

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 previous months report are available.

Economic Activity

- There were 528 building consents issued in February 2015; 13.8% more than the same month last year. The 12 month rolling average to February was 21.2% higher than the preceding 12 months.
- Average fuel prices increased in March with increased oil prices and fell in early April with the strengthening of the NZ dollar.
- Total Auckland fuel sales for the year to January 2015 were -1.4% lower than the 12 months rolling total. Data for February was not available at the time of writing.
- The March 2015 heavy traffic index fell by 0.4% for the month after strong growth in December and January, suggesting a slowing of economic growth.

Auckland Traffic

Arterial peak productivity averaged 49.3% in March 2015; up from 45.3% in February. In March 28% of the network was congested; up 1% on March 2014.

Public Transport

Auckland public transport patronage totalled 78,176,841 passenger boardings for the 12 months to March 2015, an increase of +1.4% on the 12 months to February 2015 and +10.1% on the 12 months to March 2014. March monthly patronage was 8,394,790, an increase of 1,088,861 boardings or +14.9% on March 2014, normalised to ~ +11.8% accounting for one more business day, one less weekend day and special event patronage, compared to March 2014. Financial year to date patronage has grown by +10.9%.

For rail, service punctuality in March 2015 was 77.8%, compared to the average for the 12 months to March 2015 of 86.0%.

67.6% of all trips in March 2015 were made with AT HOP; up from 62.5% in February 2015. In March 2015, 70.2% of bus trips used AT HOP, 72.9% of train trips, and 23.2% 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 March 2015 was 98.6% – above the SOI target range of 80-90% for 2014/15.

Cycling

Cyclist movements in March 2015 were 1.9% higher than in March 2014. A total of 902,343 cycle trips were recorded for the year of April 2014 to March 2015; an increase of 0.8% on the previous year. Morning peak movements increased by 0.8% when compared to February last year.

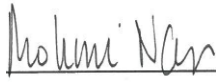


Customer Satisfaction

March 2015 quarterly customer satisfaction surveys showed an improvement in overall satisfaction with public transport services, rising from 83% last quarter to 84%. This is above the SOI target of 83%. Increases in customer satisfaction were recorded against all Metro modes. Satisfaction with roads remained stable at 71%, which is above the SOI target of 70%.

Attachments

Number	Description
1	Monthly Transport Indicators Report: March 2015

Document ownership

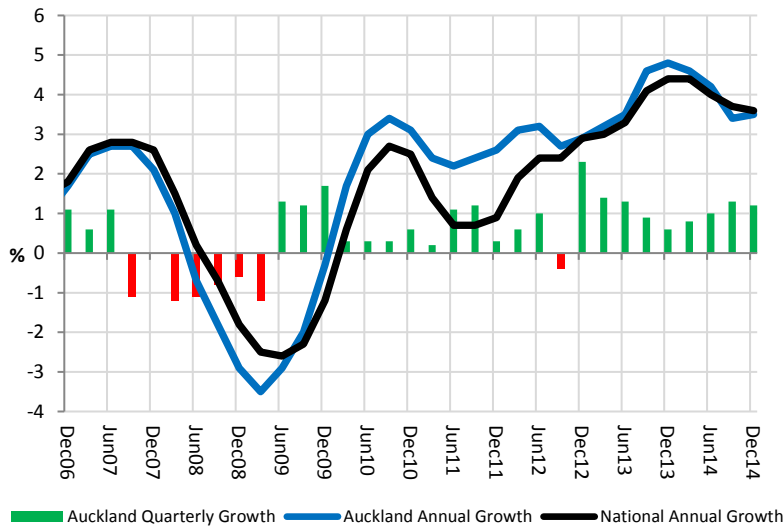
Submitted by	Mohini Nair Manager, Strategic Transport Planning	
Recommended by	Peter Clark General Manager, Strategy and Planning	
Approved for submission	David Warburton Chief Executive	



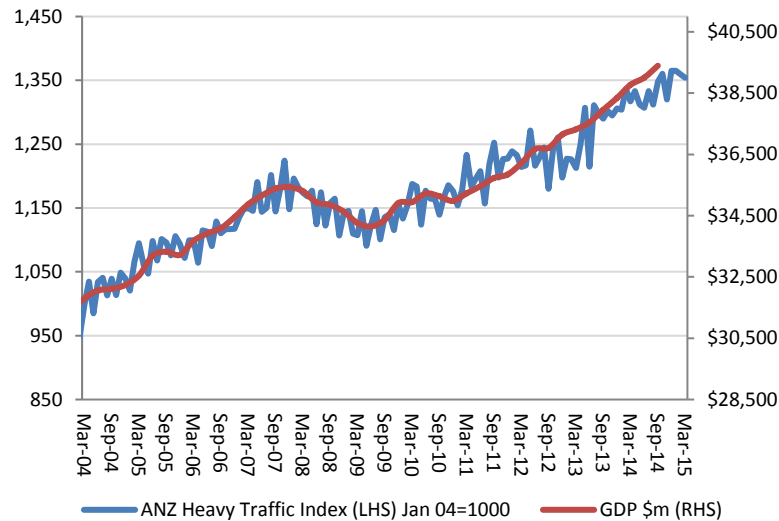
Attachment 1 - Auckland Transport - Transport Indicators March 2015

Monitor Trends Driving Transport Demands: Economic Indicators

Auckland Economic Activity



ANZ Truckometer

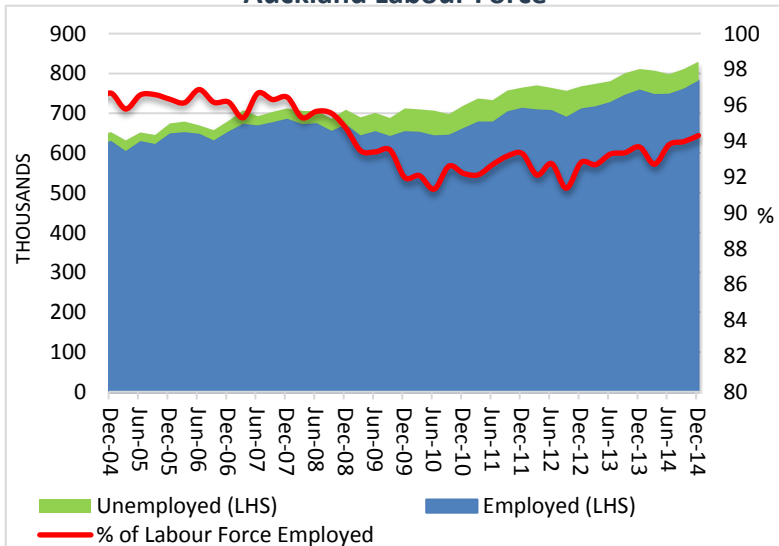


Auckland Economic Activity - economic activity increased 1.2% in the December 2014 quarter; the ninth consecutive quarterly rise. The year-on-year growth rate for Auckland was 3.5% and New Zealand was 3.6%.
 Source: ANZ Regional Trends: Auckland (Quarterly data)

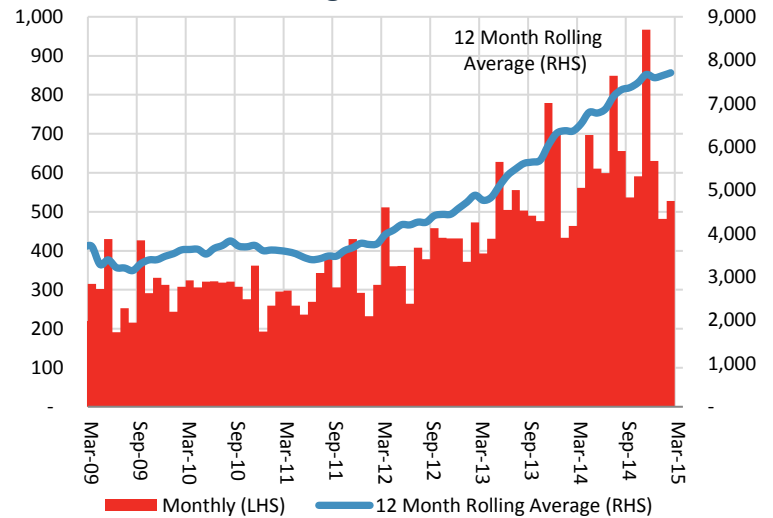
ANZ Truckometer - uses NZTA data as an indicator of national economic activity. The March 2015 heavy traffic index fell by 0.4% after strong growth in December and January. This suggests a slowing of growth in the economy.
 Source: ANZ Truckometer (Data available 12th of the month)

Auckland Labour Force - Auckland employment in the Dec 2014 quarter totalled 782,200, up 2.9% on Dec 2013 and up 2.6% on the Sept 2014 quarter. Unemployment totalling 47,200 in the Dec 2014 quarter was 8.2% less than Dec 2013 and down 3.3% on the Sept 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



