

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 November report are available.

Economic Activity

- There were 591 building consents issued in October 2014; 24% higher than the same month last year. The 12 month rolling average to October 2014 was 30.6% higher than the preceding 12 months.
- Average fuel prices fell in November 2014 when compared to the previous month; 3.9% decrease for diesel and 3.4% decrease for petrol.
- Total Auckland fuel sales for the year to October 2014 were 2.5% higher than the previous year; largely due to increases in diesel sales since May 2013. Diesel sales have, however, levelled off in recent months and were 16.4% lower in October 2014 than in October 2013.
- The November 2014 heavy traffic index decreased 1.4% for the month, indicating a moderation of the growth rate.

Auckland Traffic

Arterial peak productivity averaged 52.8% in November; down from 54.4% in October, and down from 61.5% in November 2013. There was an increase in network congestion in November, which saw 21% of the network congested compared to 15% congestion in October.

Public Transport

Auckland public transport patronage totalled 75,059,488 passenger trips for the 12 months to November 2014, an increase of +0.7% on the 12 months to October 2014 and +8.2% on the 12 months to November 2013. November monthly patronage was 6,427,498, an increase of 553,244 boardings or +9.4% on November 2013, normalised to ~ +11.6% accounting for special event patronage, one less business and one more weekend day in November 2014 compared to November 2013. Financial year to date patronage has grown by +8.8%.

For rail, service punctuality in November 2014 was 91.9%, compared to the average for the 12 months to November 2014 of 88.5%.

63.9% of all trips in November 2014 were made with AT HOP; down slightly from 66.2% in October 2014. In November 2014, 66.6% of bus trips used AT HOP, 71.6% of train trips, and 18.8% 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 November 2014 was 99.67% – outside the SOI target range of 80-90% for 2014/15.

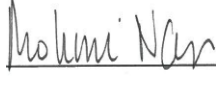


Cycling

There has been a decrease of 9.8% in cyclist movements in November 2014 when compared to November 2013. A total of 883,031 cycle trips were recorded for the year of December 2013 to November 2014; an increase of 0.15% on the previous year. Morning peak movements decreased by 22.5% when compared to November last year.

Attachments

Number	Description
1	Monthly Transport Indicators Report: December 2014

Document ownership

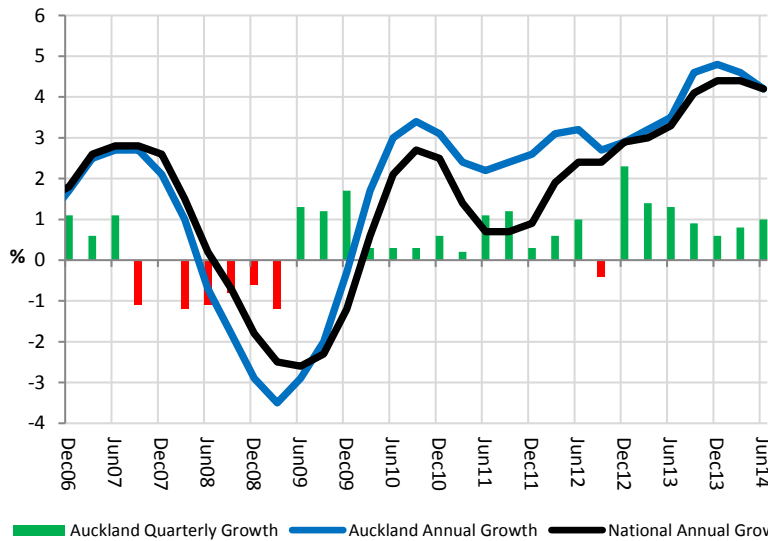
Submitted by	Mohini Nair Manager, Strategic Transport Planning	
Recommended by	Peter Clark General Manager, Strategy and Planning	
Approved for submission	David Warburton Chief Executive	

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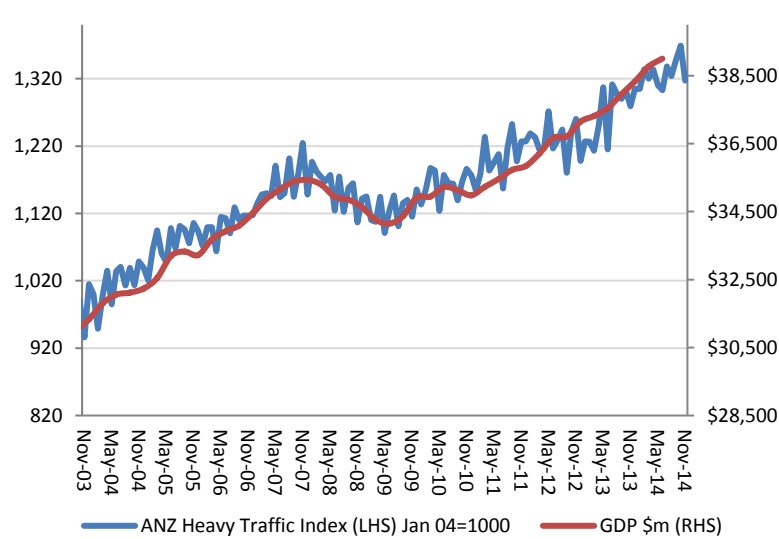


Monitor Trends Driving Transport Demands: Economic Indicators

Auckland Economic Activity



ANZ Truckometer



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

ANZ Truckometer - uses NZTA data as an indicator of national economic activity. The November 2014 heavy traffic index decreased 1.4% for the month indicating a moderation of the growth rate.
 Source: ANZ Truckometer (Data available 12th of the month)

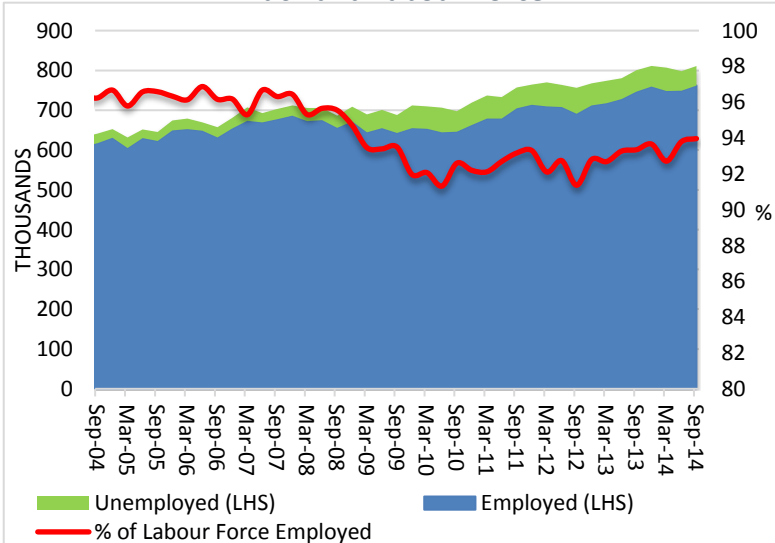
Auckland Labour Force - Auckland employment in the September 2014 quarter totalled 762,100, up 2% on the previous year. Unemployment was 8.4% less than the previous year, totalling 48,800 in the September 2014 quarter. The Labour Force Participation Rate rose to 94%.

Source: Statistics NZ Quarterly Labour Force Survey (Quarterly data)

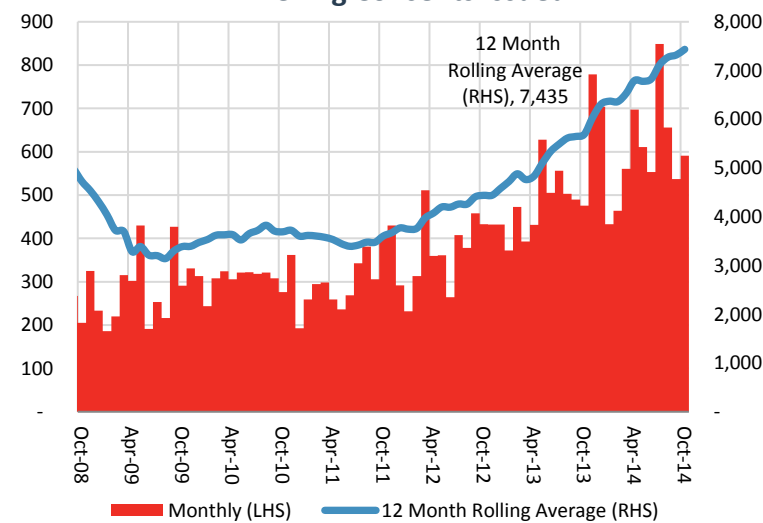
Dwelling Consents Issued - Have been increasing since mid-2011. The 12 month rolling average to October 2014 was 30.6% higher than the preceding 12 months. 591 building consents were issued in October 2014; 24% greater than the same month last year.

