

# Business Report – April 2012

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## INTRODUCTION

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

## 1 PEOPLE and SERVICES (Simon Harvey)

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### Human Resources

#### 1.1 Executive Summary

The number of people leaving the organisation has stayed consistent with the pattern from day one. Annualised turnover remains under 6% and sick leave is steady around 2%. Candidates formally registered for vacancies at Auckland Transport exceed 8,000.

The outcome of the initial Conflict Training for Parking Wardens is positive. The initial group trained, which included individuals with higher representation in recorded incidents, have shown no reported incidents since the training held in February 2012.

A project is underway to look at an initiative to improve our capability in the area of Maori protocol/Te Reo with staff. Auckland Council's Te Waka Angamua Maori Strategy and Relations Unit have a Maori learning and development programme which we are investigating as a tool for Auckland Transport.

Influenza vaccinations were delivered to staff in March with approximately 25% of staff accepting this opportunity.

The original request by Auckland Council to have the 3<sup>rd</sup> floor at Henderson turned into a cafeteria has been changed. The current cafeteria location will be refurbished and expanded.

#### 1.2 Appointments / Payments / Records

- The FTE budget for permanent positions for Auckland Transport for the 2011/12 year is set at 1020. The workforce statistics in March are made up of 913 actual FTE. The current headcount filling permanent roles is 965 with 927 being permanent employees and 38 contractors filling permanent positions.
- Positions recruited for March were 29, with 8 being internal appointments and 21 external. There was no recruitment done through agencies in March.
- The number of new starters for March is 26 consisting of 16 permanent staff and 10 fixed term. These appointments are mainly in the Operations Division.
- Over the last three months the recruitment team has opened 72 vacancies for recruitment.

## 1.3 Health and Safety

- There were two assaults, five lumbar sprains and one twisted ankle reported in March. One of the lumbar sprains resulted in 3 lost days.
- H&S representatives attended ACC claim management training run by the EMA during their monthly meeting in March. This is the first delivery of a course that will be rolled out to all AT management and supervisory staff.

## 1.4 Cultural / Training / Support

### Training

- Training programmes that are being launched this month as a result of organisational development needs identified through the performance management process include project management, time-management, business writing and presentation skills.
- The leadership coaching skills training which commenced last year was completed last month with around 200 managers having completed the programme over the last six months. Further leadership development initiatives will be looked at later this year.
- The draft proposal for a Career Progression Pathway for Engineers, Planners and Project Managers was presented to the Chief Infrastructure Officer on 30 March 2012. These will now be finalised and presented to the Steering Group for their approval in readiness for discussion and agreement by the ELT by the end of April. It is intended to conduct an internal launch of the CPP in May.

## Customer Services

### 1.5 Executive Summary

Customer Services has had a steady month in its business as usual activity. Work continues in the preparation for implementing the CRM system. Call volumes remained static which was unexpected given the traditional volumes in March.

### 1.6 Key Service Metrics

- Average call wait time – 9 seconds MAXX, 14 seconds HOP
- Service level – 86.80% MAXX, 81.67% HOP
- Abandonment of call – MAXX 1.48%, HOP 1.64%
- Call volumes for March – MAXX 45,313, HOP 4,262
- Web Traffic for March– 795,565 visits ( MAXX, MyHOP, Auckland Transport & RideShare )
- Auckland Council on behalf of AT – 16,101 calls answered, 1,155 abandoned, 77.80% answered within 20 seconds

## 2 OPERATIONS (Greg Edmonds)

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### 2.1 Executive Summary

Operational activity through the month of March has continued to be extensive with a number of significant achievements as well as good progress on some ongoing issues. Highlights have included:

- extensive support for the new Give Way rule changes that were implemented on 25 March
- confirmation of the awarding of the first road corridor maintenance contracts in the southern region to Downers, Transfield and Fulton Hogan for a four year period
- significant progress on identifying HPMV routes for overweight road transport operations
- confirmation that the PTOM framework has been approved with good progress on draft contracts for Auckland
- implementation of Parking Zones in the Town Centre and Ellerslie with good initial results
- strong focus on cycling programmes during March targeted at safety education
- launch of a number of school travel plans by His Worship the Mayor
- continued progress on the AIFS project towards pilot and live trials
- increase in HOP card users to 130,000.

As requested at the last board meeting this report includes details on the drivers for unsatisfactory Rail performance over the January and February period as well as Bus service reliability and punctuality measures and the actions planned to improve these.

### 2.2 Road Corridor

#### Give way Rule Change

- Auckland Transport has supported the rule change through two work streams, namely education and awareness initiatives as well as a readiness assessment along with associated physical changes.
- Education and awareness involved the following:
  - Auckland Transport's contribution to promoting the give way rule change on 25/03/2012, has been highly effective, with a multi-faceted initiative that complimented and enhanced the NZTA campaign.
  - Over the two weeks prior to 25/03/2012 community transport coordinators along with Maxx ambassadors have distributed over 200,000 leaflets at 25 town centres across Auckland including: the CBD, Orewa, Waiuku, Howick and Henderson.
  - This included 60,000 leaflets printed in 13 different languages that were distributed to many community and ethnic centres.
  - New Zealand Police also assisted with the distribution of leaflets.
  - Auckland Transport staff also made presentations to community groups and business organisations about the give way rule changes.
  - Auckland Transport used advertising on 32 bus backs to inform the public of the give way rule changes and to promote the Auckland Transport website
  - Advertisements were also placed in 13 local newspapers.
  - An online interactive game was also developed by Auckland Transport road safety team so that the public could practice online the two new give way rules. In the first 12 days of operation the give way game has had over 13,000 visitors and will continue to run for the next few weeks. The Saturday before the give way rule change was the biggest day for visitors with over 4000 new participants.

- Online game participants must complete six scenarios which feature different aspects of the give way rule changes. When completed participants then can enter into a draw to win either a Vehicle Testing New Zealand voucher or a one year Automobile Association membership.
- The game was promoted using e-banner advertising on websites including Facebook, Trademe, NZ Herald, and MAXX. Social media was also utilised to promote the site including Facebook and Twitter.
- This initiative will be evaluated using surveys assessing the awareness of the give way rule changes and of the campaign. Initial feedback suggests a positive response from the public, who were actively seeking the information provided by Auckland Transport.



- Physical changes involved the following:
- The new Give Way Rule came into effect on Sunday 25 March. In the lead up to the change 15 intersections were identified as requiring minor changes prior to the change; these were implemented before rule change. Post change operations have been actively monitored by engineers located at critical intersection across the region to observe operations. Engineers were also positioned at JTOC and Bledisloe operations centre to view operations at signalised intersections. On the whole the changeover went well with no significant issues. There is currently only one intersection, Hill Road / Grand Vue Road that is proving to be problematic due to driver confusion. This is one of the 15 sites identified and had changes implemented prior to the rule change. The intention of the changes that were made was to keep the intersection operating as it did prior to the rule change, as significant queuing and/or rat running was anticipated. The issue at this intersection has had media attention in the last week. AT is well aware of the issues as this site has been observed daily since the rule change and a series of additional measures have been implemented since then. AT is actively working with the community and NZ Police on a communication campaign and investigating further measures. Variable message signs have been installed at three locations in advance of this intersection to raise further awareness. The confusion is mainly attributable to drivers adjusting to the rule change and safer operations are expected to resume once driver behaviour settles down in the coming weeks.
- Detailed designs have been completed for the bus lane trial and are currently undergoing internal AT review. Key stakeholder consultation, resolution preparation and communication plan role out is scheduled for completion during April with implementation to start in May.

- Detailed designs have been completed for the Grafton Bridge signals and signage improvements. Final estimates are expected by the end of March with procurement of signs and signals to be complete early April. Implementation will be dependent on delivery times from sign and signal suppliers however is expected to be late May.
- Draft detailed designs for the Remuera Bus lane conversion to a Transit 3 lane have been received. Key stakeholder and public information is to be undertaken in April with implementation planned for May, June.
- An audit of 5 key bus routes for Double decker use has been undertaken with a number of remedial measures identified. The detail of the changes required is still being designed and programmed for implementation as soon as possible. Timeframes for implementation are expected in April.
- Victoria Park Tunnel was fully operational this month. NZTA has now publically communicated that there is no final decision on whether or not to reopen the Wellington St on ramp, which has been temporarily closed for last year to allow construction of the tunnel. The intention is to wait for traffic patterns to settle over the next 3 months before a final decision is made. It is anticipated this will be met with significant public resistance, which we are starting to experience through media requests. To mitigate this AT and NZTA are jointly developing a communication plan to begin engagement with affected residents to ensure their concerns are heard and mitigation measures considered, as well ensure AT and NZTA are responding to reactive requests in a consistent manner. NZTA and AT will meet with the Herne Bay residents association late April to ensure they have an opportunity to feed into what we should be considering in our review.
- In March Road Corridor Operations processed 84 Resource consents (95% meeting standard timeframes). A total of 695 request for services cases were opened with 662 closed for March (82.93% meeting standard timeframes)
- Real-time Travel Time Information for the identified 30 key arterial routes across the Auckland Region for display on the Auckland Transport Webpage is well on the way, with more than half these routes to date configured within the ARTIS software package that generates the travel times. Work on translating the travel time outputs onto appropriate mapping will be commencing by the end of March.
- Real-time Travel Time Information for the route between SH1 and SH16 on Greenlane, Balmoral Road and St Lukes Road, is to be presented on 6 variable message signs along the route. The signage installation is expected to commence towards the end of April.
- A working team has been established to explore the implementation of the SmartRoads approach to Auckland. This approach aims at establishing network operating plans for sub-regions covering the Auckland Region whereby prioritisation of the network is assigned by road user group, for various time periods of the day, to enable the most efficient operation of the road network. Trial areas are being identified, and the methodology to be applied is being investigated. The working team is to meet every 2 to 3 weeks to progress this work.
- Bus and Transit Lanes update: surveys across 35 routes have been completed, this data will be used for corridor productivity assessments to determine how effectively our bus and transit lanes are operating.
- Route optimisation update: post improvement travel time surveys have been completed on Green Lane West, recommendations from the pre-optimisation reports for Great South Road have been implemented and post implementation surveys will be done after the Easter school holiday.
- The installation of a package of 16 new traffic CCTV cameras is underway as part of the 2011/2012 CCTV Programme.
- The 2012-2015 maintenance and renewals contract for Traffic Signals has been released through Tender Link., it closes on the 19th of April and will be evaluated for award by 1st of June 2012.

