

# Chief Executive's Report

## Recommendation:

That the Chief Executive's report be received.

## Prepared by:

Dr David Warburton, Chief Executive

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## Finance

A draft Opex and Capex budget for the 2014/15 year has been submitted to Auckland Council and is reported on elsewhere.

The renewal of rolling stock insurance, due to expire on 31 October 2013 is underway with a verbal update and quote expected to be available at the Board meeting.

### Regional Land Transport Programme (RLTP) Funding

During September 2013:

- AT made four surplus declarations totalling \$1.2m to NZTA, and one emergency works funding application (\$186k). The surplus declarations related mainly to cost savings in NZTA-funded Community Transport programmes. Community Transport is looking at additional activities which could be submitted for funding to recover some of the surplus declared.
- NZTA approved the transfer of an \$8m surplus from the 2012/13 PT Programme into the 2014/15 Programme to assist with an identified funding shortfall in Rail Services in 2014/15. Prior to the end of the 2012/13 year there was a realisation that not all of that year's NZTA funding would be required. This funding is not required in 2013/14 but the model used for rail costs assumed savings from the electrified rail programme occurring earlier than will now be the case, so the additional funding was requested from NZTA for 2014/15.
- NZTA confirmed the funding allocation of \$11.9m for SuperGold for 2013/14

**Table 1 – Current Funding expectations from NZTA for Capital Projects**

NZTA Funding Status	Sept Funding \$M	Aug Funding \$M	Difference \$M
Funding received	28.2	17.6	10.6
Approved but not yet claimed	123.5	140.1	-16.6
Not yet submitted	22.8	19.9	2.9
<b>Total</b>	<b>174.5</b>	<b>177.6</b>	<b>-3.1</b>

Total subsidy expected for 2013/14 has decreased slightly based on the first 2013/14 forecast.

September funding received was \$4.5m less than forecast mainly due to the following:

- Delays in spend on renewal of local roads and on Panmure Station (this reduced spend has led to \$1.6m less subsidy being claimed than was forecast)
- A delay in the release of AIFS capital subsidy by NZTA. The subsidy has now been released, and will be claimed in October.

### Procurement

Seven Tenders were published during September with an estimated value of \$22.5m. 96 Contracts were issued with a total value of \$8.74m. None of these were valued over \$2.0m

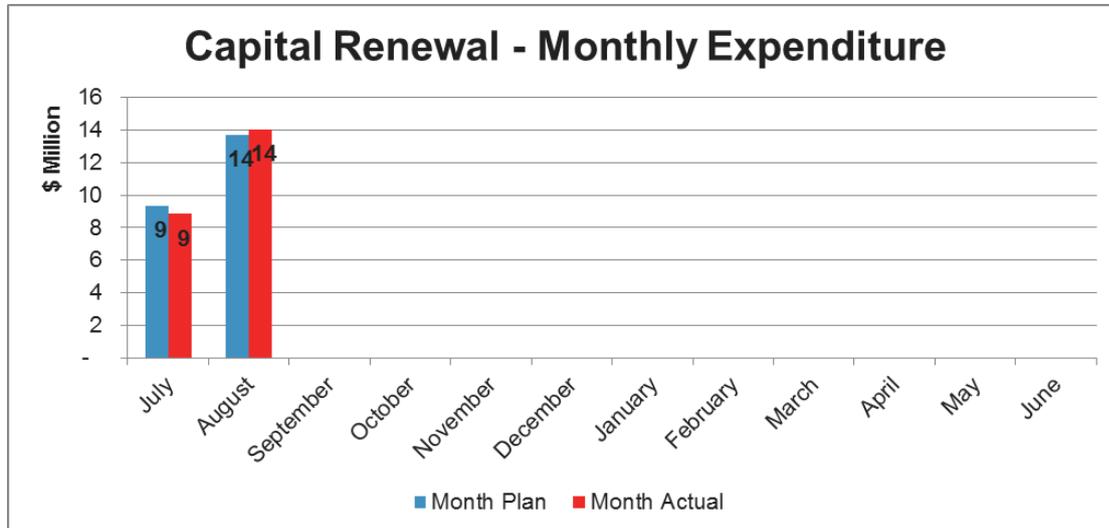
### Renewal and Operational Project Expenditure

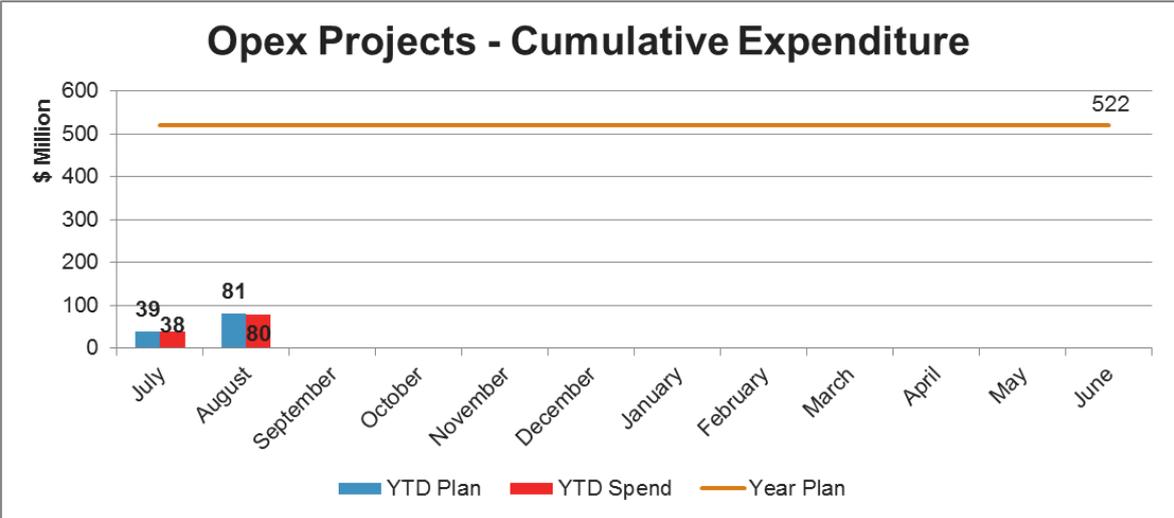
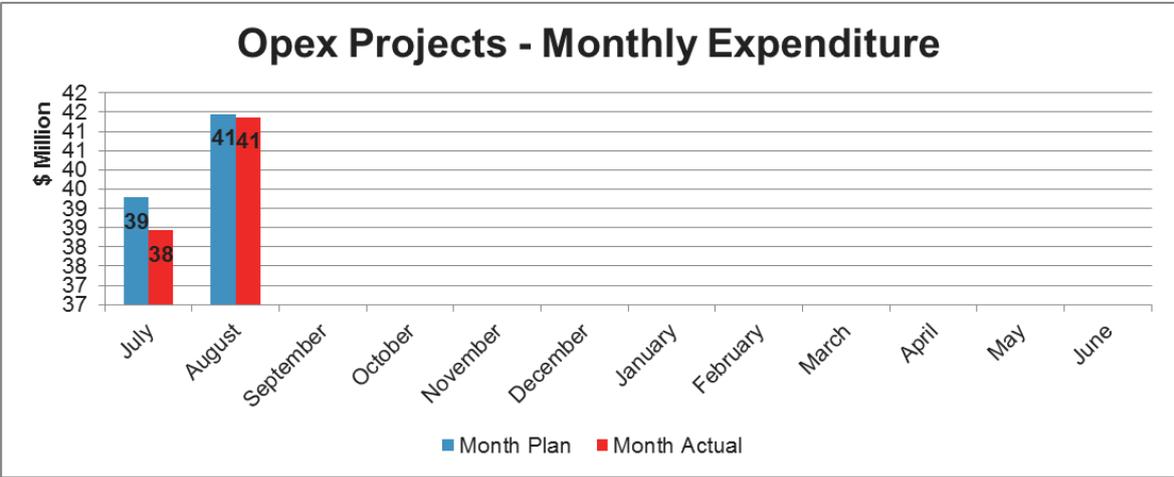
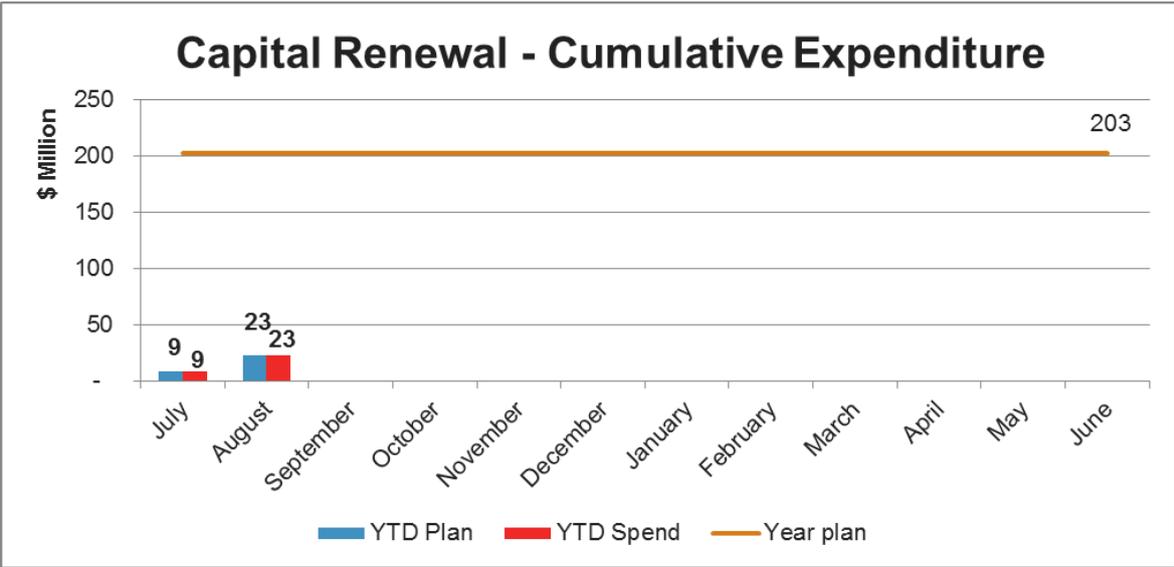
Renewal and operational project expenditure across AT is monitored cumulatively and by month to track delivery expenditure against budget.

