

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 networks.




The range of indicators has been expanded this month to include the 2013-2016 Statement of Intent performance measures. The report also includes a set of maps that shows the location of key AT projects and activities:

- Capital Expenditure on Key Projects (\$10M+) for Auckland Transport 2013-2016;
- Safe School Travel Plans;
- Business and Organisational Travel Plans;
- Route Optimisation Programme 2011-2014;
- Key Road Safety Projects 2013-2015; and
- Road Renewals Programme 2013/14.

Attachments

Number	Description
1	Monthly Transport Indicators Report: February 2014

Document ownership

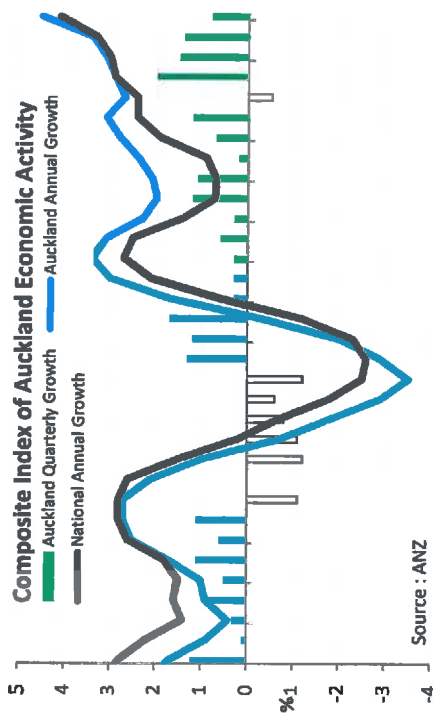
Submitted by	Kiri Wilson Strategic Planning Advisor	
Recommended by	Peter Clark General Manager Strategy and Planning	
Approved for submission	David Warburton Chief Executive	

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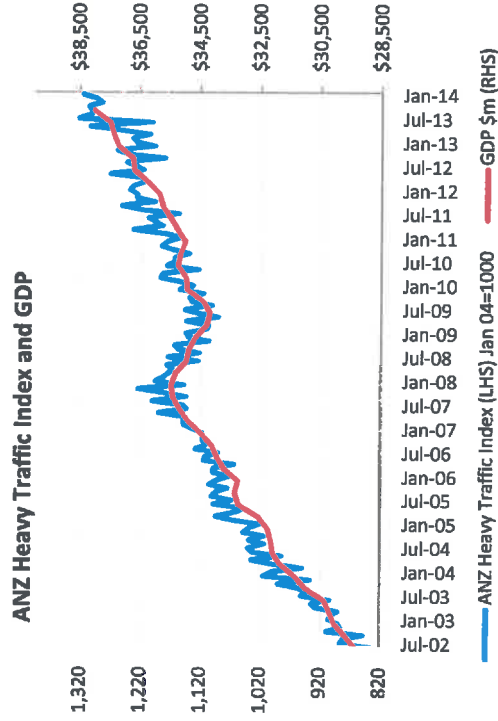


Monitor Trends Driving Transport Demands: Economic Indicators

Auckland Economic Activity



ANZ Truckometer



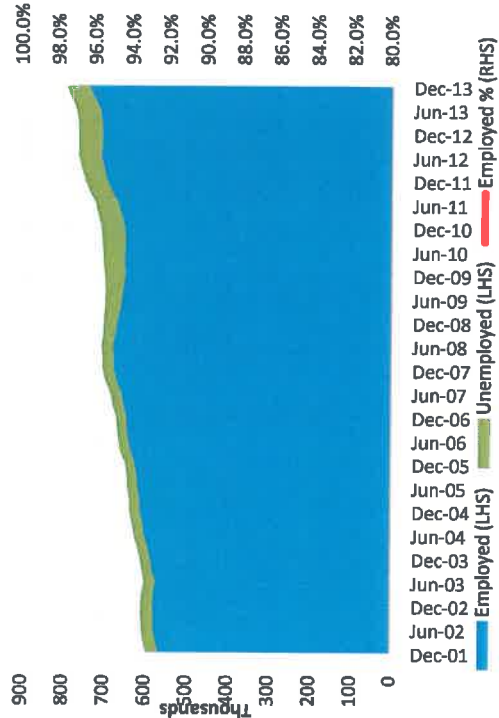
Auckland Economic Activity - Increased by 0.8% in the Sept 2013 quarter, with a year-on-year growth rate of 4.1% for the year to Sept 2013. *Source: ANZ Regional Trends: Auckland (Quarterly data)*

ANZ Truckometer - uses NZTA data as an indicator of national economic activity. The Jan-2014 heavy traffic index was up 1.8% for the month. Despite relatively low growth rates in late 2013, the Jan-2014 index is 7.3% higher than Jan-2013. An improvement is likely for December GDP results. *Source: ANZ Truckometer (Data available 12th of the month)*

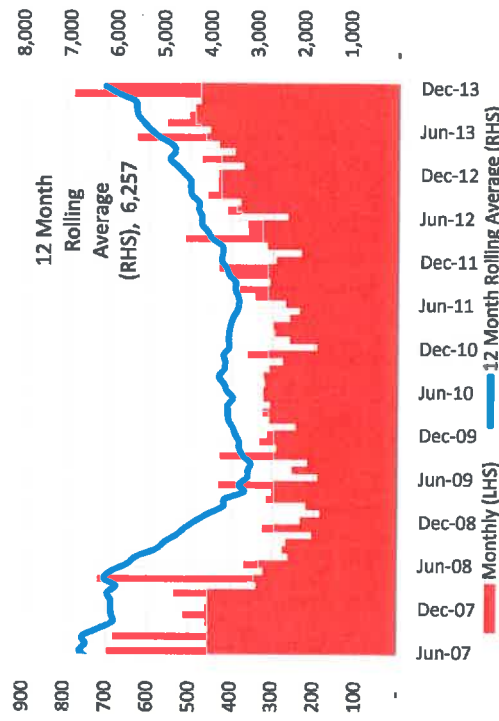
Auckland Employment - Auckland employment in the December Quarter totalled 759,800, up 6.7% on the previous year. Unemployment fell to 51,400, or 6.3% its lowest level since late 2009, reflecting continued economic recovery. *Source: Statistics NZ Quarterly Labour Force Survey (Quarterly data)*

Dwelling Consents Issued - Have been increasing since mid-2011. The 12 month rolling average is 37% higher than the preceding 12 months and Dec- 2013 consents were 63% higher than Dec-2012. 704 building consents were issued in December, and 6,257 for the calendar year. *Source: Statistics NZ*

Total Auckland Employment



Dwelling Consents Issued

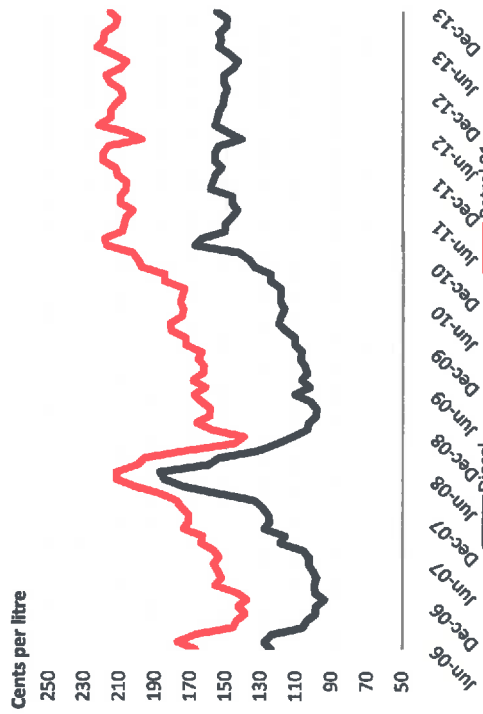


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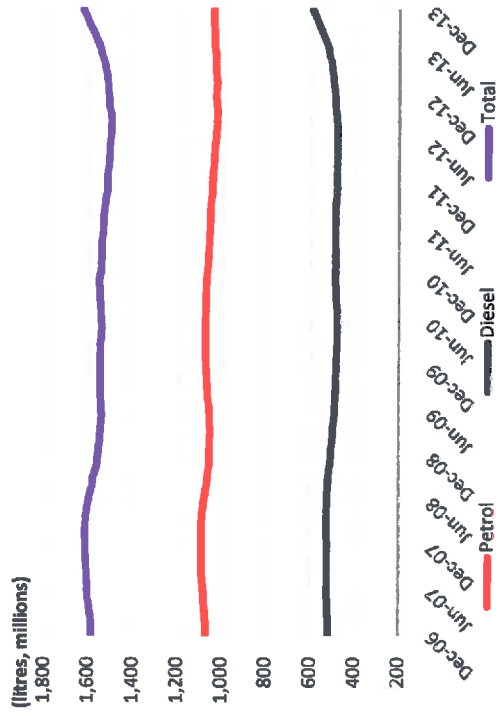


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

Monthly Fuel Prices



Auckland Fuel Sales (year to date)



Fuel Prices - Prices increased in December 2013, up 2% for petrol and 4% for diesel over the previous month.

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

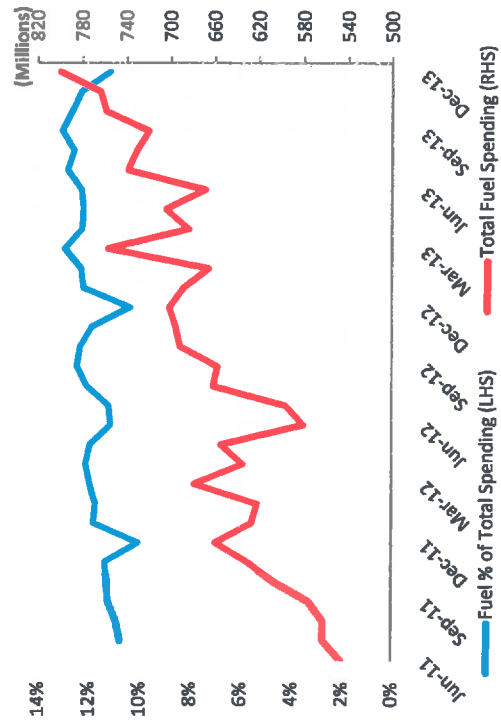
Auckland Fuel Sales - total fuel sales in Auckland continue to increase strongly. Diesel sales for the year to Dec-2013 were 21% higher than last year. Petrol sales were 1.2% higher for 2013 compared to 2012.

Source: Auckland Council Fuel Tax returns (Data available 1 month following)

Card Spending on Fuel - As is usual in December, the fuel proportion of total electronic transactions was lower than previous months, but remained higher than this time a year ago, as increasing fuel prices are putting a greater amount of pressure on budgets. Spending on fuel in Dec 2013 was up \$98 million (14%) on Dec 2012.