## 2.3 Road Corridor Maintenance

- New Road Maintenance Contracts were awarded in the southern area. Mobilisation will commence on April 10th with contract commencement on 1 July 2012.
- Negotiations continue with NZTA over funding for next years' Maintenance Programme. At this stage, proposed reduced budgets will effect levels of service.
- Additional work for the Road Corridor Operations team will be undertaken by our Maintenance Contractors up to 30 June 2012.
- Technical Support Service Contracts will be procured during April and May. This involves selection of preferred supplier panels to align with our contract delivery model.

## 2.4 Road Corridor Access

- There were 1092 corridor access requests approved in March with 89% processed within 5 working days and 99% processed within 15 working days.
- Work on the Ultra-Fast Broadband project has been completed in Albany and Avondale and is continuing in Browns Bay, East Tamaki and Otara. Work has also just commenced in Remuera, Ponsonby and Glenfield. There has been 340 km of ducting and fibre deployed and 78 cabinet areas completed since the commencement of the project in September. VisionStream who is carrying out the works on behalf of Chorus is required to complete the build of 156 cabinet areas in the 2011/12 year.
- Work will be commencing shortly on the crossing of the Mt Wellington Highway required for Transpower's NAaN project. The NAaN project involves the underground installation of 220 kV power cables from Pakuranga to Albany connecting through Penrose substation and new substations at Hobson Street and Wairau Road. The new circuit will help reinforce the power supply in North Auckland and Northland which currently rely on one transmission line between Otahuhu and Henderson.
- This crossing of the Mt Wellington Highway is part of the Pakuranga to Penrose section of the works and is located approximately 200 metres north of Waipuna Road. It is expected that the work will result in some disruption for road users as the presence of a bulk water main will require the construction of a deep trench which because of its width will not be able to be plated. A temporary lane is being constructed on the western side of the road however despite this Mt Wellington Highway will still be reduced to 1 lane in each direction for the duration of the trenching work. The work has been timed to proceed in the school holidays following Easter to minimise the impact for road users in line with the traffic impact assessment (TIA). The construction of the temporary lane is programmed to be carried out immediately prior to Easter and will be followed by the trenching and duct installation over the period 10-21 April 2012.
- Following the 'switch' of the northbound lanes onto the new Newmarket Viaduct during Anniversary weekend, work is now underway on the removal of the old northbound structure which will be followed later by the decommissioning of the gantry crane. This will require the temporary closure of some local roads, the first of these being over Easter weekend when the deconstruction of the old bridge over Gillies Avenue takes place. This work will require the closure of the through lanes of Gillies Avenue under the bridge and will therefore prevent right-turns from the southbound off-ramp and through movements on Gillies Avenue to and from Newmarket for the duration of the works. An identical closure was implemented last year over Easter for deconstruction of the old southbound structure and proceeded without any great problems.
- Potholing to confirm the location of existing underground services is about to commence for Stage 1 of Watercare's Hunua 4 project. The potholing will be carried out on Thomas Road, Aspiring Avenue (between Thomas Road and Boundary Road) and Boundary Road. The impact on traffic will be minimised by restricting works to between 9am and 3pm and having steel plates on hand to cover any trenches should delays become unacceptable.

- Auckland Transport is facilitating the first Road Show of the recently reconstituted Auckland Traffic Management Association (ATMA). The aim of the ATMA is to improve the quality of temporary traffic management (safety, efficiency and ease) across the region. The ATMA's membership comprises traffic management suppliers, Auckland Transport, the Auckland Motorway Alliance (AMA) and NZTA.
- Draft guidelines for the carrying out of temporary traffic management (TTM) on the Auckland Transport network have been developed and are currently undergoing internal review.
- Physical work is currently underway on the construction of the Pukekohe pipeline which will carry treated water from the Watercare Pipeline to Pukekohe township. The Waikato Pipeline is situated approximately 3-4 km to the east of Pukekohe township and carries water from the treatment plant on the banks of the Waikato River to the Redoubt Road reservoir in Manukau. The provision of treated water from the Waikato Pipeline will remove the reliance on the existing Pukekohe bores and improve water quality. The pipeline is being constructed within the road carriageway and follows a route along public roads from the existing reservoirs on Pukekohe Hill through the township and then along Pukekohe East Road and Runciman Road to the existing reservoir on Runciman Road. The construction of the section of the pipeline from Pukekohe Hill to the NIMT railway line is largely complete.

Traffic management plans are currently being finalised for the rural section of the route comprising East Street and Pukekohe East Road. These roads form the main road into Pukekohe from the east and carry approximately 12,000-15,000 vehicles per day. We are working with Watercare and their contractor to minimise any impacts of the work and to obtain the best possible outcomes for all parties.

- Good progress has been made in the analysis of the possible HPMV routes on the network with the work now completed on 7 out of 10 identified possible HPMV routes. These possible routes were identified in conjunction with the heavy transport sector and provide access to heavy transport origins and destinations such as ports, quarries, steel mills and other major freight generators and/or attractors. The analysis undertaken indicates that the structures on these routes are able to safely carry approved HPMV's with gross weights varying from 46 tonnes up to 62 tonnes on the specific routes.

The work done to date means that we have been able to give approval in principle to 25 HPMV permit applications which are being processed in conjunction with NZTA as they involve travel on both state highways and local roads. These applications are now with NZTA awaiting final approval. Of these 25 applications 15 are on the Glenbrook Road/Glenbrook-Waiuku Road/Mission Bush Road route which connects the Glenbrook Steel Mill with SH22. These applications are for the movement of iron sand and steel coil. The analysis carried out on this route indicates that the existing structures on this route can carry HPMV's up to a maximum gross weight of 52 tonnes.

It has been possible to process these applications within a reasonable timeframe because we proactively identified and modelled the possible routes in advance. This work has involved collecting the necessary bridge information, inputting the data into the Bridge Data System (BDS) to enable uploading into OPERMIT and modelling the standard truck and trailer configurations in OPERMIT to identify the permissible loadings on the structures.

- On 26 March 2012 a meeting was held with the Crane Association of New Zealand to discuss how we can work together better in the future. It was agreed that we would meet again in May following their executive meeting and that regular liaison meetings be established thereafter.
- There were 120 special events held in March with 11 events having additional special event PT services provided for the event over and above scheduled PT services and a further 16 having an impact on existing scheduled PT services either through road closures and/or route diversions.

The Warriors v. Manly game at Eden Park on Sunday 4 March attracted a crowd of 37,400. Additional rail and special event bus services were provided to get event patrons to and from the game. The bus services travelled to and from Eden Park and the North Shore (via the Northern Busway), Takapuna, Manukau/Botany/Papakura, Newmarket/Mt Eden and the CBD. Rail services were split with trains from the west arriving to and departing from Morningside station and rail services to the CBD arriving to and from Kingsland station. Integrated match/travel ticketing was not in place for this event so the special event PT services were all paid services. The percentage of the event patrons who used PT to travel to and from the game was 19% which was significantly less than for the Blues v. Crusaders a week earlier (38%) and for RWC 2011 (55%-65%).

- A number of rail issues on Friday 23 March disrupted regular services and resulted in delays for some patrons travelling to Eden Park for the Blues v. Hurricanes game. These issues included a number of points failures on the rail network, a dog on the tracks near Britomart, a mechanical fault, use of an emergency stop and an issue associated with the length of a freight train on the Southern line.

The cumulative effect of these incidents saw delays for patrons using the special event rail services between Britomart and Kingsland to travel to Eden Park. A number of standard contingency plans were implemented by Veolia and Auckland Transport which addressed the issues to a degree but still resulted in some event patrons getting to the venue later than anticipated.

The operational planning and delivery from Veolia and Auckland Transport has been reviewed and changes made to better manage these situations in the future, including but not limited to, additional standby buses to support the rail network, better internal communication structures and more customer focused communications from Veolia during incidents.