Source: Statistics NZ

Auckland Labour Force



Dwelling Consents Issued

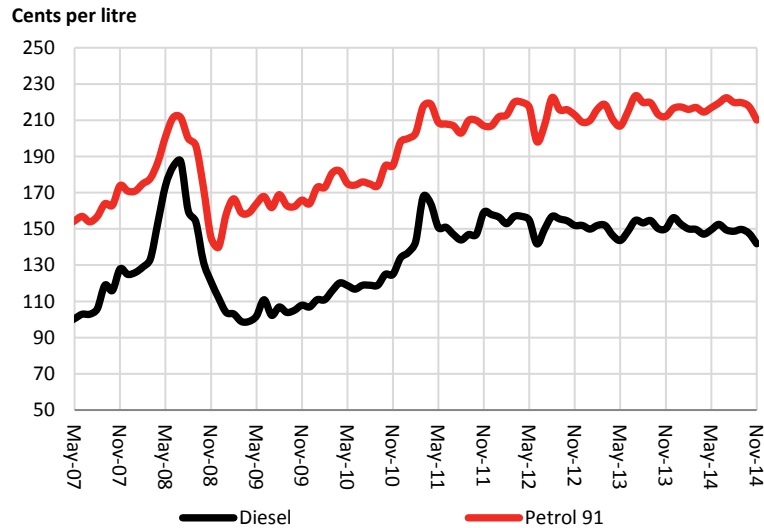


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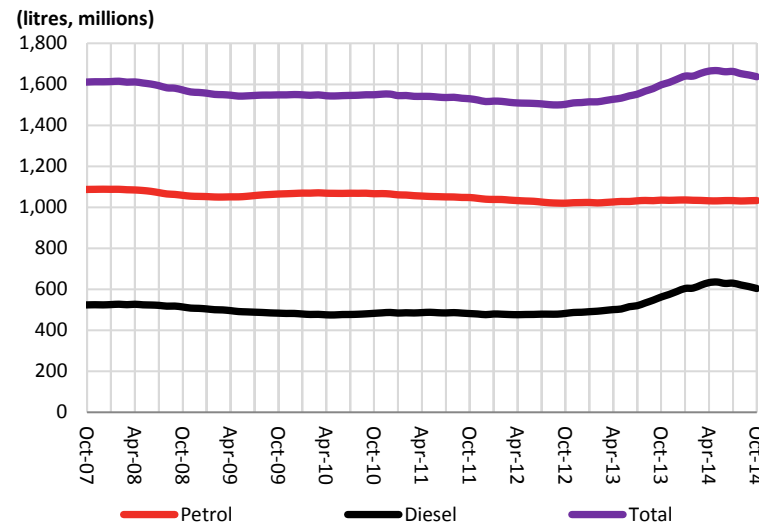


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

Monthly Fuel Prices



Auckland Fuel Sales 12 month rolling total



Fuel Prices - the average fuel price fell in November 2014 when compared to the previous month; 3.9% for diesel and 3.4% for petrol. Prices began to fall in late November and have fallen further in December. The international prices for Oil have fallen recently so despite the fall in the value of the NZ dollar fuel prices have fallen.

Source: Ministry of Business, Employment and Innovation (Updated Weekly)

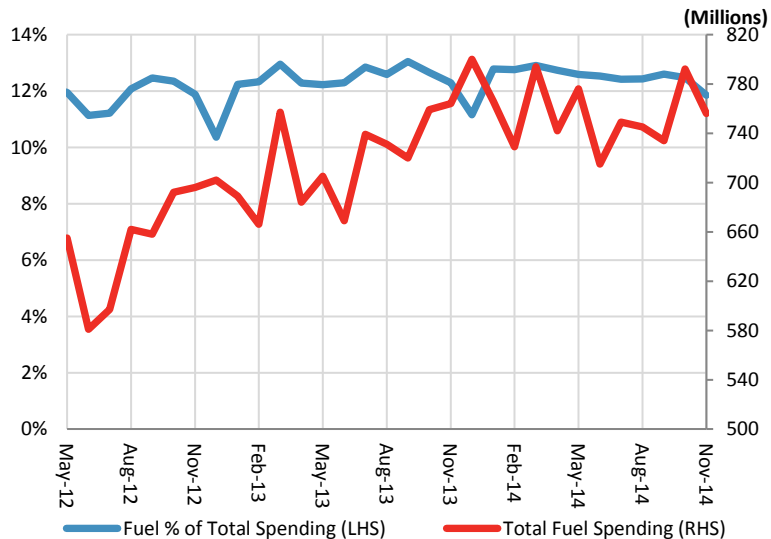
Auckland Fuel Sales - total fuel sales for the year to October 2014 were 2.5% higher than the previous year; largely due to increases in diesel sales since May 2013. Diesel sales in October 2014 were 16.4% lower than October 2013. Petrol; sales in October 2014 were 1.1% higher than October 2013. Lower fuel prices in November and December should translate to more sales in Nov/Dec once the data is available.

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

Card Spending on Fuel - Card spending on fuel decreased 4.5% in November 2014 compared to the previous month and was 1% lower than in November 2013. The proportion of total card spending spent on fuel decreased by 0.6% to 11.8% reflecting the lower fuel prices.

Source: Statistics NZ monthly Electronic Card Transactions

Electronic Card Spending on Fuel

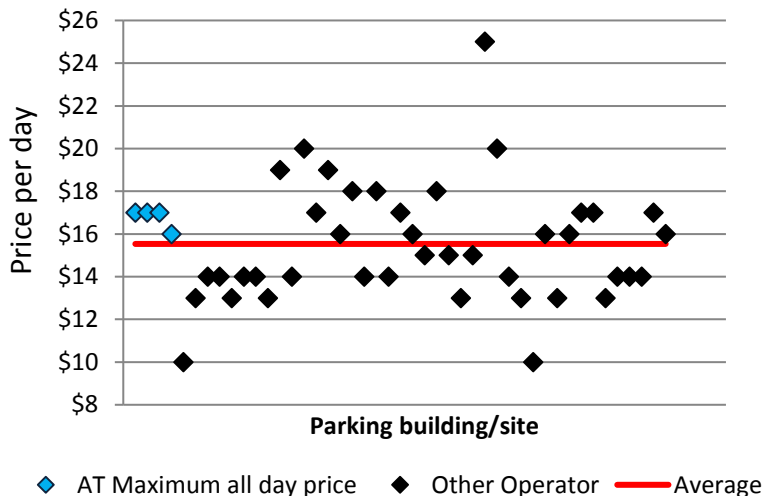




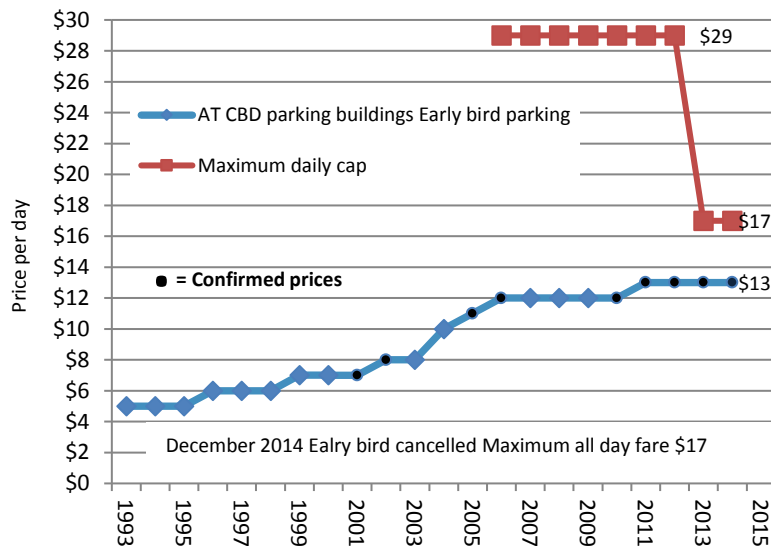
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Monitor Trends Driving Transport Demands: Prices and AT Hop Card

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



AT CBD Parking Early-Bird/Maximum daily price

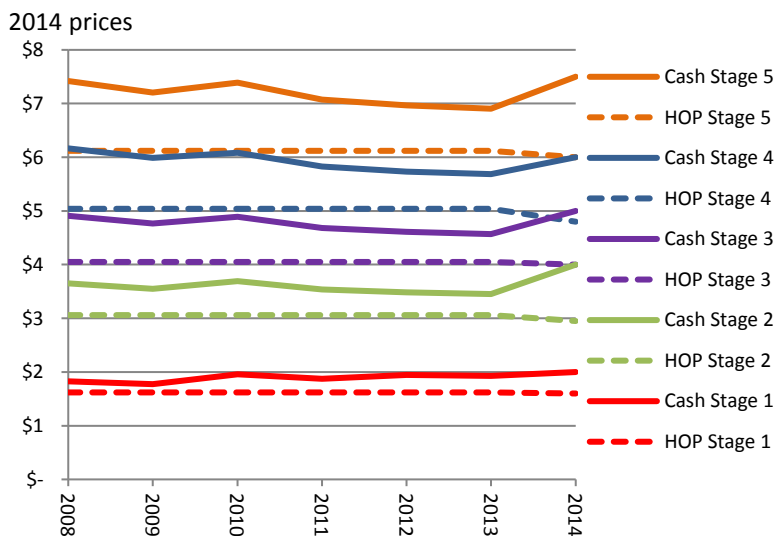


AT Parking Prices - in Civic (828 spaces), Downtown (890 spaces), Fanshawe (509 spaces) and Victoria St (850 spaces) car park buildings. The Early Bird price option was removed 1st December 2014 from the CBD AT car parks of Downtown, Victoria st, Civic and Fanshawe st. The CBD is defined as the area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