Source: Statistics NZ monthly Electronic Card Transactions

Electronic Card Spending on Fuel

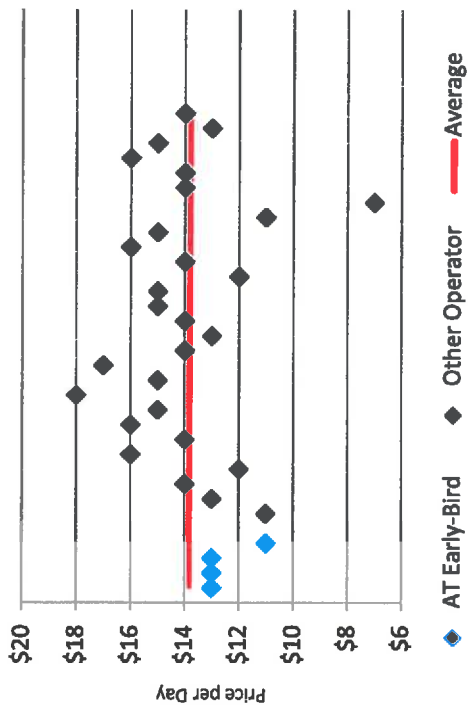




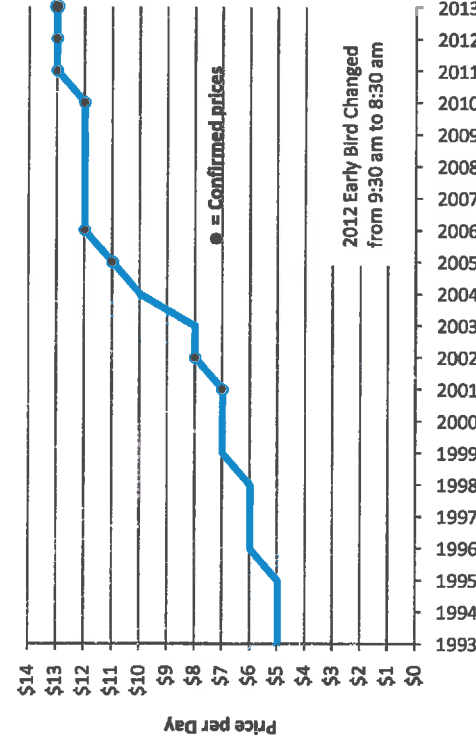
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Monitor Trends Driving Transport Demands: Prices and AT Hop Card

AT Early-Bird Parking Prices vs Other CBD Parking Buildings



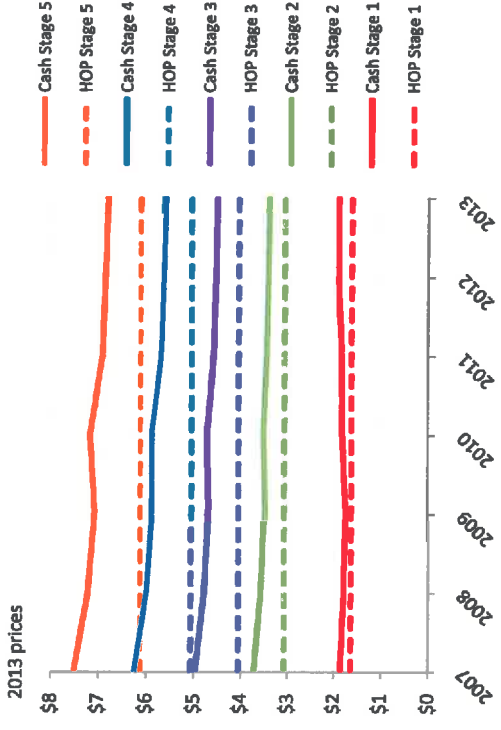
AT CBD Early-Bird Parking Price Per Day



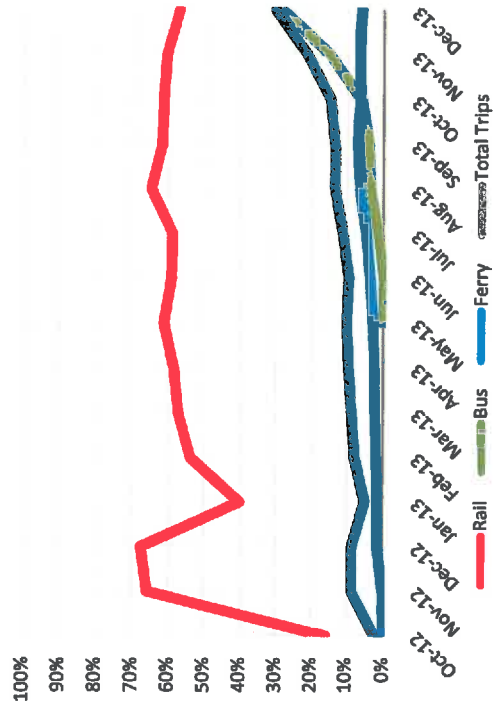
Earlybird Parking Price - in Civic, Downtown and Victoria St car park buildings. There has been no change in the price since 2011; however, in 2012 the conditions were changed with earlybird parking only available before 8:30am compared to previously being before 9:30am. The AT early bird prices are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



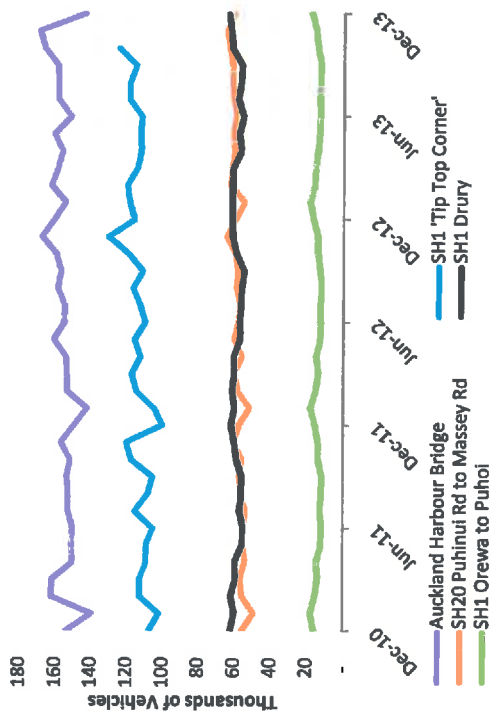
Trips Using AT HOP - continued to increase strongly in December, reflecting the continued roll-out on bus services. 29.8% of all trips in December were made with AT HOP, up from 14.5% in October and 21.1% in November. 28% of bus trips used AT HOP, but rail use fell slightly to 57%.

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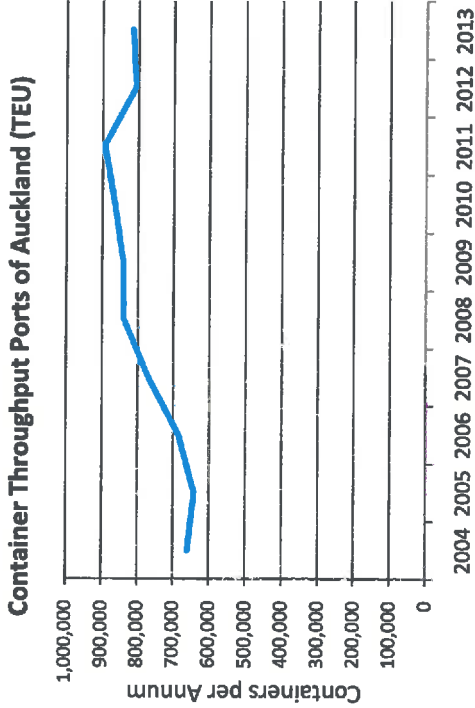


Monitor Trends Driving Transport Demands: Key Demand Indicators

State Highway Average Daily Traffic Volumes



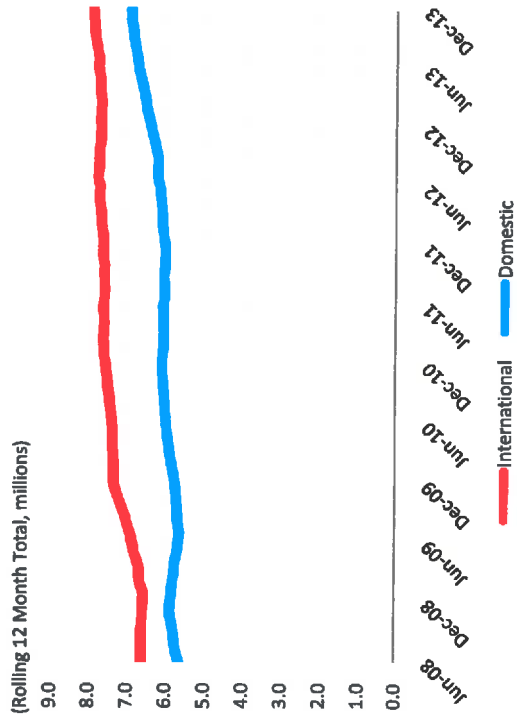
Port Freight Movements



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 December 2013 were down 10% on the Harbour Bridge, but up 7% on ALPURT, 3% on SH1 at Drury, and 2% on SH20 at Puhinui.
Source: NZTA Data

Port Freight Movements - Container movements through the Ports of Auckland totalled 818,819 TEU equivalents in the year to June 2013, and 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 14.86 million passenger movements were recorded through Auckland airport in the year to December 2013, including a record 7.94 million international passengers (up 3.1% on the year to Dec 2012); and 6.92 million domestic passengers (up 7.1%).
Source: AIAL Monthly traffic report (reported 28th of the month)

Auckland Car Registrations - Cars first registered to an Auckland Postal code. January 2014 sales were 14.1% higher than the same month last year. The rolling 12 month moving average is 17.3% 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

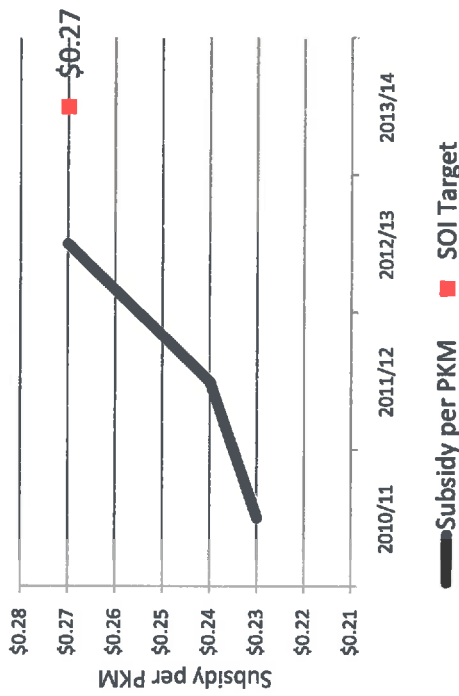


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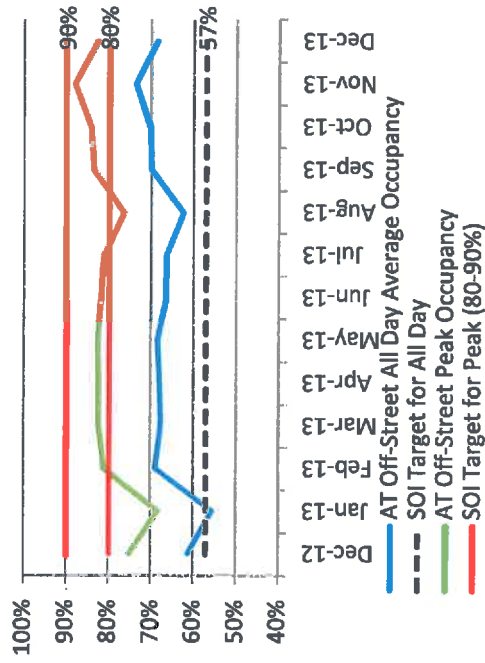


Monitor SOI Key Performance Indicators: Better Use of Resources to Maximise Return on Existing Assets

PT Subsidy per Passenger Kilometre



Off-street Parking Occupancy Rates

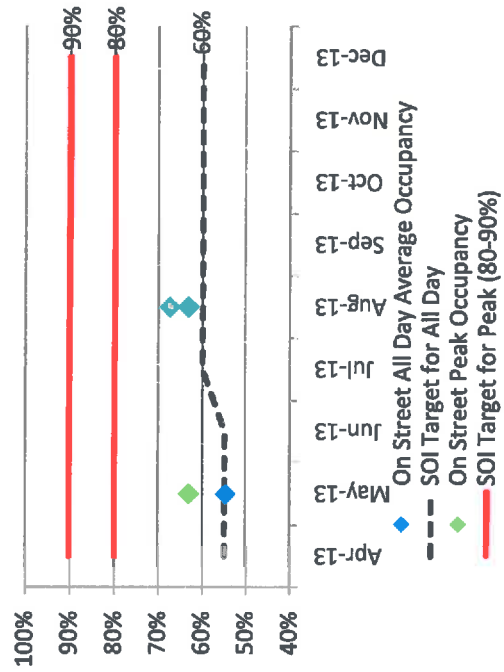


PT Subsidy per Passenger Km - the net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.
 Source: *PT Ops*

Off-street Parking - AT off-street car parks monitored are those at Civic, Downtown and Victoria Car Parking Buildings. Peak occupancy is within the SOI target range of 80-90%.
 Source: *AT Parking & Enforcement*

On-street Parking - On-street car parks monitored are located in 3 CBD precincts: K Rd; Wynyard Quarter; 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.
 Source: *AT Parking & Enforcement*

