

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 May report are available.

Economic Activity

- Building consents issued in the 12 months to April 2014 were 40.5% higher than the 12 months to April 2013.
- Total fuel sales in Auckland continue to increase strongly. Fuel sales for the year to April 2014 were 9.0% higher than the previous year. Fuel prices increased in May 2014 compared to the preceding month. Prices in May 2014 were 4.88% higher for petrol and 4.09% higher for diesel when compared to May 2013.
- The ANZ truckometer index fell 2.1% in May 2014, though the increasing trend in the truckometer index would indicate that GDP growth is still likely for the March quarter.

Auckland Traffic

Compared to the same month last year, average daily traffic volumes for May 2014 were up 1% on the Harbour Bridge, 10% on SH1 at Orewa-Puhoi, 5% on SH1 at Drury and 7% on SH1 at Tip Top corner. In May 2014, 24% of the arterial network was congested. This represents the same value as the previous month, but 3% more than the same month in 2013. No holidays fell in May, so the data is representative of a typical month on our network.

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 71,774,868 passengers for the 12 months to May-2014, an increase of +0.8% on the 12 months to Apr-2014 and +4.6% on the 12 months to May-2013. May monthly patronage was 7,096,277, an increase of 536,470 boardings or +8.2% on May-2013, normalised to ~ +10.3% accounting for additional special event patronage and one less business day and one more weekend day in May-2014 compared to May-2013. Year to date patronage has grown by +5.2%.

Rail, service punctuality in May-2014 was 84.0%, compared to an average of 87.8% for the 12 months to May-2014. Service delivery was 96.3%, compared to the average for the 12 months to May-2014 of 97.4%.

Parking

Off-street parking occupancy in three CBD car parking buildings (Civic, Downtown and Victoria Street) during the peak four-hour period in May 2014 was 96.3% – outside the SOI target range of 80-90%. On-street parking occupancy in three CBD precincts (K Rd; Wynard Quarter; and Shortland/High Streets) during the peak four-hour period in the May 2014 Quarter was 77.5% - outside of the SOI target range of 80-90%.

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 May 2014 was 74,759. Morning peak cyclist counts were 23.8% higher compared to May 2013. A total of 909,234 cycle trips were recorded for the 12 months to Apr 2014, an increase of 8.8% on the previous year.

Attachments

Number	Description
1	Monthly Transport Indicators Report: June 2014

Document ownership

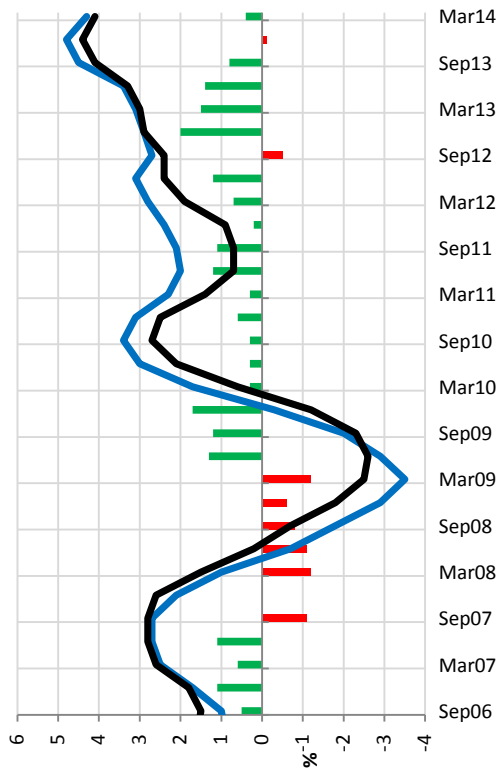
Submitted by	Kiri Wilson Strategic Planning Advisor	
Recommended by	Peter Clark General Manager, Strategy and Planning	
Approved for submission	David Warburton Chief Executive	

Auckland Transport - Transport Indicators Report June 2014



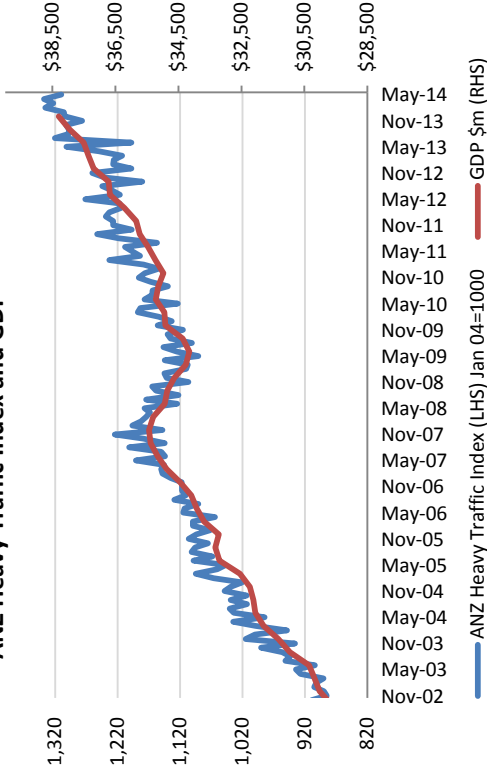
Monitor Trends Driving Transport Demands: Economic Indicators

Auckland Economic Activity



ANZ Truckometer

ANZ Heavy Traffic Index and GDP

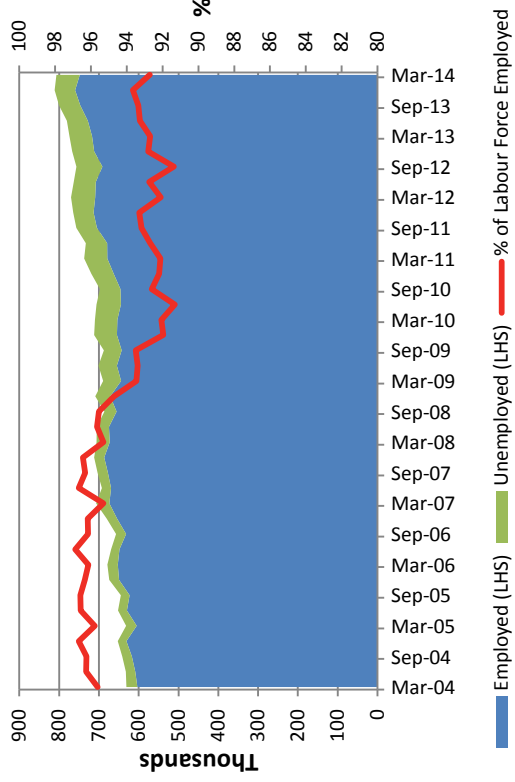


Auckland Economic Activity - decreased marginally in the Mar 2014 quarter, however the year-on-year growth rate remains strong at 4.3% for the year to Mar 2014. The nationwide growth rate was 4.1% for the year to Mar 2014. *Source: ANZ Regional Trends: Auckland (Quarterly data)*

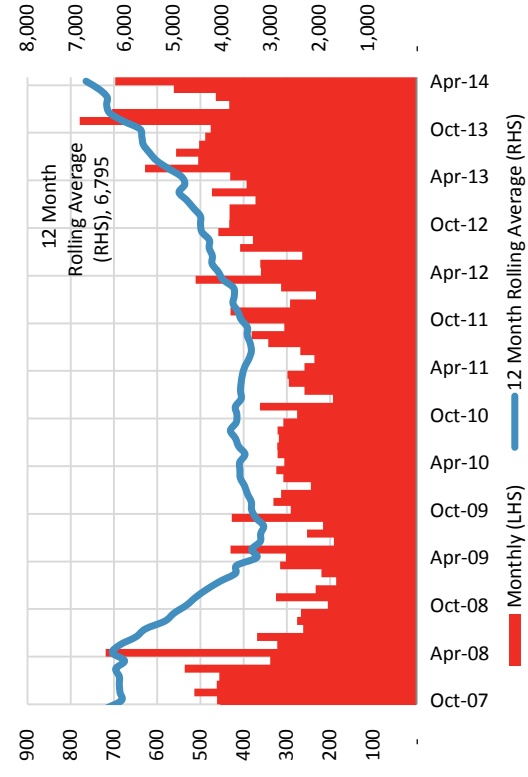
ANZ Truckometer - uses NZTA data as an indicator of national economic activity. The May 2014 heavy traffic index fell 2.1% for the month, though the increasing trend in the truckometer index would indicate that GDP growth is still likely for the March quarter. *Source: ANZ Truckometer (Data available 12th of the month)*

