Ferry travel across Auckland is being streamlined to better interface with other public transport modes

SECTION 2

DELIVERING AUCKLAND AN EFFECTIVE TRANSPORT SYSTEM

DELIVERING AN EFFICIENT ROAD NETWORK

This section discusses major areas of Auckland Transport's work, and reports on progress that has been made for the first eight months of the new organisation, to 30 June 2011.

AUCKLAND TRANSPORT'S ROLE

Road congestion has been a major contributor to holding back Auckland's economic performance. Lifting our performance means freeing up and maintaining the region's roads for the effective movement of goods and other business activities. Auckland Transport is responsible for local and arterial roads, with NZTA managing state highways.

Auckland Transport's roading activity covers a range of services, including:

- Maintaining and renewing existing roads and footpaths
- Improving roads and constructing new roads
- Operational and traffic management services to ensure that our road network functions in a safe and efficient manner.

A major focus for the organisation has been to consolidate the activities of seven road controlling authorities into one, and to move towards planning, managing and developing a single roading network across the whole of Auckland. The benefits to road users are reduced costs with investment focused on where it is most needed, and reduced disruption due to a more integrated approach to planning.

PERFORMANCE

Network performance

As Auckland continues to grow, so do the demands on its roading system. In the year to December 2010, estimated vehicle kilometres travelled in the Auckland region increased to 12,504 million – up 1.7 per cent on the previous year. The bulk of this traffic was on the local road network. Auckland Transport is responding to the challenges posed by this growth by ensuring that roads are well maintained and efficiently operated, and by improving and extending the network where necessary to cater for increased demand and improved safety.

The results of on-road surveys showed that there was an increase in the total number of people travelling through the critical parts of the transport network during peak periods in 2010/11. This has resulted from a combination of roading improvements, better traffic management, and a shift to more efficient modes such as public transport and increased ridesharing, which resulted in increases in average vehicle occupancy.

Safer roads

The number of annual fatal and serious injury crashes on Auckland local roads dropped from 386 (2009), to 352 (2010). Auckland was one of only two regions in the country to achieve the Government's reduced road safety target for 2010 in 'deaths plus hospitalisations of more than 3 days'.

Auckland Transport's strong focus on road safety is helping to continue this positive trend. During its first eight months, it has put in place a number of safety initiatives including:

- 151 safety engineering improvement projects such as traffic calming (speed humps), pedestrian refuges, lighting improvements and guard railing
- Completing engineering works associated with school travel plans at 21 schools
- Continued roll-out of 40kph zones around schools, with extra signage installed around 36 schools
- Introducing a 40kph speed restriction in Ponsonby Road and planning to introduce a 40kph trial in Devonport
- Local area traffic management and traffic calming measures to reduce speeds on residential streets
- Increased pedestrian safety awareness in town centres through the 'Check Before You Step' campaign, where 79 per cent of pedestrians surveyed indicated that they would more likely to cross the road safely as a result of the messaging.

A particular focus for Auckland Transport has been on reducing the number of crashes involving vulnerable road users: pedestrians, cyclists and motorcyclists. Crashes involving these road users on local roads reduced from 208 in 2009, to 180 in 2010.

Following the tragic death of a cyclist on Tamaki Drive, a comprehensive safety audit of this busy stretch of road was conducted. Over 200 separate actions were identified, around half of which have already been implemented. These actions include:

- Extending the friction grip on the cycle lane
- 'Share The Road' and 'Look Back' awareness campaigns
- Improved signage
- Creating no-parking clearways to improve visibility of and smoother traffic merging for cyclists.
- Other projects being considered include widening the footpath and signalising the Tamaki Drive/Ngapipi Road intersection.

DELIVERING AN EFFICIENT ROAD NETWORK contd

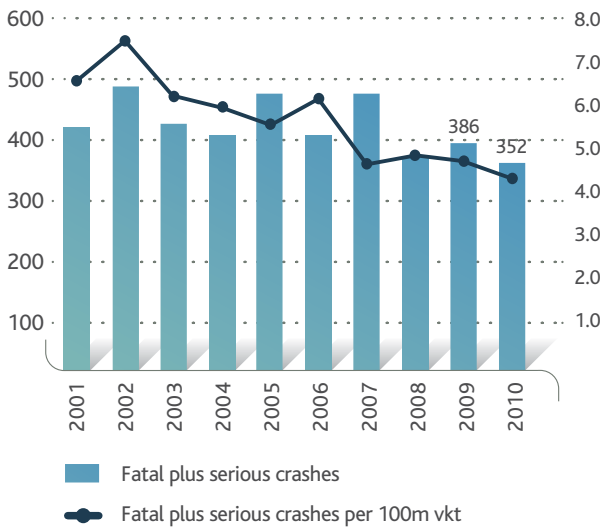
Improvements were also made to crash investigation processes with NZ Police, developing local road safety action plans for each police district, and the establishment of an Auckland Road Safety Steering Group with NZ Police, NZTA, the AA and the Ministry of Transport to help co-ordinate road safety improvements across the network in a Safe System approach. These initiatives combined with the Community Transport road safety campaigns and road policing enforcement are expected to ensure even safer roads over the coming years.

A trial of red-light cameras was completed during 2010/11. Preliminary results have shown a 43 per cent reduction in red light running rates, a 69 per cent reduction in crashes at sites where red light camera equipment was installed and a 93 per cent reduction in social cost (e.g. injuries requiring health care). The results of the pilot evaluation are being finalised for consideration by the Ministry of Transport to determine national policy for the use of red light cameras.

In the eight months to June 2011, Auckland Transport completed a thorough review of all sites of fatal road crashes with the Police Serious Crash Unit, to determine any changes that need to be made to road design and operations to help prevent repeat crashes. Auckland Transport also investigated and responded to approximately 3,000 customer requests relating to road safety and traffic operations issues.

Where appropriate, these investigations have resulted in improvements that have been included into future work programmes.

Number of fatal and serious crashes on Auckland's local roads



Customer satisfaction

Recent surveys show that four out of five residents are either satisfied with or neutral about the quality of roads in Auckland, while just one out of five is dissatisfied.

Questions

How would you rate your overall satisfaction with:	Very satisfied/ satisfied / Neutral
The quality of roads in the Auckland region?	79%
The surface for all sealed roads in the Auckland region, excluding motorways?	80%
The quality of footpaths in your local area?	76%
The quality of footpaths in the Auckland region?	76%

Auckland Transport's research team is completing a study to understand the key customer satisfaction drivers for the various travel modes, including roading and walking.

The results of this study will help to determine the customer satisfaction metrics for ongoing years.

KEY PROJECT

IN THE LONG TERM PLAN

SPOTLIGHT ON THE EASTERN SUBURBS

Auckland Transport has made excellent progress on a major upgrade of the transport network in and around Panmure, as the first stage of the Auckland-Manukau Eastern Transport Initiative (AMETI). The detailed design has been developed and the Notice of Requirement lodged.

Package 1 – Phase 1 has a target completion date of 2014 and includes a major transport interchange at Panmure. This stage will include constructing a busway station with future stages developing the busway from Panmure to Pakuranga and towards Botany. Panmure rail station will be upgraded, there will be a new road for local bus stops, space for future town centre development and improved pedestrian and cycle connections.

Major roading elements of Package 1 – Phase 1 are:

- Raising the Ellerslie Panmure Highway and Mountain Road overbridges by two metres to allow for the new road and rail electrification, constructing a new bridge for the busway and replacing the existing traffic bridge, both with provision for a possible future third rail line
- Constructing a 220 metre cover over the combined rail and new AMETI road between the Ellerslie Panmure Highway and Mountain Road. A local road will then be built on the cover for buses and drop-off access to the rail station
- A new two-lane road (with space for future four lanes) linking Morrin Road to Mt Wellington Highway. This will go under Mountain Road and Ellerslie Panmure Highway and remove some through traffic from the town centre, freeing up capacity for the future replacement of Panmure roundabout
- Realigning Mountain Road east to meet Jellicoe Road.

Ti Rakau Drive

Final plans were presented to the community in April and May, and work will get under way before the end of 2011, starting with raising the rail overbridges.

In addition to Package 1 – Phase 1 Interim work to reduce traffic congestion at the Pakuranga end of the South-Eastern Highway was completed over summer 2011. The left-turning lanes into Ti Rakau Drive were lengthened and the lane taking traffic from Ti Rakau Drive onto the South Eastern Highway was also lengthened to improve merging. The improvements assist traffic flows on the eastbound approach to and the westbound exit from the Ti Rakau Drive intersection*.

AMETI is a series of projects for the eastern suburbs aimed at increasing public transport use, walking and cycling, and unlocking the economic potential of the area by dealing with traffic congestion on key transport links.

PROJECT COST ESTIMATION: $233M

* This work is not included in the above cost estimation as it falls outside of Package 1 – Phase 1.

KEY PROJECT

IN THE LONG TERM PLAN

SPOTLIGHT ON NEW LYNN

Stages 2 and 3 of the New Lynn Transit Oriented Development programme are almost complete, five months ahead of schedule. These two stages include extending Clark Street and redeveloping Totara Avenue West and the Todd Triangle Reserve.

Clark St

A 300 metre dual carriageway is extending Clark Street to the west, from the intersection with Rankin and Totara Avenues and curving to the north via a new bridge over the rail trench to connect with Great North Road. The bypass allows heavy vehicles from SH20 to avoid New Lynn town centre.

In March this year, huge 33-tonne bridge beams were laid over the trench, with two cranes working simultaneously to lift the beams into place and create the fifth bridge to be built over the 1km-long rail trench. Work on the bridge deck then began and was completed on time. Road construction and embankment work has continued alongside the bridge work.

The adjoining Gardner Reserve is also being upgraded, retaining some heritage features along with a new rain garden, seating, lighting, upgraded footpaths and public toilets.

Clark Street artist's impression

Totara Avenue West

This area has been redeveloped into a more pedestrian-friendly retail area and focal point for the town centre. The bottom of the existing avenue no longer intersects with Great North Road. Instead, the realigned avenue provides an alternative access to Great North Road via a new intersection at the top end of the Todd Triangle Reserve. Totara Avenue West will become a shared space slow speed environment. The road layout change has enabled a safer traffic intersection to be built where Clark Street extension connects with Great North Road.

Parking, walkway and safety improvements

By April 2011, a number of parking, walkway and safety improvements were completed.

They are:

- Park-and-ride facilities with 48 additional car parks in Astley Avenue, with no time restrictions
- A pedestrian link on the north of the rail trench
- Improved safety around the exit into Clark St
- Upgrade of streetscapes and walkways between Totara Avenue and Veronica Street, and Memorial Drive and Great North Road.

Access to businesses has been maintained at all times during the works, and alternative parking areas provided. The New Lynn Matters newsletter was regularly distributed to 23,000 local homes and businesses with updates on the project.

