

# 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 previous months report are available.

### Economic Activity

- There were 528 building consents issued in February 2015; 13.8% more than the same month last year. The 12 month rolling average to February was 21.2% higher than the preceding 12 months.
- Average fuel prices increased in March with increased oil prices and fell in early April with the strengthening of the NZ dollar.
- Total Auckland fuel sales for the year to January 2015 were -1.4% lower than the 12 months rolling total. Data for February was not available at the time of writing.
- The March 2015 heavy traffic index fell by 0.4% for the month after strong growth in December and January, suggesting a slowing of economic growth.

### Auckland Traffic

Arterial peak productivity averaged 49.3% in March 2015; up from 45.3% in February. In March 28% of the network was congested; up 1% on March 2014.

### Public Transport

Auckland public transport patronage totalled 78,176,841 passenger boardings for the 12 months to March 2015, an increase of +1.4% on the 12 months to February 2015 and +10.1% on the 12 months to March 2014. March monthly patronage was 8,394,790, an increase of 1,088,861 boardings or +14.9% on March 2014, normalised to ~ +11.8% accounting for one more business day, one less weekend day and special event patronage, compared to March 2014. Financial year to date patronage has grown by +10.9%.

For rail, service punctuality in March 2015 was 77.8%, compared to the average for the 12 months to March 2015 of 86.0%.

67.6% of all trips in March 2015 were made with AT HOP; up from 62.5% in February 2015. In March 2015, 70.2% of bus trips used AT HOP, 72.9% of train trips, and 23.2% 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 March 2015 was 98.6% – above the SOI target range of 80-90% for 2014/15.

## Cycling

Cyclist movements in March 2015 were 1.9% higher than in March 2014. A total of 902,343 cycle trips were recorded for the year of April 2014 to March 2015; an increase of 0.8% on the previous year. Morning peak movements increased by 0.8% when compared to February last year.

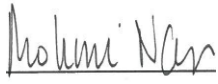

## Customer Satisfaction

March 2015 quarterly customer satisfaction surveys showed an improvement in overall satisfaction with public transport services, rising from 83% last quarter to 84%. This is above the SOI target of 83%. Increases in customer satisfaction were recorded against all Metro modes. Satisfaction with roads remained stable at 71%, which is above the SOI target of 70%.

## Attachments

Number	Description
1	Monthly Transport Indicators Report: March 2015

## Document ownership

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







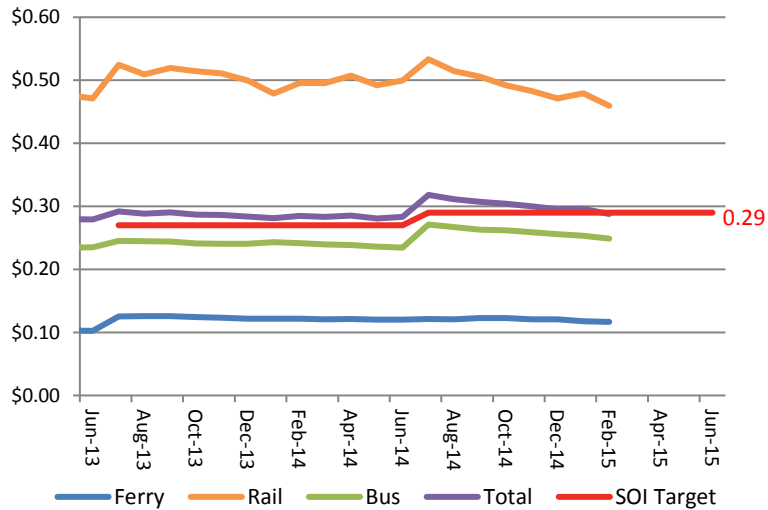


# Auckland Transport - Transport Indicators Report March 2015

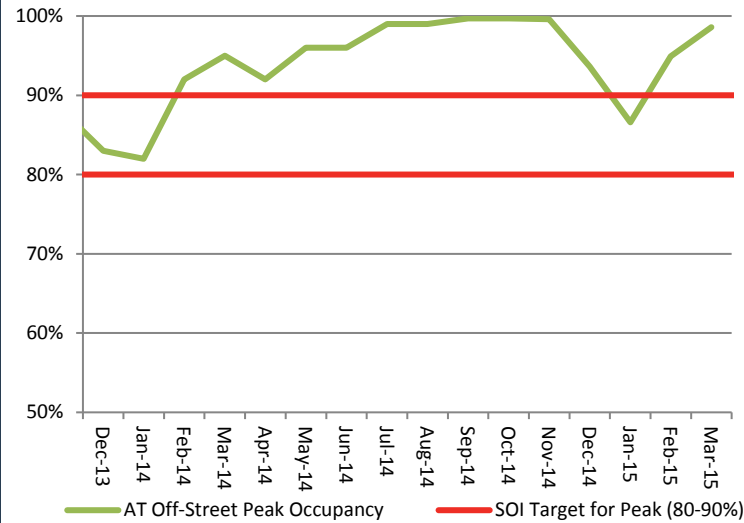


Monitor SOI Key Performance Indicators: Better Use of Resources to Maximise Return on Existing Assets

### 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 February 2015 was \$0.29.

Source: PT Ops

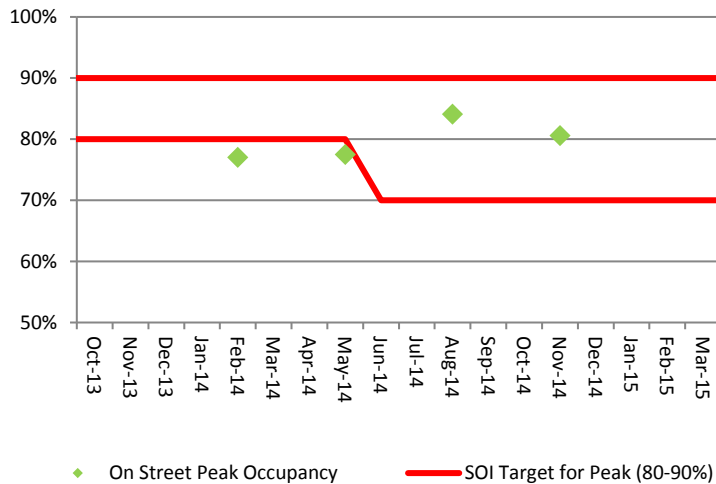
**Off-street Parking** - AT off-street car parks monitored are those at Civic, Downtown and Victoria Car Parking Buildings. In March 2015, peak occupancy was 98.6%, 8.6% above the SOI target range of 80-90% for 2015.

