Chief Executive's Report

Recommendation:

That the Chief Executive's report be received.

Prepared by:

Dr David Warburton, Chief Executive

Corporate

AT Website

The new AT website was launched in parallel to existing sites. Feedback has generally been positive with constructive ideas. Feedback is being analysed and where appropriate incorporated into the site over the next month. In the first week of the new website going live (in beta), it had over 10,000 visits and nearly 50,000 page views.

- The average visit was just over 6 minutes
- 80% of customers accessed the site using desktops, 12% viewed the site using a mobile, and 8% using a tablet
- 197 people have given feedback via the link at top of the site

The build of the second data centre is well underway, and as requested by the Board the rationale for this has been reviewed by PWC, with an extension of their scope to ensure the project will deliver the project outcomes. This review has been completed and validates that the fundamental principles of the approach are sound. It has highlighted risks to consider better alignment with the Business Continuity and Disaster Recovery Plans which were completed in 2011 and now need to be updated across the business following changes in both structures and systems.

Staff Engagement

Preparation is well underway for AT's 2014 employee engagement survey in March. This will be the second year of the annual survey and the goal for 2014 is to see a positive lift on the first year of measurement which showed an engagement level of 67 (from a 77% response rate).

The 2013 survey results have been used to develop a number of programmes to build a better workplace and increase engagement across the organisation.

Latest workplace health initiative results show an improvement in employee health. This has now been tracked for three years against the indicators of average heart age and cardio vascular disease risk. The results are shown below:

2011	2012	2013	
5yrs	2.5yrs	1.4yrs	average heart age above actual
84%	90%	92%	less than 10% risk of CVD

Health and Safety

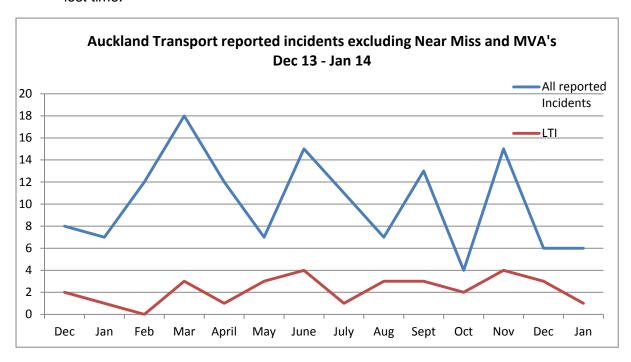
A Health and Safety Strategy paper has been prepared which includes a review of general reporting. This will be introduced to the Board shortly. While this is being developed, the results for the previous two months are as follows:

There were 7 reported incidents in December 2013, these were:

• 3 assaults, 1 ankle sprain, 1 slip trip fall, 1 lumbar sprain and 1 MVA. The MVA, Slip Trip Fall and one assault resulted in lost time.

There were 6 reported incidents in January 2014, these were:

• 4 threaten and abuse, 1 assault and 1 sprained knee. The sprained knee resulted in lost time.



Customer Service Metrics

- Average call wait time: AT Public Transport 14 seconds, HOP 12 seconds.
- Service level: AT Public Transport 77%, HOP 87%, AT Specialist Team core hours 89%, Auckland Council – all hours 90%
- Abandonment of call: AT Public Transport 6%, HOP 4%, AT Specialist Team core hours 2%, Auckland Council all hours 2%
- Call volumes: AT Public Transport 37,884, HOP 10,108, AT Specialist Team core hours 17,809, Auckland Council – all hours 21,603

LGOIMA Update

Under the provisions of the Local Government Act 2002, Auckland Transport is obliged to make available specified official information held and requested by the public (except where such information may be legitimately withheld)

In July 2013 the Board approved a LGOIMA management process and policy. At the time, the Board requested an update on the new policy after six months of operation.

The policy allows for the Chief Executive to set a charge, at his discretion, for any requests which may involve in excess of five hours of staff time to collate material (at a rate of \$47.50 per half hour). The Board also resolved that the Chief Executive may waive charges, giving particular regard to requests from elected representatives or the media.

In the period July 2013-January 2014, AT received 146 formal LGOIMA requests. On three occasions it was considered appropriate to seek payment of costs over and above the initial (free) five hour period. On each of those occasions the applicant did not wish to progress the request any further.

During the period under review the media accounted for the most requests (6), followed by Members of Parliament (4).

Key themes relate to CCTV footage of motor vehicle accidents (for insurance or other purposes) and information relating to parking or other infringement notices.

Note: there are often Privacy Act restrictions around information being provided from CCTV footage in particular.

In the past 3 months a streamlined internal sign-off process for requests has seen all issues closed out within the statutory time-frame of 20 working days.

See process map, Attachment 1

Media

For the period 23 December to 23 January, Auckland Tranpsort was referenced in a total of 204 media reports. The abandonment of one of the East-West motorway options saw roading and infrastructure lead the focus of coverage in this period. Other prominent topics this month included:

- Preparations for major events
- Opening of the Panmure transport interchange
- Cycle safety and summer cycling initiatives
- Berm mowing

Average tone of coverage was rated at 50.3 (slightly favourable – the average favourability of most organisations' coverage falls in the 45-55 range).

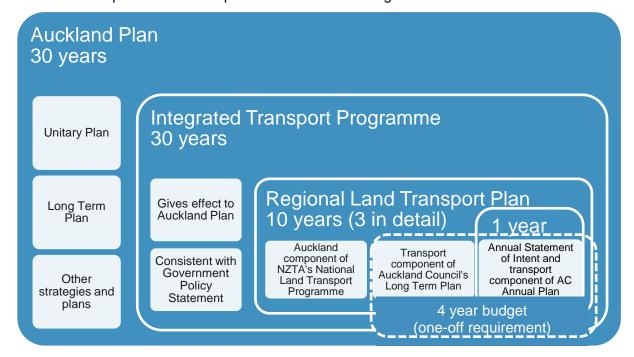
Forward Planning

During 2014 AT will be developing:

- A 30-year Integrated Transport Programme (ITP), to meet the transport priorities outlined in the Auckland Plan for all transport modes and by all transport agencies
- A 10-year Regional Land Transport Plan (RLTP) meeting the detailed requirements of the Land Transport Management Act and best practice as defined by NZTA
- The Transport content of AC's 10-year Long Term Plan (LTP)
- The Auckland content of the NZTA's National Land Transport Programme (NLTP)

The Transport content of AC's Annual Plan (AC is currently consulting on its draft Annual Plan 2014/15). This year, AC and AT have agreed that the Annual Plan will include revisions to the work plan and budgets for four years (2014/15 to 2017/18) rather than for a single year.

The relationship between these plans is shown in the diagram below:



AMP Infrastructure Guidelines

The Asset Management unit has been developing infrastructure guidelines for transport activities. These guidelines are aligned with the requirements of the AT Code of Practice for planning, management, design, construction and operation of the network.

The following guidelines are in the process of being approved by operational managers:

- Street Lighting Guidelines
- Local Area Traffic Management Guidelines
- Signage Guidelines
- Kerb and Channel Guidelines
- Reseal Guidelines

- Footpath and Walking Guidelines
- Stormwater Guidelines
- Street Amenities Guidelines
- Asset Ownership Guidelines
- Seismic Management Guidelines

Other guidelines that will be finalised this month include:

- Vegetation Guideline
- Hauraki Gulf Island Guidelines

Guidelines for the management of Contaminated Land are being developed.

