

# 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 updated results from the June report and, where available, year-end results for the 2013/14 year.

### Economic Activity

- There were 6,778 building consents issued in the 12 months to May 2014; 32.8% higher than the 12 months to May 2013.
- Fuel prices increased in June 2014. Prices were 2.28% higher for petrol and 2.62% higher for diesel when compared to June 2013.
- The ANZ truckometer index fell 0.8% in June 2014, which followed a 2.0% decrease in May suggesting that the June quarter GDP may not be as strong as previous months.

### Auckland Traffic

Compared to the same month last year, average daily traffic volumes for June 2014 were up 2% on the Harbour Bridge, 5% on SH1 at Orewa-Puhoi, 5% on SH1 at Drury and 1% on SH1 at Tip Top corner. In June 2014, 19% of the arterial network was congested. This represents a decrease of 3% compared to May 2014 and an increase of 1% on June 2013.

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 72,396,155 passengers for the 12 months to June 2014, an increase of +0.9% on the 12 months to May 2014 and +5.6% on the 12 months to June 2013. June monthly patronage was 6,107,965, an increase of 623,266 boardings or +11.4% on June 2013, normalised to ~ +6.8% accounting for additional special event patronage and one more business day and one less weekend day in June 2014 compared to Jun-2013. Year to date patronage has grown by +5.6%.

Rail service punctuality in June 2014 was 87.9%, compared to the average for the 12 months to June 2014 of 87.8%. 60.6% of all trips in June were made with AT HOP; up from 60.2% in May.

## **Cycling**

The total number of cyclist movements in June 2014 was 60,722. Morning peak cyclist counts were 18.7% higher compared to June 2013. A total of 915,458 cycle trips were recorded for the 12 months to June 2014, an increase of 9.6% on the previous year.

## **Customer Satisfaction**

A further round of customer satisfaction surveys covering aspects of public transport, and roads and footpaths was undertaken in June 2014. The results for the year to June 2014 using the Auckland Council 5 point scale are as follows:

- overall PT service was 91%
- the quality of roads in the Auckland region was 85%
- the quality of footpaths in Auckland region was 78%
- the quality of footpaths in respondents' local areas was 75%

## **Access to Transport Choices**

Walking Trips into the CBD in the morning peak are surveyed by Auckland Council on one day in March each year. In 2014, there were 5,330 walking trips into the CBD during the morning peak; an increase from the 2013 result of 4,842.

Morning peak car trips avoided through travel planning initiatives totalled 16,587 for 2013/14.

## **Safety**

In the year to December 2013, there were 429 fatal and serious injuries on the local road network.

There were 0.029 public and customer safety and security incidents per 100,000 boardings on the PT network in 2013/14.

## Attachments

Number	Description
1	Monthly Transport Indicators Report: July 2014

## Document ownership

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

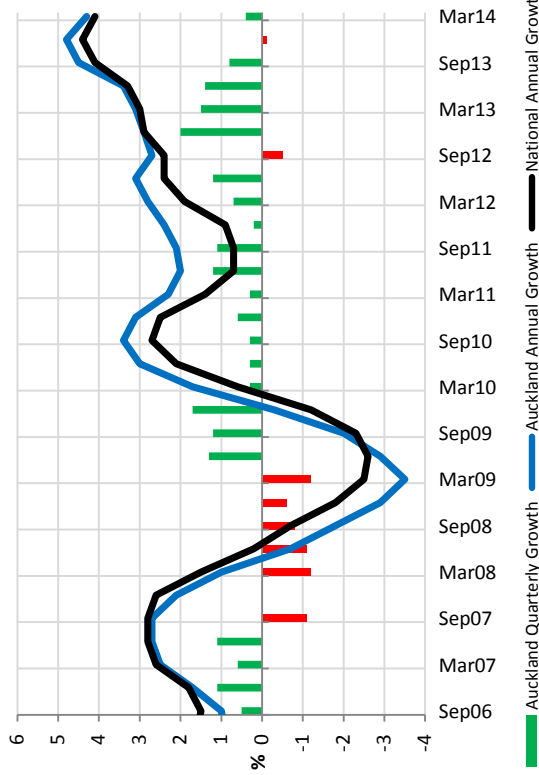


# Auckland Transport - Transport Indicators Report July 2014

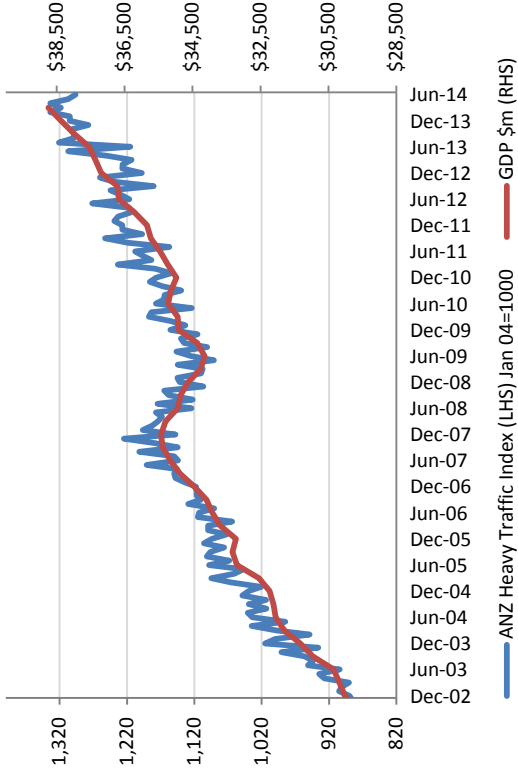


## Monitor Trends Driving Transport Demands: Economic Indicators

### Auckland Economic Activity



### ANZ Truckometer



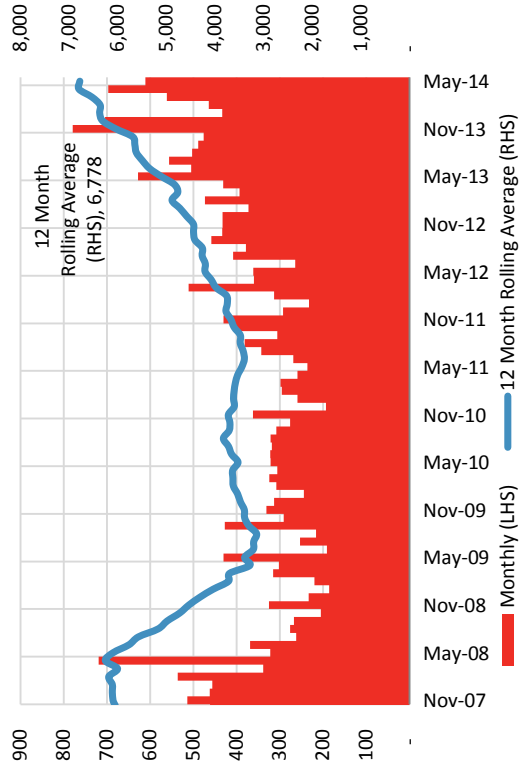
**Auckland Economic Activity** - decreased marginally in the March 2014 quarter, however the year-on-year growth rate remains strong at 4.3% for the year to March 2014. The nationwide growth rate was 4.1% for the year to March 2014. *Source: ANZ Regional Trends: Auckland (Quarterly data)*

**ANZ Truckometer** - uses NZTA data as an indicator of national economic activity. The June 2014 heavy traffic index fell 0.8% for the month which followed a 2.0% decrease in May; suggesting that the June quarter GDP may not be as strong as previous quarters. *Source: ANZ Truckometer (Data available 12th of the month)*

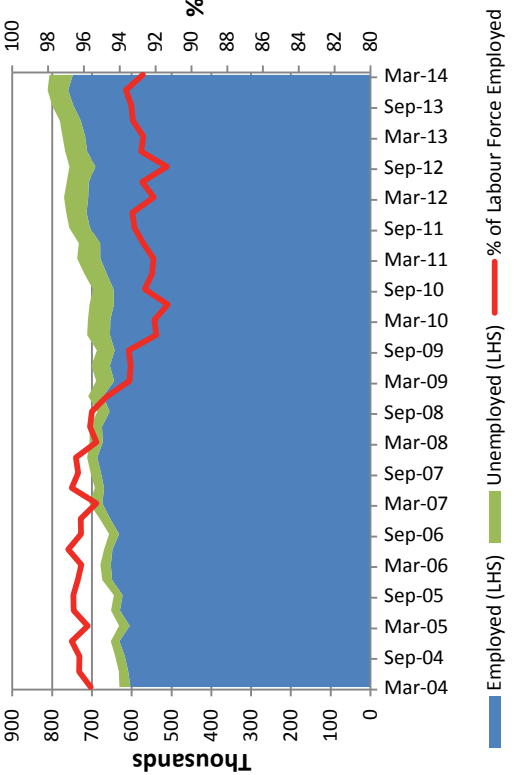
**Auckland Labour Force** - Auckland employment in the March 2014 quarter totalled 748,000, up 4.3% on the previous year. Unemployment was 3.5% higher than the previous year, totalling 58,700 in March 2014. Overall, employment growth has been greater than unemployment growth in the year to March 2014, indicating a strengthening economy. *Source: Statistics NZ Quarterly Labour Force Survey (Quarterly data)*

**Dwelling Consents Issued** - Have been increasing since mid-2011. The 12 month rolling average to May 2014 is 32.8% higher than the preceding 12 months. 611 building consents were issued in May 2014; 3% less than the same month last year. *Source: Statistics NZ*

