

Business Report – October 2012

Chief Executive's Report/Summary

There has been a significant level of activity across all divisions this month.

A key focus has been on AIFS and the introduction of the new AT/HOP card on train and ferry services (from October 27). There have been some technical teething issues with ticketing machines on some platforms during the trial period along with vandalism of some units, but these are being worked through.

The in-field pilot of the rail system involving both AT staff and external users has been valuable in the lead-up to "Go-Live".

A media briefing on the new system is being held on 25 October and a more detailed report on the project is contained in the Operations section of this Business Report.

As reported last month, the Regional Public Transport Plan is open for submission, closing on 5 November. Local Boards have been given an extended period in which to prepare their submissions. Presentations on the plan have been made to MPs and other key stakeholders. Given the level of interest and early numbers of submissions received it is likely that hearings will be held in the New Year.

The half day Board tour of key projects, Dominion Road, Neilson St and AMETI gave an insight into the progress being made on the most significant roading/PT projects. Refer to the Infrastructure section for more detailed updates on these and other projects.

Preparation, including alternative services and customer information, are underway for the scheduled Block of Line over the Christmas period. This is necessary to enable electrification work to continue on schedule. Work is underway on reviewing bus timetables and the new rail timetable takes effect mid-October.

Localised issues, ranging from overhanging trees to footpaths and road re-sealing works, are being managed through the Local Board liaison staff on a daily basis. The staff time invested in managing and resolving these issues cannot be under-estimated. We continue to work through assessing Local Board applications to their Local Transport Fund.

Both the EMU (including depot) and CRL projects continue on schedule. The next major milestones are the lodging of Notice of Requirement for the CRL and release of the City Centre Future Access Study.

A number of presentations have been made during the month including the Trafanz Conference and the Howick Rotary.

The following pages provide an overview, status and direction for each division of Auckland Transport.

1 PEOPLE and SERVICES (Simon Harvey)

Human Resources

1.1 Executive Summary

Auckland Transport has maintained a similar trend in the primary indicators of sick leave and turnover. While staff turnover has remained low, it is consistent with the global trends in the engineering industry that report a 5% average.

Recognising that the search for talent will become harder, Auckland Transport will be implementing the LinkedIn recruitment solution. With individuals looking to stabilise careers they will not be as active in searching career websites. This capability allows employee networks to passively promote roles to extensive audiences.

The new online performance management system went live in early September as planned and implementation has gone smoothly. Around 70% of staff attended training sessions on how to use the new system. Managers and employees will use the system for the first time to create their Performance and Development Plans for 2012-2013.

Work continues to incorporate the new values framework into the business and reinforce the desired behaviours. A new recognition programme is being launched next month to recognise "Values Champions" and acknowledge them for demonstrating behaviour in accordance with our values which is an example/role model for others.

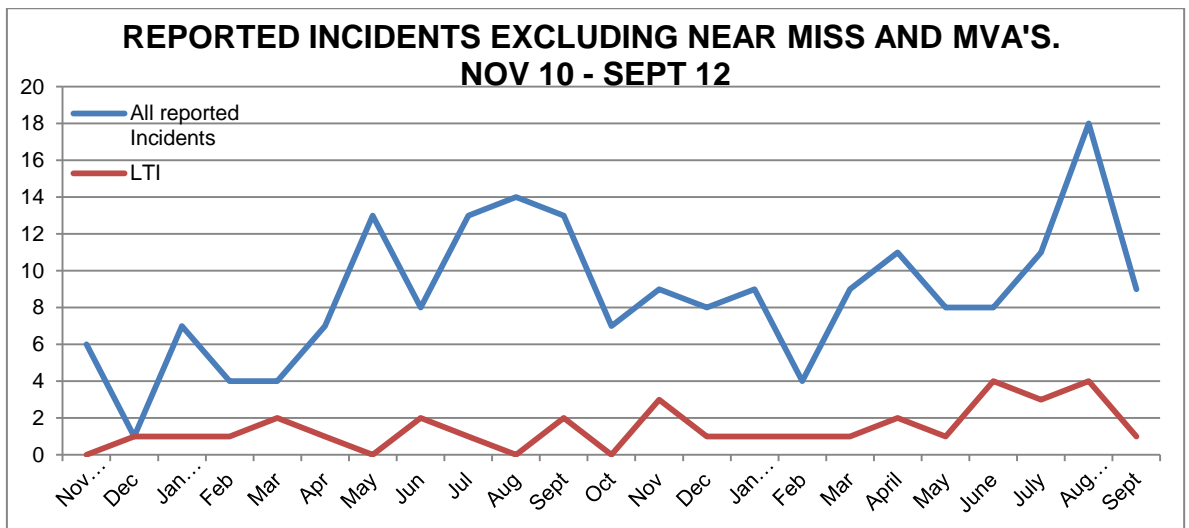
At last month's board meeting the question was raised as to how Auckland Transport follows up with the Police in relation to reported incidents. To date this has not been required due to the low level of incident, however the Health and Safety Manager has been briefed to establish clear guidelines should this occur. All incidents reported by staff have not required charges to be laid.

1.2 Appointments / Payments / Records

- The FTE budget for permanent positions for Auckland Transport for the 2012/13 year is set at 1020. The workforce statistics in September are made up of 947.30 actual FTE. The current headcount filling permanent roles is 1015 with 984 being permanent employees and 31 contractors filling permanent positions.
- Positions recruited for September were 53 with 4 being internal appointments, 43 external and 6 using recruitment agencies.
- The number of new starters for September is 42 consisting of 16 permanent staff and 26 fixed term. The majority of the new starters have come into the Public Transport department.
- Over the last three months the recruitment team has opened 76 vacancies for recruitment.

1.3 Health and Safety

- There were 10 reported incidents/accidents in September.
- These were: one near miss, two minor assaults, two verbal abuses, two ankle injuries (one of which was a lost time injury), one crushed finger, one foot pain and one car bonnet falling on a parking warden’s shoulder when helping with a broken down vehicle.
- Auckland Transport Parking Supervisors attended a four hour accident investigation training course delivered by EMA.
- Community Transport employees attended a four hour Hazard Management training course delivered by the Health and Safety Manager.
- Auckland Transport launched a four week wellbeing programme in September, the Eat, Move, Live Challenge. A total of 416 staff are participating which is consistent with the strong support for the health based initiatives.
- Staffs were reminded to Drop Cover and Hold when Auckland Transport participated in the “Shakeout” National Earthquake drill held 26 September at 9.26am.
- Total reported incidents and accidents for the 13 months to 30 September 2012 are –133, LTI’s – 24.



1.4 Cultural / Training / Support

Training

- To wrap up the annual performance and salary review process for 2011-2012, staff were formally advised of the outcome of their performance review this month. This year’s performance-based pay increases were processed successfully in the pay on 20 September.
- Training courses in Presentation Skills and Business Writing Essentials were held during September, both with full attendance. A Time Management workshop was also held for staff based at the Manukau office with 75% attendance.
- Over 80 Parking Officers have expressed their interest in pursuing the national qualification in Parking Enforcement.
- The third career pathway seminar for Parking Officers on the topic “Selling Yourself” took place in September with full attendance. Feedback on this programme remains positive.
- Auckland Transport hosted a function this month for the graduate engineers participating in the Project New Grad graduate programme that is run between AT, Fulton Hogan and GHD to share their experiences and learn from the career journeys of past and present participants.

Customer Services

1.5 Executive Summary

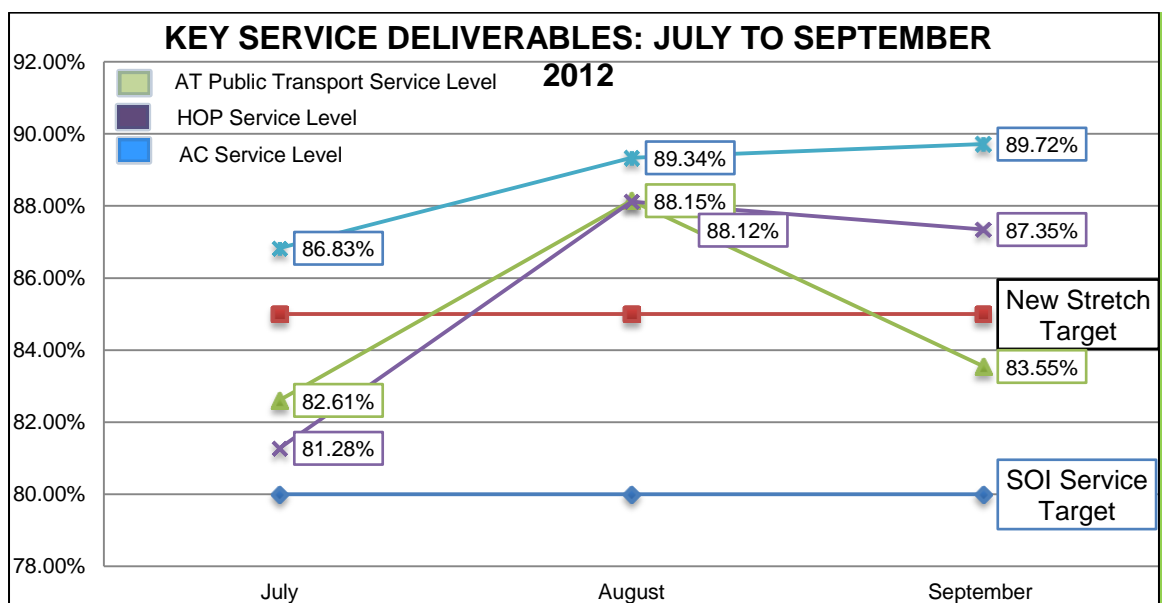
Customer Services operations has exceeded its service levels but performance is slightly lower from last month's results. The threat of bus strikes impacted service level in September, notably Friday 24 September when bus strikes were announced. On Sunday 26 September customers were unsure if the bus strikes were on or not. The new team members began their induction on Monday 24 September in preparation for supporting the AIFS Rail go live at the end of October.

Work is continuing on the Customer Charter with Business Unit Managers now being engaged to finalise the customer pamphlet. Work has begun with PT around creating AT training for operators on Customer Charter, Customer Experience and the AT values.

The first project meeting for the AC Ring Fenced Call Centre project is scheduled for October 12, specific milestones and deadlines will be created for the project at this time. February 2013 is the expected delivery date of this project.

1.6 Key Service Metrics

- Average call wait time - 14 seconds AT Public Transport, 10 seconds HOP
- Service level - 83.55% AT Public Transport, 87.35% HOP
- Abandonment of call – AT Public Transport 2.56%, HOP 1.18%
- Call volumes for September – AT Public Transport 39,987, HOP 1,613
- Web traffic for September-819,780 visits (AT Public Transport website (683,794), MyHOP (52,057), Auckland Transport (82,979) & Letscarpool/Auckland (950).
- Auckland Council on behalf of AT – 20,078 calls answered, 1,181 abandoned, 89.72% answered within 20 seconds, abandonment rate of 5.8%



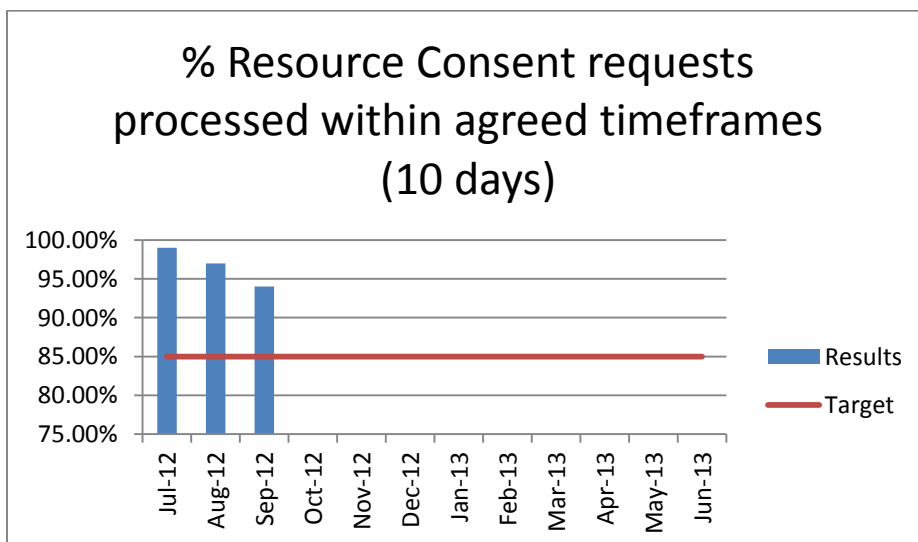
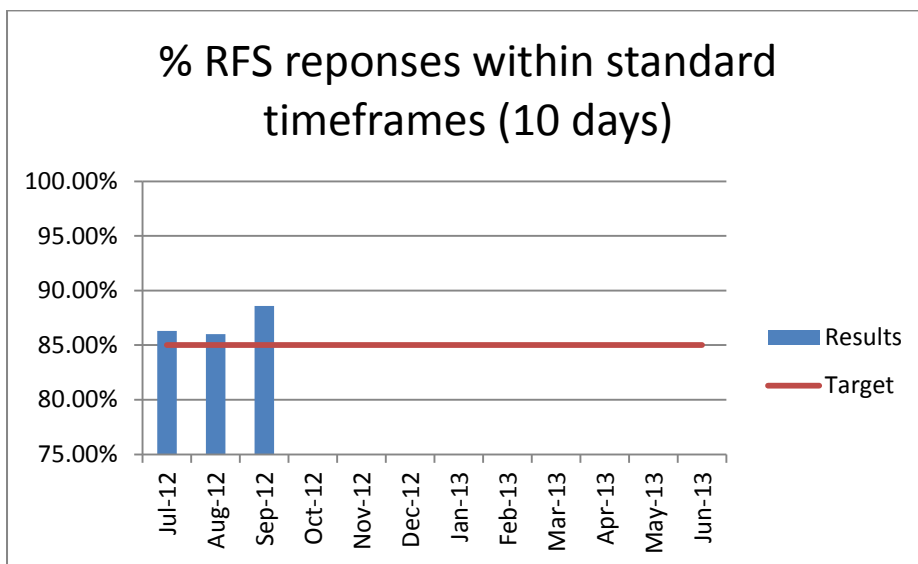
2 OPERATIONS (Greg Edmonds)

2.1 Executive Summary

- Community Transport’s Donna Dick received an award from the New Zealand Police for services to road safety.
- Introduction of a variable speed management trial for the Kingseat/Glenbrook intersection.
- Road Corridor Maintenance distributed its Collaborative Handbook to all maintenance contractors.
- Good planning and preparation for road closures/event management for the ITU World Triathlon in October.
- Good progress on implementation of rail and ferry integrated ticketing with all Ticket Vending Machines being operational.
- Initial review of Baycorp trial for overdue parking infringements shows significant improvement in early payment.

2.2 Road Corridor Operations

- In September Road Corridor Operations processed 62 Resource Consents (94% meeting the standard timeframe of 10 days). A total of 524 request for service cases were opened with 587 closed for September (88.6% meeting standard timeframes of 10 days).



Fatal Crashes at 30 September 2012

- The 2012 annual Auckland Region Road Toll to 30 September was 36 deaths i.e. 4 less than the same period to 30 September 2011. The number of road deaths recorded so far for the month of September 2012 was 5, compared to 3 in September 2011 for the same period. Details are provided in the tables below.

Annual Auckland Road Deaths at 30 September 2012 compared with 30 September 2011

	Rural North	Urban North	Urban West	Urban Central	Urban South	Rural South	Auckland Region
30 September 2012	9	3	0	9	10	5	36
30 September 2011	7	2	1	13	6	11	40

Annual Auckland Road Deaths per Road Type and Road User Type at 30 September 2012

	Drivers	Passengers	Motorcyclist	Pedestrian	Cyclist	Auckland Region
Local Roads	12	3	3	6	1	25
State Highways/Motorways	5	2	3	1	0	11
Total	17	5	6	7	1	36

Annual Auckland Local Roads Road Deaths per Road User Type and Age at 30 September 2012

	0-14 years	15-19 years	20-24 years	25-39 years	40-59 years	60+ years	Auckland Region
Drivers			3	4	1	4	12
Passengers		1		1	1		3
Motorcyclists					1	2	3
Pedestrians	1	1		2		2	6
Cyclists				1			1
Total	1	2	3	8	3	8	25

- During September seven fatal crash investigations were undertaken by the Road Safety Unit. Of the seven fatal incidents, two occurred in urban south, two in urban central, one investigation took place jointly with NZTA on SH17, and two in the rural northern and western area of Auckland. The majority of these crashes were where vehicles lost control or speed related type crashes. Following the investigations, any remedial work required will be programmed for delivery.

