

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 August report are available.

Economic Activity

- There were 849 building consents issued in July 2014; 53.5% higher than the same month last year. The 12 month rolling average to July 2014 was 29.6% higher than the preceding 12 months.
- Average fuel prices fell in August 2014 when compared to the previous month; 0.5% decrease for diesel and 1.2% decrease for petrol.
- Total fuel sales for the year to July 2014 were 7.1% higher than the previous year; largely mirroring string increases in diesel sales since 2013. Diesel sales have, however, levelled off in recent months.
- The August 2014 heavy traffic index decreased 1.2% for the month, which, off the back of a 2.5% increase in July, suggests a modest GDP result for the quarter is likely.

Auckland Traffic

Compared to the same month last year, average daily traffic volumes for August 2014 were up 6.9% on SH1 at Orewa-Puhoi and 4.9% on SH1 at Drury, while volumes were down 0.5% at SH1 at Tip Top Corner and 0.4% on the Harbour Bridge.

Public Transport

Auckland public transport patronage totalled 73,174,770 passengers for the 12 months to August 2014, an increase of +0.6% on the 12 months to July 2014 and +6.6% on the 12 months to August 2013. August monthly patronage was 6,934,914; an increase of 434,383 boardings or +6.7% on August 2013, normalised to ~ +9.3% accounting for additional special event patronage, one less business and one more weekend day in August 2014 compared to August 2013. Year to date patronage has grown by +6.3%.

For rail, service punctuality in August 2014 was 90.5%, compared to the average for the 12 months to August 2014 of 87.8%.

66.4% of all trips in August 2014 were made with AT HOP; up from 62.6% in July 2014. In August 2014, 67.9% of bus trips used AT HOP, 73.6% of train trips, and 23.9% 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 August 2014 was 99.0% – outside the SOI target range of 80-90% 2014/15.

AT is currently analysing public submissions on the Draft Parking Discussion Document. Next steps include discerning themes and formulating recommended approaches for parking policy.

Cycling



There has been a decrease of 7.9% in cyclist movements in August 2014 when compared to August 2013. The morning peak movements decreased by 2.5% when compared to August last year.

A total of 895,468 cycle trips were recorded for the year of September 2013 to August 2014; an increase of 4.82% on the previous year.

Attachments

Number	Description
1	Monthly Transport Indicators Report: September 2014

Document ownership

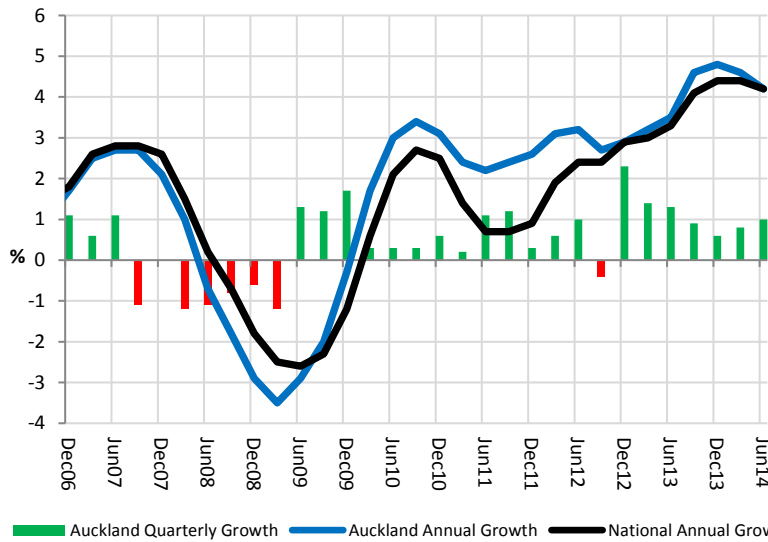
Submitted by	Kiri Wilson Strategic Planning Advisor	
Recommended by	Peter Clark General Manager, Strategy and Planning	
Approved for submission	David Warburton Chief Executive	

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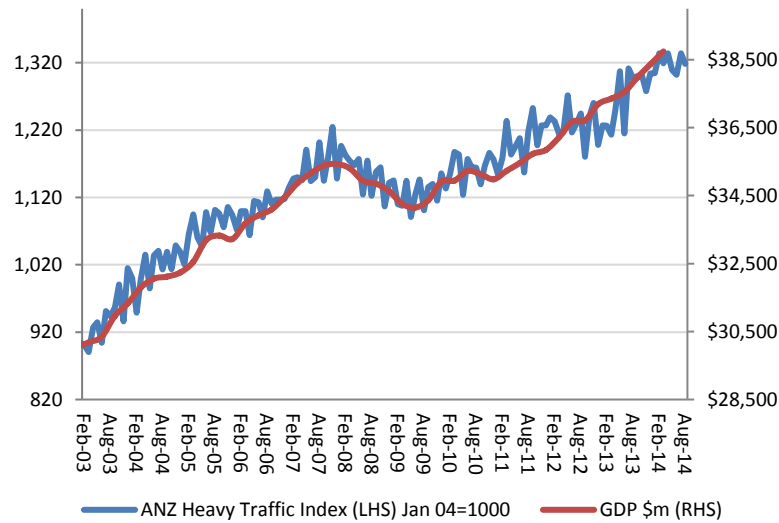


Monitor Trends Driving Transport Demands: Economic Indicators

Auckland Economic Activity



ANZ Truckometer

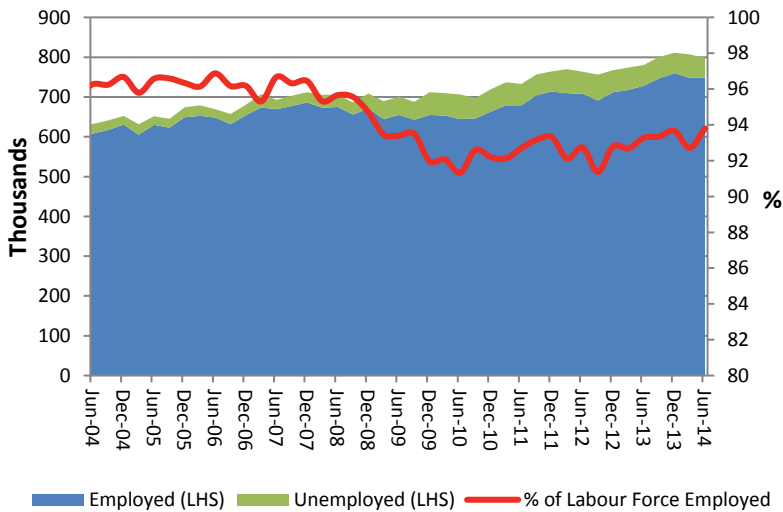


Auckland Economic Activity - economic activity increased 1.0% in the June 2014 quarter; the seventh consecutive quarterly rise. The year-on-year growth rate for both Auckland and New Zealand was 4.2%.
 Source: ANZ Regional Trends: Auckland (Quarterly data)

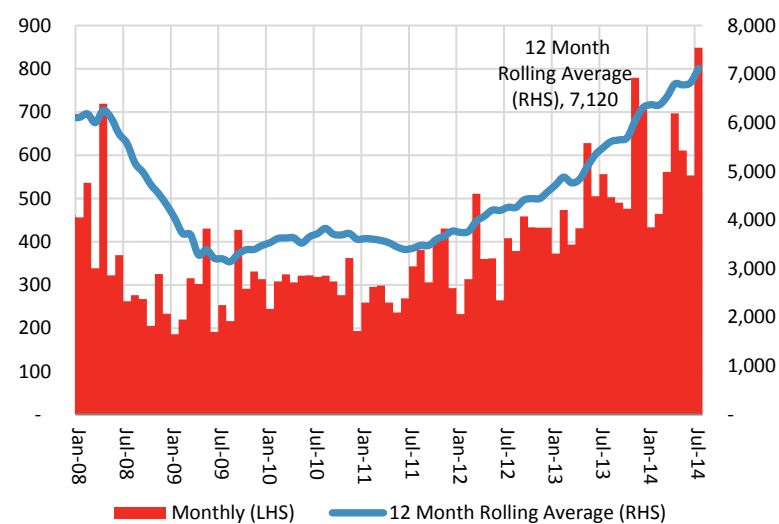
ANZ Truckometer - uses NZTA data as an indicator of national economic activity. The August 2014 heavy traffic index decreased 1.2% for the month, which, off the back of a 2.5% increase in July, suggests a modest GDP result for the quarter would be likely.
 Source: ANZ Truckometer (Data available 12th of the month)

