

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 March report are available.

Economic Activity

- Building consents issued in the 12 months to February 2014 were 29.2% higher than the 12 months to February 2013.
- Total fuel sales in Auckland continue to increase strongly; fuel sales for the year to February 2014 were 22.9% higher for diesel and 8.3% higher for petrol.
- Fuel price changes in March 2014 were marginal. The average price for both petrol and diesel is at the same level as this time last year.

Auckland Traffic

Compared to the same month last year, average daily traffic volumes for March 2014 were down 2.0% on the Harbour Bridge, but up 1.6% on SH1 at Orewa-Puhoi and 1.2% on SH1 at Drury. There is no data available for March 2014 at SH20 Puhinui Rd to Massey Rd, and SH1 at Tip Top Corner data has been based on that of the year previous (due to the loop counting site not working).

In March 2014, 26% of Auckland's arterial road network was congested, an increase of 2% from both February 2014 and March 2013. March is typically the most congested month of the year, as a result of Aucklanders returning from holiday at the end of summer, and tertiary and secondary institutions being fully re-opened.

AT continues to extend the route optimisation programme, with a further 23 routes to be completed by the end of 2013/14.

Public Transport

Auckland public transport patronage totalled 71,108,511 (adjusted to 71,000,588) passengers for the 12 months to March 2014, an increase of +0.7% (adjusted to +0.8%) on the 12 months to February 2014.¹ A total of 158 events took place in March, with approximately 18 having an impact on public transport – either because of road closures and/or route diversions, or the provision of additional special event services.

¹ Due to a reporting anomaly on the Waiheke Island to Devonport ferry service, the 2011/12 & 2012/13 reported patronage for total PT and total ferry has been overstated. Total PT and total ferry performance uses 2011/12 & 2012/13 reported data not corrected. 2013/14 comparisons are provided in brackets against adjusted 2011/12 & 2012/13 data.

For rail, service punctuality in March 2014 was 88.4%, compared to the average for the 12 months to March 2014 of 87.9%.

AT HOP integrated ticketing smart card rollout was completed across bus, rail and ferry in March. 55.4% of all public transport trips in March were made with AT HOP.

AT continues preparations for the introduction of the EMUs on the Onehunga Line on 28th April.

Parking

Off-street parking occupancy in three CBD car parking buildings (Civic, Downtown and Victoria Street) during the peak four-hour period in March 2014 was 95% – outside the SOI target range of 80-90%. On-street parking occupancy (measured quarterly) in the three monitored CBD precincts (K Road, Wynyard Quarter and Shortland/High Streets) during the peak four-hour period was 78% in February 2014 – slightly below the SOI target of 80-90%.

AT's Parking Strategy will be going out for consultation in May – initially to Council and Local Boards, and then to the wider public.

Cycling

All day cycling counts are above the SOI target, with the 12 month total to March 2014 totalling 895,165 cycle trips; an increase of 6.6% on the previous year. Morning peak cycling counts in March 2014 increased by 19.7% compared to the same month last year.

Progress on the cycle and walking infrastructure programme continues. Tenders for construction have recently been awarded for Bridge Street, connecting cycle lanes to provide access to the train station at Puhinui and a section of cycle lane on Great South Road at the Takanini interchange. This will improve the safety for cyclists through the motorway intersection.

Attachments

Number	Description
1	Monthly Transport Indicators Report: April 2014

Document ownership

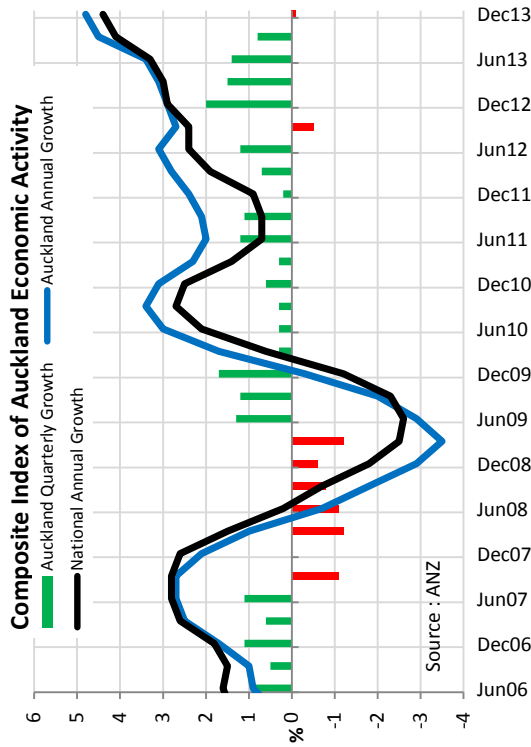
Submitted by	Kiri Wilson Strategic Planning Advisor	
Recommended by	Peter Clark General Manager, Strategy and Planning	
Approved for submission	David Warburton Chief Executive	

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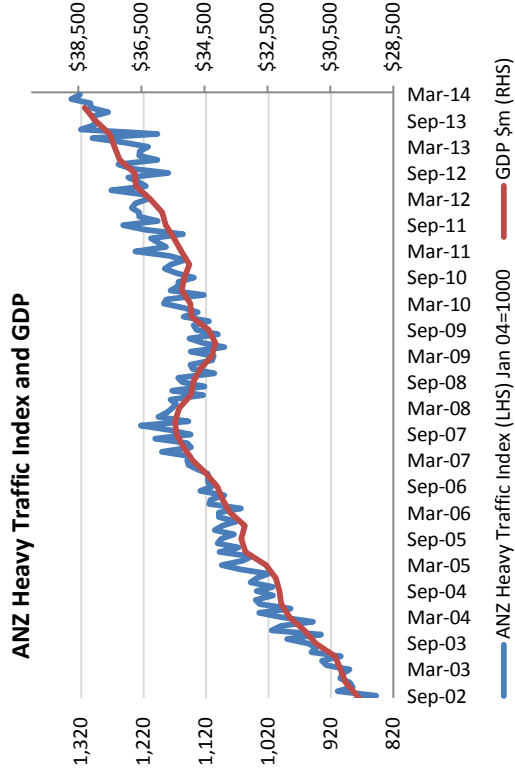


Monitor Trends Driving Transport Demands: Economic Indicators

Auckland Economic Activity



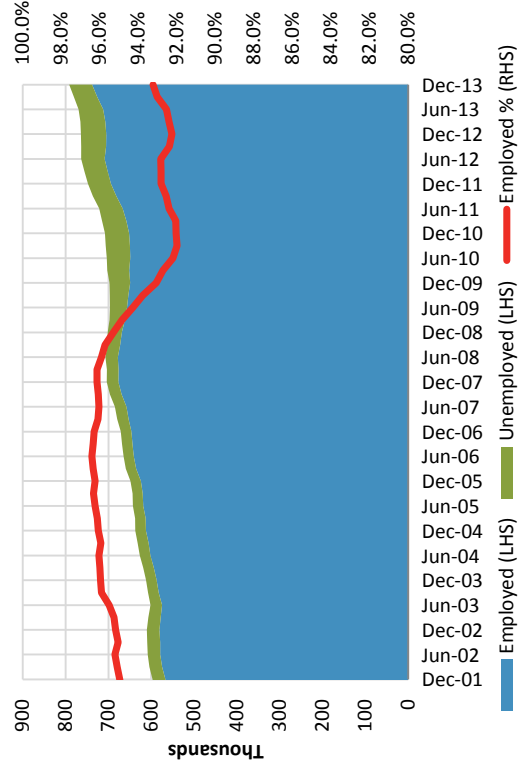
ANZ Truckometer



Auckland Economic Activity - decreased marginally in the Dec 2013 quarter, however the year-on-year growth rate remains increasing at 4.8% for the year to Dec 2013. *Source: ANZ Regional Trends: Auckland (Quarterly data)*

ANZ Truckometer - uses NZTA data as an indicator of national economic activity. The Mar 2014 heavy traffic index was down 1.1% for the month and despite relatively low growth rates in late 2013, the Mar 2014 index is 9.0% higher than Mar 2013. An improvement is likely for March GDP results. *Source: ANZ Truckometer (Data available 12th of the month)*

