

Business Report – May 2012

INTRODUCTION

This Report provides the Board an overview, status and direction for each division of Auckland Transport (AT).

1 PEOPLE and SERVICES (Simon Harvey)

Human Resources

1.1 Executive Summary

Turnover of staff within the organisation remains steady at under 6% and sick leave at under 2%. Industry benchmarks are difficult to obtain but anecdotally this is low and also includes the potentially high turnover roles within Parking and Customer Services.

The implementation of staff performance management continues to be developed at Auckland Transport. A remuneration framework that is linked to staff performance has been finalised with support and endorsement from the PSA.

The 10,000 Step fitness programme has now come to an end with 600 people participating. A new initiative will be looked at for the months of July/August given the high participation rate in health based programmes to date.

The recruitment team continues to source candidates directly and the cost efficiency remains high. Minimal use of external agencies has been a priority for this team.

1.2 Appointments / Payments / Records

- The FTE budget for permanent positions for Auckland Transport for the 2011/12 year is set at 1020. The workforce statistics in April are made up of 918.20 actual FTE. The current headcount filling permanent roles is 968 with 932 being permanent employees and 36 contractors filling permanent positions.
- Positions recruited for April were 24, with 7 being internal appointments and 16 external. There was one position for which a recruitment agency was used.
- The number of new starters for April is 21 consisting of 10 permanent staff and 11 fixed term. These appointments are mainly in the Operations Division and People & Services.
- Over the last three months the recruitment team has opened 88 vacancies for recruitment.

1.3 Health and Safety

- There were 11 incidents reported in April.
- These were 4 verbal abuse incidents, 2 lumbar sprains, 1 twisted ankle, 1 slip, 1 scratched hand, 1 scratched leg and 1 hit by an object.
- Both lumbar sprains resulted in lost time - 3 days and 1 day lost.
- Incidents and Accidents for 8 months to 30 April – 72, LTI's 11.

1.4 Cultural / Training / Support

Training

- We are currently recruiting for next year's intake of graduate engineers for the Project New Grad programme (the graduate rotation programme we run in partnership with GHD and Fulton Hogan). We promoted the Project New Grad programme with GHD and Fulton Hogan at the Auckland University Engineering Careers Fair on 24 April and it was pleasing to see a strong level of interest from students.
- The draft proposals for a Career Progression Pathway (CPP) for Engineers, Planners and Project Managers are to be presented to the Steering Group for their approval in readiness for their final sign-off by the CE by the end of May. It is intended to conduct a promotional launch of the CPP in June.

Customer Services

1.5 Executive Summary

Customer Services has had a steady month in its business as usual activity. Call volumes were as expected for April aside from a spike during the rail power outage.

The power outage affecting train services on 26 April resulted in approximately 1200 calls during the 2.5 hours of disruption. Service levels dropped as a result during this period but the customer impact was mitigated through communication with the call centre and web updates by both Auckland Transport and Veolia.

Work continues in the preparation for the implementation of the CRM system and we are on target for Road Corridor Maintenance (South) to go live on 1 July.

The project to provide a ring fenced AT Call Centre by AC is progressing with the secondment of an Auckland Council manager to lead the initial scoping exercise.

1.6 Key Service Metrics

- Average call wait time - 11 seconds MAXX, 10 seconds HOP
- Service level - 84.60% MAXX, 84.88% HOP
- Abandonment of call - MAXX 2.21%, HOP 1.68%
- Call volumes for April - MAXX 46,813, HOP 2,434
- Web Traffic for April – 731,765 visits (MAXX website (604,591), MAXX mobile site (421), MyHOP (68,104), AucklandTransport (58,216) & RideShare (433))
- Auckland Council on behalf of AT – 12,800 calls answered, 1,035 abandoned, 80% within 20 seconds

2 OPERATIONS (Greg Edmonds)

2.1 Executive Summary

The operations team continue to make good progress across all areas. April has been another busy month. Highlights are as follows:

- Tamaki Drive Project Information Website going live so the public can source information on our plans.
- Completion of the Road Safety Cycle Crash Route Identification and Report which identifies high risk cycle crash risk routes.
- Automated Cycle Count programme showing an increase of 15% over the same April period last year.
- Awarding the tender for Real Time Information signage between SH1 and SH16 – to be installed June 2012.
- Tenders received for Traffic Signal maintenance and Renewals.
- PT Ops successfully delivering an incident free transport system for the Kiwis V Kangaroos Test at Eden Park.
- PT Ops implementing increased fares on 29 April with minimal customer issues.
- Resolution of St Mary's Bay Link Bus issues as reported in the media on 2 April.
- Improved service schedules on Howick and Eastern bus routes resulting in 15 minute services on key routes and better overall connections.
- Completion of a draft Board paper on Parking Strategy and Pricing.
- Good progress on implementation of the Southern Maintenance contracts.

2.2 Road Corridor Operations

- Delivery of signage and signal work upgrades for the Grafton Bridge bus lane are being progressed through Road Corridor Maintenance and JTOC. Implementation is now expected to be undertaken in June. Final designs have been completed for the 4 bus lane trial marking sites. Communications and Marketing are developing an associated public information campaign to run in conjunction with implementation of the physical works. The physical works are being progressed through Road Corridor Maintenance with implementation scheduled for June.
- Following local board approval final designs for the converting Remuera Road Bus lane to a T3 transit has been completed with Communications and marketing to progress with the associated public information campaign in May. Implementation of the physical works is being progressed through Road Corridor Maintenance.
- In April Road Corridor Operations processed 52 Resource consents (92% meeting standard timeframes). A total of 503 request for services cases were opened with 566 closed for April (77.03% meeting standard timeframes)
- The annual Auckland road toll to April 23rd 2012 was 15 deaths i.e. 1 less death than at the same time in 2011. The number of road deaths for the month of April 2012 was 0, compared to 3 in April 2011 – a rare and exceptional result. Details are provided in the tables below.

Annual Auckland Road Deaths at 23 April 2012 compared with 23 April 2011

	Rural North	Urban North	Urban West	Urban Central	Urban South	Rural South	Auckland Region
April 2012	4	1	0	5	3	2	15
April 2011	4	2	0	6	3	1	16

Annual Auckland Road Death Types at 23 April 2012

	Drivers	Passengers	Motorcyclist	Pedestrian	Cyclist	Auckland Region
Local Roads	2	1	3	3	0	9
State Highways / Motorways	3	1	1	1	0	6

- The Road Safety Team hosted a visiting delegation of six Senior Government Road Engineering Officials from Bangladesh to discuss road safety infrastructure development and management in Auckland. The visit proved valuable in assisting the delegation on Institutional Road Safety management models and responsibilities as well as specific guidance on Bridge Maintenance and Rural Road safety. Contributions were also made by the Auckland Motorway Alliance, the New Zealand Transport Agency, Traffic Operations and Road Corridor Access
- The delivery of the Tamaki Drive transport safety improvements continues to be a key focus for Road Safety, Infrastructure Delivery and Communications and Marketing. Key activities over the past month include:
 - Stakeholder engagement has continued to be a key focus that includes key stakeholders and affected business and/or residents. A meeting with the Orakei Local board has been completed to provide detail surrounding the projects, with suggestions received and being implemented. Overall, there has been substantial support for these road safety projects. Suggestions received for changes to proposals have been carefully considered and worked through, but no significant issues have been identified that would impact on the delivery of the projects planned.
 - Road Safety has been working closely with Auckland Council through the design process to ensure alignment with the Tamaki Drive Design Manual. Landscaping plans at threshold treatments are being worked through and may need to be delivered within a stage two of the programme; however the majority of on road improvements will be completed as planned. Some challenges exist with sourcing materials such as granite pavers that may have an impact on delivery of the threshold treatments. Averill Street/ Tamaki Drive intersection construction is underway, with construction of Kelly Tarltons corner expected to commence in May.
 - The Tamaki Drive project website has gone "live" where members of the public can access the website to source information on the web on the improvements planned on Tamaki Drive.
- Road Safety team has completed the Cycle Crash Route Identification and Ranking Report which identifies the highest risk cycle-crash routes in Auckland for safety engineering, education and enforcement interventions. This report is a valuable document for prioritising and supporting safety investment on cycle routes, including the extensive work being planned for Tamaki Drive.
- Road Safety is continuing to undertake a substantial investigation of safety around schools with 28 schools currently being considered. Further emphasis on finalizing the prioritization of rural schools and speed management for the rural southern area of Auckland, with the remaining rural schools being assessed for safety across the remainder of the region over the coming months.
- All designs for the road safety portfolio have been completed with key emphasis on construction over the coming months, with the most significant issues being raised by Parnell Inc, pertaining to the Parnell Rise/ Parnell Road Intersection, where AT has committed to work through the issues raised.
- The tender for the implementation of Real Time Travel information signage between SH1 and SH16 along Greenlane, Balmoral Road and St Lukes Road, have been awarded. Installation of the signs will commence in May and will be completed in June 2012.

- The tenders for 2012 – 2015 Maintenance and Renewals of Traffic Signals have been received. Evaluation of these tenders is currently underway. It is anticipated that the contract will be awarded in May for a start on 1 June 2012. This will provide continuity and consolidation of maintenance and renewals of traffic signals from the existing varied contractual arrangement across the region.
- The following subcategories relate to progress on the proposed traffic and speed limits bylaws

– **Public consultation**

The one month public consultation period on the proposed Traffic Bylaw and Speed Limits Bylaw was completed on 30 March. 55 submissions have now been received on the proposals which generally have expressed support for the proposed Bylaws, although there are specific Bylaw provisions where submitters have made suggestions for changes. No submitters have requested the opportunity to make an oral submission at a public meeting. Currently AT are developing responses to these submissions to be reviewed by the Bylaws Steering Group and external legal advisers. A report is being prepared on the written submissions for the Board of Directors to consider at the June Board meeting.

– **Next steps**

It is proposed that the Board consider the summary of the written submissions on the draft bylaws at its June meeting. This meeting must be held in compliance with the meetings provisions of the Local Government Official Information and Meetings Act 1987 in order for the bylaws to be made. After the Board has made the Bylaws the Minister of Transport will be notified in accordance with the Land Transport Act 1998 section 22AB(4). Public notice of the Bylaws coming into force will be as soon as reasonably practicable after the bylaws are made by the AT Board in accordance with the Land Transport Act 1998 section 22AE. The Bylaws are expected to come into force in July 2012.

– **Auckland Transport - Northern Area Speed Limit Review**

The Northern Area Speed Limit Review is being carried out as part of our on-going programme to review and update speed limits on the Auckland Transport network. The area included in this review is the former Rodney District Council area. The proposed changes are primarily within the Rodney Local Board area aside from the Millwater Development in the Hibiscus Coast and Bays Local Board area and O'Brien Road which runs along the boundary between Rodney Local Board and Upper Harbour Local Board. The sites were identified in response to concerns raised by residents and elected members; concerns identified through monitoring of reported crashes; and identification of areas where major development is occurring or has recently occurred. Twenty-two sites have been included in the proposal. The proposed changes are all reductions in the posted speed limits. The majority of the proposals are moving from 100kph down to 80kph but there are some where the speed is being reduced to 70kph or 50kph. The proposed changes are in accordance with Land Transport Rule Setting of Speed Limits 2003 and discussions have already been had with the New Zealand Transport Agency about them. The proposals will be out for public consultation for a month. It is anticipated that the changes to the speed limits could be in place by the end of August.