Auckland Labour Force - Auckland employment in the June 2014 quarter totalled 749,000, up 2.9% on the previous year. Unemployment was 3.1% less than the previous year, totalling 49,400 in the June 2014 quarter. The Labour Force Participation Rate rose to 93.8% from 92.7% in March.
 Source: Statistics NZ Quarterly Labour Force Survey (Quarterly data)

Auckland Labour Force



Dwelling Consents Issued



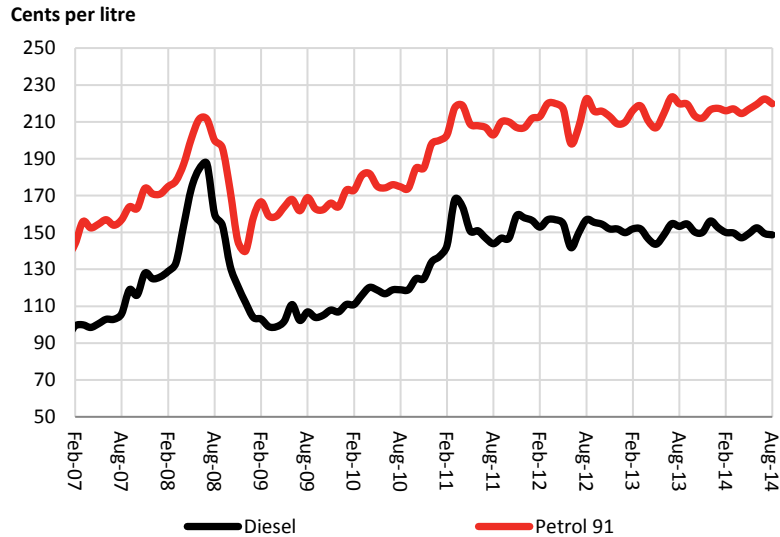
Dwelling Consents Issued - Have been increasing since mid-2011. The 12 month rolling average to July 2014 was 29.6% higher than the preceding 12 months. 849 building consents were issued in July 2014; 53.5% greater than the same month last year.
 Source: Statistics NZ

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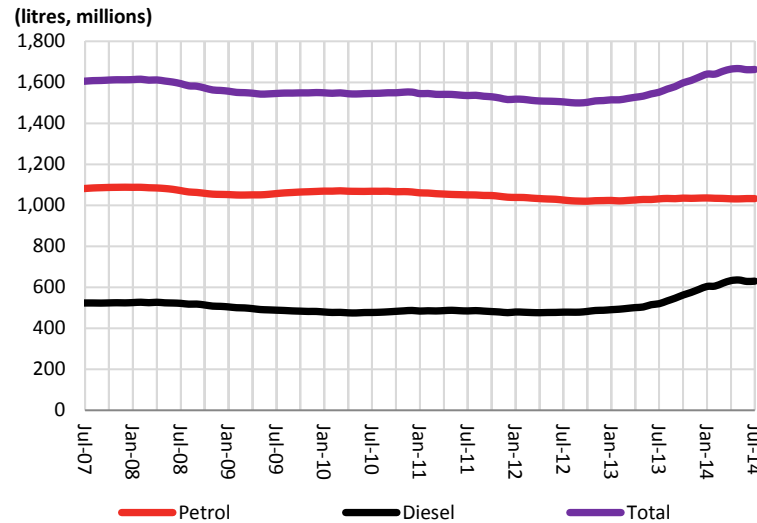


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

Monthly Fuel Prices



Auckland Fuel Sales 12 month rolling total

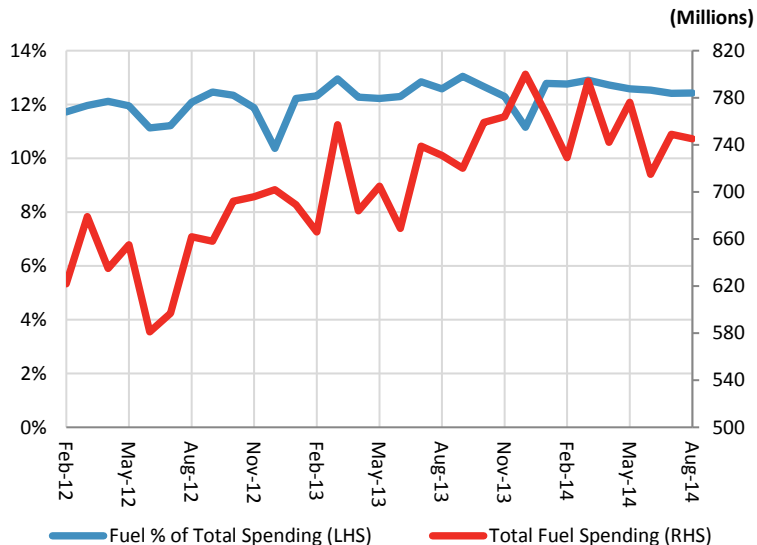


Fuel Prices - Average fuel prices fell in August 2014 when compared to the previous month; a 0.5% decrease for diesel and a 1.2% decrease for petrol. Compared to the same month last year, there is no change in the price of petrol, while diesel prices have fallen 3.0%
 Source: Ministry of Business, Employment and Innovation (Updated Weekly)

Auckland Fuel Sales - total fuel sales for the year to July 2014 were 7.1% higher than the previous year; largely mirroring strong increases in diesel sales since May 2013. Diesel sales have however levelled off in recent months.

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

Electronic Card Spending on Fuel



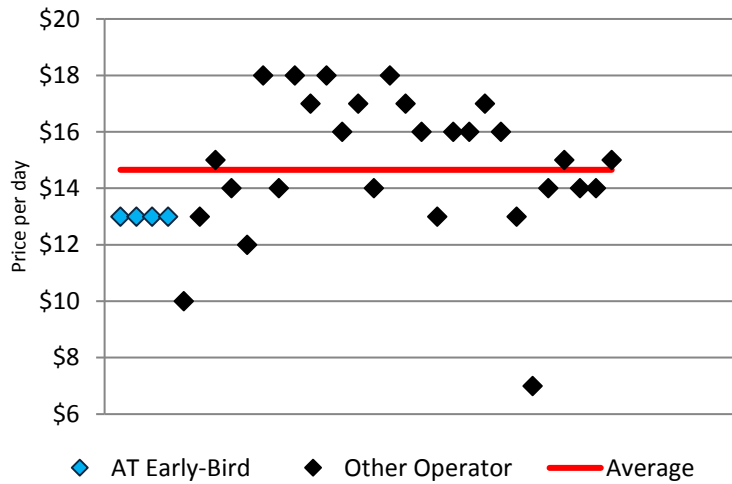
Card Spending on Fuel - Card spending on fuel decreased 0.5% in August 2014 compared to the previous month and was 1.9% higher than in August 2013. The proportion of total card spending spent on fuel remained relatively constant at 12.4% despite the 0.5% decrease in fuel spending, as total electronic card spending fell by a similar 0.6% in the month of August 2014.
 Source: Statistics NZ monthly Electronic Card Transactions

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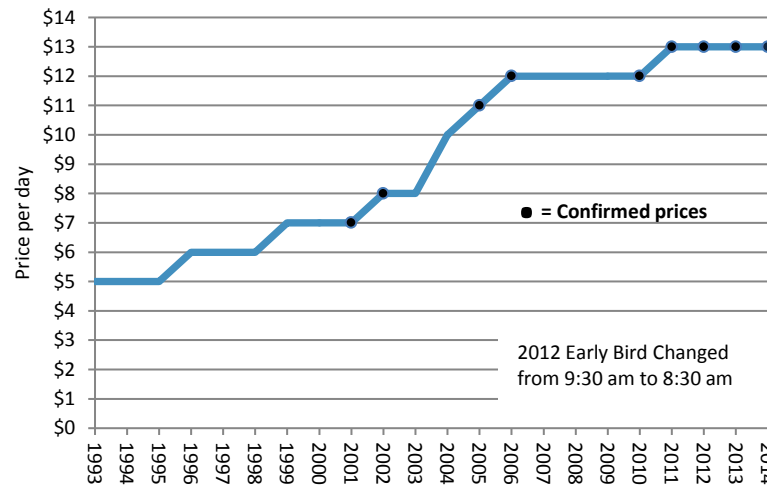