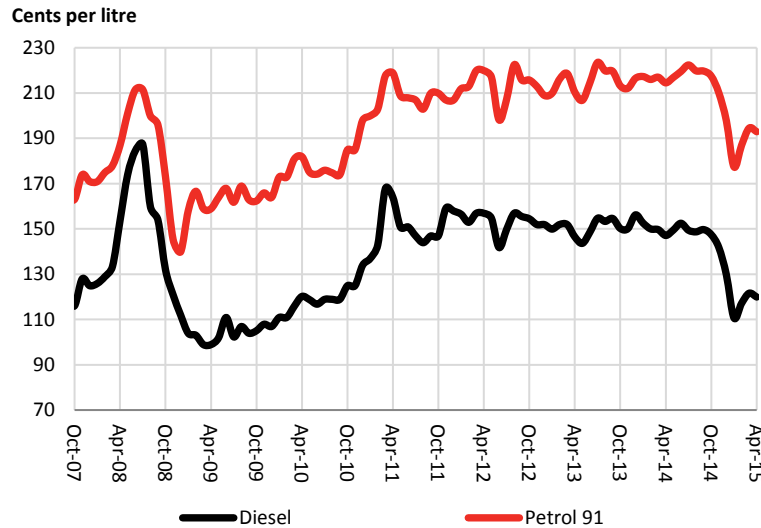
Dwelling Consents Issued - 528 consents were issued in February 2015 up 13.8% on February last year. The 12 month rolling average to February was 21.2% higher than the preceding 12 months.
 Source: Statistics NZ

Auckland Transport - Transport Indicators Report March 2015

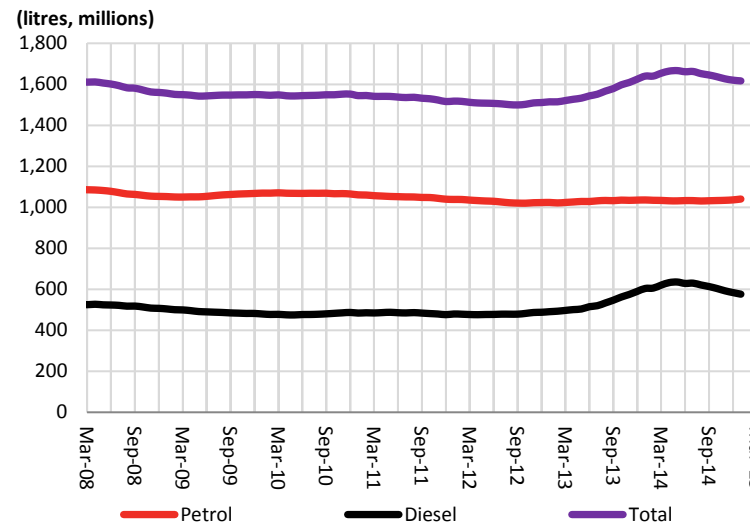


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

Monthly Fuel Prices



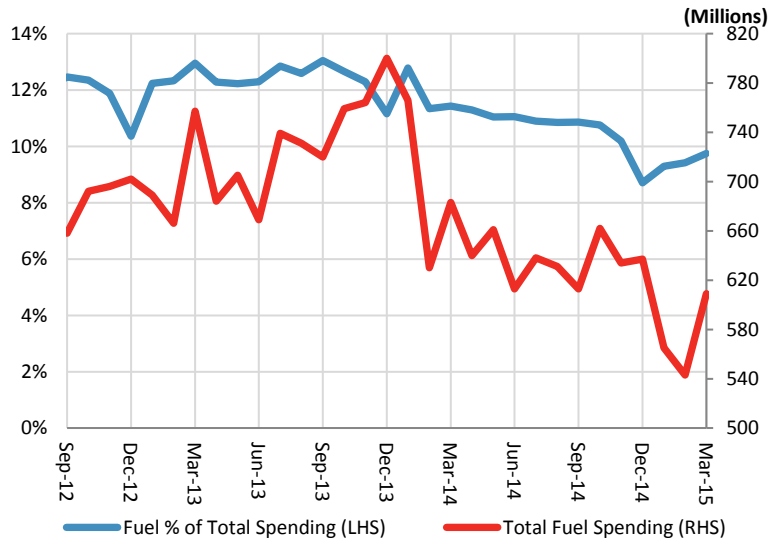
Auckland Fuel Sales 12 month rolling total



Fuel Prices - the average fuel price increased in March with increased oil prices and fell in early April linked to NZ dollar strengthening.
 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



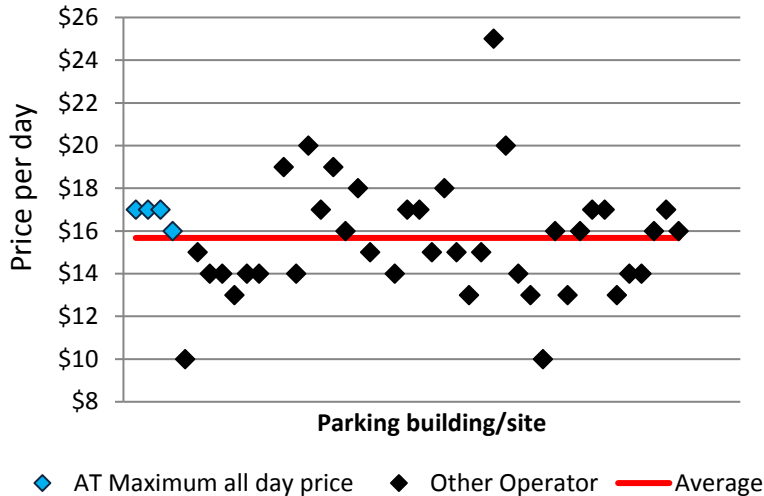
Card Spending on Fuel - Card spending on fuel increased 12.5% in March 2015 compared to February 2015 and was 10.8% lower than in March 2015 reflecting lower fuel prices. The proportion of total card spending spent on fuel remained lower than usual at 9.7% reflecting the lower fuel prices.
 Source: Statistics NZ monthly Electronic Card Transactions

Auckland Transport - Transport Indicators Report March 2015

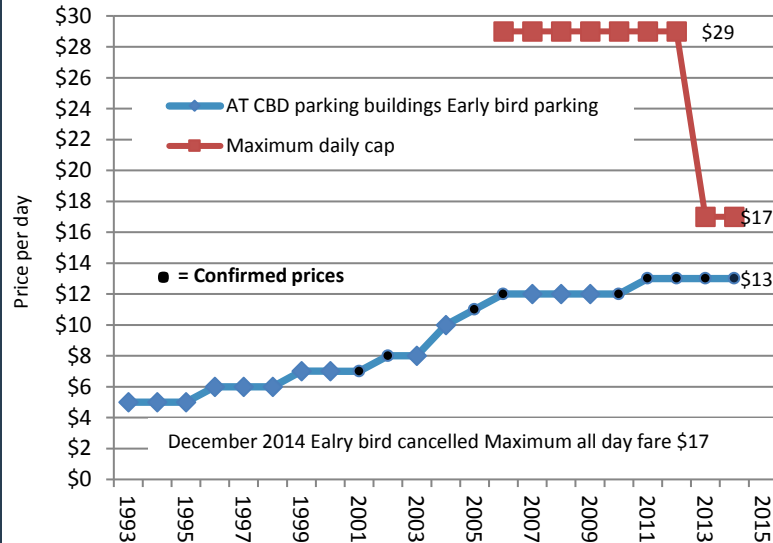


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

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



AT CBD Parking Early-Bird/Maximum daily price

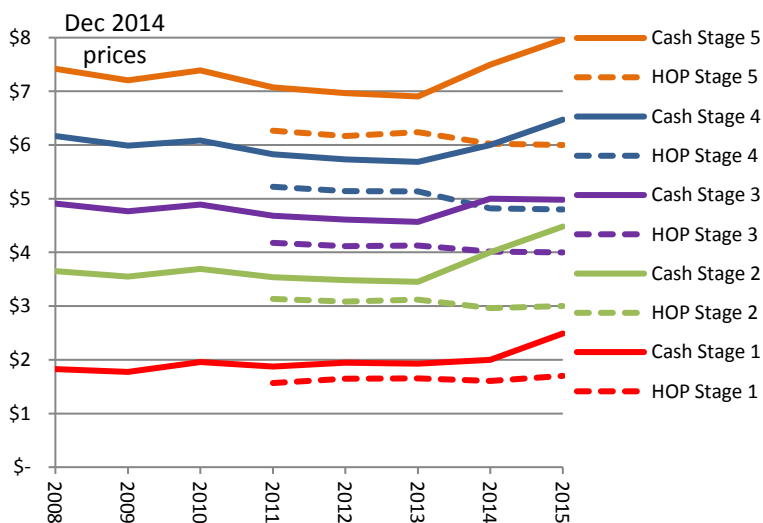


AT Parking Prices - in Civic (828 spaces), Downtown (890 spaces), Fanshawe (509 spaces) and Victoria St (850 spaces) car park buildings. The Early Bird price option was removed 1st December 2014 from the CBD AT car parks of Downtown, Victoria st, Civic and Fanshawe st. The CBD is defined as the area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

