

Monthly Transport Indicators

Recommendation

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 December report are available.

Economic Activity

- There were 630 building consents issued in December 2014; 10.5% less than the same month last year. The 12 month rolling average to December 2014 was 20.4% higher than the preceding 12 months.
- Average fuel prices fell in December 2014 when compared to the previous month; 8.5% decrease for diesel and 5.9% decrease for petrol. This trend continued in January 2015 with a further 14.6% decrease for diesel and 10.3% for petrol.
- Total Auckland fuel sales for the year to November 2014 were 1.1% higher than the previous year. Diesel sales for November 2014 were 19% lower than November 2013; Petrol sales were 1.2% higher. Data for December and January was not available at the time of publication.
- The January 2015 heavy traffic index increased 0.9% for the month, adding to a 3.4% increase in December 2014.

Auckland Traffic

Arterial peak productivity averaged 54%% in January 2015; up from 53% in December 2014 and up from 36.8% in January 2014. In January 2015 13% of the network was congested; the same as December 2014 but an increase over the 8% experienced in January 2014.

Public Transport

Auckland public transport patronage totalled 76,480,955 passenger trips for the 12 months to January 2015; an increase of +0.9% on the 12 months to December 2014 and +9.4% on the 12 months to January 2014. January monthly patronage was 5,328,782; an increase of 681,860 boardings or +14.7% on January 2014, normalised to ~ +14.1% accounting for only special event patronage, as there were the same number of business and weekend days in January 2015 compared to January 2014. Financial year to date patronage has grown by +10.3%.

For rail, service punctuality in January 2015 was 82.8%%, compared to the average for the 12 months to January 2015 of 87.5%.

57.2% of all trips in January 2015 were made with AT HOP; down from 59.2% in December 2014. In January 2015, 62.1% of bus trips used AT HOP, 63.4% of train trips, and 15.8% 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 January 2015 was 86.6% – within the SOI target range of 80-90% for 2014/15.

Cycling

There has been an increase in cyclist movements in January 2015 when compared to January 2014 of 16.4%. A total of 895,586 cycle trips were recorded for the year of February 2014 to January 2015; an increase of 0.89% on the previous year. Morning peak movements increased by 18.9% when compared to November last year.

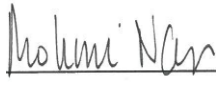


Customer Satisfaction

Overall satisfaction with PT services has improved by 3% compared to December 2013 with 4% improvements for both Bus and Train Services. Satisfaction with roads and footpaths in the region has also improved by 3% compared to December 2013.

Attachments

Number	Description
1	Monthly Transport Indicators Report: January 2014

Document ownership

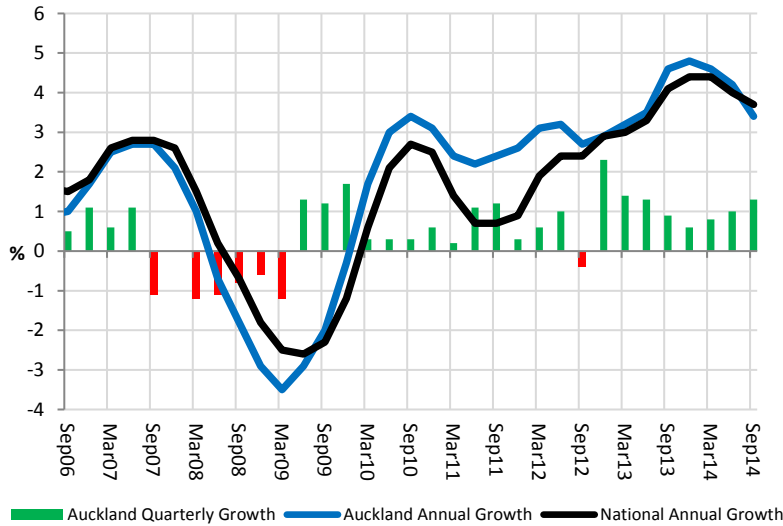
Submitted by	Mohini Nair Manager, Strategic Transport Planning	
Recommended by	Peter Clark General Manager, Strategy and Planning	
Approved for submission	David Warburton Chief Executive	

Attachment 1 - Auckland Transport - Transport Indicators January 2015

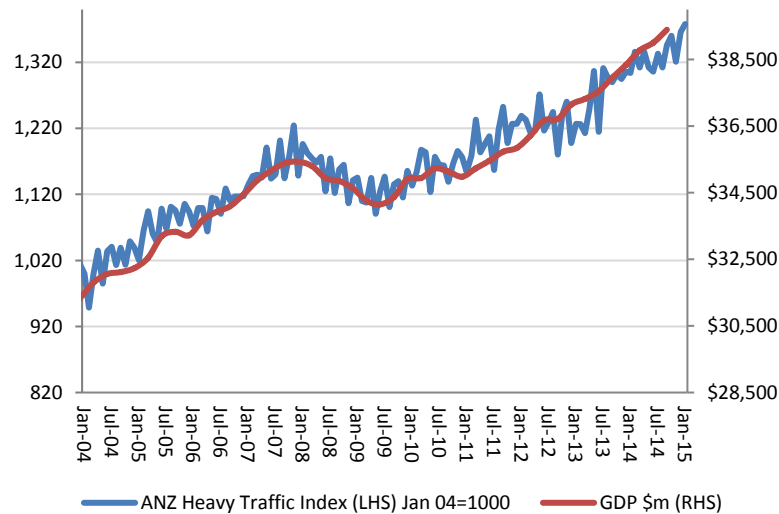


Monitor Trends Driving Transport Demands: Economic Indicators

Auckland Economic Activity



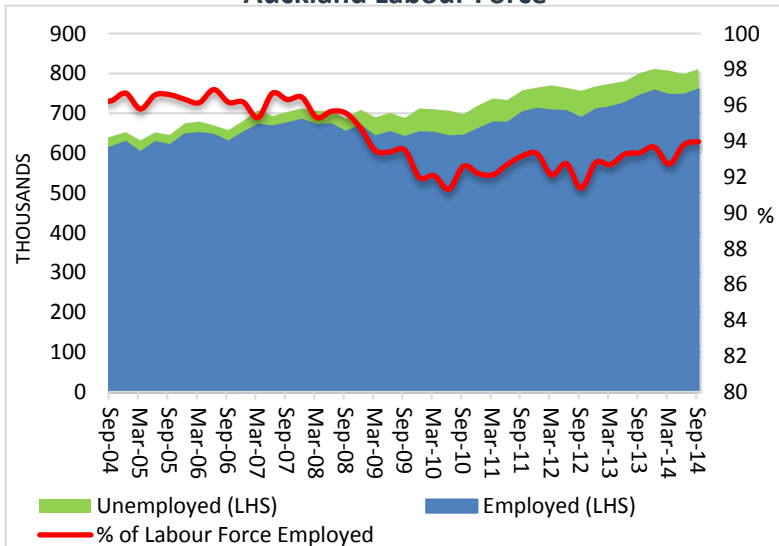
ANZ Truckometer



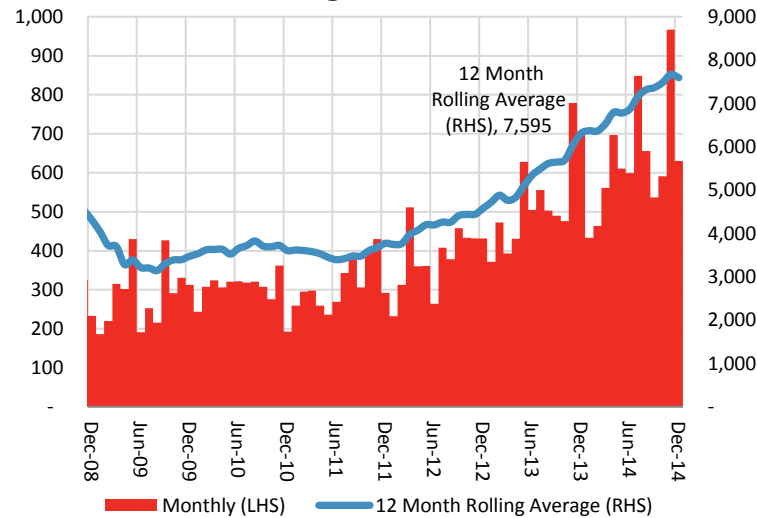
Auckland Economic Activity - economic activity increased 1.3% in the September 2014 quarter; the eighth consecutive quarterly rise. The year-on-year growth rate for Auckland was 3.4% and New Zealand was 3.7%.
 Source: ANZ Regional Trends: Auckland (Quarterly data)

ANZ Truckometer - uses NZTA data as an indicator of national economic activity. The January 2014 heavy traffic index increased 0.9% for the month adding to the increase of 3.4% in December.
 Source: ANZ Truckometer (Data available 12th of the month)

Auckland Labour Force



Dwelling Consents Issued



Auckland Labour Force - Auckland employment in the September 2014 quarter totalled 762,100, up 2% on the previous year. Unemployment was 8.4% less than the previous year, totalling 48,800 in the September 2014 quarter. The Labour Force Participation Rate rose to 94%.
 Source: Statistics NZ Quarterly Labour Force Survey (Quarterly data)

