

# 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 July report are available. This report also includes the new SOI performance targets that came into effect on 1 July 2014.

### Economic Activity

- There were 6,826 building consents issued in the 12 months to June 2014; 27.8% higher than the 12 months to June 2013.
- Diesel prices decreased 2.0% in July 2014 when compared to the previous month and were 3.4% less than July 2013. Petrol prices increased 1.3% in July 2014 when compared to the previous month and were 0.5% less than July 2013.
- The ANZ truckometer index increased 2.9% in July 2014, suggesting a continued upward trend in GDP is likely.
- 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%

### Auckland Traffic

Compared to the same month last year, average daily traffic volumes for July 2014 were up 2% on SH1 at Orewa-Puhoi and 3% on SH1 at Drury, while volumes were down 1% at both SH1 at Tip Top Corner and on the Harbour Bridge.

### Public Transport

Auckland public transport patronage totalled 72,740,387 passengers for the 12 months to July 2014, an increase of +0.5% on the 12 months to June 2014 and +5.9% on the 12 months to July 2013. July monthly patronage was 6,268,752, an increase of 343,651 boardings or +5.8% on July 2013, normalised to ~ +5.4% accounting for additional special event patronage only, same number of business and weekend days in July 2014 compared to July 2013.

For rail, service punctuality in July 2014 was 86.8%, compared to the average for the 12 months to July 2014 of 87.2%.

62.6% of all trips in July 2014 were made with AT HOP; up from 59.7% in June 2014. In July 2014, 63.9% of bus trips used AT HOP, 70.7% of train trips, and 22.1% 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-hour period in July 2014 was 99.0% – outside the SOI target range of 80-90%.

## Cycling

The total number of cyclist movements in July 2014 was 53,317. Morning peak movements were 6.0% less compared to July 2013. Approximately two thirds of the days in July were forecast for rain which likely accounts for the lower cyclist numbers.

## Attachments

Number	Description
1	Monthly Transport Indicators Report: August 2014

## Document ownership

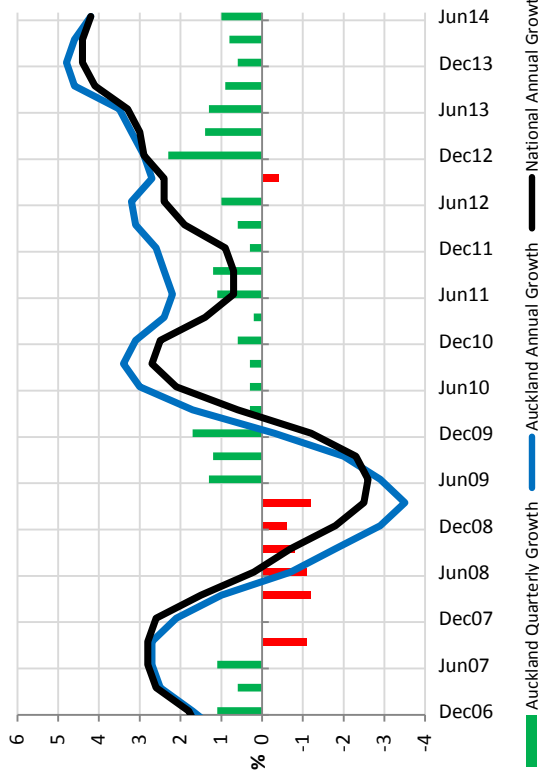
Submitted by	Kiri Wilson Strategic Planning Advisor	
Recommended by	Peter Clark General Manager, Strategy and Planning	
Approved for submission	David Warburton Chief Executive	

# Auckland Transport - Transport Indicators Report August 2014

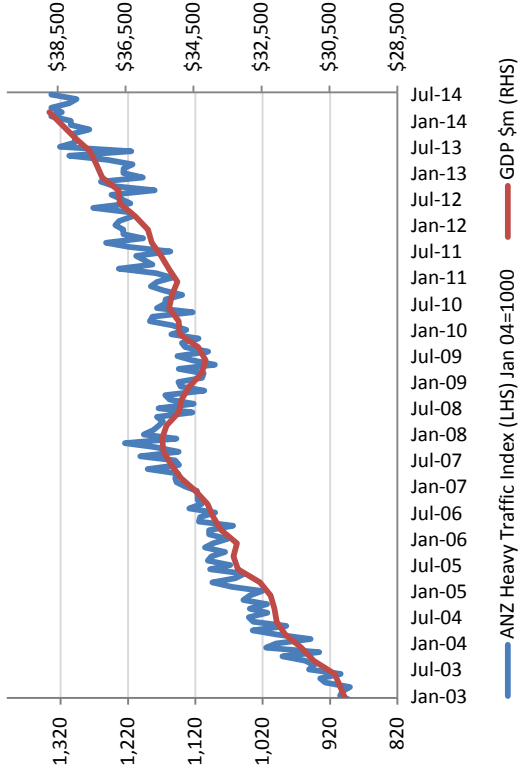


## Monitor Trends Driving Transport Demands: Economic Indicators

### Auckland Economic Activity



### ANZ Truckometer

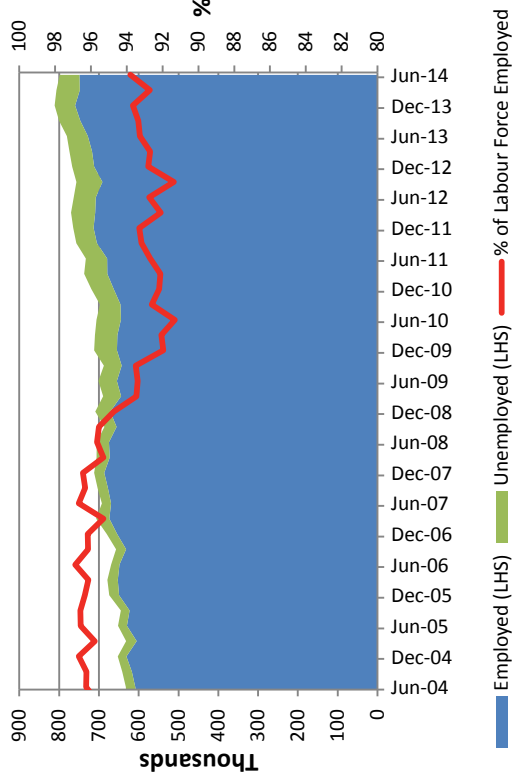


**Auckland Economic Activity** - economic activity increased 1.0% in the June 2014 quarter; the seventh consecutive quarterly rise. The year-on-year growth rate for both Auckland and New Zealand was 4.2%.  
 Source: ANZ Regional Trends: Auckland (Quarterly data)

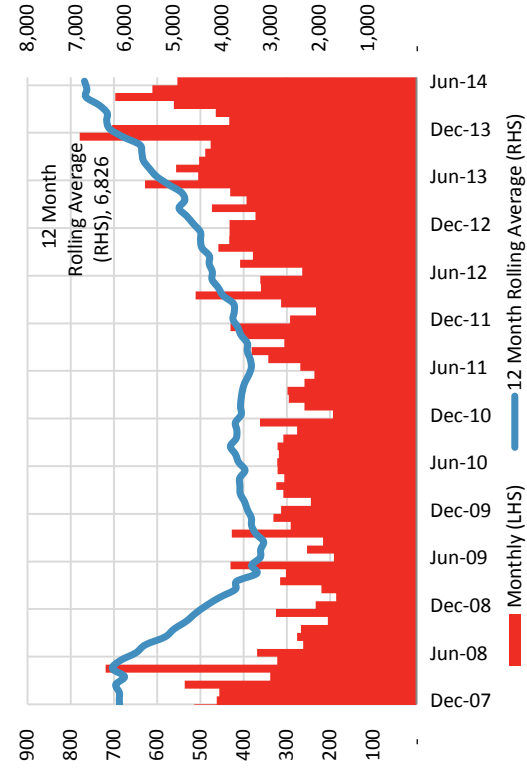
**ANZ Truckometer** - uses NZTA data as an indicator of national economic activity. The July 2014 heavy traffic index increased 2.9% for the month, suggesting a continued upward trend in GDP is likely.  
 Source: ANZ Truckometer (Data available 12th of the month)

**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%.  
 Source: Statistics NZ Quarterly Labour Force Survey (Quarterly data)

### Auckland Labour Force



### Dwelling Consents Issued



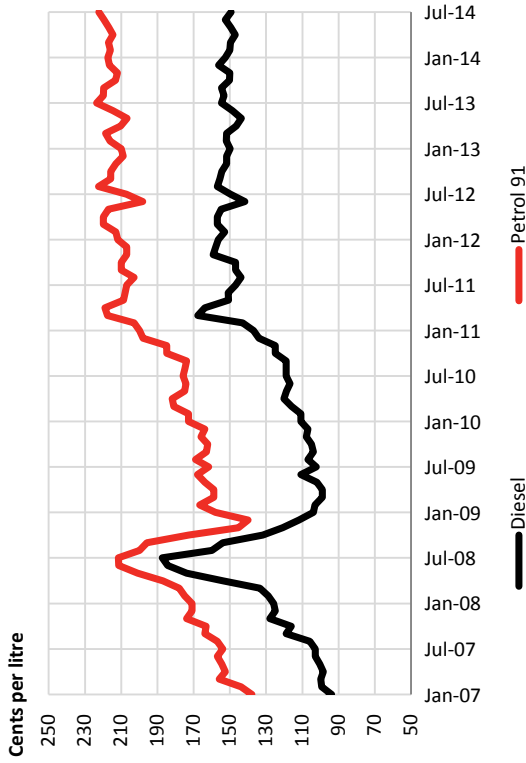
**Dwelling Consents Issued** - Have been increasing since mid-2011. The 12 month rolling average to June 2014 was 27.8% higher than the preceding 12 months. 553 building consents were issued in June 2014; 9.5% less than May 2014 but 9.5% higher than the same month last year.  
 Source: Statistics NZ

