

# Interim Chief Executive's Report December 2010

## 1. Introduction

Operational / status updates of the separate departments are provided in the Business Report (Agenda item 10). This report provides an organisational overview and raises items for consideration that may cross the departmental activities.

## 2. Organisational Health

Staff are working well. A customer focus and a culture of delivering results, rather than writing a report, is becoming behaviourally evident. There is more to do but progress is pleasing.

It is important that any errors of omission or commission are handled in a positive/corrective manner as any loss of confidence in these early stages could result in reverting to a more defensive (little action) behaviour.

Managers are providing good leadership in staff meetings, training sessions, orientation packs and supporting the new teams in the transition.

## 3. Legacy Issues

Legacy issues are manageable and have not caused major customer problems. They have, and continue to be, very resource hungry as issues are investigated and resolved while still maintaining "business as usual". Legacy issues are evident in all aspects of business; Finance, HR, projects and varies from process changes to areas requiring significant rework.

## 4. Organisational Targets

The business is operating on a 100 day plan approximately ending on 31 March 2011. This will be followed by a second 100 day to take the business through into a new financial year and see closure of a few transitional programmes. Some of the key first 100 day projects are summarised in Attachment A.

## 5. Stakeholder Relationships

Strong relationships are being established with all stakeholders; customers, suppliers, contractors and funders to ensure the business is established on a balanced footing to address all aspects of transport, (public, private, heavy freight, courier, bus, rail, ferry) and the various pressure points caused by promotional events relative to normal commercial activities.

The new structures at Auckland Council are interfacing with Auckland Transport and while it is a challenge for all parties to reconcile operational habits to the new structures, progress is being made. Timeliness of activities will continue to challenge all as the rate of change continues.

Significant progress has been made with NZTA to establish a working relationship based on :

*"One Network, One Strategy, One Operating Plan"*

Joint teams are working on an integrated traffic management programme and there will be integration of projects to ensure all work done in the region is optimised both in timing and capital spend.

The development of the NZTA / Auckland Transport relationship has the potential to accelerate work, achieve early gains operationally and reduce bureaucratic constraints. Auckland Council have agreed that there will only be one voice for “transport” into the Auckland Plan which will be the NZTA / Auckland Transport joint position.

In time it would be desirable to see both funding entities recognise this development and allow funding to flow based on the groups’ priorities.

<p><b>APPROVED FOR SUBMISSION by</b></p>	<p><b>David Warburton Chief Executive</b></p>	
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