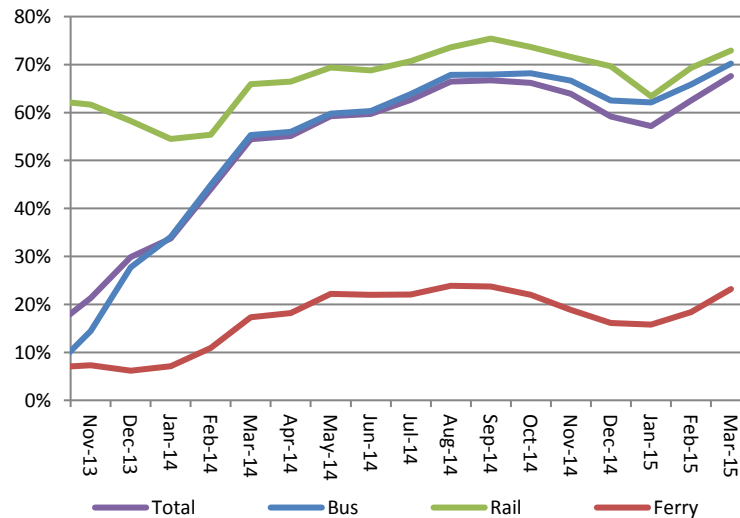
Public Transport Fares - Change in the 1-5 stage bus (and rail fares from 2013) cash fares in 2014 prices over time. On 29th March 2015 most cash prices will increase, 1 and 2 stage HOP fares also increased. (Nominal fares are adjusted based on CPI index (Dec 2014 quarter) to provide their relative cost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

Trips Using AT HOP - 67.6% of all trips in March 2015 were made with AT HOP; up from 65.8% in February 2015. In March 2015, 70.2% of bus trips used AT HOP, 72.9% of train trips used AT HOP and 23.2% of ferry trips used AT HOP.

Bus Adult AT HOP and Real Cash Fares 2008-2015



Percentage of Trips using AT HOP

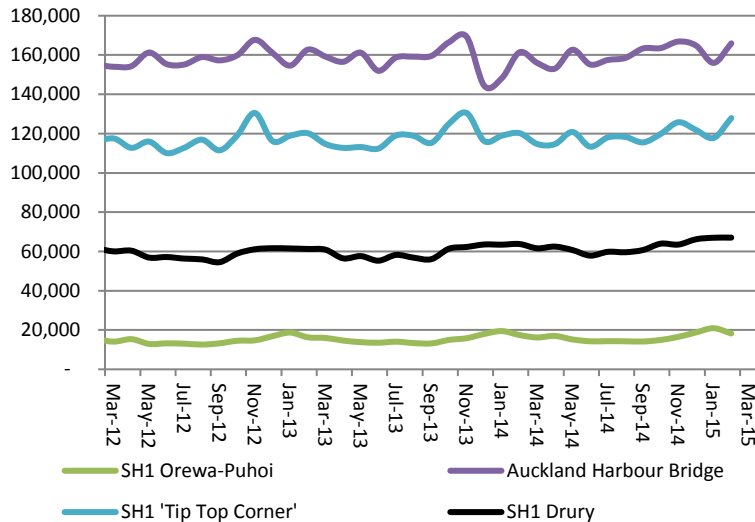


Auckland Transport - Transport Indicators Report March 2015

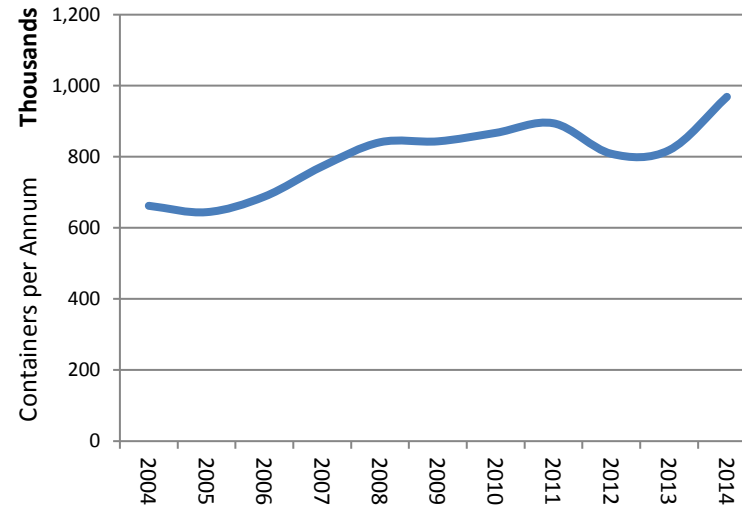


Monitor Trends Driving Transport Demands: Key Demand Indicators

State Highway Average Daily Traffic Volumes



Port Freight Movements



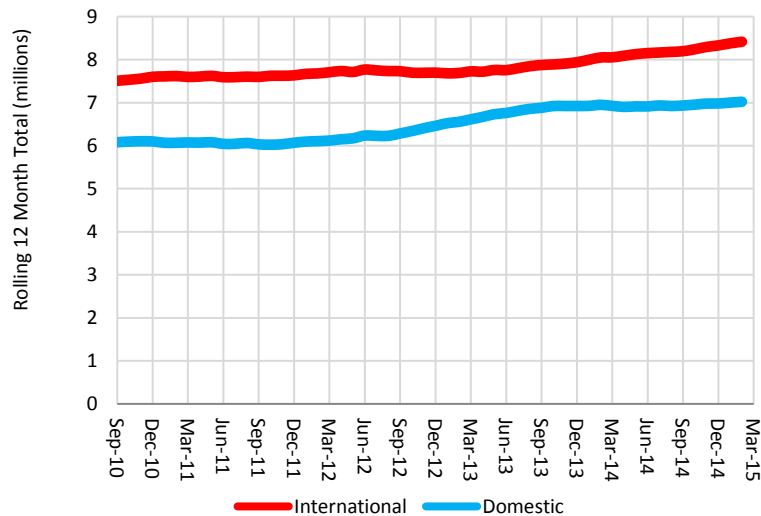
State Highway Traffic Volumes - shows the average daily traffic at key state highway locations. Compared to the same month last year, average daily traffic volumes for February 2015 were up 5.1% on SH1 at Drury, volumes were up 6.4% on SH1 at Tip Top Corner and 2.8% on the Harbour Bridge. SH1 at Orewa-Puhi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

Source: NZTA Data

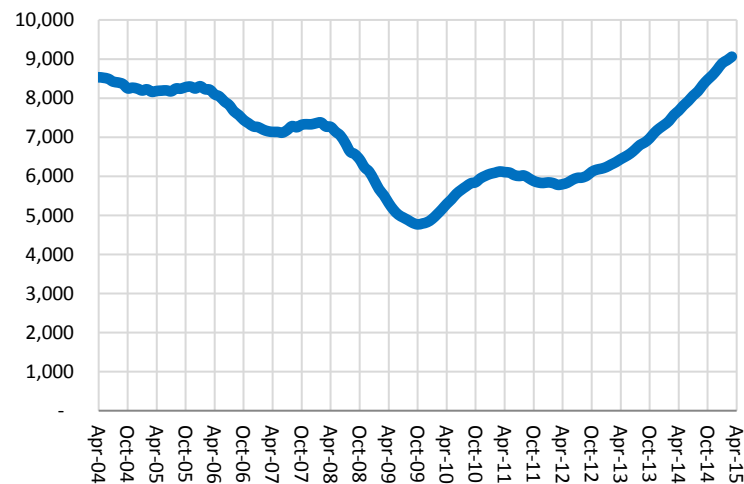
Port Freight Movements - Container movements through the Ports of Auckland totalled 968,741 TEU equivalents in the year to June 2014; an increase of 18.31% over the previous year and the highest level since 2004.

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 February 2015, an increase of 4.3% on the year to February 2014. Total passenger movements in February 2015 were 4.3% higher than February 2014.

Source: AIAL Monthly traffic report

Auckland Car Registrations - Cars first registered to an Auckland postal code. There were 9,590 car registrations in March 2015 12.9% higher than last March. The 12 month rolling average was 19.7% higher than a year ago, reflecting a strong recovery in vehicle sales activity as economic conditions have improved.

