

Business Report – June 2011

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

The trends on the primary HR metrics have stayed consistent over the last six months. This is a good reflection on the organisation. A close watch on these metrics will provide early indicators when the labour market frees up.

Work has begun with the parking wardens to look at the development paths for this group. Attraction and retention is the key driver. An initial look at the safety training was undertaken and found to be of a high standard.

Leave liability is now reported on and efforts made to pro-actively keep this figure reasonable are underway.

Auckland Transport will become a member of the Equal Employment Opportunity (EEO) Trust and we will work with them to further develop a culture of inclusivity. Given our broad diversity, a proactive approach to this area is important for our growth.

An organisation wide Performance Management programme will be introduced shortly. It will be a simplistic process and all managers will receive training on how to maximise performance planning for their staff.

The majority of the transition issues are now coming to a point of closure. The main item left is the completion of the remuneration framework as agreed at transition. The planning and development for this has now commenced.

1.2 Appointments / Payments / Records

- The workforce statistics for June are made up of 940 FTE, which is made up of a headcount of 958
- There were 33 positions recruited for June, with 10 being internal appointments and 23 external, Recruitment agencies were not used for these placements. The number of new starters for June is 24 which consist of 20 permanent staff (three of whom transferred from being contractors to employees) and four fixed terms. These appointments are mainly in the COO Division.
- Over the last three months the recruitment team have opened 84 vacancies for recruitment with 24 of these being in June.

Job Evaluation Review

The job evaluation project is nearing completion and all employees and managers that submitted job evaluation questionnaires have now been communicated with on the outcome of the submissions.

A joint statement will be published on the intranet which will be signed by Auckland Transport, Auckland Council and the PSA. This statement will state the positive outcomes of the process and the partnership that has been developed by Auckland Transport with the PSA and the agreement that the project has achieved the requirements of the original statement of work.

1.3 Health and Safety

There were nine reported staff incidents in June. These included:

- One minor non-injury motor vehicle accident
- Three non-serious harm injuries; one sprained ankle, one bruised shoulder, one lumbar sprain
- These incidents resulted in two staff LTI's, the lumbar sprain resulting in two lost days
- There were no contractor LTI's reported in June

The learnings from these incidents are communicated to staff to avoid the risk of the incident being repeated.

1.4 Cultural / Training / Support

Training

- The innovation team has reviewed ideas submitted to date and is progressing the idea of utilising QR codes. QR codes are like barcodes. Using your mobile phone camera you simply scan the QR code and this will connect you directly to mobile content such as web pages, maps, timetables, details of promotions, special offers etc.
- The HR team has reviewed a number of proposals from providers of leadership development training. The next step is to work with the preferred provider to develop this programme to meet the leadership needs of the business.
- A key project underway is establishing a user-friendly performance management system which supports individual performance and development and continuous improvement of the organisation. Part of the rollout will be the introduction of coaching skills training for all people managers to increase the effectiveness of performance and development conversations with staff and everyday work situations where coaching skills can be applied.
- A new project to establish career pathways for parking wardens has commenced. This looks at the various career paths available for parking officers within Auckland Transport and includes establishing relationships with other organisations such as the Police where parking officers aspire to grow their careers towards.
- The first meeting of the Project Team which will oversee the introduction of the Career Pathway for Engineers (CPE) was held on 27 June and was chaired by John Schermbrucker. Three working groups have now been created headed by Alan Wallace, Don Munro and Rick Walden (who are also members of the Project Team). These groups will be responsible for developing the criteria that will be used to assess the various categories of employees in the field of engineering. Their first set of proposals was presented to the Project Team on 11 July.

Support

- The last part of the Job Evaluation Review is currently taking place with letters being handed to all staff who applied to have their jobs re-evaluated advised of the outcome.

1.5 Other

- The monthly union delegates' meeting was held on 24 June. At this meeting some frustration was expressed over the lack of cleaning staff in the building during the day and that there is no access to these cleaning staff. This issue has been raised with the Property Department / AC.
- The proposed new benefits package was tabled at the union delegates meeting and by all accounts received a positive response.

Customer Services

1.6 Executive Summary

A review of the touch-points with customers has been completed by Deloitte's. This will be presented to the Executive Leadership Team shortly. Key findings will be acted on to enable us to continue to lift our service delivery. These findings support the technology improvements already targeted for Customer Services.

As requested a breakdown of customer complaints has been included in the statistics addendum. The majority sit within PT and relate primarily to the timing of services. The remaining complaints (13%) are spread across areas such as Road Works, Carparks and Safety Management.

The business as usual performance has been pleasing and is detailed in the statistics addendum along with the detailed Customer Services Report.

There is an ongoing effort to increase the Customer Service and delivery focus for the business at all levels throughout the organisation.

1.7 Key Service Metrics

- Average call wait time through MAXX and HOP – 12 seconds
- Service level – 83.7% MAXX, 89% HOP
- Abandonment of call – MAXX 2.1%, HOP 1.7%
- Call volumes for June– MAXX 44,516, HOP 8,642
- Web Traffic for June– 662,809 visits (maxx, myhop, aucklandtransport)

2 OPERATIONS (Fergus Gammie)

2.1 Executive Summary

- 151 minor safety works projects delivered in 2010/11 year
- Post implementation surveys from route optimisation measures on three roads (St Lukes, Symonds Street and Dominion Road) show significant gains achieved for road users
- June 2011 patronage 8.1% above June 2010, 12 month patronage of 65.75 million trips, 8.5% above comparative 12 months
- Redesigned Auckland Isthmus and CBD bus services to commence on 21 August
- On-board audio announcements now being rolled out on SA carriage fleet in time for RWC 2011
- New control and payment systems (Project Arizona) now operational in all AT CBD carpark buildings
- Preparation for RWC 2011 transport services are on schedule

2.2 Road Corridor

Road Safety and Traffic Operations

- Desktop crash reduction area studies and site visits are completed with the report having been finalised for the Southern area and the report for the Central area due to be finalised at the end of July
- All of the 49 minor safety projects planned for delivery in June were successfully delivered. A total of 151 minor safety works projects were delivered in the 2010/2011 year.
- All 21 school travel plan engineering works projects planned for 2010/2011 were successfully delivered by 30 June 2011
- The 2011/2012 draft programmes for minor safety and school travel plans have been prioritised and finalised
- From 1 June 2011, four fatal and one serious crash sites have been investigated in conjunction with the New Zealand Police. Improvements have been identified at two of the fatal crash sites and will be completed by the end of July.
- In June RCO processed 77 resource consents (94% meeting standard timeframes) and responded to 519 Requests for Service (91% meeting standard timeframes)
- Public consultation for the installation of Variable Messaging Signs (VMS) for the CBD to Airport corridor has been completed. Construction of VMS signs has now commenced and we have also worked with NZTA to develop a method to measure real time travel information on this route. This is currently undergoing systems testing and will be available in time for the Rugby World Cup.

