

MINUTES

SUBJECT	AUCKLAND TRANSPORT BOARD MEETING
VENUE	Council Chambers, Level 2, Civic Building, 6 Henderson Valley Road, Henderson
DATE	Thursday 30 May 2013
TIME	11.08am
STATUS	Open Session

<p>Present</p> <p>Lester Levy, Chair Pip Dunphy, Deputy Chair Geoff Dangerfield Christine Fletcher Ian Parton Rabin Rabindran Mike Williams Mike Lee</p>	<p>In Attendance</p> <p>Dave Foster Peter Clark Simon Harvey Claire Stewart Wally Thomas Greg Edmonds Roger Jones</p>	<p>Media</p> <p>Todd Niall – Radio NZ</p> <p>Public</p> <p>Patrick Robertson Matt Lowrie Barry Mein Kane Glass – All about Auckland</p>
	<p>The Chair welcomed those in attendance.</p> <p><u>Update by the Chair</u></p> <p>The Chair provided an update to the media and public on the agenda items included in the closed session:</p> <ul style="list-style-type: none"> • Draft AT Annual Plan <ul style="list-style-type: none"> - To be presented and finalised at 25 June meeting (Open Session) • Update on Draft 2013/16 SOI <ul style="list-style-type: none"> - Shareholder comments will be considered and the SOI will be finalised at 25 June meeting (Open Session) • Long Bay / Glenvar Ridge Road <ul style="list-style-type: none"> - Further work required on this proposal. Once completed, an announcement will be made. • Road Stopping approvals • Draft Auckland Unitary Plan – transport perspectives • Insurance Update – work in progress • AT Operating Rules <ul style="list-style-type: none"> - Assessment of rules being considered by AC under the Local Government Act 2009 • Sarawia Street – Laxon Terrace Rail Level Crossing Removal <ul style="list-style-type: none"> - An update to be provided for June meeting • EMU Independent Verification & Validation 	
	<p>Apologies</p> <ul style="list-style-type: none"> • Paul Lockey / David Warburton • Mike Lee for lateness. Arrived 11.18am. 	

	<p>Late Items of General Business</p> <ul style="list-style-type: none"> • None
2.	<p>Interests Register - Declarations/Conflicts</p> <ul style="list-style-type: none"> • Rabin Rabindran Independent Director - Bank of India (New Zealand) Limited
3.	<p>Approval of Minutes (Open)</p> <ul style="list-style-type: none"> • 19 April 2013 <i>Resolution</i> That the minutes be adopted. (Ian Parton / Mike Williams) : Carried
4.	<p>Matters Arising not on Agenda</p> <ul style="list-style-type: none"> • Nothing to report.
5.	<p>Action Points</p> <ul style="list-style-type: none"> • The Chief Operations Officer confirmed item 5(ii), 25 February 2013 Meeting, (Public Transport Monthly Patronage) is now likely to be reported back to the Board in July/August.
6.	<p>Financial Results for the Ten Months Ended 30 April 2013</p> <ul style="list-style-type: none"> • The Chief Financial Officer (CFO) spoke to the report • Results continue on target and within funding parameters • Board requested improved transparency of AIFS numbers. These figures to be split out separately for future reporting.
7.	<p>Business Report – May 2013</p> <p><u>Chief Executive’s Report (David Warburton)</u></p> <ul style="list-style-type: none"> • The Chief Operations Officer (COO) spoke to the report in the absence of the Chief Executive (CE) and provided an overview of major elements within the report • CE pleased with progress made to date on the AMETI, Dominion Road upgrade and CRL projects <p><u>People & Services (Simon Harvey)</u></p> <ul style="list-style-type: none"> • The GM People, Service and Performance spoke to the report. • Engagement Survey <ul style="list-style-type: none"> – Results in the process of being released across the organisation – Staff road show presentation forums taking place – Intended actions and improvement measure objectives will be provided to the Board in due course • The introduction of the 10,000 step programme has seen close to 700 staff members across the organisation register their participation.

- Parking Health & Safety - Directors can expect to receive more detailed reporting mechanisms provided at future meetings
- Customer Service / Call Centre
 - A full review is underway to investigate the process for improved customer complaint / response timeframes across the organisation
 - The higher levels of customer service response times this month is due to both sick leave and staff turnover numbers being lower than usual

Strategy & Planning (Peter Clark)

