

# 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 712 building consents issued in April 2015; 2.2% more than the same month last year.
- Average fuel prices increased in May and June with increased oil prices and the fall in the NZ dollar.
- Total Auckland fuel sales for the 12 months to April 2015 were 3.9% lower than the 12 months to April 2014. Diesel sales were 16.2% lower and petrol sales were 4.3% higher than April 2014.
- The May 2015 heavy traffic index fell by 1.1% for the month, the fifth consecutive fall suggesting a slowing of economic growth.

## Auckland Traffic

Arterial road peak productivity averaged 56.8% in May 2015; up from 53.8% in April. The year to date average to May 2015 was 53%. In May 2015 26% of the network was congested; compared with 22% in May 2014.

## Public Transport

Auckland public transport patronage totalled 78,614,558 passenger boardings for the 12 months to May 2015, an increase of +0.3% on the 12 months to April 2015 and +9.5% on the 12 months to May 2014. May monthly patronage was 7,311,762, an increase of 215,447 boardings or +3.0% on May 2014, normalised to ~ +6.2% accounting for one less business day and one more weekend day in May 2015 compared to May 2014 and special event patronage. Financial year to date patronage has grown by +9.4%.

- Rail patronage totalled 13,691,257 passenger boardings for the 12 months to May 2015, an increase of +1.1% on the 12 months to April 2015 and +21.8% on the 12 months to May 2014.
- The Northern Express bus service totalled 2,807,544 passenger boardings for the 12 months to May 2015, an increase of +0.7% on the 12 months to April 2015 and +16.8% on the 12 months to May 2014.
- Bus services excluding Northern Express totalled 56,624,536 passenger boardings for the 12 months to May 2015, no movement on the 12 months to April 2015 and +6.8% on the 12 months to May 2014.
- Ferry services totalled 5,491,221 passenger boardings for the 12 months to May 2015, an increase of +0.5% on the 12 months to April 2015 and +7.1% on the 12 months to May 2014.

Rail service punctuality in May 2015 was 80.3%, compared to the average for the 12 months to May 2015 of 84.7%. Service reliability was 94.6%, compared to the average for the 12 months to May 2015 of 96.3%.

The proportion of all trips utilising AT HOP was 72.4% in May 2015 (Bus 74.5%, Rail 78.7%, Ferry 26.8%); up from 67.8% in April 2015.

## Parking

Off-street parking occupancy in three CBD car parking buildings (Civic, Downtown and Victoria Street) during the peak four hours in May 2015 was 98.8% – above the SOI target range of 80-90% for 2014/15.




## Cycling

Cyclist movements in May 2015 were 3.4% lower than in May 2014. A total of 902,343 cycle trips were recorded for the 12 months to May 2015; a decrease of 0.8% on the 12 months to May 2014. Morning peak movements increased by 0.1% when compared to May 2014.

## Attachment

Attachment Number	Description
1	Monthly Transport Indicators Report – May 2015

## Document ownership

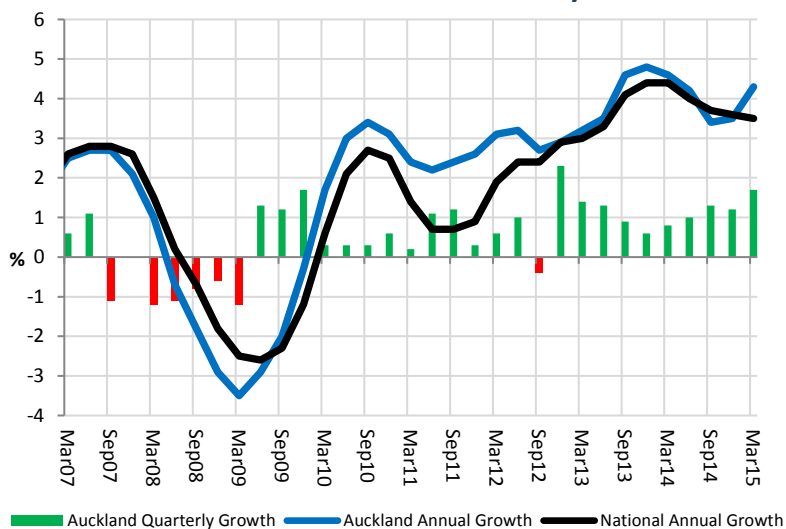
Submitted by	Christine Perrins <b>Manager, Network Integration</b>	
Recommended by	Peter Clark <b>Chief Strategy Officer</b>	
Approved for submission	David Warburton <b>Chief Executive</b>	