- Upcoming major events for April include the New Zealand v. Australia Rugby League test at Eden Park on Friday 20 April 2012 which has an estimated crowd of 40,000 and the Blues v. Sharks on Friday 13 April 2012 and Blues v. Reds on Friday 27 April 2012 both of which have forecast crowds of 24,000. Integrated match/travel ticketing will be in place for all these games and will enable event patrons (on display of their match ticket) to travel without charge on the rail network and special event bus services to and from the event venue.

## 2.5 Public Transport

### Multi-modal

- Public Transport Network Plan (PTNP) review:
  - Work is progressing on the review of the Public Transport Network Plan 2006 – 2016 (PTNP) including a new connected and integrated network for public transport in Auckland of:
    - A primary high frequency network of:
      - the Rapid Transit Network (RTN) of electrified and modern rail services and Busway services
      - a connected network of high frequency bus services along key arterial road corridors, supporting and integrating with the RTN – 15 minute worst case frequency seven days a week between 7am and 7pm – plus some high frequency ferry services
    - Secondary routes of lesser frequency ferry and local feeder bus services connecting to the RTN and high frequency bus network, school bus services and peak only services.
  - The updated PTNP will be presented to the Board in May prior to broader consultation in June. The updated PTNP will form part of the Regional Public Transport Plan (RPTP), the statutory public transport plan required by the Public Transport Management Act 2008 and the public transport component of the Integrated Transport Plan.
- PTOM (Public Transport Operating Model):
  - The Minister of Transport Gerry Brownlee announced on Friday 30 March that the Cabinet had approved the new framework for bus and ferry service planning, procurement and delivery called the Public Transport Operating Model (PTOM). This follows the completion of a review of the Public Transport Management Act 2008 (PTMA) by a working group comprising the Ministry of Transport NZ Transport Agency (NZTA), Auckland Transport, Greater Wellington Regional Council and the Bus & Coach Association. Recognition was given to local government in development of the model.
  - The PTOM is the new framework for building an effective and co-operative long-term public transport public-private partnership between Auckland Transport and public transport operators, through collaborative planning, joint investment and risk and reward sharing. Performance of services will be highly incentivised under the new contracts through reward of contract term extensions for the highest performing services against a set of pre-determined criteria of patronage growth and subsidy value for money while ensuring quality and performance of services are delivered.



- Fully implementing the model will require legislative change. Public transport services are currently regulated under the PTMA. It is proposed that the PTMA be repealed and its provisions incorporated into the Land Transport Management Act 2003 (LTMA).
- However a letter from the Ministry of Transport dated 30 March confirms that PTOM can be implemented under the PTMA prior to legislative changes subject to procurement strategy approval by NZTA and an agreement to proceed with operators that have existing commercial service registrations that will be affected.
- Auckland Transport has already secured approval from NZTA on a procurement strategy for PTOM for Auckland.
- Auckland Transport is finalising the first new PTOM contracts, which are under final internal review prior to issue of template contracts to the industry for consultation in mid-April. The contracts include a Regional Agreement, which is expected to be entered by all incumbent operators prior to PTOM and covers the Ministry's request for operator agreement to implement PTOM prior to legislative changes.
- Initial procurement round of contract tender followed by contract negotiations is targeted for end-July, subject to the time required to complete the above consultation.
- A Board paper is expected to be submitted in May confirming the PTOM commercial framework of the new contracts and seeking Board approval to progress procurement activities.

## Rail

- The Manukau Branch Line rail service will commence at a three train per hour peak and one train per hour off-peak frequency on Sunday 15 April 2012. The line and station was officially opened by the Mayor on Wednesday 4 April.
- **Auckland Rail Performance: January and February 2012 (update as requested by Board)**

This is a response to a request from the March Board meeting for further information on punctuality performance in February.

- Rail services operate on a fixed network with multiple interfaces and strict operating rules. There are multiple parties involved in the delivery of passenger rail services in Auckland:
  - Veolia Transport operates the trains and has the direct interface with customers for service delivery;
  - Auckland Transport owns rolling stock except the locomotive stock which is leased from KiwiRail;
  - Auckland Transport owns infrastructure on stations platform and manages the stations (cleaning, maintenance and security);
  - KiwiRail Network owns and maintains the tracks and signalling system and controls train movements on the network;
  - KiwiRail also maintains the rolling stock;
  - KiwiRail freight and long distance passenger services (Tranz Scenic) have running rights on the network shared with Auckland metro services.
- Causes of poor performance:
  - Network upgrades – upgrades of track and signalling to support ten-minute peak services and preparations for electric trains has a major impact on service operations particularly over the summer construction period by the imposition of temporary speed restrictions through line work-sites and across track recently constructed; this will continue until mid-2013.
  - Failures of signals, points and equipment used for the safe control of train movements. KiwiRail is currently upgrading all signaling and train control equipment; to be complete by 2012;
  - Operations – variable passenger loadings that result in extended station dwell times to ensure everyone has an opportunity to safely board and alight the services (e.g. due to special events). This is also influenced by a mixed fleet with different capacities.
  - Train faults – reflects the age of the equipment in use and demands placed on the equipment to maintain the planned service levels; steady improvement in performance has been seen recently through enhanced maintenance;
  - Other causes include weather events, actions of other parties (including public trespass on tracks) and conflicts with freight trains.

o Particular Issues in January/February 2012:

The following details the individual line performance and incidents that contributed to service disruptions during January and February. Of note in January in particular is the high level of speed restrictions that were imposed by KiwiRail on all trains operating through track sections where the track had been altered by previous network upgrade works over the Xmas 2011 construction season. The impact of these is stated in minutes calculated on the difference between travel time at normal speed and the additional time resulting from the lower speed. These are calculated separately by line (UM – Up Main or trains travelling in a northerly direction, DM = Down Main or trains heading in a southerly direction). Given train punctuality is measured as arrival at destination no later than 4 minutes 59 seconds than scheduled, it can be seen that speed restrictions already removed some contingency to achieve this service level, most notably with an additional 3.5 minutes additional running time on the Eastern Line UM in January.

	Jan-12						
	Scheduled	Cancelled	Delayed	Reliability	Punctuality	Speed UM	Speed DM
Eastern Line	1,303	57	662	95.6%	46.9%	3.5	2.9
Southern Line	2,046	59	343	97.1%	82.7%	2.7	2.0
Onehunga Line	1,274	20	41	98.4%	96.7%	0.0	0.0
Western Line	2,391	65	350	97.3%	85.0%	0.5	0.8
<b>Total</b>	<b>7,014</b>	<b>201</b>	<b>1,396</b>	<b>97.1%</b>	<b>79.5%</b>	<b>6.7</b>	<b>5.7</b>
Breakdown of disruption causes:							
Operations		22	378	0.3%	5.5%		
Faulty trains		74	74	1.1%	1.1%		
Network failures		56	327	0.8%	4.8%		
Speed restrictions		0	322	0.0%	4.7%		
Freight trains		35	181	0.5%	2.7%		
All other		14	114	0.2%	1.7%		
<i>Key events affecting performance during January 2012</i>							
One operating irregularity at Newmarket station (driver ran a red light) affecting Southern, Onehunga and Western line services							
Three train failures causing temporary line blocks affecting multiple services							
One major signal failure at Westfield Junction and one major points failure at Pukekohe							
Two cable thefts leading to loss of signals and temporary service suspension, one at Newmarket and the other at Wiri							
One instance of loss of communication with Network Control leading to multiple disruptions							
Three freight train breakdowns causing temporary line blocks							
A car damaged a barrier arm at Henderson resulting in operating restrictions on the Western Line until repairs were made							
A truck rolled under the Merton Road overbridge resulting in suspension of Eastern Line services until cleared							

	Feb-12						
	Scheduled	Cancelled	Delayed	Reliability	Punctuality	Speed UM	Speed DM
Eastern Line	2,080	40	672	98.1%	67.1%	0.8	1.2
Southern Line	1,728	42	444	97.6%	73.7%	1.0	0.8
Onehunga Line	1,104	5	47	99.5%	95.7%	0.0	0.0
Western Line	2,274	65	485	97.1%	78.0%	0.3	1.1
<b>Total</b>	<b>7,186</b>	<b>152</b>	<b>1,648</b>	<b>97.9%</b>	<b>76.6%</b>	<b>2.1</b>	<b>3.1</b>
Breakdown of disruption causes:							
Operations		11	546	0.2%	7.8%		
Faulty trains		71	271	1.0%	3.9%		
Network failures		14	447	0.2%	6.3%		
Speed restrictions		0	181	0.0%	2.6%		
Freight trains		22	171	0.3%	2.4%		
All other		34	31	0.5%	0.4%		
<i>Key events affecting performance during February 2012</i>							
One operating irregularity at Pukekohe (driver ran a red light) affecting Southern and Eastern line services							
Five train failures causing temporary line blocks affecting multiple services - Fruitvale Rd, Ellerslie, Parnell and two at Puhinui							
Two major signal failures on the Western line and three points failures (all at Pukekohe)							
Three freight train breakdowns causing temporary line blocks							
A car lost control and rolled onto the rail corridor at Papatoetoe resulting in a temporary line blockage							
A fatality at New Lynn resulted in a suspension to services on the Western line for a four-hour period							