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 58,700 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)*

Auckland Labour Force



Dwelling Consents Issued



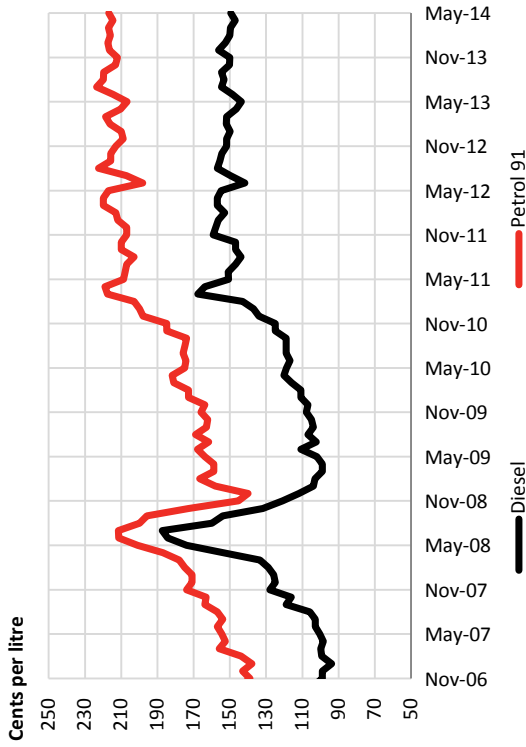
Dwelling Consents Issued - Have been increasing since mid-2011. The 12 month rolling average to Apr 2014 is 40.5% higher than the preceding 12 months. 697 building consents were issued in Apr 2014, an increase of 62.0% on Apr 2013. *Source: Statistics NZ*

Auckland Transport - Transport Indicators Report June 2014

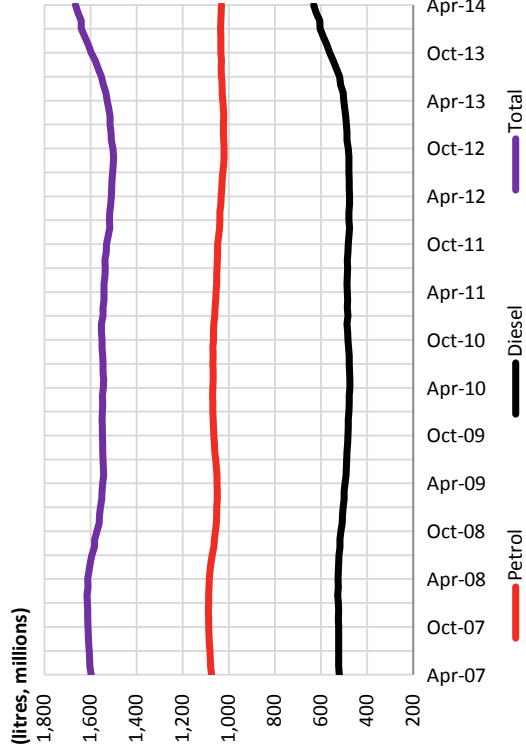


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

Monthly Fuel Prices



Auckland Fuel Sales (year to date)



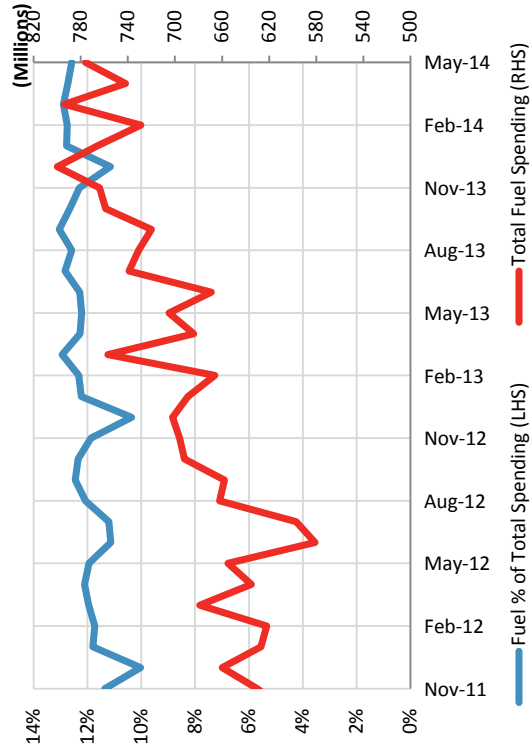
Fuel Prices - the average price of both diesel and petrol increased in May 2014 compared to April. Prices in May 2014 were 4.88% higher for petrol and 4.09% higher for diesel when compared to May 2013.

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

Auckland Fuel Sales - total fuel sales in Auckland continue to increase strongly. Total fuel sales for the year to Apr 2014 were 9.0% higher than the previous year.

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 in May 2014 and was 6.88% higher than May 2013. The proportion of total card spending spent on fuel remained relatively constant at 12.6%

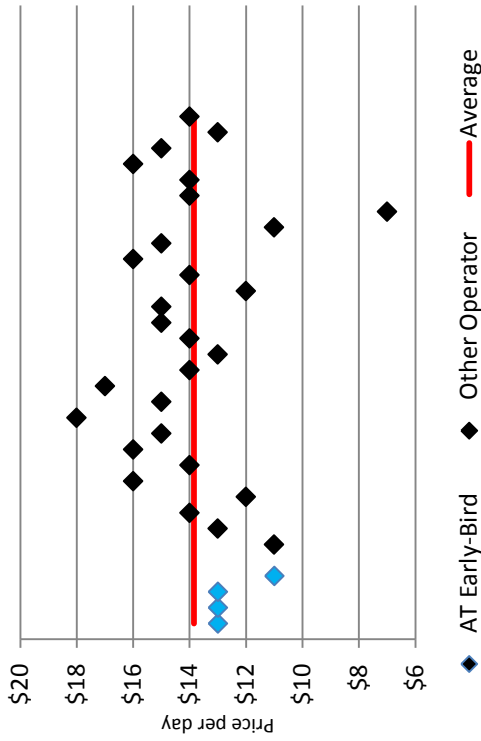
Source: *Statistics NZ monthly Electronic Card Transactions*

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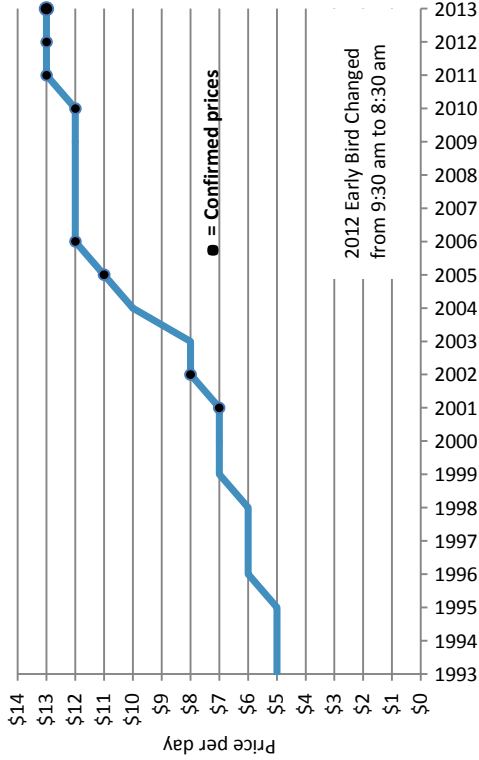