For the 2012/13 financial year, the year end figures were:

	Planned Budget	Delivered Expenditure
Capital Renewal Works	\$196,087,755	\$198,562,665
Opex Projects	\$511,835,438	\$490,765,359

For the 2013/14 financial year, expenditure to the end of August is on target as detailed in the four graphs below:





# Corporate

## Council

A briefing for incoming elected members has been provided to Council to be part of a full briefing pack for all successful election candidates. AT will also be participating in an expo-style event on October 24<sup>th</sup> that will showcase major transport initiatives across Auckland, in cooperation with Auckland Council and all other CCOs.

Activity with Council and local boards has decreased somewhat due to the elections.

## Members of Parliament

A briefing was undertaken for Hon Jonathan Coleman MP, member for Northcote, in response to a request for information about the HOP roll-out in the northern part of the region. Other issues discussed also included the proposed westbound Onewa Road T3 lane.

A briefing for Mark Mitchell MP, member for Rodney, to discuss traffic issues around Silverdale, is proposed for the near future.

Members of Parliament briefings for the East-West project were carried out this month for Julie Ann Genter (Green Party), Kanwal Bakshi (National party), Peseta Sam Lotu-liga (National), Ross Robertson (Labour), and Phil Goff (Labour). Further briefings will be considered as required.

## Driver Distraction Campaign Award

Auckland Transport has taken home the Trafinz Leadership Award for Leadership in Road Safety for their 'Driver Distraction Campaign'. The initiative had to be innovative, have sound research behind it, and prove the extent of benefits achieved, or likely to be achieved.

This campaign is an on-going response to the 20 fatal deaths and 57 serious injuries that were reported between 2007-2011 attributed to driver 'distractions'. As reported in last month's board report, the campaign resulted in:



- Very high level recall of campaign amongst target group (15-24) at 67%, and significant recall by older audiences (54%). The results show a high level engagement with the campaign to the point where a third of the audience are 'highly engaged' and wanting to do something about it.
- Cinema viewings (16<sup>th</sup> May - 11<sup>th</sup> July) on 416 screens were confirmed at 316,000 viewings for \$32k creative (10 cents per viewer) and \$66k media (30 cents per viewer) in total. In addition to this, YouTube video plays on AT website of the cinema ad are at 31,000 and 42,000.
- From a target audience of 342,000 15-24 year olds, we know the advertising led to over 21,000 unique visitors to the AT website distractions web page and they spent over 2 minutes on average making use of the wide range of resources on the page.
- 76% of people who saw the campaign said that it made them more aware of 'potential driver distractions'.

Auckland Transport also received two highly commended awards at the Roding Excellence Awards in September:

- Fulton Hogan and GHD for 'Project New Grad – Making Futures' under the Best Practice for People category.
- For the Auckland Road Maintenance Alliance (Auckland Transport, MWH, Leighton Contractors, and Blacktop Construction) for the Ash Street Bridge Bearing Replacement under the Minor Road Project category.

The supreme award went to The Newmarket Viaduct Replacement Project undertaken by the NGA Newmarket Alliance and contracted by NZTA.

## **Accommodation**

The requirement to vacate Bledisloe by the second quarter of 2014 has now initiated action to conclude a lease over two additional floors at HSBC House and organise resources to take occupancy late February/early March 2014. Leases to be finalised end of October and contracts signed for fit out.

## **Unitary Plan**

The Proposed Unitary Plan was notified on 30 September 2013. This is the start of the formal Resource Management Act process. The submission period will close on 28 February 2014. The Plan can be accessed at:

[www.aucklandcouncil.govt.nz/unitaryplan](http://www.aucklandcouncil.govt.nz/unitaryplan)

It is also available in hard copies at libraries and service centres across Auckland.

The Plan has been revised from the March 2013 draft, following more than 22,000 submissions. Amendments were discussed with Councillors and Local Board chairs over 22 workshops during July and August, with changes decided during five days of formal committee meetings. Some of the changes include:

- Mixed Housing zone is now split into two zones – Mixed Housing Suburban and Mixed Housing Urban. The Mixed Housing zone in the draft plan had a density provision of one dwelling per 300m<sup>2</sup> to no density limits where five or more dwellings were proposed. The Mixed Housing Suburban zone has a density provision of one dwelling per 300-400m<sup>2</sup> (depending on frontage width) or 200m<sup>2</sup> where site area and number of dwelling requirements are met. The Mixed Housing Urban zone density provision is one dwelling per 250-300m<sup>2</sup> (depending on frontage width) or no density limit where site area and number of dwelling requirements are met).
- Changes to the Rural Urban Boundary (RUB) such as Dairy Flat, Warkworth, Drury, Westgate/Whenupai
- Changes to some Metropolitan and Town Centre zone height controls providing for more local variation such as:
  - Reduced centre height controls in areas such as Browns Bay, Orewa, Milford, Royal Oak
  - Increased centre height controls in areas such as Pakuranga, Wellsford, Pt Chevalier
- A requirement for a percentage of affordable housing for all residential developments meeting dwelling number requirements
- Extending minimum parking rates outside of the 2010 metropolitan area to places such as Warkworth, Wellsford, Helensville, Pukekohe.