Road	Proposed change
Billing Road, Puhoi	Change from 100kph to 80kph
Cable Road, Muriwai	Change from 100kph to 80kph
Dawson Road, Snells Beach	Part change 100kph to 80 kph and 50 kph
Falls Road, Warkworth	Part change from 100kph to 80kph
Fordyce Road, Parakai	Part change from 100kph to 50kph, and 80kph
Foster Road, Kumeu	Change from 100kph to 80kph
Fowler Access Road, Puhoi	Change from 100kph to 80kph
Green Road, Matakana	Part change from 80kph to 50kph
Hanham Road, Taupaki	Change from 100kph to 80kph
Henwood Road, Taupaki	Change from 100kph to 80kph
Kauri Crescent, Kumeu	Change from 100kph to 80kph

Road	Proposed change
Matakana Road, Matakana	Part change from 80kph to 50kph
Matakana Valley Road, Matakana	Part change from 100kph to 80kph
Millwater Development, Silverdale	Change to 50kph
O'Brien Road, Coatesville	Change 80kph to 70kph
Pakiri Village, Pakiri	Part Changes 100kph to 70kph
Potter Road, Dairy Flat	Part Change 100kph to 80kph
Puke Road, Huapai	Change 100kph to 80kph
Red Hills Road, Taupaki	Change 100kph to 80 kph
Sandspit Road, Warkworth	Part change 100kph to 80kph
Trigg Road, Kumeu	Part change 100kph to 80kph
Ahuroa Road and Puhoi Road, Puhoi	Part change 100kph to 50kph

2.3 Road Corridor Maintenance

- Mobilisation for the new southern maintenance contracts has commenced with three very positive collaborative workshops.
- The RCM Technical Support Services supplier panel are currently out for tender with tenders closing on 3 May. There is considerable interest from suppliers for a role on the panel.
- Budgets and work programmes are all on track, with more work still to be completed in May and June, particularly in the CBD.
- Staff training to prepare for our new boundary to boundary delivery model will commence in May.
- Physical works providers are being given our RCM list of 'top 10 problems and issues' and asked to focus their research and innovation resources on addressing those issues. These include common problems such as excessive loose chip after chipsealing and roadmarkings not achieving a cost-effective life.

2.4 Road Corridor Access

- There were 994 corridor access requests approved in April with 91% processed within 5 working days and 99% processed within 15 working days.
- The deployment of fibre for the Ultra-Fast Broadband project is continuing in Remuera, Ponsonby, Glenfield, East Tamaki and Otara. There has been 390 km of ducting and fibre deployed and 85 cabinet areas completed since the commencement of the project in September. VisionStream who is carrying out the works on behalf of Chorus is required to complete the build of 156 cabinet areas in the 2011/12 year. Each cabinet area is capable of supporting fibre to around 200 premises. There have been some issues with the reinstatement of grass berms and footpaths however overall the works are proceeding well. Reinstatement is being closely monitored and issues addressed as they arise.
- The New Zealand v. Australia Rugby League test was held at Eden Park on the evening of Friday 20 April 2012. The operations centre at Bledisloe House was fully operational for this game which was a good warm-up for the All Blacks v. Ireland rugby international on 9 June 2012. No major traffic or PT issues were experienced on the night. The actual crowd attendance was 26,600 with 10,750 (40%) of event patrons travelling to the game and 9,400 (36%) leaving the venue using the special event PT services provided. Integrated match/travel ticketing was in place which enabled event patrons (on display of their match ticket) to travel without charge on the rail network and special event bus services to and from the event venue. The surrounding roads were fully open and the crowd dispersed within 60 minutes of full time.

- On 30 April 2012 a workshop was held with representatives of the Abu Dhabi Department of Transport and NZTA to discuss and demonstrate the processes and systems used to manage temporary access to the road corridors for the purpose of carrying out road works, utility works, special events and development related activities. This proved very successful with all parties taking much from the exercise. The delegation will also be visiting the major cities in Australia as well as New York and Seattle to view the systems used in these locations.

2.5 Public Transport

Multi-modal

- Public Transport Network Plan (PTNP) review:
 - The first draft of the updated PTNP will be presented to the Board in June prior to broader stakeholder engagement commencing in July.. The updated PTNP will form part of the Regional Public Transport Plan (RPTP), the statutory public transport plan required by the Public Transport Management Act 2008 and the public transport component of the Integrated Transport Plan.
- PTOM (Public Transport Operating Model):
 - Mapping of bus routes and services under the proposed new PTNP above against proposed PTOM Units (contracts) is being completed to permit the finalisation of the PTOM contract procurement phasing and service transition from existing contracts and commercial registrations to the new PTOM contracts.
 - Remaining policy and commercial issues are being finalised with NZTA, MoT and bus operator representatives around (a) methodology for benchmarking negotiated contract prices against tender prices, and (b) risk and reward sharing model.
 - Upon finalisation of the above, the draft PTOM contracts (complete other than the above) will be issued to bus operators for consultation. Final Board approval for the commercial framework and request to commence procurement will be sought in July.
- The 2012 public transport fare review was implemented on Sunday 29 April with an extensive customer information campaign.
- Renewal of public transport concession eligibility and HOP concession cards has been completed in April.
- Business cases to support the funding application to NZTA for PT services for the 2012 – 2015 period have been completed. Negotiations are continuing.

Rail

- The new Manukau train station opened to customers and the Manukau Branch Line rail service commenced at a three train per hour peak and one train per hour off-peak frequency on Sunday 15 April 2012.

Bus

- The “March Madness” capacity demand peak continues to be monitored with continuation of additional contingency capacity on key routes throughout April. Boarding issues on the Outer LINK as reported in the media on 2 April 2012 have been resolved with the introduction of a new school bus service from Monday 23 April. A message of thanks was received from the Principal of St Mary’s College.

- From 15 April Howick and Eastern bus routes were changed to provide better connections for customers. These changes created:
 - At least a 15 minute frequency to and from Britomart along the Ellerslie-Panmure Highway, all day seven days a week
 - A connection from Howick, Botany, Dannemora, Chapel Downs and Flat Bush to the new Manukau Train Station
 - A direct connection to Otara, MIT and Middlemore from Half Moon Bay via Meadowlands and Howick, Monday to Friday
 - Better connections to the Half Moon Bay ferry
 - More direct services between Mission Heights/Dannemora and Britomart
 - Better connections to trains at Manurewa Station.
- Transpower cable works continue on the Busway. Delays to buses are being actively managed and minimised. Transpower works are expected to continue through to early 2013. Peak direction delays have been limited to approx. 1 minute only. Non-peak direction delays are approx. 2 minutes.

Ferry

- An upgrade of CCTV system at Devonport wharf facility has been completed.
- The ownership of the Birkenhead ferry wharf inner floating pontoon has been secured. This will now permit the commencement of the Birkenhead inner berth upgrade works, connecting the inner berth to the passenger waiting facilities.

2.6 Parking and Enforcement

Parking Zones

- Discussions with local business associations have taken place with a view to zones being introduced in town centres to reduce the number of parking signs. The table below shows updated implementation dates for these zones.

• Town Centre	• Implementation
• Ellerslie	• Completed
• Panmure	• May-12
• Milford	• June-12
• Blockhouse Bay	• Oct-2012
• Glen Innes	• Nov-2012

- Ellerslie Town Centre Parking Zone has been implemented. Results have shown:
 - 63% reduction in the number of parking signs. From 49 signs to 18 signs.
 - 78% reduction in the number of signage poles. From 36 poles to 9 poles.
 - Graham and Hardinge Street Parking zone was implemented on the 18th March and has resulted in an increase in business parking turnover for local businesses.

Graham and Hardinge Streets

- A graduated tariff was introduced in March (where the price per hour increases each hour) and the 4 hour time limit was removed. The aim of this change was to remove commuter parking from the street and increase the parking availability and turnover to assist visitation to the area
- Surveys have recently been undertaken to determine the impact of the recent changes. The results of this survey should be ready by the end of May.

CBD Review

- An information report has been prepared for this Board meeting

City Centre Master Plan

- Meetings have commenced with the Parking Team to discuss possibilities for future options for Downtown car park in relation to the proposed pedestrianisation of Quay Street.

Project Arizona

- Business processes hand over finalised complete with reporting now via the reporting database.
- Outstanding issues to be completed during May include:
 - Complete handover to IT operations (by end May)
 - Pinless credit card
 - Additional cameras
 - Notes dispensers on coin-change only APMs
 - Welcome messages installed at entries
 - Reservation system pilot
 - Migration of Reporting database into the AT data warehouse

2.7 Community Transport

Cycling and Walking

- Continued progress with Auckland Council Local Boards Greenways strategy to promote cycle connections through local areas using parks and open spaces. A presentation on Auckland Transport Cycle network was delivered to the Auckland Council Recreation and Heritage Forum on 23rd April. The Puketapapa Local Board proposal is currently being reviewed by Auckland Transport. Linkages that can perform a transport function for commuting and recreation have been identified to be included in the Auckland Cycle Network.
- The development of the Auckland Cycle Network strategic plan will input to the Integrated Transport Plan in May. This provides a basis for the development of the cycle network across the region and prioritisation of infrastructure funding. The operational review of cycle lanes and the development of policies is underway, linking into the issues identified on the existing Cycle Network. The review of international best practise has been completed and the findings are being incorporated into developing a regional approach as to how issues with cyclist and cycle lanes are dealt with.
- Investigations with NZTA are continuing into the delivery of new sections of the Regional Cycle Network including CMJ, Beach Road, Waterview, Ladies Mile and Beach Road. New Zealand Cycle Trail development has continued for the Airport to City Centre route.
- Automatic Cycle Count Programme – The results for April show that compared to April 2011 there has been an increase in cycling across the day by 15% and an increase of 23% in the morning peak from the nine sites on the cycle network
- A Request for Information will be issued for cycle training providers. This seeks to provide a panel of suppliers to provide a range of cycle training to promote safe cycling and reduce barriers to new cyclists and so increase cycle numbers.

- The Winter cycle safety campaign “be safe, be seen” will focus on and encourage cyclists to make sure that they are visible in the darker winter days. The campaign will commence in May to improve the safety of cyclists.
- Cycle maps - A Southern Cycle Map workshop was carried out and a procurement plan has been prepared for the Southern, Eastern and Western Cycle Map projects. Inclusion of the cycle maps on Google maps has been confirmed and will be launched in May.

School Transport Programme

- A pilot programme to assess school as a destination has been commissioned. This piece of work will look at how student’s cycle, walk, use public transport and are driven to school. It will assess the safety around the school and identify recommended routes for students to take on their way to school. The outcome of the programme is to develop improved safe routes to schools and improve public transport options. The initial study will look at two schools and will be assessed by the end of June.
- The Secondary School summit took place on the 26th April to build awareness and engage youth to promote safe School Travel in Secondary Schools. The event included a range of activities to engage Year 9 – 13 students and included 17 secondary schools from across the region.

Road Safety Education Programme

- The sober driver “Make it home” campaign finishes in May. Initial surveys undertaken throughout the campaign have shown:
 - 86% thought the campaign / event was likely to encourage people to stay sober when driving
 - 74% said that they thought about sober driving a lot more after the event – and the most communicated message was “Got me more determined to offer myself as a sober driver”
 - 61.3% said the campaign / event got them talking to friends about safe way of getting home
 - 63% said the event got them more determined to arrange non-drinking driver
- Tamaki Drive Trailer Parking - safety campaign has been developed and distributed to drivers on Tamaki Drive along with the introduction of additional signage and increased enforcement. The team has worked closely with ‘The Landing’ to encourage use of the parking facilities onsite to discourage trailers to be parked on Tamaki Drive. The project will improve road safety and help to build a positive relationship with our key stakeholders on Tamaki Drive.
- Students Against Driving Drunk (SADD) took part in a Compulsory Breath Test (CBT) with New Zealand Police and Auckland Transport. The students provided positive feedback about the event as it gave them a sense of reality around drink driving. This event demonstrates how positive relationships between Auckland Transport, NZ Police and other external parties are delivering positive road safety messages.