On-street Parking Occupancy Rates

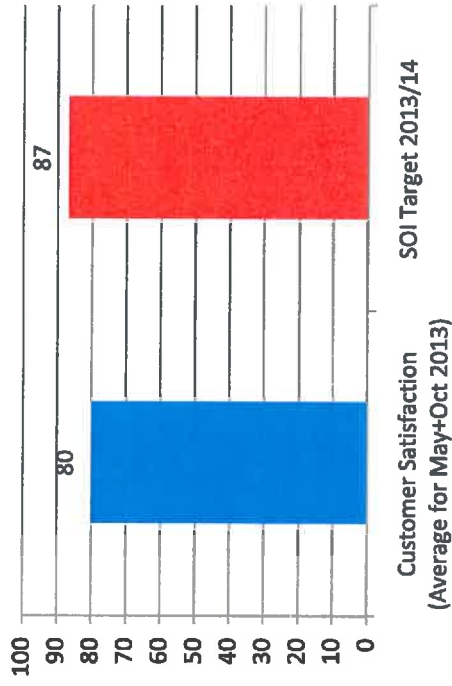


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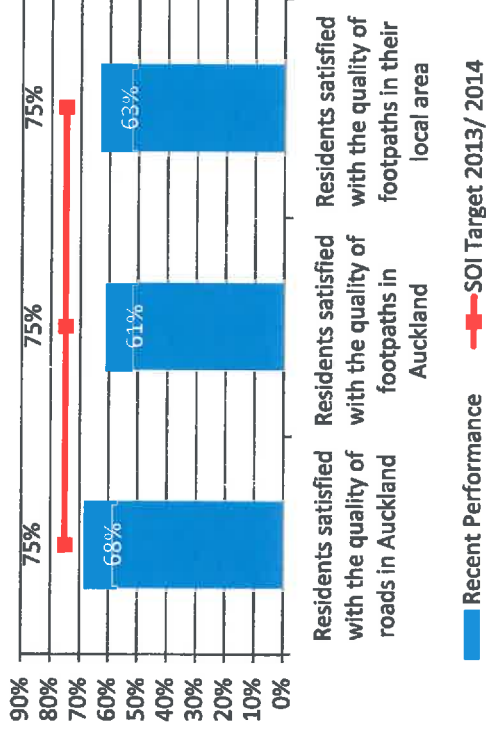


Monitor SOI Key Performance Indicators: Increased Customer Satisfaction with Transport Infrastructure and Services

Public Transport Satisfaction (%)



Satisfaction with Roads and Footpaths



Public Transport Satisfaction - The biannual survey measures overall satisfaction with public transport, using an 11-point scale. Note that the 2013/14 SOI target (87%) was established using the previous 6-point measurement scale. The overall satisfaction level for the May and October 2013 surveys was 80%.

Source: *PT Customer Satisfaction Surveys*

Satisfaction with Roads and Footpaths -

The biannual survey measures overall satisfaction with the quality of roads and footpaths in the Auckland region, using an 11-point scale. Note that the 2013/14 SOI target (75%) was established using the previous 5-point measurement scale, which included "neutral" responses. The overall satisfaction levels for the most recent surveys (which exclude "neutral responses" were 68% for roads, 61% for footpaths in the region, and 63% for footpaths in the local area.

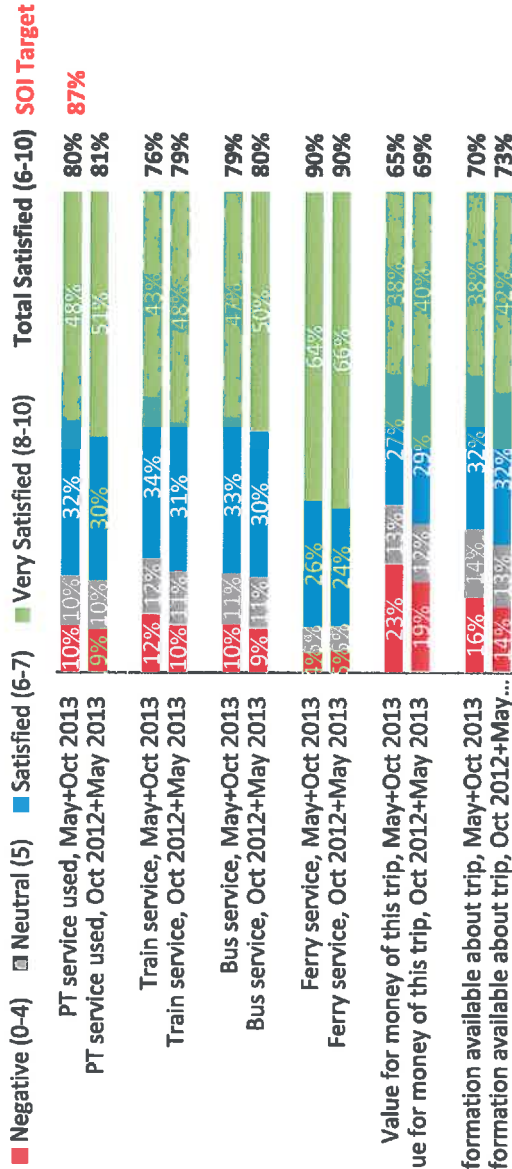
Source: *AT customer surveys*



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

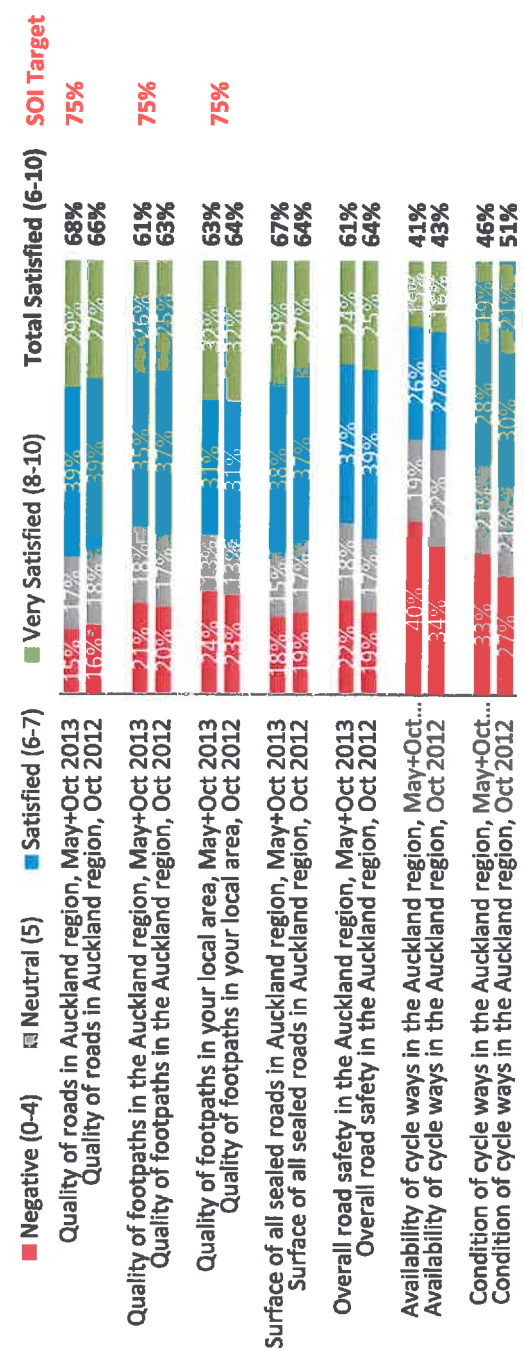
Public Transport Satisfaction Scores - Satisfaction with:



Public Transport Satisfaction - The biannual survey measures overall satisfaction with public transport. Overall satisfaction levels declined slightly in the October 2013 survey, particularly for rail passengers. The 80% overall satisfaction level across the 2 surveys remains below the SOI target of 87% (but note that the target was established under the old survey methodology).
 Source: PT customer satisfaction surveys

Satisfaction with Roads and Footpaths - Customer surveys were undertaken in May and October using the new 11-point satisfaction scale. Overall satisfaction with the quality of roads is up slightly to 68%, but satisfaction with the quality of the region's footpaths fell slightly to 61%, and for local footpaths to 63%. These scores are below the 75% SOI target, but note that the target reflects the previous methodology which included neutral responses. In addition to the SOI measures, the survey also tracks customer satisfaction with road surface quality, road safety, and cycleways.
 Source: AT Customer satisfaction survey

Roading and Footpath Satisfaction Scores - Satisfaction with:

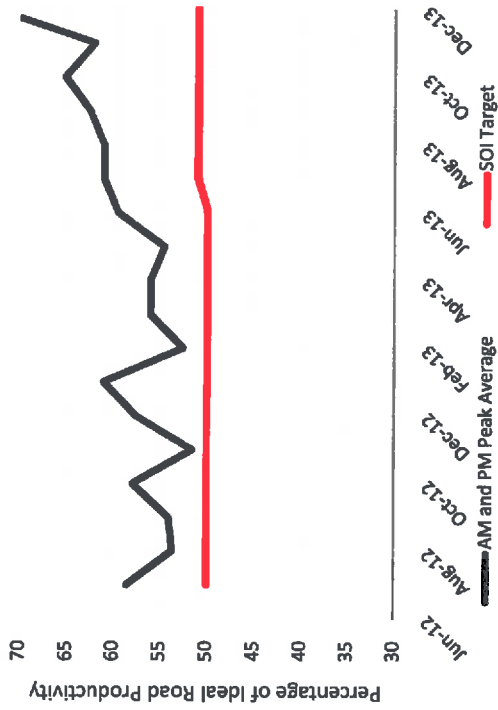


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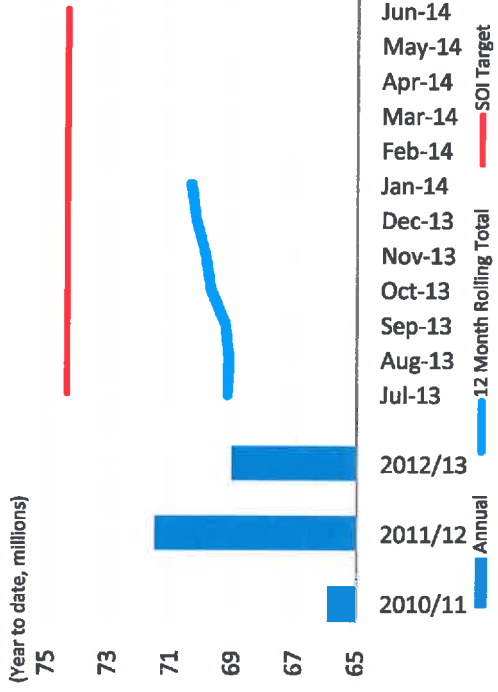


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

Arterial Road Productivity



Total Public Transport Patronage



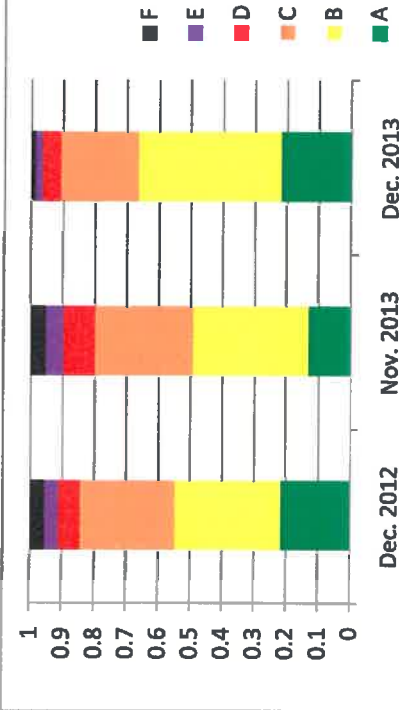
Arterial Road Productivity - Arterial road corridor productivity is measured by # of vehicles X average speed X average vehicle occupancy by lane. AT has set a corridor productivity ideal of 38,000 person km, per hour, per lane (900 vehicles travelling at an average speed of 35 kph in one lane, with an average of 1.2 occupants). AT monitors what percentage of that ideal is being achieved. In Dec-2013, peak period productivity averaged 72.7%, up from 62% in Nov-2013, and 57.5% in Dec-2012.

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%

AM Peak Arterial Road Level of Service



"Congested" conditions. The graph compares the most recent month (Dec-2013) with the previous month (Nov-2013) and the corresponding month last year (Dec-2012). In Dec-2013, 9% of arterials had a level of service of D-F, down from 20% in Nov-2013, and 15% in Dec-2012.

