

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 previous month's report are available.

Economic Activity

- There were 756 building consents issued in March 2015; 34.8% more than the same month last year. The 12 month rolling average to March was 21% higher than the preceding 12 month period.
- Average fuel prices increased in April and early May with increased oil prices and the fall in the NZ dollar.
- Total Auckland fuel sales for the year to March 2015 were -4.4% lower than the 12 months rolling total. Diesel sales were -16.6% lower and petrol sales were +3.9% higher than March 2014
- The April 2015 heavy traffic index fell by 0.6% for the month, the third consecutive fall suggesting a slowing of economic growth.

Auckland Traffic

Arterial road peak productivity averaged 49.3% in April 2015; up from 45.3% in March. In April, 15% of the network was congested; up 9% on April 2014.

Public Transport

Auckland public transport patronage totalled 78,399,111 passenger boardings for the 12 months to April 2015, an increase of +0.3% on the 12 months to March 2015 and +10.1% on the 12 months to April 2014. April monthly patronage was 6,286,233, an increase of 222,083 boardings or +3.7% on April 2014, normalised to ~+4.0% accounting for special event patronage only as there were the same number of business and weekend days in April 2015 compared to April 2014. Financial year to date patronage has grown by +10.1%.

- Rail patronage totalled 13,540,697 passenger boardings for the 12 months to April 2015, an increase of +1.2% on the 12 months to March 2015 and +22.0% on the 12 months to April 2014.
- The Northern Express bus service carried 2,788,409 passenger boardings for the 12 months to April 2015, an increase of +0.7% on the 12 months to March 2015 and +17.0% on the 12 months to April 2014.
- Bus services excluding Northern Express carried 56,604,310 passenger boardings for the 12 months to April 2015, no movement on the 12 months to March 2015 and +7.6% on the 12 months to April 2014.
- Ferry services carried 5,465,695 passenger trips for the 12 months to April 2015, an increase of +1.1% on the 12 months to March 2015 and +6.6% on the 12 months to April 2014.

Rail service punctuality in April 2015 was 77.1%, compared to the average for the 12 months to April 2015 of 85.1%. Service reliability was 92.9%, compared to the average for the 12 months to April 2015 of 96.5%.

The proportion of all trips utilising AT HOP was 67.8% in April 2015 (Bus 70.9%, Rail 74.5%, Ferry 22.1%); up from 67.6% in March 2015.

Parking

Off-street parking occupancy in three CBD car parking buildings (Civic, Downtown and Victoria Street) during the peak four hours in April 2015 was 96% – above the SOI target range of 80-90% for 2014/15.

Cycling

Cyclist movements in April 2015 were 3.3% higher than in April 2014. A total of 904,901 cycle trips were recorded for the year of March 2014 to April 2015; an increase of 0.88% on the previous year. Morning peak movements increased by 4.9% when compared to April 2014.

Attachment

Attachment Number	Description
1	Monthly Transport Indicators Report – April 2015

Document ownership

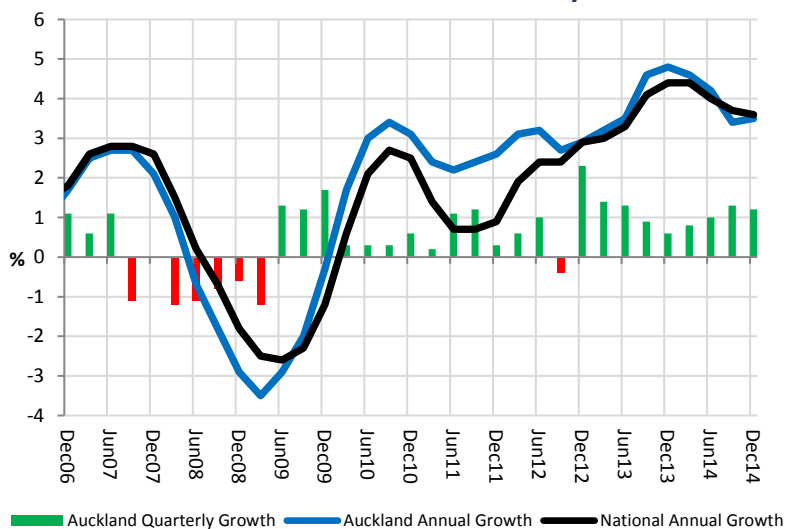
Submitted by	Mohini Nair Manager Strategic Transport Planning	
Recommended by	Peter Clark Chief Strategy Officer	
Approved for submission	David Warburton Chief Executive	



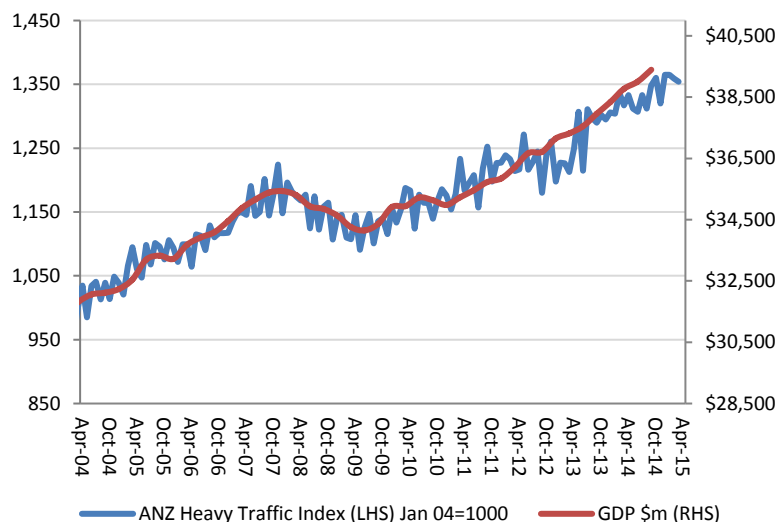
Attachment 1 - Auckland Transport - Transport Indicators April 2015

Monitor Trends Driving Transport Demands: Economic Indicators

Auckland Economic Activity



ANZ Truckometer



Auckland Economic Activity - economic activity increased 1.2% in the December 2014 quarter; the ninth consecutive quarterly rise. The year-on-year growth rate for Auckland was 3.5% and New Zealand was 3.6%.

Source: ANZ Regional Trends: Auckland (Quarterly data)

ANZ Truckometer - uses NZTA data as an indicator of national economic activity. The April 2015 heavy traffic index fell by 0.6% it's third consecutive fall. This suggests a slowing of growth in the economy.

Source: ANZ Truckometer (Data available 12th of the month)

Auckland Labour Force - Auckland employment in the March 2015 quarter totalled 796,900, up 4.8% on March 2014 and up 0.2% on the Dec 2014 quarter.

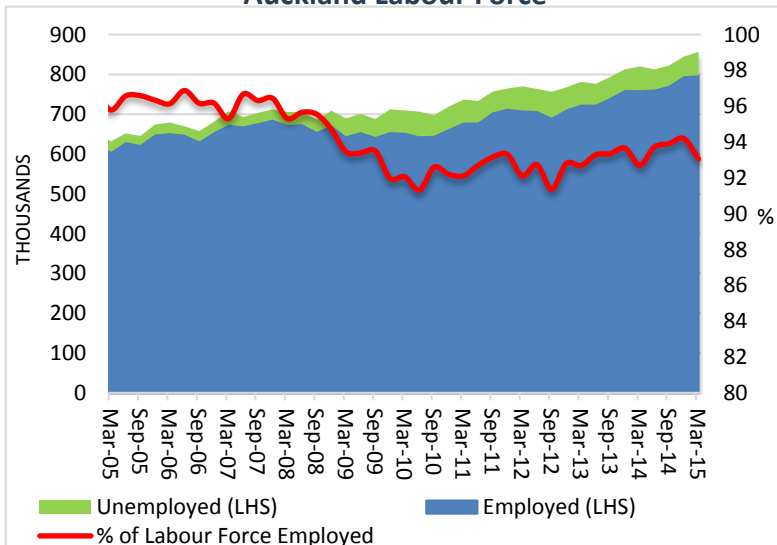
Unemployment totalling 59,400 in the March 2015 quarter was 0.7% less than March 2014 and up 21% on the Dec quarter. The ratio between employment and unemployment fell to 93.1%.

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

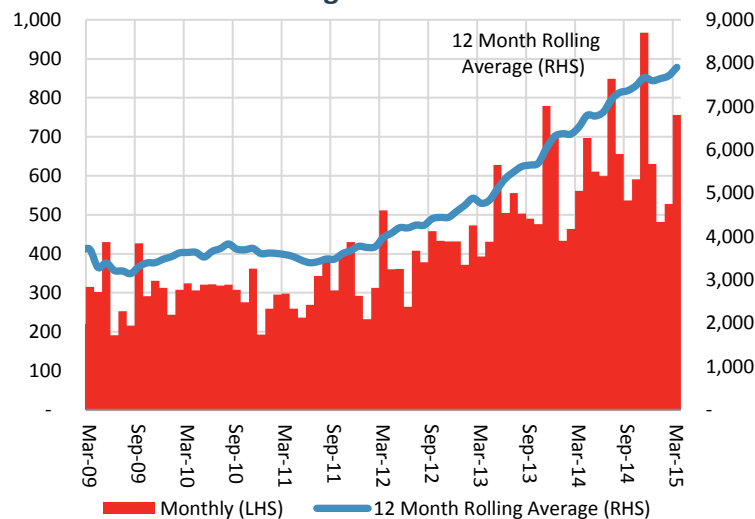
Dwelling Consents Issued - 756 consents were issued in March 2015 up 34.8% on February last year. The 12 month rolling average to March was 21% higher than the preceding 12 months.

