

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 February are available.

Economic Activity

- There were 482 building consents issued in January 2015; 11.3% more than the same month last year. The 12 month rolling average to January was 20% higher than the preceding 12 months.
- Average fuel prices rose in February when compared to the previous month; 5.8% for diesel and 5.4% for petrol. Fuel prices rose each week of February and in the first few weeks of March.
- Total Auckland fuel sales for the year to January 2015 were -1.4% lower than the 12 months rolling total. Diesel sales for January 2014 were -14.6% lower than January 2014; Petrol sales were 5.1% higher.
- The February 2015 heavy traffic index fell by 1.3% for the month after strong growth in January and February.

Auckland Traffic

Arterial peak productivity averaged 45.3% in February 2015; down from 56% in January. In February 28% of the network was congested; an increase from 15% in January 2015 and up 4% on February 2014.

Public Transport

Auckland public transport patronage totalled 77,088,240 passenger boardings for the 12 months to February 2015, an increase of +0.8% on the 12 months to January 2015 and +9.5% on the 12 months to February 2014. February monthly patronage was 6,683,047, an increase of 608,194 boardings or +10.0% on February 2014, normalised to ~ +11.9% accounting for only special event patronage, as there were the same number of business and weekend days in February 2015 compared to February 2014. Financial year to date patronage has grown by +10.2%.

For rail, service punctuality in February 2015 was 83.8%, compared to the average for the 12 months to February 2015 of 87.1%.

62.5% of all trips in February 2015 were made with AT HOP; up from 57% in January 2015. In February 2015, 65.8% of bus trips used AT HOP, 69.3% of train trips, and 18.4% 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 February 2015 was 95% – above the SOI target range of 80-90% for 2014/15.

Cycling

There has been an increase in cyclist movements in February 2015 when compared to February 2014 of 5.6%. A total of 900,531 cycle trips were recorded for the year of March 2014 to February 2015; an increase of 1.5% on the previous year. Morning peak movements increased by 5.4% when compared to February last year.

Attachments

Number	Description
1	Monthly Transport Indicators Report: February 2015

Document ownership

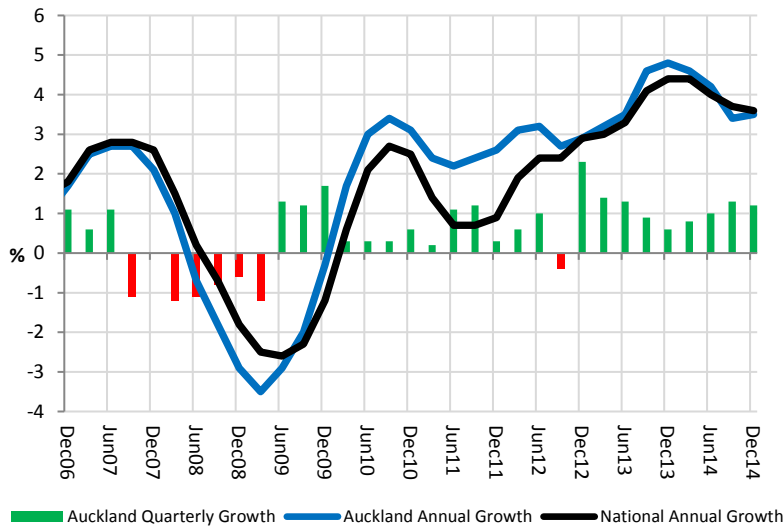
Submitted by	Mohini Nair Manager, Strategic Transport Planning	
Recommended by	Peter Clark General Manager, Strategy and Planning	
Approved for submission	David Warburton Chief Executive	

Attachment 1 - Auckland Transport - Transport Indicators February 2015

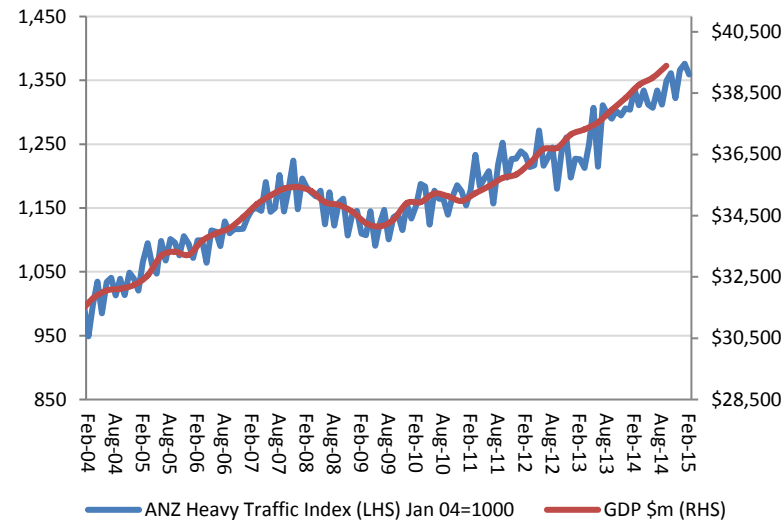


Monitor Trends Driving Transport Demands: Economic Indicators

Auckland Economic Activity



ANZ Truckometer

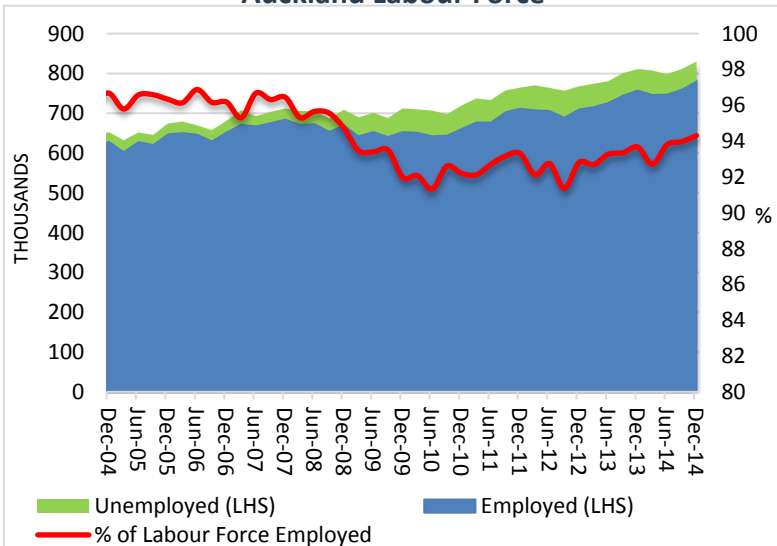


Auckland Economic Activity - economic activity increased 1.2% in the December 2014 quarter; the ninth consecutive quarterly rise. The year-on-year growth rate for Auckland was 3.5% and New Zealand was 3.6%.
 Source: ANZ Regional Trends: Auckland (Quarterly data)

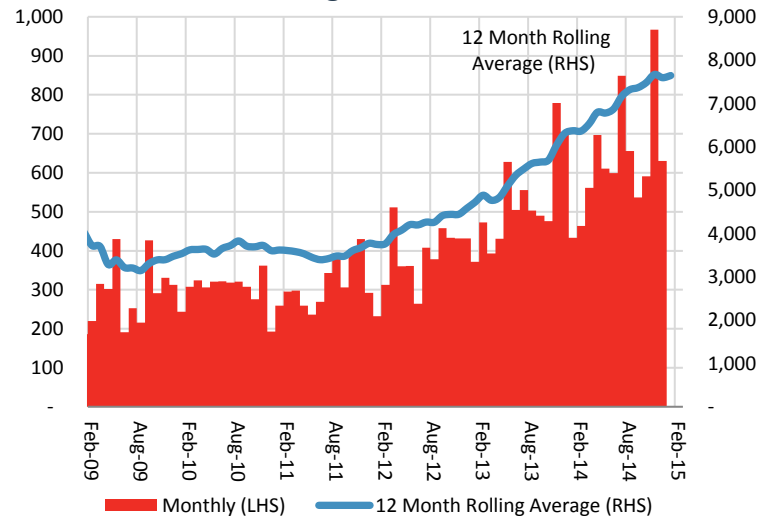
ANZ Truckometer - uses NZTA data as an indicator of national economic activity. The February 2015 heavy traffic index fell by 1.3% after strong growth in December and January.
 Source: ANZ Truckometer (Data available 12th of the month)

Auckland Labour Force - Auckland employment in the December 2014 quarter totalled 782,200, up 2.9% on December 2013 and up 2.6% on the September 2014 quarter. Unemployment totalling 47,200 in the December 2014 quarter was 8.2% less than December 2013 and down 3.3% on the September quarter. The ratio between employment and unemployment rose to 94.4%.
 Source: Statistics NZ Quarterly Labour Force Survey (Quarterly data)

