

Monthly Transport Indicators

Recommendation(s)

That the Board:

- i. Receives this report.

Executive summary

The monthly transport indicators report provides an overview of key trends within the transport system, as well as wider economic indicators that impact on the performance of Auckland's transport network.

This month's report includes those indicators for which updated results from the September report are available.

Economic Activity

- There were 656 building consents issued in August 2014; 30.4% higher than the same month last year. The 12 month rolling average to August 2014 was 29.5% higher than the preceding 12 months.
- Average fuel prices rose in September 2014 when compared to the previous month; 0.67% increase for diesel and 1.2% increase for petrol.
- Total Auckland fuel sales for the year to August 2014 were 5.4% higher than the previous year; largely due to increases in diesel sales since May 2013. Diesel sales have, however, levelled off in recent months.
- The September 2014 heavy traffic index increased 1.8% for the month, reversing the 1.2% fall in August, resulting in a 1.4% increase for the September quarter.

Auckland Traffic

Arterial peak productivity averaged 53.9% in September; up from 51.5% in August, but down from 62.5% in September 2013. There was a reduction in network congestion in September, which saw 19% of the network congested compared to 21% congestion in August.

Public Transport

Auckland public transport patronage totalled 73,957,488 passenger trips for the 12 months to September 2014, an increase of +1.1% on the 12 months to August 2014 and +7.6% on the 12 months to September 2013. September monthly patronage was 6,612,702, an increase of 782,718 boardings or +13.4% on September 2013, normalised to ~ +11.0% accounting for special event patronage, one more business and one less weekend day in September 2014 compared to September 2013. Financial year to date patronage has grown by + 8.5%.

For rail, service punctuality in September 2014 was 86.4%, compared to the average for the 12 months to September 2014 of 87.7%.

66.7% of all trips in September 2014 were made with AT HOP; up from 66.4% in August 2014. In September 2014, 67.9% of bus trips used AT HOP, 75.4% of train trips, and 23.7% of ferry trips used AT HOP.

Parking

Off-street parking occupancy in three CBD car parking buildings (Civic, Downtown and Victoria Street) during the peak four hours in September 2014 was 99.7% – outside the SOI target range of 80-90% for 2014/15.

On-street occupancy in the three monitored CBD precincts (K Rd, Wynyard Quarter, and Shortland/High Street) was 84.1% for the September quarter; within the SOI target range of 70-90% for 2014/15.

Cycling

There has been an increase of 6.3% in cyclist movements in September 2014 when compare to September 2013. A total of 899,251,468 cycle trips were recorded for the year of October 2013 to September 2014; an increase of 5.35% on the previous year. Morning peak movements increased by 31.3% when compared to September last year.

Customer Satisfaction

Quarterly surveys on customer satisfaction with public transport, and roads and footpaths were carried out in August. The results indicate:

- overall customer satisfaction with PT remains stable at 82%;
- there has been an increase in satisfaction with the value for money of PT trips from 66% to 69%;
- satisfaction with roads and footpaths remains stable – with 70% satisfaction with roads, and 63% satisfaction with footpaths in the region.

Attachments

Number	Description
1	Monthly Transport Indicators Report: October 2014

Document ownership

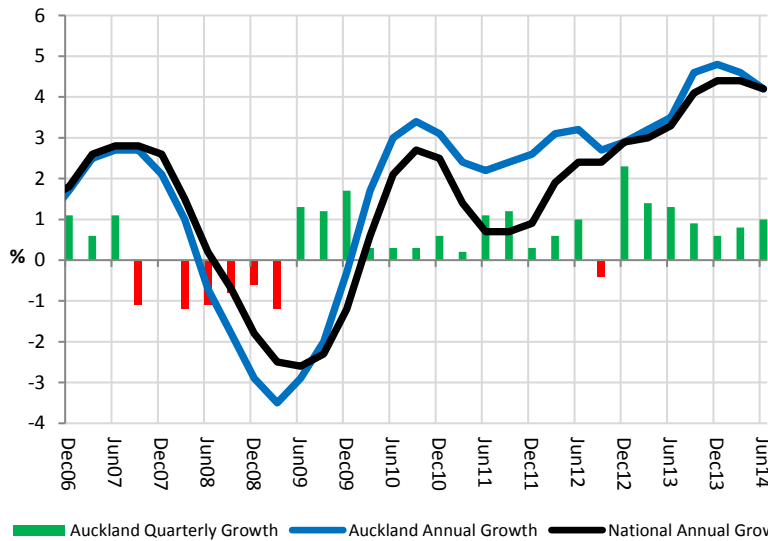
Submitted by	Kiri Wilson Strategic Planning Advisor	
Recommended by	Peter Clark General Manager, Strategy and Planning	
Approved for submission	David Warburton Chief Executive	

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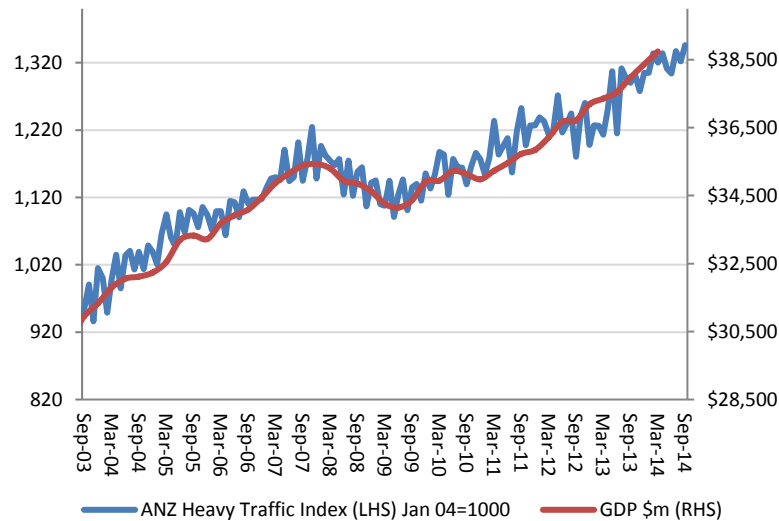


Monitor Trends Driving Transport Demands: Economic Indicators

Auckland Economic Activity



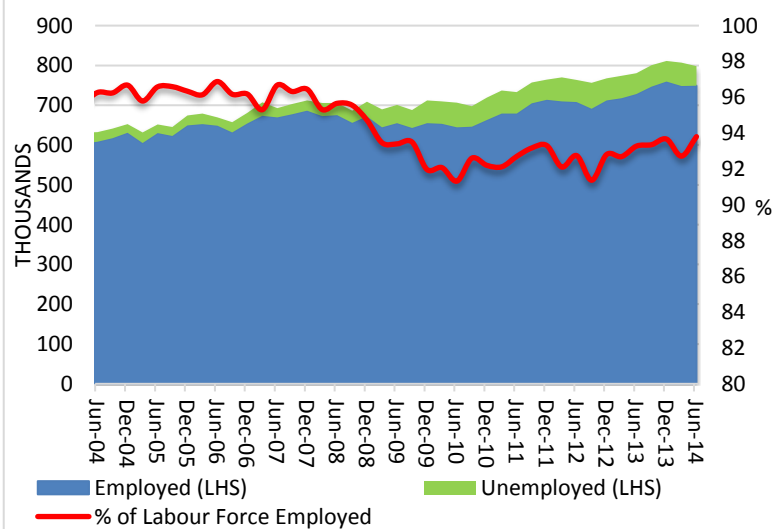
ANZ Truckometer



Auckland Economic Activity - economic activity increased 1.0% in the June 2014 quarter; the seventh consecutive quarterly rise. The year-on-year growth rate for both Auckland and New Zealand was 4.2%.
 Source: ANZ Regional Trends: Auckland (Quarterly data)

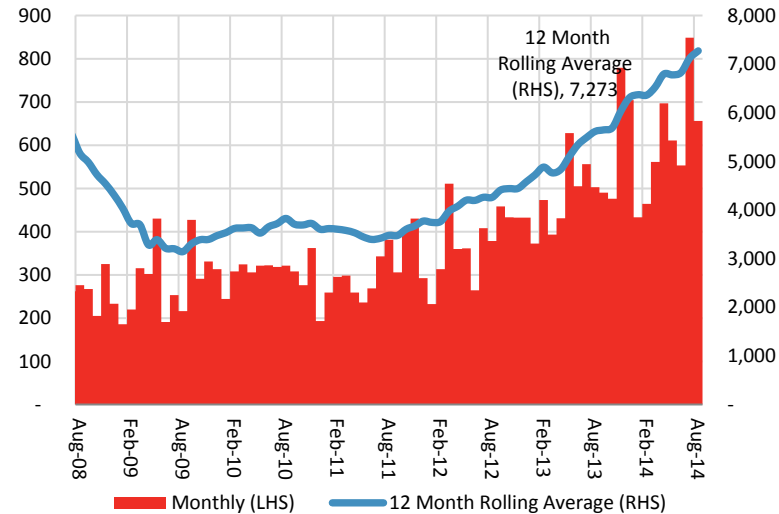
ANZ Truckometer - uses NZTA data as an indicator of national economic activity. The September 2014 heavy traffic index increased 1.8% for the month, reversing the 1.2% fall in August resulting in a 1.4% increase for the September quarter.
 Source: ANZ Truckometer (Data available 12th of the month)