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

AT Early-Bird Parking Prices vs. Other CBD Parking



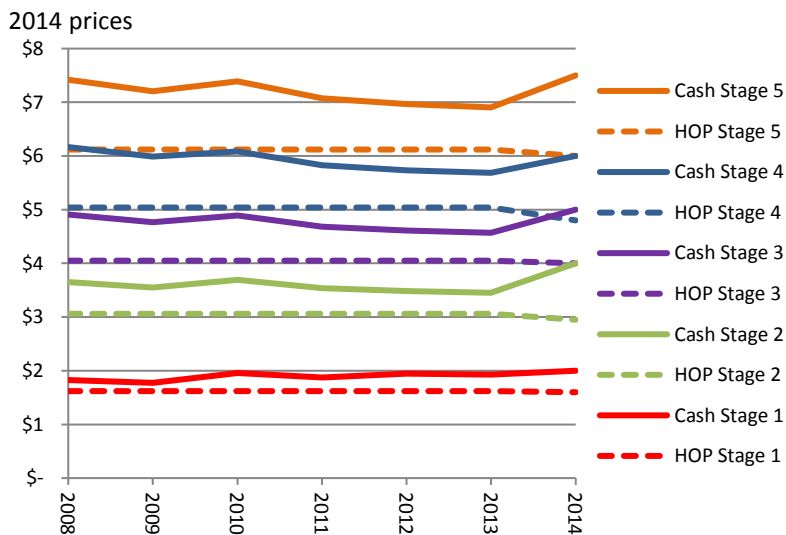
AT CBD Early-Bird Parking Price Per Day



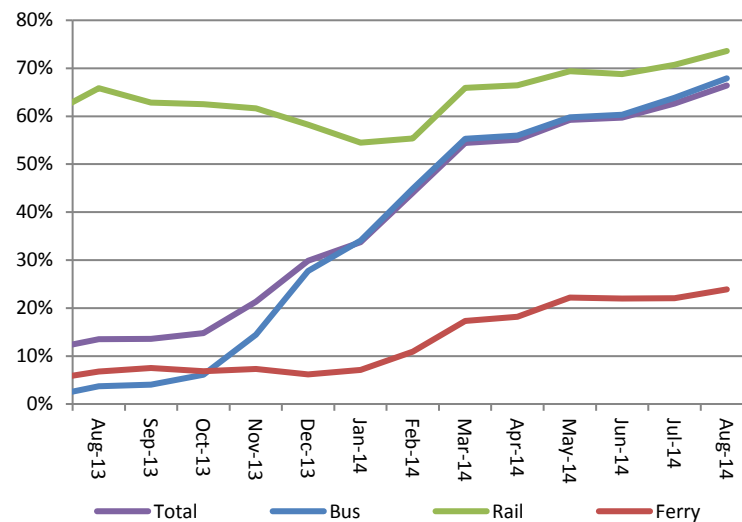
AT Earlybird Parking Price - in Civic, Downtown, Fanshawe St and Victoria St car park buildings. There has been no change in the price since 2011; however, in 2012 the conditions were changed with earlybird parking only available before 8:30am compared to previously being before 9:30am. The AT early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



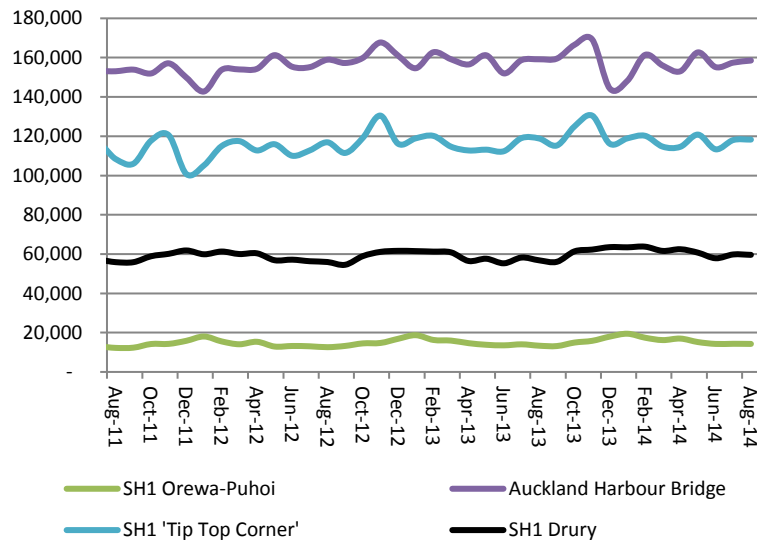
Trips Using AT HOP - 66.4% of all trips in August 2014 were made with AT HOP; up from 62.6% in July 2014. In August 2014, 67.9% of bus trips used AT HOP, 73.6% of train trips used AT HOP and 23.9% of ferry trips used AT HOP.

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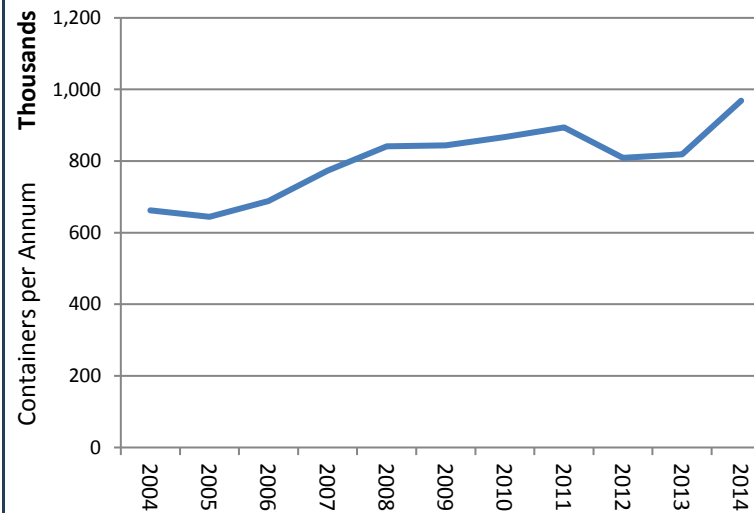