Source: AT Parking & Enforcement

**On-street Parking** - On-street car parks monitored are located in 3 CBD precincts: K Rd; Wynyard Quarter; and Shortland/High Streets. In the November 2014 survey, peak occupancy was 80.6% within the target range for 2014/15 of 70-90%.

Source: AT Parking & Enforcement

### On-street Peak Parking Occupancy Rates

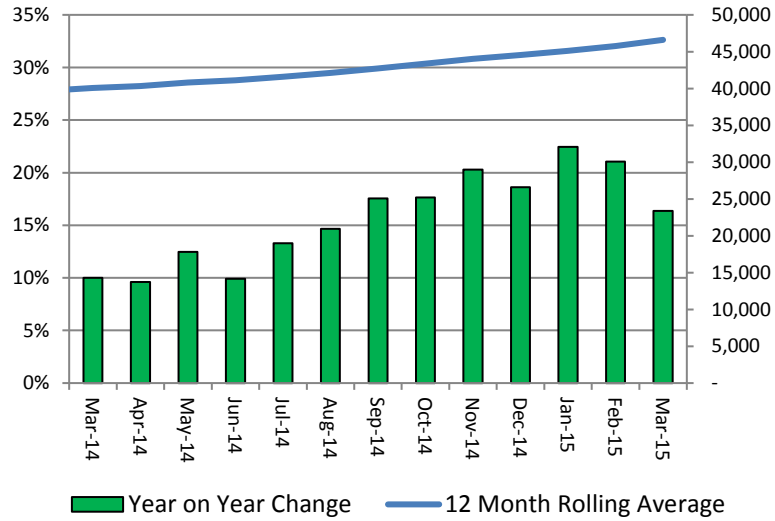


# Auckland Transport - Transport Indicators Report March 2015

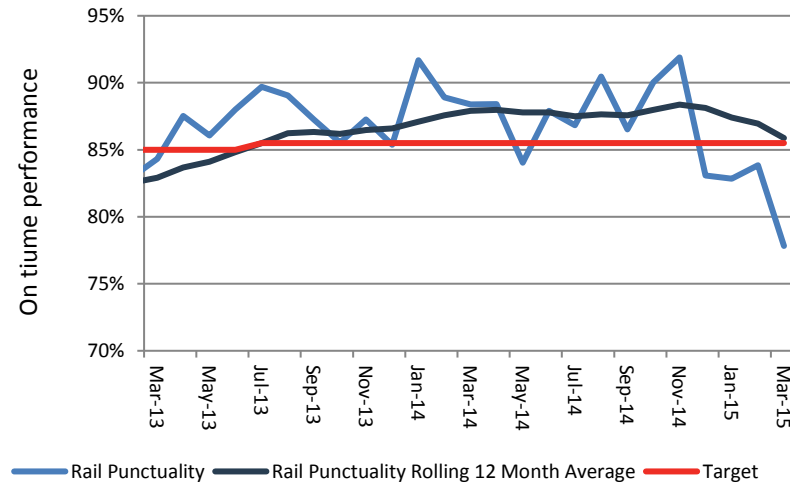


## Capacity and Utilisation of the Transport Network: Public Transport

### Rail Business Day Average



### Rail Punctuality



**Rail Business Day Average** - The 12 month rolling average to March was 46,604, an increase of 16.4% on the previous year.  
 Source: AT PT Ops

**Rail Punctuality** -For rail, service punctuality in Mar-2015 was 77.8%, compared to the average for the 12 months to Mar-2015 of 86.0% (arrival at last station). Service reliability was 95.1%, compared to the average for the 12 months to Mar-2015 of 98.0%.  
 Source: AT PT Ops / operator returns