# Auckland Transport - Transport Indicators Report August 2014

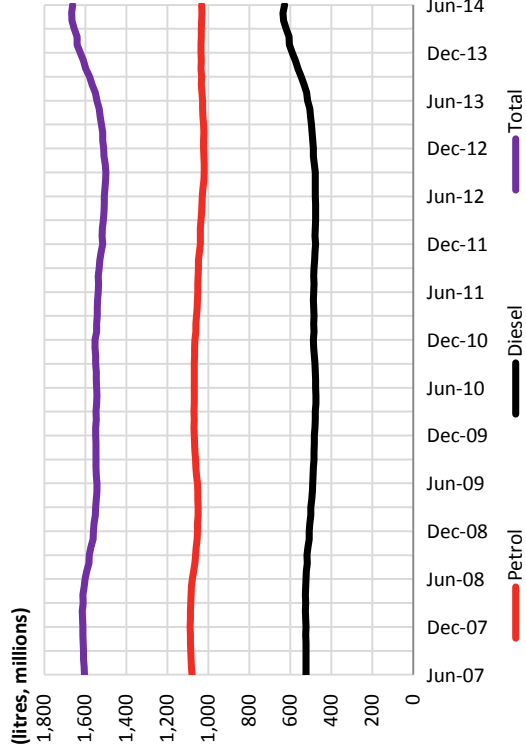


## Monitor Trends Driving Transport Demands: Prices and AT Hop Card

### Monthly Fuel Prices



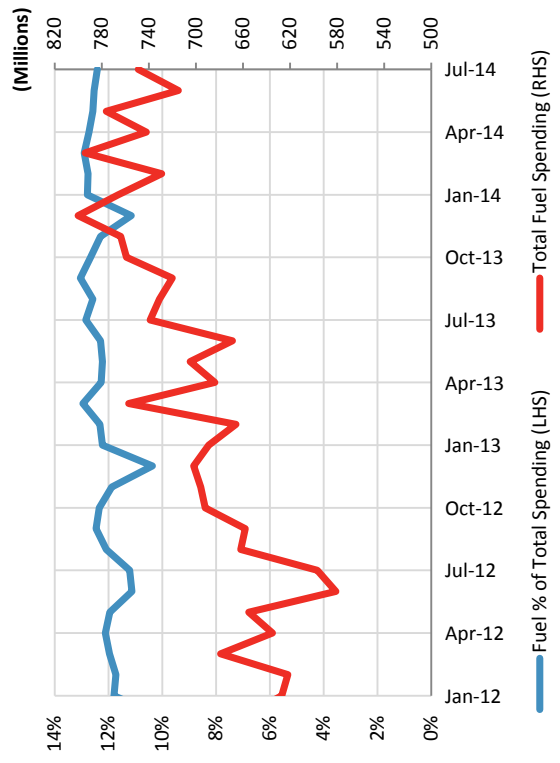
### Auckland Fuel Sales



**Fuel Prices** - the average price of diesel fell 2.03% in July 2014 when compared to June 2014 and was 3.43% lower than the same month last year. The average price of petrol increased in 1.32% in July 2014 when compared to June 2014 and was 0.49% lower than the same month last year.  
 Source: *Ministry of Business, Employment and Innovation (Updated Weekly)*

**Auckland Fuel Sales** - total fuel sales for the year to June 2014 were 7.6% higher than the previous year; largely mirroring strong increases in diesel sales since May 2013. Diesel sales have however levelled off in May and June 2014.  
 Source: *Auckland Council Fuel Tax returns (Data available 1 month following)*

### Electronic Card Spending on Fuel



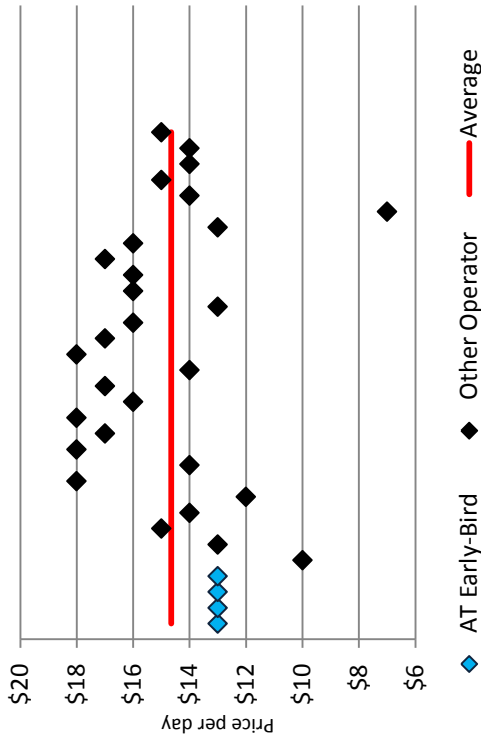
**Card Spending on Fuel** - Card spending on fuel increased 4.7% in July 2014 compared to June 2014 and was 5.8% higher than in July 2013. The proportion of total card spending spent on fuel remained relatively constant at 12.4%.  
 Source: *Statistics NZ monthly Electronic Card Transactions*

# Auckland Transport - Transport Indicators Report August 2014

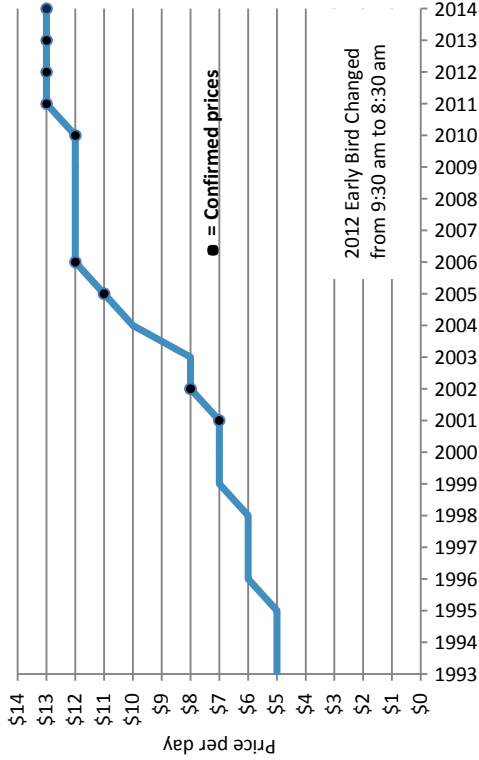


## Monitor Trends Driving Transport Demands: Prices and AT Hop Card

AT Early-Bird Parking Prices vs. Other CBD Parking



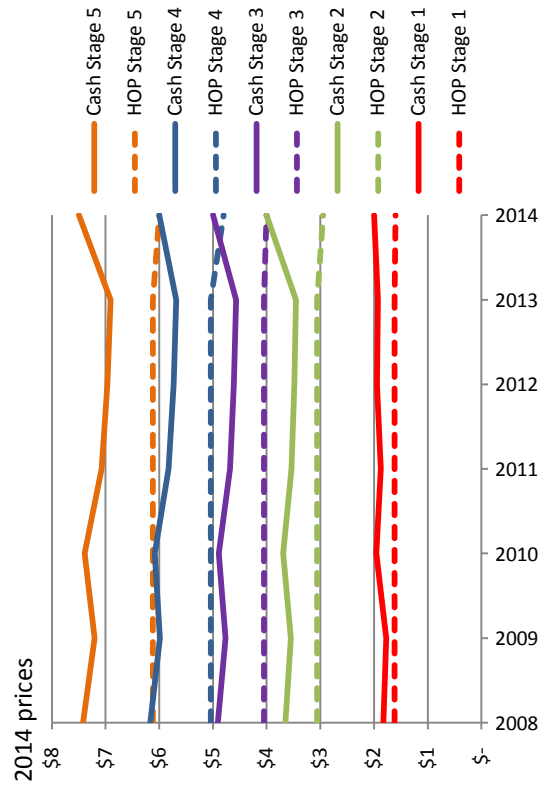
AT CBD Early-Bird Parking Price Per Day



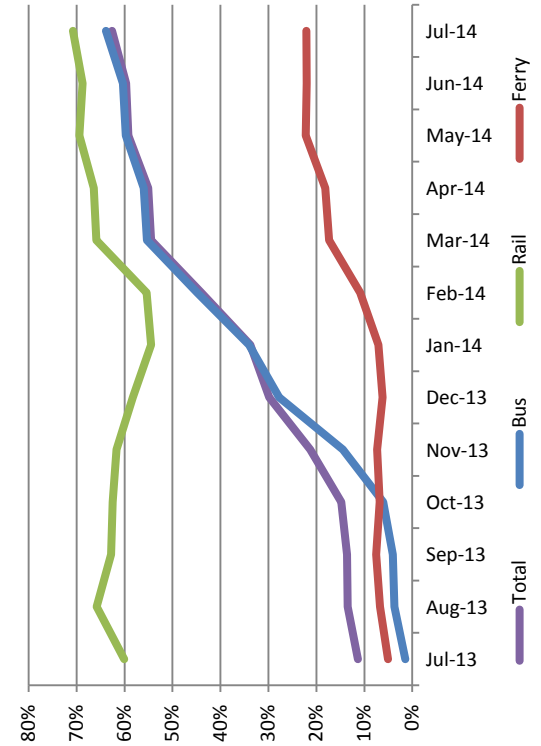
**AT Earlybird Parking Price** - in Civic, Downtown, Fanshawe St and Victoria St car park buildings. There has been no change in the price since 2011; however, in 2012 the conditions were changed with earlybird parking only available before 8:30am compared to previously being before 9:30am. The AT early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