Travel Planning

- Guidelines on Travel Demand Management (TDM) for resource consents has been completed and a series of workshops are to be held internally and externally with developers and consultants during April and May. This provides clear guidance for TDM matters and consistency for developers putting forward commercial development proposals.
- Evaluation of the travel planning programme is underway, including customer feedback and research on the delivery of the programme. To deliver efficiencies and clear effective surveys for customers, a review of the current online survey tool is underway and alternatives assessed.
- Workplace travel planning: The Sovereign travel plan launch focuses on public transport reflecting the results of the travel survey which indicated potential to switch from private car to public transport at Smales Farm. The Massey University travel plan was launched successfully on the 4th of April.

2.8 AIFS (Integrated Ticketing and Fares)

Integrated Ticketing – AIFS

- User Acceptance testing on Road and Ferry commenced this month on schedule.
- Delivery of Vendor Reload Devices scheduled for May and on schedule.
- Ongoing discussions with Snapper regarding an acceptable delivery date of a Core System for NZ Bus.
- Significant integration work commenced with PT Operations regarding implementation programme for all PT Operators.

3 FINANCE (David Foster)

3.1 Executive Summary

Annual Report preparation and the completion of the LTP are dominating the work being carried out by the Finance and Business Support teams. The final quarter forecast has been completed and included in the monthly Finance Report.

IT is continuing on with its programme of work. Notable in this month is the delivery of the MAXX Disaster Recovery site.

Property is continuing to fine tune processes and planning for the property acquisition programme. Also close to completion of agreement for better management of revenue and acquisition processes with Auckland Council Property Ltd.

3.2 Accounting and Finance

Update

- The trial to use BayCorp for collection of overdue infringements, prior to sending them to the Ministry of Justice (MoJ), is planned to commence on 1 July 2012. Expected benefits include improved cashflow from an increase in collections as well as a reduction in expenses from fees related to MoJ lodgements.
- The review of the AT insurance policies that expired on 30 April 2012 is now complete. AC have arranged replacement policies for Material Damage and Business Interruption and these cover AT and the other CCO's. This process has now been ratified by the Finance and Risk Committee. The liability policies (Public Liability, D&O Liability, Employers Liability and Statutory Liability) have been rolled over to now expire on 30 June 2012 on the same terms and conditions as previously.
- Planning for the Annual Report, including the Annual Financial Statements, is well underway with the interim audit having been completed by Audit NZ.

Next Steps/Key Issues

- The revaluation of all operating assets, including rail stations and wharves, is not yet completed as the valuers have requested more information on a number of assets to clarify necessary details. There will still be adequate time available to ensure that any adjustments or queries will be finalised before the first formal Annual Accounts preparation at 31 May.

3.3 Business Support

Update

A review of the draft Long Term Plan budgets (LTP) has been completed and updated information is in the Board papers and will be provided to AC. The review was targeted at picking up any changes required due to more up to date information, political initiatives, RLTP submissions etc.

The team has been working with the business units to finalise the third quarter reforecast. Details are provided in this month's Financial Report.

Procurement is continuing to focus on processes which are being published as part of the Process Management Framework. These processes and associated templates will become AT standard and will also detail procurement approval and documentation requirements. Once management sign-off has been received internal briefings on the new processes will commence.

Work has also been completed in refreshing and enhancing the Procurement page on the external website, included in this will be a Professional Services supplier register and publication of awarded tenders. This upgrade is expected to be released this month.

Staff are continuing to work with NZTA on implementing the Funding Assistance Rate (FAR) variation agreement.

Key Initiatives for the Next Three Months

- Continuing to work on finalising the LTP
- Preparation for year end with a “hard close” scheduled for the May month end in order to ensure AT meets the tight AC reporting timelines
- Review and enhancement of AT’s procurement Strategy to cover the July 2012 – June 2015 period is underway.
- Completion of a draft procurement manual (based on the MED and NZTA documents) has commenced and due to be completed by end of June

3.4 IT and Business Systems

Update:

IT Business Support

- Training:
 - Document Management System – 29 new staff
 - Lync Instant Messaging and Video – 7 staff – total of 122 staff trained to date
 - SAP training – 10 staff
 - Development of training materials for projects – CRM – 3 day training course developed and Captivate ELearning, development of a number of eLearning courses to roll out to the business
- Reporting:
 - Phase 2: 80% complete to deliver IT and BS Dashboard reporting on Service Desk cases
 - Policy Compliance reporting implemented to monitor all IT related policies
- Information Management Team:
 - Development of new employee training on Information and Records Management
 - Developed training on Sharegate – data migration tool. IM team will own process to migrate all records into Document Management System once the team site review has been completed.

IT Operations

- Colligo roll out - email migration to Document Management System
- MAXX Disaster Recovery site delivered
- A number of infrastructure projects are underway to increase our capacity and storage to ensure our environment is stable and we can grow – new servers have arrived, Backup license capacity has been increased and new NetApp equipment has arrived and is being tested in the lab
- Service Desk Issues - Total issues raised: 496 Total issues resolved: 529 Total issues outstanding: 349
- On Line Programme:
 - Completed Iteration 5 of the CRM development
 - AIFS/MyHop testing commenced
 - Completed user training and UAT for CRM/IDM/MyHop1a deployment
 - Started Knowledgebase project
 - Issued tender for CRM and SharePoint development and support services

- Business Systems Programme:
 - Ongoing team site reviews underway for document management system and development underway. This includes all records management requirements both electronic and physical.
 - Records Centre design complete and development initiated within SharePoint platform
- Passenger Transport Area:
 - Real Time Multi Modal – Sigtec visit resulting in agreed specific actions to address immediate project and operational issues, and focus on increasing RAPID registration accuracy
 - Journey Time Validation – completing final report
- Core Capability and Capacity Program:
 - FTP Server, Data Warehouse Migration and External VMware Cluster (JCaps), Commvault V9 projects closed off this month
 - New projects initiated - Video Conferencing project, Office Wifi, Disaster Recovery Phase II, Railway Station UPS projects
- Team Development:
 - IT training workshops continue for all teams – covering Customer focus / service excellence; Time management; Communications & Advocacy and Conflict Resolution and Problem Solving.
 - New competency framework developed to roll out to teams from recruitment through to PDPs.

Next Steps

- Launch of CRM / MyHop / IDM to MAXX Customer Services and Key Relationships teams
- Launch of Real Time Multi Modal across ferries, trains and buses
- Migration of Resolve application from Pitt Street, Data Centre to Albany Data Centre
- New Employee on board / de board process completed
- Increase stability and capacity within infrastructure – new servers and new Netapp configured and operational
- Video Conferencing project operationalised
- PMO reporting implementation
- Large file solution storage within Document Management System implementation

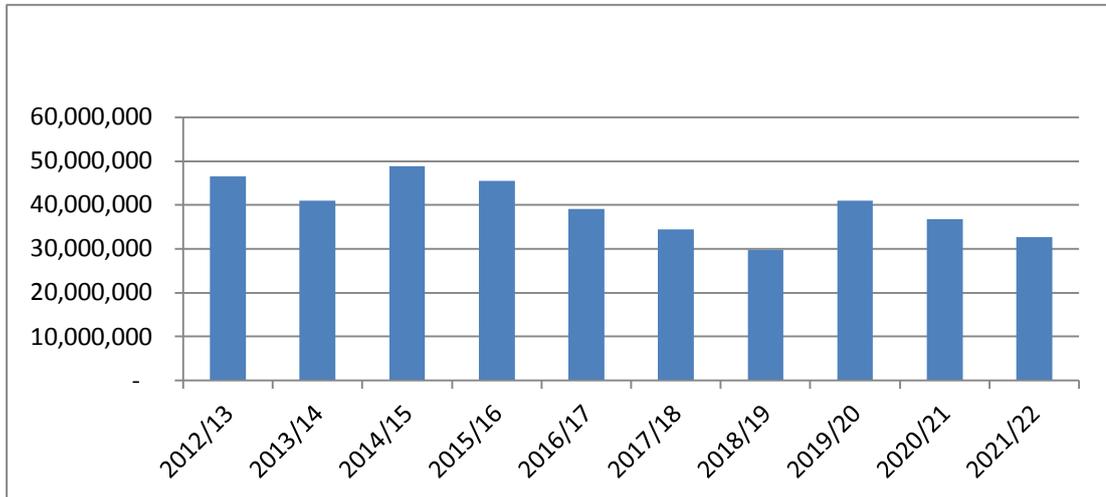
Property

Update

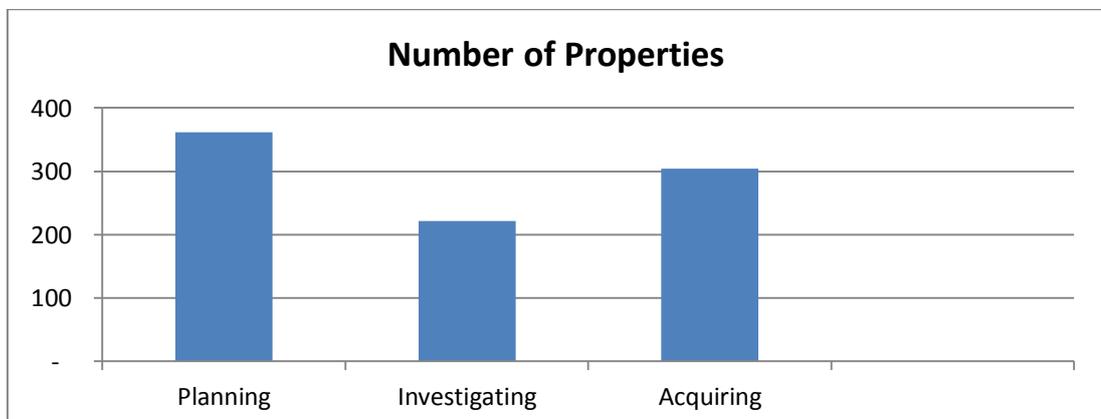
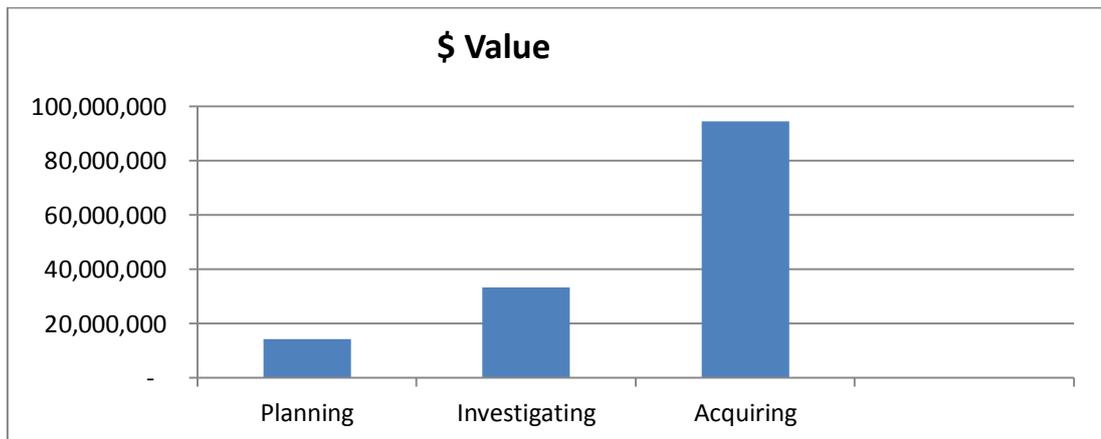
The Property Department’s key areas of focus have been:

- Continued delivery of land acquisition to enable the 2011/2012 Capital Works Programme

Land Acquisition Budget Spend (Draft LTP)



Current Acquisition Activity



Planning Phase – This is the feasibility stage of the project which prepares conceptual design and establishes the preliminary land acquisition budget.