Stage 1 of the vision to transform New Lynn into a vibrant regional town centre included construction of the New Lynn Transport Interchange and improvements to the surrounding road network, completed in September 2010.

PROJECT COST ESTIMATION: $31M (AUCKLAND TRANSPORT)

PROGRESS ON KEY PROJECTS

LAKE ROAD, NORTH SHORE

A two-year upgrade of Lake Road (between Jutland Road and Napier Avenue) was completed in June, six months ahead of schedule.

Lake Road now has:

- Two lanes in both directions
- A continuous flush median to prevent queues and make it safer for turning vehicles
- New footpaths and a signalised crossing making it safer for pedestrians
- A safer dedicated on-road cycle lane in each direction
- Indented bus bays to avoid holding up traffic
- A landscaped plaza on the corner of Lake and Hauraki Roads
- Undergrounded utility services.

Construction began in March 2009. This included boundary relocations, relocating and undergrounding the many services running down Lake Road, widening the roadway and installing new kerbs, installing stormwater drainage systems, and upgrading footpaths.

Consent conditions had been altered to allow work to be carried out at night. This reduced the overall project time by six months and led to the minimum possible disruption being achieved.

Lake Road is effectively the only road between Takapuna and Devonport, carrying 39,000 vehicles every day. A Timesaver Traffic plan for residents and businesses was rolled out when the main road works began. The plan communicated details of the night works, any lane restrictions and alternative modes of travel, which included a 'green' route for walkers and cyclists between Devonport and Takapuna. The route is a network of paths, boardwalks and bridges that weaves through parks, mangroves, heritage areas and residential streets.

Updates were broadcast widely on radio, while AA Roadwatch ran a subscriber service with traffic alerts sent to the customer's mobile phone. A personal journey plan service for local residents wanting one-on-one advice and quick answers about the best ways of getting around was also available.

PROJECT COST FOR STAGES 1 AND 2 WAS APPROXIMATELY $10M.

SERVICING NEW DEVELOPMENT AREAS

As Auckland expands into new development areas, the transport network needs to be in place at an early stage. Auckland Transport has advanced the planning and development of new transport infrastructure in a number of new growth areas on the edge of the metropolitan area, including:

- **Flat Bush:** A 1,700 hectare development area in the south east of Manukau, which will be home to at least 20,000 people by 2020, with a new 20 hectare town centre. Auckland Transport is responsible for delivering the infrastructure over the next seven years, including arterial road upgrades and improvements to the quality transit network, designed to transport people cross-town, linking key employment and population centres. Work is already under way on these developments, with Flatbush School Road Bridge completed in January 2011, along with work on either side of the bridge. Auckland Transport is working with Auckland Council planners regarding other proposed projects around Flat Bush. A 700 metre section of Ormiston Road heading east towards Whitford from the Murphy's Road intersection was also upgraded to a four lane carriageway in conjunction with an adjacent subdivisional development.

  PROJECT COST IS ESTIMATED AT $50M

- **Northern Strategic Growth Area (NorSGA):** A 1,750 hectare development area where development is planned in three stages. Stage one, involving 435 hectares in Hobsonville and Massey North is currently under way, and Auckland Transport is responsible for the main roads servicing the development area, as well as construction of a new ferry terminal at Hobsonville. In addition to new infrastructure, a number of existing roads will be upgraded as part of the overall development.

  PROJECT COST IS ESTIMATED AT $100M

- **Long Bay:** A development of approximately 2,800 residential lots over the next 10 years. Auckland Transport is responsible for upgrading existing roads in the area to bring them up to the standards required in a new urban setting, as well as the provision of new roads to service the development.

  PROJECT COST IS ESTIMATED AT $50M

PROGRESS ON KEY PROJECTS contd

OTHER ROADING PROJECTS BY AREA

South/East

- Work was completed on arterial improvements through the Cavendish Link, to support easier access from eastern suburbs such as Howick and East Tamaki to the airport
- As part of the NZTA Highways and Network Operations SH20-1 project, Auckland Transport carried out enabling works for the new Manukau Rail Station. Lambie Drive Bridge was completed, along with the tunnel structure through Davies Avenue. Earthworks on the embankment for the railway line were also progressed
- The Neilson Street, Onehunga upgrade began after Easter and will be completed in three stages, from the Onehunga Mall intersection to the motorway on-ramp. The upgrade is expected to be completed mid 2012
- The Pukekohe town centre streetscape upgrade was completed in Feb 2011
- While KiwiRail replaced six road bridges that cross the main trunk railway line between Papakura and Papatoetoe from January to March 2011, Auckland Transport widened the bridges to include cycle lanes
- 40km zone signs were installed at 29 locations by February 2011.

Essential road maintenance outside peak travel times

North/West

- The Opanaku Stream Bridge on Great North Road in Henderson was completed in July 2011, featuring a suspended structural steel pedestrian walkway
- New footpaths in Laingholm Drive, Titirangi and Lincoln Park Avenue were completed
- New kerbing, road widening and road reconstruction works was undertaken on a 950 metre section of Konini Road in Glen Eden.

CBD/Central

- Work began in June on new $2.1m bus shelters on Karangahape Road
- The Kitchener Street (south) upgrade began in February 2011
- The pedestrian crossing and signals at the Wellington St/ motorway onramp were completed.

Other projects

Auckland Transport is also contributing to significant projects led by other agencies, including the following major state highway projects led by NZTA:

- The SH20 Waterview connection and SH16 upgrade
- The Victoria Park Tunnel
- SH1 Newmarket Viaduct
- SH18 Hobsonville Deviation.

MAINTAINING ROADING ASSETS

Auckland Transport is responsible for an extensive network of roads and footpaths. Maintaining these assets in good condition is a big part of our job. We manage over 7,300km of roads, 862km of which are unsealed; and over 6,700km of footpaths. In addition to implementing a thorough programme of routine maintenance and undertaking regular asset renewals, we also respond to approximately 3,600 customer requests for service each month.

North

We manage:

- 2,438km of roads (689km are unsealed)
- 1,775km of kerb and channel
- 1,456km of footpaths
- 714 retaining walls
- 35,006 signs
- 453 bridges/large culverts
- 20,930 streetlights
- 587 bus shelters
- Approximately 1,200 requests for service each month.

West

We manage:

- 784km of roads (33km are unsealed)
- 903km of kerb and channel
- 876km of footpaths
- 567 retaining walls
- 16,500 traffic signs
- 76 bridges
- 12,400 streetlights
- 214 bus shelters
- Approximately 300 requests for service each month.

Central

We manage:

- 1,676km of roads (89km are unsealed)
- 2,277km of kerb and channel
- 2,200km of footpaths
- 1,000 retaining walls
- 48,000 traffic signs
- 86 bridges, 180 culverts
- 30,000 streetlights
- 388 bus shelters (43km of bus lanes are operational)
- Approximately 1,500 requests for service each month.

South

We manage:

- 2,424km of roads (51km are unsealed)
- 2,839km of kerb and channel
- 2,190km of footpaths
- 246 retaining walls
- 34,570 traffic signs
- 299 bridges/culverts
- 28,963 streetlights
- 357 bus shelters
- Approximately 650 requests for service each month.

An important focus for Auckland Transport in the first eight months has been to ensure that its maintenance resources are directed in the most efficient and effective manner, and that its activities are designed to meet the needs and scale of the assets under its control. To do this, Auckland Transport has been focusing on developing and implementing a conditions' rating and associated works programme. The aim is to make sure it has a good understanding of its asset maintenance needs, and to enable it to make better decisions on the timing of future maintenance through our physical works contracts.

During the year Auckland Transport also began the process of reviewing its service delivery across the city, with a view to rationalising the way in which it responds to maintenance needs across the different areas of Auckland. As part of this, it has also started work on a new procurement plan, which will be progressively rolled out through new physical works contracts as these come up for review.

During the eight months to June 2011, Auckland Transport completed the following maintenance works:

Type	Cost ($m)
Asphaltic resurfacing	22.8
Chipseal	11.6
Pavement rehabilitation and reconstruction	41.1

An unpredictable but essential part of Auckland Transport's role is its response to extreme events such as storms, floods, and Civil Defence emergencies which can result in damage to the transport network, with safety and access impacts. An example was the two cyclones that hit Auckland in close succession in early 2011. These caused about $10m worth of damage to roads, especially in the north of the region. Auckland Transport worked with its contractors on a rapid first response to these events to ensure the roads were cleared as quickly as possible. Auckland Transport also programmed and funded initial and longer term remedial works to return the roads to a fit state.

As a result of experiences gained through these events, Auckland Transport has implemented a new communications process that helps it to keep in close contact with all key parties during these events, including Civil Defence, contractors, Auckland Council, other infrastructure providers, local residents, businesses and the media.

TRAFFIC OPERATIONS

An important part of keeping Auckland moving is making sure that traffic is managed in a way that enables safe and efficient travel. Auckland Transport provides a range of traffic management and road safety functions, including traffic signal and closed circuit TV operations, traffic signal coordination, minor safety works, speed limit management and network efficiency improvements.

As part of Auckland Transport's overall commitment to a 'one network' approach, Auckland Transport and NZTA have developed a partnering agreement for the future operation of the Joint Transport Operations Centre (JTOC) at Smales Farm. The centre brings Auckland Transport and NZTA traffic operations staff together in a single location, and enables delivery of a consistent approach to traffic management for all motorways and arterials across Auckland. Benefits of jointly managing traffic flows are more reliable travel times across the network, better information for road users (including real-time congestion information); and enhanced incident response capability, especially on the arterial network.

During the year Auckland Transport initiated a route optimisation programme that has identified a number of major arterial routes where signal coordination and other traffic management initiatives can achieve improvements in travel time reliability, safety and reductions in emissions. These improvements are consistent with Auckland Transport's aim to make efficient and effective use of existing transport assets. This year, Auckland Transport has implemented route optimisation on three arterial routes, and post implementation surveys have identified significant benefits, as follows:

Route	Travel time savings (hours)	CO_2 emission reduction (tonnes)	Fuel savings (litres)	First year benefits ($m)
St Lukes	81,034	266	106,098	1.46
Symonds Street	234,052	1,005	402,429	4.41
Dominion Road	105,000	117	51,000	1.72

Auckland Transport has also embarked on a comprehensive set of improvements to the CBD-Airport route. This was being completed ahead of RWC 2011, and includes a trial of real-time information on the route, together with signal optimisation and improved signage and wayfinding.

CORRIDOR ACCESS

During all significant road works, Auckland Transport manages temporary access for contractors within and to the road corridor through a process called Corridor Access Request (CAR). This process ensures the safety of road users and workers, and minimises disruption for road users and adjoining residents, while protecting the integrity of existing road and utility assets within the corridor.

Between 1 November 2010 and 30 June 2011 Auckland Transport processed over 10,000 corridor access requests, with 84 per cent processed within five working days and 95 per cent within 15 working days of receipt.