The structure of the plan will impact on the ITP and what transport services are delivered, when, where and at what cost. Increased densities around transport hubs are a critical element.

AT will also be reviewing the notified Unitary Plan, with a project governance structure being set up. This review will seek to identify any provisions that may hinder a more permissive or enabling framework for the provision of transport infrastructure and services, such as any implications of overlay provisions and consenting requirements including thresholds/triggers and relevant activity status (for example controlled, discretionary, non-complying).

### **Regional Public Transport Plan**

The Regional Public Transport Plan adopted on 23 September by the AT Board is being prepared for publication and distribution. Submitters on the Plan and key stakeholders will be notified within legal timeframes.

Planning has commenced for the 2014 employee engagement survey in March next year. As with the 2013 survey, it will be conducted by Kenexa, an independent research consultancy, using an online survey platform shared with Auckland Council and CCOs.

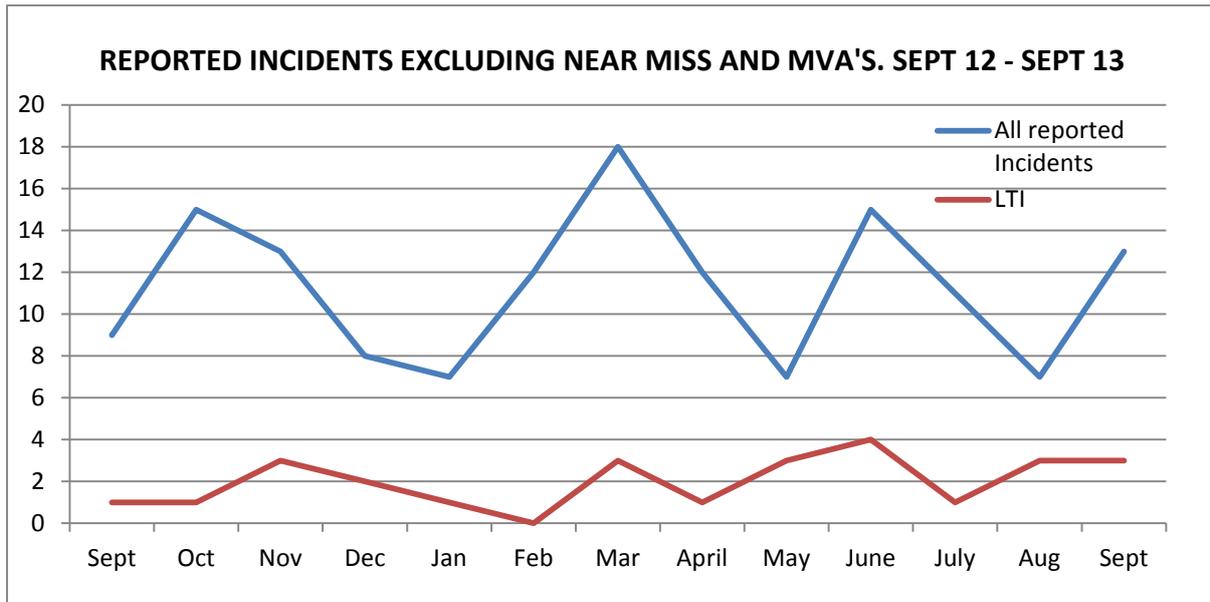
The fourth module of the Executive Leadership Programme facilitated by the University of Auckland which covers 'collaborative working' takes place on 22 and 23 October. The final module will be held in December.

With the launch of the Career Progression Pathway for Engineers (CPP) scheduled for 31 October a significant amount of effort is being focussed on finalising the details around the lead up to the commencement of the programme. The concept will be extended to other disciplines once this work is underway.

### **Health and Safety**

There were 13 reported accidents/incidents in September. A strategy session has commenced, involving the PSA, to explore tactics to reduce incidents in Parking and Enforcement.

A new wellness program called the "Father's Day Five" was launched and run in September. This is a men's health initiative developed by Auckland Transport to increase awareness of men's health issues. A total of 135 signed up and completed the programme. A womens equivalent will be initiated to coincide with Mother's Day 2014.



### Customer Service Metrics

- Average call wait time: AT Public Transport - 10 seconds, HOP - 10 seconds.
- Service level: AT Public Transport 84%, HOP 88%, AT Specialist Team - core hours 86%, Auckland Council – all hours 86%
- Abandonment of call: AT Public Transport 4%, HOP 3%, AT Specialist Team – core hours 4%, Auckland Council – all hours 5%
- Call volumes: AT Public Transport 31,069, HOP 7,362, AT Specialist Team – core hours 19,037, Auckland Council – all hours 22,968

### Asset Condition Survey Update

The accelerated asset condition inspection programme is continuing and is on target to be completed by the end of December 2013.

Progress until the end of August is detailed below:

Asset Class	AT Inventory	2012/13: Total Inspected	2013/14: Total Inspected	To date total: September 2013	% Complete (on Inventory)
Bridges	658	470	188	658	100%
Footbridges	48	5	13	18	38%
Major Culverts	425	248	177	425	100%
Retaining Walls	3065	1289	1428	2717	89%
Sea Walls	195	9	91	100	51%
Car Park Buildings	14	13	0	13	93%
Wharves and Ferry Facilities	21	15	3	18	86%
Rail Stations	52	47	0	47	90%

<b>Asset Class</b>	<b>AT Inventory</b>	<b>2012/13: Total Inspected</b>	<b>2013/14: Total Inspected</b>	<b>To date total: September 2013</b>	<b>% Complete (on Inventory)</b>
Bus Shelters	1554	410	804	1214	78%
Advanced Direction Signs	1972	423	384	807	41%
Overhead Sign Gantries	24	24	0	24	100%
Underpasses	14	14	0	14	100%

Minor safety and other issues are prioritised and addressed through the maintenance teams. More extensive defects are included in the long term forward renewal works programme and, where feasible, coordinated with the capital new works programme.

No major safety issues requiring immediate action or restrictions on access have been identified.

# Roading and Network Performance

## Corridor Management Plans

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

Projects from recently completed CMPs are being prioritised prior to being included in the Capital Programme. The next three priority CMPs are currently being scoped – Great North Road (Avondale to CBD), New North Road and Manukau Road – and will be out for tender shortly.

## Corridor Access Requests

There were 1,305 corridor access request (CAR) applications approved in September with 80% processed within 5 working days and 93% processed within 15 working days of lodgement.

## Ultra-Fast Broadband

Good progress has been made in closing out the Year 1 (2011/12) and Year 2 (2012/13) cabinet areas with 163 cabinet areas now completed and moved into warranty. The linking of the Year 3 CAR approvals to the completion of the Year 1 and 2 work has had the desired effect. The next milestone is the completion of 230 cabinet areas by 31 October 2013.

There are now 31 Year 3 cabinet areas which have completed the civil and hauling phases and are undergoing final quality assurance checks by VisionStream and Chorus before being handed over to Auckland Transport for sign-off. There are currently 86 cabinet areas under construction with a further 28 cabinet areas awaiting build commencement.

## Taharoto/Wairau Upgrading Stages 6 and 8

The new bridge deck is complete and three lanes of traffic are now running on the new bridge. Work to “stitch” the existing eastern bridge and the new bridge together along with the new cantilevered footpath section on the eastern side is completed. Remaining works on the bridge include completion of the handrails and guardrails and relocation of some cables to the new cantilevered section.

Wet weather and the delays with Chorus (service relocations now 50% complete) have pushed the completion date into November.



