

## **MONTHLY BUSINESS REPORT**

**June 2008** 

## **CONTRIBUTION LIST**

The following is a list of Business Unit Managers responsible for providing detailed monthly reports.

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|-----------------------|---------------|
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#### **SUMMARY**

## **Patronage**

- Total patronage for June is 12.34% higher than June 2007.
- Total patronage for the twelve months to June is 4.36% higher than last year.
- June month patronage is 11% higher for bus, 29.5% higher for rail and 0.5% lower for ferries.
- Year-to-date bus patronage is up 2.8%; rail patronage is up 18.5% and ferry patronage is 1.38% lower (-20,113 boardings).
- The patronage for the twelve months ended June was 54.4 million, the highest since 1989.
- The Northern Express patronage for June was 113% above June last year.
- Rapid Transit Network patronage year-to-date to June is 37% above last year.
- Growth on the New North Shore bus network for the twelve months is 4.5%.
- Rail patronage for the month of June was 610,000 journeys, 29.5% more than June last year.

## **PT Services**

- June rail service punctuality and reliability were both above May this year. For the year ending 30 June 2008, 82.2% of rail services operated on-time or within five minutes, compared to 80.7% for last year ending 30 June 2007.
- An improved rail timetable is due to be implemented from mid-July, including the trial Helensville service, due to commence 14 July 2008.
- The new Airport to Manukau 380 bus service commenced 15 June, with the revised AIRBUS Express service commencing 16 June.
- Negotiations are underway to implement an integrated North Shore-Airport ticket across the Northern Express (Albany to Britomart) and the AIRBUS (Britomart to Airport), for implementation by 31 August 2008.
- Six additional West Harbour ferry journeys commenced 16 June with the acquisition of a new vessel by Belaire Ferries. An average 10% fare increase was introduced to offset the increased subsidy requirement. The new Rakino Ferry Service is due to commence in August 2008 (Pine Harbour Ferries).

#### **Rolling Stock**

- SX Refurbishment is progressing to plan and the second carriage has been transported to Hutt for refurbishment.
- The ADL Air-Conditioning Upgrade is on target and twenty-six units have now been completed, with eight remaining to be completed by October 2008.
- Trainset 15, delivered in June, is the first SA/SD to have external facing Passenger Information Displays (PIDs) on the carriages. SA/SD trains 1-14 and ADK trains will have their PIDs installed over the next three months.
- SA Trainsets 15-17 Trainset 15 will enter service on 9 July with 16 and 17 expected to be available for service in September.
- SA Trainsets 18-23 work is progressing on the remanufacturing activities of the SA/SD carriages and the first seven bodies have been delivered to Hillside. Toll advised the first four car set remains on target for delivery in June 2009.

#### Infrastructure

- Newmarket Station Redevelopment The tender evaluation process is complete and ONTRACK are due to make the award soon. ONTRACK have agreed with ARTA to commence the critical path piling work and this work is now progressing well.
- Western Line Duplication Stage 3 Avondale to New Lynn ONTRACK have reactivated the Avondale DART 4 Project and are concentrating on completing the design together with gaining ACC approval prior to Christmas to undertake the track lowering under Blockhouse Bay Rd. A temporary station will be installed during the three week block of line work over this period.
- DART 8 double tracking and station platforms were commissioned in early June. Station landscaping is the only major outstanding item with design plans nearly complete and planting due to commence in the spring.
- Ferry Terminal Upgrades:
  - o Beach Haven to meet LTNZ requirements, ARTA has commissioned an independent peer review of the updated economic evaluation.
  - o Half Moon Bay physical works on-site has commenced by CAM Ltd.
  - Gulf Harbour construction and installation of the canopy structure has commenced.
     RDC have approved the resource consent application for attaching the proposed gangway ramp to the land.
  - Bayswater the final MOU version between ARTA and NSCC for the detailed design and procurement and management of construction works has been sent to NSCC for execution. ARTA is targeting late July for release of the Request for Tender.
  - Downtown work on the Pedestrian Bridge linking Piers 1 and 2 is due to be completed by end of July. The roof canopy installation on Pier 2 has been delayed due to weather and is now due for completion in July.
- Real Time Passenger Information System (Buses Phases 0, 3 &4) contract for installation of Type 1 signs awarded to HTS Group Ltd. 151 signs are programmed for completion by March 2009. A prototype trial for Type 2 signs is scheduled to commence in Sep.

## **Strategy and Planning**

- Development of the Auckland Transport Plan is continuing with the second Governance Steering Group meeting to be held 4 July.
- Planning for Rapid Transit Corridors in South West Auckland Metropolitan Region study has
  resulted in a preferred RTN in this area of rail route Option 2D: Avondale-OnehungaAirport-Puhinui-Manukau. The ARC endorsed this option at its June meeting. The next
  stage of protecting the preferred route is seeking formal stakeholder endorsement by 31
  August 2008.
- The 2008/09 Auckland Land Transport Programme was released on 30 June 2008 after release of the National Land Transport Programme by LTNZ.
- A Regional Walking and Cycling Forum was held early June to view a presentation on the Waitemata Harbour Walking and Cycling Access study. A final report on the study is currently being prepared.
- The Draft Regional Arterial Road Plan was released for public consultation on 16 June 2008.
   Initial feedback has been encouraging.
- The Draft Regional Road Safety Plan was also released for public consultation in June 2008 and a series of presentations to councils and regional bodies has begun.

## 1 CORPORATE SERVICES

## 1.1. FINANCIAL REPORTS

# Auckland Regional Transport Authority INCOME STATEMENT

| NZD '000                          | MONTH  |         |                         | FULL YEAR |         |                         | FULL YEAR    |          |                         |  |
|-----------------------------------|--------|---------|-------------------------|-----------|---------|-------------------------|--------------|----------|-------------------------|--|
| June-08                           | Budget | Actual  | Variance<br>Fav/(Unfav) | Budget    | Actual  | Variance<br>Fav/(Unfav) | Mar Forecast | Budget   | Variance<br>Fav/(Unfav) |  |
| OPERATING REVENUE                 |        |         |                         |           |         |                         |              |          |                         |  |
| ARC Opex Grants                   | 7,522  | 7,283   | (239)                   | 88,857    | 83,474  | (5,383)                 | 85.620       | 88,857   | (3,237)                 |  |
| LTNZ Opex Grants                  | 8,218  | 10,183  | 1,965                   | 92.684    | 90,221  | (2,463)                 | 90,966       | 92,684   | (1,718)                 |  |
| Other Grants and Subsidies        | 91     | 110     | 19                      | 1.092     | 1,320   | 228                     | 1,329        | 1,092    | 237                     |  |
| Rail Fare Revenue                 | 1.516  | 1,490   | (26)                    | 16.000    | 16.778  | 778                     | 16.386       | 16,000   | 386                     |  |
| Bus Fare Revenue                  | 179    | 353     | 174                     | 2,250     | 3,420   | 1,170                   | 3,160        | 2,250    | 910                     |  |
| Ferry Wharf Revenue               |        | 136     | 136                     | ,         | 1,568   | 1,568                   | 1,446        | ,        | 1,446                   |  |
| Other Sundry Operating Income     | 40     | 35      | (5)                     | 297       | 152     | (145)                   | 113          | 297      | (184)                   |  |
| Total Operating Revenue           | 17,566 | 19,590  | 2,024                   | 201,180   | 196,933 | (4,247)                 | 199,020      | 201,180  | (2,160)                 |  |
| OPERATING EXPENDITURE             |        |         |                         |           |         |                         |              |          |                         |  |
| Human Resource                    | 974    | 1.108   | (134)                   | 11.671    | 10,755  | 916                     | 11,011       | 11,671   | 660                     |  |
| Prof Services - Project Delivery  | 663    | 867     | (204)                   | 7,295     | 5,999   | 1,296                   | 5,898        | 7,295    | 1,397                   |  |
| Prof Services - Customer Services | 1.191  | 1,193   | (2)                     | 8,519     | 8,713   | (194)                   | 8,995        | 8,519    | (476)                   |  |
| Prof Services - Others            | 182    | 377     | (195)                   | 2,420     | 3,911   | (1,491)                 | 4,399        | 2,420    | (1,979)                 |  |
| Support Services                  | 200    | 244     | (44)                    | 2,400     | 2,273   | 127                     | 2,214        | 2,400    | 186                     |  |
| Materials                         | 32     | 95      | (63)                    | 417       | 243     | 174                     | 214          | 417      | 203                     |  |
| Printing and Office               | 159    | 352     | (193)                   | 1.498     | 1.478   | 20                      | 1,467        | 1,498    | 31                      |  |
| Communications                    | 27     | 40      | (13)                    | 302       | 215     | 87                      | 206          | 302      | 96                      |  |
| Information Systems               | 118    | 73      | `45 <sup>°</sup>        | 1,211     | 711     | 500                     | 826          | 1,211    | 385                     |  |
| Bus Contract                      | 7,156  | 8,905   | (1,749)                 | 99,408    | 96,440  | 2,968                   | 96,236       | 99,408   | 3,172                   |  |
| Rail Contract                     | 6,086  | 3,787   | 2,299                   | 55,559    | 52,650  | 2,909                   | 55,614       | 55,559   | (55)                    |  |
| Ferry Contract                    | 396    | 621     | (225)                   | 4,438     | 4,134   | 304                     | 4,059        | 4,438    | 379                     |  |
| Staff Time Cost                   | (332)  | (18)    | (314)                   | 909       | (233)   | 1,142                   | (398)        | 909      | 1,307                   |  |
| Other Expenditure                 | 264    | 402     | (138)                   | 2,880     | 2,428   | 452                     | 3,691        | 2,880    | (811)                   |  |
| Depreciation                      | 974    | 2,779   | (1,805)                 | 10,557    | 12,476  | (1,919)                 | 10,648       | 10,557   | (91)                    |  |
| Investigations Expenditure        | 329    | 600     | (271)                   | 5,329     | 4,377   | 952                     | 4,413        | 5,329    | 916                     |  |
| Total Operating Expenditure       | 18,419 | 21,425  | (3,006)                 | 214,813   | 206,570 | 8,243                   | 209,493      | 214,813  | 5,320                   |  |
| Net Operating Surplus/(Deficit)   | (853)  | (1,835) | (982)                   | (13,633)  | (9,637) | 3,996                   | (10,473)     | (13,633) | 3,160                   |  |