Source: AT Road Corridor Operations

Public Transport - Auckland public transport patronage totalled 70,391,404 passengers for the 12-months to Jan-2014, an increase of +0.9% on the 12-months to Jan-2013. January monthly patronage was 4,653,153, an increase of 3.5% on Jan-2013.

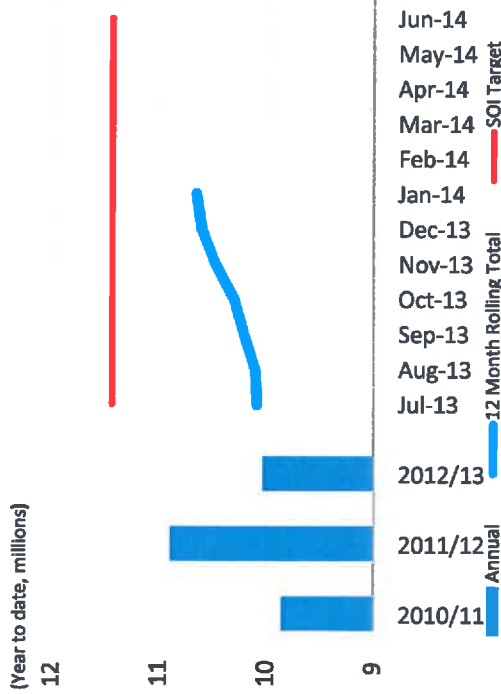
Source: AT PT Ops / operator returns



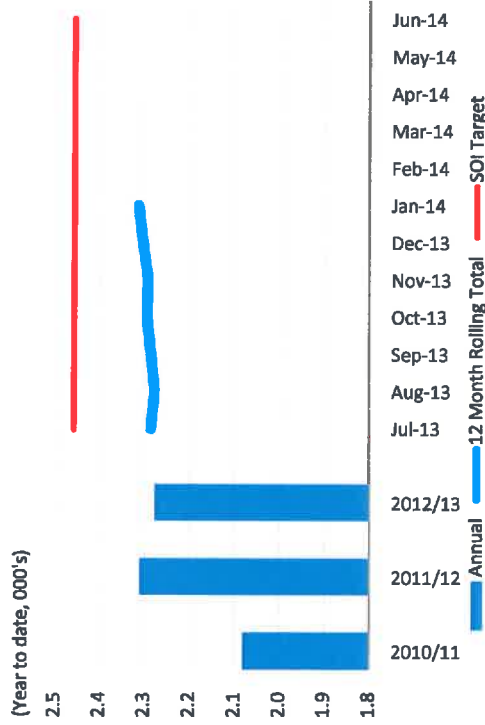
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Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

Annual Rail Patronage - 10.7m



Annual Northern Express Bus Patronage - 2.3M



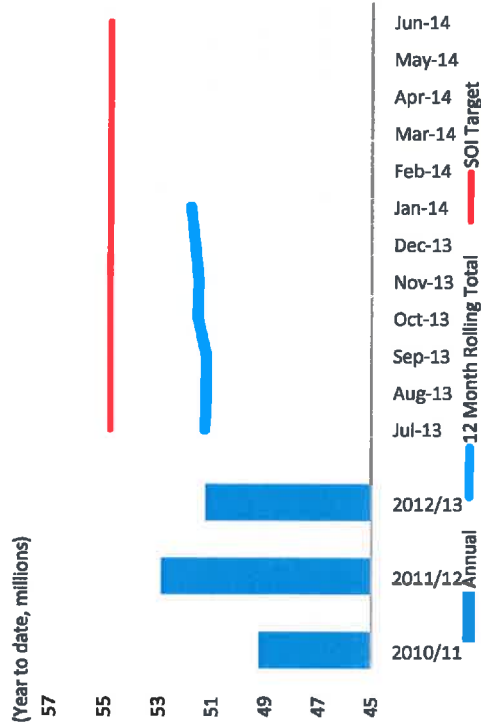
Rail Trips - Rail patronage totalled 10,661,048 passengers for the 12-months to Jan-2014, an increase of +5.9% on the 12-months to Jan-2013. Monthly patronage for Jan-2014 was 588,574, an increase of 9.3% on Jan-2013. *Source: AT PT Ops / operator returns*

Northern Express - The Northern Express bus service carried 2,313,967 passenger trips for the 12-months to Jan-2014, an increase of 3% on the 12 months to Jan-2014. Northern Express bus service patronage for the month of Jan-2014 was 146,740, up 7% on Jan-2013. *Source: AT PT Ops / operator returns*

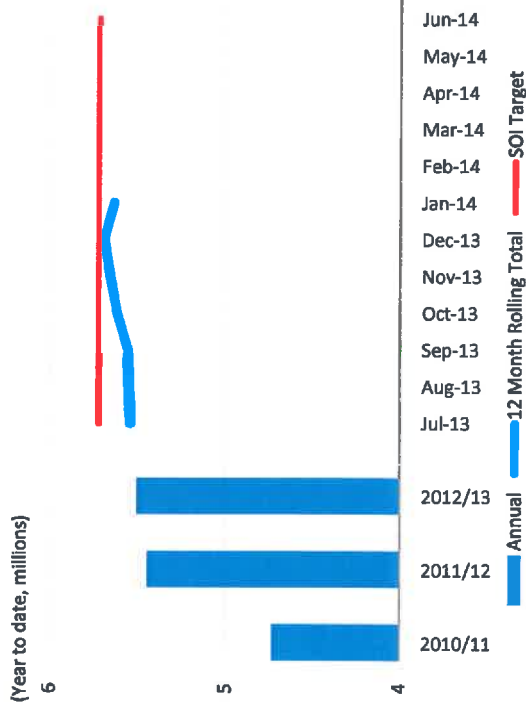
Bus (excl. Northern Express) - Other bus services carried 51,784,765 passenger trips for the 12-months to Jan-2014, a fall of -0.5% on the 12-months to Jan-2013. Bus services patronage for the month of Jan-2014 was 4,653,153, an increase of +4.7% on Jan-2013. *Source: AT PT Ops / operator returns*

Ferry Trips - Ferry services carried 5,631,594 passenger trips for the 12-months to Jan-2014, an increase of +4.4% on the 12 months to Jan-2013. Monthly ferry patronage for Jan-14 was 507,682, a decrease of 10% on Jan-2013. *Source: AT PT Ops / operator returns*

Annual Bus Patronage (excl. NEX) - 51.8M



Annual Ferry Patronage - 5.6m

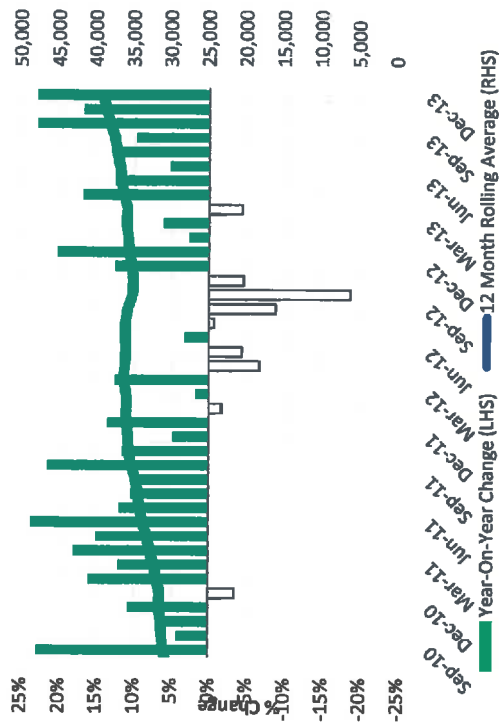


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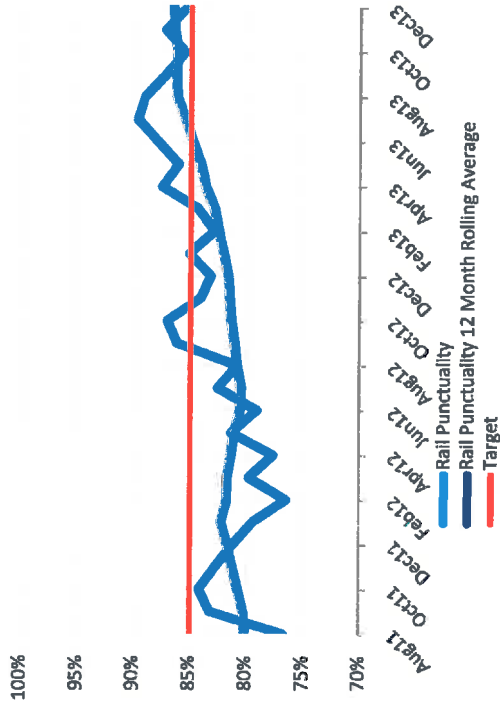


Capacity and Utilisation of the Transport Network: Public Transport

Rail Working Day Average Patronage



Rail Punctuality



Rail Working Day Demands - Working
weekday patronage in Dec 2013 was 23% higher than Dec 2012. The 12-month rolling average weekday patronage increased to 39,300, which is up 11% on the previous year. Source: AT PT Ops

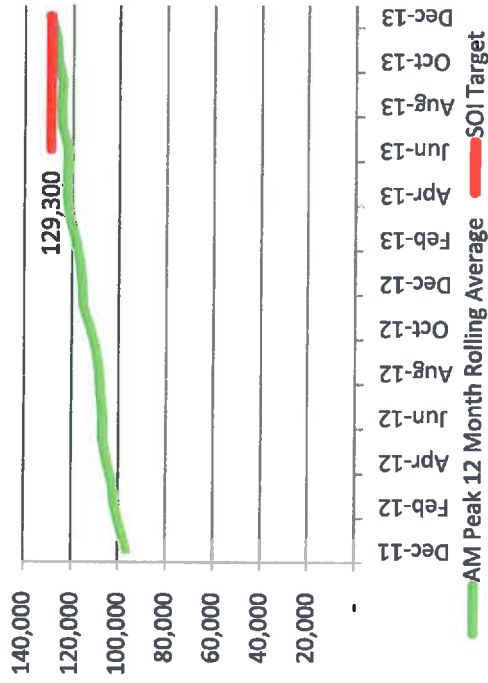
Rail Punctuality - Punctuality (% of operated services "on time") in December 2013 fell to 85.4%, with a rolling annual average of 86.6%. This remained above the 85% target. Source: AT PT Ops / operator returns

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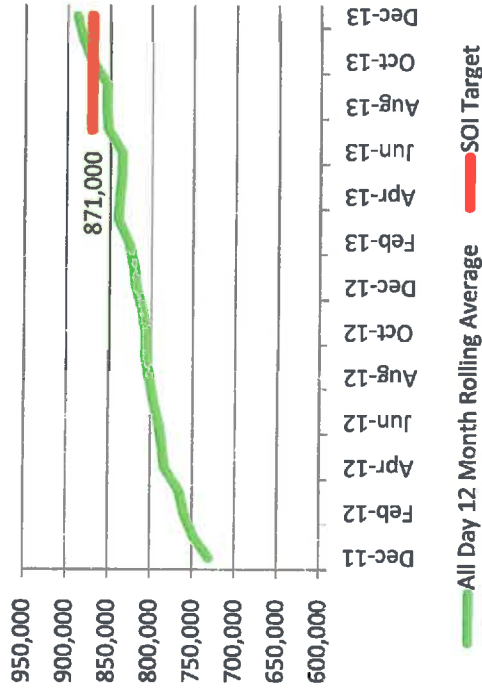


Monitor SOI Key Performance Indicators: Increased Access to a Wider Range of Transport Choices

AM Peak Cycling Counts



All Day 12 Month Rolling Cycling Counts

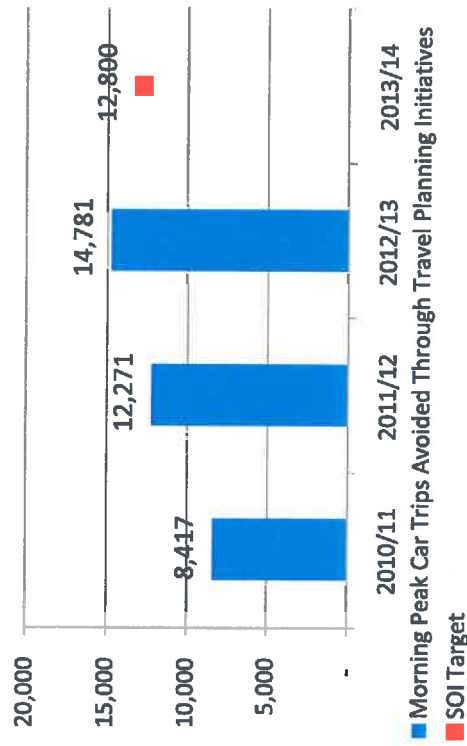


Cycling Counts - AT counts cyclists at 9 key sites around the region. The number of cyclist movements in December 2013 was 73,735, up 11% on Dec-2012.

