

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 October report are available.

Economic Activity

- There were 537 building consents issued in September 2014; 9.6% higher than the same month last year. The 12 month rolling average to September 2014 was 29.6% higher than the preceding 12 months.
- Average fuel prices fell in October 2014 when compared to the previous month; 1.5% decrease for diesel and 1% decrease for petrol.
- Total Auckland fuel sales for the year to September 2014 were 4.2% higher than the previous year; largely due to increases in diesel sales since May 2013. Diesel sales have, however, levelled off in recent months and were 14.5% lower in September 2014 than in September 2013.
- The October 2014 heavy traffic index increased 1.6% for the month, building on the 1.7% increase in September.

Auckland Traffic

Arterial peak productivity averaged 54.4% in October; up from 53.9% in September, but down from 62.5% in October 2013. There was a reduction in network congestion in October, which saw 15% of the network congested compared to 19% congestion in September.

Public Transport

Auckland public transport patronage totalled 74,506,244 passenger trips for the 12 months to October 2014, an increase of +0.7% on the 12 months to September 2014 and +7.7% on the 12 months to October 2013. October monthly patronage was 6,824,204, an increase of 548,755 boardings or +8.7% on October 2013, normalised to ~ +8.8% accounting for special event patronage. There are the same number of business and weekend days in October 2014 compared to October 2013. Financial year to date patronage has grown by + 8.6%.

For rail, service punctuality in October 2014 was 90.0%, compared to the average for the 12 months to October 2014 of 88.1%.

66.2% of all trips in October 2014 were made with AT HOP; down slightly from 66.7% in September 2014. In October 2014, 68.2% of bus trips used AT HOP, 73.6% of train trips, and 22% 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 October 2014 was 100% – outside the SOI target range of 80-90% for 2014/15.

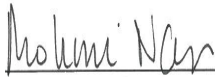

Cycling

There has been a decrease of 9.5% in cyclist movements in October 2014 when compared to October 2013. A total of 891,245 cycle trips were recorded for the year of November 2013 to October 2014; an increase of 2.33% on the previous year. Morning peak movements increased by 0.5% when compared to October last year.

Attachments

Number	Description
1	Monthly Transport Indicators Report: November 2014

Document ownership

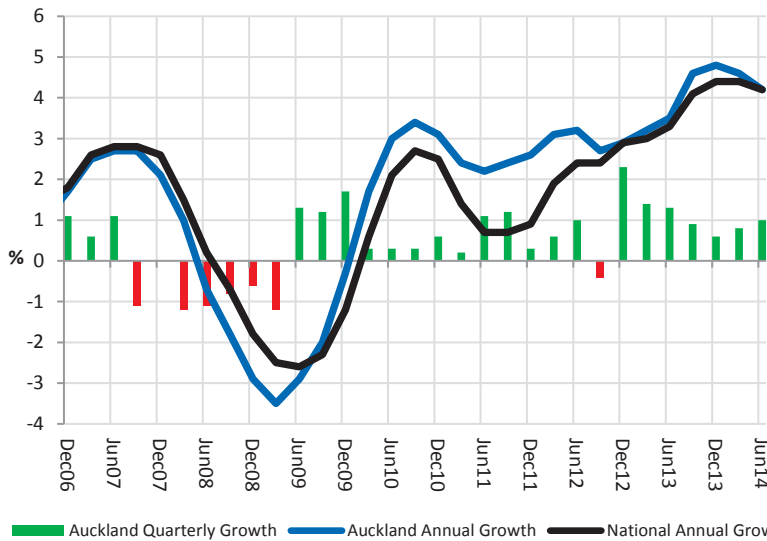
Submitted by	Mohini Nair Manager, Strategic Transport Planning	
Recommended by	Peter Clark General Manager, Strategy and Planning	
Approved for submission	David Warburton Chief Executive	

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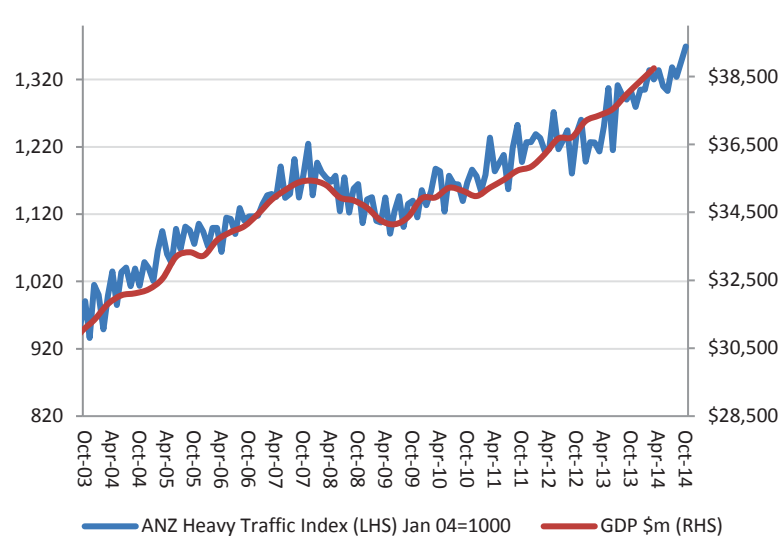


Monitor Trends Driving Transport Demands: Economic Indicators

Auckland Economic Activity



ANZ Truckometer



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

ANZ Truckometer - uses NZTA data as an indicator of national economic activity. The October 2014 heavy traffic index increased 1.6% for the month, building on the 1.7% increase in September.
 Source: ANZ Truckometer (Data available 12th of the month)

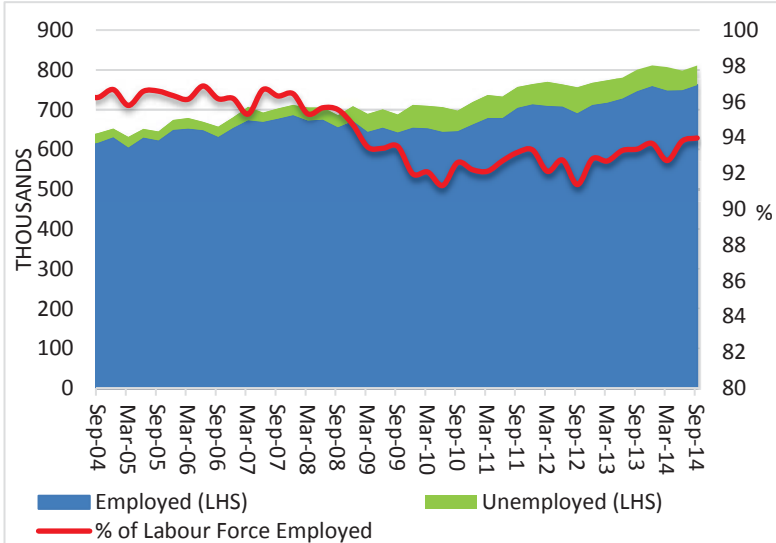
Auckland Labour Force - Auckland employment in the September 2014 quarter totalled 762,100, up 2% on the previous year. Unemployment was 8.4% less than the previous year, totalling 48,800 in the September 2014 quarter. The Labour Force Participation Rate rose to 94%.

Source: Statistics NZ Quarterly Labour Force Survey (Quarterly data)

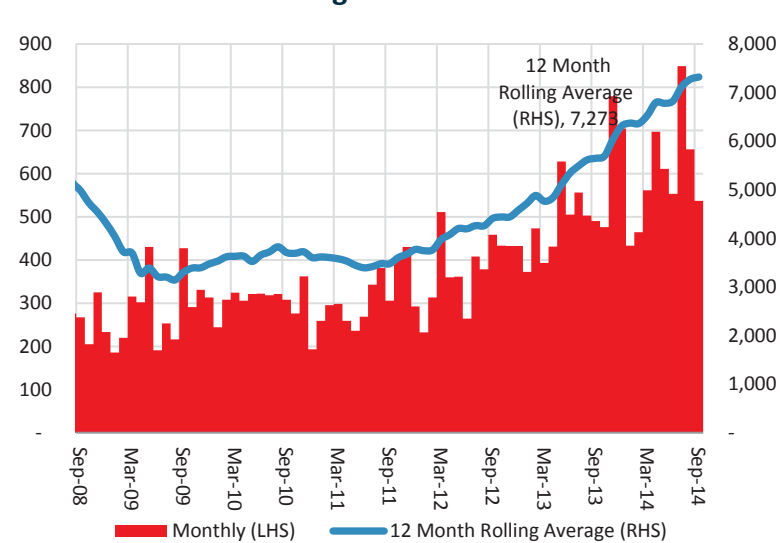
Dwelling Consents Issued - Have been increasing since mid-2011. The 12 month rolling average to September 2014 was 29.6% higher than the preceding 12 months. 537 building consents were issued in September 2014; 9.6% greater than the same month last year.