In March, Auckland Transport began using the Corridor Access Requests (CAR) manager system. This system is integrated with the 'before U dig' service, which is supported by all the major utility operators in the Auckland region. This means it is now using one common system across the region and is no longer dependent on any council legacy systems. The CAR process is now initiated by an enquiry about the presence of underground services, which will reduce the amount of work proceeding without the necessary notification and approvals.

Contractors working on road corridor

RESULTS IN SUMMARY: ROADING

KEY PERFORMANCE INDICATORS

The table below through to page 40 summarises Auckland Transport's service performance against measures formally agreed in its Statement of Intent. This information has been audited. The results show how Auckland Transport has contributed to the goal of delivering a properly connected arterial road and state highway network that moves people and goods efficiently and safely.

Because Auckland Transport was in 'start-up' mode during this period, a number of the performance measures included in the Statement of Intent did not have accurate baseline data available, and hence no specific targets could be established. As the table shows, new baseline measures have now been determined, and these measures will form the basis of performance reporting for Auckland Transport's future Statements of Intent.

Objective/performance measure	Recent Performance[1]	Target 2010/11	Actual 2010/11	Comments
Daily people flows, inbound in morning peak (7am-9am), across Harbour Bridge:				
- by car	16,440	16,440	21,448	March 2011 cordon survey (survey conducted on 29 March 2011)
- by public transport	8,623	8,300	8,617	
- total	25,063	24,740	30,065	
Daily people flows, inbound in morning peak (7am-9am), by car and public transport, across on other screen-lines:		Maintain or increase total flow		
INTO CBD				
- by car	34,350		37,846	March 2011 cordon survey; 'by car' includes drivers and car passengers
- by public transport	32,398		32,382	
- total	66,748		70,228	
ACROSS PANMURE & WAIPUNA BRIDGES				
- by car	13,754		13,564	*Corrected from the original LTP which contained an error
- by public transport	1,312*		1,460	
- total	15,066		15,024	
GREEN BAY/NEW LYNN TO ISTHMUS				
- by car	9,725		11,371	Surveys conducted on: - 29 Mar (into CBD) - 7 Apr (Panmure and Waipuna Bridges) - 6 Apr (Green Bay/ New Lynn to isthmus)
- by public transport	3,236		2,853	
- total	12,961		14,224	

[1] These figures were taken from Auckland Council's Long-term Plan 1 November 2010 – 30 June 2019 Volume 4: The council-controlled organisation unless otherwise stated. These reflect the results prior to the amalgamation.

RESULTS IN SUMMARY: ROADING contd

Objective/performance measure	Recent performance	Target 2010/11	Actual 2010/11	Comments
Travel times (minutes) along strategically important vehicle routes during the morning peak (7am-9am):	New measure	Baseline data and targets to be determined	Current (Nov 2010) 85% of trips within these travel times (minutes)	Target for 2011/12: Maintain current travel times for 85% of trips during peak hour
- Airport to CBD via Manukau Road			41	
- CBD to Airport via Manukau Road			41	
- St Lukes to St Johns via St Lukes Road/ Greenlane/Remuera Road			41	
- St Johns to St Lukes via St Lukes Rd/ Greenlane/Remuera Road			58	
- Albany to Birkenhead via Glenfield Road			34	
- Birkenhead to Albany via Glenfield Road			26	
- Henderson to CBD via Great North Road			50	
- CBD to Henderson via Great North Road			38	
Travel times (minutes) along strategically important freight routes during the interpeak (9am-4pm):	New measure	Baseline data and targets to be determined	Current (Nov 2010) 85% of trips within these travel times (minutes)	Target for 2011/12: Maintain current travel times for 85% of trips
- SH20 to SH1 via Nielson Street			16	
- SH1 to SH20 via Nielson Street			13	
- Sylvia Park to East Tamaki via South-eastern arterial			11	
- East Tamaki to Sylvia Park via South-eastern arterial			12	
- SH1 to SH18 via Wairau Road			8	
- SH18 to SH1 via Wairau Road			8	
- East Tamaki to SH1 Highbrook interchange via Harris Road			10	
- SH1 Highbrook interchange to East Tamaki via Harris Road			11	

RESULTS IN SUMMARY: ROADING contd

Objective/performance measure	Recent Performance[1]	Target 2010/11	Actual 2010/11	Comments
Traffic signal co-ordination on key arterial routes: proportion of arterial road network with signal optimisation in place*	New measure	Establish baseline	New measure commencing 2011/12	Baseline measure has been established for 2011/12 as: '10% of network arterial routes with signal optimisation in place by June 2012' * Not in LTP.
Percentage of arterial road network for which real-time travel or congestion information is publicly available	0%	Establish baseline and schedule of routes	New measure commencing 2011/12	Target for 2011/12: 8% of the network
Number of reported fatal and serious injury crashes per 100 million vehicle kilometres travelled (vkt) on roads (excludes state highways) in the region including pedestrians and cyclists	386 fatal/serious crashes (4.8 per 100 million VKT) in 2009	Decrease on baseline	352 fatal/serious crashes* (4.4 per 100 million VKT)	Results for calendar year 2010 *From Ministry of Transport (MoT)
For all local roads: Crash reductions associated with completed Auckland Transport projects	New measure	Establish baseline	New measure commencing 2011/12	Target for 2011/12: 20% reduction in crashes associated with Crash Reduction Programme
Proportion of drivers exceeding 50km/h on arterial roads with a community/ pedestrian emphasis	New measure	Establish baseline	31%	Average survey result for selected arterials
Percentage of residents satisfied with the quality of roads	Variable across region (77-90%)	Establish baseline across the region	79%	Customer satisfaction survey: includes very satisfied (7%), satisfied (36%) & neutral (36%). The rating scale will be amended for 2011/12 survey to remove 'neutral' response option. Target for 2011/12: 'not less than 75%'.
Road maintenance standards (ride quality) as measured by smooth travel exposure for all sealed roads	Variable across region (79-95%)	Establish baseline across the region	85%	Measure is for the whole network. Previous results varied between districts
Percentage of residents satisfied with the quality of footpaths	Variable across region (35-76%)	Establish baseline across the region	76%	Customer satisfaction survey: includes very satisfied (11%), satisfied (34%) & neutral (31%). The rating scale will be amended for 2011/12 survey to remove 'neutral' response option. Target for 2011/12: 'not less than 75%'.

[1] These figures were taken from Auckland Council's Long-term Plan 1 November 2010 – 30 June 2019 Volume 4: The council-controlled organisation unless otherwise stated. These reflect the results prior to the amalgamation.

RESULTS IN SUMMARY: ROADING contd

PROGRESS ON PROGRAMME OF ACTION

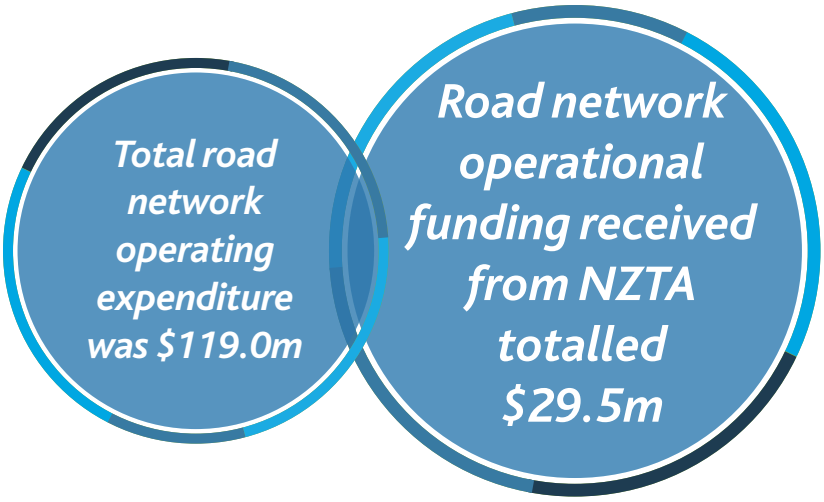
The Auckland Transport Statement of Intent highlighted a number of major roading initiatives as part of its Programme of Action. Progress on these key projects during Auckland Transport's first eight months is detailed below.

Key projects in programme of action	Actions and achievements to 30 June 2011
New roading connections and improvements associated with the New Lynn rail trenching and transport interchange	• Bridge structure completed on schedule • Great North Road roadworks and intersections completed ahead of time • Minor parking improvements in Astley Avenue, and new pedestrian walkway at the RSA completed • Station improvements for new drop off parking and new toilets completed • Works in Totara Avenue running ahead of schedule • Design works for Great North Road and McCrae Way on track for tendering later this year.
Roading projects in new development areas, especially Flat Bush, East Tamaki, and Pukekohe	• Flat Bush School Road upgrading Stage 2 detailed design completed, and Stage 3 scheme assessment started • Murphy's Road upgrade – Murphy's Bush (North of Thomas Road to Flat Bush School Road) – preliminary design completed • Chapel Road Realignment and Bridge/Ormiston Road to Stancombe Road – scheme assessment report completed, transport planning and hydraulic issues being resolved • Ormiston Road – North side widening Ti Irirangi Drive to Chapel Road – detailed design completed. Finalising consents and land acquisition issues • Pukekohe Eastern Arterial – Feasibility Study completed • Mill Road corridor study (Manukau section) scheme assessment under way. Papakura section corridor management plan completed • Flat Bush to Manukau City Centre roading upgrades including key bus-link from Flat Bush to Manukau Station. Scheme assessment report to be tendered 2011.
Commencement of the Auckland-Manukau Eastern Transport Initiative (AMETI) project	• Detailed design for Panmure works nearing completion • Consenting process for Package 1 on target • Expressions of interest process for Mountain Road Rail Bridge completed • Detailed design for Package 2 work at Sylvia Park completed • For further details see Spotlight on Eastern Suburbs, page 32.
Major pavement reconstruction	• 43,530 metres of pavement reconstruction and rehabilitation completed, costing $41.1m.
Local road improvements associated with major NZ Transport Agency projects, including SH20 Waterview and SH16 upgrades, and the SH20-1 connection	• Hobsonville Road detailed design under way • Lincoln Road preliminary design tender awarded Te Atatu Road detailed design under way • Tiverton to Wolverton work with utility companies regarding service relocation under way; construction methodology under discussion • Hollyford to Ronwood corridor study scheme assessment report completed and progressing to detailed design • Completion of improvements to the local road network around Manukau Central including new bridges on Great South Road, Barrowcliffe Place, Wiri Station Road, Lambie Drive, and Plunket Ave.

