georges Road;
- On Sundays from 17 May buses replaced trains between New Lynn and Avondale to progress construction work around New Lynn. The arrangements will be in place until the end of June;
- Weekday evening buses continued to replace trains west of Avondale in the evenings to provide an opportunity for New Lynn to Avondale track duplication and trench construction at New Lynn for the new station. These arrangements will remain in place until the end of June;
- Over Queen's Birthday weekend (30 May to 1 June) buses replaced trains on the entire western line and between Otahuhu and Britomart on the southern line to allow progress on various work sites on the western line, including the Newmarket station upgrade.

Passenger Delay Minutes

Consistent with the improved performance, passenger delay minutes fell by 10.8% in May compared to the previous month. Most notably, the delays attributed to infrastructure faults fell to the lowest level in nearly three years and, while the number of train faults accounted for a high proportion of the major incidents, the total delay minutes relating to the mechanical performance showed an improvement on recent months. Offsetting these improvements was an increase caused by high passenger loadings on peak services that result in longer than planned time stopped at stations, partially arising from peak train cancellations where the passengers waiting for the cancelled train are required to ride on a following train that may already be full. As a result, the delays due to operational issues increased by 52% compared to last month.

Passenger Delay Minutes – Last Twelve Months



The following is a break-down of the infrastructure-related delay minutes for the month of May:

	Delay Minutes	Proportion
Network Control	521	18.5%
Signal/points failure	929	32.9%
Speed restrictions	415	14.7%
Track protection measures*	965	33.9%
Total	2,820	

*Track protection measures are put in place at sites where work that involves activities close to the track is underway. These require trains to slow or stop at a safe distance prior to the actual site and only proceed after receiving approval from the site protector that the track is clear of all obstructions.

Bus Service Reliability and Punctuality

South, West and Isthmus Contracted Bus Services

For May 2009, 99.59% of contracted service trips were operated (Reliability measure).

Service Punctuality for May 2009 was 98.96% of services operated, measured by the percentage of services which commence the journey within 5 minutes of the timetabled start time.

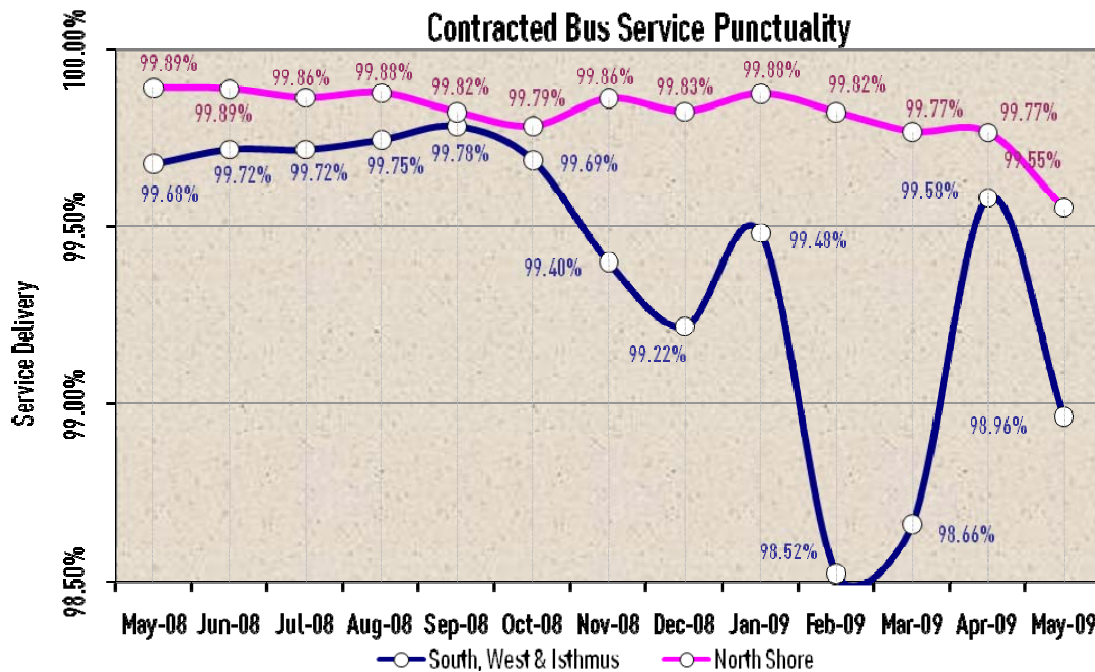
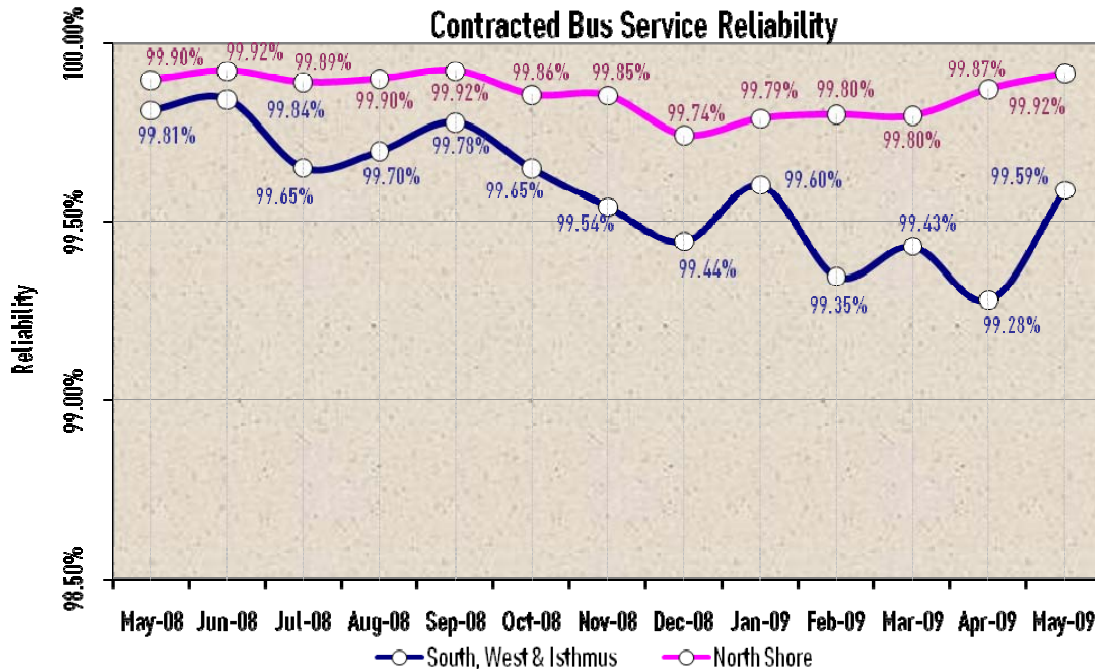
Service Punctuality and Reliability are self reported by the bus operators.

North Shore Contracted Bus Services

For May 2009, 99.92% of contracted service trips were operated (Reliability measure).