Route Optimisation

Following completion of route optimisation measures and having undertaken post implementation surveys, results have been achieved on the following three routes:

St Lukes Route	First Year Savings		
Travel time savings in seconds (percentage savings in brackets)	Eastbound am peak Eastbound pm peak	30 seconds (11%) 46 seconds (13%)	81,034 hours 265.9 tonnes 106,098 litres
Travel time savings in hours	Westbound am peak Westbound pm peak	4 seconds (2%) 57 seconds (15%)	
CO2 emissions reductions			
Fuel savings			
First year benefit has been valued at:			\$1,464,103

Symonds Street Route	First Year Savings		
Travel time savings in seconds	Northbound am peak Northbound pm peak	72 seconds (20%) 130 seconds (32%)	234,052 hours 1005 tonnes 402,429 litres
Travel time savings in hours	Southbound am peak Southbound pm peak	10 seconds (4%) 460 seconds (60%)	
(Note: 40% of the travel time savings on this route is attributed to the additional southbound lane on SH 1 between Gillies Avenue and Greenlane)			
CO2 emissions reductions			
Fuel savings			
First year benefit has been valued at:			\$4,410,810

Dominion Road Route	First Year Savings		
Travel time savings in seconds	Northbound am peak Northbound pm peak	114 seconds (23%) 13 seconds (3.5%)	105,000 hours 117 tonnes 51,000 litres
Travel time savings in hours	Southbound am peak Southbound pm peak	22 seconds (8.8%) 61 seconds (13.8%)	
CO2 emissions reductions			
Fuel savings			
First year benefit has been valued at:			\$1,718,688

2.3 Road Corridor Maintenance

- A briefing of existing suppliers took place on 7 July and was attended by approximately 50 people. The briefing outlined the future direction of road maintenance activities and the timetable for rolling out new collaborative contracts.
- A new process has been developed to better manage maintenance work in Heritage areas of the city. The process includes a more rigorous review of heritage issues prior to work commencing and identifying any additional low cost work that would enhance heritage values during routine maintenance.
- The RCM team has received several compliments this month from Local Boards, for promptly resolving minor issues that have been carried over from legacy councils
- The draft target outturn cost (TOC) for the Auckland Maintenance Alliance – West, has been developed some eight months earlier than in previous years, giving AT much better price certainty
- RCM is working closely with NZTA to develop a joint Incident Response Plan for incidents affecting the Motorway and major local roads in the city. This work supports the One System approach.

2.4 Road Corridor Access

- There were 1,550 corridor access requests approved in June with 86% processed within five working days and 98% processed within 15 working days
- The new fees for vehicle crossing permit applications and street damage inspections were introduced across the region on 1 July 2011. The lodgement of applications and the payment of the fees is done in conjunction with the lodging of building consents so as to make the process as seamless as possible for the customer. The processes relating to both have been standardised and roadshows were held in each of the Auckland Council offices to explain the process to Auckland Council staff.
- Over the last three months there have been 220 events approved on the network. Staff are assisting event organisers with the traffic management associated with upcoming major events such as RWC, ITU World Triathlon, Auckland Marathon and the Clip-on Challenge.
- The necessary bridge data is being collected and uploaded into OPermit to enable the analysis of the structures on the proposed High Productivity Motor Vehicle (HPMV) routes. This will enable an assessment to be made as to the ability of the existing structures to carry the higher gross loads.
- We have agreed in principle to the closing of the section of SH20 between Sandringham Road and Richardson Road for the carrying out of works associated with the upgrade of the SH20/Maioro Street interchange. The preferred option involves a full closure for up to a maximum of four weeks commencing on 25 July 2011. This will enable the work to be completed before the commencement of the RWC.
- A liaison meeting with Utility Operators and other Corridor Managers is scheduled for 26 July 2011

2.5 Public Transport

- June 2011 patronage was 5,568,034 passenger trips across PT, an increase of +8.1% compared to June 2010. For the 12-months to end-June 2011 patronage was 65,754,396 passenger trips across PT, an increase of +8.5% compared to the 12-months to end-June 2010.
- Additional capacity (longer trains, using four additional SA carriages) are to be added to the rail network on 17 July 2011, following the completion of the platform extension works on the Southern Line
- Special event PT services were provided to three Super 15 Blues games including one play-off game at Eden Park (including free event ticketing on the rail network and special event bus services) during June. An average ingress and egress of ~30% of the crowd were moved by special event PT services.

- Following consultation in April, negotiations have been completed with NZ Bus for implementation of the redesigned Auckland Isthmus and CBD bus services on 21 August. A presentation on the service changes was made at the 5 July Transport Committee meeting. Service changes include:
 - New City LINK service between Wynyard Quarter, Britomart and Queen Street
 - More direct Inner LINK loop service
 - New Outer LINK loop service
 - Move Western Bays services from Queen Street to Albert Street
 - New fleet (all accessible) for all three Link services
- The trial of on-board audio announcements on rail services was completed in June, with positive feedback received from customers. After a couple of minor amendments are made, the new system will be rolled out on the remainder of the SA carriage fleet in time for the RWC. On confirmation of the number of EMUs to be delivered, decision to be made to roll-out initiative onto the DMU fleet.
- Extended 634 and 635 bus services were introduced from 26 June to serve the Stonefields residential development
- Additional capacity will be introduced on the Pine Harbour ferry service with a new vessel arriving late July
- Rail service punctuality performance during the month (85.6%) was the best since May 2009
- Hop roll out on all NZ Bus fleet is now complete. Retail Service Centres have been created at Britomart, Newmarket and New Lynn to support customers business as usual requirements for face to face service provision for service functions such as refunds, lost and found cards and registration of cards.
- The retail distribution has been developed for the A-Pass sales during Rugby World Cup. Key retail locations have been secured at Britomart, Quay Street, Newmarket, domestic and international airports, key iSites and Auckland Council locations including the Civic Centre and Manukau Service Centre.
- Devonport wharf plan identified with Auckland City for upgrading some features of the wharf aimed at improving overall appearance in time for RWC. The Mayoral press release identified a range of improvements to be implemented and managed by AT.

2.6 Rugby World Cup

- Refer to the attached Report (Attachment 1)

2.7 Parking and Enforcement

- Eden Park Residents parking permit renewals first mail out commenced to all residents in the area
- Presented new residents parking scheme to the St Marys Bay Association which was well received with support from the Local Board
- Increased focus on abandoned vehicles resulting in process alignment with Auckland Council

Towing

- Recent review of Towing Contracts has resulted in the decision to go out for a regional RFP for towing services
- An improvement on enforcement of clearways has resulted in all CBD clearways being cleared by 4:30pm

Project Arizona

- Installation of new control and payment systems for AT CBD car park buildings:
 - Roll out of the Civic and Victoria carparks has been completed, and the Downtown carpark went live on Monday 11 July
 - CBD off peak parking promotion, in conjunction with Heart of the City underway and we are currently evaluating the success of this scheme

New Parking Buildings

- Signed off the design for the first of two Manukau City parking buildings on Davies Avenue
- Signed off the design for the proposed New Lynn multi storey car park building on Merchants Way
- Investigating Dominion Road/Valley Road proposal for a small scale parking building to accommodate approximately 250 car parks

2.8 Community Transport

- Launch of the winter alcohol road safety campaign focused around sports clubs
- School Travel Plan engineering meetings being undertaken with schools in the 2011 programme
- Tender evaluation of the RWC bike hire scheme completed
- Results of annual cycle monitoring counts published
- Reporting to the Local Board on the Waiheke Island Schools travel plan report identifying the travel schools patterns and modes of travel
- NZTA Cycle workshop to create alignment for 2011/12 programme and for direction of the 2011/15 investment opportunities
- Commencement of Wynyard Transport Management Association with landowners including VHHL and Waterfront Development Agency
- Commencement of the “Be Safe Be Seen” rural cycle road safety campaign

2.9 AIFS (Integrated Ticketing and Fares)

- HOP on NZ Bus proving highly successful with very strong support from the public
- Marketing activities for the ‘Grow HOP’ phase now underway, encouraging more cash paying customers to switch to HOP
- A-Pass rollout for Rugby World Cup is on schedule
 - Both technology suppliers, Thales and Snapper have completed development work and are now well advanced with testing
 - A live field test of the A-Pass product and equipment will commence from 1 August
 - Go-Live of the A-Pass for the public will commence 1 September
- AT, NZTA and Thales meeting with a second supplier of bus equipment, to facilitate a better understanding of National Standards and AIFS scheme requirements for bus equipment integration

3 FINANCE (David Foster)

3.1 Executive Summary

June has been a busy month with preparations for the Annual Report and the 2011/12 Annual Plan. The Annual Report preparations are progressing well and on schedule. The Opening Balance Sheet has been resolved, and the Unit is working through items with the Finance and Risk Committee on assurances required by the Board over judgements that have been made.