Source: Statistics NZ

Auckland Labour Force



Dwelling Consents Issued

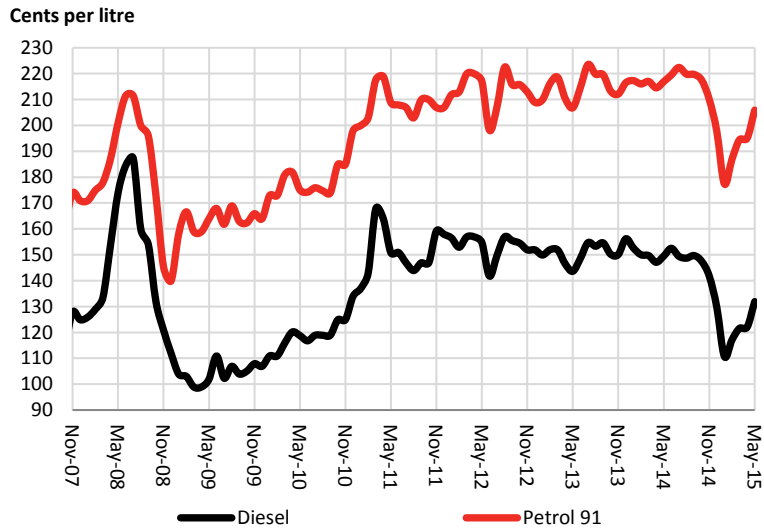


Auckland Transport - Transport Indicators Report April 2015

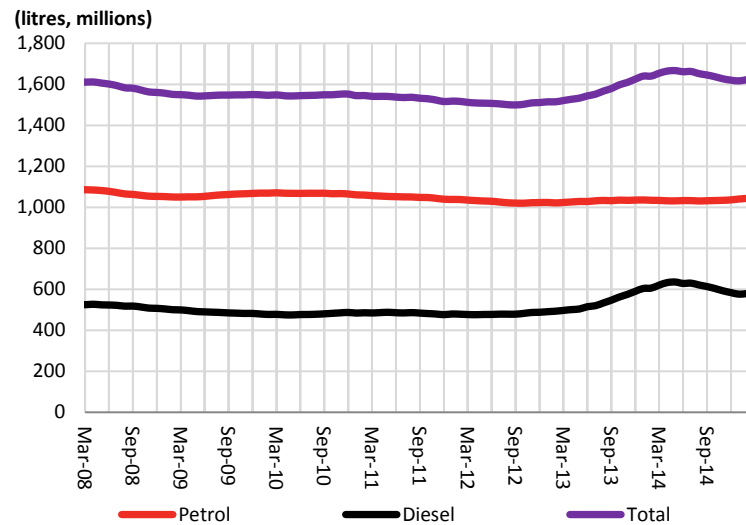


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

Monthly Fuel Prices



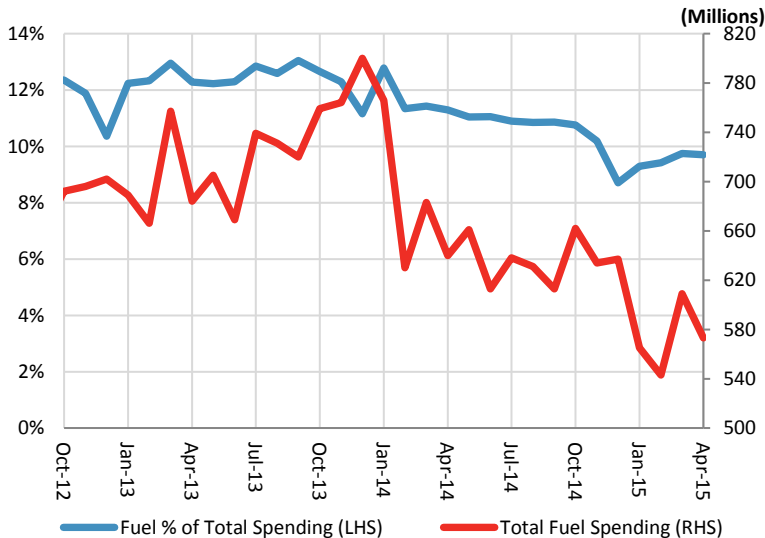
Auckland Fuel Sales 12 month rolling total



Fuel Prices - the average fuel price increased in April and early May with increased oil prices and a fall in the NZ dollar.
 Source: Ministry of Business, Employment and Innovation (Updated Weekly)

Auckland Fuel Sales - Total fuel sales for the year to March 2015 were -4.4% lower than the previous 12 months rolling total. Diesel sales in March 2015 were -16.6% lower than March 2014. Petrol sales in March 2015 were 3.9% higher than March 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 fell -5.9% in April 2015 compared to March 2015 and was -10.5% lower than in April 2014 reflecting lower fuel prices. The proportion of total card spending spent on fuel remained lower than usual at 9.7% reflecting the lower fuel prices than in 2014. Recent increases in Fuel prices in late April early May will influence next months data.
 Source: Statistics NZ monthly Electronic Card Transactions

Auckland Transport - Transport Indicators Report April 2015

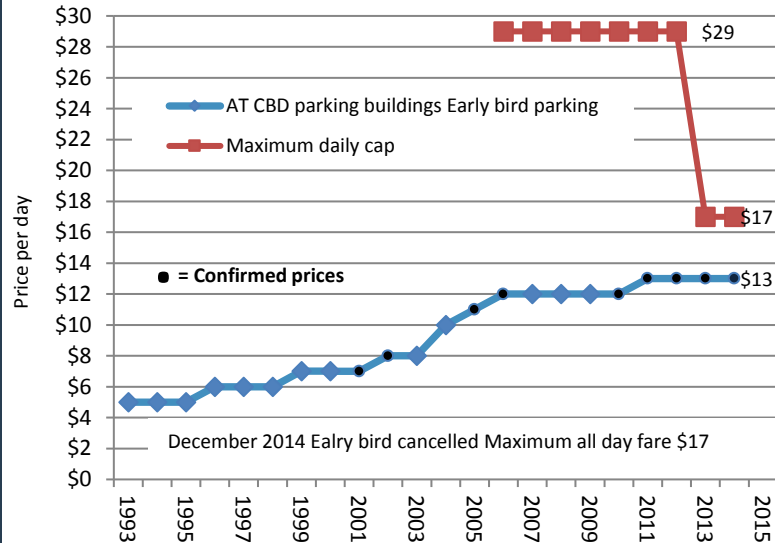


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

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



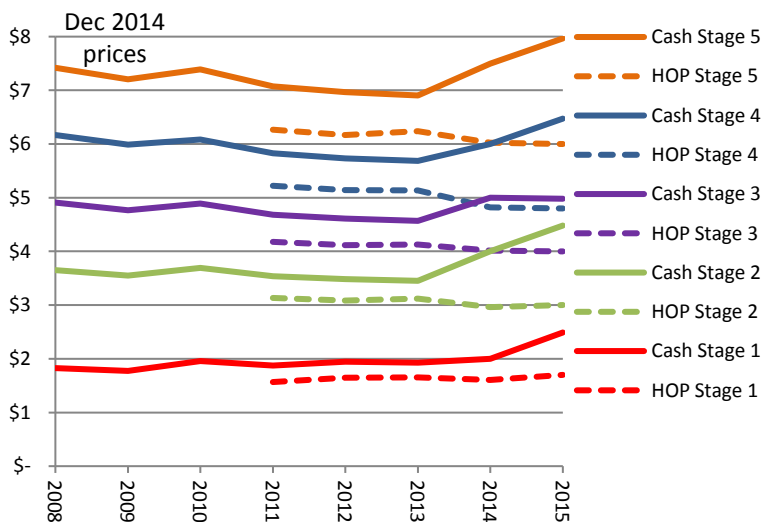
AT CBD Parking Early-Bird/Maximum daily price