RESULTS IN SUMMARY: ROADING contd

PROGRESS ON PROGRAMME OF ACTION

Key projects in programme of action	Actions and achievements to 30 June 2011
Crash reduction studies in Auckland City, Waitakere and Franklin	• Crash reduction studies completed in Northern Urban, Northern Rural, West, Central CBD and Southern areas.
Albany Highway Corridor upgrade	• Scheme assessment report completed • Notice of Requirement application lodged and land acquisition ongoing • Detailed design started.
Upgrade to Dominion Road, including bus priorities	• Strategic review of Dominion corridor requirements completed, and preferred approach identified • Engagement with Local Boards and community stakeholders started.
SH20 Waterview Connection (Auckland Transport input to NZTA project)	• Working with NZTA to agree cycleway design Progressing Auckland Transport projects which will better facilitate the one network approach complementing the Waterview projects • Provision of advice and support to maximise the outcomes for Auckland.
SH1 Victoria Park Tunnel (Auckland Transport input to NZTA project)	• Provision of advice and support to maximise the outcomes for Auckland • Agreement of future maintenance boundaries and interfaces.
SH1 Newmarket Viaduct (Auckland Transport input to NZTA project)	• Provision of advice and support to maximise the outcomes for Auckland • Assistance in planning to minimise impacts of traffic restrictions.
SH18 Hobsonville Deviation (Auckland Transport input to NZTA project)	• Provision of advice and support to maximise the outcomes for Auckland • Working with NZTA to optimise interaction with adjacent Auckland Transport projects including the Northside Bridge Central Pier • Working with NZTA to minimise the impacts on the local road network.



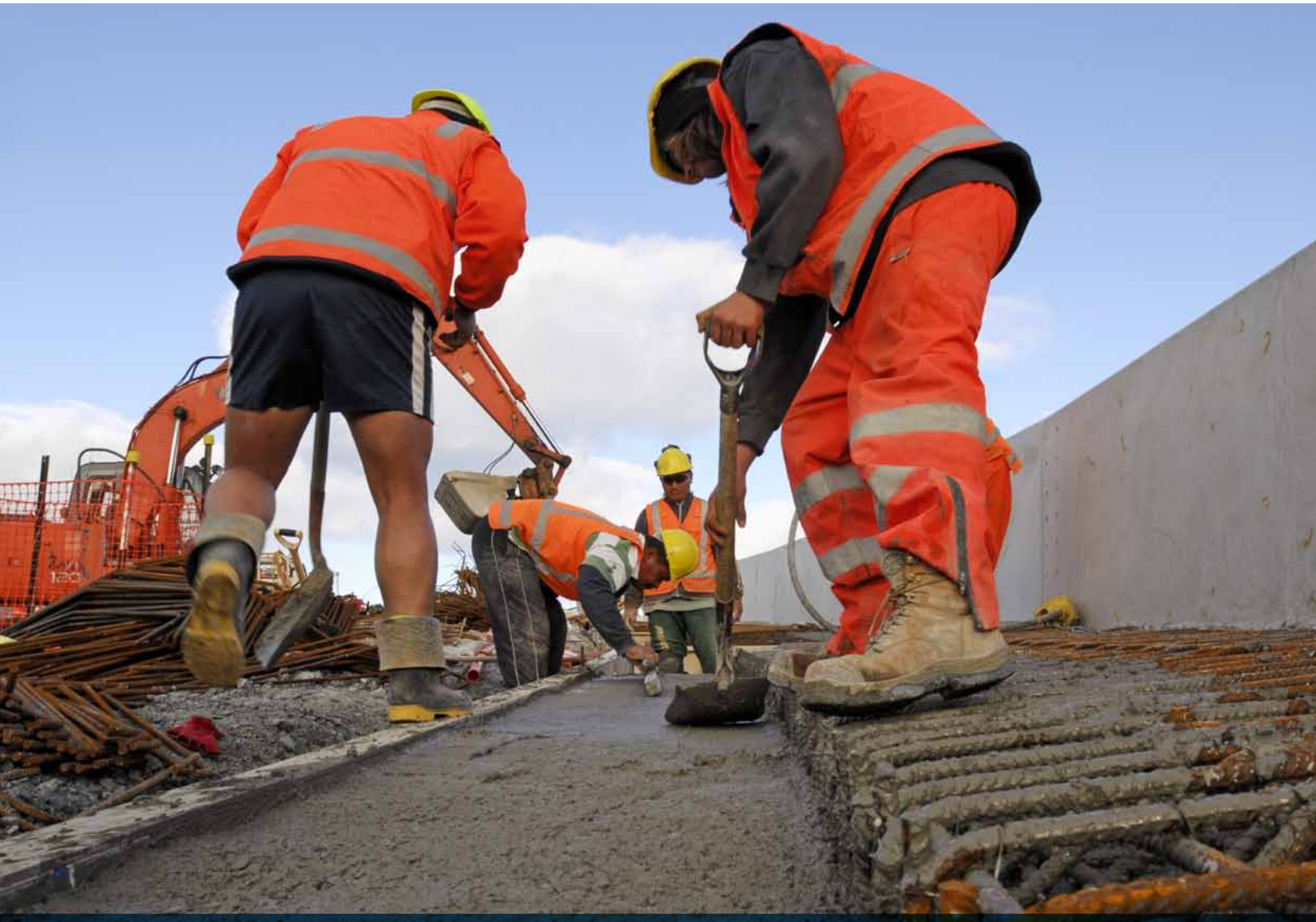
RESULTS IN SUMMARY: ROADING contd

LOOKING AHEAD

Auckland Transport's programme of action for the next three years (set out in the Statement of Intent for 2011/12) builds on the work that has been undertaken during Auckland Transport's establishment phase.

It focuses on the goal of developing a properly connected and maintained arterial road network that is integrated with the state highway network and moves people and goods efficiently and safely, and provides for further progress on key roading projects that have already started, including:

- Working with NZTA on the investigation and route protection for an additional Waitemata Harbour crossing, including rail
- Progressing the AMETI project
- Roading projects in new development areas
- Local road improvements associated with major NZTA projects.



A new bridge over the rail trench in New Lynn will create a bypass of the town centre for heavy vehicles on SH20

Rudo Greissworth is one of our friendly MAXX Call Centre representatives

DELIVERING AN INTEGRATED PUBLIC TRANSPORT NETWORK

AUCKLAND TRANSPORT'S ROLE

A public transport system that gets people where they need to go, reliably and at a price they can afford gives Aucklanders realistic transport choices. Auckland Transport's main activities are listed below – along with a report on performance this year.

Services

- Identifying and contracting public transport services on buses, trains and ferries
- Monitoring and reviewing existing public transport services
- Designing and planning new and improved public transport services
- Providing information about public transport services, including the MAXX website and HOP integrated ticketing
- Operating and managing bus, train and ferry passenger facilities, including rail stations, ferry wharves and bus stations
- Ownership of diesel trains and procurement of new electric trains
- Managing contracts and services for school buses.

Infrastructure

- Upgrading train stations on the rail network
- Developing bus/train/ferry interchanges, and park-and-ride facilities
- Upgrading and maintaining bus stations, bus shelters and bus stops
- Managing and maintaining wharves.

Strategic network planning

- Strategic overview of best-value-for-money developments of the public transport network.

Auckland Transport also manages concession fares for senior citizens, school children and tertiary students, the Total Mobility service and other initiatives to help people with disabilities access public transport.

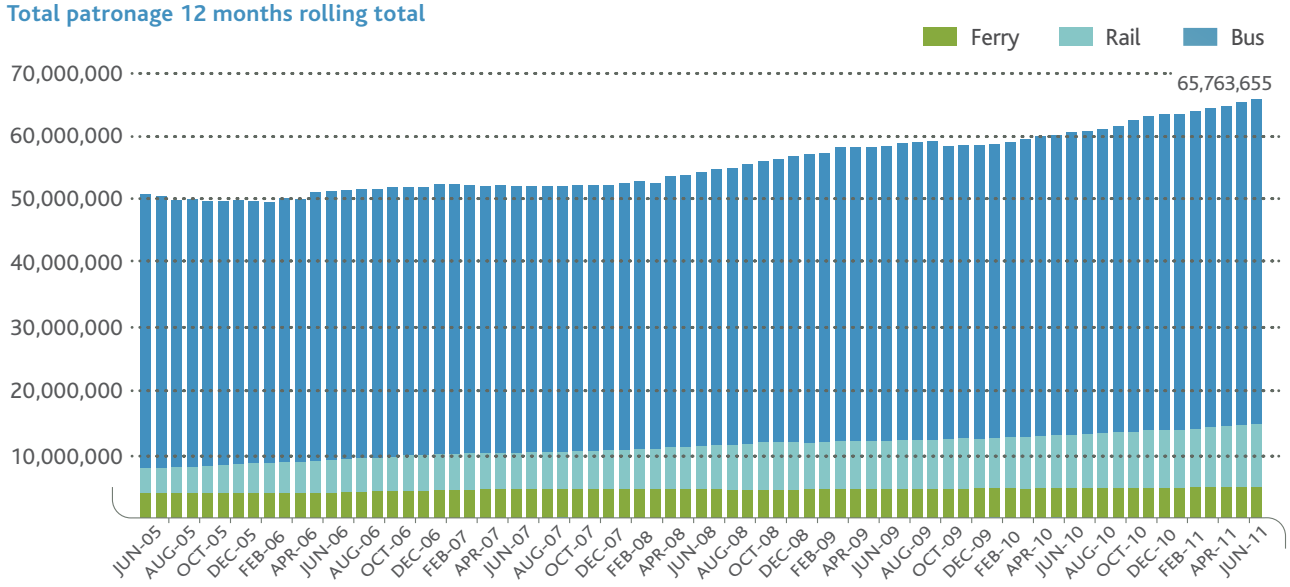
PERFORMANCE

Strong growth in patronage

In the 2010/11 financial year, we aimed to increase overall public transport patronage by 3.6 per cent, with an eight per cent increase of commuters on rail and a three per cent increase on buses.

In fact, patronage grew by 8.5 per cent, to over 65.7 million trips. The delivery of quality facilities and increasingly reliable services, rising petrol costs and the success of the rail, Northern Busway and b.line services are all continuing to push patronage growth to record levels.

Total patronage 12 months rolling total



March is traditionally the peak month, with tertiary students returning to study. For the first time in decades public transport usage exceeded seven million passenger journeys in a single month and for the first time ever in March 2011, more than one million passengers boarded a train.

DELIVERING AN INTEGRATED PUBLIC TRANSPORT NETWORK contd

Trips taken and percentage annual growth to June 2011

Mode	Trips taken (millions)
Trains	9.86
Northern Express	2.06
Other buses	49.11
Ferries	4.74
TOTAL	65.77*

* An increase of 8.5% year on year

Responding to demand

Some individual routes had patronage gains of 20 per cent during March 2011, notably Dominion Road, Mt Eden Road, Botany and Hibiscus Coast to the CBD and North Shore to the universities. While rail services were increased by 25 per cent in late 2010 and more services were added on some bus routes from January to March, a further suite of changes had to be quickly implemented in April and May to cope with demand. This included:

- Sourcing additional buses from Wellington and Christchurch
- Increasing the frequency of services and their operating hours
- Additional carriages on the Southern and Eastern rail lines.