### Dwelling Consents Issued



### Auckland Labour Force

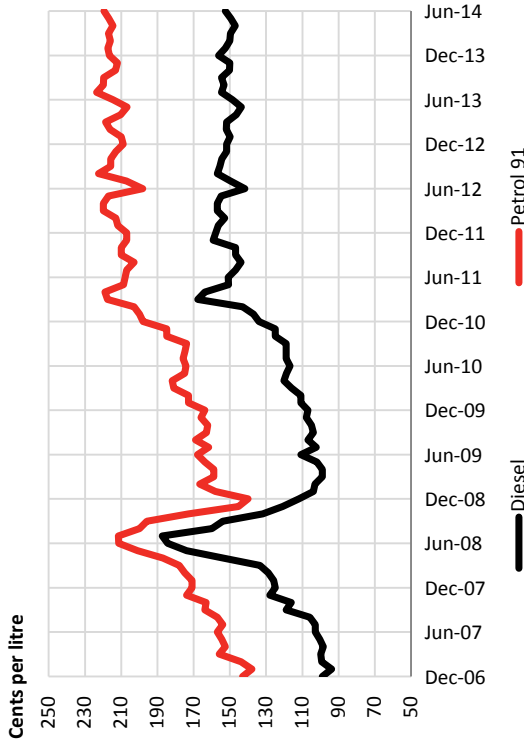


# Auckland Transport - Transport Indicators Report July 2014

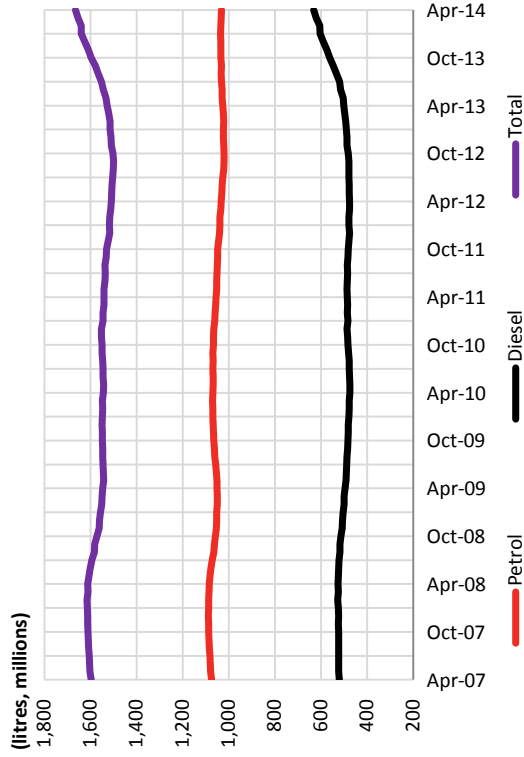


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

## Monthly Fuel Prices



## Auckland Fuel Sales (year to date)



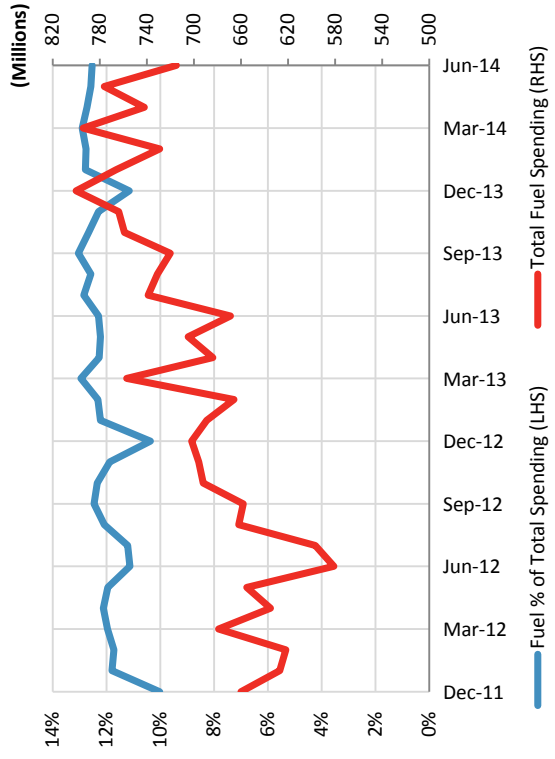
**Fuel Prices** - the average price of both petrol and diesel increased in June 2014 compared to the previous month. Prices in June 2014 were 2.28% higher for petrol and 2.62% higher for diesel when compared to June 2013.

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 decreased in June 2014 compared to May 2014. It was, however, 6.9% higher than in June 2013. The proportion of total card spending spent on fuel remained relatively constant at 12.5%

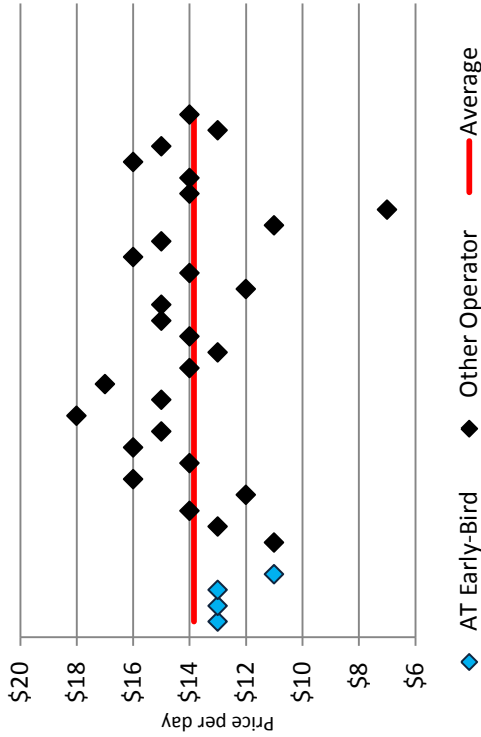
Source: Statistics NZ monthly Electronic Card Transactions

# Auckland Transport - Transport Indicators Report July 2014

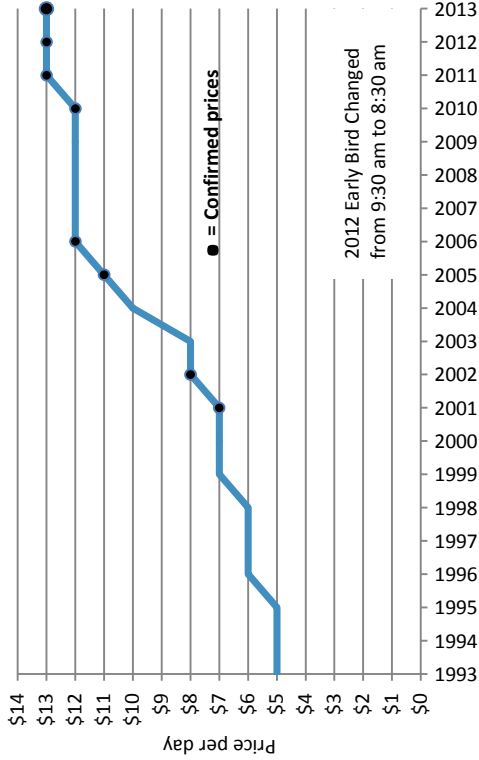


## Monitor Trends Driving Transport Demands: Prices and AT Hop Card

AT Early-Bird Parking Prices vs. Other CBD Parking



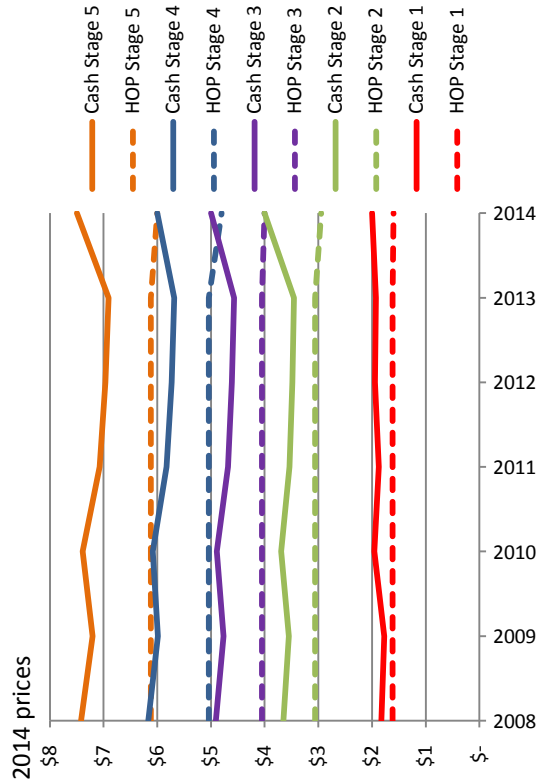
AT CBD Early-Bird Parking Price Per Day



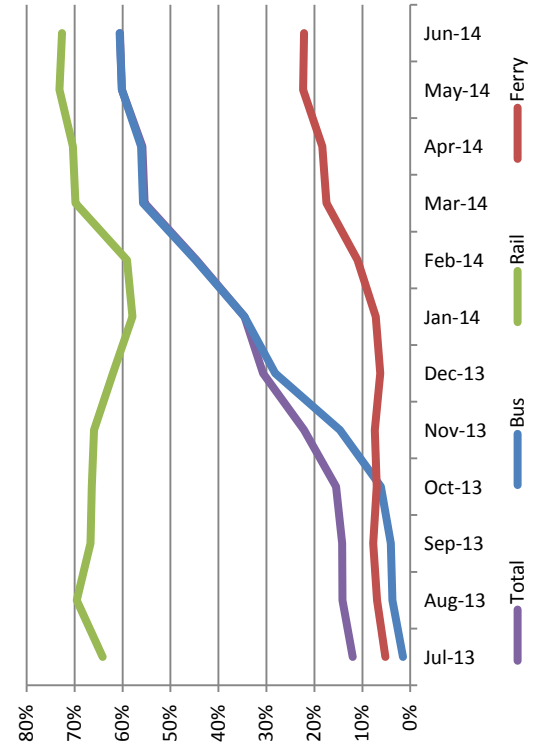
**Earlybird Parking Price** - in Civic, Downtown and Victoria St car park buildings. There has been no change in the price since 2011; however, in 2012 the conditions were changed with earlybird parking only available before 8:30am compared to previously being before 9:30am. The AT early bird prices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