## Statement of Financial Position

As at 30 June 2008

|                               |                   |                  | ARTA             |                    |                             |                   |                  | ARTA             |                    |
|-------------------------------|-------------------|------------------|------------------|--------------------|-----------------------------|-------------------|------------------|------------------|--------------------|
|                               | June 07<br>\$000s | Jun-08<br>\$000s | May-08<br>\$000s | Movement<br>\$000s |                             | June 07<br>\$000s | Jun-08<br>\$000s | May-08<br>\$000s | Movement<br>\$000s |
| Liabilities                   |                   |                  |                  |                    | Assets                      |                   |                  |                  |                    |
| Current Liabilities           |                   |                  |                  |                    | Current assets              |                   |                  |                  |                    |
| Trade payables                | 4,401             | 8,086            | 7,349            | 737                | Cash and cash equivalents   | 323               | 148              | 232              | (84)               |
| Employee benefit liabilities  | 621               | 855              | 864              | (9)                | Trade receivables           | 436               | 467              | 482              | (15)               |
| Income in advance             | 15                | 3,076            | 7,022            | (3,946)            | GST receivable/(payable)    | 439               | (185)            | (1,302)          | 1,117              |
| Accrued expenditure           | 19,871            | 34,740           | 33,960           | 780                | Accrued income              | 5,321             | 11,514           | 14,845           | (3,331)            |
| Transport grants payable      | 47,527            | 18,802           | 16,041           | 2,761              | Prepayments                 | 0                 | 14               | 1,548            | (1,534)            |
|                               |                   |                  |                  |                    | Rolling Stock Spare Parts   | 0                 | 3,096            | 0                | 3,096              |
| Total current liabilities     | 72,435            | 65,559           | 65,236           | 323                | Related party receivables   |                   |                  |                  |                    |
|                               |                   | -                |                  |                    | Operating account           | 21,504            | 38,562           | 39,027           | (465)              |
| Non-current Liabilities       |                   |                  |                  |                    | Transport grants            | 47,527            | 18,802           | 16,041           | 2,761              |
| Transport grants payable      | 7,700             | 9,880            | 14,194           | (4,314)            |                             |                   |                  |                  |                    |
| Deferred tax                  | 0                 | 12,115           | 0                | 12,115             | Total current assets        | 75,550            | 72,418           | 70,873           | 1,545              |
| Total non-current Liabilities | 7,700             | 21,995           | 14,194           | 7,801              | Non-current assets          |                   |                  |                  |                    |
|                               | ,                 | ,                | , -              | ,,,,,              | Property, plant & equipment | 85,340            | 186,089          | 121,363          | 64,726             |
| Total liabilities             | 80,135            | 87,554           | 79,430           | 8,124              | Operating lease             | 0                 | 22,253           | 0                | 22,253             |
|                               |                   |                  |                  |                    |                             |                   |                  |                  |                    |
| Equity                        |                   |                  |                  |                    | Related party receivables   |                   |                  |                  |                    |
| Retained earnings             | 5,318             | 4,985            | 6,894            | (1,909)            | Transport grants            | 7,700             | 9,880            | 14,194           | (4,314)            |
| Capital grants reserve        | 83,137            | 198,101          | 120,106          | 77,995             |                             | 00.040            | 040.000          | 405 555          | 20.05              |
| <b>-</b>                      | 00.455            | 222.252          | 407.000          | 70.053             | Total non-current assets    | 93,040            | 218,222          | 135,557          | 82,665             |
| Total equity                  | 88,455            | 203,086          | 127,000          | 76,086             |                             | 400 500           | 000.010          | 000 100          | 04.040             |
| Total equity and liabilities  | 168,590           | 290,640          | 206,430          | 84,210             | Total assets                | 168,590           | 290,640          | 206,430          | 84,210             |

| Statement of Cash Flows           |  |  |  |  |
|-----------------------------------|--|--|--|--|
| For the Period Ended 30 June 2008 |  |  |  |  |

|                   | For the Period Ended 30 June 2008                      |              |
|-------------------|--|--------------|
| Full Year         |  |              |
| Ended 30          |  |              |
| June 2007         |  | Year to Date |
| <u>\$000</u>      | Cash flows from operating activities                   | <u>\$000</u> |
|                   | Cash was provided from:                                |              |
| 60,699            | ARC opex distributions                                 | 66,416       |
| 21,014            | ARC capex distributions                                | 57,448       |
| 21,523            | ARC grant distributions                                | 26,545       |
| 8,293             | LTNZ capex grants                                      | 5,028        |
| 79,307            | LTNZ opex grants                                       | 85,988       |
| 1,339             | Other grants and subsidies                             | 4,394        |
| 13,681            | Rail fare revenue                                      | 16,586       |
| 2,229             | Bus fare revenue                                       | 3,322        |
| 0                 | Ferry revenue  | 1,471        |
| 162               | Other sundry operating income                          | 155          |
| 208,248           | enter carrary operating meeting                        | 267,353      |
| 200,240           | Cash was applied to:                                   | 201,333      |
| 156,376           | Payments to Suppliers                                  | 160,825      |
| 8,324             | Payments to Employees                                  | 10,521       |
| · ·               |  |              |
| 19,878<br>184,578 | Payments to Grant recipients                           | 26,545       |
| ,                 | Not One by faces Occasion Antholytics                  | 197,891      |
| 23,670            | Net Cash from Operating Activities                     | 69,462       |
|                   | Cash Flows from Investing Activities                   |              |
| 0                 | Cash was provided from:                                |              |
| 0                 | Realisation of Other Investments                       | 0            |
| 0                 | Proceeds from Sale of Fixed Assets                     | 0            |
| 0                 | Ocal was and lad to                                    | 0            |
| 00.400            | Cash was applied to:                                   | 47.440       |
| 23,493            | Purchase and Development of Fixed Assets               | 47,116       |
| 0                 | Operating Lease  | 22,521       |
| 0                 | Investments in Rolling Stock                           | 0            |
| 0                 | Other Investments                                      | 0            |
| 23,493            |  | 69,637       |
| (23,493)          | Net Cash applied to Investing Activities               | (69,637)     |
|                   | Cash Flows from Financing Activities                   |              |
|                   | Cash was provided from:                                |              |
| 0                 | Increase in loans                                      | 0            |
|                   |  |              |
|                   | Cash was applied to:                                   |              |
| 0                 | Repayment of Loans                                     | 0            |
| 0                 | Net Cash from Financing Activities                     | 0            |
|                   |  |              |
| 177               | Net (Decrease)/Increase in Cash & Investments Held     | (175)        |
| 146               | Cash & Investments Balances at Beginning of the Period | 323          |
| 323               | Cash & Investments Balances at the End of the Period   | 148          |
|                   |  |              |
|                   | Cash & Investments Balances Consist of:                |              |
| 0                 | Bank Overdraft   | 0            |
| 323               | Cash   | 148          |
| 0                 | Short Term Investments                                 | 0            |
| 323               |  | 148          |

#### 1.2. STATEMENT OF FINANCIAL PERFORMANCE

#### **OPERATING RESULTS - MONTH OF JUNE 2008**

The results for the June month and the 2008 year are reported against the ARTA budget as per the 2007/2008 funding agreement with the ARC (June 2007).

#### Revenue

Operating Revenue on the lines ARC Opex Grants and Land Transport Opex Grants is claimed from funders in proportion to expenditure.

ARC Opex Grants are \$0.2m less than budget and Land Transport NZ Opex Grants are \$1.9m more than budget due to more expenditure than budgeted.

Bus Fare Revenue is \$0.2m more than budget due to stronger than budgeted passenger demand for the month.

Rail Fare Revenue is tracking to budget for the month.

#### **Expenditure**

Major variances to budget are:

- a) Professional Services for Project Delivery is showing as \$0.2m over budget for the month of June, this is a timing issue which partially offsets underspends in previous months.
- b) Professional Services Other is \$0.2m more than budget due to costs for the Waitemata Harbour crossing study not included in the original budget, but subsequently approved by both the ARC and LTNZ, professional fees spent in the ferry wharf operation area (see note under year revenue regarding this cost) and the timing of IT initiatives which were budgeted earlier.
- c) Printing and Office Supplies expenditure is \$0.2m more than budget, this is again to offset an underspend in previous months, bringing the full year position in line with budget.
- d) Bus and ferry contract is \$2.0m more than budget due to the decision by the ARC to ring fence inflation for the bus and rail contracts for the 07/08 year. This was removed from the June month of the budget. Also, higher than expected demand for concessionary fares as a result of the new discount structure for tertiary fares added to the variance.
- e) Rail contract is \$2.3m less than budget due to the transfer of the \$3.1m amount spent on rolling stock spares to inventory in the balance sheet, partially offset by rising fuel prices and the ring fencing of inflation at the time of the annual plan.
- f) Staff time cost is \$0.3m more than budget due to higher actual staff hours allocated to projects than budgeted.
- g) Depreciation is \$1.8m more than budget due to recognition of depreciation on the ARTNL railway station and wharf assets that transferred to ARTA on 1 October 2007. No provision was made for this in the original budget as the value of these assets was not known at the time of setting the 07/08 budget.
- h) Investigations expenditure is \$0.3m more than budget offsetting some of the underspend from previous months this financial year.

## **Net Operating Surplus/(Deficit)**

Net Operating Deficit for the month is \$1.6m. This deficit arises mainly because depreciation is unfunded.

#### **OPERATING RESULTS - FULL YEAR - PERIOD ENDED 30 JUNE 2008**

#### Revenue

ARC Opex Grants are \$5.4m and Land Transport NZ Opex Grants are \$2.5m less than budget due to less expenditure than planned.

Rail Fare Revenue is \$0.8m more than budget and Bus Fare Revenue is \$1.2m more than budget.

Ferry Wharf Revenue (\$1.6m for the year) was not provided for in the budget as at the time of setting the budget for 07/08 as very little was known about how much revenue would be generated by the ex ARTNL Harbour Berths operation. The revenue profile established this financial year will form the basis of budget assumptions for the 08/09 financial year. Total expenditure for the 07/08 year on this operation is \$1.6m.