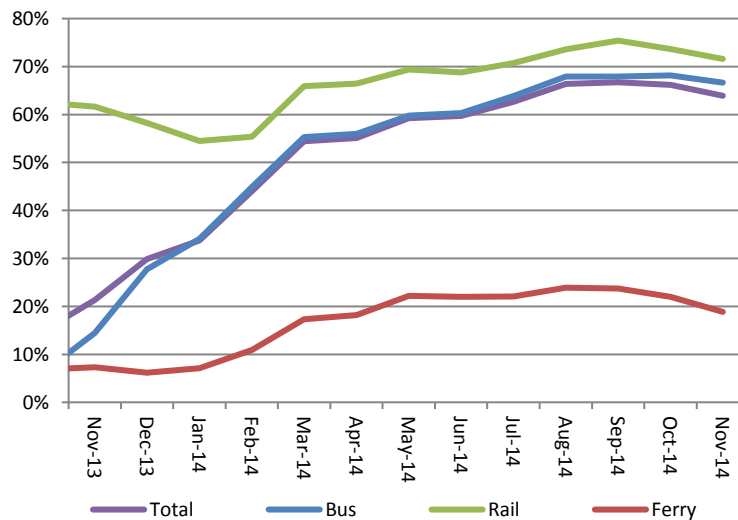
Public Transport Fares - Change in the 1-5 stage bus cash fares in 2014 prices over time. In July 2014 cash prices increased while HOP fares decreased. (Nominal fares are adjusted based on CPI index to provide their relative cost in real terms)

Trips Using AT HOP - 63.9% of all trips in November 2014 were made with AT HOP; down from 66.2% in October 2014. In November 2014, 66.6% of bus trips used AT HOP, 71.6% of train trips used AT HOP and 18.8% of ferry trips used AT HOP.

Bus Adult AT HOP and Real Cash Fares 2008-2014



Percentage of Trips using AT HOP

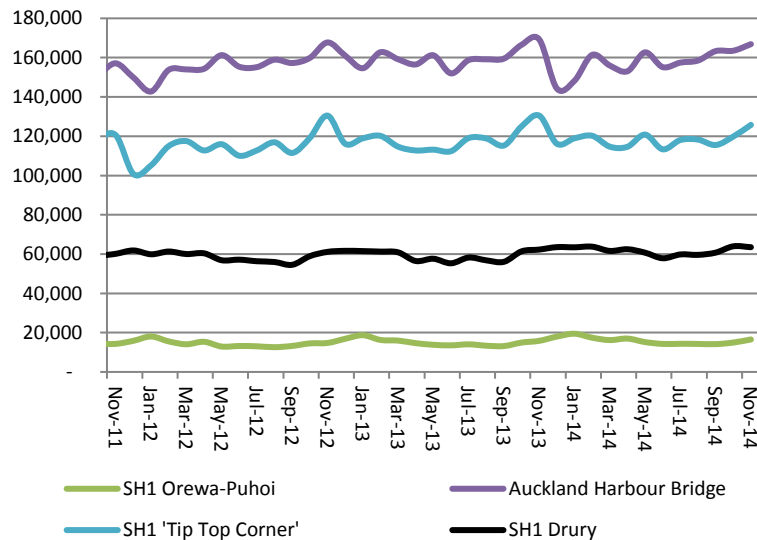


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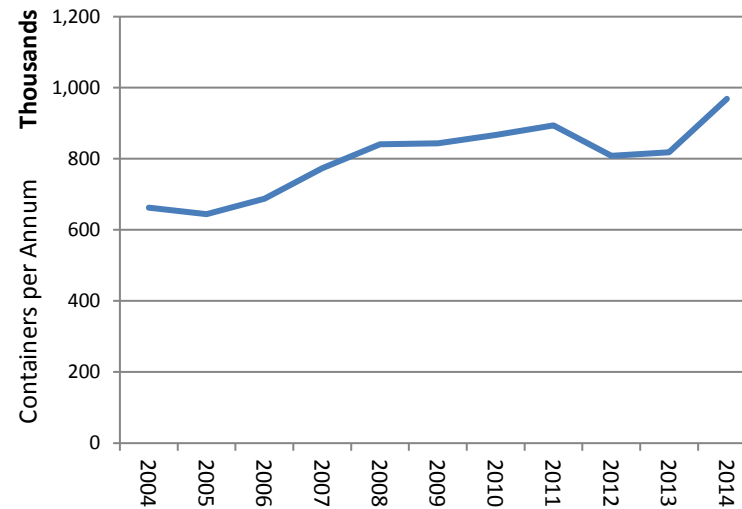


Monitor Trends Driving Transport Demands: Key Demand Indicators

State Highway Average Daily Traffic Volumes



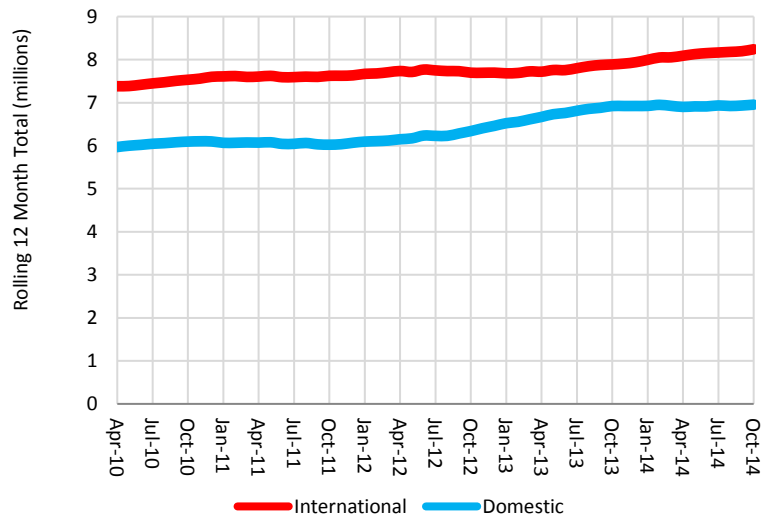
Port Freight Movements



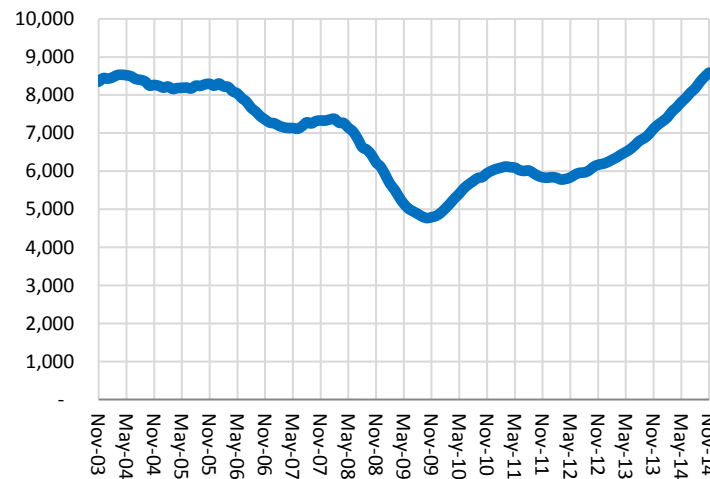
State Highway Traffic Volumes - shows the average daily traffic at key state highway locations. Compared to the same month last year, average daily traffic volumes for November 2014 were up 1.9% on SH1 at Drury, while volumes were down 3.6% on SH1 at Tip Top Corner and 1.4% on the Harbour Bridge. SH1 at Orewa-Puhi was up by 4.4% on November 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 15.19 million passenger movements were recorded through Auckland airport in the year to October 2014, an increase of 2.5% on the year to September 2013. Total passenger movements in October 2014 were 5.1% higher than October 2013.
Source: AIAL Monthly traffic report

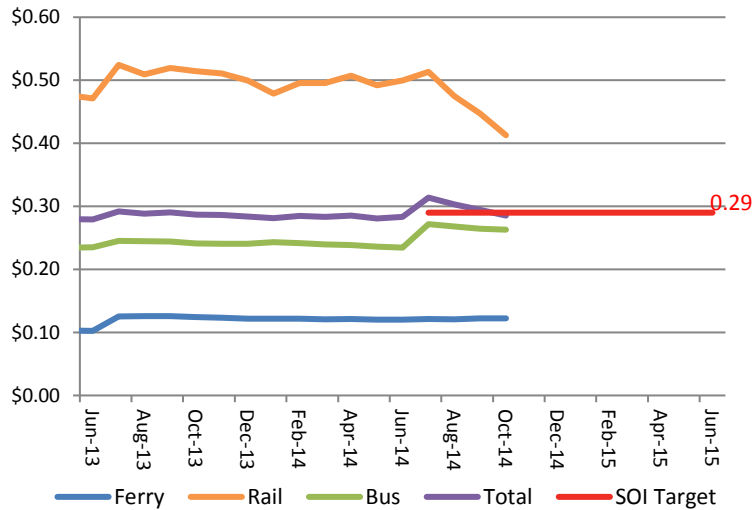
Auckland Car Registrations - Cars first registered to an Auckland postal code. There were 9,426 car registrations in November 2014, 17.3% higher than the same month last year. The 12 month rolling average is 20.7% higher than a year ago, reflecting a strong recovery in vehicle sales activity as economic conditions have improved.
Source: NZTA Vehicle registration Centre