Morning peak movements increased by 36% when compared to December last year. A total of 889,060 cycle trips were recorded for the 12 months to December 2013, an increase of 8.6% on the previous year. Cyclist numbers already exceed SOI targets.

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

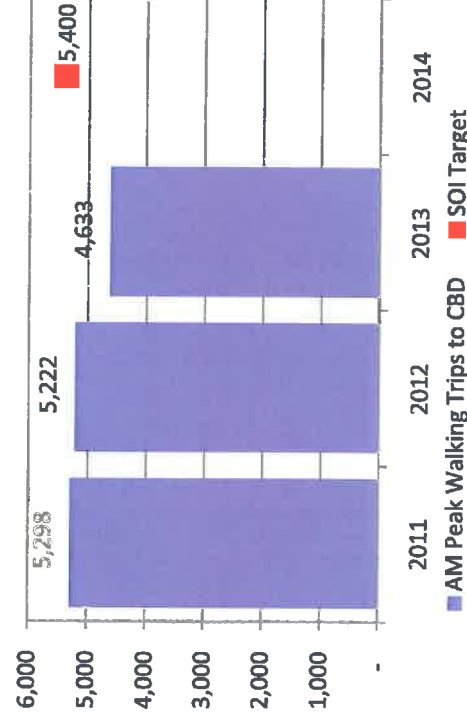
Travel Plans - Morning Peak Car Trips Avoided



Travel Plans - Morning peak car trips avoided - Calculated by surveying participating Travelwise Schools, and workplaces and tertiary institutions. Mode shift is calculated by comparing baseline survey to follow-up survey results.

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

Walking Trips into CBD (March Survey)



Walking Trips into CBD - Results are calculated through an annual survey, conducted on one day in March each year by the AC Research and Monitoring Unit (RIMU). Walking trips in March 2013 were down on the number in 2012. Rain was forecast on the day of the survey in 2013, which may have contributed to the lower-than-target result.

Source: AC Research and Monitoring Unit

■ Morning Peak Car Trips Avoided Through Travel Planning Initiatives

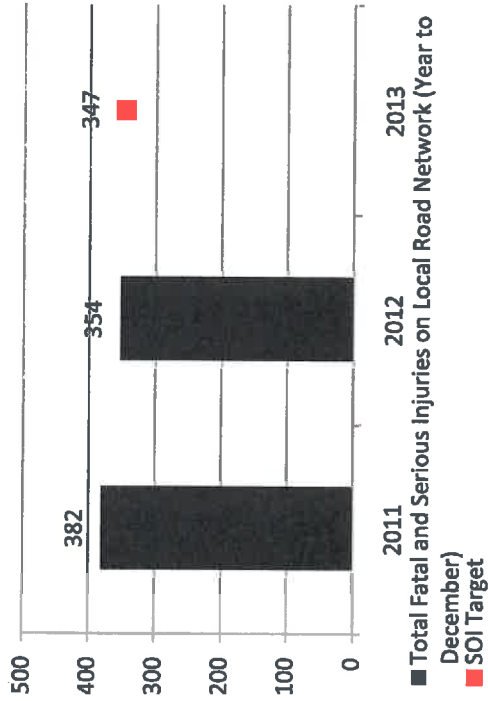
■ SOI Target

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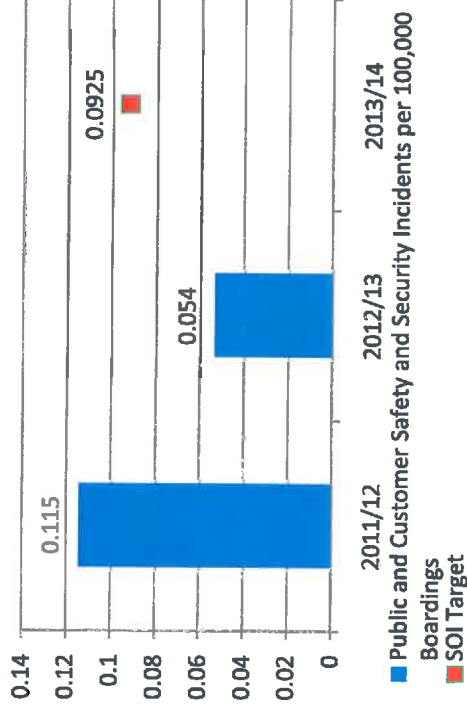


Monitor SOI Key Performance Indicators: Improved Safety and Reduced Environmental Effects

Annual Fatal and Serious Injuries on Local Road Network



Public and Customer Safety and Security Incidents



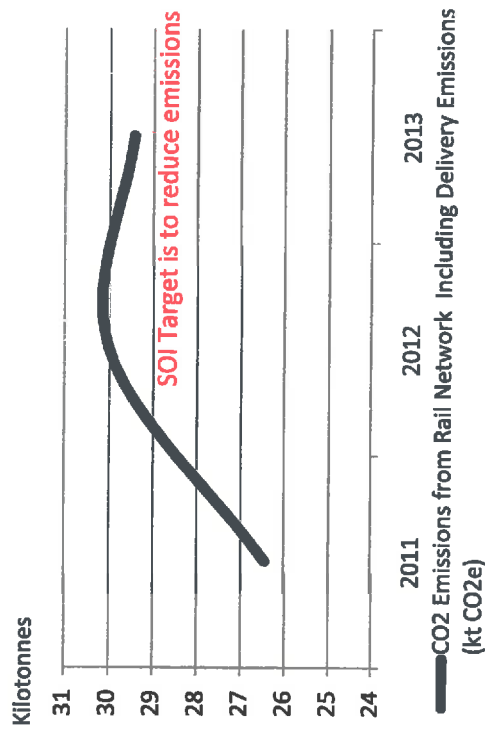
Annual Fatal and Serious Injuries on Local Road Network- decreased by 28 in 2012 from the previous year. Results are reported on a calendar year basis. The results for the year to 31 Dec 2013 are likely to be available in mid-2014.

Source: NZ Transport Agency On-line Crash Analysis System (CAS)

Public and Customer Safety and Security incidents - the number of incidents decreased sharply in the 2012/13 year. Source: PT Ops

Reduced CO2 Emissions from Passenger Rail Network - rail emissions reduced in 2013 as a result of reduced diesel use. Source: Veolia/ PT Operations

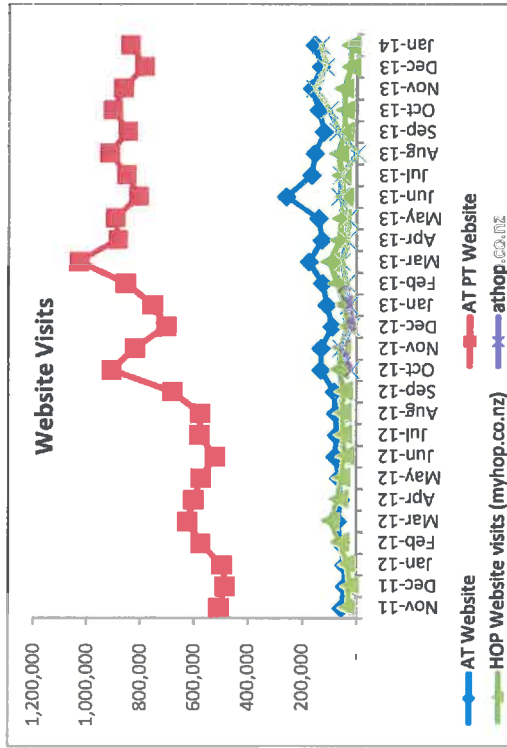
Reduced CO2 Emissions from Passenger Rail Network



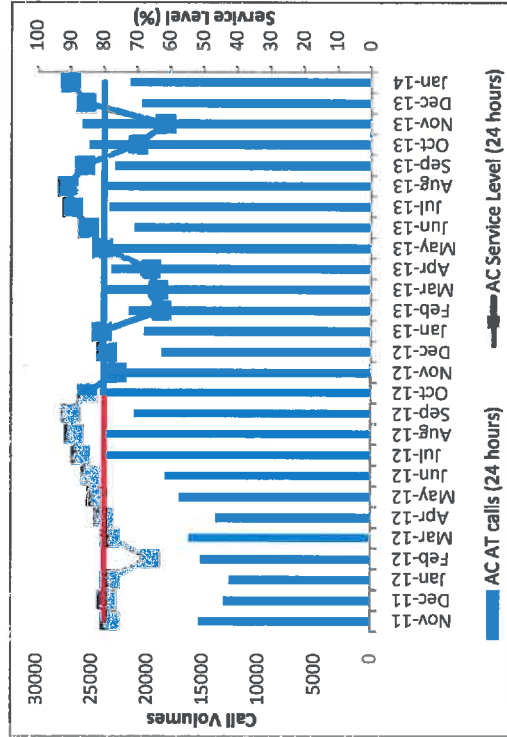
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Key Performance Indicators: Customer Contact

Volume of Website Visits



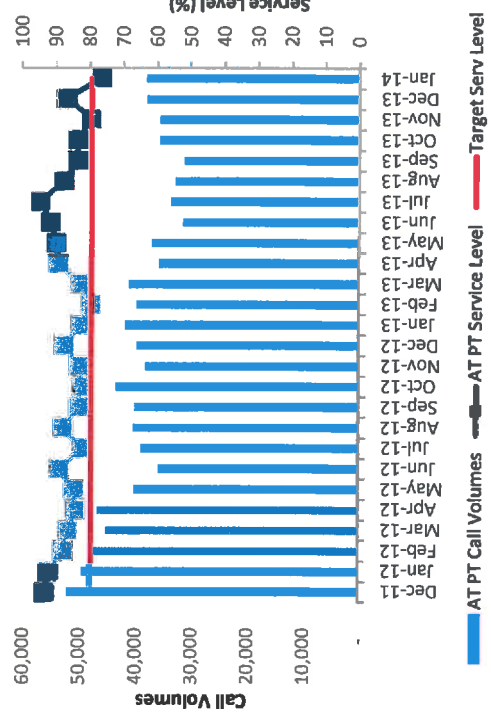
Auckland Transport Call Centre: Incoming Calls



Volume of Website Visits - There were 844,000 visits to the AT Public Transport website in January 2014, up 11% on the same month last year. The AT website attracted 156,000 visits, up 41% on January 2013. Strong growth was also recorded for the athop.co.nz site, with 134,000 visits during January 2014.
Source: AT

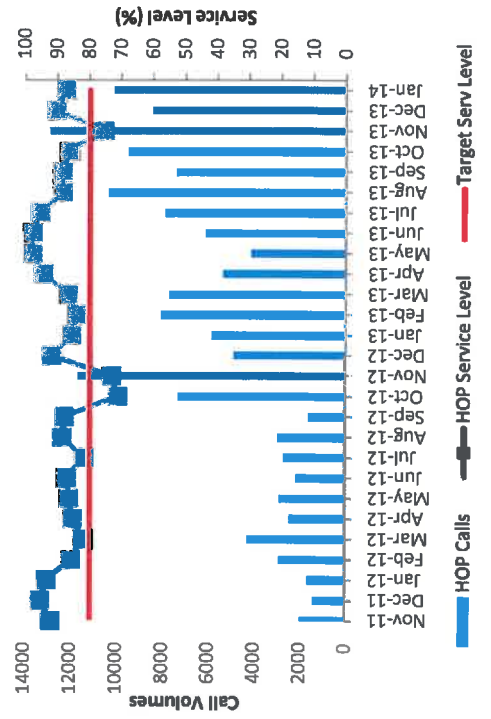
Call Centre - Incoming calls to the call centre handled by the AT specialist team (Auckland Council takes calls on AT's behalf). Call volumes increased to 21,603 in January 2014, and service level (calls answered within 20 seconds) improved to 90% (above the target of 80%).
Source: Auckland Council