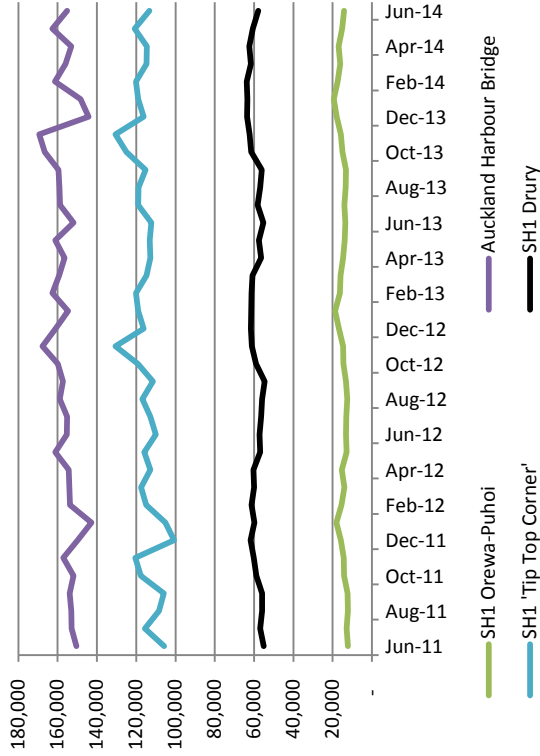
**Trips Using AT HOP** - 60.6% of all trips in June 2014 were made with AT HOP; up from 60.2% in May 2014. In June 2014, 60.6% of bus trips used AT HOP, 72.6% of train trips used AT HOP and 22.2% of ferry trips used AT HOP.

# Auckland Transport - Transport Indicators Report July 2014

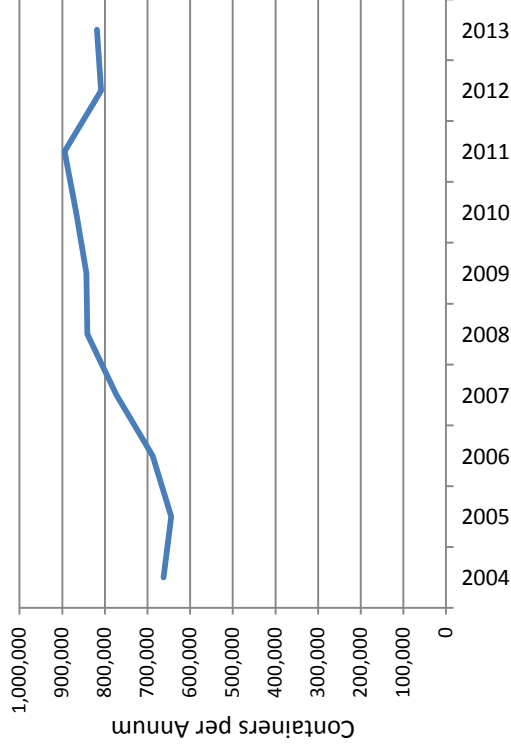


## Monitor Trends Driving Transport Demands: Key Demand Indicators

State Highway Average Daily Traffic Volumes



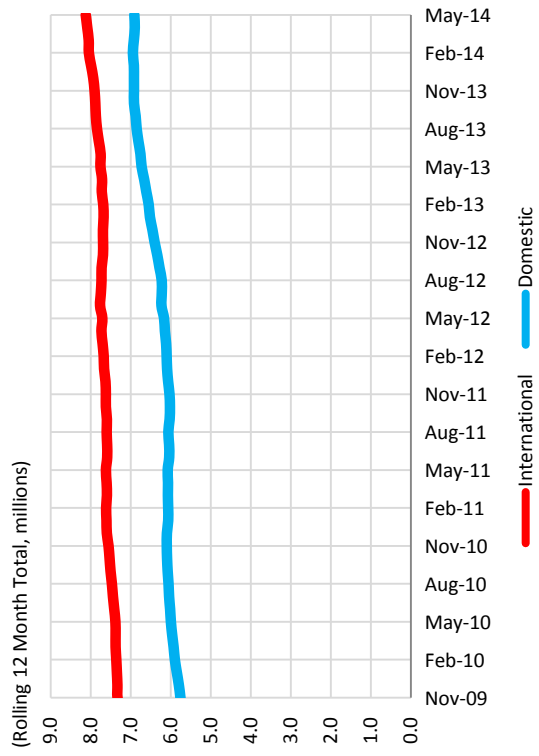
Port Freight Movements



**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 June 2014 were up 2% on the Harbour Bridge, 5% on SH1 at Orewa-Puhoi, 5% on SH1 at Drury and 1% 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

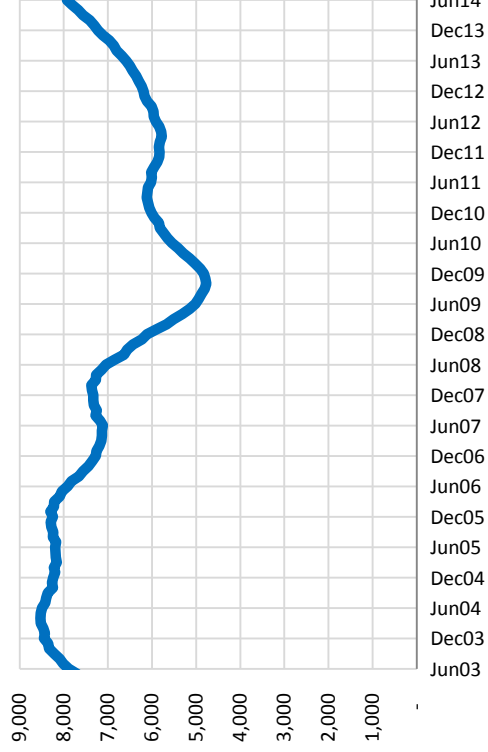
Auckland Airport Passenger Movements



**Airport Passenger Movements** - A total of 15 million passenger movements were recorded through Auckland airport in the year to May 2014, an increase of 3.8% on the year to May 2013. Total passenger movements in May 2014 were 4.3% higher than May 2013.  
 Source: AIAL Monthly traffic report

**Auckland Car Registrations** - Cars first registered to an Auckland postal code. There were 8,665 car registrations in June 2014, 18.9% higher than the same month last year. The rolling 12 month average is 20.4% 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



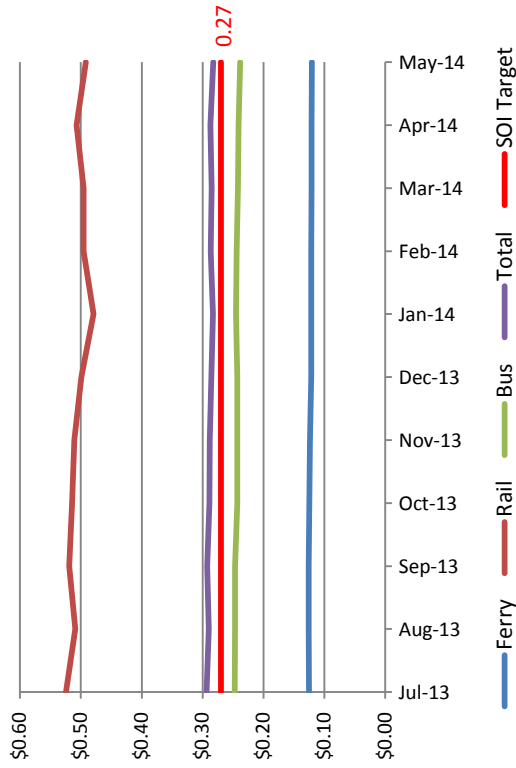


# Auckland Transport - Transport Indicators Report July 2014

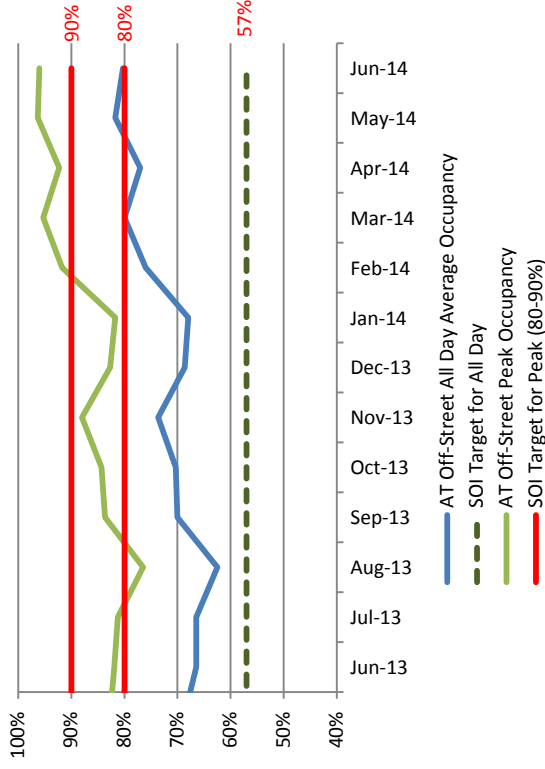


Monitor SOI Key Performance Indicators: Better Use of Resources to Maximise Return on Existing Assets

