

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 April report are available.

Economic Activity

- Auckland economic activity decreased marginally in the March 2014 quarter; however, the year-on-year growth rate remains strong at 4.3% for the year to March 2014.
- Building consents issued in the 12 months to March 2014 were 37.0% higher than the 12 months to March 2013.
- Total fuel sales in Auckland continue to increase strongly. Fuel sales for the year to March 2014 were 24.8% higher for diesel and 8.8% higher for petrol. Fuel prices dropped in April 2014 compared to the preceding month. However, the average price for both petrol and diesel was higher in April 2014 compared to April 2013: 1.96% for petrol; and 0.46% for diesel.
- In the year to March 2014, Auckland showed strong employment growth, increasing 4.3% to 748,000 persons employed.

Auckland Traffic

Compared to the same month last year, average daily traffic volumes for March 2014 were down 2.2% on the Harbour Bridge, up 15.9% on SH1 at Orewa-Puhoi, and up 10.6% on SH1 at Drury. There is no data available for April 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 April 2014, 24% of Auckland's arterial road network was congested: a decrease of 2% from March 2014 but an increase of 6% compared to April 2013. In 2014, the Easter and ANZAC holidays fell within the school holiday period, which accounts for some of the deterioration year-on-year.

NZTA have just released the SH16 Initiatives Report. A number of possible initiatives have been identified for the local road network involving potential bus lanes or areas where additional queue storage capacity is required to mitigate effects of queuing on the SH. These local road opportunities are to be reviewed by AT.

Public Transport

Auckland public transport patronage totalled 71,238,398 passengers for the 12 months to April 2014, an increase of +0.3% on the 12 months to March 2014 and +3.5% on the 12 months to April 2013. April monthly patronage was 6,063,413, an increase of 237,810

boardings or +4.1% on April 2013, normalised to ~ +8.2% accounting for additional special event patronage and one less business day and one more weekend day in April 2014 compared to April 2013. Year to date patronage has grown by +4.8%.

For rail, service punctuality in April 2014 was 88.4%, compared to the average for the 12 months to April 2014 of 88.0%.

Parking

Off-street parking occupancy in three CBD car parking buildings (Civic, Downtown and Victoria Street) during the peak four-hour period in April 2014 was 92% – outside the SOI target range of 80-90%. AT will be surveying on-street parking occupancy in three CBD precincts (K Rd; Wynard Quarter; and Shortland/High Streets) this month, with results available in June.

Initial workshops have been held with councillors and local boards providing an overview of AT's approach to the development of its Parking Discussion Document.

Cycling

The total number of cyclist movements in April 2014 was 78,004. Morning peak cyclist counts were 13.4% higher compared to April 2013. A total of 897,039 cycle trips were recorded for the 12 months to Apr 2014, an increase of 7.05% on the previous year.

Attachments

Number	Description
1	Monthly Transport Indicators Report: May 2014

Document ownership

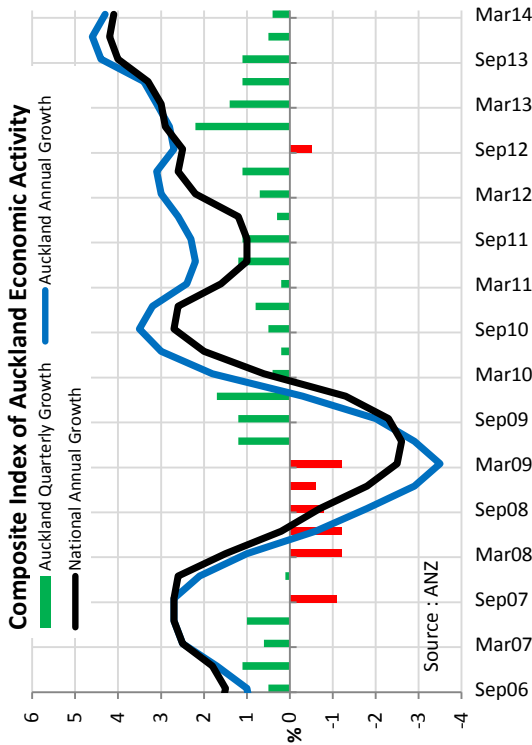
Submitted by	Kiri Wilson Strategic Planning Advisor	
Recommended by	Peter Clark General Manager, Strategy and Planning	
Approved for submission	David Warburton Chief Executive	

Auckland Transport - Transport Indicators Report May 2014

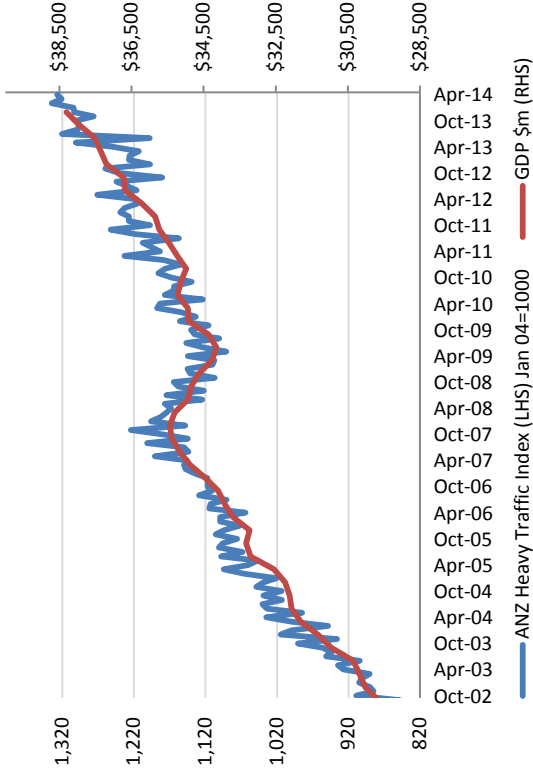


Monitor Trends Driving Transport Demands: Economic Indicators

Auckland Economic Activity



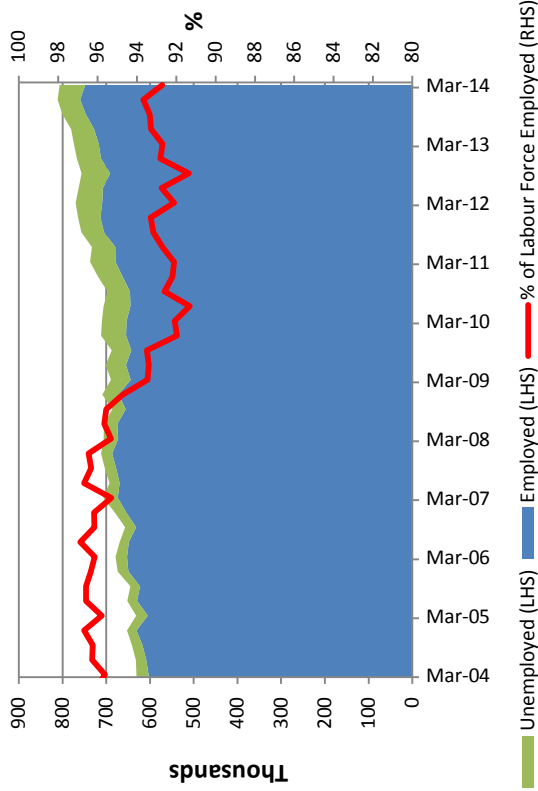
ANZ Truckometer



Auckland Economic Activity - decreased marginally in the Mar 2014 quarter; however, the year-on-year growth rate remains strong at 4.3% for the year to Mar 2014. The nationwide growth rate was 4.1% for the year to Mar 2014. *Source: ANZ Regional Trends: Auckland (Quarterly data)*

ANZ Truckometer - uses NZTA data as an indicator of national economic activity. The Apr 2014 heavy traffic index was up 0.5% for the month and despite relatively low growth rates in late 2013, the Apr 2014 index is 6.2% higher than Apr 2013. An improvement is likely for March GDP results. *Source: ANZ Truckometer (Data available 12th of the month)*

