

Business Report – February 2011

INTRODUCTION

This Report is a collation from the area managers and provides the Board an overview, status and direction on Auckland Transport (AT)

1 HUMAN RESOURCES

1.1 Executive Summary

The dominant activities are addressing the establishment challenges expected in a change programme of this nature. A number of new appointments were made in December and it was encouraging to see that Auckland Transport is able to attract good talent via web based recruiting.

Auckland Transport is now fully involved in the remuneration review project in conjunction with Auckland Council. The initial phase of employees submitting requests for job band reviews is near completion.

The majority of employees are now housed in their defined locations and feedback in general is positive. A relationship meeting has been held with the PSA Organiser for AT, along with key delegates, to further the partnering model.

An organisational structure chart to Tier 3 level has been included for informational purposes (Attachment A).

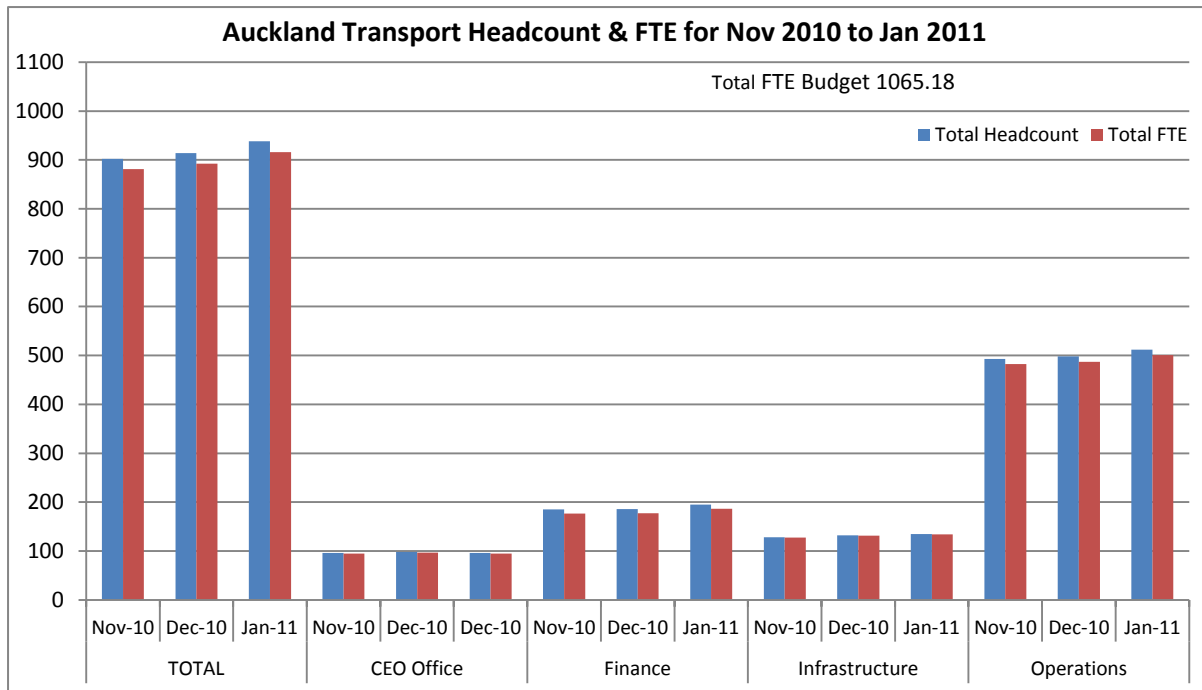
1.2 Appointments / Payments / Records

The Workforce statistics for Auckland Transport are made up of :

- The budget FTE = 1065.18 (1011.48 permanent and 53.7 fixed term)
- The actual FTE = 915.97 (at 31 January 2011), 938 head.
- Staff resignations increased in January to 9.0 FTE
- Sick leave averaging 2.08% YTD
- New appointments for January 24 head
- Employees moves now completed with 160 staff being paid relocations payments in accordance with employment agreements of \$191,000.00

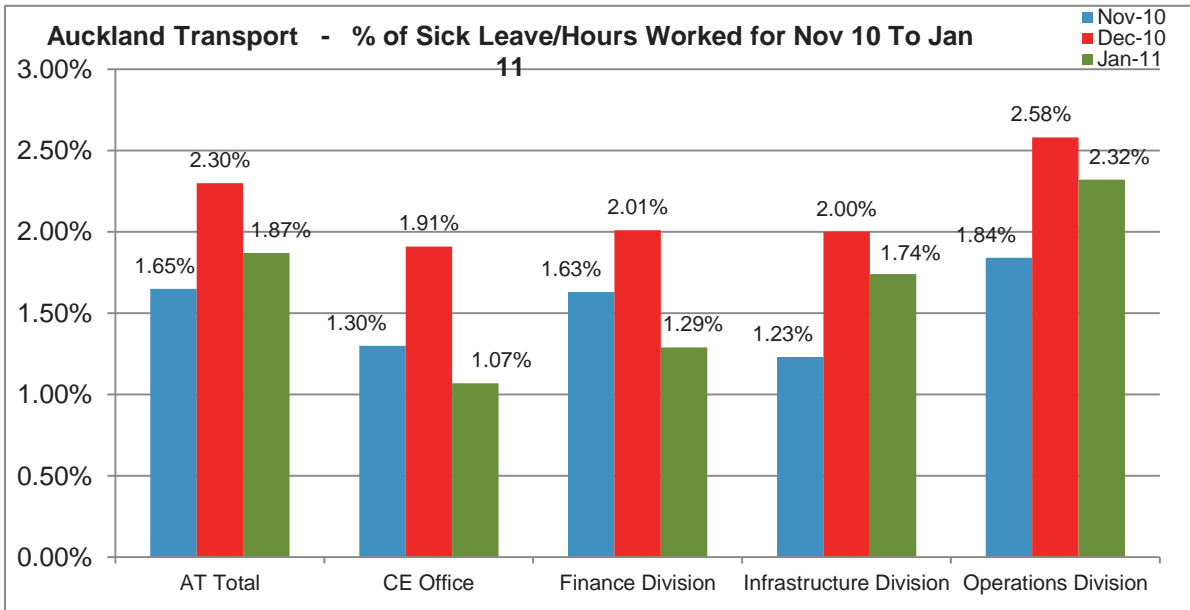
**AUCKLAND TRANSPORT
FTE & HEADCOUNT FOR NOVEMBER 2010 TO JANUARY 2011**