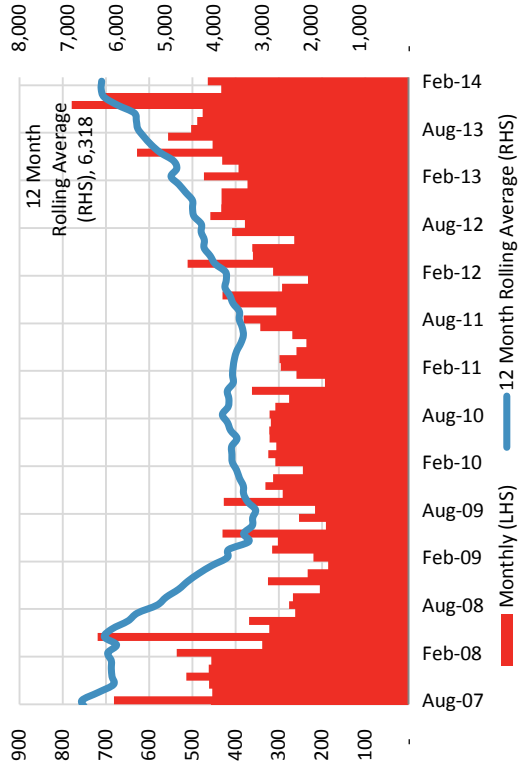
Total Auckland Employment



Auckland Employment - Auckland employment in the Dec 2013 Quarter totalled 759,800, up 6.7% on the previous year. Unemployment fell to 51,400, or 6.3%, its lowest level since late 2009, reflecting continued economic recovery. *Source: Statistics NZ Quarterly Labour Force Survey (Quarterly data)*

Dwelling Consents Issued - Have been increasing since mid-2011. The 12 month rolling average is 29.2% higher than the preceding 12 months. 464 building consents were issued in Feb 2014, and 6,309 for the calendar year. *Source: Statistics NZ*

Dwelling Consents Issued

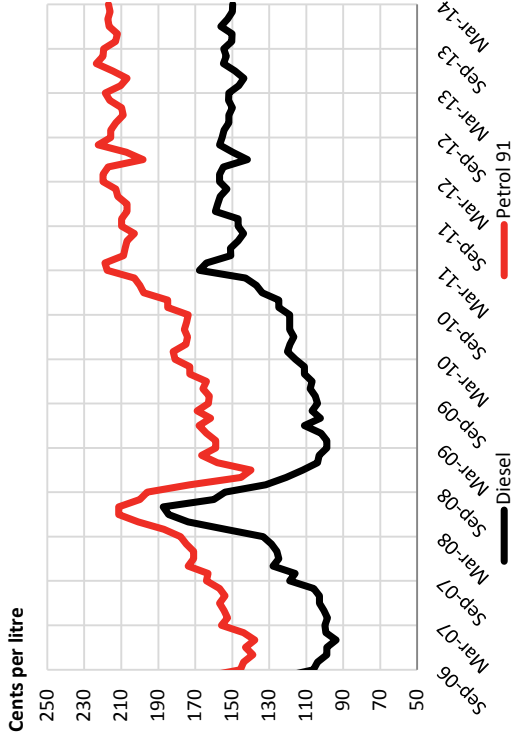


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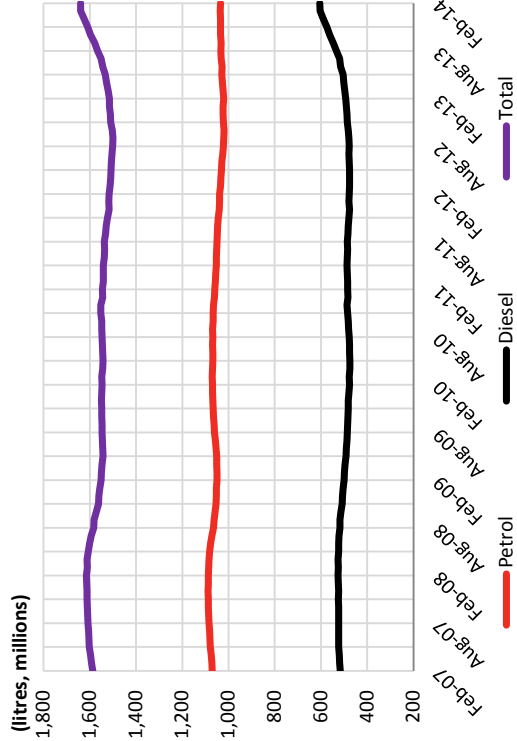


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

Monthly Fuel Prices



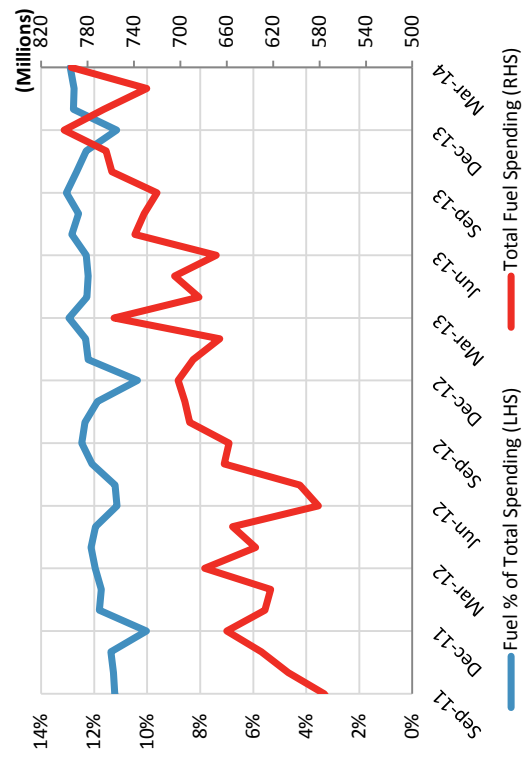
Auckland Fuel Sales (year to date)



Fuel Prices - Fuel price changes in March 2014 were marginal, with a 0.2% decrease in diesel and a 0.46% increase in petrol over the previous month. The average price for both is at the same level as this time in 2013.
 Source: *Ministry of Business, Employment and Innovation (Updated Weekly)*

Auckland Fuel Sales - total fuel sales in Auckland continue to increase strongly. Sales for the year to Feb 2014 were 22.9% higher for diesel and 8.3% higher for petrol.
 Source: *Auckland Council Fuel Tax returns (Data available 1 month following)*

Electronic Card Spending on Fuel



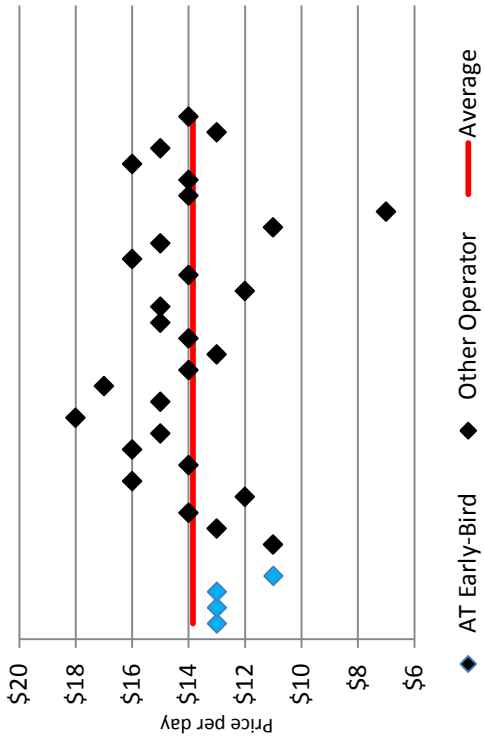
Card Spending on Fuel - Card spending on fuel in Mar 2014 was up \$37m (5%) on Mar 2013. As a percentage of total card spending, there was no change to the proportion spent on fuel (12.9%) in Mar 2014 compared to Mar 2013. This relates to total card spending on fuel increasing by the same rate (5%) as total card spending.
 Source: *Statistics NZ monthly Electronic Card Transactions*

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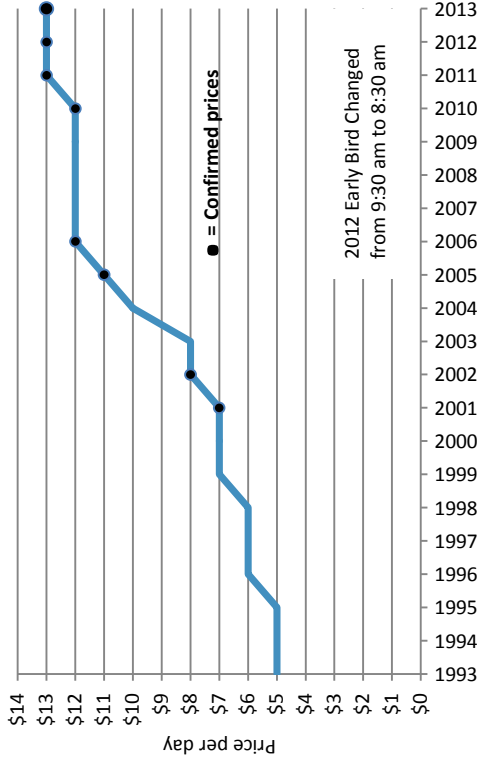