## **Albany Highway Upgrade (Bush Road to Oteha Valley Road)**

NZTA has brought forward the design and construction of the SH1-SH18 connection in its programme. As this is a parallel route to Albany Highway, comparison traffic modelling for this is being assessed with NZTA.

## **Tiverton/Wolverton Corridor Upgrade**

Wolverton St, which represents the first two stages of pavement reconstruction works, is 95% complete apart from the final asphalt surface layer. Footpath reconstruction on this section is also 90% complete and planting works have commenced. Minor retaining wall work continues.

Pavement reconstruction has commenced on the third stage, being Tiverton Road from Blockhouse Bay Road to Whitney Street. Footpath reconstruction on this section is now 90% complete.

Road widening, kerb and channel replacement, footpath renewal and minor retaining wall construction works continues on the fourth stage being Tiverton Road between Whitney Street and New Windsor Road.

Pavement reconstruction works have commenced on Blockhouse Bay Road, southern approach to the old roundabout. Pavement reconstruction and all footpath works have been completed on the north east corner of the roundabout.

A new project newsletter was sent out in late September informing people about the imminent completion of the Wolverton Road reconstruction and upcoming works on Tiverton Road and at the Tiverton Road/Wolverton Street/Blockhouse Bay Road and Tiverton Road/New Windsor Road intersections.

## **Red light running campaign**

Provisional results from the post campaign evaluation show total campaign awareness of 38% of Aucklanders. The outdoor bus back and billboards have proved to be the most effective media channels with 31% having seen the campaign via these two channels, followed by radio advertising at 17%.



## **Watercare's Hunua 4 Bulk Watermain**

The construction of Watercare's Hunua 4 bulk water watermain is continuing westwards on Puhunui Road.

The final reinstatement of the Great South Road/Puhunui Road intersection has been satisfactorily completed and the general issues around the construction methodology and reinstatement have been resolved.

The crossing of the Puhunui Road/Lambie Drive intersection was carried out over the weekend of 11/13 October 2013. This work was undertaken in much the same manner as that at the Great South Road/Puhunui Road intersection and required the closure of Lambie Drive over the weekend. There were no significant problems experienced and the intersection was fully reopened before the morning peak period on Monday.

## **Watercare Minor Works**

Agreement has been reached in principle for Watercare to lodge a 'single' CAR application for the carrying out of minor works in the road corridor.

It is recognised that Watercare must carry out a large amount of unplanned work at short notice so as to maintain essential services to customers. It is also recognised that there are other activities carried out in the road berm that are repetitive in nature and have only minor impacts.

Watercare will be required to submit a monthly report listing each work site completed in the previous month and a percentage of the work sites will be audited by Auckland Transport. The sample size will be increased or decreased depending on performance. An auditing charge based on this sample size will be agreed by the parties and will be billed monthly.

This proposal will enable both Auckland Transport and Watercare to reduce cost and churn while recognising the statutory responsibilities of both organisations.

All excavations in the road carriageway and project work (work that has a duration of greater than 28 days from establishment to final reinstatement) will still require the lodgement of a specific CAR application.

### **Customer Satisfaction AT Car Parks**

A customer satisfaction survey for Auckland's central city car parks (both AT's and competitors) was conducted amongst 887 respondents. Questions related to issues such as convenience of the location, park availability, price, safety and branding. The customer satisfaction rating for AT car parks was 72%, an increase from the December 2012 rating of 68%.

The Civic car park is AT's most recognisable car park. Some 46% of the respondents said they had used the Civic car park in the past 3 months.

### **Road Safety**

The 2013 annual Auckland Region road toll to 30 September 2013 was 38 deaths 4 more than the 34 recorded deaths for the same period last year. The number of road deaths recorded for the month of September 2013 was 1 compared to 4 road deaths last year. (1 passenger road death recorded for August 2013 removed from statistics – crash occurred due to driver experiencing a medical condition).

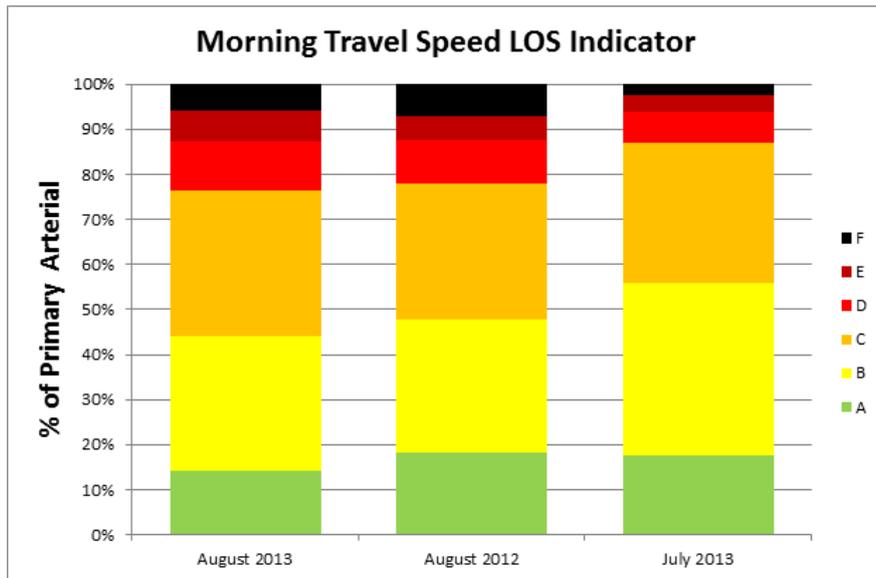
### **Network Performance**

During August 2013, the congestion level on the arterial network across the Auckland region increased compared to July 2013, back to typical school term levels. The morning peak hour average median speed for the network in August was 37 km/h, compared to 41km/h recorded for the noticeably quieter July month.

More noticeably, during the morning peak hour in August 2013, 24% of the road network experienced congestion (levels of service (LOS) D, E or F), compared to 17% in July 2013. This shows marginally increased congestion (up by 2%) compared to August 2012. Travel time reliability remained relatively similar to last month at 1.44<sup>1</sup>.

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<sup>1</sup> The Network reliability figure refers to the degree that travel time (at peak periods) vary over a month. A figure between 1.4 and 1.6 is considered acceptable where the ideal or best is 1.0 (level of service A) and the worst is 2.0 (level of service F)