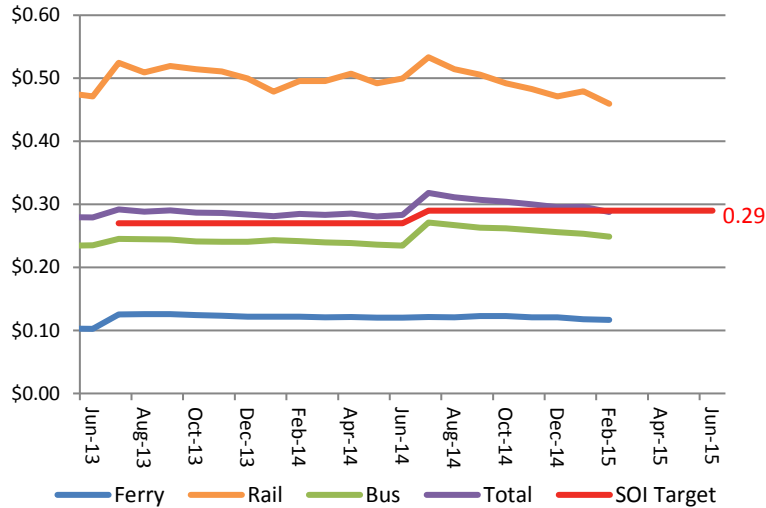
Source: NZTA Vehicle registration Centre

Auckland Transport - Transport Indicators Report March 2015

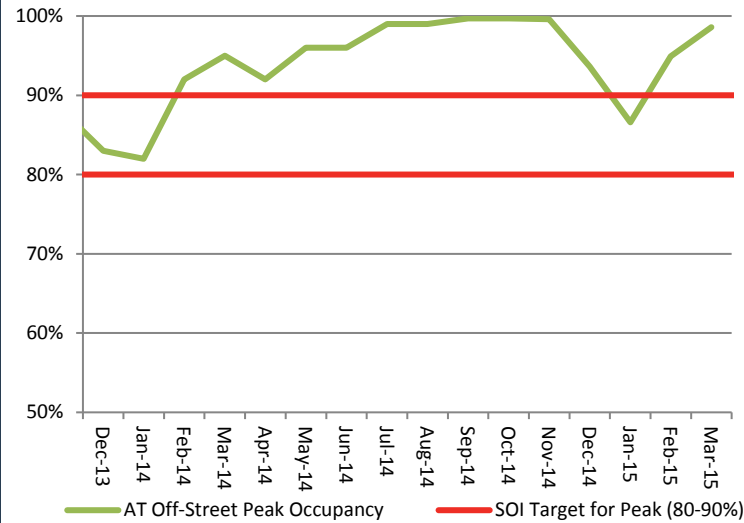


Monitor SOI Key Performance Indicators: Better Use of Resources to Maximise Return on Existing Assets

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 February 2015 was \$0.29.

Source: PT Ops

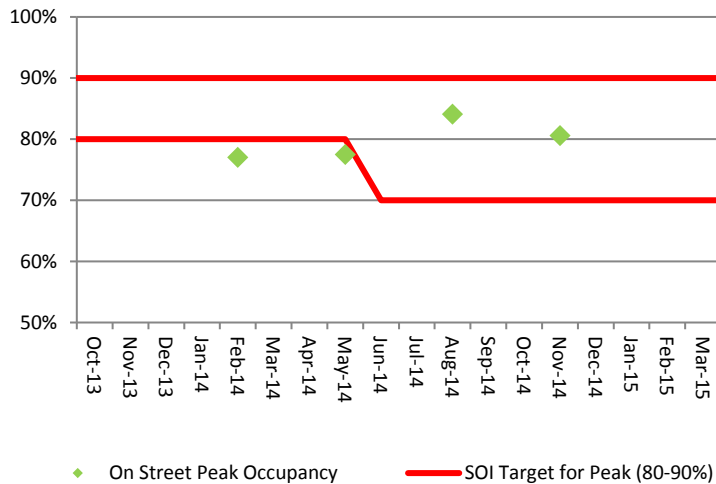
Off-street Parking - AT off-street car parks monitored are those at Civic, Downtown and Victoria Car Parking Buildings. In March 2015, peak occupancy was 98.6%, 8.6% above the SOI target range of 80-90% for 2015.

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

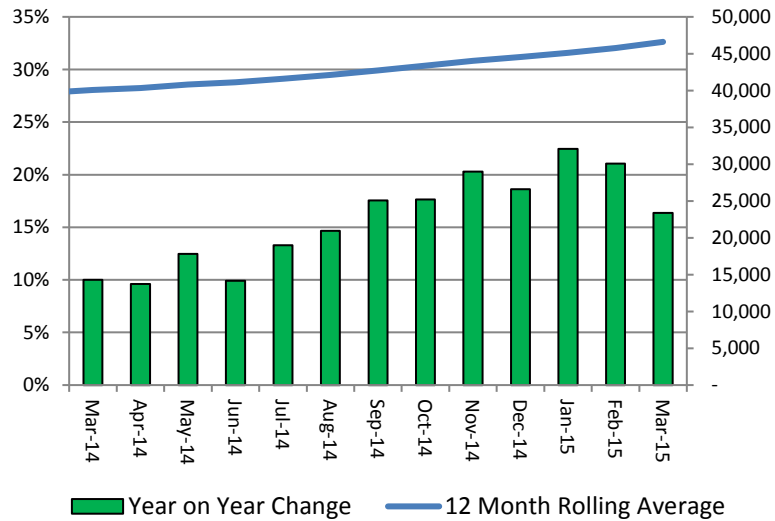


Auckland Transport - Transport Indicators Report March 2015

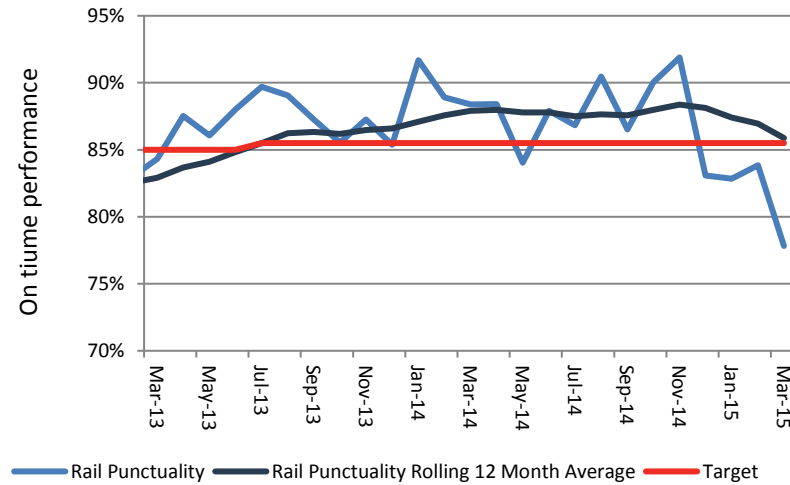


Capacity and Utilisation of the Transport Network: Public Transport

Rail Business Day Average



Rail Punctuality



Rail Business Day Average - The 12 month rolling average to March was 46,604, an increase of 16.4% on the previous year.
 Source: AT PT Ops

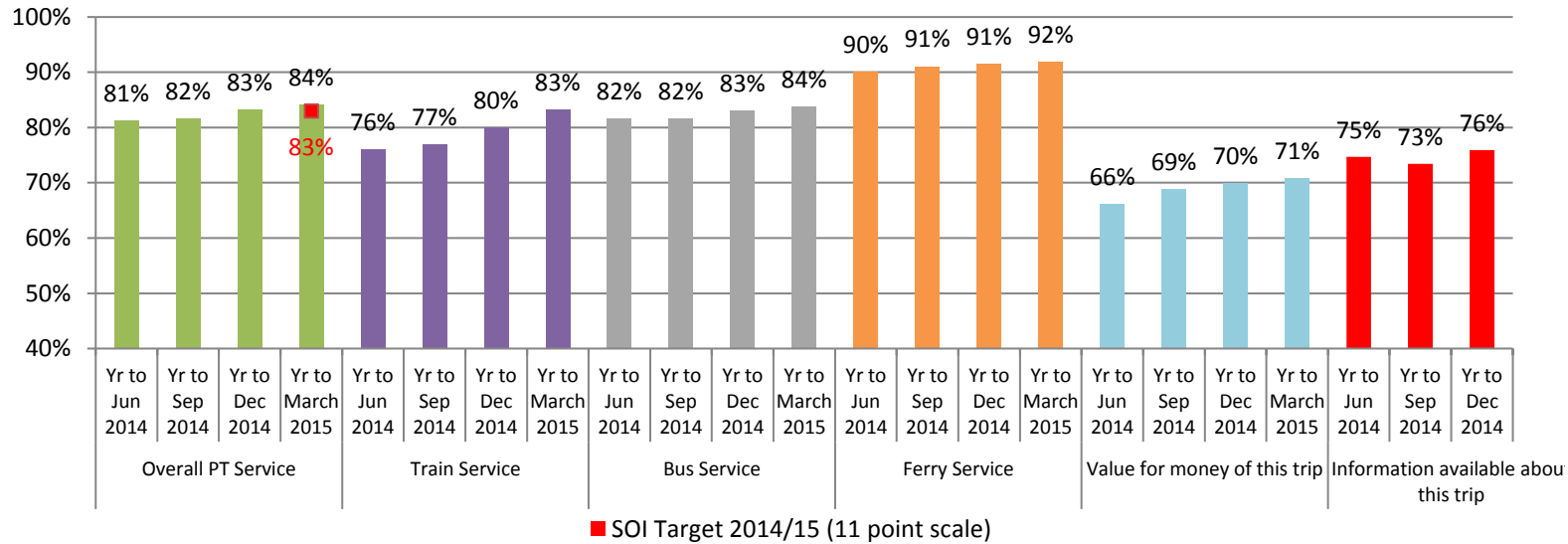
Rail Punctuality -For rail, service punctuality in Mar-2015 was 77.8%, compared to the average for the 12 months to Mar-2015 of 86.0% (arrival at last station). Service reliability was 95.1%, compared to the average for the 12 months to Mar-2015 of 98.0%.
 Source: AT PT Ops / operator returns