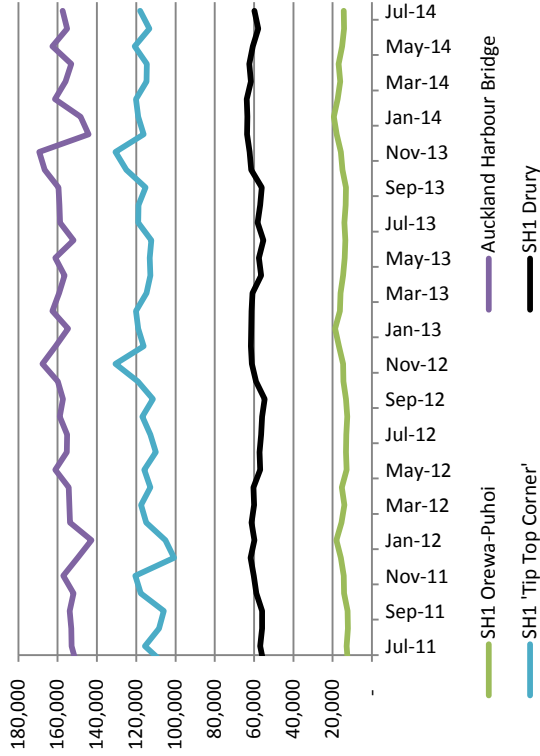
**Trips Using AT HOP** - 62.6% of all trips in July 2014 were made with AT HOP; up from 59.7% in June 2014. In July 2014, 63.9% of bus trips used AT HOP, 70.7% of train trips used AT HOP and 22.1% of ferry trips used AT HOP.

# Auckland Transport - Transport Indicators Report August 2014

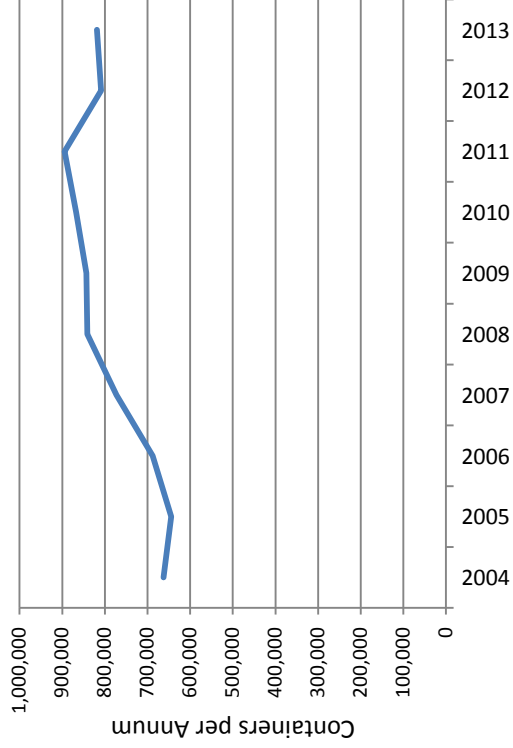


## Monitor Trends Driving Transport Demands: Key Demand Indicators

State Highway Average Daily Traffic Volumes



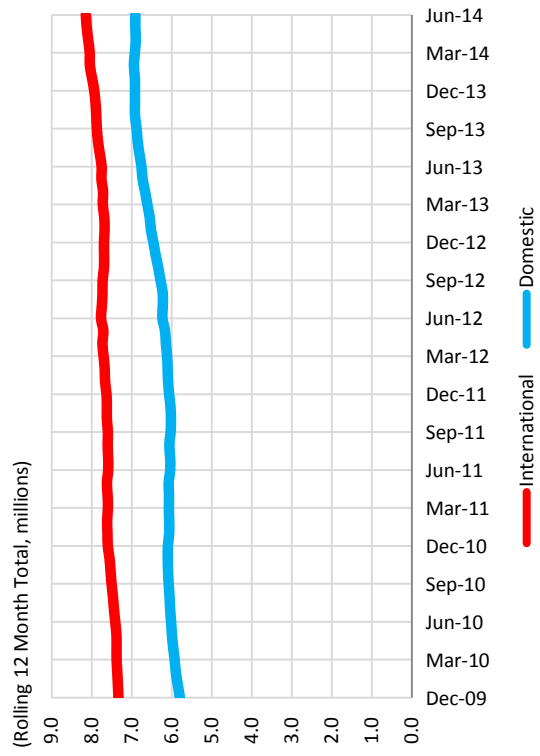
Port Freight Movements



**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 July 2014 were up 2% on SH1 at Orewa-Puhoi and 3% on SH1 at Drury, while volumes were down 1% at both SH1 at Tip Top Corner and on the Harbour Bridge.  
 Source: NZTA Data

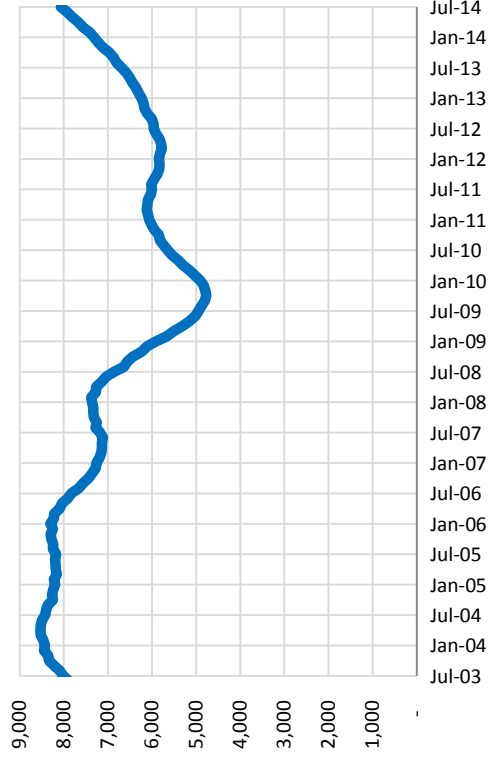
**Port Freight Movements** - Container movements through the Ports of Auckland totalled 818,819 TEU equivalents in the year to June 2013; an increase of 1.5% over the previous year, but down on the 2011 total.  
 Source: Ports of Auckland

Auckland Airport Passenger Movements



**Airport Passenger Movements** - A total of 15 million passenger movements were recorded through Auckland airport in the year to June 2014, an increase of 3.8% on the year to June 2013. Total passenger movements in June 2014 were 2.0% higher than June 2013.  
 Source: AIAL Monthly traffic report

Auckland Car Registrations - 12 Month Rolling Average



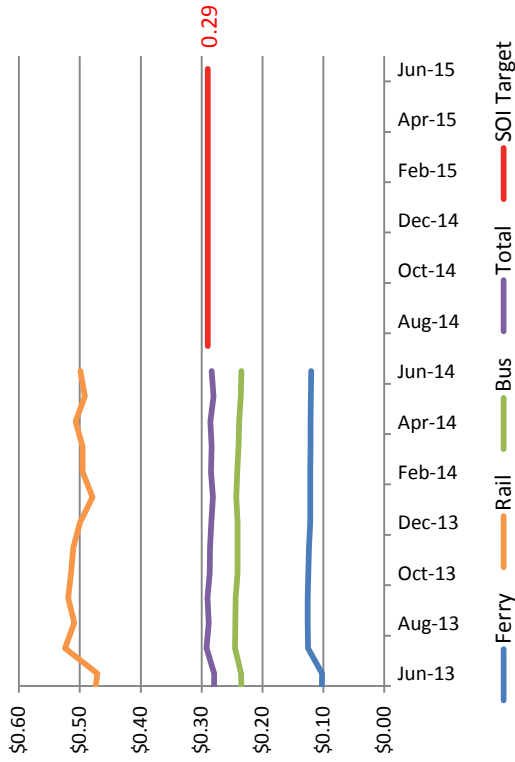
**Auckland Car Registrations** - Cars first registered to an Auckland postal code. There were 9,225 car registrations in July 2014, 21.7% higher than the same month last year. The 12 month rolling average is 20.6% higher than a year ago, reflecting a strong recovery in vehicle sales activity as economic conditions have improved.  
 Source: NZTA Vehicle registration Centre