Work has commenced on the preparation of a Long Term Plan for AT to ensure that the organisation is able to respond to Auckland Council for the statutory LTP that they will be completing by Christmas 2011. The team are working with the business to get information from the bottom up, and are also working on the strategic components of funding and prioritisation, and modelling from the top down. We will be working on getting a number of iterations to the plan to ensure that the issues have been worked through by all parts of the organisation.

Auckland Council have set tight timelines that the team are working to get ahead of to ensure that as the Plan is developed presentations to AC reflect the Board view. This effectively means AT needs to be one to two months ahead of the Auckland Council timelines.

Property and IT are working on strategy development and implementation of more robust frameworks for operation and delivery. Work is progressing on accommodation issues.

3.2 Accounting and Finance

Update:

- Due to the timing of the July Board meeting the draft financial statements for the month ended 30 June were not able to be prepared. A draft set of financial statements will be available for the AT executive team to consider by 26 July and thereafter to the AT directors.
- Preparation of the first year end Financial Reports and the Annual Report for Auckland Transport are progressing well. Close liaison with Auckland Council and Audit NZ is being maintained to ensure that any issues that arise are resolved to minimise late changes or disagreements.
- Two positions in the Finance Team (both senior roles) are currently being recruited. One of these positions is to replace a senior manager who has resigned to transfer to a role at Auckland Council while the other is a new Team Leader position in the Accounts Receivable team. The Accounts Receivable function is expanding with the Real Estate module of SAP now live and the team is now responsible for a number of invoices for parking leases, commercial leases and the recording of the mobile and stationary vehicle infringement activities. This new position has been created by removing two unfilled debt collection positions so that the size of the team will remain the same.
- Additional requirements to the revised SAP Procurement to Payment business process, which went live last month, are being scoped for implementation in the next three months. There are some minor issues still being worked through.

Next Steps/Key Issues:

- Completion of the Year End Financial Statements, gaining an unqualified audit opinion from Audit NZ and finalisation of the Annual Report
- Review of SAP system access rights is underway
- The Accounts Receivable team is undergoing a review of duties for individual team members to provide for the growing number of debtors due to the increasing revenue streams
- Changes to the cash receipting functions carried out by the Auckland Council front of house operations on behalf of AT will be implemented over the next two months now that a pilot scheme at the Civic Service Centre has been completed successfully. All funds received by AC on behalf of AT will then be deposited directly to AT bank accounts each day.

- The project to consolidate all outgoing and incoming information with the Ministry of Justice continues. The objectives are that funds from all infringements lodged with the Courts come directly to AT (rather than through the legacy Council systems), and that a complete database is established to ensure that all costs paid to the Courts are recovered and that, eventually, the time taken to recover all Court matters is determined.

3.3 Business Support

Update:

During June, Business Support has worked with the Strategy & Planning department to develop spread sheets for collecting information required from the business for both the 2012/13 Long Term Plan and also the three-year Regional Land Transport Programme (RLTP). The spread sheets are being pre-populated from SAP as much as possible, to minimise work required by the business. We have had several meetings with Auckland Council to clarify information requirements and timelines for the Long Term Plan material.

The team has also done as much preparation as possible for year-end, including preparing for accruals and special year end requirements, and the final NZTA claim.

Work has continued on drafting a Procurement Strategy, Policy and Manual for Auckland Transport as required by NZTA. Comments from the business, Procurement Panel and NZTA have been incorporated as much as possible, and the drafts are nearly ready to be recirculated for final comments prior to submission to the Board. This is slightly behind NZTA's timelines, but the extra time and effort taken has resulted in documents of a higher quality.

The two vacant Financial Business Analyst positions and the vacant Procurement Strategy Specialist role have been filled. Unfortunately, the incumbent Procurement Strategy Specialist has now resigned. This was to be expected, to some extent, as his salary was significantly higher than the band for this role.

Key Initiatives for the Next Three Months

- Continuing work on preparing a Long Term Plan for AT for input into Auckland Council LTP including:
 - 10 – 20 year projections
 - activity structure
 - helping to develop supporting text
 - liaison with Auckland Council managing AT input and timelines
- Working with Strategy & Planning and other business units in developing the AT RLTP
- Finalising the Procurement Strategy and Manual
- Starting a review of professional services procurement across the organisation
- Cleansing of SAP's NZTA supporting data and project structures

3.4 IT and Business Systems

Update:

This month additional design work on network connections to support the Joint Operations Centre and RWC were commenced. Network effort was also deployed to support Project Arizona.

A proof of the concept to enable staff to remotely access Auckland Transport applications and information was completed with design and capacity planning for a wider rollout is commencing.

Work has progressed on the online programme - making existing information available on mobile applications- with the recruitment of a Programme Manager and some initial proof of concepts. Work in conjunction with Customer Services to define the online requests for service received by the call centres and online channels has also commenced with the mapping of some business processes.

This programme will cover all request for services across existing and new business processes within the organisation.

An independent review of IT processes, people and systems within IT is due for completion. Whilst this will provide a current state, the main outcomes will be to identify gaps and set priorities for IT process going forward to improve IT, and ensure staffing is appropriate and aligned with the business demand.

A Support Manager has commenced to initiate service level reporting to the business and also from vendors. This resource will assist to renew support contracts.

Recruitment of staff for the remaining vacant positions is a priority and is being worked through in conjunction with HR.

A communications review has been completed, to collate and renegotiate all Telecommunication costs across the business. This has resulted in cost avoidance going forward of \$400K per year with additional savings still to be secured in the next month.

A delay in the delivery of PC's has impacted on the transition process by several weeks.

Next Steps:

- Finalise rollout end user access to core systems
- Implement centralised security controls on phones and mobile devices
- Rollout revision SharePoint Training
- Complete rollout of network components to support business initiatives
- Rollout real time system for Rail
- Finalise details for RWC mobile phone applications

3.5 Property

Update:

The property department continue to make progress on a wide range of issues including:

Real Estate Inventory

- The Inventory Forward Works Programme is being progressed to enable the further identification of AT assets
- Progression of a review of the ownership interest and operational implications of new carpark buildings under design and construction through the legacy (NSCC, MCC and WCC) joint venture arrangements. The broad understanding is that the carpark components will transfer to AT.

Land Acquisitions

- A group composed of staff from AC, AT and ACPL group is finalising agreement on processes, protocols and supporting documentation for compulsory land acquisition, partial purchases, and powers of entry (survey and investigation) under the Public Works Act (PWA), along with road stopping (and related disposals) under the Local Government Act. These are essential to support the land acquisition programme as AT does not have PWA powers and must rely on AC when landowners are not willing sellers and where streamlined PWA powers enable more efficient acquisition of partial sites.

- Continuing to progress the AT land acquisition programme including the development of an AMETI property strategy, and AC led transport related land acquisitions in collaboration with Auckland Council's City Transformation Department and ACPL e.g. NorSGA Project, New Lynn.

Accommodation

- The Heads of Agreement for AT corporate accommodation is with AC for response. In response to a request from AC we have indicated a three year renewal intention for AC accommodation. AC have recently requested AT to agree to a relocation of the AT Parking Wardens from Bledisloe House. The Smales Farm proposal is being progressed.