### Real-time Travel Time Information (RTTI) Signage

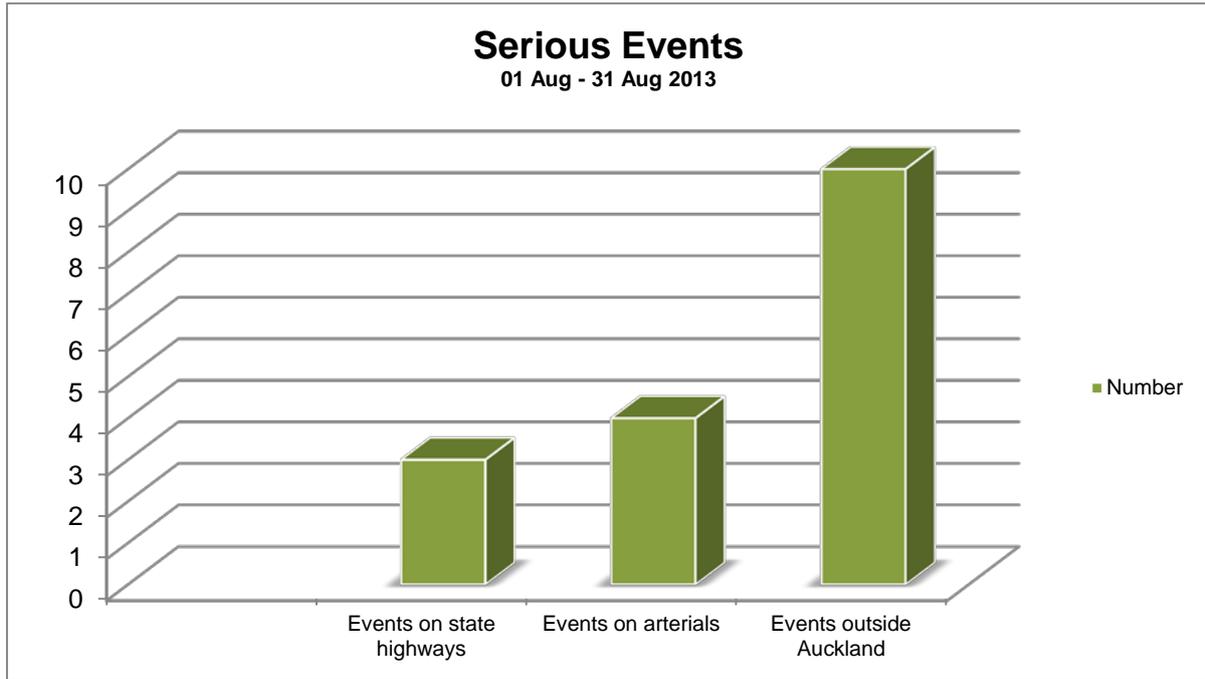
Additional signs were commissioned this month, which involved incorporating four existing Eden Park event signs with two additional RTTI signs on Dominion Road. Outside of special events at Eden Park, these signs will provide real time information to road users across the network. A third new sign was introduced on Tamaki Drive between the port exit and The Strand, providing comparative travel times for morning commuters travelling across the city centre, via the motorway and via the city centre, highlighting the benefit of travelling via the motorway network. For most of the day, travel times for local destinations to the north, south and west are provided as information for freight drivers heading towards The Strand/SH16.



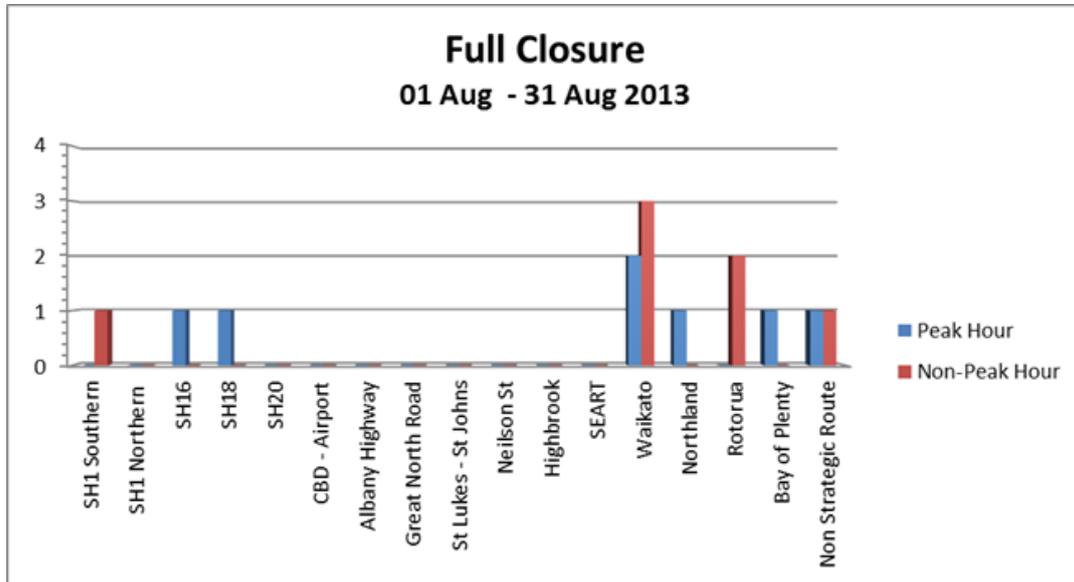
### Incident Reporting

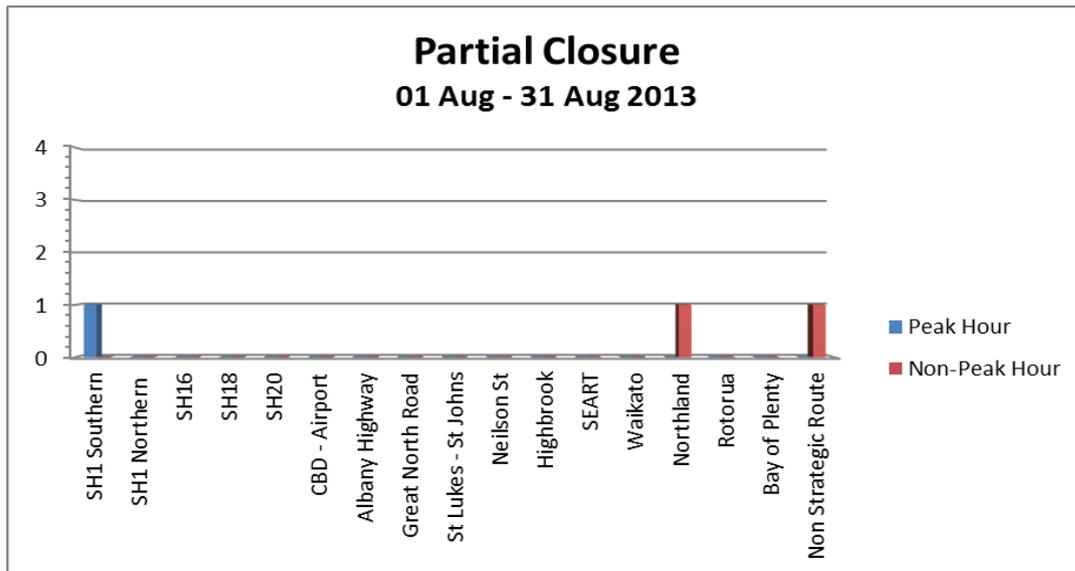
Joint Traffic Operations Centre (JTOC) is now responsible for managing incidents across the entire Auckland road network as well as regional incidents occurring on state highways from Taupo to the top of the North Island. In total JTOC managed 17 serious incidents in August 2013. The aim is to clear the incident as quickly and safely as possible in order to restore traffic to 'normal' conditions (normal for that time of day/route).

Work is continuing to measure the length of time for road to resume to "normal" operations following serious incidents on arterial roads.



The tables following indicate full (road) and partial (lane) closures during peak and non-peak periods across the strategic routes. These closures are as a result of unplanned incidents. Closures as a result of planned events (roadwork's, construction projects or community events) will be reported on from October 2013.





## Vegetation Management

AT has undertaken the following actions to improve vegetation management across the region:

- Expansion of the no spray database to include the issuing of notifications to registered parties ahead of advertised spraying events
- Advised AT vegetation management methodology to interested parties including notification advice in local papers and on AT's website
- Reminders to AT's Contractors around monitoring and incorporating properties on to the no spray register

AT's vegetation management is undertaken through performance based controls within the area based maintenance contracts. The Contactor is required, during the course of their daily network activities to assess, program, advertise and complete spraying in accordance with specified methodologies and local conditions.