Source: Statistics NZ

Auckland Labour Force



Dwelling Consents Issued

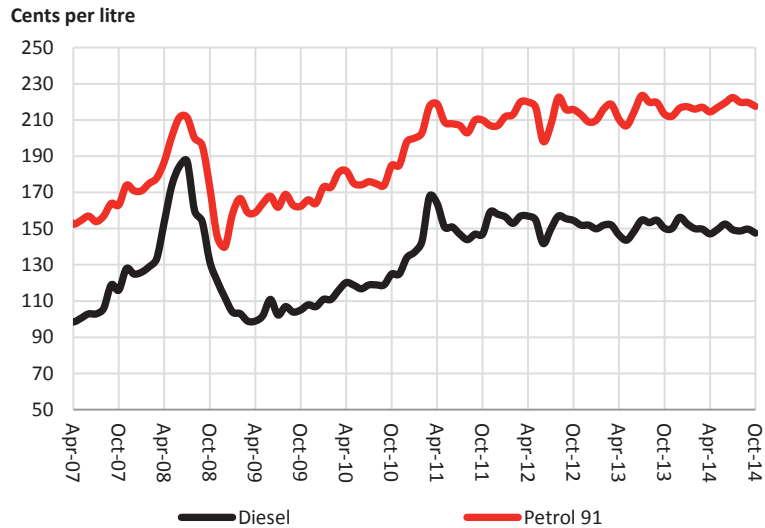


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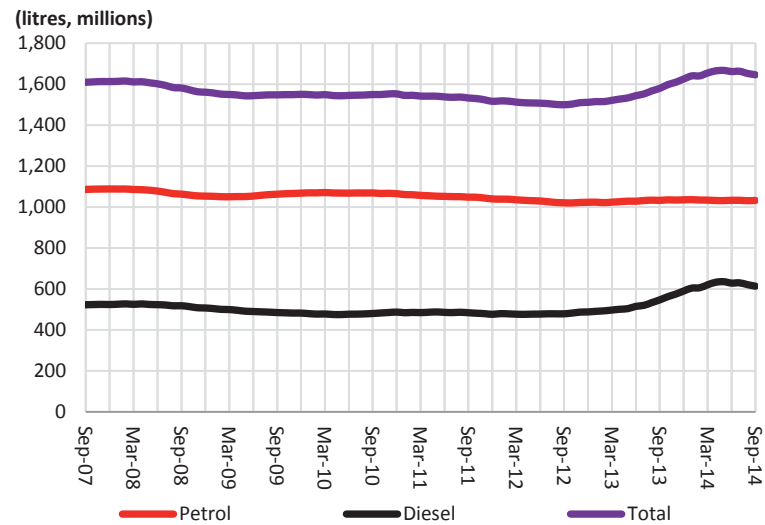


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

Monthly Fuel Prices



Auckland Fuel Sales 12 month rolling total



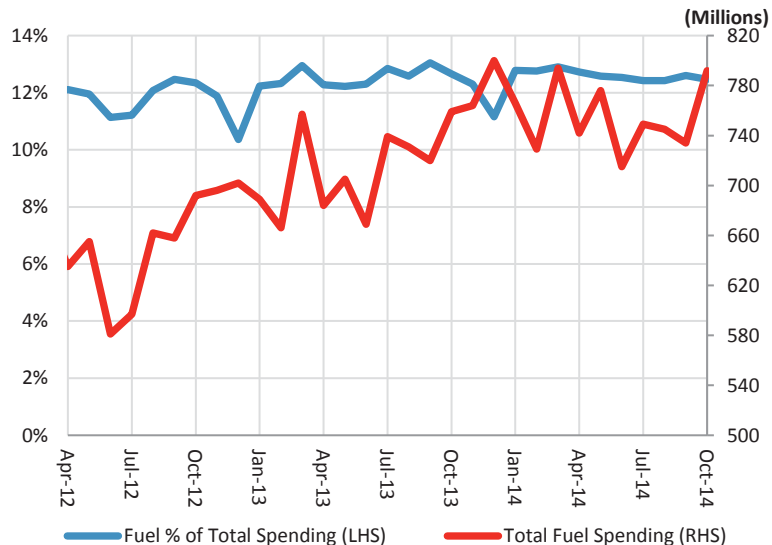
Fuel Prices - the average fuel price fell in October 2014 when compared to the previous month; 1.5% for diesel and 1% for petrol. The international prices for Oil have fallen recently so despite the fall in the value of the NZ dollar fuel prices have fallen.

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

Auckland Fuel Sales - total fuel sales for the year to September 2014 were 4.2% higher than the previous year; largely due to increases in diesel sales since May 2013. Diesel sales in September 2014 were 14.5% lower than September 2013.

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 7.9% in October 2014 compared to the previous month and was 4.3% higher than in October 2013. The proportion of total card spending spent on fuel decreased slightly to 12.4% despite the 7.9% increase in fuel spending, as total electronic card spending increased by 10.6% in October 2014.

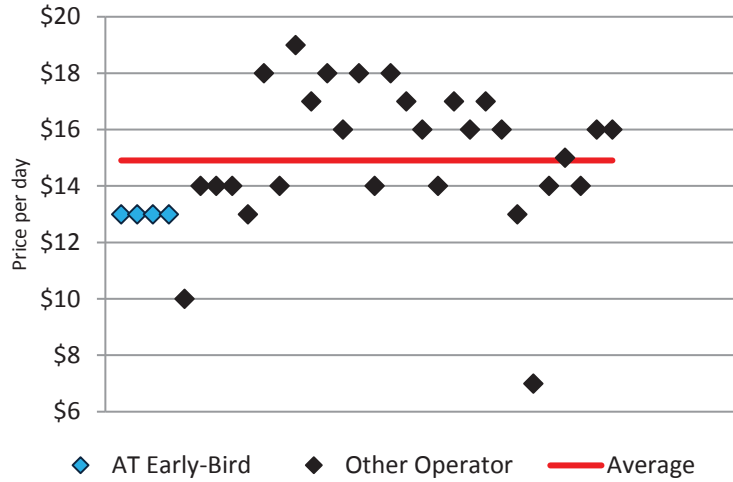
Source: Statistics NZ monthly Electronic Card Transactions

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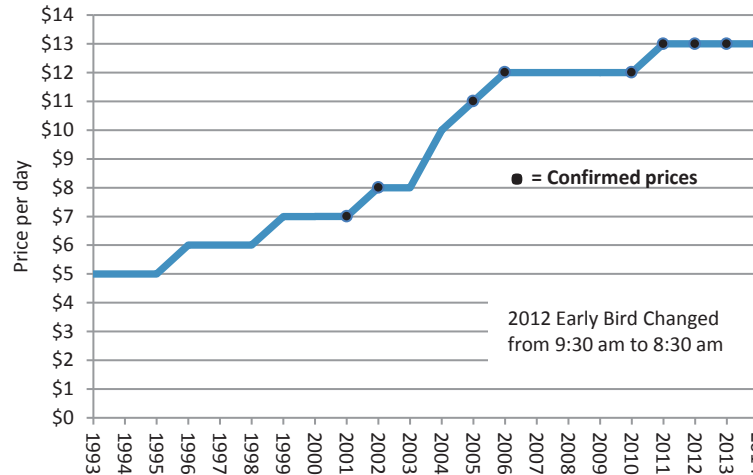


