

MONTHLY BUSINESS REPORT

November 2009

CONTRIBUTION LIST

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SUMMARY

Patronage

- Total Public Transport patronage for the month of November 2009 was 1.0% higher than last year, an increase of 28,683 boardings with bus patronage continuing to be impacted by NZ Bus stop work.
- Total patronage for the 5 months to 30 November is a decrease on last year, with increases in rail by 7.6% and ferry by 6.0% and a decrease in bus by 1.6%.
- Rail patronage for November increased by 15.4%, ferry by 0.1% but bus decreased by 1.2%.compared to November last year.
- The Northern Express patronage for the month of November increased by 24.7% on last year.
- Rail patronage for the month of November was over 700,000 passengers for the fifth month in a row.

PT Services

- Rail service punctuality declined in November to 82.3% of services on time from 82.4% in October and 88.3% in November last year. Major incidents were signal and points failures and mechanical faults.
- Rail passenger delay minutes reduced by 7.1% on the October result, due to a decrease in operational issues and train faults but were impacted by track protection measures resulting from the high amount of work being undertaken near the track during the month.

Rolling Stock

• SA trainsets 18–23 – Trainsets 21 and 22 are now having their bogies fitted.

Infrastructure

- Newmarket Station Construction is on schedule to be complete by January 2010.
- Avondale Station Construction of the platforms continues with station construction due to be completed by June 2010.
- New Lynn Rail and Bus Interchange Construction is ahead of schedule with completion anticipated by September 2010.
- Rail Distributed Stabling A brief has been prepared for the development of the stabling facilities at the Tamaki site during 2010 while the detailed design for the Western line stabling site is progressing with physical works expected to begin late December 2009.
- Grafton Station Construction has commenced with completion targeted for March 2010.
- Onehunga Line Stations Te Papapa and Penrose Station platform construction is progressing well.
- Kingsland Station Enabling works on the pedestrian rail underpass progressed well in November thereby reducing the overall level of work required during the Christmas closure.
- Manukau Station ONTRACK have started the piling of the station walls which is due to be completed by March 2010 with excavation of the station trench to commence thereafter.
- Half Moon Bay Vehicular Terminal Construction of additional mooring piles is now complete.
- Birkenhead Ferry Terminal Construction will commence in December with estimated project completion in April 2010.

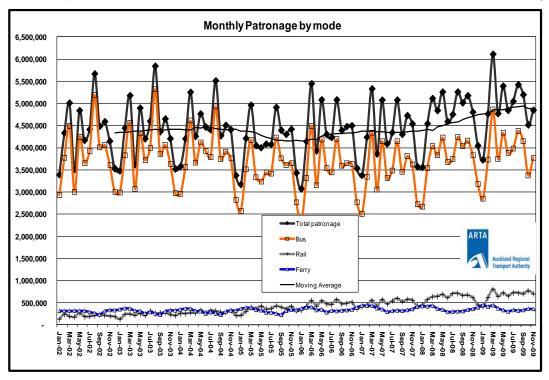
Strategy and Planning

- The draft Regional Public Transport Plan (RPTP) has been released for public consultation with submissions to close on 24 December and hearings planned for February 2010.
- The CBD Rail Loop investigation project has entered the final stages of option identification and evaluation.

1 CUSTOMER SERVICES

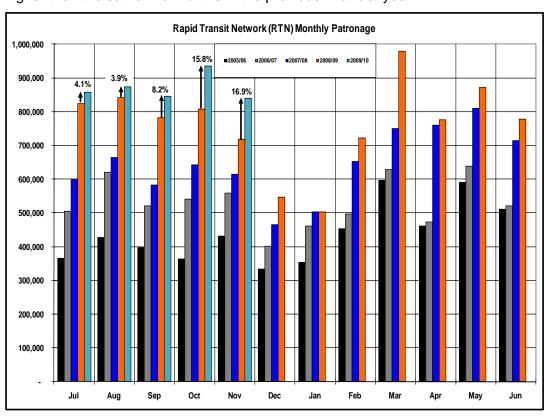
1.1. PASSENGER TRANSPORT PATRONAGE - NETWORK WIDE

The total combined bus, ferry, and rail patronage for the month of November is 1.0% higher (28,683 boardings) than November 2008 at 4,845,708 boardings. The total patronage for the financial year to date for the five months to November 2009 is 25,018,260 boardings.

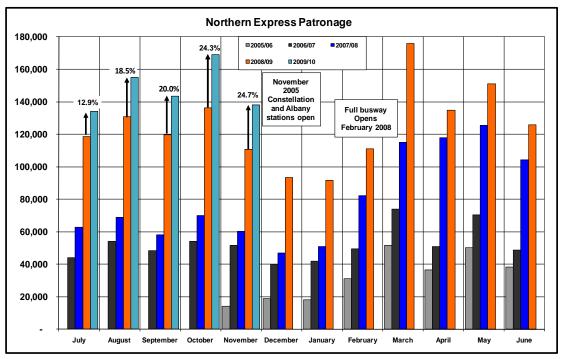


Rapid Transit Network (Rail and Northern Express):

The total RTN patronage for November is 16.9% (121,214 boardings) higher than November 2008. For the financial year to date (five months) RTN patronage is 9.6% (379,817 boardings) higher than the same five months in the previous financial year.



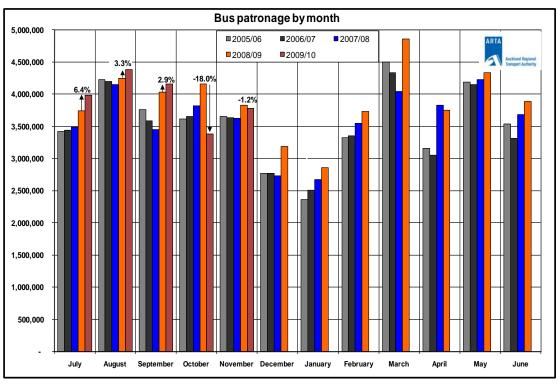
The Northern Express patronage grew by 24.7% or 27,334 boardings for November 2009 compared to November 2008. There have been over 1.6 million passengers recorded using the Northern Express over the last twelve months, an increase of 29.0% on the same period last year.



Bus Patronage

Bus patronage is 1.2% (45,786 boardings) lower than last November. For the financial year to date (five months) bus patronage is 1.6% lower than the same five months in the previous financial year. There have been 46.27 million passengers recorded using bus services over the last 12 months, an increase of 3.47% on the same period last year.

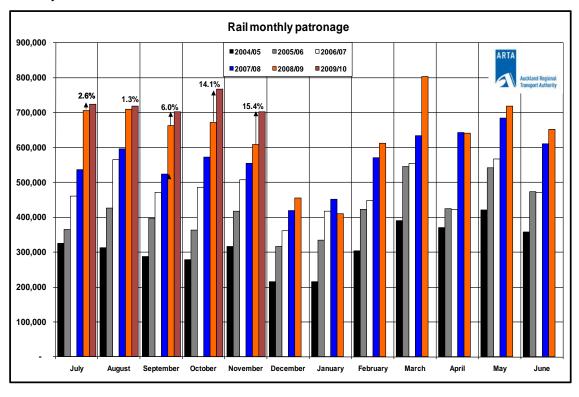
The decline in patronage is most likely due to the possibility of further disruption to NZ Bus services prior to the agreement between the company and drivers, as well as the two stop work meetings held during November.