DEPTS	H/C	Total Headcount	Total FTE	Budget
TOTAL	Nov-10	902	881.26	1065.18
	Dec-10	914	892.51	1065.18
	Jan-11	938	915.97	1065.18
CEO Office	Nov-10	96	94.63	106.5
	Dec-10	98	96.63	106.5
	Jan-11	96	94.63	106.5
Finance	Nov-10	185	176.57	233.4
	Dec-10	186	177.57	233.4
	Jan-11	195	186.63	233.4
Infrastructure	Nov-10	128	127.61	169
	Dec-10	132	131.61	169
	Jan-11	135	134.21	169
Operations	Nov-10	493	482.45	556.28
	Dec-10	498	486.7	556.28
	Jan-11	512	500.5	556.28



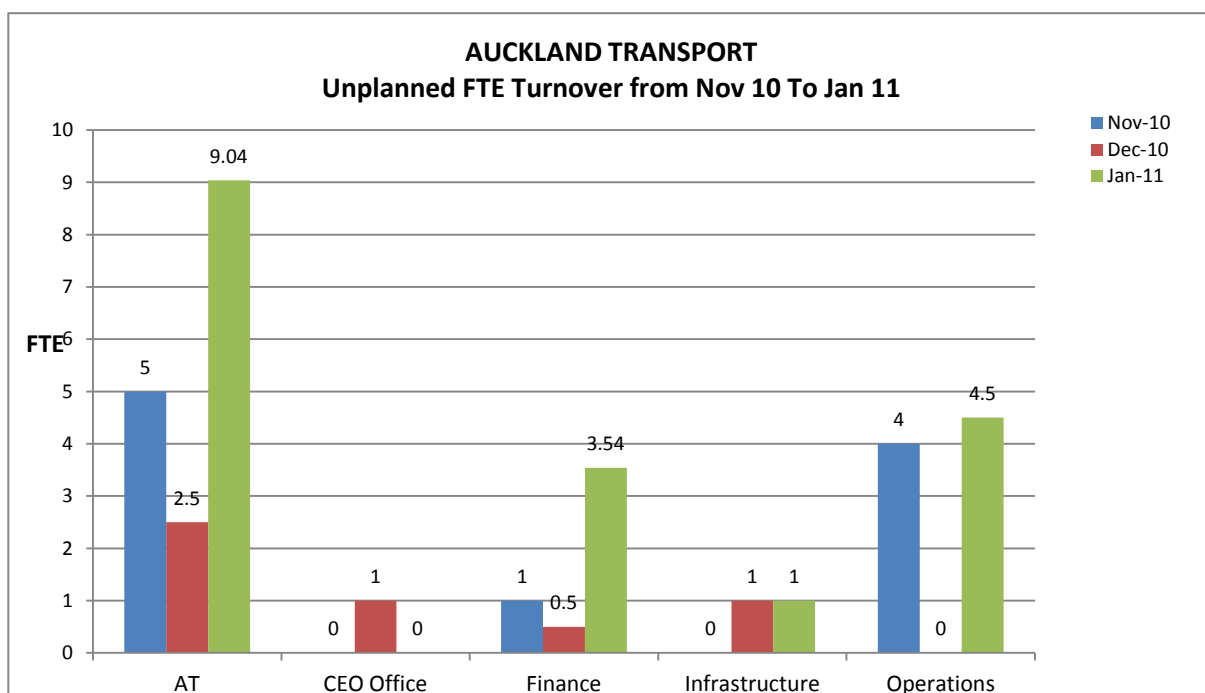
**AUCKLAND TRANSPORT
% OF SICK LEAVE AGAINST HOURS WORKED FOR NOV 2010 TO JAN 2011**

Departments	Nov-10	Dec-10	Jan-11
AT Total	1.65%	2.30%	1.87%
CE Office	1.30%	1.91%	1.07%
Finance	1.63%	2.01%	1.29%
Infrastructure	1.23%	2.00%	1.74%
Operations	1.84%	2.58%	2.32%



**AUCKLAND TRANSPORT
UNPLANNED FTE TURNOVER FROM NOV 10 TO JAN 11**

Departments	Nov-10	Dec-10	Jan-11
AT	5%	2.5%	9.04%
CEO Office	0	1	0
Finance	1	0.5	3.54
Infrastructure	0	1	1
Operations	4	0	4.5



1.3 Health and Safety

- Awaiting further news on the WSMP Audit Application sent to the Accident Compensation Corporation (ACC) in November.
- Discussions continue with the Auckland Council H&S Manager on initiatives and processes that will benefit both organisations.
- The Health & Safety and the Rehabilitation policies have been approved and are being communicated to the business.
- A number of sessions have been run by an external expert on how to set up the office work station.
- There were four minor injuries reported by staff in the December/January period. Two of these involved minor back injuries

1.4 Cultural / Training / Support

Training

- AT has engaged with the NZ Blood Service and will look to organize a West Auckland event and will leverage our networks to drive volume. Auckland Council will look to replicate in the CBD. Looking to establish our reputation in the area of corporate social responsibility.
- A large signature board will be set up for foundation employees of AT to sign to align with being part of something new.
- A Fostering Sustainable Behaviour workshop with Dr. Doug McKenzie-Mohr is being held on 3 and 4 February. The workshop provides a comprehensive introduction to community-based social marketing and how it is being applied throughout the world to foster sustainable behaviour.
- The first corporate induction session for new staff that started in 2011 is scheduled for 21 February. Approximately 15-20 new staff scheduled to attend.
- SharePoint training recommenced in January. Regular training sessions and desk-side support sessions are being held from January through to the end of March.
- A staff relocation pack was prepared to support staff settle in to their new locations for the last major staff moves to Henderson and Bledisloe. The pack contained information to help staff get to know their new workplace, such as on-site facilities, staff services, local amenities etc.
- Auckland Transport is developing a workplace travel plan. To help inform this focus groups are being held to learn more about how the organisation can support staff in their travel movements and address some of the travel challenges that staff are facing in their day to day business.
- Carpooling “meet and greet” was held in January for staff interested in carpooling or already carpooling.
- Auckland Transport has registered a team in the Auckland Bike 2 Work Challenge as a way to encourage teamwork and to encourage staff to jump on their bikes and enjoy the benefits of this low-impact exercise and mode of transport.
- The HR Team will shortly be meeting with Senior Managers to scope a project looking at how to effectively progress professionals through the organisation in their selected specialty.