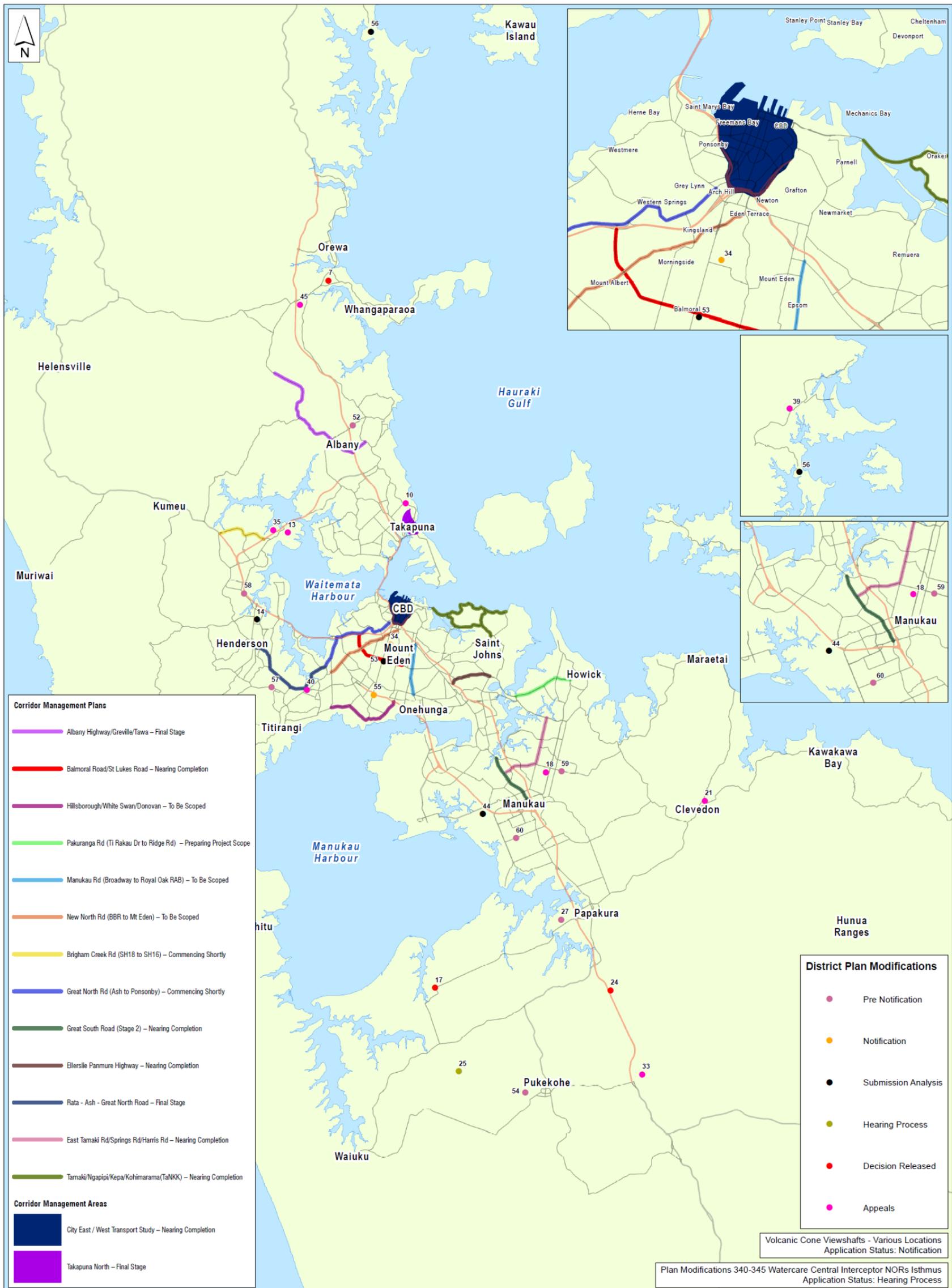
The recent Local Body elections created a heightened interest in berm mowing, particularly in the Auckland Central area. While Auckland Council's berms management policy places responsibility for mowing berms on property owner's, AT continued to undertake berm management under its set exception rules. These include mowing berms for the elderly, sites with difficult terrain, outside public spaces and where there is a safety issue. Specific actions taken in recent weeks include

- Inspecting and maintaining all berms we are responsible for
- Mowing all berms which have reached a certain height or are considered a safety or public health hazard
- Used a common sense when exercising judgement for other berms - if in doubt mow.
- Placing adverts to advise in community papers that we are here to help.
- Monitoring the Contact Centre on call volumes and nature of queries to assist in targeted responses and process applications for exceptions as quickly as possible

- Working with Housing New Zealand (and other significant property managers in affected areas), in respect of how we manage the properties of their tenants.

The RCM Team continues to visit complaint sites and action anything they consider a problem.

Map 1 – Plan Change and Corridor Management Plan Locations



Map1: Plan Change and Corridor Management Plan Locations

Plan Change key

AT ID	Application	Application Status
7	Plan Change 159 - Peninsula Golf Course	Decision released
10	Plan Change 34 - Milford	Appeals
13	Plan Change 13 - Hobsonville	Appeals
14	Plan Change 42 - Lincoln Junction Special Zone	Submission analysis
17	Plan Change 28 - Kingseat Structure Plan	Decision released
18	Plan Change 20 - Flat Bush	Appeals
21	Plan Change 32 - Clevedon Village	Appeals
25	Plan Change 37 - Patumahoe Hill Structure Plan	Hearing process
24	Plan Change 12 - Drury South Business Park	Decision released
27	Hingaia 1B	Pre notification
33	Plan Change 14 - Bombay Village Expansion	Appeals
34	Valley Road - 114 - 116 Valley Road	Notification
35	Plan Change 14 - Hobsonville Village	Appeals
39	Plan Change 64 - Matakana Village	Appeals
40	Plan Change 17 - New Lynn	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	Submission analysis
54	Alteration To Nor - Pukekohe West Primary School	Pre notification
55	Plan Change 315 - 1370 - 1378 Dominion Road, Mt Roskill	Notification
56	Plan Change 179 - 47 & 61 Dawson Road, Snells Beach	Submission analysis
57	Alteration To Nor - Vector Waikumete Gas Delivery Station	Pre notification
58	Alteration To Nor - Waitakere Triangle Road Water Pump Station	Pre notification
59	Vector Substation 191R Ormiston Road	Pre notification
60	Alteration To Nor - Brown Road Homai College	Pre notification

# Key Projects

## EMUs and Electrification

Completion by KiwiRail of the first phase of electrification and permanent energisation of the overhead 25kV traction system was achieved in September between Westfield and Wiri including the Wiri Train Depot.

The first EMU operated successfully under its own traction power within the depot on 30 September following the first weeks of static testing and commissioning in preparation for dynamic testing from the weekend of 5 October.

Progress to date has been good, with the control system stability checks going well. Testing progressing according to the programme.

The EMU testing and commissioning programme has been finalised and issued to KiwiRail.

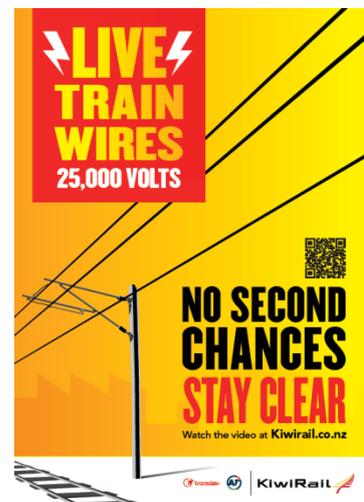
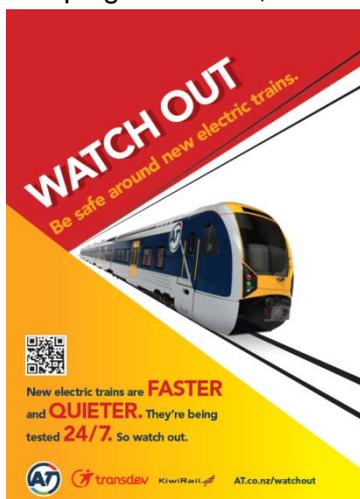
The second train is in transit to New Zealand, due to dock around 4 November, with the following trains due to be shipped at 2 weekly intervals.