# Auckland Transport - Transport Indicators Report August 2014

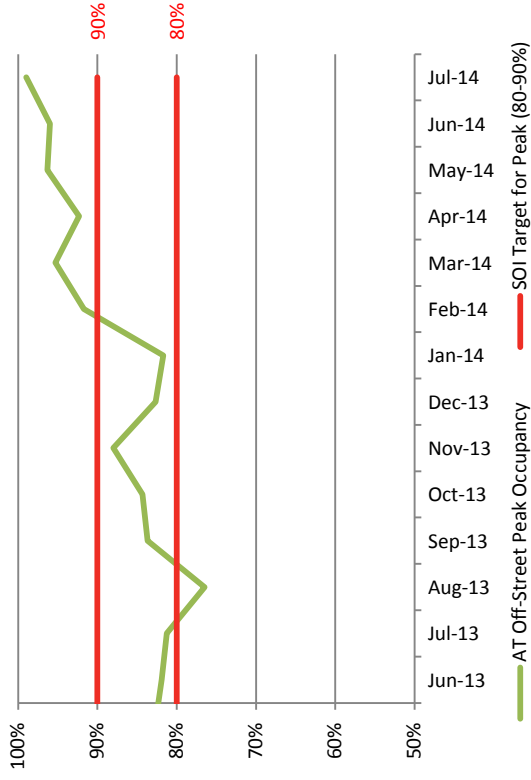


Monitor SOI Key Performance Indicators: Better Use of Resources to Maximise Return on Existing Assets

## PT Subsidy per Passenger Kilometre



## Off-street Peak Parking Occupancy Rates

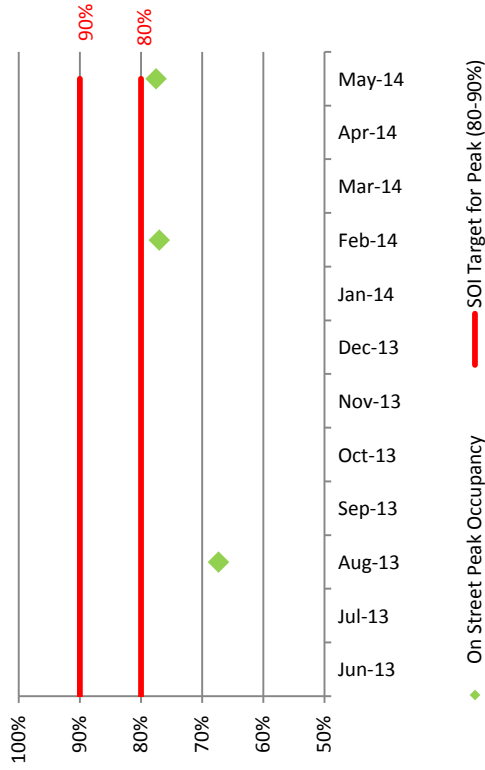


**PT Subsidy per Passenger Km** - the net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers. Total PT subsidy per passenger km in June 2014 was \$0.28.  
 Source: PT Ops

**Off-street Parking** - AT off-street car parks monitored are those at Civic, Downtown and Victoria Car Parking Buildings. In July 2014, peak occupancy was 99.0%, outside of 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

## On-street Peak Parking Occupancy Rates



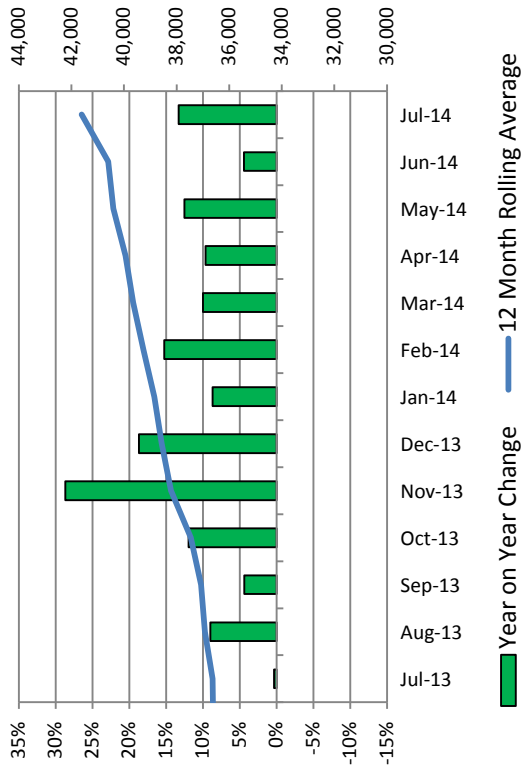
Shortland/High Streets. Results prior to June 2013 Quarter are not included as AT previously surveyed on-street car parks in different locations. No survey was undertaken in the December 2013 Quarter. In May 2014, peak occupancy increased marginally to 77.5%. No occupancy surveys have been undertaken 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

# Auckland Transport - Transport Indicators Report August 2014

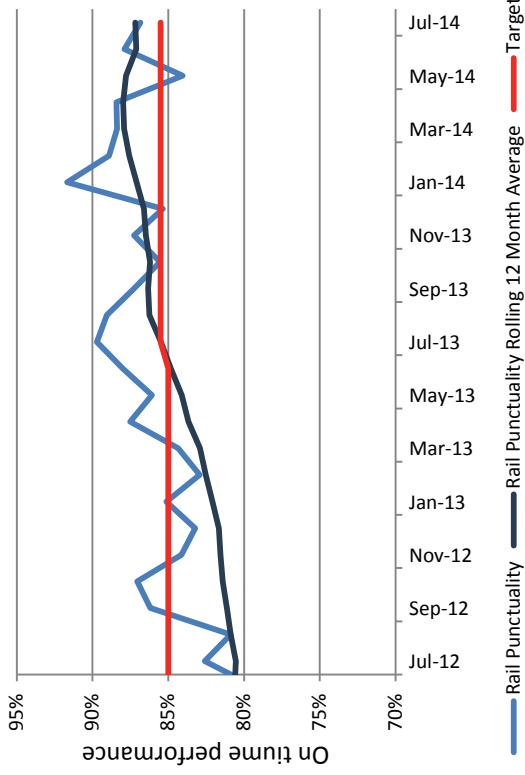


## Capacity and Utilisation of the Transport Network: Public Transport

**Rail Business Day Average**



**Rail Punctuality**



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

**Rail Punctuality** - For rail, service punctuality in July 2014 was 86.8%, compared to the average for the 12 months to July 2014 of 87.2%.  
 Source: AT PT Ops / operator returns

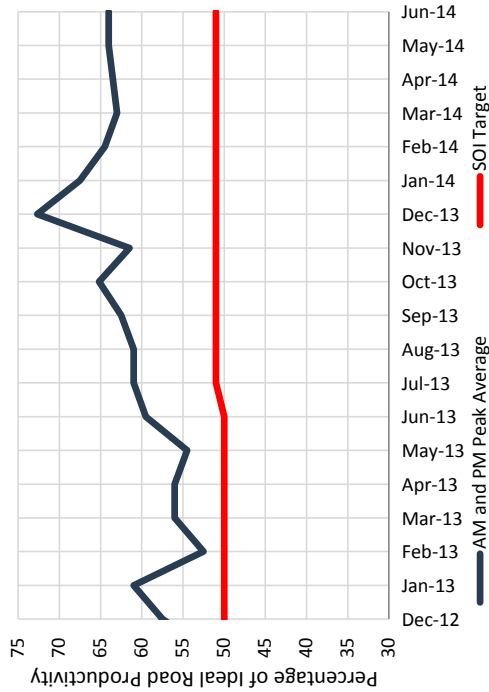


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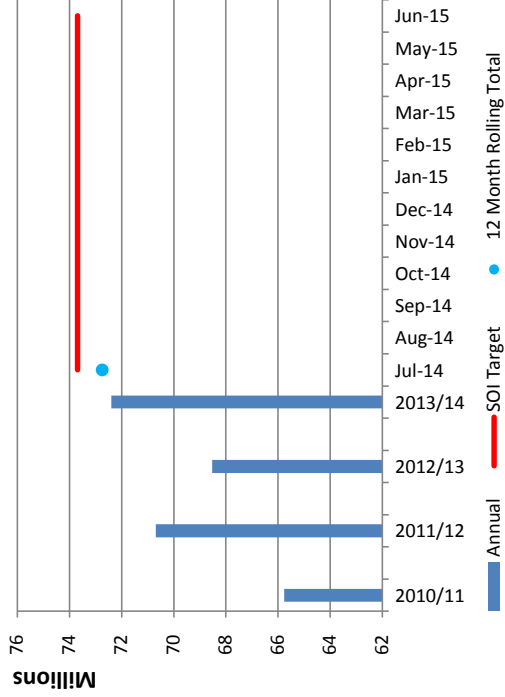


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

## 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 2014 results are not yet available.

Source: AT Road Corridor Operations

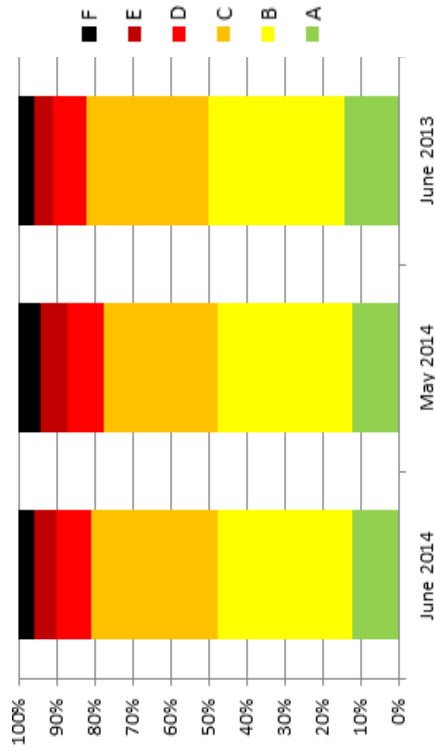
**Arterial Road Level of Service** - Arterial road level of service is measured by average speed as a % of the posted speed limit for AT's arterial roads, and categorised as follows:

- 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%). July 2014 results are not yet available.