Support

- The Remuneration Review working has now been established with Liz Thompson sitting on the Job Evaluation Committee and Tracey Ashworth sitting on the Benefits Committee, both from the Advisory team. The Remuneration Review will, after dealing with initial issues, move on to deal with the creation of a remuneration structure as required in the CEA. Also, the exercise looking at whether AC would provide AT with access at reduced cost to their gyms and swimming pools will be included in the considerations by the Benefits Committee.
- Discussions are currently being held on how to apply the changes to the Holidays Act which come into effect on 1 April 2011 and which provide for the cashing up of the fourth week of annual leave.

2 OPERATIONS (Fergus Gammie)

2.1 Executive Summary

- Developed guidelines for partnership between AT and NZTA for joint traffic operations
- New traffic cameras CCTV server for Auckland central area installed and operational
- Review of route optimisation programme completed and priority routes for next 6 months identified
- A record 33% of patrons at Big Day Out came by public transport (30,000 trips and a 20% increase over last year)
- New Britomart walk-in customer information centre opened in January
- Track work completed over Christmas break to enable trains to depart from both Kingsland platforms to Britomart, first trial at Blues-Crusaders Super 15 match on 19 February
- Customer-friendly approach to WoF and Registration renewals introduced in February; this involves pre-expiry and post-expiry warnings to facilitate compliance without unnecessary fines
- Share the Road Safety campaign for cycle safety launched

2.2 Road Corridor

Road Corridor Operations

- Partnership guidelines between AT and NZTA for joint traffic operations
- Partnering workstreams for developing next level of detail for AT-NZTA Traffic Operations identified and first workshop held to develop workstreams
- New traffic cameras CCTV server for Auckland central area installed and operational. Some minor interface issues still being worked on
- RAMM asset data base consolidation for all traffic signals in Auckland Region completed
- Review of route optimisation programme completed, quick wins identified, and priority routes identified. Programme for development of regional route optimisation discussed and is included in partnering optimisation workstream
- Performance measures and reporting on baseline measures for key arterial routes being developed
- Customer information workstream, working with NZTA to develop improved communications for general public.
- Draft service level of agreement between Auckland Transport and Auckland Council to manage Resource Consents has been completed
- Three intersection improvements projects have been completed

Road Corridor Maintenance

- Business as usual is continuing (this includes reseals, footpaths, pavement rehabilitation, minor safety works, walkways/cycleways, routine maintenance, drainage renewals, street lights, etc.)
- A number of maintenance contracts expire June 2011 and a decision on their future management will need to be made shortly. Contract extensions and rollovers for these contracts are being looked at
- Business Processes for contract claims are continuing to be reviewed with the Finance Department
- The Road Corridor Maintenance (RCM) administration staff and contractors will be working closely with IT over the next three months to design and implement the new AT CRM system which will replace all legacy systems to record, manage and track Requests for Services.

Road Corridor Access

- Since 1 November there have been 3,000 Road Opening Notices (RON), 617 street operation permits and 323 overweight permits approved. There have also been 460 vehicle crossing inspections and 1,005 street damage inspections undertaken during this period.
- A draft Detailed Partnering Schedule (DPS) covering the interactions between AT and Watercare has been developed.
- The proposed charges for street damage inspections and vehicle crossing applications (to apply from 1 July 2011) and the allocation of revenue between AT and AC have been agreed with AC Building and put forward for inclusion in the draft 2011/12 Annual Plan.

2.3 Public Transport

- BusRail replacements replaced rail services from 26 December to 16 January to allow closure of the rail network for essential construction and signalling upgrade works in preparation for electrification. All KiwiRail works were completed on time.
- A stopwork meeting of Auckland rail members of the Rail and Maritime Transport Union (RMTU) was undertaken on Thursday 27 January to reconsider a 2-year collective agreement offer from Veolia. The offer was accepted. Skeleton rail services were operated during the stopwork meeting.
- A record 33% of the crowd were carried by special event rail and bus services to the Big Day Out at Mt Smart Stadium on Friday 21 January. This equated to 30,000 trips and was a 20% increase over 2010.
- Special event rail services were provided to the NZ v Pakistan One Day International at Eden Park on Saturday 5 January and special event bus services to the Waitangi Day celebrations at Orakei Domain.
- Minor bus service changes including route number simplification and rationalisation of poorly patronised services were implemented between Sunday 30 January and Tuesday 1 February 2011,
- Redesign prior to public consultation of new Isthmus and CBD distribution bus services including the City Circuit and LINK in preparation for Rugby World Cup (RWC) is being finalised. A briefing of the Waitamata Local Board has been undertaken.
- Opening of the new Britomart walk in customer information centre occurred in early January. The facility has received a good customer response.

2.4 Rugby World Cup

Eden Park

- The RWC2011 public transport operation will be trialled at Eden Park during the Super 15 Series commencing on the 19 February. The NRL Warriors v Eels match on the 12 March will also have the same trial being undertaken. The trial will include the full special event bus service that has been trialled at previous matches but a new rail service, with CBD trains arriving / leaving from both platforms at Kingsland and western trains arriving / leaving from Morningside.
- An issue arising from the Mayoral Taskforce is the ability to install "Alcohol Free Zone" signs at train stations. Legal advice was received on this matter and signs are able to be installed and enforced by Police. The process for the installation of these signs will be undertaken by Auckland Transport.

Airport Operations

- Next planning meeting with Auckland Airport is scheduled for February when the proposed plan for the upgrade of the domestic forecourt will be tabled for discussion. This area needs improvement so that transport operations will work more effectively and safely.

Rail Operations

- Discussions have been held on rail operations for the night of the Opening Ceremony. It is likely that a diminished peak operation will be conducted across the network to ensure adequate supply is available to deliver the RWC2011 service
- The majority of track work and signalling works have been completed at The Strand for commissioning in June. Veolia are coordinating with KiwiRail a dry test of the operation in June. The station upgrade works are also expected to be undertaken in June
- The RWC2011 rail operations will be tested at Eden Park during the Super 15 season. To ensure the operations will work the track crossovers, east of Kingsland station, will be tested on the weekend of the 12 / 13 February.