- The GM Strategy & Planning (GM S&P) spoke to the report.
- Unitary Plan
 - Staff have dedicated a lot of time during the last two months in working together with KiwiRail, NZTA and other Utility operators in providing feedback to the AC on the draft Unitary Plan. Feedback will include the need to make a strong point about the need for the unitary plan to explicitly take into account the cost of providing infrastructure and services to enable the anticipated growth.
 - A full time dedicated staff resource has been offered to the AC to assist
- AT's support for the Unitary Plan was noted.
- A Best Practice Award for 2013 has been awarded to AT (Corridor Management Planning team) for the Khyber Pass Road Corridor Management Plan. This AT/Beca entry won the Strategic Planning and Guidance sub-category.
- Strategic Planning (ITP) - The NZTA Board have endorsed the ITP as a supported strategy
- Strategic Asset Management - Work continues between AT staff and the AT Capital Review Committee in confirming the asset condition assessment
- The Chairman queried the completion status on the Terms of Reference for level crossings. The GM S&P confirmed this is presently being worked through with KiwiRail, and the final outcome from the agreed Terms of Reference will allow AT to better prioritise work levels. The Chairman will be forwarded a copy of these Terms of Reference, once agreed and completed.
- Progress on the completion of guard rail strengthening was queried. The GM Strategy & Planning to respond directly on this matter.
- The nature of AT's input into the Auckland Housing Accord was questioned. The GM S&P confirmed AT staff are working with AC regarding housing area identification and the importance of infrastructure and operating costs for servicing new housing areas.

Operations (Greg Edmonds)

- The Chief Operations Officer spoke to the report.
- Gt Barrier Island road sealing is on programme and due for completion in June 2013

- Customer Experience : Proposal for scoping of programme of works
 - Extensive work to be undertaken in focusing on all areas (or touch points) that customers (and potential customers) experience as part of their day to day interaction with AT. The results of this programme will see a significant change taking place over a period to time.
 - The Chairman confirmed this Customer Experience work is extremely important if AT is to realise significant, more positive changes in public transport patronage in the future.
- Train protection for the diesel train fleet is on target and due to be completed in December 2013
- Fare evasion : AT and Veolia staff have worked diligently in achieving a significant drop in fare evasion statistics
- South Auckland network re-design
 - Consultation material now final and ready for engagement with stakeholders
 - A video was provided to Directors demonstrating how the new network will look in the future. It is intended for this video to be taken out into the community and shown to Local Boards, various schools and public meetings during the next 6-8 weeks. This presentation is currently up on the AT website for viewing.
 - Given the seriousness of recent worldwide rail incidents, the Chairman stated that AT must be diligent in ensuring the prevention of rail accidents in Auckland. Safety of services is paramount.
- A question was raised as to the reporting of clearing times for major vehicle incidents. The COO confirmed JTOC (Joint Traffic Operations Centre) do monitor all road incidents and work closely with the NZ Police. A major incident report will be provided for future meetings.
- The need for more reliable data in order to achieve better transparency of PT results reported was emphasised. The COO reiterated that as previously advised to Directors, a new dashboard reporting system will be rolled out over the next 6 months to reflect the most up to date data.
- The Chairman confirmed the need for the inclusion of a line by line punctuality report and the number of those customers affected. The COO and Acting GM IT & Business Systems (GM IT) will work together to provide this information.
- A paper will be provided to the July meeting advising Veolia performance penalty payments
- The progress for roll out of AIFS on bus equipment was queried. The COO responded the Northern Express pilot has been in service for one month and a decision on the date for roll out across the entire bus network was imminent.
- A question was raised as whether the \$20 fare evasion penalty was a sufficient deterrent. The COO confirmed that legislation is presently underway to change how infringement penalties are set for fare evasion.

Capital Development (Claire Stewart)

- The Chief Development Officer (CDO) spoke to the report.
- Construction project progress very busy with major focus on the AMETI project, EMU stabling facility and the Wolverton to Tiverton upgrade.

- Harbour Edge Development (HED)
 - Auckland Council Property Ltd and Waterfront Auckland working with AT in delivering these 30 projects
 - Significant progress made in the previous two months in identifying (LTP) funding, interdependences and priorities. This work being undertaken by both the Development and Operations teams.
- Capital Development (capital project) results saw an under-spend on forecast of \$7m. This underspend is primarily due to the delay of AMETI (given the recent receivership of Mainzeal) and delay in timing of EMU payments.

Communications & Public Affairs (Wally Thomas)

- The General Manager Communications (GM Comms) spoke to the report
- Media interest regarding AT activities has increased by 6% this month
- Breakfast TVNZ aired the AT's latest "Distracted Driver" campaign video with excellent public feedback.
- The Northern Busway targeted mail campaign resulted in close to 6,500 PT trips utilising the voucher offered.

IT & Business Systems (Roger Jones)

- The Acting General Manager IT (GM IT) spoke to the report
- A question was asked as to whether an independent data report on the HOP system could be provided. It was confirmed that this is presently underway for both rail and bus, but not for ferries, as yet.

HOP Rail Roll-Out Review

Agenda item brought forward for discussion as Chief Operations Officer was required to depart meeting early.