Public Transport Call Centre Volumes & Service Level



AT Public Transport Call Centre - The Public Transport call centre performed just below the 80% service level target (77%) in January. Call volumes increased slightly when compared to December 2013. The service level target was exceeded for AT HOP call in January (87%). This is a favourable result given the 20% increase in call volumes as a result of the withdrawal of Snapper, and continued roll-out of AT HOP on buses. Source: AT Public Transport Call Centre

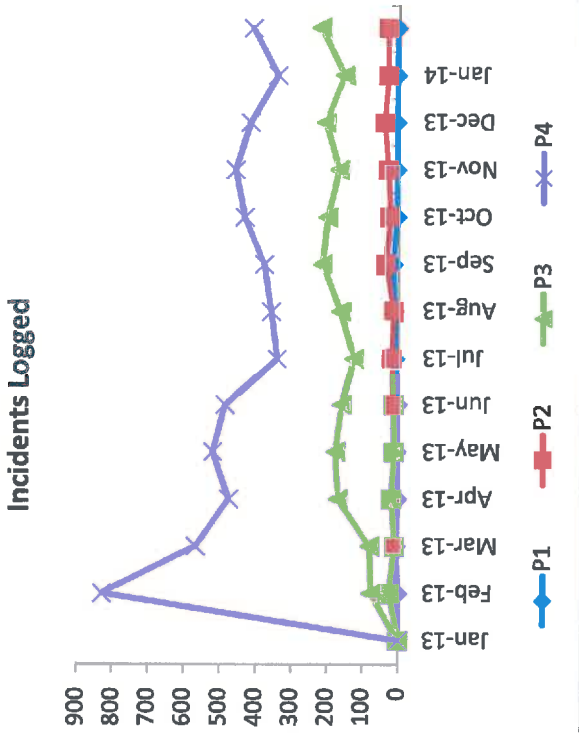
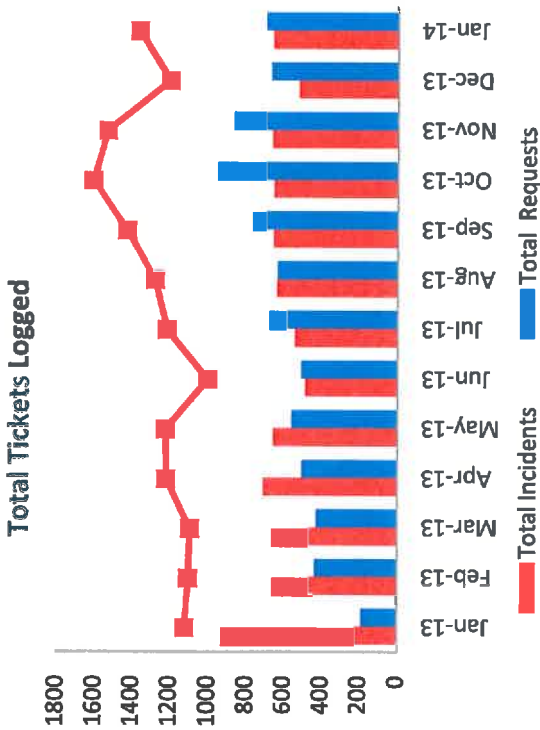
AT HOP Call Volumes and Service Level





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Business Technology Indicators: Service Desk



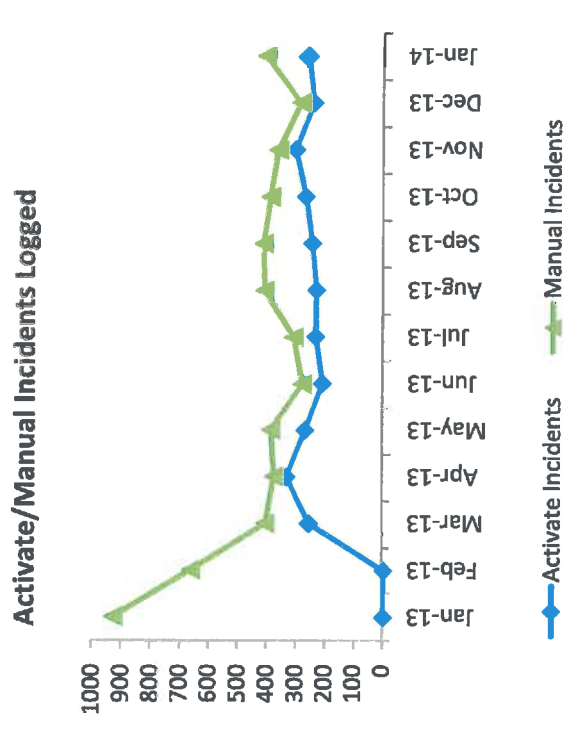
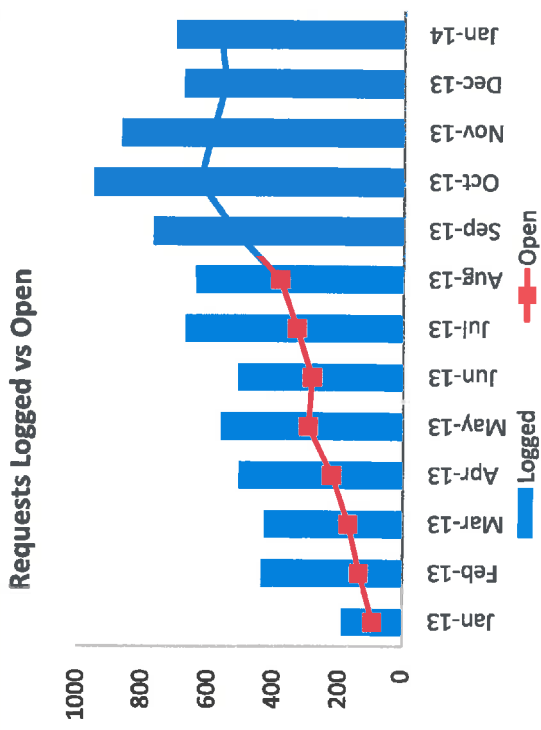
Tickets Logged. There was a 22% decrease in the overall number of tickets logged in December, increasing by 13% in January 2014.

- The split between incidents and requests being 49% to 51% respectively for January. Both the incident and request numbers are up from December aligning with the start of the year.

Incidents - The total number of incidents increased in January (partially explained by December being a short month) although P1 and P2 incident numbers remaining constant

Requests Logged vs Open - The majority of the open tickets are in the desktop area and comprise an increasing number of requests for new equipment as well as fault tickets due to the cyclical nature of the start of the year. This is being addressed through increased resource as well as working with existing partners to alleviate load on the internal support team

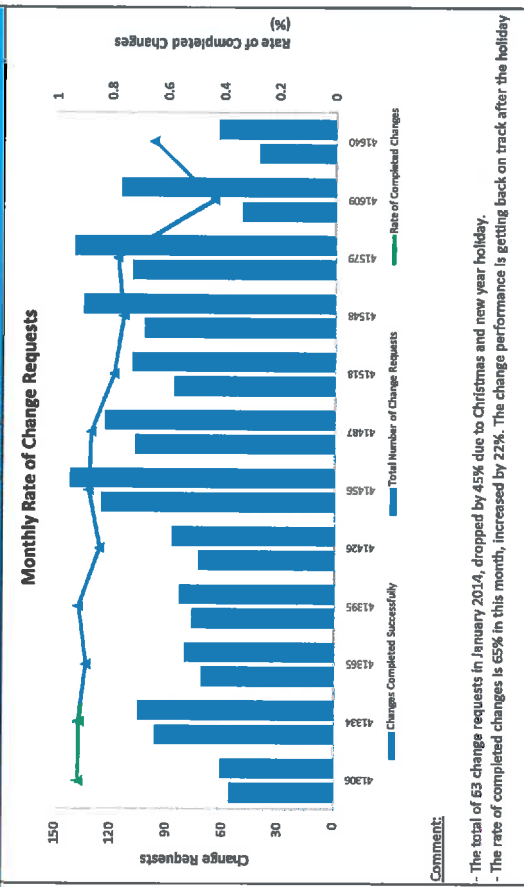
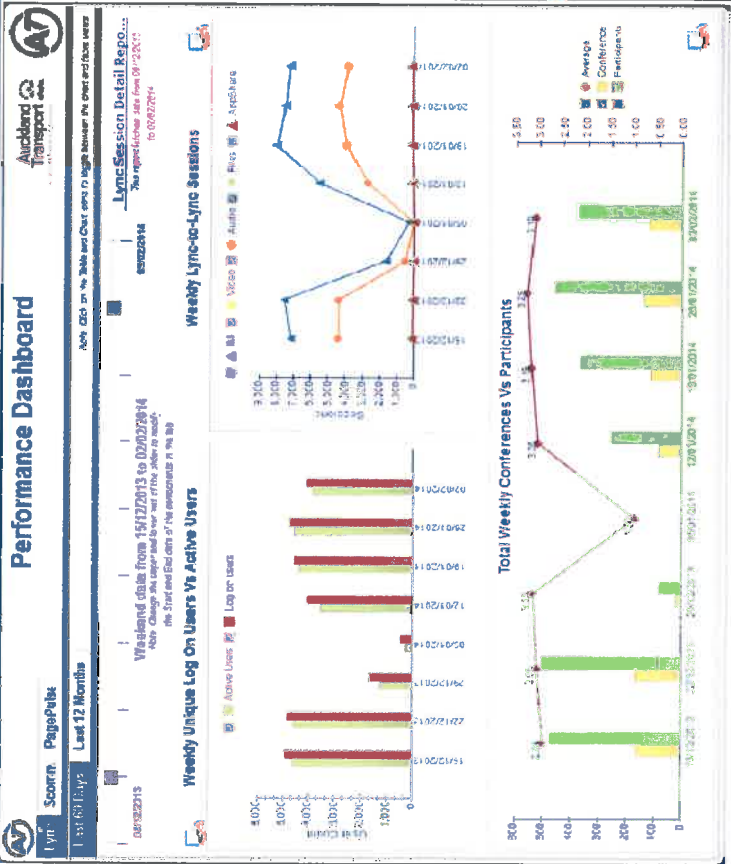
Activate/Manual Incident - As the strategic direction for the service desk is to drive self service automation, this month (January) has shown another increase in the number of tickets logged via Activate, the self service tool. However, there was also an increase in manual tickets logged in January with new staff coming on board and staff returning from extended leave



Business Technology Monthly Report - January 2014



Summary



Comments

- The total of 63 change requests in January 2014, dropped by 45% due to Christmas and new year holiday.
- The rate of completed changes is 65% in this month, increased by 22%. The change performance is getting back on track after the holiday.