2.5 Parking and Enforcement

- Great progress has been made with transition. Parking and enforcement continues to manage some transition issues, particularly around unclear processes, documentation, systems and people. Weekly meetings are still occurring to ensure all issues are dealt with promptly
- The infringement review team commenced issuing court files for unpaid infringements during the month. The transition backlog is completed with all legacy correspondence dealt with. Advisors are now addressing current correspondence
- The contract for the project to replace and upgrade operating equipment in the major car parks (Project Arizona) was executed on 16th December 2010. The project is now focusing on detailed design, with the main designs including network and infrastructure, control room, cabling, interface, process and reporting. These are estimated to be completed by mid-February
- Commenced the issuance of pre-expiry reminder notices and warning notices for expired warrant and registration offences in January 2011. This customer-friendly approach advises vehicle owners whose WoF and Registrations are about to expire or have expired that they need to take appropriate action. Where expiry is more than 1 month old an offence notice is issued.

2.6 Community Transport

- Preparing for the Launch of the safe summer road safety campaign
- Undertaking Adult cycling training workshops in North Auckland
- Working with the police to organise Take a Sober tour of booze bus campaign in West Auckland
- Launching of the “Share the Road” campaign for cycle safety and discussions with Cycle Action Auckland regarding future cycle activities
- Undertaking role call surveys with Travelwise schools to assess travel change pattern of schools for the 2010 year.

2.7 AIFS (Integrated Ticketing and Fares)

- Completion of the M5 Milestone – Detailed design in the Thales contract – review and finalisation of system design
- Pre-installation of rail station devices commenced
- NZ Bus commenced training for new Auckland smartcard system, over 1,000 drivers to be trained.

3 FINANCE (David Foster)

3.1 Executive Summary

The team is getting close to full strength but we are still under staffed in IT and we are facing resource constraints in the Customer service area. We are closely monitoring these areas. The Annual reports for ARTA and ARTNL are on the agenda for adoption at this board meeting.

3.2 Update

Information Services have continued to resolve the expected transition issues, staff logins, and access to services and resourcing the staff moves from a technology standpoint. Staff moves are now substantially complete with only a small number of staff not in final locations. This move has involved significant work and cooperation with Council staff, IT and our Property team. Substantial moves of this nature are complex and sometimes difficult for staff. The moves have gone well and it is a credit to all staff that we have been able to complete the moves within 3 months, including a break of 3 weeks over the holiday period. The Information Services team still have transition matters to address but they are reducing and the unit is working on a forward programme and strategy development. These matters will come to the Board in due course.

The Enterprise solution (SAP) is operational. Last report I raised the issue of some processes needing to be addressed and system modifications made. We are still working on these. We have good people working to resolve the issues, and have developed a number of manual processes to alleviate the system configuration issues we are working to resolve. We are continuing to monitor our process to ensure that the people we transact with are not impacted.

Customer services are operating and continue to work on establishing sound processes for handling correspondence and Official information requests. They have also commenced work on establishing processes and support for the AIFS project. The volume of work in this area is higher than was anticipated and with new processes, a new structure and location changes our customer response times have suffered. We have engaged more resource and are getting on top of the issues. It is difficult for us to assess trends with the holiday period coming so soon after establishment but we are closely monitoring our resourcing and responses. We will provide a report to the next Board meeting on customer service volumes and trends.

The Accounting team are continuing to support the basic business processes and ensure completeness of transactions and internal control. Organisational budgets were reconciled and loaded into SAP in November/December and staff completed a forecast for the first 8 months to identify the gaps and overage within the budgets at the departmental levels. Staff are now confident that all parking revenue is being appropriately captured and reconciled and we have commenced a review of "front of house" procedures to ensure adequate control and transaction capture procedures are in place. We are continuing to focus on ensuring that our suppliers get paid and that we have sound internal control in place. The first monthly report has been produced. We will continue to work on the layouts and content to ensure that the Board requirements are met. Also our first half year report has been completed for presentation to the Council. While not covering a half year it is conforming with "normal" organisation timelines of a December half year.

Property has continued to work on portfolio issues. We have almost completed identification of the property inventory of interest to Auckland Transport, and working through the property acquisition requirements of the forward work programme. Property has supported the move programme and are now conducting a post move debrief to ensure that all of our accommodation needs are met.

3.3 Next Steps / Key Issues

Work to be undertaken in the next month:

Accounting and Finance

- Continuing training and process knowledge for the new financial processes and delegations
- Complete planning for the 2011/12 plan and budgets for presentation to the next board meeting
- Continue the development of Board reporting
- Commence revenue reviews to identify opportunities for improvement and also completeness
- Commence Procurement strategy work
- Establishing a high level 10 year plan to support investment decisions

Customer services

- Continuing to work through the new processes and relationships
- Trend analysis of volumes and consideration of resource implications into the medium term
- Working to ensure Customer service readiness for the AIFS system

Information Services

- Get all users familiar with systems through training and support
- Support staff moving with required systems changes
- Development of IT strategy and prioritisation process for IT programmes

Property

- Complete an accommodation review
- Work on protocols with Property company and Auckland Council
- Establishment of a register of property that Auckland Transport has an interest in for the forward work programme

4 INFRASTRUCTURE (Kevin Doherty)

4.1 Executive Summary

The Infrastructure Division has reviewed the forecast expenditure for the 2010/11 year and the alignment of activities with the Auckland LTCCP. We will extend the reforecasting process to include the 2011/12 and 2012/13 financial years to align the work programme within the Auckland LTCCP and GPS fiscal envelopes and to programme accordingly.

At the same time as implementing the reforecasting process the Infrastructure Division has also reviewed projects within high priority corridors to identify obvious strategic projects which for one reason or another were omitted by the legacy organisations from the LTCCPs. While we will need to seek appropriate funding our intention would be at minimum to commence investigation works on these projects to ensure preferred schemes have been identified and appropriately costed. This will allow us to more readily respond as future prioritisation and programming requirements.

The quantum of work now being pushed to market has started to increase and the Infrastructure Division is working closely with the industry to ensure efficient delivery is achieved.