- Upcoming Actions to Improve Service Performance:
  - KiwiRail has been requested to review trends of signaling and points failures to increase route cause identification and corrective action including enhanced pre-planned maintenance
  - KiwiRail has been requested to review the failure of freight trains and advise improvements to be implemented.
  - The introduction of EMUs into service from 2013 will result in a much improved service with fewer delays and cancellations. The maintenance contract includes a performance regime reflecting these expectations. The work that is being progressed to upgrade the network in preparation for the introduction of EMUs from 2013 has potential to impact on service delivery. However, a review of reduced speed restrictions or 'permission to progress' processes on live sites is being urgently progressed by Veolia and KiwiRail to lessen this impact on punctuality. While a rebase of the timetable for extra travel time due to track works up to mid-2013 is not ideal, rail timetables need to reflect actual operating conditions and this may be needed.
  - Much of the existing diesel rolling stock (trains) is at or past design life, particularly the motive units, and some equipment is no longer supported by the manufacturers. While it is important to acknowledge these factors, actions have been taken that are aimed at managing the impacts to customers. Delays due to train faults has reduced as greater pre-planned maintenance has been undertaken.
  - A new track access agreement is being finalised with KiwiRail Network that will be signed in April. For the first time this will include a performance regime linked to the impact on services caused by network failures and train control and therefore for the first time shares risk and reward of service performance with KiwiRail;
  - A new passenger services agreement has been negotiated with Veolia Transport with the expectation that the operator will enhance the management of the track access and rolling stock agreements. A performance regime that reflects these priorities is included in the new contract; to take effect from 1 July;
  - The upgrade of the signalling system being completed as part of the electrification project will allow safe bi-directional running on each line so that a blockage on one track (caused by, for example a disabled train) can be bypassed using the other track, albeit with a reduced level of service. This capability is expected to be fully available by mid-2012 across most of the network. However, Veolia and AT has been identifying where this can be implemented now to reduce delays due to train and infrastructure failures;
  - The roll-out of real-time signs at stations, and linking these to real-time tracking, will improve information to passengers.

## Bus

- Bus service reviews:
  - The PTNP will set the network structure to enable a three year program of review and implementation of bus service redesigns across Auckland.
  - In addition to the finalization of the PTNP, integrated ticketing and PTOM are the key enablers of this whole of network redesign.
  - The phasing for service reviews is being completed to align with phased PTOM contract procurement over the three year period from mid-2012.
- **Bus service reliability and punctuality (update as requested by Board):**
  - Bus service reliability and punctuality is driven by a base timetable and schedule that reflects current and time based travel times and operating conditions (e.g. peak versus off-peak travel times), bus priorities through bus lanes and traffic signal phasing with pre-emption; also high frequency service to reduce the customer impact where services are delayed.
  - The three year review and redesign of all bus services in accordance with the updated PTNP will improve bus reliability and punctuality by providing base timetables and schedules that are current and service routes that deliver on travel requirements of customers that reflect actual travel times and operating conditions. Bus lane and bus priority requirements per route will also be addressed as part of each bus service review and redesign.

- However in the short-term, existing bus service timetables must be corrected to reflect actual travel time and operating conditions. A project has commenced that is systematically reviewing all existing bus service timetables and schedules and correcting against actual measured travel times and operating conditions using the GPS tracking bus real-time system. This will ensure that all timetables reflect the average travel time for the time of day, improving significantly in the short-term existing bus service reliability and punctuality. Engagement with bus operators has commenced as revised timetables will require variation to existing service contracts and commercial registrations.
  - A service performance measurement and monitoring system is under development on the back of GPS tracking of buses using the bus real-time system. This includes the monitoring of reliability and punctuality against schedules. The system compares GPS tracking of services against timetable schedules for use in continuous improvement of service reliability and punctuality with bus operators. The system is still under development, however, it is currently starting to be used on some routes in addition to the traditional on-road spot checks and monitoring.
  - Currently, bus service reliability and punctuality measurement and reporting is undertaken by bus-operators. This is consistently stated in the monthly PT Statistics report, however, upon completion of the above system, using the bus real-time system, reliability and punctuality will be reported by Auckland Transport.
- The “March Madness” capacity demand peak continues to be monitored. Advance additional contingency capacity was provided on key routes from 27 February comprising 20 buses operating 125 specific additional scheduled trips with a further 10 buses on standby. Limited excess loads have occurred as a result. Boarding issues on the Outer LINK as reported in the media on 2 April 2012 are under investigation and a customer focused response implemented.
  - Following implementation of the revised route of the 020 bus route through Freemans Bay in February a number of changes have been made to out-of-service repositioning routes in response to feedback from residents.
  - From 15 April some Howick and Eastern bus routes are being changed to provide better connections for customers. These changes will create:
    - At least a 15 minute frequency to and from Britomart along the Ellerslie-Panmure Highway
    - A connection from Howick, Botany, Dannemora, Chapel Downs and Flat Bush to the new Manukau Train Station
    - A direct connection to Otara, MIT and Middlemore from Half Moon Bay via Meadowlands and Howick, Monday to Friday
    - Better connections to the Half Moon Bay ferry
    - More direct services between Mission Heights/Dannemora and Britomart
    - Better connections to trains at Manurewa Station
  - Due to high peak customer demand, a Ritchies Transport trial has commenced of enhanced bus services between AUT and Greenhithe extending the service also to Westgate.
  - Transpower cable works have commenced on the Busway. Delays to buses are being actively managed and minimised. NZTA approval to reopen southbound motorway bus shoulder lanes has been given to assist if required. No bus customer complaints to either AT or Transpower due to these works have been received. Activity will increase to four separate worksites in April (currently two open) and delays may become more significant as a result.
  - Smales Farm Safety works have been completed – reduction in bus/passenger conflicts and significant reduction in active management by busway team during school peak.

## 2.6 Parking and Enforcement

### Parking Zones

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

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

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

### Wynyard Quarter

- Surveys to determine the success of parking changes in this area, aimed to discourage commuter parking and encourage short-term parking, were postponed due to the Volvo Ocean race. An evaluation will take place in April 2012 once surveys have been completed. A graduated tariff was introduced (where the price per hour increases each hour) and the 4 hour time limit
- Further evaluation will be carried out over the next few months as parking behaviour patterns can take several months to settle following changes. At this stage the changes have only been implemented on part of Halsey and Beaumont. Further changes will be required as the area develops.

### Project Arizona

- Handover of project to the business is near completion.
- On street signage advising car park availability is up and functioning well.

### CBD Review

- A review of all pay and display on street parking operations has commenced. This review aims to increase turn over and occupancy levels by removing the current time restrictions.
- A recent on-street survey of parkers has been completed and analysis under way.
- Stakeholder meetings have also begun.
- In Federal and Nelson Streets, several parking bays have been line marked to see if these increase occupancy, as opposed to the currently unmarked parking spaces. A significant increased utilisation may result in this being implemented throughout the CBD.

### City Centre Master Plan

- Meetings have commenced with the Parking lead team to discuss possibilities for future options for Downtown car park in relation to the proposed pedestrianisation of Quay Street as part of the City Centre Master Plan.

## 2.7 Community Transport

### Cycling and Walking

- Development of the operational review and policies is underway, linking into the issues identified on the existing Regional Cycle Network.
- Regional Cycle Network activities have focused on the completion of a revised plan for inclusion in the Integrated Transport Plan highlighting a connected network based on levels of service for customers.
- Investigations are continuing into the delivery of new sections of the Regional Cycle Network including Waterview, Ladies Mile and Beach Road. New Zealand Cycle Trail development has continued for the Airport to City Centre route.
- Review of operational protocols and information collected has been undertaken on the ten continuous cycle monitoring counts across the region. The review has provided for the basis for a robust audit to review the reliability of all ten sites.
- Delivery of Cycle training has continued to be high this month with 1916 participants this month from 17 school students, with a number of adult courses being provided including a range of from novice to intermediate and bunch riding.
- The Summer campaign 'Cycling's the go' was completed in March with an additional 27 cycle safety events delivered. This included:
  - Papakura ride the runway event promoting safe cycling to families in the far south of the region and is positively supported by the local board
  - Wynyard Quarter kids bike day with a range of activities to promote safety cycling
  - Unsworth heights community event promoting safe riding on shared paths and cycle safety
  - Family bike day at Mahurangi
- Cycle maps for the southern and eastern sections of the region are under development. Inclusion of the cycle maps on Google maps has been confirmed and will be launched in May.
- Annual Walk to Work events held across the region including events in the city centre, Orewa and Takapuna.

### School Transport Programme

- The Mayor launched a number of school travel plans including Ormiston Senior College, Clendon Park, Blockhouse Bay Primary.
- The annual TravelWise week held the week of 19th March. This involved 147 schools across the region (25%) encouraging safe walking, cycling, scootering and use of public transport.
- 11 schools (focused in the Manukau area) participated in the Speed Algebra campaign in partnership with NZ Police. The campaign aims to raise awareness of speed zones outside schools. This activity will be rolled out to the wider region in the new financial year.
- A safety assessment tool to evaluate school safety in the vicinity of the school gate and within the grounds has been developed. A pilot study is being undertaken in collaboration with Road Corridor Operations to compliment the high priority school programme.

### Road Safety Education Programme

- Pukekohe road safety expo was held to increase the safety of young drivers, by providing an educational and realistic crash scene, relating to drink driving and driver licensing. This involved working with NZ Police, St Johns Ambulance, NZ Fire Service, Kids for drama, as well as the community and around 450 students. This attracted media attention including broadcast on TV3.
- A motorcycle and scooter road safety campaign was delivered in the city centre at Auckland University (targeting students), Wynyard Quarter, Warkworth and scooter training at Massey University.