Source: AT Road Corridor Operations

## AM Peak Arterial Road Level of Service



**Public Transport** - Auckland public transport patronage totalled 72,740,387 passengers for the 12 months to July 2014, an increase of +0.5% on the 12 months to June 2014 and +5.9% on the 12 months to July 2013. July monthly patronage was 6,268,752, an increase of 343,651 boardings or +5.8% on July 2013, normalised to ~ +5.4% accounting for additional special event patronage only, same number of business and weekend days in July 2014 compared to July 2013.

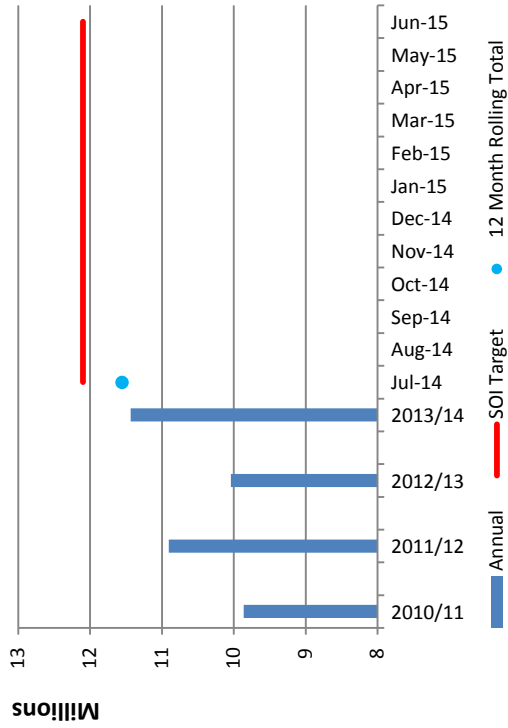
Source: AT PT Ops / operator returns

# Auckland Transport - Transport Indicators Report August 2014

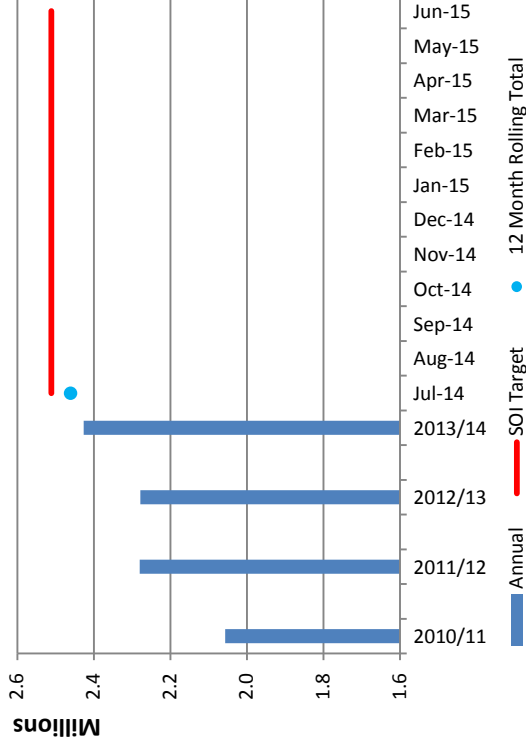


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

## Annual Rail Patronage



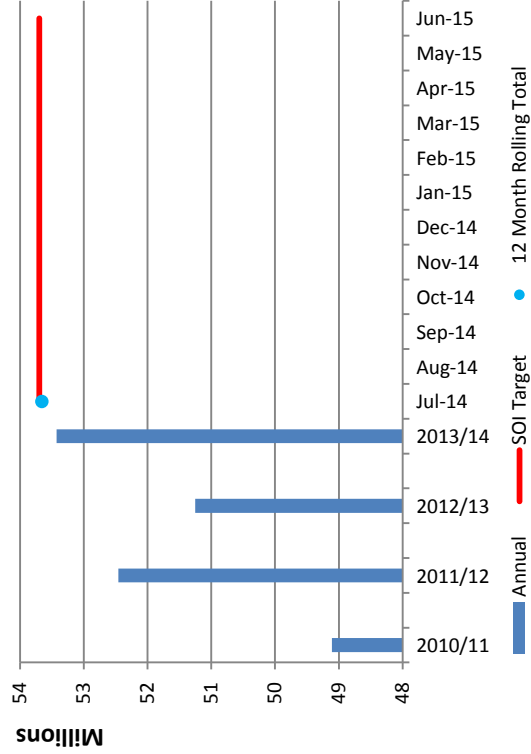
## Annual Northern Express Bus Patronage



**Rail Trips** - Rail patronage totalled 11,552,643 passengers for the 12 months to July 2014, an increase of +1.0% on the 12 months to June 2014 and +14.4% on the 12 months to July 2013. Patronage for July 2014 was 1,089,839, an increase of 117,561 boardings or +12.1% on July 2013, normalised to ~+9.9%.  
Source: AT PT Ops / operator returns

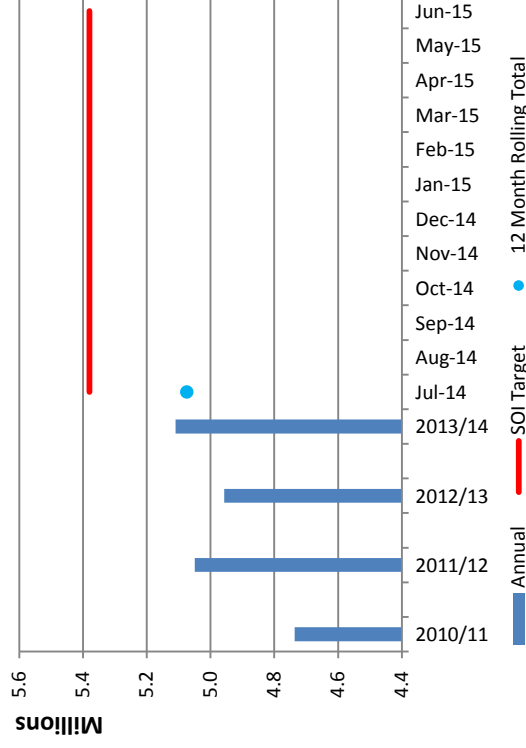
**Northern Express** - The Northern Express bus service carried 2,460,177 passenger trips for the 12 months to July 2014, an increase of +1.4% on the 12 months to June 2014 and +7.6% on the 12 months to July 2013. Northern Express bus service patronage for July 2014 was 233,814, an increase of 33,433 boardings or +16.7% on July 2013, normalised to ~+15.2%.  
Source: AT PT Ops / operator returns

## Annual Bus Patronage (excl. NEX)



**Bus (excl. Northern Express)** - Other bus services carried 53,653,594 passenger trips for the 12 months to July 2014, an increase of +0.4% on the 12 months to June 2014 and +4.6% on the 12 months to July 2013. Other bus services patronage for July 2014 was 4,578,804, an increase of 228,637 boardings or +5.3% on July 2013, normalised to ~+5.2%.  
Source: AT PT Ops / operator returns

## Annual Ferry Patronage



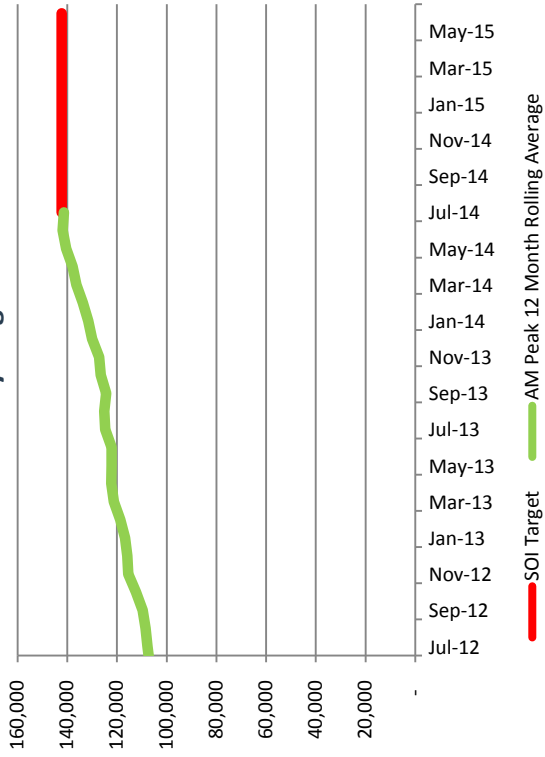
**Ferry Trips** - Ferry services carried 5,073,973 passenger trips for the 12 months to July 2014, a decrease of -0.7% on the 12 months to June 2014 and an increase +1.6% on the 12 months to July 2013. Ferry services patronage for July 2014 was 366,295, a decrease of -35,980 boardings or -8.9% on July 2013, normalised to ~-8.9% (no special events).  
Source: AT PT Ops / operator returns