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

AT Early-Bird Parking Prices vs. Other CBD Parking



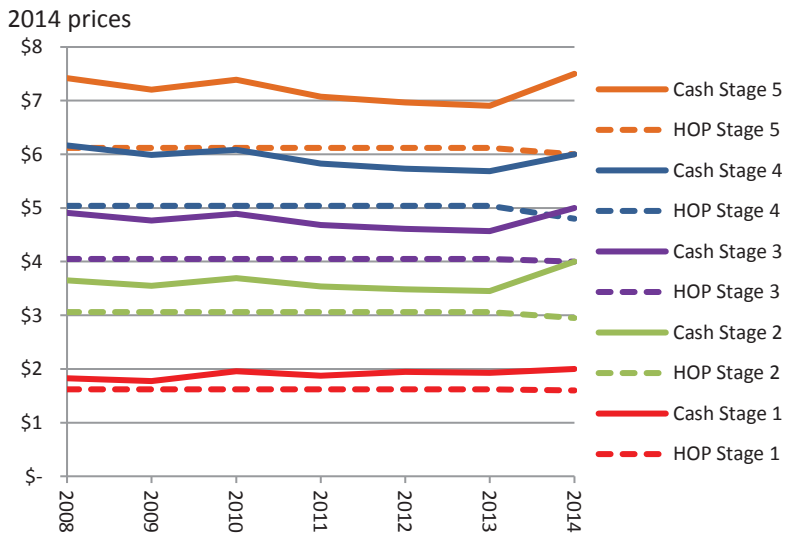
AT CBD Early-Bird Parking Price Per Day



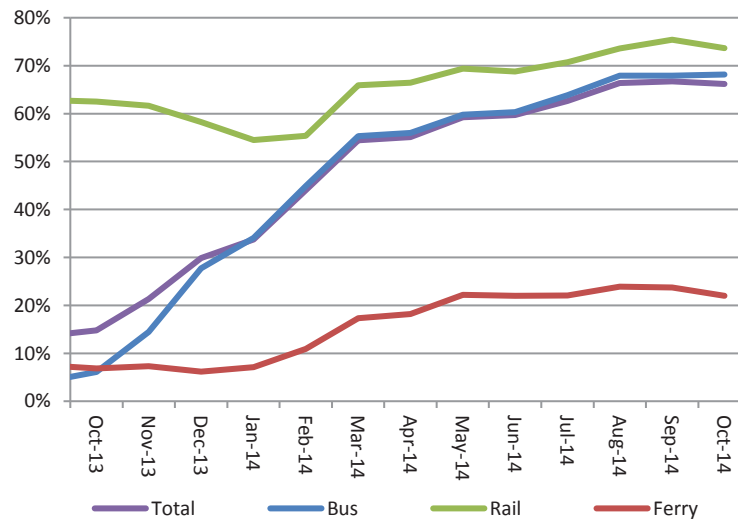
AT Earlybird Parking Price - in Civic, Downtown, Fanshawe St and Victoria St car park buildings. There has been no change in the price since 2011; however, in 2012 the conditions were changed with earlybird parking only available before 8:30am compared to previously being before 9:30am. The AT early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

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

Bus Adult AT HOP and Real Cash Fares 2008-2014



Percentage of Trips using AT HOP



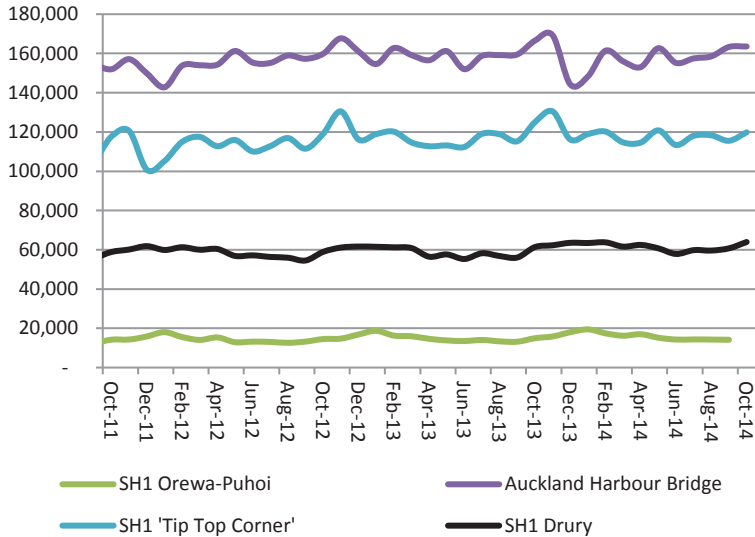
Trips Using AT HOP - 66.2% of all trips in October 2014 were made with AT HOP; down from 66.7% in September 2014. In October 2014, 68.2% of bus trips used AT HOP, 73.6% of train trips used AT HOP and 22% of ferry trips used AT HOP.

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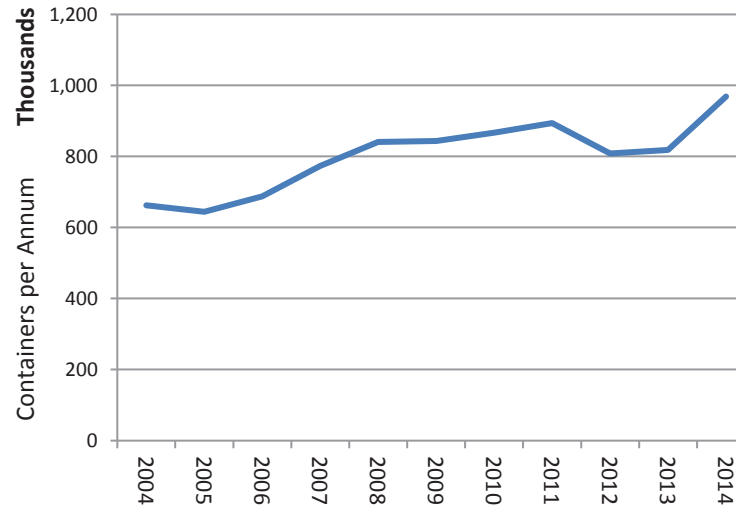


Monitor Trends Driving Transport Demands: Key Demand Indicators

State Highway Average Daily Traffic Volumes



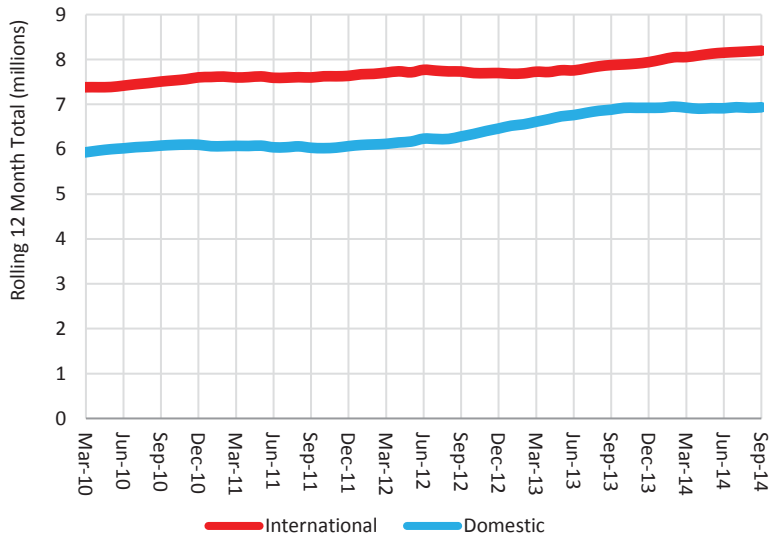
Port Freight Movements



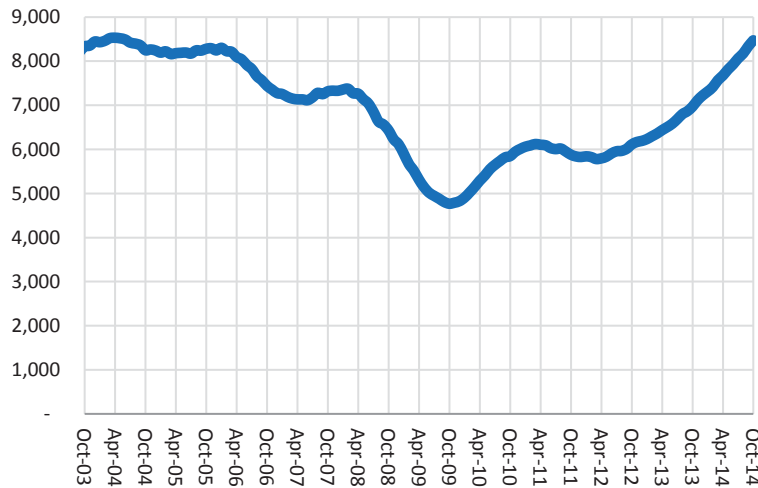
State Highway Traffic Volumes - shows the average daily traffic at key state highway locations. Compared to the same month last year, average daily traffic volumes for October 2014 were up 4.2% on SH1 at Drury, while volumes were down 4.1% on SH1 at Tip Top Corner and 1.8% on the Harbour Bridge. No data was available for October from the SH1 at Orewa-Puhoi site.
Source: NZTA Data

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

Auckland Airport Passenger Movements



Auckland Car Registrations - 12 Month Rolling Average



Airport Passenger Movements - A total of 15.1 million passenger movements were recorded through Auckland airport in the year to September 2014, an increase of 2.5% on the year to September 2013. Total passenger movements in September 2014 were 2.2% higher than September 2013. A lower NZ dollar may make international travel to NZ more attractive.
Source: AIAL Monthly traffic report