Service Punctuality for May 2009 was 99.55% of services operated, measured by the percentage of services which commence the journey within 5 minutes of the timetabled start time.

Service Punctuality and Reliability is self reported by the bus operators.



1.3. SERVICE DEVELOPMENT

Planning has been finalised for a new rail timetable launch at the end of June 2009.

1.4. MAJOR INFRASTRUCTURE WORKS

Central Connector

The Central Connector Project commenced construction on 8 April 2008.

Construction is underway in Park Rd between Grafton Bridge and Khyber Pass Rd, and Symonds St between Karangahape Rd and Waterloo Quadrant.

In May 2009 temporary bus stops were in use for three of the five outbound bus stops on Symonds St and both of the stops in Park Rd.

Work in Symonds St is currently focused on the eastern side of Symonds St below Grafton Bridge to complete new paving and bus stops before shifting across to the western side outside the Langham Hotel. The work and traffic management in this area has been designed to minimise impact to public transport and traffic flows with larger lane reductions undertaken during interpeak weekdays or in the weekends.

1.5. SPECIAL EVENT PASSENGER TRANSPORT SERVICES

Eden Park: Super 14 Series Blues vs. Crusaders, Saturday 16 May 2009

All games this Super 14 season will allow patrons with match tickets to travel for 'free' on bus and train services to and from the park. Special bus services allow travel direct from North Shore Busway Stations and Midtown to Eden Park and return with a valid match ticket. Rail covers all services on the network for a total of 3 hours pre and 3 hours post the match (or until the end of services depending on the end time of the game).

1,433 individual bus trips were recorded along with 3,067 train trips. Just over 13% of the total crowd travelled to or from the event by Public Transport.

Mt Smart Stadium: NRL Game, Warriors vs. Cowboys, Sunday 17 May 2009

Additional rail services were provided before and after this game on all lines. A total of 282 passenger trips were reported for the game.

Auckland City: Hiko Protest against the Supercity, Monday 25 May 2009

The Hiko protests caused a number of challenges for public transport on Monday the 25 of May. Two additional trains were put on standby at Papakura for participants travelling from that area as over 1,000 were expected to attend the walk to the train station. On the day there was not a requirement to use this service. Scheduled bus services were diverted where necessary as required and a strong marketing message was sent to the public to avoid as much travel as possible during the affected times.

Mt Smart Stadium: NRL Game, Warriors vs. Tigers, Sunday 31 May 2009

Due to line works on the Southern Line, rail replacement bus services were in operation for this game instead of rail services. This was advertised in press releases and on Maxx encouraging patrons to travel using existing bus services and rail replacement buses.

1.6. REGISTERED SERVICE NOTIFICATIONS RECEIVED BY ARTA UNDER THE PUBLIC TRANSPORT MANAGEMENT ACT 2008 PART 2

Under the Public Transport Management Act 2008, the following applications for registered services have been approved during May 2009:

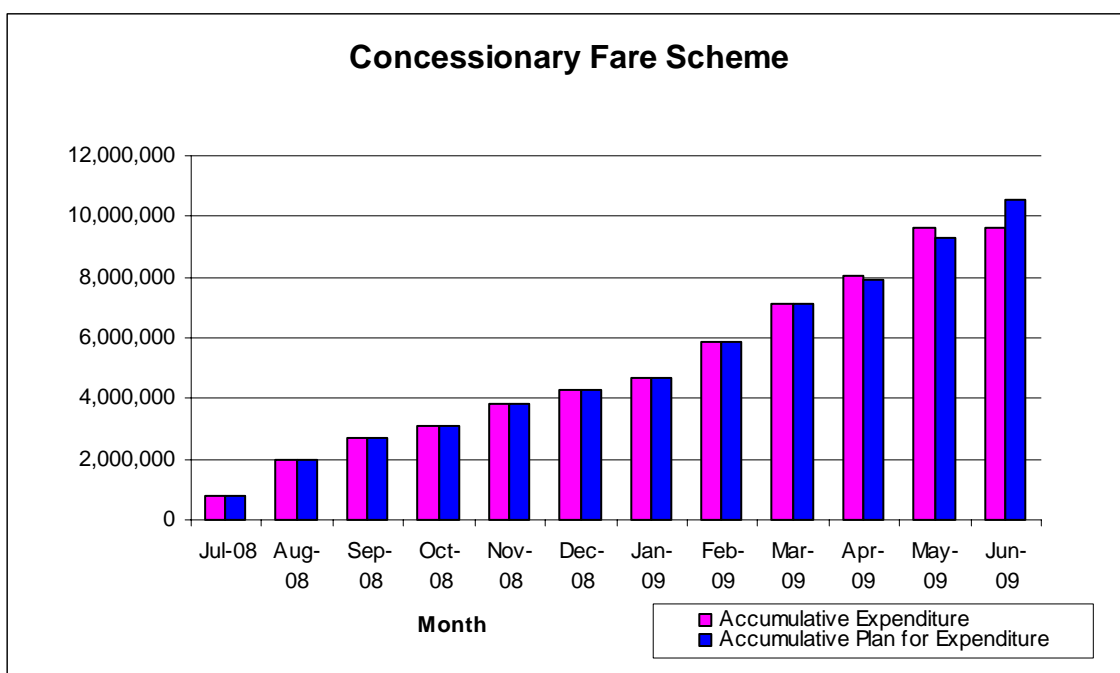
- Birkenhead Transport Ltd.: Notification to register a commercial service to alleviate overloading on the University bus service 972 at 8:15am. Approved 01-May-09.
- Birkenhead Transport Ltd.: Notification to register a commercial service to alleviate overloading on the 971 service at 8.00am. Approved 07-May-09.
- Kelly Tarlton's: Notification to vary the existing service route, times and pickup/drop off points within the CBD. Approved 30-May-09.

- Sealink Travel Group Ltd.: Notification to vary the standard timetable to register a public holiday timetable for Queens Birthday (Monday 1 June 2009). Approved 29-May-09.
- Waiheke Shipping Ltd.: Notification to operate a weekend timetable on 1 June 2009 (Queens Birthday only) and vary two sailings to depart KP at 10:30am and 2:30pm and to depart HMB at 11:15am and 3:15pm. Approved 29-May-09.

1.7. PUBLIC TRANSPORT CONCESSIONARY FARE SCHEME (CFS)

15 senior citizen applications were processed in May 2009 compared with 31 in February, 22 in March and 5 in April.

Expenditure for concessionary fare reimbursements is over budget for the eleven months ended May 2009. The expenditure is \$9,645,000 against a reforecast budget of \$9,283,000.