#### **Expenditure**

Major variances to budget are similar to the month of June:

- a) Human Resource is \$0.9m less than budget due to lower than budgeted staff salaries during the first half of the financial year as a result of staff vacancies not filled.
- b) Professional Services Project Delivery is \$1.3m less than budget due to a delay in a number of projects.
- c) Professional Services Others is \$0.2m more than budget.
- d) Information Systems are \$0.5m less than budget due to significantly lower operating costs for the real time system than anticipated due to the delayed roll out.
- e) Bus and ferry contracts are \$3.1m less than budget due to less bus contract inflation and indexation, delay of one month expenditure on the Northern Busway (originally budgeted to begin in January), reprioritisation of service changes and some service rationalisation.
- f) Rail contract is \$2.8m less than budget.
- g) Other expenditure is \$0.9m less than budget due repairs and maintenance for wharves, budgeted as an ARTA cost but since the ARTNL transfer offset by revenue charged to ferry operators and small organisation wide savings on advertising, catering, subscriptions and membership.
- h) Investigations expenditure is \$1.0m less than budget due to timing differences between actual expenditure and the original budget, this would originally have been the subject of a carry forward to the ARC, however, due to recent budgetary constraints the amount carried forward will now be allocated across all areas of the business.

#### **Net Operating Surplus/ (Deficit)**

Net Operating Deficit for the year is \$9.4m. This deficit arises mainly because depreciation is unfunded.

#### STATEMENT OF FINANCIAL POSITION

The key features of the Statement of Financial Position as at 30 June 2008 are:

## **Current Liabilities**

The total trade payables have increased by \$0.7m from May mainly due to the increased expenditure in the year end period payable in July 2008.

Income in advance has decreased by \$4.0m from June due to removal of the claim from funders (in advance) for the first quarter 2008/2009 Veolia management invoice posted in June but payable in early July.

## **Creditors (included in Trade Payables)**

| Detail                     | Current     | 30-60 Days | More than 60 Days |
|----------------------------|-------------|------------|-------------------|
| Accounts Payable – June 08 | \$3,189,017 | \$ 6,862   | \$ 22,280         |
| Accounts Payable - May 08  | \$3,338,061 | \$ 100,834 | \$ 33,410         |

Grants Payable and Grants Receivable are equal and opposite current and long term liabilities and assets recognising the ex Infrastructure Auckland grants that were taken over by ARTA. This recognises that we have a payable to an external party and a matching receivable from the ARC.

#### **Current Assets**

#### **Trade Receivables**

| Detail                      | Current   | 30-60 Days | More than 60 days |
|-----------------------------|-----------|------------|-------------------|
| Accounts Receivable–June 08 | \$311,080 | \$58,777   | \$103,045         |
| Accounts Receivable–May 08  | \$212,213 | \$180,671  | \$ 89,048         |

Legal advice has been sought to recover the amount owing older than 60 days.

## **Public Equity**

Transport Ring Fence represents the appropriation of grants for rolling stock refurbishment and fixed asset purchase. These grants will be appropriated back to the profit and loss account to offset depreciation.

#### 2 STRATEGY AND PLANNING

#### 2.1. STRATEGIC TRANSPORT PLANNING

#### **Auckland Transport Plan**

Development of the Auckland Transport Plan (ATP) is continuing with the second Governance Steering Group meeting held and the assessment of the prioritisation principles and assessment criteria of the ATP against the Auckland Sustainability Framework. Strategic Focus Areas, based on the targets from the draft Updated New Zealand Transport Strategy and Regional Land Transport Strategy, are currently being finalised and will be included in the ARTA instructions for the Regional Land Transport Programme.

## Rapid Transit Corridors in South West Auckland Metropolitan Region

Planning for Rapid Transit Corridors in South West Auckland Metropolitan Region study has provided sufficient information and analysis for ARTA to confirm that the preferred mode for RTN in this area is rail and that the preferred route is Option 2D connection Onehunga – Airport – Puhinui – Manukau.

As the preferred route and mode have now been identified the next stage of the study needs to work towards the protection of the ability to implement rapid transit in the corridors.

The next stage of the process will involve significant work with stakeholders, particularly in the areas of station location, land use integration, property impacts and timing. To enable the study to progress to the next stage of protecting the route ARTA is seeking formal stakeholder endorsement of the preferred route and mode by 31 August 2008. The Auckland Regional Council endorsed Option 2D at its June meeting.

## Auckland Harbour Bridge Pedestrian and Cycle Access Study

ARTA has been working with its project partners, Auckland Regional Council, Transit New Zealand, Auckland City Council and North Shore City to investigate the feasibility of a cycling and pedestrian facility across the existing Auckland Harbour Bridge. The study includes a number of elements such as:

- demand for pedestrian and cyclist trips across the bridge
- design of options for pedestrian and cycling facilities across the bridge
- · safety and security of pedestrians and cyclists using the facility
- operational requirements of a facility
- connectivity of the facility to existing or proposed adjoining walking and cycling network
- structural interface for maintenance upgrade
- impacts on the operation of other modes of travel
- planning and environmental considerations
- alternative means of improving pedestrian and cyclist access across the Waitemata Harbour, including improvements to existing bus and ferry services
- benefits and costs of each option, including implementation and operational costs; and
- the national and regional priority for the project, including an assessment of the contribution to the objectives of the draft Updated New Zealand Transport Strategy, Regional Land Transport Strategy and ARTA's Sustainable Transport Plan.

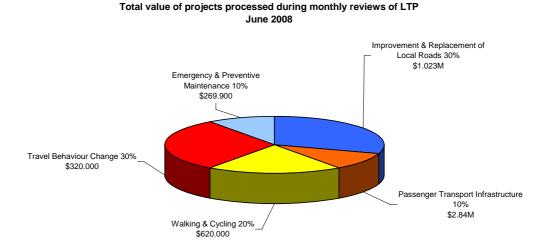
The outcomes from the study will assist the project partners to make a determination of the form and function of pedestrian and cycle facilities across the Waitemata Harbour.

## 2.2. PLANNING AND PROGRAMMING

## 2007/2008 Auckland Land Transport Programme (LTP)

During the June monthly review, 10 funding applications totalling \$5,073,312 were submitted to ARTA for consideration, all of which have been approved by Land Transport NZ.

Figure 1 shows the breakdown of scheme type.



<u>Note</u> The percentage values in the chart above relates to number of schemes as opposed to value.

Figure 1. June LTP Review, ARTA processed.

Table 1 - June Recommended Schemes to Land Transport NZ

|        | Transport Programme Ma                       | ,  |  |                |             |                                    |                    |   |
|--------|--|--|--|----------------|-------------|------------------------------------|--------------------|---|
|        | Project name                                 | Description  | Activity Class                                 | Phase          | Cost        | Surplus<br>(Unspent<br>Allocation) | Comments<br>(ARTA) | Outcome (Land Transport N<br>National office) |
|        |  |  |  |                |             |                                    |                    |   |
| June 2 | 008  |  |  |                |             |                                    |                    |   |
| ACC    | Central Area Access Study<br>(CAAS) Stage 2  | The Central Area Access Study sets out how Auckland City will balance their network from competing demands on the CBD transport network in such a way as to increase the mode share for PT cycling/walking, reducing car trips into the CBD, and also to investigate ways of reducing crashes within the CBD area. | System Use                                     | Study          | \$300,000   |                                    | Recommended        | Approved                                      |
| ARTA   | Auckland Integrated Fares<br>System          | Investigation, preliminary design,<br>procurement, design and implementation<br>of a regional automated fare collection<br>system solution for rall, bus and ferry<br>services.  | PT Infrastructure                              | Design         | \$2,840,175 |                                    | Recommended        | Approved                                      |
|        |  |  |  |                |             |                                    |                    |   |
| FDC    | Community Advertising<br>2007/08             | Advertising (generally bill boards) relating<br>to projects in the region coordinated<br>through Road Safe Auckland  | System Use                                     | Implementation | \$5,000     |                                    | Recommended        | Approved                                      |
| FDC    | Community Programmes                         | Engaging with the community on road safety issues in Franklin District (Speed. Alcohol, Intersections).  | System Use                                     | Implementation | \$15,000    |                                    | Recommended        | Approved                                      |
|        |  | A full time Road Safety and School Travel<br>Coordinator was unable to be hired until<br>January 2008. FDC had budgeted for this<br>position over the entire 07/08 year. This<br>meant that a surplus of funds is available  |  |                |             |                                    |                    |   |
| FDC    | Community Coordination                       | in the Coordination work category.   | System Use                                     | Implementation |             | -\$14,000                          | Recommended        | Approved                                      |
|        | Cycle Routes 2008/09 (Smales                 | This project provides 1.7 km of on road cycle lanes along Smales Road between Te Irringi Drive and Sir William Avenue.   |  |                |             |                                    |                    |   |
| MCC    | Road)  | This project completes and compliments   | System Use                                     | Construction   | \$355,000   |                                    | Recommended        | Approved                                      |
| исс    | Cycle Routes 2008/09<br>(Stancombe Road)     | 3.92 km of on-road cycle lanes along<br>Stancombe Road.  | System Use                                     | Construction   | \$265,000   |                                    | Recommended        | Approved                                      |
|        | Preventative Maint                           | This project will involve installing 3 rows of colmix columns to a depth of 8.5m, reinstatement of the damaged shoulder  | Maintenance                                    | Construction   | \$269,900   |                                    | Recommended        | Approved                                      |
|        |  | This includes a 1 km seal extension of an  | Improvement &                                  |                | 4205/300    |                                    |                    | 7.4   |
| RDC    | Seal Extn - Ararimu Valley Rd<br>(5966-6966) | existing unsealed road in rapidly developing rural area.   | Replacement of<br>Local Roads                  | Construction   | \$369,491   |                                    | Recommended        | Approved                                      |
|        | Seal Extn - Forestry Rd (3493-4190)          | This design report deals specifically with the seal extension on Forestry Road (route position 3493m to 4190m).  |  | Construction   | \$267,057   |                                    | Recommended        |   |
|        | ,  | This seal extension covers approximately 950m from the edge of the existing seal near the intersection.  | Improvement &<br>Replacement of<br>Local Roads | Construction   | \$386,689   |                                    | Recommended        | Approved                                      |
|        | Total New Schemes<br>Approved for Funding    |  |  |                | \$5,073,312 | -\$14,000                          |                    |   |

## 2.3. 2008/09 AUCKLAND LAND TRANSPORT PROGRAMME

The 2008/09 Auckland Land Transport Programme (ALTP) was released on 30 June 2008 after the release of the National Land Transport Programme by Land Transport NZ as planned.