Monitor Trends Driving Transport Demands: Key Demand Indicators

State Highway Average Daily Traffic Volumes



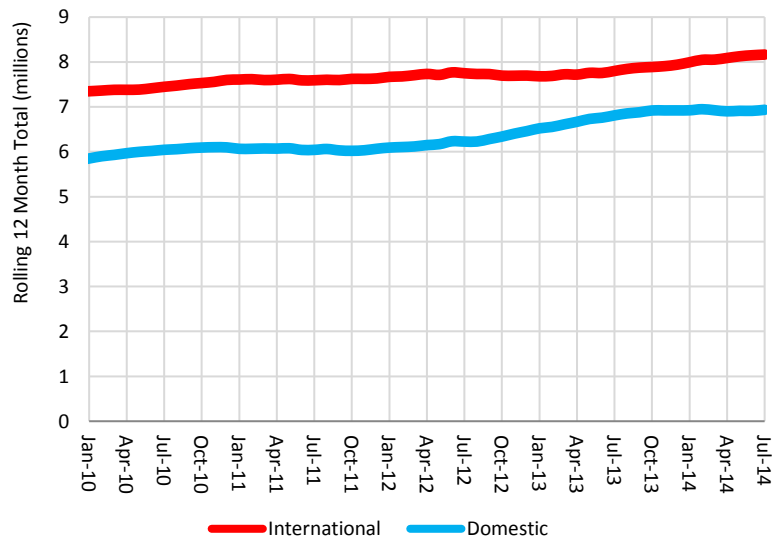
Port Freight Movements



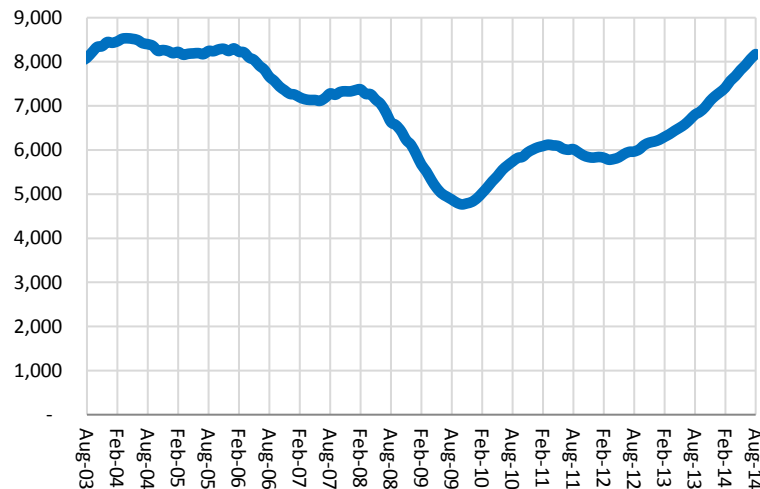
State Highway Traffic Volumes - shows the average daily traffic at key state highway locations. Compared to the same month last year, average daily traffic volumes for August 2014 were up 6.9% on SH1 at Orewa-Puhi and 4.9% on SH1 at Drury, while volumes were down 0.5% on SH1 at Tip Top Corner and 0.4% on the Harbour Bridge.
 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 July 2014, an increase of 3.3% on the year to June 2013. Total passenger movements in July 2014 were 3.0% higher than July 2013.
 Source: AIAL Monthly traffic report

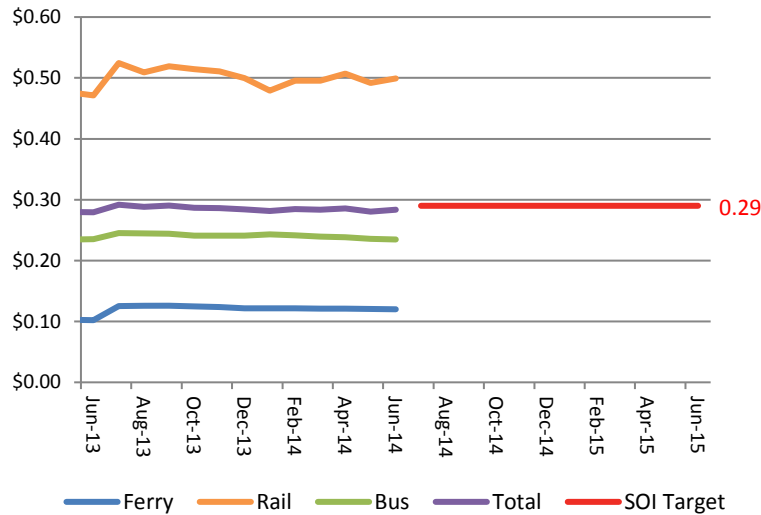
Auckland Car Registrations - Cars first registered to an Auckland postal code. There were 8,769 car registrations in August 2014, 17.9% higher than the same month last year. The 12 month rolling average is 20.2% higher than a year ago, reflecting a strong recovery in vehicle sales activity as economic conditions have improved.
 Source: NZTA Vehicle registration Centre

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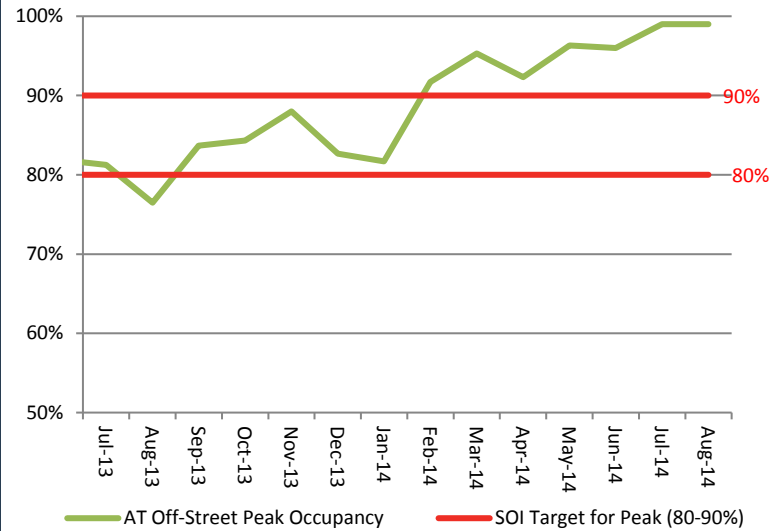


Monitor SOI Key Performance Indicators: Better Use of Resources to Maximise Return on Existing Assets

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 June 2014 was \$0.28.

Source: PT Ops

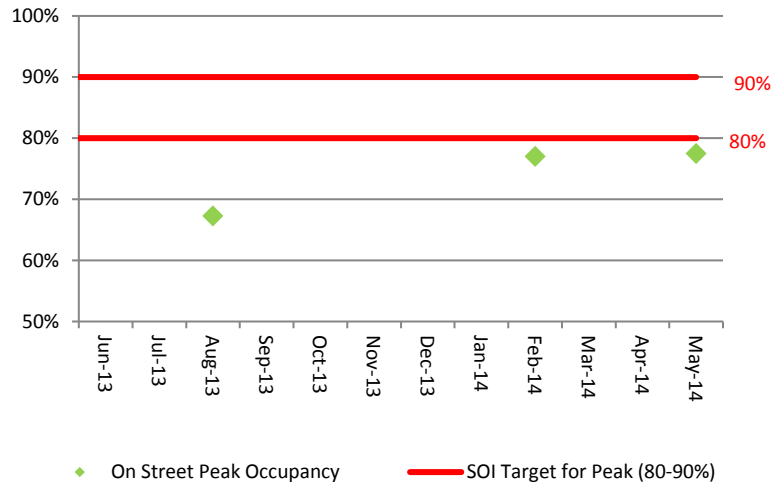
Off-street Parking - AT off-street car parks monitored are those at Civic, Downtown and Victoria Car Parking Buildings. In August 2014, peak occupancy was 99.0%, outside the SOI target range of 80-90% for 2014/15.

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. Results prior to 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 May 2014, peak occupancy increased marginally to 77.5%. No occupancy surveys have been undertaken in this current financial year, therefore, the graph details the target range for 2013/14. The target range for 2014/15 is between 70-90% and will be included once new survey results are available.

Source: AT Parking & Enforcement

On-street Peak Parking Occupancy Rates

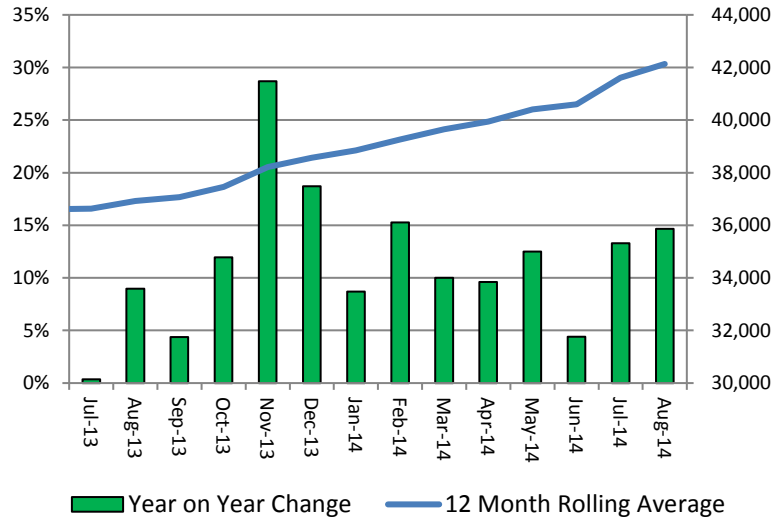


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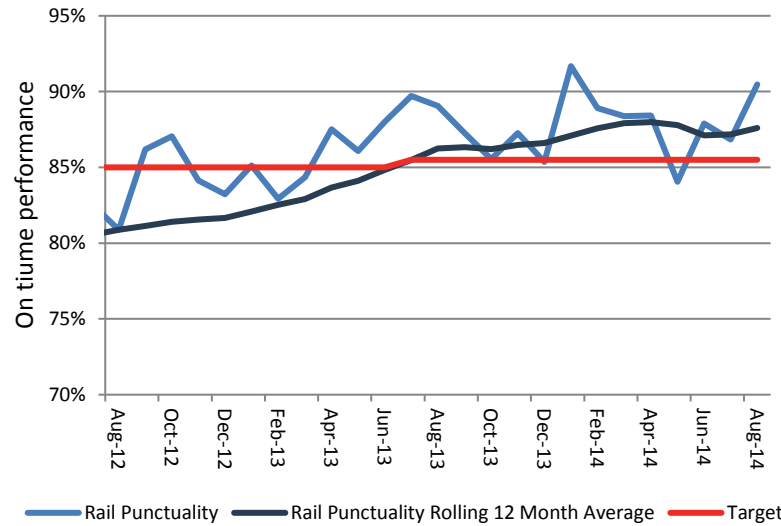


Capacity and Utilisation of the Transport Network: Public Transport

Rail Business Day Average



Rail Punctuality



Rail Business Day Average - The 12 month rolling average to July 2014 was 41,610; an increase of 13.3% on the previous year.