# Auckland Transport - Transport Indicators Report August 2014

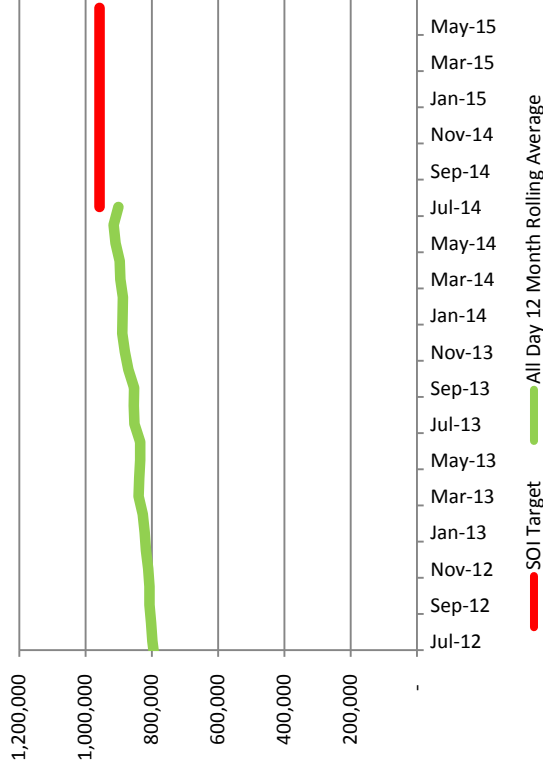


## Monitor SOI Key Performance Indicators: Increased Access to a Wider Range of Transport Choices

AM Peak Cycling Counts



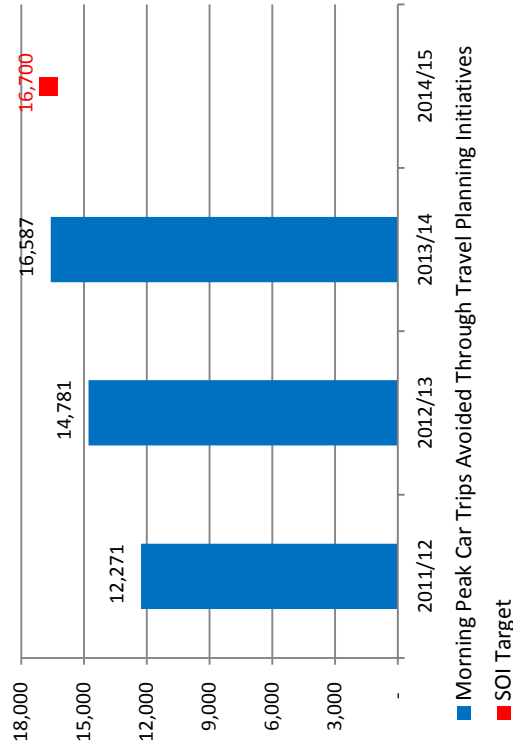
All Day Cycling Counts



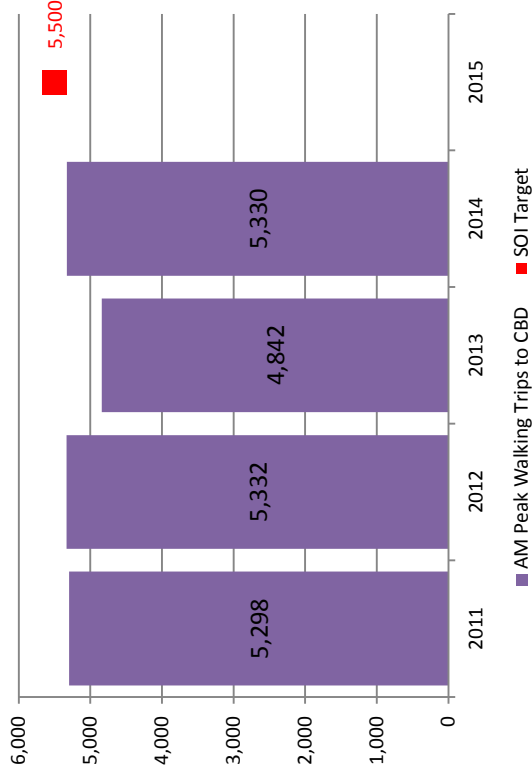
**Cycling Counts** - AT counts cyclists at 9 key sites around the region. The total number of cyclist movements in July 2014 was 53,317. Morning peak movements were 6.0% less compared to July 2013. Approximately two thirds of the days in July were forecast for rain which likely accounts for the lower cyclist numbers.  
 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



Walking Trips into CBD (March Survey)



**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

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

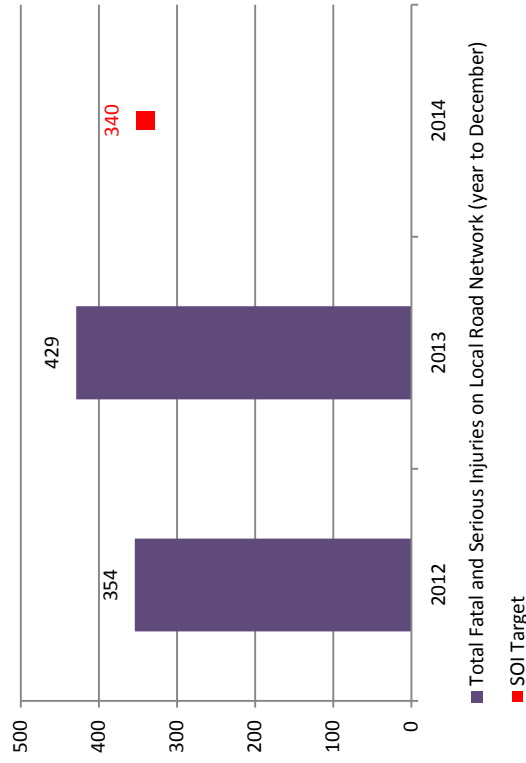
■ AM Peak Walking Trips to CBD  
 ■ SOI Target

# Auckland Transport - Transport Indicators Report August 2014

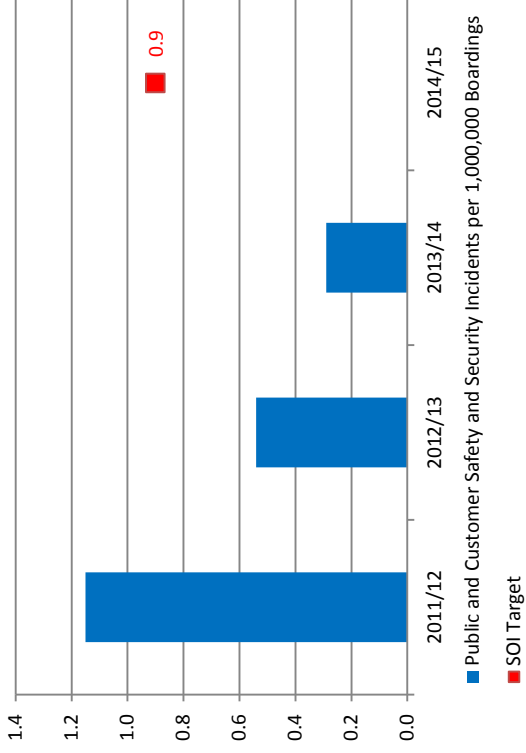


Monitor SOI Key Performance Indicators: Improved Safety and Reduced Environmental Effects

## 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.

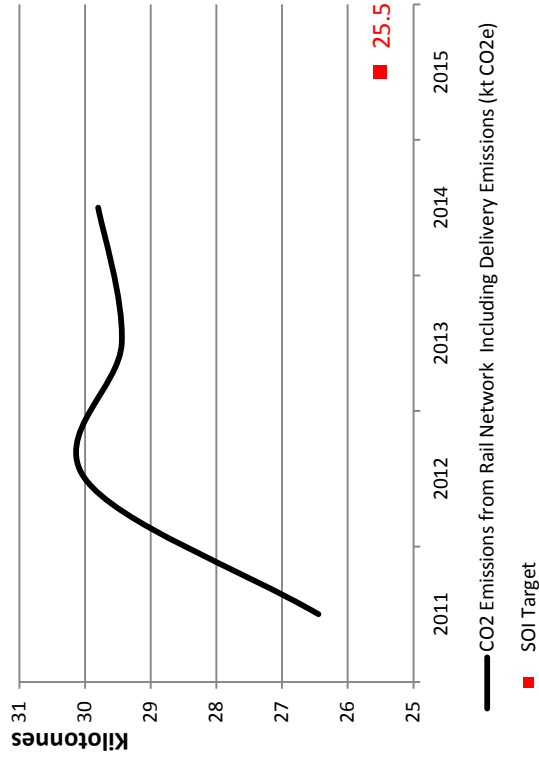
Source: *PT Ops*

## 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



— CO2 Emissions from Rail Network Including Delivery Emissions (kt CO2e)