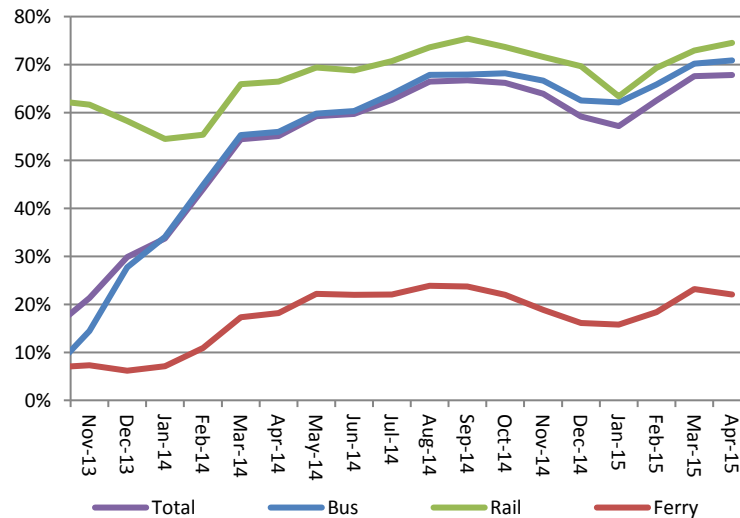
AT Parking Prices - in Civic (828 spaces), Downtown (890 spaces), Fanshawe (509 spaces) and Victoria St (850 spaces) car park buildings. The Early Bird price option was removed 1st December 2014 from the CBD AT car parks of Downtown, Victoria st, Civic and Fanshawe st. The AT maximum daily charge of \$17 has enabled other competitors to raise their Early bird parking prices in response. The average early bird CBD parking price in September 2014 was \$14.66 it is now \$16.66. The CBD is defined as the area bounded by the motorways

Public Transport Fares - Change in the 1-5 stage bus (and rail fares from 2013) cash fares in 2014 prices over time. From 29th March 2015 most cash prices increased, 1 and 2 stage HOP fares also increased. (Nominal fares are adjusted based on CPI index (Dec 2014 quarter) to provide their relative cost in real terms)

Bus Adult AT HOP and Real Cash Fares 2008-2015



Percentage of Trips using AT HOP



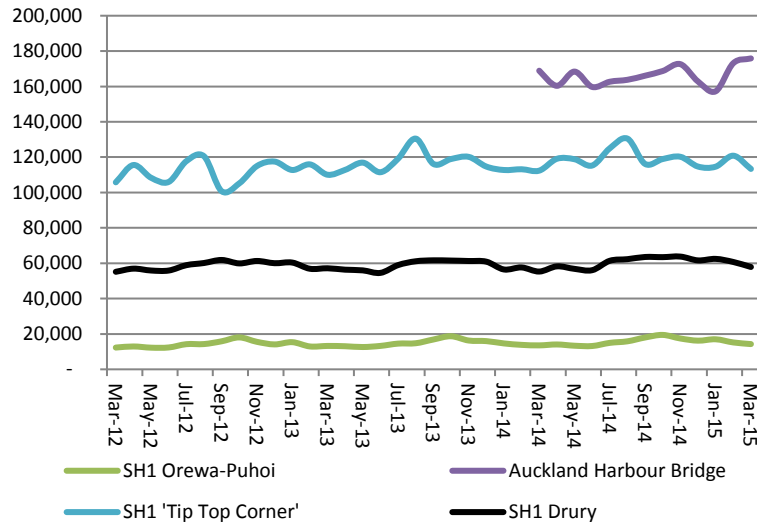
Trips Using AT HOP - 67.8% of all trips in April 2015 were made with AT HOP; up from 67.6% in March 2015. In April 2015, 70.9% of bus trips used AT HOP, 74.5% of train trips used AT HOP and 22.1% of ferry trips used AT HOP.

Auckland Transport - Transport Indicators Report April 2015

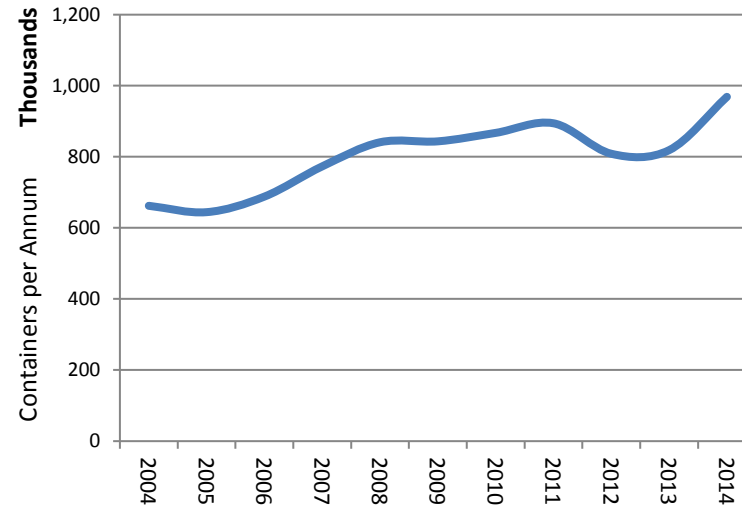


Monitor Trends Driving Transport Demands: Key Demand Indicators

State Highway Average Daily Traffic Volumes



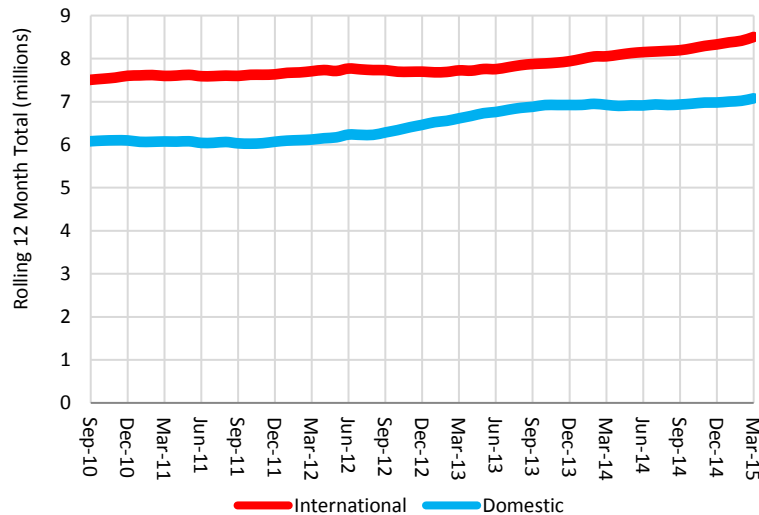
Port Freight Movements



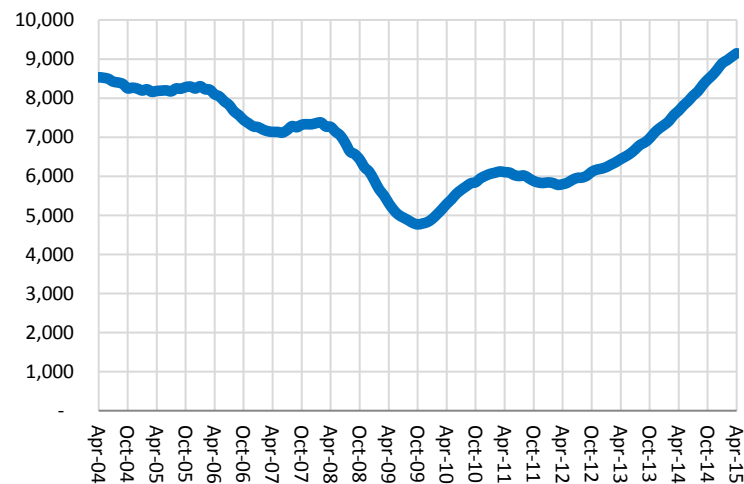
State Highway Traffic Volumes - shows the average daily traffic at key state highway locations. Compared to the same month last year, average daily traffic volumes for March 2015 were up 6.9% on SH1 at Drury, volumes were up 8.1% on SH1 at Tip Top Corner and 4.1% on the Harbour Bridge. SH1 at Orewa-Puhi was up by 6.4% on February 2014. Note NZTA has changed their reporting of Auckland Harbour bridge data from March 2015. 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 15.4 million passenger movements were recorded through Auckland airport in the year to March 2015, an increase of 4% on the year to March 2014. Total passenger movements in March 2015 were 11.2% higher than March 2014 reflecting the impact of the Cricket world cup. Source: AIAL Monthly traffic report

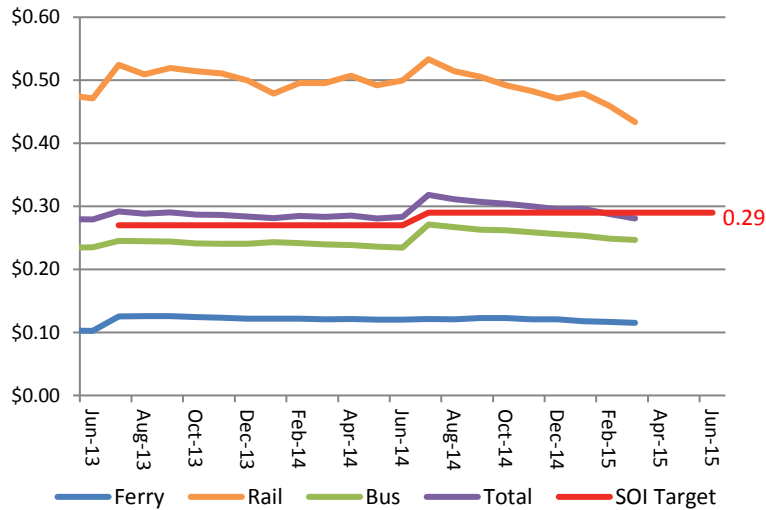
Auckland Car Registrations - Cars first registered to an Auckland postal code. There were 8,648 car registrations in April 2015 13.9% higher than last April. The 12 month rolling average was 19.2% higher than a year ago, reflecting a strong recovery in vehicle sales activity as economic conditions have improved. Source: NZTA Vehicle registration Centre