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

AT Early-Bird Parking Prices vs. Other CBD Parking



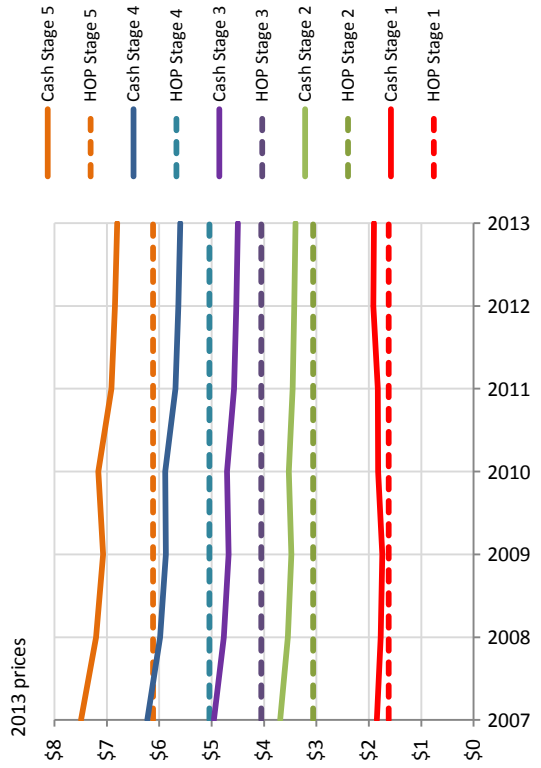
AT CBD Early-Bird Parking Price Per Day



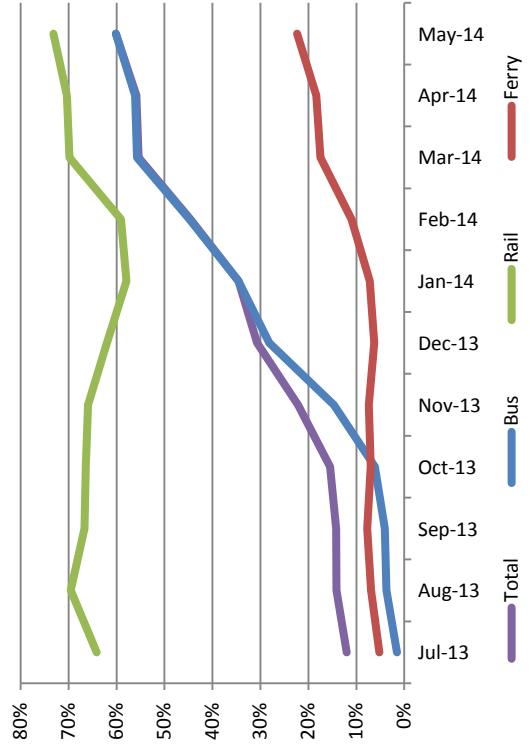
Earlybird Parking Price - in Civic, Downtown and Victoria St car park buildings. There has been no change in the price since 2011; however, in 2012 the conditions were changed with earlybird parking only available before 8:30am compared to previously being before 9:30am. The AT early bird prices are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



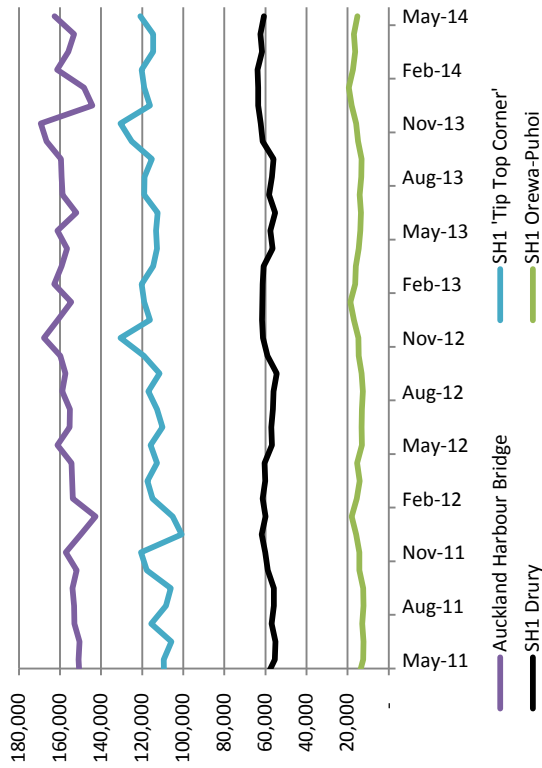
Trips Using AT HOP - 60.2% of all trips in May 2014 were made with AT HOP; up from 55.8% in Apr 2014. In May 2014 60.1% of bus trips used AT HOP, 73.1% of train trips used AT HOP and 22.4% of ferry trips used AT HOP.

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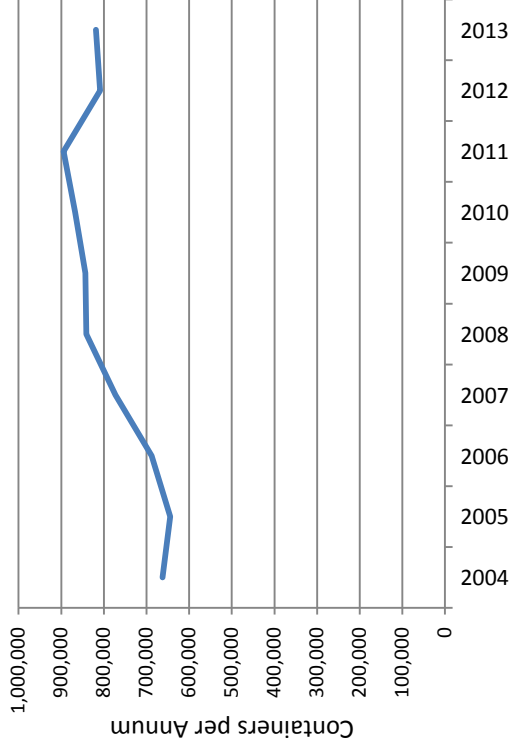


Monitor Trends Driving Transport Demands: Key Demand Indicators

State Highway Average Daily Traffic Volumes



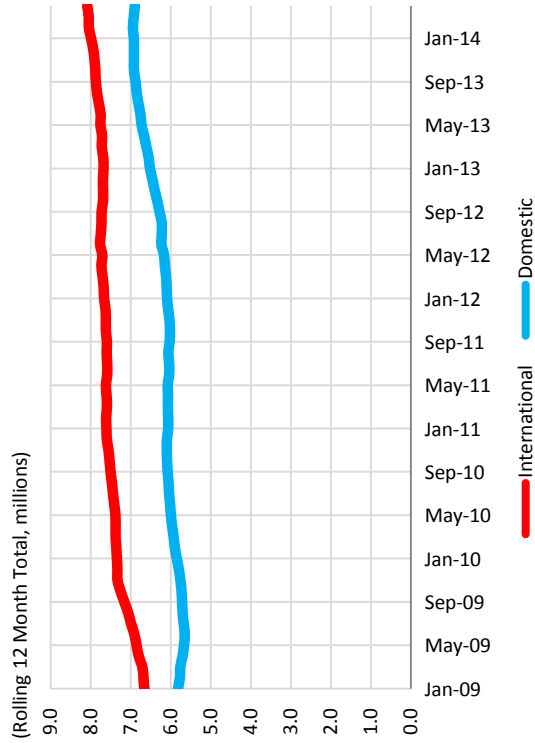
Port Freight Movements



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 May 2014 were up 1% on the Harbour Bridge, 10% on SH1 at Orewa-Puhoi, 5% on SH1 at Drury and 7% on SH1 at Tip Top corner. Note: There is no longer data available for SH20 Puhinui Rd to Massey Rd so it has been removed from this graph.
 Source: NZTA Data

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

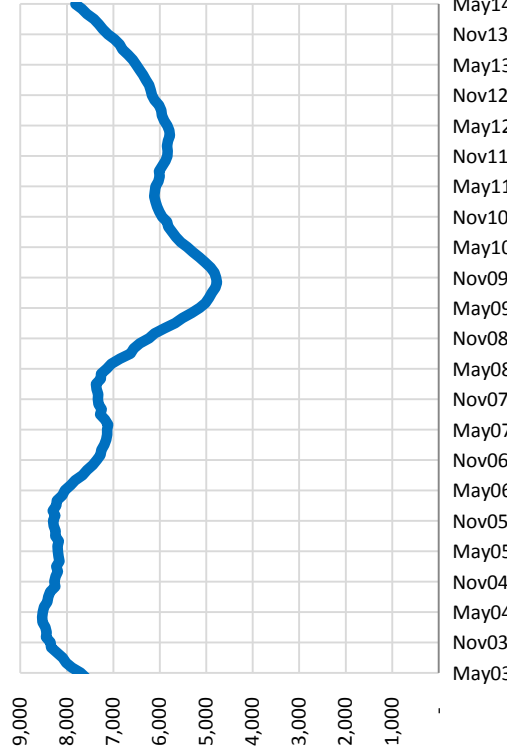
Auckland Airport Passenger Movements



Airport Passenger Movements - A total of 15 million passenger movements were recorded through Auckland airport in the year to Apr 2014, an increase of 4.2% on the year to Apr 2013. Total passenger movements in Apr 2014 were 1.1% higher than Apr 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. There were 8,380 car registrations in May 2014, 24.2% higher than the same month last year. The rolling 12 month average is 20.1% higher than a year ago, reflecting a strong recovery in vehicle sales activity as economic conditions have improved.
 Source: NZTA Vehicle registration Centre