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

AT Early-Bird Parking Prices vs. Other CBD Parking



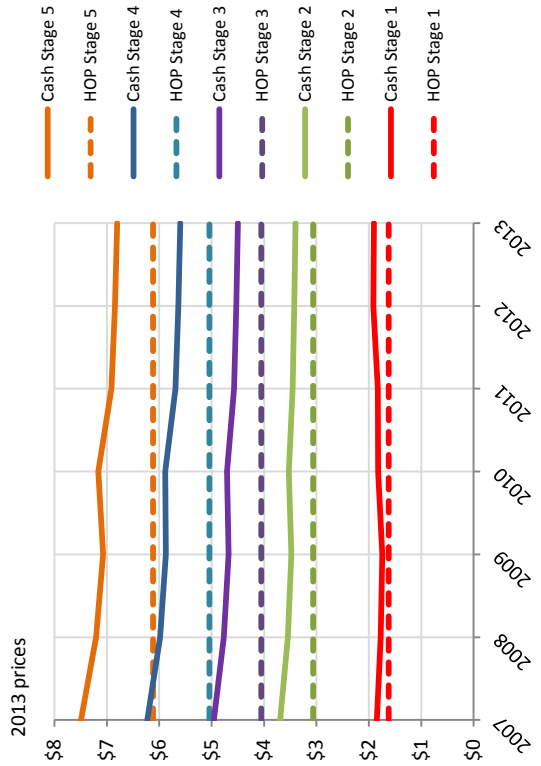
AT CBD Early-Bird Parking Price Per Day



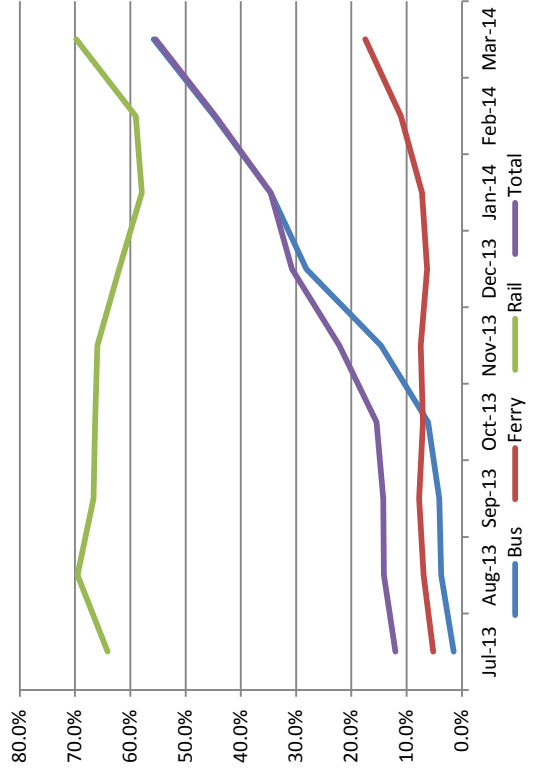
Earlybird Parking Price - in Civic, Downtown and Victoria St car park buildings. There has been no change in the price since 2011; however, in 2012 the conditions were changed with earlybird parking only available before 8:30am compared to previously being before 9:30am. The AT early bird prices are 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 2013 prices over time. The HOP fares (dotted line) show the equivalent HOP fares. The HOP stage 1 bus fare is equivalent to the 2004 stage 1 cash fare and for other stages is cheaper than the 2004 cash fares. (Nominal fares are adjusted based on CPI index to provide their relative cost in real terms)

Bus Adult AT HOP and Real Cash Fares 2004-2013



Percentage of Trips using AT HOP



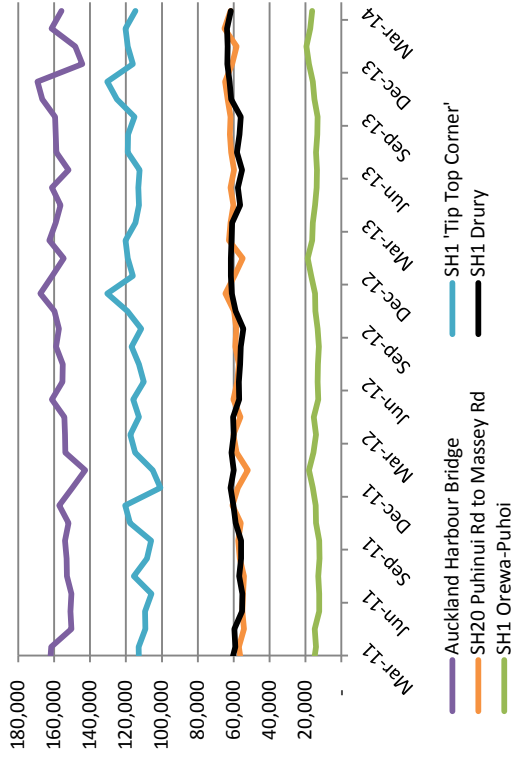
Trips Using AT HOP - continued to increase strongly in March, reflecting the continued roll-out on bus services. 55.4% of all trips in March were made with AT HOP; up from 44.6% in February. 55.8% of bus trips used AT HOP and 69.8% of rail trips used AT HOP.

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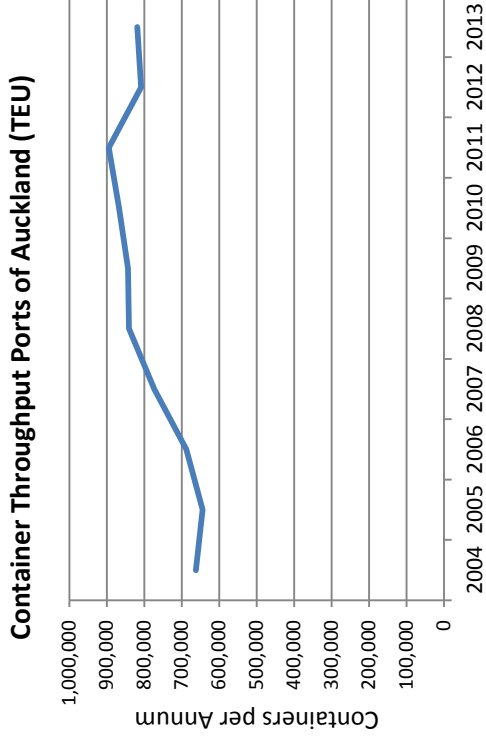


Monitor Trends Driving Transport Demands: Key Demand Indicators

State Highway Average Daily Traffic Volumes



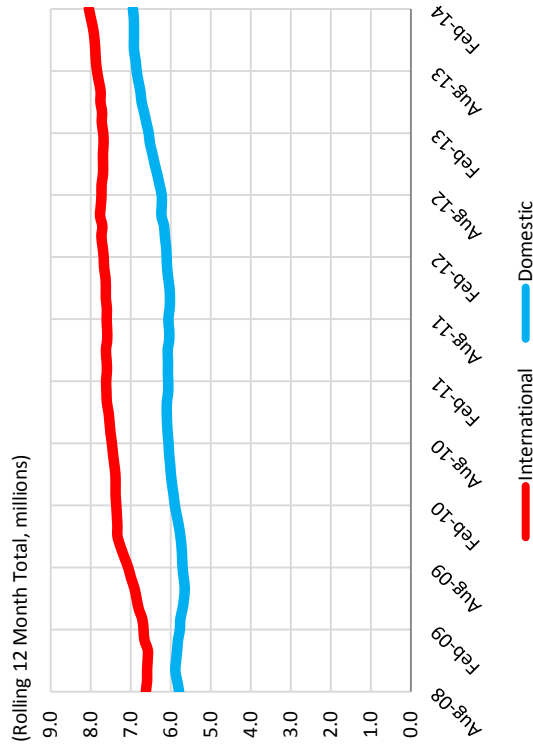
Port Freight Movements



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 March 2014 were down 2.0% on the Harbour Bridge, but up 1.6% on SH1 at Orewa-Puhoi and 1.2% on SH1 at Drury. Note: There is no data available for March 2014 at SH20 Puhinui Rd to Massey Rd, and SH1 at Tip Top Corner data has been based on that of the year previous as the loop counting site has not been working.
Source: NZTA Data

Port Freight Movements - Container movements through the Ports of Auckland totalled 818,819 TEU equivalents in the year to June 2013; an increase of 1.5% over the previous year, but down on the 2011 total.
Source: Ports of Auckland