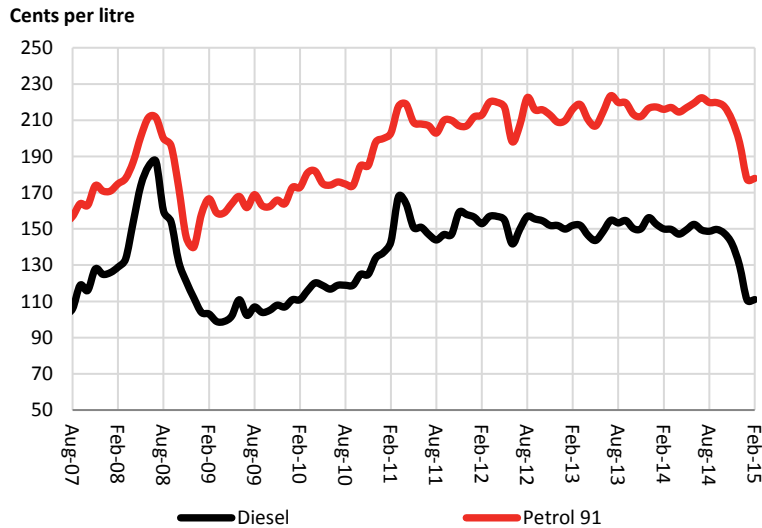
Dwelling Consents Issued - 630 consents were issued in December 2014 10.5% less than the same month last year. The 12 month rolling average to December 2014 was 20.4% higher than the preceding 12 months.
 Source: Statistics NZ

Auckland Transport - Transport Indicators Report January 2015

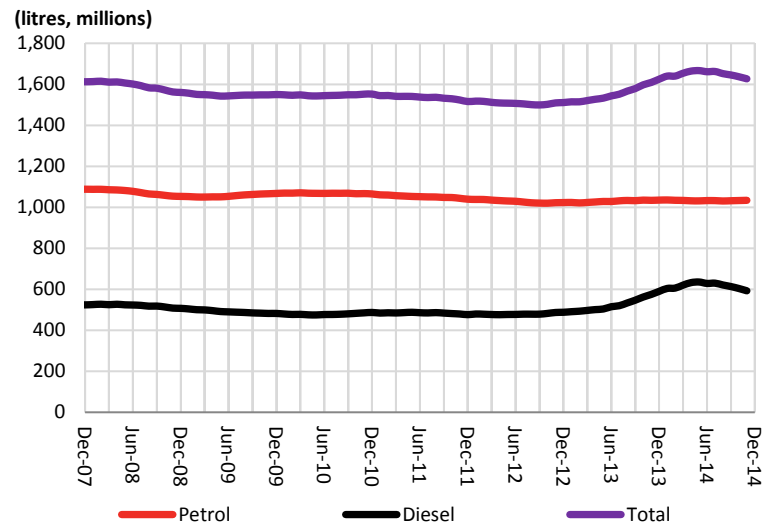


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

Monthly Fuel Prices



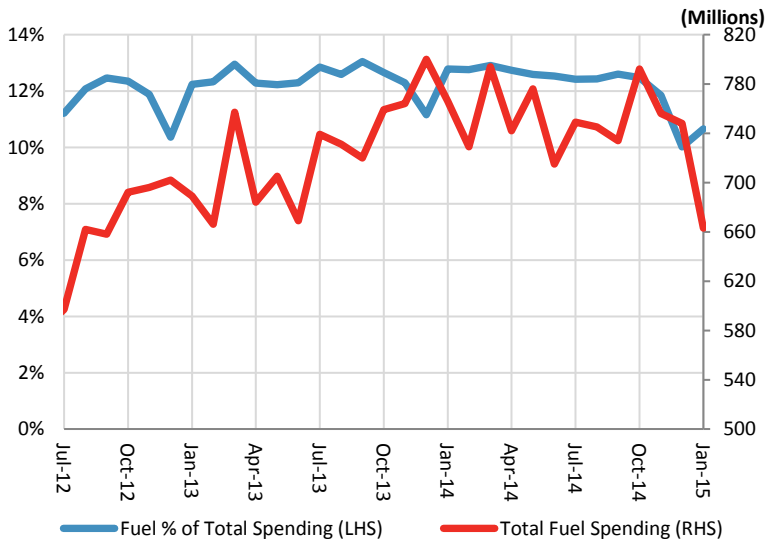
Auckland Fuel Sales 12 month rolling total



Fuel Prices - the average fuel price fell in December (8.5% for diesel and 5.9% for petrol) and January 2014 (14.6% for diesel and 10.3% for petrol). Fuel prices have begun to rise again in February
 Source: Ministry of Business, Employment and Innovation (Updated Weekly)

Auckland Fuel Sales - total fuel sales for the year to November 2014 were 1.1% higher than the previous year. Diesel sales in November 2014 were 19% lower than November 2013. Petrol; sales in November 2014 were 1.2% higher than November 2013. Lower fuel prices in December should translate to more sales in December once the data is available.
 Source: Auckland Council Fuel Tax returns (Data available 1 month following)

Electronic Card Spending on Fuel



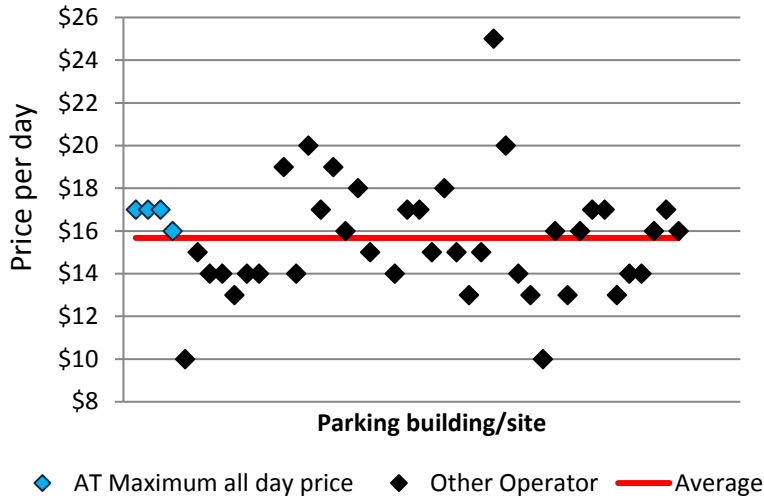
Card Spending on Fuel - Card spending on fuel decreased 11.4% in January 2015 compared to December and was 13.4% lower than in January 2014 reflecting lower fuel prices. The proportion of total card spending spent on fuel remained lower than usual at 10.7% reflecting the lower fuel prices.
 Source: Statistics NZ monthly Electronic Card Transactions

Auckland Transport - Transport Indicators Report January 2015

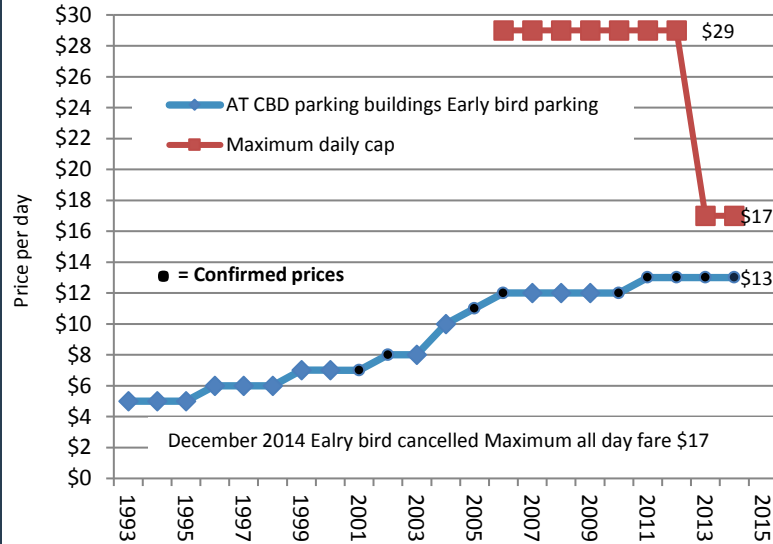


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

AT parking buildings daily cap parking prices vs. Other CBD Parking Buildings Early bird prices