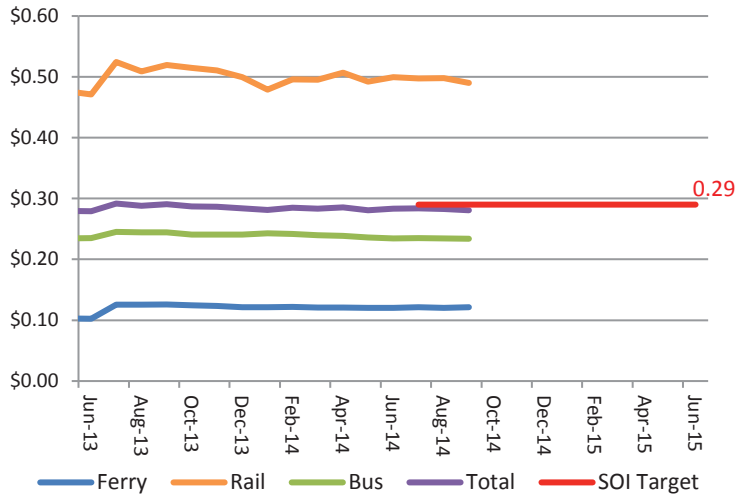
Auckland Car Registrations - Cars first registered to an Auckland postal code. There were 9,759 car registrations in October 2014, 20% higher than the same month last year. The 12 month rolling average is 21.6% higher than a year ago, reflecting a strong recovery in vehicle sales activity as economic conditions have improved.
Source: NZTA Vehicle registration Centre

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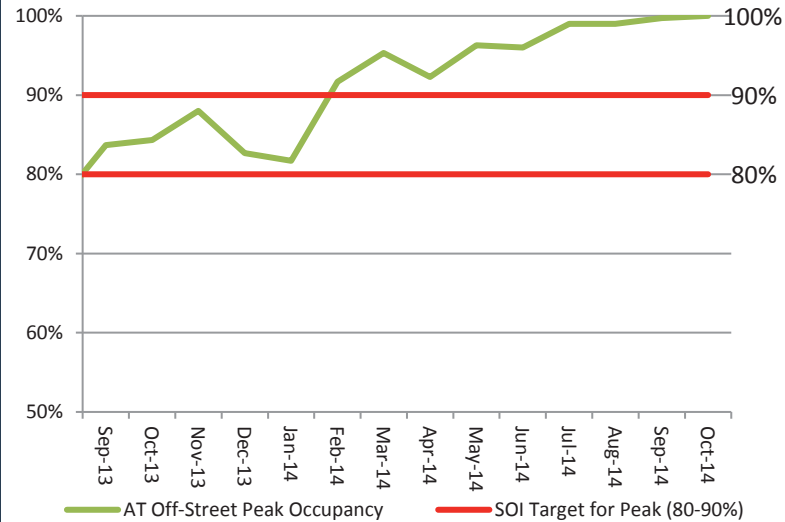


Monitor SOI Key Performance Indicators: Better Use of Resources to Maximise Return on Existing Assets

PT Subsidy per Passenger Kilometre



Off-street Peak Parking Occupancy Rates



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

Source: PT Ops

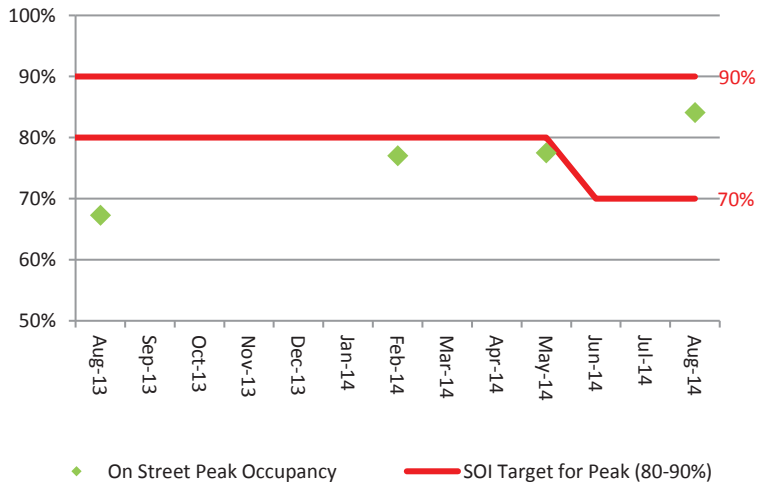
Off-street Parking - AT off-street car parks monitored are those at Civic, Downtown and Victoria Car Parking Buildings. In October 2014, peak occupancy was 100%, outside the SOI target range of 80-90% for 2014/15.

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 August 2014 survey, peak occupancy increased to 84.1% within the target range for 2014/15 of 70-90%.

Source: AT Parking & Enforcement

On-street Peak Parking Occupancy Rates

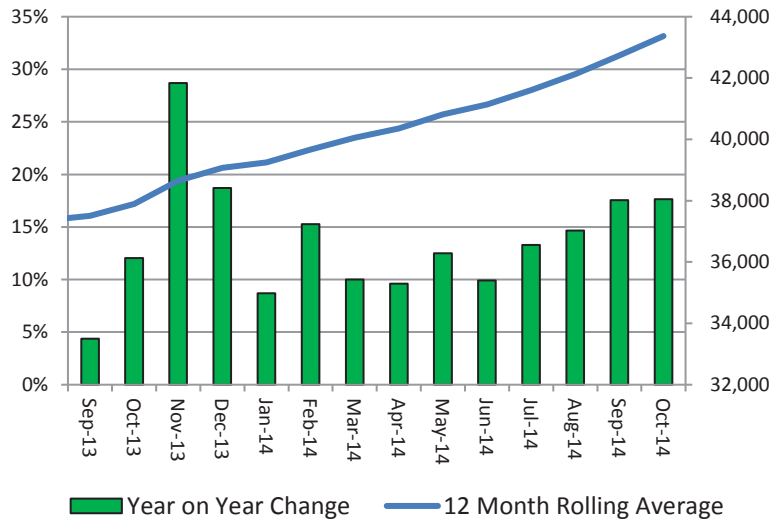


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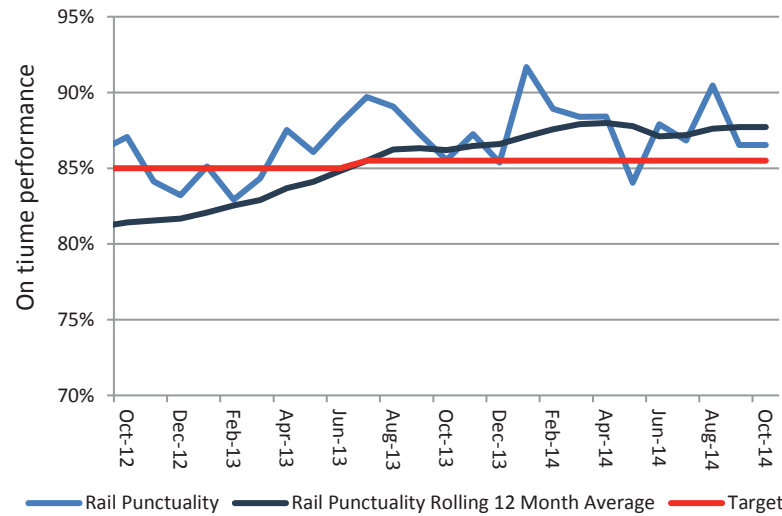


Capacity and Utilisation of the Transport Network: Public Transport

Rail Business Day Average



Rail Punctuality



Rail Business Day Average - The 12 month rolling average to October 2014 was 43,369, an increase of 17.7% on the previous year.

Source: AT PT Ops

Rail Punctuality - For rail, service punctuality in Oct-2014 was 90.0%, compared to the average for the 12 months to Oct-2014 of 88.1%.