Auckland Labour Force



Auckland Labour Force - Auckland employment in the June 2014 quarter totalled 749,000, up 2.9% on the previous year. Unemployment was 3.1% less than the previous year, totalling 49,400 in the June 2014 quarter. The Labour Force Participation Rate rose to 93.8%.
 Source: Statistics NZ Quarterly Labour Force Survey (Quarterly data)

Dwelling Consents Issued



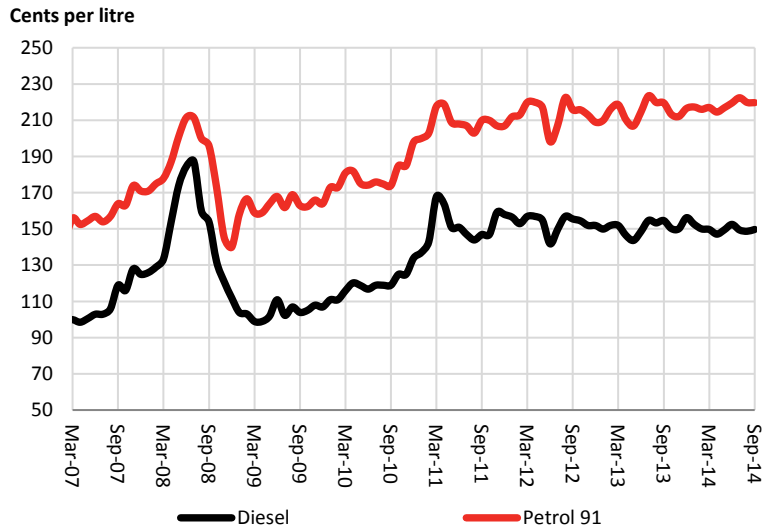
Dwelling Consents Issued - Have been increasing since mid-2011. The 12 month rolling average to August 2014 was 29.5% higher than the preceding 12 months. 656 building consents were issued in August 2014; 30.4% greater than the same month last year.
 Source: Statistics NZ

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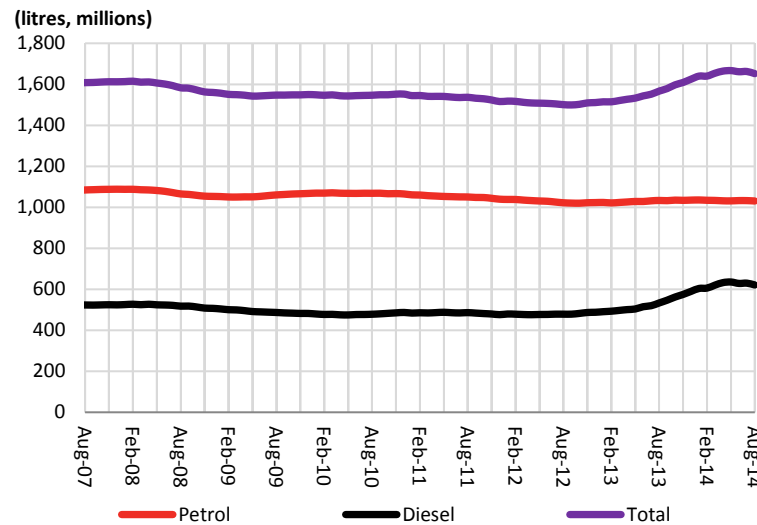


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

Monthly Fuel Prices



Auckland Fuel Sales 12 month rolling total

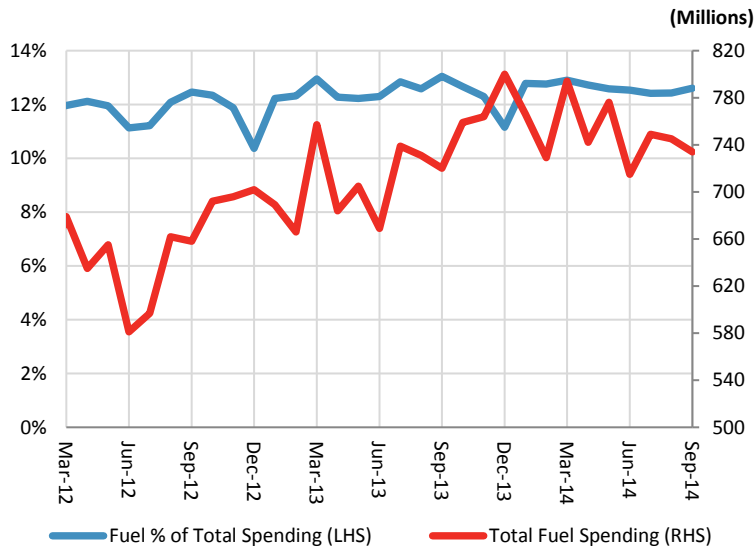


Fuel Prices - the average fuel price rose in September 2014 when compared to the previous month; 0.67% for diesel and 1.2% for petrol. Fuel prices rose in the last few days of September which are not reflected in the monthly average. *Source: Ministry of Business, Employment and Innovation (Updated Weekly)*

Auckland Fuel Sales - total fuel sales for the year to August 2014 were 5.4% higher than the previous year; largely due to increases in diesel sales since May 2013. Diesel sales have however levelled off in recent months.

Source: Auckland Council Fuel Tax returns (Data available 1 month following)

Electronic Card Spending on Fuel



Card Spending on Fuel - Card spending on fuel decreased 1.5% in September 2014 compared to the previous month and was 1.9% higher than in September 2013. The proportion of total card spending spent on fuel increased to 12.6% despite the 1.5% decrease in fuel spending, as total electronic card spending fell by 2.8% in September 2014.

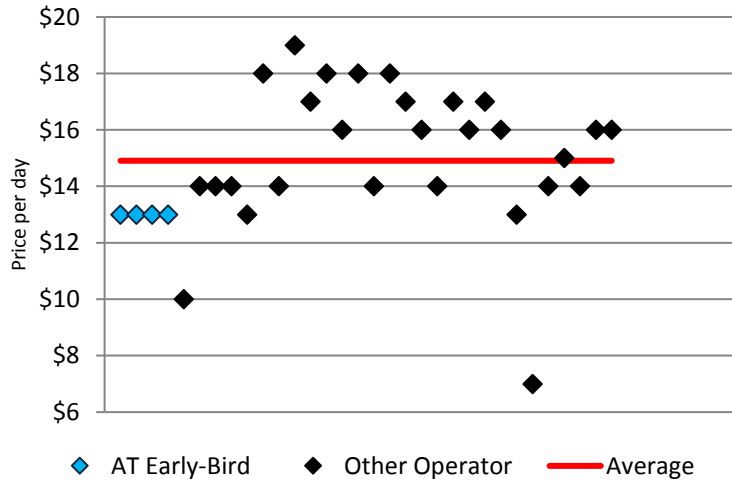
Source: Statistics NZ monthly Electronic Card Transactions



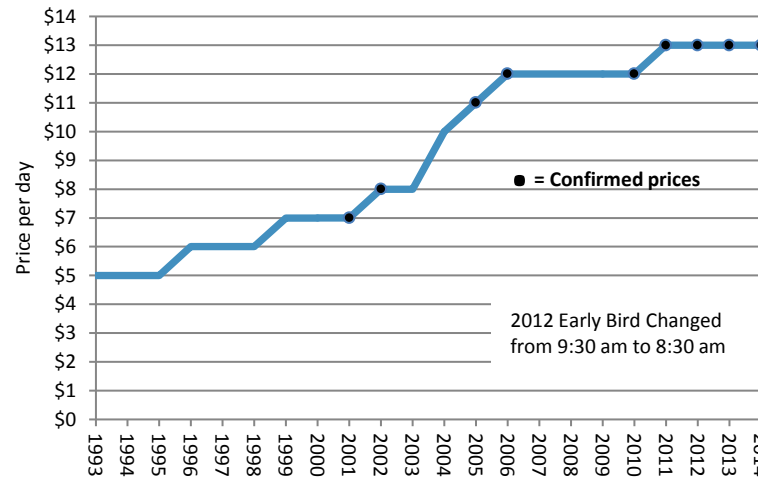
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Monitor Trends Driving Transport Demands: Prices and AT Hop Card