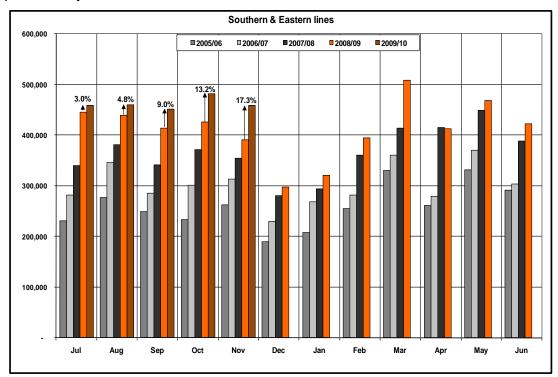
Rail Patronage

The two major special events during November together with an additional business day compared to the same month last year resulted in the number of passengers recorded using trains in Auckland exceeding 700,000 for the fifth month in a row. This was achieved during a month that saw several weekend line closures for engineering work and some significant incidents that caused service disruptions. In November 2009 there were 702,000 passengers recorded as travelling on rail services, an increase of 15.4% on the same month last year. For the year-to-date there have been 3.614 million passengers recorded on rail, an increase of 7.6% on the same period last year.

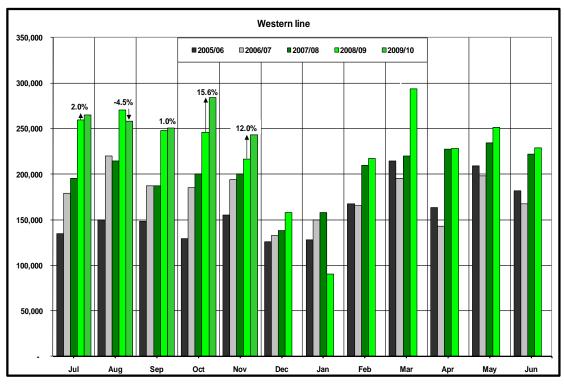
The two major special events, which were the Pearl Jam concert at Mt Smart Stadium on Friday 27 November and the annual Farmers Santa Parade on Sunday 29 November, combined accounted for around 29,000 passenger journeys. Transporting passengers to the Pearl Jam concert presented a particular challenge as the start of the event coincided with a normal evening peak period. As a result the train services between Britomart and Penrose were particularly crowded to the extent that passengers waiting at some intermediate stations, such as Newmarket and Ellerslie, could not be accommodated on the train of their choice and were required to wait for a following service. Additional services were provided before and after the event with an extra 10 services supplied between Britomart and Penrose between 4pm and 8pm, double the normal number in this time period. There were 44 additional trains operated on Sunday 29 November for the Santa Parade.



In November 459,000 passengers were recorded as travelling on southern and eastern line services which is an increase of 17.3% on the same month last year. For the year-to-date 2.312 million passengers have travelled on southern and eastern line trains, 9.3% more than the same period last year.

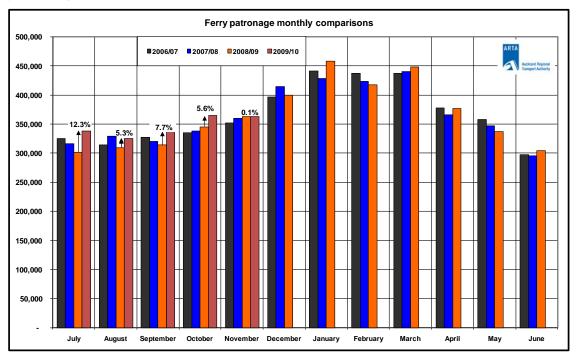


The three weekends of track closures during November meant that the western line recorded a slightly lower level of growth compared to the southern and eastern lines during the month. For November 243,000 passengers were recorded travelling on western line services, which is an increase of 12.0% on the same month last year. For the year-to-date 1.302 million passengers have used western line services which is 4.8% more than the same period last year.



Ferry Patronage

Ferry patronage for November is 0.1% higher (192 boardings) than last November, for the financial year to date (5 months), patronage is 6.0% higher than the same five months in the previous year.



PT Service Punctuality and Reliability

Rail Service

There was a general underlying decline in network conditions during November caused, in part, by work on the network in preparation for major infrastructure upgrade work to be carried out over the Christmas/New Year period. As a result punctuality, as measured by the number of services that were not cancelled which arrived at their destination within five minutes of schedule, was marginally below the result for October and significantly below the result for the same month last year. The overall on-time performance for the month was 82.3% compared to 82.4% last month and 88.3% for November last year. The western line once again recorded more delays than the southern and eastern lines with 79.6% of services operating on-time compared to 81.9% last month and 88.0% for November last year. On the southern and eastern lines 83.7% of services ran on-time, a slight improvement on last month (82.6%) but below the performance for November last year (88.4%).

The following major incidents contributed to the level of delays recorded during November:

- Signal, points and track failures Two major points failures and a signal failure affected service delivery during the month. Early on the morning of 5 November a points failure occurred at Newmarket that had a major impact on morning peak services on the southern and western lines. Services disruptions continued until mid-morning when the fault was rectified. On the morning of 13 November a points failure at Britomart caused delays and cancellations on all lines during the morning peak. A signal failure that occurred between New Lynn and Avondale during the evening peak of 16 November resulted in delays and cancellations to western line services.
- Train faults There were four major train failures that affected service delivery in November. During the morning peak of 6 November a train was disabled shortly after departure from Papakura which resulted in delays and cancellations to southern and eastern line services. A fault that developed with a train at Westfield yard prior to being positioned to take up the running of evening peak services on 17 November led to delays to evening peak services on the southern and eastern lines. At about 6.40am on 23 November, an incident at Boston Road station led to a temporary suspension of services on the western line during the

morning peak. Investigations indicate that the diesel alternator (DA) under one of the carriages leaked oil onto a hot manifold. The resultant smoke gave the appearance of a fire and the train was evacuated. The fire service was called to attend and left about an hour later. The train was returned to Westfield where the DA was replaced and the train returned to service the following day. Alternative transport was arranged where possible for the passengers affected on this and subsequent train services until 8.30am when services were restored to normal. During the evening on the same day, a fault that disabled a train at Newmarket West station led to delays and service cancellations on the western line.

Other – Services were temporarily suspended on the western line during the evening peak
of 25 November while the fire service attended to a track-side fire at Glen Eden. The
following day a truck damaged the barrier arm of the level crossing at Sarawia Street
(Newmarket) and, as a precautionary measure, trains were slowed through the area until
repairs were completed. This led to delays to evening peak services on the southern and
western lines.

Speed restrictions and track protection measures continued to impact on service performance during November. Restrictions were in place at various locations where preparatory work was being performed in readiness for the major upgrades planned over the Christmas/New Year period.