- Auckland Transport '100% sober' regional campaign targeted at the under 30 year olds was promoted at the Polyfest community. The event attracted over 96,000 visitors over the three days and promoted the message of to a key target audience.

## **Travel Planning**

- Building on the success of the Learning Quarter travel management plan and the North Harbour Transport Management Association (TMA) three areas of the city centre have been scoped for the delivery of travel planning activities. The three areas are: Viaduct Harbour, Britomart and Quay Park with the next stage of the programme focussing on a communications and engagement strategy with businesses in these areas.
- Massey University will launch their travel plan on 4th April and Sovereign on April 12th.
- Auckland Council has begun work on their travel plan. The plan will first focus on the Henderson and city centre sites before rolling out to other sites across the region. Surveys are planned for next month.
- Greater East Tamaki Area Travel plan accessibility review has been completed together with an engagement survey with the local businesses relating to transport issues for both business operations and employee access. This has led to an implementation plan being developed with the business association focusing on public transport, carpooling and active transport.
  - Let's Carpool work stream is redesigning the national website. Massey University have joined the programme and following a tertiary campaign have included an additional 600 participants to the programme.

## **2.8 AIFS (Integrated Ticketing and Fares)**

### **Integrated Ticketing – AIFS**

- The project is now moving into the next stage of rollout, the progressive piloting of limited, but increasing, system functions over the coming months. This pilot will be a closed trial, involving an invited audience, and will focus on field testing commuter related aspects of the system & processes. This will begin with around 100 participants growing to around 2000 by the end of the trial. This phase will provide insight into some further aspects of the future integrated ticketing system. The data collected and lessons learned from the Pilot will be used to help assist the transition into the full implementation of HOP later in the year.
- The Thales CORE solution and equipment has now passed Factory Acceptance Testing in France and Site Acceptance Testing in Auckland is underway. The Electronic Gates have arrived in New Zealand and the main shipment of Vending and Reload Devices (VRD) is due early in May.
- Throughout March, a concession renewal programme for HOP has been running, focusing on Child and Tertiary concessions that expire at the end of March.
- Public support for HOP on NZBus continues to grow.

## 3 FINANCE (David Foster)

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### 3.1 Executive Summary

Plans for early completion of the Annual Report in line with group expectations, are complete. This is included in a separate report. The timelines fit within the current scheduled board and committee meetings.

The Long Term Plan budgets have been reviewed and analysed. This is the subject of a separate report.

IT is continuing to work on their work programme, and on revising the risk registers in line with corporate framework.

Property is continuing work on the property strategy and the property management framework which is now entering the final stages.

### 3.2 Accounting and Finance

#### Update

- The BayCorp proposal for collection of overdue infringements, prior to sending them to the Ministry of Justice (MoJ), will be presented for approval within two weeks.
- A reconciliation project to determine whether all property actually controlled and managed by AT is in AT's Fixed Asset Register continues to progress with ACPL and AC. This is expected to take several months.
- A review of the AT insurance policies that expire on 30 April 2012 continues with responses from the insurance market now expected in the latter half of April.
- The Annual Accounts and Annual Report timetable is now completed. (See separate report.)
- Processes and system reporting capability continues to be refined and developed to improve internal management of activities and identify potential risks and issues.

#### Next Steps/Key Issues

- The revaluation of all operating assets, including rail stations and wharves, is now expected to be completed by mid-April as the valuers have advised they have taken longer than estimated. There will still be adequate time available to ensure that any adjustments or queries will be finalised well before the first formal Annual Accounts preparation at 31 May.
- Annual Financial Statement preparation has commenced with the Audit NZ interim audit underway. This will be completed by mid-April with the final audit by Audit NZ due to start on 11 June and finish at the end of July. The financial statements this year will be based on a "hard" close at 31 May and then adjusted for June transactions with a "soft" close at 30 June.

### 3.3 Business Support

#### Update

Business Support has completed a review of the draft Long Term Plan budgets (LTP). The review was done in parallel with the public consultation on the draft LTP. It was targeted at picking up any changes needed due to more up to date information, new political initiatives etc.

Procurement is continuing to focus on processes which are being published as part of the Process Management Framework. These processes and associated templates will become Auckland Transport standard and will also detail procurement approval and documentation requirements. It is expected that internal briefings on the new processes will commence in April. Work has also been completed in refreshing and enhancing the Procurement page on the external web-site, included in this will be a Professional Services supplier register and publication of awarded tenders.

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



## Key Initiatives for the Next Three Months

- Continuing to work on finalising the LTP.
- Fourth quarter reforecast.
- Review and enhancement of Auckland Transport's procurement Strategy to cover the July 2012 – June 2015 period will commence in March. This strategy is required to be submitted for NZTA endorsement prior to June 2012.
- Completion of a draft procurement manual (based on the MED and NZTA documents) has commenced and due to be completed by end of June.
- Release of new Procurement page on external web-site, including advertising and publishing of a Professional Services supplier register by mid - May.
- Full implementation of the FAR variation agreement with the NZTA. This may entail some fine tuning to ensure maximum benefits are derived by both parties.

## 3.4 IT and Business Systems

### Update:

- IT Business Support
- Training:
  - Document Management System, 10 new staff changes to approach on all other training to be completed with each business unit in line with Team site reviews.
  - Lync Instant Messaging and Video – 6 staff,
  - SAP training, 12 staff,
  - Development of training materials for number of projects – CRM, PMO Reporting, Colligo – email manager, Metalogix – large file storage.
- Reporting:
  - Phase 1 IT and BS Dashboard reporting completed – providing monthly reporting on uptime / downtime of each IT Application across AT; summary of planned outages and unplanned outages – Priority1 incidents.
- Risk:
  - Approval and implementation of IT Risk Framework in line with Corporate Framework.
- Information Management Team:
  - Confirmed Records Management space within Smales Farm to centralize scanning and records, with priority focus on storage of all contracts. Plans are now under development,
  - Development of DR plan around physical records.
- IT Operations:
  - Unified Communications operational with full role out by end April 2012,
  - SharePoint upgrade successfully completed which will fix existing bugs and provides future capability.
- On Line Programme:
  - Completed Iteration 4 of the CRM development,
  - Delivered MyStreet application to the Test environment,
  - Commenced AIFS/MyHop development,
  - Promoted CRM/MyHop/IDM to the Preproduction environment; in preparation for roll out in April:

- Business Systems Programme:
  - Further 4 team site requirements completed for document management system and development underway. This includes all records management requirements both electronic and physical.
  - Records Centre development initiated within SharePoint platform.
- Passenger Transport Area:
  - Detailed project plan for Real Time Multi Module completed after significant budget related change control agreed by sponsor.
  - Fusions proposal was accepted over Geni as the network provider for the conversion of ATs leased lines to Xdsl equivalents due predominantly to lower cost and risk, as well as good understanding of business expectations through history of working well with JTOC.
- Core Capability and Capacity Program:
  - Data warehouse migration project completed,
  - New PM resources on board and associated resource reallocation and programme projects assessment and prioritization,
  - Completed upgrade of Commvault across AT resolving ongoing email archiving and recovery issues.
- Team Development:
  - IT training workshops scheduled for remainder of teams – covering Customer focus/ service excellence; Time management; Communications & Advocacy and Conflict Resolution and Problem Solving.

## Next Steps

- Launch of CRM / MyHop / IDM to MAXX Customer Services and Key Relationships teams.
- Launch of Real Time Multi Modal across ferries, trains and buses.
- Colligo email storage and large file size storage solutions within document management launched.
- Deliver Maxx DR site.
- Migration of Resolve application from Pitt Street, Data Centre to Albany Data Centre.
- Phase 2 IT and Business System Dashboards initiated to report on all incidents through IT service desk. .
- Policy Compliance reporting implemented to monitor all IT related policies.

## Property

### Update

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

- Continued delivery of land acquisition to enable the 2011/2012 Capital Works Programme.
- A draft of the Property Strategy for Auckland Transport (13 Mar 2012) has been prepared for presentation to the executive team for review and input.
- Business Partnership [draft] and associated SLA's with ACPL for review. Scope - ACPL to provide negotiation services for land acquisition, retail/commercial tenancy management, roading landbank property management.

- Accommodation:
  - Heads of Agreement document containing terms of lease for AC supplied office accommodation, between AT and AC is with AC for review,
  - Addressing congestion issues Henderson Admin Building Levels 4, 5 and 6 options,
  - AC have recommended Henderson staff café be located on Level 2 of the Civic Building.

### **Next Steps**

- Continue to progress land acquisition programme with focus on process and reporting improvements.
- Progress next phase of the Property Strategy with the Executive.
- Scope strategic accommodation plan.
- Undertake Inventory management review to increase revenue, control costs and improve efficiency of delivery.
- Complete Business Agreement and associated SLA's with ACPL.
- Finalise Heads of Agreement between AT and AC and document into a formal Deed of Lease.