AT Early-Bird Parking Prices vs. Other CBD Parking



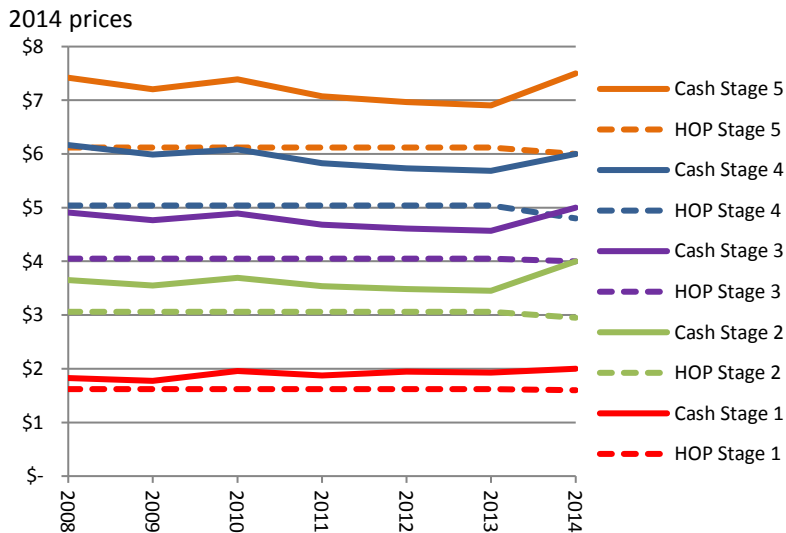
AT CBD Early-Bird Parking Price Per Day



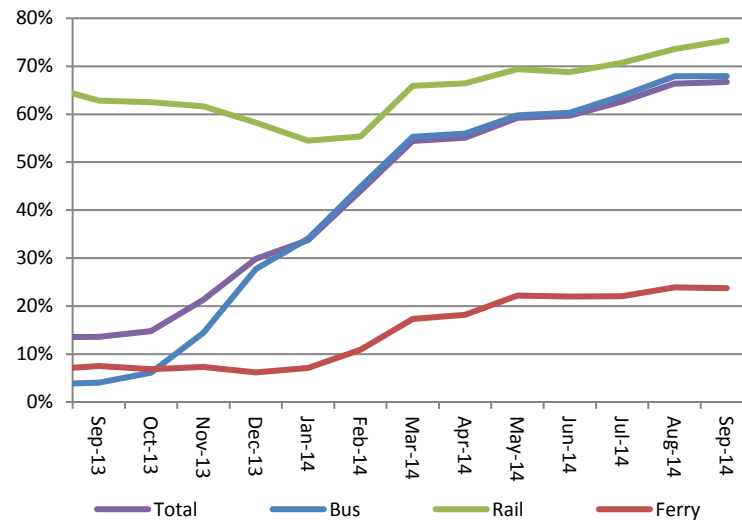
AT Earlybird Parking Price - in Civic, Downtown, Fanshawe St and Victoria St car park buildings. There has been no change in the price since 2011; however, in 2012 the conditions were changed with earlybird parking only available before 8:30am compared to previously being before 9:30am. The AT early bird prices are also below the average compared to (4) other CBD parking operators (29 other parking buildings) (reported as prices change).

Public Transport Fares - Change in the 1-5 stage bus cash fares in 2014 prices over time. In July 2014 cash prices increased while HOP fares decreased. (Nominal fares are adjusted based on CPI index to provide their relative cost in real terms)

Bus Adult AT HOP and Real Cash Fares 2008-2014



Percentage of Trips using AT HOP



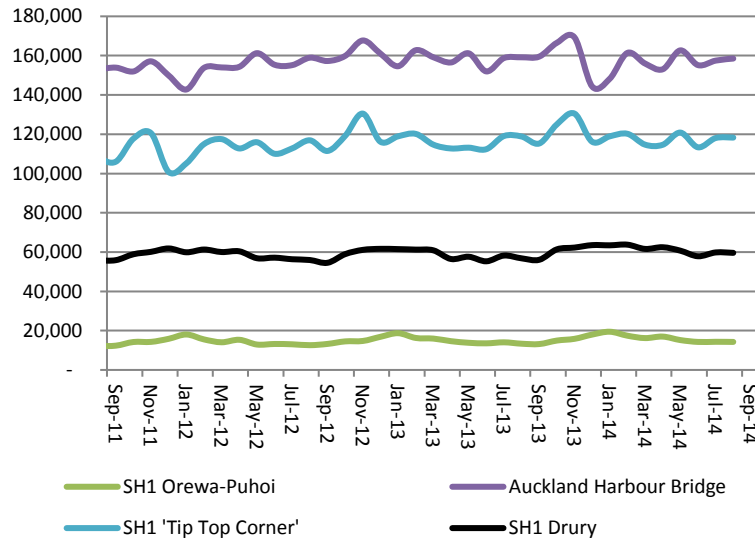
Trips Using AT HOP - 66.7% of all trips in September 2014 were made with AT HOP; up from 66.4% in August 2014. In September 2014, 67.9% of bus trips used AT HOP, 75.4% of train trips used AT HOP and 23.7% of ferry trips used AT HOP.

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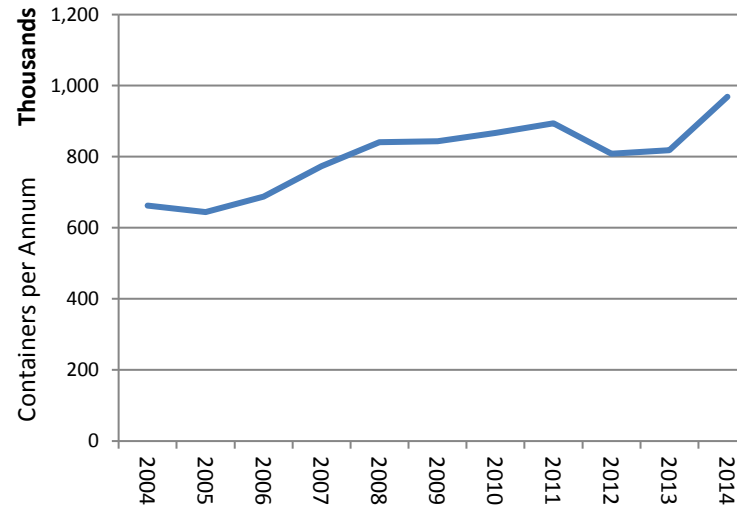


Monitor Trends Driving Transport Demands: Key Demand Indicators

State Highway Average Daily Traffic Volumes



Port Freight Movements



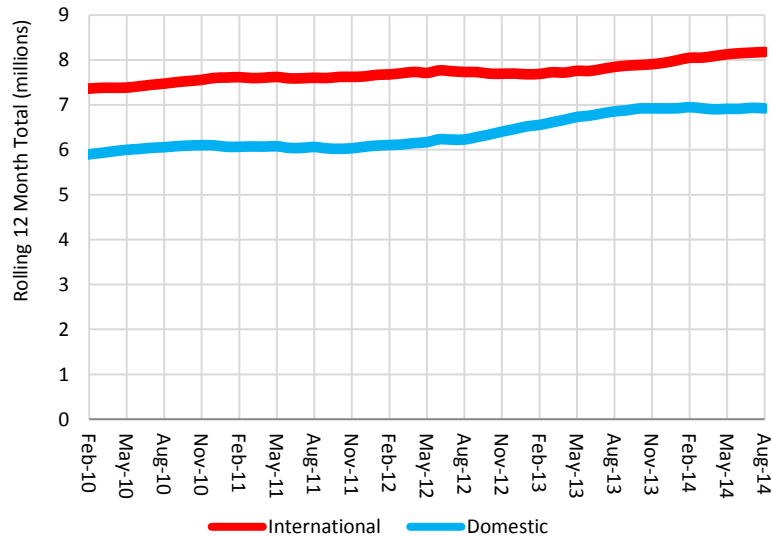
State Highway Traffic Volumes - shows the average daily traffic at key state highway locations. Compared to the same month last year, average daily traffic volumes for August 2014 were up 6.9% on SH1 at Orewa-Puhi and 4.9% on SH1 at Drury, while volumes were down 0.5% on SH1 at Tip Top Corner and 0.4% on the Harbour Bridge. September traffic volume data has not been published yet by NZTA.

Source: NZTA Data

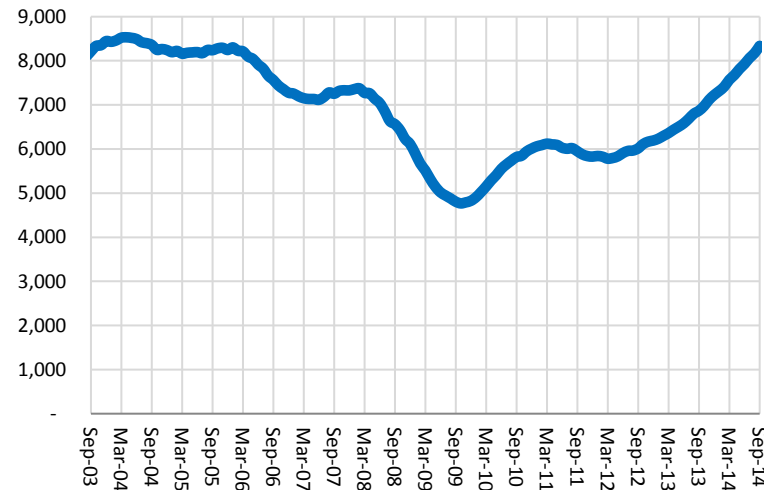
Port Freight Movements - Container movements through the Ports of Auckland totalled 968,741 TEU equivalents in the year to June 2014; an increase of 18.31% over the previous year and the highest level since 2004.

Source: Ports of Auckland

Auckland Airport Passenger Movements



Auckland Car Registrations - 12 Month Rolling Average



Airport Passenger Movements - A total of 15.1 million passenger movements were recorded through Auckland airport in the year to August 2014, an increase of 2.1% on the year to August 2013. Total passenger movements in August 2014 were 0.1% higher than August 2013. A lower NZ dollar may make international travel to NZ more Attractive.

Source: AIAL Monthly traffic report

Auckland Car Registrations - Cars first registered to an Auckland postal code. There were 8,965 car registrations in September 2014, 27.9% higher than the same month last year. The 12 month rolling average is 21.4% higher than a year ago, reflecting a strong recovery in vehicle sales activity as economic conditions have improved.