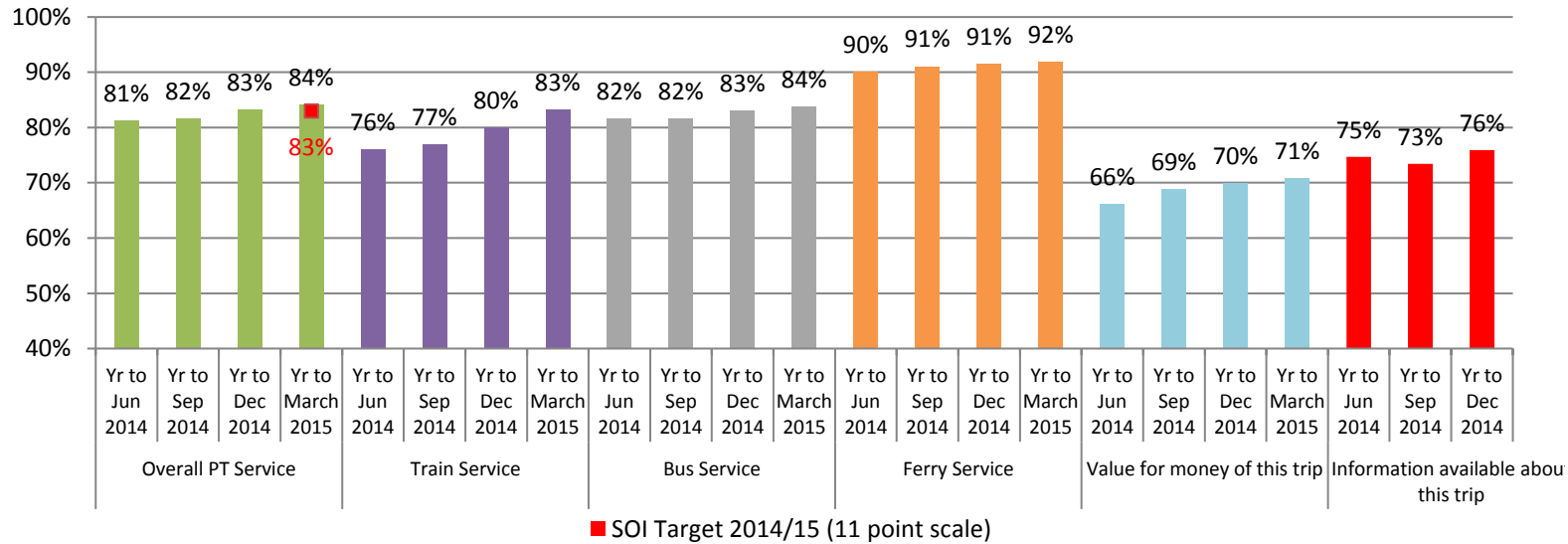


# Auckland Transport - Transport Indicators Report March 2015



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

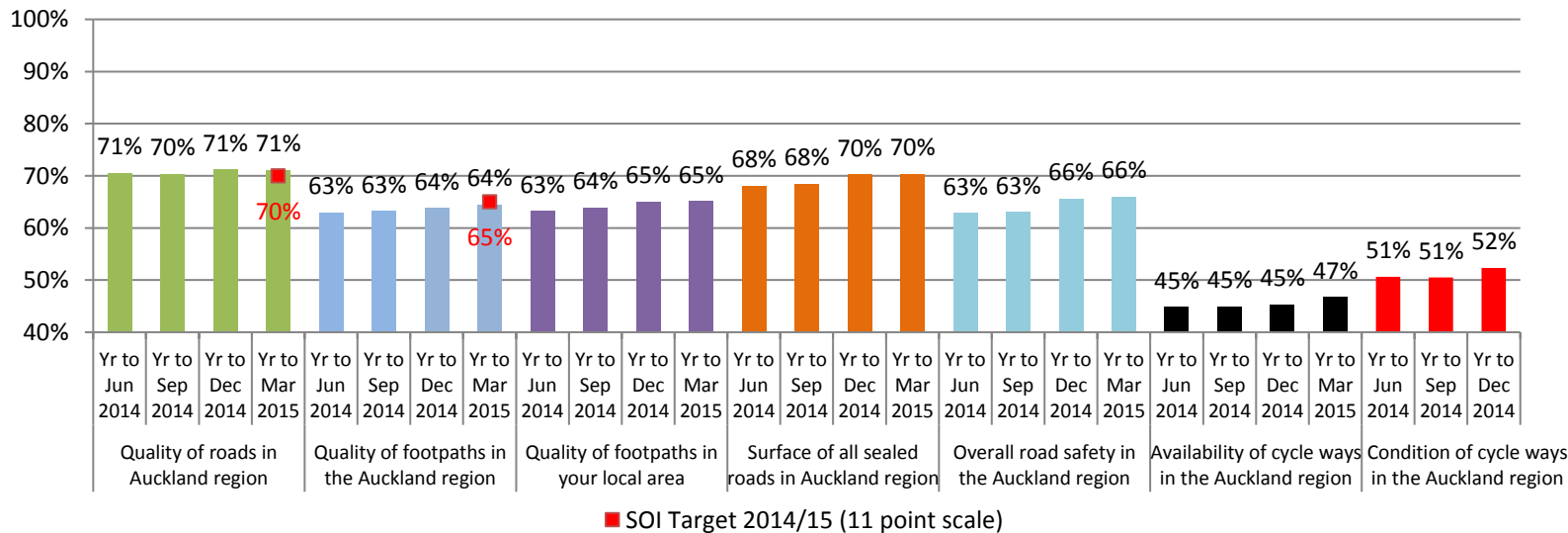
## Public Transport Satisfaction Scores - Total satisfaction with:



**Public Transport Satisfaction** -Overall satisfaction with Public Transport, as measured by on-board surveys, increased to 84%. There has been an increase in those satisfied with the value for money of their trip to 71%.  
Source: PT Customer Satisfaction Survey.

**Roads and Footpaths**- Satisfaction with roads remains stable at 71%, and footpaths in the region at 64%. Satisfaction with the availability 47% and condition 52% of cycleways has increased.  
Source: Roading Customer Satisfaction Survey.