Auckland Car Registrations - 12 Month Rolling Average

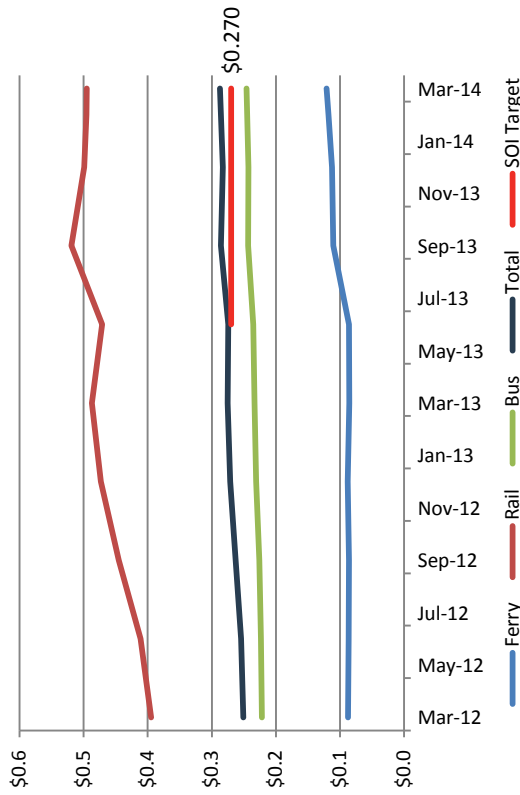


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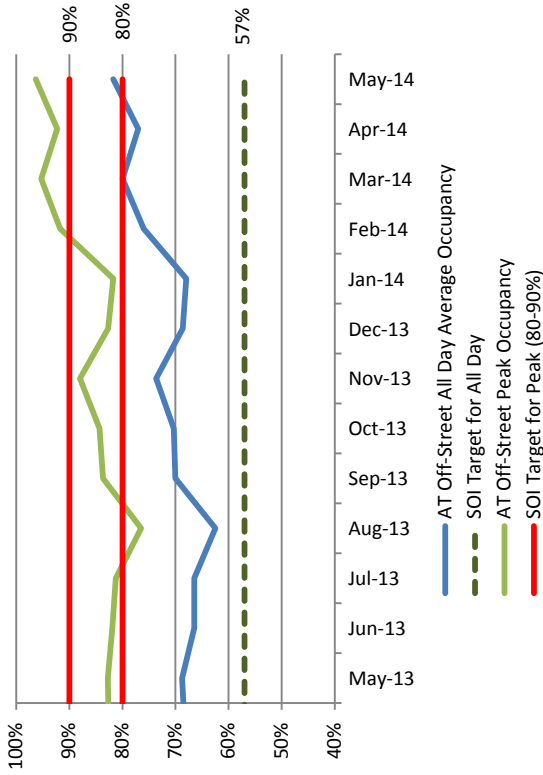


Monitor SOI Key Performance Indicators: Better Use of Resources to Maximise Return on Existing Assets

PT Subsidy per Passenger Kilometre



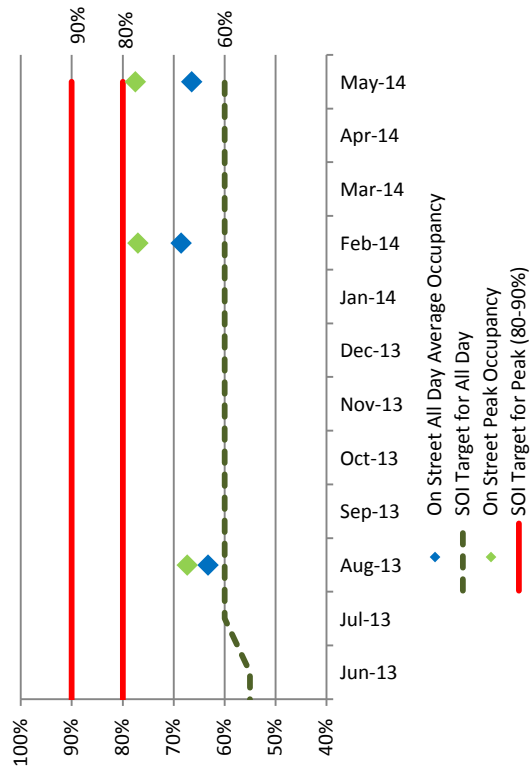
Off-street Parking Occupancy Rates



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

Off-street Parking - AT off-street car parks monitored are those at Civic, Downtown and Victoria Car Parking Buildings. In May 2014, both peak occupancy and all day occupancy rates increased; peak occupancy was 96.3% and all day occupancy was 81.7%. Both peak and all day occupancy rates are above their SOI target rates and are higher than May 2013. *Source: AT Parking & Enforcement*

On-street Parking Occupancy Rates



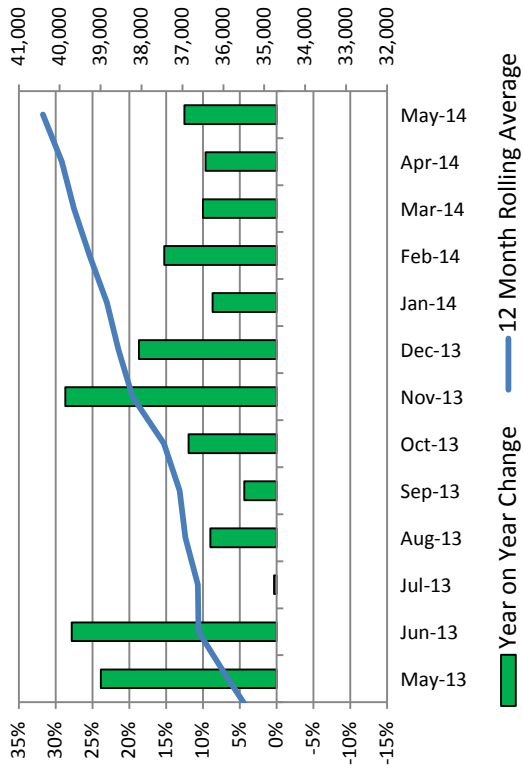
On-street Parking - On-street car parks monitored are located in 3 CBD precincts: K Rd; Wynyard Quarter; and Shortland/High Streets. Results prior to April-June 2013 Quarter are not included as AT previously surveyed on-street car parks in different locations. No survey was undertaken in the December 2013 Quarter. In the May 2014 Quarter peak occupancy increased marginally to 77.5% and was below the SOI target, while all day occupancy decreased to 66.4% but was still above its SOI target rate. *Source: AT Parking & Enforcement*

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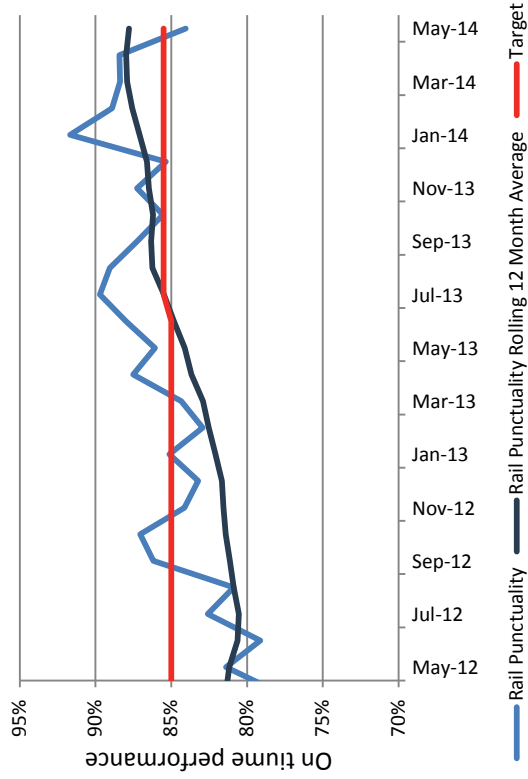


Capacity and Utilisation of the Transport Network: Public Transport

Rail Business Day Average



Rail Punctuality



Rail Business Day Average - The 12 month rolling average to May 2014 increased 12.5% on the previous year. *Source: AT PT Ops*