Variable Speed Management Trial

- The 1st trial site using the variable 70km/h speed limit at the Glenbrook/Kingseat intersection is planned to be commissioned during the 2nd week of October together with an enforcement and education initiative that reinforces the need to slow down on the Glenbrook approach to the intersection. The joint Auckland Transport and New Zealand Police campaign "Look out for Locals" will reinforce expectations that drivers need to slow down at the intersection and that the speed limit sign is enforceable. This is ahead of the planned roundabout construction due to be completed by June 2013 together with a permanent review of speed limits in the area concerned.

Road Safety Portfolio - crash reduction and safety around schools

- The focus during September and October for the unit is undertaking crash reduction studies on high risk roads identified through the annual network safety risk assessment process, that include.
 - o Carlisle Road
 - o Paremoremo Road
 - o Scenic Drive
 - o Swanson Road
 - o Bairds Road
 - o Chapel Road
 - o Favona Road
 - o Redoubt Road
 - o Don Buck Road
 - o Henderson Valley Road
 - o Massey Road
 - o Huia Road

Regulations and Standards

- The Regulations and Standards Unit is working with the Council's Policy and Bylaws team on joint projects reviewing bylaws for public places, trading in public places, and signage with the intent of replacing the legacy council bylaws with new region wide bylaws. A joint review of the legacy bylaws by Auckland Transport (AT) and Auckland Council (AC) is essential as these bylaws apply to both the roads in the Auckland transport system and to public places that AC manages such as parks, reserves and beaches. The power to make bylaws cannot be delegated between AT and AC, so each must make its own bylaws for the areas it is responsible for. A joint approach is also preferred as it is thought that the public will benefit most from the wording of the bylaws provisions being as consistent as possible.
- The first review covers legacy bylaws that regulate activities in public places (including such matters as vehicle crossings, verandas, scaffolding, swing gates, fences, window washing, and general safety provisions related to damage, obstruction and nuisance), and separately a review of the regulation of trading in public places (including soliciting for donations or subscriptions; outdoor dining and drinking areas; mobile shops; hawkers; temporary stands; display tables outside shops; distribution of written material, busking and street performance and permits for events). In addition to the bylaw a policy will also be developed in relation to trading in public places.
- The second review covers legacy bylaws for signs (including election signs) on a road or visible from a road.
- The reviews will consider whether bylaws are the most appropriate way to address each matter. The principles of the review will be to ensure a bylaw supplements rather than duplicates national legislation; that non-regulatory approaches are identified and to recognise that AC and AT have finite resources.
- During the months of September and October presentations are being made to the Local Boards on the review of the public places bylaws and the election signs bylaws. Following the approach used with the Auckland Transport Traffic and Speed Limits Bylaws formal consultation on the bylaws will be undertaken using the special consultative procedure set out in the Local Government Act 2002.
- The first new bylaw to be developed from these reviews will be a standalone election signs bylaw to be in place prior to the October 2013 local government elections. This is being split off from the broader signs bylaw because that bylaw needs to be coordinated with the development of the Unitary Plan. Only AT will make an election signs bylaw as the areas under AC control do not need to be covered. The detailed proposal for the new elections signs bylaw will be provided to the Board for consideration in December 2012, in order to commence consultation on the bylaw in the New Year.
- Detailed proposals for the new bylaws to regulate activities in public places will be put to the governing bodies of both organisations for their respective areas of responsibility in the first half of 2013.
- A review of the legacy bylaws for all other types of signage and trading in public places is underway currently but the timeframe for the new bylaws will be developed later in 2013 due to considerations related to policy development and the development of the unitary plan.

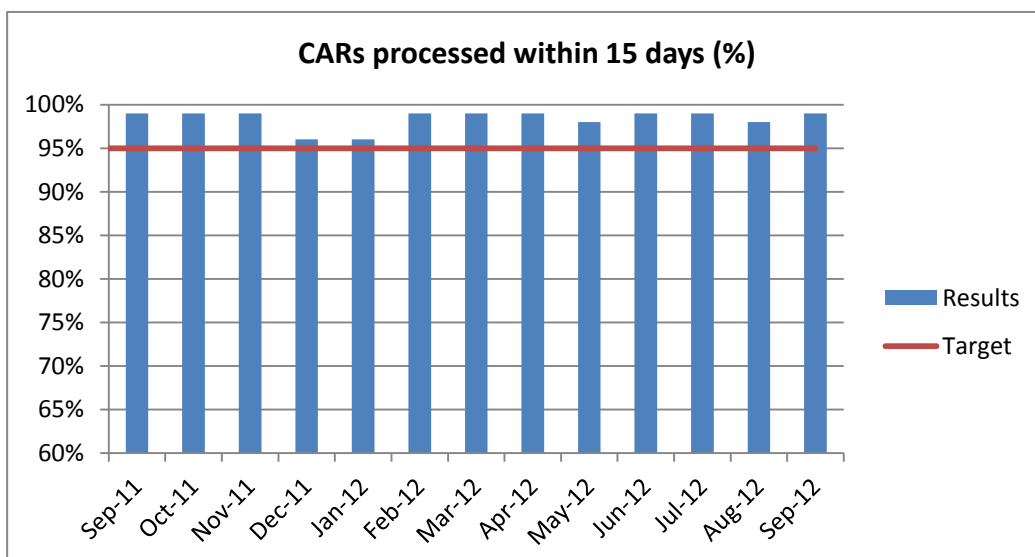
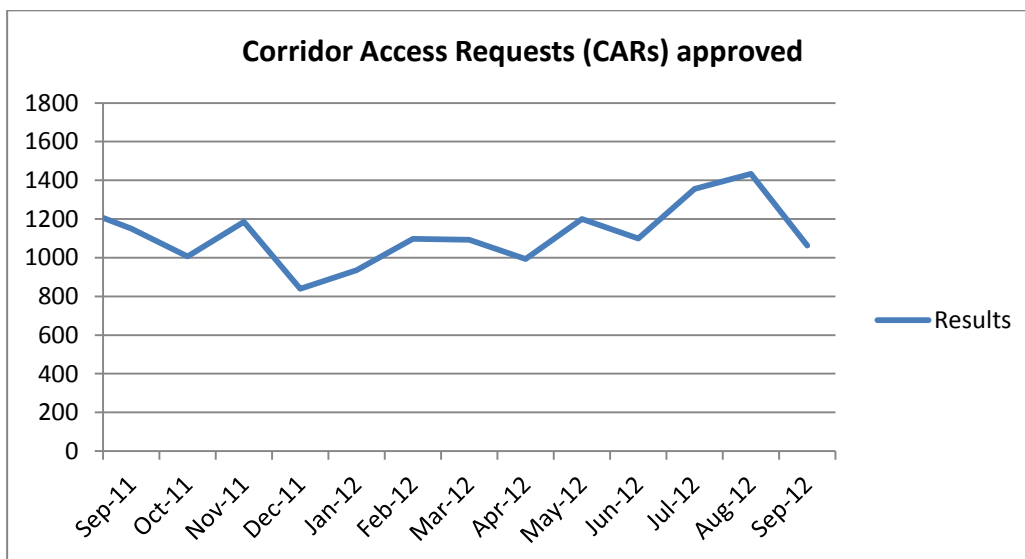
2.3 Road Corridor Maintenance

- Our annual Road Maintenance activities are well underway across the city for the 2012/13 season, with preparation for rehabilitation work and resealing occurring in all areas.
- RCM staff attended and presented at the Auckland Council Stormwater Forum this month. The topic of our presentation was 'Active Collaboration' and we outlined the positive contribution of the AT and AC teams in managing Stormwater within the road corridor.
- A Tenderers Briefing was held on 12 September for the Expression of Interest (EOI) phase of the new RCM contracts for Central and West. Approximately 80 people attended representing the companies that had indicated an intention to tender for the contracts.
- The EOI phase of the new RCM contracts for Central and West closed on 27 September. 12 expressions of interest were received for the four contracts. These are now being evaluated and put through a shortlisting process.

- RCM released its new ‘Collaboration’ handbook at an early morning launch, with approximately 200 suppliers and their staff. The “Yellow Book” was developed by our contractors to clearly articulate ATs objectives; and the behaviours that AT expects of the staff who work at the ‘coal-face’ in road maintenance. The document has already been requested for use by a number of other organisations such as Utility companies and other contractors working in the road corridor.
- The Manager of RCM presented the new Auckland Transport contracting model to the Road Controlling Authority Forum on 14 September. The presentation was requested by a number of other RCAs and is now available on the AT website.
- Financial concerns still exist relating to Vegetation Control and Town Centre cleaning. Budget that would enable RCM to deliver the expected levels of service has not been allocated and this is being reviewed.
- Reducing waste and increasing the use of recycled materials is a key focus for RCM and AT. RCM opened the Auckland Asphalt Forum with an address about the need to innovate and increase the reuse of roading material and construction material. The forum was attended by approximately 180 people from across the transport industry.

2.4 Road Corridor Access

- There were 1,063 corridor access requests approved in September with 89% processed within 5 working days and 99% processed within 15 working days.



- The deployment of fibre for the Ultra-Fast Broadband (UFB) project is underway in Auckland CBD, East Tamaki, Glenfield, Henderson, Manukau, Mangere, Ponsonby, Papatoetoe and Takapuna. Approval has been given to start work in 188 cabinet areas with physical work having commenced in 135 of these cabinet areas. The Year 2 build will comprise 323 cabinet areas.
- Work is continuing on the Pakuranga Highway and Ireland Road sections of the Penrose substation to Pakuranga subsection part of Transpower's North Auckland and Northland (NAaN) project. Work will be commencing on the section of Waipuna Road between Ireland Road and Carbine Road early in October to take advantage of the lower traffic volumes in the school holidays. Two lanes are being maintained in a westward direction in the morning peak and in an eastward direction in the evening peak on Waipuna Road, so as to minimise the impacts for commuters. This has necessitated the temporary removal of the right-turns from Waipuna Road into both Ireland Road and Carbine Road.
- There are currently major projects underway on both the Ellerslie-Panmure Highway (AMETI) and Pakuranga Highway (NAaN), which are the major road corridors between the eastern suburbs of Howick and Pakuranga and the city. Watercare will also shortly be seeking approval to commence the replacement of their trunk main on Lagoon Drive and Pakuranga Road at Panmure. A meeting was held on 27 September with representatives of Auckland Transport, Transpower, Watercare and their respective suppliers to discuss the proposed work programmes for each of the projects, and to ensure that every opportunity is being taken to coordinate the carrying out of key phases of the works so as to minimise the impact on road users. The need for joint communications during the carrying out of key phases of the works was identified as well as some potential conflicts over the Christmas/New Year period. The parties are working constructively together to align their work programmes as much as is possible.
- The Waterview Connection project is now getting underway with changes made to Great North Road between Herdman Street and Oakley Avenue at Waterview to enable the start of house demolition and construction of the noise wall. Two lanes in each direction have been maintained on Great North Road through the removal of the central median island and by realigning and narrowing the existing traffic lanes.
- The Barfoot and Thompson Triathlon Grand Final will be held in Auckland from 14-23 October and is a 9-day festival showcasing the triathlon at all levels. It will culminate in the holding of the ITU World Triathlon Grand Final event over labour weekend (20-22 October).

The men's and women's elite races will be held on Saturday and Sunday in the Auckland CBD. The same course will be used as last year and follows a circuit comprising sections of Quay Street, Queen Street, Customs Street West, Albert Street, Shortland Street, Bowen Street, Victoria Street East and Victoria Street West. The age group races will be held on Monday and will be held on a course utilising Quay Street, the lower part of Queen Street, Tamaki Drive and a route around the eastern suburbs.

The Major Events Operation Centre (MEOC) in Bledisloe House will be utilised for the delivery of traffic management for the event. It is anticipated that this event will receive a high level of local and international media coverage and a comprehensive communications and media plan has been developed.

- The construction of Watercare's Pukekohe pipeline is progressing well and the project is nearing completion. The Pukekohe pipeline will carry treated drinking water from the existing Watercare Pipeline on Runciman Road through to Pukekohe township. The pipeline is being constructed within the road carriageway and follows a route along public roads from the existing reservoirs on Pukekohe Hill through the township and then along Pukekohe East Road and Runciman Road to the existing reservoir on Runciman Road. The construction of the pipeline on Runciman Road, Pukekohe East Road and East Street is substantially complete with reinstatement work currently underway on Pukekohe East Road and East Street. The existing detour route for eastbound traffic on East Street between Ngahere Road and Belgium Road will remain in place until the reinstatement is completed.

2.5 Public Transport

Multi-Modal

Regional Public Transport Plan (RPTP) Review

- A second workshop was undertaken with the Auckland Council Transport Committee to complete pre-consultation at its September 2012 meeting.
- Following approval at the September AT Board meeting, public consultation of the Draft 2012 RPTP will commence on Friday 5 October and will close on 5 November 2012. The RPTP Hearings Panel will likely hear submissions in late January 2013.
- The Final 2012 RPTP is scheduled to be adopted at either the February or March 2013 AT Board meeting. As previously indicated, adoption of the RPTP is a precursor to the subsequent implementation of the future public transport services network structure through PTOM contracting.

2012/15 Public Transport Network Structure and Service Design Review Programme

- Design work on the public transport network structure of a simple, inter-connected network of high frequency, seven day a week services, supported by other local and connecting services has now been completed to a stage that can be consulted upon as part of the Draft 2012 RPTP as discussed above. Refinement of the high level network structure and design will be confirmed or amended once public submissions on the Draft 2012 RPTP have been analysed, evaluated and heard by the RPTP Hearings Panel.
- To date 17 of the 20 Local Boards (not including Great Barrier) have had high level briefings on the proposed public transport network structure.
- Following completion of public consultation of the RPTP including the high level public transport network structure, actual timetables, service routes and patterns will be finalised to reflect the structure at a local level. Preliminary work is underway on the timetables, service routes and patterns to be consulted on from February / March 2013 for South Auckland.
- The NZ Transport Agency has approved business cases for additional bus and ferry service investment over the three year funding period 2012/13 to 2014/15. This funding will be used as transition funding from existing to new services, while adding additional frequency to high frequency services that otherwise would not be possible. This matches the previously approved Auckland Council Public Transport Investment Proposal for the same period.

PTOM (Public Transport Operating Model) – New Public Transport Service Contracts

- Remaining policy and commercial issues (group tenders, price benchmarking methodology and risk reward models) for bus PTOM are being finalised with the NZ Transport Agency. Once completed, these will be included in the key commercial agreements that form the backbone of PTOM; these are currently with Bell Gully for final legal drafting prior to being circulated to incumbent operators for consultation.
- Vehicle Quality Standards form part of the future PTOM contractual agreements. AT standards seek to introduce vehicle fleet upgrades on emissions and Super Low Floor vehicles at a rate faster than the nationally adopted NZ Transport Agency Requirements for Urban Buses (RUB). AT is working with operators to establish the impact on vehicle fleets should enhanced vehicle replacement profiles be adopted. Operators are currently being consulted about these proposals prior to our submission to NZ Transport Agency regarding any implications to deviating from the nationally-applied RUB.

Integrated Ticketing and Fares

- On-platform and station ticket vending machines were launched during September across the rail network in preparation for the rail integrated ticketing launch in late October.
- Britomart ticket office has been relocated to facilitate an expanded Britomart Customer Service Centre.

- Newmarket rail station electronic gate-lines have been commissioned. New ticket booths at Britomart gate-lines have been installed.
- Recruitment is underway for additional HOP operations staff for go-live.
- Planning for Customer Service Centres on the AUT Campus and at New Lynn and Newmarket rail stations is progressing.

Customer Information

- Re-branding of the MAXX website to AT.co.nz and the MAXX mobile application has been completed. Content for the new AT HOP website has been drafted.
- 27 bus electronic passenger information displays have been upgraded with the new operating platform to display both scheduled and real-time service due information, compared with previously only showing real-time service due information.

