

Chief Executive's Report - March 2011

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 Business Report section will provide more data on specific topics.

2. Internal Process

Organisational health is good.

Staff are settling in to their roles. A series of sessions held to give staff an overview of the business and take questions showed general satisfaction with their employment. It also highlighted that many have a limited view of the scope of Transport in that their views are reflective of their respective areas. There will be a need to keep this information flow going so that there is a broader knowledge base in the organisation. This will provide a better culture, improved productivity and a better customer service.

Some of our current systems are too bureaucratic. A programme to "make life easy" is being considered to reduce the forms, time to action things and provide a more responsive environment for staff (not just customers).

There remains an enormous work load (and somewhat thankless), in sorting the past entities accounts and rationalise / reconcile all the figures. The work is compounded as it needs to interface with Auckland Council (AC) figures. Despite the challenges, this work is essential to give the business a sound benchmark.

Although there is an IT presentation to the Board at this meeting, it should be noted that this is one of the major demand areas in Transport. It forms the base of customer servicing in both receipt of requests and provision of general information (road status, PT routes, travel schedules etc.). It will also impact on future management, security and overall project delivery. Failure to invest wisely here will result in failure to capitalise from a public perspective on the work being done to improve services in all areas.

3. Operations

Roading activities have demonstrated a very responsive attitude and assisted in a number of areas to meet customer requests. Workloads are heavy as programmes are tightened to allow completion of works in better weather and before the RWC.

PT demand is increasing which brings its own, pleasant, pressures. However the expectations of some travellers will be hard to meet. Balancing the resource to the demand will be an on-going challenge and as in many public service functions the measure of a balanced service is to have everyone complaining equally.

Some recent criticism of safety standards in PT have been taken very seriously and a full review is underway by all parties to investigate the allegations, assess any other areas of concern and ensure as far as possible a safe and reliable service is provided across the whole network at all times. This is particularly critical as we head to the RWC.

Changes in the RWC, Eden Park, AT interface has shown improvement as workloads have been balanced, responsibilities clarified and in particular standardising the communication channels with impacted residents. The additional games will add to the work load and inconvenience of some. The amount of time and effort to work through this and deliver a smooth event should not be underestimated.

The benefits of the NZTA cooperation are being evidenced both in Operation and Capital Works.

4. Capital Work

The Infrastructure area is mainly "capital work". This area has demonstrated excellent work in trying to resolve the accounting challenges, establish rational prioritisation and maintain a work programme.

There is a need, once agreements on the priorities is met, to action work and get the investment expenditure back to budgeted levels. This may require some additional resource given the demands to do this in a tight timeframe.

5. Stakeholder Interface

AT has a large number of stakeholders many of whom have conflicting expectations of the organisation. Managing these interfaces has been an area significantly underestimated by us.

Customer (public) request responses are a large, resource hungry activity. Lobby groups (Cycle Action, Business Association, Industry sector advocates etc.), are all expecting to be heard, responded to and supported (conferences, events etc.). Every effort is being made to meet the expectations of these various groups.

Cooperation between the other CCO's is good, particularly with joint projects around the Waterfront Development and Events Management. A strengthening of the interface with Property is likely as we work to reviewing the property portfolio and determine future requirements.

The Local Board activity is covered in detail elsewhere, however there has been considerable investment of resources by AT into the Local Board activities and trying to work with them. While we are responding well to their various requests, there is still room for us to improve getting them involved in projects in the early stages and in helping resolve local issues. The issue of delegated authorities has been discussed with them and there is clarity as to how we will engage.

The interface with AC is strong and the two "Operations" groups have an effective and cordial relationship. The challenges around budgets and financial allocations are difficult for both parties as the detail is resolved to achieve desirable results.

Direct Councillor (other than Board members), communication is increasing with requests for support, responses to individual questions or desired work outcomes prioritised.

Requests for information from the major political parties are increasing and likely to be a demand on resources over the next few months.

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