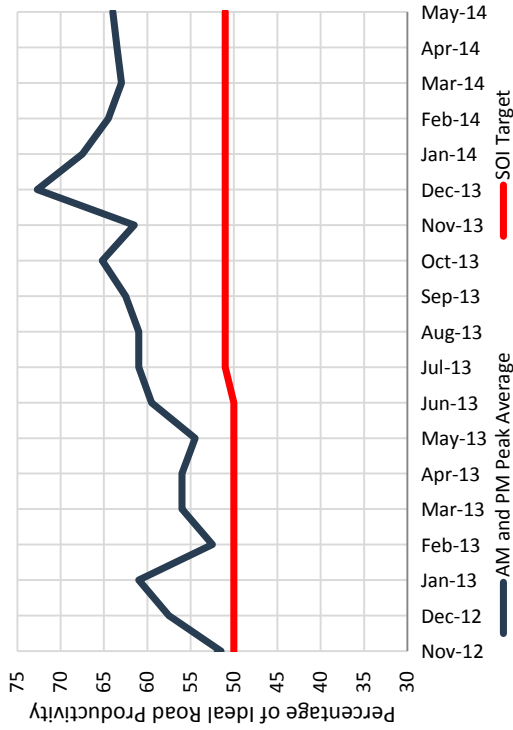
Rail Punctuality - For rail, service punctuality in May-2014 was 84.0%, compared to the average for the 12 months to May-2014 of 87.8%. *Source: AT PT Ops / operator returns*

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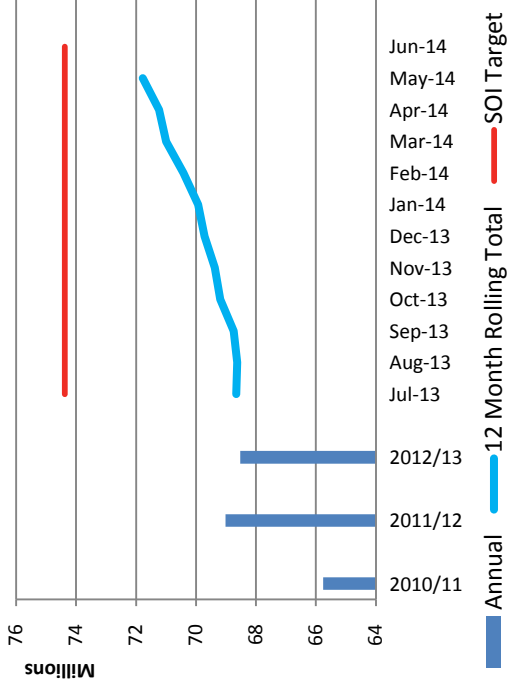


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

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 May 2014, peak period productivity averaged 64.0%, up from 54.5% in May 2013.

Source: AT Road Corridor Operations

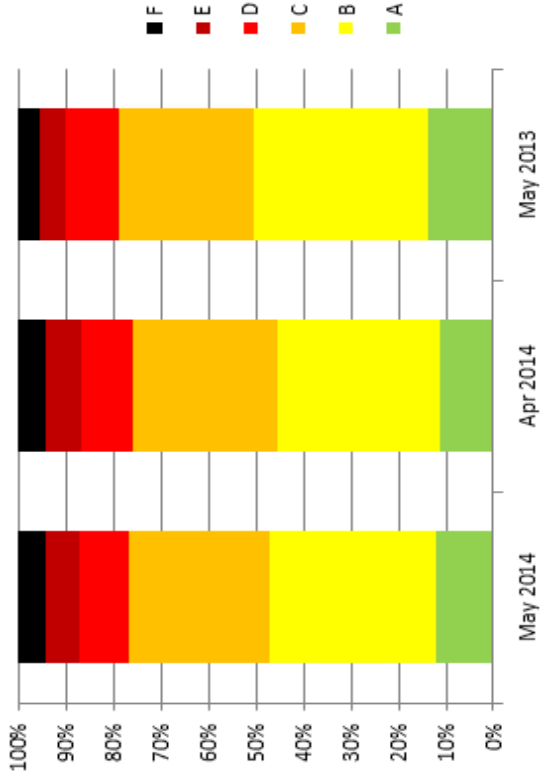
Arterial Road Level of Service - Arterial road level of service is measured by average speed as a % of the posted speed limit for AT's arterial roads, and categorised as follows:

- 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 May 2014, 24% of the arterial network was congested. This represents the same value as the previous month, but 3% more than the same month in 2013. No holidays fell in May, so the data is representative of a typical month on our network.

Source: AT Road Corridor Operations

AM Peak Arterial Road Level of Service



Public Transport - Auckland public transport patronage totalled 71,774,868 passengers for the 12 months to May-2014, an increase of +0.8% on the 12 months to Apr-2014 and +4.6% on the 12 months to May-2013. May monthly patronage was 7,096,277, an increase of 536,470 boardings or + 8.2% on May-2013, normalised to ~+10.3% accounting for additional special event patronage and one less business day and one more weekend day in May-2014 compared to May-2013. Year to date patronage has grown by +5.2%.

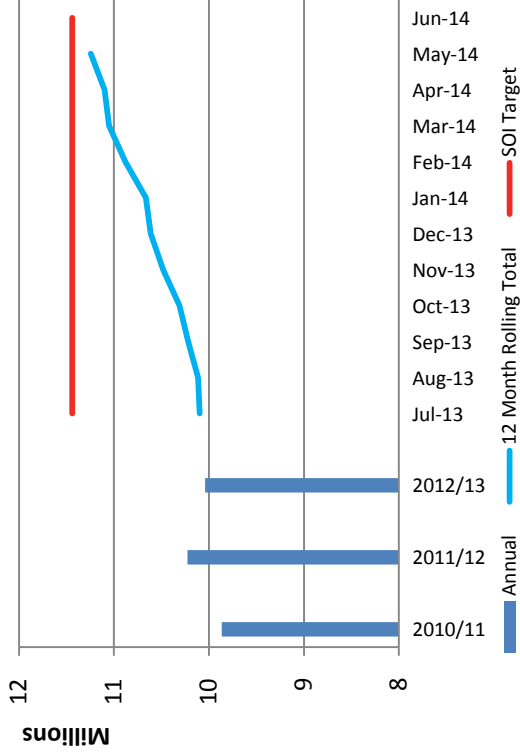
Source: AT PT Ops / operator returns

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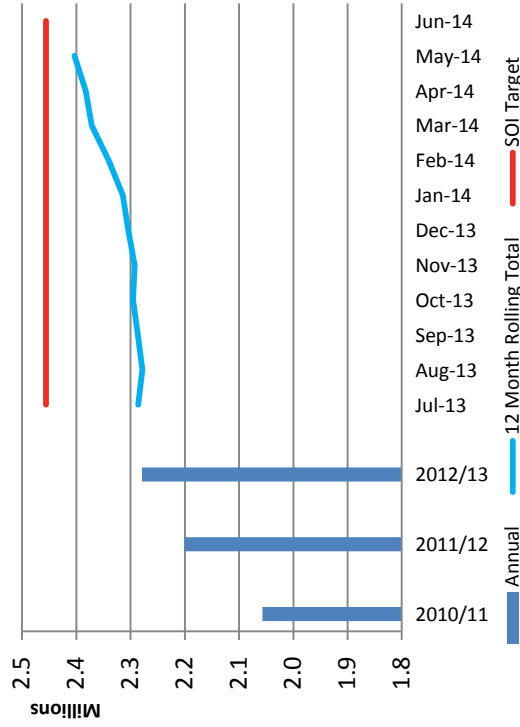