Auckland Labour Force



Dwelling Consents Issued



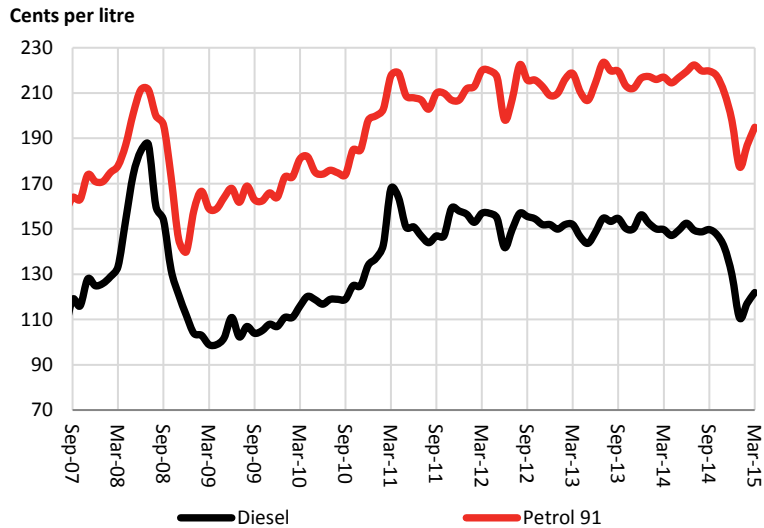
Dwelling Consents Issued - 482 consents were issued in January 2015 up 11.3% on January last year. The 12 month rolling average to January was 20% higher than the preceding 12 months.
 Source: Statistics NZ

Auckland Transport - Transport Indicators Report February 2015

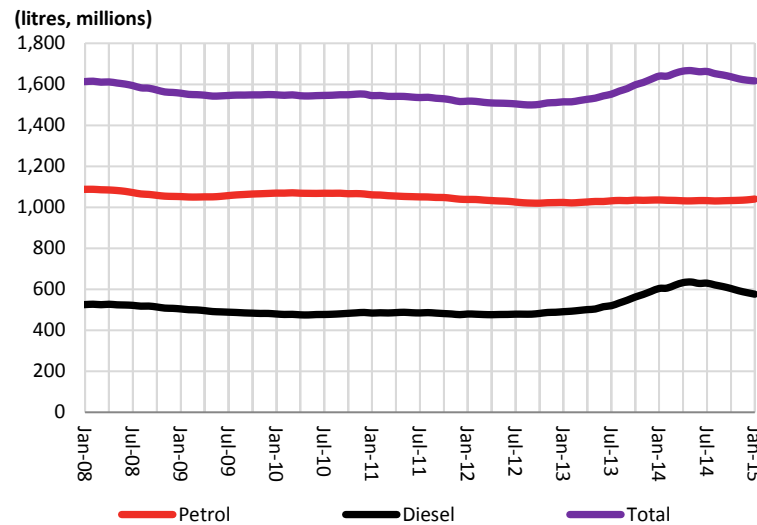


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

Monthly Fuel Prices



Auckland Fuel Sales 12 month rolling total



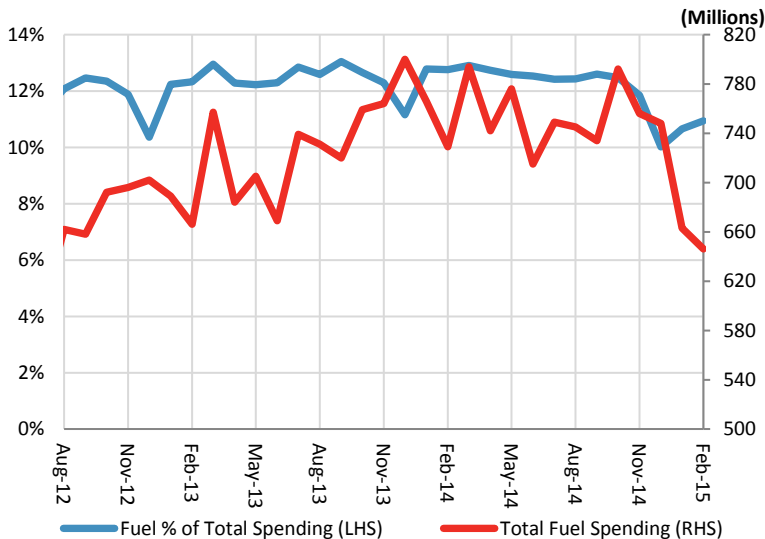
Fuel Prices - the average fuel price rose in February (5.8% for diesel and 5.4% for petrol). Fuel prices have risen each week February and in the first few weeks of March.

Source: Ministry of Business, Employment and Innovation (Updated Weekly)

Auckland Fuel Sales - Total fuel sales for the year to January 2015 were -1.4% lower than the previous 12 months rolling total. Diesel sales in January 2015 were -14.6% lower than January 2014. Petrol sales in January 2015 were 5.1% higher than January 2014.

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 2.6% in February 2015 compared to January 2015 and was 11.4% lower than in February 2015 reflecting lower fuel prices. The proportion of total card spending spent on fuel remained lower than usual at 10.9% reflecting the lower fuel prices.

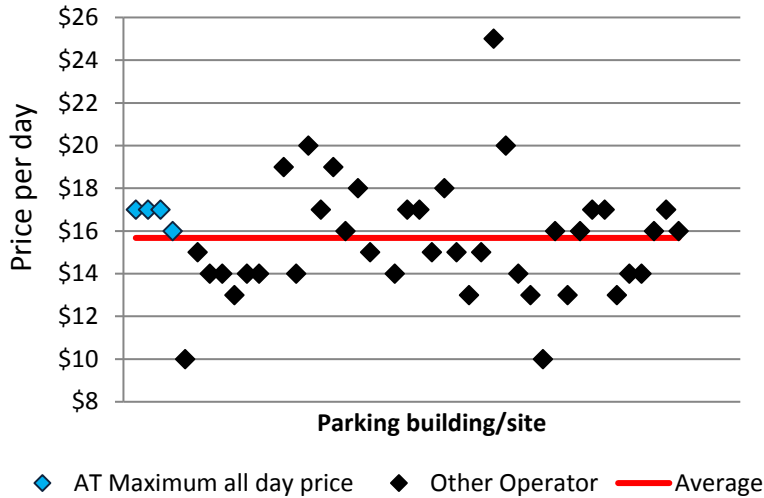
Source: Statistics NZ monthly Electronic Card Transactions

Auckland Transport - Transport Indicators Report February 2015

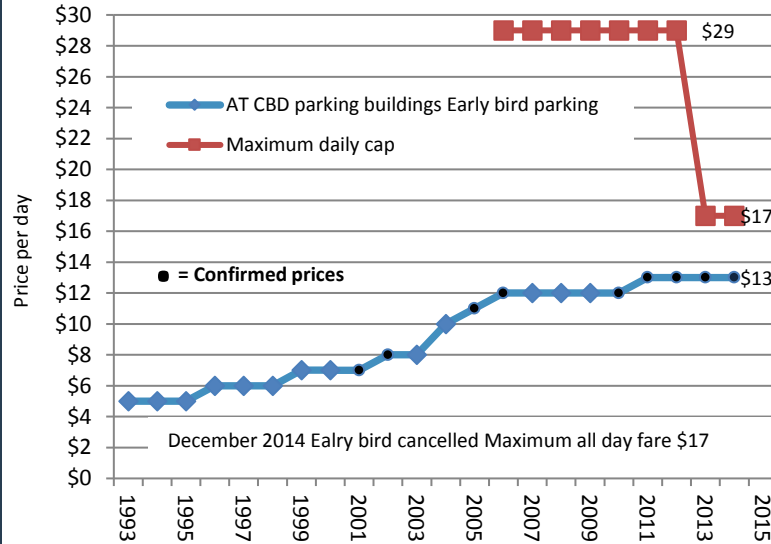


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

AT parking buildings daily cap parking prices vs. Other CBD Parking Buildings Early bird prices



AT CBD Parking Early-Bird/Maximum daily price

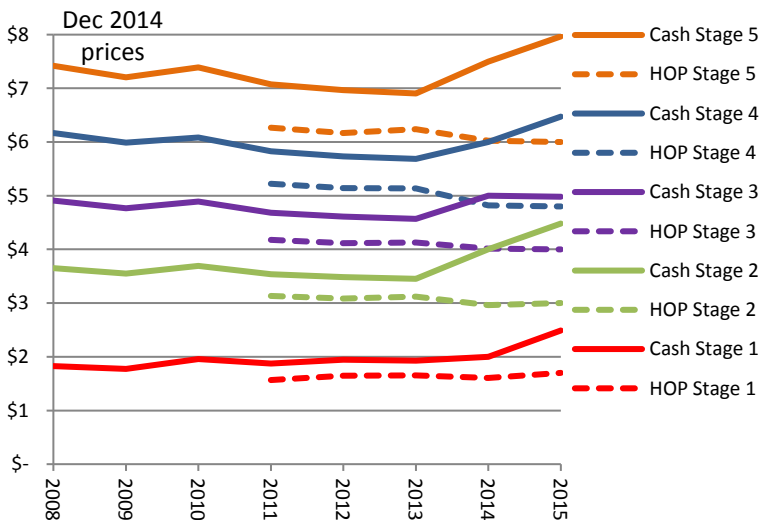


AT Parking Prices - in Civic (828 spaces), Downtown (890 spaces), Fanshawe (509 spaces) and Victoria St (850 spaces) car park buildings. The Early Bird price option was removed 1st December 2014 from the CBD AT car parks of Downtown, Victoria st, Civic and Fanshawe st. The CBD is defined as the area bounded by the motorways