Draft responses to the submitters on the draft 2008/09 ALTP have been prepared and will be distributed in July along with copies of the final 2008/09 ALTP.

The June 2008 monthly review included a number of items from the 2008/09 programme for funding approval. These were able to be forwarded to Land Transport NZ for funding as a result of the advance preparation and evaluation undertaken.

## 2.4. WALKING AND CYCLING STRATEGY DEVELOPMENT

A Regional Walking and Cycling Forum was held in early June to view a presentation on the Waitemata Harbour Walking and Cycling Access study. There was considerable debate about the various options presented with a wide range of views, all supportive of the project. The discussion at the meeting and subsequent emails have been given to the project team for consideration as they prepare their final report.

The final Regional Cycle Monitoring Report for 2008 is nearing completion and is expected to be released in July. The draft Northern Cycle Map has been circulated for comment amongst key stakeholders and work is progressing on the Western and Eastern maps. A review of the cycle lockers installed at train stations and other locations around the region is being commissioned.

#### 2.5. REGIONAL ARTERIAL ROAD PLAN

The draft Regional Arterial Road Plan was released for public consultation on 16 June. Requests for consultation submissions have been advertised in local and national press and well as on our website, it has also been sent to all our key stakeholders. The draft plan has been presented to the Regional Transport Executive Group and the Regional Land Transport Committee. Initial feedback has been encouraging.

#### 2.6. REGIONAL ROAD SAFETY COORDINATION

The draft Regional Road Safety Plan has been released for public consultation in June 2008 and a series of presentations to councils and regional bodies has begun. Submissions will be made in writing or on-line at the ARTA website.

Re-development of the RoadSafe Auckland website including stakeholder and community consultation has also been initiated.

Financial project planning has been developed for the 2008/09 year.

Regional Road Deaths at 30 June 2008 compared with 30 June 2007

|       | RDC | NSCC | WCC | ACC | MCC | PDC | FDC | Region |
|-------|-----|------|-----|-----|-----|-----|-----|--------|
| Jun08 | 4   | 4    | 3   | 4   | 12  | 0   | 5   | 32     |
| Jun07 | 7   | 2    | 3   | 2   | 4   | 1   | 5   | 24     |

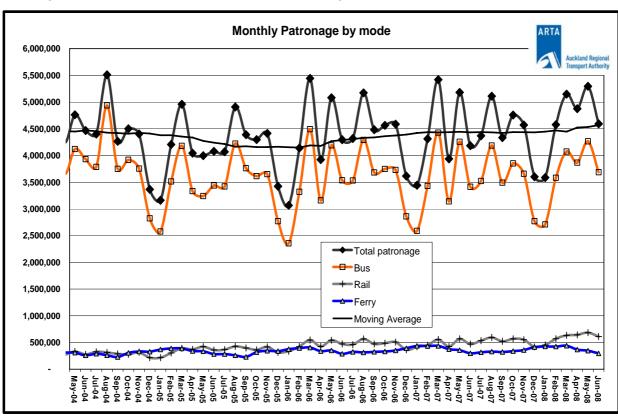
The regional road toll for the year to June 2008 has eight more deaths than at the same time in 2007. These are primarily due to 12 fatalities in Manukau City to June 2008 compared with 4 fatalities to June 2007. The main reason for this jump in the road toll was two fatal crashes in March 2008, one of which involved the deaths of four occupants of a vehicle. These were tourists driving on the wrong side of the road.

## 3 CUSTOMER SERVICES

#### 3.1. PASSENGER TRANSPORT PATRONAGE - NETWORK WIDE

The total combined bus, ferry, and rail cumulative patronage for the year to June is 54,404,462. Patronage year to date is 4.36% higher (2,274,444 boardings) than at the same time last year. Total patronage for June is 12.34% higher than last June (503,960 boardings). The AIRBUS service has now been added to the MAXX journey planner and will from now on be reported in the patronage data. The baseline has been updated to include historical patronage so that our percentage targets remain accurate.

June 2008 saw the highest patronage 12-month moving average since 1989. The 54.4M passengers for the 12 months to June 2008 is the highest annual total since 1989.



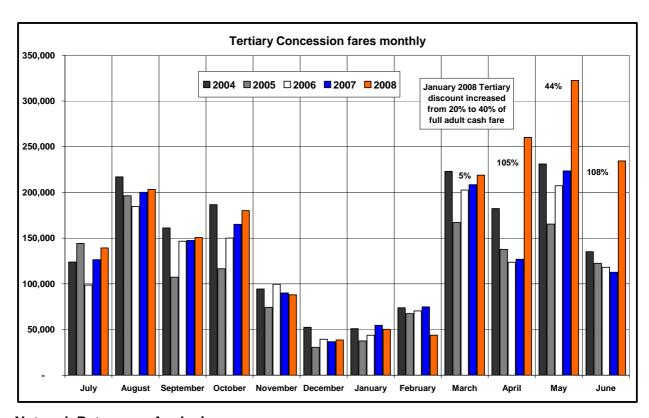
The largest contributors to the June patronage growth (503,960 boardings) are:

- Rail double tracking on the Western line in 2007 saw a patronage downturn. Rail growth on the Western line in June was 54,519 boardings higher and the southern and eastern line was 84,450. Total rail patronage was 138,969 higher.
- North Shore patronage in June was 3.5% higher (25,956 boardings) than June 2007.
- Tertiary ticket sales have increased by 108% (121,778 boardings) in June 2008 compared to June 2007 following the fare reduction in February.
- Completion of Queen St streetscape works has ended the negative impact on Queen St bus services. The City Circuit (+17% 7,010 boardings) and Western Bays services (+17.3% 12,781 boardings) a total growth of 19,791 boardings.
- The contracted trips on the LINK service have seen a 9% growth since its relaunch in September 2007.
- Patronage growth will also be due in part to rising fuel and living costs.

The contracted services that contributed the most to the 3.9% (2,107,190 boardings) year to June patronage growth are:

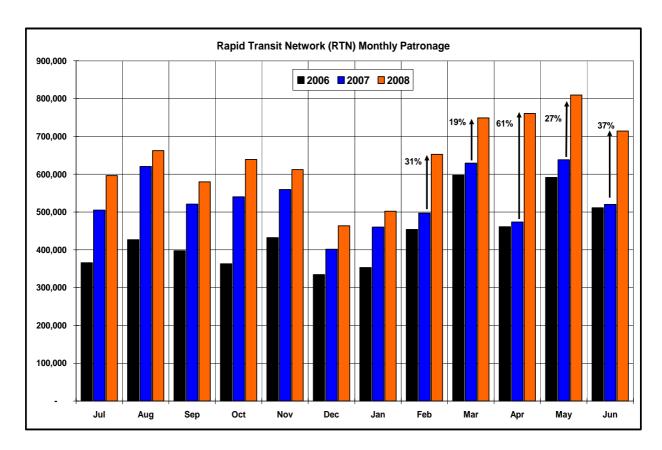
- The rail network up 18.2% 1,057,108 boardings.
- The northern express up 53% 334,932 boardings.
- Route 68 up 12% 41,916 boardings.
- Hibiscus coast express buses that use the bus way up 6% 40,164 boardings.
- Orakei services extended to Sylvia park up 8.5% 33,183 boardings.
- Manurewa services linking to the Upgraded station up 9.8% 29,247 boardings.
- Howick mainline services up 5.6% 27,971 boardings.
- Beachhaven contract up 6.6% 22,009 boardings.
- The LINK contracted services up 9.2% 21,505 boardings.
- Dominion road services up 4.5% 20,578 boardings.

The remaining growth will smaller amounts on contracted services and growth on commercial trips such as the AIRBUS, LINK, Mt Eden Rd in general where there has been growth on contracted trips the commercial trips on the same corridor will also have grown good examples would be the Howick services and Dominion Rd.

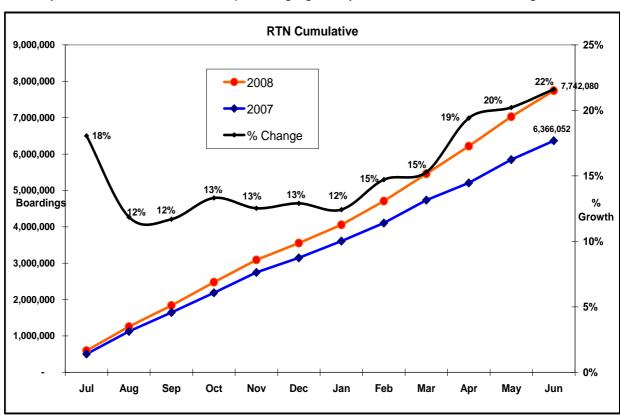


## **Network Patronage Analysis:**

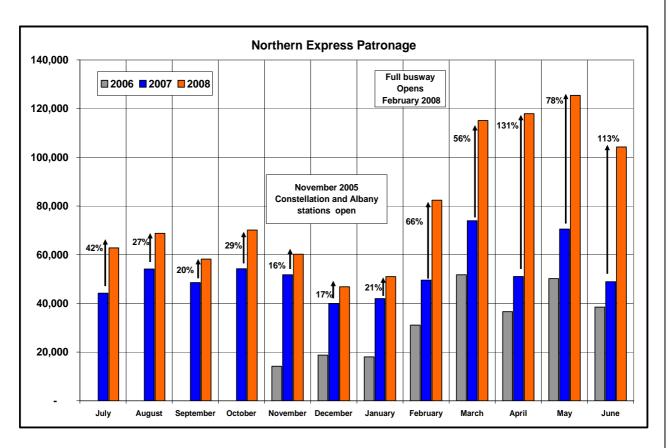
For the month of June 2008 the Rapid Transit Network (RTN) grew by 37% (194,299 boardings) compared to June 2007.



For the year to June 2008, the RTN patronage grew by 22% or 1,376,026 boardings.