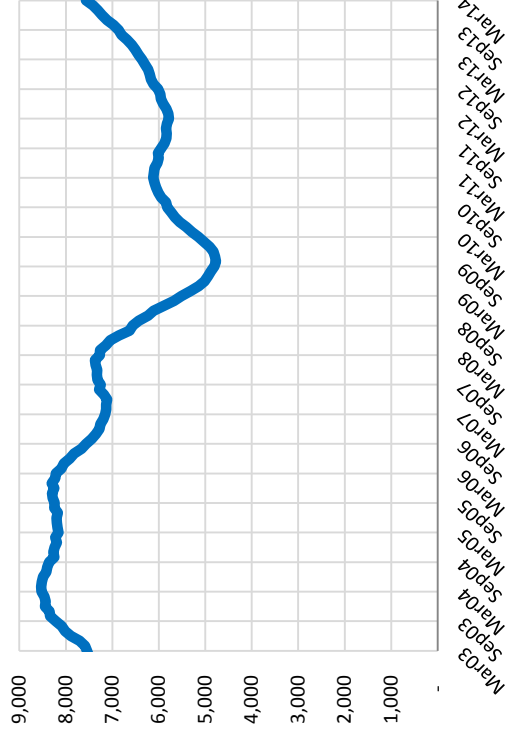
Auckland Airport Passenger Movements



Airport Passenger Movements - A total of 15.0 million passenger movements were recorded through Auckland airport in the year to Feb 2014, an increase of 5.3%. Total passenger movements in Feb 2014 were 6.7% higher than in Feb 2013.
Source: AIAL Monthly traffic report

Auckland Car Registrations - Cars first registered to an Auckland postal code. Mar 2014 registrations were 27.9% higher than the same month last year. The rolling 12 month average is 19.0% higher than a year ago, reflecting a strong recovery in vehicle sales activity as economic conditions have improved.
Source: NZTA Vehicle registration Centre

Auckland Car Registrations - 12 Month Rolling Average

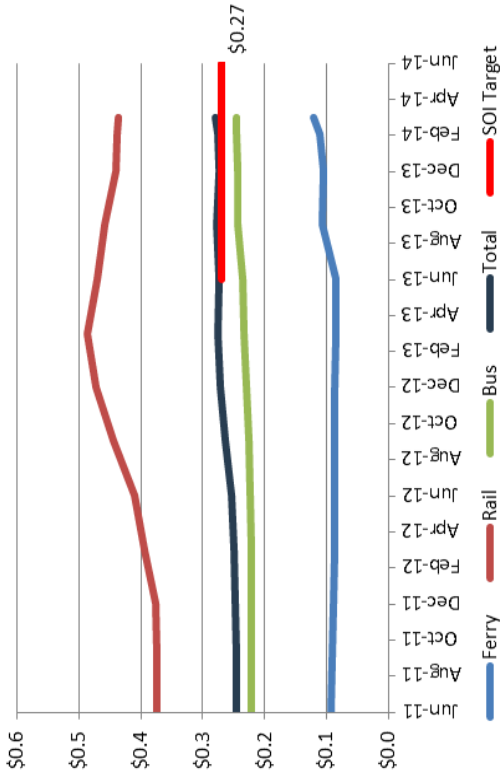


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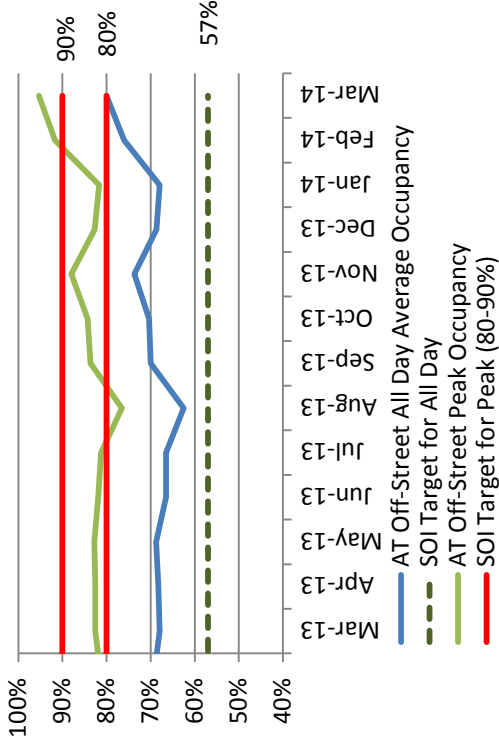


Monitor SOI Key Performance Indicators: Better Use of Resources to Maximise Return on Existing Assets

PT Subsidy per Passenger Kilometre



Off-street Parking Occupancy Rates

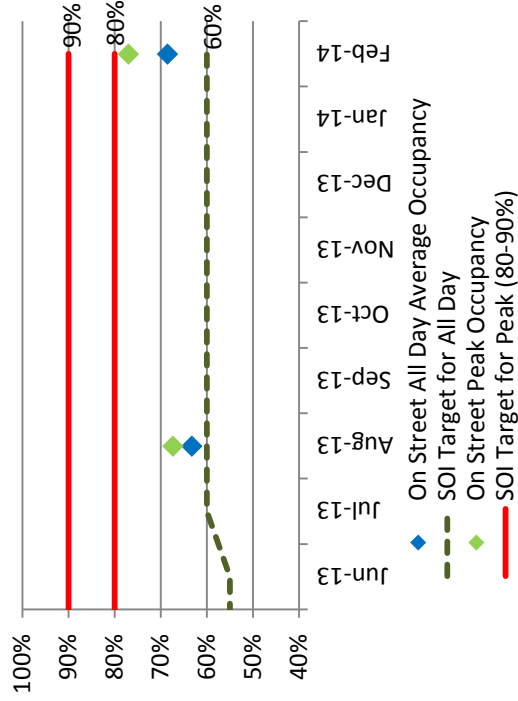


PT Subsidy per Passenger Km - the net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers. Total PT subsidy per passenger km in Mar 2014 was \$0.28, above the SOI target of \$0.27. *Source: PT Ops*

Off-street Parking - AT off-street car parks monitored are those at Civic, Downtown and Victoria Car Parking Buildings. In Mar 2014, both peak occupancy and all day occupancy rates exceeded their SOI target rates. *Source: AT Parking & Enforcement*

On-street Parking - On-street car parks monitored are located in 3 CBD precincts: K Rd; Wynyard Quarter; and

On-street Parking Occupancy Rates

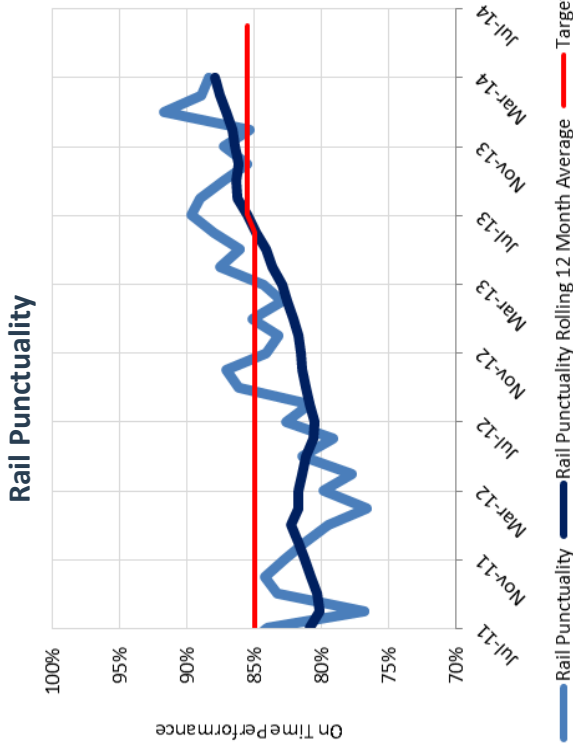
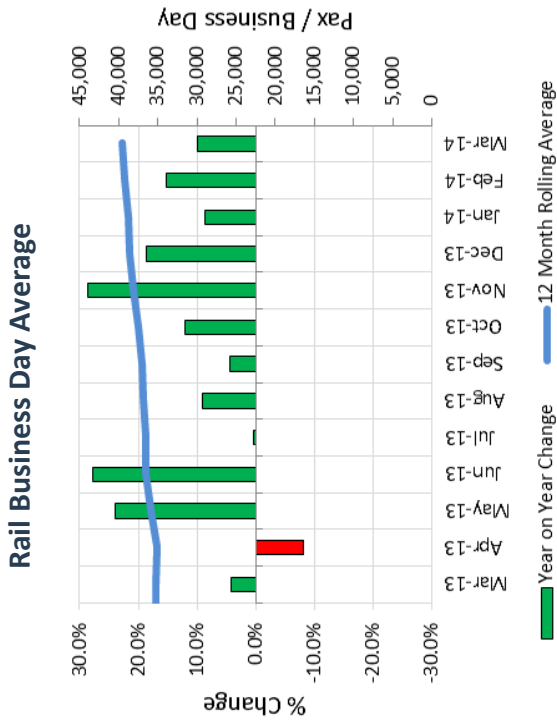