Rail

- The proposed recast of the rail timetable is scheduled for introduction on 15 October and is designed to improve reliability and punctuality levels of services. Greater management focus has been applied through regular AT, Veolia and KiwiRail meetings to review and progress action plans to improve reliability and punctuality performance. Specific additional focus over the last two to three months include appointment within Veolia of an infrastructure performance manager to manage the new performance based track access agreement with KiwiRail and senior Veolia management troubleshooting on worst performing service trips to assess dwell times and operational management in advance of the recast 15 October timetable.
- Electrification works continue across the rail network with full network closure during the first weekend in September and a closure of the Western Line on the weekend of 22/23 September. Work was undertaken during September at Britomart to lift track in the station in preparation for the introduction of EMUs and undertake structural wall modifications to facilitate platform extensions and improved track layout works over the Christmas 2012 network closure.
- The 2012 Christmas rail network closure, to facilitate ongoing rail infrastructure and electrification works has been confirmed as:
 - Saturday 22 December to Monday 24 December 2012: Otahuhu to Pukekohe on Southern and Eastern Line (including the Manukau Line) closed with Bus Replacements. Western Line and Southern / Eastern Lines from Otahuhu to Britomart open.
 - Monday 24 December: Otahuhu will be restricted to a single platform therefore a full peak service will not be able to be maintained on Southern / Eastern Lines. 15-20 minute headway instead of 10 minute with standby buses, but Britomart remains open for the 15-20 minute Southern / Eastern Line frequency and Western Line services.
 - Tuesday 25 December 2012: No rail service (normal practice). No Bus Replacements (normal practice).
 - Wednesday 26 December 2012 to Sunday 6 January 2013: Full network closure. No trains. Bus Replacements operating.
 - Monday 7 January to Sunday 20 January 2013: Eastern Line (Westfield to Britomart) and Newmarket Branch Line (Newmarket to Britomart) including Britomart closed. Western and Southern Lines open other than Newmarket to Britomart (trains terminate at Newmarket).
- Planning for the transition from diesel to electric operations continues with a focus on driver recruitment and training and phasing of EMU commissioning by line.
- A spike in police incidents at Glen Innes station has been reduced following close cooperation between AT and NZ Police in terms of callout and response times to CCTV operator requests for attendance and additional security provision by AT for the period.

Rail Line Definitions:

- A question was raised at the September 2012 Board meeting seeking clarification on the definition of Auckland rail lines and how the statistics in terms of patronage and service performance are reported.
- Figure 1 illustrates the service routes by origin and destination as operated and experienced by customers:
 - Western Line: between Britomart and Swanson/Waitakere
 - Southern Line: between Britomart and Papakura/Pukekohe via Newmarket
 - Onehunga Line: between Britomart and Onehunga
 - Eastern Line: between Britomart and Papakura/Pukekohe via Glen Innes
 - Manukau Line: between Britomart and Manukau via Glen Innes (note a single trip per day goes via Newmarket, however, from October 15 timetable change all services will be via Glen Innes)

The lines are named by a primary geographic descriptor, being either a point of the compass or an origin/destination, followed by 'Line'. This is similar to other rail systems, for example, the London Underground, which operates the Circle Line, Northern Line and Central Line to represent a broad geographic and service descriptor for customers.

- All patronage and performance statistics reflect these service routes or patterns. Relative poor performance, for example, of the 'Southern' and 'Eastern' Lines is due to in part the sharing of the same track sections between Westfield and Papakura/Pukekohe with several junctions on this part of the rail network including Quay Park, Westfield Depot, Manukau branch line, Otahuhu and Paerata (Glenbrook).

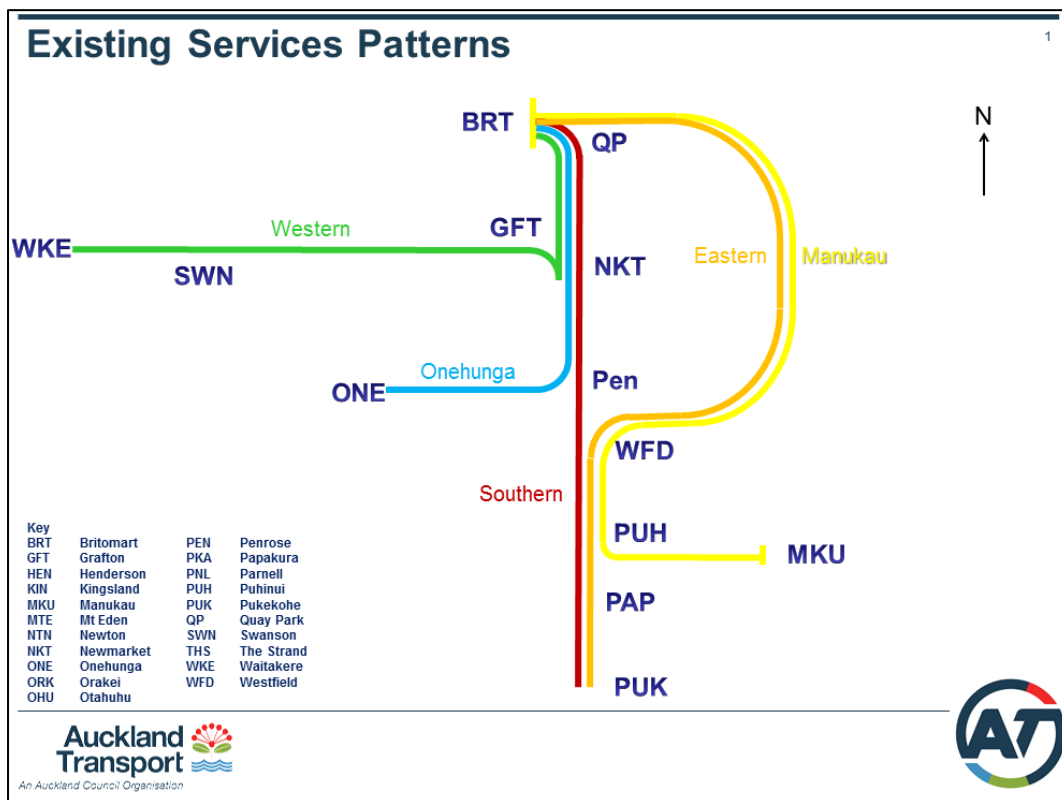


Figure 1: Service Patterns by Origin and Destination

- Figure 2 illustrates the physical rail network as referred to from an asset perspective. The main lines comprise the North Island Main Trunk (NIMT) running between Auckland and Wellington and the North Auckland Line (NAL) connecting North Auckland to the NIMT. The main lines are supported by the Newmarket Branch Line, the Onehunga Branch Line, the Manukau Branch Line and the Strand Link.
- Reference to the main lines are not used in service / route naming as this is not representative of the actual service patterns and routes experienced by customers and the same track or physical lines are used by a number of different service routes and vice-versa:
 - Western Line services traverse the NAL and Newmarket Branch Line
 - Eastern Line services traverse the NIMT
 - Manukau Line services traverse the NIMT and Manukau Branch Line
 - Southern Line services traverse the Newmarket Branch Line, NAL and NIMT
 - Onehunga Line services the Onehunga and Newmarket Branch Lines and NAL.

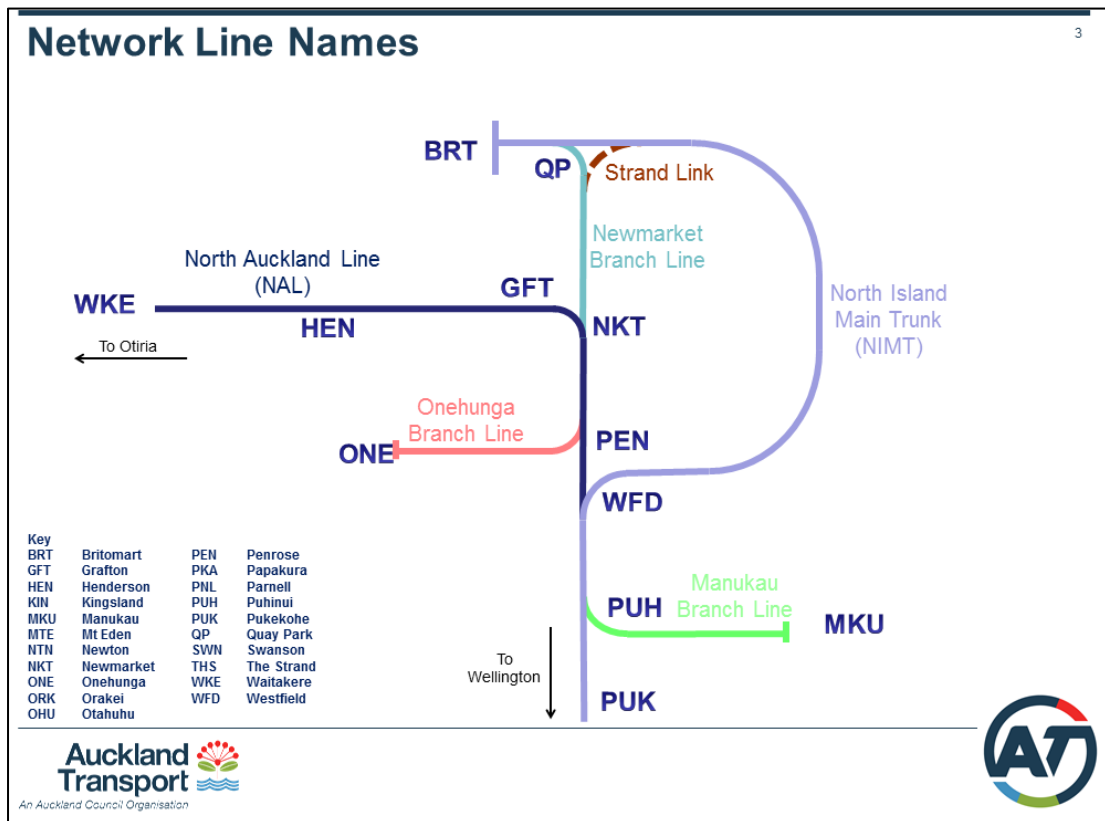


Figure 2: Network Lines

- Alternative service patterns are possible. Figure 3 illustrates a simpler service pattern for customers, which would be expected to offer greater service reliability and resilience due to the dedicated use of the NIMT between Westfield and Britomart for 'Manukau' services only. The trade-off being that Southern stations only access Britomart via Newmarket and not via Glen Innes as at present and this will require a transfer between lines to complete some journeys (e.g. Papakura to Glen Innes). This simpler, but higher performing service pattern will be possible with the potential double tracking of the Manukau Branch Line connection to the main line to permit reliable 10 minute frequency on all lines and with the introduction of more rolling stock with the EMU fleet. A project is currently being scoped for the double tracking work prior to the introduction of EMUs.

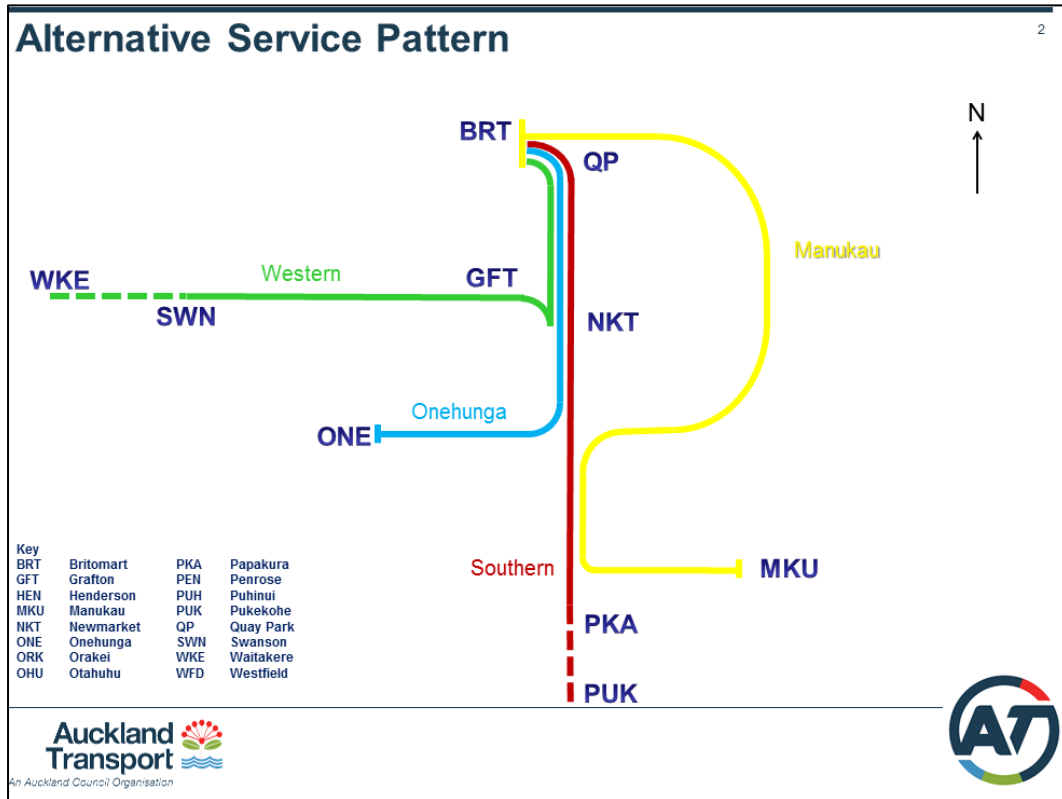


Figure 3: Alternative service pattern

Bus

- A review of the reliability of bus timetables is progressing. The majority of bus timetables are targeted for review and update by second quarter 2013. Howick & Eastern bus service timetables will be updated on 28 October 2012. Work is ongoing with NZ Bus and Ritchies.
- The NZ Bus industrial relations dialogue concerning the negotiation of the next collective employment agreement continues. Limited work-to-rule continued during September and following non-ratification of an offer in mid-September, strike action was threatened for the last two Mondays of the month. A revised offer was presented and strike action lifted. Union members were considering the revised offer at the end of the month. Extensive customer communications were implemented by Auckland Transport during these disruptions in September.
- Planning work continues for a direct bus service between Mangere and Onehunga as part of the Auckland Council Southern Initiative programme. This would be an interim service pending a long-term arrangement under the new Public Transport Operating Model (PTOM) contracting framework, and would be consistent with the proposed new network structure.
- Following sign-off of the 2012/15 new services business case by NZTA, planning work has recommenced with local groups in Warkworth to progress a local initiative, to trial a hybrid scheduled and on-demand responsive local public transport service, that may form a model for cost effective public transport service provision in semi-rural areas, where full scheduled public transport services may not be cost effective.
- Following a meeting with local residents, new service options are being explored for the Maygrove area of Orewa.
- Phase 1 consent has been received for the new Hibiscus Coast (Silverdale) Park & Ride Station.

Ferry

- NZTA funding for Hobsonville and Beachhaven ferry services has now been confirmed and implementation of this service is targeted for February / March 2013.
- A joint project with Auckland Council for the development of a master-plan for Devonport Wharf has commenced with the appointment of JasMax architectural and space planning consultants.
- Location of ferry integrated ticketing equipment on wharves has been finalised, with installation targeted for completion by 8 November, for an end-November ferry integrated ticketing launch.

2.6 Parking and Enforcement

City Centre Parking Zone (CCPZ)

- Auckland Transport provided a media press release 19 September announcing the intention to implement the new CCPZ. Media reaction was relatively quiet.
- Detailed planning has been undertaken during the latter half of September. The planned date to commence marketing and communications has been delayed for approximately one month to avoid a clash with significant marketing for HOP. Marketing communications is now planned for 12 November, with on-street and off-street implementation commencing a week later. Some re-engineering of the methodology for implementation now means a three week (as opposed to six week) roll out.

Business Planning

- Parking and Enforcement are undertaking a business planning process. The team aim to deliver a business plan with a 3 year horizon by early November 2012. The plan will take cognizance of the integration with other modes of transport, namely public transport and the roadway. The plan will also consider (among other things) the development of comprehensive parking management plans (CPMPs), new paid parking zones, park and ride strategy, and the review of infringement fees. This work will be part of the ITP.

Baycorp Trial

- The Auckland Transport Finance Team, in consultation with Parking and Enforcement, recently instigated a debt collection trial with Baycorp NZ Ltd. Instead of sending unpaid infringements to the Ministry of Justice, files are sent to Baycorp for collection action in the first instance. The trial has been operating since 17 July and has achieved some outstanding results, in the two and a half months up to end September 2012, as follows:
 - The number of payments received prior to being sent to debt collection have risen to approximately 6,300 per week (from about 4,300 previously), simply with the addition of the words "Debt Collection Agency" on 28 day reminder letters.
 - Baycorp have collected \$1.1million in debt payments, and have entered into debt arrangements with customers of a further \$250,000, for matters lodged with them over that period. Although early days, the positive cashflow impact of the trial looks likely to be in excess of \$2m.
 - Auckland Transport has saved a net \$235,000 in Ministry of Justice court lodgement fees, after deducting Baycorp lodgement fees, in the first two months.

Parking Permits Review

- Parking and Enforcement have completed a full review of all permits issued for parking on the road. A number of different organizations issue a variety of permits, some paid and some free of charge. The team has proposed several key principles to inform suitable policy for the issue of permits in future. Against those principles, each permit type has been reviewed and recommendations made about whether to continue, amend, or abolish the permit type or to create a new permit type. The criteria for each permit have been proposed. A policy will now be drafted and submitted for consideration late 2012 or early 2013.