4.2 Update / Next Steps / Key Issues

Asset Management and Programming

The overall focus of the asset team has been in auditing the quality and extent of existing asset planning documents and providing a coherent system framework from which to establish region wide asset management planning and condition monitoring. The following activities were completed during the reporting period or scheduled for activity during the next reporting period:

- Collating and establishing region wide base levels of service across roading and public transport assets.
- Collating a region wide response to the Land Transport Rule: Vehicle Dimensions and Mass Amendments 2010 through the High Productivity Motor Vehicle (HPMV) project, and the impact on nominated HPMV routes on bridge assets.
- Management of RAMM database split for the former Franklin District to Auckland Transport, Waikato and Hauraki.
- Undertake audit of new Auckland Transport database to review consistency and quality of asset information inherited from the legacy Councils.
- Review and validation of data to produce the 2011/12 transport asset renewal programme
- Preparation of an operational/handover process and manual for transport assets.

The overall focus of the programming team has been the project reforecasting process for the Infrastructure Division. The following activities were completed during the reporting period or scheduled for activity during the next reporting period:

- Identification and collation of inherited capex work programmes and budgets.
- The publication of an Infrastructure capex future works tender programme to assist the construction industry plan forward workloads.
- Establishment of reporting templates for quarterly and monthly Infrastructure reports.
- In the next period develop a risk adjusted capex work programme.

Investigation & Design

The Investigation & Design (I&D) department is currently carrying nine vacancies out of a total complement of forty one staff. Five of the vacancies are currently filled by contractors who were engaged by legacy Councils however the intention is to continue external recruitment to fill these positions.

A review of legacy organisation design standards has commenced with the objective of drafting a formal design standard for Auckland Transport. A network of key stakeholders is being identified to participate in development of this document and a strategy for their involvement will be determined. This workgroup will work with the Standards and Regulations unit to formalise this document as Auckland Transport's official design standard. I&D will provide IP ownership for the design standard on behalf of Auckland Transport.

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

North

- Tender evaluation of SH17 / The Avenue Scheme Assessment Report (SAR)
- Award of Gills / Oteha Valley Link SAR
- Award of contract for Long Bay Glenvar Rd Assessment of Strengthening Requirements. Stage 1 report completed.

Central

- Briefings and clarification about Dominion Rd, Tamaki Dr, Ellerslie Panmure Highway and CBD Rail Loop projects have continued.
- Consultation on SharePoint Project sites completed and feedback being implemented.

West

- Award of contract for Whenuapai new footpaths detail design.
- Received tenders for detail design of Swanson Park & Ride.
- Great North Road – New Lynn Town Centre detail design has been tendered.
- Preliminary design for Lincoln Road corridor improvements has been tendered
- Road layout to be finalised and draft services design will be prepared for Hobsonville Road (West).

South / East

- Flat Bush School Road Stage 2 – NZTA (Cat 1) funding going to NZTA Board
- Hunua No 4 Watermain review to be commissioned.
- Redoubt Road (Hollyford to Ronwood) Scheme Assessment Report due next period.
- Otara bus Interchange – Concept design has been finalised with key stakeholders. Next period scope out work to move project to design stage. Invite tenders for design phase.
- Mill Road Corridor Study – Geotechnical Investigation currently being finalised. Next period undertake Preliminary Design and scope out modelling required for the whole route.
- Half Moon Bay Safety and Parking Improvements. Next period commence investigation including Topographical Survey and Geotechnical Testing.

Infrastructure Development

This period has seen a significant increase in the number of projects going to tender. This is a result of increased confidence in the forward works programme of Auckland Transport. The following activities were completed during the reporting period or scheduled for activity during the next reporting period:

North-West

Works in Progress

- New Footpath Construction 2010/11 - Stage 2 Completion of footpaths in Laingholm Drive, Titirangi and Lincoln Park Ave in Massey.
- Konini Road Improvements - New kerbing road widening and road reconstruction in 950 metre length of Konini Rd, Glen Eden.

- School Travel Plans – New safety improvements around five schools in the Henderson area.
- Lake Road Widening – New kerbing, road widening and road reconstruction of 400m length of Lake Road between Esmonde Rd and Jutland Road.

Works out to Tender

- Parrs Cross Road - Upgrading new kerbing, road widening of 700 metre length of Parrs Cross Road, Henderson.
- Pioneer Cycleway – Cycleway link between Railside Ave and Vitasovich Ave including raised pavement at intersection.

Work to Tender next period

- Opanuku Artwork - New artwork at west entrance to Henderson on road bridge.
- Te Ahuahu-Log Race Rd Seal Extensions – Seal extension of two adjoining roads in Piha.
- Sturges Road Kerb and Channel – Road widening and kerbing of a further 250 metre section of Sturges Rd, Henderson.

South-East

Works in Progress

- KiwiRail Bridge Replacements:
 - Papatoetoe Bridges, St George St and Bridge St, have both re-opened to traffic.
 - Manurewa Bridges, Lupton Rd, Browns Reprogrammed to open mid February 2011, Papakura Bridge, Clevedon Rd, on programme to re-open late March 2011.
- 40K zone signs - 29 new sites to be installed and commissioned by end of February 2011.
- Signalised pedestrian crossing outside Somerville Intermediate and Dawson primary school, completed and commissioned
- Massey Ave/Tennessee Road intersection improvements commencing February 2011.
- Enabling works, (service relocation and building demolition), continue on Porchester Rd to allow for the construction of stage 2 of the Porchester Improvement works including the construction of the High Street intersection.
- Drainage works are substantially complete at Hingaia Rd improvement stage 3 and works have commenced on the construction of the southern carriageway pavement.
- Safety improvements to the Wood St/East St intersection have been completed.
- Pukekohe town centre streetscape upgrade to be completed late February 2011.
- Flatbush School Road Bridge is complete and work is being finalised on the sections of road on either side of the bridge.
- Streetlight Improvements - six sites are included in this year's programme, three of which have been completed with the remainder to be completed in the next three months.

Works out to Tender

- Franklin Ward Road Construction Package 3 has been released to tender.
- Franklin kerb and channel and pedestrian facilities has been tendered, award is expected in February 2011.

CBD

Works in Progress

- The resource consent for the K'Road Bus shelter project has been approved. Detailed design is progressing.
- Kitchener St (south) upgrade (support Auckland Council CBD Transformation team) planned construction commencing in February 2011.