Transport Committee Chairman Michael Lee and COO Fergus Gammie at the launch of the new LINK services

Auckland Transport along with KiwiRail completed the programme of extending all platforms to accommodate six-car trains in May this year, to expand passenger capacity. The introduction of the final five rail carriages were introduced to services in July 2011. This is the final increase in rail capacity before the electric trains arrive in 2013/14. Aside from introducing 10-minute Western Line services in early 2012, alternative demand response solutions for rail are being developed.

Bus service growth, excluding the Northern Express, achieved its highest in many years at 7.2 per cent.

- The growth rate of west bus services has improved from 2.5 per cent per month to an average of 7.6 per cent per month since a new North West Rodney service was introduced in September 2010.
- North bus services achieved a 12-month growth of 8.6 per cent to June 2011.

Public transport patronage across all modes of travel increased 8.5 per cent year on year to 30 June

SPOTLIGHT ON NEW BUS SERVICES

Three new high profile LINK branded bus services are providing the premier public transport travel around the CBD and central Isthmus. Introduced in August 2011, the services are part of key changes being introduced this year ahead of RWC for the CBD and inner suburbs.

The improvements to make buses highly recognisable, quicker and easier to use are expected to increase patronage in the area by at least 10 per cent.

- **The City LINK** service runs every seven to eight minutes 7am to 7pm and every 10 minutes at other times, operating highly visible brand new red buses. This service links Karangahape Road with Britomart via Queen Street with every alternate trip servicing Wynyard Quarter and connecting with the new waterfront tram. It replaces the City Circuit.
- Improvements to the existing LINK service have been made with a more direct service, continuing to operate distinctive green buses and re-branded **Inner LINK**.
- Similar to the LINK, the **Outer LINK** service runs every 15 minutes and connects the suburbs of Parnell, Newmarket, Mt Eden, Pt Chevalier, Herne Bay, Street Lukes and Wynyard Quarter. It replaces the existing LINK for journeys between Ponsonby, Britomart, Parnell and Newmarket.
- Areas not covered by the new Outer Loop (Freemans Bay, Richmond Road, Westmere and the tip of Pt Chevalier) are being served by two new routes. To speed up trips the **Western Bays** services run from Britomart via Albert Street instead of Queen St.

More than 1,100 responses were received during the consultation process on the Central Flagship project, which closed mid April. The final decisions on changes were made in July.

NZ Bus has worked in partnership with Auckland Transport to design and introduce the new services.

Creative promotional ideas were used to launch the new LINK services

DELIVERING AN INTEGRATED PUBLIC TRANSPORT NETWORK contd

Monitoring safety and security of public transport

Auckland Transport addresses the health and safety of customers using Auckland's public transport network in a number of ways that satisfy both legislation and good practice. These range from requirements placed on service providers, good design practices, and monitoring and audit of assets.

Public transport service providers are contractually obliged to report incidents and complete monthly accident reports, which are submitted to Auckland Transport for collation and analysis. This can include any internal operator investigations that might be necessary and reporting of any required action.

Auckland Transport also undertakes periodic health and safety audits of operators based on ACC's audit guidelines to monitor on-road and off-road incidents, internal reporting and investigation of driver training, qualifications and maintenance records.

Auckland Transport is also required to comply with legislation covering existing public transport facilities, such as building compliance and fire egress controls. Auditing and monitoring of facilities is carried out through formal fire evacuation exercises, regular independent health and safety audits (currently by Interfleet) and informal observations through contractors. For example, cleaning contractors are required to report any safety hazards that they may observe during the course of their daily cleaning activities.

Processes are also in place through the busway, wharf, and rail facilities management teams within Auckland Transport to undertake daily, monthly and quarterly health and safety checks of facilities and fire safety equipment. All health and safety incidents are logged and any required action documented.

This year, Interfleet was commissioned to review the Auckland rail network for security issues. Previous reviews and ongoing customer satisfaction surveys indicate that the rail network is a safe environment and that crime at rail stations is lower than in the general community – both in frequency and type. However, the number of upgraded rail stations and significant increase in patronage levels has prompted further investigation. The review includes trains, train stations, station access and park-and-ride facilities.

The fire safety strategy for Britomart is being redefined this year for accuracy but no other risks were identified and the building has had an excellent safety record over the past eight years.

Customer satisfaction

Auckland Transport has contributed to the Auckland Council goal of ensuring transport is customer focused and delivers value for money.

Customer satisfaction with public transport was consistent throughout the year, with 86 per cent satisfied with the service. This consistent level was achieved despite ongoing significant change to public transport, including infrastructure on the rail network and major service enhancements on rail and parts of the bus network.

75,000 HOP smartcards were issued in less than two months

SPOTLIGHT ON HOP INTEGRATED TICKETS

A single, integrated ticket for all of Auckland's public transport services took a significant step forward this year when HOP successfully went live on NZ Bus's North Star services on 8 May. This launch was quickly followed by Go West, Waka Pacific, LINK and Metrolink buses in May and June.

Just one week into 'go live', 130 retail outlets were operational and 137 buses had been converted over to the HOP system. Visits to the MYHOP website hit 234,436 by the end of June. The number of cards being issued continues to increase as new services come on stream with more than 75,000 HOP cards now being used.

The value-storing swipecard for buses will be compatible with trains, the Devonport ferry and some retail outlets from late 2011 through to early 2012, with all other Auckland buses and ferries operational later in 2012.

By June, foundation work of automated gates and smartcard reload devices had been completed at 18 rail stations. An integrated smartcard for the Rugby World Cup will be launched in September 2011 for use as a day pass across all bus, train and inner-harbour ferry services.

The benefits of HOP include savings of at least 10 per cent off the normal cash fares, targeted use across all bus, rail and ferry services, improved boarding times, ease of use and the added benefit of making fast everyday purchases through retail outlets.

NZ Bus engaged Snapper to deploy its ticketing and payment system for the launch of HOP. The single integrated ticket system for the rest of Auckland's transport services is in development with Auckland Transport's contractor, Thales NZ.

HOP bus shelter

Customer fares on public transport are subsidised through Auckland Transport and government agencies such as the NZTA

PROGRESS ON KEY PROJECTS

The success of the Northern Busway, b.line high frequency bus services and continuously improving rail service frequencies has confirmed that passengers are looking for fast, frequent services, clean and good quality vehicles, shelter from the rain and real-time service information. This is informing much of the service improvement under way on the public transport network.

ELECTRIC TRAINS ARE ON SCHEDULE

More investment has been made into Auckland's rail network in the past decade than in the previous 50 years. The rail network is now being prepared for a further leap in quality, with work being undertaken for the arrival of electric trains in 2013. Auckland has great potential to move more people and goods on its rail corridors, reducing the pressures on the roading network. Around the world, cities with high-frequency metropolitan rail services use electric trains, and Auckland is on track to join them.

Two preferred bidders for the electric multiple units (EMUs) have been selected by our partner KiwiRail, a depot for the EMUs is being developed and the first of the electric trains are scheduled to be delivered in 2013. In preparation, 3,500 masts to support 80km of overhead wires are being installed over the length of the regional rail system and re-signalling of the whole network with a state-of-the-art signalling and train control system is nearing completion.

Electric trains make it possible for the first time for Auckland to have an underground central city link, as diesel trains cannot operate in long, confined tunnels.

CITY RAIL LINK BUSINESS CASE

A key part of the paradigm shift required for rail is the City Rail Link. Britomart as a terminal station will be almost at capacity in the next couple of years, leaving virtually no room for extra rail services after the arrival of electric trains in 2013.

The business case for a City Rail Link was completed in 2010. A two billion dollar, 3.5km-long rail tunnel under the CBD connecting Britomart with the Western Line at Mt Eden would allow for 25,000 commuters into the CBD during the morning peak by 2035 (compared with approximately 5,000 now). The link would also allow the number of trains through Britomart to double per hour to 21, support an increase of services to the west and south, and remove tens of thousands of cars off the network.

The business case was approved by Auckland Transport and protection of the route endorsed by Auckland Council.

MANUKAU RAIL STATION

The Manukau Rail Station is due to open in February 2012. This will integrate with work on electrification of the rail line and a wider rail timetable upgrade that same month. Manukau Station will be part of a tertiary campus building at Manukau Institute of Technology (MIT), meaning students will be able to get off the train or bus and go straight to lectures.

- In November 2010, the underground rail box that protects electrical connections was completed and the concept design for the rail station was completed
- The main station building works have progressed well, including two 180m-long lateral platforms. Work to fit out the station began in May, including platforms, lifts, CCTV and signage
- Driver training for the opening of the new branch line will take place shortly after RWC 2011 and prior to the annual rail network Christmas shutdown
- Additional infrastructure and signalling resilience will be built into the network during the shutdown period.

A six metre deep, 300 metre long rail trench being constructed by KiwiRail will house the platforms and the station. All works are on schedule and within budget.

Approximately 600,000 passengers a year will use the train station, a similar level to Newmarket – only Britomart will be busier. The 2km new Manukau Line will link Manukau city centre with the Southern Line at Puhinui. It is the first new rail route to be built in Auckland since the Eastern Line in 1930. It will run alongside the new SH20 motorway extension and is mostly double-tracked to achieve convenient and frequent services.

RAIL STATION UPGRADES MOVING FORWARD

In February this year, an upgraded Baldwin Avenue rail station opened on the Western Line and Remuera and Penrose stations were completed.

The upgrade of Baldwin Avenue Station included high-quality new shelters, enhanced lighting, signage, landscaping and CCTV. The platforms have also been rebuilt and relocated to accommodate longer trains. The longer platforms allow the six-car trains which were introduced on the Western Line last September.

The Newmarket rail station won the Urban Design category at the New Zealand Institute of Architects Awards in May 2011

PROGRESS ON KEY PROJECTS contd

This brings the total number of stations upgraded or newly built to 33. There are 42 stations on the four lines of the rail network. The original rail station upgrade programme outlined a further four station redevelopments to be complete by 2014, but the need to upgrade all the remaining stations by the time the electric trains roll out has become a priority and the programme has been accelerated. Some of the stations that have been upgraded require further modification of station facilities and supporting infrastructure for the electrification project.

The upgrade project will cost $38.9m. First on the list are Mt Albert Station and Greenlane, to be completed in the first quarter of 2012. Also included in the programme is a new station at Parnell subject to funding, which could use the heritage Newmarket station currently in storage.

AUCKLAND AIRPORT PRECINCT TRANSPORT SOLUTIONS

The first phase of a joint study into the long term transport needs for Auckland Airport and the surrounding area was completed in June. An international consultancy was contracted, drawing on the experience of its partners around the world who have worked on similar strategies for cities such as Hong Kong and London.