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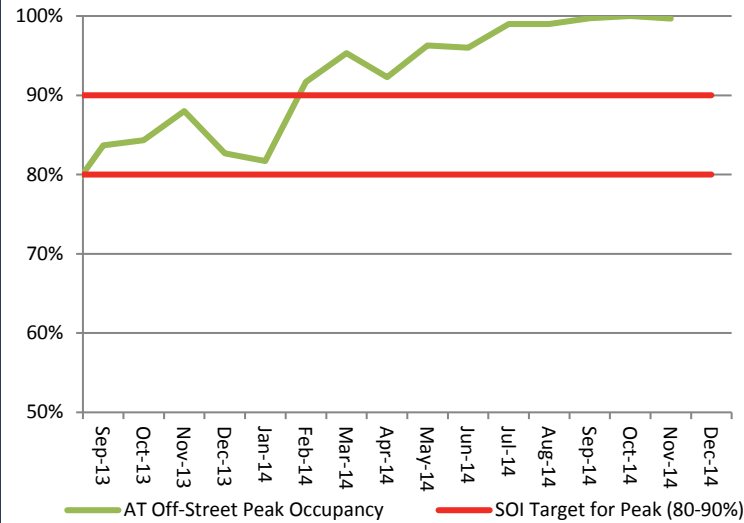


Monitor SOI Key Performance Indicators: Better Use of Resources to Maximise Return on Existing Assets

PT Subsidy per Passenger Kilometre



Off-street Peak Parking Occupancy Rates



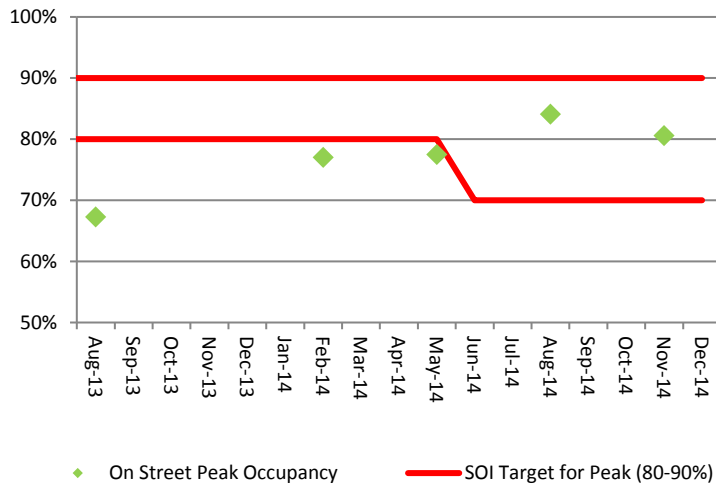
PT Subsidy per Passenger Km - the net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers. Total PT subsidy per passenger km in October 2014 was \$0.29.

Source: PT Ops

Off-street Parking - AT off-street car parks monitored are those at Civic, Downtown and Victoria Car Parking Buildings. In November 2014, peak occupancy was 99.67%, outside the SOI target range of 80-90% for 2014/15. From December the removal of "Early Bird" discounting should enable an improvement in 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%.

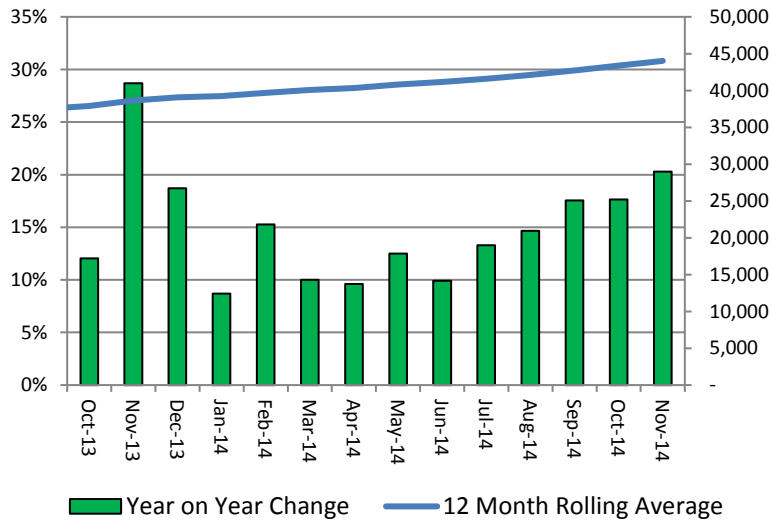
Source: AT Parking & Enforcement

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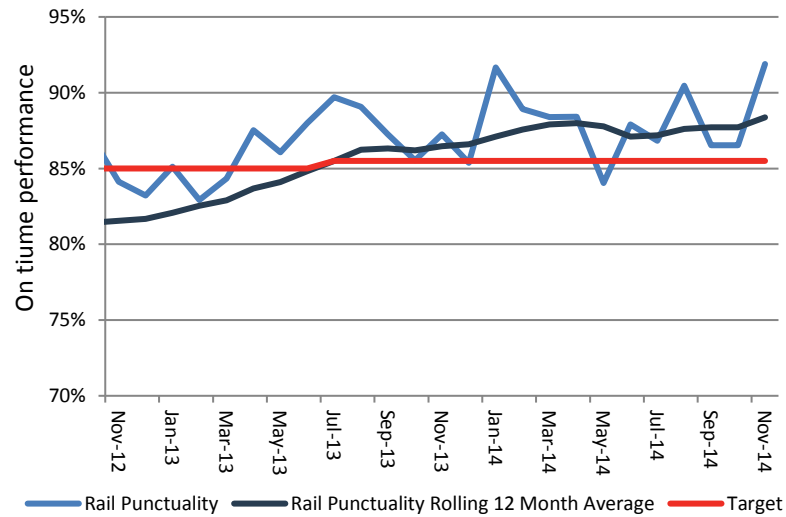


Capacity and Utilisation of the Transport Network: Public Transport

Rail Business Day Average



Rail Punctuality



Rail Business Day Average - The 12 month rolling average to November 2014 was 44,023, an increase of 20.3% on the previous year.

Source: AT PT Ops

Rail Punctuality - For rail, service punctuality in Nov-2014 was 91.9%, compared to the average for the 12 months to Nov-2014 of 88.5%. Service delivery was 98.3%, compared to the average for the 12 months to Nov-2014 of 97.4%.