AT CBD Parking Early-Bird/Maximum daily price

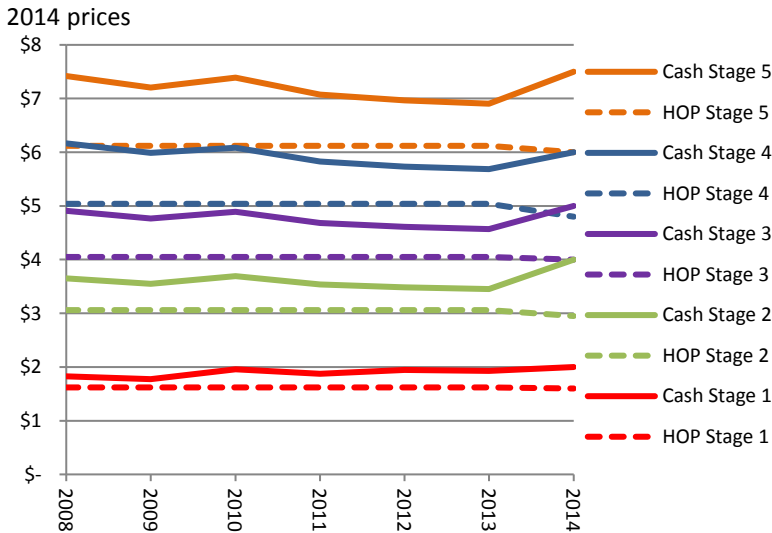


AT Parking Prices - in Civic (828 spaces), Downtown (890 spaces), Fanshawe (509 spaces) and Victoria St (850 spaces) car park buildings. The Early Bird price option was removed 1st December 2014 from the CBD AT car parks of Downtown, Victoria st, Civic and Fanshawe st. The CBD is defined as the area bounded by the motorways

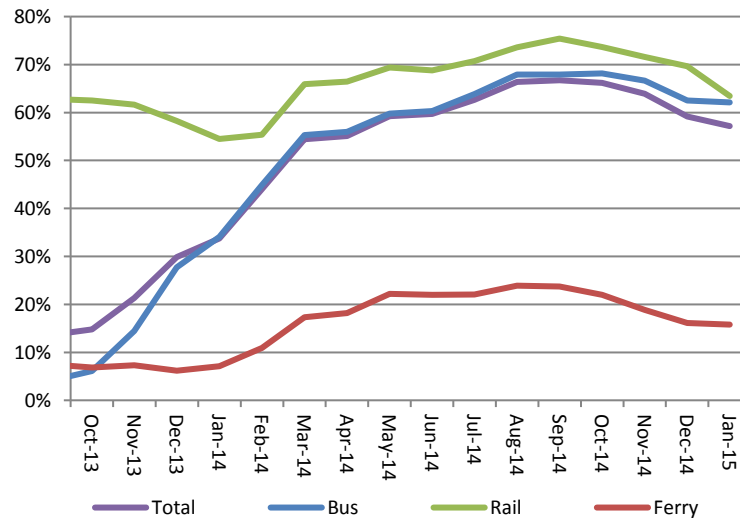
Public Transport Fares - Change in the 1-5 stage bus cash fares in 2014 prices over time. In July 2014 cash prices increased while HOP fares decreased. (Nominal fares are adjusted based on CPI index to provide their relative cost in real terms)

Trips Using AT HOP - 57.2% of all trips in January 2015 were made with AT HOP; down from 59.2% in December 2014. In January 2015, 62.1% of bus trips used AT HOP, 63.4% of train trips used AT HOP and 15.8% of ferry trips used AT HOP. The summer period has a reduction in commuters and an increase in casual cash fare passengers.

Bus Adult AT HOP and Real Cash Fares 2008-2014



Percentage of Trips using AT HOP

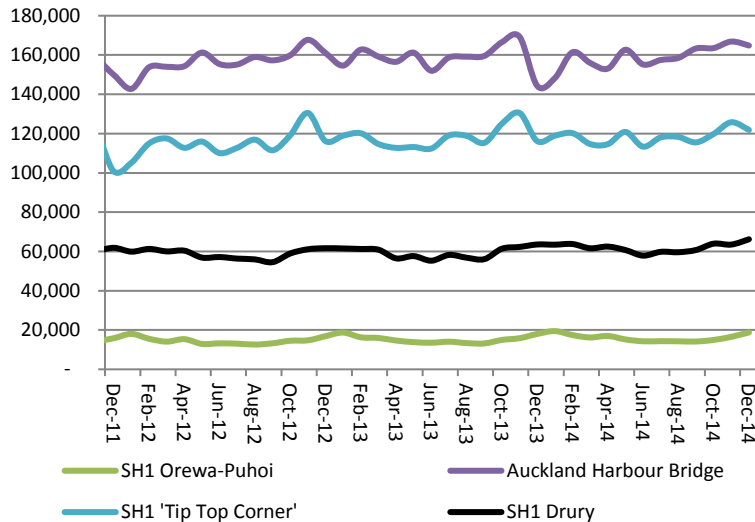


Auckland Transport - Transport Indicators Report January 2015

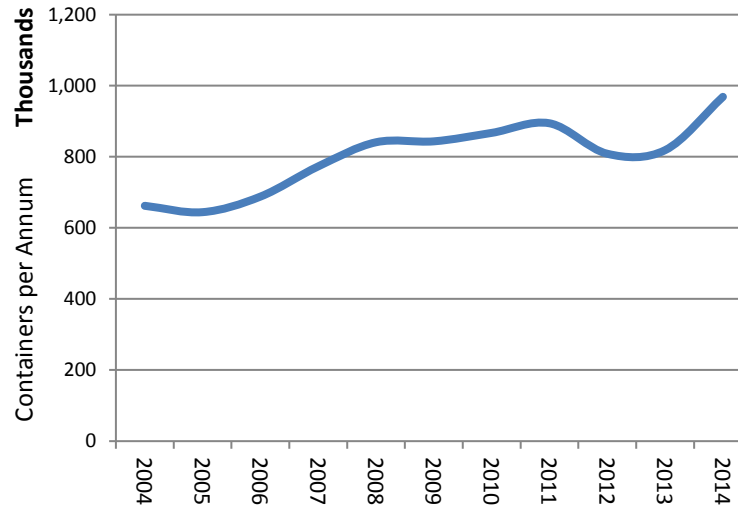


Monitor Trends Driving Transport Demands: Key Demand Indicators

State Highway Average Daily Traffic Volumes



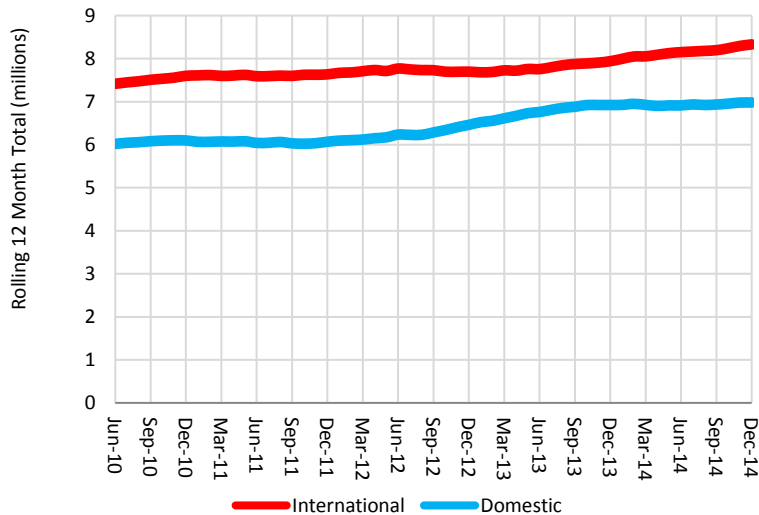
Port Freight Movements



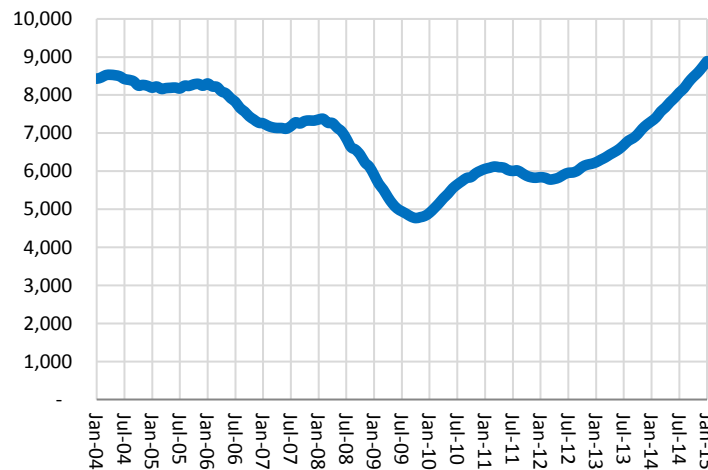
State Highway Traffic Volumes - shows the average daily traffic at key state highway locations. Compared to the same month last year, average daily traffic volumes for December 2014 were up 4.2% on SH1 at Drury, volumes were up 4.9% on SH1 at Tip Top Corner and 14.2% on the Harbour Bridge. SH1 at Orewa-Puhoi was up by 4.3% on December 2013.
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 15.3 million passenger movements were recorded through Auckland airport in the year to December 2014, an increase of 2.6% on the year to December 2013. Total passenger movements in December 2014 were 2.6% higher than December 2013.
Source: AIAL Monthly traffic report

