

# Chief Executive's Public Briefing – July 2011

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## 1. Introduction

This report is prepared to provide Directors an overview of the business and a general "pulse" as to the state of the overall operation. Detailed comments in the Finance and Business Reports provide more data on specific topics.

## 2. Operational Overview

As this report covers the period to 30<sup>th</sup> June it is appropriate to reflect on the first (albeit shortened) "year" of Auckland Transport.

Over eight months AT has been a major part of one of the largest business re-organisations ever in this country. AT were given a solid foundation by the legacy organisations and the ATA. However, one cannot underestimate the work that has been done to ensure a fully functioning and effective organisation.

The transition of staff to new roles, and in many cases new locations, was not without its hiccups, but the most pleasing aspect was that it did not cause any failure in the delivery of business as usual.

The promise was for a seamless transition from a customer perspective and that has effectively been achieved. Customer service remains at the heart of AT's culture.

The professionalism and commitment of the staff has been exceptional and the primary reason for the organisations success. I pass on my sincere thanks to each and every one of them.

The support from the Chairman and Board has been appreciated personally and recognised by the Executive Team as a contributing factor in our progress.

The excellent partnership developed with NZTA and the "one network" approach has been a significant development and the cooperation with Auckland Council, Local Boards, other CCO's, contractors and consultants have all assisted.

It is difficult to single out programmes for special mention. However, there have been a number of significant projects that have been delivered to a high standard. They include:

- The successful introduction and implementation of HOP
- Increased public transport patronage
- Dominion Rd review
- New Lynn - construction of the wider TOD (Transport Oriented Development)
- The CRL business case and progress on the EMU contracts, and on-going advocacy for rail PT
- Lodgment of the first Notice of Requirement for AMET1
- A positive and engaged staff culture with low turnover
- Achieving a good outcome for Auckland from the EPA Hearing on SH20 (Waterview)
- Establishing a structured prioritisation system for the 2011/12 capital programme
- New and control systems for AT CBD carparks - Project Arizona 3
- Set up Joint Transport Operating Centre (JTOC) at Smales Farm with NZTA to manage Auckland's roading network as one network

- Positive engagement with Local Boards through Elected Member Liaison Unit
- Iwi input into major projects
- Engagement with Auckland Council, Mayor and Councillors
- Establishment of the assets including properties owned or controlled by AT
- IT systems established and an IT strategy in place and implementation commenced

A review was conducted in April/May of the organisation’s business activities, systems and processes. All Managers in Tiers 2 and 3, and a number in Tier 4, were interviewed as part of the review.

Among things identified for further improvement were technology solutions for the management of data, supplier efficiencies, a better framework for benchmarking and setting of KPIs, and areas where AT needed to strengthen external relationships.

These items are part of the future focus and the organisation in the process of implementing these improvements.

In summary, the organisation has come together to operate as a new and successful single Transport entity. It has followed through on the Mayor and Council’s expectations and is well placed to build better transport solutions for Auckland in the year ahead.

### 3. Public / Stakeholder Presentations

The following presentations have been conducted since the June Board meeting. These include:

- Mayoral & Councillor presentation re Auckland Plan
- EMU briefing for Mayor Brown
- Presentations to :
  - Business Advisory Panel
  - NZTA Senior Leaders
  - Winsborough / Hogan seminar

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