- The COO spoke to the report
- This independent review of the AT HOP rail and ferry network was requested previously by the Board
- Deloitte was commissioned to undertake this independent review to assess progress of the AT HOP implementation and also to determine where they considered issues to lie and the level of fare evasion within the network.
- Recommendations contained within this review are being duly actioned by staff and within scope
- This review was considered to be informative, however, a question was raised as to why the cost of fare evasion to AT was not stated in the report. The COO responded that a 4.2% evasion rate during the last four weeks totals \$1.2m annually.
- The cost of gating further stations was raised and it was agreed that the Board would be updated with a revised gating plan once this is completed.
- The COO confirmed that the Deloitte review is on-going and a ten year plan for public transport is being developed.

(Ian Parton / Mike Williams) : Carried

9(i)

10.	<p><u>PT Monthly Patronage – April 2013</u></p> <p>Agenda item brought forward for discussion as Chief Operations Officer was required to depart meeting early.</p> <ul style="list-style-type: none"> • The Chairman reiterated that an enormous amount of work must be undertaken in order for AT to double patronage in the future and new ways of doing things are essential. • The Chairman requested staff focus on reporting transparent statistic numbers, as the paper is considered somewhat unclear in terms of interpretation of numbers and services.
8(iii)	<p><u>Proposed AT Election Signs Bylaw 2013</u></p> <p>Agenda item brought forward for discussion as Chief Operations Officer was required to depart meeting early.</p> <p>Mike Lee withdrew from this item and departed meeting at 12.28pm.</p> <ul style="list-style-type: none"> • The COO spoke to the report • Appreciation for assistance in the preparation of this information was offered to Rabin Rabindran and Christine Fletcher. • This was deemed to be a good paper and that clarity and enforcement was correctly identified as important factors. <p><u>Resolution</u></p> <p><i>That the Board:</i></p> <ol style="list-style-type: none"> <i>Notes and considers the full written submissions contained in Attachment 3 and the Hearing Panel Summary of Submissions and Recommendations in Attachment 1.</i> <i>Makes the bylaw proposed in Attachment 2 to take effect on 8 June 2013.</i> <i>Pursuant to section 54 of the Local Government (Auckland Council) Act 2009 delegates the power for the passing of resolutions under the bylaw to the Traffic Control Committee subject to an additional independent member with knowledge and experience in relation to elections being appointed by the chief executive</i> <p><i>(Pip Dunphy / Mike Williams) : Carried</i></p> <p>Greg Edmonds departed the meeting at 12.30pm</p> <p>Mike Lee returned to the meeting at 12.31pm</p>
8(i)	<p><u>Draft Disability Policy</u></p> <ul style="list-style-type: none"> • The GM Strategy & Planning / Alison Rust (Transport Planner) spoke to the report • Draft policy is based on existing principles and policies as set out in the AT Code of Practice and Regional Public Transport Plan. Key aspects from both documents were incorporated into this policy. • A question was asked about the need for item 2 on page 124. Draft policy to be reworded to state “all transport users have equal opportunities to travel”. • A question was raised as to how visually impaired people would read policy. GM Communications confirmed that the AT website has a special reading programme available for the visually impaired. • It was queried as to whether all buses could be fitted with special kneel down devices for passengers requiring assistance. Alison Rust responded this special service would be investigated with a view to rolling out gradually. • The Chairman confirmed the importance of the introduction of this policy. Most importantly, it is vital that we translate the actions contained within the policy into the network. • Thanks were expressed for this policy now bringing clarity to historical issues.

	<p><u>Resolution</u></p> <p><i>It is recommended that the Board :</i></p> <p>i) <i>Receive this report</i> ii) <i>Adopt the Disability Policy set out in this report</i></p> <p><i>(Christine Fletcher / Mike Williams) : Carried</i></p>
8(ii)	<p><u>Monthly Transport Indicators</u></p> <ul style="list-style-type: none"> • The GM S&P spoke to the report • The Chairman stated that this report is a good starting point in a process to better reflect and record the range of varying impacts across the wider transport environment that AT is responsible for. • The Chairman confirmed that the AT Board wish to be able to interpret the data provided in an improved way. It is vital that there is a clear understanding of what the documented impacts and statistics mean, and what actions are being taken to alleviate these issues. • There was request for annualised data (refer page 147) • It was stated that if a step change is required in the HOP on-line purchases, AT may need to consider the current price. • It was asked that the cost of rail and bus tickets be included in the report. The Chairman agreed this to be a useful addition to the report. • The Chairman requested the CE commence with a comprehensive and strategic review of pricing across the PT network (including discounting mechanisms). • Once this strategic review is completed, a Director workshop will be held to discuss the detail prior to it being given consideration at the Board meeting. This will allow adequate time for proper critical analysis, discussion and reflection. <p><u>Resolution</u></p> <p><i>The report was received and noted.</i></p>
	<p>General Business</p> <ul style="list-style-type: none"> • Claire Stewart was congratulated on her new role as Chief Development Officer.
	<p>Closure and next Meeting</p> <ul style="list-style-type: none"> • The meeting closed to the public at 12.59pm • Next Open Board Meeting Tuesday 25 June 2013 @ 3.30pm