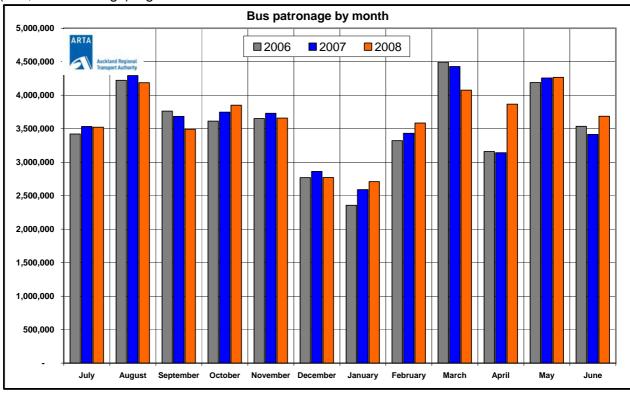


The Northern Express grew by 113% or 55,330 boardings compared to June 2007.



## **Bus Patronage**

Bus patronage is 2.8% (1,185,185 boardings) higher than last year. June patronage is 11% (366,468 boardings) higher than last June.

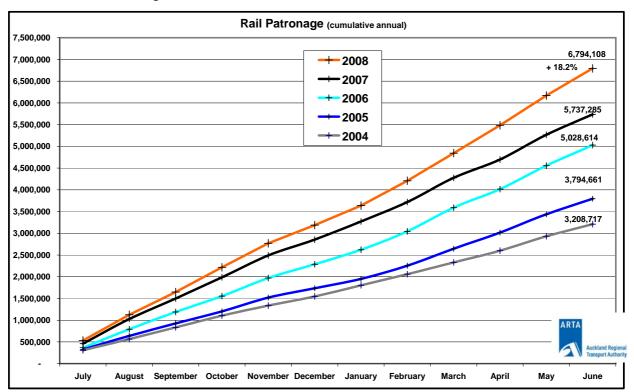


Bus patronage growth has primarily occurred on the following routes/corridors in June.

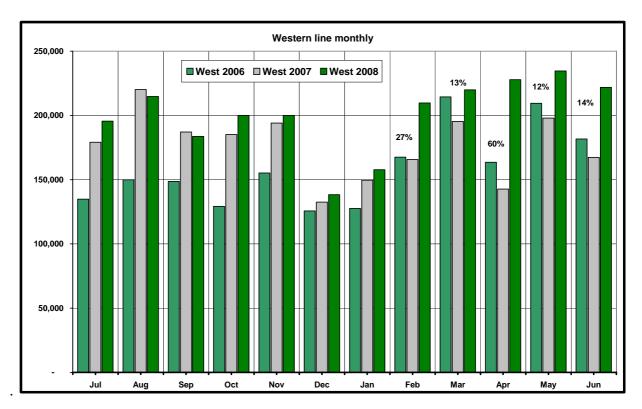
- Northern Express +113%
- Busway feeder services + 55%
- Hibiscus coast +24%
- City Circuit +17%
- Western bays services +17%
- The LINK contracted trips +18%
- Richmond park cross town Route 66 +40%
- Orakei to Sylvia park routes 715, 717 +23%
- Botany to CBD Route 68 +19%
- South Isthmus cross towns routes 008, 009 +16%

## **Rail Patronage**

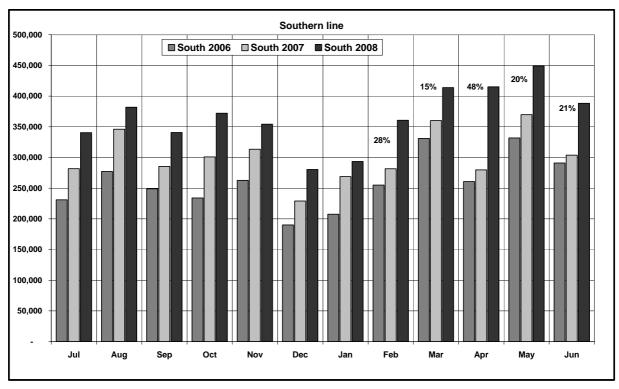
During the month of June, 610,000 passenger journeys were made by rail, which is 29.5% more than the same month last year. This includes 16,200 journeys made on trains to and from the rugby test match All Blacks versus England on 14 June. For the year ending 30 June 2008 there were 6.794 million passenger journeys made on rail services in the Auckland region. This is 18.5% more than during 2006/07.



There were 222,000 passengers recorded on the western line, or 32.6% more than the same month last year. For the year there were 2.404 million passenger journeys recorded on the western line which is 13.6% more than last year.

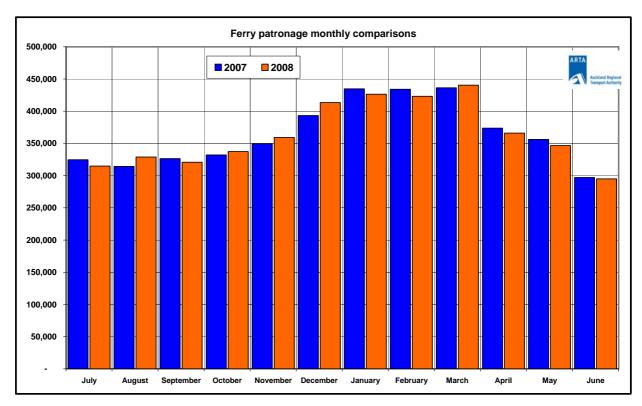


There were 388,000 passengers recorded using southern and eastern line services during June which is 27.8% more than the same month last year, For the year there were a total of 4.39 million journeys made on the southern and eastern lines, which is 21.2% more than last year



## **Ferry Patronage**

Ferry patronage for June is -0.5% (- 1,477 boardings) lower than last June. Cumulative ferry patronage for the year July 2008 to June 20008 is -1.38% lower than last year 4,379,538 (- 20,113 boardings).



## Ferry route performance year to date is as below:

Birkenhead July -June 08 vs. July -June 07

Pine Harbour July -June 08 vs. July -June 07 20% growth

West Harbour July -June 08 vs. July -June 07 11% growth

Half Moon bay July -June 08 vs. July -June 07 -1.8% decline

Bayswater July -June 08 vs. July -June 07
 -13% decline

, ,

• Gulf Harbour July -June 08 vs. July -June 07 -1.7% decline

#### 3.2. PASSENGER TRANSPORT SERVICE PUNCTUALITY AND RELIABILITY

#### **Rail Services**

Overall service performance showed an improvement compared to recent months during June, with 83.3% of services operating on-time or within five minutes compared to 81.8% in May. For the year ending 30 June 2008 82.2% of services operated on-time or within five minutes, compared to 80.7% for last year ending 30 June 2007.

6% growth

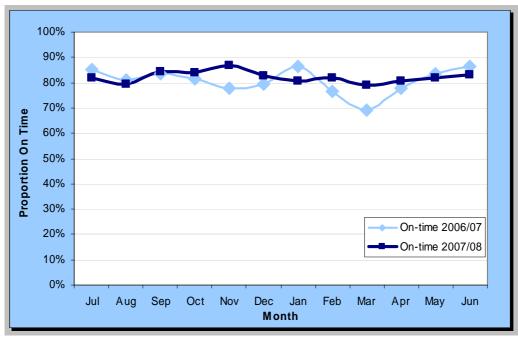
The western line continued to be the best performing during the month, with 88.6% of services operating on-time or within five minutes in June and 80.8% overall for the year compared to 72.4% last year. The southern and eastern lines recorded a slightly worse performance during June, at 80.7% bringing the performance figure for the year to 82.8%, compared to 84.9% last year.

Network-wide speed restrictions continued as a major cause of delays to services during the month, particularly affecting southern and eastern line services on 9 June. Track protection measures through the Ellerslie station upgrade worksite also contributed to southern line service delays. The additional section of double track between Swanson and Henderson (Mt Lebanon Lane), which was successfully commissioned during Queens Birthday weekend, provided greater flexibility for western line services to recover from delays.

The following major incidents were recorded during June:

- Signalling and points failures: a signal fault at Swanson caused by a software bug occurred during the afternoon of 3 June resulted in delays to services on the western line that continued through to the evening peak. On 5 June, evening services were disrupted by a signal outage between Waitakere and Penrose after a contractor damaged cables at Avondale. A major failure of the signalling system occurred on the morning of 13 June following a computer outage at train control in Wellington. This affected all morning peak services on the western line and most morning peak services operating to and from Pukekohe. Subsequent delays were incurred on all lines. Buses and taxis were arranged at short notice where possible. A points failure in the Britomart tunnel affected southern and eastern line services during the morning peak on 12 June.
- Mechanical faults a mechanical fault that required a train to be taken out of service resulted in delays to afternoon non-peak southern and eastern line services on 9 June. The delays continued through to the evening peak as a consequence of trains and crews being out of position.
- Other a car was hit by a train at the New Lynn level crossing during the morning peak of 3
  June. The car subsequently drove off without stopping to ascertain the damage. During the
  evening peak of 24 June a lightning strike at Westfield disabled the signalling system for a
  period of time. Major disruptions resulted on the southern and eastern lines, which flowed
  through to the western line due to trains and crew being out of position.

## Rail Punctuality: Services Operating On-time or Within Five Minutes (All Lines)



Punctuality (services that were cancelled or did not reach their scheduled destination) for the month of June was 98.4% which was an improvement on May (97.7%). Punctuality on western line was 97.5% reflecting the greater impact of the major issues listed above compared to the southern and eastern lines (98.9% during June). The lightning strike on 24 June resulted in 15 service cancellations.

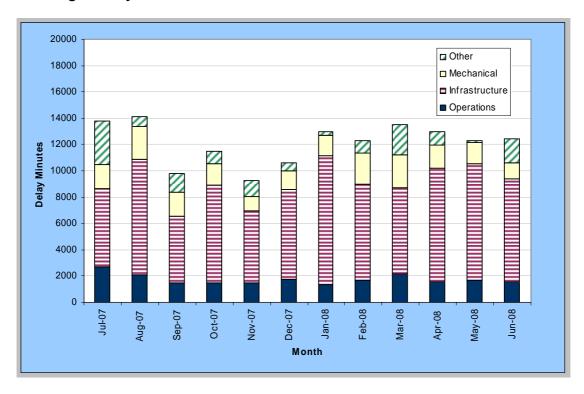
Bus replacements were in effect on weekends and public holidays during the month as follows:

- For Queen's Birthday weekend (31 May to 2 June) buses replaced trains between Waitakere and New Lynn to complete the signal commissioning of DART 8 (Swanson to Henderson) track duplication. The work was completed successfully and trains began running on both tracks from Tuesday 3 June;
- Saturday 7, 14, 21, and 28 June between Waitakere and Henderson to complete track duplication work.