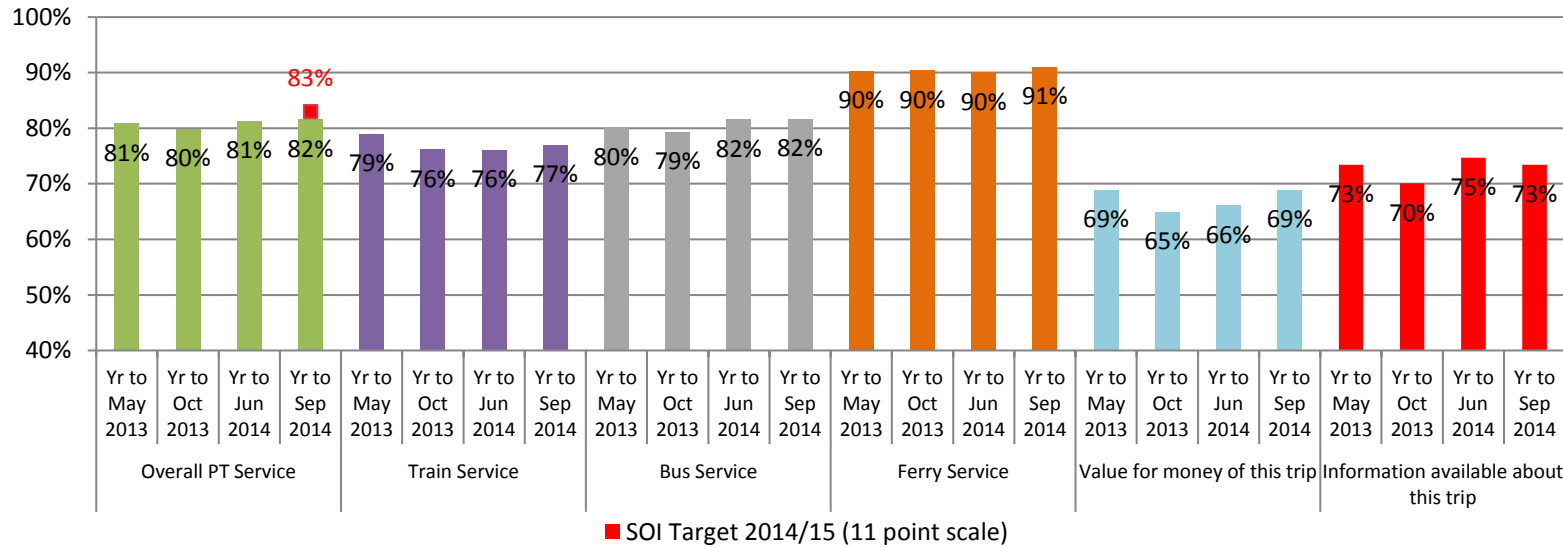
Source: AT PT Ops / operator returns

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

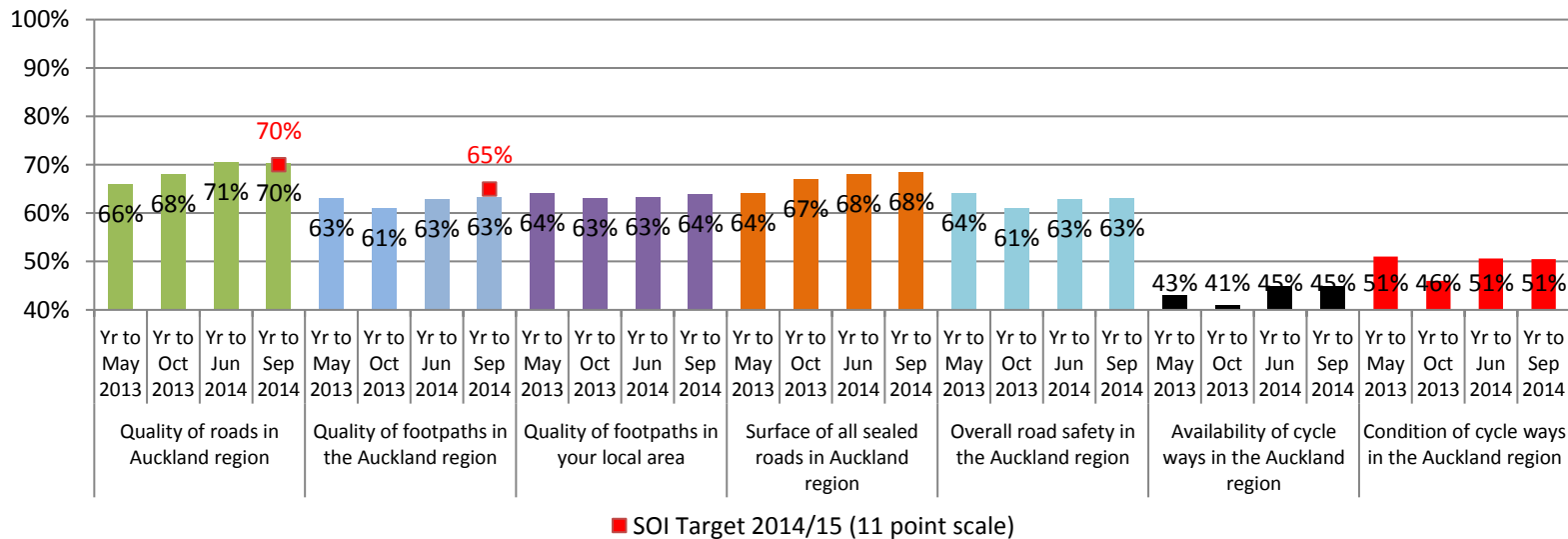
Public Transport Satisfaction Scores - Total satisfaction with:



Public Transport Satisfaction -Overall satisfaction with Public Transport, as measured by on-board surveys, remains stable at 82%. There has been an increase in those satisfied with the value for money of their trip from 66% to 69%.
Source: PT Customer Satisfaction Survey.

Roads and Footpaths- Satisfaction with roads remains stable at 70%, and footpaths in the region at 63%. There is also no change in measures for satisfaction with road safety or cycleways.
Source: Roading Customer Satisfaction Survey.

Roading and Footpath Satisfaction Scores - Total satisfaction with:

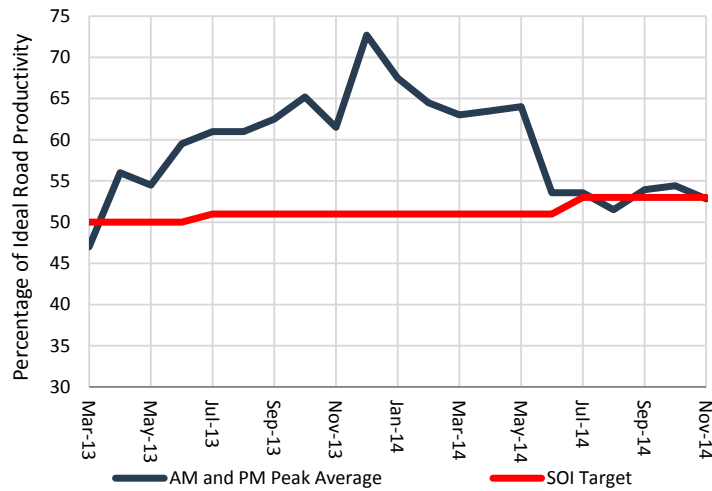


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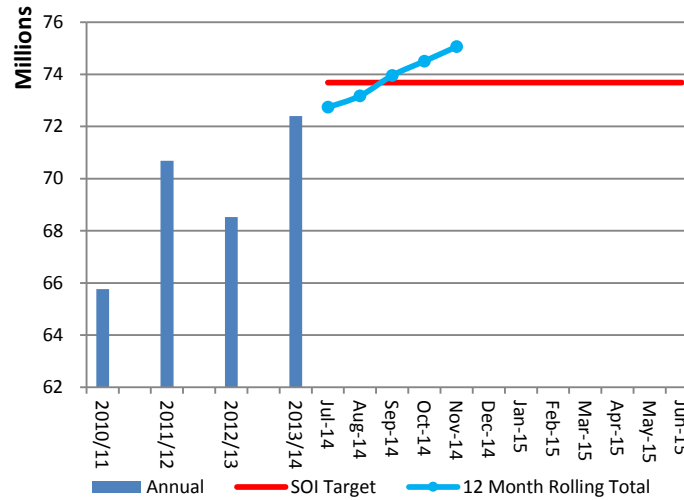


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

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 November 2014, peak period productivity averaged 52.8%, down from 54.4% in October 2014 and down from 61.5% in November 2013.

Source: AT Road Corridor Operations

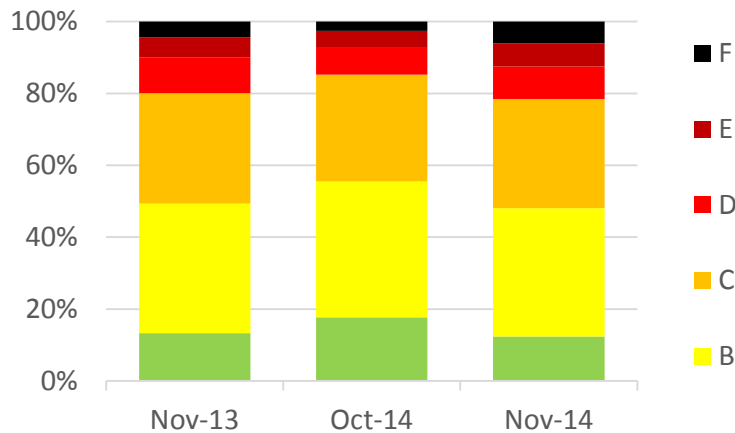
Arterial Road Level of Service - Arterial road level of service is measured by average speed as a % of the posted speed limit for AT's arterial roads, and categorised as follows:

- 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 November 2014, 21% of the network was congested; this represents an increase on the previous month (15%) and a slight increase from the previous year (20%).

Source: AT Road Corridor Operations

AM Peak Arterial Road Level of Service



Public Transport - Auckland public transport patronage totalled 75,059,488 passenger trips for the 12 months to Nov-2014, an increase of +0.7% on the 12 months to Oct-2014 and +8.2% on the 12 months to Nov-2013. November monthly patronage was 6,427,498, an increase of 553,244 boardings or +9.4% on Nov-2013, normalised to ~ +11.6% accounting for special event patronage, one less business and one more weekend day in Nov-2014 compared to Nov-2013. Financial year to date patronage has grown by +8.8%.