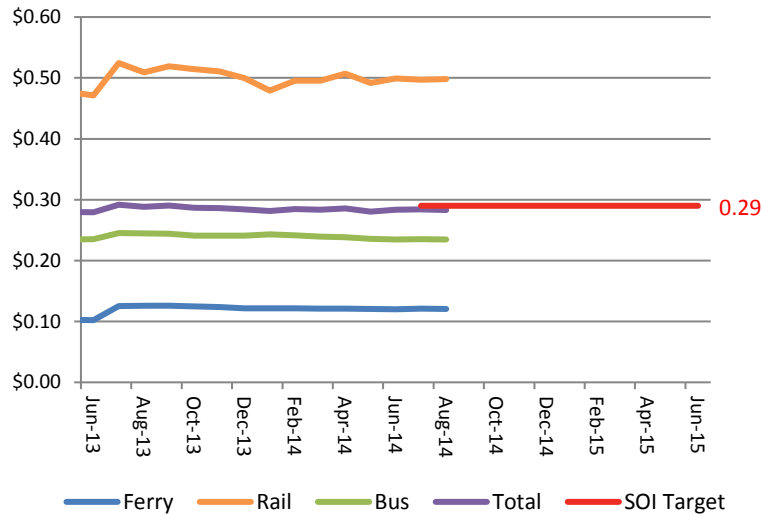
Source: NZTA Vehicle registration Centre

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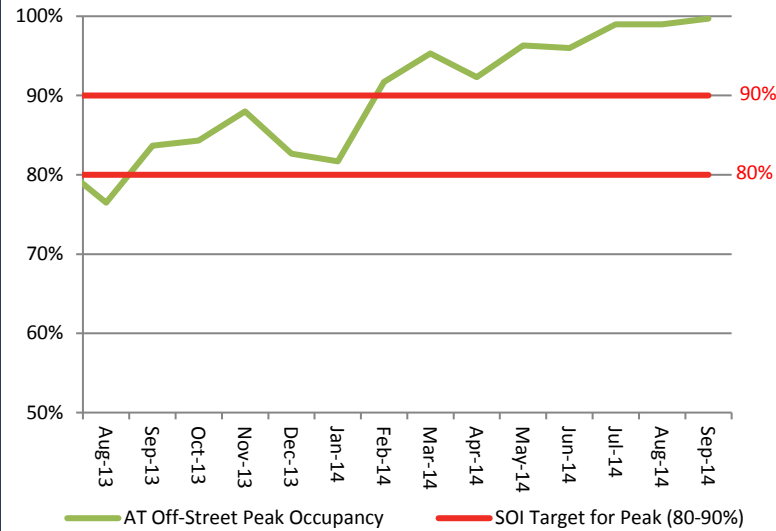


Monitor SOI Key Performance Indicators: Better Use of Resources to Maximise Return on Existing Assets

PT Subsidy per Passenger Kilometre



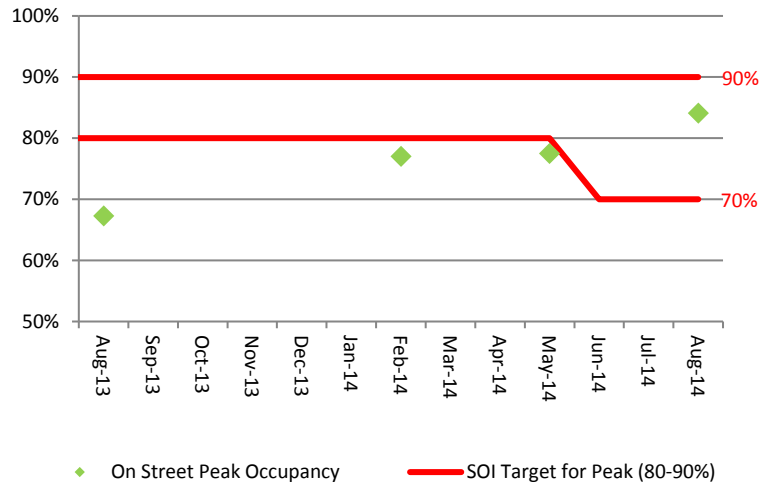
Off-street Peak Parking Occupancy Rates



PT Subsidy per Passenger Km - the net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers. Total PT subsidy per passenger km in August 2014 was \$0.29.
 Source: PT Ops

Off-street Parking - AT off-street car parks monitored are those at Civic, Downtown and Victoria Car Parking Buildings. In September 2014, peak occupancy was 99.7%, outside the SOI target range of 80-90% for 2014/15.
 Source: AT Parking & Enforcement

On-street Peak Parking Occupancy Rates



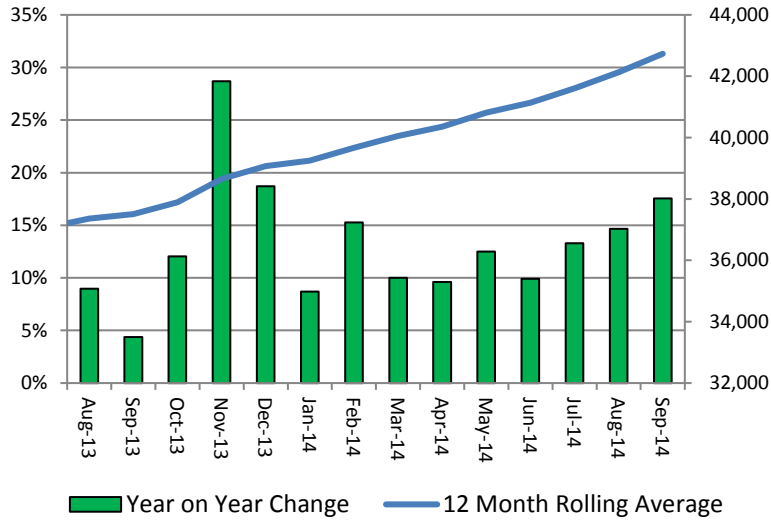
On-street Parking - On-street car parks monitored are located in 3 CBD precincts: K Rd; Wynyard Quarter; and Shortland/High Streets. In the August 2014 survey, peak occupancy increased to 84.1% within the target range for 2014/15 of 70-90%.
 Source: AT Parking & Enforcement

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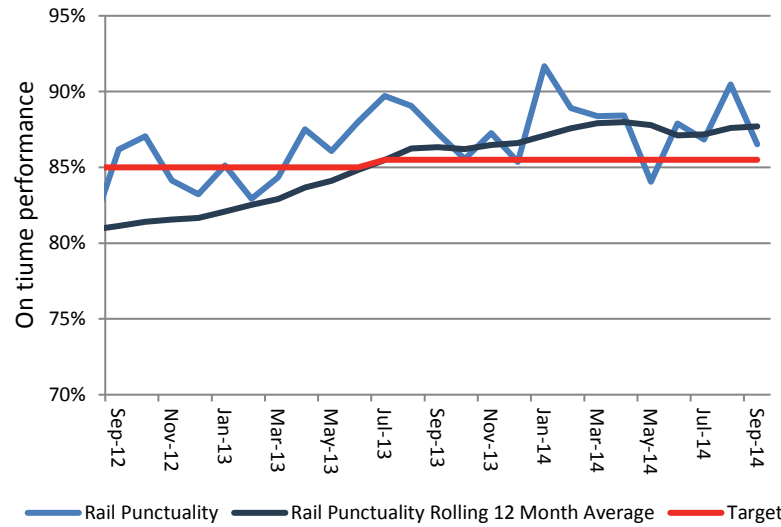


Capacity and Utilisation of the Transport Network: Public Transport

Rail Business Day Average



Rail Punctuality



Rail Business Day Average - The 12 month rolling average to September 2014 was 42,733, an increase of 17.6% on the previous year.

Source: AT PT Ops

Rail Punctuality - For rail, service punctuality in September 2014 was 86.4%, compared to the average for the 12 months to September 2014 of 87.7%.