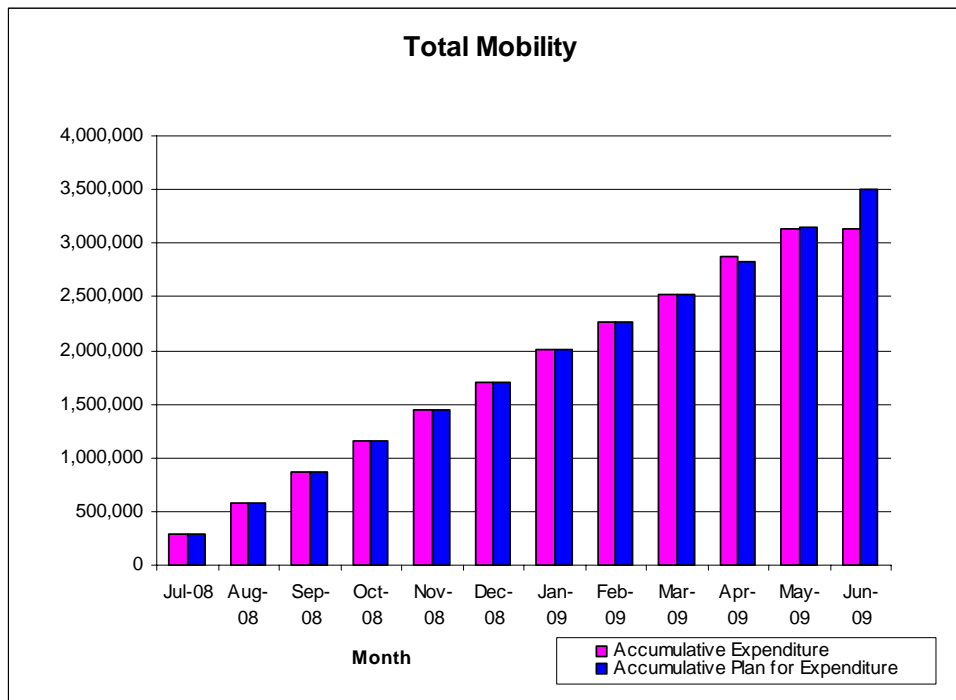


Expenditure for the SuperGold card is not included within this graph as it is funded 100% (for non-peak travel) by NZTA. The expenditure for SuperGold card for the eight months ended May 2009 is \$5,589,000.

1.8. AUCKLAND TOTAL MOBILITY SCHEME

149 new Total Mobility applications were processed in May 2009 compared with 156 in February, 173 in March and 127 in April.

Expenditure for Total Mobility reimbursements is slightly under budget for the eleven months ended May 2009. The expenditure is \$3,137,000 against a budget of \$3,153,000.



ARTA staff commenced the two yearly reissue of all current TM Photo ID cards in mid April 2009. Approximately 9,500 reissue letters were posted around Easter asking TM clients to renew their ID card prior to 30 June 2009. For the period to end May 2009, approximately 6,000 TM reissues were received and processed.

1.9. TRAVEL PLANNING

Schools

The following schools launched their school travel plans during May:

- Southern Cross Junior School
- Owairaka District School

The following schools established new walking school buses during May:

- Good Shepherd School (Balmoral)
- Kauri Park School
- Avondale Primary School (Auckland)
- Milford School x2
- Sunnyvale School x3

Workplaces

Progress on workplace travel plans during May 2009 includes:

- The Auckland Airport, won the prestigious EECA Shell NZ Transport Award for their travel plan. The award recognises excellence in sustainable transportation, with a particular focus on energy efficiency and subsequent reduction in green house gases.

2 PROJECT DELIVERY

2.1. ROLLING STOCK PROCUREMENT

Renewals Projects

SX refurbishment

All six carriages have now been refurbished and commissioned and are back in revenue service. The key benefits accrued through the current refurbishment are the improved ride quality and extension of the carriage service life to 2015.

A number of issues, with the SX carriage's pneumatic system which manages the doors, have arisen in service since the refurbishment. ARTA and Veolia are working through these with KiwiRail.

PID installation

Production of the required hardware and software is on schedule. However, the current high demand for carriages will slow down the installation process on the existing fleet. Fitment of PIDs on all ADL/C units and 6 SX carriages is complete. Installation of PIDs on ADK/ADB units has been delayed by the need to finalise on the appropriate air conditioning system layout which would leave enough space for mounting them. Bogie retrofit work on trainsets 1-14 took precedent over fitment of PIDs.

Up-rating of X28020 Bogies

The programme to up-rate the X28020 bogies fitted to SA/SD trainsets 1-14 began in November 2008 with trainsets being taken out of service in a staged way to avoid disrupting scheduled services. All the trains are anticipated to be completed in early June 2009.

Crush loading of SA/SD trains, providing significant extra capacity during the peak periods, will be possible from the end of July 2009, after all operational codes are updated and amendment of the NZTA rail licence variation is complete.

Interim Rolling Stock SA Trainsets 18-23

Two cars of TS18 are already in service in Auckland. The other two cars for this trainset, together with four cars of TS19, TS20 and TS21 are now also ready ahead of schedule but awaiting the supply of metric bearings for their S-Ride bogies. These bearings are due in June 2009 to allow the delivery of TS 18-20 into service on/or before the end of October 2009. This would enable the introduction of the new expanded train service timetable on 1 November 2009.

Remanufacturing work is progressing on the remaining twenty carriage bodies at Hillside. Fourteen carriages are at various stages of refurbishment and the other six are yet to be admitted for works. KiwiRail has advised that availability and delivery time of metric bearings on the international market continues to be of concern in their meeting delivery dates for the remaining carriages. ARTA is continuing to work closely with KiwiRail to monitor the situation and identify and exploit any opportunities to ensure delivery dates are met or exceeded.

2.2. INFRASTRUCTURE DEVELOPMENT

DART: Joint ARTA / ONTRACK Projects

Progress made on each joint ARTA-ONTRACK DART project is described below:

Newmarket Station Remodelling (DART 1)

The roof to the link bridge and the eastern platform shelter has been substantially completed while work is commencing on the main station area roof. The eastern portion of the concourse floor slab and the wall of the Joseph Banks walkway have also been constructed. Work on the Remuera Road Bridge (ONTRACK) and the station entrance structure (ARTA) are in progress. Fire safety strategy reviews are complete and have been agreed in principle.

Grafton Station (formerly known as Park Rd) (DART 2)

ARTA's station design is nearing completion. Building consent application is to be submitted at the end of June. Confirmation of station name is expected early July 2009 following completion of NZ Geographical Board deliberations. ONTRACK are progressing piling and bridge works on site.

Western Line Duplication Stage 3 – Avondale (DART 4)

The outline plan of works has been submitted to the council and the design consultant is progressing the station design allowing for ONTRACK's station access.

Western Line Duplication Stage 3 - New Lynn (DART 6)

Detailed design has been completed and is being priced by Fletcher construction. In parallel, ARTA's consultants are preparing an independent cost estimate, following which the design will be subjected to a further value management exercise to reconcile costs to budget.

Discussions continue between ARTA, WCC and ONTRACK towards concluding agreement on the principles for a fair valuation and apportionment of the enhanced (TOC2) project costs, including verification by an independent expert. Target resolution is the end of June.

Western Line Duplication Stage 4 Henderson to Swanson (DART 8)

All physical works are now complete. Handover documentation to be finalised with the formal handover taking place in June 2009.