100% 95% 90% 85% Proportion On Time 70% 65% On-time 2008 60% On-time 2009 55% 50% Jan Feb Apr May Jul Oct Nov Dec Mar Jun Aug Sep Month

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

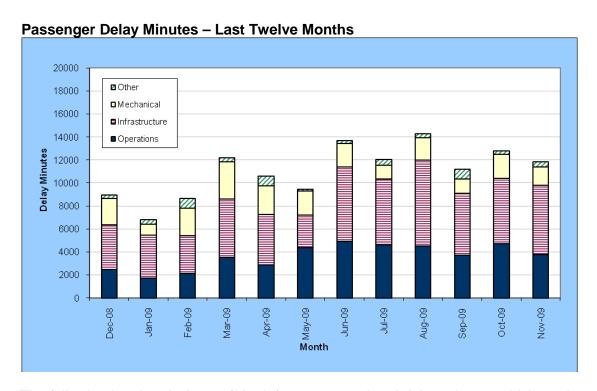
In November 98.5% of scheduled rail services reached their scheduled destination and were not cancelled, which is a slight improvement on the 98.2% performance for October. For the same month last year overall reliability was 98.1%. Nearly 60% of the service cancellations were caused by train faults and these mostly impacted on western line services. 97.6% of western line services reached their scheduled destination and were not cancelled, an improvement on last month (96.5%), while 99.0% of southern and eastern services reached their scheduled destination (99.1% last month).

Bus replacements were in effect during the month as follows:

- On the weekends of 7/8, 14/15 and 21/22 November buses replaced trains on the western line to allow work to progress on various upgrade sites including the Newmarket area, Mt Eden/Kingsland and between Avondale and New Lynn;
- On the weekend of 21/22 November buses also replaced trains on the southern line between Otahuhu and Britomart to progress construction work at Newmarket.

Passenger Delay Minutes

Passenger delay minutes fell by 7.1% compared to October. In November total train delay minutes were 11,849. There was an increase in the level of delays caused by track protection measures compared to last month which was the main contributor to the 6% increase in delay minutes attributable to infrastructure issues. There was a decrease in delay minutes caused by train faults and operational issues while several mostly minor track-side fires were the main contributor to an increase in other delay minutes compared to the previous month.



The following is a break-down of the infrastructure-related delay minutes which made up 50.5% of total delay minutes recorded in November:

	Delay Minutes	Proportion
Network Control	754	12.5%
Signal/points failure	1,373	22.8%
Speed restrictions	2,709	45.0%
Track protection measures*	1,179	19.6%
Total	6.015	

^{*}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.

1.2. MAJOR INFRASTRUCTURE WORKS

Victoria Park Tunnel

Construction on Victoria Park Tunnel began in November 2009 and is expected to be completed in April 2012.

The project encompasses a three lane 40 metre tunnel for northbound traffic and converting the current viaduct to provide four lanes southbound and increasing the capacity of St Marys Bay to five lanes in each direction plus a southbound shoulder lane and provision for northbound bus priority.

The southbound shoulder bus lane between the Harbour Bridge and Beaumont St closed in November 2010 to enable construction and remains closed for several months. Impacts to travel time of North Shore inbound services is being monitored.

1.3. SPECIAL EVENT PASSENGER TRANSPORT SERVICES

Mt Smart Stadium Pearl Jam 27 November 2009

A total of 11,716 passenger trips were taken on public transport services to the Pearl Jam concert.

Farmers Christmas Parade 29 November 2009

No major issues for public transport. Buses cleared with an hour of finishing.

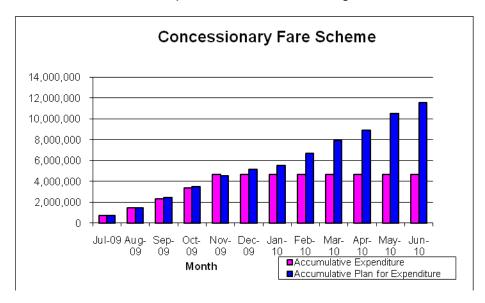
1.4. REGISTERED SERVICE NOTIFICATIONS RECEIVED BY ARTA UNDER THE PUBLIC TRANSPORT MANAGEMENT ACT 2008

Under the Public Transport Management Act 2008, the following applications for registered services have been approved during November 2009:

- Transportation Auckland Corporation Ltd: Notification to add Route 255 and to add 62 trips on Route 255 and to vary 8 trips on Route 258. Approved 06-Nov-09.
- Transportation Auckland Corporation Ltd.: Notification to vary Route 135 operating between Downtown to Swanson to advance trips by 5 minutes to improve reliability at Henderson and New Lynn intermediate times. Approved 13-Nov-09.
- Transportation Auckland Corporation Ltd.: Notification to register special event services for the Christmas in the Park Event on 12 December 2009 with a rain date of 13 December 2009. Approved 13-Nov-09.
- Waiheke Shipping Ltd.: Notification to vary the standard timetable to withdraw all services on Christmas Day 2009 only. Approved 18-Nov-09.
- Fullers Group Ltd.: Notification to register a commercial ferry service between Half Moon Bay and Downtown Ferry Terminal on weekends and public holidays only. Operational from 26 December 2009 to 26 April 2010. Approved 30-Oct-09.

1.5. PUBLIC TRANSPORT CONCESSIONARY FARE SCHEME (CFS)

Expenditure for concessionary fare reimbursements is over budget for the five months ended November 2009. The expenditure is \$4,693,000 against a reforecast budget of \$4,576,000.



Expenditure for the SuperGold card is not included within this graph as it is funded 100% (for non-peak travel) by NZTA. The expenditure for SuperGold for the five months ended November 2009 is \$2,763,000.

1.6. AUCKLAND TOTAL MOBILITY SCHEME

171 new Total Mobility applications were processed in November 2009 compared with 196 in August, 200 in September and 150 in October.

Expenditure for Total Mobility reimbursements is under budget for the five months ended November 2009. The expenditure is \$1,434,000 against a reforecast budget of \$1,567,000.



1.7. TRAVEL PLANNING

School Travel Planning

The following schools launched their travel plans during November:

- Snells Beach School
- Churchill Park School
- Glendowie School
- Stanhope School

The gathering of quantitative data for this year's evaluation of the programme is nearing completion. Results to date indicate that the programme is delivering well above target and results show an improvement on last year's results.

Walking School Buses

New walking school buses are joining the programme at a consistent rate; projected target for the end of the financial year is a minimum of 50 new walking school buses joining the programme.

A qualitative research project is being undertaken by Auckland University on ARTA's behalf to determine whether WSB children continue to use more sustainable form of transport as they progress through the school system in adulthood. The results of this study will form part of the annual evaluation of the programme.

Workplace Travel Planning

The roll out of the new RidePro car pool software is progressing; the following workplaces will start using the software in December:

- Rodney District Council
- Auckland Airport
- Botany Town Centre.

2 PROJECT DELIVERY

2.1. ROLLING STOCK PROCUREMENT

Renewals Projects

Interim Rolling Stock SA Trainsets 18-23

The second batch of twenty bogies were delivered to the KiwiRail Dunedin workshops during October and are currently being fitted to Trainsets 21 and 22.

2.2. INFRASTRUCTURE DEVELOPMENT

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

Newmarket Station Remodelling (DART 1)

The station building work is now substantially complete. There are a number of minor finishing off items, late variations and commissioning of systems to be undertaken and managed with the target to have these substantially complete by the end of December 2009. Training of station staff will be undertaken in December. There will be a station open day on 12 December 2009 with a formal station opening on 14 January 2010. The first train will stop at the station on 18 January 2010.