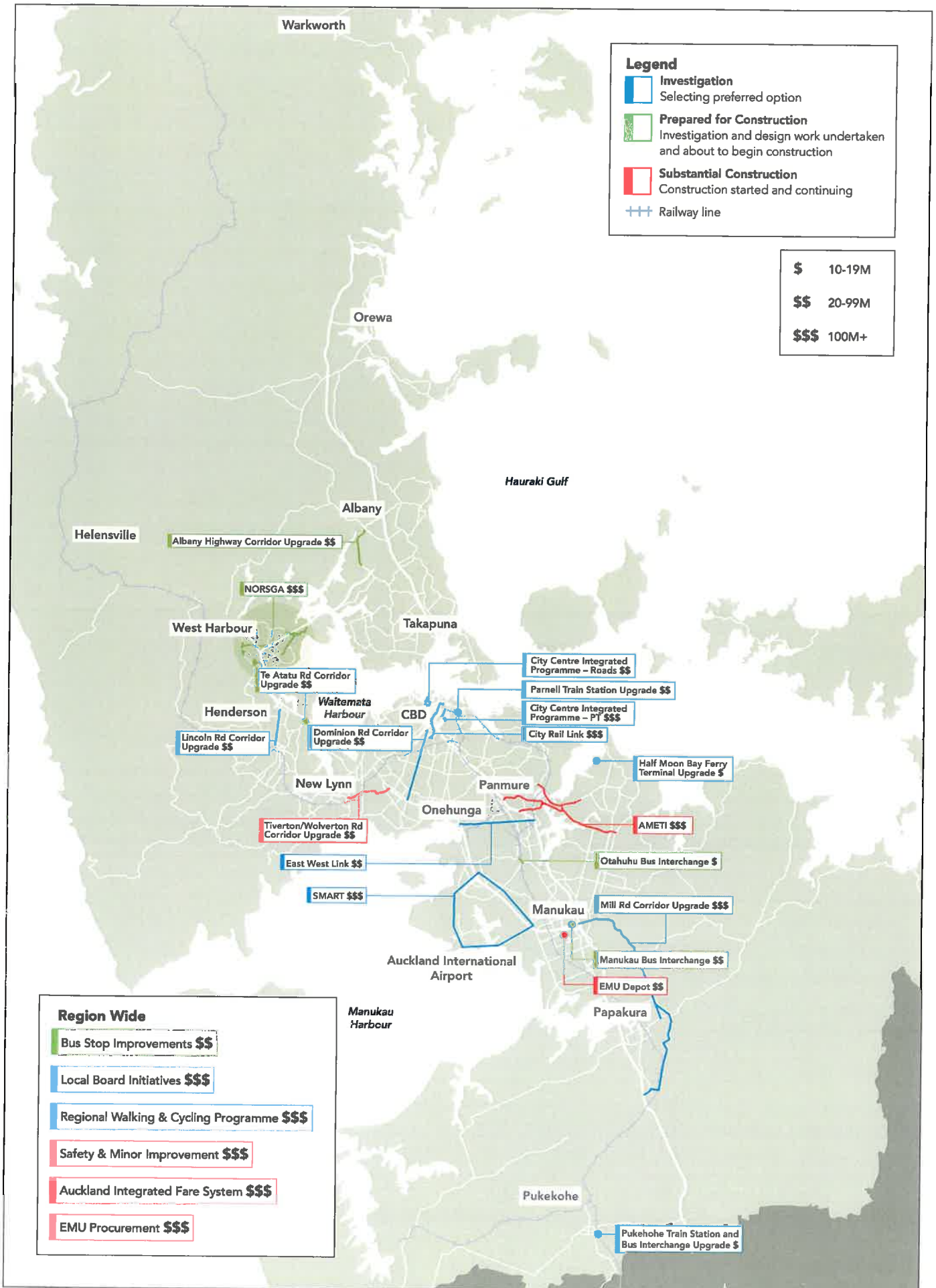
Website Performance

AT Public Transport Analysis	Auckland Transport ATHop Analysis								
<p>Availability - 99.99%</p> <table border="1"> <tr><td>Total Days</td><td>31 days</td></tr> <tr><td>Partial Failure</td><td>978 1 mins</td></tr> </table> <p>Site Availability</p>	Total Days	31 days	Partial Failure	978 1 mins	<p>Availability - 99.03%</p> <table border="1"> <tr><td>Total Days</td><td>31 days</td></tr> <tr><td>Partial Failure</td><td>1,143.8 mins</td></tr> </table> <p>Site Availability</p>	Total Days	31 days	Partial Failure	1,143.8 mins
Total Days	31 days								
Partial Failure	978 1 mins								
Total Days	31 days								
Partial Failure	1,143.8 mins								
<p>Availability - 99.92%</p> <table border="1"> <tr><td>Total Days</td><td>31 days</td></tr> <tr><td>Partial Failure</td><td>1,004.5 mins</td></tr> </table> <p>Site Availability</p>	Total Days	31 days	Partial Failure	1,004.5 mins	<p>Availability - 99.99%</p> <table border="1"> <tr><td>Total Days</td><td>31 days</td></tr> <tr><td>Partial Failure</td><td>57.4 mins</td></tr> </table> <p>Site Availability</p>	Total Days	31 days	Partial Failure	57.4 mins
Total Days	31 days								
Partial Failure	1,004.5 mins								
Total Days	31 days								
Partial Failure	57.4 mins								
<p>Availability - 75.87%</p> <table border="1"> <tr><td>Total Days</td><td>31 days</td></tr> <tr><td>Partial Failure</td><td>45.7 mins</td></tr> </table> <p>Site Availability</p>	Total Days	31 days	Partial Failure	45.7 mins					
Total Days	31 days								
Partial Failure	45.7 mins								

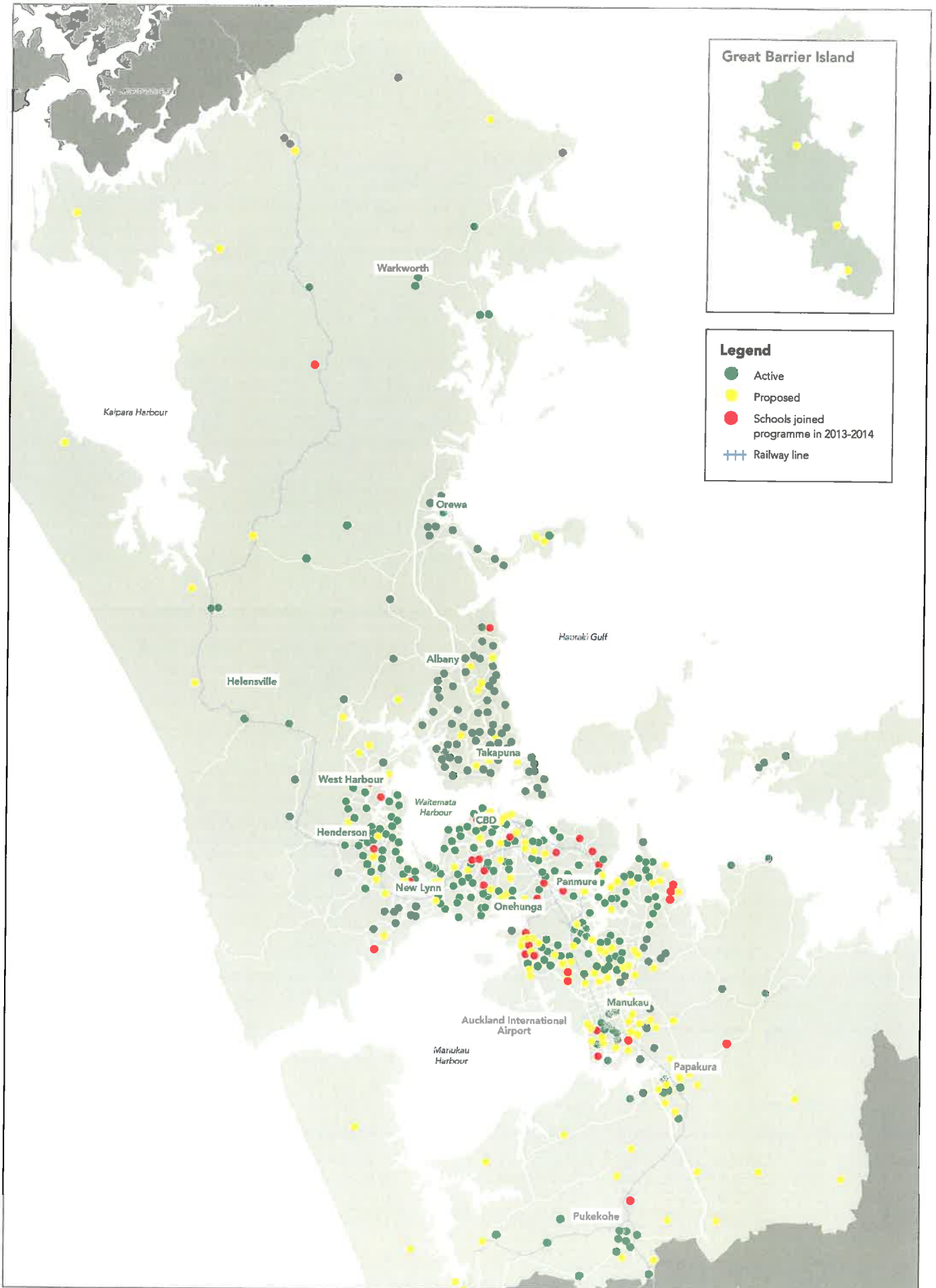
Comments

- Above dashboard shows weekly data from 09/12/2013 to 02/02/2014
- There were 523 users per day who have at least one logon session in this period, 92% of those are active users who have involved in at least one peer-to-peer or conferencing session
- An average of 8,660 lync-to-lync sessions per week in the last 8 weeks, dropped 28% compared to the previous month result mainly due to Christmas and New Year holiday.
- Most of the users use instant message (69%) or audio sessions (26%) for their lync-to-lync sessions
- Around 102 conferences per week in average, dropped 33% compare to the previous month. Each conference has 3.43 participants in average.

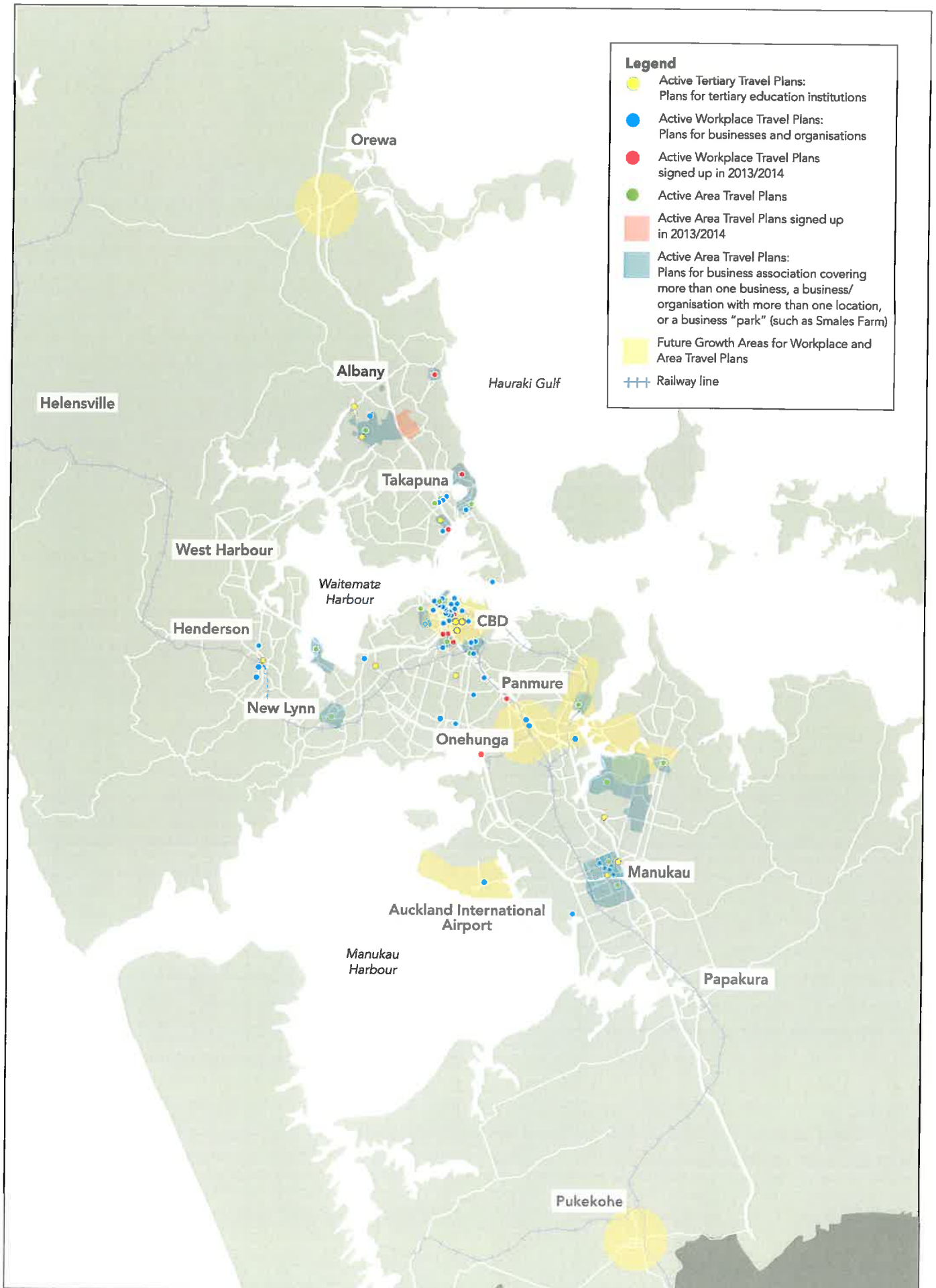
Capital Expenditure on Key Projects (\$10M+) for Auckland Transport 2012-2022