Shortland/High Streets. Results prior to April-June 2013 Quarter are not included as AT previously surveyed on-street car parks in different locations. No survey was undertaken in the December 2013 Quarter. On street occupancy rates have increased relative to the August 2013 survey. *Source: AT Parking & Enforcement*

Auckland Transport - Transport Indicators Report April 2014



Capacity and Utilisation of the Transport Network: Public Transport



Rail Business Day Average - The 12-month rolling average to Mar 2014 increased 10.0% on the previous year. *Source: AT PT Ops*

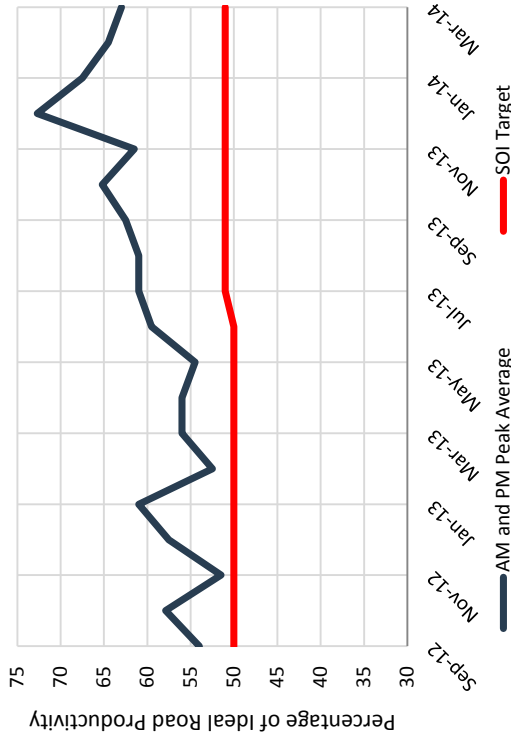
Rail Punctuality - For rail, service punctuality in Mar-2014 was 88.4%, compared to the average for the 12 months to Mar-2014 of 87.9%. *Source: AT PT Ops / operator returns*

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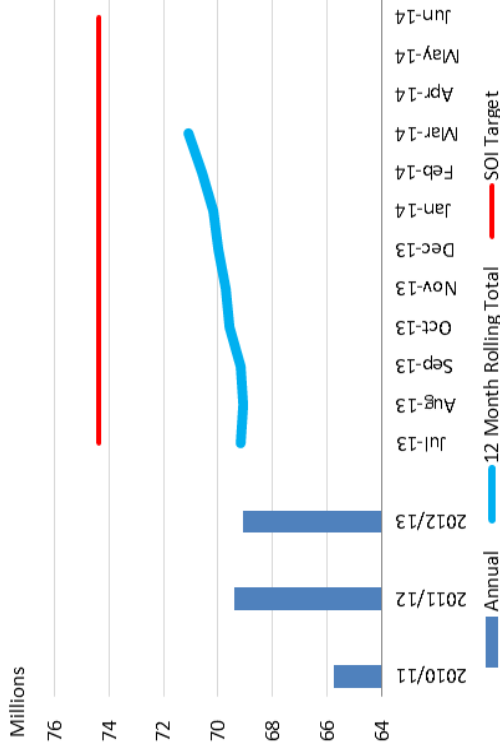


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

Arterial Road Productivity



Total Public Transport Patronage



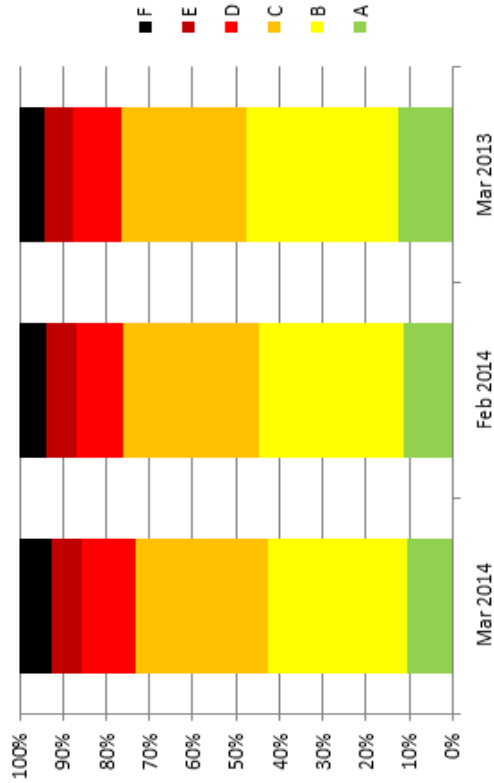
Arterial Road Productivity - Arterial road corridor productivity is measured by # of vehicles X average speed X average vehicle occupancy by lane. AT has set a corridor productivity ideal of 38,000 person km, per hour, per lane (900 vehicles travelling at an average speed of 35 kph in one lane, with an average of 1.2 occupants). AT monitors what percentage of that ideal is being achieved. In Mar 2014, peak period productivity averaged 63.0%, up from 56.0% in Mar 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 March 2014, 26% of our arterial network was congested, representing two percentage more congestion than in both Feb 2014 and Mar 2013. March typically represents the most congested month of the year as a result of Aucklanders returning from leave at the end of summer, and tertiary and secondary institutions being fully re-opened.
Source: AT Road Corridor Operations

AM Peak Arterial Road Level of Service



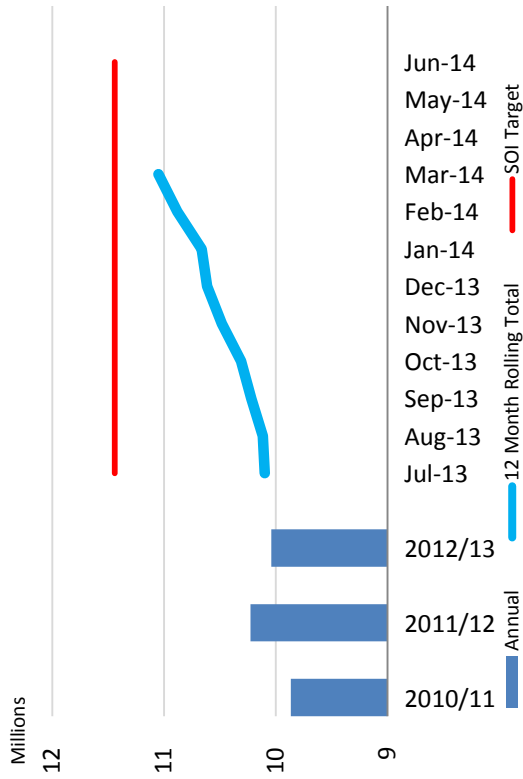
Public Transport - Auckland public transport patronage totalled 71,108,511 (adjusted to 71,000,588) passengers for the 12 months to Mar 2014, an increase of +0.7% (adjusted to +0.8%) on the 12 months to Feb 2014. March monthly patronage was 7,305,925, an increase of 510,826 boardings (adjusted to 573,994) or +7.5% on Mar 2013 (adjusted to +8.5%), normalised to ~ +3.9% accounting for additional special event patronage and one more business day, one less weekend day in Mar 2014 compared to Mar 2013. Due to a reporting anomaly on the Waiheke Island to Devonport ferry service the 2011/12 and 2012/13 reported patronage for total PT and total ferry has been overstated. Total PT and total ferry performance uses 2011/12 and 2012/13 reported data not corrected. 2013/14 comparisons are provided in brackets against adjusted 2011/12 and 2012/13 data.
Source: AT PT Ops / operator returns

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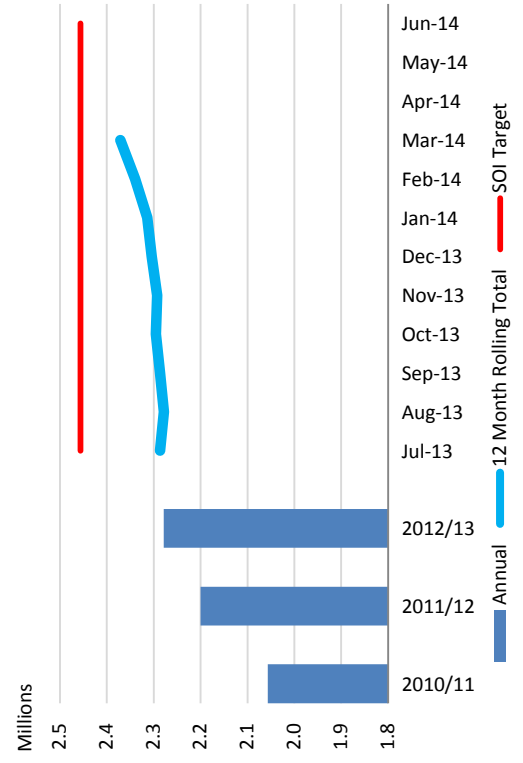