2.7 Community Transport

- In partnership with New Zealand Transport Agency and Cycle Action Auckland an inaugural Auckland Cycle Summit was held on 5th September. The Summit brought together representatives from the Auckland cycle sector to outline delivery and collaboration occurring in the sector for the coming year. Eighteen presentations were given ranging in topics and representation from Auckland Council Parks department, Fullers, Public Health officials, Local Board proposals, Cycle training and infrastructure delivery. The summit was filmed and can be viewed on www.youtube.com/user/CycleActionAuckland/videos?flow=grid&view=1. The summit delivered a strong mandate that cycling has an important role in the future of Auckland for transport, health and education.
- The “Cycling’s the go” spring safety and promotion programme has been developed to deliver 40 events and activities between October and December. Information regarding cycle safety and promotional activities will be accessible from the Auckland Transport web site and also at www.cyclingsthego.co.nz. An example of the advertising and programmes offered is shown below:

Get GOing by bike

Auckland Transport
An Auckland Council Organisation

CYCLE SAFETY TRAINING AND BIKE MAINTENANCE WORKSHOPS FOR ADULTS

Spring has sprung, and it's time to get GOing by bike! If your bike skills need a bit of a brush up, you want to learn to ride for the first time, or you want to check your bike is in working order, Auckland Transport has a number of free skills sessions. For more information and to make a booking visit www.cyclingsthego.co.nz or phone 355 3553.

<p>BEGINNER BIKE TRAINING FOR ADULTS If you are new to riding, haven't been on a bike for a while, or lack confidence, this session is for you.</p>	<p>PARNELL: Wed 17 Oct 6pm – 8pm HENDERSON: Wed 24 Oct 6pm – 8pm PARNELL: Wed 7 Nov 6pm – 8pm OREWA: Thu 8 Nov 6pm – 8pm GLENFIELD: Tue 13 Nov 6pm – 8pm</p>	<p>NEW LYNN: Wed 14 Nov 6pm – 8pm PAPAKURA: Wed 14 Nov 6pm – 8pm TE ATATU: Sat 24 Nov 10am – 12pm PAKURANGA: Wed 28 Nov 6pm – 8pm TAKAPUNA: Thu 6 Dec 6pm – 8pm</p>
<p>NOVICE ON-ROAD TRAINING FOR ADULTS This practical on-road session is for adults who can ride a bike in off-road environments, but want to learn the basics or be more comfortable riding on quieter roads.</p>	<p>PT ENGLAND: Sat 27 Oct 9am – 2pm approx. PT ENGLAND: Sat 1 Dec 9am – 2pm approx. OREWA: Sat 8 Dec 9am – 2pm approx.</p>	
<p>THE BASICS OF BIKE MAINTENANCE This fun interactive workshop takes the mystery out of the bicycle and teaches you how to fix the dreaded flat tyre.</p>	<p>HENDERSON: Thu 18 Oct 6pm – 8pm TAKAPUNA: Thu 1 Nov 6pm – 8pm GLENFIELD: Tue 6 Nov 6pm – 8pm</p>	<p>PAPAKURA: Wed 7 Nov 6pm – 8pm NEW LYNN: Wed 21 Nov 6pm – 8pm PAKURANGA: Wed 21 Nov 6pm – 8pm</p>

Visit www.cyclingsthego.co.nz for more information

- A partnership with Google led to the launch of a new cycle route journey planner on 5 September. Auckland Transport provided the cycle route maps and location of infrastructure for the Auckland area which allows users to view and plan cycle journeys using the Google Maps website and mobile applications. The option to plan a cycle journey now sits alongside the existing walk, drive and public transport travel options on Google maps for Auckland.

- A safety and assessment audit of existing cycling and walking facilities at motorway interchanges across Auckland has been undertaken by New Zealand Transport Agency and Auckland Transport. The assessment identified a number of opportunities to improve the safety and usability of interchanges for pedestrians and cyclists. A prioritization process will now be undertaken to identify a future work programme of improvement projects.
- Southern Cross School held a Road Safety Expo with the aim of raising the awareness of road safety and encouraging safe walking to school. The Road Safety Expo covered road safety topics including; driveway runovers, use of vehicle child restraints, cycling, walking, scootering, and speed awareness. Approximately 200 people including school staff, students and family members participated.
- 20th Century Fox has partnered with the Travelwise Walking School Bus programme to provide movie passes for “Diary of a Wimpy Kid 3”. 20th Century Fox provided passes to walking school bus volunteers and parents.
- Community Group funding forms a critical part of Auckland Transport’s Road Safety Education Programme to ensure that communities are addressing the road safety concerns of the local areas. For the 2012/13 financial year, \$374,425 has been confirmed for 22 community providers to deliver 298 road safety projects and 1 significant community event.

Community group delivered initiatives will address the following areas of road safety concern Alcohol, Speed, Young Drivers, Safe Roads, Road Sides, Child Restraint and Booster Seat use. Community Groups are assessed, evaluated and selected on criteria including:

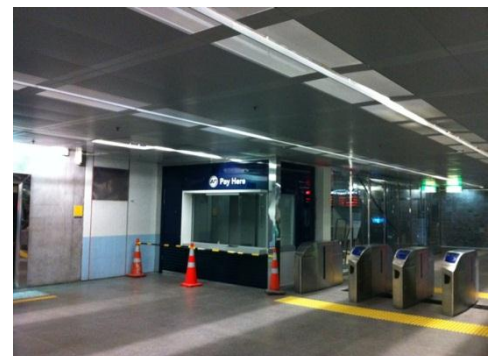
- 1) Addressing concerns of high and medium risk as identified by the Ministry of Transport Safer Journeys Road Safety Strategy 2010-2020 and Communities at Risk Register
- 2) Historical performance since 2010 and capacity to deliver to their local community on time and within budget.

Controls are in place to minimise the risk of non-delivery or poor performance and these controls include regular contact, progress reports, and progressive payments conditional upon delivery. These measures are detailed in individual Memorandum of Understanding and Contract documents with each community provider.

2.8 AIFS (Integrated Ticketing and Fares)

Key dates for this project are:

- Rail go live has now been confirmed for 27 October
- Ferry go live is confirmed for 30 November
- The ticket machines on the rail network went live selling paper tickets on 10 September. The uptake of off-board sales is good and in the first 2 weeks of being live, one in every four paper tickets was sold through the AIFS system. This gradual increase has ensured all systems are functioning as expected. Customer feedback also notes users are eager for the introduction of the AT HOP smartcard to the rail network and most customers find the ticket machines easy and intuitive to use.
- Communications to the public promoting the AT HOP smartcard will start on 8 October with a teaser “AT HOP is coming”. From 22 October there will be heavy promotion in stations and on platforms selling the AT HOP smartcard at an early bird discount. Customers will be encouraged to top-up their cards ready for use on 27 October.
- The AT HOP smartcard pilot of the rail system is underway with 100 internal AT staff. This is due to expand to 400 public users from 8 October. These users are testing the full range of functionality of the AT HOP smartcard system.
- Rail go-live has been brought forward to 27 October
 - All rail passengers at Newmarket and Britomart will go through the electronic gates, which will be closed from 27 October.



- Civil Works installation is nearing completion:
 - The electronic gates and gate lines are nearing completion at Britomart and Newmarket
 - The new ticket office in Britomart is completed and in use
 - Initial planning work is underway for the electronic gate installation at Manukau Station due Q4 2012
 - Electronic Gates for Down Town Ferry Terminal – Pier 1 are scheduled for Q2 2013
- Planning is underway for the implementation of the bus ticket solution with the confirmation that Thales will be supplying all ticketing equipment for all bus operators on AT contracted routes.
 - Confirmed that current users of HOP/ Snapper cards and other bus service cards will get a free AT HOP card as a replacement to their existing bus operator card.
 - A full Auckland Transport managed retail network is being planned.
- A successful Proof of Concept was held for the AT HOP card on smartphones enabling users to 'tag on' 'tag off' and top-up using their smartphone. This is a joint venture with Auckland Transport, Telecom and Westpac.



3 FINANCE (David Foster)

3.1 Executive Summary

Property is continuing work on the acquisition process and management of the portfolio of properties. The report includes more information on property activity in the first quarter and also covers the portfolio revenue and expenses in more detail. IT and BS is continuing with its programme of work. Finance continues to work on the financial reporting and plans. The Annual Plan paper considered by the Board in September was presented to the Council Transport committee on 3 October.

3.2 Property

Auckland Transport Property has four core functions:

- 1) Property Acquisition and Disposal
- 2) Management of the real estate inventory including revenue generating property interests
- 3) Property related advisory services including technical, facilities management, and development initiatives for transport assets
- 4) Managing corporate accommodation

The focus of the activity fulfilling these functions for the three months to 30 September 2012 has been:

- Planning the Land Acquisition Programme for the current year to meet the 2012/13 approved budget that will underpin AT's Capital Works Programme
- Delivery of the 2012/13 Land Acquisition Programme
- Development and implementation of tools to manage the Land Acquisition Programme
- Rent reviews for tenancies within the Operational Assets (OA) portfolio
- Finalising Service Level Agreements (acquisition and Facilitation Assets (FA) portfolio property management) with ACPL
- Temporary accommodation taken in Manukau while AC owned property floor allocation options are worked through with AC Property
- Liaising closely with AC Property on central city accommodation issues

This report summarises key outcomes as a result of the departmental activity.

Property Acquisition

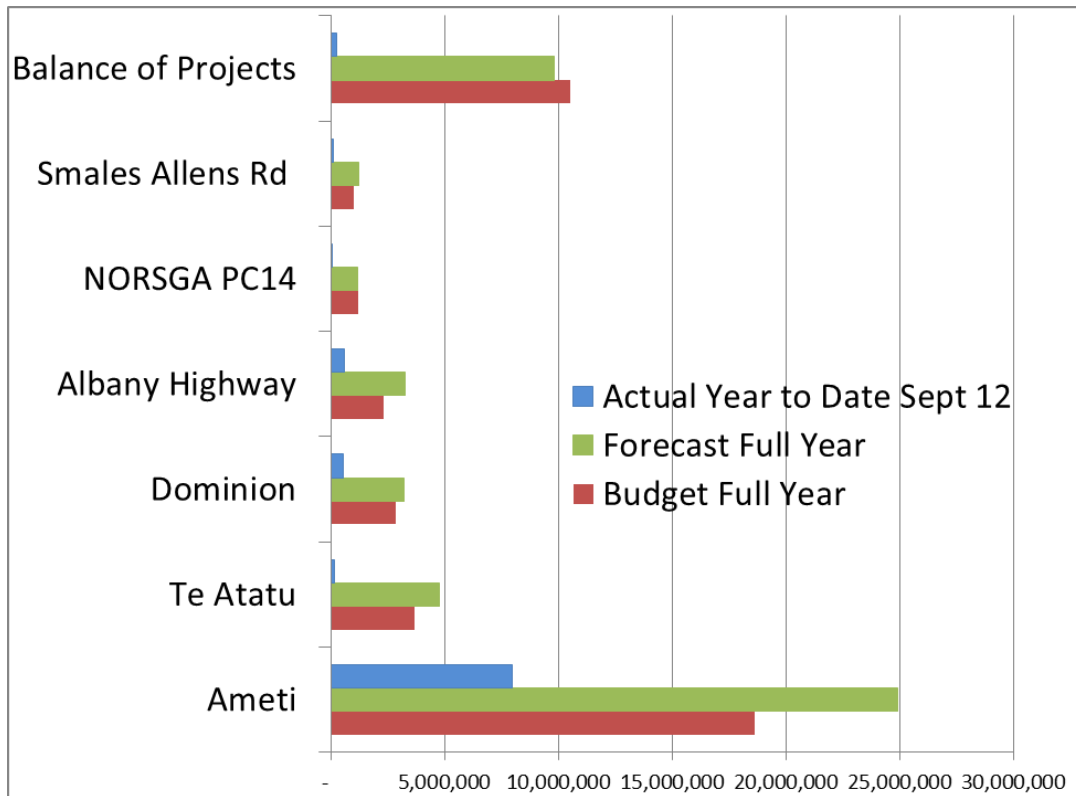
A significant part of AT Property's work is land acquisition to enable AT's capital infrastructure programme.

AT Property has programmed \$47m of land acquisition to achieve a budgeted spend of \$40m for the 2012/13 financial year. To acquire each property, takes between six months and two years. Cashflow predictions over the financial year are challenging due to the many variables beyond AT's control in a property purchase. Therefore it is prudent to actively negotiate on a slightly larger portfolio as some land acquisition will take longer than forecast.

Progress on all land acquisition negotiation and expenditure is updated and monitored monthly to forecast timing of spend. The graph below represents the land acquisition programme highlighting six significant projects and the balance of projects that make up the current year's acquisition programme.

Please note that this information excludes any outlay for the CRL property acquisitions.

Acquisition Progress Update



The table below indicates that six properties will have a material impact on achieving the 2012/13 land acquisition budget. These six properties have a forecast value of \$13m and make up 36% of the value of properties forecast to be achieved in the 2012/13 year.

SPREAD OF PROPERTIES FORECAST TO BE PURCHASED IN 2012/13			
Range	Number	\$ value	% of Portfolio
Greater than \$1m	6	13,149,511	36%
Between \$500k and \$1m	7	4,439,217	12%
Between \$250k and \$500k	21	7,404,668	20%
Between \$100k and \$250k	19	2,973,535	8%
Between \$50k and \$100k	85	6,245,816	17%
Less than \$50k or negotiating costs only	157	2,579,767	7%
Total	295	36,792,514	100%

This financial year AT Property have concluded the acquisition of 34 properties with a total value of \$7.2m as demonstrated by the table below (mainly AMETI, Dominion Rd, Tiverton Wolverton and Albany Highway)

UNCONDITIONAL AGREEMENTS IN 2012/13		
Month	Number of Agreements	\$ Value (excl. GST)
July 2012	10	1,251,565
August 2012	10	916,870
September 2012	14	5,038,871
Total	34	7,207,306

Revenue

AT Property administers the revenue generated from telecommunication cell sites (Telco's); airspace, subsoil, carpark and community market licences.

ACPL administers the revenue generated from properties held in the FA portfolio as follows:

Project	Property Type	YTD Revenue
AMETI	Commercial	\$646,603
	Residential	\$542,797
Dominion Road	Commercial	\$118,355
	Residential	\$75,664
New Lynn	Commercial	\$12,680
	Residential	\$Nil
Penlink	Commercial	\$17,902
	Residential	\$39,073
Other	Commercial	\$162,675
	Residential	\$71,970

Revenue invoiced ex AT Property for three months to 30 September 2012.

	Actual	Budget	Annual Budget
Airspace Licences	59,061	71,019	284,075
Subsoil Licences	30,114	72,310	289,240
Telco's	382,551	535,869	2,143,475
Car park and Market Leases	266,149	447,805	1,791,222
Subtotal	737,875	1,127,003	4,508,012

AT property management has focussed on the following:

- Alignment of legacy Telco billings with licence obligations resulting in revenue reduction in September
- Carpark budget overstated due to transfer of three key sites to Parking & Enforcement. The revenue is still being collected and recognized in AT Parking & Enforcement revenue
- Actioning Telco and carpark / market licence rent reviews
- Processing fifteen applications for road corridor and subsoil encroachment
- Operating expense recoveries and cost minimisation in the FA portfolio
- Finalising the FA portfolio operating budget and cost controls with ACPL
- Rent reviews
- Subsoil licence revenue reduced due to early termination of three sites
- Airspace licence revenue variation due to recognition timing

AT Property has also received the following revenue from ACPL during the same three month period. The Commercial and Residential revenues relate to properties held by AT for future transport projects (FA). Revenue from Operational Assets relates to third party lease/licence arrangements within AT owned operational sites such as Britomart.

ACPL Managed	Actual	Budget	Annual Budget
Commercial	838,005		
Residential	575,470		
Subtotal	1,413,475	774,750	3,099,000
Grand Total	2,151,350	1,901,753	7,607,012

Property Disposals

The Board approved in the first quarter the disposal of the first tranche of properties no longer required for transport purposes. Auckland Council Property (ACP) has been instructed to action the disposals. Once AC has concluded internal consultation, ACPL will manage the formal sale process.

The first tranche of properties comprise a total of eight separate holdings with an estimated sale value totalling \$2.82 million less the costs of disposal.

3.3 Finance and Business Support

Update

The Baycorp infringement collection trial continues to be very successful. The trial will be extended to a nine month period to enable the MOJ collections to be collated for at least a three month period after the Baycorp process.

The business support team completed the 2013/14 draft Annual Plan budget submission templates, and, following Board approval, issued these to AC on 19 September. The AC Transport committee is due to consider the draft 2013/14 Annual Plan submissions at its 3 October meeting.

The first quarter reforecast was completed and, after approval at the September Board meeting, has been loaded and will be used for internal management reporting from this month onwards.

The first quarter NZTA programme monitor was completed during the month and issued to the NZTA (first under new NLTP).