#### Passenger Delay Minutes

There was a slight increase in passenger delay minutes of 1.1% during June compared to May to a total of 12,450 minutes. The major delay causes of 'Operations', 'Infrastructure' and 'Mechanical' all recorded a reduction in delay minutes compared to last month, however, this improvement was offset by the events of 24 June when a lightning strike disabled the signalling system. This event is not recorded as an infrastructure fault and is the primary reason for the increase in the 'Other' category observed during the month. Delays due to mechanical faults were at their lowest level since November 2007 while delays due to infrastructure issues made up 63% of all delay minutes. While the delay minutes attributed to track protection measures reduced substantially during the month following the commissioning of the DART 8 works, delay minutes caused by signal and points failures were almost double the level recorded in May and were the principal contributor to delay minutes during the month.

### Passenger Delay Minutes - Last Twelve Months



The following is a break-down of the various causal issues of the infrastructure-related delay minutes:

|                            | Delay Minutes | Proportion |
|----------------------------|---------------|------------|
| Network Control            | 707           | 9.0%       |
| Signal/points failure      | 3,500         | 44.4%      |
| Speed restrictions         | 2,392         | 30.4%      |
| Track protection measures* | 1,282         | 16.3%      |
| Total                      | 7.881         |            |

<sup>\*</sup>Track protection measures are put in place at sites where work that involves activities close to the track is underway. These require trains to slow or stop at a safe distance prior to the actual site and only proceed after receiving approval from the site protector that the track is clear of all obstructions.

## **Bus Service Reliability and Punctuality**

#### South, West and Isthmus Contracted Bus Services

For June 2008, 99.92 % of contracted service trips were operated (reliability measure).

Service punctuality for June 2008 was 99.86 % of services operated, measured by the percentage of services which commence the journey within 5 minutes of the timetabled start time.

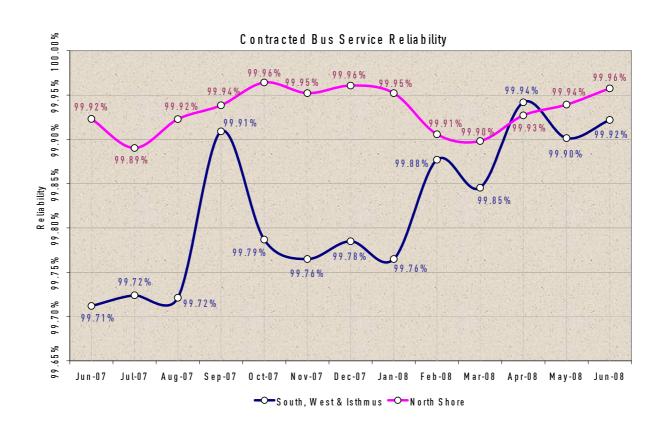
Service punctuality and reliability are self reported by the bus operators.

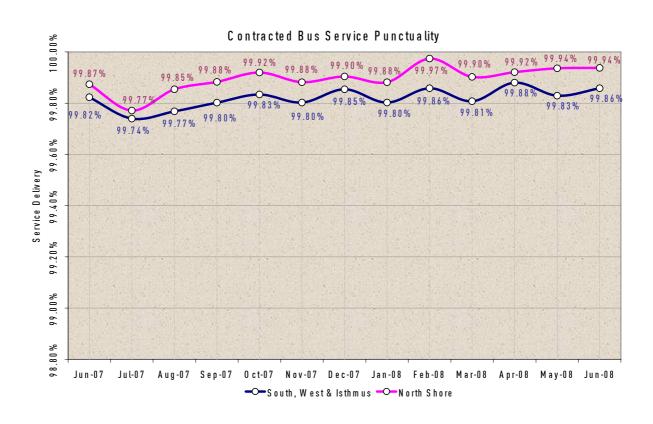
## North Shore Contracted Bus Services

For June 2008, 99.96 % of contracted service trips were operated (reliability measure).

Service punctuality for June 2008 was 99.94 % of services operated, measured by the percentage of services which commence the journey within 5 minutes of the timetabled start time.

Service punctuality and reliability is self reported by the bus operators.





#### 3.3. SERVICE DEVELOPMENTS

#### Airport Bus Service Improvements

New bus service 380 (Manukau to Airport) began on Sunday 15 June. The revised Airbus Express service began on Monday 16 June. To complement this, the Botany to airport services (364, 374, 375) now serve both International and Domestic terminals.

## West Harbour Ferry

With a new vessel now in place, six additional return journeys each day began from Monday 16 June. An average 10% fare increase was introduced to offset the increased subsidy requirement.

## Rakino Ferry Service

Pine Harbour Ferries has been announced as the successful bidder for the service continuation following a competitive tender. Negotiations and preparations are taking place to enable an anticipated start in August 2008. The new service will operate on a Friday and Sunday evening.

## New Rail Timetable

Preparations are being finalised for an improved rail service timetable from mid-July, including the launch of the trial Helensville service on 14 July 2008.

#### North Shore - Airport Integrated ticket

Negotiations are currently underway to offer an integrated ticket across the Northern Express (Albany to Britomart) and the Airbus (Britomart to Airport) services for implementation by 31 August 2008.

## 3.4. SPECIAL EVENT PASSENGER TRANSPORT SERVICES

## Mount Smart: NRL Game Warriors v.'s Rabbitos, Friday 6 June

An additional train was provided before and after the game, and patronage numbers were reported as 342 to the game and 201 after the game on the additional services.

## North Harbour Stadium: NZ Maori vs. Tonga, Saturday 7 June

This game was the second integrated ticketing initiative for North Harbour under an agreement with North Harbour Rugby. Special bus services allowed travel with the Northern Express and entire rail network before the game, with a transfer from Albany Park & Ride to North Harbour Stadium. After the game, services took patrons direct from North Harbour Stadium via the busway stations to Britomart. Unfortunately the predicted attendance at the game fell from 7000 (estimated) to 2000 actual with approximately 50 passenger journeys taken by bus after the match. The existing train network saw 183 trips recorded of people travelling with valid game tickets.

#### Vector Arena: WWE Smackdown, Wednesday 11 June

One additional train per line was provided after the event, and patronage numbers were reported as 162 in total. An additional ferry to Devonport was also provided at midnight by Fullers carrying 42 passengers.

#### Eden Park: All Blacks vs. England, Saturday 14 June

This game was the first international rugby integrated ticketing initiative for 2008 at Eden Park. Integrated ticketing has allowed patrons with match tickets to travel for 'free' on bus and train services to and from the park. Special bus services allow travel direct from Takapuna, North Shore Busway Stations and Midtown to Eden Park and return with a valid match ticket.

This was a successful operation with the integrated services/ticketing proving very popular for this game with 27% of the total crowd travelling to the game by public transport (Special Bus or Train). This is an additional 11% increase of the match crowd from the previous record in 2007 Bledisloe Cup match. A total of 11,767 people travelled to the game and 11,445 people after the game.

Passengers using the North Shore Bus Services and Midtown Bus Services have both more than doubled from 2007 Bledisloe Cup numbers (110% increase).

Passenger numbers on the North Shore Busway Service on the inward journey to Eden Park were higher than anticipated. In conjunction with NZ Bus, this was managed on the ground by swapping out a number of standard buses to articulated services and buses were sent back to Albany to run additional trips. On-ground staff also went back to the depot to pick up additional bus services. The egress operation with the increased capacity went smoothly with no buses required to return to Eden Park after their initial loadings. The midtown operation for egress was double stacked and also went very successfully.

With such positive numbers, ARTA is looking to increase bus service numbers again for the upcoming Bledisloe Cup Test Match in August.

## Mt Smart Stadium: Warriors vs. Sea Eagles, Sunday 22 June

An additional train service was provided before and after this match, with an estimated 58 additional trips counted for people using trains to get to and from the game.

#### 3.5. MAJOR INFRASTRUCTURE WORKS

## Queen Street Upgrade

All major elements of Queen St upgrade (in stages I, 2, 3 and 4 between Custom St and Karangahape Rd) construction works are complete apart from minor defect work undertaken in June 2008 that has minimal impact to public transport.

#### Newmarket Streetscape Upgrade

Newmarket streetscape upgrade work had minor impact to bus services over June 2008. Construction undertaken in the vicinity of the Broadway bus stop by Khyber Pass Rd was managed to minimise impact.

## **Project Greenlane**

The intersection of Greenlane West and Great South Rd continued construction in June 2008 with minimal impact to public transport.

#### Henderson Streetscape Upgrade

Streetscape construction in Henderson, Great North Rd continued in June 2008. A detour of all inbound buses off Great North Rd was required for 10 days to enable pedestrian crossing construction. MAXX Ambassadors were utilised to communicate the change to passengers. The (main Henderson) inbound/eastbound bus stop has been relocated whilst construction in the vicinity of the bus stop is undertaken.

#### **Central Connector**

The Central Connector Project commenced construction on 08 April 2008.

Construction is underway in Anzac Avenue and Park Rd between Grafton Bridge and Carlton Gore Rd. All traffic lanes remain open during construction (achieved by lane realignment and the removal of parking) which minimises the impact to public transport. Bus stops are being relocated or close temporarily when required for construction in consultation with ARTA.

## 3.6. REGISTERED SERVICE NOTIFICATIONS RECEIVED BY ARTA UNDER THE TRANSPORT SERVICES LICENSING ACT 1989 PART 2

Under the Transport Services Licensing Act 1989, the following applications for registered services have been approved during June 2008.

- Transportation Auckland Corporation Ltd: Notification to add an extra trip at 3:40pm to Route 163 from New Lynn to Henderson. This trip banks the 3:00pm R163 from Britomart (school days only). Approved 5-Jun-08.
- Subritzky Sealink Ltd: Notification to vary the standard summer timetable between 1 Dec 2008 30 April 2009. Approved 12-Jun-08.
- Subritzky Sealink Ltd: Notification to vary the standard public holiday timetable for Waitangi Day (06 Feb 2009) and the day before Waitangi Day (05 Feb 2009). Approved 13-Jun-08.