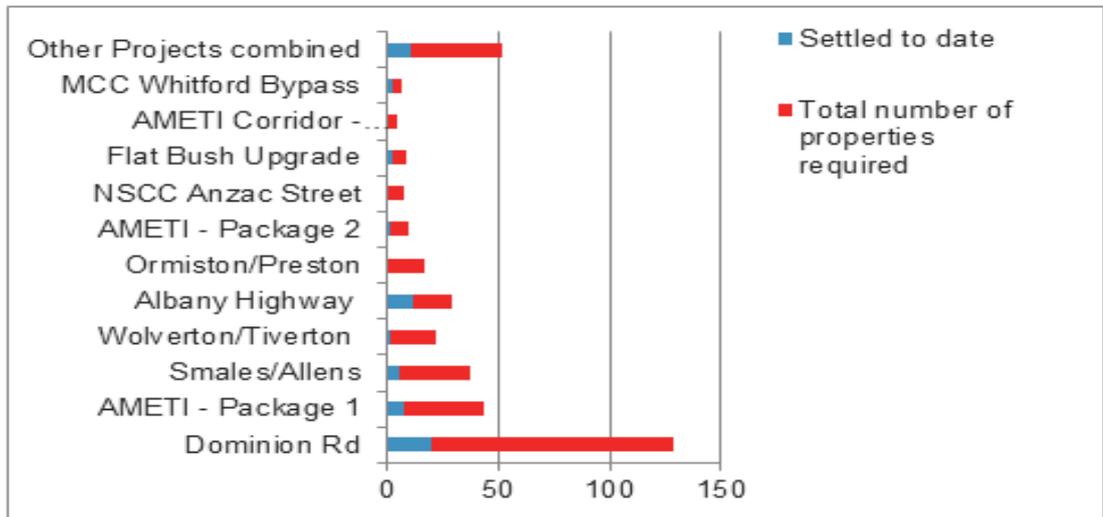
Investigating Phase – This is the design stage of the project which develops the design further and confirms the land acquisition budget.

Acquiring Phase – This is the active acquisition stage which is entered into once design has been resolved and land take plans firmly established.

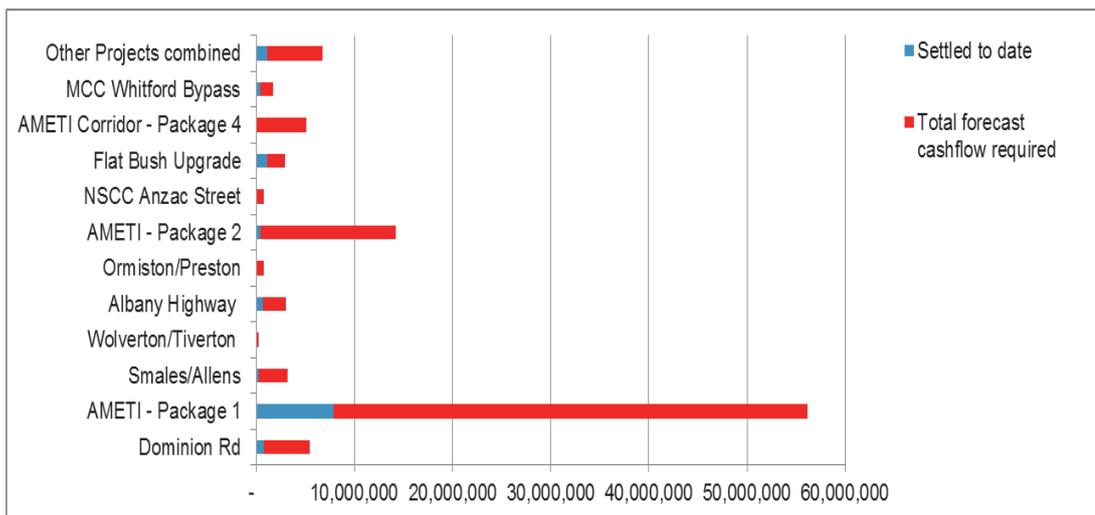
Active Acquisitions by Project

This is the portfolio of properties by project that AT is currently actively engaged in purchasing either on a willing buyer/willing seller basis or through the Public Works Act.

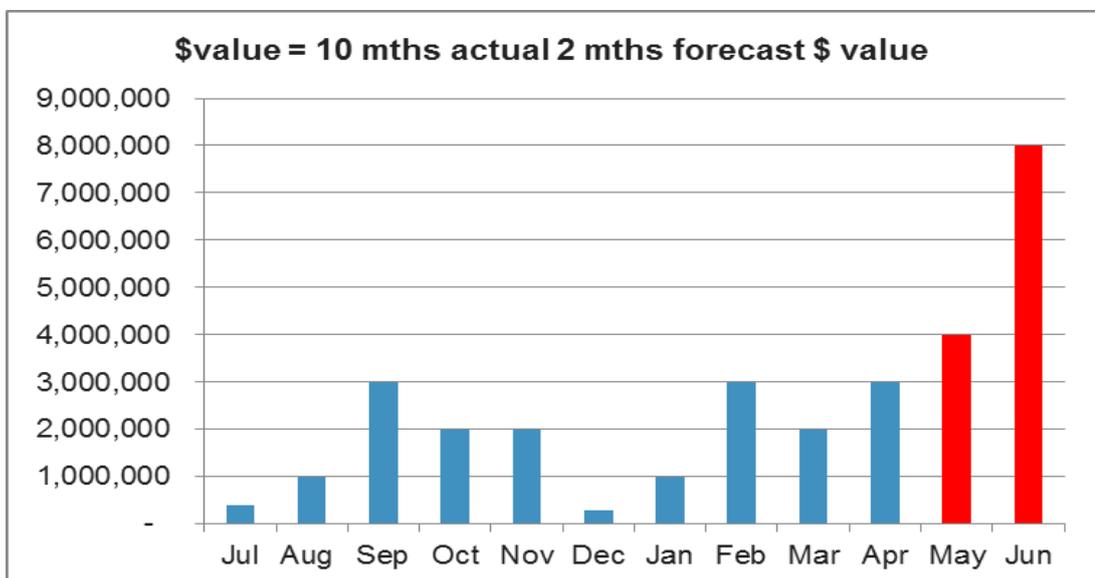
Number of Properties



\$ Value



2011/2012 Land Acquisition Expenditure



- Revenue - Facilitation Real Estate and Telco - Year to date and Year end forecast

Project	Property Type	YTD Net Revenue	Forecast Annual
AMETI	Commercial	\$1,382,000	\$1,796,000
	Residential	\$685,500	\$891,000
Dominion Road	Commercial	\$281,000	\$365,000
	Residential	\$123,300	\$160,000
New Lynn	Commercial	\$255,500	\$331,500
	Residential	N/a	N/a
Penlink	Commercial	\$Nil	
	Residential	-\$15,700	\$50,000
Various	Other Commercial	\$705,600	\$917,000
	Other Residential	\$73,000	\$95,000
Total	Commercial	\$2,624,100	\$3,410,000
	Residential	\$865,600	\$1,196,000
Telco Licenses		\$1,556,500	\$2,191,500
	Total	\$5,046,200	\$6,797,500

- Improving information management (reporting, quality, data integrity, efficiency triplicate input of data through SharePoint enhancement)
- On-going process improvement, financial forecasting, ACPL reporting and NZTA claims
- Forward planning of land acquisition to meet LTP requirements
- Finalising implementation of Property Strategy with senior leadership team
- Business Partnership Agreement and associated Service Level Agreements for ACPL are now complete
- Accommodation:
 - Due to lease expiry relocating IT Projects from 396 Queen St to Pitt Street mid-May
 - Scoping Smales Farm level 1 Records Management fit-out
 - Scoping of the Accommodation Strategy Project
 - Working with PT operations, scoping Rail Station Kiosk trial for May commencement

Next Steps

- Continue with information management and process improvement initiatives
- Develop NZTA claim process for land acquisition
- Review the analysis of the LTP budget and timelines of property acquisition with CIO senior management
- Sign Business Partnership Agreement and associated SLA's with ACPL
- Working with PT Operations, appoint participants for rail station kiosk trial to operate at New Lynn, Newmarket, Papakura, and Penrose

4 INFRASTRUCTURE (Kevin Doherty)

4.1 Executive Summary

During the reporting period considerable progress has been made on large construction works such as AMETI Panmure Main Works and Mountain Road Bridge as well as across the portfolio of small to medium sized projects. April new capital expenditure was around \$18m providing a year to date new capital expenditure of \$142m. The probable year end level of NZTA subsidy will be lower than originally assumed such that the fiscal envelope for Infrastructure capital has been reduced from \$195m to \$183m (not including EMU or AIFS). The current Infrastructure project forecast indicates a likely year end outcome of \$180m to \$190m, such that Infrastructure will finish year end at around the fiscal envelope. The range in the most likely year end outcome reflects some risk around large property settlements at year end.

4.2 Update / Next Steps / Key Issues

Asset Management and Programming

The team's focus for the reporting period has been on progressing:

1. The publication of the Asset Management Plan for the end of June 2012, and
2. The procurement of the eleven new Asset Management Contracts to commence on 1 July 2012.

Significant activities during the reporting period have also included:

- Supporting the State Highway Revocation process.
- Supporting the corporate and divisional risk management framework.
- Developing a future risk based approach to capital programming.
- Undertaking the asset handover process for completed projects, particularly PT projects.
- Preparing the draft 2012/13 renewal programme for rail stations.

Attachment 1 presents the capital projects tender programme which is updated monthly and is available on the AT website.

The programming team have also continued to monitor the delivery of AT's 2011/12 capital works programme and the level of NZTA subsidy supporting this. The level of subsidy achievable by the financial year end is now expected to be lower than originally assumed. This therefore results in a reduced fiscal envelope. While this is to be managed across all AT divisions that deliver capital projects, the fiscal envelope target for Infrastructure capital (excluding AIFS and EMU) has reduced by \$12m from \$195m to \$183m.

Attachment 2 provides a summary of the fiscal envelope as it relates to the Infrastructure Division, highlighting the potential funding shortfall to be managed and the current fiscal performance of the division. Whilst there remain risks, particularly around the timing of property purchases, it is currently anticipated that end of year expenditure for Infrastructure capital is aligned with the fiscal envelope without the need for significant intervention in the form of delaying projects.

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

The Mountain Road Bridge contract has continued to progress well during the period. The deck slabs on the new bridge have been poured, work on the approaches to the bridge is well advanced and work on construction of the new extension of Mountain Road to Jellicoe Road has commenced.

Construction of the Combined Services trench is near complete. Bulk excavation adjacent to the Ellerslie – Panmure Bridge is progressing to plan and is now 30% complete despite uncovering some unfavourable geotechnical conditions. The foundations and piers of the Panmure Station plaza are complete, and placing of the beams on this structure is scheduled for May.