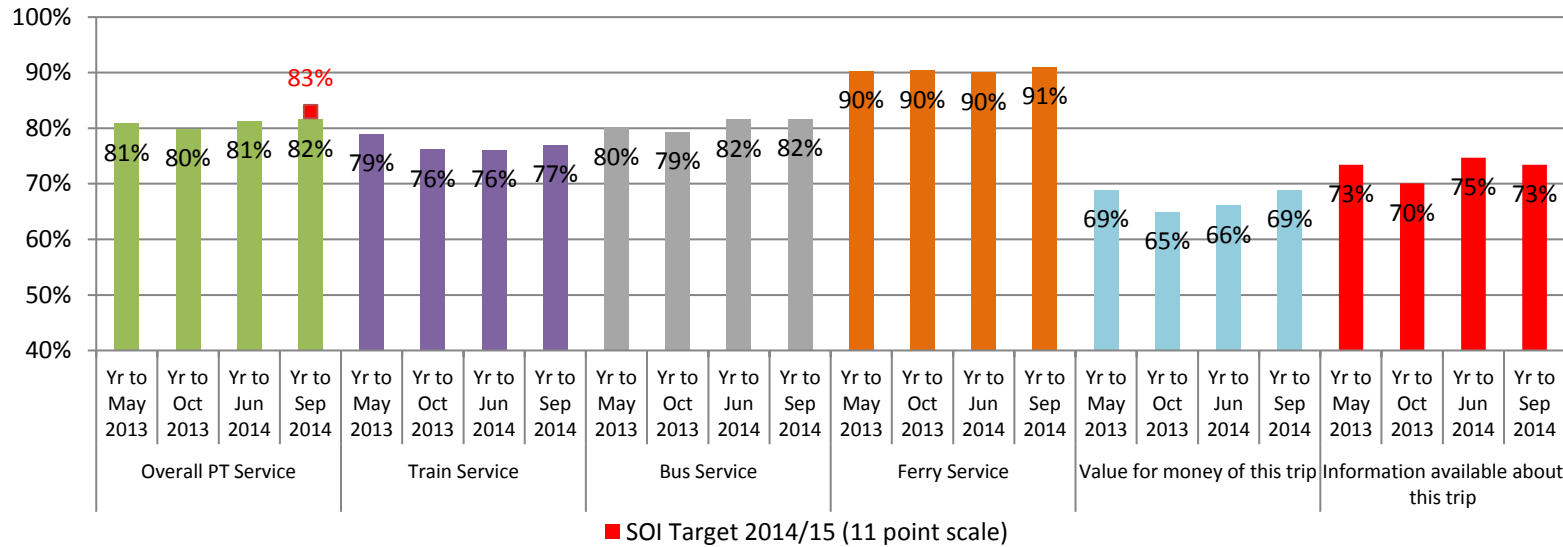
Source: AT PT Ops / operator returns

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Monitor SOI Key Performance Indicators: Increased Customer Satisfaction with Transport Infrastructure and Services

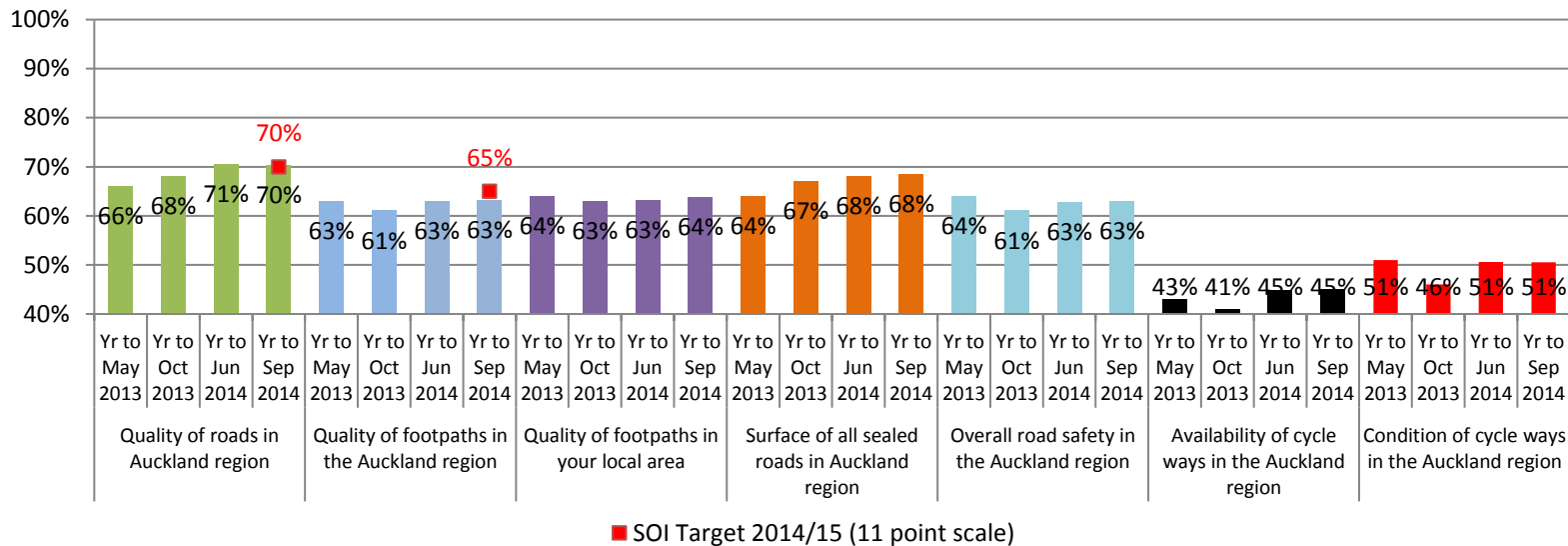
Public Transport Satisfaction Scores - Total satisfaction with:



Public Transport Satisfaction -Overall satisfaction with Public Transport, as measured by on-board surveys, remains stable at 82%. There has been an increase in those satisfied with the value for money of their trip from 66% to 69%.
Source: PT Customer Satisfaction Survey.

Roads and Footpaths- Satisfaction with roads remains stable at 70%, and footpaths in the region at 63%. There is also no change in measures for satisfaction with road safety or cycleways.
Source: Roading Customer Satisfaction Survey.

Roading and Footpath Satisfaction Scores - Total satisfaction with:

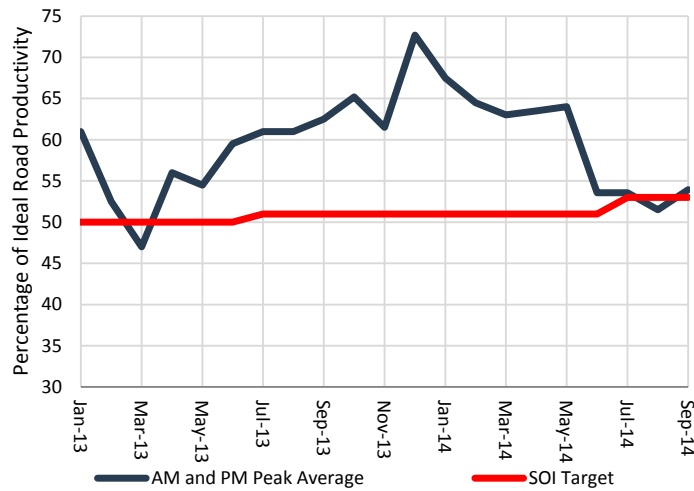


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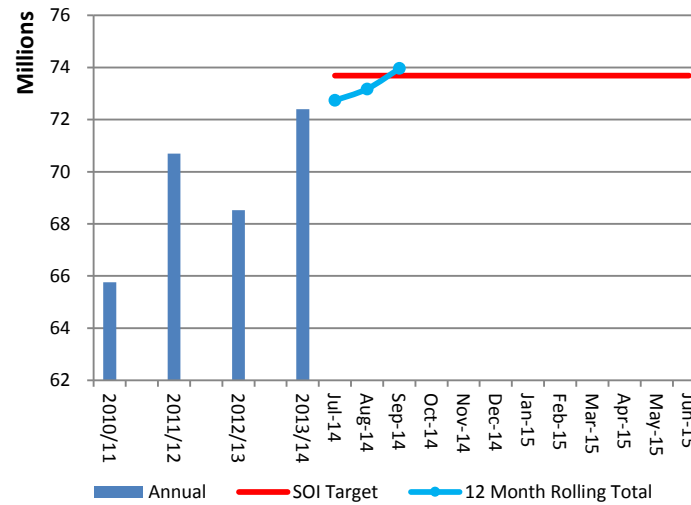


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

Arterial Road Productivity



Total Public Transport Patronage



Arterial Road Productivity - Arterial road corridor productivity is measured by # of vehicles X average speed X average vehicle occupancy by lane. AT has set a corridor productivity ideal of 38,000 person km, per hour, per lane (900 vehicles travelling at an average speed of 35 kph in one lane, with an average of 1.2 occupants). AT monitors what percentage of that ideal is being achieved. In September 2014, peak period productivity averaged 53.9%, up from 51.5% in August 2014 but down from 62.65% in September 2013.
 Source: AT Road Corridor Operations

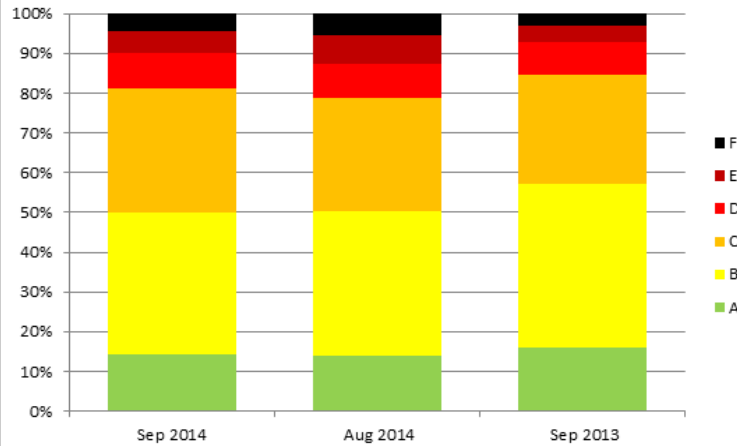
Arterial Road Level of Service - Arterial road level of service is measured by average speed as a % of the posted speed limit for AT's arterial roads, and categorised as follows:
 A: 90% and greater B: 70 – 90%
 C: 50 – 70% D: 40 – 50%
 E: 30 – 40% F: less than 30%