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

Annual Rail Patronage



Annual Northern Express Bus Patronage

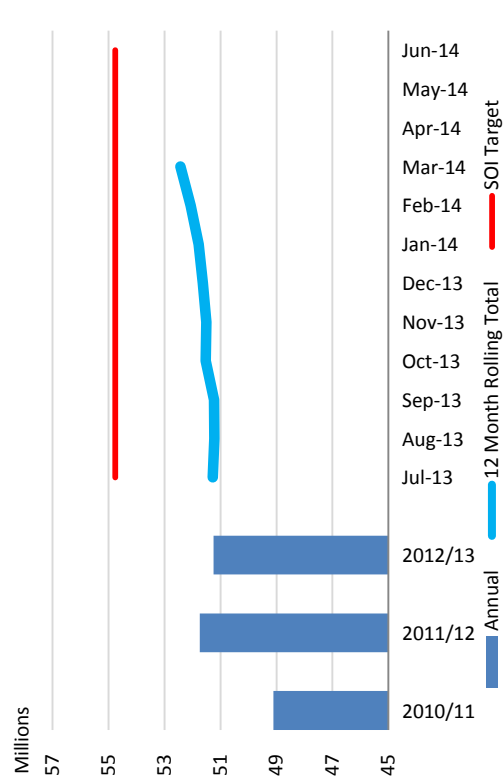


Rail Trips- Rail patronage totalled 11,050,980 passengers for the 12 months to Mar-2014, an increase of +1.6% on the 12 months to Feb 2014. Patronage for Mar 2014 was 1,174,588 an increase of 171,621 boardings or +17.1% on Mar 2013, normalised to ~ +7.3%.
Source: AT PT Ops / operator returns

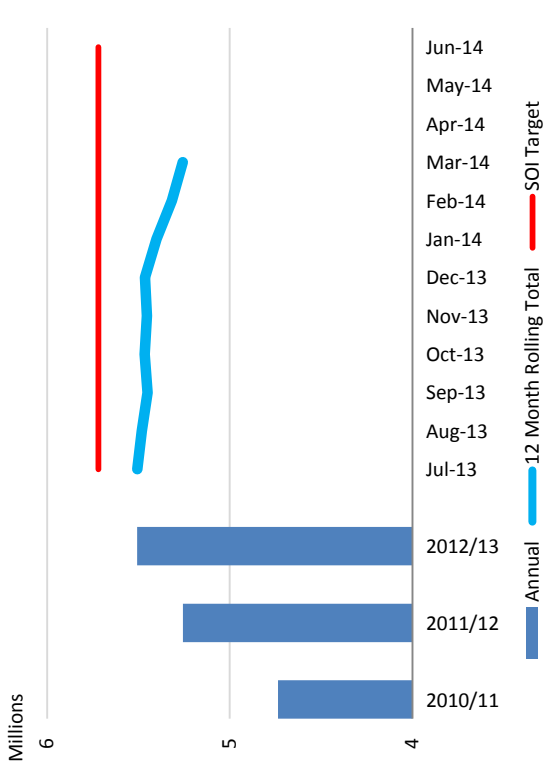
Northern Express - The Northern Express bus service carried 2,371,275 passenger trips for the 12 months to Mar 2014, an increase of +1.3% on the 12 months to Feb 2014. Northern Express bus service patronage for Mar 2014 was 262,431, an increase of 31,323 boardings or +13.6% on Mar 2013, normalised to ~ +8.5%.
Source: AT PT Ops / operator returns

Bus (excl. Northern Express) - Other bus services carried 52,429,668 passenger trips for the 12 months to Mar 2014, an increase of +0.7% on the 12 months to Feb 2014. Other bus services patronage for Mar 2014 was 5,374,783, an increase of 368,902 boardings or +7.4% on Mar 2013, normalised to ~ +3.8%.
Source: AT PT Ops / operator returns

Annual Bus Patronage (excl. NEX)



Annual Ferry Patronage



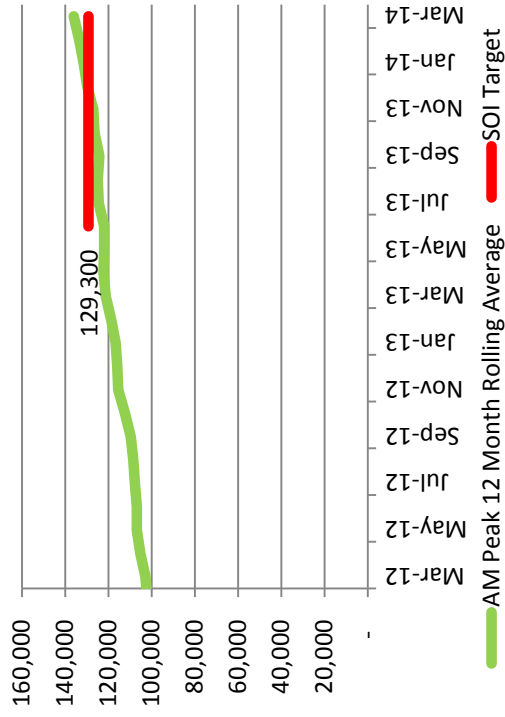
Ferry Trips - Ferry services carried 5,256,588 (adjusted to 5,148,665) passenger trips for the 12 months to Mar 2014, a decrease of -1.1% (adjusted to 0.04%) on the 12 months to Feb 2014. Ferry services patronage for Mar 2014 was 494,123, a decrease of - 61,020 boardings or -11.0% on reported Mar 2013, (corrected increase of +2,148 or +0.4%) normalised to ~ -3.1% accounting for additional special event patronage and one more business day in Mar 2014 compared to Mar 2013 and the reporting anomaly. Source: AT PT Ops / operator returns

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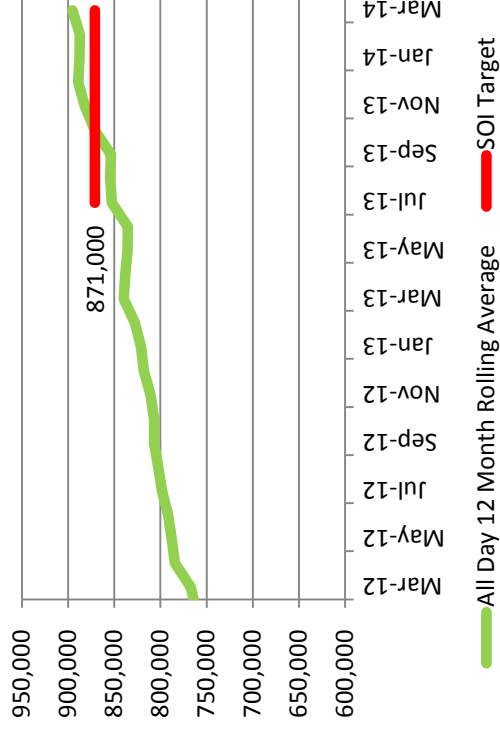


Monitor SOI Key Performance Indicators: Increased Access to a Wider Range of Transport Choices

AM Peak Cycling Counts



All Day 12 Month Rolling Cycling Counts



Cycling Counts - AT counts cyclists at 9 key sites around the region. The total number of cyclist movements in Mar 2014 was 94,195. Morning peak movements was 19.7% higher compared to Mar 2013. A total of 895,165 cycle trips were recorded for the 12 months to Mar 2014, an increase of 6.6% on the previous year. Cyclist numbers already exceed SOI targets.