Key Initiatives for the Next Three Months

- The AT HOP system is now live with transactions occurring through the banking system. These are being monitored and reconciled daily
- Planning for the half year financial statements to 31 December 2012 has commenced. The due date for filing these with AC is 15 January 2013.
- Finalise AT's input into the draft 2013/14 Annual Plan which is due to be adopted by AC in mid-December and then go out for public consultation in January 2013.
- Annual NZTA Investment audit provisionally set for early December
- Finalising work on monthly procurement reporting
- Completion of a Quick Reference Guide and Draft Procurement Manual (based on the MBIE and NZTA documents)
- Development of Procurement Category Plans to cover the nine procurement categories (and sub-categories) outlined in the Procurement Strategy

3.4 IT and Business Systems

Update:

- Business Solutions Programmes:
 - Review of Business Value Index used to prioritise IT related projects reviewed with business stakeholders and finalised
 - New knowledgebase for the AT Callcentre implemented, this leveraged the Watercare solution
 - Proof of concept for public reporting of faults demonstrated to business and stakeholders
 - Proof of concept for personalised personal portal for customers demonstrated
 - HR Performance Management system delivered (SuccessFactors)
 - Rail fibre network switch hardware upgrade completed
 - Commenced implementation of a self-service tool for AT staff to enable a wide range of functions such as lost password resets.
 - Commenced preparation work for upgrading the Parking System Infringement System (Pathway)
 - Implemented Fleet Management system for AT vehicles
- Business Support
 - Three vendor contracts under re-negotiation in line with vendor management framework.
 - Continued work on defining the AIFS vendor management and support processes
 - Completed a review of the total IT spend across Auckland Transport to identify key areas of spend and also identify where IT related spend from outside the IT&BS business unit is occurring.
- Operations Area
 - Total Issues raised with the helpdesk 1215
 - Issues Closed 1021
 - IT system monitoring and alert notification was reviewed and identified a need for application level monitoring to maintain/improve system performance and reliability. Work to remedy this continues to be scoped.
 - Websites all altered to show new AT branding
 - Operational Risk workshops conducted

Next Steps

- Support AT HOP go live dates through October / November
- Select and commence implementation of a Service/Help Desk service to support users
- Finalise the mobile application strategy for AT
- Complete the rollout out of Lync (computer based phone system)
- Implement WIFI for AT premises
- Rollout a programme management tool
- Finalise CCTV Strategy
- Commence Website Consolidation of all AT websites

4 INFRASTRUCTURE (Kevin Doherty)

4.1 Executive Summary

The delivery of the Infrastructure capital works portfolio for 2012/13 is progressing well against the approved forecast with September expenditure being \$20m (against a forecast \$18m). Construction works for September have started to accelerate over previous months with significant works being progressed at AMETI, Tiverton to Wolverton and Glenfield Road.

The September year to date expenditure is \$47m (against a forecast of \$49m) and the current forecast year end outturn is \$270m being \$27m (13%) above the fiscal envelope of \$243m. The fiscal envelope is the product of \$161m local share and \$82m NZTA subsidy. It is expected that the total annual spend will be managed within the fiscal envelope as projects are delayed for reasons outside of AT influence.

4.1 Update / Next Steps / Key Issues

Asset Management and Programming

The following provides a brief summary of asset management and programming activity completed during the reporting period or scheduled for reporting during the next period.

- Continued development of Operating Principles, including that for weed control in collaboration with Auckland Council
- Supporting the migration of the Road Assessment and Maintenance Management (RAMM) database from 2008 to 2011 version.
- Review and rationalisation of the permanent traffic counting sites across Auckland

Attachment 1 details the September edition of the capital project tender programme available on the AT website.

Attachment 2 – provides financial data for the Infrastructure Division for the month of September.

Major Projects

The following provides a brief summary of major project activity completed during the reporting period or scheduled for reporting during the next period.

AMETI

Construction of works associated with the Panmure Station, Ellerslie Panmure Highway bridges and excavation of the AMETI Link Road adjacent to the Panmure station are progressing well and are on programme. The excavation of the trench which will form the new tunnel on the west side of the station is complete and significant progress has been made on construction of foundations, piling and the trench walls. The new busway bridge at Ellerslie Panmure Highway is taking shape and all of the precast beams for the bridge are now in place. This bridge is expected to open to traffic in December to allow the existing Ellerslie-Panmure Highway Bridge to be demolished.

The consent applications for construction of the AMETI Link Road are being processed with the hearing set to commence on 21 November. This road will extend from Morrin Road to Mt Wellington Highway and is scheduled to be complete in 2014.

Station Upgrades

Onehunga and Remuera stations are now substantially complete. Upgrade works at Otahuhu, Penrose and Greenlane are now underway.

Papakura station reconfiguration and upgrade works are being progressed in conjunction with KiwiRail track works. Stage 1 staff accommodation works are now complete with main station works making good progress.

Manukau Rail Station

The temporary station entrance continues to work well. The overall project is on target for completion in accordance with the latest agreement with AT/MIT with completion of the MIT campus building in mid-2013, enabling full Manukau station opening by mid-2013.

Parnell

Planning for the revised track alignment around the Main Line Steam area is in progress. KiwiRail are leading communications with Main Line Steam to ensure timely relocation of the old tank carriages prior to installation of Overhead Line Gentries for the electrification project. The landscaping works are now complete around the underpass, and the focus has now moved to the connecting pathways back to Domain Drive in the Domain. Parnell Station completion is anticipated for first half of 2014 provided funding subsidy can be secured from NZTA.

NorSGA

A tripartite agreement between Auckland Transport and the owners of two adjoining properties for the bulk earthworks for the extension of Rua Road South and Don Buck Road has been signed. The objective of this agreement is to ensure that collaboration between project partners achieves optimal value for money by avoiding unnecessary duplication of effort and wastage on the earthworks across the three properties. The NOR for Hobsonville Road is currently on hold while the traffic model is updated to include the Scotts Point development and the road design amended.

New Lynn

The Great North Road streetscape upgrade is focussing on rain gardens, and kerb re-alignments from Totara to McRae. A number of shallow services have been encountered and these have required relocation. Construction work to the connection between McRae Way and Great North Road has also been completed and the contractor has now commenced work on the section of McRae Way adjacent to the new medical building. This is expected to complete by 21 December.

The construction work for expansion to the canopies on the railway platform is nearing completion, with the steelwork completed and the glass work 60% complete.

Investigation & Design

The following activities were completed during the reporting period or scheduled for activity during the next reporting period:

Central

- Tamaki Drive: Investigative work has continued with input from the Tamaki Drive Masterplan team.
- Auckland Harbour Bridge Pathway: The business case provided by the AHB Pathway Trust (charitable organization) for the delivery of walking and cycling across the AHB via a PPP delivery model supported by toll revenue is currently under review.
- Onehunga Mall: Concept design is underway. This project is being carried out for the AC City Transformation Team
- Federal Street Shared Space Upgrade: Concept designs have been completed and a round of internal consultation is underway with AC and AT teams.

North

- Hibiscus Coast Busway Station Stage 1: A settlement agreement between AT, NZTA and an adjacent developer has been signed. The Environment Court judge has signed the consent order and the resource consent has been granted. The Environment Court case has been settled.
- Whangaparaoa Rd 4-laning (Hibiscus Coast to Red Beach): NZTA design funding is approved and the design contract was awarded.
- Upper Weiti Bridge (Curley Ave to East Coast Rd): The contract for the Feasibility Study has been awarded.

South-East

- Mill Rd Upgrade: The Scheme Assessment is progressing for the northern end. Six Public Open Days have been booked commencing the week beginning 15 October.
- Half Moon Bay Marina Upgrade: A draft Master Plan has been prepared following feedback from key stakeholders. This effectively provides the concept which will be brought to the Board in November to seek approval to move to the investigation phase.
- Otahuhu Bus Interchange: Land negotiations have progressed well. Required time for delivery is now mid 2014 due to a revision of requirement from PT planning.

West

- Albany Highway South Upgrade (Sunset Road to SH18): NZTA requested a parallel estimate to the original cost estimate supplied in the feasibility study provided earlier to them to be submitted before any decision can be made on the funding application for this project.
- Te Atatu Road Corridor Improvements: Property acquisition continues to progress well.
- Lincoln Road Corridor Improvements: Options for this corridor are being analysed to assess the effects of a solid median and transit lane prior to completion of the preliminary design.

Infrastructure Development

The following activities were completed during the reporting period or scheduled for activity during the next reporting period:

North-West

Glenfield Road Upgrade Stage 4 Update

- Works are continuing on time and budget to complete by mid-2013. Works completed include two major retaining walls and the majority of services relocations, including bulk Watercare mains. Two further large retaining walls are due for completion in October along with several smaller boundary walls. Private property connections for power and Telecom continue which will then allow the removal of the remaining power poles.
- The first section of road widening excavation has commenced along with reconstruction of service lanes. Night time works for cross road connections of stormwater and traffic signal ducting continue.

Works Commenced

Taharoto Wairau Upgrading Stages 6 and 8

- This project includes the upgrade of the Wairau, Taharoto, Forrest Hill Intersection and also includes the replacement and widening of one of the road bridges in Wairau Road. Commencement on site is scheduled for November and construction is expected to take 11 months.

South-East

Works Commenced

Glenbrook-Kingseat Intersection

- Agreement for the land needed for the construction of the round-a-bout at the intersection has been signed by both the land owner and Auckland Transport, the legalisation process is progressing.
- King-Queen Constable intersection improvements – NZTA funding application is being prepared for lodgement.

Works out to Tender

- Pukekohe Farmers Precinct (streetscape contract) – Tenders have now closed and are under evaluation.
- Pukekohe Town Square Revitalisation – Statement of Interest and Ability has closed.

Works to Tender Next Period

- King-Queen Constable intersection improvements and the final stage for the Waiuku Town Centre revitalisation project – It is to be tendered subject to funding confirmation.

Central/CBD

Tiverton/Wolverton Road

- Consent for Whau culvert and stormwater works has now been obtained.
- Contractor fully established on site and is ramping up construction activity as weather improves. The first stage of service relocation works on the south side of Wolverton Road has been completed. Stormwater separation works for the next stage in parallel with directional drilling works on Tiverton Road north side are underway. Work along the frontage of Olympic park has commenced.
- Design at Blockhouse Bay intersection has now been finalised.

Works Commenced

- Domain Drive retaining wall project is underway
- Tamaki Drive, Kelly Tarltons minor safety works now completed.

Public Transport & Facilities

Works Commenced

- Hobsonville Wharf Construction, demolition of the old pier is complete, temporary staging works are underway.

Works out to Tender

- Beach Haven Ferry Terminal Upgrade - tenders have been evaluated and awarded. Work includes the construction of a new gangway, pontoon and associated canopies.

Works to Tender Next Period

- Hibiscus Coast Busway Construction of Stage 1, which includes the construction of a hundred vehicle carpark, a 550m adjacent roadway, a four leg signalised intersection on Hibiscus Coast Highway and associated drainage and landscaping works.

CBD Streetscapes

Works Commenced

- O'Connell Street Shared Space/Street Upgrade – Public consultation completed and design being modified to reflect the feedback.

Works out to Tender

- Fort Street Stage 3 Shared Space Project (East End) – Contract has been awarded.

5 COMMUNICATIONS AND PUBLIC AFFAIRS (Wally Thomas)

5.1 Executive Summary

Consultation has begun on the Regional Public Transport Plan (RPTP).

A major focus is on marketing communications for the launch of AT HOP.

Marketing and communications support is also being provided for a number of initiatives and campaigns including the World Triathlon Championships, AMETI, and changes to parking in the CBD.

5.2 Key Initiatives

HOP

Marketing collateral to support ticketing changes and the removal of on-board sales has been produced. In addition further collateral has been produced to promote the use of new ticket and top up machines across the train network. Marketing activity includes ambassador support across stations, flyers, posters on board and on platform, as well as signage and branding of machines.



For an overview of the AT HOP Communication Strategy, please refer to Attachment 3.

Events/

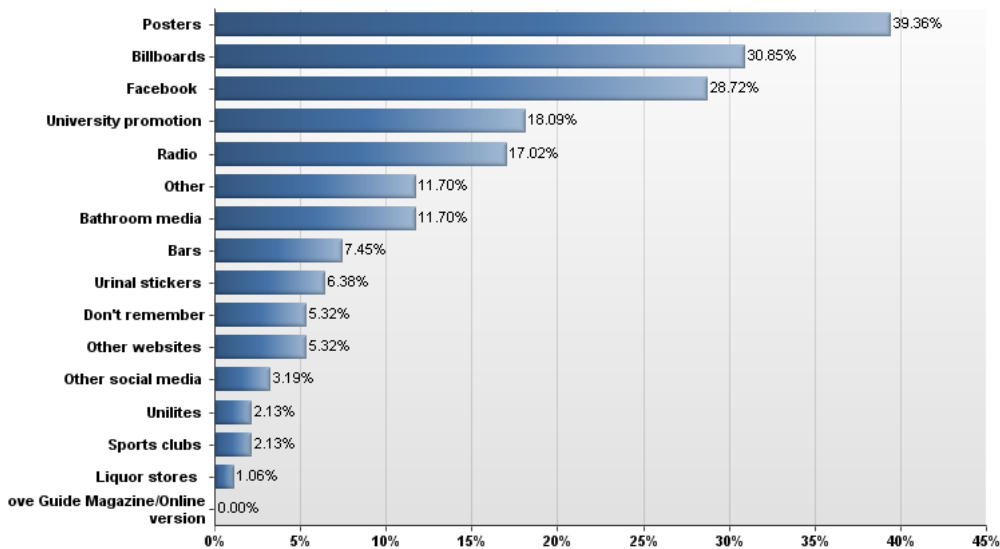
Road Closures

Significant planning has gone into supporting the Triathlon World Champs which will be hosted in Auckland from Sunday 14 – Monday 22 October. Over the 3 main race days there will be major road closures, parking restrictions, bus stop relocations and bus route diversions. Additional train services will operate and a small number of bus services will be supplemented. A media schedule to support the activity will run from the week prior to the first event.

Road Safety (Alcohol) ‘Sober Driver Sorted’ Campaign

Results from the evaluation were strong given the relatively low advertising spend for the campaign. Some 28% of people surveyed said they were aware of the ‘Sober Driver Sorted’ campaign. Post research comments were very strong and there was good recall of the main campaign messages. The main campaign element, the ‘sober driver selector’ online Facebook game, was very popular.

Where people saw the ‘Sober Driver Sorted’ campaign:



Creative concepts for the summer sober driver campaign have been developed. The campaign will target young adults attending Christmas parties. An electronic direct mail will be distributed to workplaces in December, reminding people to arrange ‘sober drivers’ before Christmas parties.

Slow Down Around Schools Campaign

A “Slow down around schools” campaign utilising bus-backs and radio and print advertising began immediately following the school holidays. This has been developed to address unsafe speeds around schools and seek to raise motorist awareness of the increased presence of children leading into the new school term.

The objective of this campaign is to achieve a reduction in speed related crashes targeting speed around schools. The media channels selected for the campaign are; bus back advertising, print media and radio. School gate events are also planned to coincide with the roll out of the campaign scheduled for the start of term 4 in October 2012. An example of the media used for print material is shown below:



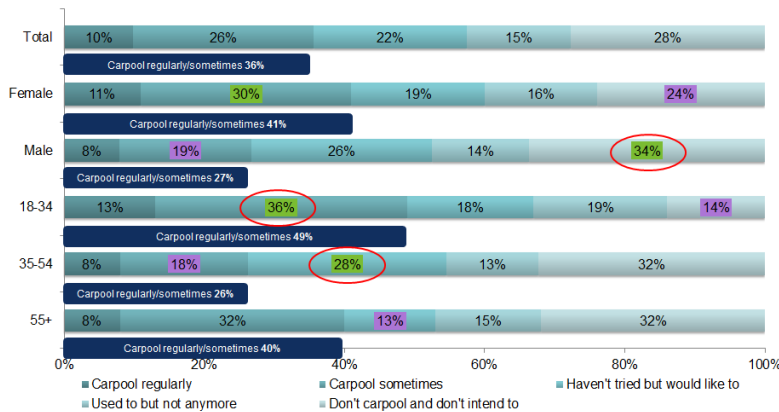
Carpooling

Following on from the successful launch of the 'Let's Carpool' website and programme (with over 1,300 people registered along with four new companies: Westpac, Greenpeace, Auckland District Health Board and Unitec) a research and evaluation exercise has provided some useful insights:



Uptake of carpooling

Overall, slightly more than a third respondents carpool regularly/sometimes (36%). Interestingly, females are more likely to carpool (41%) than males, who are more likely to be unwilling to give it a go (34%). Younger Aucklanders appear more receptive towards carpooling and 49% of them carpool regularly/sometimes. While those aged 35-54 likely to have not tried it but would like to (28%). 55+ are less likely to be willing to try it (13%).



AMETI

As reported last month community open days, shopping centre and library displays on this project continue to be well patronised. A recent survey of over 400 residents was undertaken to determine the effectiveness of the communication and information campaigns.