Strategy Policy Process

- The Facility and Asset Management Strategy for passenger transport assets was adopted by PT Operations, Asset Planning and Property
- Policy / process development in other areas continues (e.g. road encroachment)

Programme Management Framework Review

- Significant progress is being made on the establishment of a department programme management framework in a number of areas – information management (record keeping and departmental coding system), issues and risk management, process architecture, centralised monitoring and reporting, resource planning and relationship management. This work will support a more efficient and effective business operation and enable the assessment of the sustainable resource level and model for the department.

Other Work

- Continuing to provide advice on a range of property matters related to transport related projects:
 - Rail station [new and upgrades], revenue opportunities, Federal Street airspace heads of agreement and City Rail Link
 - Technical advisory services in response to requests from internal and external customers
 - AC landowner approvals, encroachments, airspace licensing, paper roads, road stoppings
 - New and legacy matters from ELGO's
 - Property information requests
 - Local Board and AT business unit enquiries
- Working with Parking to scope a solar powered LED lighting project for a trial at Killarney Street Takapuna car park. An un-lit public footpath with poor access to electricity supply leading to Lake Road has been identified as an opportunity to try this type of lighting.
- Investigating the redevelopment opportunities for the Devonport Wharf in conjunction with AC and the Local Board plans for the adjoining Marine Square upgrade

Next Steps:

- Inventory: Progressing Forwards work programme
- Reviewing implications of reprioritised land acquisition programme
- Completion of the Service Level Agreement with ACPL regarding land bank portfolio and retail tenancies under management for Auckland Transport
- Completion of Corporate Accommodation Heads of Agreement with AC
- Progressing the Smales Farm proposal
- Finalising protocols with AC for use of Public Works Act powers (compulsory and partial acquisition and power of entry) on behalf of AT
- Completing Department Programme Management Framework implementation

4 INFRASTRUCTURE (Kevin Doherty)

4.1 Executive Summary

Continued discussions with AC and NZTA have confirmed the 2011/12 fiscal envelope for improvement and renewal capital projects to be \$546m. This relates to both Rooding and Public Transport categories of work.

Additional work has continued to refine the delivery risk for the capital portfolio. This has now indicated that to deliver on the fiscal envelope an over allocation of the risk adjusted portfolio to a total value of \$657m is required, up from the early estimate of \$600m. In effect this will increase the number of projects AT will commence the design and planning on, with the expectation that these will be managed within the capital budget.

For the AMETI project the first Notice of Requirement for the works in Panmure is currently being processed by AC and detailed design for this stage is well advanced. The Mountain Road rail overbridge and associated works will be tendered soon to ensure these works can be undertaken at Christmas, allowing KiwiRail to maintain their electrification programme.

The Dominion Road review has confirmed its transport role in connecting the South-West Central Isthmus to the CBD as a corridor that forms a key element in the existing QTN bus network. While some refinements are required along this corridor to improve the quality of the QTN route to cater for PT demand this solution has been achieved, at the same time as ensuring that community concerns have been addressed. The Project Team will now proceed to discuss a preferred strategy with the Local Boards and commence the design process.

4.2 Update / Next Steps / Key Issues

2011/12 Funding, Prioritisation and Programming

Continued discussions with AC and NZTA have confirmed the 2011/12 fiscal envelope for improvement and renewal capital projects to be \$546m. This relates to both Rooding and Public Transport categories of work.

Substantial additional work has refined the delivery risk on capital projects to produce an updated risk adjusted portfolio. This has identified that to achieve the fiscal envelope of \$546m an over allocation to a total value of \$657m is required. This will be submitted to AC as a proposed update to the Annual Plan towards the end of July 2011.

Actual expenditure across the updated risk adjusted portfolio will be monitored against the fiscal envelope to ensure that this is not breached.

Before the programme is resubmitted to AC there are two further aspects that are required to be addressed. Firstly, the level of carry forwards from 2010/11 will have to be reconciled within the 2011/12 fiscal envelope. An assessment of the probable level of this has been made but the true figure will not be known until after the financial year end close.

The second aspect relates to the level of NZTA subsidy for the portfolio of projects. Initial discussions with NZTA suggested that this would be approximately \$150m. Subsidy is, however, allocated on an individual project basis and accordingly each project is competing for a subsidy against other projects on a national basis. Again the level of subsidy achieved will need to be reconciled within the fiscal envelope, thus balancing NZTA and AC funding to achieve optimal value for the region. Confirmation of the extent of subsidy available nationally in 2011/12 is expected by late July. If this is less than assumed, the total fiscal envelope may be reduced thus impacting the number of projects AT will commence within the risk adjusted portfolio.

Asset Management

The Asset Management team have continued to work on developing the Asset Management Plan and consultation internally and externally with stakeholders is underway. The team are also actively participating in the development the RLTP and LTP. Liaison with AC to align asset management planning and long term planning continues with participation in workshops, developing processes and clarifying responsibilities.

A paper was submitted to the last Board meeting outlining the procurement strategy for the proposed asset management professional services contracts. It was noted that the contract timeframes identified did not align with those proposed by the Operations professional services contract framework. This is because the asset management contract timeframes have been designed to reflect those of the Road Corridor Maintenance contracts as these are more integral with each other. There is less relevance for the Operations contracts to be directly aligned.

Investigation & Design

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

Central

- Federal Street – a draft Heads of Agreement has been completed for consideration of AT and AC management and then by SkyCity
- WDA Halsey and Daldy Streets – involvement in the tender evaluations for the WDA design tenders, which were extended to include the sections between Fanshawe and Pakenham Streets
- Tiverton/Wolverton – addressing detailed design issues before moving to construction tendering

North

- Hibiscus Coast Busway Station – the consent is now being processed as partially notified on advice from the Commissioner. Stage 2 design procurement is underway.
- Albany Highway Upgrade (Schnapper Rock Road to SH17) detail design contract awarded
- Glenvar Road Upgrade/East Coast Road Widening Scheme Assessment Report and Specimen Design tendered
- Anzac Street ROI shortlist approved for tender

West

- NorSGA PC15 Growth Area – AT and NZTA will meet to review issues regarding limitations imposed on development areas due to traffic capacity limitations
- Northside Drive Bridge – a draft cost-share agreement between NZTA/AT for future proofing NZTA's SH16/SH18 connection has been prepared for review
- Te Atatu Road Upgrade – the consultation process with affected property owners is to commence in July 2011

South-East

- Inaugural East Tamaki Business Precinct Plan – project Team Meeting held with AC and Auckland Tourism Events and Economic Development
- Smales/Allens and Ormiston/Preston intersection upgrades delayed due to property acquisition issues
- Otara Bus Exchange – detailed design under way

Infrastructure Development

During the reporting period the following works and tendering have progressed:

North-West

Works Commenced

- Liaison with Glenfield community regarding upcoming works

Works out to Tender

- Whenuapai Footpaths – new sections of footpaths in Totara Road and Brigham Creek Road, Whenuapai

Works to Tender next period

- Glenfield Road Stage 4 – Bentley to Sunset - it is intended to advertise a “Statement of Interest and Ability” contract to the market in July. This project is the final stage of Glenfield Road upgrading and includes widening, installation of cycle lanes on approximately one kilometre of road, and improvements to the Glenfield – Wairau Road intersection. Request for approval to tender Physical Works will be submitted to the August Board meeting.
- Rathgar Road, Pomaria Road, Te Pai Place Cycleway Construction

South-East

Works out to Tender

- Waiuku Town Centre Revitalisation – Physical Works
- Pukekohe Town Centre Revitalisation – Physical Works

Works to Tender next period

- Gobi block replacement project, (Takanini School Road, Takanini)