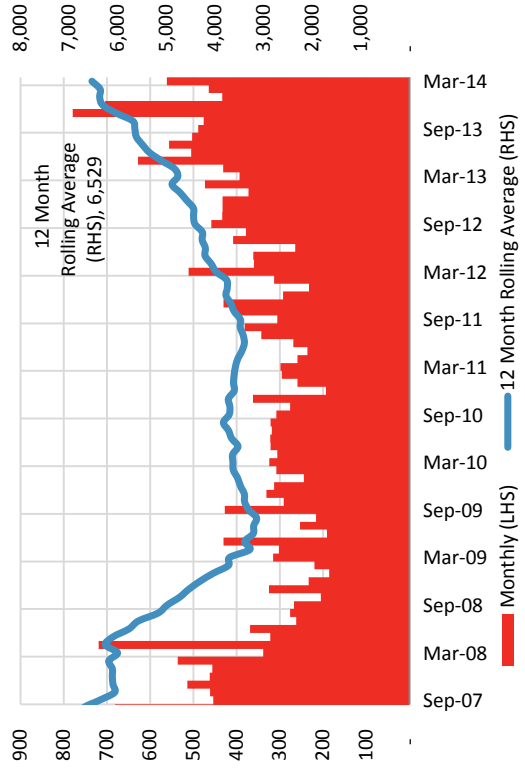
Auckland Labour Force



Auckland Labour Force - Auckland employment in the Mar 2014 Quarter totalled 748,000, up 4.3% on the previous year. Unemployment was 3.5% higher than the previous year, totalling 58,7000 in Mar 2014. Overall, employment growth has been greater than unemployment growth in the year to Mar 2014, indicating a strengthening economy. *Source: Statistics NZ Quarterly Labour Force Survey (Quarterly data)*

Dwelling Consents Issued - Have been increasing since mid-2011. The 12 month rolling average to Mar 2014 is 37.0% higher than the preceding 12 months. 561 building consents were issued in Mar 2014, an increase of 43.0% on Mar 2013. *Source: Statistics NZ*

Dwelling Consents Issued

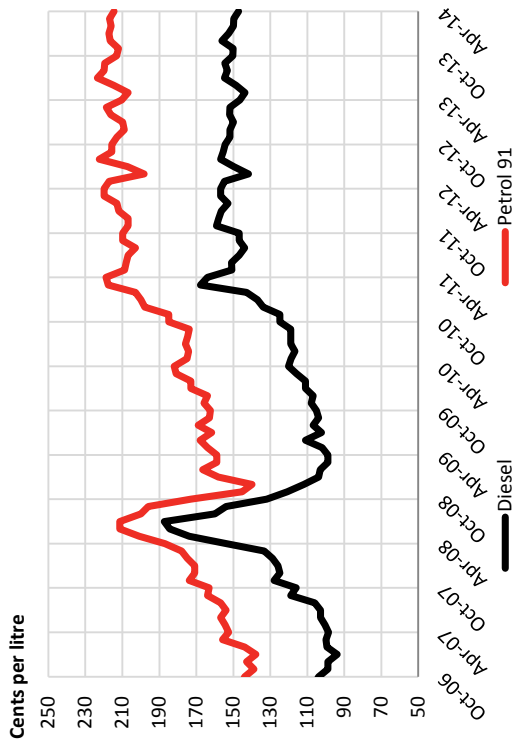


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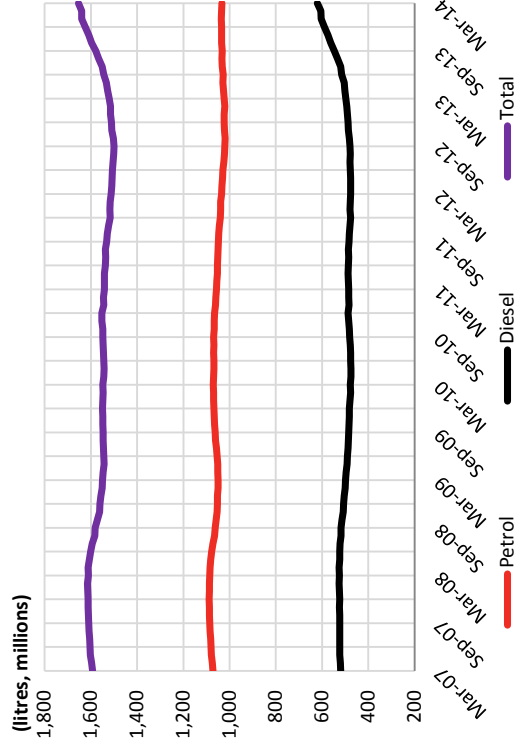


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

Monthly Fuel Prices



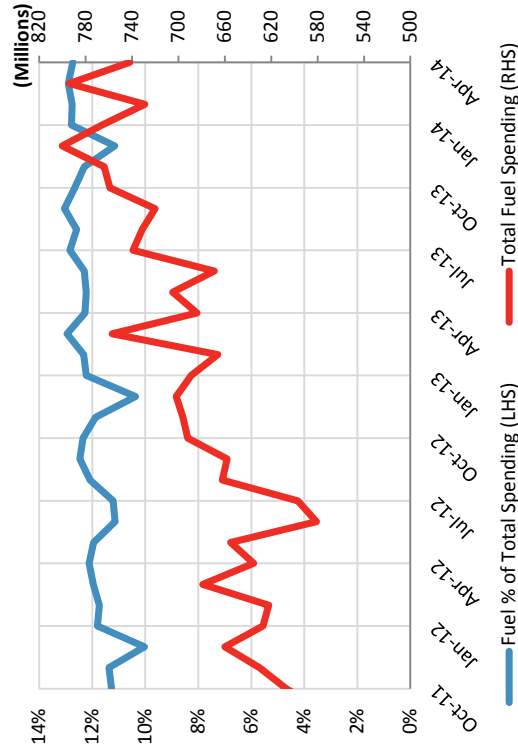
Auckland Fuel Sales (year to date)



Fuel Prices - Compared to the previous month fuel prices fell in April 2014, 1.15% for petrol and 1.74% for diesel. Compared to the same month last year, prices in April 2014 were 1.96% higher for petrol and 0.46% higher for diesel.
 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 Mar 2014 were 24.8% higher for diesel and 8.8% 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 Apr 2014 decreased relative to Mar 2014 but was up \$58m (8.48%) on Apr 2013. The proportion of total card spending spent on fuel was 12.7% in Apr 2014.

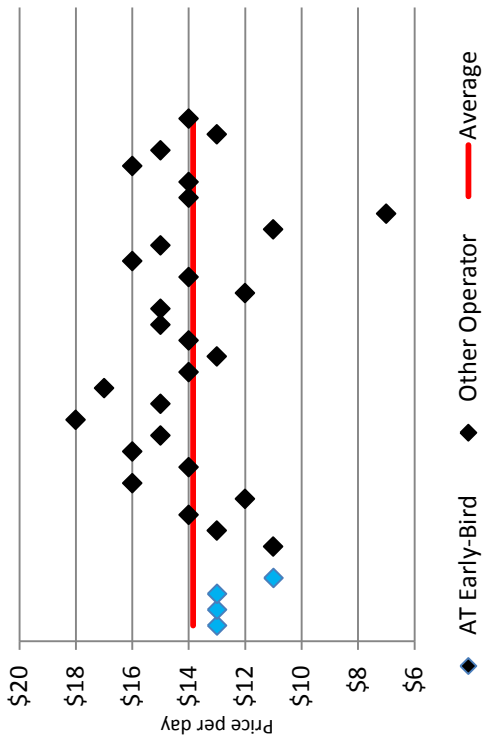
Source: Statistics NZ monthly Electronic Card Transactions

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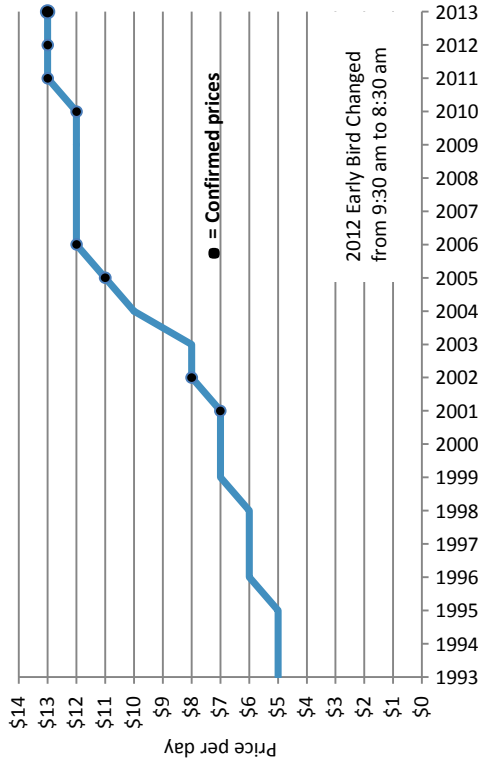