2015 Asset Management Improvement Programme

The progress of the AMP improvement programme is summarised in the following table:

	Task	Progress this month	Status	Completion Date
1	Levels of Service (LOS) Options and Funding Models	LOS/Investment options are being finalised Condition-based renewal forecasting tool for ITP investment options has been developed		March 2014
2	Optimised Decision Making (ODM)	ODM framework being finalised To be consulted with key stakeholders (RCM, RCO and PTO)		June 2014
3	Infrastructure Guidelines	90% completed and approval in progress		March 2014
4	Performance Management System	In progress Liaising with IT to clarify and confirm requirements To be linked with the LOS framework		June 2014
5	ITP/AMP Planning Alignment	Report completed and distributed to the AM steering group Financials has been distributed to AT Finance team		Dec 2013
6	Asset Class Management Plans (ACMPs)	In progress		Dec 2014
7	Financial Modelling for AMP	90% completed Liaison with AT Finance team for the SAP synchronisation with AMP in progress		June 2014
8	AM SharePoint Portal	75% completed Requirements are being finalised for the Asset Management and Systems department.		June 2014
9	Organisational Engagement	75 % completed		June 2014
10	Asset Criticality	50% completed Criticality criteria for selected asset groups is being finalised		June 2014

Seismic Screening

The seismic screening of transport structures and buildings is proceeding to programme. At the end of January, 40% of all the significant structural assets have had a primary assessment. The screening is prioritised on the basis of risk and criticality.

Approximately 5% of the structures and buildings screened so far require further information and analysis to fully assess their susceptibility to a seismic event. So far no critical risks have been identified.

Finance

The half year accounts have been prepared and were presented to AC on 31 January.

The 2014/15 Draft Budget has been presented and discussed with AC. Significant internal review of departmental budgets has been undertaken with further work needed if additional Opex funding from AC is not secured.

A four year plan is currently being prepared to determine, as best as possible, the likely operating costs once the electric trains and AIFS are fully operational.

Regional Land Transport Programme (RLTP) Funding

During December 2013 and January 2014, NZTA approved the funding for 11 projects. The total amount of NZTA funding secured in December and January was \$37.75m.

The projects which have secured NZTA funding are:

2012-15 Asset Management Planning	Study	\$0.18m
2012-15 CMPs Cental Isthmus	Study	\$0.73m
2012-15 CMPs Northern Group	Study	\$0.06m
2012-15 Albany Highway North Upgrade	Construction	\$30.58m
2012-15 Albany Highway North Upgrade	Property	\$4.98m
2012-15 Community Transport Cycling / Cycle Training	Construction	\$0.09m
2012-15 Community Transport Speed	Construction	\$0.02m
2012-15 Community Transport Young Drivers	Construction	\$0.06m
2012-15 Flat Bush Main St Collector Link	Investigation	\$0.03m
2012-15 Flat Bush Main St Collector Link	Design	\$0.24m
Manukau Transport Interchange – Stage 3B Bus	Design	\$0.78m

In December 2013 and January 2014, \$1.743m was declared as surplus by AT and released back to NZTA. Surpluses arose from the following:

- A realignment of the overall Corridor Management Plan (CMP) programme which has seen the priority areas move to the Northern and Central Isthmus group (where additional funding has been secured) and;
- 2. The result of less expenditure being incurred than originally forecast (e.g. completed rail stations).

Table 1 – NZTA Revenue Actual against Forecast for Capital and Operational Projects

NZTA Funding Status	Year to Date Actual Funding Claimed (\$m)	Year to Date Forecast Funding (\$m)	Variance (\$m)
New Capital Projects	47.1	45.3	1.8
Renewal Projects	51.5	46.4	5.1
Total Capital Projects	98.6	91.7	6.9
Operational Projects	118.7	120.4	(1.7)
Total NZTA Revenue	217.3	212.2	5.1

Total NZTA subsidy claimed for the year to date is \$217.3m against a forecast of \$212.2m, an increase of \$5.1m, mainly driven by a one-off catch up in pre-seal roading Renewal projects previously not claimed.

The subsidy claimed for New Capital Projects is slightly higher than forecast, due to a small number of capital projects where the timing of expenditure is ahead of forecast, e.g. Roading Construction of Taharoto/Wairau Stage 6 & 8, and a safety project on East Coast Road.

The subsidy claimed for Operational Projects is slightly lower than forecast due to reduced expenditure on the Rail Contract with Transdev and on the rolling stock maintenance with KiwiRail.

Procurement

18 Tenders were published in December/January with an estimated value of \$315.23m.

Tender	Туре	Est. Value
411-14-353-RM - North Rural Road Corridor Maintenance	Request for Tender	\$104.66m
411-14-354-RM North East Urban Road Corridor Maintenance	Request for Tender	\$89.28m
411-14-355-RM - North West Urban Road Corridor Maintenance	Request for Tender	\$74.66m
443-14-279 FM - RFP for Public Transport Facilities - Cleaning and Hygiene Services	Request for Proposal	\$23.07m
344-14-253-PS - AMETI Reeves Road Flyover Specimen Design and Principal Advisor	Request for Proposal	\$4.80m
340-13-780-T2 - Don Buck Road Extension and Waru Road Construction	Request for Tender	\$4.50m
342-14-088-T2 - Dominion Rd Cycle Route Construction ROI	Registration of Interest	\$3.70m
333-14-255-T2 - Flat Bush School Rd Murphys Road Intersection Upgrade	Request for Tender	\$3.65m

192 Contracts were issued with a total value of \$48.36m. Tenders estimated at, and contracts awarded at over \$2.0m, are detailed below.

Contract	Vendor	Value
160-14-105-PS Principal Technical Advisor Role for Auckland City Rail Link	Aurecon NZ Limited	\$12.03m
330-14-006-T2 Devonport Marine Square Upgrade and Wharf Boardwalk	Downer NZ Limited	\$5.48m
230-14-450-GS Level 17 HSBC Building Lease	NZTA Wellington	\$5.37m
233-14-423-GS Agreement to Lease Levels 6 and 10 HSBC House	Precinct Properties Limited	\$4.58m
161-14-415-T2 EMU – KRG Door Enabling	KiwiRail Holdings	\$2.14m

Key Projects

Operative District Plan

The Environment Court has released its decision on Plan Change 260 for the Orakei Point area. AC has commenced engagement with the developer of this site to address issues arising from the conditions imposed in the decision. AT staff are involved in this engagement. Items to be addressed relate to the effect on the Orakei Rail Station, the park and ride facility, improvements to adjoining roads and the suitability of internal roads and parking.

City Rail Link

The Independent Commissioners' recommendations in relation to Auckland Transport's Notice of Requirement for the designation to construct and operate the City Rail Link, is now expected by the end of February.

An Engineering/ Architectural consortium led by Aurecon, has been awarded the contract for the role of Principal Technical Advisor Tender for the next phase of technical support of the project.