Level of service D-F broadly represent "congested" conditions. In September 2014, 19% of the network was congested; this represents a reduction from the previous month (21%) and a slight increase from the previous year (18%).
 Source: AT Road Corridor Operations

Public Transport - Auckland public transport patronage totalled 73,957,488 passenger trips for the 12 months to September 2014, an increase of +1.1% on the 12 months to August 2014 and +7.6% on the 12 months to September 2013. September monthly patronage was 6,612,702, an increase of 782,718 boardings or +13.4% on September 2013, normalised to ~ +11.0% accounting for special event patronage, one more business and one less weekend day in September 2014 compared to September 2013. Financial year to date patronage has grown by + 8.5%.
 Source: AT PT Ops / operator returns

AM Peak Arterial Road Level of Service

Morning peak arterial LOS

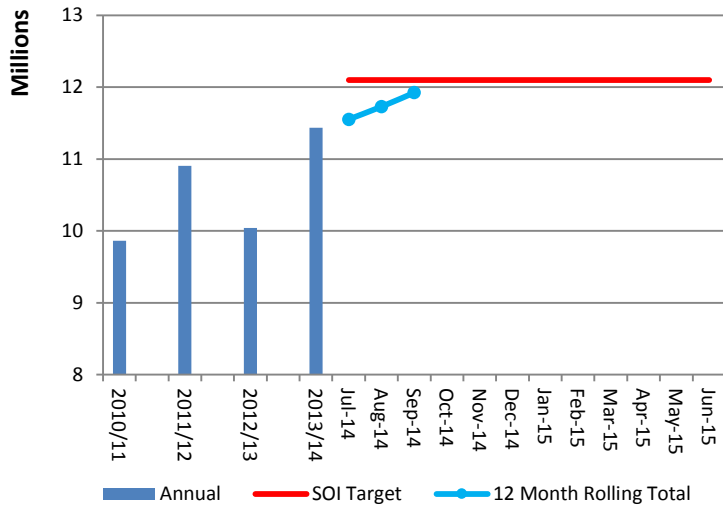


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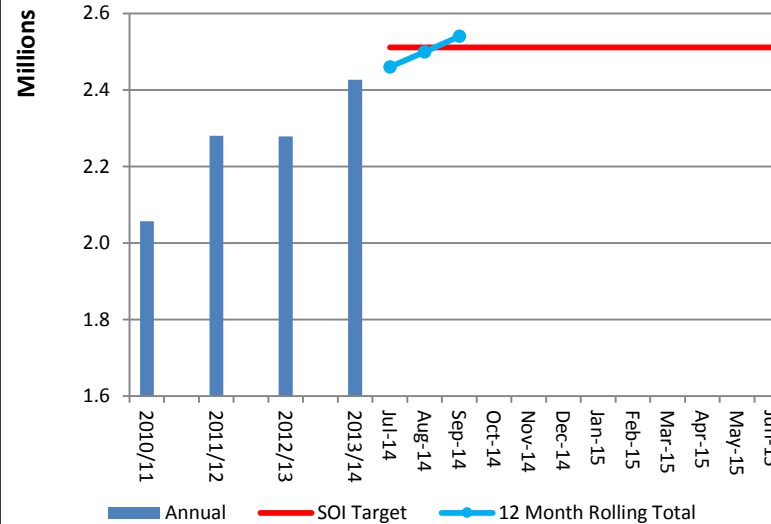


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

Annual Rail Patronage



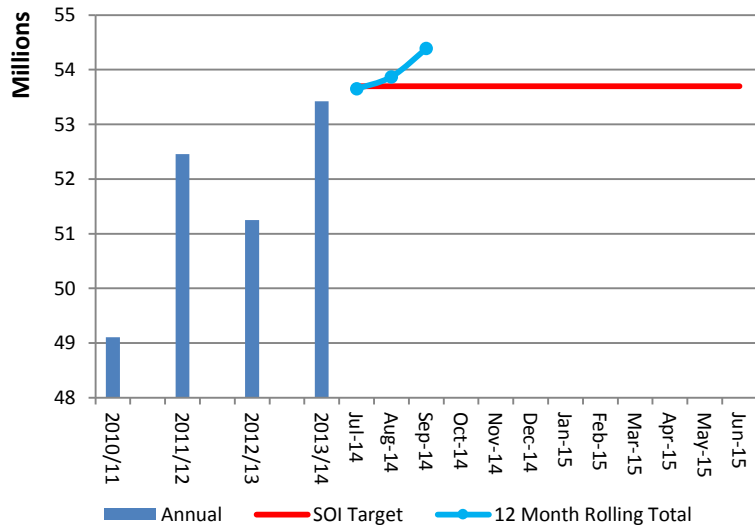
Annual Northern Express Bus Patronage



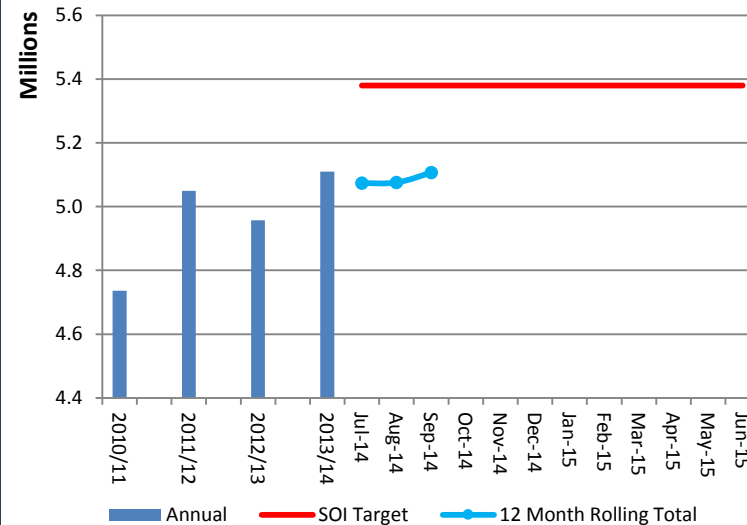
Rail Trips - Rail patronage totalled 11,923,347 passenger trips in the 12 months to September 2014, an increase of +1.7% on the 12 months to August 2014 and +16.7% on the 12 months to September 2013. Patronage for September 2014 was 1,119,230, an increase of 194,217 boardings or +21.0% on September 2013, normalised to ~ +21.2%. Financial year to date rail patronage grew by +16.8%.
Source: AT PT Ops / operator returns

Northern Express - The Northern Express bus service carried 2,540,018 passenger trips in the 12 months to September 2014, an increase of +1.6% on the 12 months to August 2014 and + 11.1% on the 12 months to September 2013. Northern Express bus service patronage for September 2014 was 234,282, an increase of 40,686 boardings or +21.0% on September 2013, normalised to ~ +20.8%. Financial year to date Northern Express patronage grew by +18.6%.
Source: AT PT Ops / operator returns

Annual Bus Patronage (excl. NEX)



Annual Ferry Patronage



Bus (excl. Northern Express) - Bus services excluding Northern Express carried 54,387,408 passenger trips in the 12 months to September 2014, an increase of +1.0% on the 12 months to August 2014 and +6.2% on the 12 months to September 2013. Bus services excluding Northern Express patronage for September 2014 was 4,887,764, an increase of 516,418 boardings or +11.8% on September 2013, normalised to ~ +8.8%. Financial year to date Bus patronage (excluding Northern Express) grew by +7.1%.
Source: AT PT Ops / operator returns

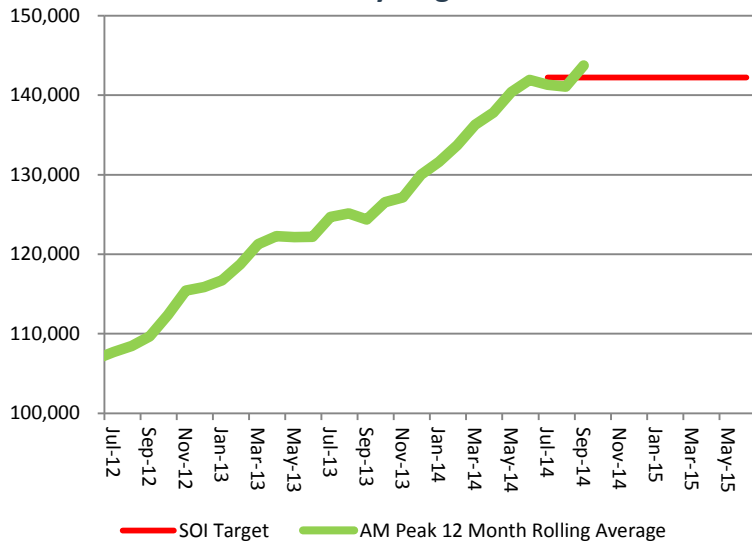
Ferry Trips - Ferry services carried 5,106,715 passenger trips in the 12 months to September 2014, an increase +2.0% on the 12 months to September 2013. Ferry services patronage for September 2014 was 371,426, an increase of 31,397 boardings or +9.2% on September 2013, normalised to ~ +8.1%. Financial year to date ferry patronage decreased by -0.3%.
Source: AT PT Ops / operator returns