Auckland Transport - Transport Indicators Report March 2015



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

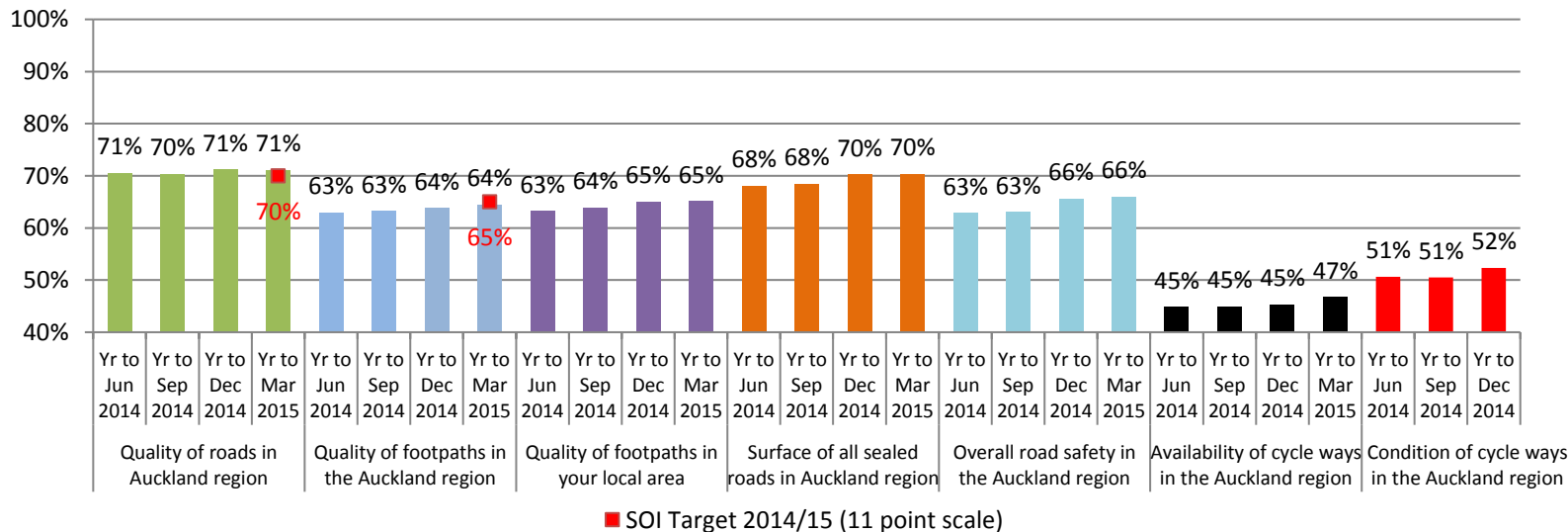
Public Transport Satisfaction Scores - Total satisfaction with:



Public Transport Satisfaction -Overall satisfaction with Public Transport, as measured by on-board surveys, increased to 84%. There has been an increase in those satisfied with the value for money of their trip to 71%.
Source: PT Customer Satisfaction Survey.

Roads and Footpaths- Satisfaction with roads remains stable at 71%, and footpaths in the region at 64%. Satisfaction with the availability 47% and condition 52% of cycleways has increased.
Source: Roading Customer Satisfaction Survey.

Roading and Footpath Satisfaction Scores - Total satisfaction with:

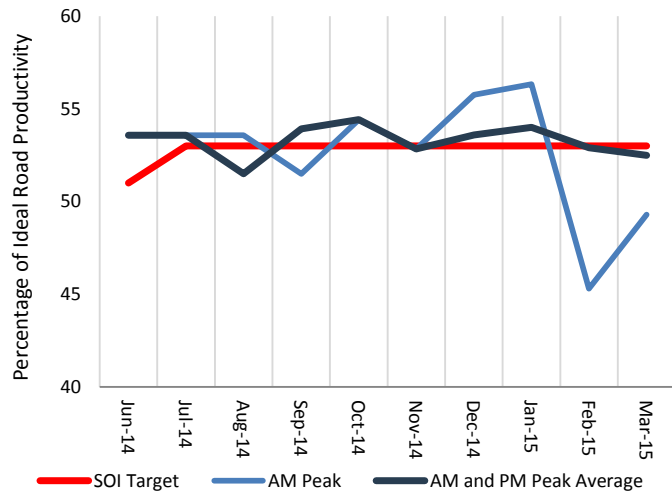


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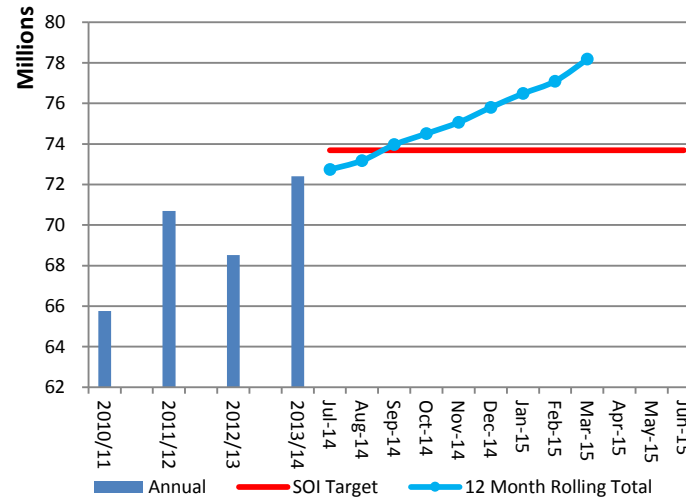


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

Arterial Road Productivity



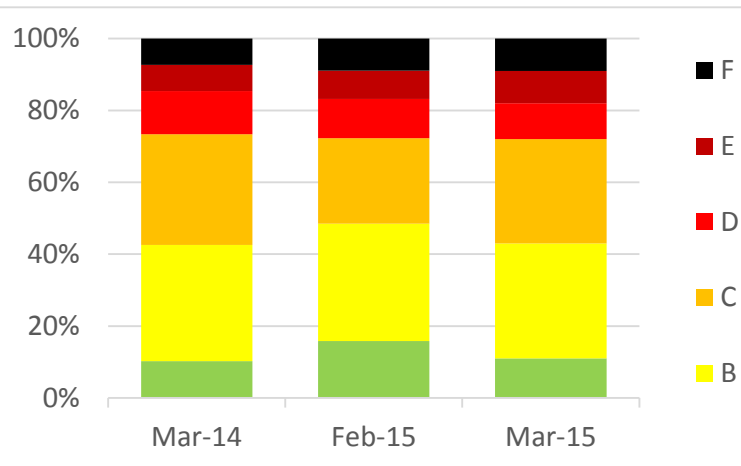
Total Public Transport Patronage



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 March 2015, peak period productivity averaged 49.3%, up from 45.3% in February. The rolling average year to date is 52.5% 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 March 2015, 28% of the network was congested; up 1% from March 2014 (27%).
 Source: AT Road Corridor Operations

AM Peak Arterial Road Level of Service



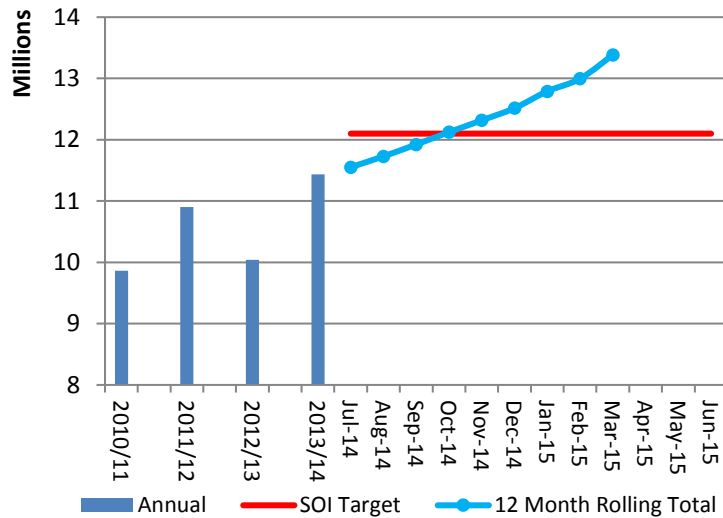
Public Transport - Auckland public transport patronage totalled 78,176,841 passenger boardings for the 12 months to Mar-2015, an increase of +1.4% on the 12 months to Feb-2015 and +10.1% on the 12 months to Mar-2014. March monthly patronage was 8,394,790, an increase of 1,088,864 boardings or +14.9% on Mar-2014, normalised to +11.8% accounting for one more business day and one less weekend day in Mar-2015 compared to Mar-2014 and special event patronage. Financial year to date patronage has grown by +10.9%.
 Source: AT PT Ops / operator returns