Morningside Station Upgrade

Physical works are progressing well to upgrade the 'above track' station facilities. Works are scheduled and on target for completion by 30 June 2009.

Distributed Stabling (DART 17)

Tamaki Drive - ONTRACK had previously approved ARTA's concept design utilising sidings at Tamaki Drive. However, as a result of predicted increases to freight movements KiwiRail are reviewing overall train storage capacity inclusive of passenger rail unit storage. Discussions are ongoing with KiwiRail freight Operations to ensure earliest resolution.

Western Line Site Railside Avenue - Western Line Site Railside Avenue - The detailed design RFT has been finalised with the intention to go to tender early July 2009. The scheme and plan was shared with residents in early June without adverse response at this time.

2.3. FERRY TERMINAL UPGRADES

Bayswater

Value Engineering Review completed. The programme, scope of works and funding arrangements are currently under review.

Birkenhead

The detailed design phase has been completed. Building Consent was submitted to North Shore City Council (NSCC) at the end of May 2009. Peer review for the Hydraulic ramp is complete and certification to be issued early June 2009. Concrete repair works to commence 3rd week in June. Project completion is expected late 2009.

2.4. NETWORK DEVELOPMENT

Onehunga Branch Line Rehabilitation (DART 19)

ONTRACK are progressing detailed design of the 'below track' works. Detailed design for Te Papapa and Penrose stations is to be complete by the end of June 2009. Onehunga Station detailed design is progressing well. Consent and Notification planning are in progress.

Manukau Rail Link (DART 9)

ARTA, working with MCC and ONTRACK have substantially completed concept design for the Manukau Rail Station. Agreement has been reached on a side platform configuration and station modifications to enhance interchange access and functionality. ONTRACK have revised their construction methodology to undertake piling works on the rail trench walls during the winter followed by excavation between the piled walls during the 2009-2010 summer. ONTRACK earth works and piling is expected to commence in July 2009.

Ferry Terminal Developments

- **Half Moon Bay**

The brief for the design stage of the approved option 2B is now completed.

The initial estimates and design report is now progressing for the detailed design work.

- **Hobsonville**

Preliminary designs have been received from Hobsonville Land Company (HLC), ARTA comments noted and sent back to them for consideration.

Discussions are in progress on ownership/lease, access and easements around the wharf.

Design brief to identify ARTA base case completed and ARTA is in progress of commissioning consultants.

Rugby World Cup 2011 - Kingsland Station

Concept design on the pedestrian rail underpass at Kingsland Station for the 2011 Rugby World Cup has been completed. Detailed design will commence in June. Platform access, sizing and extent of intrusion into the Sandringham Road reserve is subject to further discussion and agreement with Auckland City Council.

2.5. REAL TIME PASSENGER INFORMATION SYSTEMS

Type 1 - VPIDs for Bus Services, Phases 0, 3 & 4:

The original scope of works for the regional expansion of Type-1 real time passenger information sign installations at bus stops is completed. This comprised 146 signs as follows:

Rodney District (9), Waitakere City (47), North Shore City (42), Manukau City (47) and Franklin District (1).

During May, 3 of the 12 additional sites were completed, progress is as detailed below:

- Highbrook, East Tamaki (2 sites) - new bus interchange constructed by Manukau City Council. Completed 14 May 2009
- Middlemore Hospital – sign installed on Hospital land; at the requested of CMDHB battery power supplied from the street lighting circuit is used. Completed 14 May 2009
- Fanshawe Street (opposite the Air NZ Building) – due to the distance from 24/7 mains power battery power is used supplied from the street lighting circuit. Completed 31 May 2009
- AUT Akoranga Campus – sign installation completed 31 May 2009. The reinstatement of fencing and footpaths to AUT requirements is due for completion 6 June 2009.
- Papakura District (2 sites), postponed pending redevelopment of walkway & bus/rail interchange. Papakura District Council are arranging the construction of custom designed shelters, due for completion 30 July 2009
- Civic Drive, Albany (2 sites) - new bus interchange in the process of construction by North Shore City Council, sign foundations and ducting presently being installed. Due for completion 31 July 2009
- North Shore Hospital (2 sites) - access and installation agreement signed with WDHB to install VPIDs on Hospital land, presently investigating power supplies and awaiting quotations for site work. Due for completion 31 July 2009.

- AUT Akoranga, 45 Akoranga Drive - additional sites requested by ARTA transport planning team, subject to availability if VPID, due for completion 31 July 2009.

Type 2 - Solar Powered VPIDs for Bus Services, Phases 0, 3 & 4:

The trial of two solar powered prototype Metro-i solar powered Type-2 VPIDs was successful and it is proposed to tender for the supply and install of up to 200 similar units at medium priority bus stops throughout the Auckland Region. The supply and installation of these will be co-ordinated with the procurement of the Multi-Modal Passenger Information System (MMPIS).

Real Time Passenger Information System for Rail Services:

This project is now incorporated in the MMPIS project.

Multi-Modal Passenger Information System (MMPIS):

The MMPIS project includes the RTPI management system and associated infrastructure required for displaying real time passenger information at ferry terminals, rail stations modal interchanges and bus stops.

NZTA have approved finance for the project conditional on ARTA gaining leverage from the Greater Wellington tender for a similar RTPI project.

Board approval was given on 29 May 2009 and the ARTA project team are presently working with the Greater Wellington project team reviewing proposals to select a suitable system supplier.

Subject to the availability of a suitable system, associated equipment and resources it is planned to complete the system procurement by 31 October 2009 and rollout the system and associated infrastructure in stages from November 2009 with completion in 2010.

2.6. ASSET MANAGEMENT

Downtown Ferry Terminals Structural renewals (Piers 1 & 2)

Progress is again continuing well this month. The variations for the additional scope of works into the existing contracts is almost finalised with the indicative completion date now mid 2010. [no change]

Downtown Ferry Terminals Structural renewals (Piers 3 & 4)

Tenders have been received for the design of renewals to Piers 3 & 4. ARTA has received funding approval from NZTA for the design and are proceeding with this component.

Half Moon Bay Vehicular Terminal renewals

The remaining renewal works reported previously, have now been completed.

Half Moon Bay Vehicular Terminal Layover Berths

All requested information in relation to the Resource Consent for additional mooring piles has been submitted by ARTA to the ARC. The issue continuing to hold up the consent is the provision of alternative swing mooring locations for affected swing mooring holders. Negotiations with existing mooring holders are in progress and are expected to be completed by the end of June. Construction is planned to follow immediately after consent approval.

3 STRATEGY AND PLANNING

3.1. STRATEGIC TRANSPORT PLANNING

Draft Auckland Transport Plan

Following consideration of the 554 submissions received and following the public hearings on the draft Auckland Transport Plan, the final Auckland Transport Plan is being finalised for release in July 2009.