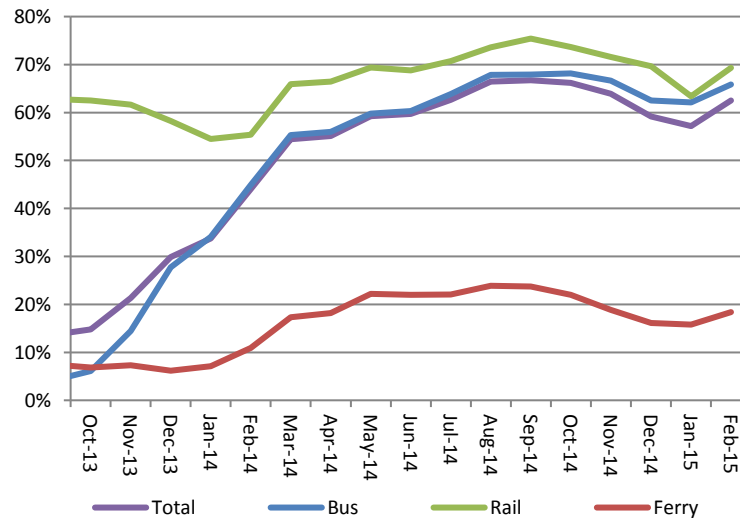
Public Transport Fares - Change in the 1-5 stage bus (and rail fares from 2013) cash fares in 2014 prices over time. On 29th March 2015 most cash prices will increase, 1 and 2 stage HOP fares also increased. (Nominal fares are adjusted based on CPI index (Dec 2014 quarter) to provide their relative cost in real terms)

Trips Using AT HOP - 62.5% of all trips in February 2015 were made with AT HOP; up from 57% in January 2015. In February 2015, 65.8% of bus trips used AT HOP, 69.3% of train trips used AT HOP and 18.4% of ferry trips used AT HOP. The summer period has a reduction in commuters and an increase in casual cash fare passengers.

Bus Adult AT HOP and Real Cash Fares 2008-2015



Percentage of Trips using AT HOP

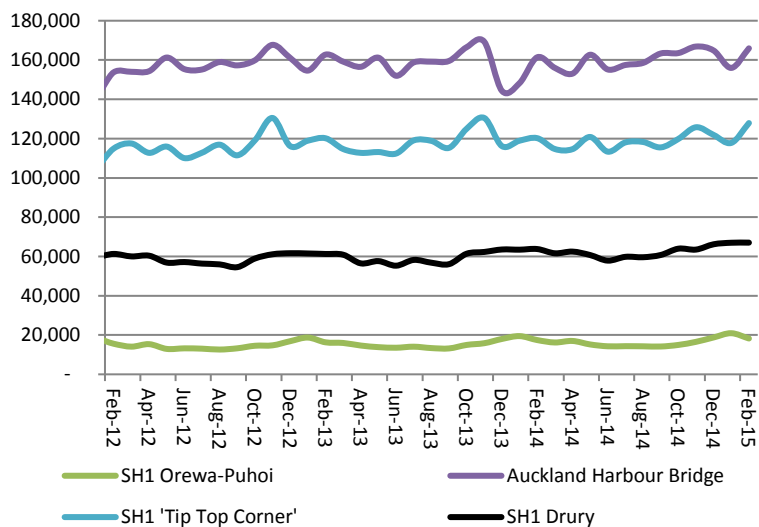


Auckland Transport - Transport Indicators Report February 2015

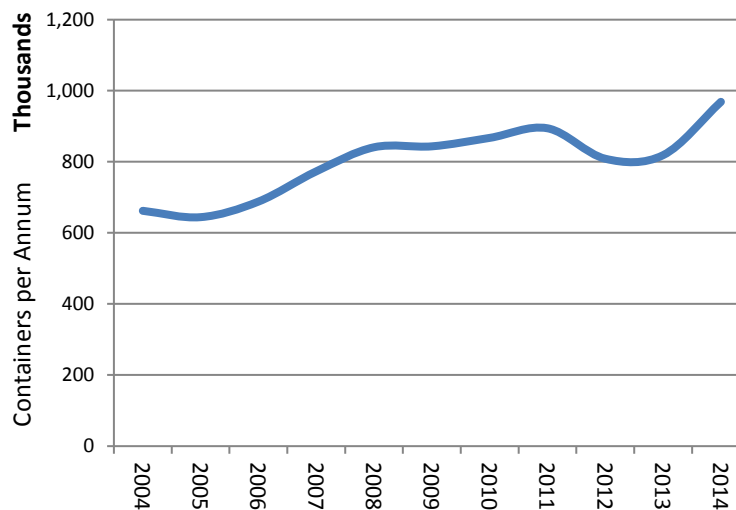


Monitor Trends Driving Transport Demands: Key Demand Indicators

State Highway Average Daily Traffic Volumes



Port Freight Movements



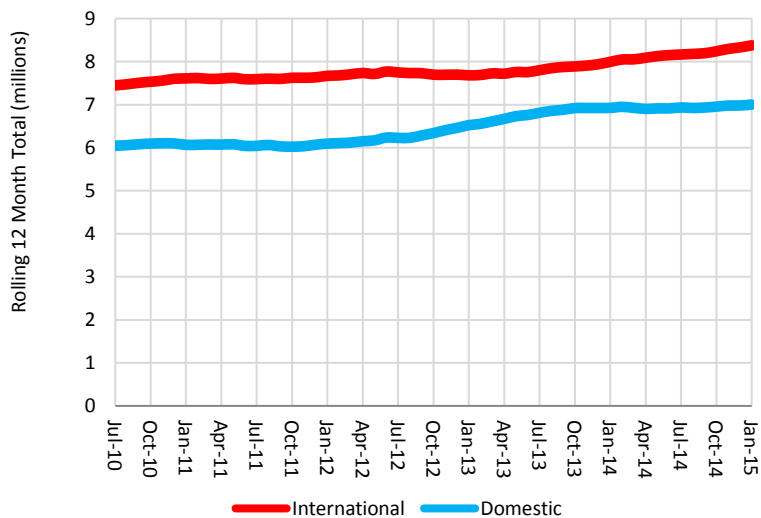
State Highway Traffic Volumes - shows the average daily traffic at key state highway locations. Compared to the same month last year, average daily traffic volumes for February 2015 were up 5.1% on SH1 at Drury, volumes were up 6.4% on SH1 at Tip Top Corner and 2.8% on the Harbour Bridge. SH1 at Orewa-Puhoi was up by 4.6% on February 2014.

Source: NZTA Data

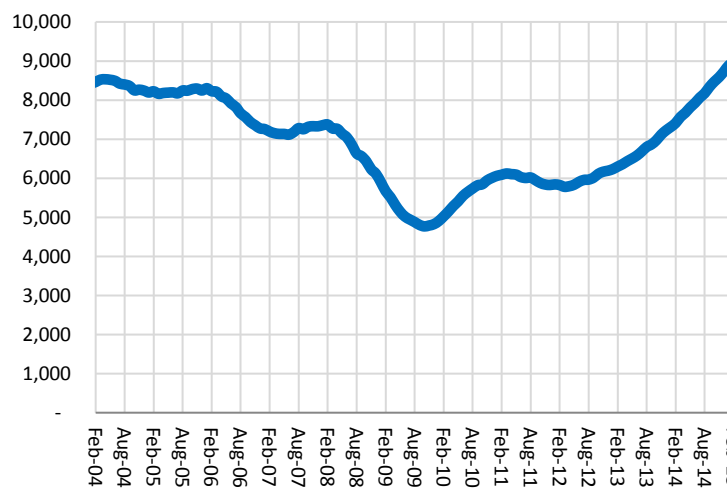
Port Freight Movements - Container movements through the Ports of Auckland totalled 968,741 TEU equivalents in the year to June 2014; an increase of 18.31% over the previous year and the highest level since 2004.

Source: Ports of Auckland

Auckland Airport Passenger Movements



Auckland Car Registrations - 12 Month Rolling Average



Airport Passenger Movements - A total of 15.4 million passenger movements were recorded through Auckland airport in the year to January 2015, an increase of 3.1% on the year to January 2014. Total passenger movements in January 2015 were 5.1% higher than January 2014.

Source: AIAL Monthly traffic report

Auckland Car Registrations - Cars first registered to an Auckland postal code. There were 8,304 car registrations in February 2015 12.7% higher than last February. The 12 month rolling average was 21% higher than a year ago, reflecting a strong recovery in vehicle sales activity as economic conditions have improved.