## 4 INFRASTRUCTURE (Kevin Doherty)

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### 4.1 Executive Summary

During the reporting period considerable progress has been made on large construction works such as AMETI Panmure Main Works, Mountain Road Bridge and New Lynn. Sound progress has also been made on AIFS and some success has been achieved on critical property acquisition. March new capital expenditure is around \$25m and as anticipated this represents acceleration from previous months and a year to date new capital expenditure of \$134m. This places Infrastructure in good shape to achieve the full fiscal envelope construction spend for 2011/12. The probable year end level of NZTA subsidy is under review and is likely to be lower than originally assumed. If this is the case it will reduce the overall new capital fiscal envelope.

### 4.2 Update / Next Steps / Key Issues

#### Asset Management and Programming

The development of the asset management plan for publication in June and the procurement of the eleven Asset Management Professional Services contracts have been the significant focus of the team during this reporting period. The tender period for the contracts closed on 22 March, and the tender evaluation teams have commenced evaluation.

Other significant activities during the reporting period have included:

- Development of processes and documentation to manage the future security of data quality within RAMM database.
- Completing the budget refresh of the Long Term Plan capital programme.
- Undertaking a review of options for representing the capital work programme spatially using AC's GIS and AT's RAMM database.

The programming team is currently reviewing the probable year end level of NZTA subsidy. This is likely to be lower than originally assumed and therefore may reduce the overall fiscal envelope. This is under continuous review in order that Infrastructure does not significantly exceed the total fiscal envelope available. The subsidy level has been influenced by the composition of the overall capital programme (i.e. whether projects attract subsidy or not) and changes to the project spend profile during the financial year.

#### Major Projects

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

##### **AMETI**

The Mountain Road Bridge contract has progressed well during the reporting period. All bridge beams are now in place and the new bridge and finishing works will be completed in July. The park n ride construction is now well advanced and opened for public use on 2 April.

Construction of the Combined Services Trench has been challenging, but is progressing well. Bulk excavation adjacent to the Ellerslie – Panmure Bridge is progressing to plan. Significant traffic management implemented on the Ellerslie Panmure Highway on 5 March with activities now bedded down well and coping with peak flows.

Documentation for the Notice of Requirements (NOR) application for the remainder of the Panmure Phase 1 designation, and associated resource consents is near complete. The NOR is expected to be lodged in April.

Design work is progressing on the Panmure interchange with the proposed design concept modified to reflect feedback from the urban design review committee and key stakeholder groups.

The development of the scheme assessment report for the section of busway between Panmure Bridge and Botany is in progress and is expected to be complete in September. Communications to Pakuranga Road landowners and tenants that are affected by the scheme have been initiated and drop in sessions have been held with a public open day is scheduled for 14 April.

Consultation with Iwi is continuing. During the period there have been productive interactions regarding the monitoring of works and a workshop held on design of the Panmure interchange. At the next hui we will advance discussions on Mokoia Pa impacts and the busway plans.

### **Dominion Road**

Options for each village centre have been presented and work-shopped with key stakeholders over the past two months. This has resulted in a 'current option' that has been discussed further with the business associations and local boards. This option is currently being further refined based on feedback received and will be presented to the AT Board as a preferred concept in the coming months.

The project team has completed all geotechnical investigations and exploratory service trenches. Cross sections have been completed for all known services and this information has been used to decide the impacts of street trees on existing and proposed diversions of services. Option development now also includes a high level concept design for a common service trench that will be agreed with service providers. The concepts will be in place ready for the Open Days which are planned to occur following Board approval of the preferred concept.

The project team met with the Cycle Action Group to discuss the cycling aspects incorporated along Dominion Road and the parallel routes. Suggested minor improvements are currently being considered by the team for incorporation.

The project team also met with representatives from NZ Bus who were generally supportive of the scheme.

### **NorSGA**

Auckland Council, the developer and AT have all agreed that the shared space in the Massey North town square would be an in-appropriate location for the new bus interchange. The project team has therefore investigated a new location for the bus interchange and will be presenting a business case to the steering group during April on a new location for the interchange. Current options include integrating the interchange within the building footprint of one of the development precincts.

The construction of the AT portion of Rua Rd South is now expected to be tendered to allow construction to start within the next earthworks season with anticipated completion date by June 2013.

The detailed design for Hobsonville Road has now been amended and the planning consultants have finalised the AEE report and this is now ready for lodgement.

Lodgement of the Northside Drive East NOR has been delayed to allow completion of further consultation with affected land owners having raised concerns with the final design options. These are being worked through and it is expected to take a couple of months to allow for input from overseas based land owners.

### **New Lynn**

The construction of McCrae Way shared space has been awarded to Dempsey Wood. The contractor has already established on site and construction works are programmed for completion in the second half of 2012.

Construction tenders are also currently being evaluated for the streetscape improvements along Great North Road between Totara Ave and Memorial Drive, as well as for the provision of additional canopy cover on the rail station's platform. It is expected that both these tenders will be awarded imminently, allowing construction to commence in April.

### **Manukau Car Park Building (Davies Ave)**

The Project is entering the finishing stage with installation of external finishes - louvres, decorative panels etc. installation of lifts, CCTV and parking equipment due to commence early April. The opening date is currently expected to be in mid-May.

### **Half Moon Bay Ferry Terminal and Precinct Plan**

Half Moon Bay is an important public transport hub, busy public infrastructure facility, and marina with multiple stakeholders and users.

To date there has not been a comprehensive shared view on how the areas should be developed so in June 2011 Auckland Transport initiated a project to develop a master plan for the development of the Half Moon Bay Terminal.

Key objectives have been to address a lack of parking, traffic congestion and conflicts on local roads, pedestrian/public safety and water safety all within the context of future growth at the Half Moon Bay Marina.

This project is provided for in the draft long term plan and is identified as taking approximately 3 to 4 years to complete.

A preferred option is close to being finalised and will address the key issues by:

- Increasing parking areas and potential opportunity for a multi-level car park;
- Simplifying road layout – separating recreational boats, car park users, and terminal building traffic;
- New ferry terminal building servicing both vehicle and passenger ferry users with covered walkways and drop off areas;
- Increasing vehicle ferry marshalling areas;
- Significant areas of reclamation and breakwaters for recreational boat ramps to the west of the current site;

It is anticipated that the preferred option will be presented for approval by the Board in the coming months.

### **Investigation & Design**

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

#### **Central**

- *Federal Street*: The Heads of Agreement has been amended to deal with the cost share with SkyCity following the withdrawal of the overbuild proposal. The AC Auckland Plan Committee has confirmed funding for the AC share of the shared space project.
- *Tamaki Drive Projects*: Negotiations for an offer of service from the design consultants have started with award planned for early April.
- *Wynyard Quarter Integrated Access*: Two initial minor commissions have been let to carry out a gap analysis of network behavior between the time of Plan Change 4 and present.

#### **North**

- *Albany Highway North Upgrade (Schnapper Rock Road to SH17)*: The NoR hearing was held on 5/6 December 2011 and the Commissioners' recommendation has been received. The decision has been appealed to the Environment Court.
- *Albany Highway South Upgrade (Sunset Road to SH18)*: The Scheme Assessment Report has been received and is being reviewed.
- *Hibiscus Coast Busway Station Stage 1*: Awaiting hearing currently set for 28 May 2012.

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

### **West**

- *Te Atatu Road Corridor Improvements:* The final detailed design package is currently underway. ACPL is progressively negotiating with affected land owners.
- *Lincoln Road Corridor Improvements:* AT's Corridor Operations team is working through the implications of a proposed development near the NZTA motorway interchange. The Lincoln road Corridor Improvement preliminary design is in its final stages however will incorporate any proposed infrastructure required as a result of the development.
- *Swanson Park N Ride:* KiwiRail is liaising with AT's Property Department to progress the lease agreement for their land for Park N Ride. The detail design is progressing well on time, and public consultation is underway.

### **South-East**

- *Mill Road:* The tender for professional services for a Scheme Assessment has been awarded.
- *Flat Bush School Rd stages 2 and 3:* NZTA CAT1 funding subsidy has been secured for both and is being progressed to the construction stage.

## **Infrastructure Development**

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

### **North-West**

#### **Works in Progress**

- *New Streetlighting North* – The works include 195 new street lights spread over 10 roads on the North Shore.
- *Glenfield Road* – Works have commenced with initial establishment, clearing and utility relocation. More substantive works are expected in the next reporting period and the project is due for completion in mid-2013.

#### **Works out to Tender**

- *Te Pai/Pomaria Cycleway* – The works include creation of an off road cycleway for the full length of Te Pai Place (500m) and full length on road for Pomaria Road (625m each side), Henderson.

#### **Works to Tender Next Period**

- *Sinton Road Seal Extension* – Seal extension of a 330 metre length of road in Whenuapai.
- *Taharoto/Wairau Upgrading Stages 6 and 8* This project includes the upgrade of the Wairau, Taharoto, Forrest Hill Intersection and also includes the replacement and widening of one of the road bridges in Wairau Road.

### **South-East**

#### **Works in Progress**

- *Installation of Electronic Signs in Various School Zones* - It is expected that warning signage will be provided for about twenty schools across the region.

#### **Works to Tender Next Period**

- *Glenbrook-Kingseat Intersection Improvement Physical Works.* – Construction of a roundabout to improve intersection performance.
- *King/Queen/Constable Intersection Improvement Physical Works* - Construction of twin adjacent roundabouts at the northern end of the Waiuku township to improve intersection performance.