Auckland Transport - Transport Indicators Report March 2015

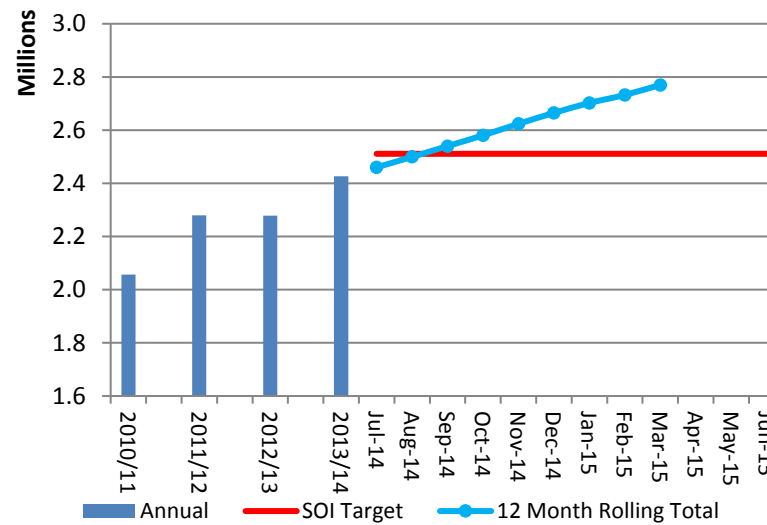


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

Annual Rail Patronage



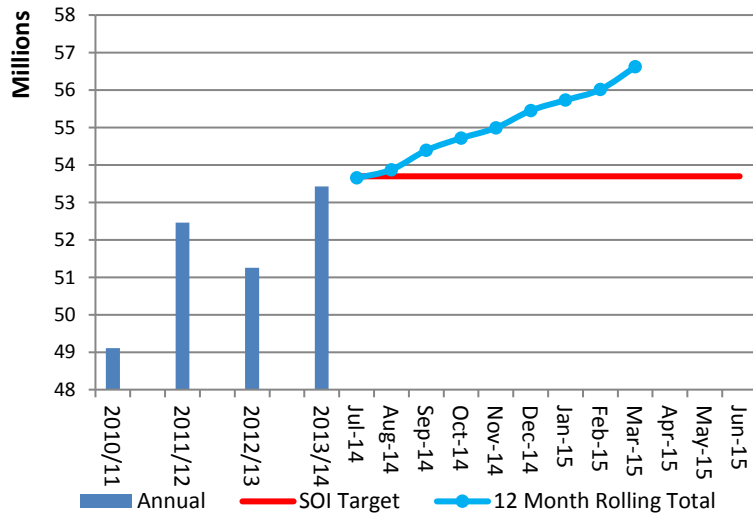
Annual Northern Express Bus Patronage



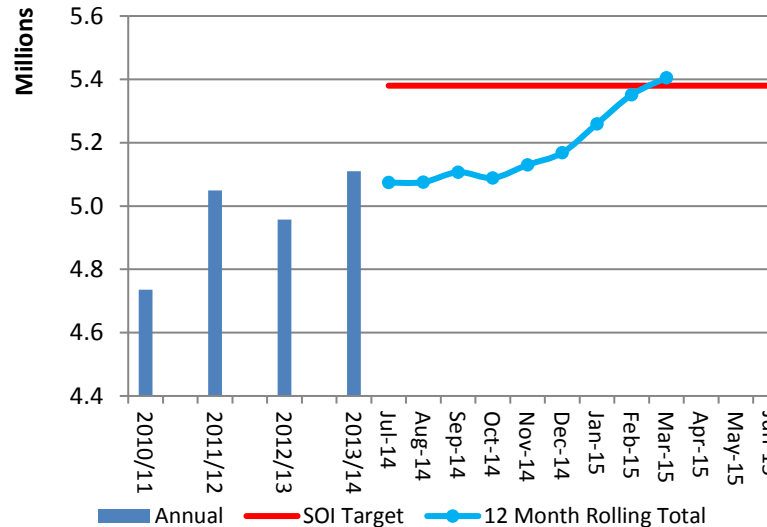
Rail Trips - Rail patronage totalled 13,385,018 passenger boardings for the 12 months to Mar-2015, an increase of +3.0% on the 12 months to Feb-2015 and +21.1% on the 12 months to Mar-2014. Patronage for Mar-2015 was 1,564,792, an increase of 390,203 boardings or +33.2% on Mar-2014, normalised to ~ +29.1%. Financial year to date rail patronage has grown by +23.7%.
Source: AT PT Ops / operator returns

Northern Express - The Northern Express bus service carried 2,770,037 passenger boardings for the 12 months to Mar-2015, an increase of +1.4% on the 12 months to Feb-2015 and +16.8% on the 12 months to Mar-2014. Northern Express bus service patronage for Mar-2015 was 300,340, an increase of 37,909 boardings or +14.4% on Mar-2014, normalised to ~ +16.2%. Financial year to date Northern Express patronage has grown by +19.6%.
Source: AT PT Ops / operator returns

Annual Bus Patronage (excl. NEX)



Annual Ferry Patronage



Bus (excl. Northern Express) - Bus services excluding Northern Express carried 56,617,441 passenger boardings for the 12 months to Mar-2015, an increase of +1.1% on the 12 months to Feb-2015 and +8.0% on the 12 months to Mar-2014. Bus services excluding Northern Express patronage for Mar-2015 was 5,982,231, an increase of 607,449 boardings or +11.3% on Mar-2014, normalised to ~ +8.1%. Financial year to date bus services excluding Northern Express patronage has grown by +8.1%.
Source: AT PT Ops / operator returns

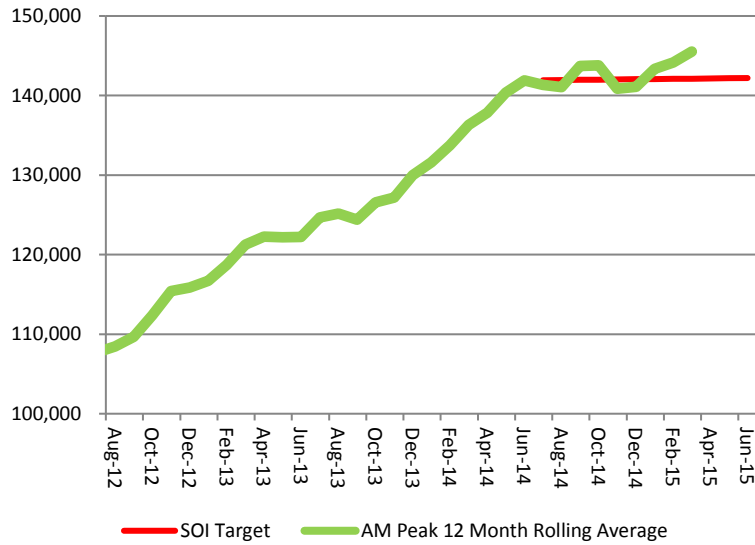
Ferry Trips - Ferry services carried 5,404,345 passenger trips for the 12 months to Mar-2015, an increase of +1.0% on the 12 months to Feb-2015 and +5.0% on the 12 months to Mar-2014. Ferry services patronage for Mar-2015 was 547,427, an increase of 53,303 boardings or +10.8% on Mar-2014, normalised to ~ +10.4%. Financial year to date ferry patronage has increased by 7.4%.
Source: AT PT Ops / operator returns

Auckland Transport - Transport Indicators Report March 2015

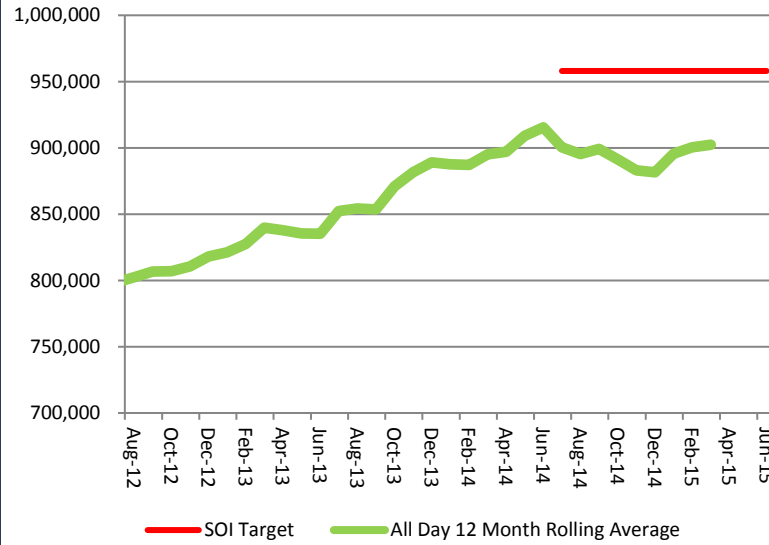


Monitor SOI Key Performance Indicators: Increased Access to a Wider Range of Transport Choices

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 1.9% in total cyclist movements in March 2015 compared to March 2014.
- The morning peak movement's increased by 8.8% when compared to March last year.
- A total of 902,343 cycle trips were recorded for the year April 2014 to March 2015, this is an increase of 0.8% 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), and Twin Streams path.