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

AT Early-Bird Parking Prices vs. Other CBD Parking



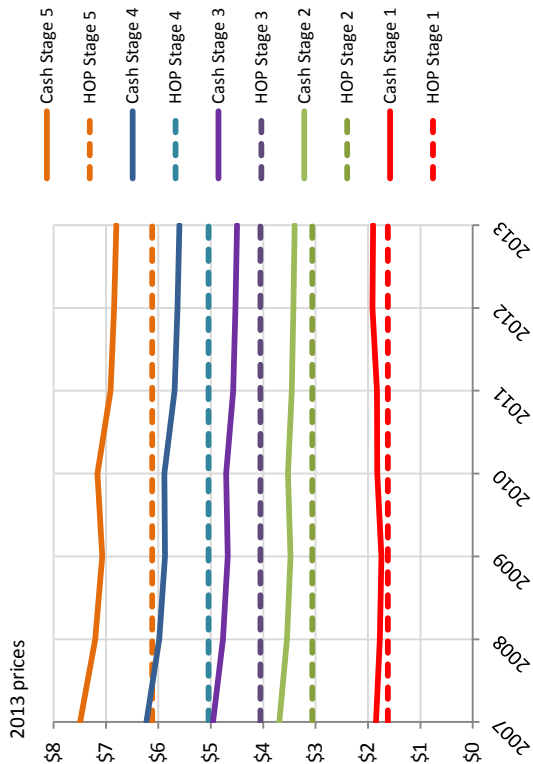
AT CBD Early-Bird Parking Price Per Day



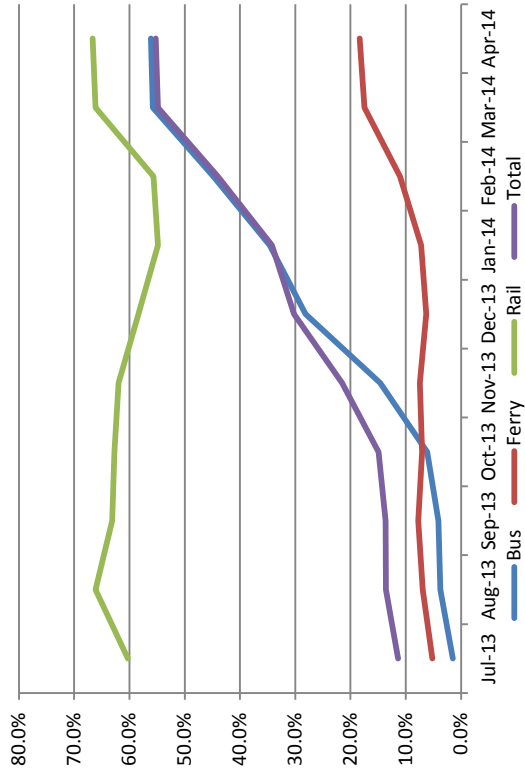
Earlybird Parking Price - in Civic, Downtown and Victoria St car park buildings. There has been no change in the price since 2011; however, in 2012 the conditions were changed with earlybird parking only available before 8:30am compared to previously being before 9:30am. The AT early bird prices are 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



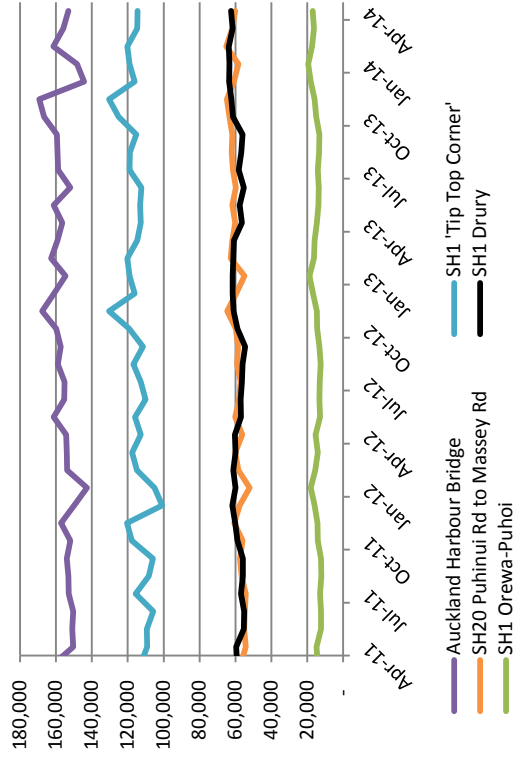
Trips Using AT HOP - 55.3% of all trips in Apr 2014 were made with AT HOP; up from 54.8% in Mar. In Apr 2014 56.1% of bus trips used AT HOP, 66.7% of train trips used AT HOP and 18.3% of ferry trips used AT HOP.

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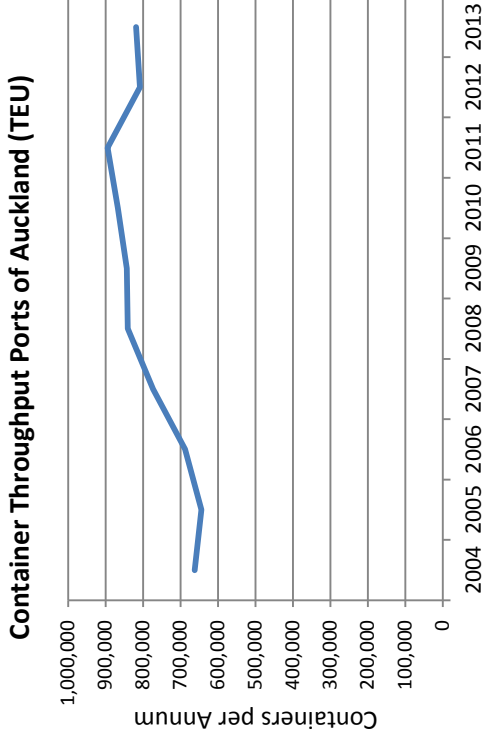


Monitor Trends Driving Transport Demands: Key Demand Indicators

State Highway Average Daily Traffic Volumes



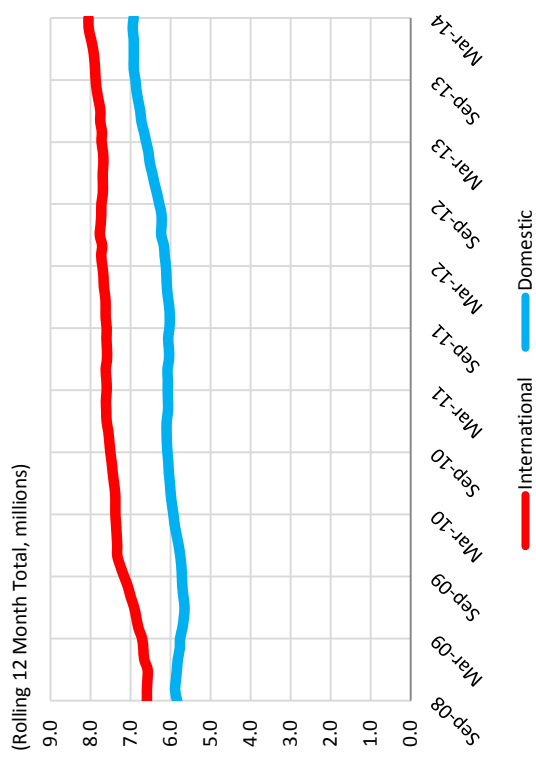
Port Freight Movements



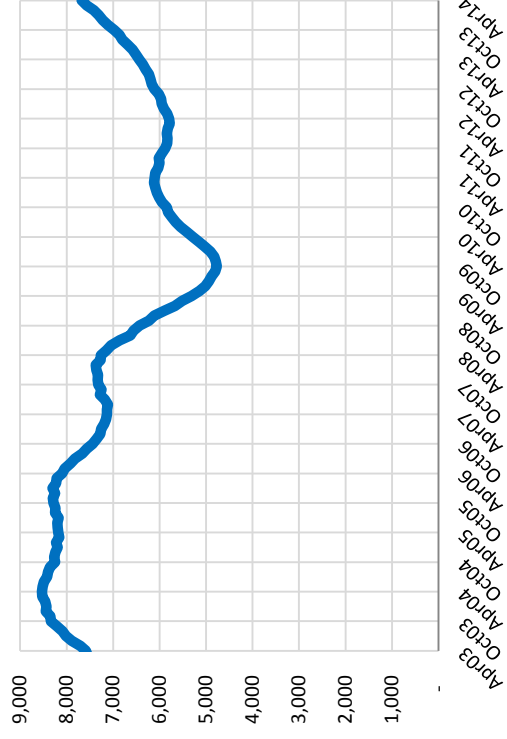
State Highway Traffic Volumes - shows the average daily traffic at key state highway locations. Compared to the same month last year, average daily traffic volumes for Apr 2014 were down 2.2% on the Harbour Bridge, but up 15.9% on SH1 at Orewa-Puhoi and 10.6% on SH1 at Drury. Note: There is no data available for Apr 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



Auckland Car Registrations - 12 Month Rolling Average



Airport Passenger Movements - A total of 15 million passenger movements were recorded through Auckland airport in the year to Mar 2014, an increase of 4.5% on the year to Mar 2013. Total passenger movements in Mar 2014 were 1.5% lower than Mar 2013, likely as a result of Easter being at the end of March in 2013 but mid April in 2014.
 Source: AIAL Monthly traffic report