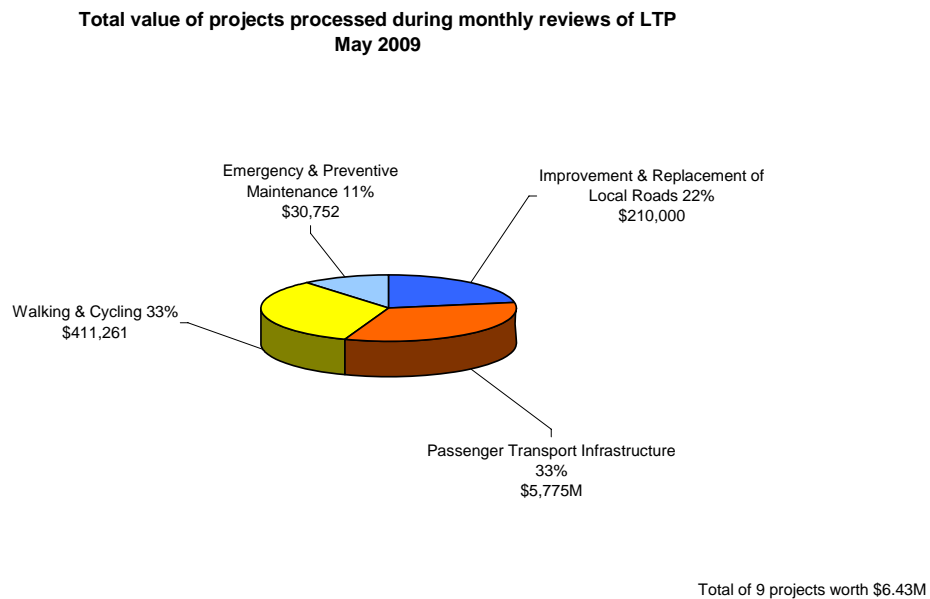
3.2. PLANNING AND PROGRAMMING

2008/2009 Auckland Land Transport Programme (LTP)

During the May monthly review, 9 funding applications totalling \$6,427,013 were submitted to ARTA for consideration.

ARTA recommended all of the applications for approval to NZTA. Of these, 8 applications worth \$3,427,013 were approved for funding, and the remaining 1 project worth \$3,000,000 was deferred pending further investigation from NZTA.

Figure 1 shows the breakdown of scheme type.



Note The percentage values in the chart above relates to number of schemes as opposed to value.

Figure 1. May LTP Review, ARTA processed.

Table 1 – May Recommended Schemes to NZ Transport Agency

Land Transport Programme Management							
Project name	Description	Activity Class	Phase	Cost	Comments (ARTA)	Outcome (NZ Transport Agency)	
May 2009							
ACC	Oceanview Road Cycleway	This project is to provide an improved walking & cycling connection between Waiheke Island's main ferry terminal (a QTN node) & the settlement of Oneroa.	Walking and Cycling	Construction	\$20,000	Recommended	Approved.
ACC	Oceanview Road Reconstruction - Waiheke	Reconstruct & widen Oceanview Road in parallel to the construction of a cycleway from Matiatia Wharf to Oneroa outskirts	Improvement & Replacement of Local Roads	Construction	\$60,000	Recommended	Approved.
ARTA	Auckland Regional Public Transport Plan	This funding requests will facilitate ARTA's preparation of the Regional Public Transport Plan (RPTP) under the Public Transport Management Act 2008.	PT Planning	Study	\$575,000	Recommended	Approved.
ARTA	Passenger Transport Programme 2008/09	Additional funding requested due to inflation in bus services.	PT Services	Construction	\$2,200,000	Recommended	Approved.
ARTA	Passenger Transport Programme 2008/09	Additional funding as a result of programme adjustments, escalation and improved service demands	PT Services	Construction	\$3,000,000	Recommended	Deferred pending satisfactory resolution of funding issues between ARTA and NZTA
FDC	Yates Road Bridge Roading Improvement, Linwood Rd	The proposed project is the widening improvement to Yates Bridge on Linwood Road in the Franklin District.	Improvement & Replacement of Local Roads	Construction	\$150,000	Recommended	Approved
MCC	Cycle Routes 2008/09 (GSR: Regent St. to Reagan Rd.)	The proposed 750m of 'on road' cycling facilities will connect to existing cycling facilities on Gt South Road.	Walking and Cycling	Construction	\$228,261	Recommended	Approved
RDC	Cycleway/Walkway - Kumeu Walkway(Riverhead to Weza)	Physical works to construct cycleway/walkway on SH16, Kumeu	Walking and Cycling	Construction	\$163,000	Recommended	Approved.
WCC	E/W: Slip repairs at # 73 Piha Road	Recent under-slip at the corner of Piha Rd near the beach forced WCC to restrict the traffic at the site, partially closing the road for safety reasons.	Maintenance	Construction	\$30,752	Recommended	Approved.
Total New Schemes Approved for Funding					\$6,427,013		

3.3. 2009/2013 REGIONAL LAND TRANSPORT PROGRAMME

Joint hearings were held in early May for submissions on the draft Auckland Transport Plan and the three year, 2009/12 Auckland Regional Land Transport Programme (RLTP). Sixteen submitters spoke to their submissions. Following consideration of all submissions, ARTA will release the final RLTP at the end of June.

3.4. WALKING AND CYCLING COORDINATION

The draft Regional Manual Cycling Counting reports were sent to local councils, NZTA and ARTA in mid May. The final reports are due to be released in early June and ARTA will prepare a media release summarising the regional results. A recent NZTA report has recommended continuous monitoring equipment that is suitable for New Zealand road conditions; ARTA is developing a regional approach to funding and installing this type of equipment at 10 to 15 sites in the region.

The National Cycleway promoted by the Prime Minister has attracted much attention this month with the release of a cabinet paper committing \$50 million to the project. ARTA convened a meeting with local councils and NZTA cycling officers to identify possible cycle routes in the Auckland region that could contribute to this cycleway. A 'functional' route was identified that would allow tourists arriving at the Auckland Airport to navigate safely north or south through the urban area and to the CBD. Some of the local councils with rural areas are investigating possible routes in their areas. ARTA has been in regular contact with NZTA and the Ministry of Tourism in Wellington to keep up with developments. However, early indications suggest that this funding is more likely to be directed towards rural tourism areas as opposed to urban areas.

3.5. REGIONAL ROAD SAFETY COORDINATION

A RoadSafe Auckland report was developed for the Ministry of Transport on their interim proposals for the national 'Road Safety to 2020' strategy. The RoadSafe report recommends a stronger national road safety vision, improved institutional road safety management, the inclusion of 'Walking and Cycling' as a high priority area and a number of cost-effective legislative initiatives from the Regional Road Safety Plan.

A road safety recommendation was included in ARTA's submission on the Westfield St Lukes District Plan change proposal.

ARTA's Road Policing recommendations for the 2009/12 RLTP were finalised in a meeting with the Auckland region's NZ Police Board of Management. ARTA has recommended an additional 30 road policing staff for the period 2009/12, as well as improvements to speed enforcement and police road safety education.

Regional Road Deaths at 31 May 2009 compared with 31 May 2008.