Auckland Transport - Transport Indicators Report April 2015

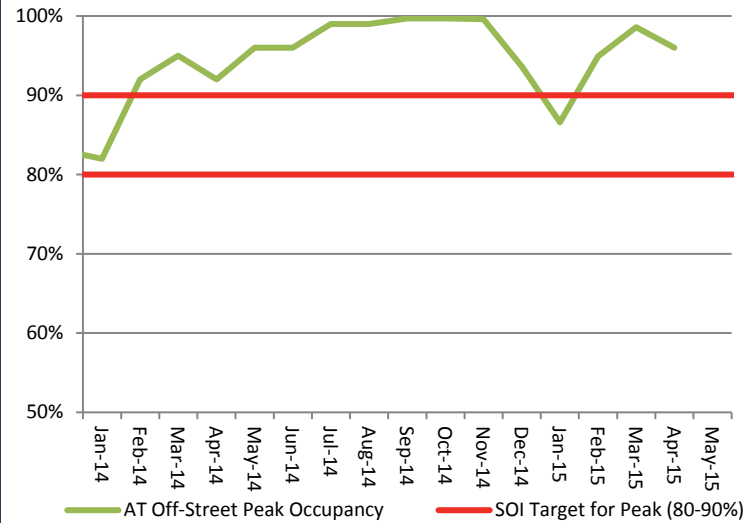


Monitor SOI Key Performance Indicators: Better Use of Resources to Maximise Return on Existing Assets

PT Subsidy per Passenger Kilometre



Off-street Peak Parking Occupancy Rates



PT Subsidy per Passenger Km - the net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers. Total PT subsidy per passenger km in March 2015 was \$0.281.

Source: PT Ops

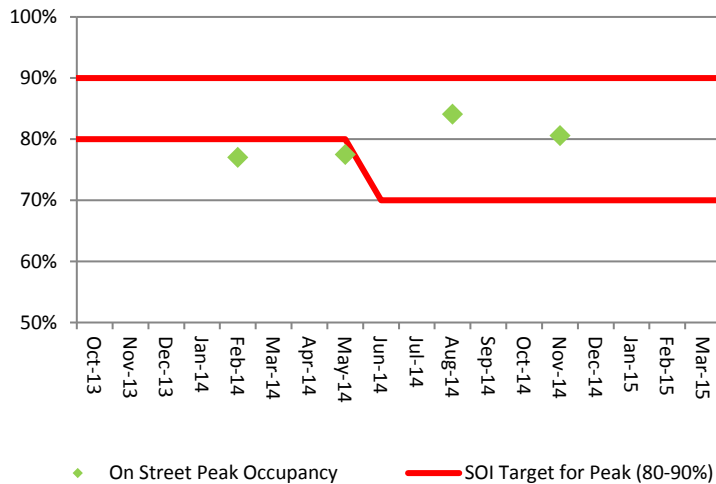
Off-street Parking - AT off-street car parks monitored are those at Civic, Downtown and Victoria Car Parking Buildings. In April 2015, peak occupancy was 96%, 6% above the SOI target range of 80-90% for 2015.

Source: AT Parking & Enforcement

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

Source: AT Parking & Enforcement

On-street Peak Parking Occupancy Rates

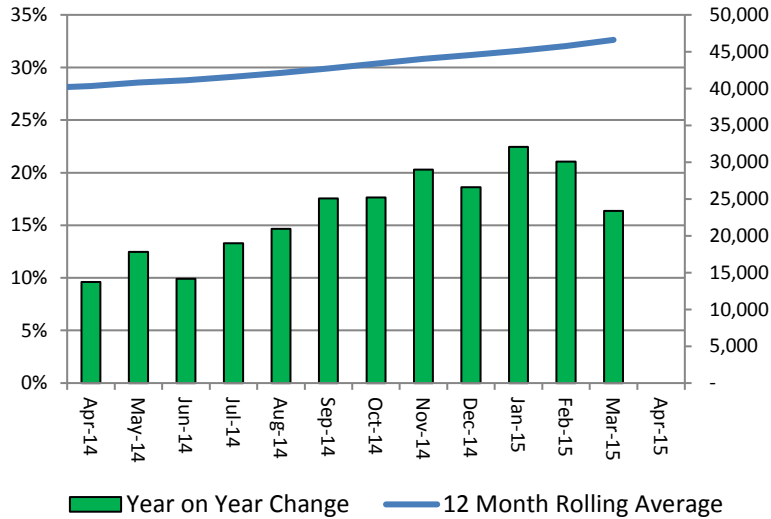


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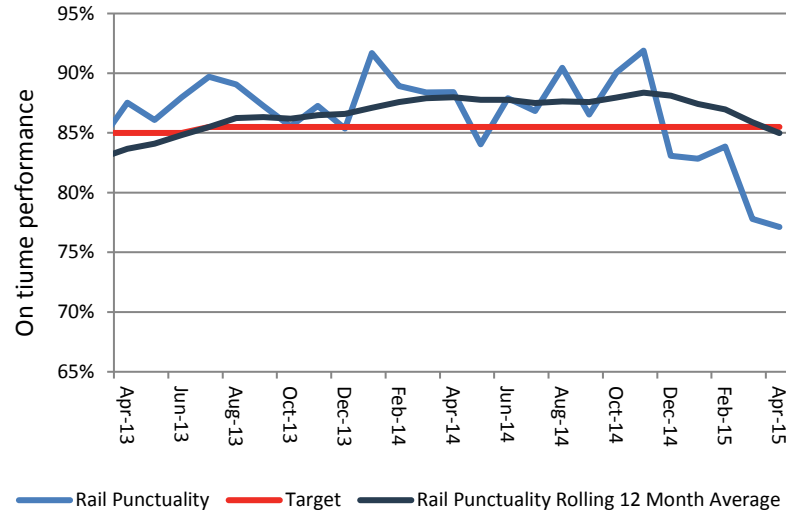


Capacity and Utilisation of the Transport Network: Public Transport

Rail Business Day Average



Rail Punctuality



Rail Business Day Average - The 12 month rolling average to March was 46,604, an increase of 16.4% on the previous year. April Data was not available at the time of writing.

Source: AT PT Ops

Rail Punctuality -For rail, service punctuality in Apr-2015 was 77.1%, compared to the average for the 12 months to Apr-2015 of 85.1% (arrival at last station). Service reliability was 92.9%, compared to the average for the 12 months to Apr-2015 of 96.5%.