Results are extremely encouraging with over 40% of people aware of the overall project, its components, and key timelines etc. These results (Attachment 4) will be used to further refine the communications programme.

In coming weeks the focus of communications is around a major traffic shift on Ellerslie-Panmure Highway to allow for the bridge to be demolished and replaced. This includes briefing key stakeholders, letter drops to the local community, print, radio and online advertising.

Research

- Planning for our new Roving 'Customer Satisfaction Survey' is complete following sign off of Questionnaire from internal stakeholders. This will be in field in October.
- The Public Transport 'Customer Satisfaction Survey' is in the field now on buses, trains and ferries, including updated measures to better align with NZTA.
- School and Workplace Travelwise surveys are continuing on an on-going basis.
- AT HOP trial research is in progress. Staff trialists are using AT HOP cards on trains now, with public trials to follow.

Parking

City Centre Parking Zone

A campaign has been developed to advise of the new Central City Parking Zone. This campaign includes; a mail drop to central city residents, press advertising, leaflet drops at AT car parks and adshels advertising. The campaign start date is 12 November. 'Heart of the City' is supporting the initiative.

Communications

- Consultation has begun on the draft RPTP. Staff have been heavily involved in the preparation and design of the document itself, as well as supporting information (summary document etc) and the consultation programme. Consultation closes on November 5. Labour’s transport spokesperson, Phil Twyford, MP, was briefed at his request.
- Communication support continues to be provided for the Tiverton-Wolverton roading project. Consultation with affected residents, schools and businesses is planned for the next 2 weeks. A direct mail pack has been developed in conjunction with the New Lynn Business Association promoting transport options in the New Lynn area. Mailing is planned for the end of October
- Early planning has begun for the opening of the Hobsonville wharf in February 2012. This will be delivered in partnership with the Hobsonville Land Company. Both the Prime Minister (the wharf is in his electorate) and the Mayor are booked to attend (date Sunday 3 February- but subject to change). Meanwhile, discussions are underway for a suitable celebration of 100 years of Britomart in late November. This will be used to leverage profile for the EMU and CRL projects in particular.

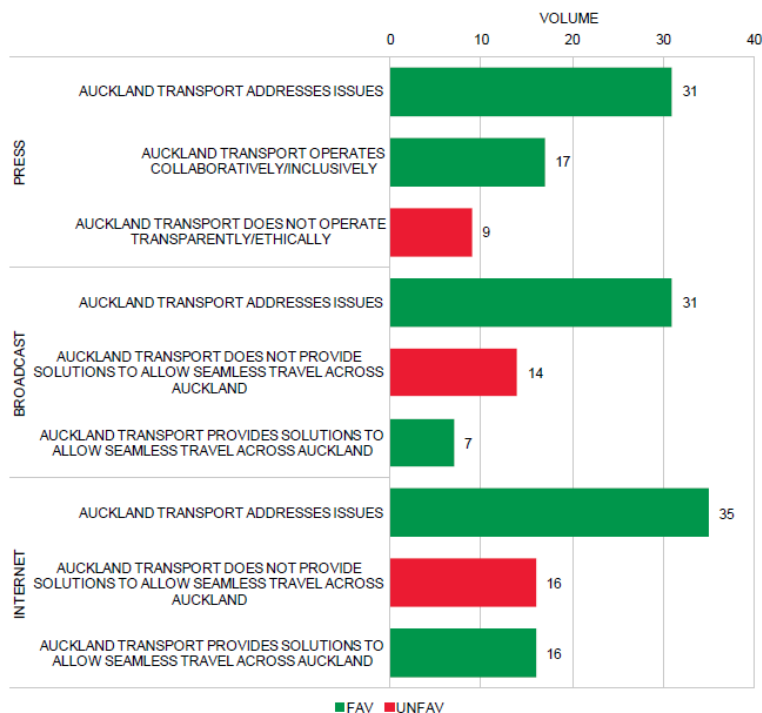
Media Analysis

Auckland Transport was discussed in 288 relevant reports between 23 August and 22 September, a small increase from July–August. Public transport continued to be the main focus of reporting, despite decreasing in volume to 94 reports (32.6% of total coverage). Reports that focused on traffic management were again relatively frequent and represented 18.4% of coverage.

Coverage was largely neutral or favourable, primarily the result of fewer unfavourable reports than last month, when the possible termination of Auckland Transport’s contract with Snapper Services dominated coverage.

Other prominent topics of reporting this month included:

- The rollout of AT HOP card machines at train stations throughout the network;
- The installation of Thales integrated ticketing technology in Auckland’s non-NZ Bus fleet;
- Auckland Transport’s revamped central city parking scheme.



HOP

HOP was mentioned significantly more often (59 reports) than last month (27), due to coverage of several related subjects. The main stories were the rollout of AT HOP machines, the installation of Thales hardware on some Auckland buses and Auckland Transport's termination of its contract with Snapper.

City Rail Link (CRL)

The number of reports on the CRL decreased to eight from 13 in July–August. The CRL was predominantly mentioned in passing, as part of wider discussions on other transport issues.

EMU Trains

EMU trains were mentioned slightly more often (11 reports) than last month (nine). The Auckland Transport Blog included a post about an EMU mock-up on public display at the Museum of Transport & Technology (MOTAT), while mainstream media tended to mention the EMUs in passing.

Commercial

As reported last month, an EOI for Advertising Concessions was released to the market. We have now received 14 responses from both national and international (Australia) organisations. The responses are currently being evaluated.

A series of presentations to potential corporate partners for sponsorship of Community Transport programmes has been well received. These programmes have an exposure to the community of around a third of the region's population (500,000 people), making them an attractive proposition for potential sponsors.

6 KEY RELATIONSHIPS UNIT (Alan Howard-Smith)

6.1 Executive Summary

Planning and engagement phases continue for major projects such as AMETI, CRL, SMART, and the Draft Auckland Regional Transport Plan. Engagement with Council is high across all work areas, particularly Finance as the Annual Plan discussions are underway.

There is increasing awareness by Members of Parliament across Auckland about works in their areas of interest.

6.2 Key Relationships

The unit is concentrating on Council-Auckland Transport and Local Board-Auckland Transport engagement as preparations intensify for a number of initiatives in 2013.

6.3 Elected Member Liaison Unit

The Elected Member Liaison Unit continues its “normal business”, liaising closely with all Local Boards, facilitating the resolution of elected members’ concerns, arranging their input into AT processes, taking part in Local Board workshops and reporting to their monthly public meetings over a range of Auckland Transport activity. Specific points to note during the month:

- Engagement with Local Boards over the RLTP is continuing. The EMLU Manager is now playing an active role in the internal RLTP Working Group, which greatly facilitates the flow of information to elected members.
- The trimming of a tree in Piha escalated to Councillor level and the Waitakere Local Board has requested further options so it can advise AT on the community’s preference.
- Otahuhu-Mangere Local Board reported concerns to Transport Committee about Wadden Place and Windrush Close in Mangere.
- Great Barrier Island Local Board reported issues about road sealing on Great Barrier Island to Strategy and Finance Committee in October.
- A workshop was held for the Papakura Local Board to explain the circumstances in which AT prefers traffic lights to roundabouts for intersection control.
- EMLU is facilitating collective discussions with several southern Local Boards in relation to Multi-Modul East West Strategy.
- EMLU has received feedback from Local Boards regarding their priorities for new footpaths, on behalf of the Walking and Cycling Team.
- The next Quarterly Reports will be delivered to Local Boards in November.
- EMLU undertook a briefing workshop for Local Board Chair’s and transport portfolio holders on the Regional Public Transport Plan and the Regional Cycle Network on behalf of the relevant AT departments.
- Auckland Transport is working through the first set of applications to the Local Transport Fund. Results of initial assessments will be with Local Boards in November. Eight of the twenty-one Local Boards have provided applications to this fund.

6.4 Local Board, Councillor and MP Engagement Programme

4 October	Local Boards briefing on draft Regional Land Transport Plan
7 October	Briefing MP Julie Ann Genter, Green Transport Spokesperson, on the draft Auckland Regional Transport Plan
10 October	Auckland Transport Board tour of construction sites
25 October	Governing Body meeting. Mayor presents draft Annual Plan for consideration.
1 November	Strategy and Finance Committee
7 November	Transport Committee
7 November	CCO Strategy Review Committee
8 November	Accountability and Performance Committee
21 November	Auckland Council – Central Government officials group – presentation of Integrated Transport Strategy
27 November	Minister Brownlee and MP Sam Lotu-liga visit AMETI

6.5 Maori Engagement – Mana whenua (Iwi)-Mataawaka

AMETI

AMETI engagement continues with the impact of the phase 2 part of Package 1 upon Mokoia pa and the Mauinaina village still a concern for mana whenua.

A hui held with mana whenua on 27 September and a site visit conducted over the Package 4 (Pakuranga to Botany) sections. Te Wharau (native land block) was discussed in the context of the Tamaki River bridge additions and storm water management issues (see image below).



Four of six Maori Values Assessments¹ have been received for the project. Mana whenua engaged with are Ngati Paoa, Ngati Whatua Orakei, Ngaitai ki Tamaki, Ngati Te Ata, Te Akitai Waiohua, Ngati Tamaoho.

Southern Multimodal Airport Rapid Transit

Engagement has been stepped up with a hui held with Te Akitai Waiohua on 11 September and the draft routes were presented to mana whenua. Hui with other mana whenua are being planned the month of October with a planned staged Maori Values Assessment process to be adopted as the project becomes more defined.

¹ Maori Values Assessments are a tool that Auckland Transport is adopting to request the values of mana whenua in writing to ascertain how their values may be included in a project at an early stage. The key information sought is the relationship mana whenua have to the geographic location of the project. This may include information about adjacent streams, rivers, mountains, or places of cultural significance to mana whenua. Auckland Transport can then recognise and provide for that mana whenua relationship, or make provision for input into decision-making. This may be used to contribute to either statutory processes, or to Auckland Plan outcomes relevant to the project.

7 STRATEGY AND PLANNING (Peter Clark)

7.1 Executive Summary

Strategy and Planning focused on key activities including:

- Regulatory Planning
- Corridor Management Plans
- SMART- South-western Multi-modal Airport Rapid Transit
- Regional Land Transport Programme

7.2 Planning and Policy

Spatial Planning

The draft Mangere-Otahuhu area plan is currently available for public consultation, with comments closing end of September 2012.

It is proposed that the Hibiscus and Bays Area Plan be available for public consultation in October/November 2012.

Regulatory Planning

Operative District Plan

Through responding to council plan changes, private plan changes and notices of requirement Auckland Transport ensures that land use and transport are integrated. Map 1 shows the location of plan modifications that AT are involved in and their current status.

Unitary Plan

The Unitary Plan, currently under development by Auckland Council, will become the key regulatory tool to manage development on land and water. It will replace the existing district and regional plans of the former councils and be the principal regulatory tool to implement the Auckland Plan.

From September to November, Local Boards will be meeting with key stakeholders and community groups to gather information and ideas that will be used to prepare the initial draft Unitary Plan. This draft plan will then be available for public discussion between March and June 2013 with formal notification planned for September 2013.

Auckland Council has recently prepared 'packages' of proposed content for the Unitary Plan as part of this engagement process. Auckland Transport, along with partners the New Zealand Transport Agency and KiwiRail, will be reviewing these packages and providing comments to Auckland Council to assist in the development of the March version of the Unitary Plan.

Corridor Management Plans

Map 1 shows the location and status of Corridor Management Plans (CMPs) nearing completion. CMPs identify short, medium and longer-term projects for delivery in response to growth and land use changes. The first five CMPs shown on Map 1 are nearing completion and are due to go to the CMP Project Steering Group (PSG) on 28 November. An overview of the CMP findings will be provided at the next suitable Board meeting following the PSG.

Table 1 below provides an overview of the CMPs proposed for 2012/13. They reflect approximately one third of the 3-year funding outlined in Table 3 in the RLTP section of this report.

Table 1: CMPs for 2012/13

CMPs for 12/13	Status	Completion date
Central Isthmus Area		
Tamaki Drive, Ngapipi Road, Kepa Road, part of Kohimarama Road)	Scoping	End June 2013
Balmoral Road	Scoping	End June 2013
Southern Initiative Area		
Great South Road Stage 2 (from Manukau Central to Otahuhu)	Scoping	End June 2013
East Tamaki Road, Springs Road and Harris Road	Scoping	End June 2013
Western Ring Route Area		
Rata St, Ash St and Great North Road (from Rata St to Henderson Town Centre)	Out to tender (closes 18 October)	End June 2013
Northern Group		
East Coast Road Stage 2 (East Coast Road from intersection with Forrest Hill Road and including Kitchener and Hurstmere Roads as well as Forrest Hill Road and Taharoto Road)	Scoping	End June 2013
Albany Expressway/Greville Road (up to intersection with Coatesville-Riverhead Highway)	Scoping	End June 2013
City Centre		
City Centre East West Study (Victoria St, Wellesley St, Mayoral Drive)	Tenders closed 4 October	End June 2013
Fanshawe St/Customs St/Beach Road	Scoping	End June 2013
Hobson/Nelson	Scoping	End June 2013

Henderson to Albany Rapid Transit Bus Corridor

The Henderson to Albany Rapid Transit Network Project will identify a bus rapid transit route suitable for route protection that will connect Henderson to Albany via Westgate and other locations along the SH16 and SH18 corridor. The Project will be completed by December 2012.

SMART- South-western Multi-modal Airport Rapid Transit

SMART is a joint project between Auckland Transport, Auckland Council, New Zealand Transport Agency, KiwiRail and Auckland Airport to identify the preferred multimodal transport routes to and from the Airport including destinations in between and preparation of documentation for route protection.

To successfully address the transport issues facing the area, transport improvements include the following:

- Rapid Transit connections to Auckland Airport
- State highway upgrades
- Local road improvements
- Land use changes that will be facilitated by the improved accessibility
- Complementary local bus service improvements
- Walking and cycling improvements

The current focus is developing the preferred route alignments and stations to future proof the rapid transit network as well as roading, walking and cycling. The Auckland Plan has rail to Auckland Airport and improved airport road access (SH20A and SH20B) commencing between 2021 - 2030.

The timing of the key elements of SMART is shown below:

Table 2: Timings of SMART



Recommendations on the preferred route alignment for route protection will be available in January. Phase 2 will be completed by March 2013.

Integrated Transport Programme (ITP)

The draft ITP will be finalised after incorporating the results of the City Centre Future Access Study (expected by the end of October). It will be brought to the Board for adoption in November.

Designations

Designations are a legal planning mechanism from the Resource Management Act that allows requiring authorities such as AT, AC and Network Utility Operators to:

- protect future or existing routes and facilities
- provide for the acquisition of land; and
- provide planning approval for works.

AT acquired just under 400 designations from legacy councils, which have now been assessed, and in June 2012, those that were still required were submitted to Auckland Council to be introduced into the Unitary Plan process.

In June 2012, AT lodged an application to designate the local road network (region-wide). The designation seeks to gain planning approval for maintenance, renewals and minor improvements in the road corridor without requiring resource consents and in a regionally consistent manner.

The Network Utility Operators raised concerns about the designation in the belief that it could effect their operations. AT is now working collaboratively with the Network Utility Operators and the council to explore an alternative approach through the forthcoming Unitary Plan. The lodged application will remain in place until AT is satisfied that the alternative meets its requirements.

Upper North Island Strategic Alliance (UNISA)

Auckland Transport is participating in two initiatives as part of the programme for UNISA.

The first of these is being led by NZTA and is to develop a “UNISA Freight Story”, based on ‘*reducing the cost to do business in New Zealand – through an Upper North Island lens*’. This will inform decisions on key regional land use and infrastructure and investment to improve the economic performance of the Upper North Island and New Zealand. A series of regional workshops are being held to identify the top economic and infrastructure strengths, the key obstacles to enhancing economic performance, and the key areas to reduce the cost to do business. The results of the workshops will be reported to the UNISA Mayors and Chairs Forum in November 2012. Follow up work will be completed for reporting to the March 2013 forum.

The second initiative is the Port Technical Study. The work has been divided into two phases. The first phase is aimed at determining the demand for access to the sea ports in the Upper North Island and is expected to be completed in December. This is being funded by the UNISA partners. The next phases will focus on the future role of the individual ports and as informed by the outcome of phase 1. These will be led by the individual partners and Auckland Transport will be partnering with Auckland Council in this phase of work for Auckland.

State Highway Revocation

Approximately 50 Kilometres of Auckland roads have had their State Highway status uplifted and their ownership has been transferred from the NZ Transport Agency to Auckland Council, and they will now be maintained and operated as local roads by Auckland Transport. The sections of road are listed below and include the name each road will revert too.