	RDC	NSCC	WCC	ACC	MCC	PDC	FDC	Region
May 09	8	4	10	6	6	0	8	42
May 08	4	4	3	4	9	0	2	26

The annual regional road toll to May 2009 was 42, sixteen more deaths than at the same time in 2008. Although the road toll this month was not unusually high, the rolling monthly toll suffers from a particularly tragic month in April.

4 MARKETING AND COMMUNICATIONS

4.1. MARKETING AND CUSTOMER INFORMATION CHANNELS

New Developments – May 2009

Resources for TravelWise Workplaces

A resource kit presentation has been completed for TLA/ARTA's Travel Planners to sell-in the benefits of the TravelWise Programme to potential clients. This resource has been tested with a number of businesses, with positive feedback received.

Service Performance Reviews

As part of the regular review of bus service performance, 10 routes were identified as having low patronage. As a result, after consultation which took place in March, the decision to withdraw some of these proposed services was made. Affected services included the 103, 203, 010, 500, 86X, 802X, 480X, 49F and the 058. Over a two week period from 25 May to 5 June, bus drivers distributed flyers to customers, informing them of the proposed changes due to commence on 8 June. Flyers detailed the routes to be changed and the alternative services available.

Special Event Transport Promotions – May 2009

Hikoi – 25 May

Advertisements were developed for the NZ Herald and local newspapers. Ambassadors were present at key sites around the city to troubleshoot. The Website was updated and the contact centre briefed.

Disruption to Service Communications – May 2009

Queens Birthday

Planning occurred for a Block of Lines in conjunction with Veolia, ARTA's train operator. The website was updated and the contact centre briefed.

CUSTOMER INFORMATION CHANNELS

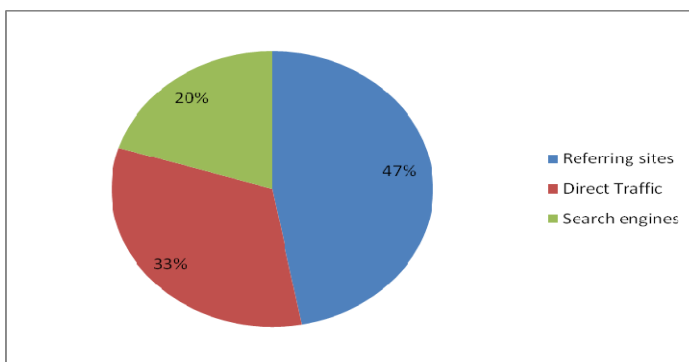
MAXX website statistics – May 2009	
Total visits	466,587 Previous month: 434,721 (+7.3%)
Unique visitors	231,989 Previous month 236,151 (+2%)
Most active hour of the day	4.00pm
Most active day of the week	Monday

MAXX website statistics – May 2009 Continued

Most popular pages	<ol style="list-style-type: none"> 1. Plan a journey 2. Journey Map 3. Home Page 4. Journey Planner- route diagram
Most downloaded PDF files	<ol style="list-style-type: none"> 1. Western Line train timetable 2. Southern Line train timetable 3. Beach Rd / East Coast Bays bus timetable 4. Eastern Line train timetable 5. North/Hibiscus Coast bus timetable
Average Time on site	2 minutes 33 seconds
Average page views	3.10 pages

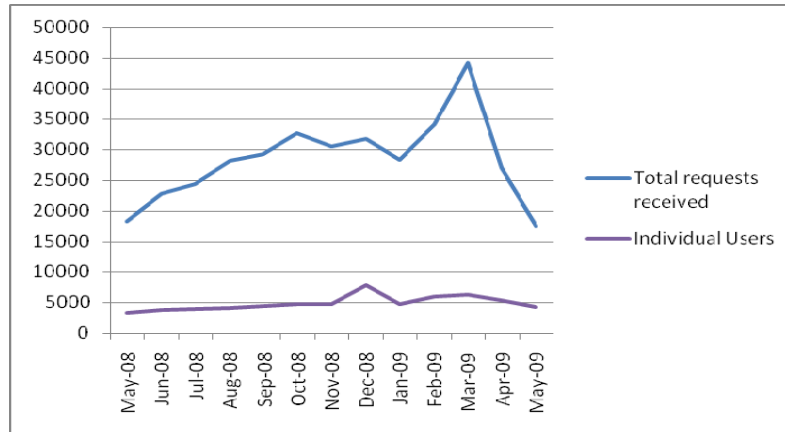
Website Traffic Flow – May 2009

More than half the visits to the MAXX website came from referring websites.



MAXX SMS service – May 2009

Total requests received	<p>17,5</p> <p>35% decrease on March 09 (27,077)</p>
Individual users	<p>4,230</p> <p>20% decrease on March 09 (5,263)</p>



(Above data is taken from Datasquirt reports which became available from May 08.)

MAXX Contact Centre - May 2009

	2008/2009	2007/2008	Change PY
CALLS OFFERED	48869	60278	-18.93%
CALLS ANSWERED	48220	59442	-18.88%
CALLS ABANDONED	539	727	-25.86%
AVERAGE QUEUE LENGTH (secs)	3	6	-50.00%
AVERAGE CALL LENGTH (secs)	115	122	-5.74%
AVERAGE HANDLE TIME (secs)	134	130	3.08%
LONGEST QUEUE TIME (mm:ss)	13:47	10:24	32.53%
EMAILS OFFERED	440	413	6.54%
AVERAGE EMAIL WAIT (hh:mm)	06:57	07:32	-7.74%
BRITOMART VISITS	9255	9682	-4.41%

Key Performance Indicators

	2008/2009	2007/2008	Change
GRADE OF SERVICE	90.58%	94.57%	-4.22%
ABANDON RATE	1.09%	2.05%	-46.83%
EMAIL GRADE OF SERVICE	100.00%	NA	NA

4.2. MEDIA AND COMMUNICATIONS

Media Releases

6 May Commuters flock to the ferries as patronage sails high

Patronage on Pine Harbour and West Harbour ferries is riding high, as the number of trips taken aboard the services has shown significant growth in the last year

6 May Auckland's public transport growth highest for twenty years

The Auckland Regional Transport Authority (ARTA) today reported the highest level of public transport growth for over twenty years.

12 May Free travel to Eden Park to see the Blues meet the Crusaders

As we head towards the close of the Super 14 season, the Blues are in action again this Saturday, taking on the Crusaders at Eden Park. Public transport is the easy way to get the game, and rugby fans who have pre-purchased their game ticket, and Eden Park membership holders, can ride the train and selected bus services for free to and from the event.

13 May MAXX to the Warriors

Avoid the bother and cost of parking and catch a ride on public transport to see the Warriors take on the Cowboys this Sunday 17 May.

20 May ARTA prepared for this Monday's protest action

The Auckland Regional Transport Authority (ARTA) is preparing for the Hikoï set to take place in the CBD next Monday 25 May, which may cause significant disruption to bus services.