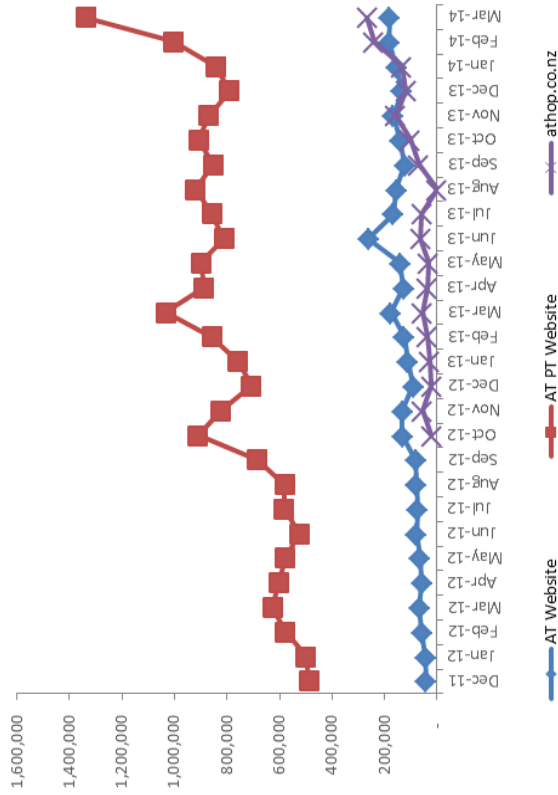
Source: AT Community Transport (reported 10th of the Month)

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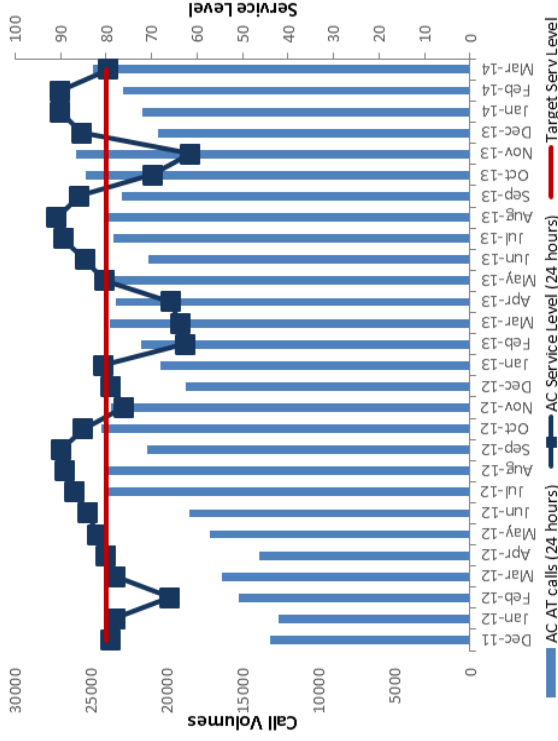


Key Performance Indicators: Customer Contact

Volume of website visits



Auckland Transport Call Centre: Incoming calls



Volume of website visits - There was a 33% increase in website visits to the AT Public Transport website in March 2014 compared to the previous month and up 30% from the same period last year.

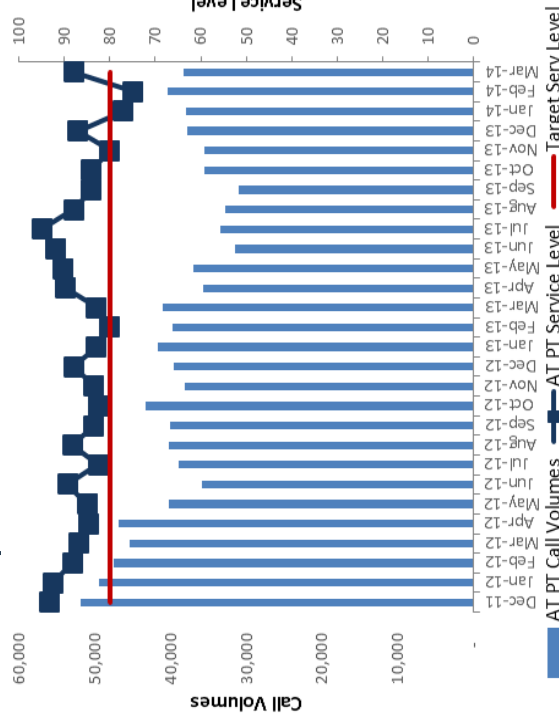
There was a 10% increase in visits for the AT HOP website compared to last month and a significant 78% growth in the number of mobile site visits.
The new at.govt.nz site received just over 180,000 visits.

AT Public Transport Call Centre - Call volumes at the Public Transport call centre decreased slightly (5%) compared to the previous month and have also decreased compared to the same period last year (6.5%).

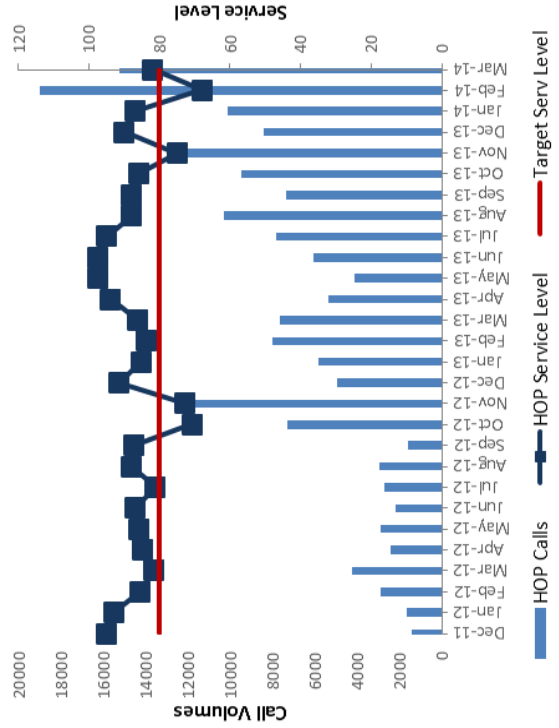
Significant events over March were

- The Bruce Springsteen concert
- train derailment and delays,

Public Transport Call Centre Volumes & Service Level



AT HOP Call Volumes & Service Level



The public transport call centre service level increased 1.7% compared to last month – a favourable result at 88% (75% last month).

AT Hop calls decreased by 20% compared to last month. The service level was met (82%) and this was an increase of 21% compared to the previous month.

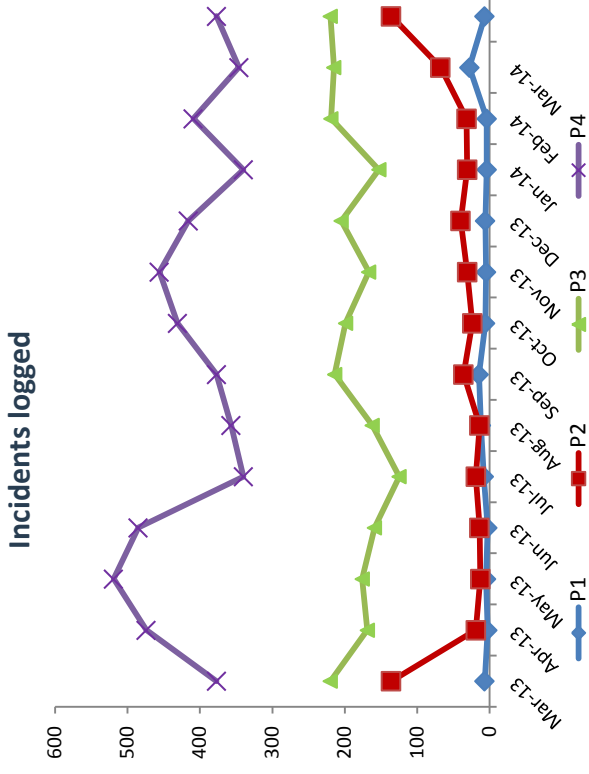
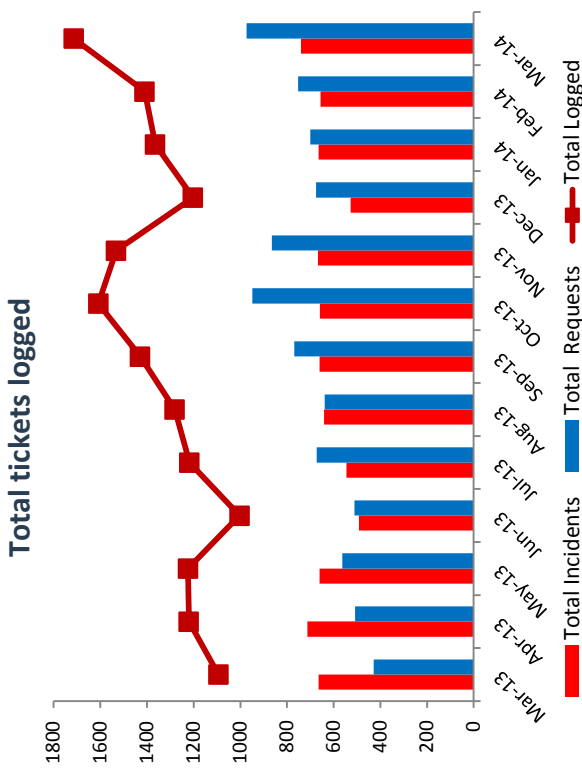
AT Specialist Team Call Centre - There was an 8% increase in call volumes compared to last month and a 12% drop in service level.