The Notice of Requirements (NOR) application for the remainder of the Panmure Phase 1 designation, and associated resource consents was lodged on 5 April. The management of the NOR process and associated land transactions will require considerable focus during the next year.

Design work is progressing on the Panmure Station building. The design is expected to be complete in September.

The detail design of the section of the Southeastern urban busway between Panmure and Panmure Bridge is progressing.

The development of the scheme assessment report for the section of busway between Panmure Bridge and Botany is in progress. This is expected to be complete in September. A public open day on 14 April was well attended.

Dominion Road

Concept development work is progressing well and the project team had further meetings with key stakeholder groups, including the Local Boards, business associations and resident groups.

NorSGA

Construction work on Northside Drive – West and Tahiri North Road, within the Massey North Town Centre is progressing with completion of these roads expected to tie in with the opening of the town centre. Construction work on the intersection between Northside Drive – West and Fred Taylor Drive has also commenced.

A NOR was lodged for the Hobsonville Road widening works. A public information day to present the design for the extension of Northside Drive eastwards over the motorway up to Trig Road was held on 28 April 2012.

New Lynn

The construction of McCrae Way shared space is progressing well and works are programmed for completion in the second half of 2012.

A construction contract has also been awarded for the streetscape improvements along Great North Road between Totara Ave and Memorial Drive. Construction works will commence during May 2012 and are programmed for completion in the last quarter of 2012.

Manukau Car Park Building (Davies Ave)

The opening date is now set for 1 June 2012. Installation of lifts, parking equipment and CCTV systems are now being finalised. External finishes are almost complete, erection of security fencing and gates around the site and a security barrier between the car park building and the apartment block car park next door are pending corporate body Agreement.

Manukau Rail Station

The Manukau Rail Station was opened to passenger services from Sunday, 15 April 2012. A temporary access is now in operation to enable safe passenger access during construction of the MIT campus above.

Construction of the MIT campus building is well underway with an anticipated opening date in mid-2013.

Ellerslie Station

Reconfiguration of the station required to cater for an NZTA project is now substantially complete. New lifts, stairs, platform systems and new canopies have been provided. A formal opening event is planned for 14 May 2012.

PMO

Development of a project Key Performance Indicator (KPI) Benchmarking system is underway. This will allow us to compare our performance against other capital delivery organisations and to drive continuous improvement. Aligned with the existing KPI Benchmarking system is the development and implementation of a Consultants' Register for use on professional services contracts and the development of a pre-qualification register and processes. It is expected that these will be in place by the end of June 2012.

Work has also commenced on development of a Cost Estimation Manual similar to that used by NZTA with a view to also refining processes around risk / contingency analysis, funding estimation at both project and programme levels.

A key development project for the PMO is the enhancement and improved integration / automation of the Project Highlight Reporting System to develop more robust and reliable systems that support faster, more accurate, more reliable and easier to use management reports to be delivered following each month-end ledger close-off.

Investigation & Design

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

Central

- Federal Street: The Heads of Agreement has been signed and moving to design phase.
- Quay Street: Preliminary concept design options with rough order costs for a base option have been completed.
- Tamaki Drive Projects: A contract has been awarded to assess the feasibility of the proposed boardwalk widening and the procurement of consultants to undertake a Scheme Assessment (SAR) for the Ngapipi intersection is underway.
- Wynyard Quarter Integrated Access: The gap analysis has been completed and a brief for a contract to complete the detailed design is being prepared. Peak traffic modeling has been re-assessed. We have requested an Offer of Service for the creation of an inter-peak traffic model.

North

- Albany Highway North Upgrade (Schnapper Rock Road to SH17): The designation has been approved, however has been appealed to the Environment Court. AT is applying for a priority hearing. The draft detail design has been received and is being reviewed. The NZTA Category 1 funding application is also under preparation.
- Albany Highway South Upgrade (Sunset Road to SH18): The NZTA Category 1 funding application is under preparation. Public consultation will commence once certainty over NZTA funding has been received.
- Hibiscus Coast Busway Station Stage 1: The Commissioners have granted resource consent for Stage 1. The decision has been appealed to the Environment Court. The planners and traffic engineers on both sides are caucusing in an attempt to resolve the appellants' issues and have agreed on joint evidence statements. A hearing date has been set for 28 May 2012.

- Taharoto/Wairau Corridor Improvements: Consultation on interim options for Stage 3 is complete and the preferred option has been amended to reflect the feedback received during consultation. The tender for detail design is under preparation.
- Whangaparaoa Rd 4-laning (Hibiscus Coast to Red Beach): The tender for detail design has been evaluated and the contract will be awarded once confirmation of NZTA funding has been received.

West

- Te Atatu Road Corridor Improvements: Scheme assessment report has been peer reviewed and final layout has been safety audited; the final detailed design (construction) package is underway. ACPL is progressively negotiating with affected land owners. The design funding subsidy application was lodged with NZTA at the end of March.
- Lincoln Road corridor Improvements: While AT's Corridor Operations team is in the process of reaching an agreement about required mitigation for a proposed development; the preliminary design is at its final stages and will incorporate any proposed infrastructure from this agreement. The traffic modelling work is in progress to evaluate the Bus / Transit lane and the effects of introducing a solid median along this route.
- Swanson Park N Ride: KiwiRail is liaising with AT's Property Department to progress the lease agreement for their land for Park N Ride. The detail design is progressing well on time, and public consultation is underway.

South-East

- Mill Road: The tender for professional services for a Scheme Assessment has been awarded. Information letter drops prior to wider consultation will be going out towards the end of June 2012.
- Otara Bus Exchange: Construction is on track for completion mid-May 2012.
- Half Moon Bay Marina Upgrade: Consultation is well under way for this project with Sealink, Fullers, Bucklands Beach Yacht Club, Ferry Users and the Local board. Open forums for the wider public are about to begin seeking input to the options and Master Plan. The Master Plan is on track for completion by end of June 2012.
- Whitford Bypass: Negotiations with the appellant have progressed well and if successful the appellant will withdraw their appeal to the designation.

Infrastructure Development

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

North-West

Works Commenced

- School Travel Plans – Waitakere Primary School. Safety improvements and parking in Bethells Road, Anzac Valley Road and McEntee Road.
- School Travel Plans – Glen Eden Cluster. Safety improvements at eight different locations around six schools.

Works out to Tender

- Sinton Road Seal Extension – Seal extension of a 330 metre length of road in Whenuapai.
- Hibiscus Coast Highway Walkway/Cycleway – 600 metre long walkway/cycleway from Silverdale Rugby Club to Weiti River Bridge to improve safety.
- Atkinson Road Bend Treatment – Safety improvement using high friction surfacing.
- Traffic Calming West – Traffic calming in Lynwood Road, New Lynn and Paiwai Road, Titirangi.

Works to Tender Next Period

- 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.

South-East

Works to Tender Next Period

- Glenbrook-Kingseat Intersection Improvement – Project to construct a roundabout in this intersection to address safety issues that has a history of high speed crashes.
- King/Queen/Constable Intersection Improvement – Project to construct twin adjacent roundabouts at the northern end of the Waiuku township to assist with safety and traffic congestion issues.
- Further stage of the Pukekohe Town Centre Re-vitalisation project.

Central/CBD

Works Commenced

- Victoria Street/Elliott Street mid-block crossing.
- Tiverton Wolverton route improvements. Funding by NZTA has been confirmed. The tender evaluation process is in progress and the award of the contract is expected by mid-May.

Public Transport & Facilities

Works Commenced

- Birkenhead Ferry Terminal – installation of a new pontoon and gangway adjacent to the existing wharf.

Works out to Tender

- Birkenhead wharf repair. Concrete repairs to the underside of the existing wharf.

CBD Streetscapes

Works to Tender Next Period

- Fort Street Stage 3 (Shared Space to East End).

5 COMMUNICATIONS AND PUBLIC AFFAIRS (Wally Thomas)

5.1 Executive Summary

Project communication has continued with stakeholders and the general public around a number of major projects, including AMETI, Dominion Rd which both have dedicated communications support.

PT operations has been supported through a number of customer information campaigns, including fare and timetable changes.

A series of staff fora were held, led by the chief executive and other members of the management team.

5.2 Key Initiatives

Events and Road Closures

Communications and marketing support has been implemented for special event services and road closures for a number of Super 15 matches at Eden Park, as well as the Kiwis vs. Kangaroos rugby league test.

For this match public transport was included as part of the ticket price, with approximately 35% of the crowd using special event services pre or post match.

This and patronage at other recent major events would indicate that Aucklanders now view public transport as an easy and viable option. *Note:* Approximately five years ago less than 10% of crowds would utilise public transport for major events in Auckland.

Rugby World Cup and events leading up to the tournament have clearly been a catalyst for this change.

Public Transport

A campaign was implemented for public transport fare changes across bus train and ferries, including posters on-board, flyers handed out by Maxx Ambassadors, press advertisements, VPID and database email messaging.

Following on from media and mass communication material (posters etc) to inform customers of changes to Howick and Eastern bus routes, an extensive direct mail campaign was used to promote the benefits of these new services and provide new timetables. Some 41,000 information flyers were sent to homes in the area stretching from Bucklands beach to Flatbush.

Meanwhile a series of customer information and safety messages have been developed for use onboard trains and on railway platforms. Below are some of the creative concepts to be rolled out over the next few months.



Internal Communications

The chief executive, along with other senior managers, presented at a series of “roadshows’ at each of the organisation’s main locations (Henderson, CBD, Manukau and Smales Farm).

A key message in each of the presentations, attended by around 400 staff, was the need for continued integration across the organisation on projects. The opportunity was also taken to update staff of key “flagship” projects including AMETI. Evaluation forms indicated strong support by the staff for continued use of forums for information exchange.

Media

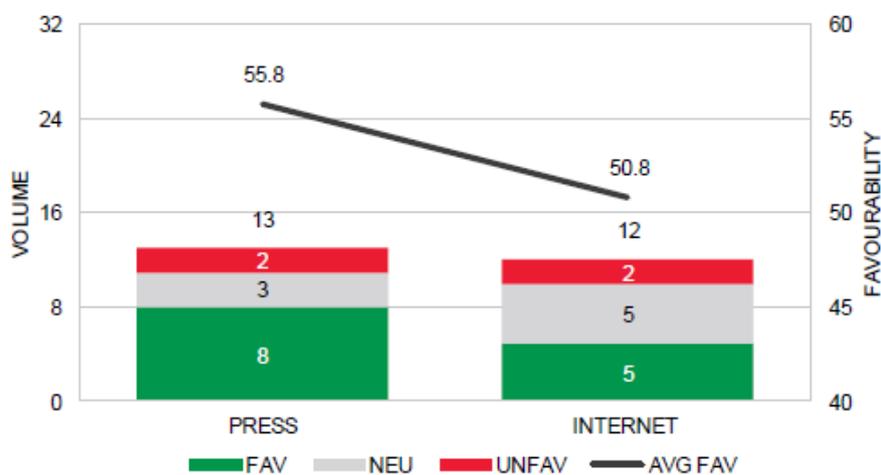
For this reporting period a total of 217 media items (press 107, broadcast 23, internet 87) discussed Auckland Transport as an organisation – this was a 12% increase on the previous month the bulk of which related to positive coverage of Manukau train station opening and plans to introduce double-decker buses. Coverage of public transport in general discussed a range of topics including new fare structures – despite the potential for unfavourable reporting on this announcement, coverage was rated “moderately favourable” in tone with a key message being the increases aimed to reduce inequity between trains and other modes.