Central/CBD

Works Commenced

- Whitney/Margate roundabout
- Ash Street/Wairau Road intersection upgrade
- Church Street - zebra crossing
- Signalisation at Lunn Ave/Marua Road/Harding Avenue intersection is underway as part of the Minor Safety Programme and the resource consent conditions of the developer. This was initiated in response to concerns raised by the local community regarding the lack of pedestrian facilities at the intersection and difficulty for traffic to make right turn movements into and out of Marua Road and Harding Avenue. This proposed solution is therefore to signalise the intersection. Consultation with residents, Local Board and stakeholders has been completed in developing the solution which has been peer reviewed and endorsed.
- Great South Road - zebra crossing
- Portland Road, St Andrews Road - zebra crossing

Works to Tender next period

- Minor Safety programme

Public Transport & Facilities

Works Commenced

- Downtown Ferry Terminal 1A (emergency works)

Works out to Tender

- Downtown Ferry Terminal Pier 1C

Works to Tender next period

- North Shore City Wharf Renewals
- Birkenhead Inner Ferry Terminal

Major Projects & Project Management Office

Major Projects Update

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 first Notice of Requirement for the works in Panmure is being processed by AC and detailed design for this stage is now well advanced. Approval has been given to tender the Mountain Road rail overbridge and associated works to ensure these works can be undertaken at Christmas, allowing KiwiRail to maintain their electrification programme. Procurement documentation is being prepared

for the Panmure main works package which is expected to commence construction in early 2012. Applications for NZTA construction funding of these works have been prepared. Further final design

information supporting this application is required and it is expected that NZTA will consider the application by October.

Good progress during the period has been made on advancing property acquisitions that are required for the Panmure and Sylvia Park components.

Work on the subsequent stages of development is continuing, with a scoping report in review for the RTN busway component.

There have been a number of community awareness and stakeholder meetings for AMETI in the last few months and more are scheduled for July.

Dominion Road

Dominion Road's transport role in connecting the South-West Central Isthmus to the CBD has been confirmed as a corridor that forms a key element in the existing QTN bus network. While some refinements are required along this corridor to improve the quality of the QTN route to cater for PT demand this solution has been achieved, at the same time ensuring that community concerns have been addressed. The Project Team will now proceed to discuss a preferred strategy with the Local Boards and commence the design process.

Long Bay

The procurement process for the design of the first package of works has progressed to the tender phase for the preparation of a scheme assessment report and detailed costing for the upgrade of the Glenvar Road/East Coast Road intersection and Glenvar Road.

NorSGA

PC13: Hobsonville Point - working with AC to develop the Park and Ride car park that is required to support the new ferry service scheduled to commence early 2012.

PC15: Massey North - finalising the procurement plan for the construction of the arterial roads in the northern sector of this plan change area. AT is also in discussion with NZTA to explore opportunities to enhance access into the PC15 area.

New Lynn

The project is progressing well and remains on target to complete some months ahead of schedule. The main structure of the bridge that extends Clark Street over the railway line has been completed and works are now focused on installing barriers on the bridge.

Totara Avenue has been closed for through traffic to speed up the construction works on this shared use lane and this has also improved the construction related congestion at the Clark/Rankin intersection.

Manukau Rail Station

The Station construction and fit out continues to make good progress. This project is on target for commencement of operational training throughout October/December 2011 with opening planned for February 2012.

Manukau Car Park Building

Construction has started with excavation and foundation works well underway in spite of inclement weather. Casual parking which previously utilised this site has now been relocated close to the Court Buildings on the corner of Davies Avenue extension and Manukau Station Road.

Rail Station Upgrades

The Strand Emergency Station - Demolition works are now complete with refurbishment of platforms now in progress. Two sections of the old canopy remain and are being prepared for repairs and finishing in conjunction with the Historic Places Trust. Overall progress is planned for completion mid-August 2011 well before the RWC.

Kingsland Canopy Project - Full building consent is now in place and structural bases are nearing completion with manufacture of new canopy structures well underway. Phase 2 of the canopies is planned to commence after the RWC. There is ongoing liaison with the PT Operations team to ensure a co-ordinated approach to the different work scopes whilst minimising operational disruption. Works will be complete prior to Bledisloe Cup Match on 6th August 2011.

Parnell Station – Currently being investigated and requires specific funding approval before any action can be taken.

Project Management Office

The Project Management Office has continued the roll out of new or improved templates and process documents to support the delivery of projects across all divisions of the business. In addition the Project Highlight (status) Reporting System has been refined to ensure that consolidated management reports are comprehensive, accurate, meaningful and easy to use with “traffic lights” to flag significant variances against plan and risk areas. These reports include contract health and safety performance records.

The setting up of SharePoint project sites has progressed with base-standardisation being developed to ensure consistency across the various teams and divisions.

5 COMMUNICATIONS AND PUBLIC AFFAIRS (Wally Thomas)

5.1 Executive Summary

The Communication of transport aspects of Rugby World Cup is a major focus during this reporting period and coming weeks.

“Business as usual” activities also continue including marketing initiatives and on-going media liaison.

5.2 Key Initiatives

RWC



The Rugby World Cup 2011 campaign ‘The World’s Here to Play’ starts on 20 July. This campaign is being coordinated by ATEED with the various elements within the campaign using the same campaign imagery and the Auckland region ‘Frayed A’ logo.

Transport messaging will be delivered in stages as the tournament draws near with the main components targeting:

- *Fans:* getting to and from matches
- *Aucklanders:* avoiding traffic problems and moving around Auckland, particularly on opening night and game days
- *Fans / Visitors:* Getting around Auckland on non-game days. This will include promotion of the A-PASS.

The campaign is split into three stages:

1) Preview – starting 20 July

- RWC ‘window dressing’, ‘get excited’
- Transport planning

2) Generic – starting 15 August

- Awareness of Opening Night
- What’s your transport plan?- aimed at Aucklanders and CBD businesses

3) Detail – starting 1 September

- Detailed information on road closures, changes to PT services etc.
- Getting to game information
- The A-PASS

The Z-Card

One of the most important elements of the promotional mix for visitors is the ‘Z-Card’. The Z-Card is a pocket sized pre-folded brochure containing detailed information on ‘How to get around Auckland’ (including the A-PASS) and ‘How to get to games’ (see example below)

A run of 350,000 Z-Cards is being produced - 140,000 will be distributed as a ‘tip-on’ to the Official Visitor Guide with 80,000 attached to the Auckland A-Z Guide. The remainder will be distributed to visitors via Transport Ambassadors, i-Sites and through hotels.



Other work in progress includes:

- Detailed briefing of Maxx Ambassadors and Rugby World Cup Volunteers
- Confirmation of media bookings
- Eden Park resident communications
- Production of special RWC public transport timetables
- Web updates

Some examples of RWC media advertising and other collateral are included at the end of this report (refer Attachment 2).

Staff have also been working with CBD based businesses to encourage staff to leave early – or stay on at fan zones – on the tournament’s opening night. The Heart of the City business group has been extremely helpful in assisting to disseminate this information.

In addition Match Ready, a comprehensive online guide for businesses, carries specific information about the most likely congested traffic routes and information about how to avoid delays (rescheduling deliveries, carpooling etc).

The guide, found at www.auckland2011.com/matchready, has been well received with more than 6500 website visits and almost 1000 registrations to date.

Pedestrian Safety Campaign

Analysis of the “Check Before You Step” campaign has delivered some pleasing results.

The campaign was run during May, following an upward trend of elderly and younger pedestrians being involved in accidents with vehicles, particularly in and around town centres.

“Check Before You Step’ featured billboard, bus-back and adshel advertising as well as a radio campaign. It also attracted some general media interest. A secondary message of ‘Lower Speed, Lower Risk’ targeted drivers.