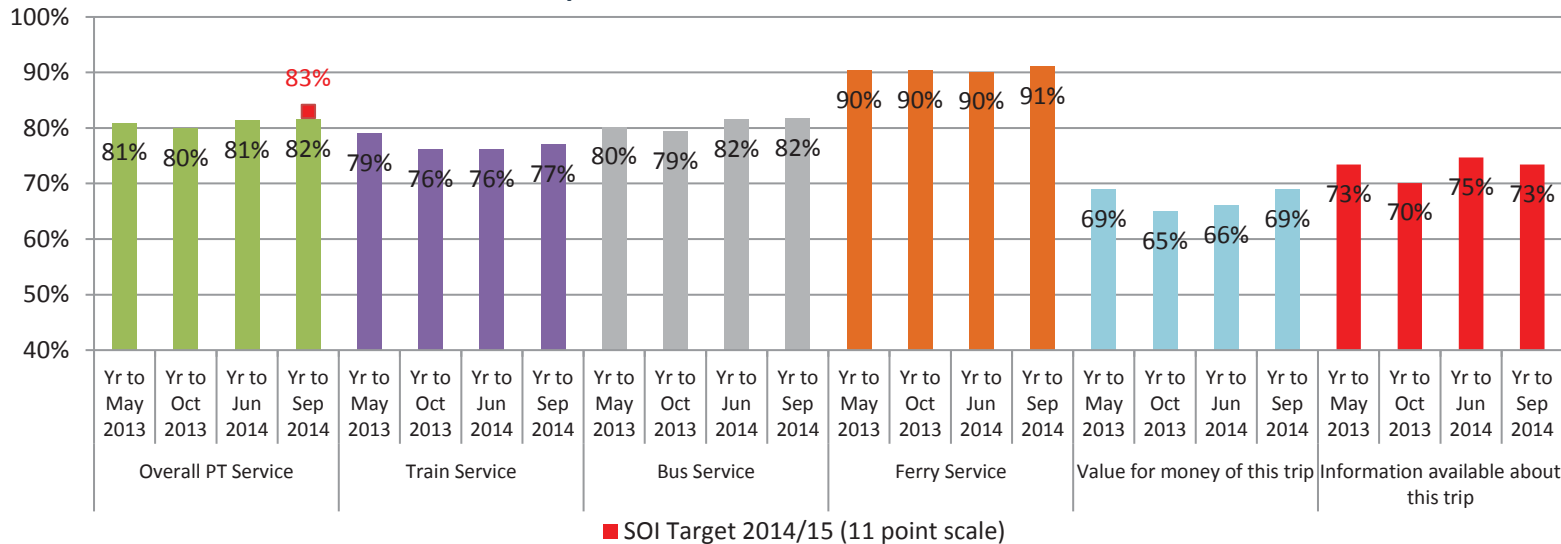
Source: AT PT Ops / operator returns

Auckland Transport - Transport Indicators Report November 2014



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

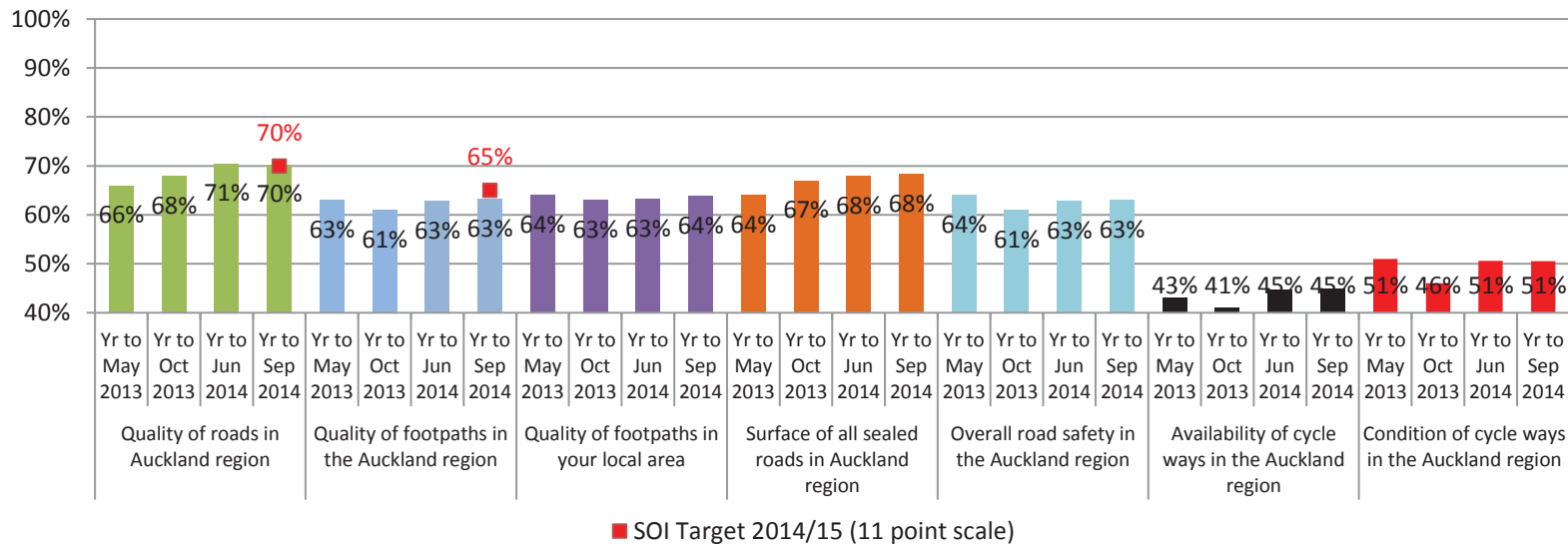
Public Transport Satisfaction Scores - Total satisfaction with:



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

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

Roading and Footpath Satisfaction Scores - Total satisfaction with:

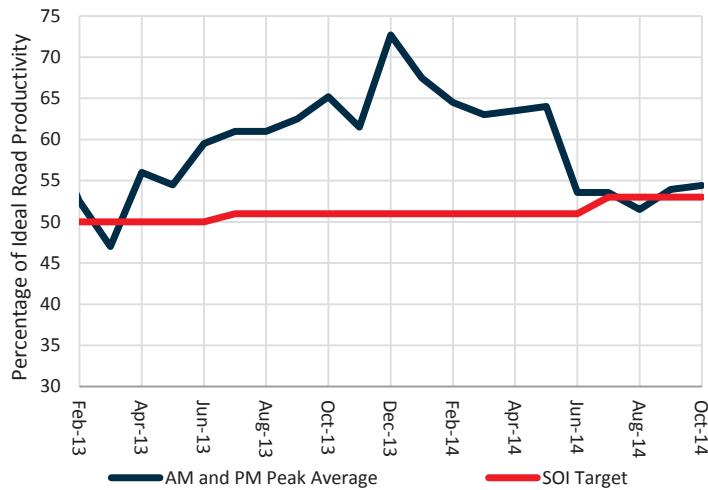


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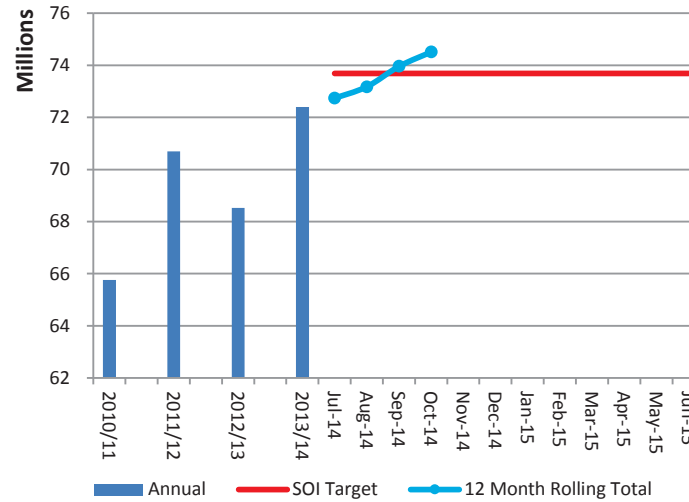


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

Arterial Road Productivity



Total Public Transport Patronage



Arterial Road Productivity - Arterial road corridor productivity is measured by # of vehicles X average speed X average vehicle occupancy by lane. AT has set a corridor productivity ideal of 38,000 person km, per hour, per lane (900 vehicles travelling at an average speed of 35 kph in one lane, with an average of 1.2 occupants). AT monitors what percentage of that ideal is being achieved. In October 2014, peak period productivity averaged 54.4%, up from 53.9% in September 2014 but down from 65.2% in October 2013.

Source: AT Road Corridor Operations

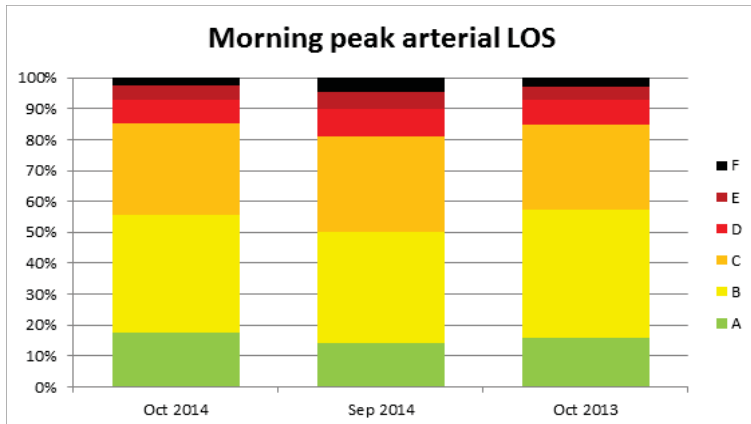
Arterial Road Level of Service - Arterial road level of service is measured by average speed as a % of the posted speed limit for AT's arterial roads, and categorised as follows:

- 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 October 2014, 15% of the network was congested; this represents a reduction from the previous month (19%) and a slight decrease from the previous year (16%).