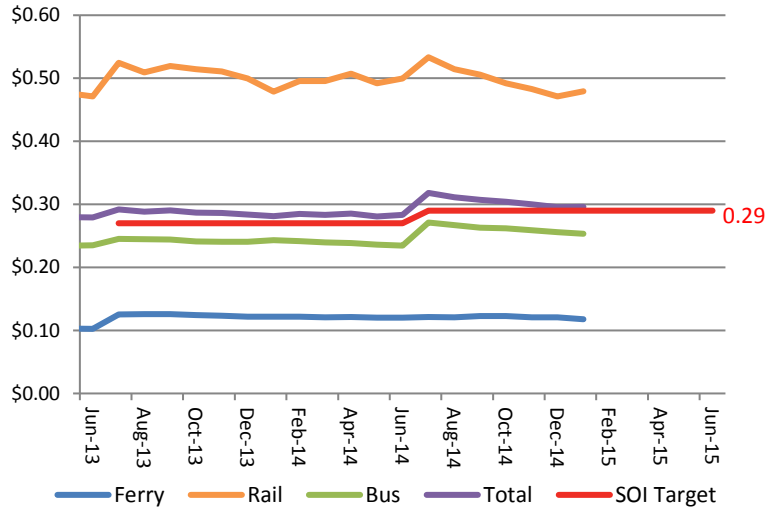
Source: NZTA Vehicle registration Centre

Auckland Transport - Transport Indicators Report February 2015

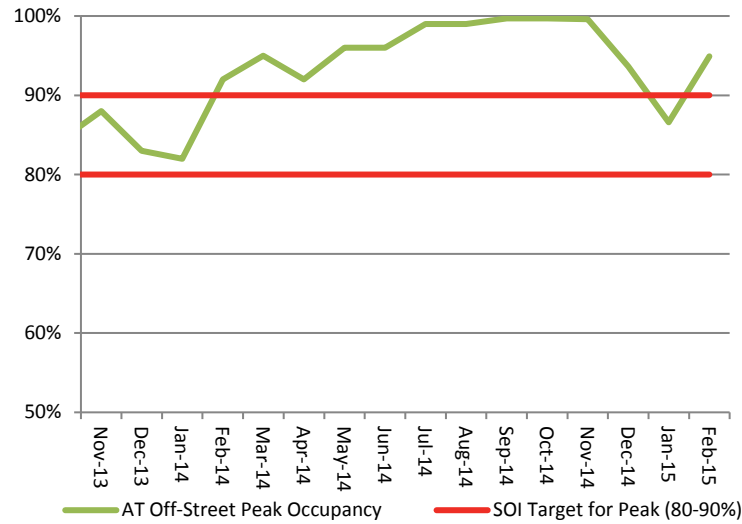


Monitor SOI Key Performance Indicators: Better Use of Resources to Maximise Return on Existing Assets

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 January 2015 was \$0.296.

Source: PT Ops

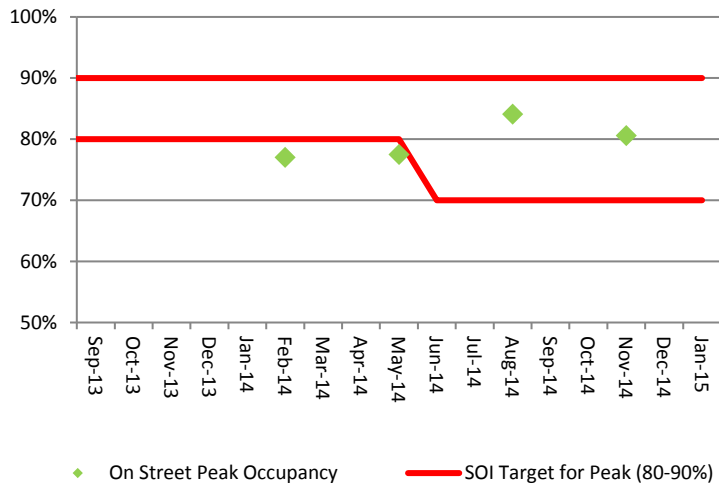
Off-street Parking - AT off-street car parks monitored are those at Civic, Downtown and Victoria Car Parking Buildings. In February 2015, peak occupancy was 95%, 5% above the SOI target range of 80-90% for 2015.

Source: AT Parking & Enforcement

On-street Parking - On-street car parks monitored are located in 3 CBD precincts: K Rd; Wynyard Quarter; and Shortland/High Streets. In the November 2014 survey, peak occupancy was 80.6% within the target range for 2014/15 of 70-90%.

Source: AT Parking & Enforcement

On-street Peak Parking Occupancy Rates

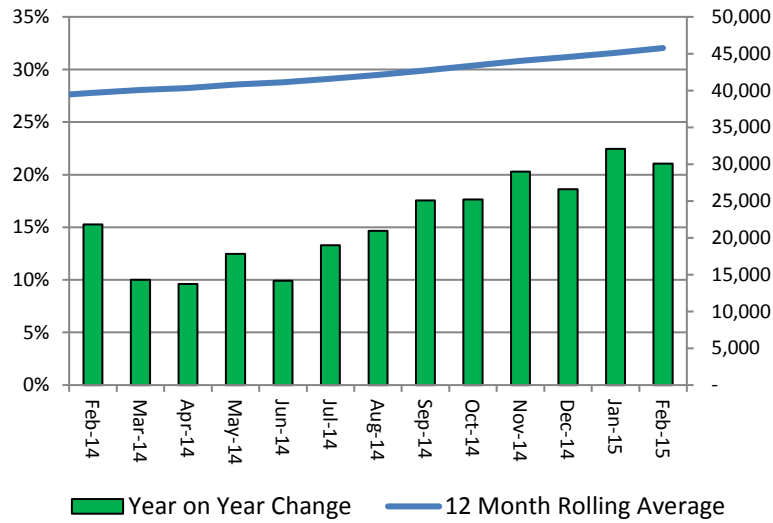


Auckland Transport - Transport Indicators Report February 2015

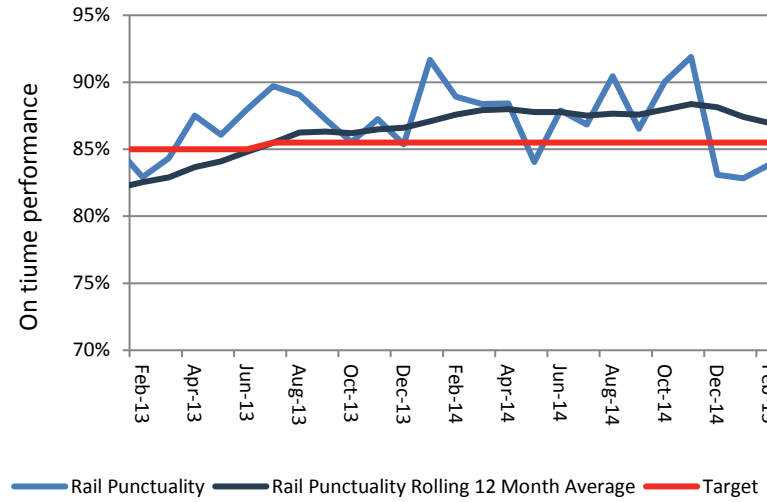


Capacity and Utilisation of the Transport Network: Public Transport

Rail Business Day Average



Rail Punctuality



Rail Business Day Average - The 12 month rolling average to February was 45,768, an increase of 21.1% on the previous year.
 Source: AT PT Ops

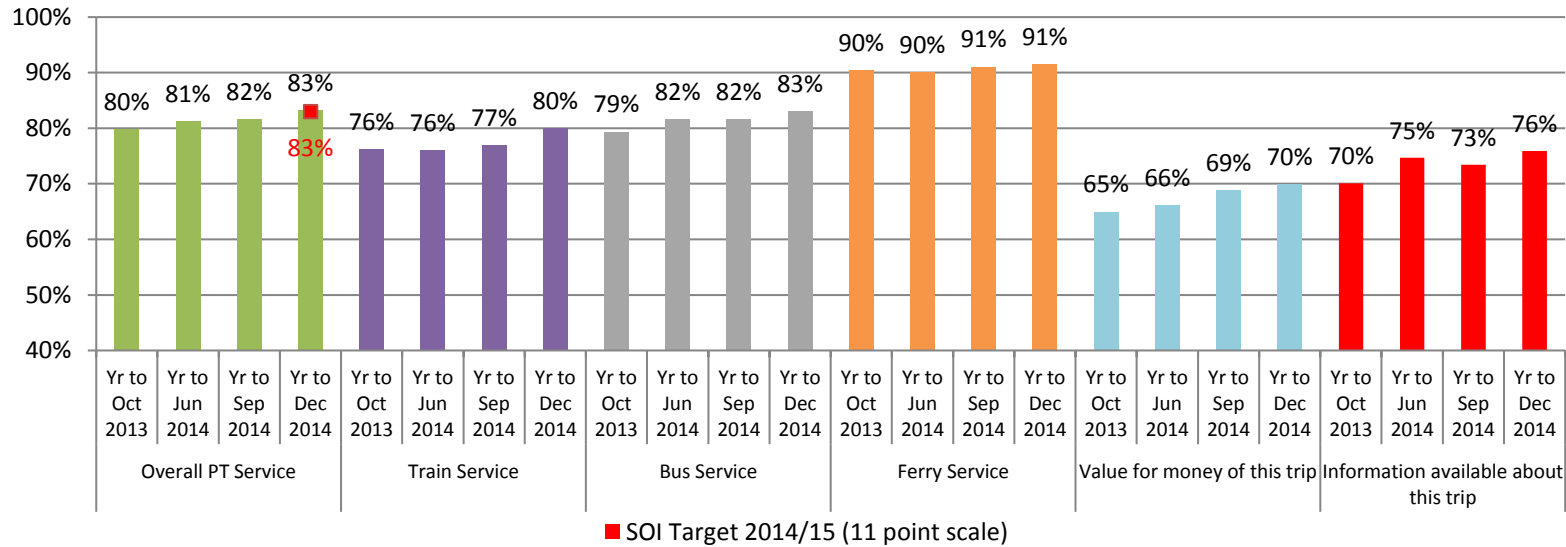
Rail Punctuality -For rail, service punctuality in Feb-2015 was 83.8%, compared to the average for the 12 months to Feb-2015 of 87.1%. Service reliability was 97.0%, compared to the average for the 12 months to Feb-2015 of 97.1%.
 Source: AT PT Ops / operator returns