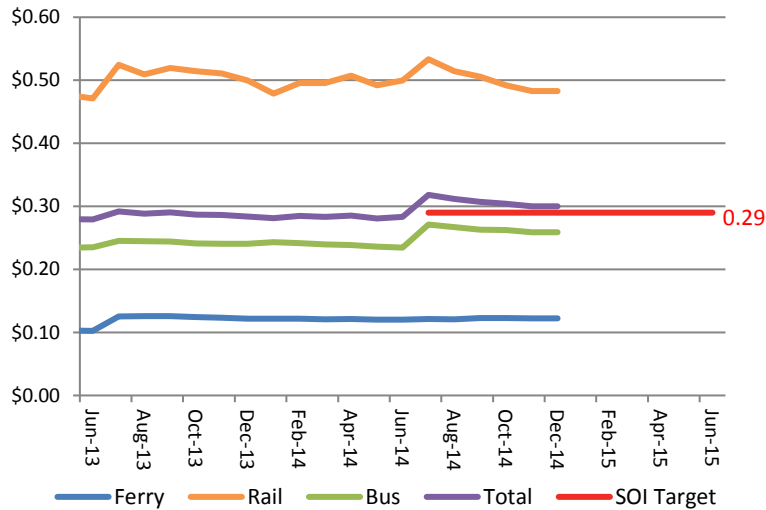
Auckland Car Registrations - Cars first registered to an Auckland postal code. There were 9,483 car registrations in December 2014 22.4% higher than last December and 10,555 car registrations in January 21.7% higher than January 2014. The 12 month rolling average was 20.9% higher Dec and 21.6% Jan than a year ago, reflecting a strong recovery in vehicle sales activity as economic conditions have improved. This rate of growth is not sustainable and is likely to level off in 2015

Auckland Transport - Transport Indicators Report January 2015

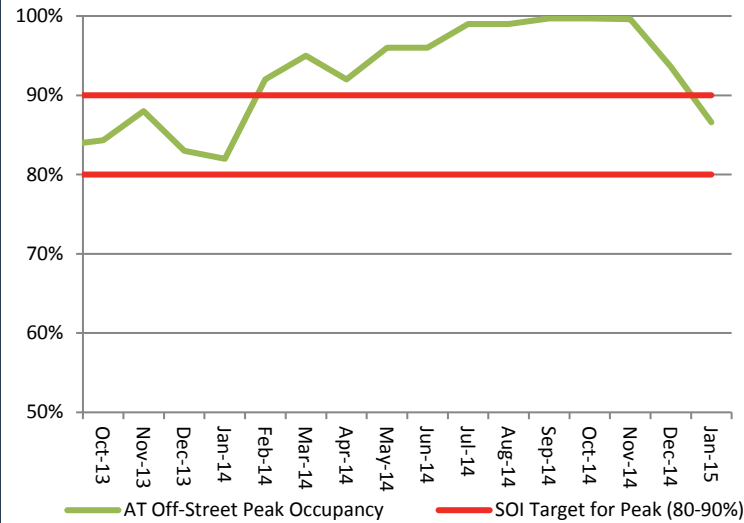


Monitor SOI Key Performance Indicators: Better Use of Resources to Maximise Return on Existing Assets

PT Subsidy per Passenger Kilometre



Off-street Peak Parking Occupancy Rates



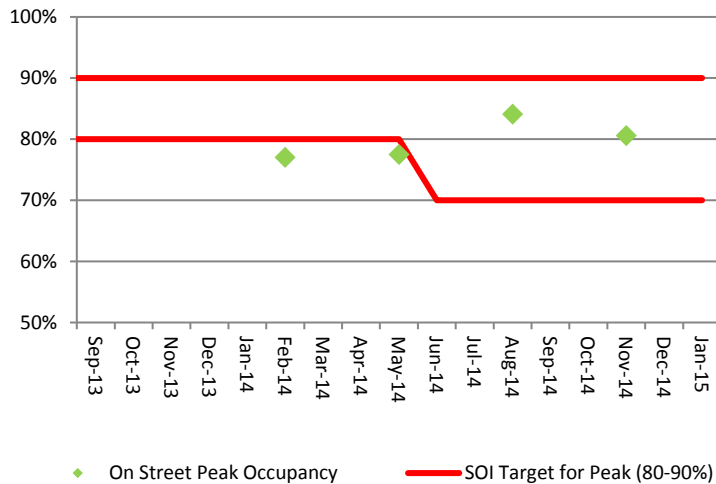
PT Subsidy per Passenger Km - the net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers. Total PT subsidy per passenger km in December 2014 was \$0.30.

Source: PT Ops

Off-street Parking - AT off-street car parks monitored are those at Civic, Downtown and Victoria Car Parking Buildings. In January 2015, peak occupancy was 86.6%, within the SOI target range of 80-90% for 2015. The removal of "Early Bird" discounting has begun to improve peak occupancy.

Source: AT Parking & Enforcement

On-street Peak 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. In the November 2014 survey, peak occupancy was 80.6% within the target range for 2014/15 of 70-90%.

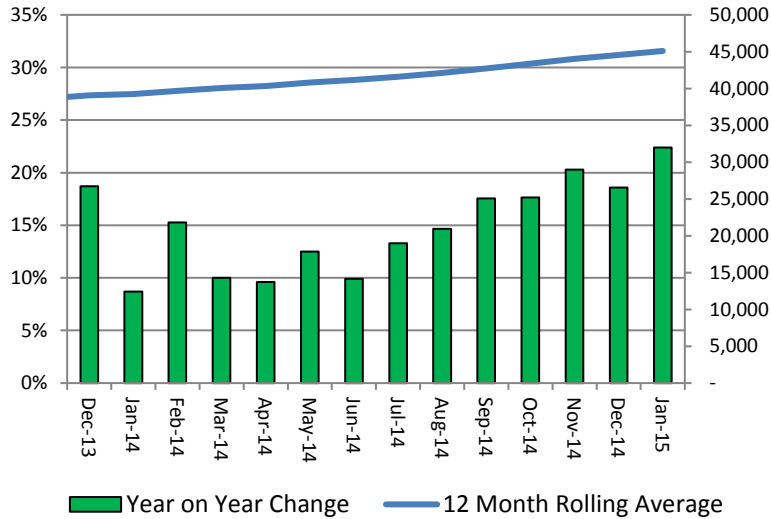
Source: AT Parking & Enforcement

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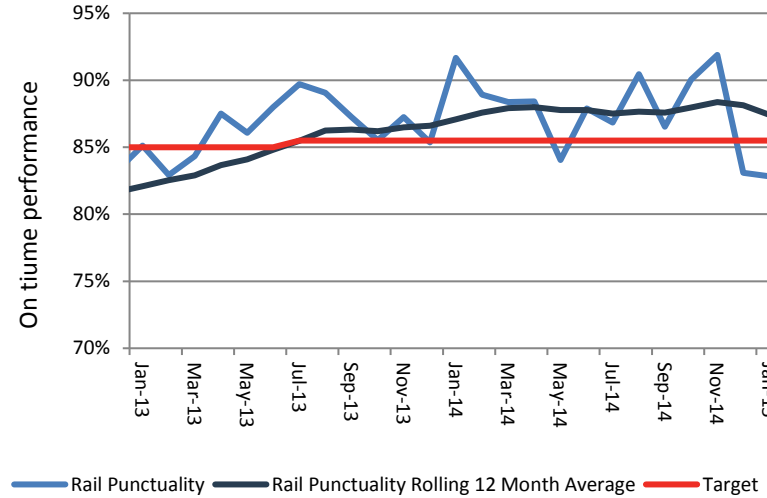


Capacity and Utilisation of the Transport Network: Public Transport

Rail Business Day Average



Rail Punctuality



Rail Business Day Average - The 12 month rolling average to January was 45,098, an increase of 22.4% on the previous year.
 Source: AT PT Ops

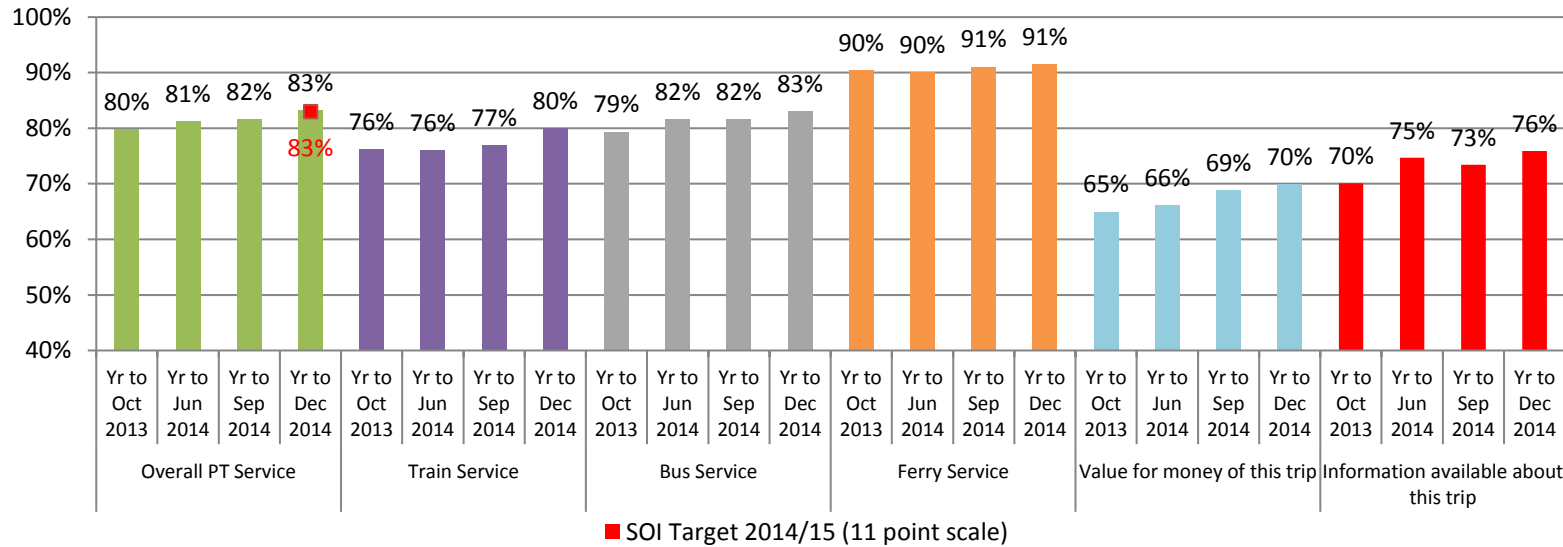
Rail Punctuality -For rail, service punctuality in Jan-2015 was 82.8%, compared to the average for the 12 months to Jan-2015 of 87.5%. Service delivery was 96.0%, compared to the average for the 12 months to Jan-2015 of 97.2%.
 Source: AT PT Ops / operator returns