This month, 76% of coverage was rated favourable or neutral. The NZ Herald was again the leading press outlet with 19 articles/mentions. This was closely followed by the North Shore Times Advertiser with 18 articles/mentions, most of which related to weed spraying.

Although it was often mentioned incidentally, the number of reports on the CBD Rail Loop more than doubled this month, increasing to 25 from a total of 12 last month. The loop was the subject of two posts on the Auckland Transport blog which discussed possible cost-cutting options and was also mentioned in a number of reports on the close of public submissions on the RLTP and in commentary on the opening of the new Manukau line.

CBD Rail Loop

Chart 4



The key theme across all media analysed this month was: “Auckland Transport addresses issues” (33 reports).

Social/digital media is a growing medium with 1054 people now following Auckland Transport on Twitter. As well as regular public transport users, these followers also include local and national politicians and journalists from the likes of RadioLIVE, 3News, Campbell Live, TVNZ, the NZ Herald, Sky News, Stuff, and Radio NZ National.

Twitter enables the organisation to quickly communicate messages to the general public and the media in time sensitive situations. This was particularly useful during the recent network wide train shutdown. Within two minutes of the information being placed on the MAXX website, @akltransport tweeted “Due to a major power outage, all train services in the Auckland region are currently suspended. Further details to follow.” This message was almost instantly re-tweeted widening its reach to hundreds more Aucklanders.

These tweets included information for commuters on how to get home and it is interesting to note they were also picked up and used as news sources by more traditional media outlets including television, the NZ Herald (on-line) and Radio New Zealand.

The monthly statistics report attached to this agenda contains detailed information relating to Maxx and HOP websites.

However last month there were 58,216 visits to Auckland Transport’s site (+2.51% on the previous year).

The top Ten News items viewed through the site were:

Unique page views	News item
521	New bus way for congested eastern roads
459	Mayoral train launches Auckland’s first new rail line in 80 years
418	Auckland Transport Welcomes new public private framework for bus and ferry services
193	Funding approval Tiverton Wolverton
180	Timetable changes for Easter holidays
175	First stage of Manukau Station opens soon
124	\$180m Panmure transport project contractor named
103	New Link Services for Auckland
105	Auckland’s 70 million passenger journeys break patronage records
96	Ranui Rail Tragedy

Project Support

Dominion Road stakeholder engagement is on-going and staff are also closely involved with stakeholder engagement and media/public communications on on AMETI, Tamaki Drive, NORSGA, and the Tiverton-Wolverton roading upgrade.

As is reflected in the web statistics above, local interest in the AMETI project remains high. Some 300 people attended a public information day in Pakuranga on the plans for a South Eastern Busway as part of AMETI. Feedback was largely positive. It is also estimated that some 2400 people viewed information displays on the busway and other AMETI Pakuranga plans which were in Westfield Pakuranga mall over four days.

A number of media also reported positively on the South Eastern Busway plans. Regular updates to residents and businesses in the Panmure area continues through a variety of means including a monthly project newsletter (previously sent to Board members via email, however hard-copies will also be available at the meeting).

Monthly updates are provided to the Maungakiekie-Tamaki local board, with weekly updates provided to the Chair and Transport Spokesperson. Upcoming briefings include the Campaign for Better Transport, the AA, Pakuranga Business Network and local MPs. A further public information day focussing on the Panmure Roundabout replacement and south-eastern busway is planned for late June/July.

The Tiverton-Wolverton Road upgrade is another major roading project with significant local impacts. Prior to construction beginning briefings have been held with local MP David Cunliffe, local councillors and the Whau Local Board. Dates are yet to be confirmed for a series of community information days where interested residents and businesses along the route can view detailed maps, meet the project and construction teams, ask questions, and advise us of any special requirements they may have (for example special power supply requirements, etc).

As with AMETI a regular project newsletter is being prepared for distribution two to three weeks prior to construction beginning. Other initiatives include the distribution of fridge magnets with key project contact details for residents and businesses who may be impacted by the work and a "Text2Get" service to allow stakeholders to receive timely notification of any unforeseen / emergency situations that may affect them or travel times through the route.

Associated communications in the wider New Lynn TOD (transit oriented development) project include a quarterly newsletter with the latest due out mid-May. In association with local businesses a town centre parking guide aimed to raise awareness of parking availability and restrictions was distributed last week and there have already been requests from businesses for extra copies for their customers. The guide is also available online and at other locations such as the library and Lynn Mall.

6 KEY RELATIONSHIPS UNIT (Stephen Rainbow)

6.1 Executive Summary

The RLTP formal consultation process continues, Maori are fully engaged with specific projects and key stakeholders are being engaged over all major CAPEX projects, both in construction (such as AMETI) and planned (CRL).

6.2 Councillor and MP engagement forward programme

April 2012

CCO Strategy Review Subcommittee 26 April	<ul style="list-style-type: none"> • Transport funding report Draft SOI considered – including Transport Committee and Local Board comments – for shareholder comment back to Auckland Transport Board
Dominion Road briefings for local MPs	<ul style="list-style-type: none"> • Dr Jackie Blue • Phil Goff • Julie Ann Genter
Tiverton-Wolverton Briefings for local MPs	<ul style="list-style-type: none"> • David Cunliffe • Tim Groser

May 2012

Transport Committee 15 May	<ul style="list-style-type: none"> • Integrated ticketing presentation • Bus route review • Integrated Transport Plan • Draft Farebox Recovery policy • Auckland harbour Bridge pathway project update • Transport components of City Centre Masterplan
Accountability and Performance Committee 17 May	<ul style="list-style-type: none"> • Third Quarter Report

6.3 Key Relationships

- Presentation for meeting between NZTA board and Auckland Transport prepared
- Hearings completed for RLTP, with a summary and recommendations to the May Board for consideration.
- Learning Quarter engagement facilitated, leading to agreement and launch in June
- Facilitating engagement with MP's on specific project briefings
- Preparation toward Notice of Requirement lodgement for CRL continuing
- Local Board transport issues funding considered with Council staff

6.4 Elected Members Liaison Unit

- Remuera Road HOV lane issue anticipated to be finally resolved with Local Board prior to AT Board meeting. Discussions on how Onewa Road HOV lane will be handled now starting internally.
- Preparation of Quarterly Report to Local Boards for first quarter 2012 now commencing.
- Te Atatu Road ongoing liaison with Te Atatu Property Owners Group and Local Board.

6.5 Stakeholder Liaison

- Integrated Transport Plan preparation for engagement with key stakeholders
- Engagement with Mayor's office concerning dedicated fund for Local Boards on transport issues
- Continued preparation for CRL Notice of Requirement engagement.

6.6 Liaison – Iwi/Maori

- Auckland Transport Maori Engagement Framework and associated plans completed, and approved by Board for action.
- Active iwi engagement (initial project hui, site visits) including successful hui held about CRL.
- Ongoing liaison with Independent maori Statutory board CEO and staff
- Ongoing liaison with Group Manager and support staff of Council's Maori Strategy team

7 STRATEGY AND PLANNING (Peter Clark)

7.1 Executive Summary

Strategy and Planning focused on key activities including:

- Spatial Planning
- Statement of Intent
- Regulatory Planning
- Corridor Management Plans
- Regional Land Transport Programme

7.2 Planning and Policy

Spatial Planning

Following an extensive consultation process and resulting refinements, the final Auckland Plan was adopted by Auckland Council on 29 March 2012. A launch of the Auckland Plan is planned for late May. Auckland Transport will be reviewing the Auckland Plan to ensure a good understanding of the strategic direction to enable its implementation through the Integrated Transport Plan.

The Unitary Plan will replace the existing district and regional plans and policies of the former city and district councils and regional council and will be the principal regulatory tool to implement the Auckland Plan.

Statement of Intent

The Draft 2012-2015 Statement of Intent (SOI) was forwarded to Auckland Council in March. The CCO Strategy Review Sub-committee considered Auckland Transport's Draft SOI and the Council's proposed shareholder comments on 26 April. The final shareholder comments are due to be forwarded to Auckland Transport by 1 May. A proposed response to those shareholder comments will be drafted for the Auckland Transport Board to consider at its June meeting.

Regulatory Planning

Auckland Transport responds to council plan changes, private plan changes and notices of requirement to ensure that land use and transport are integrated, that proposed land uses enable Auckland Transport to deliver an efficient and effective transport network that is protected from adverse effects and that necessary transport network improvements are considered and provided for appropriately in the district plans. As part of this, AT seeks to ensure that required transport network improvements are programmed and funded appropriately.

Figure 1 shows the location of plan modifications that are being responded to and the status of these in the regulatory/Resource Management Act process.

Corridor Management Plans

Figure 1 shows the location and status of Corridor Management Plans being undertaken. In response to deficiency areas, growth and land use changes, CMPs identify short, medium and longer-term projects for delivery.

The current CMP's being undertaken are:

- Broadway (Parnell Road to Manukau Road) –the study is underway. The plan is expected to be completed in the next financial year.
- East Coast Road (Hibiscus Coast Highway to Forrest Hill Road) – the CMP study commenced in early March and two multi-disciplinary workshops have taken place. The programme aims to complete the CMP study by 30 June 2012.
- Khyber Pass Road (Broadway to Symonds Street) –the CMP study has commenced. The plan will be completed in the next financial year.
- Great South Road (Drury to Manukau Central) – the CMP study is progressing on programme and is expected to be completed by 30 June 2012. A third technical stakeholder workshop was held in April.
- Henderson to Albany Bus Corridor – work is now progressing on the preparation of the Project Feasibility Report.
- Hibiscus Coast Highway CMP review and update (Silverdale interchange to Centreway Road) – the procurement process is underway to appoint consultants. The study is expected to be finished by August 2012.

Connecting Auckland City Centre document

Discussions are underway with Auckland Council and NZTA as part of finalising the City Centre Masterplan (CCMP). Once the CCMP is finalised, the Connecting Auckland City Centre transport summary document will be updated and reported upon. This is currently expected to be June 2012 depending upon Auckland Council's final timeline.

7.3 Planning and Programming

2009/2012 Auckland Regional Land Transport Programme (RLTP)

During April 2012, 12 new funding applications totalling \$54,697,157 were submitted to NZTA for consideration. One application worth \$707,630 has been approved by NZTA, while the remaining 11 applications worth \$53,989,527 are pending recommendation by NZTA.