## PT Subsidy per Passenger Kilometre



## Off-street Parking Occupancy Rates

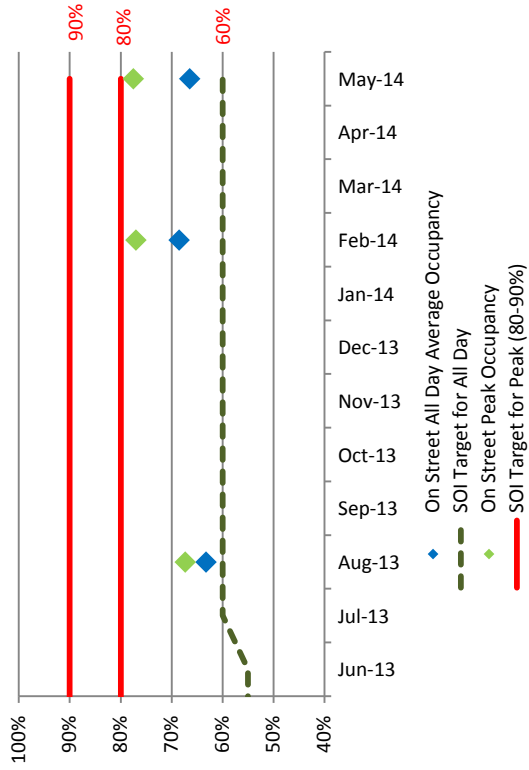


**PT Subsidy per Passenger Km** - the net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers. Total PT subsidy per passenger km in May 2014 was \$0.28.  
 Source: PT Ops

**Off-street Parking** - AT off-street car parks monitored are those at Civic, Downtown and Victoria Car Parking Buildings. In June 2014, peak occupancy was 96.0% and all day occupancy was 80.3%. Both peak and all day occupancy rates have increased relative to June 2013.  
 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 the May 2014 Quarter, peak occupancy increased marginally to 77.5%.  
 Source: AT Parking & Enforcement

## On-street Parking Occupancy Rates

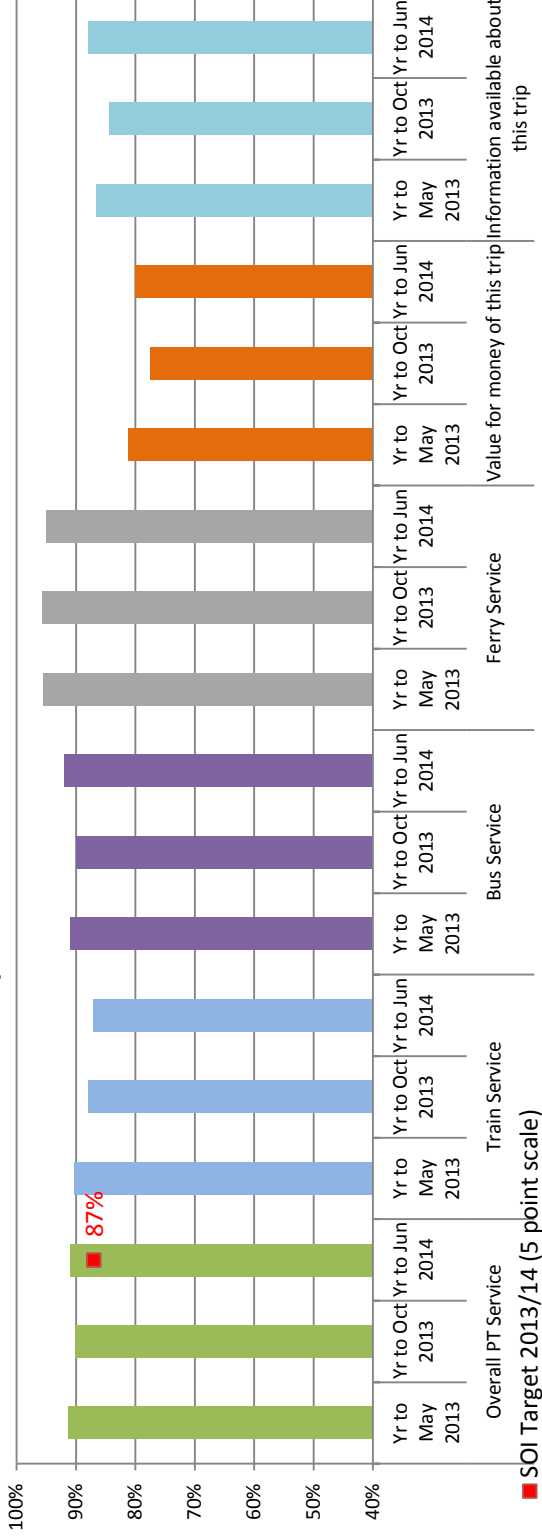


# Auckland Transport - Transport Indicators Report July 2014



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

### Public Transport Satisfaction Scores - Total satisfaction with:



**Public Transport Satisfaction** - Customer satisfaction surveys were undertaken in May 2013, October 2013 and June 2014 using the new 11-point satisfaction scale. Using the 5-point scale, the overall PT satisfaction was 91%. In addition to the SOI measures, the survey also tracks customer satisfaction with PT service by mode, value for money and availability of information. *Source: PT customer satisfaction surveys*

**Satisfaction with Roads and Footpaths** - Customer satisfaction surveys were undertaken in May 2013, October 2013 and June 2014 using the new 11-point satisfaction scale. Using the 5-point scale, overall satisfaction with the quality of roads was 85%, satisfaction with the quality of footpaths was 78%, and satisfaction with local area footpaths was 75%. In addition to the SOI measures, the survey also tracks customer satisfaction with road surface quality, road safety, and cycleways. *Source: AT Customer satisfaction survey*

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

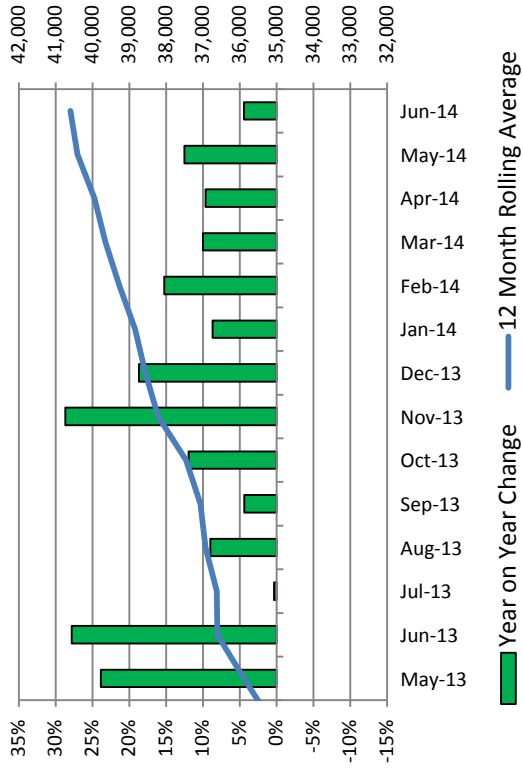


# Auckland Transport - Transport Indicators Report July 2014

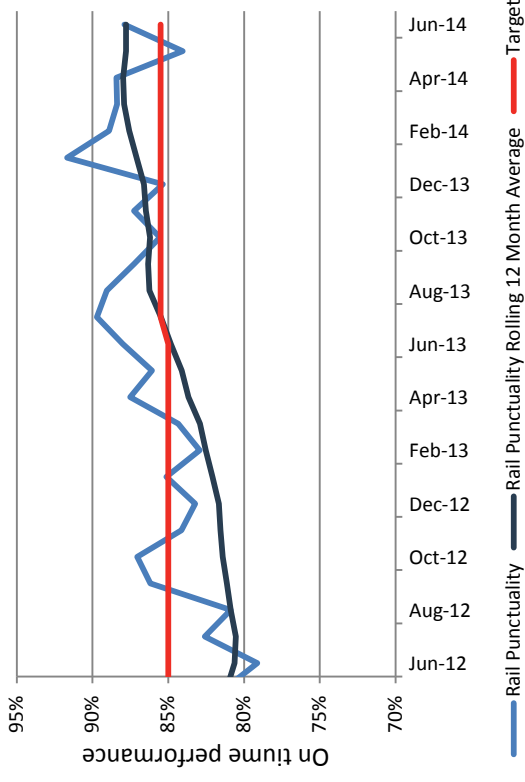


## Capacity and Utilisation of the Transport Network: Public Transport

### Rail Business Day Average



### Rail Punctuality



**Rail Business Day Average** - The 12 month rolling average to June 2014 increased 4.4% on the previous year. *Source: AT PT Ops*

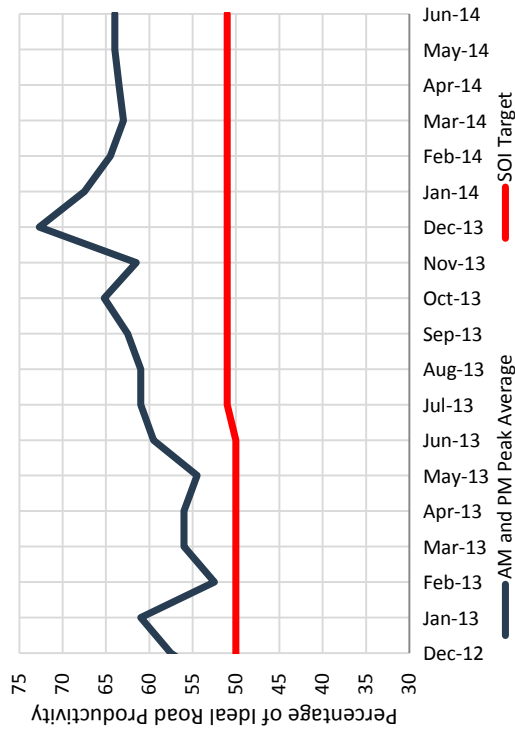
**Rail Punctuality** - For rail, service punctuality in June 2014 was 87.9%, compared to the average for the 12 months to June 2014 of 87.8%. Service delivery was 97.7%, compared to the average for the 12 months to June 2014 of 97.3%. *Source: AT PT Ops / operator returns*