Auckland Transport - Transport Indicators Report January 2015



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

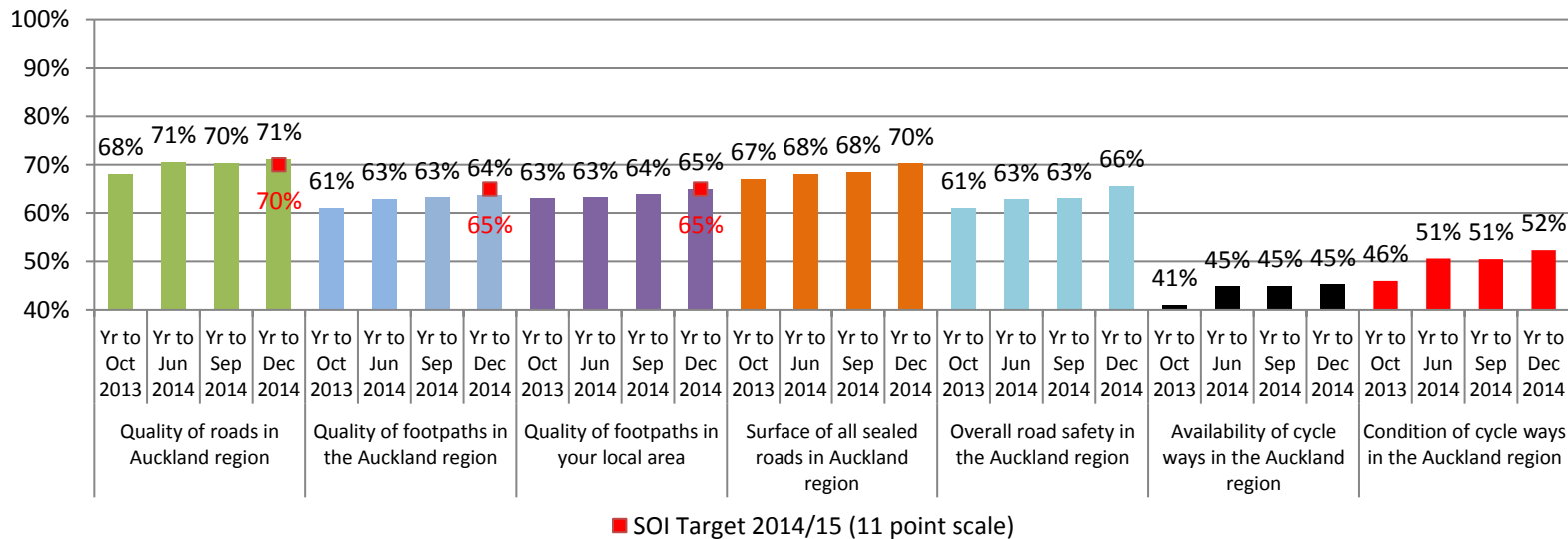
Public Transport Satisfaction Scores - Total satisfaction with:



Public Transport Satisfaction -Overall satisfaction with Public Transport services (83%) has improved by 3% compared to December 2013, with 4% improvements for both Bus and Train services.
Source: PT Customer Satisfaction Survey.

Roads and Footpaths- Satisfaction with roads (71%) and footpaths (64%) in the region have also improved by 3% compared to December 2013. The largest annual gains have been for Condition of Cycleways (up 6% to 52%), and Road Safety (up 5% to 66%).
Source: Roading Customer Satisfaction Survey.

Roading and Footpath Satisfaction Scores - Total satisfaction with:

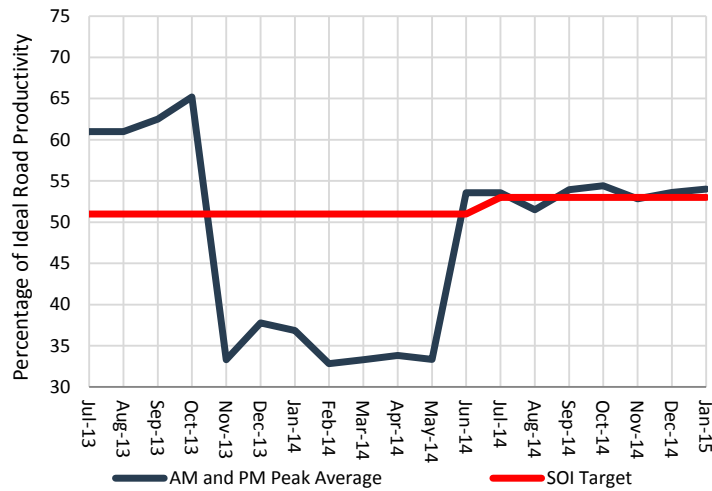


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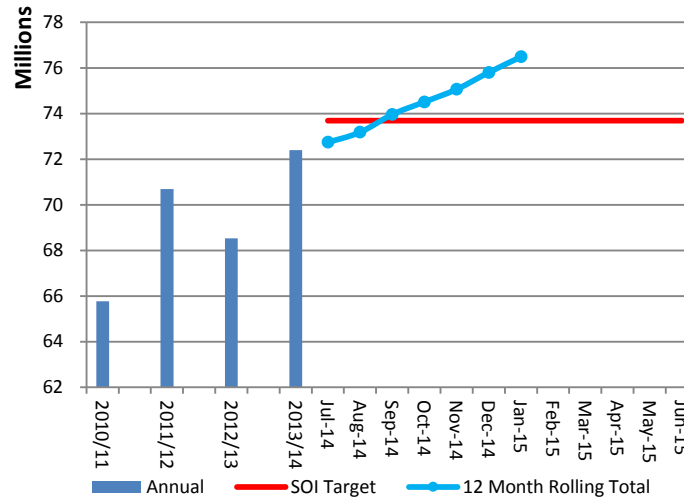


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

Arterial Road Productivity



Total Public Transport Patronage



Arterial Road Productivity - Arterial road corridor productivity is measured by # of vehicles X average speed X average vehicle occupancy by lane. AT has set a corridor productivity ideal of 38,000 person km, per hour, per lane (900 vehicles travelling at an average speed of 35 kph in one lane, with an average of 1.2 occupants). AT monitors what percentage of that ideal is being achieved. In January 2015, peak period productivity averaged 54%, up from 53% in December 2014 and up from 36.8% in January 2014.

Source: AT Road Corridor Operations

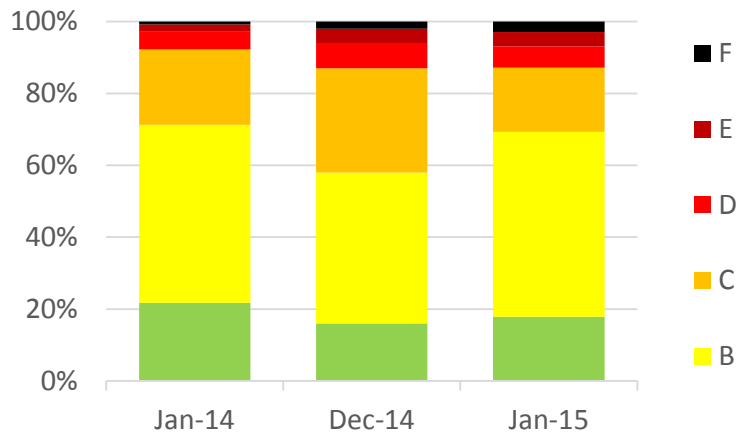
Arterial Road Level of Service - Arterial road level of service is measured by average speed as a % of the posted speed limit for AT's arterial roads, and categorised as follows:

- 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 January 2015, 13% of the network was congested; the same as in December but an increase on January 2014 (8%).