A follow-up survey to assess the effectiveness of the campaign in terms of road safety outcomes (awareness for pedestrians to cross the road safely and motorist awareness/acceptance for the need to slow down for pedestrians) saw 215 people interviewed at four town centre locations (Takapuna, CBD, New Lynn and Manukau).

Of those surveyed 46% recalled seeing the campaign.

Other results:

- 'Check Before You Step' billboards encouraged at least 30% of survey participants to check before crossing/cross more safely
- 'Lower Speed, Lower Risk' billboards encouraged at least 30% of drivers to slow down

NZTA considers the campaign a 'best-practice' example and Auckland Transport has been invited to present the results at the annual Trafanz Conference in Hamilton.

Given the success of the campaign it is planned to re-run at least some elements during Rugby World Cup - a time when an increased number of people will be visitors and unfamiliar with traffic flows and road lay-outs.

LINK Service

The over-arching LINK brand was developed using staff workshops and insights from eight representative focus groups. These focus groups provided valuable information for the development of the brand identity and the marketing campaign.

The branding and graphics on the new LINK buses were finalised in partnership with NZ Bus. The logo is a fluid shape and represents movement, as well as the three related LINK (coloured) routes. Each individual LINK service underneath this over-arching brand highlights the appropriate circle along-side the name of the service:



Building on already positive press coverage, a comprehensive marketing campaign for the new LINK bus services begins in mid-August (approximately ten days before the launch date).

The campaign will highlight the personal nature of 'my new LINK'. For example; mum going shopping, students going to University, or tourists going to the museum.

Advertising therefore illustrates some key destinations along each specific route, via a stylised map.

Research shows bus users are also relatively heavy media consumers of outdoor, cinema and internet advertising.

Outdoor media will therefore be heavily weighted in the media mix (over 100 adshels) and the City Link will also be promoted with street banners along Queen Street and Fanshawe Street.

MAXX Ambassadors will cover main shopping routes, offices and other high pedestrian areas in the week up to and post launch, handing out brochures and A4 posters to offices, libraries and other businesses.

Media Analysis

The past month saw 217 reports directly featuring Auckland Transport – a slight increase on the previous period.

Independent analysis shows that 84% of that coverage was either favourable or neutral in tone.

The HOP card, which was the main focus of public transport coverage in the previous two periods, was less frequently discussed this month. This is to be expected as the intense roll-out phase of the project was completed. Instead, dominant coverage related to the City Rail Link (46 separate reports) and the Government review of the business case. The majority of these reports were neutral in tone.

Auckland Transport's upgrades to infrastructure for Rugby World Cup also featured prominently (e.g. Karangahape Road bus-shelter improvements, \$2m investment in canopies at Kingsland Station, and new footpath works along the "fan walk" to Eden Park).

The largest proportion of reporting appeared on-line (55%), followed by press media (44% and broadcast outlets 91%). The New Zealand Herald continued to be the leading press publication to report on Auckland Transport (29 articles) with www.nzherald.co.nz and www.aktnz.co.nz blog the leading websites (29 reports).

6 KEY RELATIONSHIPS UNIT (Stephen Rainbow)

6.1 Executive Summary

The Unit has had an increasing involvement with Stakeholder engagement consultation and advocacy input into the Regional Land Transport Governance work and the City Rail Link. Also increasing is the involvement with AMETI including support, engagement and advice with Iwi.

The unit has also presented at AT and AC Transport Committee meetings and attended meetings with Greater Wellington in relation to the proposed Wellington Regional Governance changes.

Managing relationships with Local Boards has continued to be a priority with the preparation of the communication of detailed annual budget material to the Local Boards. Quarterly reports to the Local Boards detailing the works programme undertaken in their respective areas in the last three months and the proposed programme for the next three months have also been co-ordinated.

The Unit organised and attended a successful Team Day where members visited and had presentations on various major projects within the region.

There has been continued engagement with our Key Stakeholders and on-going liaison with NZTA Maori and AC Maori Units.

AC Councillors are continuing to use the unit to address their concerns around local and regional issues.

6.2 Key Relationships

- Represented AT at Transport Committee meetings
- Meetings with Greater Wellington about proposed Wellington Regional Governance changes
- Participating in AMETI and RLTP project governance
- CRL advocacy and communications workstream leadership
- Liaising with utility companies and Ports of Auckland Ltd regarding on-going issues
- Team visit to major projects (e.g. Victoria Park Tunnel and the Waterfront)
- Liaising with the Business Forum and members of the Mayor's Business Advisory panel

6.3 Elected Members Liaison Unit

- Preparation of communication regarding detailed annual budget information to be presented to the Local Boards as soon as the final figures are available
- Co-ordinated and collated the first Quarterly reports from AT to the Local Boards, detailing the works programme undertaken by AT in their respective areas in the last three months, and the proposed programme for the next three months. This will be repeated every three months from now on.
- Ad hoc engagement internally and with elected members on key issues which have arisen in the last month, including Dominion Road, Great Barrier Island facilities, Rugby World Cup works, Mt Albert Railway Station redevelopment etc.
- Engagement internally regarding the possibility of incorporating the staff interactions with elected members into the new CRM system if possible.

6.4 Stakeholder Liaison

- Coordination of Team Site Visit
- Responding to Councillor Enquiries (approximately 10-15 per week)
- Review Relationship Plans with Key Stakeholders
- Preparation of the Schedule of Major Events until year end for the Minister's Office

6.5 Liaison – Iwi/Maori

- Iwi/Maori (Mana whenua – Matawaka) engagement framework development continuing (legal paper put on hold) and awaiting Independent Maori Statutory Board (IMSB) legal review
- Infrastructure Maori training module trial implemented
- Liaison with NZTA Maori; AC Maori Unit (on going)
- AMETI Iwi engagement NoR (Panmure) support and advice completed
- SWAMMCP engagement (on going)
- Attended joint CE's meeting between AT/IMSB. Future engagement options were discussed and invite for information given by AT

7 STRATEGY AND PLANNING (Peter Clark)

7.1 Executive Summary

The Strategy and Planning Unit focused on ensuring seamless continuation of key activities including the City Rail Link, South West to Airport Study and maintaining the flow of NZTA funding to Auckland Transport through the RLTP process.

The shareholder comments on Auckland Transport's Statement of Intent (SOI), and Auckland Transport's proposed response, were considered at the meeting of the Board of Directors on 29 June.

The unit has been supporting Auckland Council to develop the transport components of the Auckland (Spatial) Plan and City Centre Masterplan.

7.2 Planning and Policy

South West to Airport Transport Study

The draft documents for Phase 1 are being reviewed by the five project partners (NZTA, AT, AC, KiwiRail and Auckland Airport) as well as several peer reviewers. Following this review, the project team will report to the project partners' respective decision making entities. The Stakeholder Steering Group will meet again in July to decide if the outcomes of Phase 1 make the case for proceeding to Phase 2. A funding application would then be made to NZTA. The overall timeframe is running slightly behind time due to additional transport modelling and refinement of the various options being considered. The additional work is likely to push out the timeframe for the completion of Phases 2 and 3 to the 3rd quarter of 2011/12 (March).

Planning a "Single System"

Auckland Transport and NZTA have agreed that the transport network should be planned, developed and managed as a "single system". To ensure that a single system philosophy is built in to the planning stages, NZTA and Auckland Transport staff are developing a plan identifying the strategic elements of the regional transport network and how it will be developed and managed. This will be completed following the finalisation of the Auckland (Spatial) Plan.