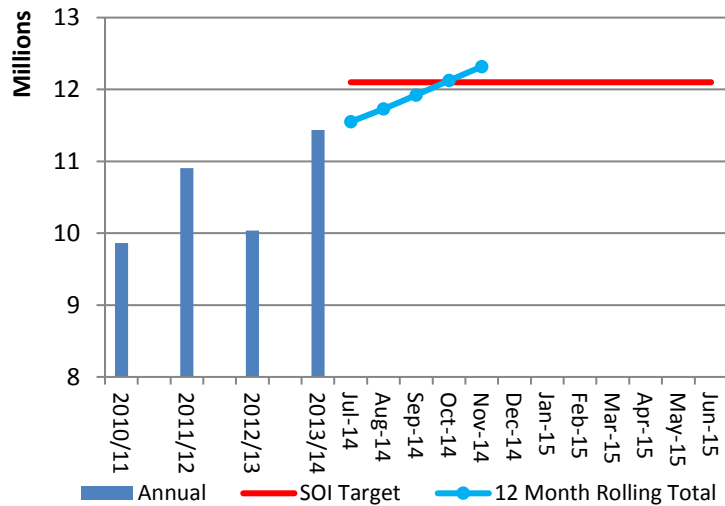
Source: AT PT Ops / operator returns

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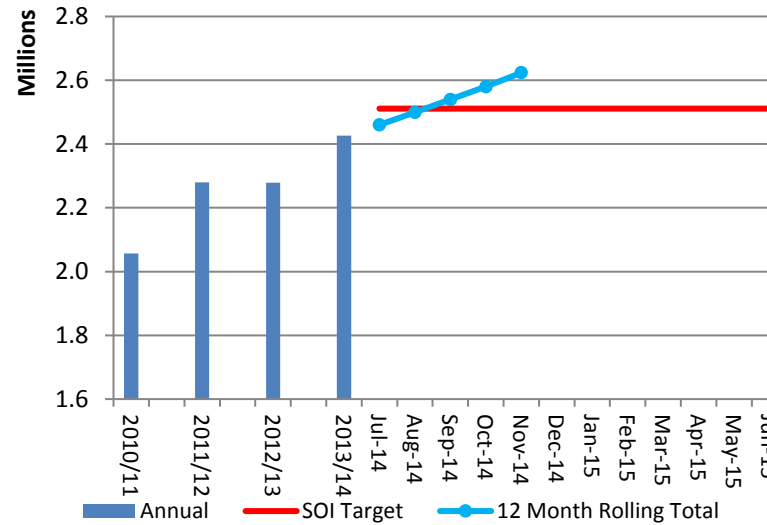


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

Annual Rail Patronage



Annual Northern Express Bus Patronage



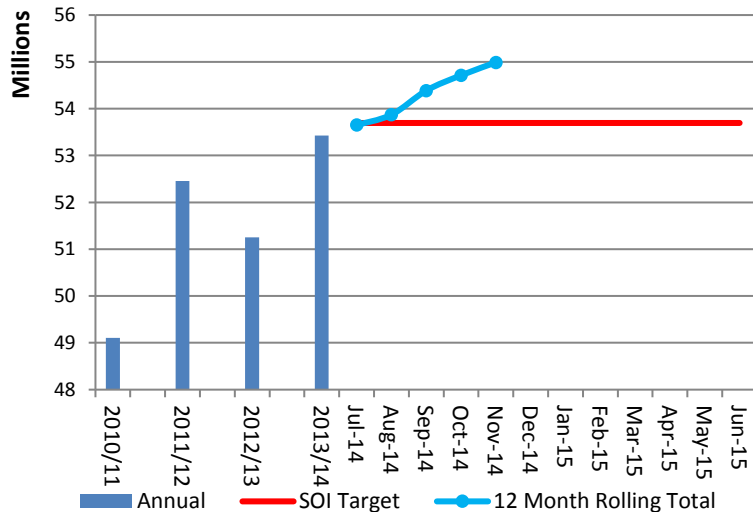
Rail Trips - Rail patronage totalled 12,317,216 passenger trips for the 12 months to Nov-2014, an increase of +1.6% on the 12 months to Oct-2014 and +17.5% on the 12 months to Nov-2013. Patronage for Nov-2014 was 1,111,899, an increase of 193,191 boardings or +21.0% on Nov-2013, normalised to ~ +21.4%. Financial year to date rail patronage has grown by +18.4%.

Source: AT PT Ops / operator returns

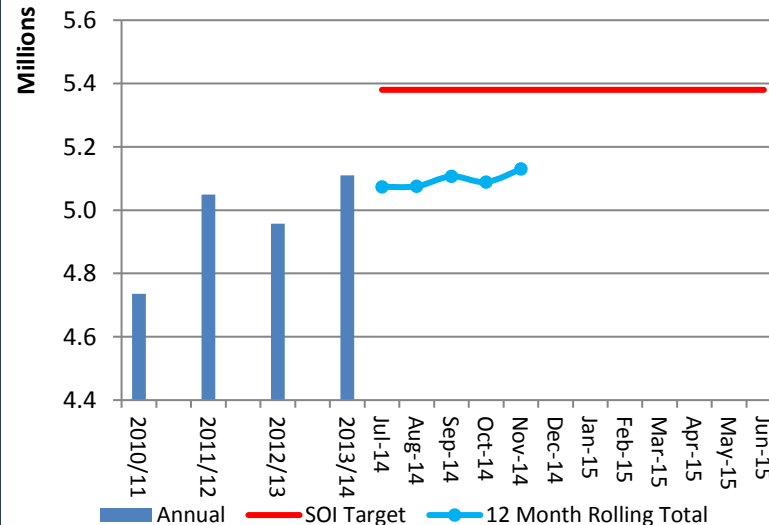
Northern Express - The Northern Express bus service carried 2,623,668 passenger trips for the 12 months to Nov-2014, an increase of +1.7% on the 12 months to Oct-2014 and +14.4% on the 12 months to Nov-2013. Northern Express bus service patronage for Nov-2014 was 226,217, an increase of 43,443 boardings or +23.8% on Nov-2013, normalised to ~ +27.4%. Financial year to date Northern Express patronage has grown by +19.7%.

Source: AT PT Ops / operator returns

Annual Bus Patronage (excl. NEX)



Annual Ferry Patronage



Bus (excl. Northern Express) - Carried 54,988,701 passenger trips for the 12 months to Nov-2014, an increase of +0.5% on the 12 months to Oct-2014 and +6.8% on the 12 months to Nov-2013. Bus services excluding Northern Express patronage for Nov-2014 was 4,611,398, an increase of 275,501 boardings or +6.4% on Nov-2013, normalised to ~ +8.9%. Financial year to date bus services excluding Northern Express patronage has grown by +6.9%.

Source: AT PT Ops / operator returns

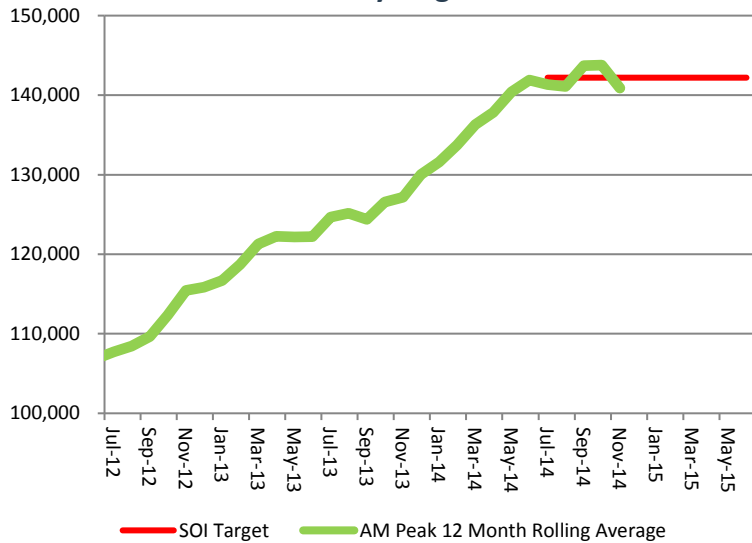
Ferry Trips - Ferry services carried 5,129,903 passenger trips for the 12 months to Nov-2014, an increase of +0.8% on the 12 months to Oct-2014 and an increase +0.6% on the 12 months to Nov-2013. Ferry services patronage for Nov-2014 was 477,984, an increase of 41,109 boardings or +9.4% on Nov-2013, normalised to ~ +11.2%. This increase is attributed to new services to Waiheke Island by the Explore Group. Financial year to date ferry patronage has increased by 1.0%.

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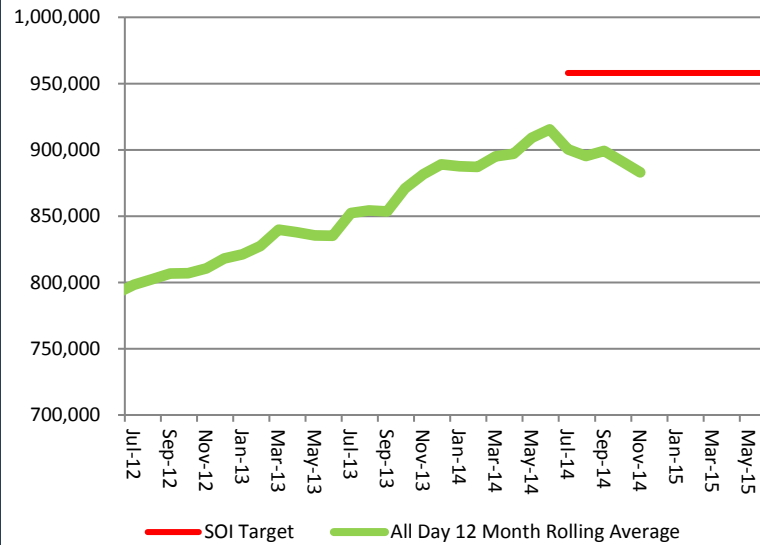


Monitor SOI Key Performance Indicators: Increased Access to a Wider Range of Transport Choices

AM Peak Cycling Counts



All Day Cycling Counts



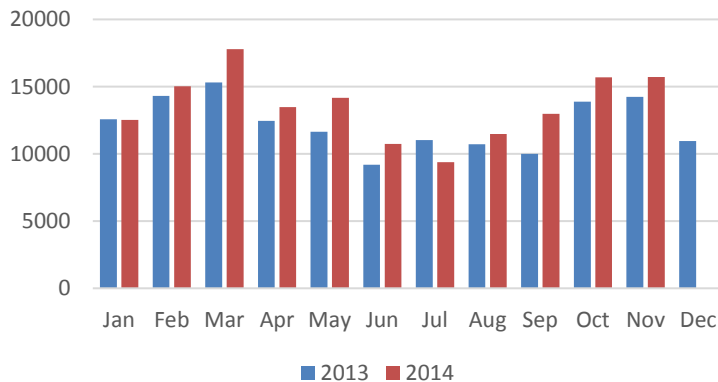
Cycling Counts - AT counts cyclists at 9 key sites around the region.