# Auckland Transport - Transport Indicators Report July 2014

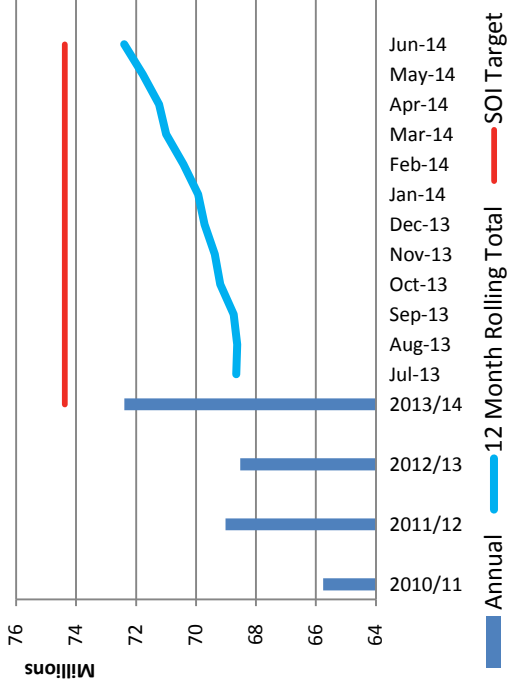


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

## 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.

Source: AT Road Corridor Operations

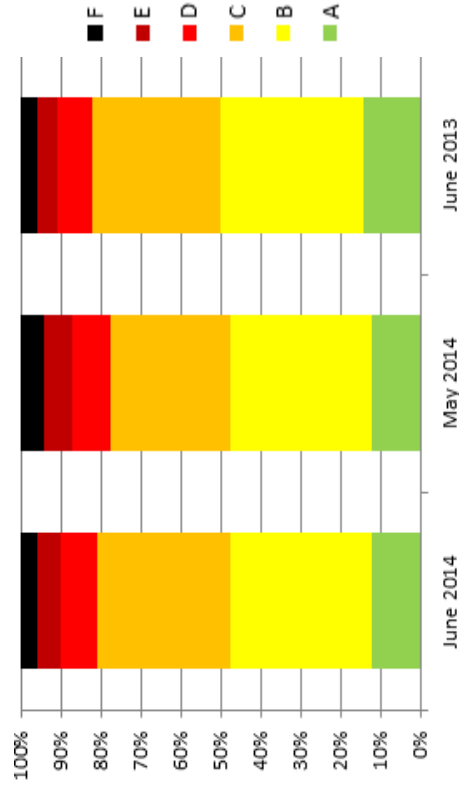
**Arterial Road Level of Service** - Arterial road level of service is measured by average speed as a % of the posted speed limit for AT's arterial roads, and categorised as follows:

- 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 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%).

Source: AT Road Corridor Operations

## AM Peak Arterial Road Level of Service



**Public Transport** - Auckland public transport patronage totalled 72,396,155 passengers for the 12 months to June 2014, an increase of +0.9% on the 12 months to May 2014 and +5.6% on the 12 months to June 2013. June monthly patronage was 6,107,965, an increase of 623,266 boardings or +11.4% on June 2013, normalised to ~ +6.8% accounting for additional special event patronage and one more business day and one less weekend day in June 2014 compared to June 2013. Year to date patronage has grown by +5.6%.

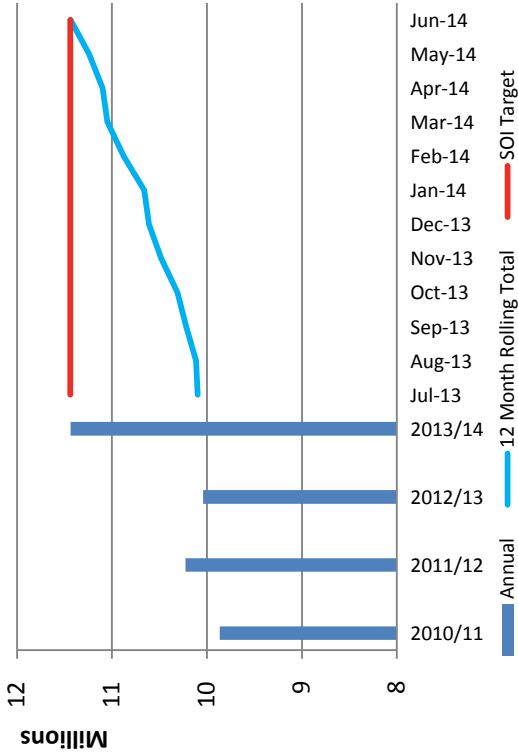
Source: AT PT Ops / operator returns

# Auckland Transport - Transport Indicators Report July 2014

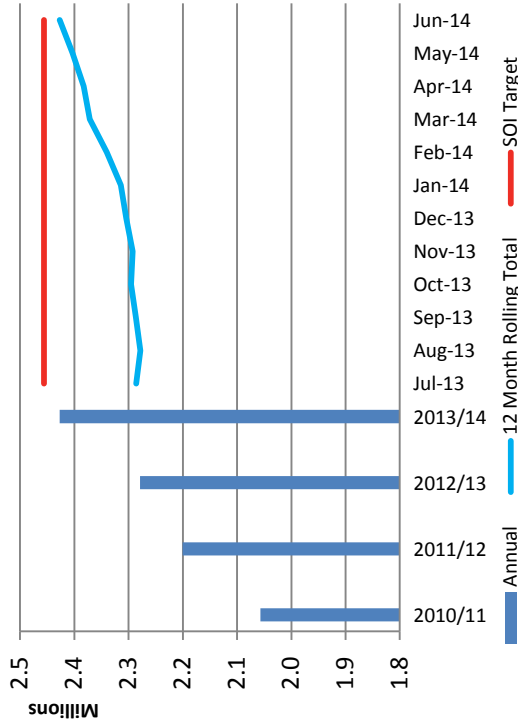


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

## Annual Rail Patronage



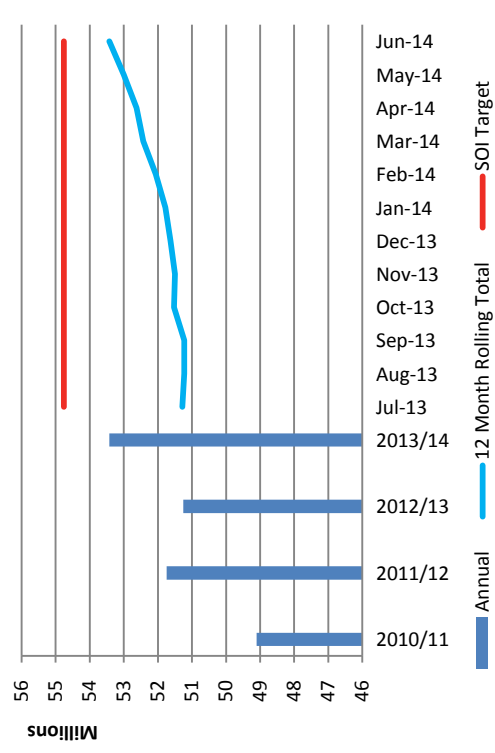
## Annual Northern Express Bus Patronage



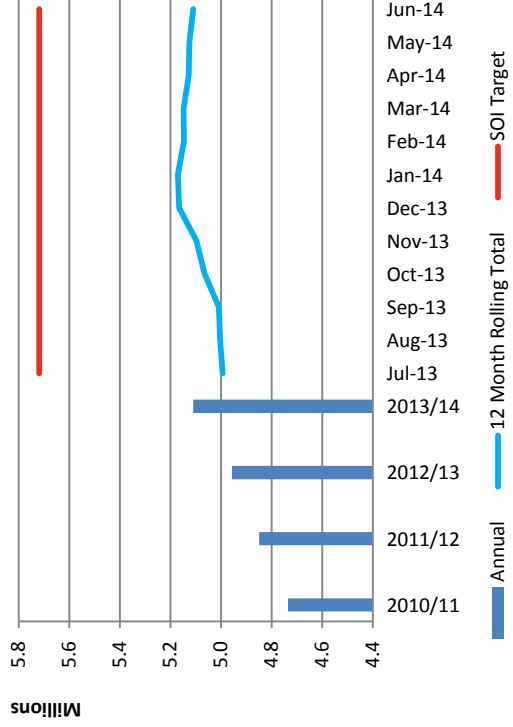
**Rail Trips** - Rail patronage totalled 11,435,085 passengers for the 12 months to June 2014, an increase of +1.7% on the 12 months to May 2014 and +13.9% on the 12 months to June 2013. Patronage for June 2014 was 1,039,830, an increase of 194,491 boardings or +23.0% on June 2013, normalised to ~ +9.4%. Year to date rail patronage has grown by +13.9%.  
Source: AT PT Ops / operator returns

**Northern Express** - The Northern Express bus service carried 2,426,745 passenger trips for the 12 months to June 2014, an increase of +1.0% on the 12 months to May 2014 and +6.5% on the 12 months to June 2013. Northern Express bus service patronage for June 2014 was 210,069, an increase of 23,201 boardings or +12.4% on June 2013, normalised to ~ +9.1%. Year to date Northern Express patronage has grown by +6.5%.  
Source: AT PT Ops / operator returns