Regulatory Planning Matters

The Transport Land Use Integration Plans team lead and co-ordinate Auckland Transport's response to Auckland Council plan changes, private plan changes and Notices of Requirement, ensuring that all relevant groups are involved. Over the last month, Auckland Transport has:

- Attended and participated with NZTA at the Auckland Council Transport Forum for Plan Change 15 in Takanini
- Attended a Notice of Requirement pre-lodgement meeting for the proposed expansion of the Manukau AUT Campus. The proposal is to increase the student population to 5,000
- Lodged additional "interested party" RMA section 274 notices, with the Environment Court on appeals related to the decisions for two plan changes in the former Manukau City Council area. Awaiting confirmation of acceptance from the Court.
- Presented additional evidence at the adjourned hearing for Wiri North Quarry
- Continued on-going work to respond to the 10 plan changes/Notices of Requirement that have been lodged with Auckland Council, such as identifying further information that will be required to assess the applications, preparation of submissions where appropriate and preparation for upcoming Hearings for Flatbush, Takanini, Clevedon, Kumeu scheduled for August 2011

We are continuing our on-going work with Auckland Council on the development of the transport content for the Unitary Plan.

City Centre Masterplan

Staff continue to work with Auckland Council and other stakeholders on determining the extent and details of the various transport concepts proposed within the City Centre Masterplan (CCM). This includes strategic assessments and indicative traffic modelling, where necessary. Work is commencing on a key workstream relating to eastern waterfront access, involving NZTA, KiwiRail, Ports of Auckland and other stakeholders. Progress has also been made on identifying short-term transport initiatives, as well as planning for initiatives that will require further analysis for longer term implementation.

Auckland’s Spatial Plan – the Auckland Plan

The Strategy and Planning Unit are continuing to engage with Auckland Council in the development of the transport components of the Auckland (Spatial) Plan.

Corridor Management Plans

Legacy Councils developed corridor strategies and Corridor Management Plans (CMPs) using different methodologies and processes. Guidelines are being prepared to provide an effective and consistent way forward for improving Auckland Transport’s planning efforts and coordinating work across teams (both at Auckland Transport and Auckland Council) to deliver work programmes.

7.3 Regional Land Transport Programme Funding

2009/2012 Auckland Regional Land Transport Programme (RLTP)

During the June 2011 monthly reviews, two funding applications totalling \$443,100 were submitted to NZTA for consideration. Both were approved.

Table 1 – June 2011 Schemes recommended to NZ Transport Agency

June 2011							Outcome (NZ Transport Agency)	
Project name	Description	Activity Class	Phase	Cost	Comments (AT)	Agency		
AT	P/M Auckland North (Rodney) - May 2011	Preventive Maintenance work requiring remedial measures to prevent further damage to the pavement/structure around Auckland North (Rodney).	Maintenance	Construction	\$248,100	Recommended	Approved.	
AT	Emergency Works 2010 - 11	All first response and permanent re-instatement work resulting from heavy rains following the tornado on 3 May 2011 in and around Albany and parts of Hibiscus Coast.	Maintenance	Construction	\$195,000	Recommended	Approved.	
Total New Schemes Approved for Funding					\$443,100			

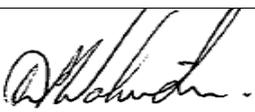
Notable in the June 2011 monthly review were:

- Preventive Maintenance works requiring remedial measures to prevent further damage to the pavement/structure around Auckland North (Rodney)
- First response and permanent re-instatement work resulting from heavy rain following the tornado on 3 May 2011 in and around Albany and parts of Hibiscus Coast

NZTA has temporarily halted the funding of new transport schemes due to concerns regarding their cashflow. It is expected that this policy will be lifted in the next few weeks once NZTA have been able to carry out an end of year financial reconciliation. The RLTP team is negotiating with NZTA so that new projects can receive funding as soon as possible.

2012/2015 Auckland Regional Land Transport Programme (RLTP) Update

June has seen the preparation of the methodology for the collation and prioritisation of projects to be included in the RLTP. Templates to be filled in by project managers who are seeking funding for their projects in the Long Term Plan (LTP) and RLTP have been developed. The RLTP team are working closely with Business Support and Asset Management to ensure there is no duplication of procedures and the same data is supplied to both processes.

APPROVED FOR SUBMISSION by	David Warburton Chief Executive	
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Rugby World Cup 2011

RWC 2011 Update		
Project	Completion Date	Comments
Competition Venues		
Eden Park		
Traffic Management Plan (TMP) development	Mar 2011	Planning for over two years with all stakeholders involved in development of the TMP. TMP under review through all test events until final match of RWC2011.
TMP endorsed	July 2011	Traffic Implementation Plan, Transport Operations Plan and Parking Resolution completed.
Traffic Implementation Contractor appointed	Mar 2010	Action Traffic appointed by Eden Park (agent of RNZ2011) to implement traffic works. Auckland Transport to manage the TMP for the event on behalf of RNZ2011.
TMP tested	July 2010 – Aug 2011	Final test of TMP to be undertaken at the Bledisloe Cup on 6 August
The Strand contingency	July 2011	The Strand will be used as a contingency station should Britomart be unavailable. The Strand railworks and upgrades to the platforms will be completed and commissioned in August 2011. Testing of the operations to be undertaken in August 2011.
Britomart Station Operations	July 2011	Britomart will operate differently on match days to normal operations. Signage, pedestrian barriers, security and Maxx Ambassadors will be used to assist with implementation of the changed operations.
Rail Timetables	May 2011	Veolia have developed train timetables for match day. Later services will be provided through to 1.30 – 2.30am on match nights.
Train Drivers Numbers	August 2011	Driver numbers for each day of the operation have been developed. Veolia and KiwiRail are working together to service these requirements.
Bus Operations	June 2011	The Eden Park bus hub will be very busy managing all bus movements. The bus hub will be used for special event bus services, sponsor coaches, media, VIP's and corporate buses. A detailed schedule of operations has been developed as well as suitable stacking / lay-up areas to bring the buses into the bus hub as required. On match nights extended services will be provided on 9 high capacity bus routes through to 1.00am. Higher frequency services will be provided from 10.30pm. Nightrider services will also be enhanced on Friday and Saturday match nights and will be provided on Sunday match nights.

Bus Driver Numbers	June 2011	AT, NZTA, BCA and bus operators have been working to satisfactorily address this issue. Driver hours are under control based on planned requirements, however if contingency plans come into place e.g. match delays, failure of the rail network, over demand for rail requiring more buses where more buses are required then there may be impacts to following day services.
Ferry Operations	June 2011	Although ferries provide no direct link to the venues, late and enhanced services will operate on the majority of routes on match days.
Kingsland Station	July 2011	Testing of the Kingsland operations has been taking place for the last 12 months but in particular throughout the 2011 Super 15 Season. The corralling on Sandringham Rd has been perfected during that time and signage has been improved. Canopies are presently being constructed and are on track for a July 2011 completion
Morningside Station	July 2011	Testing of the Morningside operations has been taking place throughout the 2011 Super 15 Season. The corralling on Morningside Drive has been implemented and improved at each match. Track crossovers are also being installed west of the station for western trains to load from each side. These works are expected to be completed in July 2011.
Residents Only Parking Scheme	June 2011	Information packs were sent to all residents in the first week of July. These packs included application forms, information on road closures and a Q & A sheet to assist residents in making application for permits and how to use these permits.
Permanent VMS Boards	Aug 2011	Six permanent electronic sign boards are being installed around Eden Park to pre-warn commuters of event and the need to take alternate routes. Works to be commissioned in first week of August in line with Bledisloe Cup.
North Harbour Stadium		
Traffic Management Plan (TMP) development	Mar 2011	Planning for over 2 years with all stakeholders involved in development of the TMP. TMP under review through all test events until final match of RWC2011.
TMP endorsed	July 2011	Traffic Implementation Plan, Transport Operations Plan and Parking Resolution completed.
Traffic Implementation Contractor appointed	Mar 2010	Action Traffic appointed by North Harbour Stadium (agent of RNZ2011) to implement traffic works. Auckland Transport to manage the TMP for the event on behalf of RNZ2011.
TMP tested	9 Oct 2010	Main test of TMP undertaken 9 October 2010.