- There has been a decrease of 9.8% in cyclist movements in November 2014 when compared to November 2013.
- The morning peak movement's decreased by 22.5% when compared to November last year.
- A total of 883,031 cycle trips were recorded for the year of December 2013 to November 2014, this is an increase of 0.15% on the previous year.

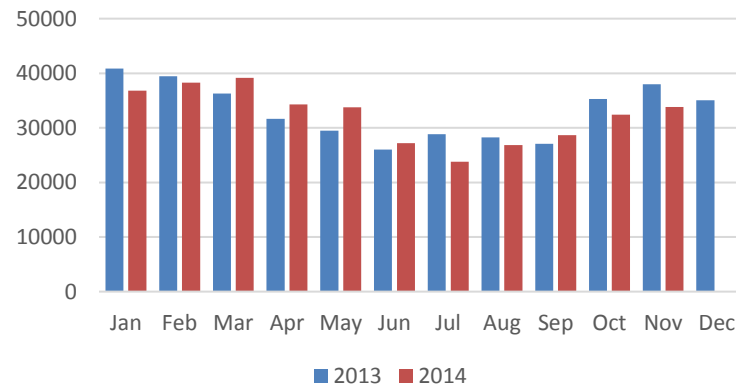
The influence of new infrastructure such as the Grafton gully cycleway may impact on some routes. The worse weather of this spring may also reduce recreational cycling more than commuter cycling.

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)

North Western Cycleway Kingsland



Tamaki Drive

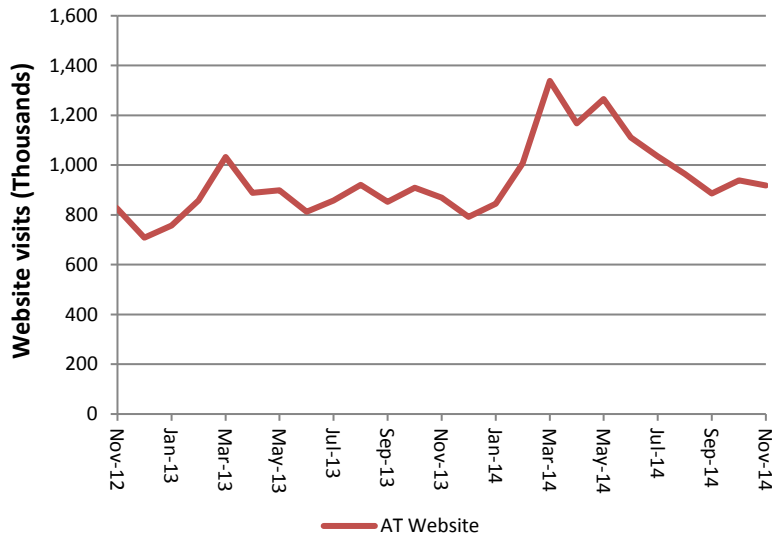


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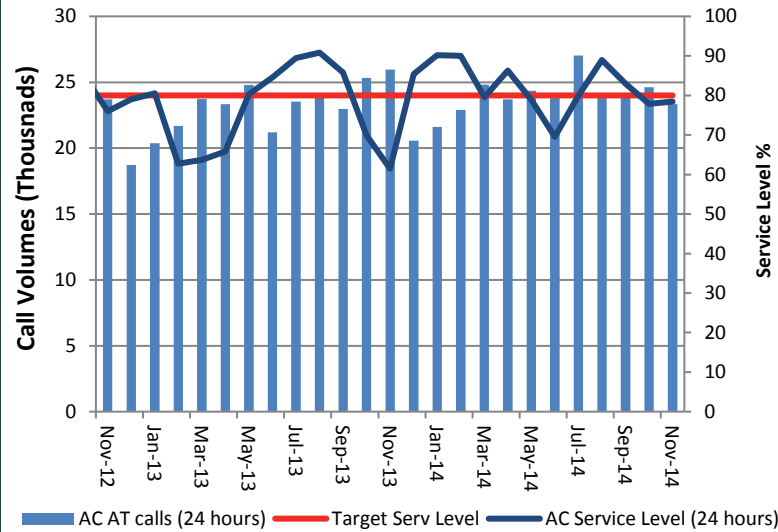


Key Performance Indicators: Customer Contact

Volume of website visits



Auckland Transport Call Centre: Incoming calls



Volume of Website Visits

There was a 2% decrease in visits to the Auckland Transport website in November 2014 (compared to October 2014).

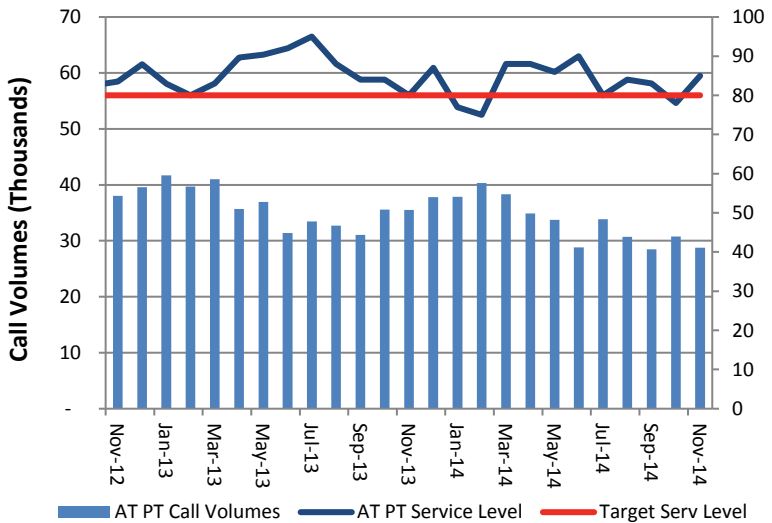
AT Public Transport Call Centre

Call volumes at the Public Transport call centre decreased 7% compared to the previous month and decreased by 19% compared to the same period last year. The public transport call centre service level increased 9% (increasing from 78% to 85%).

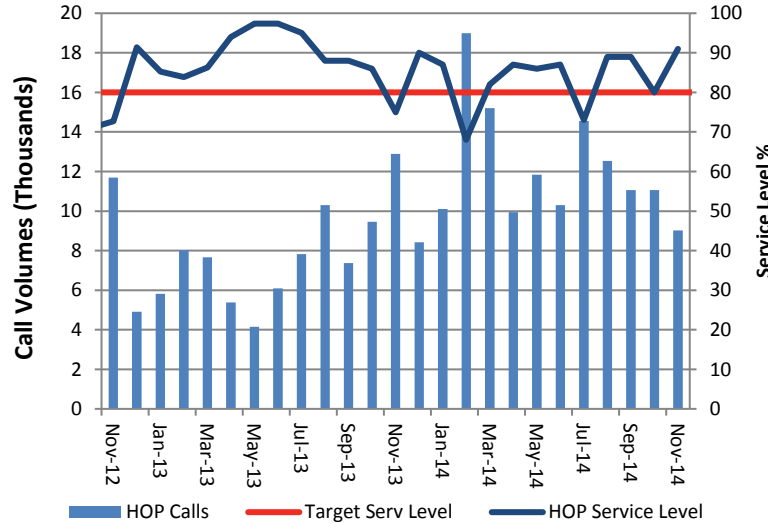
Auckland Council (Auckland Transport-related calls) – All Hours

There was a slight 5% decrease in call volumes and no change in the service level compared to the previous month.

Public Transport Call Centre Volumes & Service Level



AT HOP Call Volumes & Service Level



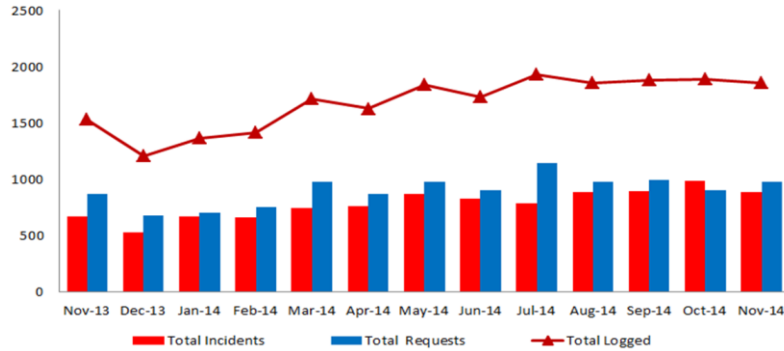
AT Hop calls - decreased 18% compared to last month. The service level increased 14%.