Grafton Station (formerly known as Park Rd) (DART 2)

Work is still progressing to programme although there is little visible progress as many units are precast away from the site. The precast foundations for the columns to the concourse have been installed and column construction has commenced. Platform construction will commence shortly. An additional retaining wall will be constructed adjacent to Outhwaite Lane to overcome the presence of a shallow Watercare pipe.

Western Line Duplication Stage 3 – Avondale (DART 4)

Construction of below track works is progressing well by ONTRACK. Fibre Optic cable work is planned during the Christmas Block of Line. Platform construction is well on target for completion early June 2010.

Western Line Duplication Stage 3 - New Lynn (DART 6)

Construction of the station is progressing well to programme. The temporary station platform planning is progressing with a full operational safety review of the temporary station to be undertaken in December 2009. Enabling works are still approx two weeks ahead of schedule with trains planned to move down into the trench in March 2010 and completion of the station end of September 2010.

Distributed Stabling (DART 17)

• Tamaki Drive

Following discussions with ARTA, ONTRACK and KiwiRail a brief for approval by the parties is being prepared for development of distributed stabling facilities incorporating multiple locations across the Strand and Tamaki sites. These stabling sites are expected to be progressively available for operational use during 2010.

Western Line Site Henderson (formally Railside Avenue)

The professional services contract for the detail design and construction management of Henderson has been issued. Delivery is tracking to meet the target completion date for stage one in March 2010. Physical works is expected to begin late December 2009.

2.3. FERRY TERMINAL UPGRADES

Birkenhead

The contract for the upgrade works has been awarded to HEB Structures. Construction will begin early December 2009 with estimated project completion in April 2010.

2.4. **NETWORK DEVELOPMENT**

Onehunga Branch Line Rehabilitation (DART 19)

Construction of station platforms at Te Papapa and Penrose are continuing to progress well. Design of access and Park & Ride facilities at the ITM site is progressing.

Manukau Rail Link (DART 9)

ONTRACK's contractors have brought in more equipment to speed up piling work on the station walls which is currently due to finish in the first quarter of 2010. Excavation of the station trench is due to commence in the second quarter 2010.

ARTA is working with Manukau City Council (MCC) and ONTRACK to complete detailed design for the below ground portion of the station and access enhancements during December and January while Manukau Institute of Technology (MIT) is progressing with procurement for an architect to integrate the above ground interchange elements with MIT campus concepts.

Ferry Terminal Developments

Half Moon Bay

Mooring Piles – All piling works are now complete. Mooring piles should be ready for full operational use once curing time of 7/10 days (from 26 November 2009) has passed.

Hobsonville

A draft development agreement has been drawn up to be shared with Hobsonville Land Company (HLC) at next meeting planned for 4 December 2009. HLC confirmed earliest date for completion of the new ferry facility is June 2011.

Rugby World Cup 2011 - Kingsland Station

Enabling works for the underpass construction progressed well during the three November rail closures. A significant amount of piling works were completed, thereby reducing the overall level of activity expected during the Christmas closure. A public open day was held in November advising local stakeholders on progress to date and future plans, in particular during the Christmas closure.

2.5. REAL TIME PASSENGER INFORMATION SYSTEMS (RTPIS)

Type 1 - VPIDs for Bus Services, Phases 0, 3 & 4:

The feedback received from stake holders and customers concerning the RTPIS regional expansion program, has been extremely positive and resulted in requests for many additional VPIDs. By the end of 2009, the expansion program will have provided real time passenger information at 173 additional bus stops located throughout the Region.

During November installations were completed on the 2 sites located at Westgate Shopping Centre, Massey. Work also commenced on 3 sites requested by North Shore City Council located in Glenfield Shopping Centre (2), and at Devonport Wharf (1).

Type 2 - Solar Powered VPIDs for Bus Services, Phases 0, 3 & 4:

The procurement of Type-2 solar powered signs for installation at selected bus stops throughout the region has been deferred until the multi-modal passenger information system (MMPIS) is selected. This will avoid the need to purchase new equipment that is compatible with the existing RAPID operating system and the cost and associated disruption of reconfiguring the equipment to operate with the new MMPIS operating system.

Rail Services RTPIS:

Newmarket Rail Station; The LED passenger information signs for installation at the following locations in the station are presently being bench tested at the supplier's workshop prior to installation:

- Main concourse, above the ticket office
- Main concourse, above the escalators that access the platforms
- Each platform (1, 2, 3 & 4)

They are designed to be operated by controllers located at both Newmarket or Britomart and are programmed to display details of next train arrivals and free text messaging for use during service disruptions and/or changes.

Central Connector Corridor (CC) Project RTPI component:

The CC went fully operational on 30 November 2009. ARTA has worked closely with Auckland City Council, their consultants BECA and contractors Fulton Hogan to co-ordinate and complete the installation of RTPI signs at the redesigned bus stops on the CC for this opening.

2.6. **ASSET MANAGEMENT**

Downtown Ferry Terminals Structural renewals (Piers 1 & 2)

Pier 2 works will be completed by Christmas, with the exception of the area located beneath the contractor's site area. This will result in the hydro-demolition unit currently located on Pier 2 being moved to Pier 1, which will significantly reduce the impact of noise on the businesses and restaurants located nearer to Pier 2.

3 STRATEGY AND PLANNING

3.1. STRATEGIC TRANSPORT PLANNING

The CBD Rail loop investigation and preparation of Notice of Requirement documentation has entered the final stages of option identification and evaluation. Stakeholder meetings and workshops have been undertaken to ensure buy in to the process for the Memorandum of Understanding partners and the Ministry of Transport. Introductory presentations to the ARC and ACC Transport Committees have been undertaken to ensure key stakeholders are kept informed.

Submissions are being received on the draft Regional Public Transport Plan. Submissions will close on 24 December and hearings will be held in mid-February.

3.2. PLANNING AND PROGRAMMING

2009/2012 Auckland Regional Land Transport Programme (RLTP)

During the November monthly review, 18 funding applications totalling \$10,073,276 were submitted to ARTA for consideration.

ARTA recommended all the applications for approval to NZTA. Of these, 14 applications worth \$8,587,624 were approved for funding and 1 application worth \$60,000 has been declined by NZTA while the remaining 3 applications worth \$1,425,652 were deferred pending approval.

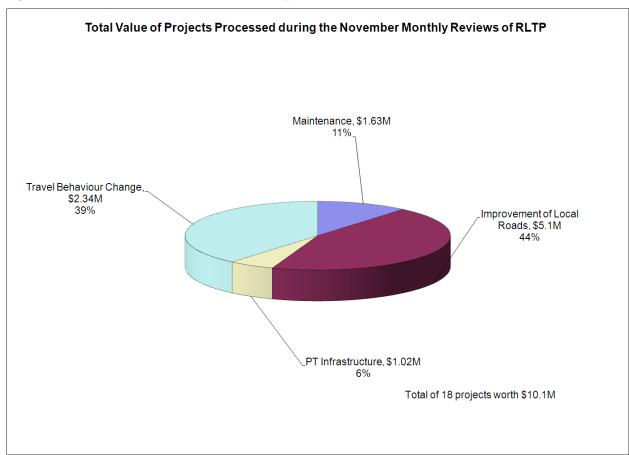


Figure 1 shows the breakdown of scheme type.