## Roading and Footpath Satisfaction Scores - Total satisfaction with:

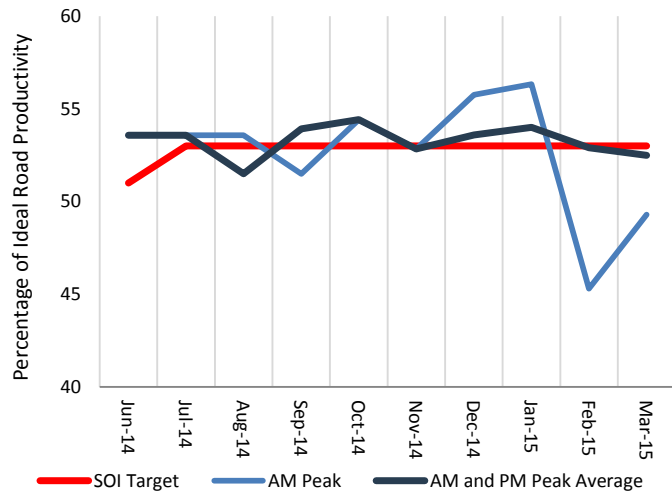


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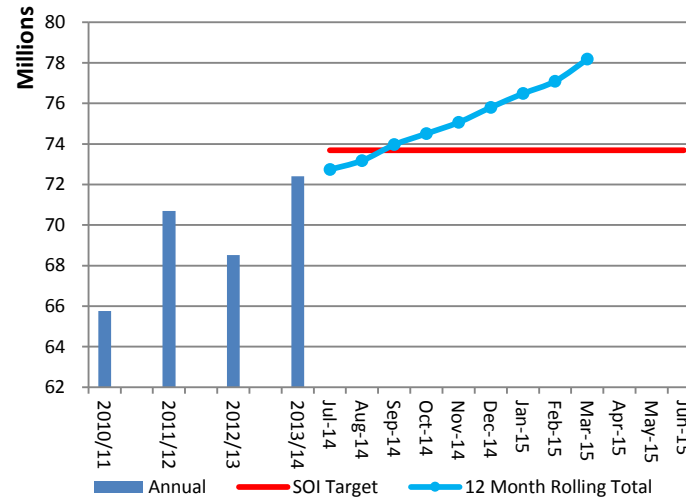


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

### Arterial Road Productivity



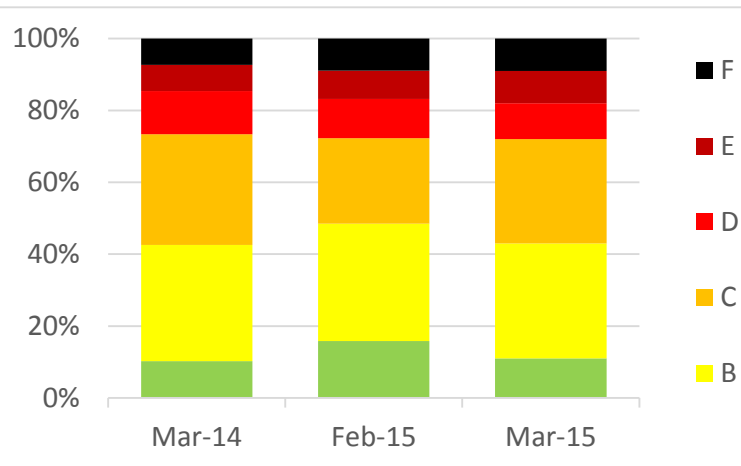
### Total Public Transport Patronage



**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 March 2015, peak period productivity averaged 49.3%, up from 45.3% in February. The rolling average year to date is 52.5% just below the target of 53%  
 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 March 2015, 28% of the network was congested; up 1% from March 2014 (27%).  
 Source: AT Road Corridor Operations

### AM Peak Arterial Road Level of Service



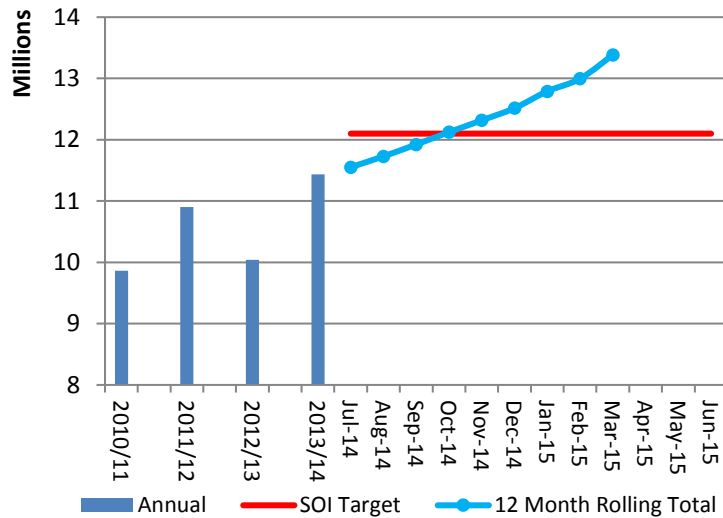
**Public Transport** - Auckland public transport patronage totalled 78,176,841 passenger boardings for the 12 months to Mar-2015, an increase of +1.4% on the 12 months to Feb-2015 and +10.1% on the 12 months to Mar-2014. March monthly patronage was 8,394,790, an increase of 1,088,864 boardings or +14.9% on Mar-2014, normalised to +11.8% accounting for one more business day and one less weekend day in Mar-2015 compared to Mar-2014 and special event patronage. Financial year to date patronage has grown by +10.9%.  
 Source: AT PT Ops / operator returns