EMU Programme

Official track testing is now well advanced and scheduled to conclude mid-February 2014. The testing of the on-board signalling system has been completed with the passenger information systems (PA announcements, and passenger information displays) remaining to conclude testing.

Four trains are now capable of mainline running and fleet kilometres during testing are in excess of 15,000. The trains continue to perform well under tests on the electrified main lines which now extend from Wiri to Newmarket and also on the Onehunga Branch Line.

Trains five, six and seven are at Wiri undergoing reassembly and tests. Trains eight and nine have left Spain and are due in New Zealand in early March.

In preparation for the launch of the new electric trains. communication has continued to draw attention to safety around the trains and overhead wires. Cinema advertising ran in blockbuster movies throughout the summer holiday period.



A letter and information pack has been sent to Principals of all primary and secondary schools in Auckland asking for their assistance in spreading the safety message. The pack contained:

- a letter signed by Auckland Transport, KiwiRail and Transdev,
- USB with copies of the rail safety video and overhead wires video
- · copies of advertising material for use in school newsletters,
- · copies of posters and flyers.

AT's Community Transport division and Transdev have also offered to provide workshops and presentations to schools in the region. Safety messages have also started to appear on Railway Stations on the Onehunga Line.

City Centre Integration Group (CCIG)

The Chief Executives of Auckland Council, Auckland Transport, Waterfront Auckland and ACPL have mandated a new cross-Council structure called the City Centre Integration Group (CCIG), which incorporates the previous scope of Harbour Edge Development initiatives and extends to include largely capital projects within the city centre. Business planning for CCIG is underway including governance and resourcing requirements, which will be drawn from across the Council and CCOs.

A detailed review of project priorities in the city centre has commenced with the outcomes informing the Integrated Transport Programme, Long Term Plan and Annual Plan.

Transport feasibility studies are due for completion in early 2014 for the Ferry Basin Masterplan, Fanshawe/Customs St Corridor, and Wynyard Bus Interchange.

AMETI

Work on the remaining AMETI construction projects continues with proactive communications planned for the completion of the new link road, the upgrade of Van Damme's Lagoon and other key items. Forest and Bird together with local schools will work with the project team on a community planting programme at the lagoon in May.

Engagement with stakeholders in the Pakuranga town centre area will continue throughout this year to discuss developing plans for AMETI Phase Two. The aim will be to identify potential impacts and options for mitigating them before lodging a Notice of Requirement.

Tiverton/Wolverton Upgrade

Wolverton Street works from Olympic Place to 75m west of Blockhouse Bay Road, are complete.

All road and footpath renewal works on Tiverton Road are complete apart from a 100m length on the northern side, at the intersection with Whitney Street where a section of sewer line is being upgraded.

Works on the two major retaining walls on New Windsor Road (at the intersection with Dickey Street) are 75% complete and pavement reconstruction works on New Windsor Road are progressing.

Planting works have been deferred to the planting season which commences in April.

Plans for an alternative cycle route design on New Windsor Road south are being finalised.

Albany Highway Upgrade

NZTA funding for construction has been approved. A SIA has been completed for the main road works contract. Three preferred tenderers have been carried forward. An RFT is planned to be issued mid-late February 2014, following Board approval.

Physical works are continuing on Kristin and Medical Centre land mitigation.

As previously advised road widening required the disinterment of three gravesites at Old Albany Cemetery. One of those related to author and poet ARD (Rex Fairburn) whose family held a reinterment ceremony, supported by AT, on 1 February. See North Harbour News article, Attachment 2.

Dominion Road

The project team has attended site walkovers of the cycle routes and of the main corridor in order to finalise the design. Safety Audits have been undertaken by independent auditors of the cycle routes and of the main corridor.

A hui was held with local iwi to discuss stormwater issues and the location of rain gardens.

Design of the cycle routes is nearing completion and a funding application to NZTA is in preparation. Tender documents are expected to be issued following funding approval.

Lincoln Road Upgrade

Public open days were held on 5 and 7 December 2013. The public feedback period concluded on 7 February 2014. Feedback from the public will be collated and reported to the Board in March. The preparation of an NZTA funding application and procurement to appoint a planner to support the designation process are underway.

NORSGA Plan Changes (PC) 13, 14, 15

PC13 (Hobsonville Point)

Discussions continue with the Hobsonville Land Company and ACPL to secure a permanent site for Park and Ride to support the ferry service (the current park and ride is currently occupying land owned by HLC which must be vacated when HLC develop the site in 2016).

PC14 (Hobsonville Corridor)

Neil Developments is currently undertaking earthworks in the site adjacent to the Hobsonville School as part of its development works.

A working group comprising Auckland Transport, NZTA and Auckland Council is identifying any additional transport infrastructure elements that are needed to support development in the greater NORSGA area.

PC15 (Westgate)

The resource consent has been obtained for Don Buck Rd extension and physical works are currently being tendered with an expected start date on site early March. Associated bulk earthworks are currently being undertaken to enable the road to be completed in time for the Pak'N Save supermarket opening later in October 2014.

The Fred Taylor Drive/Garelja Road intersection (part of the construction works covered under the Works Development Agreement between Auckland Council and the New Zealand Retail and Property Group) has been consented and physical works are expected to commence early February.

The Fred Taylor Drive widening between State Highway 16 and Rua Rd is in the consenting phase with construction expected to commence October 2014 to ensure the works are completed before the new mall opens in October 2015.

East West Link

Auckland Transport continues to work closely with NZTA with respect to this project. Investigation work to date has narrowed the options to an investment programme aimed at addressing the immediate congestion and access issues currently experienced by commercial vehicles entering and exiting the Penrose and Onehunga industrial areas. This programme is targeted to provide an immediate response to the inefficient transport connections and unpredictable travel times.

It is anticipated construction will commence by 2016/2017 with forecast completion by 2019/2020.

Mill Road

Development within Mill Road corridor's catchment has now been fast tracked through the Housing Accord with a number of special housing areas that enables 3,845 new houses within the next ten years.

The corridor has a poor safety record with 301 crashes occurring along the northern section over the last five years, resulting in five fatalities.

Auckland Transport has developed a scheme assessment report for the northern section of the corridor and continues preparatory planning work. Feasibility and investigation work on the central and southern sections are also planned to commence in the first quarter of 2014.

An upated communications and engagement plan has been completed and property owners were updated on the Notice of Requirement process in January.

Penlink

The tender for professional services to support alterations to the Penlink designation has now closed.

Special Events

70.3 Iron-man is one of Auckland's cornerstone events and took place in January. The event promoters were fully engaged in the facilitation process with ATEED and the event showcased the city and the cooperation between events and the Council, Joint Transport Operations Centre (JTOC) and Major Events Operations Centre (MEOC).

MEOC Operational

- 8 February, Gore and Quay Street intersections were closed for buses entering the all-day event "Ciclovia on Quay"
- 14 16 February finds the city challenged with three major events (NRL 9s at Eden Park, Eminem concert at Western Springs, Lantern Festival in the central city). The MEOC will run from Friday to Sunday inclusive with ATEED, Police, Ambulance, Fire Service and AT partnering. Support will also be in place from JTOC.
- 22 February has the "Len Brown Stand Down" protest planned with rolling road closures from 11:30am onwards affecting Britomart to Airedale Street.
- 22 February has the Pride Parade on Ponsonby Road.
- 28 February the Blues will be playing at Eden Park.