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

Figure 1. November LTP Review, ARTA processed.

Table 1 – November Recommended Schemes to NZ Transport Agency

	Project name	Description	Activity Class	Phase	Cost	Comments (ARTA)	Outcome (NZ Transport Agency
ovem	nber 2009						
RC	Transport Modelling for Strategic Planning	Transport modelling to support strategic planning and the development of the Auckland Regional Land Transport Strategy.	Travel Behaviour Change	Study	\$310,000	Recommended	Pending approval by the Gener Manager Regional Planning and Programming
DC	Franklin District Transport Strategy	Development of a District wide transport strategy .	Travel Behaviour Change	Study	\$100,000	Recommended	Pending approval by the Gener Manager Regional Planning and Programming
ICC	Manukau Interchange	The costs associated with the development of the new Manukau Interchange.	PT Infrastructure	Design	\$1,015,652	Recommended	Pending approval by the Gener Manager Regional Planning and Programming
	Manukau City School Travel	MCC School Travel Plan encourages travel behaviour in a way that will reduce	Travel Behaviour	-			
icc	Planning Project 2009 - 2012 Manukau City Workplace	congestion in major urban areas. MCC Workplace Travel Plan encourages	Change	Implementation	\$119,547	Recommended	Approved.
ICC	Travel Planning Project 2009/2012	travel behaviour in a way that will reduce congestion in major urban areas.	Travel Behaviour Change	Implementation	\$175,000	Recommended	Approved.
исс	MCC Accessibility & Active Travel	To implement a network of improved cycle facilities.	Travel Behaviour Change	Implementation	\$150,000	Recommended	Approved.
ICC	Kawakawa Bay Landslip repairs	Cost covers additional ground anchors required to stabilise the hill.	Maintenance	Construction	\$1,536,677	Recommended	Approved.
ıcc	Road Reconstruction 09/10	Reconstruction of the Ascot road, Hill Road, Kolmar road, Claude Rd, Melons Bay Rd, and Massey Rd	Improvement & Replacement of Local Roads	Construction		Recommended	Approved.
ICC	Study - Papatoetoe Rail Crossing	Feasibility study to gain understanding of the existing congestion and related traffic delays on the St George Street Bridge in Old Papatoetoe.	Improvement & Replacement of Local Roads	Study	\$60,000	Recommended	Declined as project falls below fundable threshold.
iscc	2009/12 Community Programme - North Shore	The delivery of community programmes which address road safety deficiencies.	Travel Behaviour Change	Implementation		Recommended	Approved.
	2009/12 School Travel Planning - North Shore City	NSCC School Travel Plan encourages travel behaviour in a way that will reduce congestion in major urban areas.	Travel Behaviour Change	Implementation		Recommended	Approved.
DC	Pavement reconstruction 2009/2010-C	Reconstruction of Settlement Road Papakura from Railway line to Hunua Rd.	Improvement & Replacement of Local Roads	Implementation		Recommended	Approved.
DC	Crash Reduction Study 2009 - 2012	Studies aimed at identifying black spots & hazardous locations on RDC roads & propose mitigation measures.	Improvement & Replacement of Local Roads	Study	\$150,000	Recommended	Approved.
DC	09 Waitakere No 4 bridge	Cost covers replacement of Waitakere no 4 bridge in Rodney	Improvement & Replacement of Local Roads	Implementation	\$880,000	Recommended	Approved.
DC.	Activity Mgt Plan - Ongoing	Implementation (Drafting, adopting and continuous updating of the Transport Activity Management Plan)	Improvement & Replacement of Local Roads	Study	¢125.000	Recommended	Approved.
	Asset Condition Analysis and Renewals Planning	The project will improve the decision making ability of Council with respect to optimal intervention aimed at improving land transport assets.	Improvement & Replacement of Local Roads	Study		Recommended	Approved.
	60 Huia Rd Slip repairs	Construction of new timber retaining wall.	Maintenance	Construction	·	Recommended	Approved.
		Implementation of safety improvement works identified from the crash reduction	Improvement & Replacement of				
VCC	Candia Road CRS Project Total New Schemes	study along Candia Road.	Local Roads	Construction	\$762,300	Recommended	Approved.

2009/2012 REGIONAL LAND TRANSPORT PROGRAMME

The low level of funding allocations continue to be a concern for a number of the Councils. The funding team continues to work with NZTA regional office to manage cash flows within the allocations provided in the NLTP. In some cases, funds are being advanced from future years to cover 2009/10 funding. While this flexibility is an advantage of the three year funding programme, there is a risk that some projects will be deferred outside of the current programme as funding will have been expended.

WALKING AND CYCLING COORDINATION

The updating of the Regional Cycling Network map is nearing completion.

The Regional Cycle monitoring group is awaiting an 'Offer of Service' from the provider of continuous cycling equipment before a contract is drawn up to install this equipment at 8 sites across the region before Bike Wise month in February 2010. Preparation for the Regional Manual Cycle Monitoring Programme for March 2010 is underway. Preparations are being finalised for the trial Bike Wise to Work Challenge being launched on the 7 December in the Auckland region.

NZTA is consulting on the draft Omnibus Rule 2009 which includes a proposal to allow the fitting of a bike rack to a bus. The proposed rule will allow buses not exceeding 13.5m to be fitted with bike racks. The bicycle rack will not be included in determining the overall length or forward distance of the bus. It is anticipated that if the rule change is agreed, it will come into effect on 1 April 2010. The Christchurch trial of larger buses is underway and by the end of the month 75 buses i.e. 30% of Christchurch's bus fleet, will be fitted with bike racks. NZTA have indicated that they will be reporting on safety aspects of the trial early in 2010.

The construction of two major walking and cycling projects are underway in the region. Firstly, construction has begun on the Kingsland section of the North Western Cycleway. Completing one of the last missing sections of the SH16 North Western Cycleway will provide a mainly off-road 12km ride between central and west Auckland. The cost of the project is around \$3m. NSCC is extending the off-road shared path that starts at the Westlake schools zone from Forrest Hill to Constellation Drive. The completed shared path will be 4.7km in length

REGIONAL ROAD SAFETY COORDINATION

30 November saw the successful launch of the "Share the Road" advertising campaign. The launch featured Nikki Kaye MP and Christine Rose of the ARC with representatives from Cycle Action Auckland and the Chief Executive of the Automobile Association giving a joint message of the importance of sharing road space amongst modes safely. The advertising campaign will be supported via bus-backs, motorway billboards and web-banners.

Regional Road Deaths at 30 November 2009 compared with 30 November 2008.

	RDC	NSCC	WCC	ACC	MCC	PDC	FDC	Region
Nov 09	16	5	15	9	14	1	11	71
Nov 08	7	4	3	8	20	1	8	51

The annual regional road toll to 30 November 2009 was 71, twenty more deaths than at the same time in 2008. The number of fatalities for the month of November 2009 (5) was one less than that for November 2008 (6).