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

Annual Rail Patronage



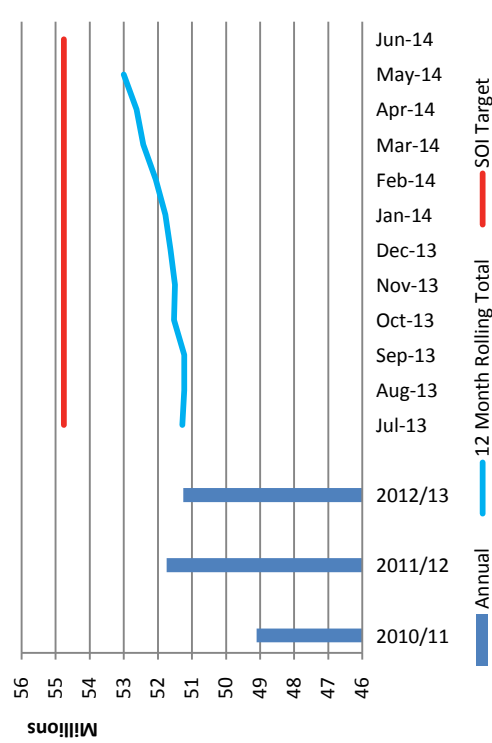
Annual Northern Express Bus Patronage



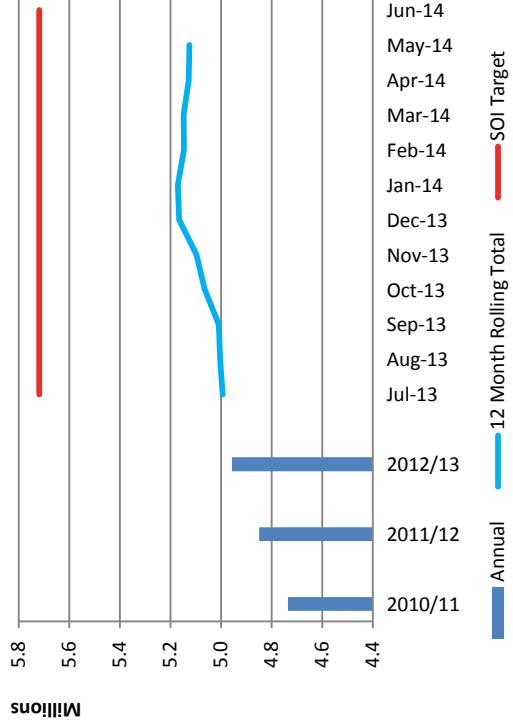
Rail Trips - Rail patronage totalled 11,242,610 passengers for the 12 months to May-2014, an increase of +1.3% on the 12 months to Apr-2014 and +12.1% on the 12 months to May-2013. Patronage for May-2014 was 1,193,702, an increase of 142,201 boardings or +13.5% on May-2013, normalised to ~+13.4%. Year to date rail patronage has grown by +13.1%.
Source: AT PT Ops / operator returns

Northern Express - The Northern Express bus service carried 2,403,544 passenger trips for the 12 months to May-2014, an increase of +0.9% on the 12 months to Apr-2014 and +6.1% on the 12 months to May-2013. Northern Express bus service patronage for May-2014 was 249,888, an increase of 20,722 boardings or +9.0% on May-2013, normalised to ~+10.8%. Year to date Northern Express patronage has grown by +6.0%.
Source: AT PT Ops / operator returns

Annual Bus Patronage (excl. NEX)



Annual Ferry Patronage



Bus (excl. Northern Express) - Other bus services carried 53,003,557 passenger trips for the 12 months to May-2014, an increase of +0.7% on the 12 months to Apr-2014 and +3.1% on the 12 months to May-2013. Other bus services patronage for May-2014 was 5,245,850, an increase of 376,445 boardings or +7.7% on May-2013, normalised to ~+10.3%. Year to date other bus patronage has grown by +3.7%.
Source: AT PT Ops / operator returns

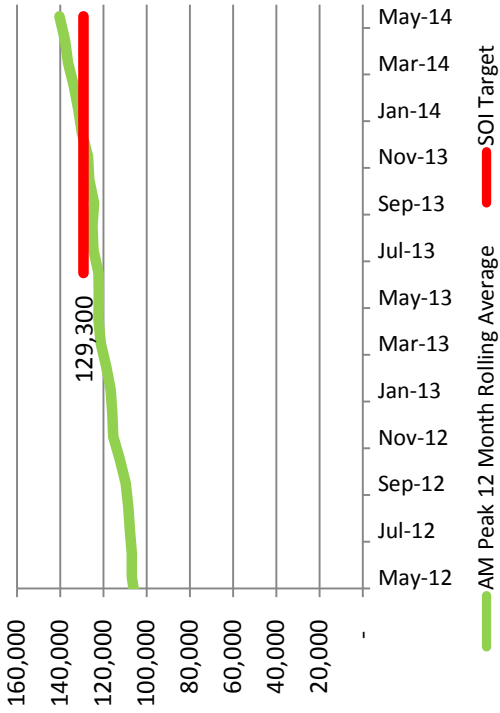
Ferry Trips - Ferry services carried 5,125,157 passenger trips for the 12 months to May-2014, a decrease of -0.1% on the 12 months to Apr-2014 and +3.8% on the 12 months to May-2013. Ferry services patronage for May-2014 was 406,837, a decrease of -2,898 boardings or -0.7% on May-2013, normalised to ~+2.3%. Year to date ferry patronage has increased by +3.6%.
Source: AT PT Ops / operator returns

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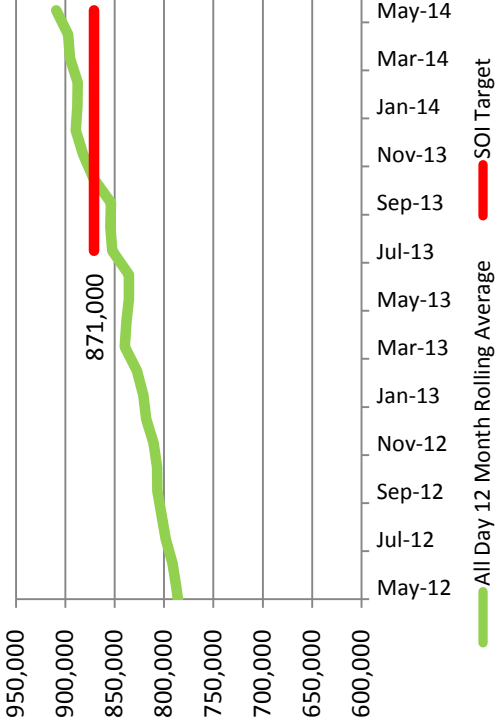


Monitor SOI Key Performance Indicators: Increased Access to a Wider Range of Transport Choices

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 May 2014 was 74,759. Morning peak movements were 23.8% higher compared to May 2013. A total of 909,234 cycle trips were recorded for the 12 months to May 2014, an increase of 8.8% on the previous year. Cyclist numbers already exceed SOI targets.

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

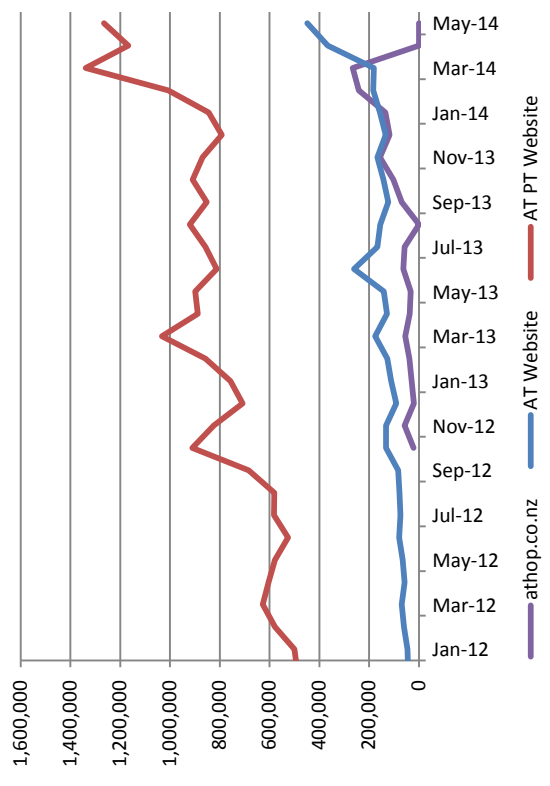
Travel Plans - Morning peak car trips

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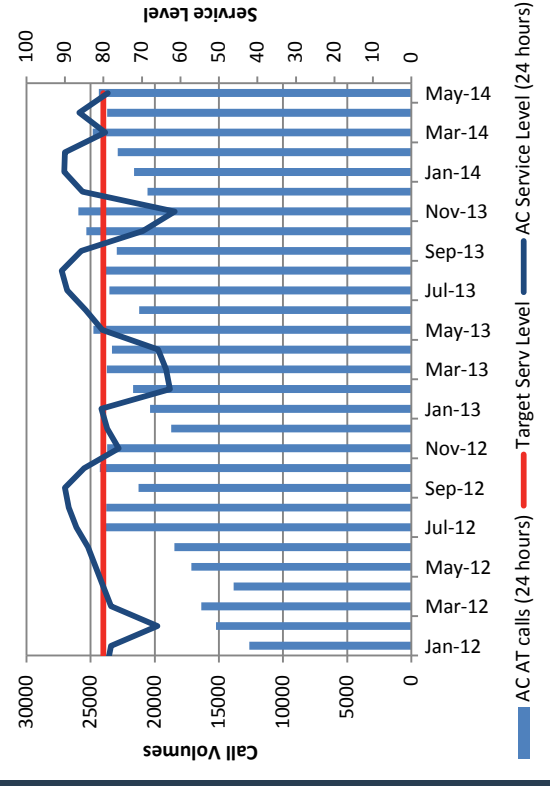