Auckland Transport - Transport Indicators Report February 2015



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

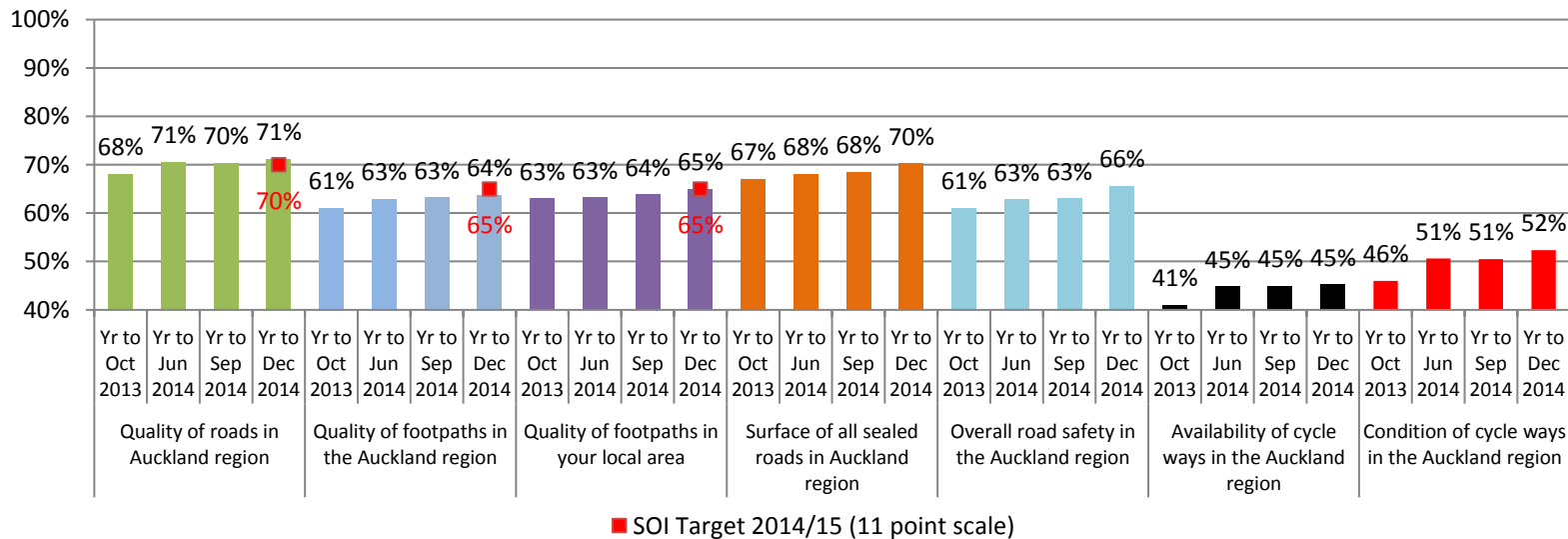
Public Transport Satisfaction Scores - Total satisfaction with:



Public Transport Satisfaction -Overall satisfaction with Public Transport services (83%) has improved by 3% compared to December 2013, with 4% improvements for both Bus and Train services.
Source: PT Customer Satisfaction Survey.

Roads and Footpaths- Satisfaction with roads (71%) and footpaths (64%) in the region have also improved by 3% compared to December 2013. The largest annual gains have been for Condition of Cycleways (up 6% to 52%), and Road Safety (up 5% to 66%).
Source: Roading Customer Satisfaction Survey.

Roading and Footpath Satisfaction Scores - Total satisfaction with:

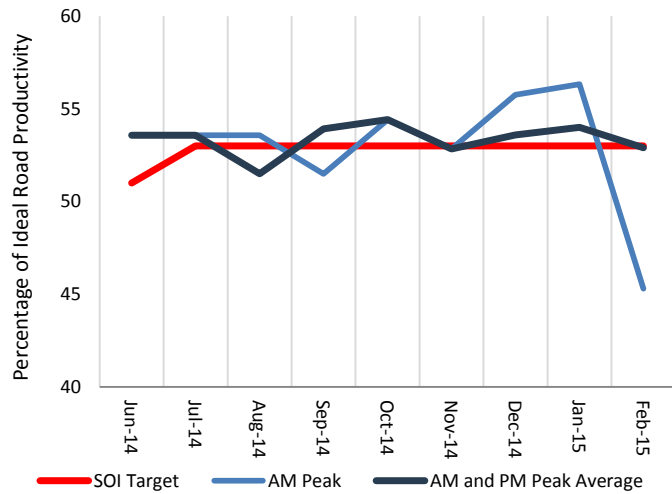


Auckland Transport - Transport Indicators Report February 2015

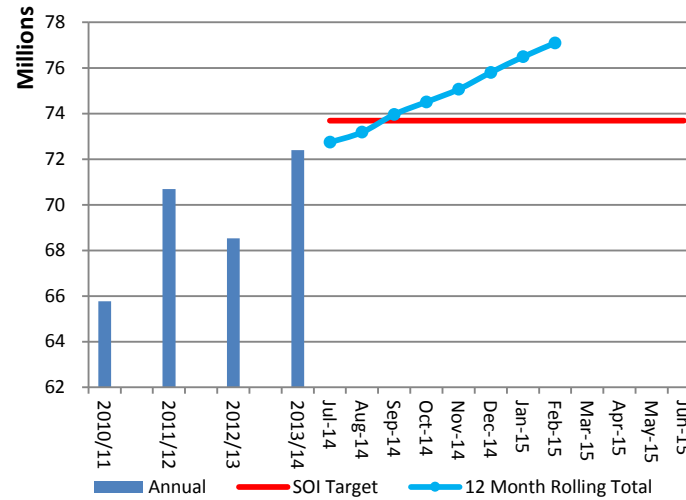


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

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 February 2015, peak period productivity averaged 45.3%, down from 56% in January. The rolling average year to date is 52.9% just below the target of 53%

Source: AT Road Corridor Operations

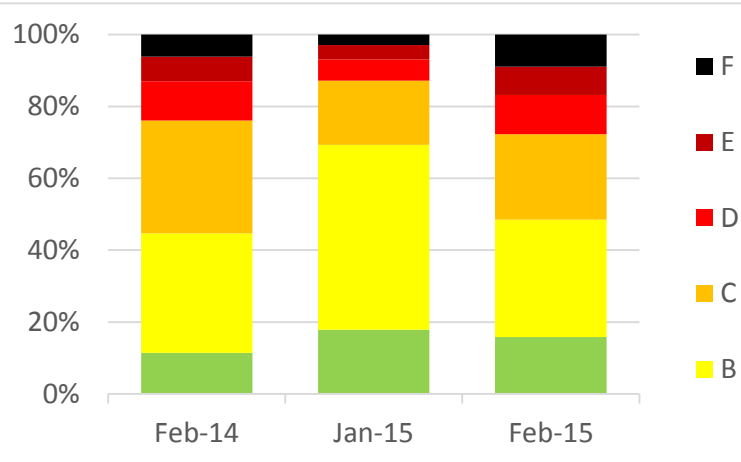
Arterial Road Level of Service - Arterial road level of service is measured by average speed as a % of the posted speed limit for AT's arterial roads, and categorised as follows:

- 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 February 2015, 28% of the network was congested; an increase from 15% in January and up 4% from February 2014 (24%).

Source: AT Road Corridor Operations

AM Peak Arterial Road Level of Service



Public Transport - Auckland public transport patronage totalled 77,088,240 passenger boardings for the 12 months to Feb-2015, an increase of +0.8% on the 12 months to Jan-2015 and +9.5% on the 12 months to Feb-2014. February monthly patronage was 6,683,047, an increase of 608,194 boardings or +10.0% on Feb-2014, normalised to ~+11.9% accounting for only special event patronage, as there were the same number of business and weekend days in Feb-2015 compared to Feb-2014. Financial year to date patronage has grown by +10.2%.