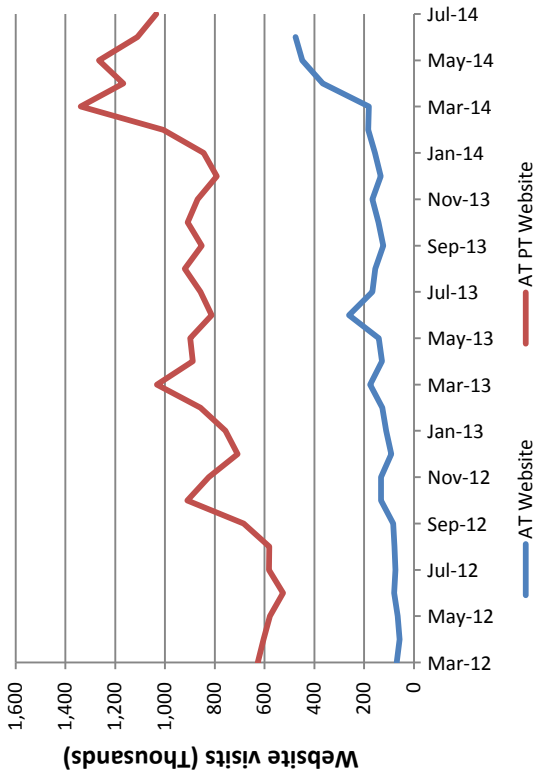
■ SOI Target

# Auckland Transport - Transport Indicators Report August 2014

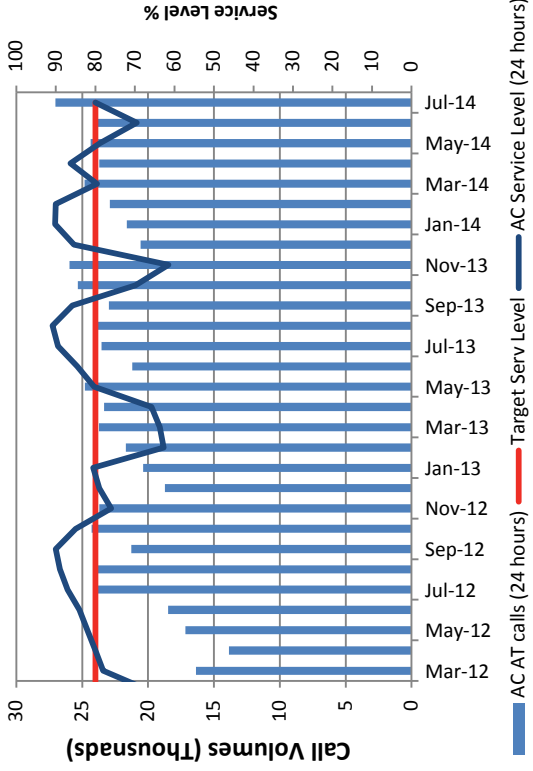


## Key Performance Indicators: Customer Contact

### Volume of website visits



### Auckland Transport Call Centre: Incoming calls

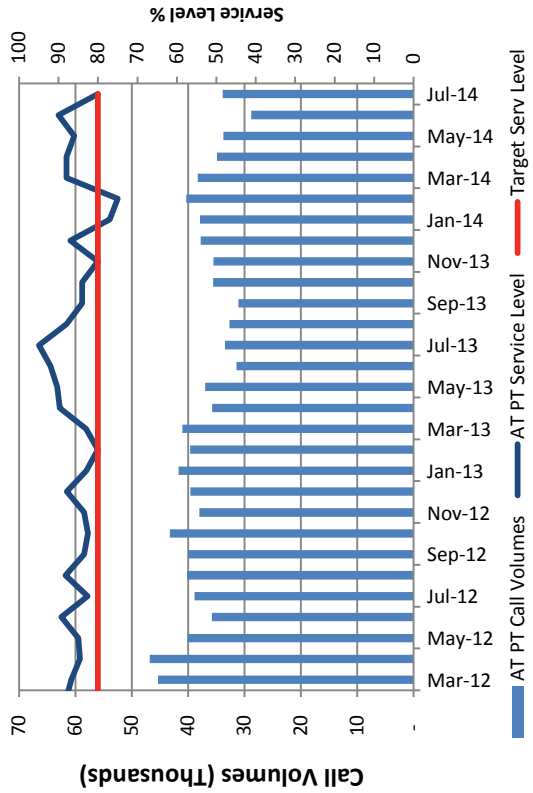


**Volume of website visits** - As from June 30 2014 the AT PT (ex-MAXX) website was consolidated into the AT.govt.nz website. There was a 7% decrease in visits to the Auckland Transport website in July 2014 compared to the previous month. There were 426,822 visits via a mobile or tablet in July 2014. This represents a 35% decrease compared to the previous month.

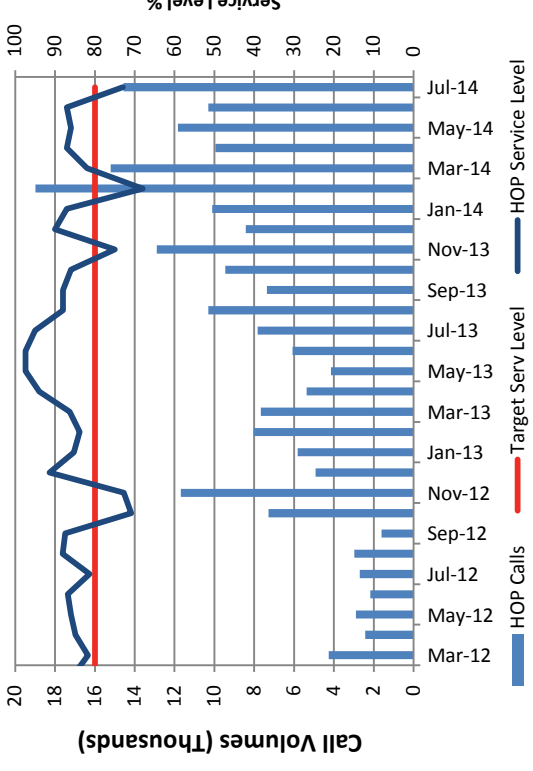
**AT Specialist Team Call Centre** - In July 2014 there was a 13.6% increase in call volumes and a 16% increase in service level compared to the previous month.

**AT Public Transport Call Centre - Call** volumes at the Public Transport call centre increased 17% in July 2014 compared to the previous month and have also increased 1.2% compared to the same period last year.

### Public Transport Call Centre Volumes & Service Level



### AT HOP Call Volumes & Service Level



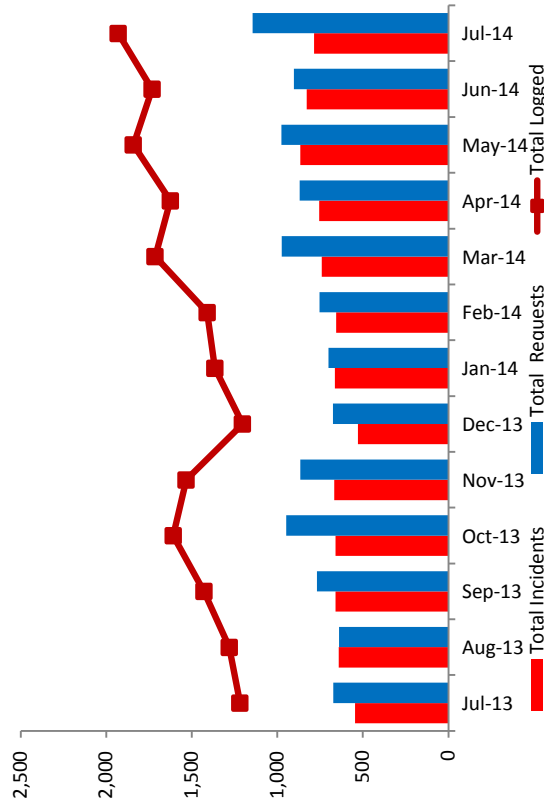
The Public Transport call centre service level decreased compared to the previous month, from 90% to 80%. AT HOP calls increased by a significant 41% compared to last month. The service level was 73%, a 16% decrease from last month.