27 May Buses take over as work to upgrade the rail network continues this Queen's Birthday weekend

As intensive work to upgrade the rail network, carried out by KiwiRail, continues this Queen's Birthday weekend, buses will take over from trains on the Western line and part of the Southern line from Saturday 30 May until Monday 1 June.

5 CORPORATE SERVICES

5.1. FINANCIAL REPORTS

Auckland Regional Transport Authority									
INCOME STATEMENT									
NZD '000	MONTH			YEAR TO DATE			FULL YEAR		
	Budget	Actual	Variance Fav/(Unfav)	Budget	Actual	Variance Fav/(Unfav)	Budget	Reforecast Mar 09	Variance Fav/(Unfav)
May-09									
OPERATING REVENUE									
ARC Opex Grants	7,951	8,204	253	83,902	84,269	367	95,916	93,000	(2,916)
NZTA Opex Grants	8,737	9,533	796	91,401	96,938	5,537	100,967	109,121	8,154
Other Grants and Subsidies	109	112	3	1,197	1,243	46	1,305	1,355	50
Rail Fare Revenue	1,850	1,689	(161)	17,201	16,743	(458)	19,000	18,755	(245)
Bus Fare Revenue	358	408	50	3,714	4,023	309	3,962	4,280	318
Ferry Wharf Revenue	161	124	(37)	1,766	1,764	(2)	1,928	1,984	56
Other Sundry Operating Income	1	38	37	11	182	171	12	154	142
Total Operating Revenue	19,167	20,108	941	199,192	205,162	5,970	223,090	228,649	5,559
OPERATING EXPENDITURE									
Human Resource	1,012	1,059	(47)	12,226	11,508	718	12,907	12,750	157
Prof Services - Project Delivery	625	451	174	6,365	5,378	987	7,005	6,741	264
Prof Services - Customer Services	601	553	48	7,178	7,142	36	8,120	8,580	(460)
Prof Services - Others	213	160	53	3,068	6,715	(3,647)	3,394	7,330	(3,936)
Support Services	225	225	0	2,475	2,477	(2)	2,700	2,711	(11)
Materials	35	55	(20)	408	151	257	500	172	328
Printing and Office	121	91	30	1,508	1,072	436	1,703	1,295	408
Communications	25	14	11	323	178	145	367	209	158
Information Systems	281	33	248	784	578	206	915	719	196
Bus Contract	10,017	11,500	(1,483)	101,163	108,708	(7,545)	111,332	117,293	(5,961)
Rail Contract	5,210	4,809	401	54,765	50,156	4,609	60,525	60,612	(87)
Ferry Contract	517	481	36	5,596	4,509	1,087	6,113	5,098	1,015
T A Level Crossing	-	-	-	-	-	-	2,800	231	2,569
Other Expenditure	39	366	(327)	1,575	1,981	(406)	1,702	1,009	693
Depreciation	1,491	1,559	(68)	15,238	15,734	(496)	13,944	16,985	(3,041)
Investigations Expenditure	-	50	(50)	1,029	3,885	(2,856)	1,029	4,046	(3,017)
Total Operating Expenditure	20,412	21,406	(994)	213,701	220,172	(6,471)	235,056	245,781	(10,725)
Net Operating Surplus/(Deficit)	(1,245)	(1,298)	(53)	(14,509)	(15,010)	(501)	(11,966)	(17,132)	(5,166)

Statement of Financial Position

As at 31 May 2009

	June 08 \$000s	ARTA			June 08 \$000s	ARTA		
		May-09 \$000s	Apr-09 \$000s	Movement \$000s		May-09 \$000s	Apr-09 \$000s	Movement \$000s
Liabilities								
Current Liabilities								
Trade payables	8,087	5,257	5,556	(299)	148	64	117	(53)
GST payable	184	23	0	23	467	421	420	2
Employee benefit liabilities	855	941	901	40	0	0	610	(610)
Income in advance	3,076	1,813	3,633	(1,820)	11,498	10,883	9,465	1,418
Accrued expenditure	34,740	29,951	23,628	6,323	14	1,821	3,640	(1,819)
Transport grants payable	18,802	15,539	18,169	(2,630)	3,096	4,719	4,634	85
Total current liabilities	65,744	53,523	51,887	1,636				
Non-current Liabilities								
Transport grants payable	9,880	5,701	5,701	0				
Deferred tax	4,935	4,935	4,935	0				
Total non-current Liabilities	14,815	10,636	10,636	0				
Total liabilities	80,559	64,159	62,523	1,636				
Equity								
Accumulated funds	5,164	6,153	6,013	140				
Capital grants reserve	205,088	257,208	251,429	5,779				
Total equity	210,252	263,361	257,442	5,919				
Total equity and liabilities	290,811	327,520	319,965	7,555				
Assets								
Current assets								
Cash and cash equivalents	148	64	117	(53)				
Trade receivables	467	421	420	2				
GST receivable	0	0	610	(610)				
Accrued income	11,498	10,883	9,465	1,418				
Prepayments	14	1,821	3,640	(1,819)				
Inventories	3,096	4,719	4,634	85				
Related party receivables								
Operating account	38,562	30,112	24,573	5,539				
Transport grants	18,802	15,539	18,169	(2,630)				
Total current assets	72,587	63,559	61,628	1,932				
Non-current assets								
Property, plant & equipment	186,090	236,333	230,681	5,652				
Intangible assets	22,254	21,926	21,956	(30)				
Related party receivables								
Transport grants	9,880	5,701	5,701	0				
Total non-current assets	218,224	263,960	258,337	5,623				
Total assets	290,811	327,519	319,965	7,554				

Statement of Cash Flows For the Period Ended 31 May 2009		
Full Year Ended 30 June 2008		Year to Date
\$000	Cash flows from operating activities	\$000
	Cash was provided from:	
66,415	ARC Opex grants	95,348
57,533	ARC Capex grants	64,214
26,545	ARC funding for IA grants vested in ARTA	4,812
5,028	LTNZ Capex grants	3,919
84,963	LTNZ Opex grants (excl. GST)	97,689
1,333	Other Grants and Subsidies	(52)
16,573	Rail Fare revenue	16,688
3,322	Bus Fare revenue	4,018
1,471	Ferry Wharf revenue	1,759
623	GST	0
150	Other Sundry Operating income	144
263,956		288,539
	Cash was applied to:	
169,822	Payments to Suppliers (excl. GST)	203,948
10,521	Payments to Employees	11,422
26,251	Payments to recipients of IA grants vested in ARTA	7,442
0	GST	161
206,594		222,973
57,362	Net Cash from Operating Activities	65,566
	Cash Flows from Investing Activities	
	Cash was provided from:	
0	Realisation of Other Investments	0
0	Proceeds from Sale of Intangible Assets	59
0		59
	Cash was applied to:	
57,537	Purchase and Development of Fixed Assets	65,710
0	Purchase and Development of Intangible Assets	0
0	Other Investments	0
57,537		65,710
(57,537)	Net Cash applied to Investing Activities	(65,651)
	Cash Flows from Financing Activities	
	Cash was provided from:	
0	Increase in loans	0
	Cash was applied to:	
0	Repayment of Loans	0
0	Net Cash from Financing Activities	0
(175)	Net (Decrease)/Increase in Cash & Investments Held	(84)
323	Cash & Investments Balances at Beginning of the Period	148
148	Cash & Investments Balances at the End of the Period	64
	Cash & Investments Balances Consist of:	
0	Bank Overdraft	0
148	Cash	64
0	Short Term Investments	0
148		64