Table 1 – April Recommended Schemes to NZ Transport Agency

Project name	Description	Activity Class	Phase	Cost	Comments (AT)	Outcome (NZ Transport Agency)	
April 2012							
AT	Emergency Works 19-22 March 2012 Storm damage - North Auckland, Rodney Local Board Area.	Immediate response and emergency reinstatement works after the storms include clearing overslip debris, clearing blocked drains and culverts, uprooted trees and fallen tree branches blocking roads. In addition, permanent reinstatement works have to be carried out at three locations in the north of Auckland.	Maintenance	Construction	\$707,630	Recommended	Approved
AT	Emergency Works 19-22 March 2012 Storm damage - Great Barrier Island	Immediate response and emergency reinstatement works after storms include clearing overslip debris, mowing and signing flooded roads, clearing blocked drains and culverts and construction of gabion walls to protect unstable bank.	Maintenance	Construction	\$76,000	Recommended	Pending recommendation by NZTA
AT	2011-12 Te Atatu Road Corridor Improvements	Improving Te Atatu Road from Edmonton Road to SH16 interchange - 1.6 km of road to provide a painted median and on-road cycleways for the full road length. Includes Design, landtake, Consents and Construction.	Improvement & Replacement of Local Roads	Design	\$850,000	Recommended	Pending decision by NZTA
AT	2012-15 Auckland Integrated Fare Solution (AIFS) Programme	Opex funding to develop and implement the automated fare collection system solution for rail, bus and ferry services in the Auckland region.	PT Operation & Maintenance	Implementation	\$28,821,527	Recommended	Pending recommendation by NZTA
AT	Ferry Terminal Upgrades - Bayswater 2009/12	Construction of a new Bayswater ferry terminal. Construction includes new pontoon and walkway attached to wharf.	PT Infrastructure	Construction	\$2,570,000	Recommended	Pending recommendation by NZTA
AT	Ferry Terminal Upgrades - Beach Haven 2009/12	Construction of a new ramp, pontoon and shelter on the North Shore's existing wharf at Beach Haven.	PT Infrastructure	Construction	\$1,350,000	Recommended	Pending recommendation by NZTA
AT	Regional Traffic Signal Route Optimisation	Construction includes minor associated physical works to enable optimisation for traffic along the prioritised routes.	Improvement & Replacement of Local Roads	Construction	\$1,280,000	Recommended	Pending recommendation by NZTA
AT	Rail Station upgrade - Greenlane	Modernisation of station at Greenlane to support Auckland electrification project.	PT Infrastructure	Construction	\$1,100,000	Recommended	Pending recommendation by NZTA
AT	Rail Station upgrade - MT Albert	Replacement of station facilities and widening of Carrington Road bridge to provide bus connections.	PT Infrastructure	Construction	\$8,851,000	Recommended	Pending recommendation by NZTA
AT	Rail Station upgrade - Otahuhu	Modernisation of station at Otahuhu to support Auckland electrification project.	PT Infrastructure	Construction	\$1,080,000	Recommended	Pending recommendation by NZTA
AT	Rail Station upgrade - Papakura	Improvements and provision of infrastructure at southern termini of Auckland electrification project.	PT Infrastructure	Construction	\$5,476,000	Recommended	Pending recommendation by NZTA
AT	Rail Station upgrade - Swanson	Improving capacity & access to park & ride facility at Swanson station to support Auckland electrification project.	PT Infrastructure	Construction	\$2,535,000	Recommended	Pending recommendation by NZTA
Total New Schemes					\$54,697,157		

Notable in the April 2012 monthly review were:

- Ferry terminal and rail station upgrade projects to support the electrification and investment in the PT services.
- As the AIFS project moves from the construction phase to an operational phase in 2012/13 additional funding will be required.

Submissions on the Draft RLTP 2012 closed on 23 March 2012. A total of 932 submissions were received. In addition, approximately 1600 submissions were received on the transport section of the Auckland Council LTP.

One hundred and fifty six submitters indicated a wish to speak to their submissions at RLTP Hearings that took place between 16 April and 24 April 2012. The Hearing Panel deliberated on potential changes to the draft and will be recommending changes to the Board.

Figure 1 – Plan Change and Corridor Management Plan Locations



File Location: T:\GIS\PROJECTS\CorridorManagementPlan\4_Workspaces\District and Corridor Management Plan 23042012.mxd

8 SPECIAL PROJECTS (Claire Stewart)

8.1 Executive Summary

- The Electric Multiple Unit (EMU) and EMU Depot Projects progressed consistently with programme timelines. The evaluation of the Depot tender occurred in April. The development of the train exterior and interior progressed.
- The City Rail Link Project progressed with continued focus on preparatory work to designate land required for the route. The City Centre Future Access Study (CCFAS) work (to respond to Central Government's Review of the APB& B Study) continued through April 2012.

8.2 EMU Projects

EMU Delivery Project

Design

The design activity in April focused on detailed design development and creating manufacturing information. This activity will continue for the next six months. The first submissions for the next design review stage, due for completion at the end of June, have been received and are being evaluated.

Driving Simulator

The detail design specification for the driver training simulator is being finalised with CAF's simulator subsidiary. This work is being done in conjunction with Veolia to ensure that the simulator will fully meet the training needs and timescales.

Mock Up

The Stage 3 Mock up, (a full size model of the drivers cab and 10 meters of saloon length), was shipped from Spain in April. The mock up will be used to assess and review the interior design features of the new trains.

The current proposal is for the Stage 3 Mock Up to be located in the city centre however the size/weight of the Mock Up will limit location options. The photographs below show the completed Mock Up shortly before shipping. **Note:** Colour scheme is indicative only.



Communications

Auckland Transport has continued discussions with user groups on matters related to the interior design and passenger interfaces. A presentation was delivered to the Auckland Transport's Transport Accessibility Advisory Group (TAAG) as a general update on project progress.

Three Month Look Ahead

The focus for the next three months will be development of the detailed design with the release of early manufacturing information towards the end of this period and leading to a formal review of the design at the end of June.

The most significant event will be the arrival of the Stage 3 Mock Up in Auckland, expected in mid - late June 2012.

Auckland Transport will maintain a continuous presence in the CAF factory in Spain during this period.

EMU Depot Project

Siteworks

Earthworks continued to progress in April in the general fill area outside the building area (which was due to be handed over to AT on 1 May).

Design

Design work is substantially complete (apart from integration of major plant).

Tender for the Construction Contract

Tenders were received in mid-April, evaluated and the contract awarded to Downer mid-May.

Key Plant Tenders

All of five tenders have been assessed and contracts have either been awarded or are in the clarification stage.

Three Month Look Ahead

The focus in the next quarter will be initiating the main construction contract, concluding the major plant supply contracts and commencing construction. Early construction will focus on ordering the structural steelwork, removing the ballast surcharge on the building site, establishing the site offices and constructing the building foundations.

8.3 City Rail Link Project

Notice of Requirement (NoR)

Preparatory work to support the lodgement of the NoR continued throughout April with continued focus on concept design.

City Centre Future Access Study (CCFAS)

Weekly meetings with Central Government (NZTA, Ministry of Transport and Treasury) occurred throughout April. The Senior Officials Group (AT CE, MoT CE, Treasury CE, Auckland Council CE, NZTA Northern Region Manager) met on 18 April to progress the CCFAS programme.

Communication

The Chief Executive, Corporate Manager Key Relationships, Corporate Manager Special Projects and the CRL NoR Manager presented to Iwi who expressed an interest in the Project on 26 April. The project team continued its presentations to the Local Boards in April.

APPROVED FOR SUBMISSION by	David Warburton Chief Executive	
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Project No	Zone	Project Name	Expected Project Cost			2011/12												2012/13												2013/14												Comments																						
			2011/12	2012/13	2013/14	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun																							
		Note:				Key: ■ Design Procurement												■ Construction Procurement												■ feasibility																																		
						■ Investigation Phase												■ Design Phase												■ Construction Phase																																		
Special Projects																																																																
31	Central	City Rail Link	\$4.7m	\$15.0m	\$108.6m	Investigation																																				Appointment of Principal's Advisor.																						
32	South / Central	South - Western Airport Rail Link (SWAMMCP Detail Design)	\$0.8m	\$1.65m	\$5.0m	Investigation																																																										
33	Central	Wynyard Quarter				Feasibility												Investigation and Scoping Study												Design												Procurement for Investigation and Design; Budget to be secured.																						
Public Transport - Ferry Projects																																																																
34	North	Beachaven Ferry Terminal	\$1.3m			Design						Construction																																																				
35	West	Hobsonville Ferry Terminal Upgrade	\$3.5m			Design						Construction																																																				
36	North	Bayswater ferry terminal	\$0.1m	\$1.9m		Design						Construction																																																				
37	South	Half Moon Bay Ferry Terminal & Vehicular Ferries		\$1.2m	\$3.3m	Investigation						Design						Construction																																														
Public Transport - Bus Projects																																																																
38	North	Taharoto/Wairau corridor upgrade (Stage 6 & 8)	\$0.8m	\$7.3m	\$1.8m	Design						Construction																																																				
39	North	Local Bus Improvements Programme (Onewa/Wairau transit lanes)	\$0.3m	\$0.1m	\$0.7m	Design						Construction																		Consultation required longer period due to project sensitivity.																																		
40	North	Albany Highway Corridor Upgrade - North (Schnapper Rock to SH17)	\$3.0m	\$25.2m	\$30.2m	Design						Construction																																																				
41	West	Te Atatu Road Corridor improvements	\$1.3m	\$5.0m	\$5.0m	Design						Construction																																																				
42	North	Albany Highway Corridor Upgrade - South (Sunset to SH18)	\$0.4m	\$1.5m	\$0.25m	Investigation						Design						NOR/ Consents/Land						Construction																																								
43	West	Lincoln Road Corridor improvements	\$0.2m	\$1.5m	\$3.8m	Investigation						Design																																																				
44	Central	Dominion road PT Corridor Upgrade	\$4.3m	\$2.5m	\$6.5m	Investigation						Design						Construction																																														
Public Transport - Rail Projects																																																																
45	Central	Onehunga Station Platform Extension	\$0.5m			Design						Construction																		} to be awarded as a package																																		
46	Central	Remuera Station Upgrade	\$0.5m			Design						Construction																																																				
47	Central	Penrose Station Upgrade	\$0.3m			Design						Construction																																																				
48	Central	Greenlane Station Upgrade	\$0.2m	\$0.9m		Design						Construction																																																				
49	Central	Otahuhu Station Upgrade	\$0.2m	\$0.9m		Design						Construction																																																				
50	West	Swanson Rail Park and Ride	\$0.3m			Design						Construction																																																				
51	West	Swanson Station Upgrade	\$0.7m	\$1.4m		Design						Construction																																																				
52	Central	Mount Albert station - upgrade including concourse works	\$2.1m	\$7.6m		Design						Construction																																																				
53	Central	Parnell New station Stage 2 - Station & platform	\$10.7m	\$4.0m	\$4.4m	Design						Construction																																																				
54	South	Westfield Station Upgrade		\$0.7m		Dsgn						Construction																																																				
55	South	Puhinui Station Upgrade		\$0.8m		Dsgn						Construction																																																				