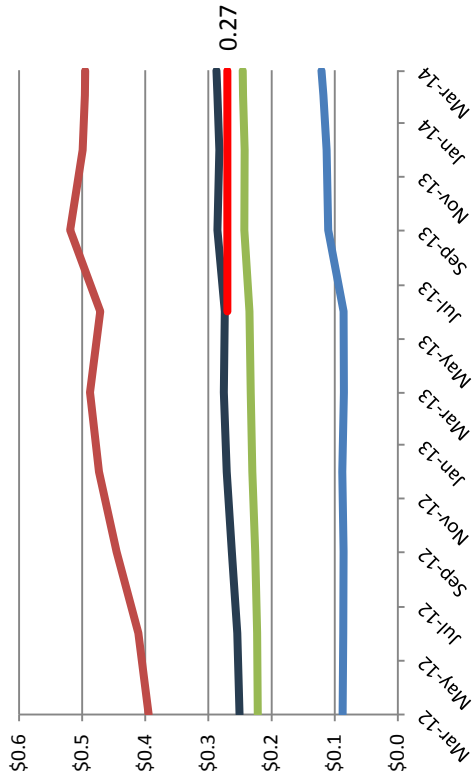
Auckland Car Registrations - Cars first registered to an Auckland postal code. Apr 2014 registrations were 20.7% higher than the same month last year. The rolling 12 month average is 19.3% higher than a year ago, reflecting a strong recovery in vehicle sales activity as economic conditions have improved.
 Source: NZTA Vehicle registration Centre

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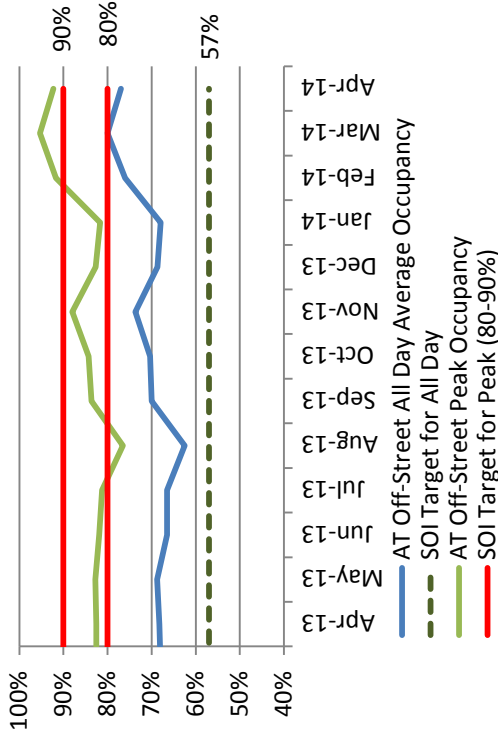


Monitor SOI Key Performance Indicators: Better Use of Resources to Maximise Return on Existing Assets

PT Subsidy per Passenger Kilometre



Off-street Parking Occupancy Rates

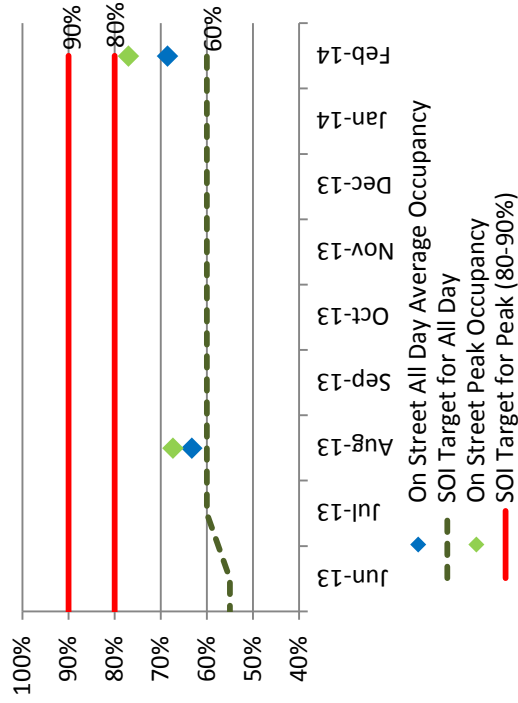


PT Subsidy per Passenger Km - the net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers. Total PT subsidy per passenger km in Mar 2014 was \$0.28, above the SOI target of \$0.27. *Source: PT Ops*

Off-street Parking - AT off-street car parks monitored are those at Civic, Downtown and Victoria Car Parking Buildings. In Apr 2014, both peak occupancy and all day occupancy rates decreased, however both remained above their SOI target rates and are higher than Apr 2013. *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. 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*

On-street Parking Occupancy Rates

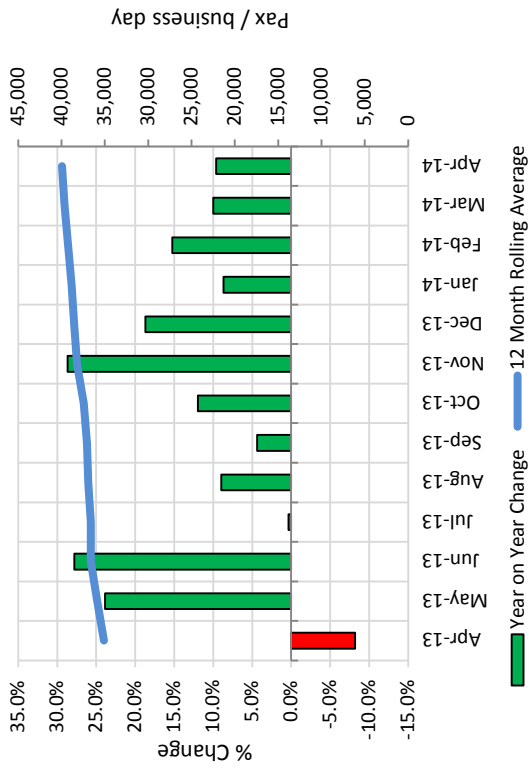


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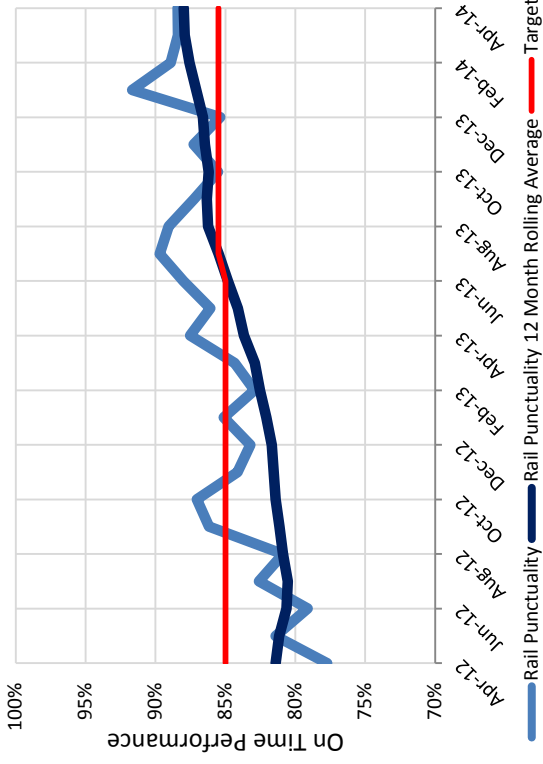


Capacity and Utilisation of the Transport Network: Public Transport

Rail Business Day Average



Rail Punctuality



Rail Business Day Average - The 12-month rolling average to Apr 2014 increased 9.6% on the previous year. *Source: AT PT Ops*

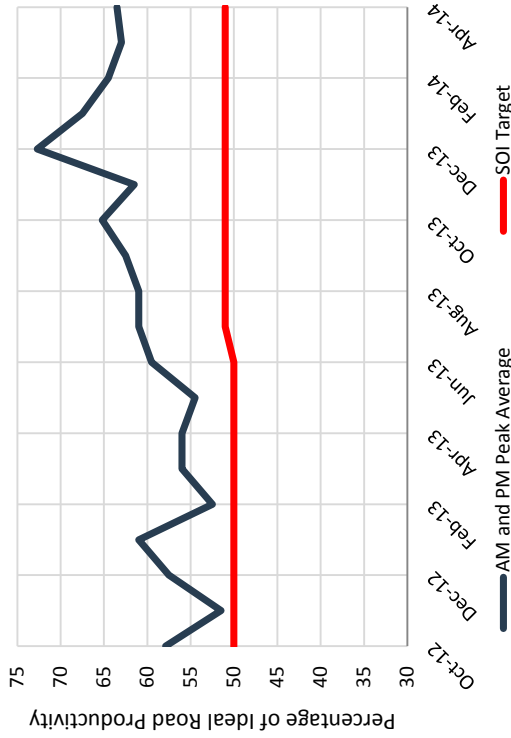
Rail Punctuality - For rail, service punctuality in Apr-2014 was 88.4%, compared to the average for the 12 months to Apr-2014 of 88.0%. *Source: AT PT Ops / operator returns*