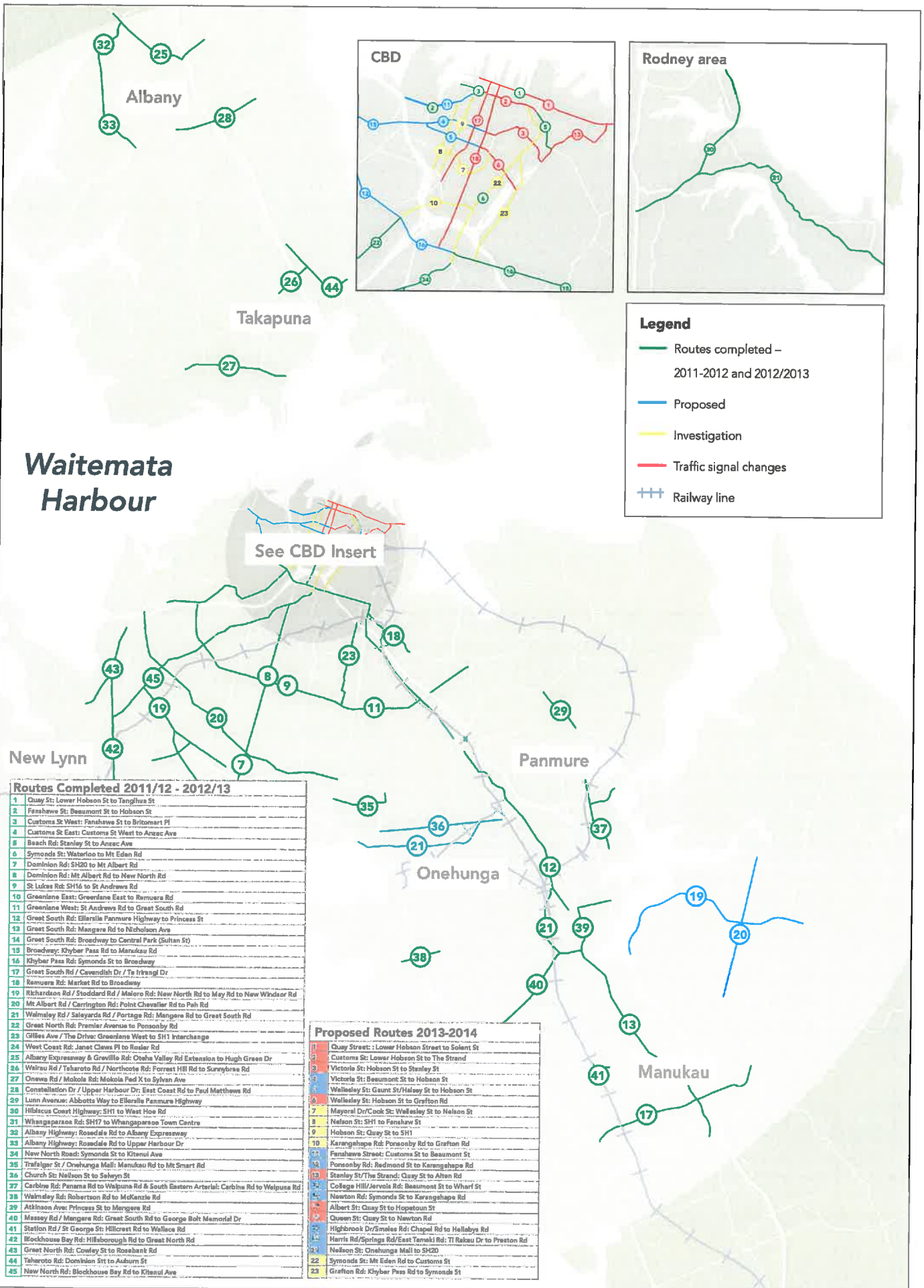
Safe School Travel Plans



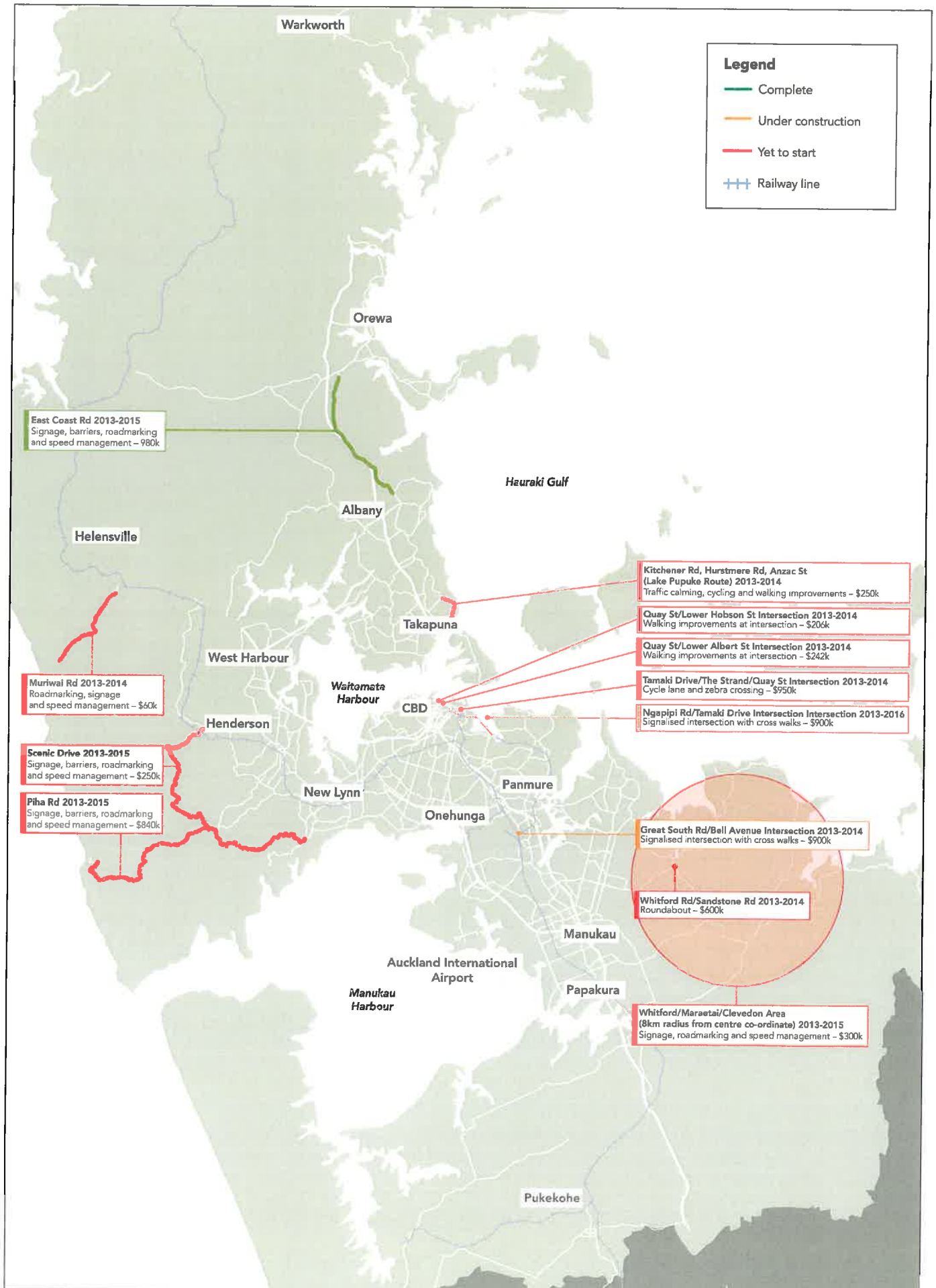
Business and Organisational Travel Plans



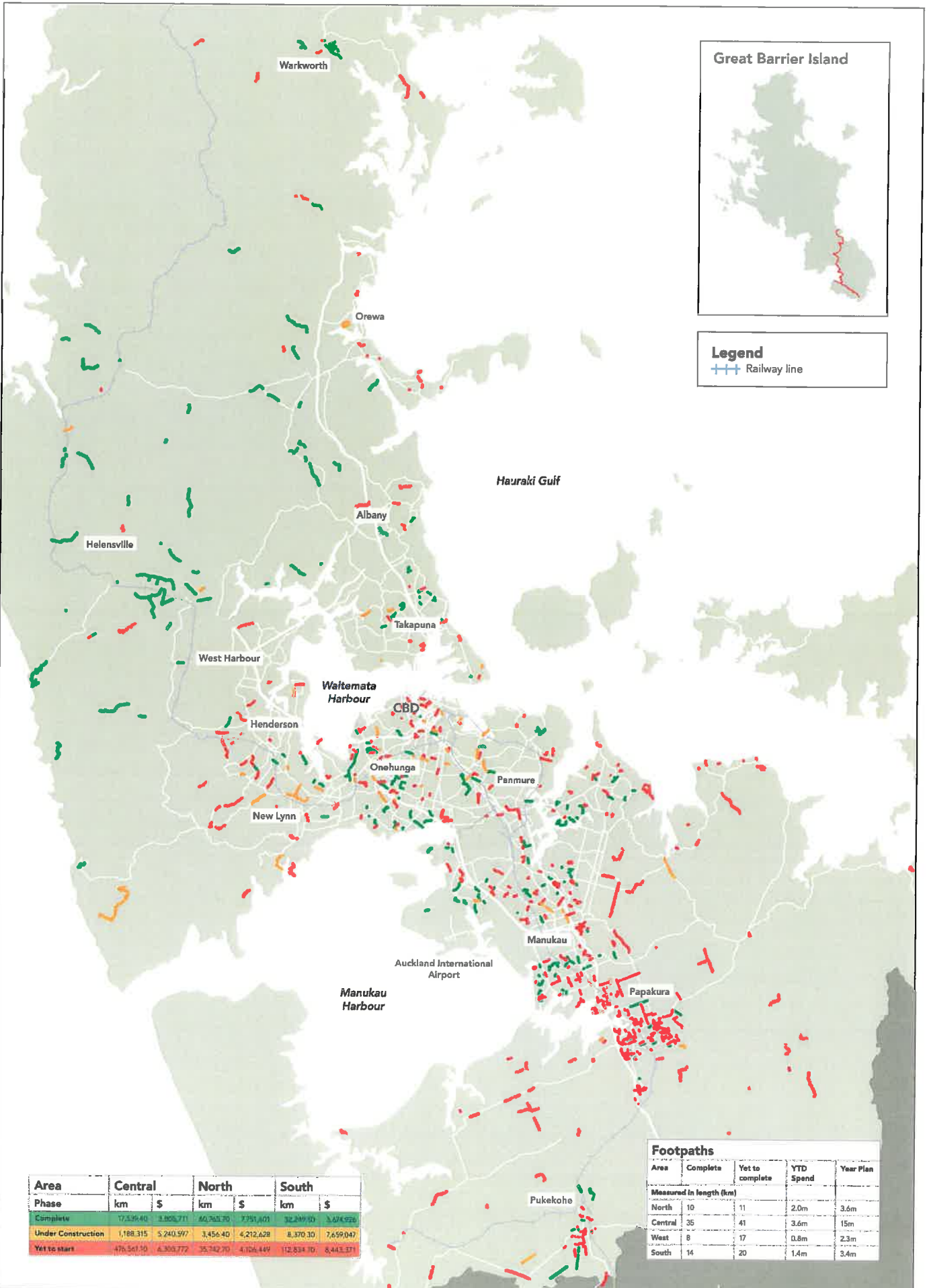
Route Optimisation Programme 2011-2014



Key Road Safety Projects 2013-2015



Road Renewals Programme 2013/2014



Legend
 Railway line

Area	Central		North		South	
	km	\$	km	\$	km	\$
Complete	17,539.40	3,905,771	40,761.70	7,751,401	32,249.10	3,474,928
Under Construction	1,188.315	5,240,597	3,454.40	4,212,628	8,370.30	7,659,047
Yet to start	476,541.10	6,303,772	35,742.70	4,106,449	112,634.10	6,443,371

Footpaths

Area	Complete	Yet to complete	YTD Spend	Year Plan
Measured in length (km)				
North	10	11	2.0m	3.6m
Central	35	41	3.6m	15m
West	8	17	0.8m	2.3m
South	14	20	1.4m	3.4m