Source: AT Road Corridor Operations

AM Peak Arterial Road Level of Service



Public Transport - Auckland public transport patronage totalled 74,506,244 passenger trips for the 12 months to Oct-2014, an increase of +0.7% on the 12 months to Sep-2014 and +7.7% on the 12 months to Oct-2013. October monthly patronage was 6,824,204, an increase of 548,755 boardings or +8.7% on Oct-2013, normalised to ~ +8.8% accounting for special event patronage. There are the same number of business and weekend days in Oct-2014 compared to Oct-2013. Financial year to date patronage has grown by +8.6%.

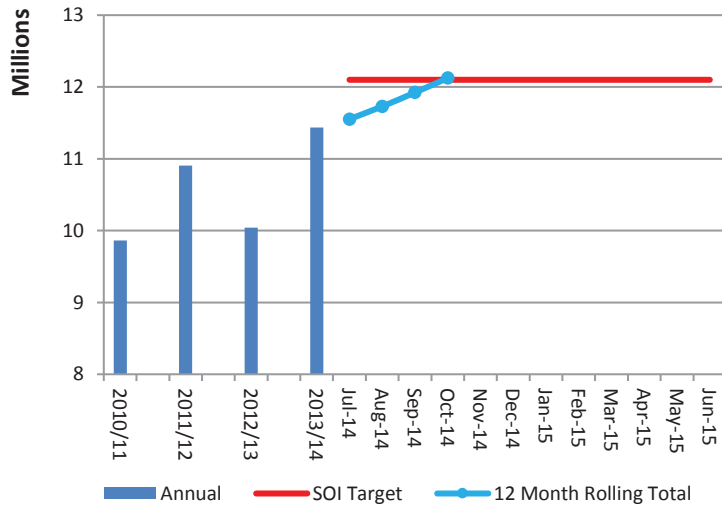
Source: AT PT Ops / operator returns

Auckland Transport - Transport Indicators Report November 2014

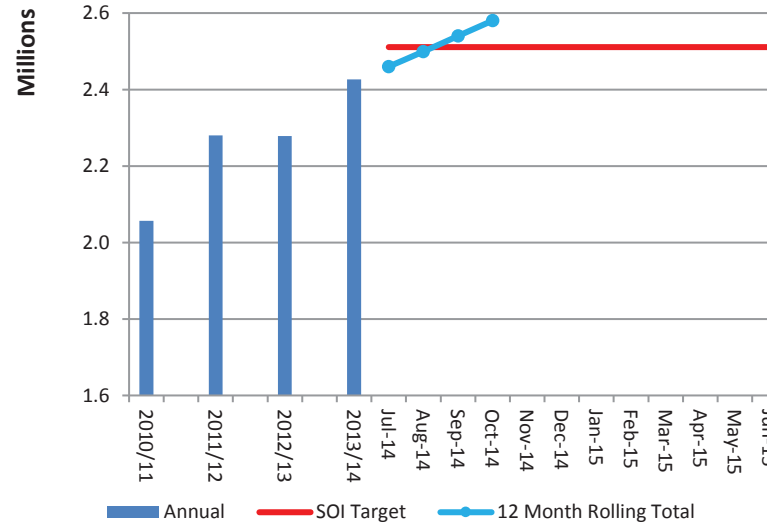


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

Annual Rail Patronage



Annual Northern Express Bus Patronage



Rail Trips - Rail patronage totalled 12,124,025 passenger trips for the 12 months to Oct-2014, an increase of +1.7% on the 12 months to Sep-2014 and +17.6% on the 12 months to Oct-2013. Patronage for Oct-2014 was 1,165,057, an increase of 200,678 boardings or +20.8% on Oct-2013, normalised to ~ +20.7%. Financial year to date rail patronage has grown by +17.8%.

Source: AT PT Ops / operator returns

Northern Express - Carried 2,580,225 passenger trips in the 12 months to Oct-2014, an increase of +1.6% on the 12 months to Sep-2014 and +12.4% on the 12 months to Oct-2013. Northern Express bus service patronage for Oct-2014 was 246,472, an increase of 40,207 boardings or +19.5% on Oct-2013, normalised to ~ +19.9%. Financial year to date Northern Express patronage has grown by +18.8%.

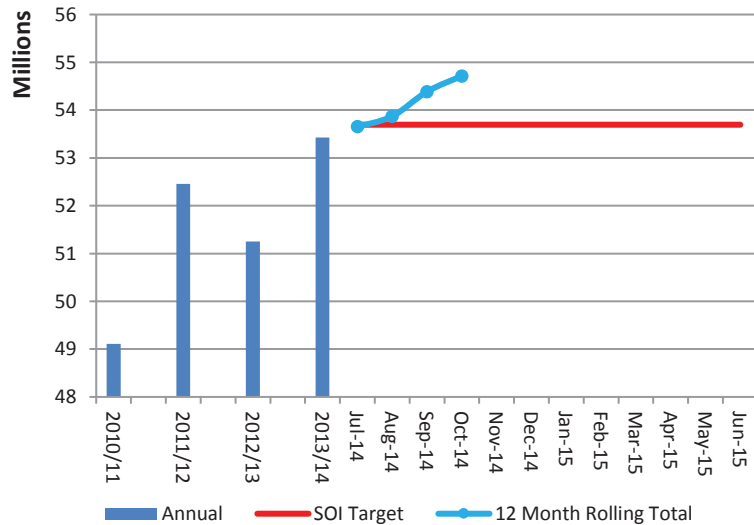
Source: AT PT Ops / operator returns

Bus (excl. Northern Express) - Carried 54,713,200 passenger trips for the 12 months to Oct-2014, an increase of +0.6% on the 12 months to Sep-2014 and +6.2% on the 12 months to Oct-2013. Bus services excluding Northern Express patronage for Oct-2014 was 4,980,532, an increase of 325,791 boardings or +7.0% on Oct-2013, normalised to ~ +7.1%. Financial year to date bus services excluding Northern Express patronage is up +7.0%.

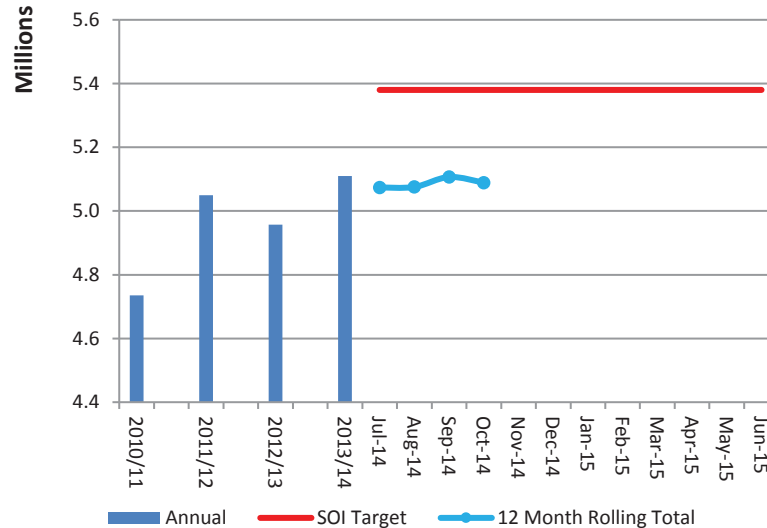
Source: AT PT Ops / operator returns

Ferry Trips - Ferry services carried 5,088,794 passenger trips for the 12 months to Oct-2014, a decrease of -0.4% on the 12 months to Sep-2014 and an increase +0.5% on the 12 months to Oct-2013. Ferry services patronage for Oct-2014 was 432,143, a decrease of -17,921 boardings or -4.0% on Oct-2013, normalised to ~ -3.9%. Financial year to date ferry patronage has fallen by -1.3%. This is attributed to poor weather conditions in October, decreasing non-commuter/tourism related passenger trips.