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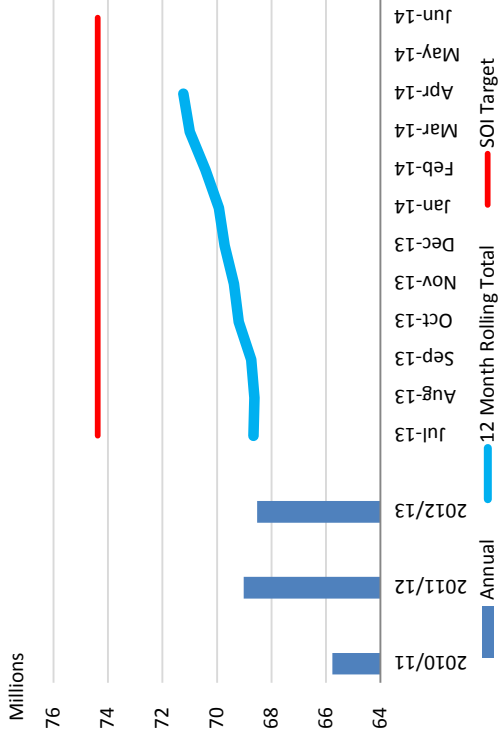


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

Arterial Road Productivity



Total Public Transport Patronage



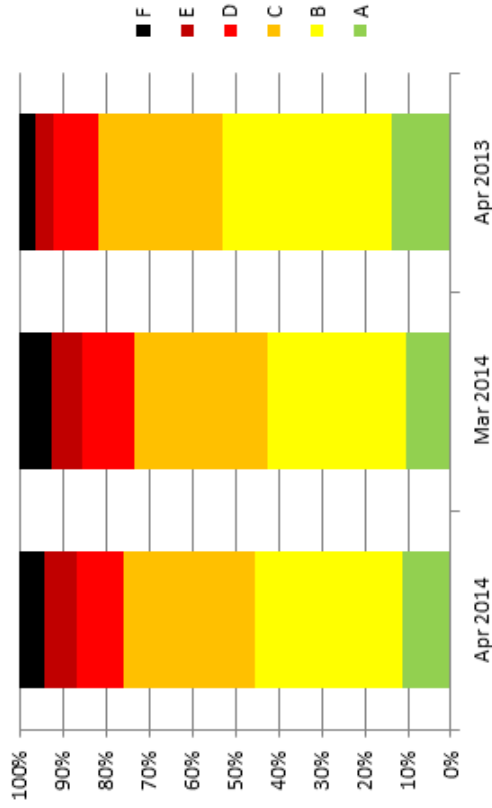
Arterial Road Productivity - Arterial road corridor productivity is measured by # of vehicles X average speed X average vehicle occupancy by lane. AT has set a corridor productivity ideal of 38,000 person km, per hour, per lane (900 vehicles travelling at an average speed of 35 kph in one lane, with an average of 1.2 occupants). AT monitors what percentage of that ideal is being achieved. In Apr 2014, peak period productivity averaged 63.5%, up from 56.0% in Apr 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 April 2014, 24% of our arterial network was congested. This represents 2% less congestion than March 2014, but 6% more than the same month last year. School and university holidays account for the improvement from March to April. In 2014 the Easter and Anzac holidays fell within the school holiday period, accounting for some of the deterioration year-on-year.
Source: AT Road Corridor Operations

AM Peak Arterial Road Level of Service



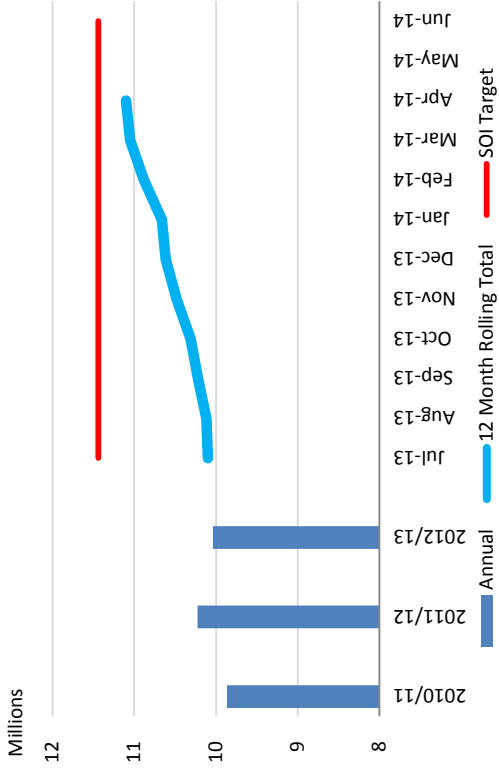
Public Transport - Auckland public transport patronage totalled 71,238,398 passengers for the 12 months to Apr-2014, an increase of +0.3% on the 12 months to Mar-2014 and +3.5% on the 12 months to Apr-2013. April monthly patronage was 6,063,413, an increase of 237,810 boardings or +4.1% on Apr-2013, normalised to ~ +8.2% accounting for additional special event patronage and one less business day and one more weekend day in Apr-2014 compared to Apr-2013. Year to date patronage has grown by +4.8%. An over-reporting of ferry patronage between November 2011 and February 2014 has been corrected in this report. The reported 71,238,398 passenger trips for the 12 months to Apr-2014 is the highest rolling 12-month result exceeding the previous reported highest results in July and August 2012 with corrected ferry patronage.
Source: AT PT Ops / operator returns

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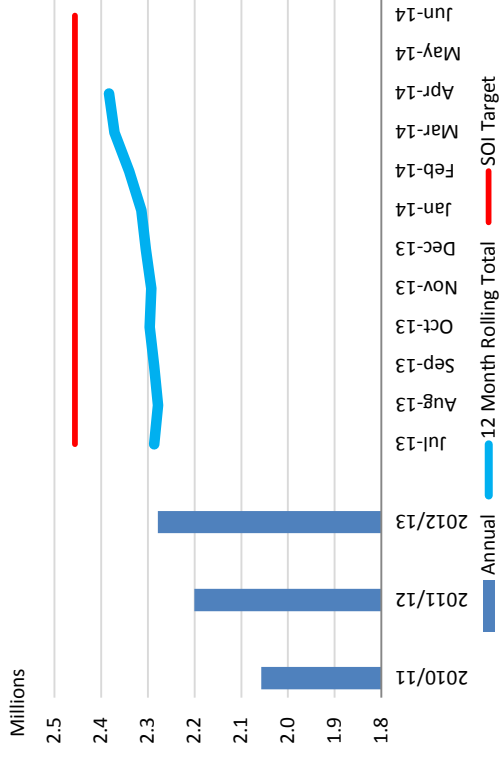