Source: AT PT Ops

Rail Punctuality - Service punctuality in August 2014 was 90.5% above the target of 85.5%, compared to the average for the 12 months to August 2014 of 87.8%.

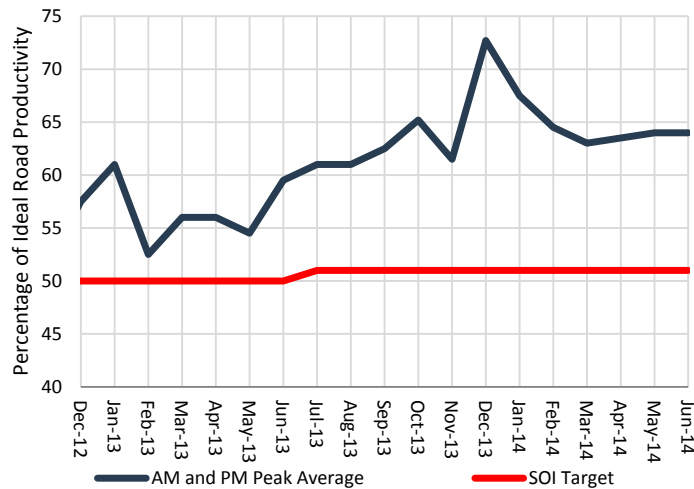
Source: AT PT Ops / operator returns

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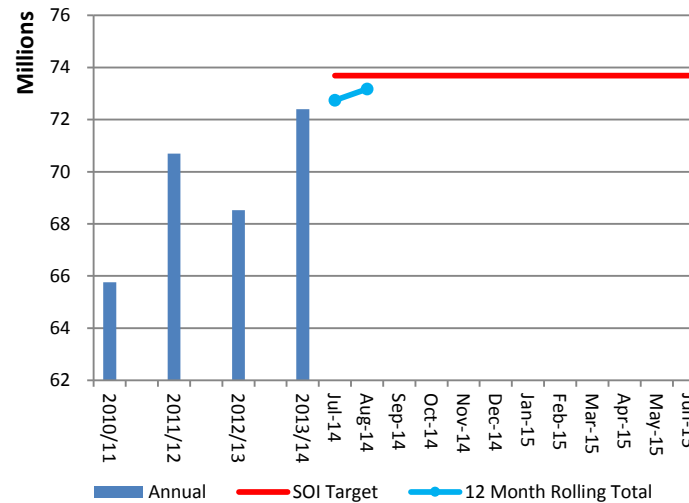


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

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 June 2014, peak period productivity averaged 64.0%, up from 59.5% in June 2013. July and August 2014 results are not yet available.

Source: AT Services

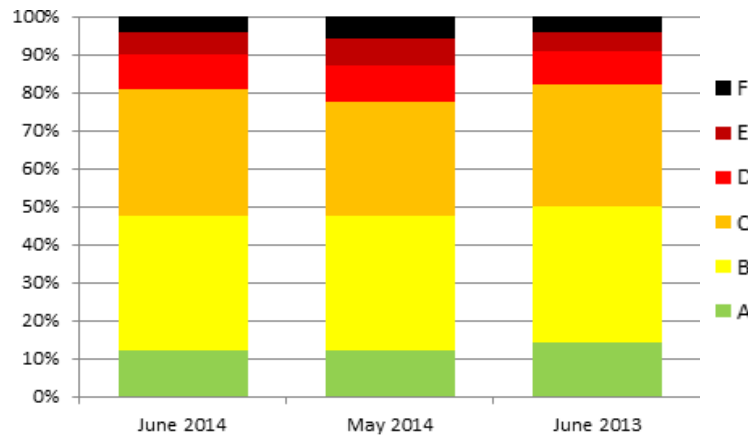
Arterial Road Level of Service - Arterial road level of service is measured by average speed as a % of the posted speed limit for AT's arterial roads, and categorised as follows:

- 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 June 2014, 19% of the network was congested; this represents a reduction from the previous month (22%) and a slight increase from the previous year (18%). July and August 2014 results are not yet available.

Source: AT Services

AM Peak Arterial Road Level of Service



Public Transport - Auckland public transport patronage totalled 73,174,770 passengers for the 12 months to August 2014, an increase of +0.6% on the 12 months to July 2014 and +6.6% on the 12 months to August 2013. August monthly patronage was 6,934,914, an increase of 434,383 boardings or +6.7% on August 2013, normalised to ~ +9.3% accounting for additional special event patronage, one less business day and one more weekend day in August 2014 compared to August 2013. Year to date patronage has grown by +6.3%.

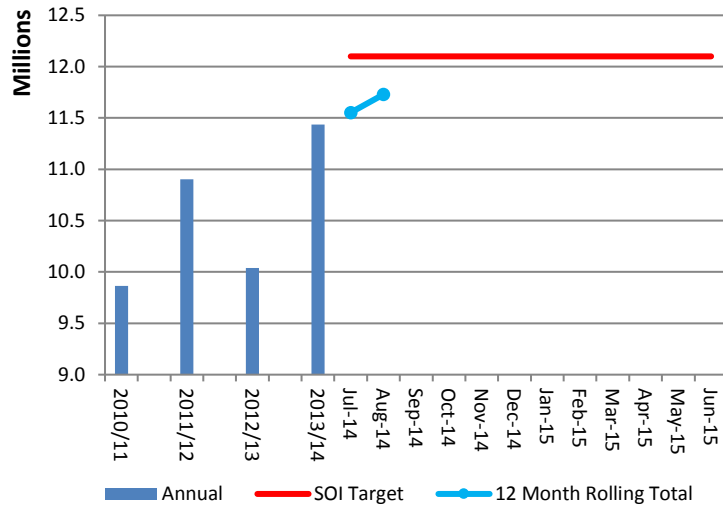
Source: AT PT Ops / operator returns

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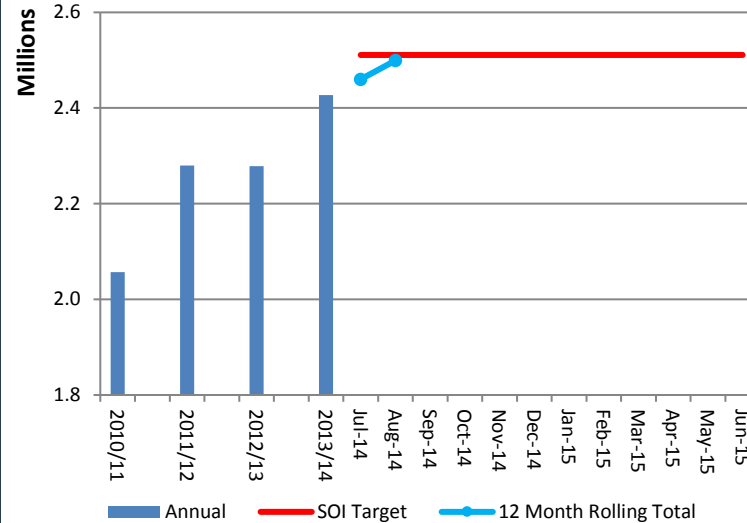