Works out to Tender

- "Eden Park precinct upgrades" (RWC 2011) under evaluation. Contract is expected to be awarded mid-February. The physical works will start in March 2011.

Works to Tender next period

- Consultation for the “minor town centre upgrades” (RWC 2011) at Kingsland (New North Road) and Eden Valley (Dominion Road) is planned for February. Construction is planned to start in April/May 2011.

Central

Works in Progress

- Wellington St/ Motorway onramp, pedestrian crossing and signalisation, construction completed and close out in progress.
- Freemans Bay School safety project – Franklin Road Zebra crossing and kerb build outs, in construction.

Works out to Tender

- Carlton Rd Local Area Traffic Management (LATM) speed controls and Belfast Rd LATM including 40km/hr school zone.

Works to Tender in next period

- Neilson Street stages 1, 2, and 3 - Onehunga Mall intersection upgrade and Gloucester Park Rd intersection upgrade and Motorway on/off ramp approach improvements to be tendered in March.
- Ian McKinnon cycle and walking improvements to be tendered in March.
- Mt Wellington/Sylvia Park intersection signals upgrade.

Public Transport & Facilities

Works out to Tender

- Glen Eden Train Station Carpark Upgrade to be tendered this month
- Hibiscus Coast Busway Station, formerly known as Silverdale Park & Ride physical works to be tendered in late Feb/March.
- Sunnynook Bus Station Pedestrian Cycle path physical works to be tendered in late Feb/March.
- Hobsonville Ferry Terminal Upgrade physical works to be tendered in late March.
- Birkenhead Ferry Terminal Upgrade Inner Berth physical works to be tendered in late March.

Major Projects & Project Management Office

Project Management Office (PMO)

During the last period the team has developed a project management framework which will be progressively updated as new systems and processes are developed and agreed. Project and contract management templates have been prepared and are accessed via SharePoint. A Change Control Group has been established to manage contract templates across all Auckland Transport to ensure there is consistency in the documents that are being used.

Major Project Update

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

- **AMETI**
Work has been undertaken on reviewing the programming sequence for the various packages of AMETI with a view to optimising the delivery program. A procurement plan has been approved for the enabling works on Package 1 which has enabled construction of the replacement bridges crossing the rail on Mountain Road and Eilerslie/Panmure Highway to proceed before Christmas 2011. Options for bus interchange at Sylvia Park are being considered, as are development options for the Panmure Bridge as part of the Package 1 works.

The traffic modelling work (Package 5) for the whole AMETI project is due to be completed in early March 2011, with the first data being available during that month. This will allow more informed design decisions and will assist in establishing the business case for the various stages of work.

Package 3, the interim works on the South Eastern Highway is continuing on program and the widening associated with that project is due to be completed in April 2011.

Work on the draft scoping report and option drawings for Package 4 (Pakuranga/Ti Rakau) has continued this month. Three principal options have been developed in sketch form.

- **Dominion Road**

The concepts that have been developed over the last few years for the public transport enhancements for Dominion Road have been reviewed with the intention of refining the options to a small number that reflect the interests of the many stakeholders in this project, together with the objectives that were established for this project through the strategic planning processes. As these are considered further a preferred option will be developed for the Board to consider.

- **New Lynn**

This project is progressing well and work is continuing on three fronts. The first of these is the extension of Clark Street through to Great North Road, which includes a bridge across the railway. Piling work has been completed and a third of the columns have been passed for the bridge foundations. Half of the bridge beams have been cast ready for installation at the appropriate time. The southern embankment preload work has been completed. The road works on Great North Road in the vicinity of Totara Avenue is underway including services upgrading, road widening and streetscape enhancements. The team have met with effected parties, including bus operators etc. and are working with the traffic management unit to optimise traffic flows. Work has also commenced on the upgrading of Totara Avenue. Services relocation is underway, and a sewer line that was to be thrust has encountered rock so will now need to be cut open.

- **Manukau Station Construction**

Tenders have been received for the lift for the station and these are currently being evaluated. The tender for the remainder of the station construction works (up to ground level) will be issued in early February 2011. Work is still on program to a station opening in late July 2011. Progress on the MIT Campus integrated with this development is on target and proceeding well.

- **Baldwin Station Upgrade**

This station was upgraded over the Christmas period and is now substantially complete. The formal station opening will be held on 15 February 2011.

- **Hobsonville Ferry Terminal**

The construction commencement for the Ferry Terminal will be progressed in June 2011. The design work is proceeding as planned and completion of project is expected by February 2012.

- **Birkenhead**

This project is progressing as planned, with consent submissions due by 4 February 2011 and plans to go out to Tender by 18 February 2011.

5 COMMUNICATIONS AND PUBLIC AFFAIRS (Wally Thomas)

5.1 Executive Summary

The Communications and Public Affairs division provides strategic and operational support across all facets of Auckland Transport.

December and January saw the department working closely on a number of projects and issues including communications around severe weather events, the Christmas/New Year stop of rail services, timetable changes (planned and unplanned: e.g. schedule disruptions as a result of Veolia stop-work meeting), community safety campaigns, special events (international cricket matches, Big Day Out etc.), and on-going development of collateral to support the roll out of the new Integrated Ticketing brand.

The period being reported also saw all staff in the Communications and Public Affairs unit located to the Henderson offices (first floor of the "Civic" wing).

5.2 Key Initiatives

Customer Communications

- A "Back to Uni" tertiary campaign will begin in early February. The campaign target is to increase public transport use by tertiary students (with a particular focus on first year students) by 14% - or an extra 800,000 boarding's over the current baseline of 5.1 Million. Targeted on-campus advertising is supported by an attractive fare discount offer.
- Special event campaigns continue to grow patronage on bus and rail. For example the Big Day Out concert at Mt Smart Stadium saw around a third of the 45,000 crowd carried by public transport (during a traditionally low patronage period). This is an approximate 20% increase on last year. Upcoming event promotion includes Super 15 rugby matches and a Warriors pre-season game. Large crowds are expected at these events which will be used to test Rugby World Cup traffic management plans. One of the key messages around using bus and rail to get to the games is the changes to rail platform boarding's (utilising both Morningside and Kingsland Stations).
- Media releases and press, website and ad shell advertising (next to rail platform and bus-shelter timetables) were used to advise customers of disruption due to "block of line" line maintenance works over December and January.
- An audit has begun of hard infrastructure (e.g. parking buildings, street signage etc.) with a view to "decommissioning" legacy local authority brands. Templates are also being developed for on-site construction signage. This signage will include information on costs, expected timeframes for completion etc. of major projects and carry Auckland Transport's branding.
- Work continues on the development of collateral for the roll-out of the new integrated ticket brand in early April. This collateral includes card-wallets and associated customer information, on-board bus advertising and information and retail kiosks.
- The first high level report on website traffic for Auckland Transport shows almost 31,000 visits in the first six weeks of operation (or over 700 per day). On-line services (payments, general inquiries and requests for service) dominate viewership. These trends will be used to inform website development. Note: The numbers above are in addition to visits to the MAXX website.