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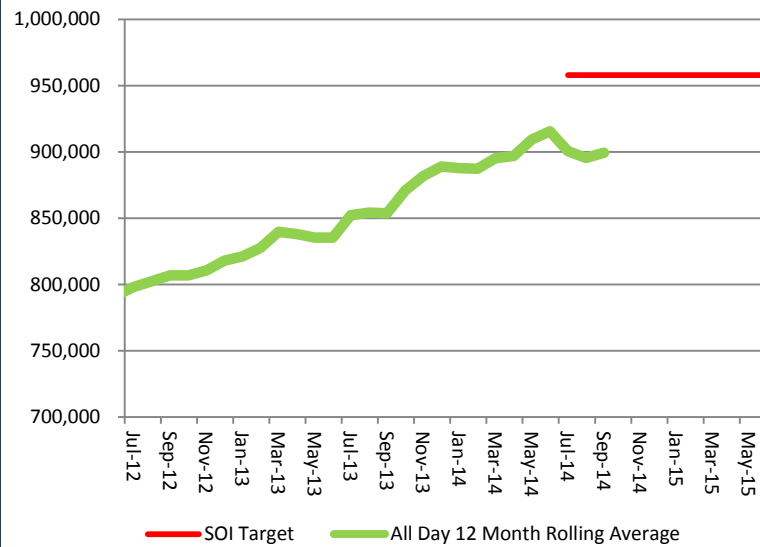


Monitor SOI Key Performance Indicators: Increased Access to a Wider Range of Transport Choices

AM Peak Cycling Counts



All Day Cycling Counts



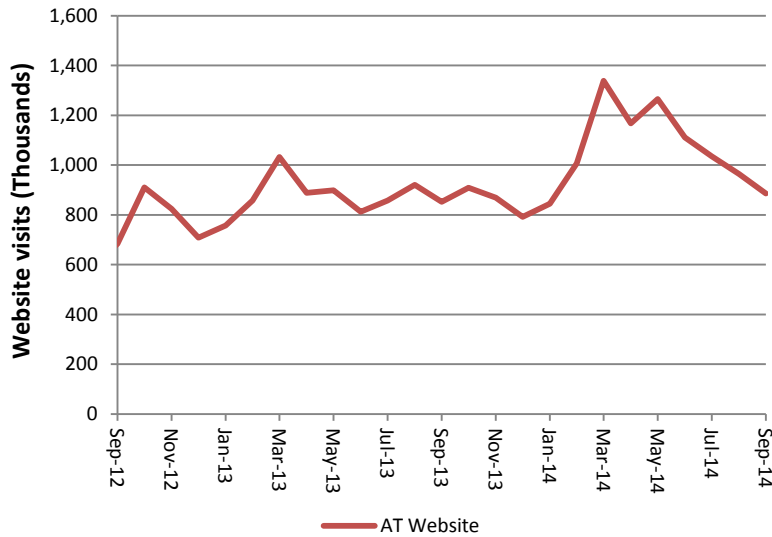
Cycling Counts - AT counts cyclists at 9 key sites around the region. There has been an increase of 6.3% in cyclist movements in September 2014 when compared to September 2013. Morning peak movements increased by 31.3% when compared to September last year. A total of 899,251 cycle trips were recorded for the year of October 2013 to September 2014, this is an increase of 5.35% on the previous year.
 Source: AT Community Transport (reported 10th of the Month)

Auckland Transport - Transport Indicators Report October 2014

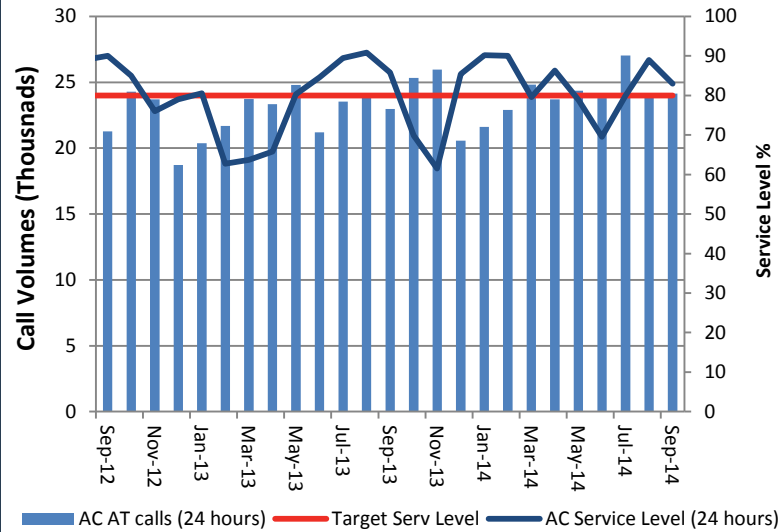


Key Performance Indicators: Customer Contact

Volume of website visits



Auckland Transport Call Centre: Incoming calls



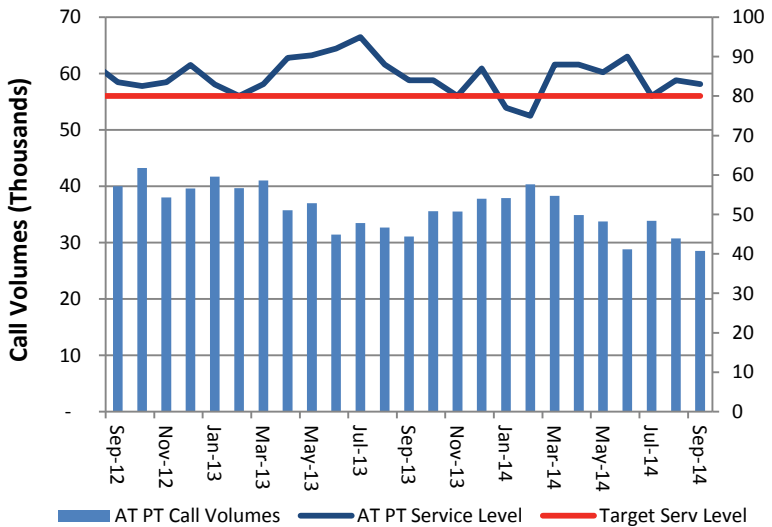
Volume of Website Visits

There was an 8% decrease in visits to the Auckland Transport website in September 2014 (compared to August 2014). There were 300,673 (321,297) visits via a mobile or tablet device in September. This represents a 6% decrease compared to August 2014.

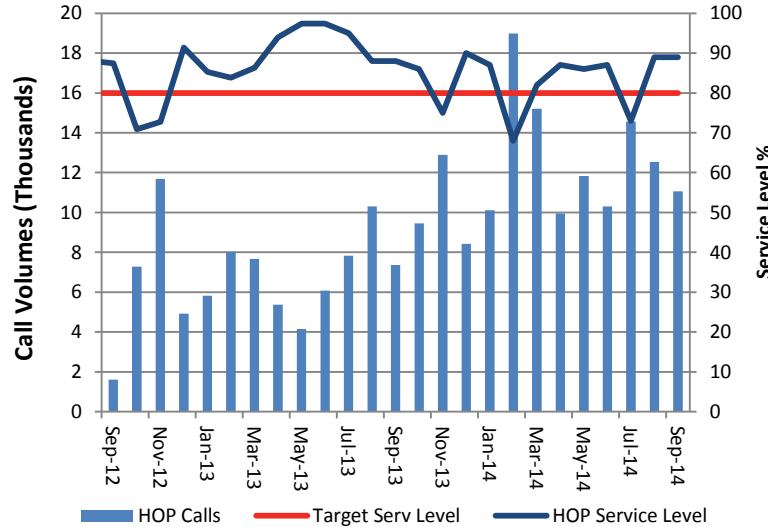
AT Public Transport Call Centre

Call volumes at the Public Transport call centre decreased 7% compared to the previous month and has also decreased by 8% compared to the same period last year. The public transport call centre service level decreased compared to the previous month from 84% to 83%. AT Hop calls decreased by 12% compared to last month. The service level was 89%; this is no change from last month's result.

Public Transport Call Centre Volumes & Service Level



AT HOP Call Volumes & Service Level



Auckland Council (Auckland Transport-related calls) – All Hours

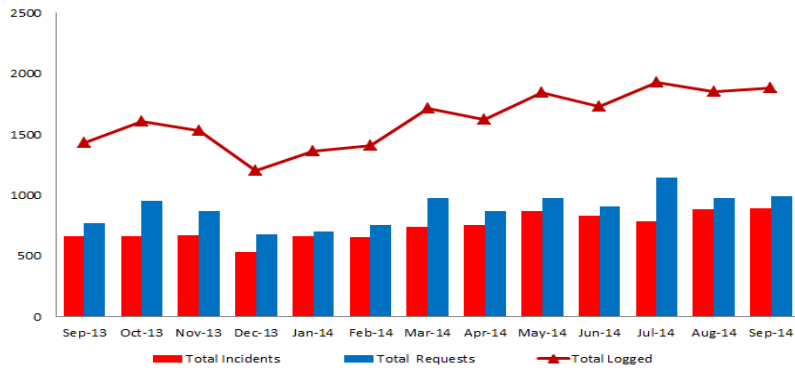
There was a 1% increase in call volumes and a 7% decrease in service level compared to the previous month.