The South-West Airport Multi-Modal Corridor Project is looking at the local, regional and national transport networks as one system. It encompasses the Manukau Harbour Crossing to the north, Auckland Airport to the south-west and the North Island Main Trunk Line to the south-east.

The study has a strong focus on future land use development, and has identified the preferred routes and projects for rapid transit (for example bus or rail), state highways and local transport improvements. A set of six packages has been developed, which outline different options. The preferred way forward is being discussed. The process of protecting routes is anticipated to begin by the end of the year.

Project partners: Auckland Transport, Auckland Council, the New Zealand Transport Agency, KiwiRail, and Auckland International Airport Ltd.

BUS SERVICE REDESIGNS

- b.line buses along Dominion and Mt Eden roads have proven popular. Roll out of the next b.line buses is being developed for key corridors
- A new bus service network has been successfully implemented in north-west Auckland, taking patronage growth from 2.5 per cent per month to 7.6 per cent
- Northern Express services have been extended later into the night and early mornings
- Initial research began in April on bus service reviews along the Great North Road and New North Road corridors, Pukekohe and Hibiscus Coast in preparation for service improvements
- Improvements to services around the new Stonefields residential estate have been implemented.
- Design has been completed for new, high profile flagship bus services operating on the isthmus and between Western Bays and the CBD.

NEWMARKET STATION JUDGED WORLD CLASS

Newmarket's popular train station was judged one of the country's best new buildings in May this year. The building won an award in the Urban Design category at the prestigious annual New Zealand Institute of Architects Awards ceremony. Along with New Lynn, Newmarket Station has proven that Auckland can develop high-quality passenger transport facilities and create attractive additions to the urban environment. These functional, user-friendly stations are helping to attract more customers to public transport.

Working with transport partner Ritchies, sports fans from the North Shore are provided an express service to and from Eden Park

PROGRESS ON KEY PROJECTS contd

RUGBY WORLD CUP 2011

The third largest sporting event in the world kicked off on 9 September in Auckland. In the lead-up to the Rugby World Cup (RWC), a number of infrastructure improvements took place around Eden Park that will benefit Auckland for years to come:

KINGSLAND RAIL STATION

Both platforms were widened and lengthened, a new pedestrian underpass was built to link the northern platform with Sandringham Road and more signs (including Alcohol Free Zone signs), new lighting and CCTV cameras have been installed.

In July this year, Auckland Transport completed a $2.1m project to install new canopies to provide shelter along the length of the majority of the platforms. Each canopy at the western end is 36 metres long while each canopy at the city end is 18 metres long. Extra CCTVs, lighting and fencing was also installed.

MORNINGSIDE RAIL STATION

Morningside Station was refurbished with new seats, shelters, signs and lighting, underpass access, CCTV and public address systems.

STRAND RAIL STATION

Track and signalling work took place over Christmas 2010/11. Station and track work was completed and was tested in August 2011.

SANDRINGHAM ROAD

A major upgrade of streets surrounding Eden Park was completed in June 2011. Work focused on several access routes to the park from Dominion Road and Morningside Station. It involved:

- Shifting the road to the southeast to enable improvements to Kingsland Station, and creating a new southbound bus lane
- Installing a new pedestrian walkway between near the intersection with Walters Road
- Creating a new public space at the intersection with Walters Road, featuring art work by artist Billy Apple
- Widening Sandringham Road between Onslow Road and Burnley Terrace, and building new footpaths
- Putting the overhead electric cables underground and improving street lighting.

Auckland Transport held discussions in March with Auckland Airport about the need to remodel the domestic terminal forecourt for more efficient operation, and a new layout was implemented. Routes between the airport and the city have been designated for each mode of transport. A dedicated project team is in place to ensure effective operation of routes, with electronic message boards on SH20 to advise visitors of the preferred route.

Transport management plans (TMP) for Eden Park and North Harbour Stadium were put through their paces from mid 2010 onwards and revised to include the extra matches rescheduled from Christchurch to Eden Park and North Harbour stadiums.

Traffic operations are being managed from the Major Events Operations Centre using information sources such as CCTV and the Sydney Coordinated Adaptive Traffic System (SCATS). Road closures and route changes in the CBD to accommodate the Fan Trail walking route to Eden Park were among a raft of plans to be implemented during the RWC period.

Partners: Auckland Council and other CCOs, Eden Park and North Harbour stadiums, Auckland International Airport, NZ Police, Rugby New Zealand.

Transport partners: NZTA, Veolia Transdev, Ritchies, Howick and Eastern, Bayes, NZ Bus, Fullers, Pine Harbour Ferries, Bellaire Ferries and taxi operators.

Auckland Transport staff manage hundreds of customer interactions every day

REACHING OUT TO CUSTOMERS

Auckland Transport coordinates campaigns dedicated to increasing customer awareness of public transport options. Customer feedback on existing, proposed and newly introduced service changes informs our decision-making.

Auckland Transport also has two call centres (MAXX and HOP), three websites (maxx.co.nz, myhop.co.nz and aucklandtransport.govt.nz) and a new Britomart walk-in customer information centre, which opened in February this year.

DEMAND FOR PUBLIC TRANSPORT INFORMATION

The demand for information on transport services has been exceptionally high. The total number of customer service interactions handled by Auckland Transport for the eight months to 30 June 2011 was in excess of five million – 5,081,468. This covers Auckland Transport, MAXX and HOP websites, phone calls and written enquiries.

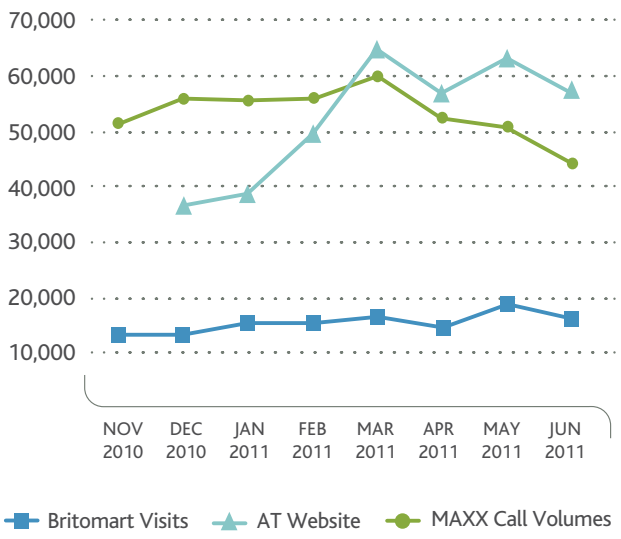
Auckland Transport manages the MAXX call centre and outsources all other transport-related calls to Auckland Council, along with face-to-face transport-related queries at Auckland Council's service centres. The **MAXX Call Centre** has received 426,543 calls over the past eight months and is meeting a performance standard of 79 per cent of calls answered within 20 seconds. Average call duration sits at two minutes and 11 seconds. The MAXX website had over 3.8m hits.

In February, the Call Centre added HOP to its portfolio, with an additional temporary team of 10 recruits to respond to enquiries. While HOP is still in its infancy, there have already been over 15,000 calls answered.

Over 17,000 items of correspondence from a wide range of sources, including elected members were responded to. The new **Britomart Walk In Centre** has received an excellent customer response. The interactive centre has had 123,490 visits from customers who either self-help online or ask for help from our face-to-face customer services staff – a 37 per cent increase over last year when staff were co-located in a ticketing booth at Britomart.

Real-time bus service information is now available via maxx.co.nz through the **Live Bus Departures Board** and can be downloaded to mobile phones and PDAs. Over 59,000 hits were received in June alone.

Call volumes, front of house visits and website visits – Nov10-Jun11



SUCCESS OF MARKETING CAMPAIGNS

A multi-faceted marketing campaign led into the 'go live' of **HOP**. Messaging changed from awareness of the product (Here Comes HOP) to more complex information about how to obtain cards and swap-out existing Go Rider tickets (Ready, Set, HOP). HOP helpers were on hand at bus stations, shopping malls, schools and tertiary institutions to assist. A special HOP ticketing booth at Britomart has been a key location for customers wanting to obtain cards, and a HOP twitter account has been set up.

b.line bus services. From 300 survey forms received, it is clear that the branded b.line service acts as its own advertisement in the geographical catchment areas of Mt Eden and Dominion roads.

- 54 per cent of people recalling seeing or hearing about the service from b.line buses running along the routes
- 40 per cent mentioned seeing billboards
- Key messages (50 per cent) and a mail drop (40 per cent) have been well received
- 90 per cent of b.line customers are satisfied with the service.

A **customer information campaign** was undertaken on the Northern Busway in March 2011 to encourage customers to use under-utilised services and make a shift from highly patronised services such as the Northern Express.

The maxx.co.nz journey planner is accessible to visually impaired people using screen readers

Audio announcements on trains make public transport even more accessible

REACHING OUT TO CUSTOMERS contd

A **Back to Uni campaign** in March 2011 promoted tertiary discounts on public transport. Along with service and delivery improvements on public transport and improved information, the campaign contributed to an increase of 14 per cent of student trips on public transport over 2010. The result was an increase of over 25 per cent – representing 250,000 more boardings. This is notable, given the overall number of students enrolled has remained consistent.

Consumer feedback website

Auckland Transport has a dedicated customer feedback website at www.fromgotowhoa.co.nz. The From Go To Whoa Research Panel is a community of Aucklanders who provide valuable insights into Auckland's transport services, through participating in online research studies.

This year, the panel has been used to develop to new HOP brand launched in May and new bus branding. A recruitment drive has broadened the membership to private vehicle users and those who walk and cycle. Participation is voluntary and there are already 3,500 people signed up. Members receive Go To Whoa newsletters with information on research findings, service and event updates and promotions.

Special event ticketing

Since 2007, a range of tickets for events at North Shore Stadium, Eden Park, Mt Smart and Vector Arena have been integrated with free public transport services provided specifically for the event. Special event ticketing has proved an excellent incentive in getting more people out of their cars.

This past year again saw increases in the public transport usage to and from special events.

- Eden Park 4-Nations Rugby League event in early November 2010 achieved a record 40 per cent of patrons
- The Big Day Out in January at Mt Smart Stadium achieved 33 per cent of the crowd. This equates to 30,000 trips and was a 20 per cent increase over 2010
- Rugby matches at Eden Park in March achieved around 32 per cent of crowds ranging from 32,000 to 38,000, and customers reported a hassle free journey.

Services were provided for the NZ vs Pakistan One Day International at Eden Park in January, to Waitangi Day celebrations at Orakei Domain and in April and May North Harbour Stadium and Mt Smart Stadium.