Key Performance Indicators: Customer Contact

Volume of website visits



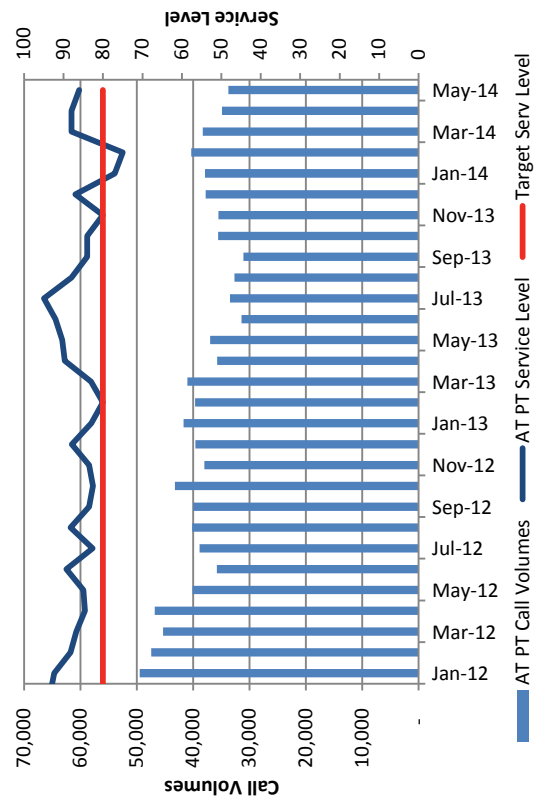
Auckland Transport Call Centre: Incoming calls



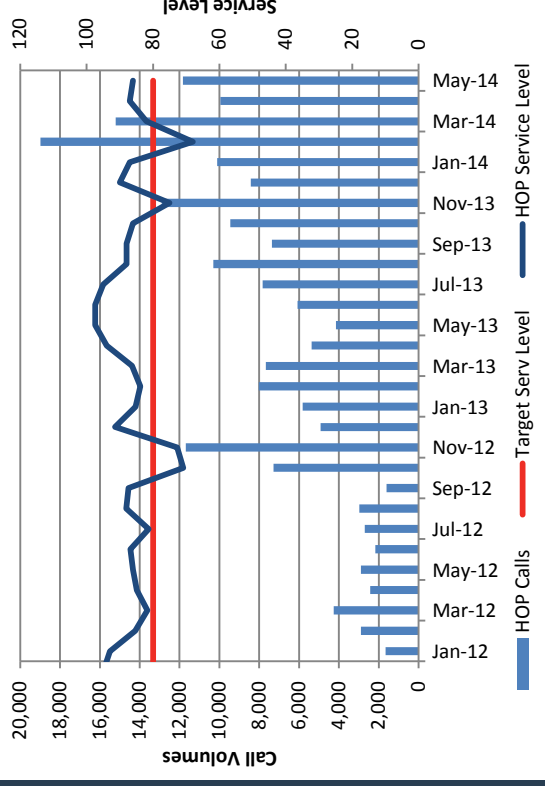
Volume of website visits - There was a 23% increase in visits to the AT website in May 2014 (compared to April 2014), increasing from 366,442 visits to 448,997 visits. All AT HOP visits are now included as part of the number of visits to the new AT site. There were 254,497 AT HOP page views in May 2014, a 60% increase from April.

AT Public Transport Call Centre - Call volumes at the Public Transport call centre decreased 3% compared to the previous month and have also decreased compared to the same period last year (9%). The public transport call centre service level decreased slightly compared to the previous month decreasing from 88% to 86%. AT Hop calls increased by 19% compared to last month. The service level was 86%, just 1% less than last month.

Public Transport Call Centre Volumes & Service Level



AT HOP Call Volumes & Service Level



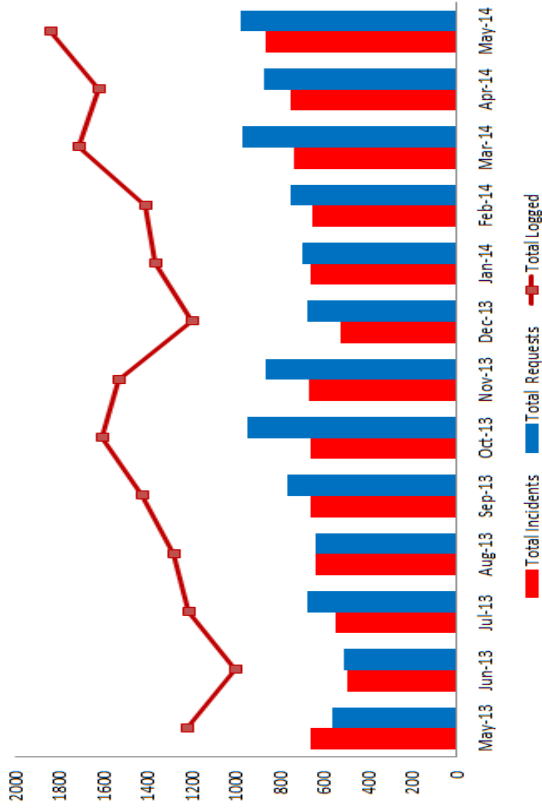
AT Specialist Team Call Centre - There was a 3% increase in call volumes and a 9% decrease in service level compared to the previous month.