## Annual Bus Patronage (excl. NEX)



## Annual Ferry Patronage



**Bus (excl. Northern Express)** - Other bus services carried 53,424,378 passenger trips for the 12 months to June 2014, an increase of +0.8% on the 12 months to May 2014 and +4.2% on the 12 months to June 2013. Other bus services patronage for June 2014 was 4,525,656, an increase of 420,821 boardings or +10.3% on June 2013, normalised to ~ +7.6%. Year to date other bus patronage has grown by +4.2%.  
Source: AT PT Ops / operator returns

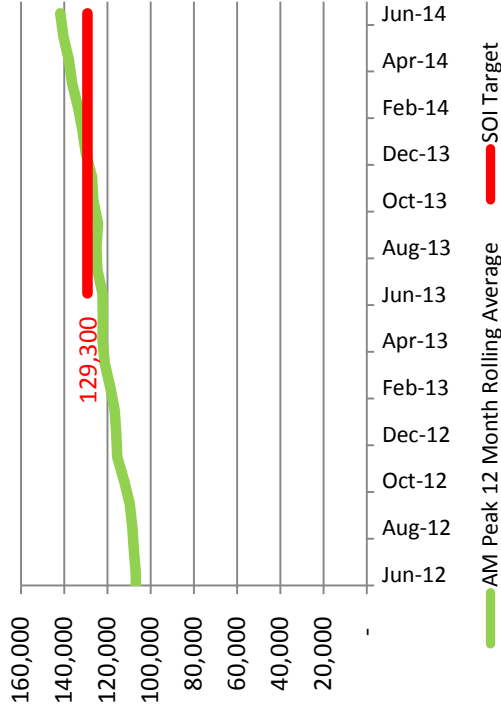
**Ferry Trips** - Ferry services carried 5,109,947 passenger trips for the 12 months to June 2014, a decrease of -0.3% on the 12 months to May 2014 and an increase +3.1% on the 12 months to June 2013. Ferry services patronage for June 2014 was 332,410, a decrease of -15,247 boardings or -4.4% on June 2013, normalised to ~ -7.3%. Year to date ferry patronage has increased by +3.1%.  
Source: AT PT Ops / operator returns

# Auckland Transport - Transport Indicators Report July 2014

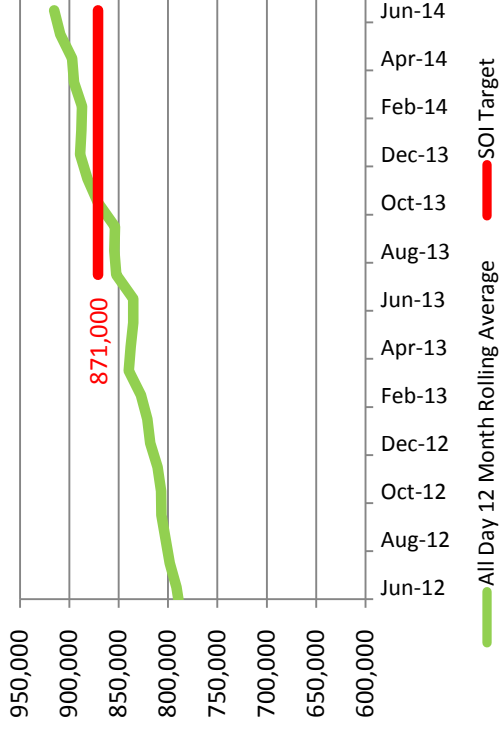


Monitor SOI Key Performance Indicators: Increased Access to a Wider Range of Transport Choices

## AM Peak Cycling Counts



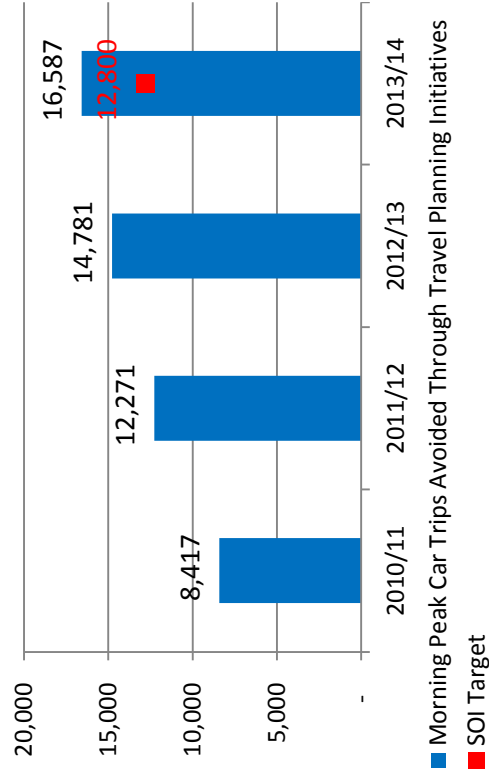
## All Day 12 Month Rolling Cycling Counts



**Cycling Counts** - AT counts cyclists at 9 key sites around the region. The total number of cyclist movements in June 2014 was 60,722. Morning peak movements were 18.7% higher compared to June 2013. A total of 915,458 cycle trips were recorded for the 12 months to June 2014, an increase of 9.6% on the previous year.  
 Source: AT Community Transport (reported 10th of the Month)

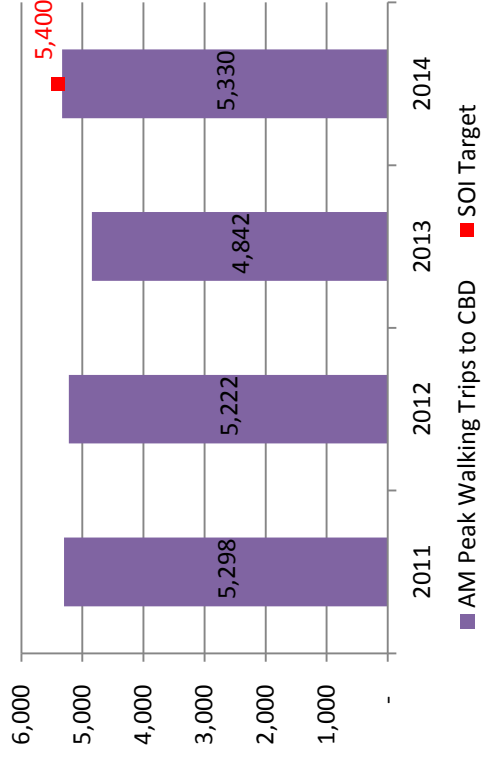
**Travel Plans - Morning peak car trips avoided** - Calculated by surveying participating Travelwise Schools, and workplaces and tertiary institutions. Mode shift is calculated by comparing baseline survey to follow-up survey results. There were 16,587 morning peak (7-9am) car trips avoided through travel planning initiatives in 2013/14.  
 Source: AT Community Transport (reported 10th of the Month)

## Travel Plans - Morning Peak Car Trips Avoided



■ Morning Peak Car Trips Avoided Through Travel Planning Initiatives  
 ■ SOI Target

## Walking Trips into CBD (March Survey)



■ AM Peak Walking Trips to CBD  
 ■ SOI Target

**Walking Trips into CBD** - Results are calculated through an annual survey, conducted on one day in March each year by the AC Research and Monitoring Unit (RIMU). There were 5,330 walking trips into the CBD on the survey day in March 2014. Walking trips in March 2014 were up 10% on the 2013 result.  
 Source: AC Research and Monitoring Unit

# Auckland Transport - Transport Indicators Report July 2014

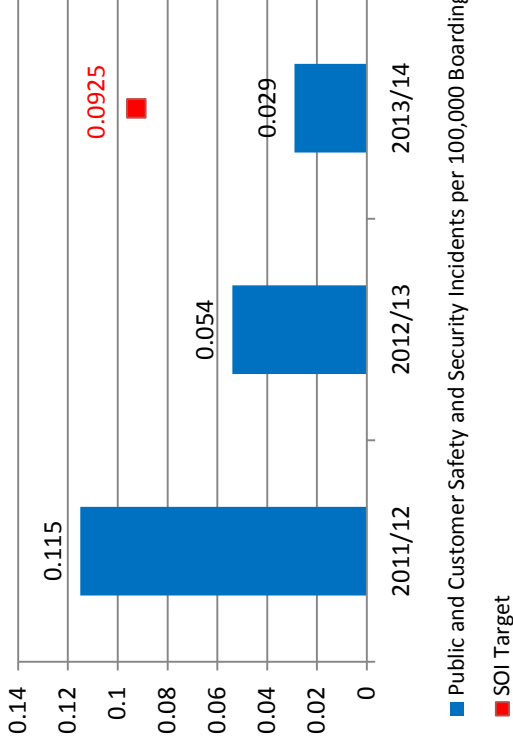


Monitor SOI Key Performance Indicators: Improved Safety and Reduced Environmental Effects

## Annual Fatal and Serious Injuries on Local Road Network



## Public and Customer Safety and Security Incidents



**Annual Fatal and Serious Injuries on Local Road Network**- there were 429 fatal and serious injuries on the local road network in 2013; an increase of 75 from the previous year.