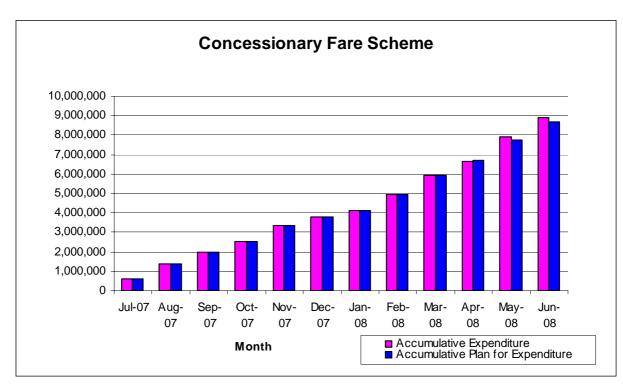
Under the Transport Services Licensing Act 1989, the following applications for registered services have been declined during June 2008.

 Ritchies Transport Holdings Ltd: Notification to register a Northern Express service from Albany station to Britomart station. Declined on the basis of Section 49 of the Transport Services Licensing Act 1989 due to the impact on contracted services. Declined 18-Jun-08.

## 3.7. PUBLIC TRANSPORT CONCESSIONARY FARE SCHEME (CFS)

93 senior citizen applications were processed in June 2008 compared with 96 in March, 83 in April and 94 in May.

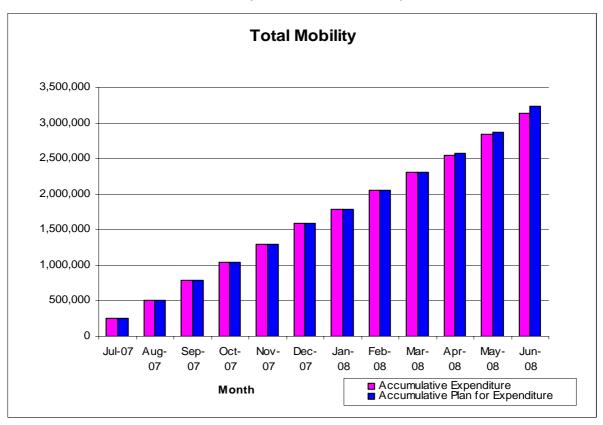
Expenditure for concessionary fare reimbursements is over budget for the twelve months ended June 2008. The expenditure is \$8,905,000 against a reforecast budget of \$8,680,000. This is primarily as a result of increased demand on the tertiary student concession.



#### 3.8. AUCKLAND TOTAL MOBILITY SCHEME

186 new Total Mobility applications were processed in June 2008 compared with 129 in March, 118 in April and 214 in May.

Expenditure for Total Mobility reimbursements is under budget for the twelve months ended May 2008. The expenditure is 3,139,000 against a reforecast budget of \$3,230,000.



#### 3.9. TRAVEL PLANNING

#### **TravelWise Schools**

The partners in the TravelWise programme, Land Transport New Zealand, the seven Territorial Authorities and ARTA, held priority setting workshops in June.

A rural schools strategy is being developed in partnership with Rodney and Franklin District Councils to formulate a way of working that aligns the needs of rural community's to the schools TravelWise programme.

The Waking School Bus (WSB) programme has reached another programme milestone, with 2,000 WSB volunteers actively involved with the programme.

## **TravelWise Workplaces**

Auckland City Council launched their travel plan.

During June, the Langham Hotel and Westpac Bank joined the TravelWise Workplace programme.

ARTA and Auckland Integrated Ticketing Ltd (AITL) have agreed to trial an employer free weekly passenger transport ticketing initiative. AITL will provide 500 Discovery Passes to the TravelWise Workplace programme per month between August and December to be issued to current non passenger transport users for travel during the last full week of the month that they are valid.

## 3.10. MARKETING AND CUSTOMER INFORMATION DEVELOPMENTS

### **New Developments – June 2008**

#### Airport bus services

The new timetable for the Airbus service was launched on 16 June with services between the city and airport leaving every 15 minutes. The new Manuaku 380 service to the Airport was also launched on 16 June. The new service was promoted through a mail drop, local press, the NZ Herald and through the MAXX and Airport websites.

#### MAXX website

Further enhancements to the website have taken place over the last month. Major improvements include:

- Addition of drop down menus
- Timetables through stop function reinstated
- Low graphics mode for customers on dial up
- Regional guides included in Journey Planner search results
- Help content for the timetables tab
- Travel updates reordered display order
- Snake route diagrams related to "timetable through stop" function added
- Flashing promo images

#### **CUSTOMER INFORMATION CHANNELS**

#### MAXX website statistics - June 2008

## **MAXX SMS service**

During June the SMS text service received a total of 22751 requests for public transport route and stop information from 3750 individual users.

## **MAXX Contact Centre – June 2008**

|                             | June 08   |
|-----------------------------|---|
| Total visits                | 184,901   |
|                             | 10% decrease on May 08*   |
| Unique visitors             | 89,787  |
|                             | 1% decrease on May 08*  |
| Most active hour of the day | 4pm to 5pm  |
| Most active day of the week | Tuesday   |
| Most popular pages          | <ol> <li>Journey planner – full enquiry</li> <li>Journey planner – map</li> <li>Current highlights (alerts)</li> <li>Journey planner - diagram</li> </ol>   |
| Most downloaded PDF files   | <ol> <li>Western line train timetable</li> <li>Northern Regional Guide</li> <li>Central/ Dominion Road timetable</li> <li>Southern line train timetable</li> <li>Eastern/ Remuera Road timetable</li> </ol> |

| Call Summary |          |           |              |           |          | Balanced Scorecard KPI |            |            |
|--------------|----------|-----------|--------------|-----------|----------|------------------------|------------|------------|
|              | Volumes  |           | Average Time |           | MAXX     | MAXX GOS               | QUALITY    |            |
| Offered      | Answered | Abandoned | Queued       | Servicing | Handling | Abandoned              |            | (Internal) |
| (num)        | (num)    | (num)     | (mm:ss)      | (mm:ss)   | (mm:ss)  | Target=5%              | Target=80% | Target=85% |
| 56198        | 55087    | 922       | 0:09         | 2:01      | 2:09     | 1.63%                  | 84.86%     | NA         |

Year to date call volumes have decreased almost 20% compared to the previous year. Grade of Service target was exceeded this month and is 1.5% improved on the previous year.

**MAXX GOS (Grade of Service)** the percentage of all calls hitting our phone system on (09) 3666400 and being answered within 20 seconds by a MAXX Customer Service Representative. Target is 80%.

## **Britomart Information Kiosk – June 2008**

| Britomart Summary |               |        |  |  |  |
|-------------------|---------------|--------|--|--|--|
| Visits Jun 08     | Visits Jun 07 | Change |  |  |  |
| (num)             | (num)         | (%)    |  |  |  |
| 8705              | 7497          | 16.11% |  |  |  |

Year to date, Britomart visits are down 2%, although with a 16% increase on June 2007.

#### 4 PROJECT DELIVERY

#### 4.1. ROLLING STOCK PROCUREMENT

## Renewals projects

#### SX refurbishment

Work is progressing to plan and the programme, the second carriage has been transported to Hutt for refurbishment.

#### ADL Air-conditioning Upgrade

The programme is on target and twenty six units have now been completed, with eight remaining to be completed by October 2008.

#### PID installation

Orders have been placed for the installation of external facing Passenger Information Displays (PIDs) on SA/SD trains 1 to 14 and internal PIDs on the ADK trains. This work will be complete over the next three months. Trainset 15, delivered in June is the first SA/SD Trainset to have external facing PIDs on the carriages and is delivered.

#### SA Trainset 15 - 17

The carriage refurbishment programme at Hillside is running to schedule. Trainsets 16 and 17 will be available for service in September and Trainset 15 is being put into service in July.

Locomotive activities at Hutt still remain ahead of schedule with locomotive 17 and will be ready prior to delivery of carriages.

#### SA Trainsets 18 - 23

Work is progressing on the remanufacturing activities of the SA/SD carriages. The first seven bodies have been delivered to Hillside. Toll advised the first 4 car set remains on target for delivery in June 2009.

#### 4.2. INFRASTRUCTURE DEVELOPMENT

## **DART: Joint ARTA / ONTRACK Projects**

Progress made on each joint ARTA-ONTRACK DART project is described below:

## **Newmarket Station Capacity Improvements (DART 1)**

The tender evaluation process is complete and ONTRACK is due to make the award shortly.

ONTRACK have agreed with ARTA to commence the critical path piling work. This work is progressing well with the piling for Remuera Road Bridge and the Southern Concourse now complete with the Northern Concourse piling due for completion by the mid July.

## Western Line Duplication Stage 3 Avondale to New Lynn (DART 4, 5 & 6)

ONTRACK have reactivated the Avondale DART 4 project and are concentrating on completing the design together with gaining ACC approval prior to Christmas to undertake the track lowering under Blockhouse Bay Road Bridge and around to St Judes street during the proposed three week block of line over the Christmas period.

The track lowering will require the installation of a temporary station constructed to the north of Blockhouse Bay Road. ARTA will work closely with ONTRACK to assist in determining the best location for the temporary station which is safe and practical from a commuter perspective. No track lowering is proposed at St Judes St level crossing as part of the ONTRACK works.

ARTA will re-active its design contract once sufficient 'below track' design work has been completed to allow design integration.

**New Lynn** – ONTRACK's Consortium, led by Fletcher Construction (FCC), have nearly completed finalising of the total outturn cost (TOC) for constructing the base case New Lynn Station. ARTA will be working with ONTRACK once this has been confirmed.

ARTA is continuing to work with WCC on the delivery of the New Lynn rail station. We have also commenced discussions with ONTRACK regarding the delivery of the 'above track' rail station design and construction and are looking at different types of funding models to establish the most suitable model for each organisation.

#### Western Line Duplication Stage 4 Henderson to Swanson (DART 8)

Minor station works including balustrading and lighting arrangements have been completed with station landscaping as the only major item still outstanding. Design plans for the landscaping are nearly complete with planting due to commence once the spring planting season is reached.

## **Distributed Stabling (DART 17)**

**Pukekohe** – Counties Power Work has completed installing the new power connection required for the stabling site and the full commissioning of the stabling site will be undertaken shortly, followed by official handover of the facility to Veolia.

**Papakura** – Completed. The operating commencement date is still to be determined by Veolia.

**Tamaki Drive** – The detailed design has been substantially completed with portions issued to ONTRACK for detailed design review and approval. A target date of the end of July has been set for the final agreement between all parties.