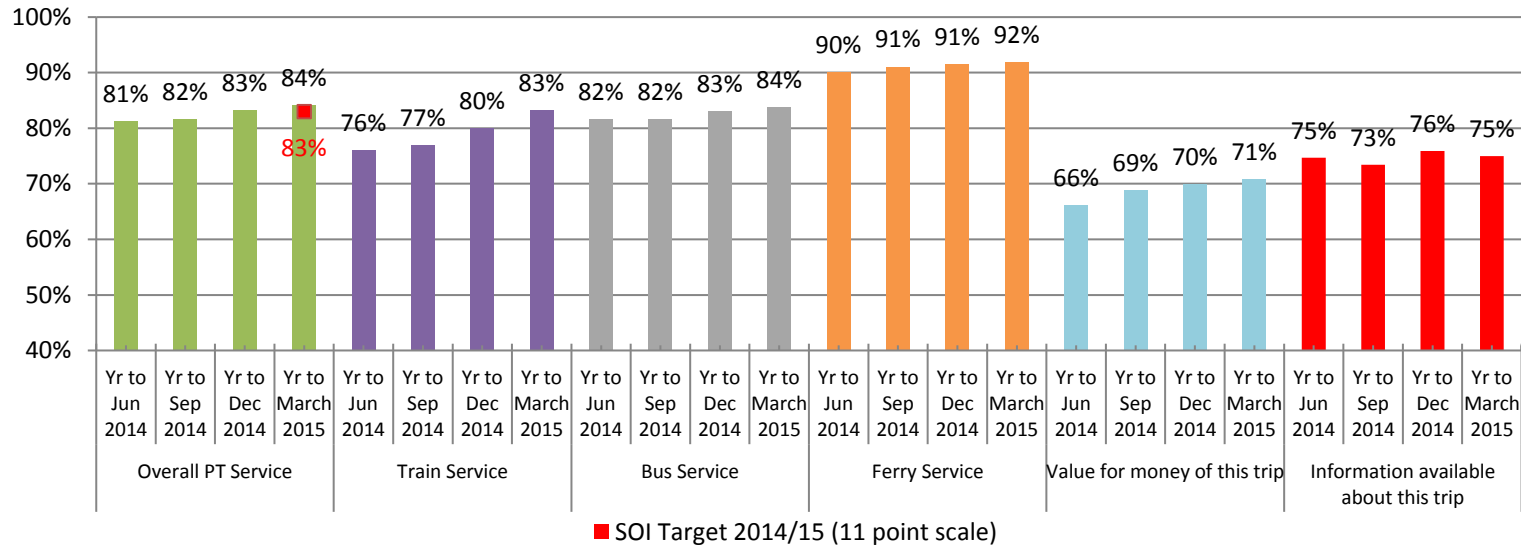
Source: AT PT Ops / operator returns

Auckland Transport - Transport Indicators Report April 2015



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

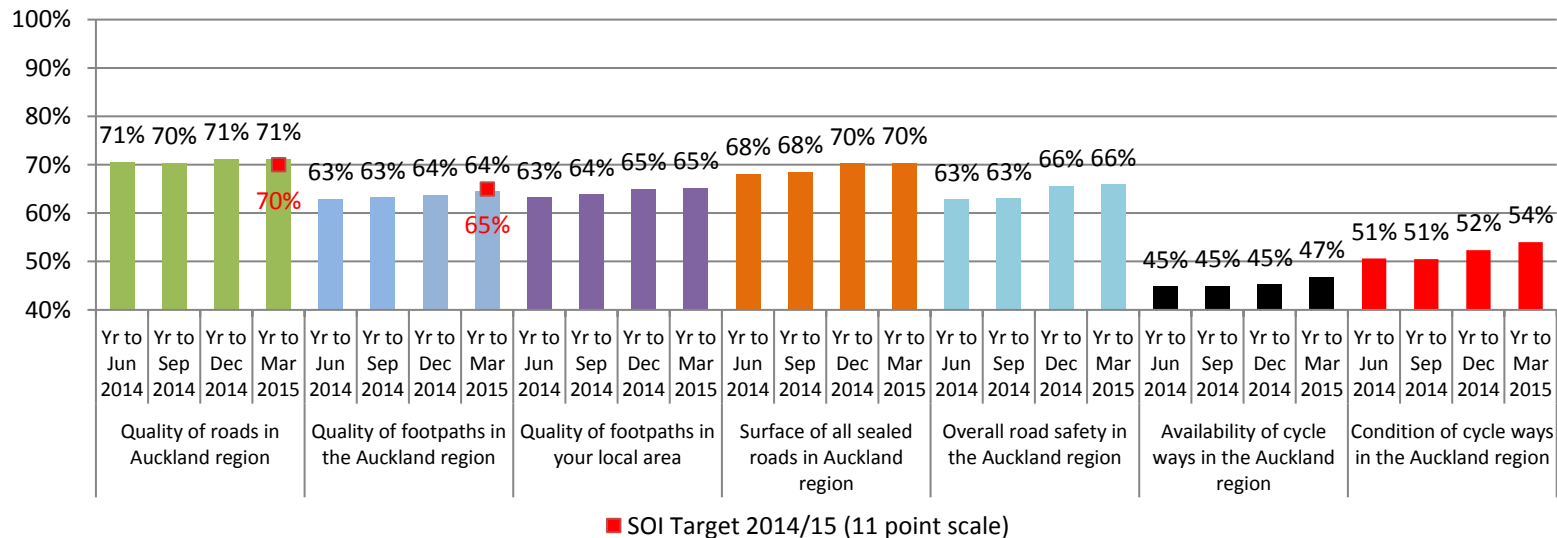
Public Transport Satisfaction Scores - Total satisfaction with:



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

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

Roading and Footpath Satisfaction Scores - Total satisfaction with:

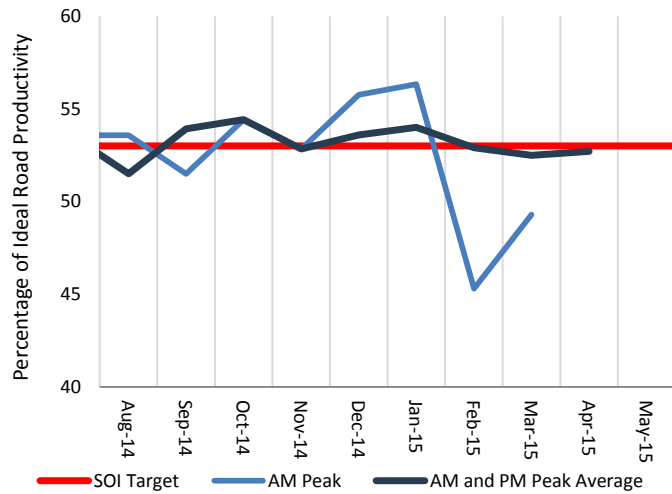


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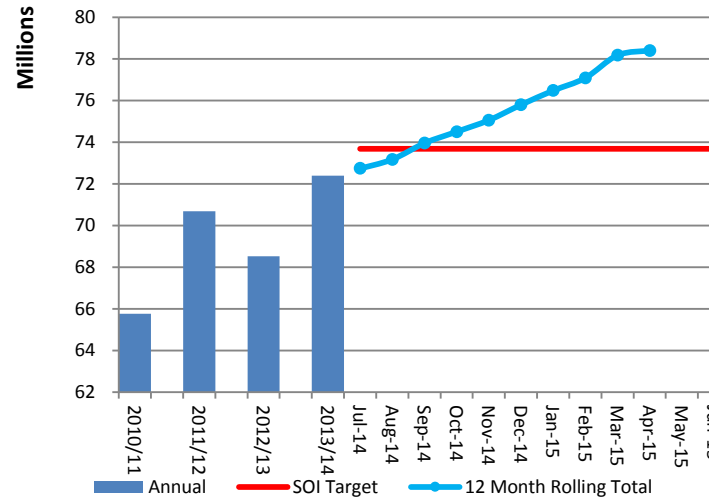


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

Arterial Road Productivity



Total Public Transport Patronage



Arterial Road Productivity - Arterial road corridor productivity is measured by # of vehicles X average speed X average vehicle occupancy by lane. AT has set a corridor productivity ideal of 38,000 person km, per hour, per lane (900 vehicles travelling at an average speed of 35 kph in one lane, with an average of 1.2 occupants). AT monitors what percentage of that ideal is being achieved. In April 2015, peak period productivity averaged 49.3%, up from 45.3% in March. The rolling average year to date is 53%.

Source: AT Road Corridor Operations

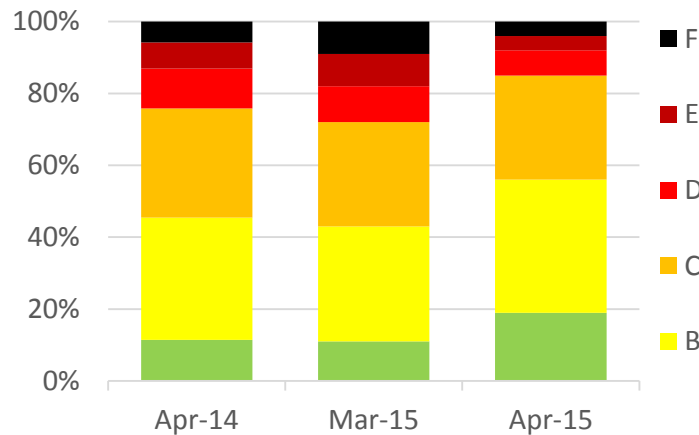
Arterial Road Level of Service - Arterial road level of service is measured by average speed as a % of the posted speed limit for AT's arterial roads, and categorised as follows:

- A: 90% and greater
- B: 70 – 90%
- C: 50 – 70%
- D: 40 – 50%
- E: 30 – 40%
- F: less than 30%

Level of service D-F broadly represent "congested" conditions. In April 2015, 15% of the network was congested; down 9% from April 2014 (24%).

Source: AT Road Corridor Operations

AM Peak Arterial Road Level of Service



Public Transport - Auckland public transport patronage totalled 78,399,111 passenger boardings for the 12 months to Apr-2015, an increase of +0.3% on the 12 months to Mar-2015 and +10.1% on the 12 months to Apr-2014. April monthly patronage was 6,286,233, an increase of 222,083 boardings or +3.7% on Apr-2014, normalised to ~+4.0% accounting for special event patronage only as there were the same number of business and weekend days in Apr-2015 compared to Apr-2014. Financial year to date patronage has grown by +10.1%.