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

**Public and Customer Safety and Security Incidents** - the number of incidents decreased in the 2013/14 year.

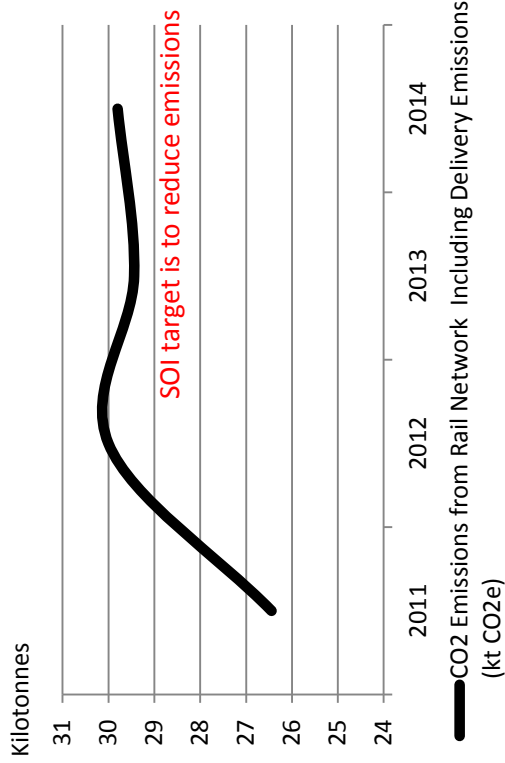
Source: PT Ops

## Reduced CO2 Emissions from Passenger Rail Network

**Rail Network** - Rail emissions have increased slightly on last year from 29.3 ktCO<sub>2</sub>-e to 29.8 ktCO<sub>2</sub>-e. This is mostly due to the 2012/13 frequency improvement for the Manukau line operating for the full year and additional special events e.g. League Nines, other Eden park events and additional concerts at Mt Smart.

Source: Veolia/ PT Operations

## Reduced CO2 Emissions from Passenger Rail Network

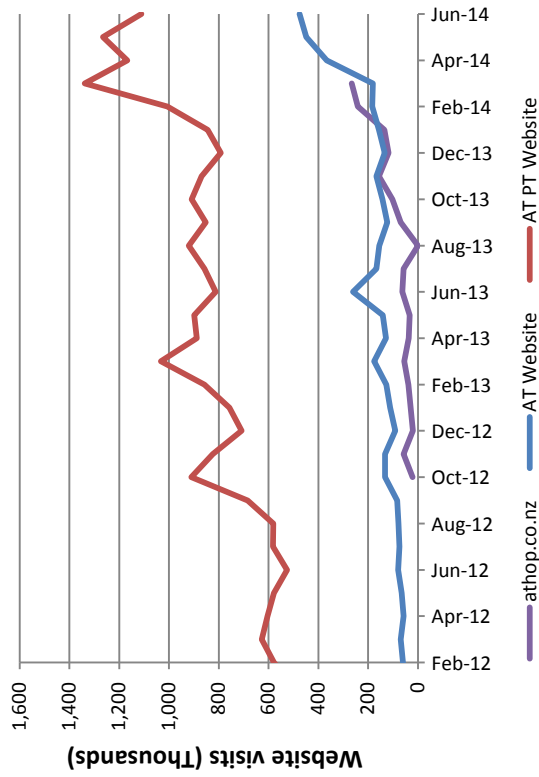


# Auckland Transport - Transport Indicators Report July 2014

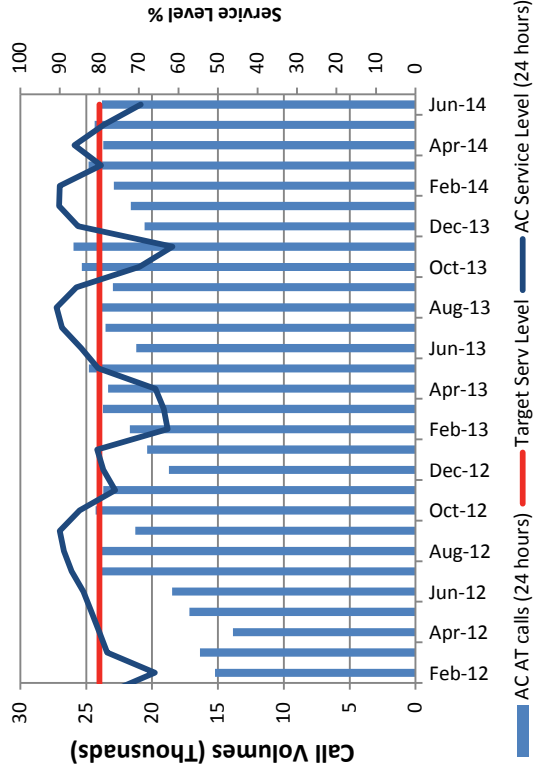


## Key Performance Indicators: Customer Contact

### Volume of website visits



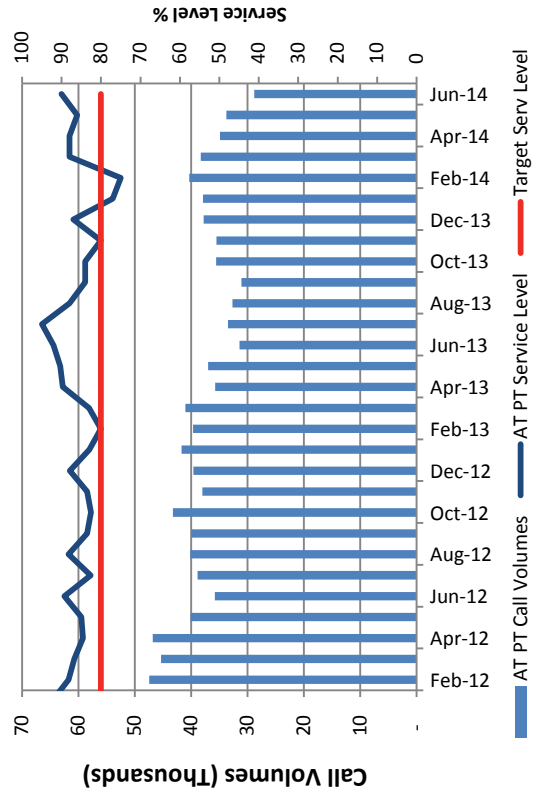
### Auckland Transport Call Centre: Incoming calls



**Volume of website visits** - There was a 12% decrease in visits to the AT PT website in June 2014 (compared to May 2014), decreasing from 1,264,898 visits to 1,111,396 visits. There was a 6% increase in visits to the AT website in June 2014 (compared to May 2014), increasing from 448,997 visits to 475,600 visits.

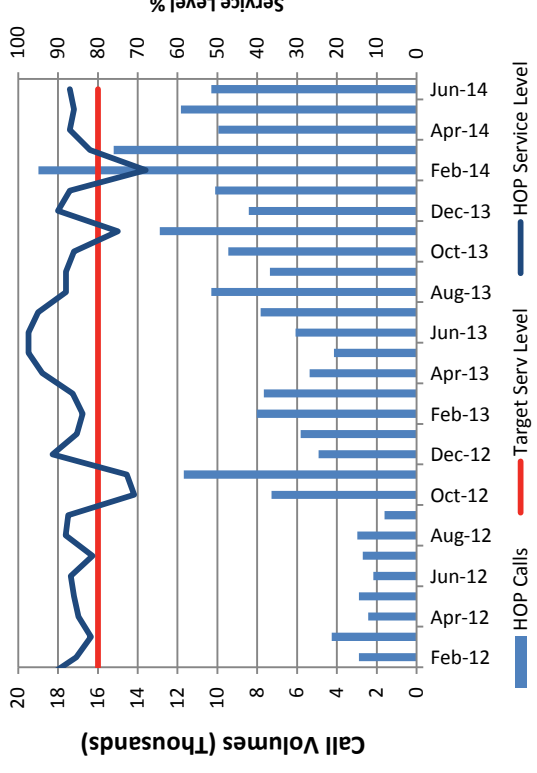
**AT Specialist Team Call Centre** - There was a 2% decrease in call volumes in June 2014 and a 12% decrease in service level compared to May 2014.

### Public Transport Call Centre Volumes & Service Level



**AT Public Transport Call Centre - Call** volumes to the Public Transport Call Centre decreased 14% compared to the previous month, and also decreased 8% compared to the same period last year. The Public Transport Call Centre service level increased compared to the previous month, from 86% to 90%. AT HOP calls decreased by 13% compared to last month. The service level was 87%; a 1% increase from last month. This is reflective of the BAU situation we are currently moving into.