- SH16, (**Shipwright Lane and part of Parnell Rise**). Parnell,
- SH16, (**Fred Taylor Drive**), from Westgate overbridge to Don Buck Rd roundabout,
- SH16 (**Fred Taylor Drive**) from Don Buck roundabout to Sh16/Brigham Creek Road,
- SH18, (**Hobsonville Rd**) from Westgate overbridge to Monterey Park,
- SH18A, Greenhithe (**Albany Highway and Upper Harbour Drive**) from Upper Harbour Highway (new SH 18) to Tahinu Road/new SH 18.
- SH20 (**Redoubt Rd**) from SH1 off-ramp (South Bound) to Manukau Station Rd
- SH20 (**Great South Rd**) from SH1 off-Ramp (North Bound) to Manukau Station Rd
- SH20, (**Manukau Station Rd**) from Redoubt Rd to Lambie Drive/Druces Rd,
- SH 20 (**Wiri Station Rd**) from Lambie Drive/Druces Rd to Roscommon Road,
- SH 20 (**Roscommon Rd**) for Wiri Station Road to the new SH 20/Cavendish Drive,
- SH 17 (**Albany Expressway**) from Mercari Way/Bush Road to Albany Highway,
- SH 17 (**Dairy Flat Highway**) from Albany Highway to SH1 at Silverdale, and
- SH 17 (**Hibiscus Coast Highway**) from SH1 at Silverdale to SH1 at Puhoi.

7.3 Planning and Programming

2012/2015 Auckland Regional Land Transport Programme (RLTP)

During September, 15 new funding applications totalling \$1,417,644,110 were submitted to NZTA for consideration. Four applications worth \$1,389,010,767 have been approved by NZTA, while the remaining 11 applications worth \$28,633,343 were awaiting approval.

Table 3 – September 2012 Recommended Schemes to NZ Transport Agency

Project name	Description	Activity Class	Phase	Cost	Comments (AT)	Outcome (NZ Transport Agency)
September 2012						
2012-15 PT EMU Capex - Rolling Stock Purchase-Financing Cost	Financing & purchasing of 57 EMUs (Electric Multiple Units) to form part of Developing Auckland's Rail Transport (DART) and Auckland Electrification Project (AEP).	PT Infrastructure	Construction	\$15,074,726	Recommended	Awaiting approval
2012-15 EMU Depot Capex-Financing Costs	Provision of storage and maintenance of the rail rolling stock.	PT Infrastructure	Construction	\$3,466,318	Recommended	Awaiting approval
Public Transport Programme 2012/15	To financially support AT public transport services.	PT Services	Implementation	\$730,711,327	Recommended	Approved
Maintenance , Operation & Renewal Programme for 2012-15 Local Roads	Opex budget for maintenance, operation & renewal of Local Roads.	Maintenance & Renewal	Construction	\$576,166,102	Recommended	Approved
2012-15 Road safety promotion	The activities are a combination of road safety education, promotional & engineering initiatives that promote cycle/pedestrian safety, increase driver awareness and implementing skills training programmes.	Road Safety Promotion	Promotion, Education, Advertising & Construction.	\$28,813,561	Recommended	Approved
Minor Improvements for local road and public transport - 2012/15	Minor improvement works including all related investigation, design and construction leading to infrastructure improvements.	Improvement & Replacement of Local Roads	Construction	\$53,319,777	Recommended	Approved
Albany HWY Upgrade - South (sunset to SH 18)	Design of 1.7km stretch of arterial road linking Albany Highway North and Glenfield Road in the south. Mainly capacity & safety improvements.	Improvement & Replacement of Local Roads	Design	\$2,646,000	Recommended	Awaiting approval
Emergency Works, 3-4 July 2012 Storm damage - various sites in Rodney.	Immediate response and emergency reinstatement works after the storms include clearing overslip debris, clearing blocked drains and culverts, uprooted trees and installing warning sign for motorists, carried out at various locations in the north of Auckland.	Maintenance	Construction	\$120,340	Recommended	Awaiting approval
2012-15 Corridor Management Plans (CMP) Central Isthmus	CMPs to identify projects and management strategies on Balmoral Rd, Mt Eden Rd, Manukau Rd & Great South Rd Stage 3.	Transport Planning	Study	\$810,000	Recommended	Awaiting approval
2012-15 Corridor Management Plans (CMP) City Centre	CMPs to identify projects and management strategies on Albert St, Wellesley St, K,Rd, Fanshawe St, Victoria St, Waterfront access, Sturdee St, Beach Rd, Customs St, Hobson & Nelson St.	Transport Planning	Study	\$3,000,000	Recommended	Awaiting approval
2012-15 Corridor Management Plan (CMP) Southern Initiative Area	CMPs to identify projects and management strategies on Great South Rd stage2, East Tamaki Rd, Massey Rd and Favona Rd James Fletcher Drive, Karaka Rd.	Transport Planning	Study	\$840,000	Recommended	Awaiting approval
2012-15 Corridor Management Plan (CMP), Western Ring Road Network Plan	CMPs to identify projects and management strategies on Gr North Rd, Ash St,Rata St, Mt Albert Rd, St Lukes Rd, Sandringham Rd, New North Rd, Te Atatu Rd, Swanson Rd and Don Buck Rd.	Transport Planning	Study	\$1,500,000	Recommended	Awaiting approval
2012-15 Corridor Management Plans (CMP) Northern Group	CMPs to identify projects and management strategies on Albany Expressway, East Coast Rd, Onewa Rd, Wairau and Whangaparaoa Rd.	Transport Planning	Study	\$760,000	Recommended	Awaiting approval
Preventive Maintenance - Sabulite Road RP 480	Slip repair of Sabulite Rd at Route Position (RP) 480 along a stream by installing a gabion retaining wall to prevent road collapse & traffic disruption.	Maintenance	Construction	\$122,840	Recommended	Awaiting approval
Preventive Maintenance - South Titirangi Road RP 1240	Slip repair of Titirangi Rd at Route Position (RP) 1240 by constructing of palisade wall to stabilise a slumping slope supporting a busy road to prevent road collapse by taking timely proactive action.	Maintenance	Construction	\$293,119	Recommended	Awaiting approval
Total new schemes				\$1,417,644,110		

Notable in the monthly review were:

- Approval for operational funding of Road Maintenance, PT Services, Road Safety promotion and Minor Improvements. These activities are approved in a single block of funding at the beginning of each year.
- Applications for a number of corridor management plans. These plans identify projects for construction and management strategies to improve the efficiency and effectiveness of the road network and the integration with surrounding land uses. This funding will allow for three years of transport planning to be undertaken.

The first applications for funding under NZTA's delegated funding authority are being considered. Under the new delegated authority AT will have the ability to approve the use of NZTA funding on projects less than \$5m. This will make the funding process more streamlined and efficient.

Map 1 – Plan Change and Corridor Management Plan Locations





Plan Change and Corridor Management Plan Locations



Plan Change and Corridor Management Plan Locations



8 SPECIAL PROJECTS (Claire Stewart)

8.1 Executive Summary

The key progress areas for the projects in September included:

- final design of the electric trains (EMUs)
- first section of trackwork laid at the Depot
- evaluation of the shortlist of options for the city centre future access study

8.2 EMU Projects

EMU Mock Up

The Electric Train mock up has been at MOTAT now for the past two months. MOTAT have recently erected a large banner on the Great North Road side of the facility encouraging people to visit the mock up.

A headcount on the final Saturday of the October school holidays (poor weather) revealed approximately 45% of all those visiting MOTAT also viewed the mock up. MOTAT average daily attendance figures are circa 800 people, however attendance is heavily influenced by weather, weekends, school holidays and free entry for Auckland resident promotions. Based on this percentage of patronage the mock up has exceeded the exposure it achieved at Queens Wharf. MOTAT will be incorporating the mock up into their education programme in the New Year and there will be further promotion once it moved to its final destination.

EMU Delivery Project

Design

The last design stages of the project are progressing well with the submission of the final design documentation being approximately 30% complete. The train design is progressively becoming frozen as the details are reviewed and closed out. Members of the Project Team are currently in Spain to review the design information, provide "on the spot" answers and clarifications, and also to witness type testing and First Article Inspections of the various equipment and systems from both CAF and their suppliers.

The design of the Driver Training Simulator is well underway. The simulator manufacturer (Lander) will be in Auckland in the first week of October to film and photograph the entire rail network so that they can develop the moving imagery that is a key part of the simulator functionality.

Production

The production of the first vehicles is proceeding steadily and many steel sub-assemblies are now finished and waiting to be welded together to form a complete vehicle. CAF are experiencing some difficulty with deliveries of steel, particularly where they have used sections which are not widely used in the required grade of steel. This has caused CAF to re-sequence some of the assembly work to preserve the programme and they have put in place preparations for working extra time if it is necessary.

The type testing of equipment and systems is beginning to escalate as expected. Tests for the main propulsion and braking equipment, and air conditioning systems, are scheduled over the next month.

The photograph below shows the end section of the underframe being welded.



The photograph below shows two underframe sub-assemblies completed and ready for inspection.



Programme

Project activities are continuing in line with the agreed programme. As mentioned above, the steel fabrication has been re-sequenced, awaiting the delivery of some key structural members, but this is not expected to have any impact on the overall programme.

Three Month Look Ahead

The next three months will be dominated by finalising the design detail and commencing production of the first train. Auckland Transport will have a number of staff working in Spain through the latter part of this calendar year to ensure that the last stages of the design proceed smoothly and that proper quality controls and processes are put in place for manufacturing. The team will also be witnessing type testing of equipment at CAF factories and at the principal suppliers.

The steel body for the first vehicle will be completed at the end of November, will be painted in December and will move into the assembly area to be fitted out during the first quarter of 2013.

EMU Depot Project

Filling has recommenced in the southern part of the quarry.

Foundations and pits in the floor are almost complete and almost half of the structural steelwork in the main building has been erected. The first section of trackwork has been laid at the southern end of the site and the first works train is expected onto site in the next week.

The focus in the next quarter will be integrating the major plant supply contracts and minimising any delays to the main construction contract. Construction will focus on civil works, erection of structural steelwork and cladding the main building.



8.3 City Rail Link Project

City Centre Future Access Study

The Project Team progressed work to respond to the Minister of Transport's statements to the Mayor (July 2011). A draft report addressing five of the six Minister's statements was sent to Central Government on 10 August. Responses from Central Government were received on 11 September and are being considered by the Project Team. A draft final report will be completed by 12 October.

The short list options for the City Centre Future Access Study (CCFAS) agreed by Central Government, Council and AT are: the CRL, on street bus (with and without approach treatment) and an underground bus option (with and without approach treatment). The short list options have been modelled and the results are being evaluated. Discussions and collaboration with Central Government is continuing in relation to modelling assumptions. A draft report will be completed for review by AT and Council before the end of October. The CCFAS report will be sent to Central Government shortly after.

Design, Engineering and Delivery

Various optimisation work progressed throughout September. Geotechnical investigations continued through the month.

Planning

Notices of Requirement (Notices) were lodged with Council. Council planners and experts are reviewing the documentation with a view to public notification within this quarter.

Council has appointed five Independent Commissioners to hear submissions and make recommendations on the Notices.

Auckland Council Hearing Committee appointed the following Independent Commissioners on 21 September:

- Alan Watson (Chair)
- David Hill
- Mark Farnsworth
- Graham Wheeler
- Philip Milne

Council has extended the public notification period from 20 to 35 working days.

Communications

Landowner meetings and ongoing discussions continued throughout September. The Project Team also held three proximity landowner seminars during the month (15, 17 and 20 September), attended by circa 70 people.

The Project Team was asked to present to the following groups in September:

- Registered Institute of Chartered Surveyors (RICS) – circa 120 people (18 Sep)
- IPENZ (Auckland Branch) - circa 75 people (25 Sep)
- Council Finance Team – circa 30 people (28 Sep)

The team presented to the Takapuna/Devonport Local Board presentation on 4 September.

Ongoing liaison with sites affected by bore hole drilling investigations continued throughout September.

Property

In late September, Precinct Properties New Zealand (recently changed its name from AMP NZ Office/ANZO) announced its intention to purchase Downtown from Westfield for \$90m. Chief Executive, Scott Pritchard stated *“we’re quite supportive of the [Auckland] Council’s direction in the City Centre Master Plan...also keen to work with the council on the planned demolition of Westfield Downtown to allow the new Central Rail Link...”*

Three Month Look Ahead

Over the next three months the CRL Project team will complete work required to respond to the Minister's statements, progress various optimisation work and progress any associated NoR statutory process work.

APPROVED FOR SUBMISSION by	David Warburton Chief Executive	
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CAPITAL PROJECT PROGRAMME (LARGE PROJECTS) 2012/13 TO 2014/15

Project No	Zone	Project Name	2012/13			2013/14												2014/15						Comments			
			2012/13	2013/14	2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Jan	Feb	Mar
		Note: 1. Project phasing, tendering period and construction cost are indicative.				Investigation / Design Procurement						Construction Procurement						feasibility									
						Investigation Phase						Design Phase						Construction Phase									
Road Projects																											
1	North	Park and ride - Silverdale	\$3.10m	\$5.49m	\$0.00m																						Two stages of construction
2	South	Glenbrook/Kingseat Int Upgrade	\$1.30m	\$0.00m	\$0.00m																						
3	West	Plan Change 15 Area- Precinct C bulk earth work	\$1.93m	\$0.00m	\$0.00m																						New to the list.
4	West	Plan Change 15 Area- Rua South and Waru stub	\$2.60m	\$0.00m	\$0.00m																						
5	South	Flatbush School Rd Murphy's Rd Intersection Improvements - Stage 4	\$1.73m	\$2.92m	\$0.00m																						
6	West	Plan Change 15 Area- Don Buck extension	\$0.15m	\$3.00m	\$0.00m																						
7	Central	Tamaki Dr & Ngapipi intersection - Safety improvement	\$0.25m	\$1.03m	\$0.00m																						Construction phase moved by 4 months
8	Central	Tamaki Drive (Takaparawha Point - Millennium Bridge) Widening	\$0.89m	\$3.02m	\$2.73m																						safety improvement project cost included in this \$0.89m
9	Central	AMETI_Package 2 - Sylvia Park Bus Lane	\$1.05m	\$10.06m	\$4.58m																						
10	West	Plan Change 15 Area- Fred Taylor Drive Widening	\$0.00m	\$0.00m	\$14.00m																						New to the list
11	South	Ormiston Rd Widening (TI Dr-Chapel)	\$0.69m	\$0.00m	\$1.88m																						
12	West	Plan Change 14 Area - Spine Road	\$1.55m	\$0.00m	\$2.02m																						
13	North	Whangaparaoa Road HBC Highway to Red Beach	\$0.72m	\$1.43m	\$16.77m																						Investigation to be finished by October
14	Central	Neilsen Street upgrade - [MMEWS (Multi Modal East West Corridor)]	\$0.58m	\$0.00m	\$0.17m																						
15	East	Murphy's Road Bridge improvements - Detail Design	\$0.06m	\$0.74m	\$0.05m																						
16	North	Smales/Allens/Harris/Springs Rd widening and intersection Upgrade	\$1.03m	\$0.00m	\$0.54m																						
17	South	Mill Road Corridor Upgrade	\$0.91m	\$1.14m	\$7.33m																						
18	Central/South	AMETI - 4 Pakuranga Ti Rakau & Reeves Rd	\$5.32m	\$0.00m	\$15.71m																						Construction phase beyond 2014/15.
19	Central	City Rail Loop	\$110.5m	\$180.86m	\$169.77m																						
20	South / West	South - Western Airport Rail Link (SWAMMCP)	\$1.70m	\$5.31m	\$5.47m																						
Public Transport - Bus Projects																											
21	North	Taharoto/Wairau corridor upgrade (Stage 6 & 8)	\$5.31m	\$4.03m	\$0.00m																						Contract to be awarded in October
22	South	Otahuhu Bus Interchange	\$1.55m	\$0.40m	\$0.00m																						
23	North	Albany Highway Corridor Upgrade - North (Schnapper Rock to SH17)	\$2.83m	\$39.08m	\$15.86m																						Construction phase moved to 2013/14
24	West	Te Atatu Road Corridor improvements	\$3.87m	\$8.49m	\$6.81m																						
25	North	Albany Highway Corridor Upgrade - South (Sunset to SH18)	\$0.44m	\$1.54m	\$1.02m																						Investigation will be finished by October
26	West	Triangle Road/Lincoln Road Bus Interchange	\$0.05m	\$2.01m	\$0.00m																						Project has been initiated in July 2012
27	South	Flatbush to Manukau City Centre (Bus Priority Improvement)	\$0.36m	\$1.18m	\$2.09m																						
28	West	Lincoln Road Corridor improvements	\$0.93m	\$0.59m	\$3.98m																						Design will be finished by December.
29	Central	Dominion road PT Corridor Upgrade	\$3.12m	\$9.25m	\$17.59m																						
Public Transport - Rail Projects																											
30	Central	Mount Albert station - upgrade including concourse works	\$3.15m	\$0.00m	\$0.00m																						
31	North	Sarawia Street Level Crossing Upgrade	\$2.67m	\$3.08m	\$0.48m																						
32	Central	Parnell New station Stage 2 - Station & platform	\$0.88m	\$4.5m	\$0.00m																						Construction phase moved to 2013/14
33	West	Swanson Station Upgrade	\$0.24m	\$1.2m	\$0.00m																						Construction phase moved to 2013/14
35	South	Puhinui Station Upgrade	\$0.00m	\$0.82m	\$0.00m																						Design to be commenced by 10/13/14
Public Transport - Ferry Projects																											
36	Central	Downtown Ferry Terminal Pier 2	\$0.40m	\$0.63m	\$0.00m																						Moved out to 2013/14
37	South	Half Moon Bay Ferry Terminal & Vehicular Ferries	\$0.10m	\$1.13m	\$7.05m																						Construction phase beyond 2014/15
Walking and Cycle Projects																											
38	Central	Walking and Cycling improvements Auckland Domain	\$0.55m	\$0.00m	\$0.00m																						1st stage of construction by Oct 2012
39	West	Cycle way; Don Buck (Triangle to SH16) - Stage 2	\$0.52m	\$0.00m	\$0.00m																						Stage 1 completed
40	Central	Grt Sth Rd (Wellington St) C/Way	\$0.56m	\$0.00m	\$0.00m																						