Reconciliation of Net Surplus with Net Cash Flows from Operating Activities

	Apr 09 \$000
Cash was provided from:	
Net Surplus	53,109
Adjustment for items not involving cash:	
Depreciation and amortisation	15,734
Donated asset	0
Deferred tax	0
Movements in working capital:	
(Increase) in receivables from ARC	11,079
(Increase) in trade and other receivables	-2,767
Increase in GST	-161
Decrease/(Increase) in grants receivable from ARC	4,812
(Decrease)/Increase in trade and other payables	-8,798
(Decrease)/Increase in grants payable	-7,442
Net Cash from Operating Activities	65,566

5.2. STATEMENT OF FINANCIAL PERFORMANCE

OPERATING RESULTS - MONTH OF MAY 2009

The results for the May month and the year to date as at 31 May 2009 are reported against the ARTA budget as per the 2008/2009 funding agreement with the ARC (approved December 2008).

Revenue

Operating Revenue on the lines Auckland Regional Council (ARC) Opex Grants and New Zealand Transport Agency (NZTA) Opex Grants is claimed from funders in proportion to expenditure.

ARC Opex Grants are \$0.3m more than budget due to more expenditure than budgeted and NZTA Opex Grants are \$0.8m more than budget. The NZTA variance is higher than ARC due mainly to the 100% reimbursement for the Super Gold card reimbursement to operators, which was not budgeted for.

Rail Fare Revenue is \$0.2m less than budget due to slightly lower patronage and a lower average fare than anticipated.

Expenditure

Major variances to budget are:

- a) Professional Services – Project Delivery is \$0.2m less than budget due to project delays associated with future funding uncertainty and the delay in negotiation of rail network access charges.
- b) Information Systems is \$0.2m less than budget due to the phasing of the budget for annual computer licences for customer information channels – budgeted to be incurred in May, paid earlier in the quarter.
- c) Bus Contract is \$1.4m more than budget due to inflation payments coming in higher than budget (up to 20% actual vs. budget 10%), the Super Gold card reimbursement to operators and higher than budgeted uptake of the tertiary scheme; partially offset by savings in Total Mobility reimbursements.
- d) Rail Contract is \$0.4m less than budget due to continued lower fuel costs, reactive maintenance and access fees.
- e) Other expenditure is \$0.3m more than budget due to increased repairs and maintenance and security at ferry terminals.

Net Operating Surplus / (Deficit)

Net Operating Deficit for the month is \$1.3m. This deficit arises mainly because depreciation is unfunded.

OPERATING RESULTS – YEAR TO DATE - PERIOD ENDED 31 MAY 2009

Revenue

ARC Opex Grants are \$0.4m more than budget due to more expenditure than budgeted and NZTA Opex Grants \$5.5m more than budget year to date due to the \$5.5m 100% reimbursement of Super Gold by NZTA not included in the original budget.

Rail Fare Revenue is \$0.5m less than budget due to disruptions caused by the track closures over the Christmas/New Year period and more recently during this month and the average fare being lower than originally budgeted due to higher than expected tertiary discount travel.

Bus Fare Revenue is \$0.3m more than budget due to higher patronage growth than budgeted.

Other Sundry Operating Income is \$0.2m more than budget due to the negotiation of several small unbudgeted income streams for advertising at rail stations.

Expenditure

The year to date variance to budget for each category of expenditure is largely the same as those reported for the month above, except as detailed below:

- a) Human Resources – is \$0.7m less than budget due to more vacancies throughout the year than planned.
- b) Professional Services – Project Delivery is \$1.0m less than budget year to date.
- c) Professional Services – Other is \$3.6m more than budget due mainly to the write back of capital work in progress at 30 June 2008 for integrated ticketing procurement, this is partially offset by delays to the CBD tunnel work in Strategy and Planning.
- d) Materials – \$0.3m less than budget due to less walking school bus incentive material required than was planned.
- e) Printing and Office is \$0.4m less than budget mainly due to fewer service change/special events and school travel planning resources required than planned.
- f) Bus and Ferry Contracts are \$6.5m more than budget, related to higher than budgeted inflation payments and the cost of the Super Gold payments to operators, partially offset by savings in the ferry contract due to early conclusion of operator negotiations and delays in service changes for all sectors.
- g) Rail Contract is \$4.6m less than budget year to date as a result of lower than budgeted fuel prices, lower than budgeted driver hire and service kilometres due to the line closures over the holiday period and the recognition of two locomotives and rolling stock spare parts previously expensed.
- h) Other Expenditure is \$0.4m more than budget year to date.
- i) Depreciation is \$0.5m more than budget year to date due to timing differences between the budgeted beginning of depreciation/capital value of new assets and actual value and timing of new assets. These timing differences can arise due to construction delays, project cost under or over budget and aligning the ARTA capital programme with the work of outside agencies.
- j) Investigations Expenditure is \$2.9m more than budget year to date due to higher than budgeted costs for electrification design.

Net Operating Surplus/ (Deficit)

Net operating deficit for the year is \$15.0m. This deficit arises mainly because depreciation is unfunded.

5.3. STATEMENT OF FINANCIAL POSITION

The key features of the Statement of Financial Position as at 31 May 2009 are:

Current Liabilities

The total trade payables have remained relatively stable between April and May (\$0.3m decrease).

Income in advance has decreased \$1.9m from the month of April mainly due to the expiration of the May month of the Veolia invoice and prepaid insurance.

Accrued expenditure has increased \$6.3m from April primarily due to the accrual of some high value supplier invoices for capital project work done in May.

Creditors (included in Trade Payables)

Detail	Current	30-60 Days	More than 60 Days
Accounts Payable – May 09	\$1,702,200	\$3,200	\$700
Accounts Payable – April 09	\$648,900	\$0	(\$1,486)

Grants Payable and Grants Receivable are equal and opposite current and long term liabilities and assets recognising the ex Infrastructure Auckland grants that were taken over by ARTA. This recognises that we have a payable to an external party and a matching receivable from the ARC.

Current Assets

The decrease in prepayments \$1.8m is also due to the monthly amount of the Veolia quarterly invoices less the portion relating to the month of May.

Debtors (included in Trade Receivables)

Detail	Current	30–60 Days	More than 60 days
Accounts Receivable– May 09	\$285,400	\$113,100	\$32,300
Accounts Receivable– April 09	\$279,500	\$2,000	\$32,200

Public Equity

Transport Ring Fence represents the appropriation of grants for rolling stock refurbishment and fixed asset purchase. These grants will be appropriated back to the profit and loss account to offset depreciation.