### AT HOP Call Volumes & Service Level



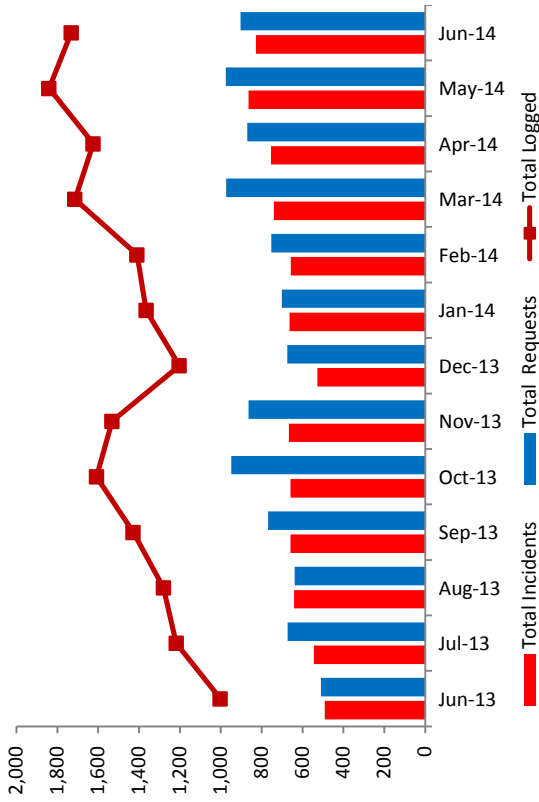


# Auckland Transport - Transport Indicators Report July 2014

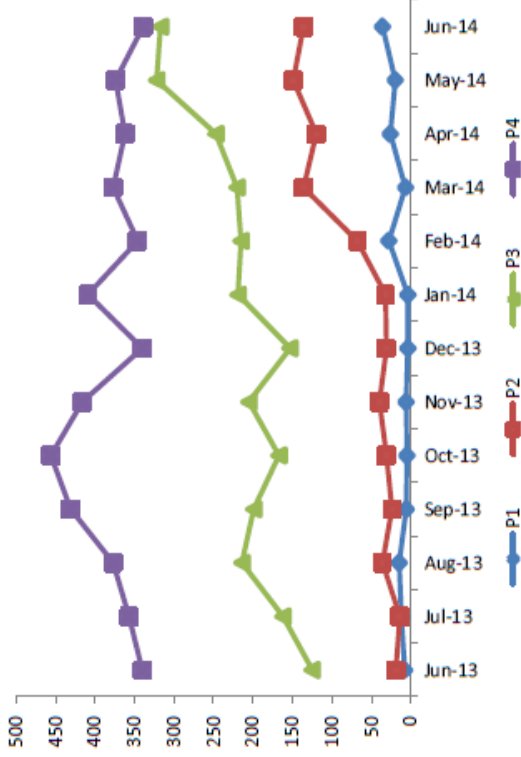


## Business Technology Indicators: Service Desk

Total tickets logged



Incidents logged



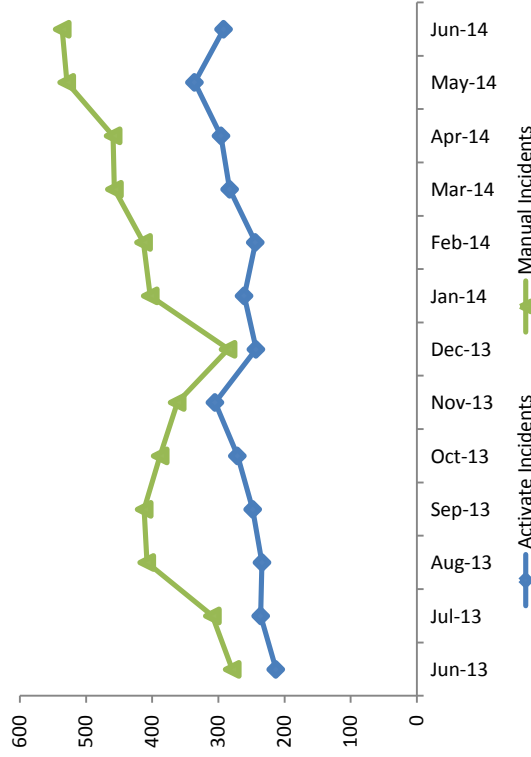
**Total tickets logged** - 1,732 tickets were logged in June, over 100 less than in May, representing the second highest volume of tickets logged in a month. The Desktop Team handled the highest volume of tickets again in June. Top ticket classifications were 100 email & calendar tickets, 92 software tickets and 84 hardware tickets.

**Incidents logged** - In general, there was a reduction across each priority of incidents logged, except in P1s. 21 of the P1s were Parking and Facilities related, including a number of issues with individual devices that do not have an immediate business impact. There were also 6 P1s logged for AT Online issues - 3 for at.govt.nz, 2 for My AT and one for HOP registration. There were four Rapid P1s, and the remaining three were unrelated incidents.

Requests logged vs open



Activate / Manual tickets logged



**Requests logged vs open** - There was a reduction in the number of incidents still open at the end of June compared to the end of May, and a significant increase in the number of incidents resolved in June over any other month reported. June 2014 is the first reported month since December 2013 where there were more resolved tickets than logged tickets. The Applications Team have reduced their open ticket count in June to 629 from May's volume of 713, and increased their resolved ticket count in June to 328 from May's volume of 216, showing a significantly increased throughput rate, and contributing greatly to the increase in resolved tickets compared to logged tickets.

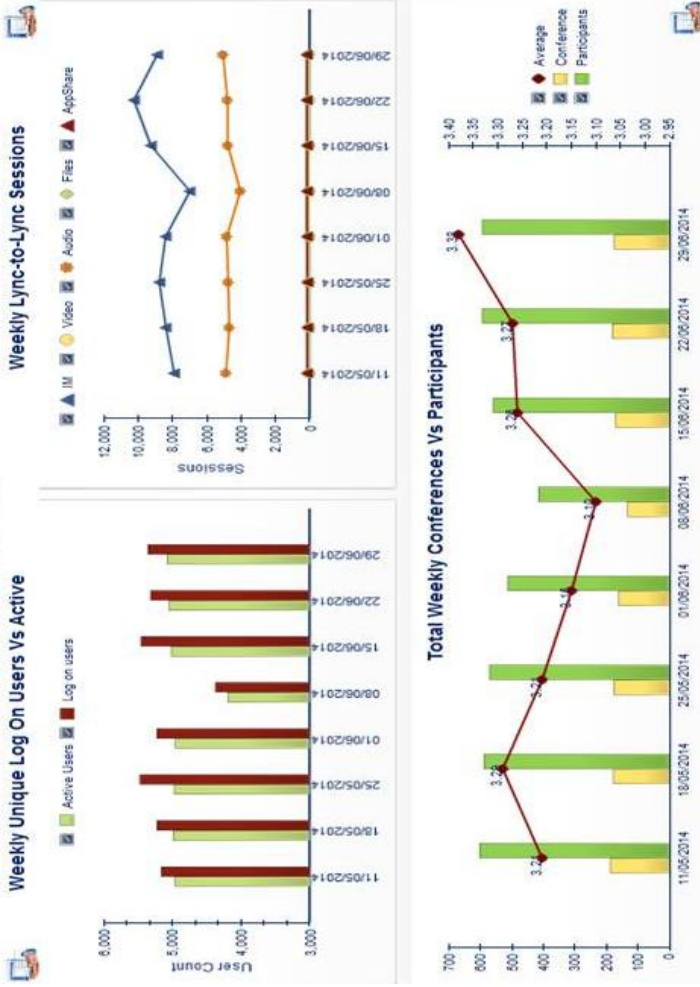
**Activate / Manual tickets logged** - This graph shows that the reduction in incident volume in June appears to be in incidents that would normally be logged via Activate.

# Auckland Transport - Transport Indicators Report July 2014



## Business Technology Indicators: Service Desk

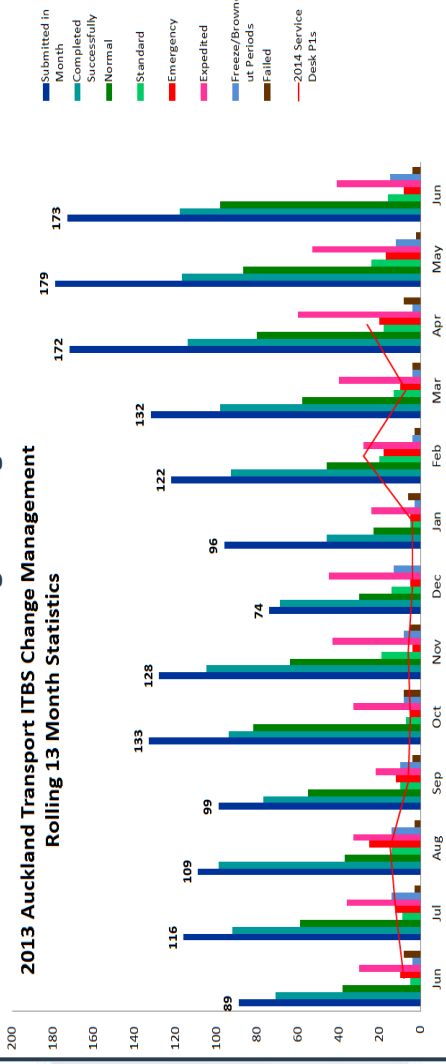
### Lync Dashboard



- The above dashboard shows weekly data from 11/05/2014 to 29/06/2014
- There was a drop in Lync users in the week ending 8 June, with 15% below average in the last 60 days, mainly due to a short week.
- There were 41,639 users logged on Lync in the last 60 days, 94% of them are active users.
- There was an average of 13,526 lync-to-lync sessions per week in the last 8 weeks; a 13% increase compared to last month.
- 64% of users elect to use the instant messaging format for their lync-to-lync sessions.
- There were approx. 172 conferences per week on average, a 3% increase compared to the result from the previous month. Each conference has 3.24 participants on average, 1% less compared to the previous month.

### Change Management

2013 Auckland Transport ITBS Change Management Rolling 13 Month Statistics



- A large increase in volumes from last year, with 94% increase in the volumes of submitted changes since June 2013.
- 68.20% of the changes implemented in June were successful.
- 28.32% of the changes were fast tracked changes. This is a 22.5% increase since June 2013.
- 4.6% were Emergency Changes, with the majority being fixes to resolve known incidents. This is a pleasing 52.94% decrease from the previous month and a 20% decrease since June 2013.
- 23.70% were Expedited Changes for various Projects. This is a 22.46% decrease from the previous month but a 36.37% increase since June 2013.
- 2.2% of the changes in June Failed. This is a 100% increase since the previous month but a 50% reduction since May 2013.
- The upward trend in the number of changes meeting the Normal Lead Times continues to grow i.e. being assessed in the Weekly TAB Meetings.
- The downward trend continues in the number of fast tracked (Emergency & Expedited) changes, but further improvements are needed to reduce this to a suitable level i.e. reduce the risks to our system/services.

### 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