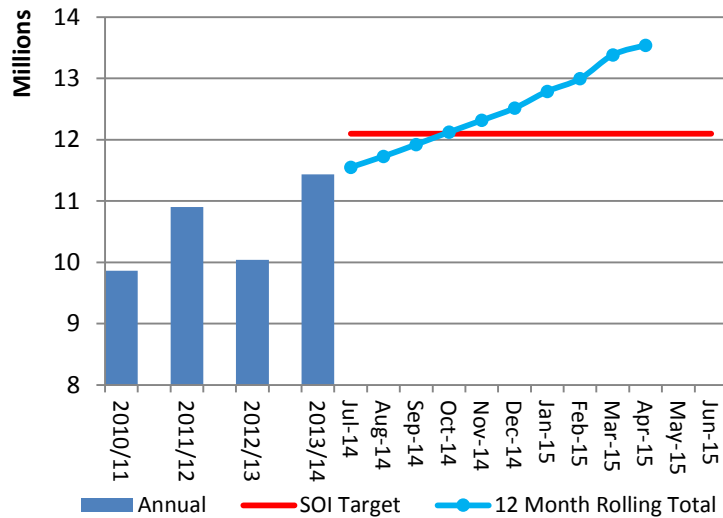
Source: AT PT Ops / operator returns

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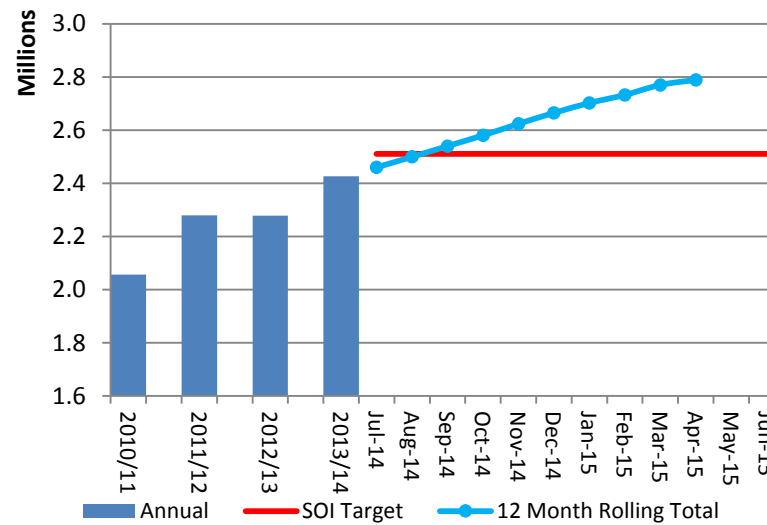


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

Annual Rail Patronage



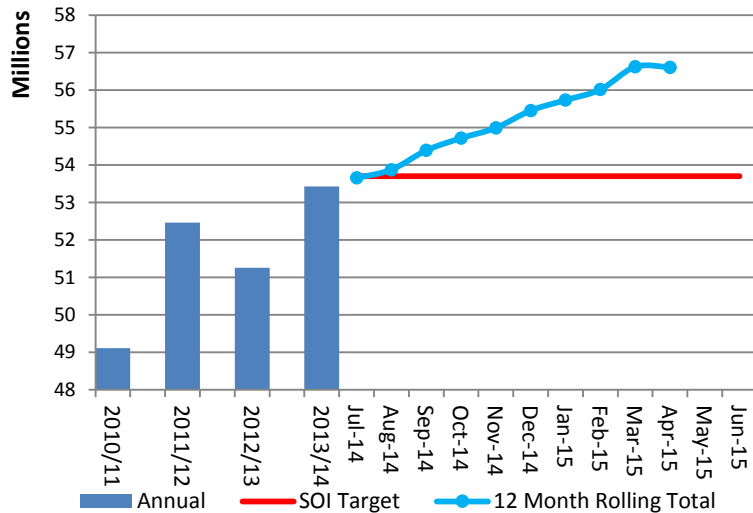
Annual Northern Express Bus Patronage



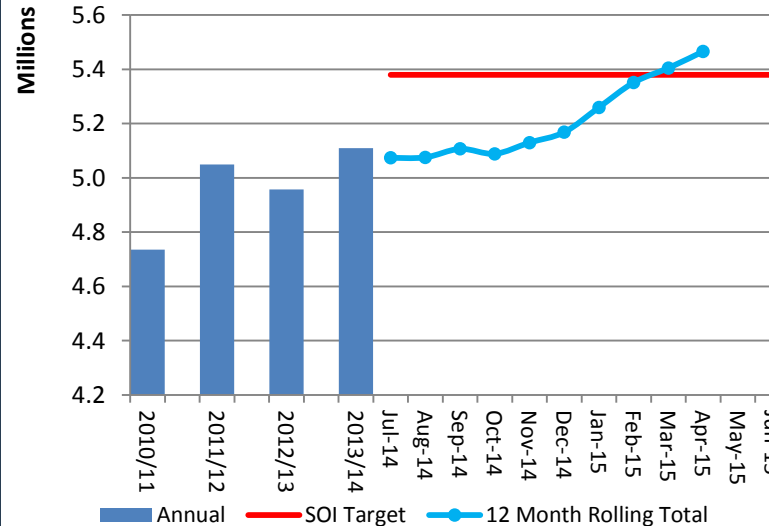
Rail Trips - Rail patronage totalled 13,540,697 passenger boardings for the 12 months to Apr-2015, an increase of +1.2% on the 12 months to Mar-2015 and +22.0% on the 12 months to Apr-2014. Patronage for Apr-2015 was 1,134,517, an increase of 155,679 boardings or +15.9% on Apr-2014, normalised to ~ +18.1%. Financial year to date rail patronage has grown by +22.9%.
Source: AT PT Ops / operator returns

Northern Express - The Northern Express bus service carried 2,788,409 passenger boardings for the 12 months to Apr-2015, an increase of +0.7% on the 12 months to Mar-2015 and +17.0% on the 12 months to Apr-2014. Northern Express bus service patronage for Apr-2015 was 232,557, an increase of 18,185 boardings or +8.5% on Apr-2014, normalised to ~ +10.2%. Financial year to date Northern Express patronage has grown by +18.4%.
Source: AT PT Ops / operator returns

Annual Bus Patronage (excl. NEX)



Annual Ferry Patronage



Bus (excl. Northern Express) - Bus services excluding Northern Express carried 56,604,310 passenger boardings for the 12 months to Apr-2015, no movement on the 12 months to Mar-2015 and +7.6% on the 12 months to Apr-2014. Bus services excluding Northern Express patronage for Apr-2015 was 4,442,267, a decrease of -13,131 boardings or -0.3% on Apr-2014, normalised to ~ -0.3%. Financial year to date bus services excluding Northern Express patronage has grown by +7.3%.
Source: AT PT Ops / operator returns

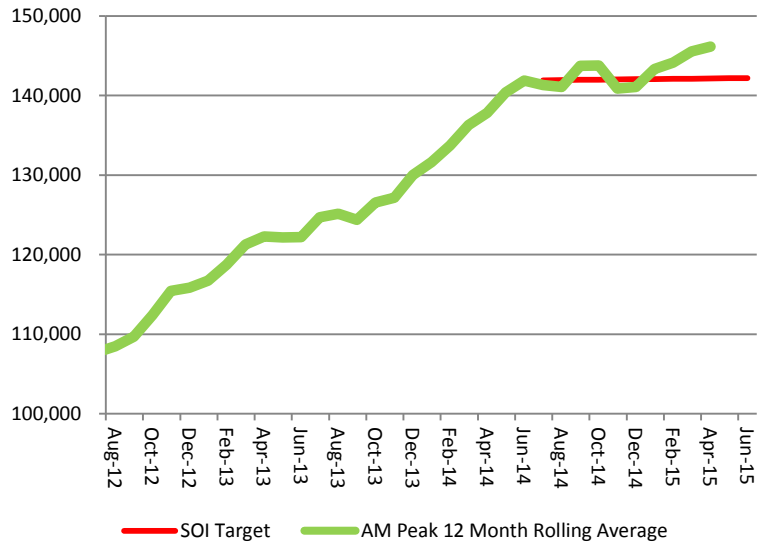
Ferry Trips - Ferry services carried 5,465,695 passenger trips for the 12 months to Apr-2015, an increase of +1.1% on the 12 months to Mar-2015 and +6.6% on the 12 months to Apr-2014. Ferry services patronage for Apr-2015 was 476,892, an increase of 61,350 boardings or +14.8% on Apr-2014, normalised to ~ +14.8%. Financial year to date ferry patronage has increased by 8.1%.
Source: AT PT Ops / operator returns

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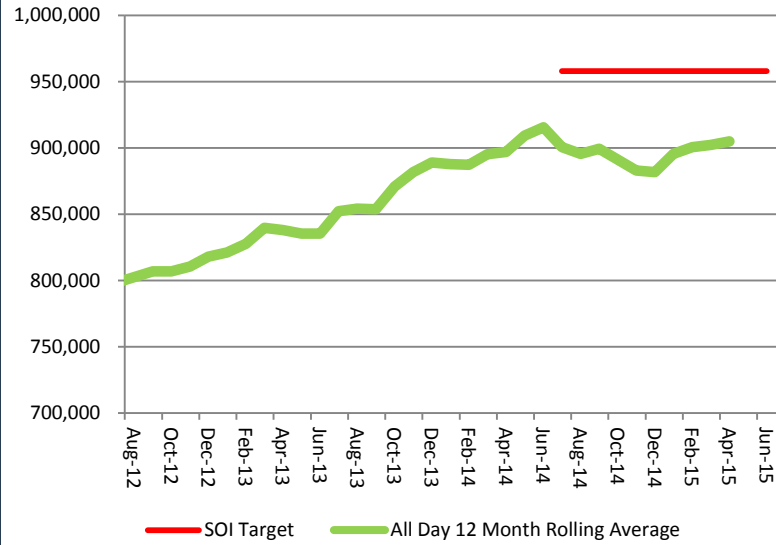


Monitor SOI Key Performance Indicators: Increased Access to a Wider Range of Transport Choices

AM Peak Cycling Counts 12 Months rolling average



All Day Cycling Counts 12 months rolling average



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

- There has been an increase of 3.3% in total cyclist movements in April 2015 compared to April 2014.
- The morning peak movement's increased by 4.9% when compared to April last year.
- A total of 904,901 cycle trips were recorded for the year March 2014 to April 2015, this is an increase of 0.88% on the previous year.