CAF are now well established in production mode after the summer shutdown. Vehicles for the first 10 trains are now in production, with trains 3, 4 and 5 in test. The supply of materials to the production line is working well.

## Overhead Wires Campaign

The campaign to promote the danger of overhead railway wires will continue through October. This is a KiwiRail led campaign partnered by AT and Transdev - although AT has had significant input into the creative and communications strategy. Check out the video at [www.kiwirail.co.nz](http://www.kiwirail.co.nz)

A campaign has also been developed to encourage Aucklanders to 'watch out' for new electric trains, the first of which is being tested 24/7 on tracks around Auckland. The campaign features; street posters, station and train posters, billboards, online advertising and a video, and will run throughout October and November. A household mailer is also being sent to 18,000 houses in South Auckland, where most of the testing is being done. This campaign is supported by Transdev and KiwiRail. The campaign has been designed to complement the Overhead Wires safety campaign.



A number of schools have expressed interest in an "expo" type format for educational visits. Primary, intermediate and secondary schools (up to year 10) near the Newmarket to Wiri line (including Onehunga) will be visited by AT staff, supported by Transdev and KiwiRail, in term four.

## Integrated Ticketing

As at 30 September 2013, 119,676 AT HOP cards have been activated by customers of which 65,000 or 54% have been registered. 185,000 transactions were made on Urban Express and Birkenhead Transport bus services using the AT HOP during September. 71% of rail travel in September was taken using the AT HOP card.

The AT HOP retailer network roll out continues in parallel to the rollout of the bus service providers with 25 retailers now live and a further 16 awaiting device installation of an initial 50 in total.

- New North Star Go Live date was confirmed as 13 October.
- Bus driver training has been completed for the following NZ Bus fleets
  - North Star
  - Metro Inner/Outer
- All North Star buses have ticketing equipment installed.
- North Star marketing material announcing the new 13 October launch date has been communicated to the public since 26 September 2013.
- Over 910 buses, out of the Auckland Public Transport Bus fleet of 1240 buses, have the AIFS ticketing equipment installed.



# Why AT HOP works for you.



**One smart card connecting buses, trains and ferries.**

Our transport system is undergoing major improvements. By 2016 you'll be enjoying **faster, more frequent, more connected travel across the network**. AT HOP is one of the first steps towards creating a more convenient public transport system, which is easy to use and offers consistent pricing.

With AT HOP, you just turn up, tag on and go.

**AT HOP lets you:**

- Avoid the need to carry cash for travel.
- Travel seamlessly on buses, trains and ferries.
- Travel on trains and buses with uniform fare types, prices and discounts – get at least 10% discount off single trip cash fares (excludes Niteliner bus service).
- Load a concession onto your AT HOP card to get your Child, Tertiary, Accessible or SuperGold discounts.
- Travel for free on red City LINK buses.
- Manage, top up and link your AT HOP card and accounts online.

Go to [AT.co.nz](http://AT.co.nz) for more info, or phone 09 355 4467



Terms of use and regional prospects for the AT HOP card are available on [ATHOP.co.nz](http://ATHOP.co.nz) or at the Transport Information Centre, Britomart. The obligations of Auckland Transport under the AT HOP cards are unsecured.

## **AMETI**

Auckland Transport continues to work with NZTA regarding potential acceleration of this Project based on the Prime Minister's 28 June speech.

Fitout of the bus interchange and station building continues. The first fix of services is complete and internal linings and gazing is being installed. Commissioning planning is in progress for the station to open to the public on 19 January.

Work is continuing on construction of the local road adjacent to the station.

Work has continued on construction of the AMETI Link Road (to be named Horeta Road). A portion of the road inside the Panmure Covered box and north of Mountain Road has been sealed. Further koiwi discoveries have been made during the period requiring additional archaeological investigation. Protocols for removal of koiwi and protection of remaining archaeology have been agreed. These investigations are now complete and protection measures are being implemented which will allow road construction to continue.

The monthly AMETI hui was held on 26 September. Specific staff resource has been applied to Maori engagement for this programme particularly leading up to the Notice of Requirement lodgement.

Recent construction related communications have included the monthly update newsletter to residents and businesses in the area and a media release on work starting on improving Van Damme's Lagoon. The AMETI community newsletter was delivered to about 45,000 properties on 15 October. Communications is providing input to the project's proposed new project delivery plan.

## **City Rail Link**

The Notice of Requirement Hearing was adjourned at the end of the August 2013 to allow the Commissioners further consideration of the application and for various submitters to work with Auckland Transport towards the mitigation of their particular site specific concerns. The Hearing will reconvene on 21st October. The Commissioner's recommendations to Auckland Transport are expected by the end of this calendar year.

Tenders have been called for the role of Principal Technical Advisor to allow the on going development of the projects reference design requirements, constructability methodology and risk management. This contract is expected to be let by the end of this year.

## **Harbour Edge Development (HED)**

A presentation titled "Developing a Master Delivery Plan for the Harbour Edge 2013-2023" was given to the HED Chief Executives and various Council entities in September. A strategic programme-approach to delivery of key projects in the city centre and harbour edge is proposed based on a '*best for Auckland*' context, which seeks to minimise disruption while enabling economic opportunities and delivering projects as early as possible. The HED and City Rail Link teams are working together on programme scenarios.

The Concept Options design services contract for the Quay Street Seawall Seismic Upgrade has been awarded to Tonkin & Taylor. Options are due in Jan 2014.

## **Devonport Marine Square and Boardwalk**

The tender for the physical works has closed and the project team is evaluating the submissions. Contract award for the project is planned for late October/early November. The project is funded through Auckland Council City Transformation.

# Public Transport

## Multi-modal

A Public Transport Summit was held on 1 October 2013, attended by senior management of bus, rail and ferry service providers with addresses by the Mayor and the Auckland Transport Chairman along with an update on key projects and initiatives occurring in Auckland public transport. This will be the first of regular summits of senior Auckland Transport and service provider management.

Completion of approximately 8,700 Total Mobility card renewals was achieved between May and September. These cards are valid for a further two years.

Senior business unit managers – Rail Services Manager and Ferry Services Manager – roles commenced on 2 September, completing the recruitment of Tier 4 business unit managers and the Senior Management Team for the newly restructured Public Transport Team. These roles will be working closely with AT and PT Senior Commercial and Customer Service manager roles. Recruitment continues to bring the rest of the Public Transport team up to strength.

## Rail

During September 2013, a total of 148,335 ticket checks were completed by roving Ticket Inspectors, which represents 18% of all passenger trips. A total of 10,495 passenger trips or 7.1% of the total number checked were found to be undertaken on an invalid ticket. The recorded fare evasion level for September is an increase over recent months as greater focus on peripheral stations of the network has occurred over the last six weeks to provide a variation to interception locations. As a comparison, 'The Age' in Victoria, Australia on 19 September under the title "Fare evasion up but patronage down" reported for the 8 months from October 2012 to May 2013 that fare evasion on Melbourne trains rose from 8.8 to 9.9%.

On-time performance continued to be above the 12-month rolling average, with punctuality (on time to 5 minutes) in September at 87.3%, above target. Reliability fell slightly to 97.9%.

Rail patronage for September was 0.925 million up 12.5% on last year with one more business day, higher level of special event (Tri-nations test) but the same number of line closures compared to September 2012. The daily average is up by approximately 5% on last year.

Consultation is continuing between Transdev, KiwiRail and the Rail and Maritime Transport Union, working collaboratively towards a January 2014 timeline for the transfer of KiwiRail drivers to Transdev. This will permit one pool of drivers for the Auckland passenger network to be managed by Transdev, removing the need for driver hire from KiwiRail and permitting a single focus on training for EMU services.