MEOC will commence a decommissioning phase from the 24 February. Contingency locations will be the Police District Command Centre (DCC) and the Joint Transport Operations Centre (JTOC).

- 1 2 March, Bruce Springsteen at Mt Smart
- 9 10 March, Pacifica at Western Springs
- 10 13 March, Prime Minister from the Solomon Island's arrival
- 13 15 March, Prime Minister from Croatia visit
- 5 April Rolling Stones at Mt Smart
- 5 April, 13:30pm Elite Bike familiarisation run
- 5 6 April, Golden Mile/ ITU
- 8 April, Unitec Parade
- 12-17 April VVIP
- 25 April, ANZAC parades
- 25-27, V8 Supercars at Pukekohe

ATOC Update

All plans are complete and currently out for tender. Work on-site will commence after 17 February and the operational 'live' date is 28 April 2014.

Roading and Network Performance

Low Carbon Action Plan

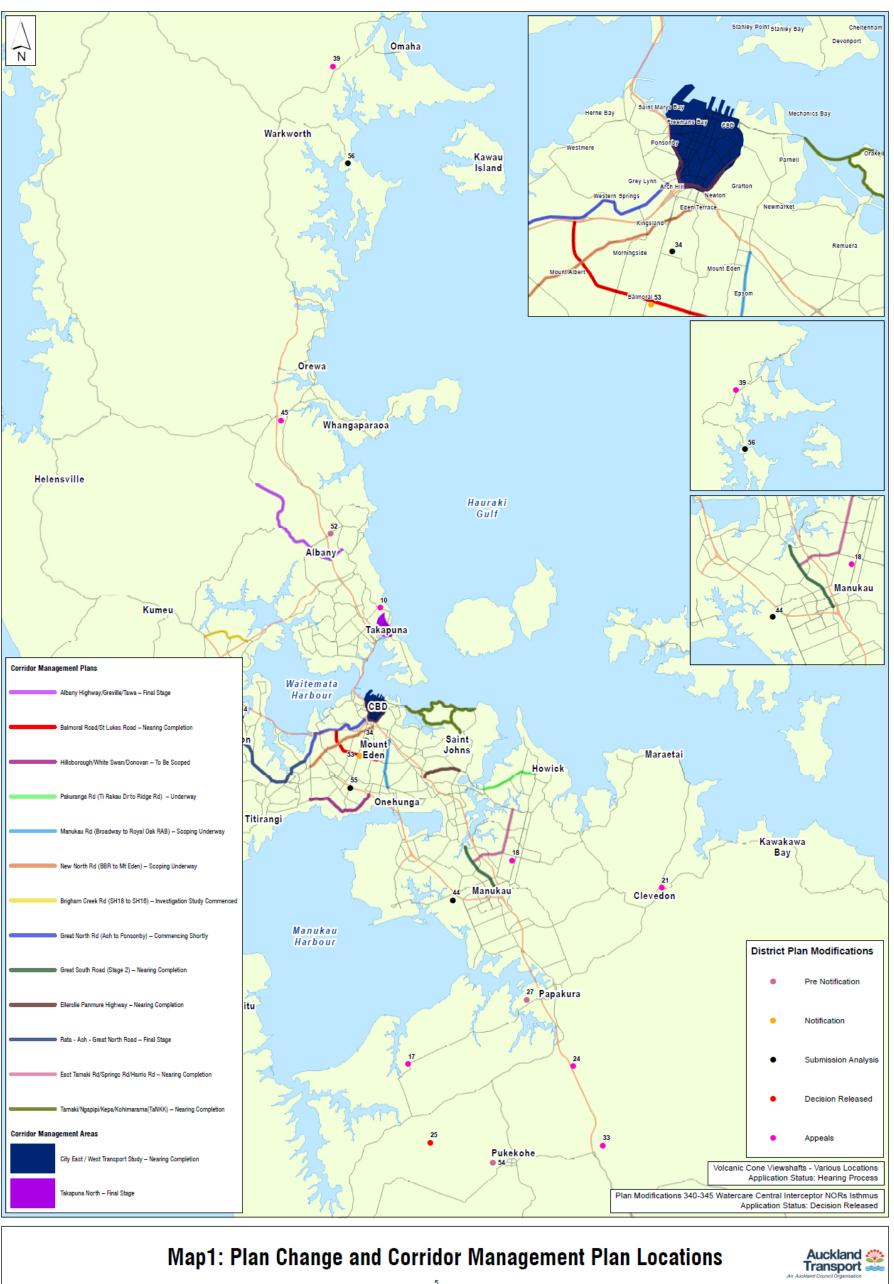
Auckland Council's Regional Strategy and Policy Committee has released the draft *Low Carbon Auckland Action Plan* for public feedback. The plan addresses the Auckland Plan greenhouse gas reduction targets and energy resilience objectives. Actions include ensuring the Integrated Transport Programme is consistent with the action plan, developing a street light energy efficiency plan and improvements to bus priority and cycling infrastructure.

Corridor Management Plans (CMPs)

CMPs identify short, medium and longer-term projects for delivery in response to growth and land use changes or transport deficiencies along corridors identified as priorities across the region. Map 1 shows the location and status of current and recent CMPs.

Two new CMPs (New North Rd and Manukau Rd) are underway and a further four (Onewa Rd, Greenlane, Mt Albert Rd and Great South Rd Stage 3) will begin in late February and early March.

Map 1 – Plan Change and Corridor Management Plan Locations



Plan Change key

AT_ID	Application	Application Status
10	Plan Change 34 - Milford	Appeals
14	Plan Change 42 - Lincoln Junction Special Zone	Submission analysis
17	Plan Change 28 - Kingseat Structure Plan	Appeals
18	Plan Change 20 - Flat Bush	Appeals
21	Plan Change 32 - Clevedon Village	Appeals
24	Plan Change 12 - Drury South Business Park	Appeals
25	Plan Change 37 - Patumahoe Hill Structure Plan	Decision released
27	Hingaia 1B	Pre notification
33	Plan Change 14 - Bombay Village Expansion	Appeals
34	Valley Road - 114 - 116 Valley Road	Submission analysis
39	Plan Change 64 - Matakana Village	Appeals
44	Plan Change 35 - Puhinui Gateway Area	Submission analysis
45	Plan Change 123 - Hibiscus Gateway Area	Appeals
52	Oteha Private Plan Change	Pre notification
53	Plan Change 209 - Balmoral Warehouse	Notification
54	Alteration to NOR - Pukekohe West Primary School	Pre notification
55	Plan Change 315 - 1370 - 1378 Dominion Road, Mt Roskill	Submission analysis
56	Plan Change 179 - 47 & 61 Dawson Road, Snells Beach	Submission analysis

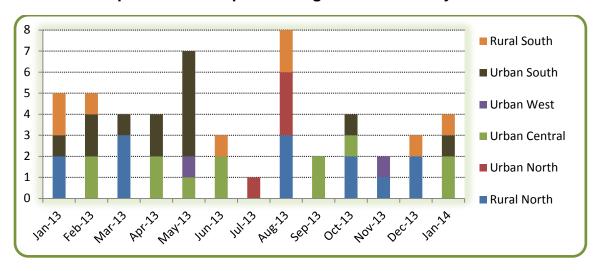




Auckland region 2014 annual road deaths information

The Auckland Region road toll on Local Roads and State Highways to 31 January 2014 was 4 deaths, 1 less than the 5 road deaths recorded in January 2013.