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

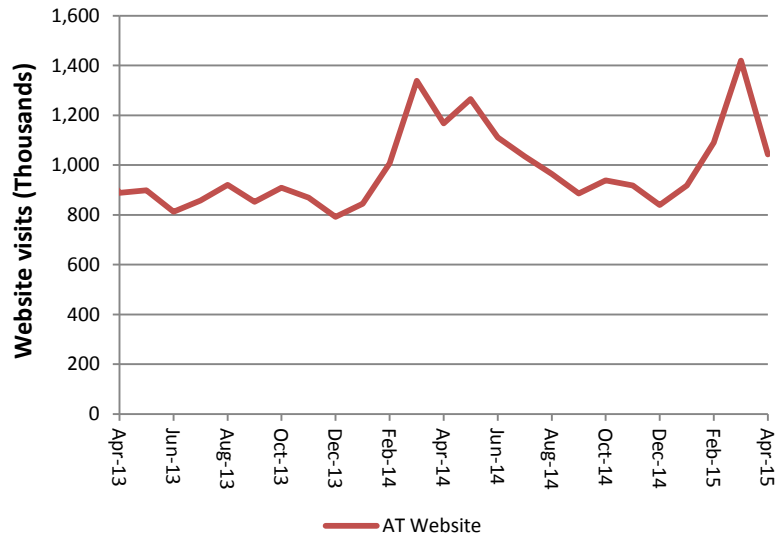
Source: AT Community Transport (reported 10th of the Month)

Auckland Transport - Transport Indicators Report April 2015

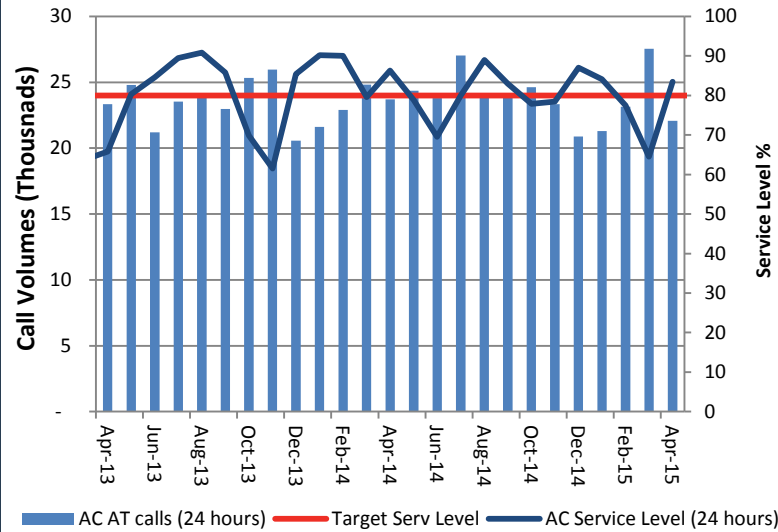


Key Performance Indicators: Customer Contact

Volume of AT website visits



Auckland Transport Call Centre: Incoming calls



Volume of Website Visits

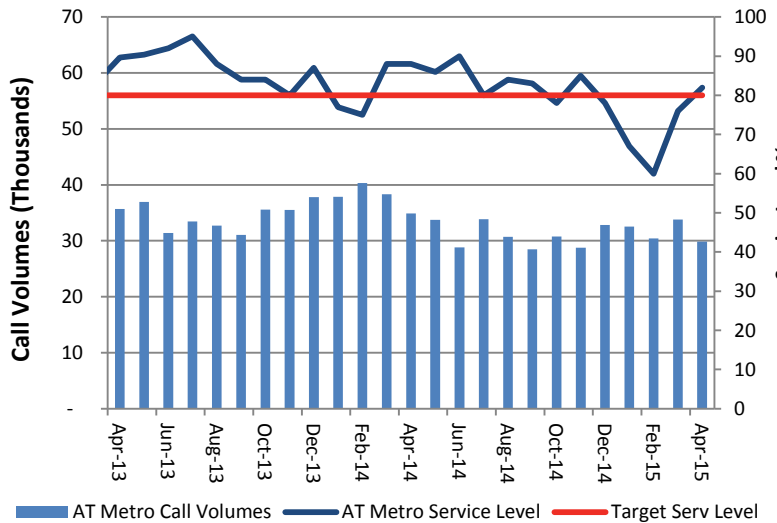
There was a 27% decrease in visits to the Auckland Transport website in April 2015 (compared to March 2015).

AT Metro Call Centre

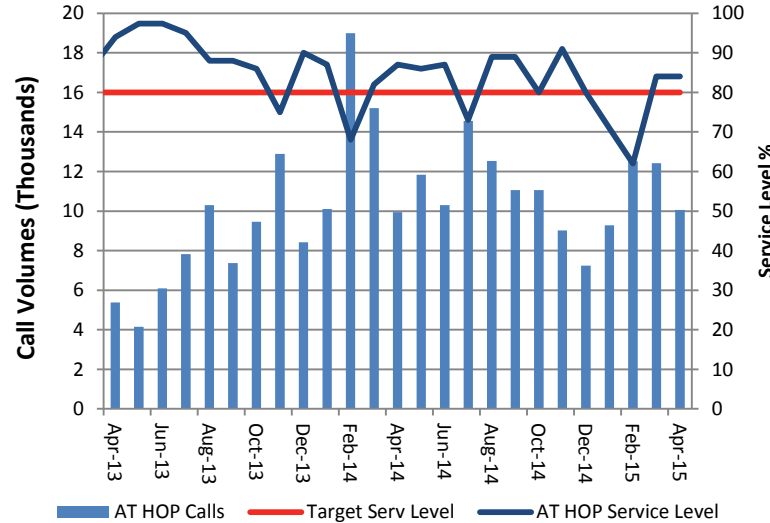
Call volumes at the Public Transport call centre decreased 12% compared to the previous month and decreased by 14% compared to the same period last year. The public transport call centre service level increased 8% (increasing from 76% to 82%).

In addition, the Concessions queue achieved a 92% service level with 515 calls offered. The concessions line was closed on April 17 2015 at 9pm.

AT Metro Call Centre Volumes & Service Level



AT HOP Call Volumes & Service Level



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

There was a 20% decrease in call volumes and a 18% increase in the service level compared to the previous month.

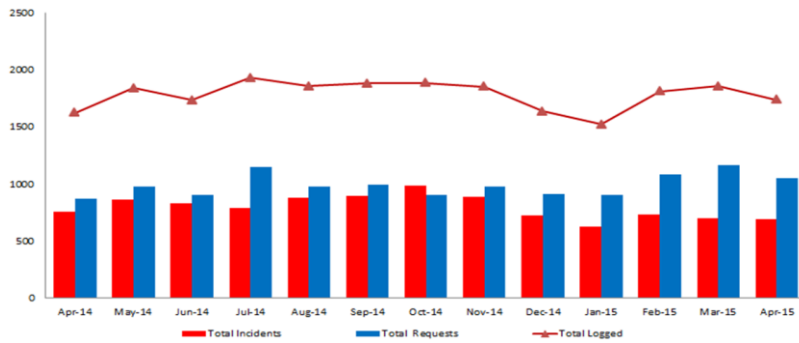
AT Hop calls - AT Hop calls decreased 19% compared to last month. The service level increased 3%.