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

Annual Rail Patronage



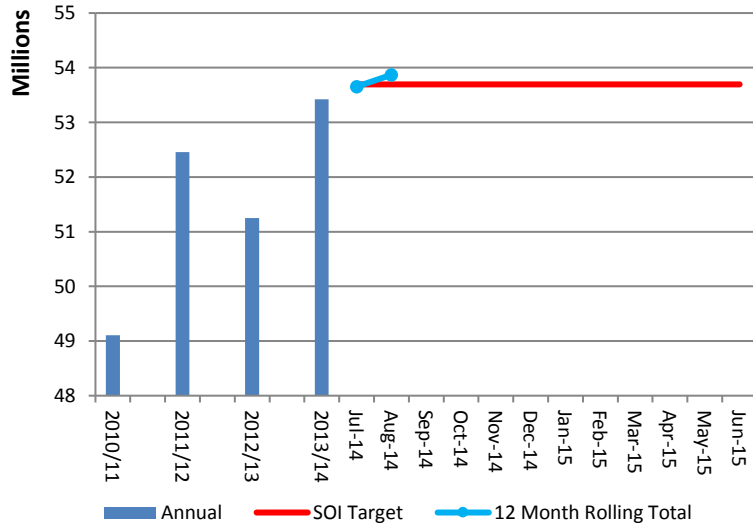
Annual Northern Express Bus Patronage



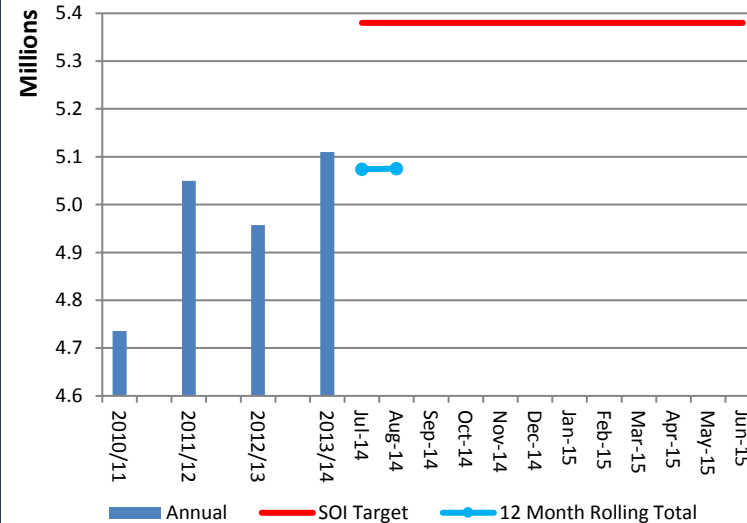
Rail Trips - Rail patronage totalled 11,729,130 passengers for the 12 months to August 2014, an increase of +1.5% on the 12 months to July 2014 and +16.0% on the 12 months to August 2013. Patronage for August 2014 was 1,181,117, an increase of 176,487 boardings or +17.6% on August 2013, normalised to ~ +19.0%. Year to date rail patronage has grown by +14.9%.
Source: AT PT Ops / operator returns

Northern Express - The Northern Express bus service carried 2,499,332 passenger trips for the 12 months to August 2014, an increase of +1.6% on the 12 months to July 2014 and +9.7% on the 12 months to August 2013. Northern Express patronage for August 2014 was 253,328, an increase of 39,155 boardings or +18.3% on August 2013, normalised to ~ +19.9%. Year to date Northern Express patronage has grown by +17.5%.
Source: AT PT Ops / operator returns

Annual Bus Patronage (excl. NEX)



Annual Ferry Patronage



Bus (excl. Northern Express) - Bus services excluding Northern Express carried 53,870,990 passenger trips for the 12 months to August 2014, an increase of +0.4% on the 12 months to July 2014 and +5.2% on the 12 months to August 2013. Bus services excluding Northern Express patronage for August 2014 was 5,119,656, an increase of 217,396 boardings or +4.4% on August 2013, normalised to ~ +7.4%. Year to date bus services excluding Northern Express patronage has grown by +4.8%.
Source: AT PT Ops / operator returns

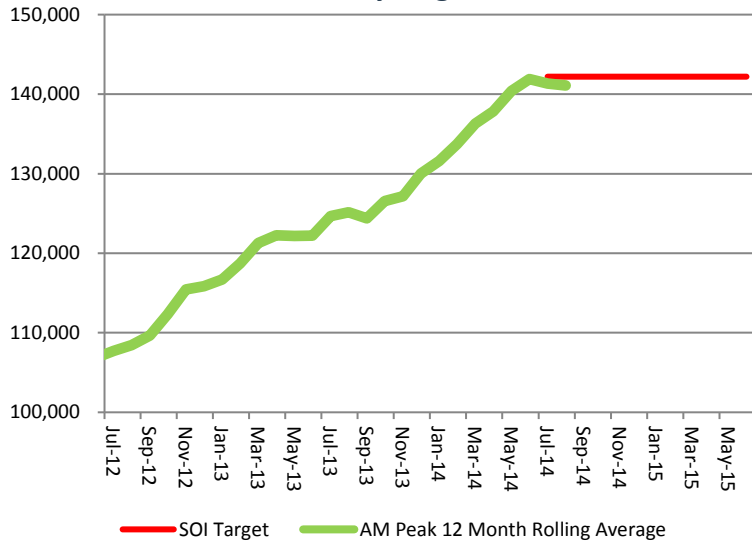
Ferry Trips - Ferry services carried 5,075,318 passenger trips for the 12 months to August 2014, no change on the 12 months to August 2014 and an increase +1.4% on the 12 months to August 2013. Ferry patronage for August 2014 was 380,813, an increase of 1,345 boardings or +0.4% on August 2013, normalised to ~ +2.0% (no special events). Year to date ferry patronage has decreased by -4.4%.
Source: AT PT Ops / operator returns

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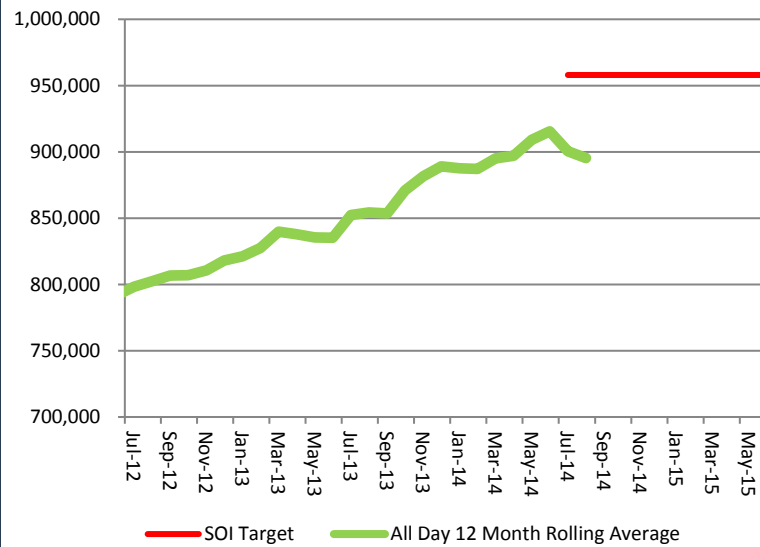


Monitor SOI Key Performance Indicators: Increased Access to a Wider Range of Transport Choices

AM Peak Cycling Counts



All Day Cycling Counts



Cycling Counts - AT counts cyclists at 9 key sites around the region. The total number of cyclist movements in August 2014 was 58,811. Morning peak movements were 2.5% less compared to August 2013. A total of 895,468 cycle trips were recorded for the year to August 2014, this is an increase of 4.8% on the 12 months to August 2013.