# Auckland Transport - Transport Indicators Report March 2015

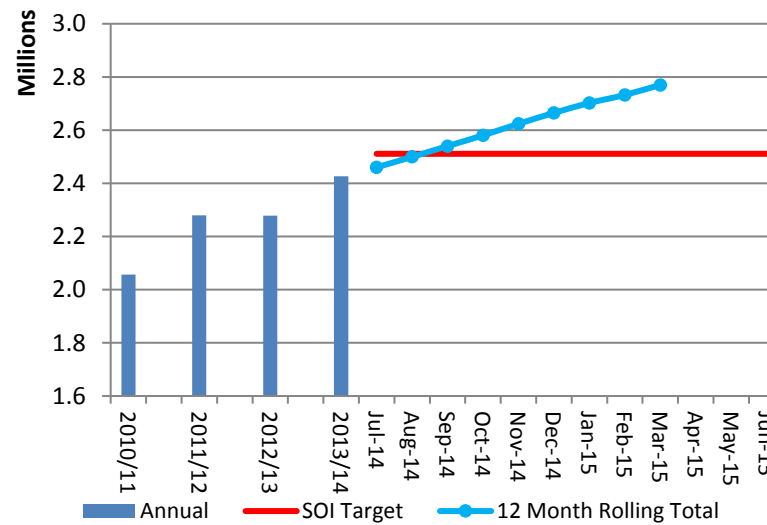


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

### Annual Rail Patronage



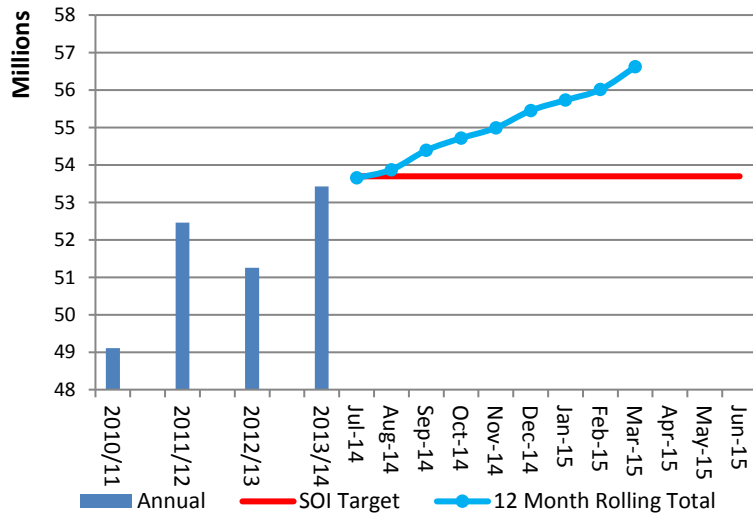
### Annual Northern Express Bus Patronage



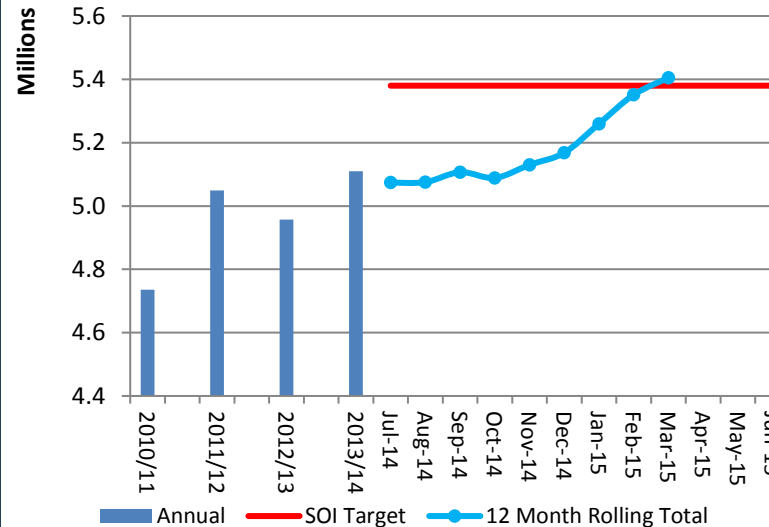
**Rail Trips** - Rail patronage totalled 13,385,018 passenger boardings for the 12 months to Mar-2015, an increase of +3.0% on the 12 months to Feb-2015 and +21.1% on the 12 months to Mar-2014. Patronage for Mar-2015 was 1,564,792, an increase of 390,203 boardings or +33.2% on Mar-2014, normalised to ~ +29.1%. Financial year to date rail patronage has grown by +23.7%.  
Source: AT PT Ops / operator returns

**Northern Express** - The Northern Express bus service carried 2,770,037 passenger boardings for the 12 months to Mar-2015, an increase of +1.4% on the 12 months to Feb-2015 and +16.8% on the 12 months to Mar-2014. Northern Express bus service patronage for Mar-2015 was 300,340, an increase of 37,909 boardings or +14.4% on Mar-2014, normalised to ~ +16.2%. Financial year to date Northern Express patronage has grown by +19.6%.  
Source: AT PT Ops / operator returns

### Annual Bus Patronage (excl. NEX)



### Annual Ferry Patronage



**Bus (excl. Northern Express)** - Bus services excluding Northern Express carried 56,617,441 passenger boardings for the 12 months to Mar-2015, an increase of +1.1% on the 12 months to Feb-2015 and +8.0% on the 12 months to Mar-2014. Bus services excluding Northern Express patronage for Mar-2015 was 5,982,231, an increase of 607,449 boardings or +11.3% on Mar-2014, normalised to ~ +8.1%. Financial year to date bus services excluding Northern Express patronage has grown by +8.1%.  
Source: AT PT Ops / operator returns

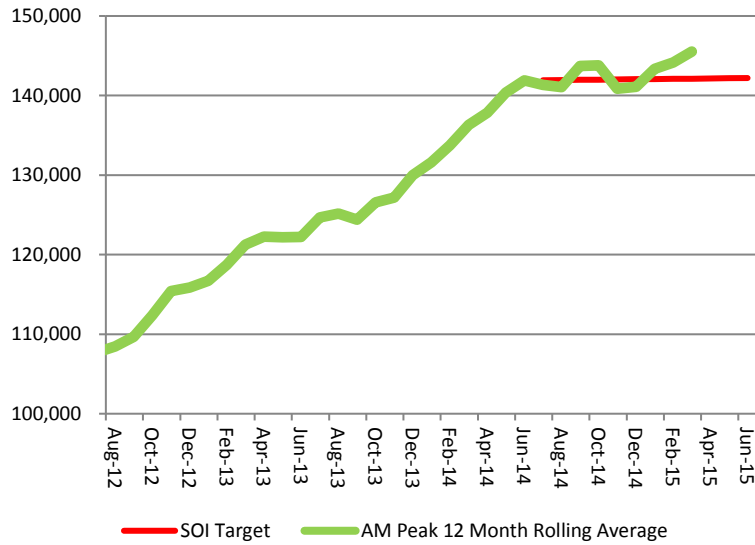
**Ferry Trips** - Ferry services carried 5,404,345 passenger trips for the 12 months to Mar-2015, an increase of +1.0% on the 12 months to Feb-2015 and +5.0% on the 12 months to Mar-2014. Ferry services patronage for Mar-2015 was 547,427, an increase of 53,303 boardings or +10.8% on Mar-2014, normalised to ~ +10.4%. Financial year to date ferry patronage has increased by 7.4%.  
Source: AT PT Ops / operator returns