Auckland Transport - Transport Indicators Report April 2015

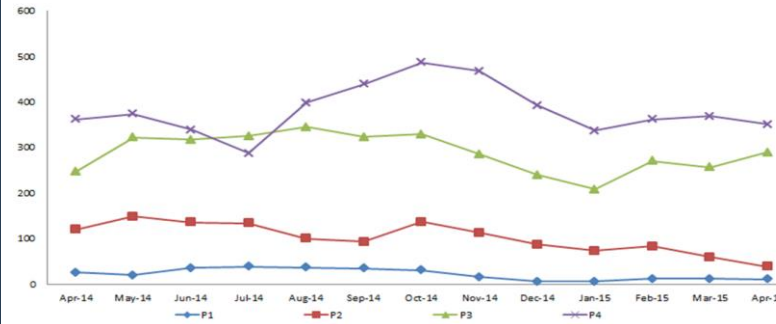


Business Technology Indicators: Service Desk

Total tickets logged



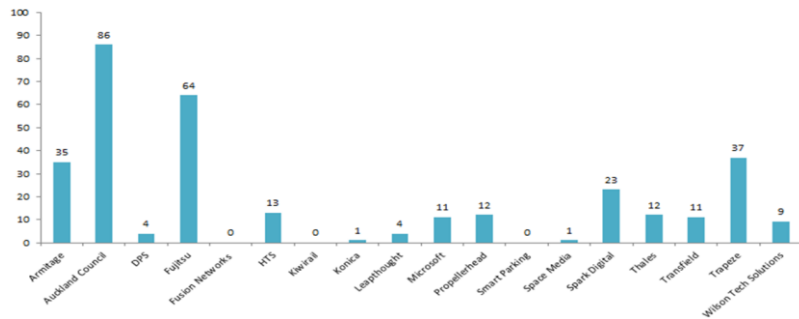
Incidents logged



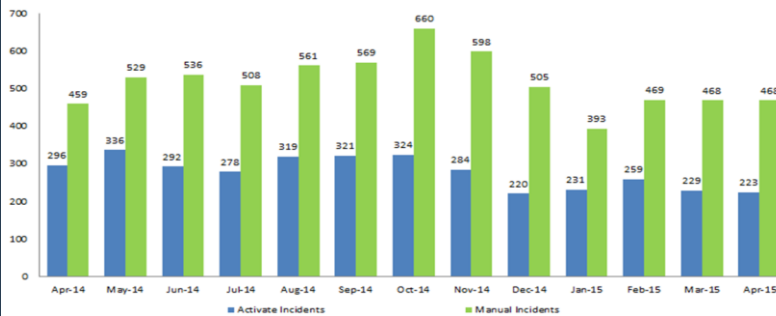
Total tickets logged - 1,969 tickets were logged in April. 1,740 tickets were for Auckland Transport a decrease on last month. Incidents are reducing and Service Requests are increasing - this is positive as Service Requests often cannot be avoided due to staff movements, new systems required, etc a reduction in Incidents indicates an increase in preventative measures by service vendors and resolver groups.

Incidents logged - 12 Priority 1 incidents in April (11 for AT, 1 for ATEED) down on March. 39 Priority 2 incidents were raised in April a reduction in High Priority Parking and Public Transport Facilities incidents. 290 Priority 3 and 351 Priority 4 tickets are similar to previous months. Incidents overall are reducing over time (>800 avg/month in 2014 vs <700 avg/month in 2015 ytd), a year on year comparison shows the ongoing reduction of Priority 1 and Priority 2 incidents.

Request volume by vendor



Activate / Manual tickets logged



Request volume by vendor - Auckland Council IS were 86 calls, this will decrease as more systems move from Council to BT. 10 calls were for Auckland Transport, 76 calls impacted ATEED staff. Fujitsu had 64 calls in April, the highest amount year to date.

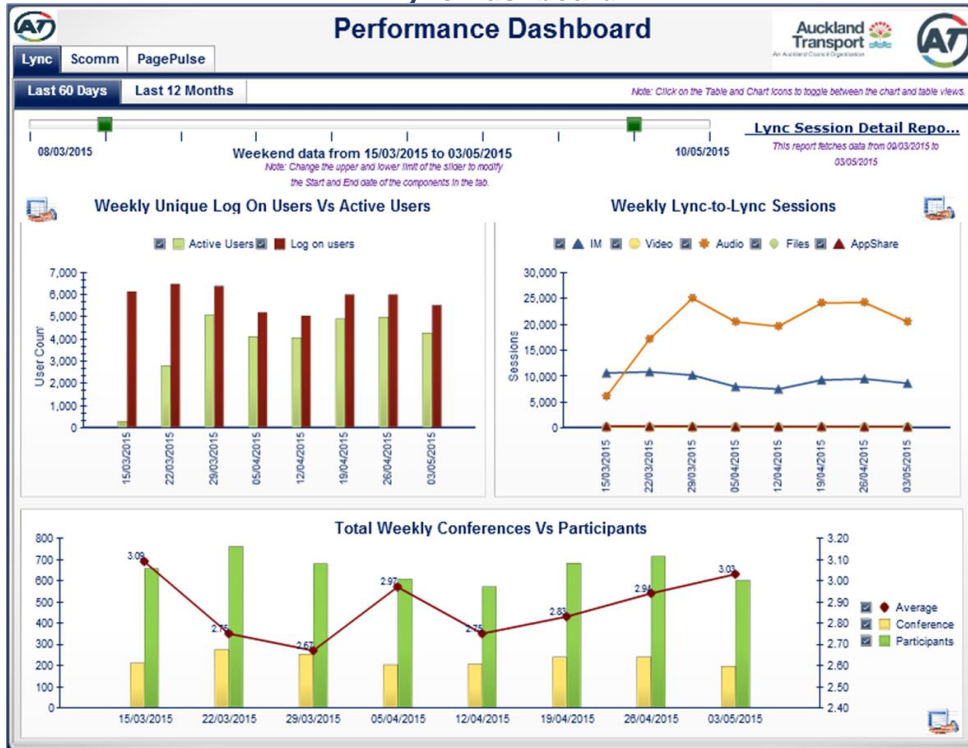
Activate / Manual tickets logged - There were 489 Manual requests for AT their highest to date, Activate requests dropped by 134 to 560. The reduction in Activate requests reflects the increase in manual requests (email or phone call from user to service desk). ATEED logged 134 requests. All ATEED requests are manual as Activate is not available.

Auckland Transport - Transport Indicators Report April 2015



Business Technology Indicators: Service Desk

Lync Dashboard



• Following Data migration Lync 2013 data is now included. Above dashboard shows weekly data from 09/03/2015 to 03/05/2015

• There were 46,675 users logged on Lync in the last 8 weeks, a 3% decrease. 76% are active users.

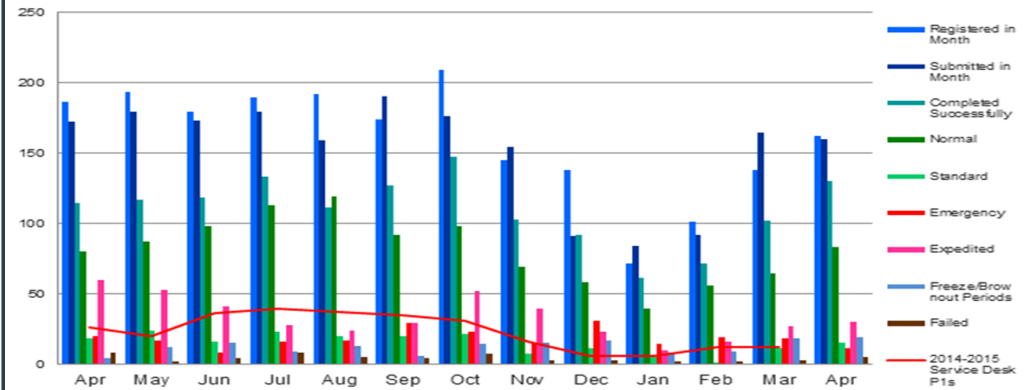
• An average of 29,104 Lync-to-Lync sessions per week in the last 8 weeks, up 88% compared to the previous month.

• 32% of users use instant messaging in Lync.

• Around 230 conferences per week, up 20% from the average. Each conference has 2.88 participants on average.

Change Management

2014 AT ITBS change management



- A reduction in fast tracked changes and more planned changes provide better designed solutions, greater assessment times for subject matter experts and stakeholders to work through any concerns, which reduces risks to systems and services, and delivers better quality solutions.
- There was a 12.9% decrease in volumes from April 2014, 17.39% up on March 2015.
- 25% of the submitted changes in April were fast tracked changes, an 9% decrease on March 2015 and a 49% decrease on April 2014.
- 6.8% Emergency Changes, a 45% decrease (9 Changes) on April 2014, and a 39% decrease on March 2015.
- 18.5% were Expedited Changes, a 50% decrease on April 2014, but an 11.11% increase on March 2015, the majority were for CRM 2015 and CCTV VMs projects
- 3% of changes in April Failed, a 37% decrease on April 2014.

Website performance

Auckland Transport AT.govt.nz (Real Time & Journey Planner) Analysis



Availability - 99.98%
(01-Apr-2015 to 30-Apr-2015)

Total Days	30 days
Full Failure	10.6 mins
Partial Failure	2,915.5 mins

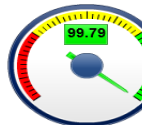
Auckland Transport AT.govt.nz (MyAT) Analysis



Availability - 99.26%
(01-Apr-2015 to 30-Apr-2015)

Total Days	30 days
Full Failure	321.6 mins
Partial Failure	758.3 mins

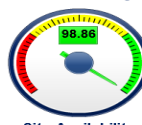
Auckland Transport Feedback Analysis



Availability - 99.79%
(01-Apr-2015 to 30-Apr-2015)

Total Days	30 days
Full Failure	89.2 mins
Partial Failure	255.4 mins

Auckland Transport AT.govt.nz (Fines Payment) Analysis



Availability - 98.86%
(01-Apr-2015 to 30-Apr-2015)

Total Days	30 days
Full Failure	491.7 mins
Partial Failure	632.8 mins