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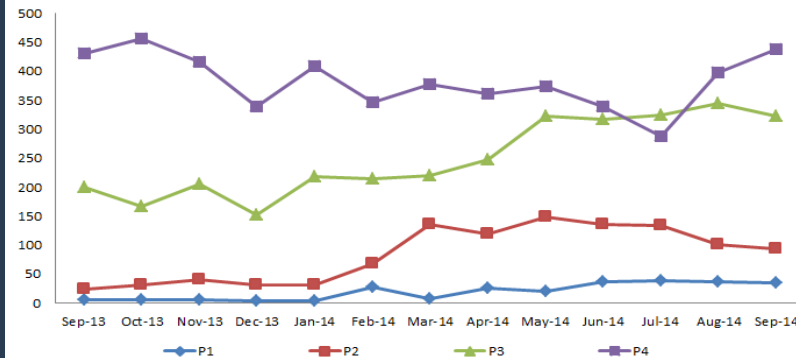


Business Technology Indicators: Service Desk

Total tickets logged



Incidents logged

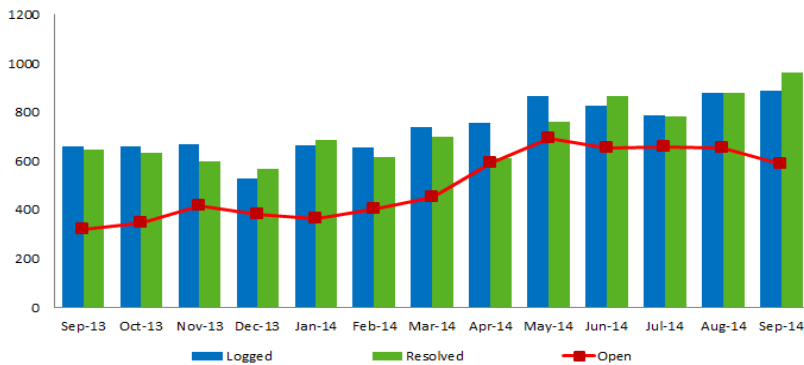


Total tickets logged - 1883 tickets were logged in September, similar to August 1855. There was a slight increase in Service Requests and Incidents in September.

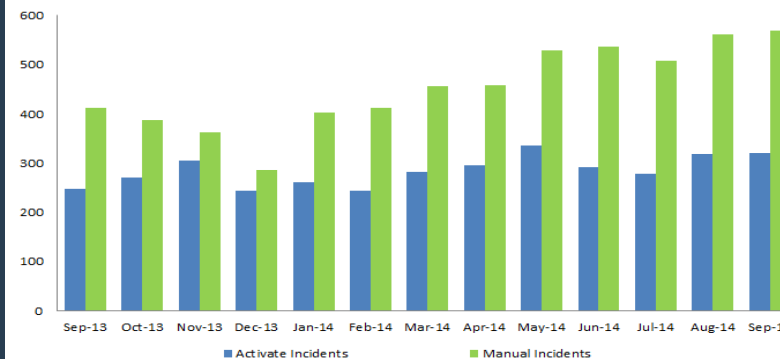
The Service Desk closed 658 tickets in September, Split by 360 Incidents and 298 Requests. Users required password resets due to not updating Corporate WiFi passwords on every wireless device. Around 35 password reset requests logged in September that could be avoided if users updated WiFi passwords on each device. The Desktop team closed 636 tickets in September, including 114 Hardware orders, 85 "Email & Calendar" incidents, and 76 "Software" requests.

Incidents logged - The volume of incidents Open at the end of the month reduced significantly by the end of September, down to 588 tickets open from 654 tickets open at the end of August. There was an increase in tickets resolved in September, with a similar number of incidents logged as August. The Applications team open ticket count has slightly increased on August's count, with a slightly larger volume of Incidents open at the end of the month, but a reduced number of requests open.

Requests logged vs open



Activate / Manual tickets logged



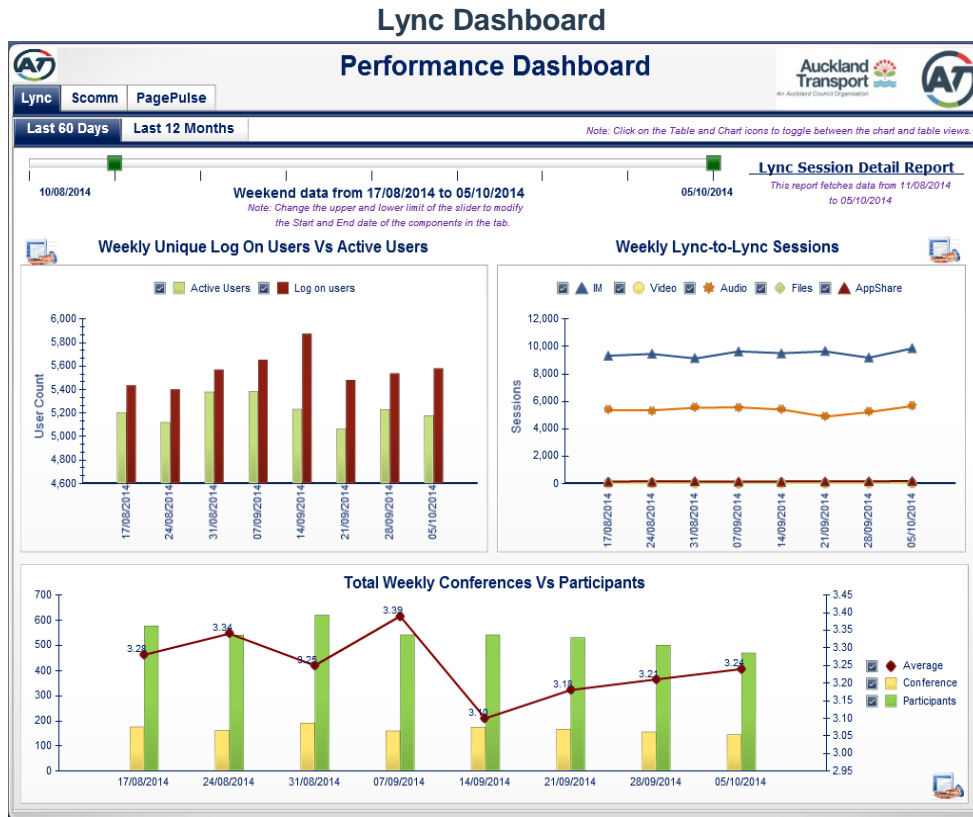
Requests logged vs open - Incidents Open in September, down to 588 tickets from 654 tickets open in August. An increase in tickets resolved in September, and approximately the same number of incidents logged as August.

Activate / Manual tickets logged - The split of incidents logged via the Activate toolset and manual methods (phone/email) in September were similar to August.

Auckland Transport - Transport Indicators Report October 2014



Business Technology Indicators: Service Desk

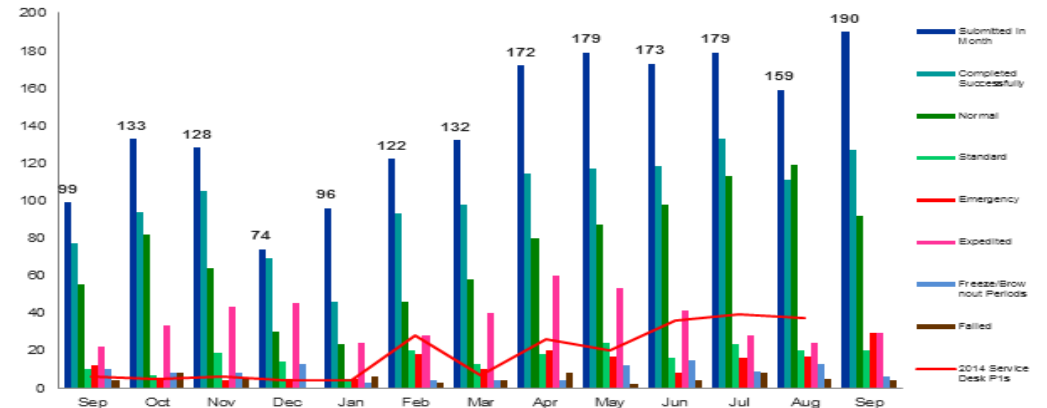


The above dashboard shows weekly data from 11/08/2014 to 05/10/2014

- 44,530 users logged on Lync in the last 60 days, 1% increase compared to the previous month, and 94% are active users.
- An average of 15,030 lync-to-lync sessions per week in the last 8 weeks an increase of 2% compared to the previous month.
- 63% of users use instant messaging in lync.
- Around 167 conferences per week on average, the same result as the previous month, each conference has 3.25 participants on average.

Change Management

2013 Auckland Transport ITBS Change Management Rolling 13 Month Statistics



- The monthly submitted change requests increased to an all-time high, with 190 submitted in September 2014.
- This is a 52.11% increase in volumes from September 2013, with 19.5% increase since the previous month, with 67.90% of the changes implemented in September being successful.
- There was the same number of failed changes as September 2013, despite the record increase in volumes.
- There was an increase in the number of fast tracked (Emergency & Expedited) changes this month, which means 48.42% of the changes, met the Normal Lead Times.

Website performance

Auckland Transport AT.govt.nz (MyAT) Analysis



Auckland Transport Feedback Analysis



Auckland Transport AT.govt.nz (Fines Payment) Analysis



Auckland Transport AT.govt.nz (Real Time & Journey Planner) Analysis