## **Central/CBD**

### **Works in Progress**

- *Arthur Street*– Installation of speed tables as part of the Local Area Traffic Management programme.

### **Works to Tender Next Period**

- *Neilson Street* - Stage 3 comprising works associated with the motorway on and off ramps.
- *Tiverton/Wolverton*: Tender award is planned for mid-April. NZTA has confirmed funding subsidy for this project.

## **Public Transport & Facilities**

### **Works in Progress**

- *Birkenhead Inner Ferry Terminal* – Construction of the Birkenhead Inner Ferry Terminal commenced in March. The service delivery team are currently working through plans for future ferry services to Birkenhead. Removal of the old inner berth will be completed in the second quarter of 2012, and the anticipated project completion date is mid-2012.
- *Shoal Bay Wharf (Great Barrier Island) Redevelopment* – works include construction of seawalls, stormwater outlets, coastguard building, toilet facilities, footpaths, pavement and landscaping.
- Otara Bus Interchange - Construction has commenced and on target for completion mid May 2012.

### **Works to Tender Next Period**

- *Beach Haven Ferry Terminal* – installation of new pontoon and gangway adjacent to the existing wharf.



## 5 COMMUNICATIONS AND PUBLIC AFFAIRS (Wally Thomas)

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### 5.1 Executive Summary

The level of communication activity remains high, particularly around large infrastructure projects, such as AMETE and Manukau Station, and customer communications relating to public transport (bus-rail replacements over Easter) and other timetable changes have continued through the month.

A number of targeted marketing campaigns have either just concluded or are underway.

### 5.2 Key Initiatives

#### Manukau Station Opening

Mayor Len Brown officially opened the new Manukau Rail Station and branch line. As this was the first new line to be opened in Auckland since 1930 the event generated significant local and national media interest (covered by the likes of TVNZ, TV3, SKY New3, NZ Herald, and Radio New Zealand).

Awareness of the new service is being promoted with assistance from local businesses who are distributing timetables.

The official opening was followed by a community open day (including free entertainment and train rides to/from Britomart) before scheduled services began running.

#### Tertiary Campaign



The Tertiary campaign for 2012 is now complete. The objective of the campaign was to ensure students applied for public transport concessions. The first two months of the campaign have shown a 27% increase in numbers year on year, compared with a campaign target of 12%.

The on-line and mobile technology elements of the campaign were particularly successful:

- Nearly 400,000 unique impressions on Facebook, yahoo and MSN (individual users).
- Bluetooth servers were placed at university sites with almost 1000 downloads of campaign information via smart-phones (approximately 39% of all phones detected by the hardware).

Meanwhile, a campaign advising child and tertiary customers of the need to renew concession on their HOP card was extended due to some schools being slow in issuing ID cards to their students (a requirement need to enable renewal). A targeted marketing campaign to support this extension includes press and radio advertising as well as information on platforms and public transport..

## **Go To Whoa Panel**

An on-line recruitment drive has seen a 25% increase in numbers registered for our consumer panel (now 6,000). This provides a valuable and cost-effective pool of Aucklanders interested in transport issues which can be drawn on for research purposes.

Feedback from Go to Whoa panellists is currently being used to fine-tune advertising creative, messages and media placement around major events.

## **Travelwise**

The annual TravelWise Week saw some 61,000 students registered to participate in a variety of activities aimed at maximizing awareness of alternative travel modes and road safety. A networking and brainstorming summit involving secondary schools involved in the TravelWise scheme will be held on April 26.

## **Consultation and Engagement**

Some 940 submissions have been received for Auckland Transport's RLTP. Key areas for submitters were: Public Transport, rail to the airport, the next harbour crossing and the CRL. Submissions are being collated, analysed and précis are being prepared for the upcoming hearings.

Dominion Road stakeholder engagement is on-going and Communications staff are also closely involved with stakeholder engagement on AMETI.

## **Communications Support (Major Projects)**

Support in the form of Communications Strategy and strategic advice for: Federal Street Upgrade, Tiverton-Wolverton, Quay Street, Tamaki Drive, CBD Parking Strategy, Remuera Road T 3

## **Media**

For this reporting period a total of 182 media items (press 90, broadcast 20, internet 72) discussed Auckland Transport as an organisation- this was a slight increase on the previous month.

This month, 86%% of coverage was rated favourable or neutral. The New Zealand Herald was again the leading press outlet with 20 articles/mentions.

Several of the most notable topics reported were drawn from items in last month's Board report including:

- Public transport patronage exceeding 70 million trips for the first time since the 1950s
- Auckland Transport's support of changes to give-way rules
- Submissions on the RLTP
- Plans to trial double decker buses

Auckland Council's decision to bring forward \$8million of funding for the City Rail Link also attracted a reasonable level of media interest (12 separate reports).

The key theme across all media analysed this month was: "*Auckland Transport addresses issues*" (34 reports)

# Manukau Station Opening



**NEW MANUKAU STATION NOW OPEN**  
The beginning of a new transport era for Manukau

For more information and new train and bus timetables visit [maxx.co.nz](http://maxx.co.nz)



Artist's impression of the building completion above station in 2013



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## 6 KEY RELATIONSHIPS UNIT (Stephen Rainbow)

### 6.1 Executive Summary

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

### 6.2 Councillor and MP engagement forward programme

We are now identifying the most important engagement opportunities for AT, including Council Committee meetings, in order to integrate AT's advice formation to the Board with the developing agendas of Council Committees (e.g. systematic presentations to the Transport Committee on the review of bus routes across the Auckland region over the next 4 months).

The unit is also engaged in a comprehensive program of informing MPs of works occurring in their electorate. The Board will be updated monthly on all Governing Body and MP contact. The net result is intended to ensure Auckland Transport anticipates political needs for information and to coordinate that advice across all agenda formation within Council.

April 2012

<b>Strategy and Finance Committee</b> , April 3	LTP budget refresh including Audit comments and CCO responses
<b>Transport Committee</b> , April 3	<ul style="list-style-type: none"> <li>- RLTP workshop</li> <li>- Public Transport Operating Model</li> <li>- Land Use and Rapid transit on North Shore</li> <li>- SOI draft for first comments</li> <li>- EMU presentation</li> </ul>
<b>Accountability and Performance Committee</b> , 4 April	Half Year Report
<b>CCO Strategy Review Subcommittee</b>	Draft SOI considered – including Transport Committee and Local Board comments – for shareholder comment back to Auckland Transport Board
<b>Dominion Road briefings for local Members of Parliament</b>	<ul style="list-style-type: none"> <li>- Dr Jackie Blue</li> <li>- Phil Goff</li> <li>- John Banks</li> <li>- Peseta Sam Lotu-liga</li> <li>- David Shearer</li> <li>- Julie Ann Genter</li> </ul>

May 2012

<b>Transport Committee</b> , 15 May	<ul style="list-style-type: none"> <li>- Integrated ticketing presentation</li> <li>- Bus route review</li> </ul>
<b>Accountability and Performance Committee</b> , 17 May	Third Quarter Report

### 6.3 Key Relationships

The unit has sought to anticipate all Council requests for information by assembling all Council Committee meetings at which Auckland Transport may be sought to provide advice.

- Consultation completed with all RLTP entities listed for consultation in the LTMA
- Learning Quarter engagement facilitated, leading to agreement
- Facilitating engagement with MP's on specific project briefings
- RLTP submissions processed, Hearing Panel hearings prepared

### 6.4 Elected Members Liaison Unit

Demand for EMLU services remains high. Of particular note is AC's request to AT for \$10 million to be set aside for Local Board transport purposes. The allocation and decision-making criteria being formed by AC's Finance Policy and Local Board units, and AT has been asked for its input. The officials have been requested to draft an administrative system, consult with Local Boards, and report back to the Council before the LTP is finalised in June. There is concern that this new administrative system will have a significant new impact upon the workload of the EMLU.

- Preparation of Quarterly Report to Local Boards for first quarter 2012 now commencing
- Te Atatu Road: ongoing liaison with Te Atatu Property Owners Group and Local Board

### 6.5 Stakeholder Liaison

- Integrated Transport Plan preparation for engagement with key stakeholders
- Engagement with Mayor's office concerning dedicated fund for Local Boards on transport issues
- Continued preparation for CRL Notice of Requirement engagement
- Workshop with Greg Clark on AT - Mayor's Office priorities
- Participation in Sea Edge Symposium

### 6.6 Liaison – Iwi/Maori

A new strategic frame work for Maori liaison and engagement has been formed, which seeks to give clear and easier process to Maori RMA requirements within each construction programme, in order that a higher confidence in project time lines can be achieved.

- Auckland Transport Maori Engagement Framework and associated plans completed, and presented to ELT
- Active iwi engagement (initial project hui, site visits) including successful hui held about infrastructure projects such as AMETI, Half Moon Bay, Dominion Road, Wiri Depot, Oteha-Gills, Tiverton/Wolverton, Waiheke and Waterview cycleways, rail network upgrades, and CRL

- Ongoing liaison with Independent Maori Statutory Board CEO and staff
- Ongoing liaison with Group Manager and support staff of Council's Maori Strategy team
- RLTP hui with mana whenua-mataawaka has been completed in conjunction with Auckland Council LTP Maori consultation



*Engagement with iwi re AMETI project with Tipa Compain, iwi/Maori Stakeholder Liaison*

## 7 STRATEGY AND PLANNING (Peter Clark)

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### 7.1 Executive Summary

Strategy and Planning focused on key activities including:

- Regulatory Planning
- Spatial Planning
- Corridor Management Plans
- Regional Land Transport Programme

### 7.2 Planning and Policy

#### Regulatory Planning

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

Figure 1 shows the location of plan changes that we are currently responding to and the status of these in the regulatory/Resource Management Act process.