Annual Bus Patronage (excl. NEX)



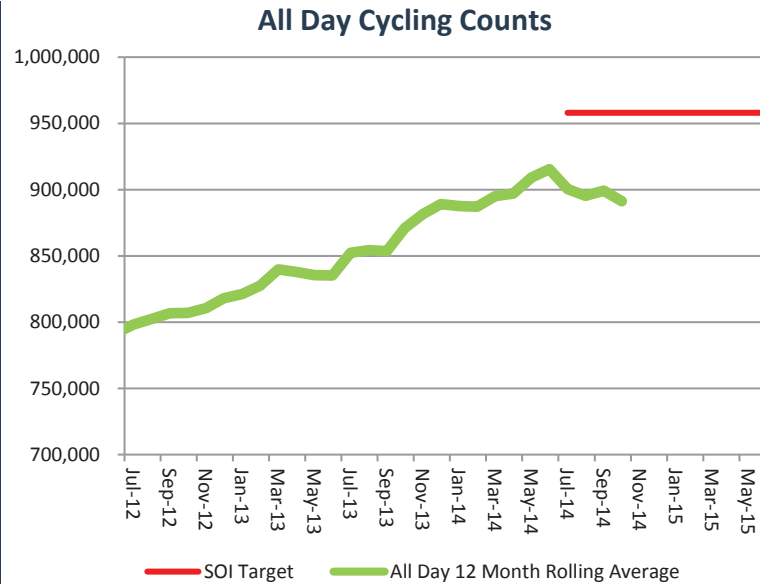
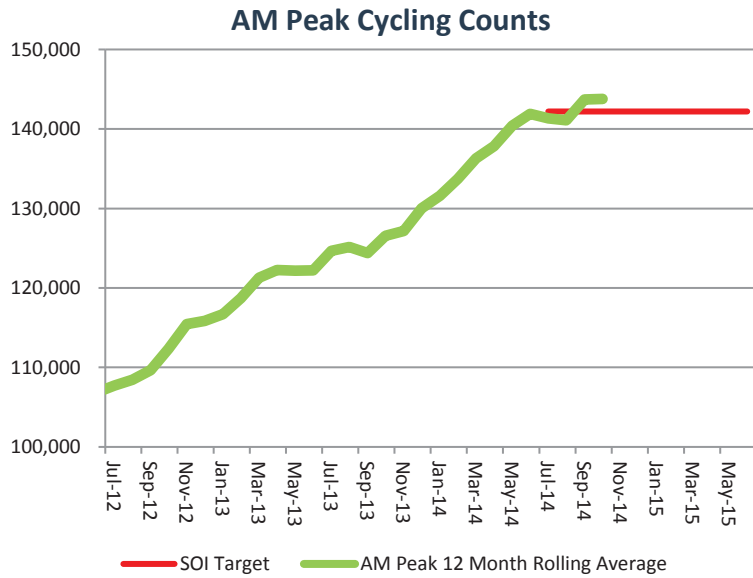
Annual Ferry Patronage



Auckland Transport - Transport Indicators Report November 2014



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



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

- There has been a decrease of 9.5% in cyclist movements in October 2014 when compared to October 2013.
 - The morning peak movement's increased by 0.5% when compared to October last year.
 - A total of 891,245 cycle trips were recorded for the year of November 2013 to October 2014, this is an increase of 2.33% on the previous year.
- Source: AT Community Transport (reported 10th of the Month)

Auckland Transport - Transport Indicators Report November 2014

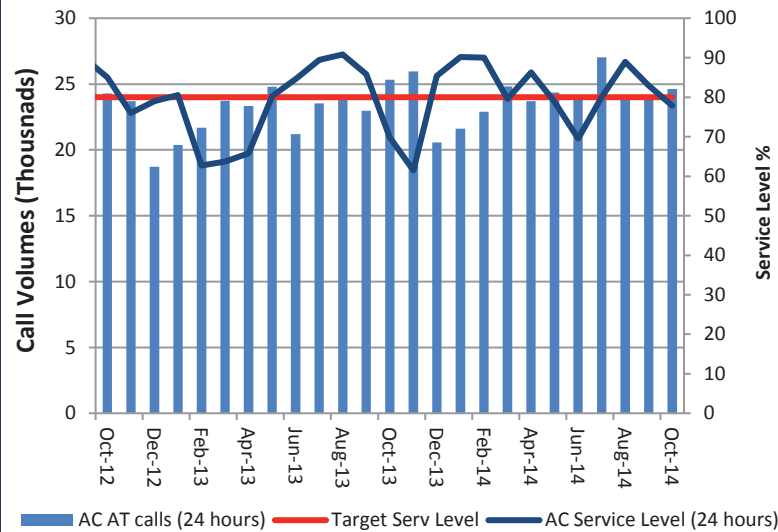


Key Performance Indicators: Customer Contact

Volume of website visits



Auckland Transport Call Centre: Incoming calls



Volume of Website Visits

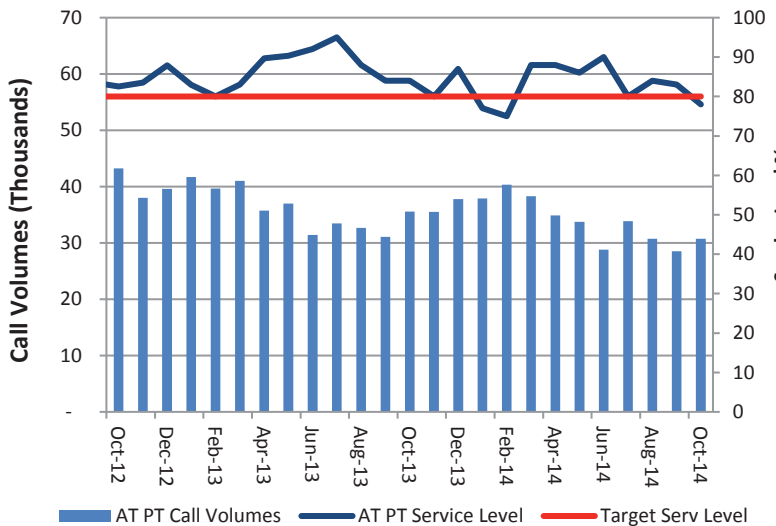
There was a 6% increase in visits to the Auckland Transport website in October 2014 (compared to September 2014).

AT Public Transport Call Centre

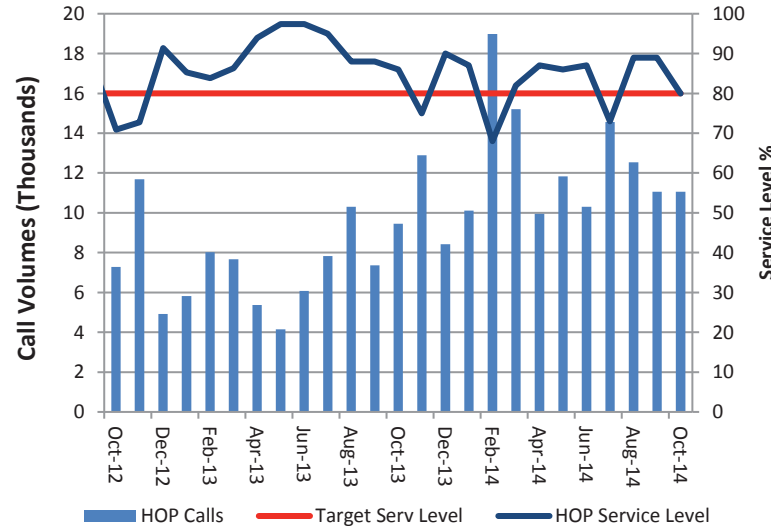
Call volumes at the Public Transport call centre increased 8% compared to the previous month and decreased by 13.5% compared to the same period last year. The public transport call centre service level decreased 6% (dropping from 83% to 78%).

AT Hop calls - remained constant compared to last month. The service level decreased 10%.

Public Transport Call Centre Volumes & Service Level



AT HOP Call Volumes & Service Level



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

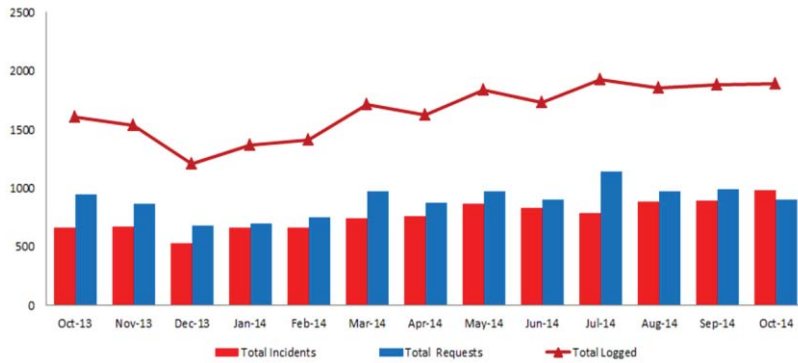
There was a slight 2% increase in call volumes and a 6% decrease in service level compared to the previous month.