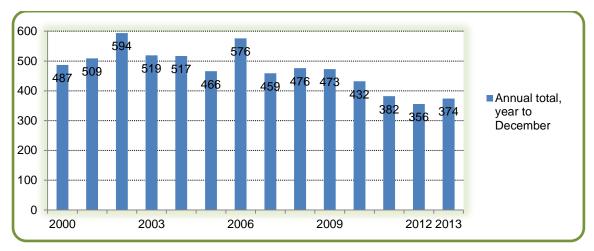
Road Deaths per Month and per Sub-region at 31 January 2014



Interim Auckland Region 2013 Fatal & Serious injury (FSi) Update

Fatal & Serious injuries (FSi) on local roads have increased by 5% from 356 in 2012 to 374 in 2013. This interim 2013 casualty data will be confirmed by NZ Transport Agency in June 2014 and may include additional serious injuries.

Fatal & Serious injuries (FSi), Local Roads per Year to December at 31 January 2014



(Final 2013 FSi annual total yet to be confirmed by NZTA)





Road Deaths at 31 January 2014 Compared with 31 January 2013

Auckland Sub-regions	Urban Central	Rural South	Urban North	Rural North	Urban South	Urban West	Total
31 January 2014	2	1	0	0	1	0	4
31 January 2013	0	2	0	2	1	0	5

Road Deaths per Road Type and Road User Type at 31 January 2014

	Road User Type	Drivers	Passen- gers	Motor- cyclists	Pedes- trians	Mobility scooters	Cyclists	Total
oad	Local Roads	1					2	3
Ro Tyl	SH / Motorways	1						1
	Total	2					2	4

Road Deaths on Local Roads per Road User Type and Age at 31 January 2014

	Road User Age	0-14 years	15-19 years	20-24 years	25-39 years	40-59 years	60- 74 years	75 + years	Total
	Drivers				1				1
ype	Passengers								
User Type	Motorcyclists								
	Pedestrians								
Road	Cyclists				1		1		2
	Mobility scooters								
	Total				2		1		3

Fatal Crash Investigations

Three fatal crash investigations were undertaken in January by the Road Safety Team. One investigation took place jointly with NZTA in the Urban Central area of Auckland involving a cyclist colliding with a heavy vehicle at the Parnell Rise / Strand signalised intersection. A fatal crash investigation occurred in Urban South involving a cyclist on a residential street – no other vehicle was involved. A fatal crash investigation occurred in Urban West involving a vehicle colliding with a tree. There were no fatal crash safety improvements in the month of January and six safety improvements are scheduled for implementation in the month of February.

Great South Road / Bell Avenue Intersection

Construction of signalised intersection safety improvements have begun at Great South Road and Bell Avenue Intersection. The project will be completed in June 2014 and is costing approximately \$800,000.





Tamaki Drive / Ngapipi Road Intersection

The Tamaki Drive/Ngapipi Road intersection is one of the top ten high-risk intersections from a national safety perspective, and is the leading cycle crash-risk intersection in Auckland. Significant consultation has taken place with the Orakei Local Board and the wider community on options for improving the safety of this intersection. Auckland Transport has selected the preferred option of upgrading the existing Give-way control to a signalised intersection to improve pedestrian and cyclist safety whilst managing traffic movements in an efficient manner. This signalised intersection option is more efficient than a roundabout and will help create a safe route for walking and cycling along Tamaki Drive. The preferred option is being presented to the Capital Review Committee (CRC) for approval.

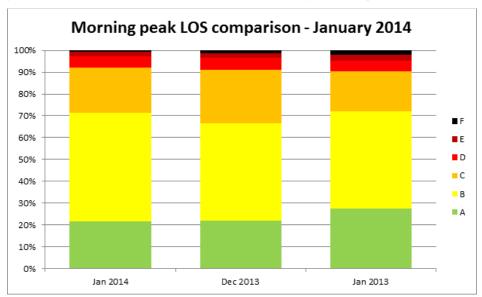
Network Performance

During January the arterial network across the Auckland region experienced relatively low congestion levels as is typically the case as school, university and work holidays coincide.

During the morning peak hour in January, 8% of the road network experienced some congestion (LOS D, E and F); where travel speeds were lower than half the posted speed limit.

This was a slight improvement compared to December 2013. Interestingly, January 2014 also exhibited lower congestion levels compared to January 2013, and noticeably a reduction in heavily congested segments (LOS F).

This is represented below in the Level of Service (LOS) histograms for January 2014, the previous month and the same month from the previous year.



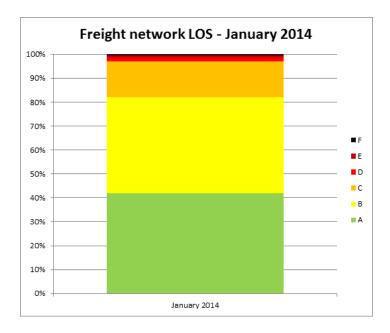
The morning peak hour average median speed for the network in January was 42km/h. During the morning peak, there was on average a 10 minute delay per hour-trip across the entire network.

In terms of the freight network, which incorporates both arterial and motorway sections, only 3% of the network experienced some congestion during the interpeak period between 9am and 4pm, and represented an average of 7 minutes delay per hour-trip.

The freight network LOS histogram for January 2014 is shown below.

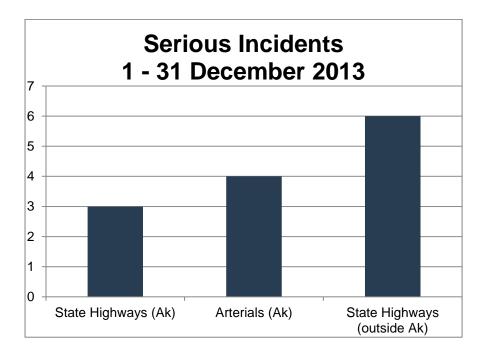






Incident Reporting

Joint Transport Operations Centre (JTOC) is responsible for managing incidents across the entire Auckland road network as well as regional incidents occurring on state highways from Taupo to the top of the North Island. In total JTOC managed 13 serious incidents in December 2013. The aim is to clear the incident as quickly and safely as possible in order to restore traffic to "normal" conditions (normal for that time of the day/route). The table below provides a summary of serious events across the "One Network".

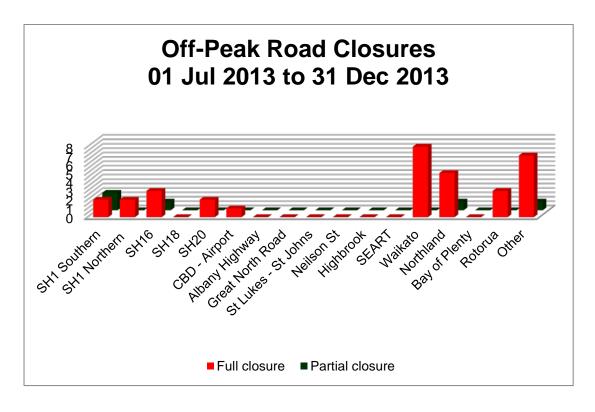






The chart below shows the number of full road closures (red) and the number of partial (lane) closures (black) that have occurred on strategic routes during the peak period December 2013. Closures shown are for unplanned, serious events only.