FanZones		
Queens Wharf		
Traffic Management Plan (TMP) development	Dec 2010	Planning for over 2 years with all stakeholders involved in development of the TMP. Quay St will be closed from 10pm 8 September – 4am 10 September. It is expected that this closure may also need to be implemented during some of the finals. At best it is expected that Quay St will need to be closed late at night for approx. 30 minutes to facilitate the safe exit of pedestrians from the FanZone.
TMP endorsed	July 2011	Traffic Implementation Plan, Transport Operations Plan and Parking Resolution completed.
Traffic Implementation Contractor appointed	June 2011	Traffic Management NZ appointed by Auckland Transport to undertake the CBD traffic works and other FanZone & training works where possible
Public Transport Services	Dec 2010	Bus stops have been moved to cater for the changes of the Quay St closure on Friday 9 September. Taxi ranks have also been affected and new ranks have been developed to cater for expected demand.
Other FanZones (Civic Lakes, Albany, Trust Stadium, Henderson and Mangere Arts Centre)		
TMP's developed	July 2011	Cut off of all TMP development is to take place on 15 July. A basic TMP is available for each venue but refinement is required to finalise these plans.
TMP endorsed	August 2011	Traffic Implementation Plan, Transport Operations Plan and Parking Resolution completed.
Traffic Implementation Contractor appointed	June 2011	Traffic Management NZ to undertake works at Trusts Stadium and Civic Lakes, Albany. No contractor appointed for Mangere, as no traffic works are required at this stage.
PT Services	July 2011	Civic Lakes - enhanced services on Northern Express arranged through to Albany Busway Station. 400 m walk to venue. Trusts Stadium- bus shuttle provided from Henderson Station to venue. Mangere Arts Centre – no special services provided.
Training Venues		
TMP's developed	July – August 2011	Given open training sessions have not been announced it is difficult to access the crowd size likely to attend. It is expected that limited traffic management will be required at all venues except Trust Stadium.
TMP endorsed	August 2011	Traffic Implementation Plan, Transport Operations Plan and Parking Resolution completed.
PT Services	July 2011	In most cases existing timetabled services will service the training venues. Dependant on times (yet to be announced) extra PT services will be provided to Silverdale (shuttle from Albany Park and Ride and Trusts Stadium (shuttle from Henderson Station. Other venues are on well serviced PT routes.

General		
Taxi Management	August 2011	A meeting with all Authorised Taxi Operators was conducted on 30 June 2011. All taxi vehicles are presently going through a RWC accreditation. This will be designated with an orange sticker on the left hand side windscreen. A taxi flyer is also being produced to advise all taxi drivers of the RWC2011 operations.
Airport Operations	June 2011	Upgrade of the domestic forecourt has been completed however there are a number of operational issues that need to be rectified prior to RWC2011.
Airport to CBD Route	August 2011	Electronic real time signs are being installed on the main routes. Other superficial changes e.g. extension to merge lanes, moving bus stops away from intersections etc. is under review.
Communications	May 2011	A communications plan has been developed through AT and ATEED. Many levels of collateral and PR will be developed to get the message across to visitors and local residents.
Risk Assessment	On-going	A detailed risk assessment was developed in 2009 and has been reviewed regularly.
Customer Services	July 2011	0800 Auckland will be the main reference point for all RWC enquires. An IVR system will distribute calls to all other areas. The Maxx call centre will have extra staff employed to address enquires.
Major Events Operations Centre (MEOC)	July 2011	MEOC structure developed and many trial exercises have taken place. MEOC will be completed in July for full use at the Bledsoe Cup.
PT Services – Business as Usual	June 2011	Rail: Friday timetable will operate on each weekday. More frequent and later services will also operate on Saturday and Sundays. Bus: Limited changes to normal bus routes except for higher frequencies on specific routes on Sunday. Ferry: normal services except for match nights. Refer ferry services under Eden Park.

Examples of RWC Review Signage



The 'World's Here to Play' images will appear in a number of 'ambient' locations, including signage at Britomart, flags on Northern Busway Stations, flags at Kingsland Station, wraps on trains and advertising on buses and adshells.

All Blacks vs Tonga, Friday 9 September, 7.30pm, Eden Park

WHAT'S YOUR GAME PLAN?



TRAINS

Special event trains will operate from 3.30pm from Eden Park to and after the kick-off. Kingsford is the Game Day station for passengers travelling to and from the city and those transferring from southern and eastern bays. Manurewa is the game day station for passengers travelling to and from the west.

BUSES

Special event buses will operate from 3.30pm from Eden Park to and after the kick-off. Buses will operate from Eden Park to and from the city and from the city to Eden Park. Buses will also operate from Eden Park to and from the city and from the city to Eden Park. Buses will also operate from Eden Park to and from the city and from the city to Eden Park.

CAR

Parking restrictions and multi-stories will be in place around Eden Park and public parking will be available. The residential parking system (RPS) will be in place around Eden Park and public parking will be available. The residential parking system (RPS) will be in place around Eden Park and public parking will be available.



FERRIES

There are additional ferry services to and from the city on game days. Allow plenty of time to ensure you make your bus or train connections.

WALKING

Following the Car Free Day from Auckland's waterfront is a great way to get to the game.

LIQUOR BAN

Passengers are reminded that alcohol consumption is prohibited on public transport services.

Plan ahead at auckland2011.com

MAXX
0800 AUCKLAND

THE WORLD'S HERE TO PLAY



The All Blacks and Tonga are trademarks of the respective national rugby unions. All services are provided by Auckland Transport and New Zealand Transport Corporation. Special event train operations are operated by Auckland Transport. Buses, ferries, and taxis are provided by Auckland Transport. All services are subject to change. © Auckland 2011. All rights reserved.



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- Newmarket train station
- Fufers ticket office, Quay St (between Piers 2 and 3)

- Auckland Council Service Centres - Greys Ave, Takapuna, Devonport, Henderson, Manukau and Papakura
- I-SITES - Domestic/International Airport Terminals, SkyCity and Princess Wharf

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Australia vs Italy, Sunday 11 September, 3.30pm, North Harbour Stadium

WHAT'S YOUR GAME PLAN?

BUSES

Special event buses will operate "free" from 2 hours prior to kick-off and 1 hour after the match, or until crowds have been cleared. Services depart from Auckland (AK), Takapuna, Manukau, Botany, Patungirihi, Henderson, Whangape and Oranga.

TRAINS

There are no train services to the North Shore and North Harbour Stadium.

- If you're coming from Auckland's western, southern and eastern suburbs, catch normal scheduled trains to Britomart which are "free" from 2 hours prior to the matches.

CAR

Restricted parking zones will be in place around the stadium, with limited parking outside these zones. See map for details. Patrons are advised to park at Bush Rd Industrial Estate and catch the shuttle to the stadium, or use Park Trade facilities and catch event transport to the stadium.

Parking areas are located at:

- Takapuna Business Centre
- Massey University
- Bush Rd Industrial Estate

If you are dropping people off at the event the main drop-off point is on Cook Crescent.



LIQUOR BAN

Patrons are reminded that alcohol consumption is prohibited on public transport services.

Plan ahead at auckland2011.com



*The full terms and conditions will be available. All services are provided by Auckland Transport and New Zealand Public Transport. Special event bus services are operated by Metrolink, Ritchies, Coastlines and Hovick and Eastern Buses. Train services are operated by Metrolink Transport.