4 MARKETING AND COMMUNICATIONS

4.1. MARKETING AND CUSTOMER INFORMATION CHANNELS

New Developments - November 2009

Service Performance Reviews and Consultations

November performance reviews

Following customer consultation, selected services on routes 506, 530, 13F, 36F, 98F, 200 and 006 were withdrawn from 29 November. These changes were communicated to customers via flyers on affected routes.

Service Changes

Central Connector

Ellerslie/Panmure Highway bus services started travelling via Grafton Bridge Central Connector from 29 November. This change was communicated to customers via onboard posters, information on the MAXX website and MAXX Ambassadors handing out flyers at affected stops.

Airbus Express

The Airbus Express 24 hour service was launched 1 November. The service enhancements were promoted via Adshel posters at Britomart; street posters in the Mt Eden area; a full page Herald on Sunday advertisement and a MAXX home page banner.

Special Event Transport Promotions

Pearl Jam concert

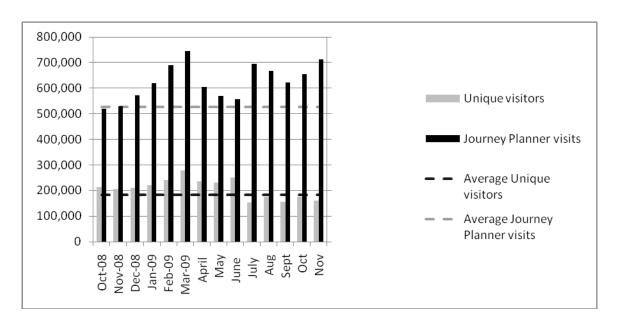
The Pearl Jam concert at Mt Smart was promoted with onboard train and bus advertising. The event was attended by 33,000 people. Trains carried 6031 passengers to the concert and 4198 passengers after the concert. For buses, Ritchies transported approximately 350 passengers each way to and from Mt Smart. The Southern bus service was less well utilised.

Santa Parade

The Farmers Santa Parade was promoted with onboard bus and train posters, media and online advertising. The event was attended by an estimated 80-100,000 people. Trains carried 7,684 people to the parade and 10,069 people afterwards. In terms of buses, over 5,000 additional people travelled by bus to the city compared to a usual Sunday.

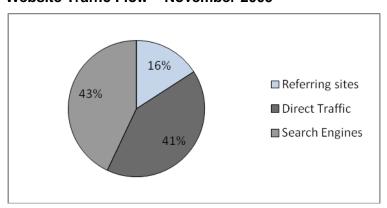
CUSTOMER INFORMATION CHANNELS

MAXX website statistics - November 2009							
Journey planner visits	713,477 Previous year: 528,270 (+35%)						
Unique visitors	161,167 Previous year: 205,255 (-21%)						
Visitors	328,623 Previous year: 370,293 (-11%)						

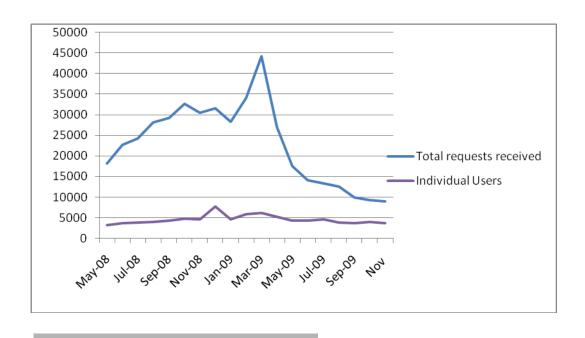


Most active hour of the day	4pm
Most active day of the week	Wednesday
Most popular pages	 Plan a journey Journey map Home Journey Planner route Take the Bus
Average Time on site	5 minutes 25 seconds
Average page views	5.25 pages

Website Traffic Flow - November 2009



MAXX SMS service - November	MAXX SMS service - November 2009						
Total requests received	8939 Previous year (31639)						
Individual users	3749 Previous year (3754)						



MAXX Contact Centre - November 2009

Statistics

	2009/2010	2008/2009	Change PY
CALLS OFFERED	53594	56557	-5.24%
CALLS ANSWERED	52168	55304	-5.67%
CALLS ABANDONED	1157	1031	12.22%
AVERAGE QUEUE LENGTH (secs)	12	9	33.33%
AVERAGE CALL LENGTH (secs)	103	132	-21.97%
AVERAGE HANDLE TIME (secs)	112	141	-20.57%
LONGEST QUEUE TIME (mm:ss)	7:45	8:36	-9.88%
EMAILS OFFERED	240	371	-35.31%
AVERAGE EMAIL WAIT (mm)	621	837	-25.81%
BRITOMART VISITS	10741	10475	2.54%

- PY = Previous Year
- The longest queue time occurred on 22 November between 18:15 and 18:30. There were 19 calls offered and only 4 staff on duty during the final hour of the day.

Key Performance Indicators

	2009/2010	2008/2009	Change
GRADE OF SERVICE	81.58%	85.48%	-4.56%
ABANDON RATE	2.16%	1.82%	18.68%
EMAIL GRADE OF SERVICE	100%	98.38%	1.65%

4.2. MEDIA AND COMMUNICATIONS

Media Releases - November 2009

Funding approved today for Auckland's integrated ticketing system

The Auckland Regional Transport Authority (ARTA) says it is delighted the New Zealand Transport Agency Board (NZTA) has approved funding today to move forward on the development of an integrated ticketing and fares system for Auckland's train, bus and ferry users.

First 24/7 link to the airport announced

The Auckland Regional Transport Authority (ARTA), Airbus Express and Auckland Airport announced today that Airbus Express services would now be offered 24/7 to domestic and international travellers and visitors.

Electrification for Auckland moves forward another step

The Auckland Regional Transport Authority (ARTA) and KiwiRail announced today that a decision has been made by both parties in consultation with government to move forward from the current EOI process for the procurement of electric trains (EMU's) for Auckland's electrification project straight to a new Request for Proposal (RFP).

Helensville trial rail service ends, Waimauku/Huapai option considered

The Auckland Regional Transport Authority (ARTA) and the Auckland Regional Council (ARC) said today that the trial rail service to Helensville would end in December this year, just prior to the three week shut down for the continuation of rail upgrade work around the network. The trial service began on 14 July 2008.

ARTA releases Draft Regional Public Transport Plan for consultation

The Auckland Regional Transport Authority (ARTA) today released the Draft Auckland Regional Public Transport Plan (RPTP) for public consultation.

ARTA pleased stability returned to bus customers

The Auckland Regional Transport Authority (ARTA) says it is very pleased that stability and certainty has been returned to Auckland's bus passengers today with notification that agreement has now been reached between NZ Bus and the Auckland Combined Unions.

Share the road this Summer

More cyclists will be on Auckland roads this summer enjoying the warmer weather and improved cycling infrastructure, and transport agencies have teamed up with cycling and motorist groups in a united 'Share the Road' campaign to encourage safer road user behaviour between cyclists and motorists. The campaign will officially be launched in Auckland tomorrow.