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

Annual Rail Patronage



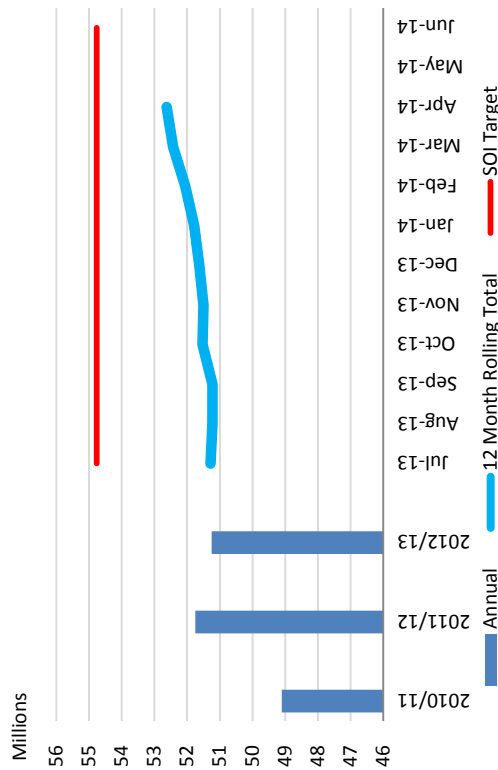
Annual Northern Express Bus Patronage



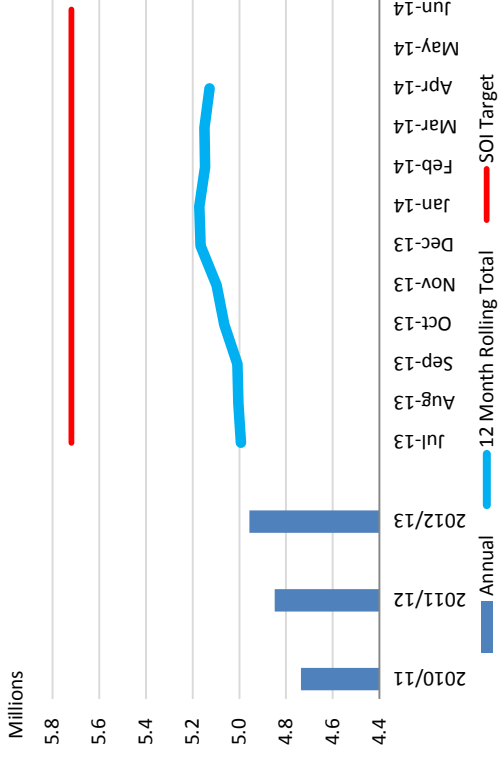
Rail Trips- Rail patronage totalled 11,100,409 passengers for the 12 months to Apr-2014, an increase of 0.4% on the 12 months to Mar-2014 and +11.7% on the 12 months to Apr-2013. Patronage for Apr-2014 was 978,839 an increase of 49,429 boardings or +5.3% on Apr-2013, normalised to ~+13.2%. Year to date rail patronage has grown by +13.0%.
 Source: AT PT Ops / operator returns

Northern Express - The Northern Express bus service carried 2,382,822 passenger trips for the 12 months to Apr-2014, an increase of +0.5% on the 12 months to Mar-2014 and +5.5% on the 12 months to Apr-2013. Northern Express bus service patronage for Apr-2014 was 214,185, an increase of 11,547 boardings or +5.7% on Apr-2013, normalised to ~+10.2%. Year to date Northern Express patronage has grown by +5.6%.
 Source: AT PT Ops / operator returns

Annual Bus Patronage (excl. NEX)



Annual Ferry Patronage



Bus (excl. Northern Express) - Other bus services carried 52,627,112 passenger trips for the 12 months to Apr-2014, an increase of +0.4% on the 12 months to Mar-2014 and +1.7% on the 12 months to Apr-2013. Other bus services patronage for Apr-2014 was 4,454,848, an increase of 197,444 boardings or +4.6% on Apr-2013, normalised to ~+8.0%. Year to date other bus patronage has grown by +3.3%.
 Source: AT PT Ops / operator returns

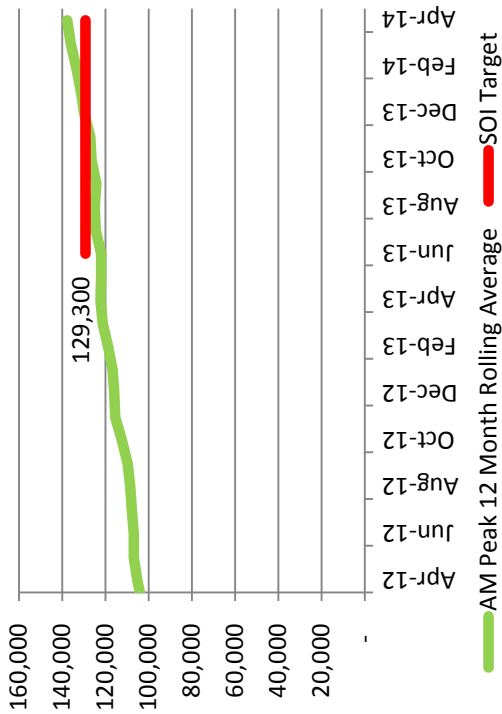
Ferry Trips - Ferry services carried 5,128,055 passenger trips for the 12 months to Apr-2014, a decrease of -0.4% on the 12 months to Mar-2014 and +4.3% on the 12 months to Apr-2013. Ferry services patronage for Apr-2014 was 415,541, a decrease of -20,610 boardings or -4.7% on Apr-2013, normalised to ~-1.2%. Year to date ferry patronage has increased by +4.1%.
 Source: AT PT Ops / operator returns

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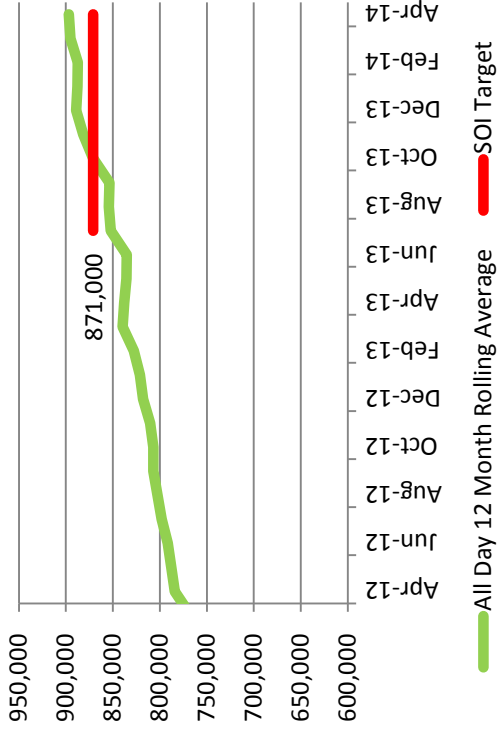


Monitor SOI Key Performance Indicators: Increased Access to a Wider Range of Transport Choices

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 Apr 2014 was 78,004. Morning peak movements were 13.4% higher compared to Apr 2013. A total of 897,039 cycle trips were recorded for the 12 months to Apr 2014, an increase of 7.05% on the previous year. Cyclist numbers already exceed SOI targets.

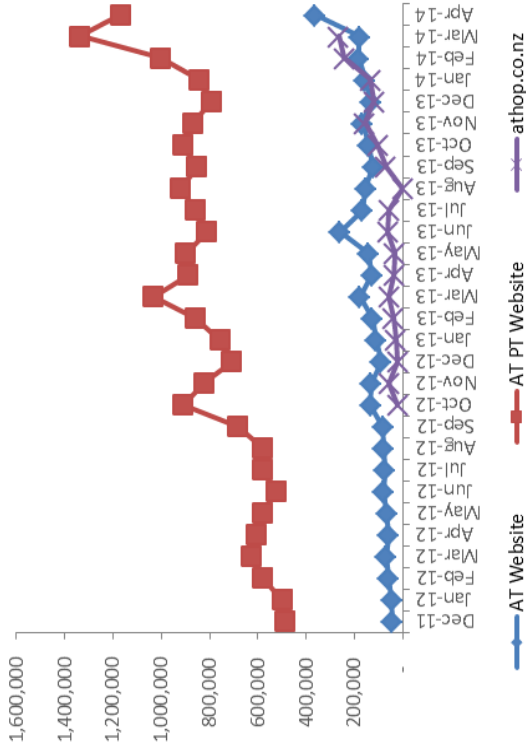
Source: AT Community Transport (reported 10th of the Month)

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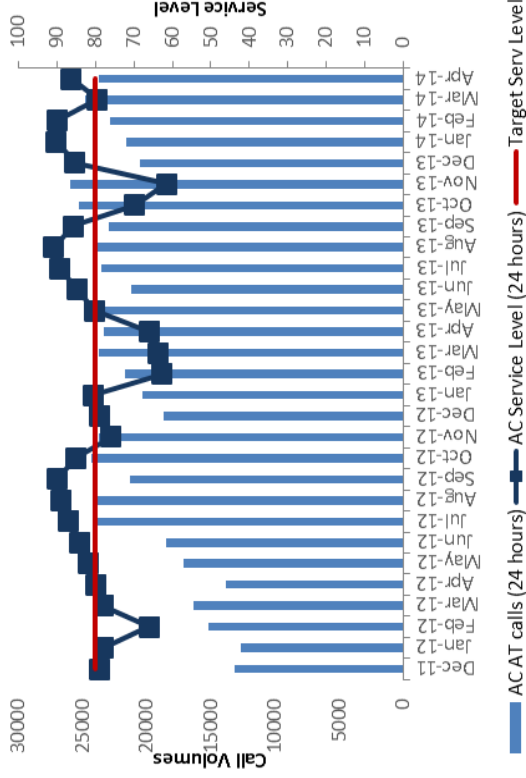