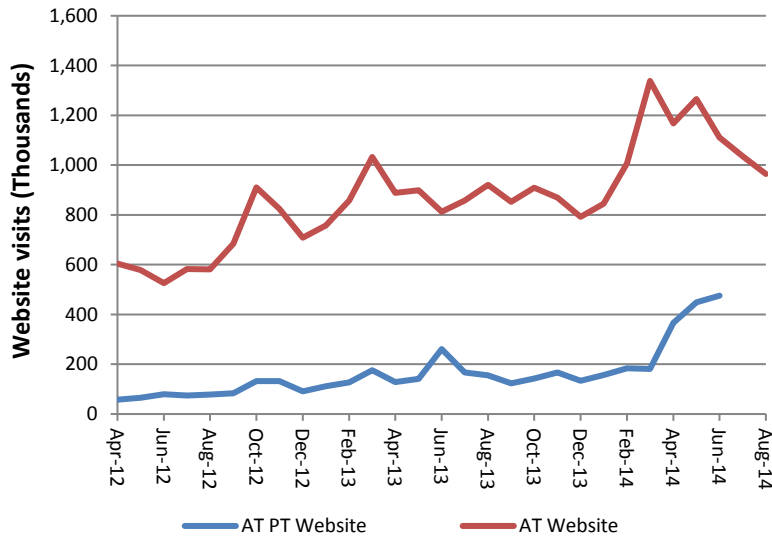
Source: AT Community Transport (reported 10th of the Month)

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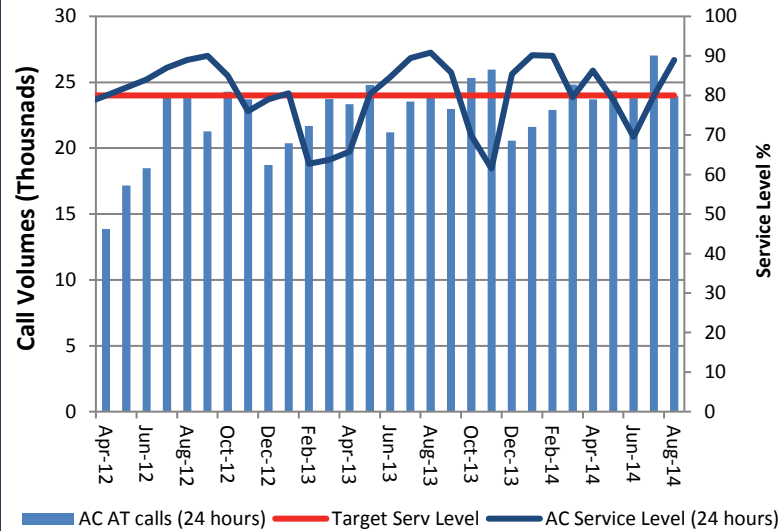


Key Performance Indicators: Customer Contact

Volume of website visits



Auckland Transport Call Centre: Incoming calls

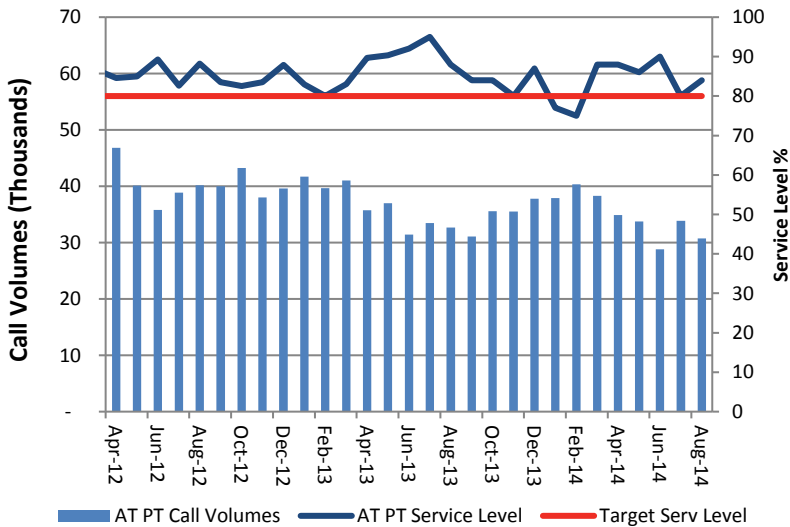


Volume of website visits - As from June 30 2014 the AT PT (ex-MAXX) website was consolidated into the AT.govt.nz website. There was a 7% decrease in visits to the Auckland Transport website in August 2014 compared to the previous month. There were 321,297 visits via a mobile or tablet in August 2014; a 25% decrease compared to July 2014.

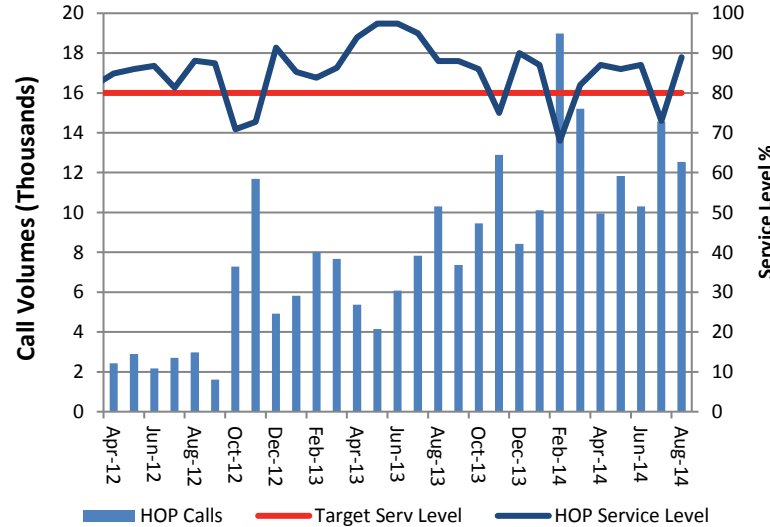
AT Specialist Team Call Centre - In August 2014 there was an 11% decrease in call volumes and an 11% increase in service level compared to the previous month.

AT Public Transport Call Centre - In August 2014 call volumes at the Public Transport call centre decreased 9% compared to the previous month and have also decreased 6% compared to the same period last year. The Public Transport call centre service level increased compared to the previous month from 80% to 84%. AT HOP calls decreased by 14% compared to last month. The service level was 89%; a 22% increase from the July 2014 result.

Public Transport Call Centre Volumes & Service Level



AT HOP Call Volumes & Service Level

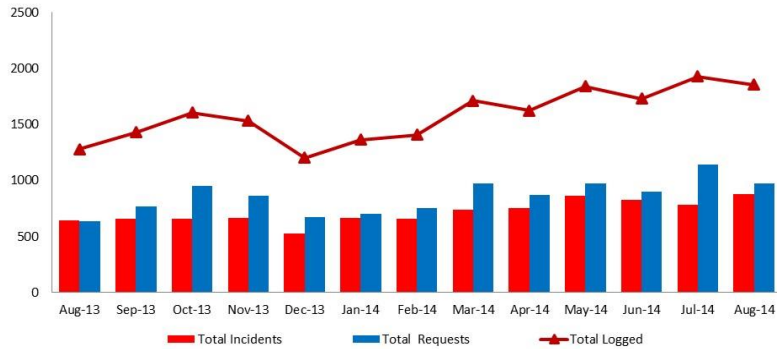


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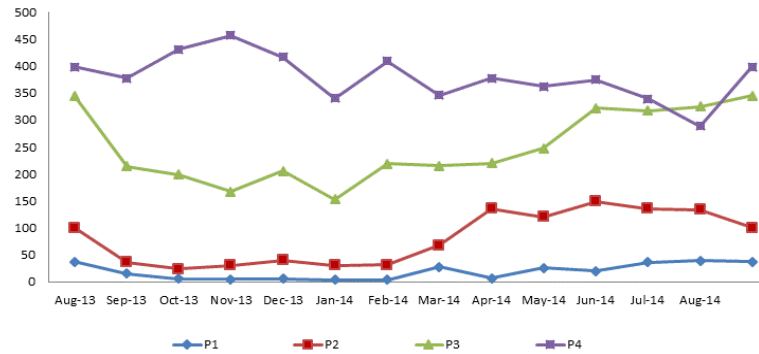