5 CORPORATE SERVICES

5.1. FINANCIAL REPORTS

Auckland Regional Transport Authority INCOME STATEMENT

NZD '000		MONTH			YEAR END	FULL	YEAR			
November-09	Revised Budget	Actual	Variance Fav/(Unfav)	Revised Budget	Actual	Variance Fav/(Unfav)	Revised Budget	Original Budget		
OPERATING REVENUE										
ARC Opex Grants	8,475	7,648	(827)	38.814	37,072	(1,742)	95,600	102,393		
NZTA Opex Grants	10,551	10,135	(416)	47,715	46,459	(1,256)	123,839	132,757		
Other Grants and Subsidies	110	90	(20)	551	532	(1,230)	1,160	1,842		
Rail Fare Revenue	1,615	1,469	(146)	8,399	8,472	73	19,714	19,957		
Bus Fare Revenue	530	691	161	2,850	3,136	286	7,251	5,004		
Ferry Wharf Revenue	187	186	(1)	981	950	(31)	1,982	2,054		
Other Sundry Operating Income	8	11	3	56	66	10	12	12		
Total Operating Revenue	21,476	20,230	(1,246)	99,366	96,687	(2,679)	249,558	264,019		
	,	•		, ·	,		·	,		
OPERATING EXPENDITURE										
Human Resource	1,141	1,050	91	5,249	5,101	148	13,287	14,654		
Prof Services - Project Delivery	262	76	186	780	271	509	2,165	2,147		
Prof Services - Customer Services	791	518	273	3,605	2,762	843	8,400	10,393		
Prof Services - Others	275	119	156	804	447	357	3,405	3,413		
Support Services	230	229	1	1,150	1,146	4	2,763	2,766		
Materials	23	10	13	123	43	80	330	345		
Printing and Office Supplies	206	86	120	689	386	303	1,619	1,757		
Repairs and Maintenance	124	82	42	566	501	65	1,457	961		
Communications	19	20	(1)	111	86	25	289	386		
Information Systems	102	2	100	400	185	215	1,011	1,378		
Bus Contract	11,153	11,340	(187)	52,510	51,830	680	126,261	133,365		
Rail Contract	6,109	5,721	388	28,719	27,933	786	70,802	81,935		
Ferry Contract	508	483	25	2,481	2,430	51	6,182	6,020		
Security	77	72	5	345	351	(6)	914	325		
Advertising and Promotion	135	97	38	434	267	167	1,355	1,360		
Other Expenditure	195	224	(29)	991	657	334	1,983	(79)		
Depreciation	1,642	1,965	(323)	8,226	8,709	(483)	19,767	19,932		
Investigations Expenditure	195	111	84	377	714	(337)	2,851	2,809		
Total Operating Expenditure	23,187	22,205	982	107,560	103,819	3,741	264,841	283,867		
Net Operating Surplus/(Deficit)	(1,711)	(1,975)	(264)	(8,194)	(7,132)	1,062	(15,283)	(19,848)		

Statement of Financial Position

As at 30 November 2009

			ARTA					ARTA	
	Jun-09 \$000s	Nov-09 \$000s	Oct-09 \$000s	Movement \$000s		Jun-09 \$000s	Nov-09 \$000s	Oct-09 \$000s	Movement \$000s
Liabilities					Assets				
Current Liabilities					Current assets				
Trade payables	7,036	5,463	7,283	(1,820)	Cash and cash equivalents	105	81	54	27
GST payable	0	349	0	349	Trade receivables	554	612	3,929	(3,317)
Employee benefit liabilities	1,025	1,015	938	77	GST receivable	494	0	494	(494)
Income in advance	59	9,767	5,705	4,062	Accrued income	13,335	18,965	12,798	6,167
Accrued expenditure	31,421	32,820	31,851	969	Prepayments	0	2,926	5,333	(2,407)
Transport grants payable	19,819	11,553	11,553	(0)	Inventories	5,126	5,700	5,650	50
Total current liabilities	59,360	60,966	57,330	3,636	Related party receivables				
			-		Operating account	28,975	31,654	28,052	3,602
Non-current Liabilities					Transport grants	19,819	11,553	11,553	(0)
Transport grants payable	1,152	1,564	1,564	(0)					
Deferred tax	5,375	5,375	5,375	(0)	Total current assets	68,408	71,490	67,863	3,627
Total non-current Liabilities	6,527	6,939	6,939	(0)	Non-current assets				
					Property, plant & equipment	240,381	271,894	264,359	7,535
Total liabilities	65,886	67,905	64,269	3,636	Intangible assets	21,896	21,747	21,777	(30)
Equity					Related party receivables				
Accumulated funds	4,265	5,123	5,202	(79)	Transport grants	1,152	1,564	1,564	(0)
Capital grants reserve	261,685	293,667	286,092	7,575	. 5			, -	(-)
					Total non-current assets	263,429	295,205	287,700	7,505
Total equity	265,950	298,790	291,294	7,496					
Total equity and liabilities	331,836	366,695	355,563	11,132	Total assets	331,836	366,695	355,563	11,132

Statement of Cash Flows				
	For the Period Ended 30 November 20	09		
Full Year Ended 30 June 2009		As at 30 Nov 2009		
\$000	Cash flows from operating activities	\$000		
	Cash was provided from:	<u> </u>		
101,532	ARC Opex grants	34,39		
70,771	ARC Capex grants	27,32		
7,711	ARC funding for IA grants vested in ARTA	7,85		
4,457	LTNZ Capex grants	9,31		
104,750	LTNZ Opex grants (excl. GST)	44,66		
1,350	Other Grants and Subsidies	10,26		
18,625	Rail Fare revenue	8,06		
4,436	Bus Fare revenue	2,96		
1,998	Ferry Wharf revenue	95		
-	GST	-		
252	Other Sundry Operating income	6		
315,881		145,85		
	Cash was applied to:			
222,913	Payments to Suppliers (excl. GST)	93,18		
12,724	Payments to Employees	5,11		
7,711	Payments to recipients of IA grants vested in ARTA	7,85		
184	GST	(34		
243,532		105,80		
72,349	Net Cash from Operating Activities	40,04		
	Cash Flows from Investing Activities			
	Cash was provided from:			
0	Realisation of Other Investments	-		
0	Proceeds from Sale of Intangible Assets	-		
0		-		
70.000	Cash was applied to:	40.07		
72,392	Purchase and Development of Fixed Assets	40,07		
0	Purchase and Development of Intangible Assets	-		
72,392	Other Investments	40,07		
(72,392)	Not Cash applied to Investing Activities	40,07 (40,0 7		
(12,392)	Net Cash applied to Investing Activities Cash Flows from Financing Activities	(40,07		
	Cash was provided from:			
0	Increase in loans			
٥	increase in loans	-		
	Cash was applied to:			
0	Repayment of Loans	_		
0	Net Cash from Financing Activities	<u>-</u>		
	Net oush from Financing Activities			
(43)	Net (Decrease)/Increase in Cash & Investments Held	(2		
148	Cash & Investments Balances at Beginning of the Period	10		
105	Cash & Investments Balances at the End of the Period	8		
100	Cash a myosimonis balances at the Lilu of the 1 enou			
	Cash & Investments Balances Consist of:			
0	Bank Overdraft			
105	Cash	- 8		
0	Short Term Investments	_		
105	Choir form investments			
.00				

Reconciliation of Net Surplus with Net Cash Flows from Operating Activities

Nov	09
\$00	00

40,049

Cash was	provided	from:
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Net Cash from Operating Activities

Net Surplus		32,840
Adjustment for items not involving cash:		
Depreciation and amortisation		8,709
Donated asset		-
Deferred tax		(0)
Movements in working capital:		
(Increase) in receivables from ARC		(2,678)
(Increase) in trade and other receivables	-	8,121
Decrease/(Increase) in Inventory		(574)
Increase in GST		349
Decrease/(Increase) in grants receivable from ARC		7,855
(Decrease)/Increase in trade and other payables		9,525
(Decrease)/Increase in grants payable		(7,855)

5.2. STATEMENT OF FINANCIAL PERFORMANCE

OPERATING RESULTS – MONTH OF NOVEMBER 2009

The results for the November month are reported against the revised 2009/10 Opex ARTA budget approved by the ARTA Board October 2009. The revised budget was the result of reduced funding from NZTA announced in early September in the National Land Transport Programme.