Key Performance Indicators: Customer Contact

Volume of website visits



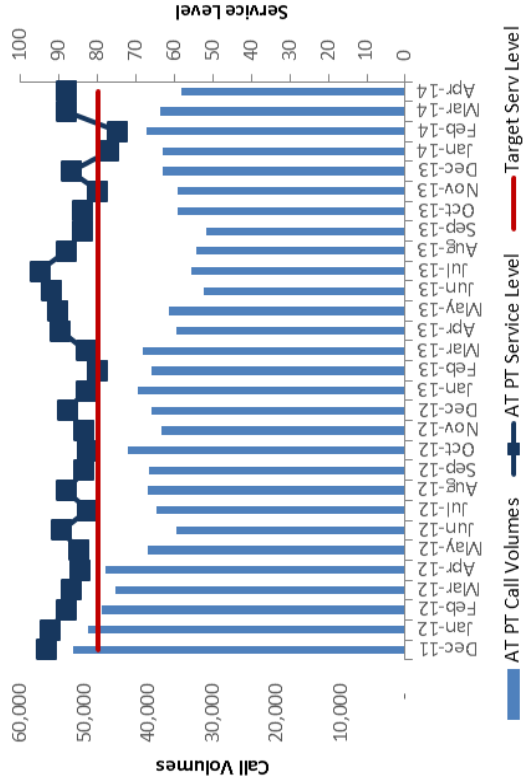
Auckland Transport Call Centre: Incoming calls



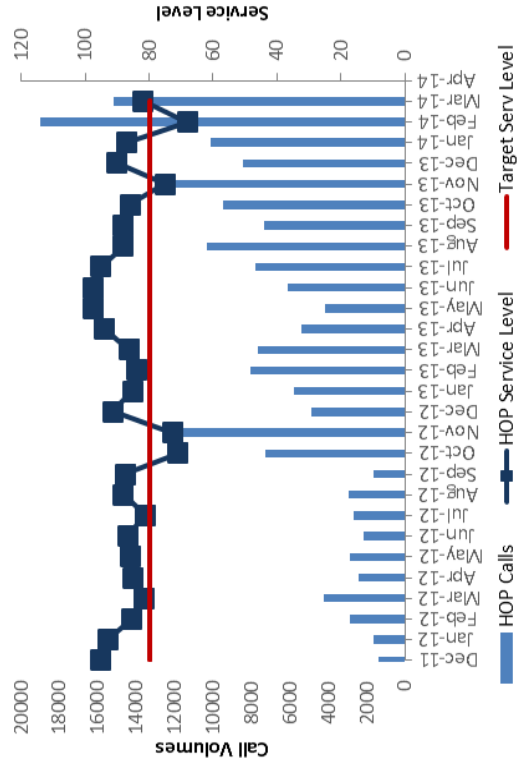
Volume of website visits - There was a significant increase in website visits to the AT website in April 2014 (compared to March 2014), increasing from 180,613 visits to 366,442 visits. However, this is due to a different reporting method. All AT HOP visits are now included as part of the number of visits to the new AT site. There were 159,465 AT HOP page views in April.

AT Public Transport Call Centre - Call volumes at the Public Transport call centre decreased (9%) compared to the previous month and have also decreased compared to the same period last year (2%). The public transport call centre service level remained the same (88%) compared to last month. AT HOP calls decreased by 35% compared to last month. The service level was met (87%) and this was an increase of 6% compared to the previous month.

Public Transport Call Centre Volumes & Service Level



AT HOP Call Volumes & Service Level



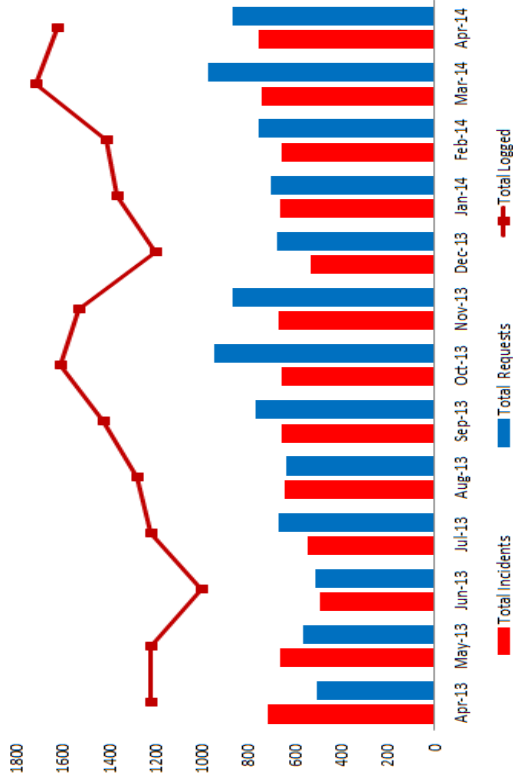
AT Specialist Team Call Centre - There was a 4% decrease in call volumes compared to last month and an 8.5% increase in service level.

Auckland Transport - Transport Indicators Report May 2014

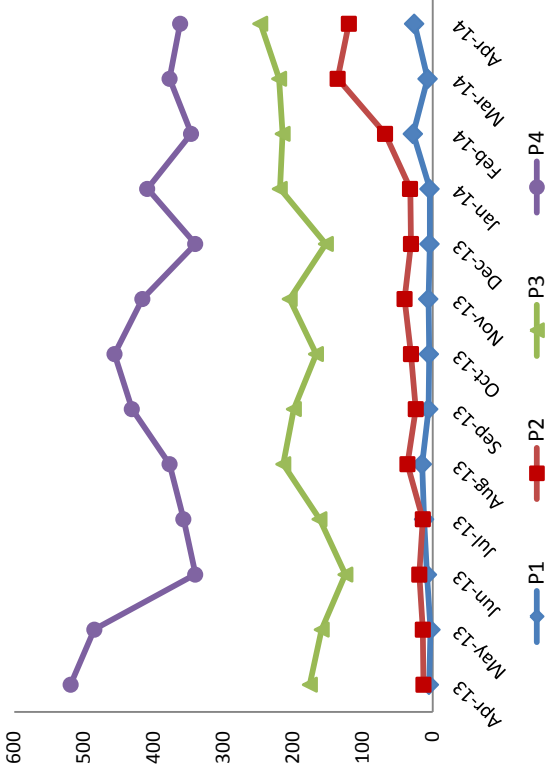


Business Technology Indicators: Service Desk

Total tickets logged



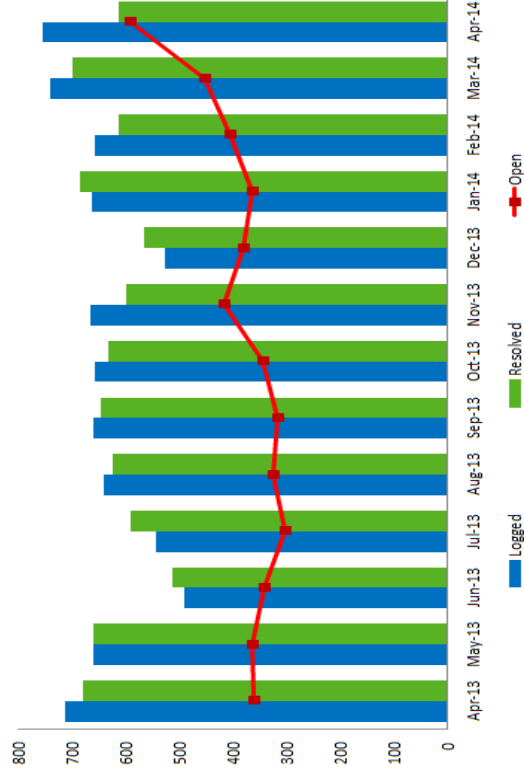
Incidents logged



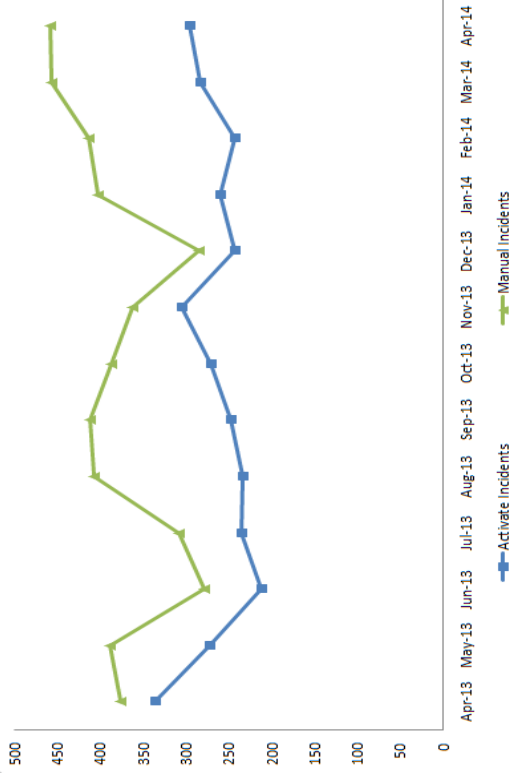
Total tickets logged - 1625 tickets were logged in Apr which is down on Mar but still above the average from the previous 12 months. Approx. 100 fewer service requests were logged in Apr as Mar, and approx. the same number of incidents was logged in Apr as Mar. Still higher than the average over the past 12 months.