# Auckland Transport - Transport Indicators Report March 2015

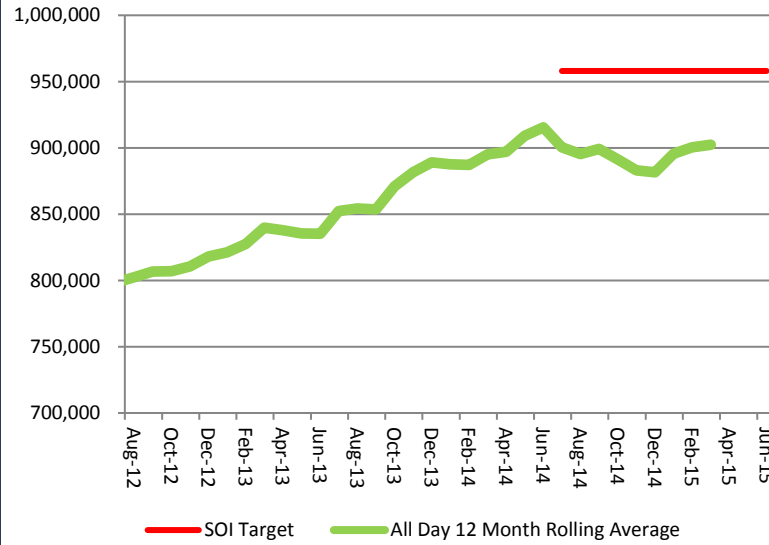


Monitor SOI Key Performance Indicators: Increased Access to a Wider Range of Transport Choices

AM Peak Cycling Counts 12 Months rolling average



All Day Cycling Counts 12 months rolling average



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

- There has been an increase of 1.9% in total cyclist movements in March 2015 compared to March 2014.
- The morning peak movement's increased by 8.8% when compared to March last year.
- A total of 902,343 cycle trips were recorded for the year April 2014 to March 2015, this is an increase of 0.8% 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), and Twin Streams path.

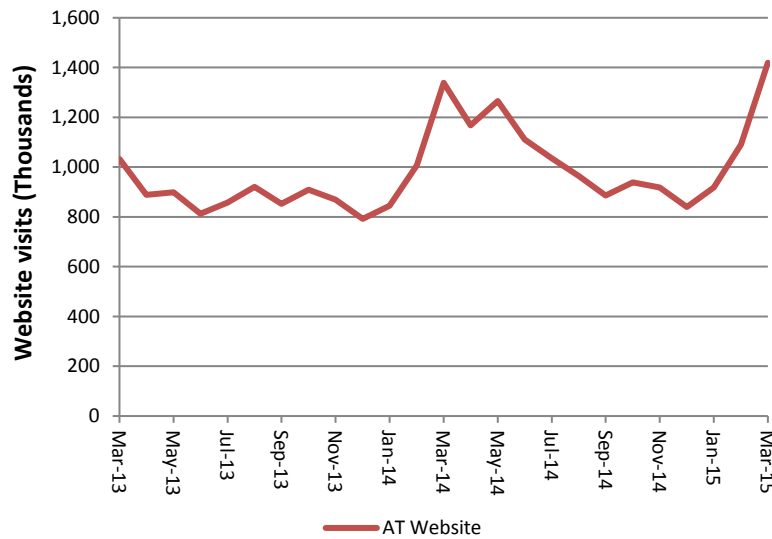
Source: AT Community Transport (reported 10th of the Month)

# Auckland Transport - Transport Indicators Report March 2015

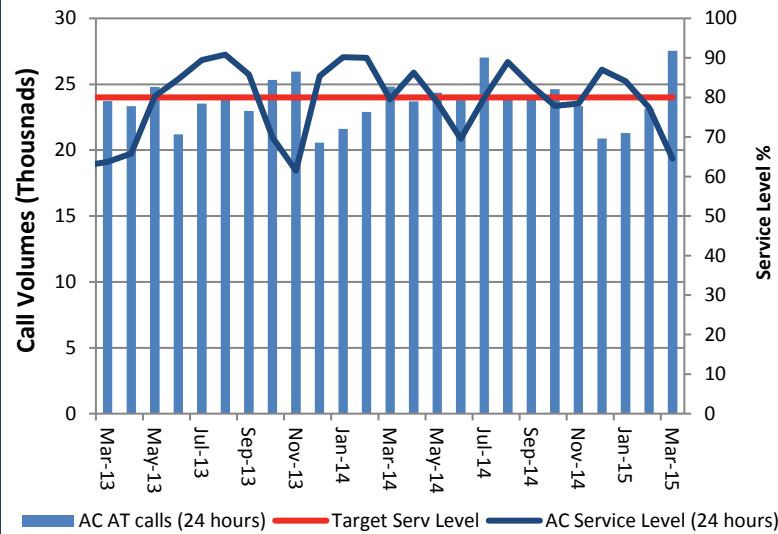


## Key Performance Indicators: Customer Contact

### Volume of website visits



### Auckland Transport Call Centre: Incoming calls



### Volume of Website Visits

There was a 30% increase in visits to the Auckland Transport website in March 2015 (compared to February 2015).