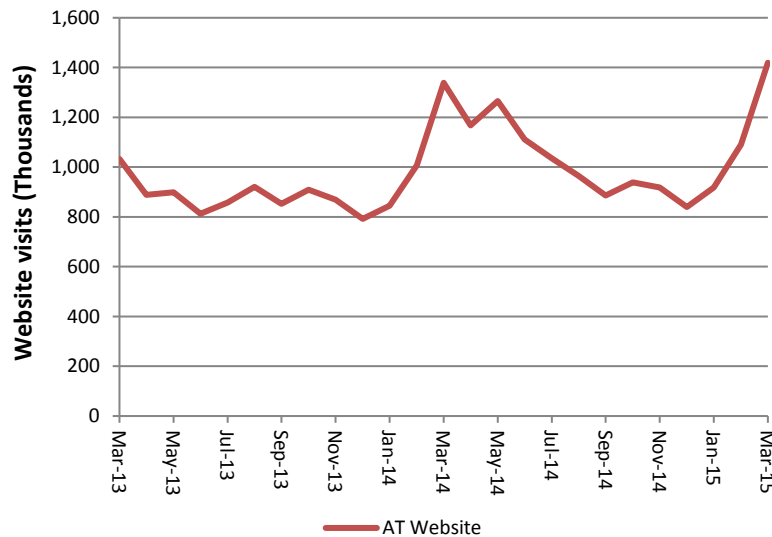
Source: AT Community Transport (reported 10th of the Month)

Auckland Transport - Transport Indicators Report March 2015

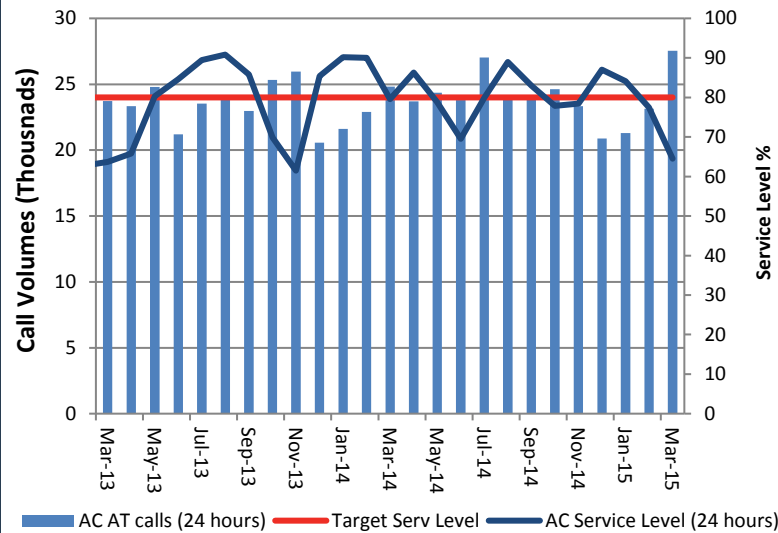


Key Performance Indicators: Customer Contact

Volume of website visits



Auckland Transport Call Centre: Incoming calls



Volume of Website Visits

There was a 30% increase in visits to the Auckland Transport website in March 2015 (compared to February 2015).

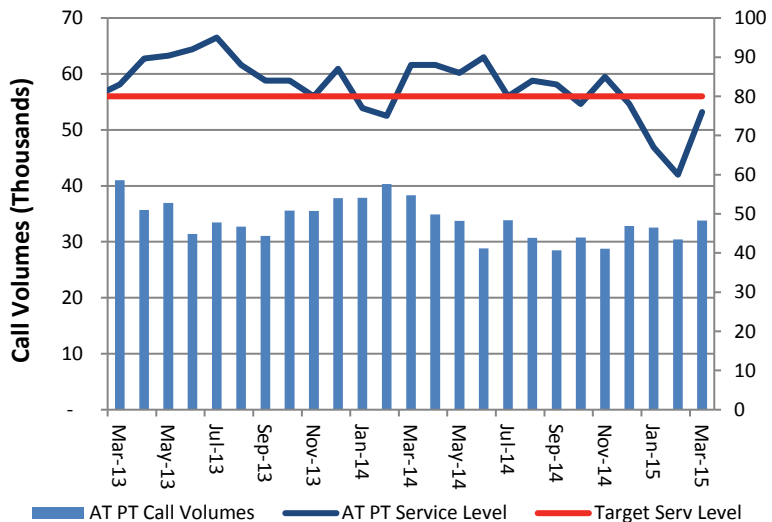
AT Public Transport Call Centre

Call volumes at the Public Transport call centre increased 11% compared to the previous month and decreased by 12% compared to the same period last year. The public transport call centre service level increased 27% (increasing from 60% to 76%).

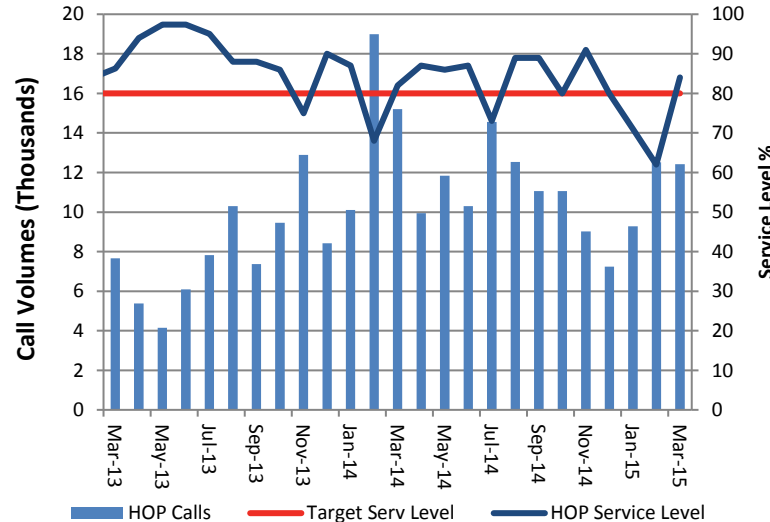
Auckland Council (Auckland Transport-related calls) – All Hours

There was a 19% increase in call volumes and a 17% decrease in the service level compared to the previous month.

Public Transport Call Centre Volumes & Service Level



AT HOP Call Volumes & Service Level



AT Hop calls - AT Hop calls decreased 1% compared to last month. The service level increased 35%.

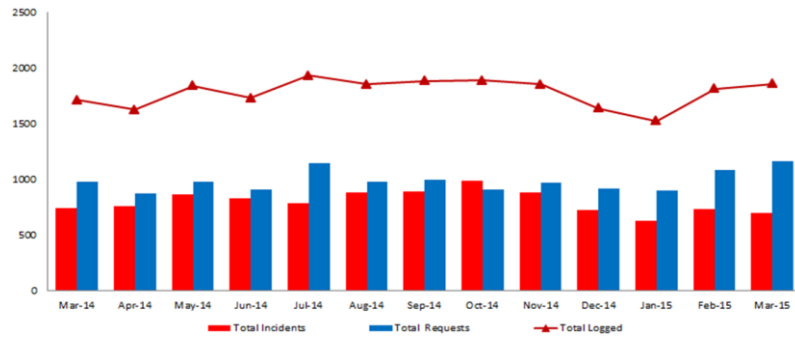
In addition, the Concessions queue achieved an 84% service level with just over 2,000 calls offered (a 154% increase from February). This coincides with the seasonal peak - known traditionally as the "March madness" period (usually mid-February to mid-April) as university students return for their first semester and most people have returned to work and school.