External Communications

- As reported elsewhere, a series of severe storms caused a number of road network issues (flooding, slips, etc.). Close media liaison during these periods - and in the aftermath of clean up - provided a critical means by which to communicate these incidents to the travelling public. The Operations and Communications areas also developed an incident management plan which proved invaluable in providing a free-flow of information between critical staff, contractors, and stakeholders such as media, NZTA and Civil Defence during the storms.
- Plans for a number of major projects continue to be implemented, monitored and where appropriate altered. These include partial closure of Quay St (to upgrade electrical and roading infrastructure - scheduled for completion in early April), Lake Rd in Takapuna and the re-alignment of arterial roads around New Lynn. General media advertising and greater use of on-site signage (including utilising NZTA overhead signage on the Harbour Bridge) has been increased around Quay St.
- The completion of work on the Baldwin Avenue railway platform marks the first significant rail upgrade project for this year. An official opening event has been organised and will take place on February 15.
- February is “Bike Wise” month, with dozens of events planned around the region. These include the likes of Bike to Work days, Bike Maintenance workshops, and Family Fun Days. All are based in local communities and as such local newspapers and radio stations are being used for promotion, along with marketing collateral distributed through cycle shops, cafes, libraries, and shops along the planned cycle routes. “Bike Wise” was launched with a series of safety initiatives including improved signage and banner poles along Tamaki Dr, where a cyclist was killed last year. This drew the support of the Cycle Action lobby group and resulted in positive media coverage for Auckland Transport. A similar marketing approach will be taken to the promotion of Travelwise Week in March (21st-25th).

6 KEY RELATIONSHIPS UNIT (Stephen Rainbow)

6.1 Executive Summary

The Key Relationships Unit (KRU) continues to focus on establishing the Elected Member Liaison Unit (EMLU), building relationships with Local Boards and, in particular, their Chairs and Transport spokespeople, and facilitating the relationship between Auckland Transport (AT) and Auckland Council.

EMLU members are now actively working with the Local Boards and the Unit is also engaged in the process around the development of Local Board Plans.

6.2 Key Relationships

- The KRU continues to contribute to the resolution of issues and enquiries from the Mayor's office, as well as Local Board and Council members
- Auckland Transport represented at the Auckland Council Transport Committee meeting.
- Strategic advice on appropriate consultative and community engagement mechanisms provided for major capital projects e.g. AMETI
- Briefings for political parties initiated.

6.3 Elected Members Liaison Unit

- The Elected Members Liaison Unit is organising the briefing of the Chairs, Deputy-Chairs and Transport Spokespeople for all Local Boards during the latter part of February. These briefings will be held in four sub-regional sessions, for the North, South, West and Central Local Boards. The briefings will also cover a high-level overview of substantive initiatives proposed for the Local Board areas, including those initiatives that will be covered in the Local Board Plans.
- The Unit Manager is acting as the link between Auckland Council and Auckland Transport in preparation for the development of the Local Board Plans, which will be drafted between March and May, and which will be consulted publicly during July and August, before being finalised by 31 October.
- The Unit is handling a significant number of issues which have been raised by elected members and by the Mayor's Office, for which prompt responses have often been easily provided. We are stressing to Elected Members that they can come directly to EMLU for the responses they require.

6.4 Stakeholder Liaison

- Liaising with Key Stakeholders such as NZTA, BZ, Police and KiwiRail about signing of Relationship Plans.
- Auckland Transport represented at NZ Police Strategic Liaison Meetings and discussions with other key Stakeholders.

6.5 Liaison – Iwi/Maori

- A series of meetings are being held with Auckland Council Maori Relationships Manager and the NZTA Maori Relationships Manager to co-ordinate a consistent approach to engage with Maori of the region. The Maori Statutory Board, Tamaki Regional Mana Whenua Forum,

Tamaki (Treaty negotiations) Collective and the several tribal Runanga / Iwi-hapu Authorities are being looked at as initial touch points to engage with in the new Auckland Council context.

7 STRATEGY AND PLANNING (Peter Clark)

7.1 Executive Summary

The Strategy and Planning Unit (S&P) has focused on ensuring seamless continuation of key activities including the CBD Rail Link, Airport Rail and maintaining the flow of NZTA funding to Auckland Transport through the RLTP process.

It has also been building relationships with the Auckland Council Chief Planning Officer to support the Auckland Plan process.

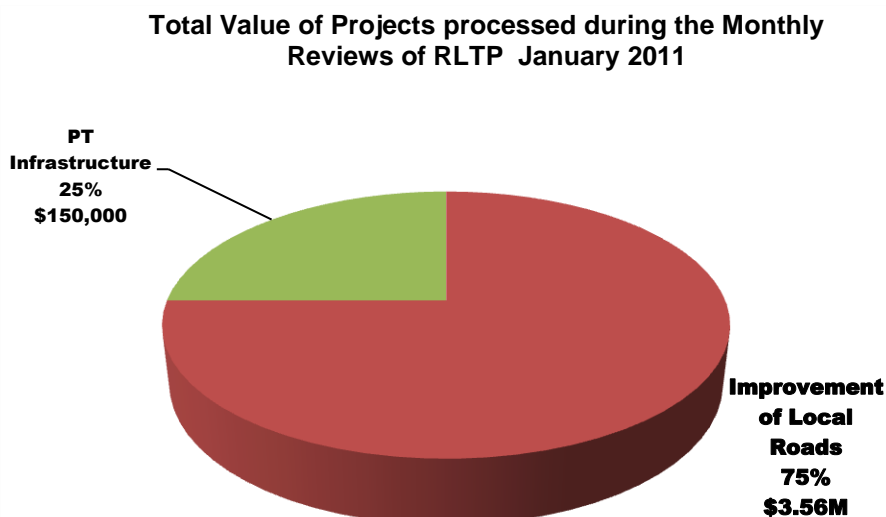
7.2 Planning and Policies

South West to Airport Transport Study

The South West to Airport Transport Study is progressing as planned. GHD Consultants have been appointed to undertake this work following an open tendering process undertaken prior to Christmas. The tendering process resulted in a competitive price being received and the study commenced in January 2011. Despite tight timeframes the project is on track to meet Auckland Council Spatial Plan obligations for March/April and Auckland Transport are working closely with the project partners- Auckland Council, NZTA, Auckland Airport, and KiwiRail. The first Implementation Executive meeting has been scheduled for early March with the first Community Consultation Steering Group to be scheduled for mid-March.