Source: AT Road Corridor Operations

AM Peak Arterial Road Level of Service



Public Transport - Auckland public transport patronage totalled 76,480,955 passenger trips for the 12 months to Jan-2015, an increase of +0.9% on the 12 months to Dec-2014 and +9.4% on the 12 months to Jan-2014. January monthly patronage was 5,328,782, an increase of 681,860 boardings or +14.7% on Jan-2014, normalised to ~ +14.1% accounting for only special event patronage, as there were the same number of business and weekend days in Jan-2015 compared to Jan-2014. Financial year to date patronage has grown by +10.3%.

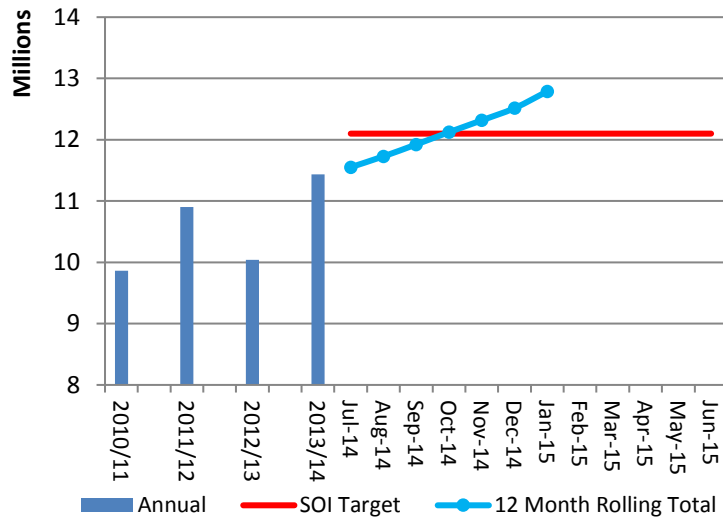
Source: AT PT Ops / operator returns

Auckland Transport - Transport Indicators Report January 2015

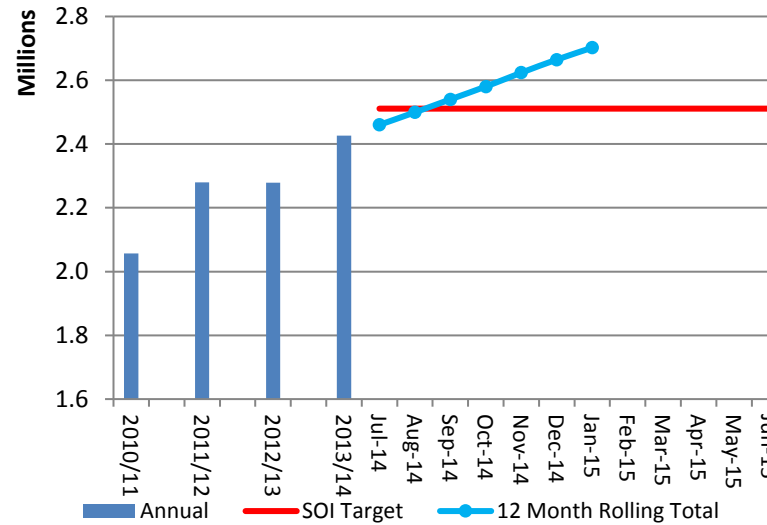


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

Annual Rail Patronage



Annual Northern Express Bus Patronage



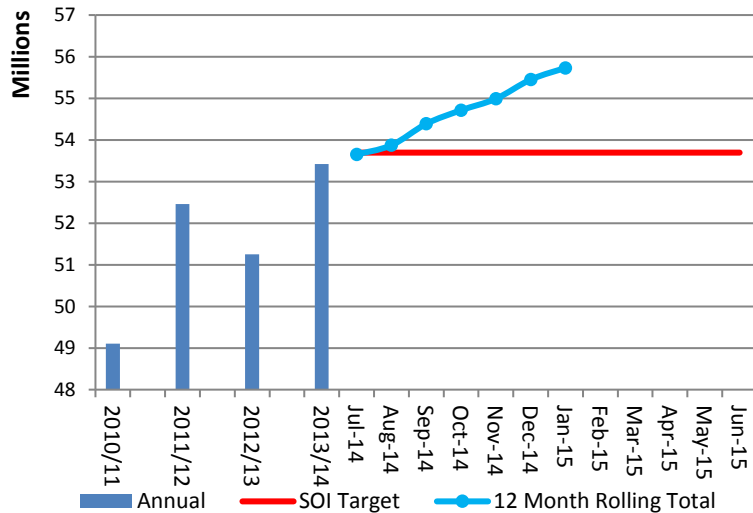
Rail Trips - Rail patronage totalled 12,790,306 passenger trips for the 12 months to Jan-2015, an increase of +2.2% on the 12 months to Dec-2014 and +20.0% on the 12 months to Jan-2014. Patronage for Jan-2015 was 863,550, an increase of 274,977 boardings or +46.7% on Jan-2014, normalised to ~ +41.7%. Financial year to date rail patronage has grown by +22.4%.

Source: AT PT Ops / operator returns

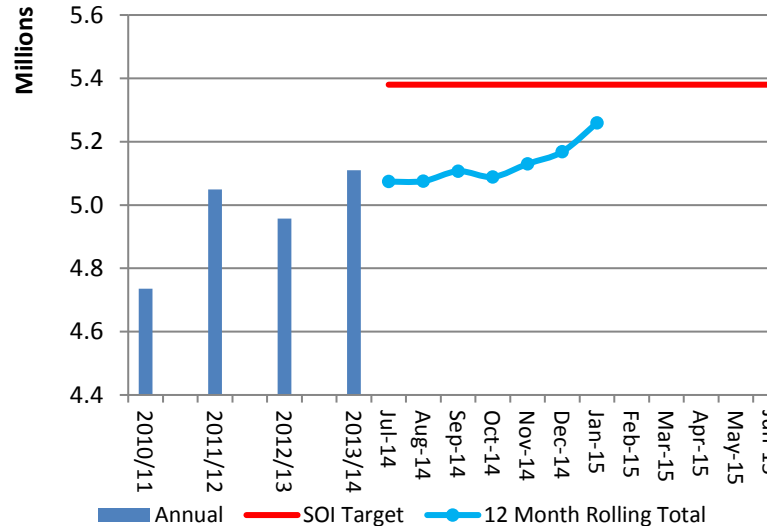
Northern Express - The Northern Express bus service carried 2,702,105 passenger trips for the 12 months to Jan-2015, an increase of +1.4% on the 12 months to Dec-2014 and +16.8% on the 12 months to Jan-2014. Northern Express bus service patronage for Jan-2015 was 184,131, an increase of 37,392 boardings or +25.5% on Jan-2014, normalised to ~ +26.2%. Financial year to date Northern Express patronage has grown by +21.3%.

Source: AT PT Ops / operator returns

Annual Bus Patronage (excl. NEX)



Annual Ferry Patronage



Bus (excl. Northern Express) - Bus services excluding Northern Express carried 55,728,777 passenger trips for the 12 months to Jan-2015, an increase of +0.5% on the 12 months to Dec-2014 and +7.6% on the 12 months to Jan-2014. Bus services excluding Northern Express patronage for Jan-2015 was 3,687,994, an increase of 277,833 boardings or +8.1% on Jan-2014, normalised to ~ +8.3%. Financial year to date bus services excluding Northern Express patronage has grown by +7.8%.

Source: AT PT Ops / operator returns

Ferry Trips - Ferry services carried 5,259,767 passenger trips for the 12 months to Jan-2015, an increase of +1.8% on the 12 months to Dec-2014 and +1.7% movement on the 12 months to Jan-2014. Ferry services patronage for Jan-2015 was 593,107, an increase of 91,658 boardings or +18.3% on Jan-2014, normalised to ~ +18.3%. Financial year to date ferry patronage has increased by 5.0%.