Auckland Transport - Transport Indicators Report March 2015

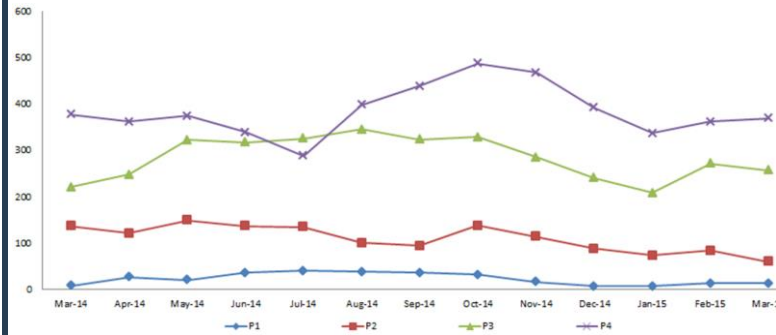


Business Technology Indicators: Service Desk

Total tickets logged



Incidents logged

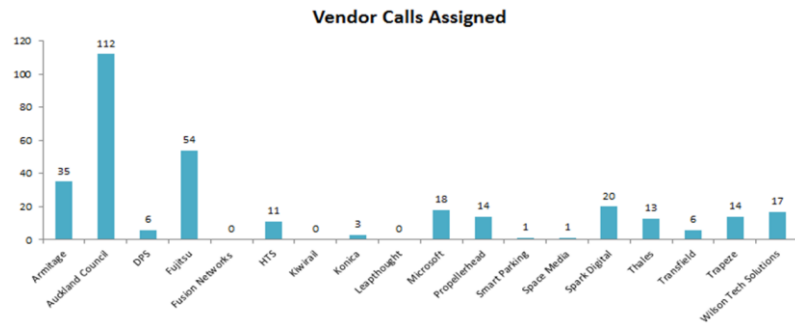


Total tickets logged -2,131 tickets were logged across AT and ATEED in March, the highest total logged with a slight increase on February's figures on both accounts. There were 1,857 tickets raised for AT and 274 for ATEED 1,295 of these tickets were for password resets, on par with February's figures, 163 requests were made for account unlocks.

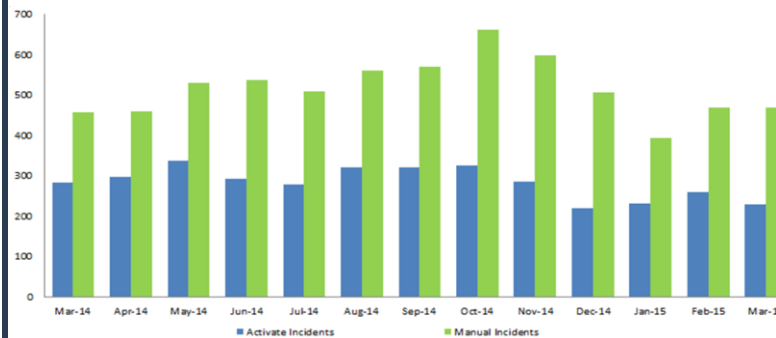
Incidents logged - 14 Priority 1's were logged in March. 12 for AT and 2 for ATEED. Priority 2's dropped to 59 which is the lowest amount for a year. Priority 3's remained similar to the previous month however there was a rise in P4's with 369 being logged for AT and 104 for ATEED.

Request volume by vendor - Auckland Council Shared Services were assigned the most calls with 112 calls assigned. All bar 8 calls were for ATEED users. These figures are likely to reduce in coming months as more ATEED systems are on boarded into Business Technology.

Request volume by vendor



Activate / Manual tickets logged



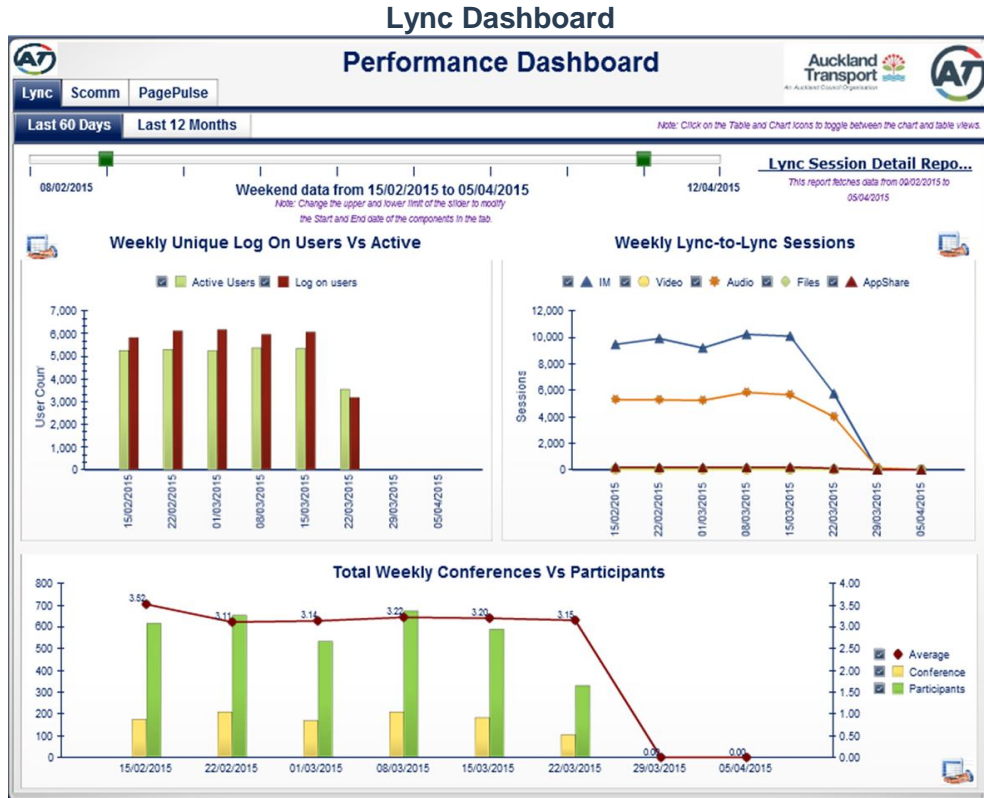
• Fujitsu were assigned 54 calls, slightly up on February figures however these are slightly down on historical trending. Propellerhead spiked with 14 calls logged to them. There were with 3 calls linked to the Journey Planner.

Activate / Manual tickets logged -There was an increase in manual Service Requests being logged by around 100, both within AT and additionally with ATEED requests, who currently do not have the ability to log requests through Activate.

Auckland Transport - Transport Indicators Report March 2015

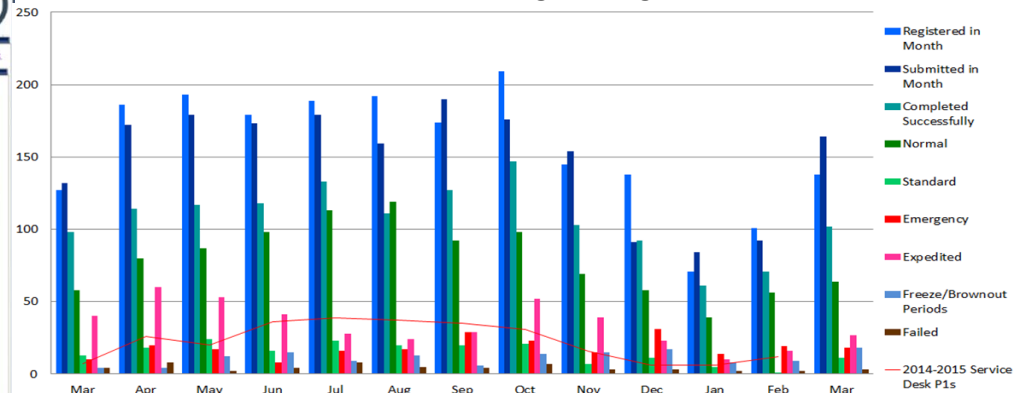


Business Technology Indicators: Service Desk



- Due to the data migration from Lync 2010 to Lync 2013. Data is unable to be shown in the system after 18th March. Above dashboard shows weekly data from 09/02/2015 to 18/03/2015. By using the existing data for the first 4 weeks, the last 3 weeks data has been estimated
- By estimation, there were 48,161 users logged on Lync in the last 8 weeks a 12% increase compared to the previous month. 88% are active users.
- Estimated average of 15,511 Lync-to-Lync sessions per week in the last 8 weeks, an increase of 17% compared to the previous month.
- Estimated 63% of users use instant messaging in Lync, similar to the last month.
- Estimated 190 conferences per week, increased 28%. Each conference remained 3.24 participants on average.

Change Management 2014 AT ITBS change management



- There were 26 more Changes 'Submitted in March' than 'Registered in March' (Implementation began in March), the usual increase in volumes for Q2 – Q4 has begun.
- Year on year volumes are also increasing, as the number & scale of projects increase. There was an 8.6 % increase in volumes from March 2014, and a 36.63 % increase on Feb.
- Most fast tracked changes were Fixes and Rail CCTV Maintenance actioned to ensure systems remain stable. 32.6% were fast tracked, a 28.57% increase on Feb but a 10% decrease on March 2014. 13.04% were Emergency Changes.
- The number of Failed Changes is low 2.17% Failed, a 25% decrease on March 2014, 1 more than Feb.
- 19.57% were Expedited Changes, a 32.5% decrease on March 2014, and a 68.75 % increase on Feb. The majority were Network changes for ATEED migration, and VMS remediation for Car Parks, and Fibre Rail Backbone readiness of platforms for EMUs

Website performance