Public Transport

Bus Stop Improvements

Approximately 170 minor replacement and new bus stop and shelter projects are in various stages of design and consultation. The target is for around 20 to be constructed during February.

Otahuhu Bus Interchange

The investigation phase work (Scheme Assessment Report) was completed in December 2013. Tenders for professional services for detailed design closed on 17 January 2014. Tender evaluations are underway with contract award in early February, subject to funding approval (a funding application for the detailed design phase was submitted on 22 January 2014).

Half Moon Bay Ferry Terminal Upgrade

The project is progressing with investigation works and will continue further engagement with NZTA on the opportunity for funding assistance for the project.

Key Strategic Priorities

The 'Next Steps' PT business strategy is designed to deliver the key policy, guidelines and actions from the Regional Public Transport Plan 2013 and Integrated Transport Plan. It sets the foundations for the 10-year patronage plan and short-term patronage growth.

The previous seven key strategic priorities have been revised to eight to now include development of the 'First & Final Leg' of a customer journey, which may include enhanced park 'n' ride facilities, improved bus feeder services or new on-demand services to move people between home and the nearest public transport interchange. Progress against the eight key strategic priorities is provided below.







Public Transport 'Next Steps' 8 Key Strategic Priorities





Table: Progress Update on 8 Key Strategic Priorities:

Key Milestone Targets	Monthly Update
1. Integrated Ticketing	& Fares
 2012: Rail & ferry 2013: Urban Express, Birkenhead, NZ Bus bus fleets 	 AT HOP was successfully rolled out onto the Bayes (26 January) and the Ritchies and Northern Express (2 February) bus fleets. AT HOP is now in use on ~90% of Auckland's bus fleet. Howick & Eastern Buses is on schedule to go live 16 February with the remaining smaller operators during March.
 1Q/2Q 2014: Ritchies, Northern Express, Bayes, Party Bus, H&E, Waiheke Buses, Airbus, Airporter, Murphy's bus fleets Integrated fares: concept 2013; business case 2014; implementation 2Q2015 	 Following Ritchies and Northern Express launch, now over 200,000 cards activated and almost 115,000 (61%) registered. 47 AT HOP retailers available across Auckland. The Northern Pass, Devonport/Bayswater Pass and Northern Flyer Pass were withdrawn from 1 February 2014. The removal of 10-trip paper tickets on ferry services (other than Devonport and Stanley Bay, which will follow) is in market and scheduled for 31 March – AT HOP stored value offers greater convenience at the same price. Testing of a new AT HOP Daily Pass is underway for targeted introduction in March 2014 across bus, rail and ferry. The pass will offer greater flexibility through three separate geographic zones compared with the existing and to be withdrawn paper Discovery Day Pass. Following concerns expressed by the Privacy Commissioner, the Privacy Policy has been re-drafted to remove reference to AT sharing customer data with third party marketing organisations.
	 Following direction from the December 2013 Board meeting, analysis and finalisation of the two preferred options for integrated fares is underway (5 concentric ring zonal model and 4 concentric ring zonal model + short trip fare), including product and pricing scenarios.
2. Procurement & Conf	tract Reform

- 2013: RPTP adopted and legislation passed
- 2014: South Auckland bus tender; rail tender
- 2015: South
 Auckland bus
 services start; ferry
 tenders & award;
 rest of Auckland bus
 tenders
- Bus: Working closely with NZTA to address outstanding issues concerning the Procurement Strategy, Draft Contract and Financial Incentive Mechanism. Target for March 2014 industry contract review.
- Ferry: Development of procurement approach is underway.
- Rail: Scoping for the new rail operator contract to commence at the end
 of the current contract in June 2016 has commenced. Meetings have
 been held with Greater Wellington Regional Council to seek procurement
 alignment and cooperation.





Key Milestone Targets	Monthly Update
3. Rail Electrification	
 Mid-2013: Depot Apr 2014: Onehunga Line services Sep 2014: Manukau via Eastern Line services Mar 2015: Southern Line services Jul 2015: Western Line services 	 The Auckland Electrification Programme (AEP) had a beneficial Christmas Block of Line with gains of one week against programme. Seven EMU Units are now stabled at the Wiri Depot. Testing and Commissioning is being undertaken between Puhinui and Newmarket including the Onehunga line with EMU Units 1 to 4. Testing of the Newmarket Branch Line for EMU operations to commence from 28th February. Final electric service timetable modelling is progressing with KiwiRail to confirm full electric service timetable specifications and timing, aligning rolling stock availability, diesel/electric mix frequency restrictions and infrastructure completion. Platform interface testing is scheduled for the East NIMT on Sunday 9th February 2014. Open day planning for the EMU launch is underway and work is progressing on a coordinated launch event, ongoing electrification safety campaign and customer awareness campaign for the new electric train services.
4. Ferry Improvements	
 2014: Ferry strategy and fares review following RPTP 2013 adoption. 2014 onwards: existing service timetable, frequency and capacity upgrades. 2014 onwards: existing service wharf and waiting facility upgrades. 	 Improvements to Pier 2 customer waiting area is progressing with works due for completion in March. Provision of a Stanley Bay wharf shelter has commenced. The continued acceptance of the Waiheke Ferry and Bus Monthly Pass on NZ Bus Isthmus bus services has been negotiated beyond February 2014 following representations from Council and the Local Board. This pass will be reviewed as part of the broader Integrated Fares product suite. Work is progressing with the service operator and local parties to improve the Gulf Harbour service frequency. West Harbour patronage and service pressure points under review to improve capacity and frequency. With Western motorway works over the next few years continuing patronage opportunities will continue in the short term. Review of the Ferry Strategy is underway with Strategy & Planning as part of the commitments made during the RPTP 2013 adoption.





Key Milestone
Targets

Monthly Update

5. New Network & Facility Improvements

- 2013/14 onwards: ongoing minor bus service timetable reviews.
- 2013: RPTP adoption.
- 2013: South bus consultation.
- 2014: West, Hibiscus Coast, Franklin bus consultations.
- 2015: North, East & Central bus consultations.
- 2015/16: New Network implementation.

- Following public consultation and November 2013 Board meeting endorsement, the New Network for South Auckland has been revised and communicated to customers, residents and stakeholders in December 2013. The new routes and services will be put out to tender mid-2014 for implementation mid-2015, once electric trains are fully operational on the Southern and Eastern Lines permitting bus to train transfers at the new Otahuhu and Manukau bus-train interchanges.
- Consultation on network simplification in the Blockhouse Bay, Green Bay, Titirangi and Laingholm areas closed on 22 November 2013.
 Submissions are being analysed and recommendations developed with a view to service changes being implemented in mid-2014.
- Work is well underway with service review and designs for public consultations on the New Network for West Auckland, Hibiscus Coast and Franklin (Pukekohe and Waiuku).
- Preliminary planning has now commenced for public consultations on the remainder of the New Network – North, East and Central Auckland and Waiheke.
- Otahuhu Bus Rail Interchange scheme assessment report being finalised for the South Auckland New Network implementation in mid-2015. Four design tenders currently being evaluated.
- Manukau Bus Interchange design progressing for opening in mid-2015 as part of the South Auckland New Network.