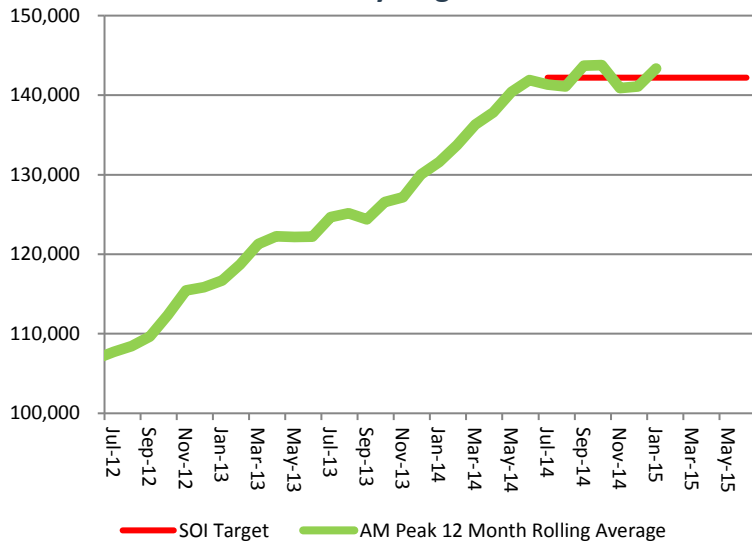
Source: AT PT Ops / operator returns

Auckland Transport - Transport Indicators Report January 2015

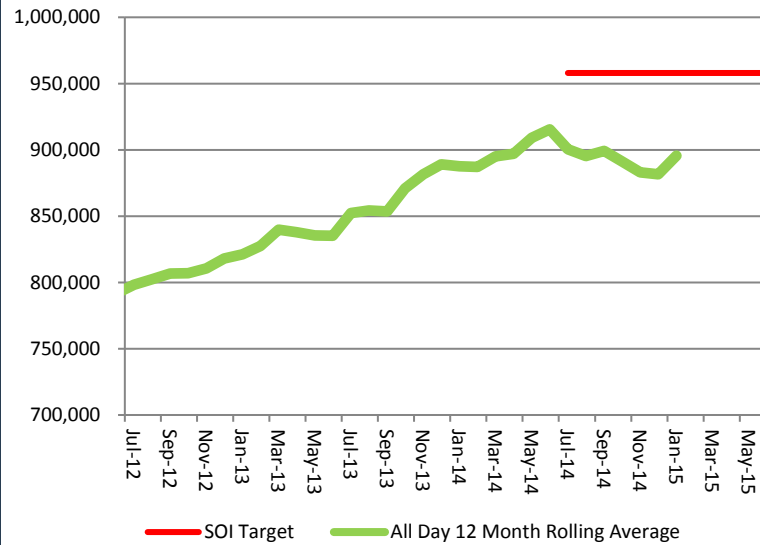


Monitor SOI Key Performance Indicators: Increased Access to a Wider Range of Transport Choices

AM Peak Cycling Counts



All Day Cycling Counts



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

- There has been an Increase of 16.4% in total cyclist movements in January when compared to January 2014.
- The morning peak movement's increased by 18.9% when compared to January last year.
- A total of 895,586 cycle trips were recorded for the year of February 2014 to January 2015, this is an increase of 0.89% on the previous year.

Note: Automatic monitoring data from nine sites: Upper Harbour Drive, Great South Road, Highbrook, Lake Road, North-Western cycleway Kingsland and Te Atatu, Orewa Cycleway, Tamaki Drive (E/bound), Twin Streams path

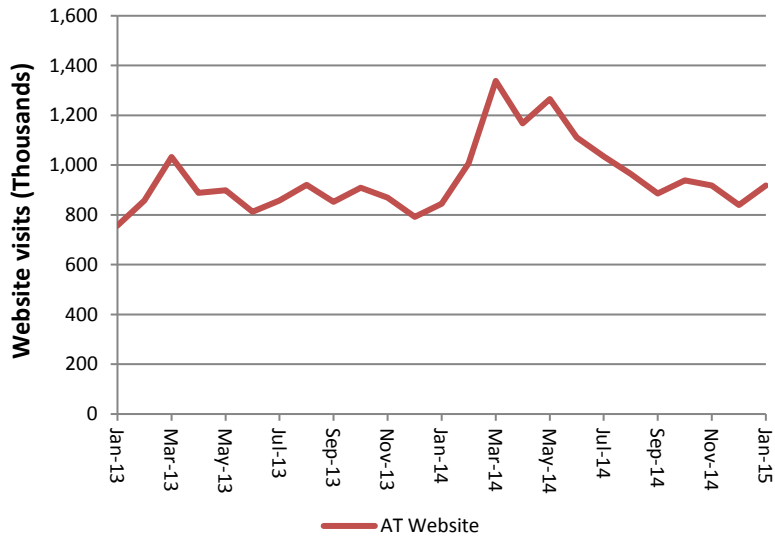
Source: AT Community Transport (reported 10th of the Month)

Auckland Transport - Transport Indicators Report January 2015

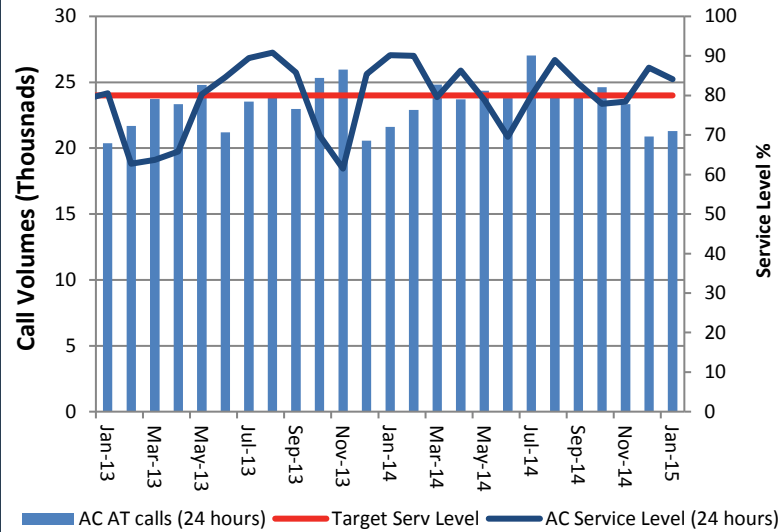


Key Performance Indicators: Customer Contact

Volume of website visits



Auckland Transport Call Centre: Incoming calls



Volume of Website Visits

There was a 9% increase in visits to the Auckland Transport website in January 2015 (compared to December 2014).

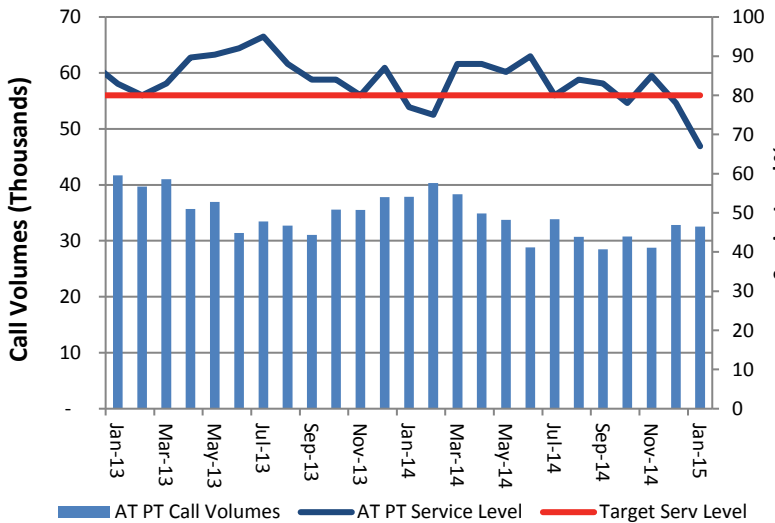
AT Public Transport Call Centre

Call volumes at the Public Transport call centre decreased 1% compared to the previous month and decreased by 14% compared to the same period last year. The public transport call centre service level decreased 14% (decreasing from 78% to 67%).

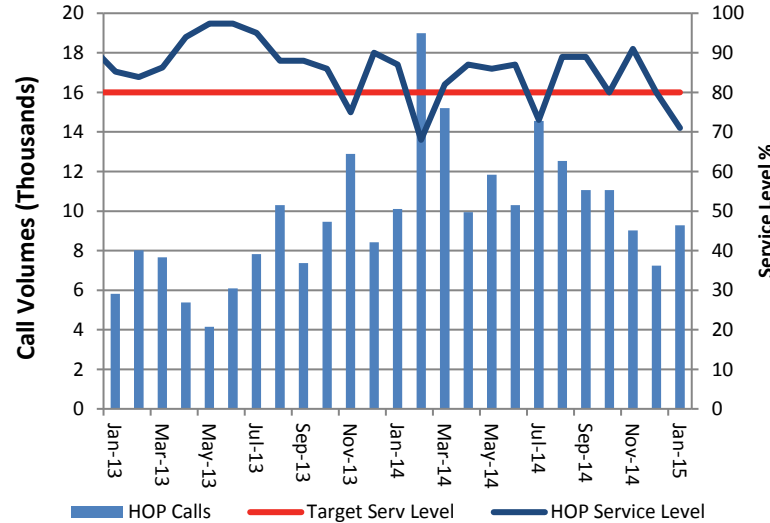
Auckland Council (Auckland Transport-related calls) – All Hours

There was a slight 2% increase in call volumes and a 3% decrease in the service level compared to the previous month.

Public Transport Call Centre Volumes & Service Level



AT HOP Call Volumes & Service Level



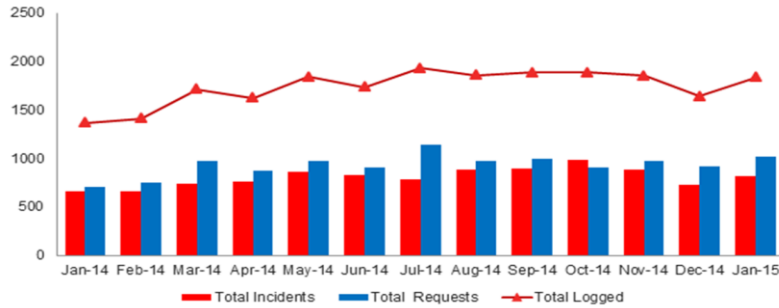
AT Hop calls - increased 28% compared to last month. The service level decreased 11%.