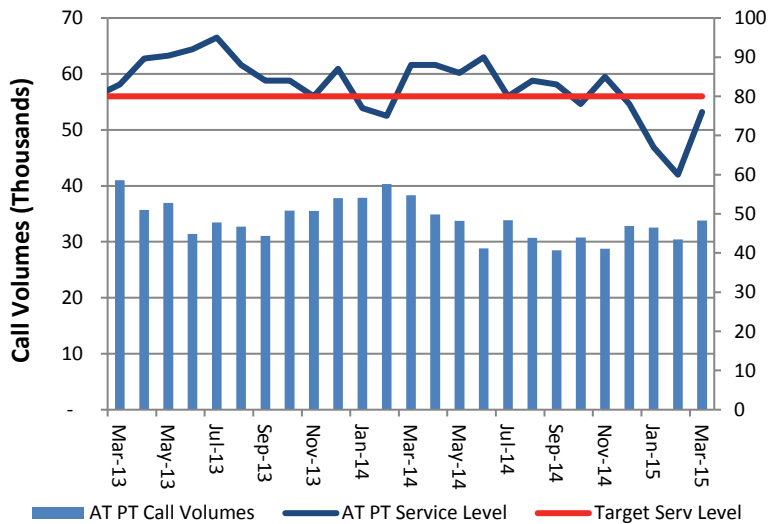
### AT Public Transport Call Centre

Call volumes at the Public Transport call centre increased 11% compared to the previous month and decreased by 12% compared to the same period last year. The public transport call centre service level increased 27% (increasing from 60% to 76%).

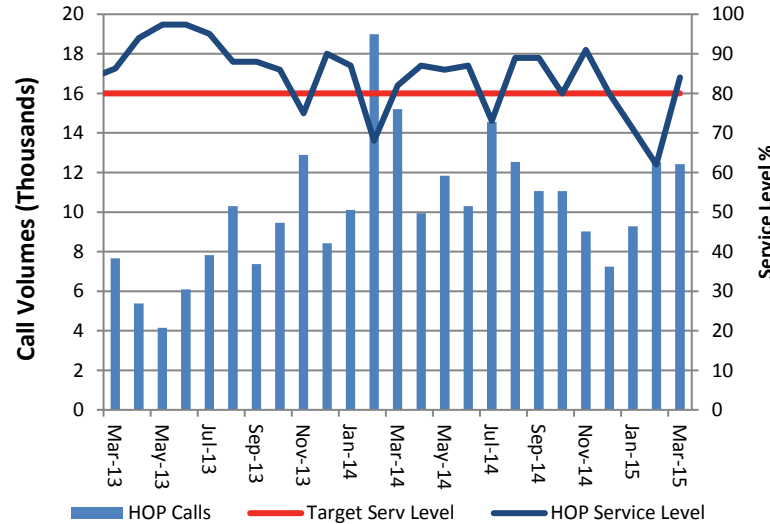
### Auckland Council (Auckland Transport-related calls) – All Hours

There was a 19% increase in call volumes and a 17% 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** - AT Hop calls decreased 1% compared to last month. The service level increased 35%.

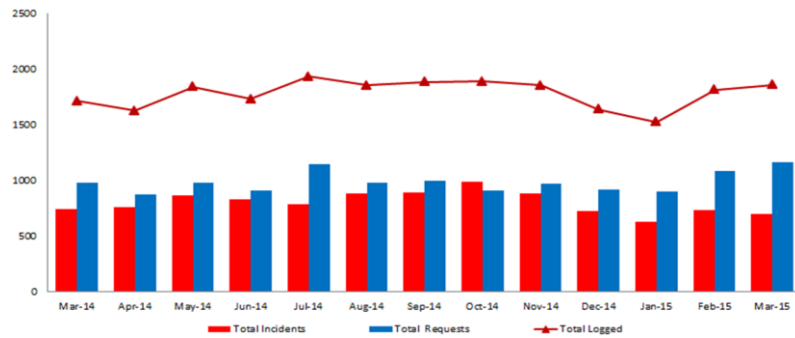
In addition, the Concessions queue achieved an 84% service level with just over 2,000 calls offered (a 154% increase from February). This coincides with the seasonal peak - known traditionally as the "March madness" period (usually mid-February to mid-April) as university students return for their first semester and most people have returned to work and school.

# Auckland Transport - Transport Indicators Report March 2015

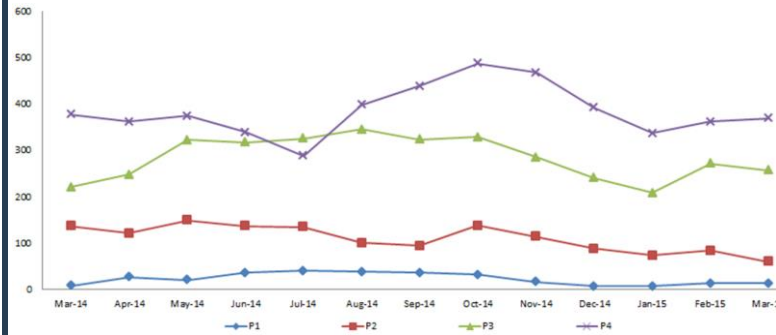


## Business Technology Indicators: Service Desk

**Total tickets logged**



**Incidents logged**

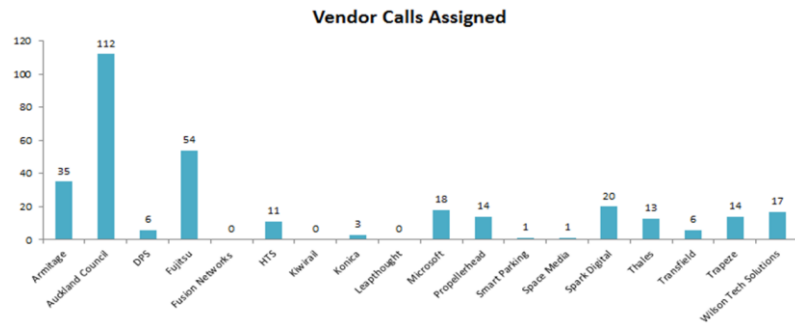


**Total tickets logged** -2,131 tickets were logged across AT and ATEED in March, the highest total logged with a slight increase on February's figures on both accounts. There were 1,857 tickets raised for AT and 274 for ATEED 1,295 of these tickets were for password resets, on par with February's figures, 163 requests were made for account unlocks.