SUMMARY OF CIO FINANCIAL PERFORMANCE

1. Monthly Financial Results: September 2012

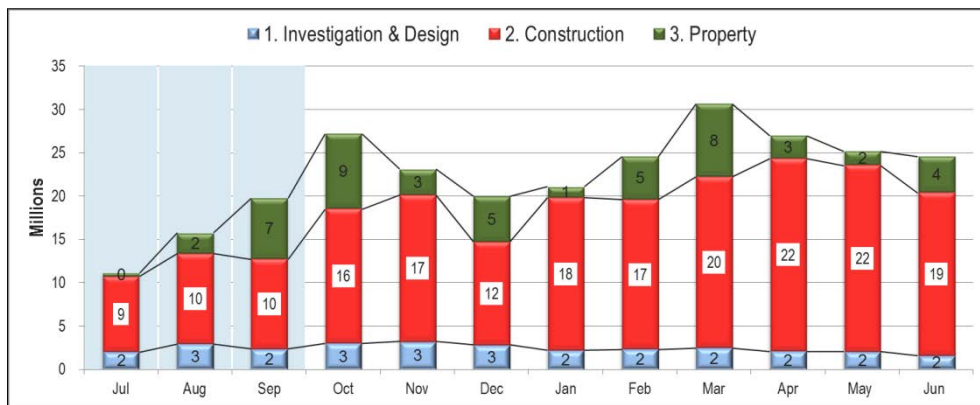
Monthly Results	September	August	July
Budget (as per 19 th Sep)	20.0 m	17.8 m	13.7 m
Forecast	17.8 m	17.0 m	13.9 m
Actual	19.8 m	15.7 m	11.1 m
% of Budget achieved	99%	88%	81%
% of Forecast achieved	111%	93%	80%
YTD Spend (2012-13)	46.6 m	26.8 m	11.1 m
YTD Spend (2011-12)	34.9 m	22.0 m	9.0 m

Yearly Results	V3 F/C (Sep)	V2 F/C (Aug)	V1 F/C (Jul)
Fiscal Envelope	243 m	240 m	240 m
latest Forecast	270 m	271 m	274 m
YTD Spend	47 m	27 m	11 m
Balance to spend	196 m	213 m	229 m
Forecast over/(under) spend	27 m	31 m	34 m

Key Implications

- *Highest monthly spend to date. September spend increased by \$4.1m compared to August. Q1 2012-13 spend up by \$11.7m (+34%) compared to Q1 2011-12.*
- *September spend was 111% (\$2m) of Forecast. Key variances are:*
 - *Property **\$5m (overspend)** – AMETI Panmure Phase 1, 2 & 4 Property Purchase.*
 - *Construction **\$500k (overspend)** – Glenfield (\$1m), AMETI (\$500k) overspend offset by underspend in Flat Bush (\$300k), Tiverton (\$400k) and others (\$300k).*
 - *Investigation and Design **\$800k (underspend)***
 - *Early recovery from KIWI Rail **\$2.7m** towards AMETI Package 1, Phase 1*
- *CIO fiscal envelope was increased by \$3m due to additional Property Budget (revised per 19th September) to AMETI. Latest forecast results indicated \$1m reduction compared to previous Forecast.*
- *The Forecast vs. Budget gap is now at \$27m. Key drivers for the gap are attributable to AMETI Land \$7.1m; AMETI package 1, Phase 1 Construction \$10.6m; Manukau City Rail Link \$2.7m; NORSGA \$4.7m. This gap is now required to be managed within the remaining fiscal envelope of \$196m.*

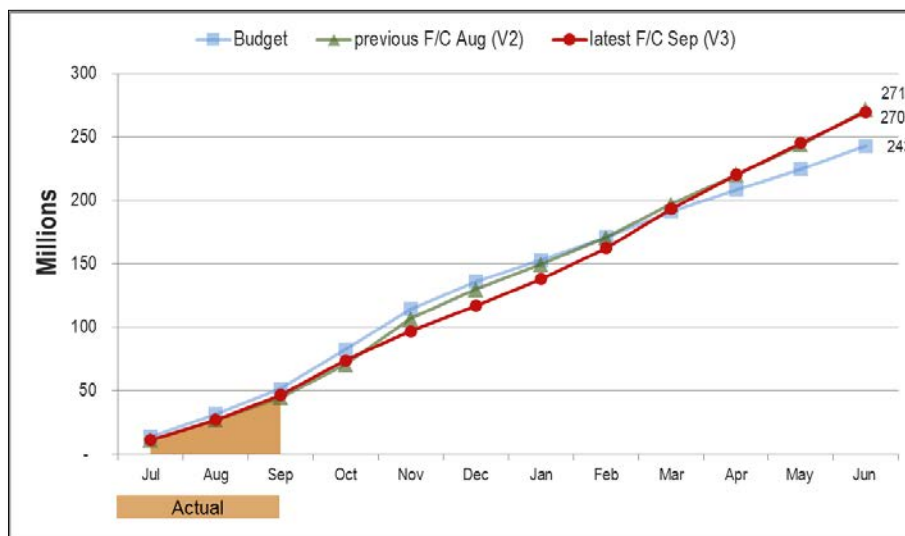
2. CIO Monthly CAPEX Forecast (Jul - Sep Actual & Oct – Jun Forecast)



Note:

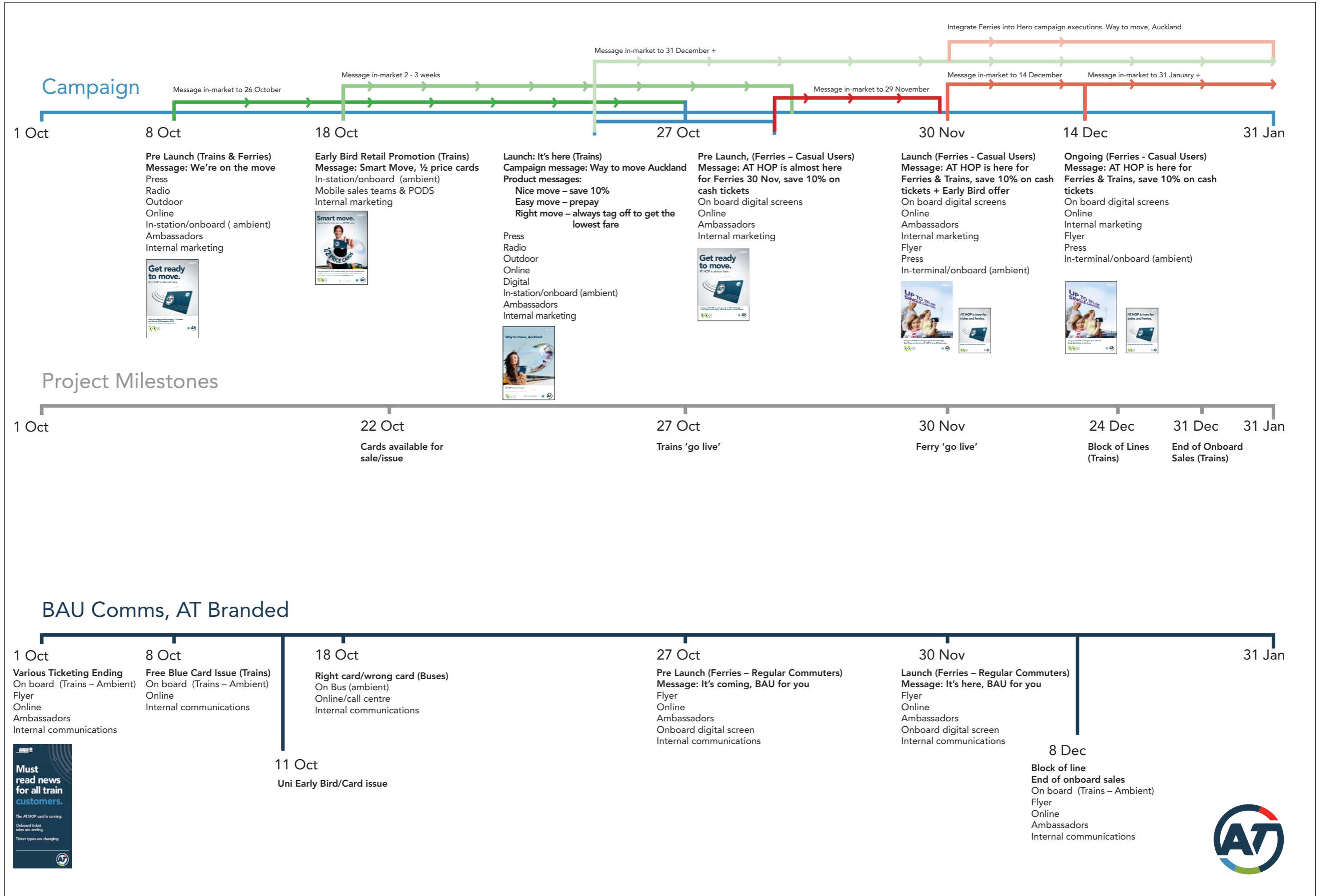
- Property forecast in October includes property purchases for AMETI Package 4 (Pakuranga \$3m), Smales Allens Rd (\$700k) and Waiouru Peninsular Land dispute (\$3.5m).
- Property Forecast for March includes \$6m of AMETI purchases (Panmure Phase 1-4 & Sylvia Park).
- Local Board Initiatives (\$10m) and Unallocated Cycleway Programme (\$7m) are phased equally from January to June.

3. CIO CAPEX Cumulative spend



Note:

- The gap (\$27m) between CIO fiscal envelope (V0 Budget per 19th September) and latest forecast is mainly due to the AMETI programme (\$18m) and NORSGA (\$5m) and Manukau City Rail Link (3m).



PROJECT BACKGROUND

With the impending population growth in Auckland's eastern suburbs local governing bodies have set in place a group of projects to assist with transportation development in this area known as the Auckland-Manukau Eastern Transport Initiative (AMETI).

As part of the ongoing management of these projects Auckland Transport is required to keep residents informed of the project progress and plans. To ensure this information is delivered to a consistent standard, Auckland Transport is interested in gauging residents' impressions of (1) the information they have received to date and (2) their perceptions on the roading projects' progressions. Specifically, Auckland Transport is interested in:

- Identifying the current awareness of the AMETI project
- Measuring residents' perceptions of the AMETI project and their perceived impact of the project
- Exploring the impact of current communications campaign and identifying areas for improvement

A telephone survey of n=406 residents within the areas AMETI operates in was undertaken between 13th of September 2012 and 24th of September 2012. Statistical testing was carried out throughout the report to indicate significant differences between key demographic and geographic groups.

KEY PROJECT FINDINGS

A summary of the key findings at the total level is provided below.

Transport Perceptions

- Eighty-four per cent of residents in the AMETI area drive a private car while 26 per cent take public transport and a further 21 per cent walk.
- Fifty-four per cent of residents say that they experience delays or problems when travelling in the East Auckland area (19% always experience delays and 35% sometimes experience delays).
- The problem areas that are most commonly faced by residents are:
 - Pakuranga Highway (15%)
 - Ti Rakau drive (11%)
 - Panmure roundabout (9%)
- Seventy-five per cent of residents believe that there needs to be improvements made to the transport system in these suburbs.
- Residents gave the following ratings regarding improvements to the East Auckland transport system
 - Fifty-one per cent think that improvements to the public transport infrastructure such as stations or bus lanes are either important or extremely important.
 - Forty-seven per cent think that improvements to the public transport services, such as frequency of buses, are either important or extremely important.
 - Forty-three per cent think that improvements to the cycle lanes are either important or extremely important.

- Thirty-nine per cent think that improvements to the roads/intersections are either important or extremely important.
- Twenty-seven per cent think that improvements to the walking facilities are either important or extremely important.

AMETI Awareness

- When looking at the unprompted awareness of current transport improvements in East Auckland, 34 per cent of residents were aware of the Panmure station, 20 per cent were aware of the new busway bridge on the Ellerslie-Panmure highway and 17 per cent are aware of the AMETI project.
- When promoted, 28 per cent of those who had not spontaneously mentioned the project were aware of the project. This takes the total awareness to 41 per cent (166 residents of a total 406 interviewed).
- Those aware of the AMETI project have seen/heard information about the project from local newspapers (50%), newsletters (20%), newspaper inserts or flyers (20%), or via word of mouth (10%).
- Residents feel that the benefits of the AMETI project are:
 - Free up traffic flow / decrease congestion (48%)
 - Encourage greater use of public transport (23%)
 - Faster travel times (19%)
- The biggest challenges to the AMETI project are around:
 - Keeping traffic flowing while working on those areas (39%)
 - Money (18%)
 - Public frustration (18%)
- Of the transport improvements that AMETI is planning, residents were aware of the following:
 - Sixty-nine per cent were aware of the Panmure transport upgrades
 - Fifty-one per cent were aware of the tunnel for the new road at Panmure station
 - Forty-six per cent were aware of the new mountain road bridge replacement and road alignment
 - Thirty-six per cent were aware of the busway bridge on Ellerslie-Panmure highway
 - Twenty-one per cent were aware of the New North South road

Support for future AMETI transport initiatives

- Seventy-five per cent support the replacement of the roundabout at Panmure with traffic lights
- Only twenty-four per cent are likely or very likely to use the busway from Panmure Station to Pakuranga town centre; however two thirds of residents feel this needs to be open by 2016.
- Only fifteen per cent are either likely or very likely to walk from Panmure Town Centre to catch a high frequency bus; however, the majority of residents (69%) do not currently catch a bus from Panmure Town Centre.
- Nearly one third (31%) of residents are unsure as to the funding schedule for the second stage of the Ti Rakau Dr busway, however 36 per cent feel that this should be built earlier than 2021.
- Twenty-five per cent of residents are unsure as to the funding schedule for the Reeves Rd Flyover, however 31 per cent feel that this should be built earlier than 2018 and 39 per cent think that the timings for this project are about right.

AMETI Communications

- Thirty-seven per cent of residents recall receiving a newsletter about AMETI
- The majority of residents would like to receive the AMETI newsletter by post; 49 per cent would like to receive this as a mailbox delivery (not bundled with the local paper) and 34 per cent would like to receive this as a newspaper insert. Twenty per cent would like to receive this communication via email.
- Almost half of the residents (48%) stated that the newsletter did not require improvements and/or was 'fine as it is'. Possible improvements to the AMETI newsletter include:
 - Simplify it / make it easier to understand (10%)
 - Updated information/information on road changes BEFORE they occur (9%)
 - More visuals /diagrams / maps (7%)
 - More detail (7%)
- Forty per cent of residents were aware that Auckland Transport organises regular public information days, however only ten percent of people have attended one of these days and only 27 per cent are likely or very likely to do so in the future.
- Nearly one third of Residents (32%) stated that there was nothing that could encourage them to attend public days and/or that they were 'not interested at all' in attending public days. Residents feel that the following initiatives could be looked at to increase attendance at the information days:
 - If it was personally relevant / affected me (23%)
 - More convenient time/location (15%)
 - If it were relevant to my area (11%)
- Residents would prefer to receive information and updates about the AMETI projects via local newspaper (41% preference), newsletter (35% preference) or email (22% preference).
- The areas that residents would like more information on are:
 - Traffic changes (64%)
 - Upcoming roadworks (59%)
 - Plan updates (47%)
 - Project benefits (35%)
 - Project milestones (31%)
 - Funding information (29%)