MAKING PUBLIC TRANSPORT MORE ACCESSIBLE

Public transport became more accessible over the past year through a number of improvements. These included:

- An audio information system on trains
- New Braille signage at 1,200 central Auckland bus stops
- Making the maxx.co.nz journey planner accessible to people using screen readers
- Auckland Transport's own website has a 'BrowseAloud' reader function for the visually impaired.

Automated audio announcements

Automated audio announcements were trialled from late May 2011 before being introduced on all rail services. The announcements let people know what station they are arriving at, what service they are on, including special event trains, and where to change for other services. They will add to the visual electronic information signs at stations, which are also being improved.

Auckland Transport and train operator Veolia Transdev worked closely with the Royal New Zealand Foundation of the Blind (RNZFB) and other accessibility groups in developing the train announcements. For example, the jingle before the announcements and the voice used was tested with the hearing impaired community to ensure they are at tones that can be heard by people with limited hearing.

Transport Accessibility Advisory Group

A new Transport Accessibility Advisory Group (TAAG) has also been set up this year by Auckland Transport to engage with disability communities. The group meets bi-monthly and gives clear guidance and direction on increasing the accessibility of transport services and infrastructure. It also oversees the Total Mobility scheme. The TAAG provided and input into mobility plans for RWC venue accessibility.

Membership consists of a number of interest groups, public transport operators, road corridor operations, investigation and design, and major infrastructure projects.

SuperGold card changes

Changes this year saw public transport operators receive lower rates of reimbursement from the Ministry of Transport, dropping from 75 per cent to 65 per cent. A moratorium has been place on any new services being added to the free travel scheme during off-peak hours for those over 65.

RESULTS IN SUMMARY: PUBLIC TRANSPORT

KEY PERFORMANCE INDICATORS

The table below summarises twelve months' service performance for public transport. This information has been audited. The results show how Auckland Transport has contributed to the Auckland Council goal of delivering an integrated and connected public transport network of rapid, quality and local connector services that is attractive to customers.

Objective/performance measure	Recent Performance[1]	Target 2010/11	Actual 2010/11	Comments
Total public transport patronage (annual boardings for bus, rail and ferry)	60,618,000	62,808,000	65,763,655	Actual results are for the full year to 30 June 2011 and therefore include four months previously reported in ARTA.
Rapid Transit – Busway annual boardings	1,792,000	1,882,000	2,056,890	
Rapid Transit – Rail annual boardings	8,479,000	9,164,000	9,864,604	
Quality Transit and Local Connector buses annual boardings (including contracted school buses)	45,819,000	47,143,000	49,106,444	
Ferries annual boardings	4,528,000	4,619,000	4,735,717	
Percentage of public transport passengers satisfied with their public transport service	87%	87%	86%	
Percentage of public transport passengers with access to real time service information	65%	Improve coverage	73%	Access to real time information via www.maxx.co.nz for bus passengers.
Public transport subsidy per passenger kilometre	$0.27	$0.33	$0.26	Actual result is for the full year to 30 June 2011 and therefore includes four months previously reported in ARTA.
Customer service enquiries resolved within standard timeframes:	85% (ARTA)	Establish baseline across the region 80% of calls answered within 20 seconds	79%	Average wait time is 16 secs. Result is for eight months.

[1] These figures were taken from Auckland Council's Long-term Plan 1 November 2010 – 30 June 2019 Volume 4: The council-controlled organisation unless otherwise stated. These reflect the results prior to the amalgamation.

Public transport operational funding received from NZTA totalled $79.2m

RESULTS IN SUMMARY: PUBLIC TRANSPORT contd

PROGRESS ON PROGRAMME OF ACTION

The Auckland Transport Statement of Intent highlighted a number of public transport initiatives as part of a programme of action. Progress on these key projects during Auckland Transport's first eight months is detailed below.

Key projects in programme of action	Actions and achievements to 30 June 2011
Bus priority programmes	• Bus and high-occupancy vehicle (HOV) review completed, with recommendations for improvements to specific bus/transit lanes (e.g. Onewa Road and Grafton Bridge); to trial and progressively implement improved/standardised signage for bus/transit lanes across the region; and to improve communication and education around the use of bus/transit lanes • Bus Lane Identification Review in progress • Review of Passenger Transport Network Plan (PTNP) commenced and will incorporate outcomes of forward-looking bus priority programme • Bus priority improvements will be linked to ongoing bus service network design reviews.
Development of a new rail station at Parnell	• Feasibility assessment of new station completed • Funding prioritisation as part of capital works programme.
Bayswater ferry terminal	• Interim solution to acquire public access to existing terminal progressing • New terminal feasibility subject to capital works programme.
CBD Waterfront access	• Road corridor consent granted and civil works and track laying for Wynyard Quarter tourist tram circuit commenced by the Waterfront Development Agency • The new flagship CBD bus service design has been completed including the City LINK, Inner LINK and Outer LINK branded services.
Integrated fares and ticketing	• Brand launch of Auckland Integrated Ticketing and Fare system on 4 April 2011 • HOP launched on Northstar, Waka Pacific, Go West, Metrolink and LINK buses • Civil works at rail stations for implementation of integrated ticketing readers • Development of Rugby World Cup day-pass smartcard (integrated ticket) • Ongoing development of core system for full multi-modal and operator launch mid-2012.
Extension of the real time public information system	• Contract executed for third party signs for rollout on rail and ferry • Rail and ferry targeted for completion end-2011 • Contract executed for reduced size and specification signs at low capacity bus stops • Live bus departures Board now available at maxx.co.nz to provide real-time information on computer or mobile PDA and phone.
Completion of the Manukau rail station and bus interchange	• Civil, construction and signalling works for new station and track progressing. Trench capping complete – canopies being installed. See page 51 above for further details.

RESULTS IN SUMMARY: PUBLIC TRANSPORT contd

Key projects in programme of action	Actions and achievements to 30 June 2011
Improvements to frequency and reliability of trains on the core urban network	• Service level increases in September 2010 with a new rail timetable and provision of six-car trains on the Western Line • KiwiRail signalling upgrade continued • Temporary speed restrictions progressively lifted across the network following Christmas 2010 civil works has contributed to an improvement in rail reliability (at 98.1% reliability in June 2011 and 85.6% punctuality) • The Onehunga and Eastern Lines recorded the best performance in June with 97.4% of Onehunga services arriving within 5 minutes of schedule and 98.6% of Eastern Line services operated i.e. the services ran as timetabled • Additional rail carriages placed into service from July 2011.
Bus service improvements on the Isthmus, Waitakere, North West Rodney, Manukau and Papakura including better connections to rail stations	• Following introduction of new Rodney services in September 2010, patronage growth rate of west services has improved from 2.5% per month prior to on average 7.6% • Public consultation on new isthmus Central Flagship bus services design completed in April. Launch of new services in August 2011 • Improvements to bus services around the new Stonefields residential estate finalised • Northern Express late night services extended into the evening and early mornings • Next b.line route rollout being developed for key isthmus corridors • Hibiscus Coast, Great South Road and New North Road service redesigns commencing • Manukau centre bus service changes to connect to the new rail interchange are currently being designed • Service duplications and service simplification implemented around New Lynn transport centre and routes 960/961.
Hobsonville ferry terminal in conjunction with new housing development	• Design of wharf almost completed • Procurement of ferry services being progressed • Local Travel Plan survey under way.
Half Moon Bay ferry terminal upgrade	• Concept Plans for Half Moon Bay Ferry Terminal being reviewed. • Review of short-term parking management plan for the area has commenced.
Birkenhead ferry terminal – installation of hydraulic ramp	• Installation of outer berth ramp completed • Design and development of inner berth ramp nearing completion; construction due to commence October 2011.
Electrification of the urban rail network and the purchase of electric trains	• Installation of power supply catenary support masts progressing • Re-signalling of network under way with major works to progress over weekend and Christmas network closures • Shortlisting of bidders for supply and maintenance of new electric trains completed. See page 51 for further details.
Investigation and route protection for the City Rail Link	• Concept design and business case completed. See page 51 for further details.
Investigation and route protection for a rail Rapid Transit link to the Airport	• Phase 1 of the project is nearing completion and progress is good as reported to the Stakeholder Steering Group. See page 53 for further details.

RESULTS IN SUMMARY: PUBLIC TRANSPORT contd

Key projects in programme of action	Actions and achievements to 30 June 2011
Investigation and route protection of the Panmure-Botany QTN or RTN route	• A rapid transit network level of service for the Auckland-Manukau Eastern Transport Initiative (AMETI) has been confirmed by Auckland Transport and endorsed by the Auckland Council Transport Committee • Concept designs for Botany to Panmure are progressing.
Investigation of rail to the North Shore	• Project has been initiated following the completion of the Additional Waitemata Harbour Crossing investigations by NZTA. The NZTA work included an assessment of the capacity of the Northern Busway and a preliminary review of rail options to the North Shore.
Investigation and route protection for an additional Waitemata Harbour crossing, including rail	• NZTA has released detailed reports on work done to date. Consultation on the bridge vs tunnel options is being undertaken as part of the Auckland Plan.
Designation of Constellation to Albany busway extension	• Project has been initiated by NZTA with Auckland Transport participation.

LOOKING AHEAD

The programme of action for the next three years (set out in the draft Statement of Intent for 2011/12) focuses on work already under way to deliver the following major public transport projects.

- Integrated ticketing for use on all public transport services across the region
- Extension of the real-time public information system including greater use of emerging technology channels
- Completion of the Manukau rail station and bus interchange and implementation of the Manukau rail services and connecting bus services
- Start of redesign of bus services' network across the region to provide a connected and integrated network that is complementary to rail, creating the integrated connected network outlined in the Public Transport Network Plan
- Implementing a 10-minute frequency rail service on the Eastern, Southern and Western lines
- Continued rollout of b.line high frequency bus routes
- Implementing new procurement and service delivery statutory framework for bus and ferry services
- Working with KiwiRail to ensure the successful electrification of Auckland's rail network and delivery of electric trains
- Working with NZTA on the investigation and route protection for an additional Waitemata Harbour crossing, including rail
- Providing Hobsonville ferry services.

Auckland Transport will also respond to two of the Mayor's strategic priorities: to significantly increase public transport use by continuing to improve public transport frequency and reliability (while noting that this aspirational goal would require significant increase in resources over current levels) and to enhance ferry services.