Auckland Transport - Transport Indicators Report November 2014

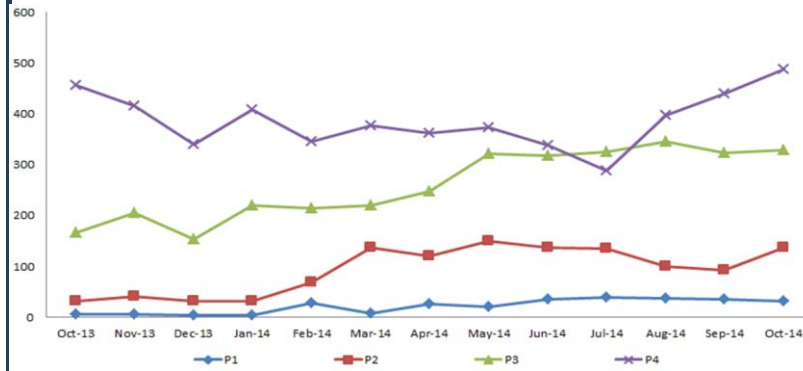


Business Technology Indicators: Service Desk

Total tickets logged



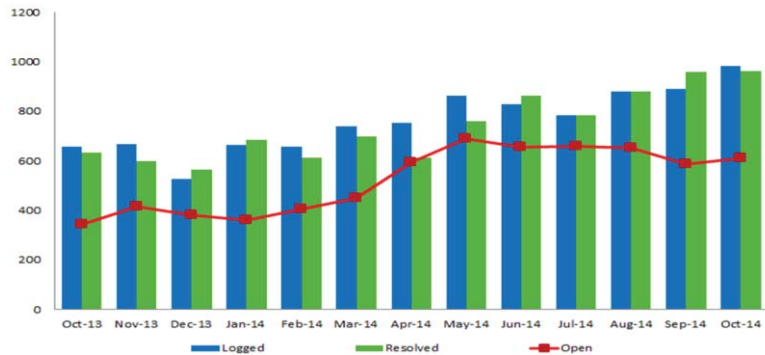
Incidents logged



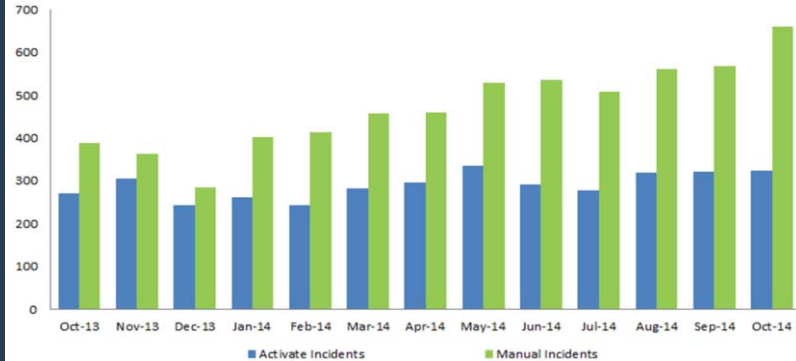
Total tickets logged - 1,886 tickets were logged in October, which is similar to September's volumes. The Service Desk closed 676 tickets in October, of which 351 were Incidents and 325 Requests, up slightly on September. The drop in multiple requests by single users for password unlocks and resets, indicates that users are being educated on the need to update Wifi passwords on their mobile devices. The Desktop team closed 482 tickets in October, 28 of these were Hardware requests, 76 "Email & Calendar" incidents and 33 "Software" requests.

Incidents logged - There was a large increase in p4 incidents logged and a small increase in p3 incidents logged. The increase in P2s is due to the change in prioritisation of P1s, where historically many incidents with an actual P2 priority were logged as "non Major Incident P1s", such incidents are now a P2, the lowest volume since the go-live of Parking and Facilities calls (which have a default priority of P2). 37 P1s were logged in October - including 12 Major Incidents.

Requests logged vs open



Activate / Manual tickets logged



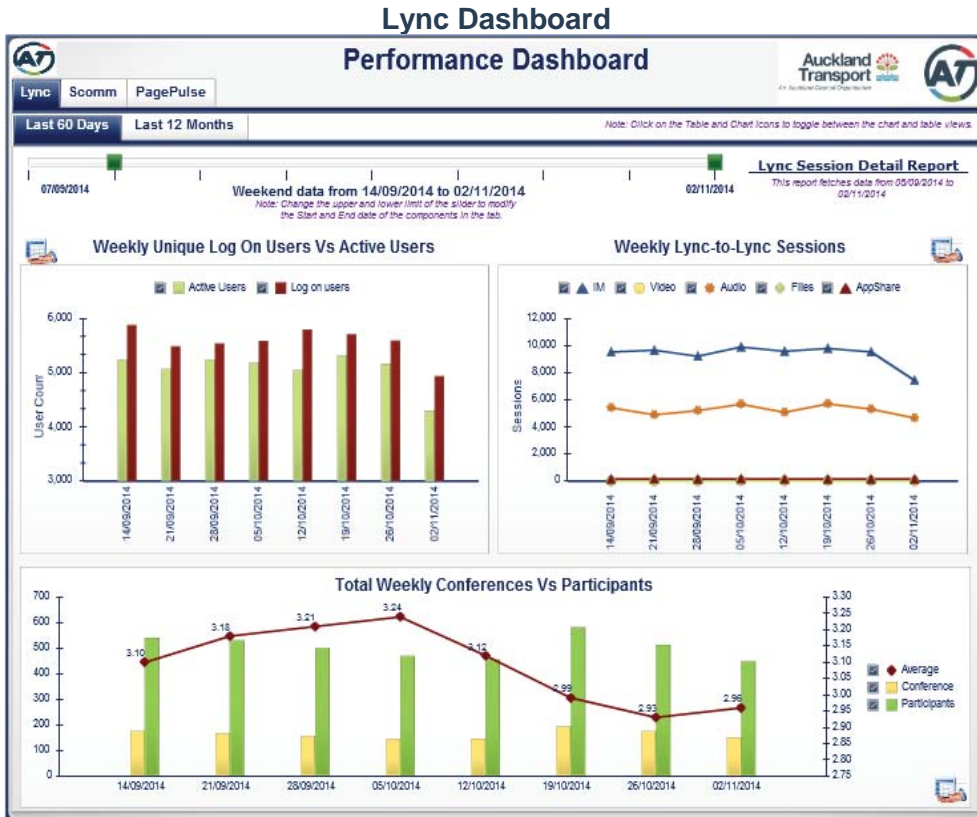
Requests logged vs open - The volume of incidents logged has increased in October, up 11% from 890 in September to 984 in October. The number of incidents open has increased by 4% to 610 incidents open.

Activate / Manual tickets logged - Despite volumes of tickets overall for October remaining steady around September's volumes, the number of Incidents raised via Manual means increased by 100 tickets, and those logged via Activate decreased by 100 tickets. It is likely the increase in manual incidents is related to network P1 incidents, and multiple reporting.

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Business Technology Indicators: Service Desk

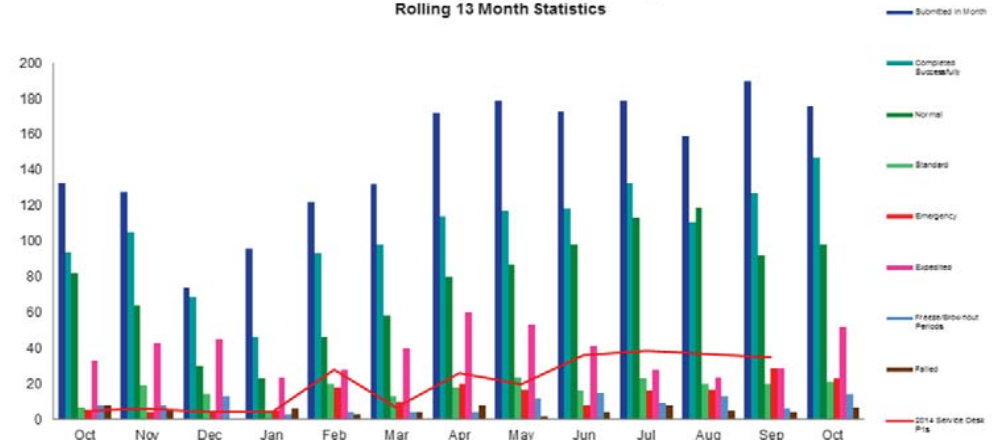


The above dashboard shows weekly data from 08/09/2014 to 02/11/2014

- 44,489 users logged on Lync in the last 60 days, a 3% decrease compared to the previous month. 91% are active users. This drop is due to Labour Day.
- There was an average of 14,747 lync-to-lync sessions per week in the last 8 weeks, a 2% drop compared to the previous 8 week period.
- 63% of users use instant messaging in lync.
- Around 164 conferences per week on average, a 2% drop. Each conference has 3 participants on average.

Change Management

2013 Auckland Transport ITBS Change Management Rolling 13 Month Statistics



- There was a noticeable reduction in submitted changes for the Weekly TAB Meeting on 21st October, with only 14 changes for review, instead of the normal average of 40 changes.
- There is a 32.3% increase in volumes from October 2013, with 7.4% decrease since the previous month, with 83.5% of the changes implemented in October being successful.
- There was a 69.3% increase in the number of Expedited changes this month, of which 23% were for the decommissioning of Wimax Project i.e. 12 of 52 Expedited Changes.

Website performance

Auckland Transport AT.govt.nz (MyAT) Analysis



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



Auckland Transport Feedback Analysis



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