The additional geotechnical survey has been completed to allow the completion of the detailed design. The report detailing all the current design details and considerations for the train wash facility is nearly complete.

**Strand** – Discussions with ONTRACK are continuing with respect to the future development plans ONTRACK have for their land on the Strand side of the NIMT.

A detailed survey has been completed and is currently under review with ONTRACK.

**Ranui** – The peer review study of four possible sites for Western Line stabling facilities and the noise assessment study at Ranui as requested by the local community are nearly complete and are on programme for delivery in July. A further public consultation meeting is being planned to present the report findings.

## **Group 1 Stations Upgrade (IA Grant)**

Seven stations are now completed; the status of the remainder at the end of the month is as follows:

| Station     | Status  | Comments   |
|-------------|---|--|
| Baldwin Ave | Yet to commence.  | Station upgrade works are shown to be undertaken during the 2008/2009 financial year |
| Morningside | Yet to commence.  | Station upgrade works are shown to be undertaken during the 2008/2009 financial year |
| Middlemore  | Completion of works through additional funding from the ARC.  | Works are programmed for completion in July.   |
| Ellerslie   | ARTA is committed to upgrading Ellerslie station by mid 2008, with additional funding from the ARC. |  |

#### **Helensville Trial Service**

The Helensville Rail Trail Service was successfully introduced with all three station upgrades being delivered on time and within budget. A 'send off' ceremony was held on the morning of the 14 July to celebrate the reintroduction of passenger trains running from Helensville again.

#### 4.3. FERRY TERMINAL UPGRADES

#### **GENERAL**

#### **Beach Haven**

The detailed design is now complete, and ARTA has met with Land Transport NZ to discuss what information they require as part of the funding submission. The updated economic evaluation has also been completed and ARTA have commissioned an independent peer review of this work to be undertaken to satisfy Land Transport NZ requirements.

## **Downtown Upgrades and Renewals**

Pedestrian bridge linking Piers 1 and 2: Physical works are progressing well with all the bridge piles installed along with their pile caps. The installation of the decking units and handrails are underway and remains on programme to be completed by the end of July.

The canopy roof installation for the Pier 2 canopy has commenced but has been delayed by inclement weather conditions. This has delayed the completion date until July.

## **Half Moon Bay**

CAM Ltd has commenced the physical works on site with their establishment on site. They have removed the existing bus shelter and installed a temporary shelter close by but outside the construction site. They have also commenced with the strengthening of the existing Buckland Beach Yacht Club's boardwalk.

#### **Gulf Harbour**

Second stage: - The construction and installation of the canopy structure over the proposed ramp and pontoon has commenced with prefabrication taking place. The prefabricated elements will then be transported to the work site for installation, therefore minimising the amount of construction work and disruption required on site.

RDC have approved the resource consent application for attaching the proposed gangway ramp to the land and this work will commence shortly.

#### **Bayswater**

A final version of the Memorandum of Understanding (MoU) between ARTA and NSCC for the undertaking of detailed design and for the procurement and management of the construction works has been sent to NSCC for execution.

The scope and related tender documentation for the detailed design Request for Tender has been reviewed by NSCC and their comments are being incorporated into the documentation. ARTA is targeting late July for the release of this tender to the market.

#### 4.4. NETWORK DEVELOPMENT

#### **Rail Station Upgrades Concept Designs**

Completion of the concept design, jointly funded by ONTRACK and ARTA, for the new DART 2 station between Park Road and Khyber Pass Road has been delayed pending review of the station concept for property development opportunities over the station. This is expected to add 3 -4 weeks to the programme.

Consultants have been engaged by ARTA and Manukau City Council to produce initial concept design options for the Manukau City bus-rail interchanges. This work is scheduled for completion in August.

Feedback on the draft concept design/station upgrade report for Pukekohe Station has been received from Franklin District Council. Comments from Auckland City Council on the draft Mt Albert and Baldwin Ave station upgrade concept reports, which are being assessed by ARTA. A major issue still to be resolved, between ARTA and ONTRACK is the responsibility for funding below track elements (platforms and access) for non DART stations.

ONTRACK has provided feedback on ARTA's preferred sites for the Onehunga and Parnell Stations. A peer review of the Onehunga station Preliminary Concept design report is being commissioned.

## **Ferry Terminal Developments**

Preliminary planning for public consultation meetings on the Half Moon Bay Ferry Terminal upgrade options is underway with Manukau City Council. These are expected to be held in August.

## **Rugby World Cup 2011**

Consultants have commenced work to validate the scope, costs and programme for the planned infrastructure enhancements needed at Kingsland for the 2011 Rugby World Cup, This work is planned to be completed by the end of August.

## **Newmarket Bus Rail Interchange**

The draft concept report is on target to be completed by the end of July.

## **Rail Real Time Passenger Information System**

The discovery phase of functional and technical requirements for the proposed extension of rail real time passenger information is underway. It is scheduled for completion by the end of July and it is planned that a tender for the design and supply of a rail real time information prototype will be called in September 2008.

## 4.5. REAL TIME PASSENGER INFORMATION SYSTEM (BUSES PHASES 0, 3&4)

The tender evaluation for the installation of Type 1 signs has been completed and HTS Group Ltd be awarded the contract. The contract is for the installation of 151 signs programmed for completion March 2009

A preferred supplier has been identified to supply two prototype "type 2" units based on the functional specification. The prototype trial is scheduled to commence in September.

#### 4.6. ELECTRIFICATION PROJECT

During this reporting period:

Further work to finalize the project scope is progressing. The EOI is being finalized incorporating ARTA Board, the ARC and Probity Auditors input. The Commercial Principle Guide is being prepared as part of the RFP preparations. The Rolling Stock technical specifications are awaiting the passenger services operator's input.

## 4.7. ASSET MANAGEMENT

#### **Puhinui Footbridge**

While undertaking some minor maintenance works on the Puhinui Footbridge recently, during an inspection following the removal of the handrail posts, ARTA's structural engineers discovered some significant rot in some of the bridge beams that had been exposed on the Western side of the footbridge. This rot was previously undetectable from visual condition assessments that had been undertaken.

The advice received from ARTA's engineers recommended immediate closure of the western accessway to the public for safety reasons, and for it to remain closed until repairs to make the structure safe could be completed. The closure of the bridge was effective immediately.

ONTRACK were advised and took responsibility for undertaking the necessary structural repair work. The work has been completed by ONTRACK and ARTA are currently waiting on ONTRACK's certification that the bridge is safe and fit for use before ARTA reopen the western accessway of the footbridge.

## **Downtown Ferry Terminal**

ARTA is working collaboratively with Fullers to ensure procedures are in place to meet the health and safety requirements that have been proposed by the department of labour. This specifically involves implementing measures that separate passenger movements from service vehicles.

#### 5 CE UNIT

#### 5.1. MEDIA AND COMMUNICATIONS

#### Media Releases

#### 03 Jun Additional trains take Warriors fans to Mt Smart

On Friday 6 June, Aucklanders can catch the MAXX train to Mt Smart Stadium for the Vodafone Warriors versus South Sydney Rabbitohs game, which kicks off at 8.00pm.

## 04 Jun Free bus or train ride for NZ Maori versus Tonga ticket holders

On Saturday 7 June, Aucklanders heading to the NZ Maori versus Tonga game at North Harbour Stadium can ride selected buses and trains for free if they pre-purchase their match ticket for the game, which kicks off at 4.35pm.

## 04 Jun Get ready for MAXX-imum SmackDown

On Wednesday 11 June, Aucklanders who want to see the Superstars of WWE SmackDown/ECW Live in action can catch a MAXX bus, train or ferry to Vector Arena, which is approximately 10 minutes' walk from Britomart Transport Centre and the Downtown Ferry Terminal.

## 05 Jun Saturday bus replacements on the Western Line to remain in place until mid-July

The Auckland Regional Transport Authority (ARTA) advises that Saturday bus replacements between Henderson and Waitakere on the Western Line will remain in place up to and including Saturday 12 July.

## 09 Jun Show us your All Blacks v England ticket and ride the bus or train for free

Aucklanders heading to Eden Park on Saturday 14 June 2008 to see the All Blacks take on England can ride selected bus or train services to the game for free if they show their pre-purchased match ticket or Eden Park membership card\*.

#### 11 Jun ARTA increases popular West Harbour ferry services

From Monday 16 June, West Harbour ferry users will enjoy six additional return sailings per day.

### 11 Jun ARTA delivers more buses, more often to Auckland Airport

Public transport to and from the airport is receiving a huge boost this month with the launch of a brand new bus service between Manukau's city centre and the airport, and with more frequent and direct services between the Auckland CBD and the airport.

## 15 Jun Extra trains to Mt Smart for Warriors versus Sea Eagles game

On Sunday 22 June, rugby league fans can avoid parking hassles and take the MAXX train to Mt Smart Stadium to watch the Vodafone Warriors take on the Manly-Warringah Sea Eagles, kicking off at 2.00pm.

## 19 Jun Speed management, drink drive enforcement and pedestrian and intersection safety focus on Regional Road Safety Plan

The Auckland Regional Transport Authority (ARTA) and RoadSafe Auckland released the Draft Auckland Regional Road Safety Plan 2008-2012 for consultation this week

## 19 Jun ARTA concerned regional arterial roading funding lagging

The Auckland Regional Transport Authority (ARTA) released its Draft Auckland Regional Arterial Road Plan for consultation this week.

## 19 Jun Aucklanders invited to find out more about Newmarket rail station development

Aucklanders interested in finding out more about the rail redevelopment underway in Newmarket can come along to information days to be held tomorrow and Saturday at the Parnell Community Centre.

## 20 Jun More train services, more trains for Aucklanders

The Auckland Regional Transport Authority (ARTA) and its train operator Veolia Transport today announced that new passenger rail timetables will be in place from Sunday 13 July 2008, giving commuters more frequent services. An additional SA train set will also be added to the network.

## 24 Jun Celebrate a decade of dance – ride MAXX to Deep, Hard N Funky

Aucklanders heading to Vector Arena on Saturday 28 June for Deep Hard N Funky – New Zealand's biggest party night – can leave the car at home and catch a MAXX bus, train or ferry to Vector Arena, which is approximately 10 minutes' walk from Britomart Transport Centre and the Downtown Ferry Terminal.