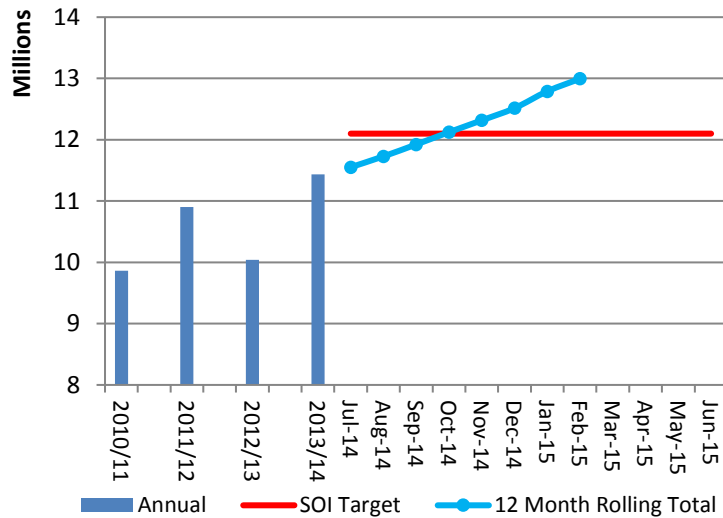
Source: AT PT Ops / operator returns

Auckland Transport - Transport Indicators Report February 2015

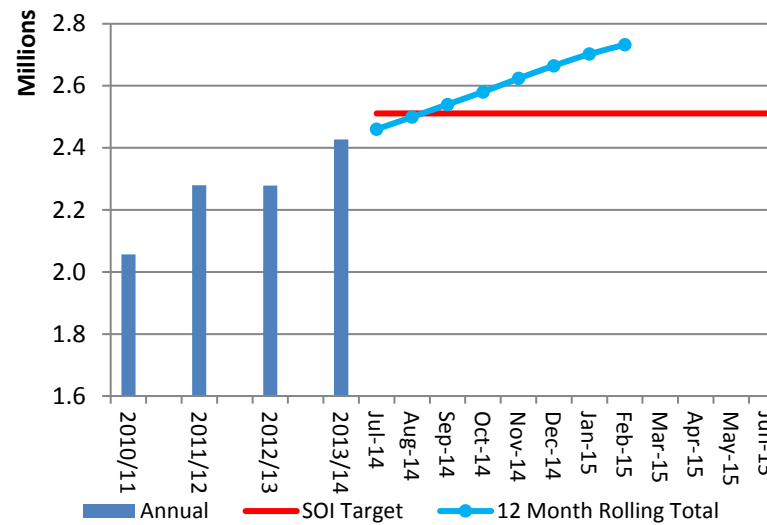


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

Annual Rail Patronage



Annual Northern Express Bus Patronage



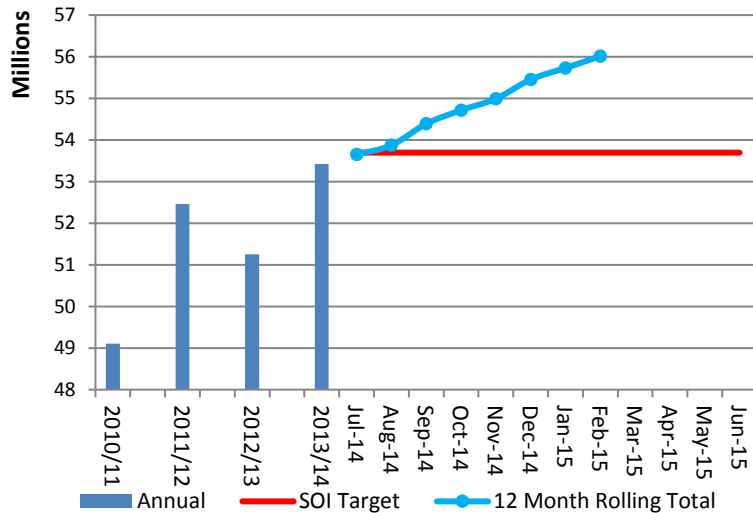
Rail Trips - Rail patronage totalled 12,994,815 passenger trips for the 12 months to Feb-2015, an increase of +1.6% on the 12 months to Jan-2015 and +19.5% on the 12 months to Feb-2014. Patronage for Feb-2015 was 1,209,882, an increase of 204,509 boardings or +20.3% on Feb-2014, normalised to ~ +34.1%. Financial year to date rail patronage has grown by +22.1%.

Source: AT PT Ops / operator returns

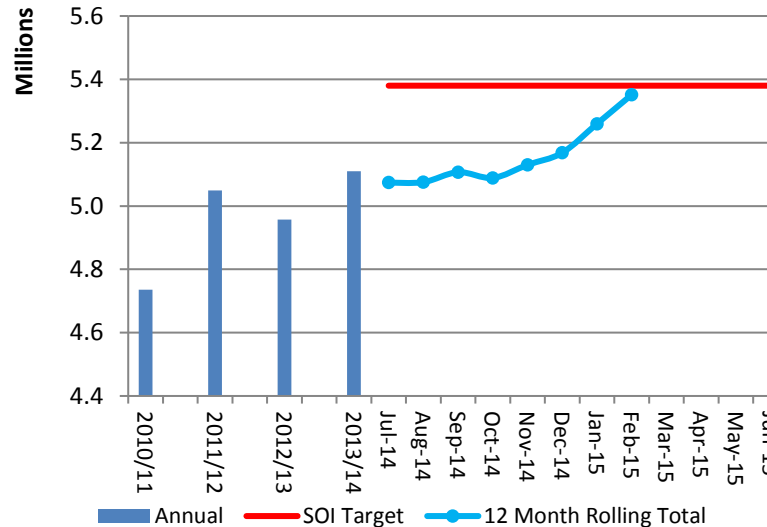
Northern Express - The Northern Express bus service carried 2,732,222 passenger trips for the 12 months to Feb-2015, an increase of +1.1% on the 12 months to Jan-2015 and +16.8% on the 12 months to Feb-2014. Northern Express bus service patronage for Feb-2015 was 226,656, an increase of 30,117 boardings or +15.3% on Feb-2014, normalised to ~ +19.1%. Financial year to date Northern Express patronage has grown by +20.5%.

Source: AT PT Ops / operator returns

Annual Bus Patronage (excl. NEX)



Annual Ferry Patronage



Bus (excl. Northern Express) - Bus services excluding Northern Express carried 56,009,807 passenger trips for the 12 months to Feb-2015, an increase of +0.5% on the 12 months to Jan-2015 and +7.6% on the 12 months to Feb-2014. Bus services excluding Northern Express patronage for Feb-2015 was 4,690,676, an increase of 281,939 boardings or +6.4% on Feb-2014, normalised to ~ +6.4%. Financial year to date bus services excluding Northern Express patronage has grown by +7.6%.

Source: AT PT Ops / operator returns

Ferry Trips - Ferry services carried 5,351,396 passenger trips for the 12 months to Feb-2015, an increase of +1.7% on the 12 months to Jan-2015 and +4.0% movement on the 12 months to Feb-2014. Ferry services patronage for Feb-2015 was 555,833, an increase of 91,629 boardings or +19.7% on Feb-2014, normalised to ~ +19.7%. Financial year to date ferry patronage has increased by 7.0%.

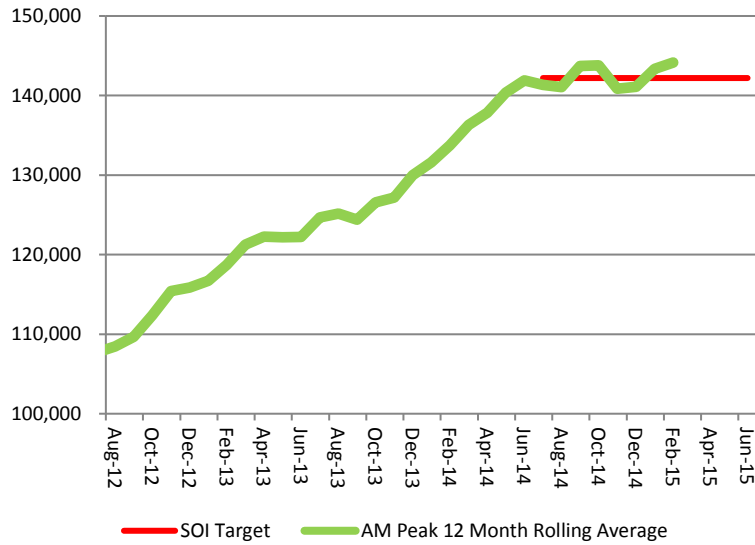
Source: AT PT Ops / operator returns

Auckland Transport - Transport Indicators Report February 2015

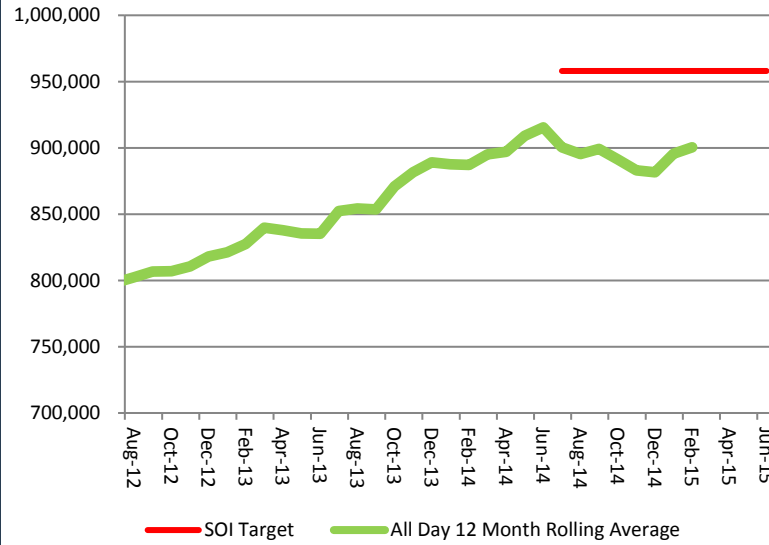


Monitor SOI Key Performance Indicators: Increased Access to a Wider Range of Transport Choices

AM Peak Cycling Counts 12 Months rolling average



All Day Cycling Counts 12 months rolling average



Cycling Counts - AT counts cyclists at 9 key sites around the region.