6. On-Time Performance

- 2013/14: review all bus timetables; upgrade all on-bus GPS tracking equipment
- Mid-2014: enhanced bus real-time tracking and reporting
- 2013/14: progressive rail improvements.
- 2014/15: rail electric timetable rollouts
- 2014/15: ongoing bus timetable reviews.

- In January rail punctuality reached its highest level since the current rail contract was let in 2003. 1-27 January performance was 91.7%. Year to date punctuality is currently running at 88.2% on time to 5 minutes.
- On bus, the rollout of the new Automatic Vehicle Locators (AVLs) has continued in parallel with AT HOP rollout. 100% of new AVL fit-out on bus is targeted for March 2014. This will provide enhanced GPS location and tracking of buses to permit improved real-time performance management and reporting, plus greater accuracy in customer information. The RFT for replacement of a central back-office prediction engine for bus real-time did not present a solution that fully met AT requirements. Consideration of next steps for this is underway.
- Re-scheduling of Howick & Eastern and NZ Bus services via Panmure Transport Interchange took place on 19 January 2014 when the facility opened.
- Further bus timetable upgrades to improve service punctuality were implemented 9 February 2014 on some North Shore, central isthmus and South Auckland bus services. Target is for all bus timetables to have initial review and upgrade as required by June 2014.

7. First & Final Leg

 Opportunities to enhance bus feeder services in the short-term prior to New Network rollout are under review.





Key	Milestone
Targ	ets

Monthly Update

8. Customer Experience

- Customer centric design approach and principles identified as part of Thoughtfull Design consultation work and will be applied to future service and infrastructure product design.
- 35 initial concepts have been identified through the Thoughtfull Design work. Concepts are being progressed or built into current initiatives.
- 'Where Am I' concept maps at stations of local environs being developed initially for a number of stations on the Onehunga Line.
- 'Heroing Stations' concept improving the visibility of stations throughout the local built and suburban environment through signage and wayfinding up to a 1.0km radius is progressing for target implementation at a number of stations on the Onehunga Line.
- 'Go Metro' concept umbrella campaign making people aware of the PT story and key initiatives Connecting Aucklanders will be launched in February 2014 as a first iteration of this concept.
- Implementation of a new customer Journey Planner is targeted for end-March, which will provide an enhanced customer interface via the website and improved access for customer enquiries via the Customer Contact Centre. This also includes upgrading all bus, rail and ferry timetable schedules between February and May.

PT Growth & Campaigns

The current customer acquisition focus is on targeted bus services along individual corridors and isthmus bus services (Lichtenstein pop-art campaign) and targeted Northern Express bus promotions. Online campaign evaluation of the central corridors initiative saw a 44% prompted recognition; nearly half (44%) consider it innovative, 26% bold and 30% friendly.

An acquisition campaign to align with orientation week at tertiary institutes was launched in February and includes a streamlined AT HOP card process.



Another localised campaign, using billboard hoardings at key town centre locations has been introduced in Te Atatu Peninsula, promoting services into the CBD.

2014 will also see a targeted focus on rail to further push patronage growth and the launch of new EMU rail services.





Rail

Rail punctuality in January reached its highest level since the current rail contract was let (91.7%). Year-to-date punctuality is currently running at 88.2% (on time to within 5 minutes).

The transfer of 66 drivers from KiwiRail to Transdev was finalised on 4 January 2014 following a number of months of planning and negotiation. This results in one driver pool for Auckland passenger services and will enable improved performance management of services with a significant reduction in operating costs. The single driver pool will also permit a consistent approach to culture and customer service.

As part of the improved customer experience with the new EMU services, enhanced station works will be started on the Onehunga Line stations from February 2014 in the lead-up to launch of the Onehunga EMU services on 28 April 2014. This includes improved pedestrian shelter between modes at Onehunga and Ellerslie Stations, improved customer information on station platforms, station rebranding and in line with the recommendations from the Customer Experience research undertaken in the latter half of 2013, improved wayfinding signage. Platform edge warning lighting will also be trialled. New Transdev staff uniforms are being selected for initial implementation prior to the launch of the new Onehunga Line EMU services.

Bus

Planning for the clearing of hazards for double decker buses along key bus corridors is underway. Discussions with major bus operators on the design and introduction of double decker buses on key corridors are commencing.

Significant progress has been made in relation to this system and its future. With the implementation of the AIFS technology and replacement of tacking equipment within the bus significant improvements in accuracy of the real time system has been achieved. There is still work to be done to review and align the bus schedules for intermediate stops as the current bus schedules do not necessarily reflect actual in many cases. This work is being undertaken based on the real time history of actual average travel times between stops.

The real time systems generally do not work well in New Zealand, due in part to the fact that the systems use historical data in their predication algorithms, due to the number of school, and university holidays which occur the systems at the start and end of these periods of time are inaccurate and have to relearn due to the significant change in traffic that occurs as a result. AT has also determined that weather impacts traffic and therefore the system as well. To overcome this AT is moving to improve the customer experience by shifting the sightings for the last 2 stops to reflect the number of bus stops away the bus is. Also a mobile application will be trialled in March to enable the actual location of buses to be shown on a map.





Ferry

Design work for the Devonport Wharf transport interchange additional canopy (western side) has been completed. A presentation of preliminary concepts to the Local Board was made on 11 February. Further stakeholder consultation and an application for resource consent will follow.

In parallel with the construction of the Devonport Marina Upgrade travel planning information has been provided to the Devonport community and businesses promoting alternative transport modes, providing public transport timetables and information on how to minimize the effects of commuting on the road network.

On Waiheke, a terms of lease agreement with Watercare for an additional car park serving Matiatia Wharf is currently being finalised. Resource consent for the work will be required.





Stakeholder Engagement/Partnerships

In January, the AA Auckland staff were toured through major AT construction sites and operations.

This was followed up in early February with a presentation to the AA Auckland Council about AT's programmes for 2014.

Auckland Council's senior Finance, Transport, and Planning managers were toured through AT and NZTA's major construction sites in mid-January. This has enabled strong engagement between AT and AC about budget priorities.

Interaction with Councillors is strong with regular one-on-one engagement, including face to face meetings with the Chief Executive. Of particular interest to Councillors currently is:

- Road corridor maintenance
- Sealing/seal-extensions in rural roads in the north
- General transport budget for 2014/2015 annual plan

A series of early engagement meetings with local boards about future transport activities is planned for April, in preparation for RLTP engagement.

Maori engagement was strong leading up to and including the Panmure Station opening.