Revenue

Operating Revenue on the lines Auckland Regional Council (ARC) Operating (Opex) Grants and New Zealand Transport Agency (NZTA) Operating (Opex) Grants is claimed from funders in proportion to expenditure.

ARC Opex Grants are \$0.8m less than budget and NZTA Opex Grants are \$0.4m less than budget due to less expenditure than budgeted.

Rail Fare Revenue is \$0.1m less than budget due to an over accrual from the previous month, year to date rail fare revenue is higher than budget.

Bus Fare Revenue is \$0.2m more than budget due to higher patronage than planned on all bus contracts.

Expenditure

Major variances to budget are:

- a) Human Resource is \$0.1m less than budget due to less expenditure required for marketing contractors and less staff travel.
- b) Professional Services Project Delivery is \$0.2m less than budget due to timing delays associated with uncertainty about NZTA funding of many projects.
- c) Professional Services Customer Services is \$0.3m less than budget, due to a slowdown in projects while a review and reprioritisation was done based on reduced funding availability.
- d) Professional Services Others is \$0.2m less than budget due to the slow start in Strategy and Planning projects pending NZTA approval. It is anticipated that this is a timing difference and will be spent before year end.
- e) Printing and Office Supplies is \$0.1m less than budget due to lower costs required for consultation documents planned for the period because of a delay in cluster review consultation which is now due to take place in early 2010.
- f) Information Services is \$0.1 less than budget due to a timing delay relating to IT, real time licence charges and licences associated with the new scheduling and journey planner software.
- g) Bus Contract is \$0.2 more than budget due to greater demand than planned in all areas of concessions within the period, particularly SuperGold and tertiary CFS which continue to maintain growth. This unfavourable variance is offset by minor savings across all sectors, due to continued receipt of credits for stop work meetings by NZ Bus that were unplanned, and less special event services being provided.
- h) Rail Contract is \$0.4m less than budget mainly due to lower than budgeted fuel, driver hire and less reactive maintenance required at both rail stations and for rolling stock.
- i) Depreciation is \$0.3m more than budget due to timing differences in capitalisation of some of the fixed assets during the year.
- j) Investigations Expenditure is \$0.1m less than budget due to a timing difference regarding the station concepts design pending NZTA approval.

Net Operating Surplus / (Deficit)

Net Operating Deficit for the month is \$2.0m. This deficit arises mainly because depreciation is unfunded.

OPERATING RESULTS - YEAR TO DATE - PERIOD ENDED 30 NOVEMBER 2009

The year to date variance to budget for each category of expenditure is largely the same as those reported for the month above, except as detailed below:

Revenue

ARC Opex Grants are \$1.7m less than budget and NZTA Opex Grants are \$1.3m less than budget due to less expenditure than budgeted.

Rail Fare Revenue is \$0.1m more than budget.

Bus Fare Revenue is \$0.3m more than budget due to higher patronage than planned. Some of the growth is additional Northern Express services being provided due to the NZ Bus industrial action.

Expenditure

Major variances to budget are:

- a) Human Resource is \$0.1m less than budget year to date.
- b) Professional Services Project Delivery is \$0.5m less than budget year to date
- c) Professional Services Customer Services is \$0.8m less than budget year to date due to less external contractors and lower legal fees being required.
- d) Professional Services Others is \$0.4m less than budget year to date.
- e) Materials are \$0.1m less than budget due to a delay in School Travel Planning and Work Place Travel Planning requirements early in the financial year, while funding approval has been sought from NZTA.
- f) Printing and Office Supplies is \$0.3m less than budget.
- g) Repairs and Maintenance is \$0.1m less than budget.
- h) Information Systems is \$0.2m less than budget.
- i) Bus Contract is \$0.7m less than budget year to date mainly due to negative indexation for the quarterly adjusted contracts effective from 1 July 2009, planned changes to the City Circuit that have not been implemented, NZ Bus stop work credit notes, less expenditure for special events and lower than planned concession fares for SuperGold and child fares. The savings in concessions is slightly offset by higher than budgeted senior and tertiary costs.
- j) Rail Contract is \$0.8m less than budget year to date due to under spend on fuel and lower than anticipated reactive maintenance at stations partially offset by an increase in leave liability for the first five months (14%). An action plan has been developed by Veolia to address the continued rise in outstanding leave.
- k) Ferry Contract is \$0.1m less than budget.
- I) Advertising and Promotion is \$0.2m less than budget year to date due to less cost being incurred than planned for advertising associated with the service review consultation
- m) Other expenditure is \$0.3m less than budget year to date due to a saving in insurance costs as a result of the delayed capitalisation of train sets 18-23 and small savings in other miscellaneous cost categories.
- n) Depreciation is \$0.5m more than budget due to timing differences in capitalisation of some of the fixed assets during the year.
- o) Investigations and expenditure is \$0.4m more than budget year to date.

Net Operating Surplus / (Deficit)

Net Operating Deficit for the year is \$7.1m. This deficit arises mainly because depreciation is unfunded.

5.3. STATEMENT OF FINANCIAL POSITION

The key features of the Statement of Financial Position as at 30 November 2009 are:

Current Liabilities

The total trade payables have decreased by \$1.8m from October due to the payment of the North Shore NZTA roading claim.

Income in advance has increased by \$4.0m from the month of October mainly due to the regular Veolia quarterly invoice.

Accrued expenditure has increased by \$1.0m mainly due to increased project development Capex and public transport expenditure.

Creditors (included in Trade Payables)

Detail	Current	30-60 Days	More than 60 Days
Accounts Payable - November 09	\$1,465,872	\$135,092	(\$1,486)
Accounts Payable - October 09	\$4,127,429	(\$157)	(\$1,486)

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

Accrued income has increased by \$6.2m due to the amount claimed from NZTA and for the 3rd Veolia quarterly payment in advance.

The decrease in prepayments of \$2.4m is due to the October portion of the quarterly Veolia and annual insurance invoices

Debtors (included in Trade Receivables)

Detail	Current	30-60 Days	More than 60 days
Accounts Receivable - November 09	\$499,647	\$93,434	\$11,731
Accounts Receivable - October 09	\$3,851,701	\$62,761	\$15,428

The change in trade receivables relates mainly to the payment of a large roading claim and a cost recovery of the New Lynn station development costs from Waitakere City Council.

Pubic 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.