Regional Land Transport Programme Funding

During the January 2011 monthly review, 4 funding applications totalling \$3,555,000 were submitted to NZTA for consideration. All of which were approved.



Note The percentage values in the chart above relates to number of schemes processed as opposed to the value of the scheme.

Table 1 – November Recommended Schemes to NZ Transport Agency

	Project name	Description	Activity Class	Phase	Cost	Comments (AT)	Outcome (NZ Transport Agency)
January 2011							
AT	Flat Bush School Rd Upgrade - Stage 2	Flat Bush School Road is currently a two lane local rural road with sub-standard geometry and width. With increasing urban development on the eastern side, the existing road needs to be upgraded to an urban collector road. The Activity is part of Flat Bush Development package and links to the Stage 1 bridge replacement project.	Improvement & Replacement of Local Roads	Construction	\$2,355,000	Recommended	Approved.
AT	Flat Bush School Rd Upgrade - Stage 2	Land purchase for road widening	Improvement & Replacement of Local Roads	Construction	\$250,000	Recommended	Approved.
AT	Neilson Phase 1 Corridor Improvements	Provision of capacity improvements by installing managed lanes and T2 clearway on the western section of Neilson Street which joins the SH20 western ring route.	Improvement & Replacement of Local Roads	Construction	\$800,000	Recommended	Approved.
AT	Rail Development Plan Implementation Package - small project	Construction/implementation of safety & security measures to existing platform of Westfield Station. Measures include installation of PA system, 2-3 CCTV cameras and a Help Point.	PT Infrastructure	Construction	\$150,000	Recommended	Approved.
	Total New Schemes				\$3,555,000		

Notable in the January 2011 monthly review were;

- the approval of Flat Bush School Road Upgrade stage 2 which upgrades the existing road to bring it to a suitable quality for the Flat Bush Development growth area.
- Neilson Street corridor improvements which will improve the flow and capacity of this vital freight route.

City Centre Master Plan

During discussions on the Auckland (Spatial) Plan, Auckland Council requested staff to prepare a City Centre Masterplan to guide the future growth and development of the City Centre to meet the objectives set by the Spatial Plan. As transport will be a key enabler of the Masterplan, management have established a joint AC/AT governance structure to ensure that the Masterplan objectives meet transport requirements are also feasible and can be funded. Key dates for the development of the City Centre Masterplan and Auckland (Spatial) are:

- Report to Future Vision forum submitted. Report to gain political approval for the planned work and timeline to produce the City Centre Master Plan
- Pre-Launch consultation. Consultation workshop Waitemata Local Board 22 February 2011
- Pre-Launch consultation. CBD Board. 23 February 2011
- Draft Initial Ideas Document. Report to Auckland Future Vision Committee as part of wider Spatial Plan report. 1 March 2011
- City Centre Master plan Steering Group meeting. First meeting of the City Centre Masterplan Steering Group. 3 March 2011
- Mayoral Launch of Spatial Plan discussion document, including city centre initial ideas discussion document. 23 March 2011
- Followed by six week period of engagement (23 March - timing of stakeholder consultation within this period still pending)
- Final Draft of City Centre Masterplan Completed. Full document completed included incorporation of consultation responses. June 2011
- City Centre Masterplan Approved. City Centre Masterplan is approved by the Future Vision Committee. July 2011.
- Statutory consultation period July-September 2011, including non-statutory city centre draft Masterplan document
- Adoption of Auckland spatial plan and city centre Masterplan, December 2011

SH1 Puhoi-Wellsford Road of National Significance

The Puhoi to Wellsford road of national significance runs approximately 38km through northern Auckland. The project aims to improve the state highway network from the existing Northern Gateway Toll Road at Tiffords Bridge in the south to just north of Wellsford in the north. The project follows on from the completion of the Northern Gateway Toll Road in 2009.

Planning and investigation of the route is expected to be completed by the end of this year. Detailed design and construction of Puhoi to Warkworth is planned for 2014 to 2019 and detailed design and construction of Warkworth – Wellsford is planned for 2016 to 2022. The indicative budget for the project is understood to be \$1.6b in 2010 dollars.

In July and August of 2010 NZTA undertook Phase 1 consultation on the project. As a result of that consultation NZTA concluded that:

- When completed, the new highway will be “offline” from the existing SH1.
- There will be access points at Warkworth and Wellsford.
- The question of an access point at Puhoi will be further considered with AC in the context of the Auckland Plan
- The new highway will pass Warkworth to the west and Wellsford to the east.

NZTA is now in the process of Phase 2 consultation and has invited feedback on an indicative route between Puhoi and Warkworth. The indicative route is shown in Figure 1.



The Transport/Land Use Integration team have been reviewing the document and working collaboratively with Auckland Council officers. There are no conflicts with the Auckland Council submission.

Key submission points include:

- Request NZTA to work with AT to ensure that the network is considered as a whole, and in particular that implications for the local network are fully considered.
- Endorse the proposal that the impact of the project on land use, including the impacts of an access point at Puhoi, be considered further through the Auckland Plan process
- Encourage NZTA to review staging options to ensure that the most critical issues are addressed early and that the whole project is carried out in a cost effective manner.
- Support the proposed northern access to Warkworth on the grounds that it provides simpler routes for the major connections and removes more through traffic from the local network than the alternative central connection via Woodcocks Road.

Figure1: Indicative Route

APPROVED FOR SUBMISSION by	David Warburton Chief Executive	
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