Auckland Council has engaged KPMG to audit all CCOs about how they deliver Maori outcomes, as defined by the Independent Maori Statutory Board. Interviews by KPMG with staff from all CCOs were conducted in the week 10th-14th February

Local Board Funds

Since the commencement of the programme in 2012-13 there have been 219 project proposals submitted by the Local Boards for consideration. To date 37 projects have been completed and a further 46 are in construction. The remainder are either being assessed (11), waiting for Local Board approval to proceed (42), or are being designed (41).

22 projects have been rejected, and a further 20 were either funded elsewhere or deferred to future years as other enabling works were required to be done first.

Due to the late start in 2012-13 (resulting from a hold during local elections) the total expenditure for the year was \$1.3m, which resulted in a \$8.7m carry forward to 2013-14. The expected spend for 2013-14 is \$10.2m which may necessitate another carry forward into 2014-15. It is expected that this will be fully caught up in 2015-16.





Community Transport

Road Safety Education Programme

A motorcycle road safety campaign commenced in December which included road safety messages, a safety video on You Tube (over 54,000 views) and rider training. In partnership with the NZ Police motorcycle checkpoints will be undertaken from January through to March targeting high risk areas promoting safety.



A Red Light Running campaign targeting all road users commenced in February and will run through until April. The objective of this campaign is to raise awareness of red light running behaviours at high risk signalised intersections (and contribute to a reduction at crashes). This campaign is supported by the NZ Police who will be implementing an enforcement programme in April.

The campaign targets all road users and utilises the "red hand" creative from last year's campaign; the campaign will be delivered primarily via radio and bus-back advertising supported by signage and billboards near intersections.







Cycling and Walking

The summer cycling programme commenced in February with a range of activities including 40 cycle safety training sessions (aimed a different confidence levels) and a series of events aimed at families through to commuters. The programme is accompanied by a marketing campaign featuring images, videos and profiles of real Aucklanders who attended the Spring Cycling programme. A summer cycle event guide is available in libraries, community centres, workplaces, bike shops and on line.

Ciclovia on Quay was held on Saturday 8 February on the Harbour Edge from Quay Street through to Silo Park. The event which closed part of Quay Street for cycle activities formed part of the Quay Street early initiative









project to engage the public in the transformation of the Harbour's Edge with a focus on Quay Street. The event was a partnership between Auckland Council, Auckland Transport and Waterfront Auckland.

After the first week of the campaign there had been more than 1,500 visits to 'Cyclings the Go' web pages and over 23,000 views of the cycle safety videos on You Tube.

School Transport Programme

At the start of the 2014 375 out of 539 schools had signed onto the Travelwise school programme.

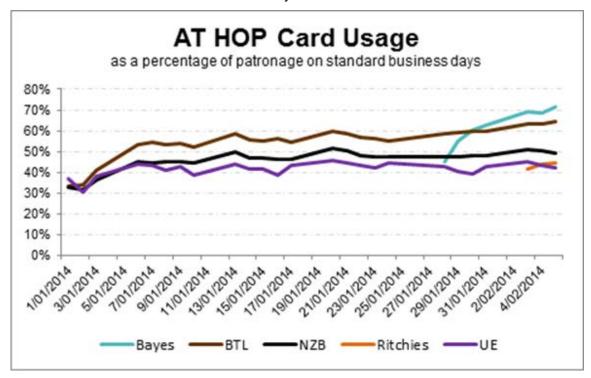
The start of the school term commenced with 40 schools participating in a back to school campaign highlighting safety and slow down around school messages accompanied by a regional media campaign.





Special Topic – Integrated Ticketing

The AT HOP card can now be used on Bayes Coach Lines and Ritchies Buses



65,082 AT HOP cards distributed to replace existing bus operator cards (including Snapper) as at 31 January 2014.

Bus Go Lives:

- Bayes Coachlines (26 Jan 2014) added 13 buses which put another 1500 trips per day through the AIFS system, card usage 70% for trips.
- Ritchies Buses (2 Feb 2014) added another 143 buses which put through another 18,000 trips per day through the AIFS system. Card usage as payment for bus fares on Ritchies started at 42% expected to grow over the month as cash customers convert to AT HOP cards.
- Howick and Eastern Bus Company
 - Go Live planned for 16 February 2014
 - Implementation plan is on schedule
 - Training is complete
 - Customer communications went to market 29 January 2014

Overall transaction levels in the AIFS scheme has increased to 204,000 trips per day in early February 2014 with the latest bus operators coming on board.





The current usage by modes of transport is:

- Bus 80% of passenger trips
- Rail 19% of passenger trips
- Ferry 1% of passenger trips

Total AIFS sales in January 2014: \$8.3M

- Paper Tickets \$3.4M (85% of paper tickets sold for bus)
- HOP Card Top Up & Monthly Passes \$4.9M

Usage of AIFS sales channels across all modes for the month of January 2014:

•	Ticket Machine Sales	35%
•	Online Sales	22%
•	Face to Face Sales	44%





LGOIMA Process Flowchart





SIMON DAY AND MATTHEW GRAY

Last updated 05:00 07/02/2014



TRIBUTE: Friends and family of poet ARD Fairburn pictured at his relocated grave in Albany this month.

Late poet Arthur Rex Dugard Fairburn lies in a new grave at the Albany Cemetery after being disinterred from his original resting place as part of a motorway widening plan.

His remains, along with those of his mother Teresa, would not have been disturbed by the roadworks but lay within 1.6 metres of the expanded highway.

Family members objected to the close proximity of the project and were pleased when Auckland Transport came up with a plan to shift the pair 25 metres away to somewhere a little quieter.

Relatives and friends gathered at the new site on February 1 to pay tribute to a man many regard as a literary great - 57 years after his death. Writer C K Stead was a student when Fairburn was in his prime and remembers an articulate poet who could swim to the city from his home in Devonport.

"He was a very fluent natural poet, an interesting essayist and also quite a controversial figure who liked to make very challenging statements about this and that," he says.

Fairburn's life was cut short by cancer when he was 53 and he originally lay in an unmarked grave.

His late brother, writer and historian Thayer Fairburn, once said the father of three died with very little to his name and a plot at the small Albany Cemetery was all his family could afford.

Friends later pooled resources to buy a large memorial stone which was transported from a quarry in Warkworth and placed on top of the grave with the poet's initials, surname and the years of his birth and death.

Harold Innes, a prominent businessman and long-time supporter of the arts who died in 1985, was among those involved with the project after getting permission from Fairburn's widow Jocelyn.

"Rex would have hated the idea of a tombstone," he told media of the day. "But his friends think it is wrong that the grave should go unmarked."

This month's disinterment also had the blessing of family.

"We are quite happy now," daughter Dinah Holman says. "It is a very nice part of the cemetery they have been moved to. It is under a tree and on a nice embankment. You can even see the top of the Albany Stadium which would make Rex very happy because he was very fond of rugby."

Auckland Transport spokesman Mark Hannan says the families of two other people buried near the original Fairburn grave were also offered the option of disinterment but declined. Neither plot will be disturbed by the earthworks.

Mr Hannan says the remains of stillborn babies from two other graves lying in the path of the motorway were relocated last winter.

"Just one member of one of the original families was able to be contacted and they were comfortable with the decision," he says.

One of the graves dated back to the 1880s.

The Fairburn grave was included in a heritage walk established at the cemetery several years ago and is frequently visited by students of literature from Massey University.