- There has been an Increase of 5.6% in total cyclist movements in February when compared to February 2014.
- The morning peak movement's increased by 5.4% when compared to February last year.
- A total of 900,531 cycle trips were recorded for the year March 2014 to February 2015, this is an increase of 1.5% on the previous year.

Note: Automatic monitoring data from nine sites: Upper Harbour Drive, Great South Road, Highbrook, Lake Road, North-Western cycleway Kingsland and Te Atatu, Orewa Cycleway, Tamaki Drive (E/bound), Twin Streams path

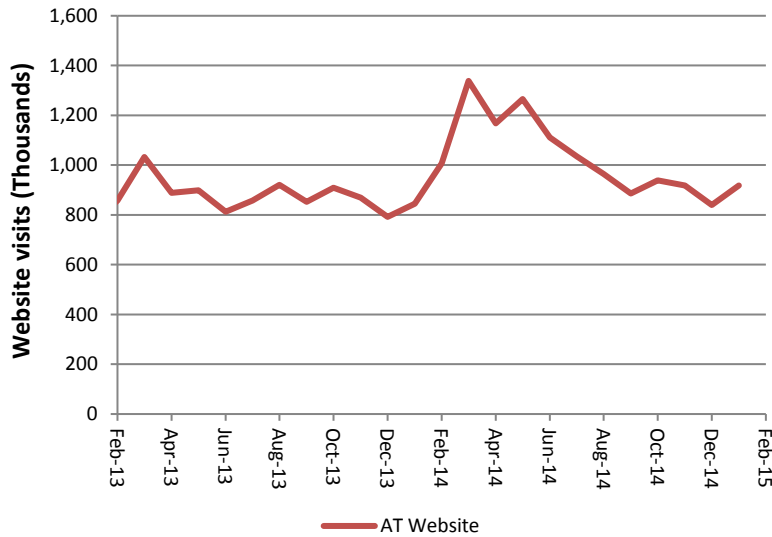
Source: AT Community Transport (reported 10th of the Month)

Auckland Transport - Transport Indicators Report February 2015

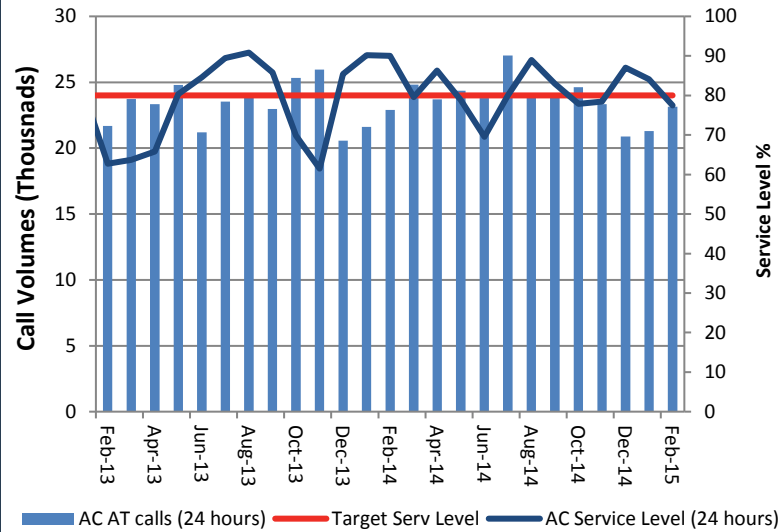


Key Performance Indicators: Customer Contact

Volume of website visits



Auckland Transport Call Centre: Incoming calls



Volume of Website Visits

There was a 19% increase in visits to the Auckland Transport website in February 2015 (compared to January 2015).

AT Public Transport Call Centre

Call volumes at the Public Transport call centre decreased 6% compared to the previous month and decreased by 25% compared to the same period last year. The public transport call centre service level decreased 10% (decreasing from 67% to 60%).

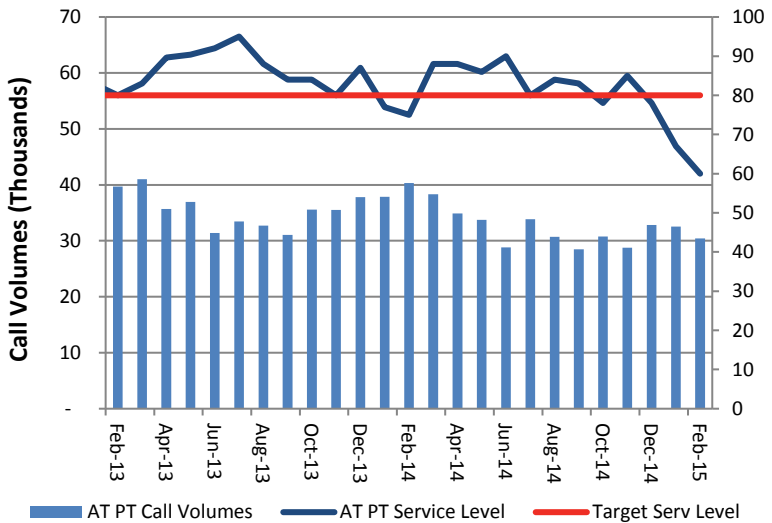
AT Hop calls increased 35% compared to last month. The service level decreased 13%.

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

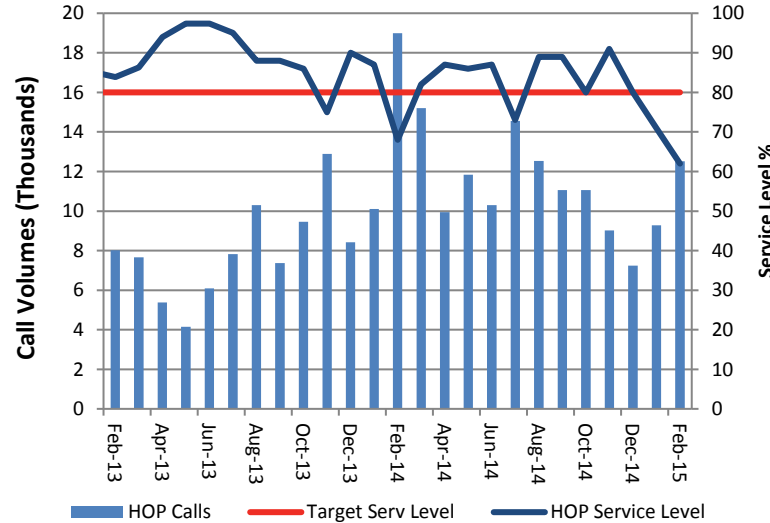
There was a slight 9% increase in call volumes and a 8% decrease in the service level compared to the previous month.

AT Hop calls - There was a slight 9% increase in call volumes and an 8% decrease in the service level compared to the previous month.