CAPITAL PROJECT PROGRAMME (LARGE PROJECTS) 2011/12 TO 2013/14

Project No	Zone	Project Name	Expected Project Cost			2011/12												2012/13												2013/14						Comments		
			2011/12	2012/13	2013/14	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec		Jan	Feb
		Note: 1. Project phasing, tendering period and construction cost are indicative. 2. Project Costs to be updated to reflect RLTP consultation				Key: Design Procurement												Construction Procurement												feasibility								
						Investigation Phase												Design Phase												Construction Phase								
Road Projects																																						
1	Central	AMETI_Package 1 - Panmure Corridor_Phase 1				Construction - will be finished by year 2016																												Contract awarded in Nov/Dec.				
2	Central	AMETI_Package 1 - Panmure Corridor_Phase 2	\$40.9m	\$46.1m	\$33.9m	Design																												Construction 2016-17				
3	Central	AMETI_Package 1 - Panmure Corridor_Phase 3				Design																												Construction 2016-17				
4	Central/South	AMETI - 4 Pakuranga Ti Rakau & Reeves Rd	\$1.1m	\$0.7m	\$0.7m	Design																												Construction 2016-17				
5	Central	AMETI_Package 2 - Sylvia Park Bus Lane	\$1.5m	\$2.3m	\$2.1m	Design																												Construction				
6	West	NorSGA PC15- Rau South and Waru stub	\$0.2m	\$5.0m		Design																												Construction	Construction timing subject to early land acquisition.			
7	West	NorSGA PC14 - Spine Road (Radishes's Land)		\$2.0m		Design																												Construction	Construction timing subject to early land acquisition.			
8	West	NorSGA PC15- Donbuck Extension and Waru		\$0.3m	\$4.5m	Design																												Construction	Construction timing subject to land acquisition.			
9	West	New Lynn TOD Stage 5 Great North Road	\$1.4m	\$4.6m		Design																												Construction	Contract is awarded			
10	West	New Lynn TOD canopies	\$0.48m	\$2.07m		Design																												Construction	Contract is awarded			
11	North	Hibiscus coast Walkways /Cycleway (Silverdale - Intersection)	\$0.6m	\$0.9m		Design																												Construction	Tenders under evaluation, contract award imminent			
12	Central	Tiverton / Wolverton Improvements	\$2.5m	\$16.0m	\$16.0m	Design																												Construction	Currently been evaluating			
13	North	Chivalry Road/ Diana Dr/ Chartwell Ave Intersection Upgrade	\$1.3m			Design																												Construction	Construction on hold until confirmation of NZTA funding			
14	Central	Domain Drive - Parnell		0.8m		Design																												Construction	Contract to be awarded in June.			
15	South	Flatbush School Rd Murphy's Rd Intersection Improvements - Stage 4	\$1.2m	\$4.52m		Design																												Construction				
16	North	Whangaparaoa Road HBC Highway to Red Beach	\$0.7m	\$10.0m	\$8.1m	Investigation & prelim. Des.																												Design	Construction	Design on hold until confirmation of NZTA funding		
17	North	Park and ride - Silverdale	\$0.8m	\$5.0m	\$4.6m	Design																												Construction				
18	West	Crown Lynn Regeneration (New Public Roads)	\$0.2m	\$4.0m	\$2.9m																													Construction	New to the list			
19	South	Ormiston Preston East Tamaki	\$0.7m	\$0.9m	\$5.0m	Design																												Construction	Construction to commence in 2013/14.			
20	East	Chapel Rd Realignment and Bridge		\$0.25m	\$1.6m	Investigation																												Design	Construction	Stage1 -Stancombe Int 2013-Earthworks/ Bridge 2014-2016		
21	South	Flat Bush main Street Collector Link (Stream to Stancombe Rd)		\$0.2m	\$0.2m																													Design	Construction	New to the list		
22	Central	Tamaki Dr & Ngapipi intersection - Safety improvement	\$1.2m	\$1.5m	\$2.7m	Feasibility																												Investigation	Design	Construction	Time line updated; Feasibility continuing till mid May 2012	
23	Central	Tamaki Dr / Takaparawha Pt - Safety improvement																																				
24	East	Murphy's Road Bridge improvements - Detail Design		0.25m	0.05m	Investigation																												Design				
25	North	Kyle Road - Feasibility / Scheme Assessment Report	\$0.28m	\$0.2m		Feasibility																												Investigation		Contract awarded		
26	North	Albany Centre Improvement	\$0.4m	\$0.2m	\$0.4m																													Investigation		Contract awarded		
27	East/West	East West Link (Multi Model East West Study)		\$0.5m	\$0.5m																													Investigation				
28	South	Porchester Rd Manuroa to Stream			\$0.1m																														Feasibility			
29	South	Mill Road Corridor Upgrade	\$1.6m	\$4.0m	\$7.0m	Investigation																												Design				
30	South	Walters Rd Improvements Porchester to Grove			0.05m																														Feasibility			

SUMMARY OF CIO FINANCIAL PERFORMANCE

1. Monthly Financial and Year End Forecast Results

Please note following the transfer of AIFS to COO, the figures in this report now reflect the exclusion of AIFS.

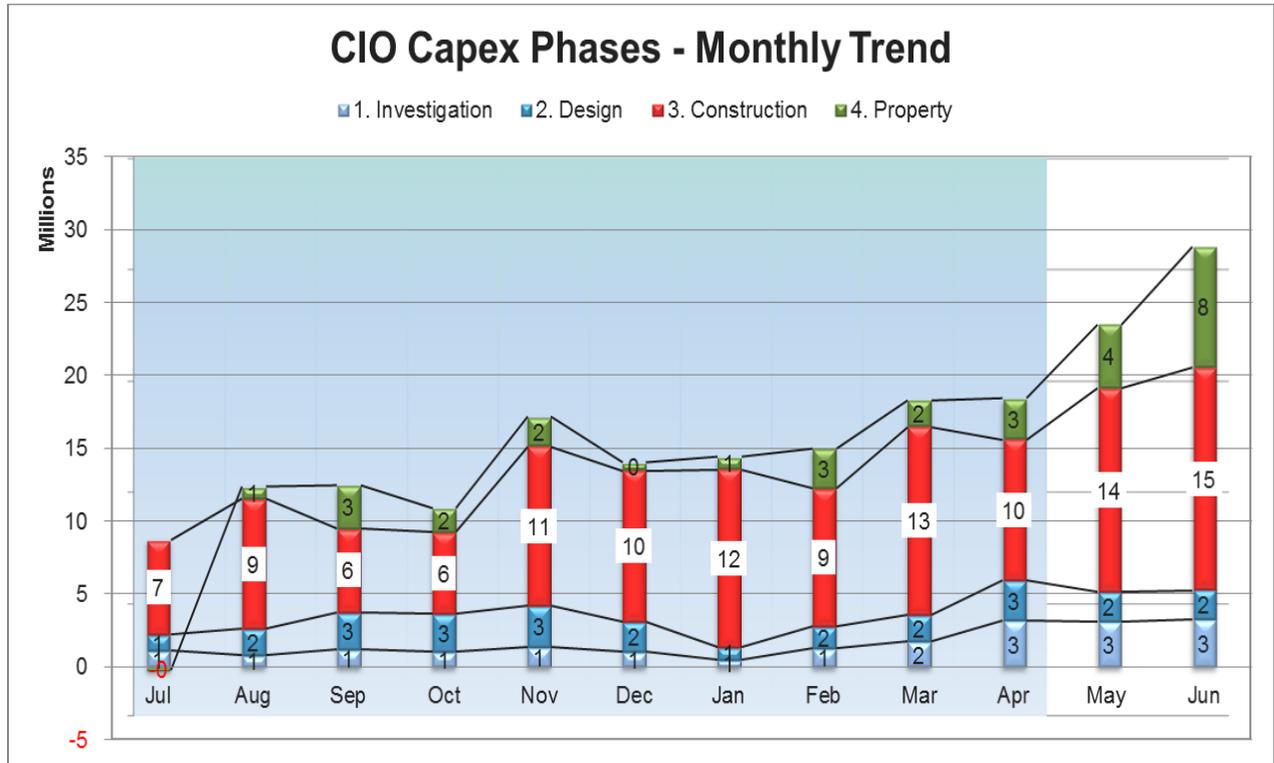
Monthly Results	April	March
Budget (Over Programmed)	\$35m	\$33m
Forecast	\$22m	\$20m
Actual	\$18m	\$18m
% of forecast achieved	83%	90%
YTD Spend	\$142m	\$123m

Forecast Results	April	March
Fiscal Envelope	\$195m	\$195m
Latest Forecast	\$194m	\$206m
Over / (Under) Programme	(\$1m)	\$11m

2. Key Implications

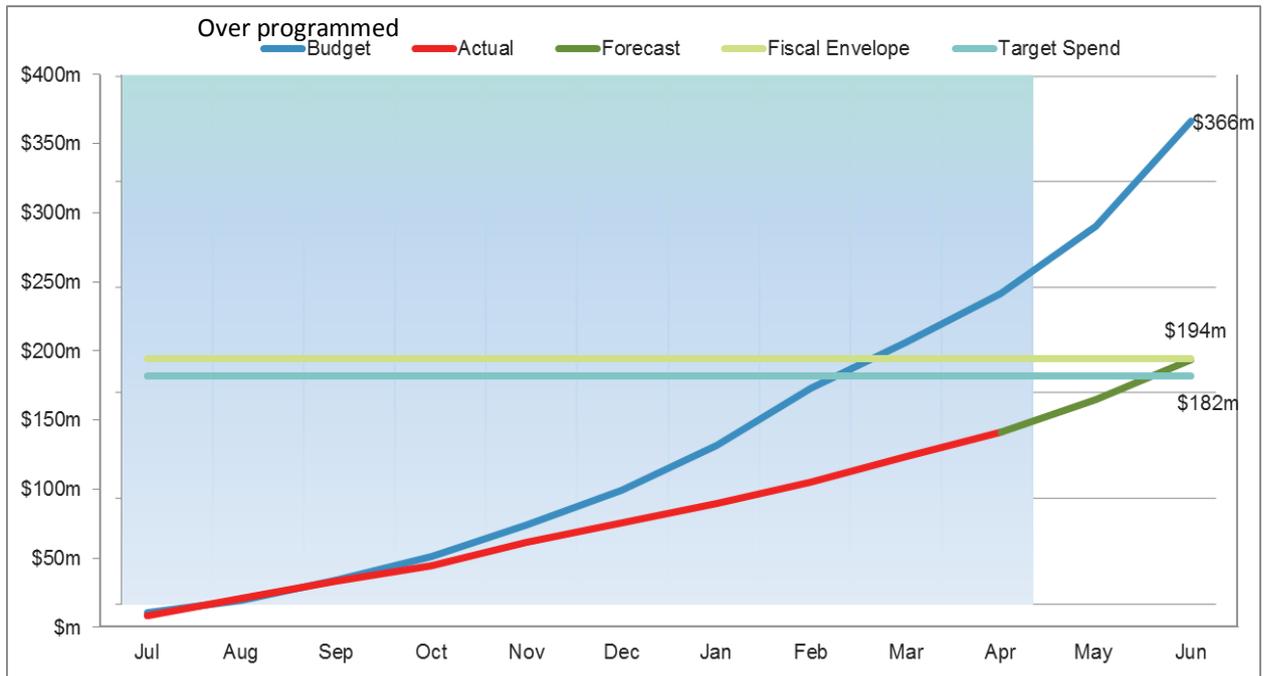
- The latest forecast of \$194m is now in line with the original funding envelope of \$195m (after exclusion of AIFS).
- April actuals reflected 83% of forecast spend.
- There remains a \$13m capital funding shortfall (caused by reduced NZTA subsidy expectations) across Auckland Transport.
- The construction forecast for May (\$14m) and June (\$15m) appears optimistic compared to the spend during April (\$10m) and on average during the year (\$9m), especially given we are entering the winter season (refer Section 3. Monthly trend analysis).
- The land forecast of \$12m for the last two months also presents risk given the inherent challenge in forecasting spend on this with precision.
- Given these factors the most likely year end outcome is \$180m to \$190m for CIO.

3. Monthly Trend Analysis



Construction phase forecast to May and June appears to be much higher than previous months with Glenfield Road Stage 4, Albany Bus Station, Flatbush School Road and Davies Carpark forecasting expenditure. The land forecast includes high level of risk as this appears to be significantly higher than the previous months. This includes \$7m of AMETI land purchases.

4. CIO Capex Cumulative spend



The initial over programmed budget was \$366m which has been continuously managed downwards towards achieving the fiscal envelope. This forecast at \$194m is currently \$1m below the fiscal envelope.

The trend shows that budgets for the initial months in the year were tracking close to the forecast reflecting lower spends through the non-construction season and RWC. A bigger variance appears later as project risks have been managed and expenditure delayed.