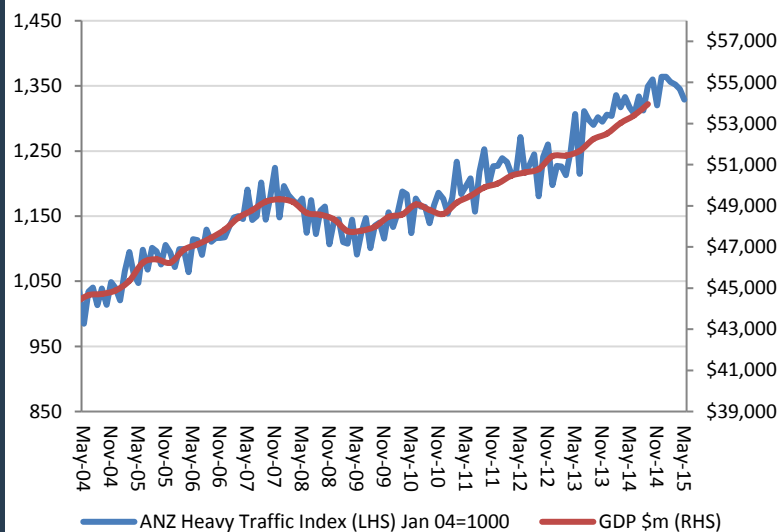
# Attachment 1 - Auckland Transport - Transport Indicators May 2015

## Monitor Trends Driving Transport Demands: Economic Indicators

### Auckland Economic Activity



### ANZ Truckometer



**Auckland Economic Activity** - economic activity increased 1.7% in the March 2015 quarter; the 10th consecutive quarterly rise. The year-on-year growth rate for Auckland was 4.3% and New Zealand was 3.5%.

Source: ANZ Regional Trends: Auckland (Quarterly data)

**ANZ Truckometer** - uses NZTA traffic data as an indicator of national economic activity. The May 2015 heavy traffic index fell by 1.1% its fifth consecutive fall. The March quarter GDP growth was 0.2% down from 0.7% in the December Quarter.

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

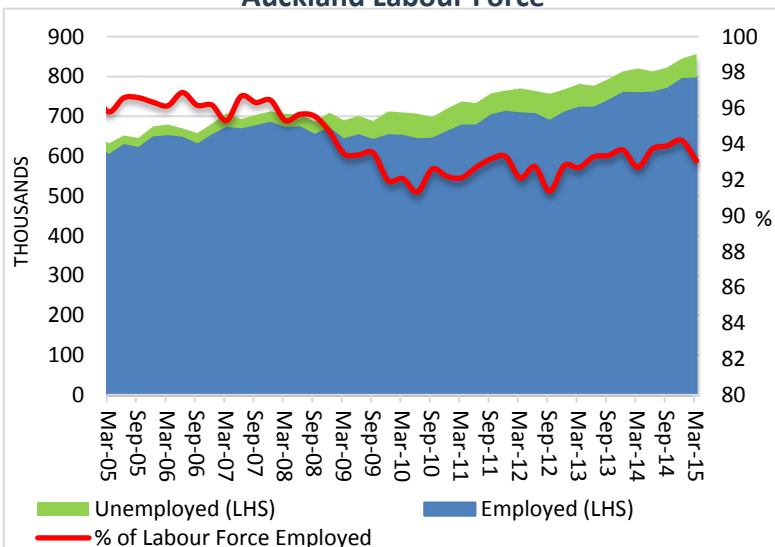
March 2015 quarter was 0.7% less than March 2014 and up 21% on the Dec quarter. The ratio between employment and unemployment fell to 93.1%.