- Pasifika,
- Round the Bays
- Poly Fest
- Warriors and Blues games

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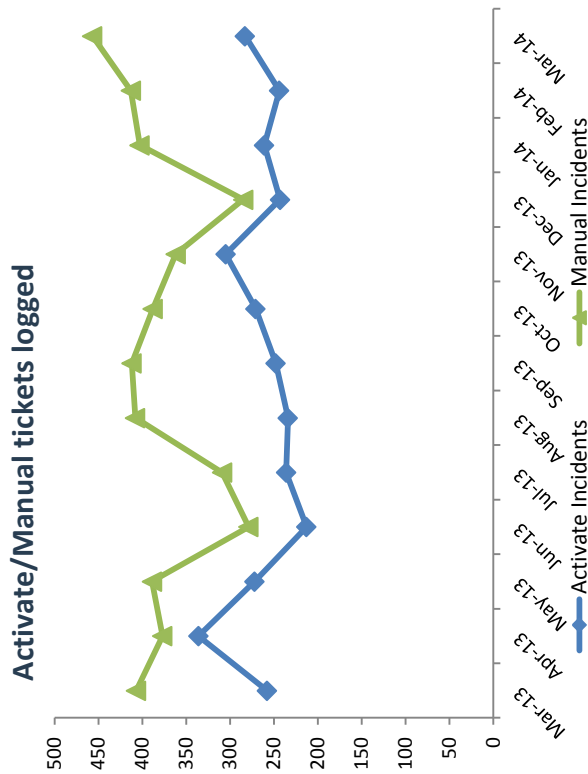
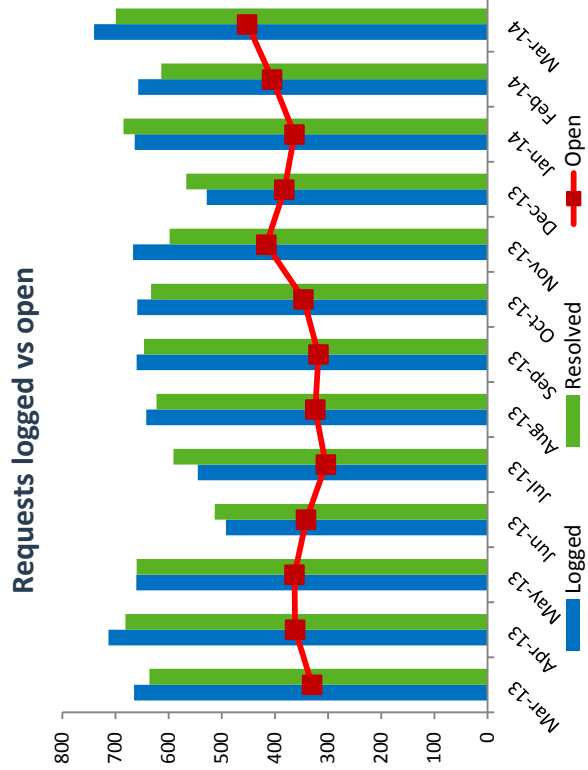


Business Technology Indicators: Service Desk



Total tickets logged - The number of tickets logged in March has rocketed as compared to the monthly volumes for the entire last year. Of these tickets, 740 were incidents and 974 were requests. Approximately half of these tickets were desktop related.

Incidents logged - The number of P2 Incidents Logged has increased significantly due to the Facilities Ops services being onboarded for Busway and rail. Over half of the P2s logged in March were for Parking / Busway and Rail. Due to the nature of the devices involved in those facilities, most Parking / Facilities Ops calls are logged as a P2 immediately before re-assessing the impact.



Requests logged vs open - As of 1 April when this snapshot was taken there were 452 Incidents open in the system, and 238 of these tickets are assigned to the Applications groups. The group with the next highest number of open Incidents is the Desktop group with 64 Incidents open.

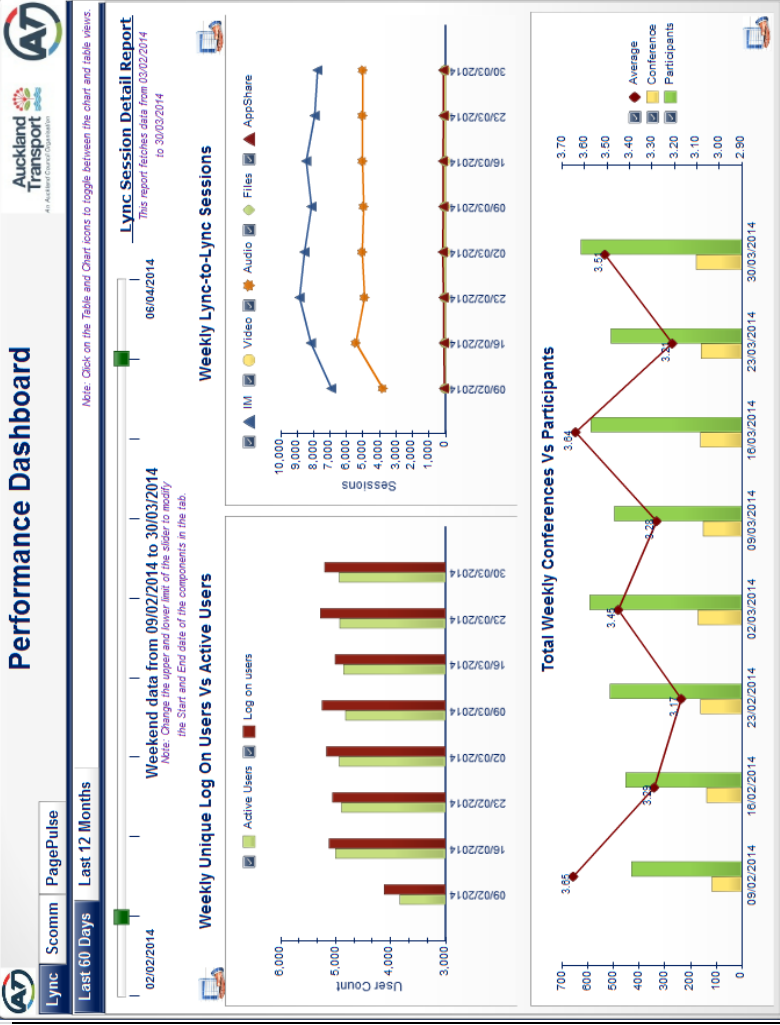
Activate/manual tickets logged - This graph shows the split of incidents logged via the Activate toolset, and via manual methods (ie phone / email). Both Manual and Activate tickets increased as per the general increase in ticket volumes in March.

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Business Technology Summary

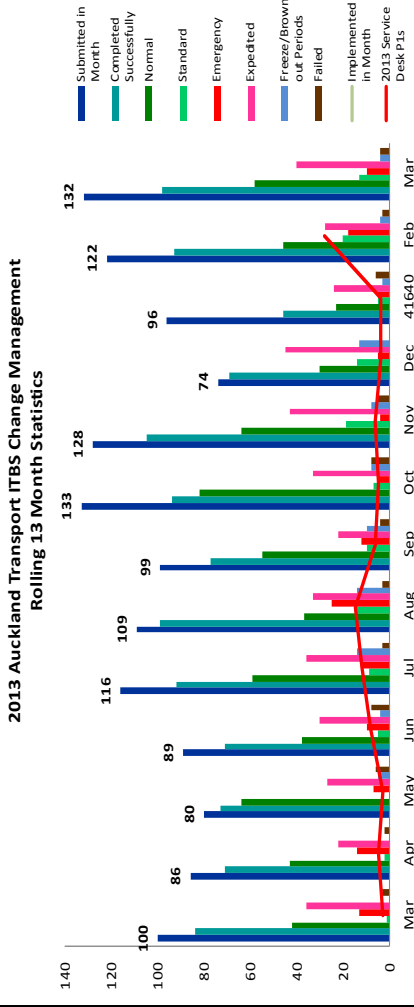
Lync Dashboard



Comment:

- Above dashboard shows weekly data from 03/02/2014 to 30/03/2014
- Huge increase in number of Lync users since the second week of February. There were 718 users per day who have at least one logon session in this period, increased 21% compare to the result in previous month. 95% of them are active users.
- An average of 13,166 lync-to-lync sessions per week in the last 8 weeks, increased 24% compare to the previous month result mainly due to the increased number of users.
- 61% of users elect instant messaging format for their lync-to-lync sessions.
- Around 155 conferences per week in average, increased 5% compare to the result in previous month. Each conference has 3.4 participants in average, raise 4% compare to the result in previous month. We expect that the upward trend in conference participation will continuous as we begin to encourage online meetings vs travelling to different sites since March 2014.

Change Management



Comment:

- Of the submitted RFCs received in March 2014 we have seen 32% increase in the volumes of submitted changes for the same month last year & 8.2% increase since February 2014.
- 81% of the changes implemented in March were successful.
- 7.6% were Emergency Changes, which were required to resolve the high number of incidents logged.
- 30.3% were Expedited Changes for various Projects, which have increase since the same time last year, thus 37.9% were fast tracked changes.

Website performance