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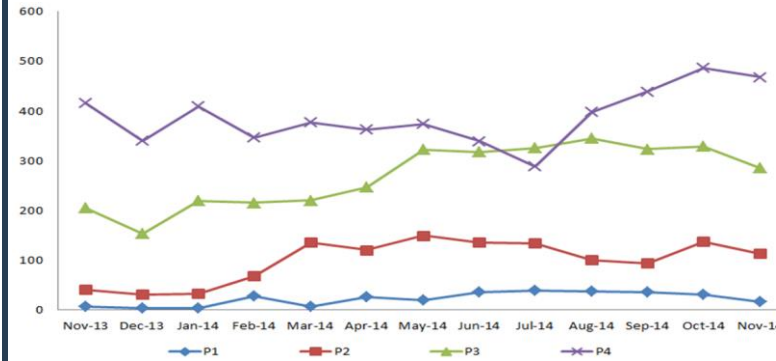


Business Technology Indicators: Service Desk

Total tickets logged



Incidents logged



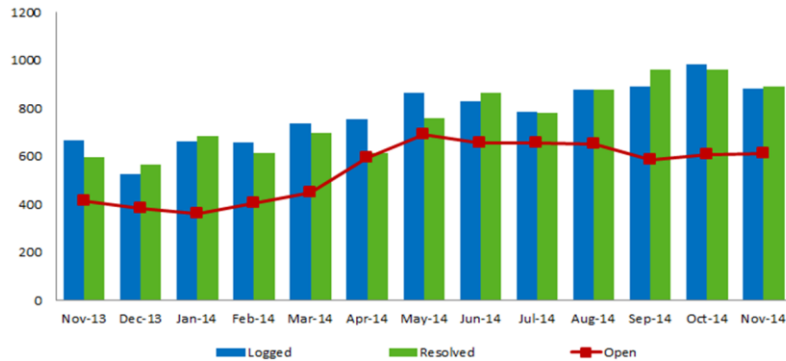
Total tickets logged - 1854 tickets were logged in November 2014, a slight reduction on tickets logged in October. This graph shows the reduction is entirely within incidents, as the volume of service requests grew over those in October. This total is split by 972 requests and 882 incidents.

Incidents logged - The total volume of incidents this month decreased by 102 tickets over October's count and the drop was across all four priorities.

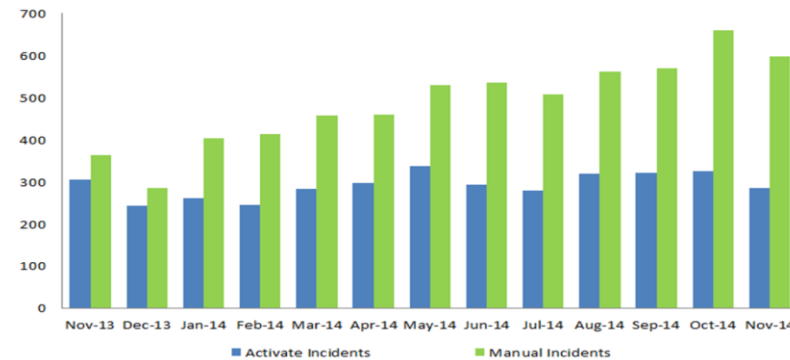
The highest drop was in Priority 3 requests which dropped from 329 incidents logged in October to 285 incidents logged in November.

Requests logged vs open - The volume of incidents Open at the end of the month increased slightly since September. In November there were 893 incidents resolved and 882 incidents logged.

Requests logged vs open



Activate / Manual tickets logged

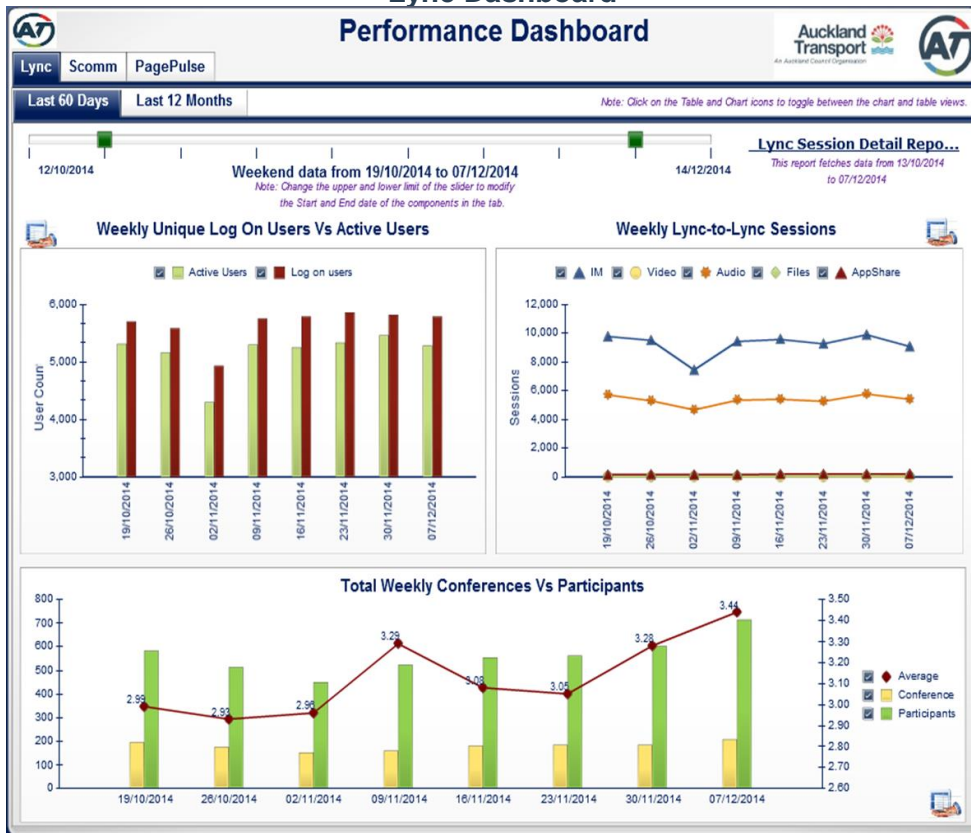


Activate / Manual tickets logged - This graph shows the split of incidents logged via the Activate toolset vs manual methods (phone/email). There was a decrease in both activate incidents and manual incidents in this month.

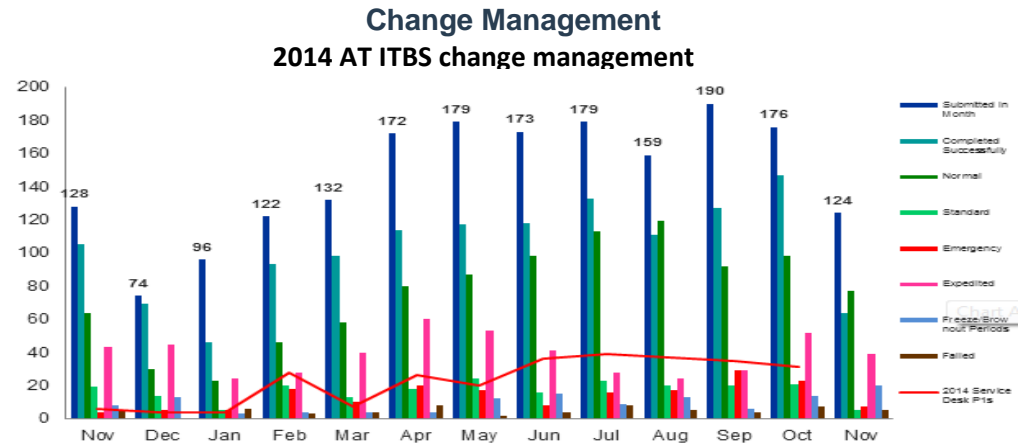
Auckland Transport - Transport Indicators Report December 2014



Business Technology Indicators: Service Desk



- Above dashboard shows weekly data from 19/10/2014 to 7/12/2014
- 45,245 users logged on Lync in the last 60 days, a 2% increase compared to the previous month, 92% are active users.
- An average of 14,823 lync-to-lync sessions per week in the last 8 weeks, up 1% compared to the previous month.
- 62% of users use instant messaging in lync, down 1%.
- Around 180 conferences per week, up 10% on average. Each conference has 3.13 participants in average.



- To meet the November 2014 reporting deadline, the snapshot was taken 7 days before month end, hence these statistics are based on actual numbers, plus estimated numbers for the month.
- There was a decrease in changes reviewed at change meetings, large volumes were reviewed at the Weekly Meeting 25 Nov, with approx 46 changes discussed.
- There was a 3.24% decrease in volumes Nov 2013, with 29.55% decrease on Oct 2014, 51.61% of the changes implemented in Nov were successful.
- Brownout periods for the Christmas/New Year periods received from service providers and AT have been added to the forward schedule of changes.
- 37% of Nov changes were fast tracked. A 2% decrease on Nov 2013 and a 38% decrease on Oct 2014.
- 6% were Emergency Changes, a 75% increase on Nov 2013, and a 69% decrease on Oct 2014.
- 31% were Expedited Changes, a 9% decrease on Nov 2013, a 25% decrease on Oct 2014.
- 4% of changes in Nov failed. The same as Nov 2013, and a 28% decrease on Oct 2014

Website performance