#### Spatial Planning

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

#### Corridor Management Plans

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

The current CMP's being undertaken are:

- Broadway (Parnell Road to Manukau Road) – Scoping document for the CMP study is complete and the procurement process is underway to appoint consultants to undertake the project. The plan is expected to be completed in the next financial year.
- East Coast Road (Hibiscus Coast Highway to Forrest Hill Road) – the CMP study has commenced in early March and a programme is now in place to complete the plan by 30 June 2012.
- Khyber Pass Road (Broadway to Symonds Street) – tender process for professional services to undertake the CMP study has commenced and consultants are expected to be appointed by the end of April. The plan will be completed in the next financial year.
- Great South Road (Drury to Manukau Central) – the CMP study has commenced in mid-January with two well attended multi-disciplinary stakeholder workshops undertaken towards the end of February involving representatives across AT, Auckland Council and NZTA. The study is now well underway and the CMP is expected to be completed by 30 June 2012.
- Henderson to Albany Bus Corridor – building on the previous work undertaken by ARTA in 2010, work has commenced to provide a high level Project Feasibility Report (PFR) to finalise the preferred bus corridor route, identify risks and develop a detailed programme of work for investigation, design and construction to inform a 10-year programme.

## Connecting Auckland City Centre

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

## Designations

AC has signalled that the Unitary Plan will be publicly notified early in 2013. Auckland Transport is a requiring authority and has inherited just under 400 effective and proposed legacy council transport designations. These are being assessed so that staff can recommend which are required to be introduced into the Unitary Plan as part of AT's lodgement package. The Auckland Transport Designation Project has been established to undertake this and associated work. The project has four work streams:

- Legacy designations – existing road widening, bus stations, car parks, and new road designations that are required to be introduced into the Unitary Plan.
- Roading assets – involves determining how AT can most efficiently operate the roading network within the slightly revised Resource Management Act framework.
- Car parking assets – car parks that are not currently designated.
- Transport Projects – projects such as Hobsonville Road that as well as being introduced into the operative Waitakere district plan will also need to be introduced into the Unitary Plan.

## 7.3 Planning and Programming

### 2009/2012 Auckland Regional Land Transport Programme (RLTP)

During March 2012, nine new funding applications totalling \$21,262,275 were submitted to NZTA for consideration. Three applications worth \$628,000 have been approved by NZTA, while the remaining six applications worth \$20,634,275 are pending recommendation by NZTA.

Table 1 – March recommended schemes to NZ Transport Agency

Project name	Description	Activity Class	Phase	Cost	Comments (AT)	Outcome (NZ Transport Agency)
<b>March 2012</b>						
AT	Slip repair Pakiri Road site 1, Rodney.	Preventive Maintenance plus slip repair work requiring remedial measures to prevent further damage to the pavement/structure.	Maintenance	Construction	\$242,000	Recommended Approved.
AT	Slip repair Pakiri Road site 2, Rodney.	Preventive Maintenance plus slip repair work requiring remedial measures to prevent further damage to the pavement/structure.	Maintenance	Construction	\$365,000	Recommended Approved.
AT	Emergency Works, 22 December 2011 storm damage- Hunua & Redhill	Re-instatement of road damaged and partially closed by slip resulting from heavy rains in late December 2011 in South Auckland.	Maintenance	Construction	\$21,000	Recommended Approved.
AT	Whangaparaoa Road Widening.	Final design for the proposed widening of a section of Whangaparaoa Road (Hibiscus Coast Highway to Red Beach Rd) from two lanes to four lanes including relocation of services and land purchase to alleviate chronic peak hour congestion.	Improvement & Replacement of Local Roads	Design	\$1,592,275	Recommended Pending decision by NZTA
AT	Rail Station upgrade - Greenlane	Modernisation of station at Greenlane to support Auckland electrification project.	PT Infrastructure	Construction	\$1,100,000	Recommended Pending recommendation by NZTA
AT	Rail Station upgrade - MT Albert	Replacement of station facilities and widening of Carrington Road bridge to provide bus connections.	PT Infrastructure	Construction	\$8,851,000	Recommended Pending recommendation by NZTA
AT	Rail Station upgrade - Otahuhu	Modernisation of station at Otahuhu to support Auckland electrification project.	PT Infrastructure	Construction	\$1,080,000	Recommended Pending recommendation by NZTA
AT	Rail Station upgrade - Papakura	Improvements and provision of infrastructure at southern terminus of Auckland electrification project.	PT Infrastructure	Construction	\$5,476,000	Recommended Pending recommendation by NZTA
AT	Rail Station upgrade - Swanson	Improving capacity & access to park & ride facility at Swanson station to support Auckland electrification project.	PT Infrastructure	Construction	\$2,535,000	Recommended Pending recommendation by NZTA
<b>Total New Schemes</b>					<b>\$21,262,275</b>	



Notable in the March 2012 monthly review were:

- A number of rail station upgrade projects to support the government's investment in the electrification project by improving the existing infrastructure to an appropriate standard.
- A number of preventive maintenance works to repair land slips.

In March, the Draft RLTP was released for public consultation and submission. The submissions closed on 23 March 2012.

Figure 1 – Plan Change and Corridor Management Plan Locations



## 8 SPECIAL PROJECTS (Claire Stewart)

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### 8.1 Executive Summary

- The Electric Multiple Unit (EMU) and EMU Depot Projects progressed consistently with programme timelines. The development of the train interior is progressing well with considerable involvement from the community and special interest groups.
- The City Rail Link Project progressed with continued focus on preparatory work to designate land required for the route. The City Centre Future Access Study (CCFAS) work (to respond to Central Government's Review of the APB& B Study (completed in 2010)) commenced in March 2012.

### 8.2 EMU Projects

#### EMU Delivery Project

##### Design

The Concept Design of the EMU has now been completed by CAF and the design activity has moved to developing the detailed design and creating the manufacturing information. The activity will be continuously monitored and supported by Auckland Transport to ensure that the contract and technical requirements are met and any emerging issues are captured and addressed expediently.

The long lead items of train borne equipment have now been ordered by CAF and a program of supplier audits is being organised, in conjunction with CAF's own quality assurance team.

##### Mock Up

The Stage 3 Mock up, a full size model of the drivers cab and 10 meters of saloon length, has been constructed in Spain and will be shipped to New Zealand, leaving Spain in mid-April. The mock up will be used to assess and review the interior design features of the new trains, considering such aspects as:

- Seat comfort, knee room, ease of use
- Space allocation for wheelchairs and cycles
- Arrangements of grab poles and handrails

The current proposal is for the Mock Up to be located in the city centre with it being used for ergonomic and passenger and crew interface assessments. It will then be available for wider consultation and public viewing. The photographs below show the Mock Up in the final stages of manufacture in Spain.



## **Communications**

A series of introductory meetings and subsequent workshops were held in March 2012 with representatives from disability organisations, cycling and walking groups and other community representatives to discuss the interior layouts of the EMUs to ensure that the trains are fully accessible and meet the needs of all sectors of the travelling public. The workshops will continue over the next two months and will conclude with a review and trials on the Mock Up in late June.

A presentation was made to the Auckland Council Transport Committee on the 3rd April 2012 to provide a general update of the progress and current status of the EMU and Depot Projects. A copy of the presentation is available on the Auckland Transport website.

## **Three Month Look Ahead**

The next three months will see the design of the EMUs progress to a detailed stage, with the release of early manufacturing information towards the end of this period. The most significant event will be the arrival of the Stage 3 Mock Up in Auckland, expected in mid June 2012.

## **EMU Depot Project**

### **Siteworks**

Earthworks continued to progress in March in the area outside the building foot print (which is now filled to level and surcharged). Revised site handover dates were agreed with Winstone with critical areas being handed over earlier.

### **Design**

Further design work was undertaken in March in response to Requests for Information by tenderers, value engineering initiatives, integration of major plan and the need to complete the trackwork specifications.

### **Tender for the Construction Contract**

The tender interactive meetings were held in March. The tender award is still targeted for early May 2012 despite giving an extension to the tender period of 12 calendar days.

### **Key Plant Tenders**

Four of the five tender evaluations were assessing the tenders and awarding in March with the remaining under evaluation. Prices received are generally under budget.

### **Three Month Look Ahead**

The focus in the next quarter will be assessing the tenders and awarding the main construction contract, concluding all the major plant supply contracts and commencing construction. Early construction will focus on services and the depot building foundations.

## 8.3 City Rail Link

### Notice of Requirement (NoR)

Preparatory work to support the lodgement of the Notice of Requirement (NoR) continued throughout March 2012 with particular focus on concept design.

### City Centre Future Access Study

Work commenced on the CCFAS in March and meetings were held with Central Government.

### Communication

The project team continued its presentations to Local Boards in March.

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