# Auckland Transport - Transport Indicators Report August 2014

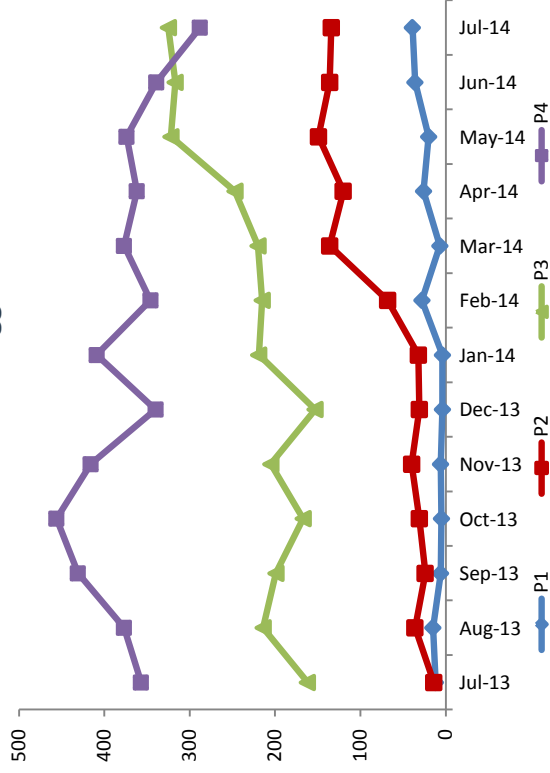


## Business Technology Indicators: Service Desk

Total tickets logged



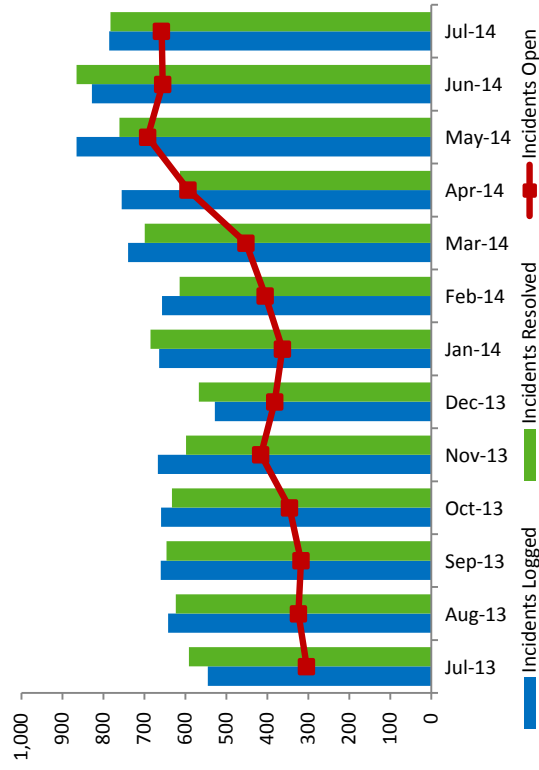
Incidents logged



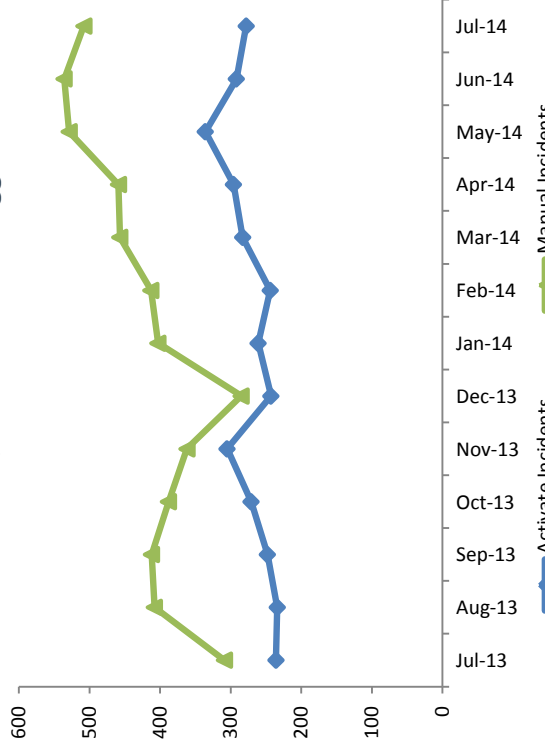
**Total tickets logged** - 1,930 tickets were logged in July; the highest number since reporting began. There were a large number of requests (1,144) compared to incidents (786) logged. The Desktop team handled the most tickets in July, of which 185 were Hardware service requests. The tickets all look to be new starter hardware requests for Mobiles, Laptops and tablets, potentially as a result of an increase in HR movement in the month of July.

**Incidents logged** - As the total volume of incidents in July was approximately the same as in June, there aren't many changes, however 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



Activate / Manual tickets logged



**Requests logged vs open** - There was little change in the number of incidents open in July compared to June. 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). Of the 141 tickets open in the Service Desk's queue at the time of this report, only two of them are worked on by the Service Desk, the remainder are all held for Vendors - Armitage, Fujitsu and multiple Parking vendors.

**Activate / Manual tickets logged** - This graph shows the split of incidents logged via the Activate toolset, and via manual methods (ie phone / email). As the increase in tickets logged in July was centered around service requests, this graph shows no data around the increase.

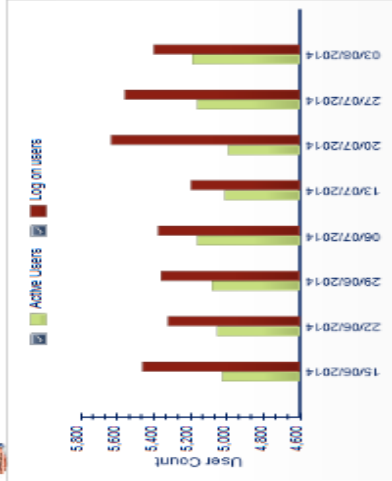
# Auckland Transport - Transport Indicators Report August 2014



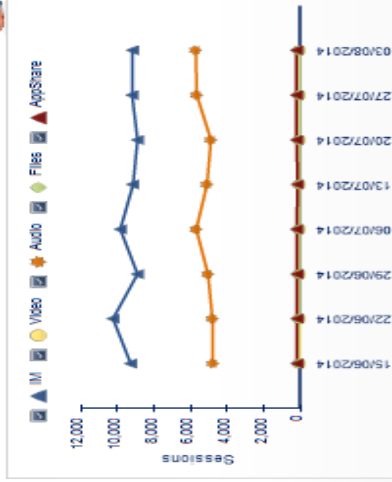
## Business Technology Indicators: Service Desk

### Lync Dashboard

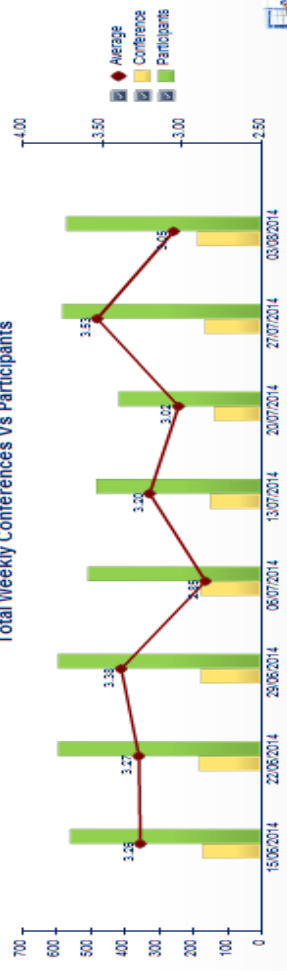
Weekly Unique Log On Users Vs Active Users



Weekly Lync-to-Lync Sessions

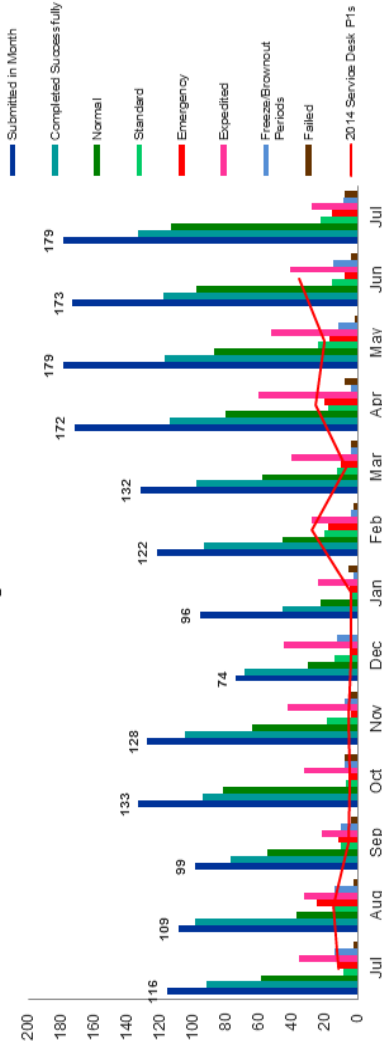


Total Weekly Conferences Vs Participants



- The above dashboard shows weekly data from 09/06/2014 to 03/08/2014
- 43,321 users logged on to Lync in the last 60 days, a 4% increase compared to the result from the previous month. 94% are active users.
- There was an average of 14,738 lync-to-lync sessions per week over the last 8 weeks, a 9% increase compared to the result from the previous month.
- 63% of users elect to use an instant messaging format for their lync-to-lync sessions.
- There was an average of 169 conferences per week, a decrease of 2% compared to the result from the previous month. Each conference had 3.49 participants on average.

### Change Management 2013 Auckland Transport ITBS Change Management Rolling 13 Month Statistics



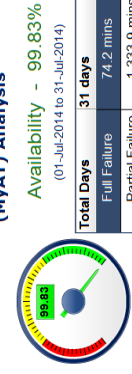
- The monthly submitted change remains high with 179 submitted in July 2014; a 54.3% increase in volumes from July 2013. 74.3% of the changes implemented in July were successful.
- Though there's a pleasing downward trend in the number of fast tracked (Emergency & Expedited) changes, there has been an alarming increase in the number of emergency changes in July. 24.6% of the changes were fast tracked changes. This is an 8.3% decrease since July 2013. 8.1% were emergency changes, with the majority being fixes to resolve known incidents.
- There has been a significant increase in the number of failed changes:
  - 4.5% of the changes in July failed. This is a 100% increase compared to the previous month and a 166.7% increase compared to July 2013. The majority being loading balancing issues between Airedale and Albany.
  - We are also awaiting the VMWARE report to determine if the SAP P1 was caused by the change to Delete G:'s from SAP Prod servers in VMware and virtual connects.

### 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