Red and green lights above parking bays make finding a free parking space faster and easier

DELIVERING MORE OPTIONS FOR PARKING

AUCKLAND TRANSPORT'S ROLE

Auckland Transport's parking function involves four main areas of activity:

- On-street parking: Auckland Transport manages Auckland's on-street parking assets, to ensure that there is a reasonable supply of parking available. In areas of high demand, this involves limits on the use of parking spaces, either through time-restricted parking, or pay-and-display areas.
- Off-street parking: Auckland Transport operates and manages a range of off-street car parks throughout Auckland, from small lots in commercial centres, through to central city parking buildings. Auckland Transport parking buildings operate at Qualmark Gold standard and have an excellent safety record. The ten off-street car parking buildings, with 5,477 parks, offer a range of short-term, commuter and long-term lease parking options.
- Enforcement: Auckland Transport ensures fair and equitable use of on-street parking space for all drivers by enforcing time restrictions in free and chargeable parking areas. It manages compliance through customer education and vehicle infringements for stationary vehicles and bus and high-occupancy vehicle lanes across Auckland. Its enforcement role helps to ensure that road users have fair access to available parking spaces; and that traffic and priority vehicles can move efficiently and safely on the road network.
- Parking design: As the city grows and changes, parking needs shift. Auckland Transport's parking design team is responsible for changes to the parking network for town centres, commercial areas and residential zones.

HOW WE PERFORMED

Availability of parking

Surveys undertaken in February and May 2011 assessed the overall availability of parking in key centres around Auckland. These surveys showed average peak occupancy of 71 per cent and off-peak occupancy of 46 per cent (for on-street parking spaces) indicating a good level of parking availability at most times.

Occupancy rates in parking buildings varied, but overall indicated a good supply of parking in the central city. Early-bird spaces had an average occupancy of 62 per cent (surveyed in March), with casual occupancy averaging 57 per cent.

Compliance with regulations

Results from surveys of on-street parking in February and May indicated a relatively high level of driver compliance with parking restrictions. The February survey showed an average compliance level of 85 per cent, falling slightly to 83 per cent in the May survey. Both results exceeded the target of 81 per cent compliance, and indicate that there is a fair balance between enforcement levels and parking restrictions.

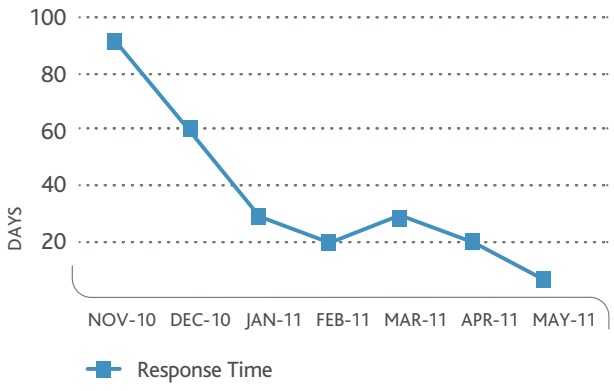
Responding quickly to queries

Auckland Transport's response time to correspondence about parking infringement notices has fallen from 90 days to just two days. A backlog of infringement notices inherited from legacy councils was quickly cleared and we responded to 67,500 parking-related queries in the eight months to June 2011. This marked improvement is the result of multiple new initiatives, including:

- Introducing standard letters
- Giving quality responses to first queries, which reduces second queries and escalations
- Introducing photos taken for every alleged offence, to enable adjudicators to make more informed decisions.

Having one organisation managing all parking services across the region is giving customers more consistent ways to pay for parking and bus lane infringements – by phone, online and at Kiwibank and BNZ branches.

Response time



KEY PROJECT

IN THE LONG TERM PLAN

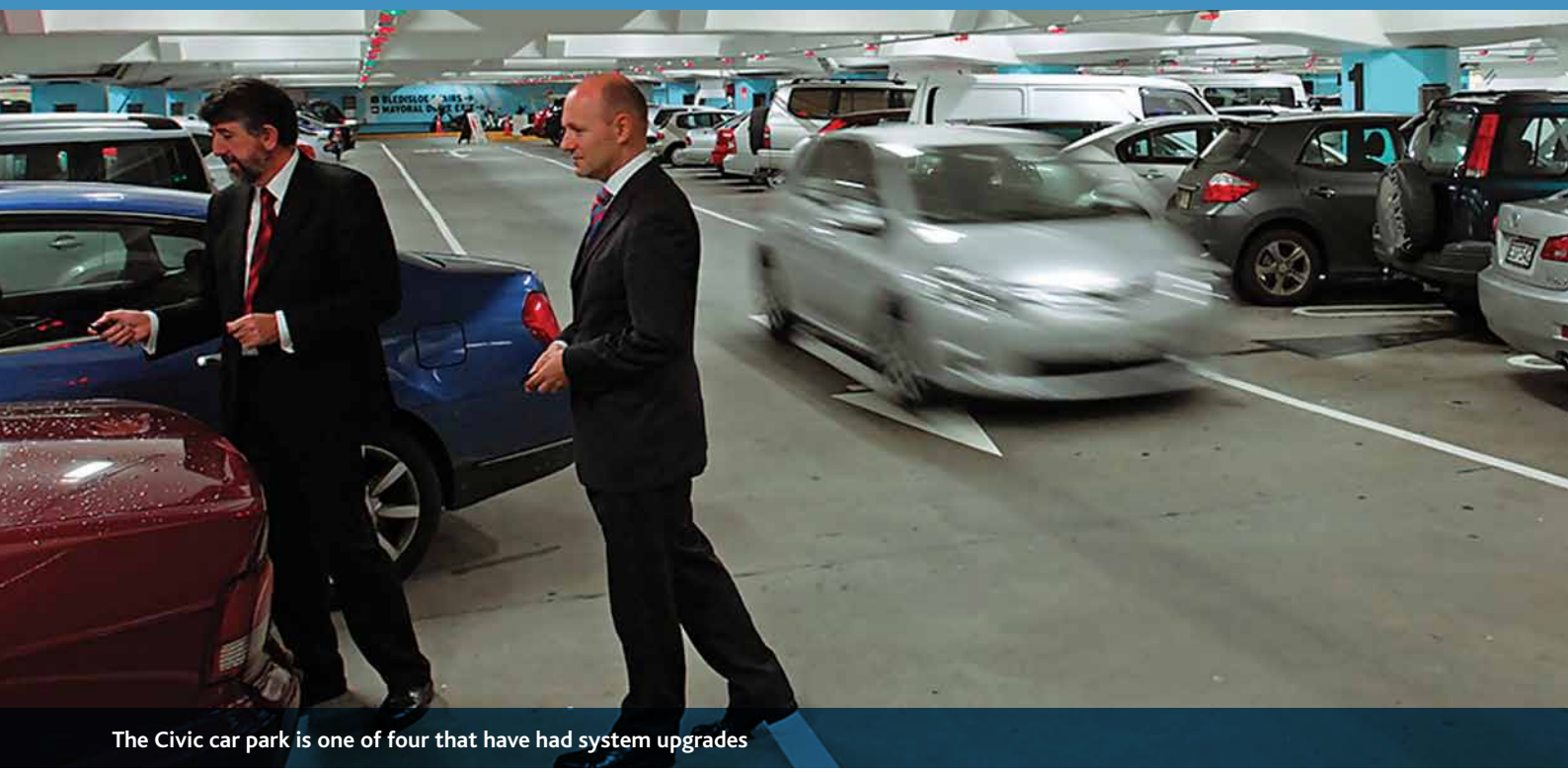
SPOTLIGHT ON CENTRAL CITY PARKING BUILDING EQUIPMENT UPGRADE

Throughout June 2011, the project known as Project Arizona saw new automatic payment machines installed in the Karangahape Road, Civic, Victoria Street and Downtown car parks. The old payment systems were due for renewal and improved security against fraud was required to comply with industry standards for credit card security.

The new system offers:

- More ways to pay with credit cards, EFTPOS and cash. Park Right debit cards can also be used to enter and exit the car parks
- CCTV security at all entries, exits and payment machines with cameras linked into a central control room staffed by operators
- Way-finding technology that clearly shows the location of available parking using light indicators. Sensors record what spaces are available, with red or green lights over every bay to make vacant bays easier to see. Car park congestion is averted in busy periods as travel in lanes that are full is eliminated
- Barcoded tickets that are easier to use than the previous magnetic strips and are better for the environment
- Signage at all entry points that clearly displays the best parking deal available.

The new systems will enable even more payment options in future, including the ability to reserve and pay for car parks online and credit card entry and exit.



The Civic car park is one of four that have had system upgrades

RESULTS IN SUMMARY: PARKING

Detailed below is the work that has been carried out this year to improve access to the city, respond to growth and take a more customer-friendly approach toward vehicle owners.

Key parking projects	Actions and achievements to 30 June 2011
Central city parking building equipment upgrade	• New payment machines have been installed in central city parking buildings, with improved payment options and security features. See page opposite for further details.
Evening and weekend CBD parking	• Cheaper late night and weekend parking has been introduced for six months into the Victoria Street and Downtown car parks to attract more visitors and shoppers, and free up on-street parking This is a joint initiative with the Heart of the City business group.
Manukau car park	• Construction of a new 682 space seven-storey car park building is under way in Davies Avenue This year the initial design was revised with additional parking spaces, the construction contract was awarded in May and work began in June. There is already a high demand for leased space in this car park.
Reminder notices	• A more customer-friendly approach to vehicle owners has been introduced. Pre-expiry and reminder notices are now issued to vehicle owners whose registrations or warrants-of-fitness are close to expiring. This change has generated positive feedback from the public. The change has also reduced customer correspondence by around 60-70%.

RESULTS IN SUMMARY: PARKING contd

KEY PERFORMANCE INDICATORS

Auckland Transport's performance against the service performance target set for parking in the Statement of Intent, for 1 November 2010 to 30 June 2011, is summarised in the table below. This information has been audited.

Objective/performance measure	Recent Performance[1]	Target 2010/11	Actual 2010/11	Comments
Percentage of drivers complying with parking restrictions	80.5% (ACC)	81%	84%	Average of February and May 2011 compliance surveys: 4 centres

[1] This figure was taken from Auckland Council's Long-term Plan 1 November 2010 – 30 June 2019 Volume 4: The council-controlled organisation. This reflects the result prior to the amalgamation.

LOOKING AHEAD

On-street parking

- To extend Auckland Transport's customer-friendly approach, it is looking to incorporate increased ambassadorial aspects to the parking officer role including extended education for customers about traffic and parking regulations
- New technology that removes the requirement for customers to purchase and display a parking ticket will be trialled on Waiheke Island
- A trial is under way in city fringe locations to help ensure that residents have easy access to on-street parking close to their homes and to reduce commuter parking on these residential streets.

Off-street parking

- Future phases for Project Arizona will include the ability to reserve parking spaces online and to take advantage of integrated ticketing opportunities
- A new central control room and team have been developed as part of Project Arizona. Recruitment and training of new team members is progressing and will be able to respond to both on-street parking and car park customer queries.

Enforcement

- Implementation of revised bus lane and high-occupancy vehicle policy and guidelines, with a focus on bus lane identification and the new 70-metre rule (the distance a vehicle can legally travel in the lane)
- Technology currently used will transition from a number of legacy platforms to a single handheld unit, which will reduce overall costs. A request for proposal process will occur to find a preferred supplier of new technologies.

New real time information indicates to drivers availability of parking spaces