Business Technology Indicators: Service Desk

Total tickets logged

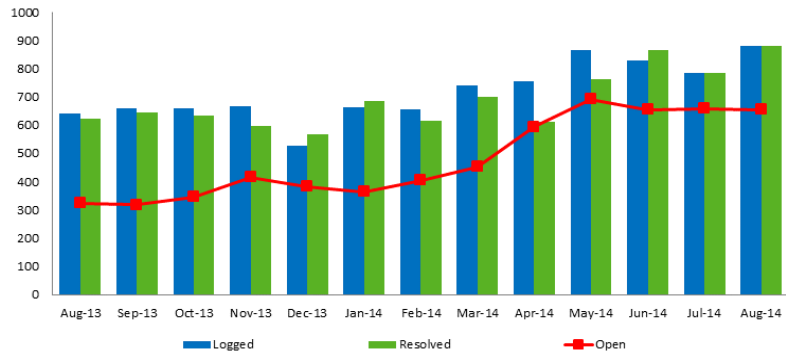


Incidents logged

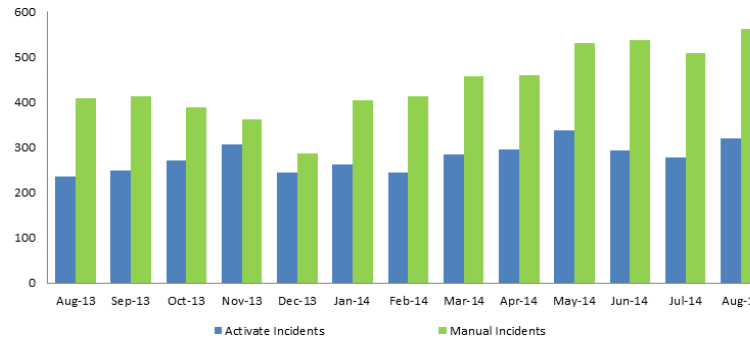


Total tickets logged - The total volume of incidents this month increased by 100 tickets over July's count and we can see this increase was in the P3 and P4 space. P2s were reduced to 100 tickets in August, a volume not seen since prior to the go-live of Parking and Facilities calls (where the default priority for incidents is a P2), and 37 P1s were logged again in August - 31 were unique, and the other 6 were child records. Of the 31 P1s, 10 of them were Major Incidents. Line of Business Application was the most popular classification of Incident logged with 535 incidents. Of those, 188 were assigned to the Online Apps team, the remaining incidents were spread across 19 other groups with far less incidents each.

Requests logged vs open



Activate / Manual tickets logged

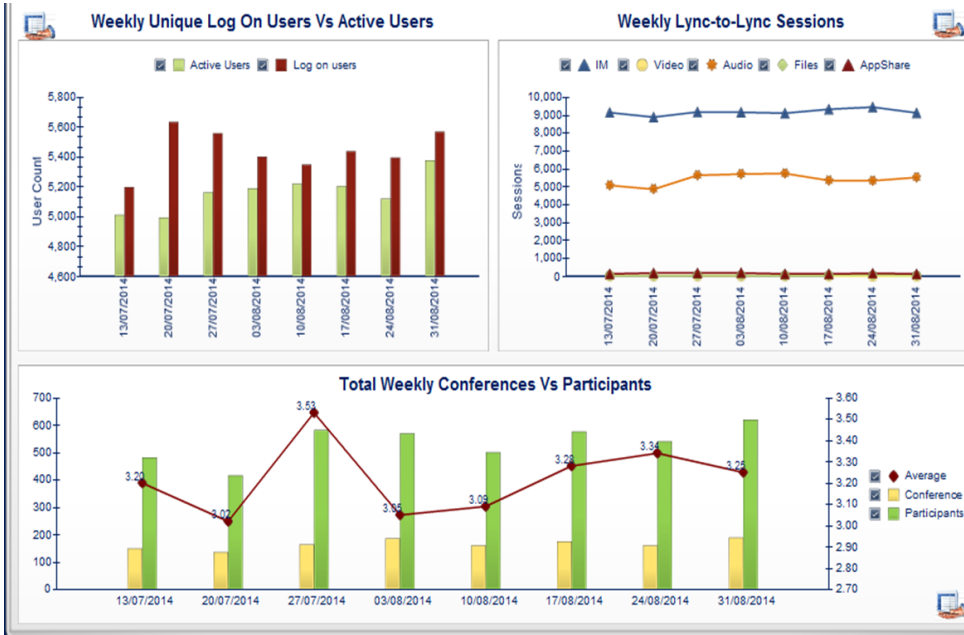


Activate/Manual tickets logged - This graph shows the split of incidents logged via the Activate toolset, and via manual methods (i.e. phone / email). The increase in the number of manual incidents logged is greater than the number of Activate incidents logged, however users will most often want to talk to someone when raising an issue, versus a Service Request which is often seen as 'non urgent'.

Incidents logged - The number of P4 incidents logged reduced from 339 in June to 288 in July. It should be noted that CCTV / Facilities type incidents continue to be logged at a potentially questionable priority at the request of the business.

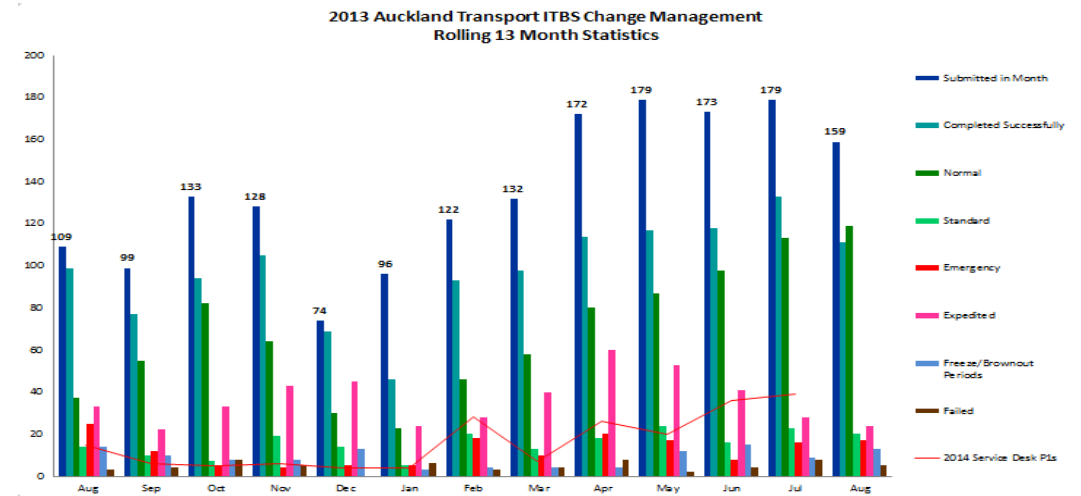
Requests logged vs open - 783 incidents were resolved and 786 incidents were logged. The Applications team had 752 open tickets in July and 218 resolved tickets (vs increased throughput in June of 328).

Lync Dashboard



- Above dashboard shows weekly data from 06/07/2014 to 31/08/2014
- 43,321 users logged on Lync in the last 60 days, 1% increased compare to the result from the previous month, and 95% are active users.
- An average of 14,785 lync-to-lync sessions per week in the last 8 weeks, similar to the result from the previous month.
- 62% of users use instant messaging in lync. • Around 167 conferences per week in average, dropped 1% compare to the result from the previous month, each conference has 3.22 participants in average.
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Change Management



- The monthly submitted change has reduced, with 159 submitted in August 2014 a 46%, increase in volumes from August 2013, with 70% of the changes implemented in August being successful.
- The upward trend in the number of changes meeting the Normal Lead Times continues to grow, which mean more changes are being assessed in the Weekly TAB Meetings.
- There has been a downward trend in fast tracked (Emergency & Expedited) Changes, however these have increased in August.
- 26% of the changes were fast tracked changes, a 29% decrease since August 2013.
- 11% were Emergency Changes, with the majority being fixes to resolve known incidents.
- This is a 6% increase from the previous month and a 32% decrease since August 2013.
- The very pleasing downward trend of Expedited Changes continues, with 15% of the total being Expedited Changes for various Projects.
- This is a 14% decrease from the previous month and a 27% decrease since August 2013.
- 3% of the changes in August Failed. This is a 37.5% decrease since the previous month and a 67% increase since 2013. These were due to resourcing, Cluster Node & Network connectivity issues.

Website performance

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



Availability - 97.36%
(01-Aug-2014 to 31-Aug-2014)

Total Days	31 days
Full Failure	1,178.1 mins
Partial Failure	6,759.9 mins

Site Availability

Auckland Transport AT.govt.nz (MyAT) Analysis



Availability - 99.39%
(01-Aug-2014 to 31-Aug-2014)

Total Days	31 days
Full Failure	270.9 mins
Partial Failure	807.4 mins

Site Availability

Auckland Transport Feedback Analysis



Availability - 97.12%
(01-Aug-2014 to 31-Aug-2014)

Total Days	31 days
Full Failure	1,284.1 mins
Partial Failure	159.0 mins

Site Availability

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



Availability - 99.94%
(01-Aug-2014 to 31-Aug-2014)

Total Days	31 days
Full Failure	25.1 mins
Partial Failure	1,869.8 mins

Site Availability