Auckland Transport - Transport Indicators Report January 2015

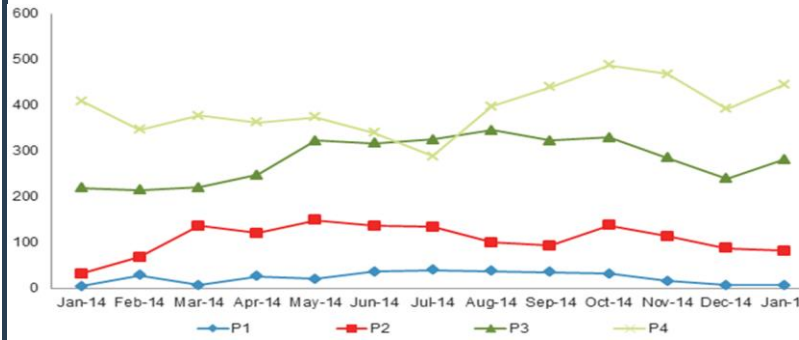


Business Technology Indicators: Service Desk

Total tickets logged



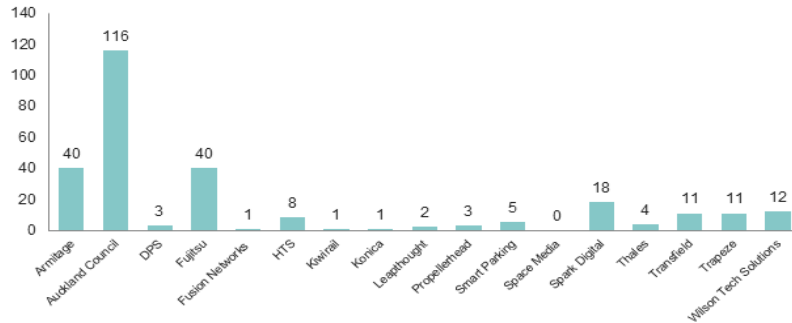
Incidents logged



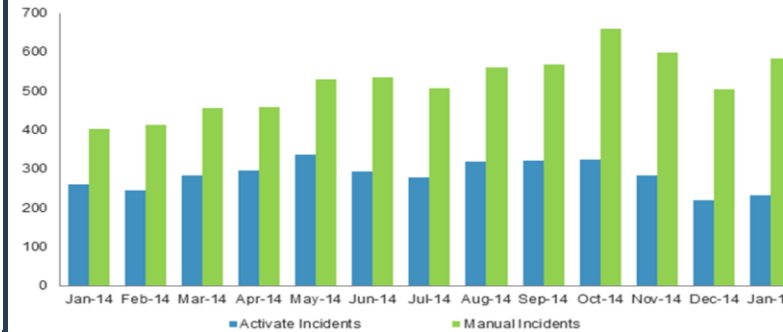
Total tickets logged -1,836 tickets were logged in January. 1522 of these tickets were for Auckland Transport staff, and 314 were for ATEED staff. A "password reset rush" was not expected in Auckland Transport post-holiday due to automated password reset capabilities in use. ATEED has no automation for password reset and are required to phone in these requests. This is reflected in the high number of "Total Requests"

Incidents logged - 7 priority 1 incidents were logged in January, a similar number to December. Priority 2 incidents were of a similar volume in January as in December, while there was a sharp increase of priority 3 and priority 4 incidents. ATEED was again a major contributor to this increase: 73 ATEED Priority 3s and 108 ATEED Priority 4s.

Request volume by vendor



Activate / Manual tickets logged



Request volume by vendor - Auckland Council Shared Services caused the most calls in January with 116 tickets. All bar 9 were for ATEED systems, and will reduce as the ATEED Phase 2 and 3 projects on-board more of ATEED's systems into Business Technology. Fujitsu had fewer tickets assigned in January due to the Change Management brownout.

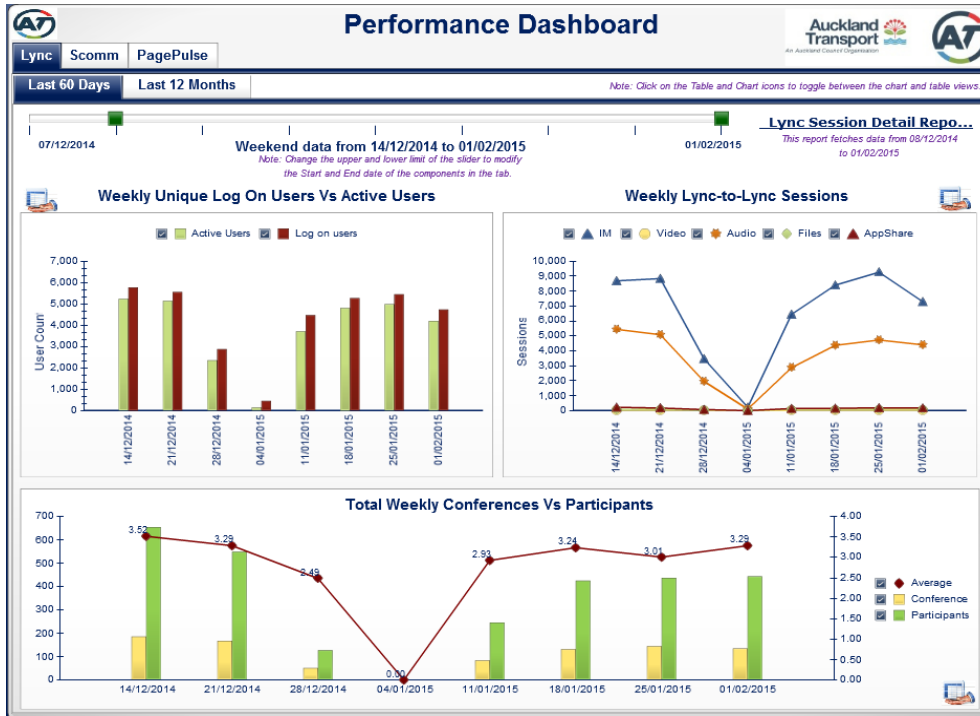
Activate / Manual tickets logged -This graph shows the split of incidents logged via the Activate toolset vs manual methods (phone/email). The volume of Manual service requests surged in January due to ATEED requests. ATEED do not have Activate capabilities so all service requests are emailed or phoned through to the Service Desk.

Auckland Transport - Transport Indicators Report January 2015



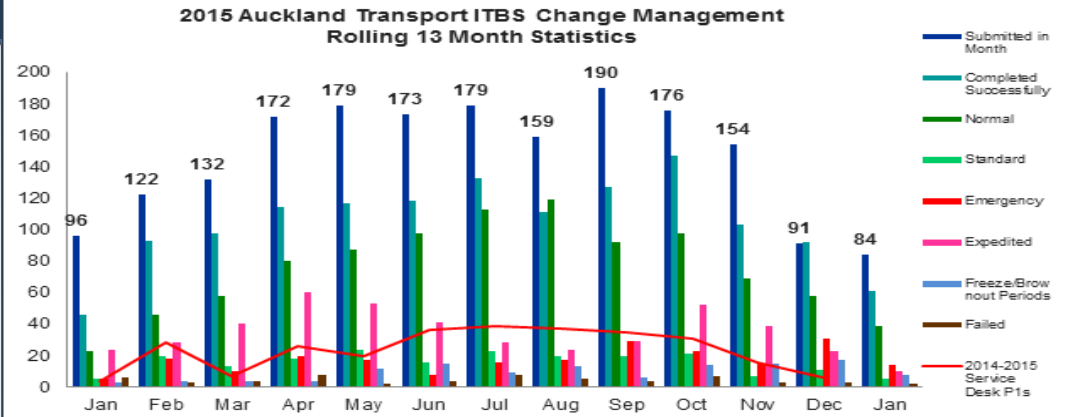
Business Technology Indicators: Service Desk

Lync Dashboard



- The above dashboard shows weekly data from 08/12/2014 to 01/02/2015
- 30,601 users logged into Lync in the last 60 days, an 11% decrease compared to the previous month. The number of users decreased 10% during the holidays. Decreases are mainly due annual leave requests over the New Year and Auckland Anniversary holidays.
- There was an average of 10,369 lync-to-lync sessions per week in the last 8 weeks, a drop of 13% compared to the previous month.
- 64% of users use instant messaging in lync, similar to last month.

Change Management



- There was a 12.5% decrease in volumes compared to January 2014, and a 7.69% decrease on December.
- 28.57% of the submitted changes in January were fast tracked changes, with 55.56% decrease on December and a 17.24% decrease on January 2014.
- 16.66% were Emergency Changes, with a 180% increase in volumes from 2014, with 54.84% decrease since the previous month.
- 11.90% were Expedited Changes, with a 58.33% decrease from January 2014, with 56.52% decrease since the previous month.
- 2.38% of the submitted changes in January Failed, a 66.67% decrease on January 2014, and a 33.33% decrease on December.
- All resubmissions were successful.

Website performance