Auckland Transport - Transport Indicators Report June 2014

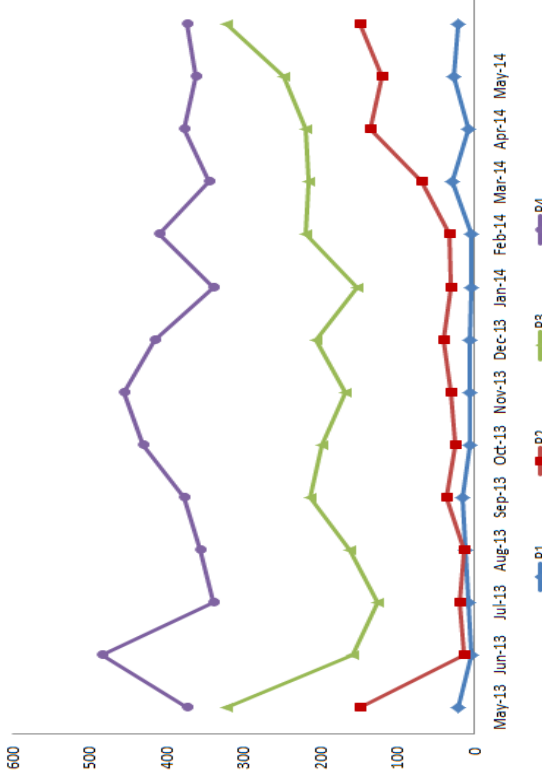


Business Technology Indicators: Service Desk

Total tickets logged



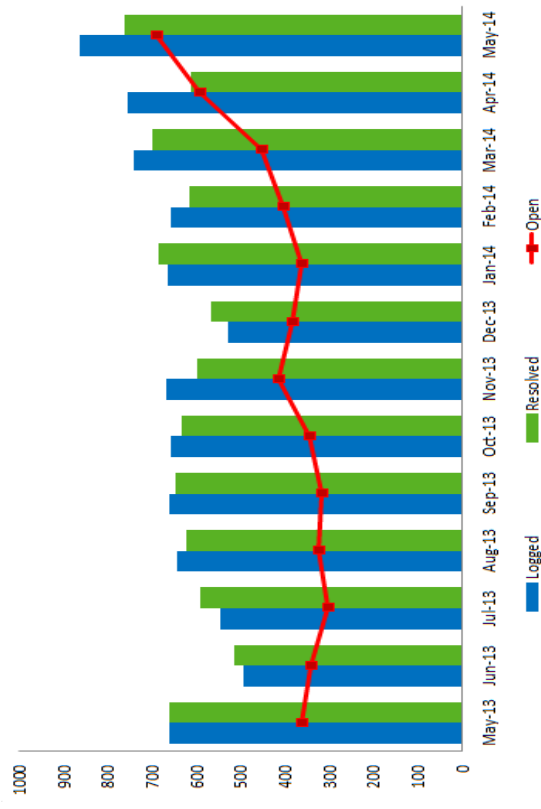
Incidents logged



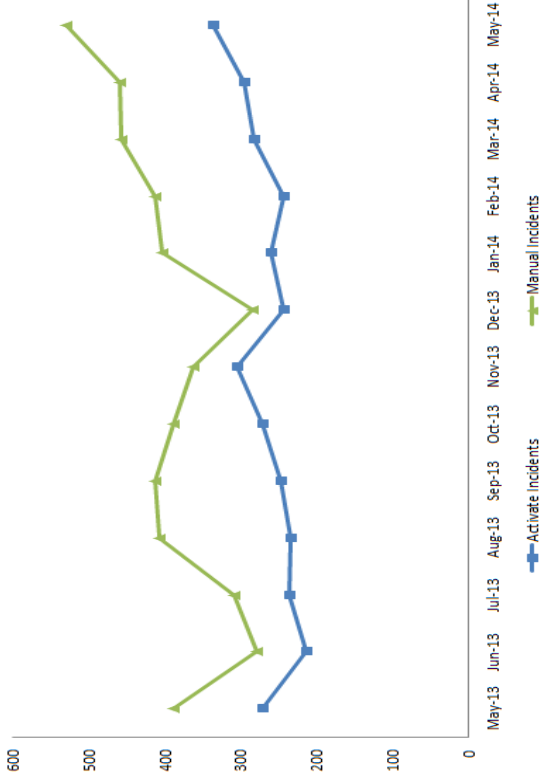
Total tickets logged - 1,841 tickets were logged in May, the highest volume of tickets since reporting started. The Desktop team handled the largest number of tickets for any given group with 696 tickets assigned to them. The Service Desk managed the second largest amount of tickets for any one group in May with 506 tickets.

Incidents logged - P3 incidents increased by approx. 30%. Some of this increase can be attributed by the number of child tickets raised and associated with P1 Master tickets (where multiple people call about a P1, the P1 is retained as the master and multiple P3's are raised and related to the master as child tickets). Over half of the total new P3 tickets raised were grouped by the top 5 classifications which were LOB Applications, Software, Email and Calendar, Network and Facilities.

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. 418 of the 692 open incidents are assigned to the Applications teams and 74% of those have been open for longer than 30 days. With the busy month that the Desktop team had, they had 75 incidents open at the time of this snapshot while the Service Desk had 40 incidents open at the time of this snapshot.

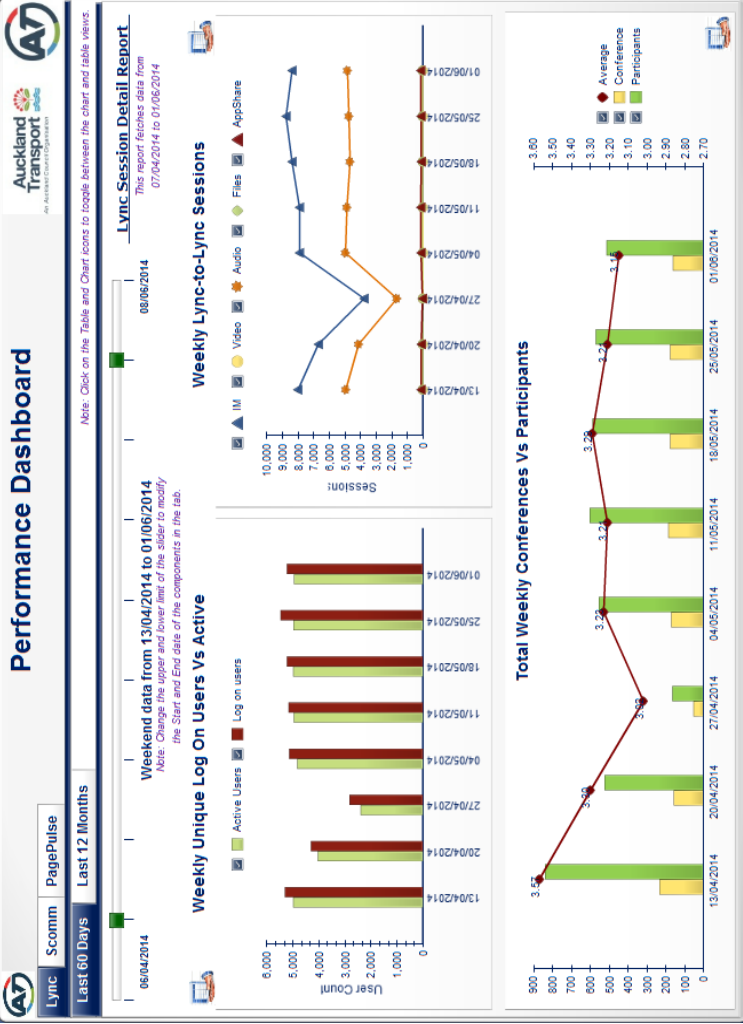
Activate/manual tickets logged - This graph shows the split of incidents logged via the Activate toolset and via manual methods (i.e. phone/email). The increase in incident volume appears to all be via manually notified means compared to the relatively small increase in Activate incidents.

Auckland Transport - Transport Indicators Report June 2014



Business Technology Summary

Lync Dashboard

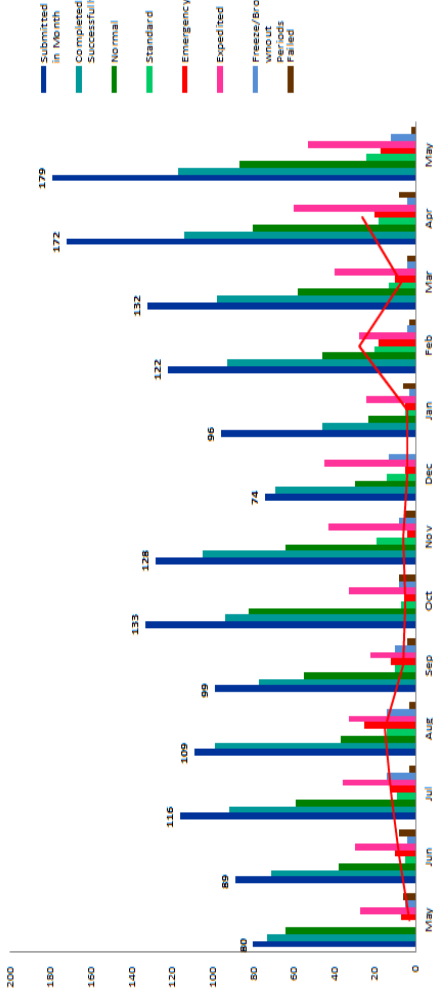


Comment:

- Above dashboard shows weekly data from 07/04/2014 to 01/06/2014
- 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 previous month.
- 93% of them are active users.
- An average of 12,002 lync-to-lync sessions per week in the last 8 weeks, similar to the result from last month.
- 62% of users elect instant messaging format for their lync-to-lync sessions.
- Around 166 conferences per week in average, same as the result from previous month, each conference has 3.28 participants in average, dropped 0.16 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

2013 Auckland Transport ITBS Change Management Rolling 13 Month Statistics

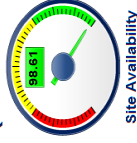


Comment:

- Again we have reached an all-time record high with 179 changes submitted in May 2014.
- We have seen a 4.07% increase in the volumes of submitted changes since the previous month & 123.75% increase since May 2013.
- 65.36% of the changes implemented in May were successful.
- 9.5% were Emergency Changes, which were required to resolve the high number of incidents logged. This is a 142.86% increase since May 2013.
- 29.61% were Expedited Changes for various Projects. This is a 96.30% increase since May 2013.
- 39.11% of the changes in May 2014 were fast tracked changes. This is a 105.88% increase since May 2013.
- 1.12% of the changes in May Failed, a pleasing 75 % reduction since last Month and 66.66% reduction since May 2013.

Website performance

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



Auckland Transport AT.govt.nz (MyAT) Analysis



Auckland Transport Feedback Analysis



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