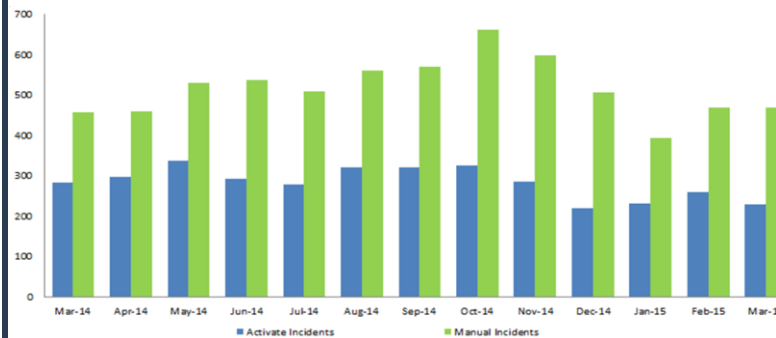
**Incidents logged** - 14 Priority 1's were logged in March. 12 for AT and 2 for ATEED. Priority 2's dropped to 59 which is the lowest amount for a year. Priority 3's remained similar to the previous month however there was a rise in P4's with 369 being logged for AT and 104 for ATEED.

**Request volume by vendor** - Auckland Council Shared Services were assigned the most calls with 112 calls assigned. All bar 8 calls were for ATEED users. These figures are likely to reduce in coming months as more ATEED systems are on boarded into Business Technology.

**Request volume by vendor**



**Activate / Manual tickets logged**



Fujitsu were assigned 54 calls, slightly up on February figures however these are slightly down on historical trending. Propellerhead spiked with 14 calls logged to them. There were with 3 calls linked to the Journey Planner.

**Activate / Manual tickets logged** -There was an increase in manual Service Requests being logged by around 100, both within AT and additionally with ATEED requests, who currently do not have the ability to log requests through Activate.

# Auckland Transport - Transport Indicators Report March 2015



## Business Technology Indicators: Service Desk



- Due to the data migration from Lync 2010 to Lync 2013. Data is unable to be shown in the system after 18th March. Above dashboard shows weekly data from 09/02/2015 to 18/03/2015. By using the existing data for the first 4 weeks, the last 3 weeks data has been estimated

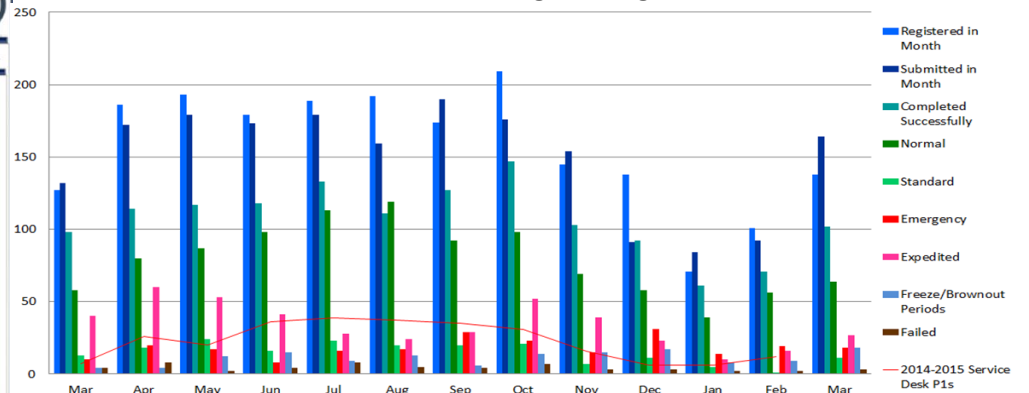
- By estimation, there were 48,161 users logged on on Lync in the last 8 weeks a 12% increase compared to the previous month. 88% are active users.

- Estimated average of 15,511 Lync-to-Lync sessions per week in the last 8 weeks, an increase of 17% compared to the previous month.

- Estimated 63% of users use instant messaging in Lync, similar to the last month.

- Estimated 190 conferences per week, increased 28%. Each conference remained 3.24 participants on average.

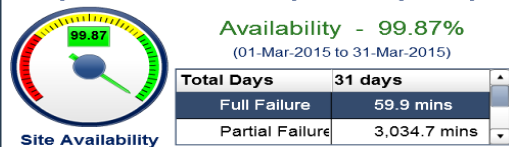
## Change Management 2014 AT ITBS change management



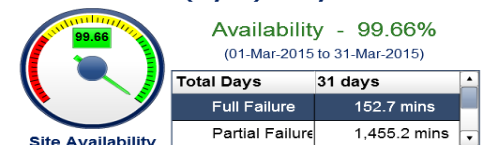
- There were 26 more Changes 'Submitted in March' than 'Registered in March' (Implementation began in March), the usual increase in volumes for Q2 – Q4 has begun.
- Year on year volumes are also increasing, as the number & scale of projects increase. There was an 8.6 % increase in volumes from March 2014, and a 36.63 % increase on Feb.
- Most fast tracked changes were Fixes and Rail CCTV Maintenance actioned to ensure systems remain stable. 32.6% were fast tracked, a 28.57% increase on Feb but a 10% decrease on March 2014. 13.04% were Emergency Changes.
- The number of Failed Changes is low 2.17% Failed, a 25% decrease on March 2014, 1 more than Feb.
- 19.57% were Expedited Changes, a 32.5% decrease on March 2014, and a 68.75 % increase on Feb. The majority were Network changes for ATEED migration, and VMS remediation for Car Parks, and Fibre Rail Backbone readiness of platforms for EMUs

## 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