Incidents logged - 26 P1s logged, very high volume of major incidents including multiple MS Azure (MS VPN Gateway), RAPID, and AT.govt.nz incidents issues. P2s reduced on March, but still significantly higher than previous months as the majority of Parking calls are raised as P2s. P3s had a small increase in volume and P4s reduced.

Requests logged vs open



Activate/Manual tickets logged



Requests logged vs open - A significant number of incidents were still open at the time of this snapshot (1 May), 188 of these 593 tickets are assigned to the Apps-Online team.

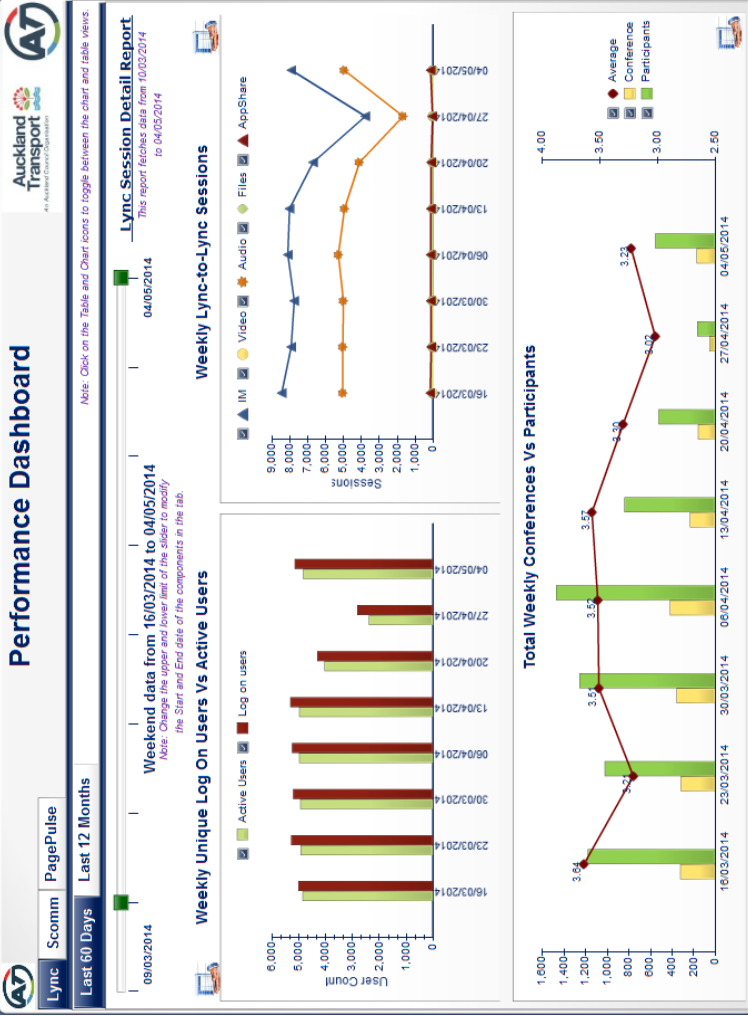
Activate/manual tickets logged - This graph shows the split of incidents logged via the Activate toolset, and via manual methods (ie phone / email). Both Manual and Activate tickets hovered around the same volumes as in March, both months increased on previous.

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Business Technology Summary

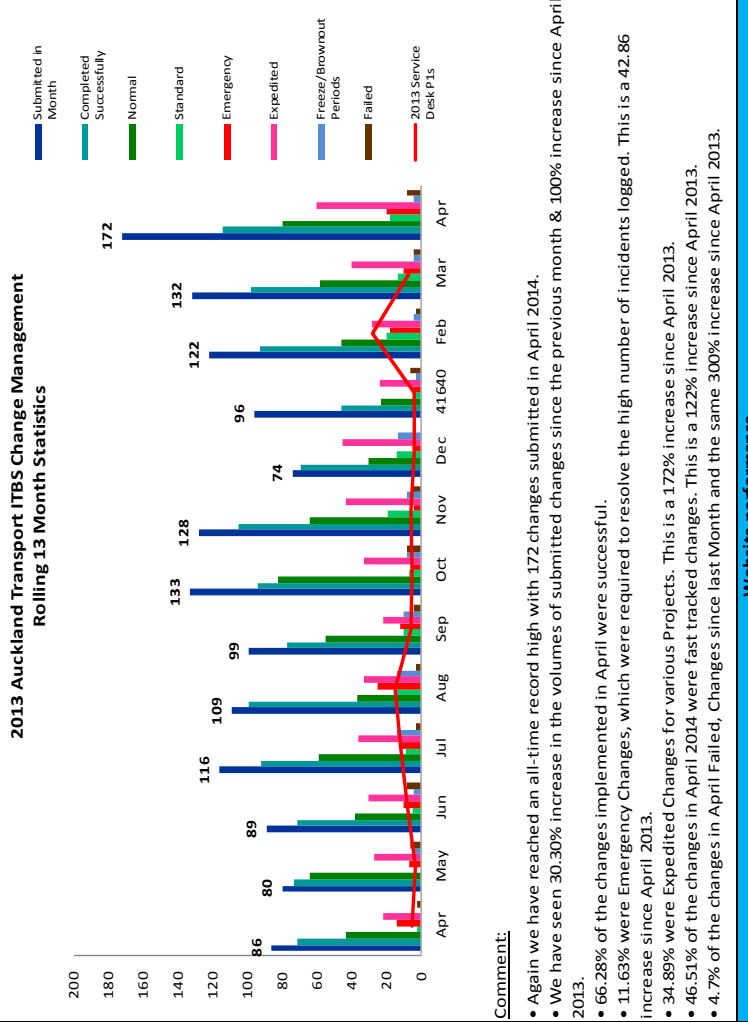
Lync Dashboard



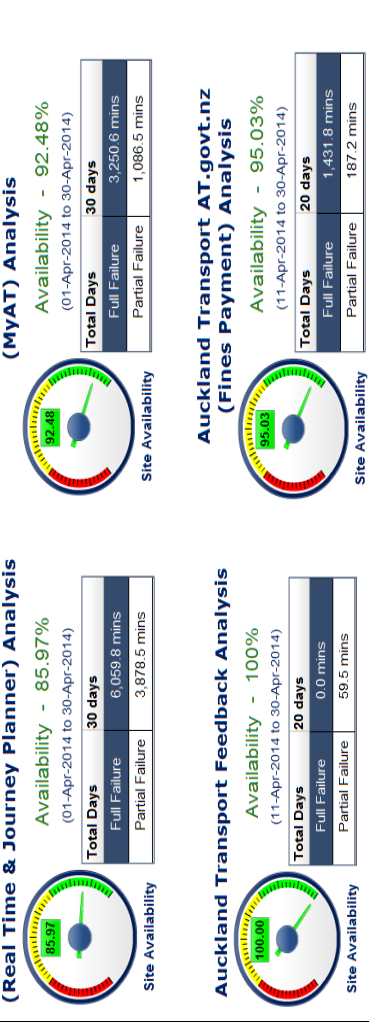
Comment:

- Above dashboard shows weekly data from 16/03/2014 to 04/05/2014
- A huge decrease in number of lync users in the week ending 27/04/2014 due to the Easter holiday. About 52% to the average of the weeks which lead to a decrease of 7% to the overall number of Lync users in the last 60 days compare to the result from last month.
- 94% of them are active users.
- An average of 1,999 lync-to-lync sessions per week in the last 8 weeks, decreased 9% compare to the previous month result with the same reason as above.
- 62% of users elect instant messaging format for their lync-to-lync sessions.
- Around 166 conferences per week in average, increased 7% compare to the result in previous month, each conference has 3.42 participants in average, raised 1% compare to the previous month. The upward trend in conference number and participants has formed since we began to encourage online meetings vs travelling to different sites from March 2014.

Change Management



Website performance



Comment:

- Again we have reached an all-time record high with 172 changes submitted in April 2014.
- We have seen 30.30% increase in the volumes of submitted changes since the previous month & 100% increase since April 2013.
- 66.28% of the changes implemented in April were successful.
- 11.63% were Emergency Changes, which were required to resolve the high number of incidents logged. This is a 42.86 increase since April 2013.
- 34.89% were Expedited Changes for various Projects. This is a 172% increase since April 2013.
- 46.51% of the changes in April 2014 were fast tracked changes. This is a 122% increase since April 2013.
- 4.7% of the changes in April Failed, Changes since last Month and the same 300% increase since April 2013.