Planning is nearing completion and customer communications are being finalised for the Western Line weekend timetable improvements from the first weekend after Labour Day. The timetable will deliver a half-hourly (compared to hourly) weekend service on the Western Line to align with Southern and Eastern Lines with some minor midweek schedules to improve service performance. The timetable will be implemented on Tuesday 29 October 2013.

'Meet the Manager' days were carried out across the rail network with representatives from Auckland Transport and Transdev meeting with customers face-to-face on trains and stations.

The Auckland Transport board approved funding in September 2013 to progress the detailed design phase of the Parnell Station development project.

The concept design will be finalised and prepared for the detailed design tender process. The Design tender documentation will be drawn together and competitively tendered before the end of 2013.

## **Bus**

According to the Customer Satisfaction surveys undertaken for AT, on-time departure of buses is consistently one of the highest influencing factors for customers. A focus on bus is currently showing improvements in reliability and punctuality.

New timetables for Ritchies Transport West Auckland and Ritchies Transport route 922 Takapuna to Auckland were implemented from 15th September. These timetables have improved reliability plus the 922 service has an increased off-peak frequency on weekdays.

Timetable improvements for Go West's Te Atatu Peninsula services are scheduled to be implemented on 13 October. This includes additional peak express services and weekday services between Henderson and Te Atatu Peninsula. Timetable improvements are also scheduled to be implemented on 13 October for Go West's New North Road services including additional peak express services.

Green Bay / Titirangi route changes are scheduled to be consulted on from 21 October 2013 to improve the frequency on key routes and simplify the bus network as an interim improvement step towards the future integrated and connected new bus network.

A review of Howick & Eastern Buses timetables to accommodate Panmure train/bus interchange opening later this year is underway along with Howick & Eastern Crosstown services.

The Otahuhu Bus Interchange project timeline sees completion by mid-2015 in time for the anticipated launch of the New Bus Network in the southern region.

A land acquisition process has now been agreed in principle with the landowner. The concept design is being finalised in preparation for competitively tendering the detailed design phase of the project.

## **Recent Timetable Changes and Resultant Improvements**

Since May, NZ Bus and AT have collaborated on improving punctual departures at first stop. All timetables would be reviewed and updated in a phased manner over 12 months. The joint project team targeted those services with the highest patronage first and were set the target of increasing on-time departures by 5% within the first three months following each timetable change. For the sake of clarity, on-time departures are measured using the NZTA indicator of departing between 59 seconds early to 4 minutes 59 after scheduled departure time.

The first set of timetables to be reviewed, updated and go-live were North Star services in the week commencing 6 May. Overall reliability has risen from 82.3% to 91.5% in the week beginning 22 September. Routes 881 and 879 had stand out successes following re-timetabling rising from 83.47% to 92.4% and from 74.7% to 90.7% respectively. These figures are 12-month rolling averages. Analysis below also shows achievement above 95% on some days. This is moving in the right direction towards overall improved and average punctuality of above 95%.

Metro Link services are the next to go-live and results should be available mid-November with the entire Auckland NZ Bus fleet complete in early 2014 and results available in March 2014. Whilst the overall process does take time to implement, the initial results are extremely encouraging and demonstrate the methodology of using a joint partnership approach with our suppliers.

### **SH16 Impacts on Bus Service Performance**

Bus delays on the SH16 corridor and associated local roads as a result of NZTA's Western Ring route projects has been identified.

As part of the various Project Alliances and contracts, most of the bus priority on the motorway and ramps would be either removed or significantly compromised over the three year duration of the works. The most significant impacts to buses occur at the Great North Road interchange where outbound services experience 6-8 minute delays in the PM peak compared to the same period the previous year.

A joint AT and NZTA team is working to monitor and resolve bus impacts. The outputs of this work has fallen into 3 categories – quick wins (September / October 2013), medium term options (by January 2014) and longer term options (early to mid-2014). A number of quick win solutions are being implemented at the time of writing including:

- A bus//T2 lane on the Great North Road Westbound onramp – this will replace the left hand traffic lane and will not be impacted by the ramp signal
- A complimentary priority lane on Great North Road approaching the onramp
- SH16 westbound lane loss at Great North Road off-ramp – and lane gain at great North Road onramp. This eliminates merge delays on the on-ramp
- Improving flow through and off the Lincoln Road off-ramp
- Constant speed limits on the motorway
- Sections of bus shoulder lanes will be reinstated on the motorway (Rosebank to Partiki Road)

Longer term solutions including improving flow and throughput on Te Atatu Road and the investigation of bus lanes on the motorway are being fully investigated.

The short term gain around Great North Road described above is expected to provide bus travel times that are similar to the same time last year for that section – and hence alleviate the most significant part of the problem.

## Ferry

Civil works for the Downtown Ferry Terminal Pier 1 electronic gate line installation commenced on 16 September. This will create a more open and attractive customer waiting area on the paid-area of the gate line including removal of temporary corral fencing. Illustrations of the gate line and the paid-area are presented below. Operation of the gate line is targeted for December. To achieve the open paid-area, an increase of the initial fee at tag-on with the AT HOP card for Devonport, Bayswater, Birkenhead and Half Moon Bay services is required, which is removed when a customer tags-off at the end of their trip and replaced with the actual fare.



## Customer Campaigns

A travel calculator is being finalised for inclusion in future campaigns to compare cost of travel using private car compared to public transport.

A campaign for the promotion of West Harbour / Hobsonville ferry services commenced 30 September, including a mail out to local residents, which includes a free return trip ticket and fridge magnet illustrating the ferry timetable.

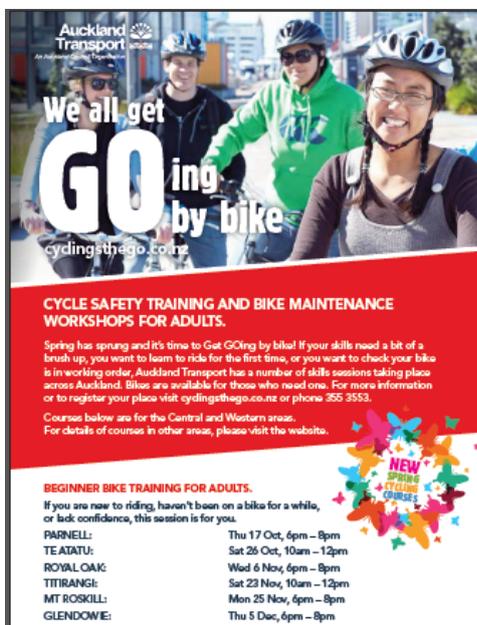


A focused bus services campaign programme to acquire new and retain existing customers is scheduled to be implemented between October and December focused on promotions of key corridor services on the Isthmus and North Shore with local service promotions starting with Hibiscus Coast in October. The campaign follows timetable and reliability and/or capacity improvements in these areas as part of the push for patronage growth.

# Community Transport

Two promotional activities were undertaken for walking school buses aimed at encouraging more children and volunteers onto the programme:

- In partnership with 20<sup>th</sup> Century Fox a promotion and competition was undertaken based around the release of the movie Turbo.
- At Meadowbank Primary School the walking school bus was accompanied by a number of Auckland Rugby ITM cup players.



The “Cycling’s the Go” spring campaign has commenced providing over 60 cycle safety and promotional events, cycle training and guided rides between the beginning of October and mid-December.

Covered bike parking facilities at Birkenhead ferry terminal, Papakura and Papatoetoe train stations are now open. Press advertising has been booked in the local newspapers to promote the facilities.

The bike parking corral on Ponsonby Road has been installed providing on street parking for 10 bikes.