Public Transport Call Centre Volumes & Service Level



AT HOP Call Volumes & Service Level

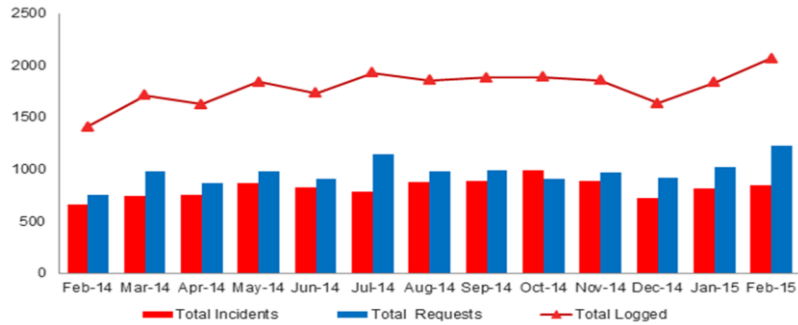


Auckland Transport - Transport Indicators Report February 2015

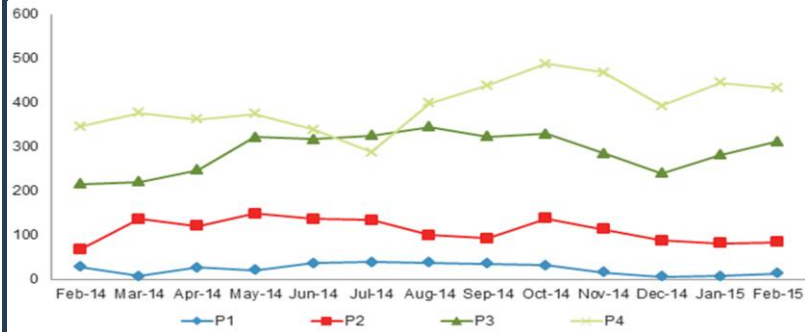


Business Technology Indicators: Service Desk

Total tickets logged



Incidents logged

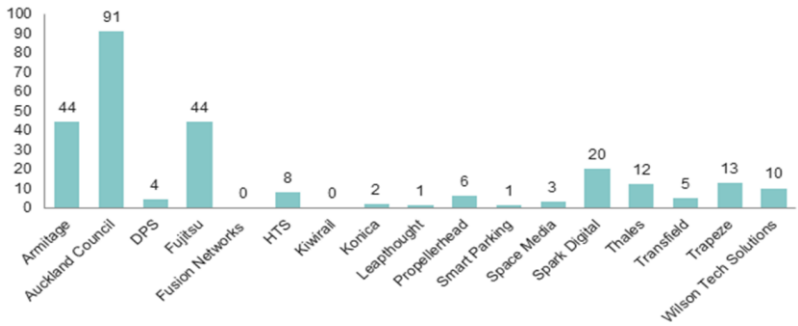


Total tickets logged -2,068 tickets were logged in February, the highest ever. 1,813 were Auckland Transport, and 254 were for ATEED staff.

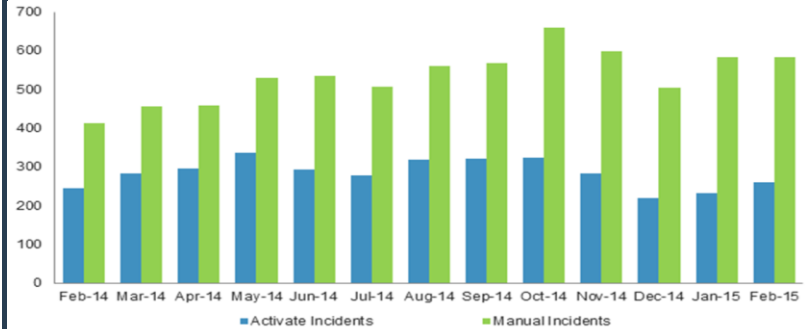
- 1,226 of the tickets logged were for password reset and unlocks, 187 requests were made for account unlocks. Documentation created by the Service Desk to inform users of ways to avoid their Active Directory account locking out, is awaiting approval by AT so that the Service Desk can implement sending this out to users who have had their account locked.

Incidents logged - 13 Priority 1s were logged in February a similar number to those logged in January. Priority 2s were of a similar volume in February as in January while there was a fairly large increase of Priority 3 incidents. ATEED was a major contributor to this increase: 59 ATEED Priority 3s and 193 ATEED Priority 4s.

Request volume by vendor



Activate / Manual tickets logged



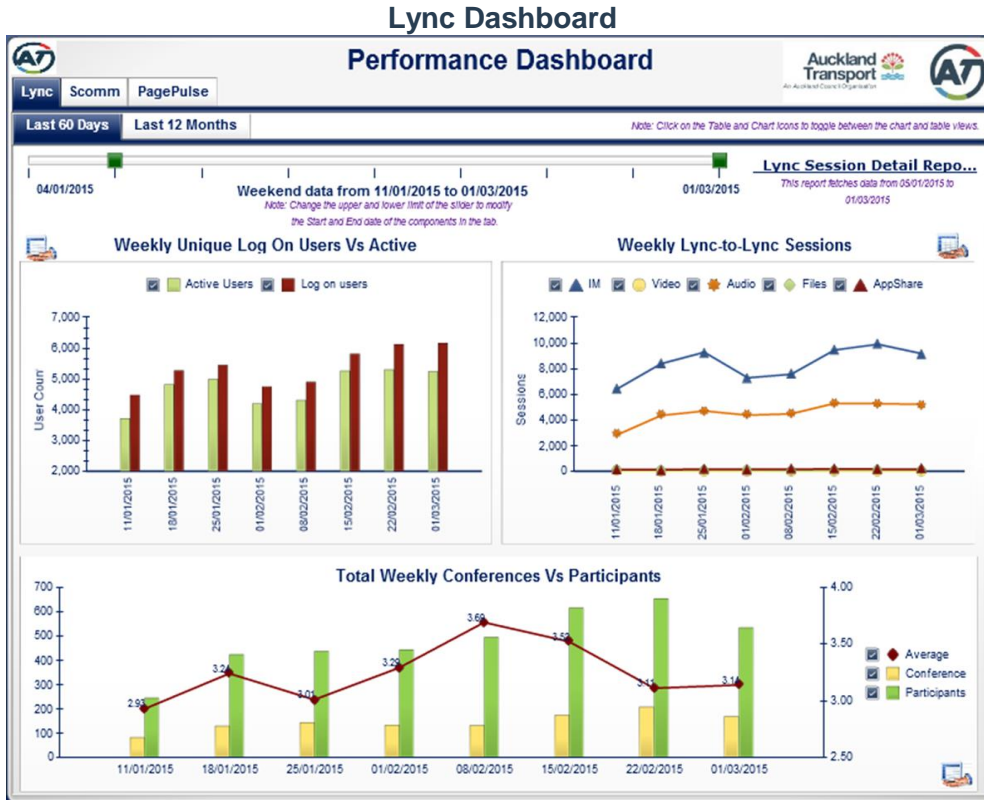
Request volume by vendor - Auckland Council Shared Services were assigned the most calls in January with 91 tickets. All bar 3 were for ATEED systems, and will likely reduce over the coming months as the ATEED Phase 2 and 3 projects on-board more of ATEED's systems into Business Technology. All other Vendors followed a similar trend in terms of numbers logged with no significant spikes or dips.

Activate / Manual tickets logged -Manual service requests continued to increase in February. ATEED do not have Activate, so all requests to the Service Desk are by email or phone.

Auckland Transport - Transport Indicators Report February 2015



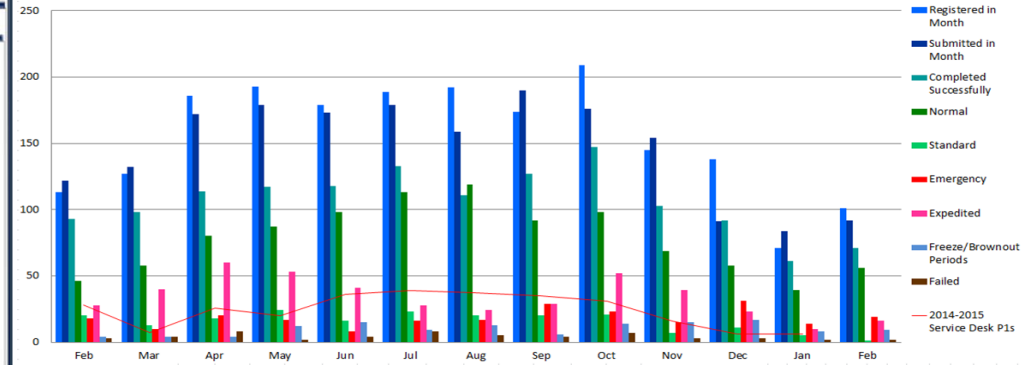
Business Technology Indicators: Service Desk



- Above dashboard shows weekly data from 05/01/2015 to 01/03/2015
- There were 42,912 users logged on Lync in the last 60 days, a 24% increase compared to the previous month. 88% are active users.
- An average of 13,258 Lync-to-Lync sessions per week in the last 8 weeks, a 28% increase compared to last month.
- 64% of users use instant messaging in Lync, similar to last month.
- Around 148 conferences per week, an increase of 32%. Each conference has 3.24 participants on average.

Change Management 2014 AT ITBS change management

2014 - 2015 Auckland Transport BT Change Management Rolling 13 Month Statistics



- There's been a decrease in request volumes since last year with normal seasonal fluctuations for the Christmas/New Year Period.
- There was a 10% decrease (12 changes) in volumes for February 2014, with 42% increase on the previous month.
- The Patching on Prod 2 Servers for Q4 2014 flushed out a number of issues that are being investigated/resolved to prevent a recurrence.
- A high percentage of monthly changes are fast tracked, the majority were Firmware Upgrades and Hot Fixes applied to ensure our systems remain stable.
- 35% were fast tracked changes, a 46% increase on January but a 24% decrease on February 2014. 15.84% were Expedited Changes, a 42.86% decrease from February 2014, and a 60% increase on January.
- 2% of the submitted changes in February Failed, a 33% decrease on February 2014, but the same as January 2015.

Website performance