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

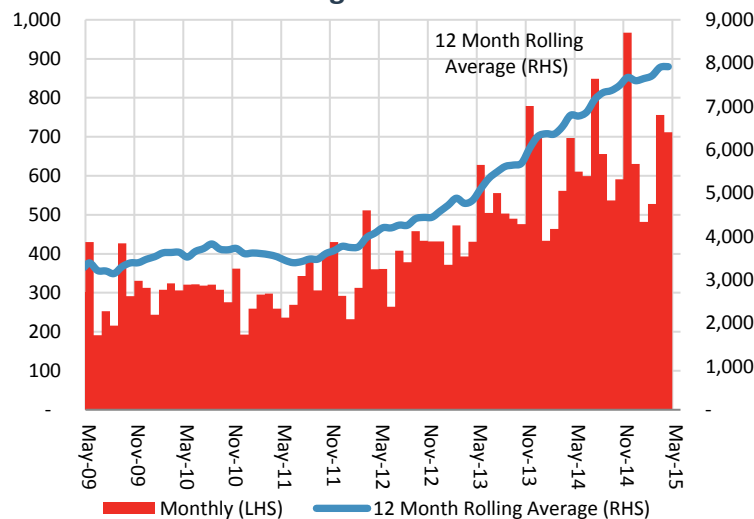
**Dwelling Consents Issued** - 712 consents were issued in April 2015 up 2.2% on April last year. The 12 month rolling average to April was 16.5% higher than the preceding 12 months.

Source: Statistics NZ

### Auckland Labour Force



### Dwelling Consents Issued

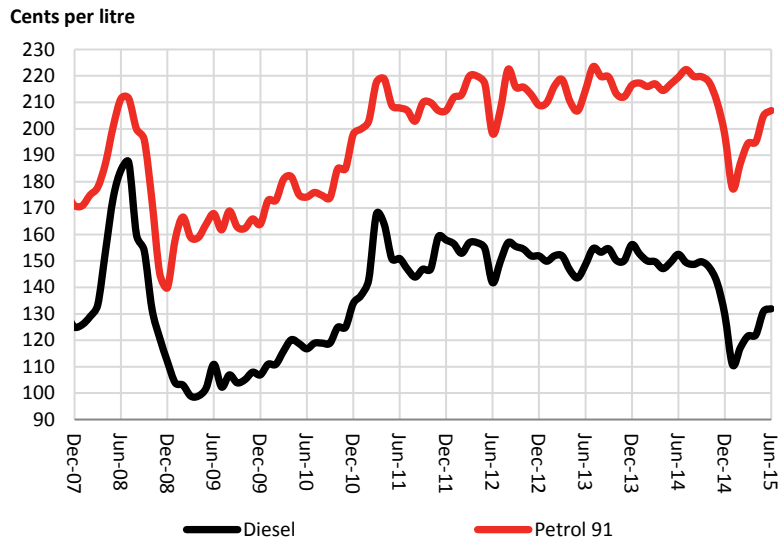


# Auckland Transport - Transport Indicators Report May 2015

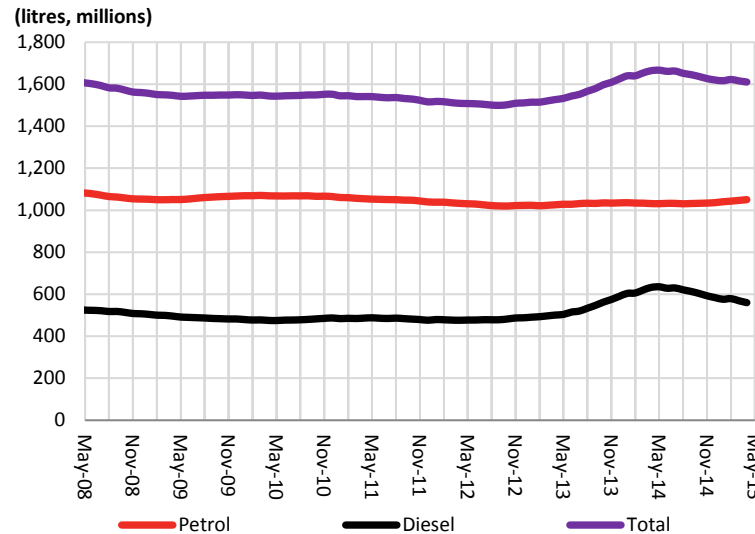


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

### Monthly Fuel Prices



### Auckland Fuel Sales 12 month rolling total

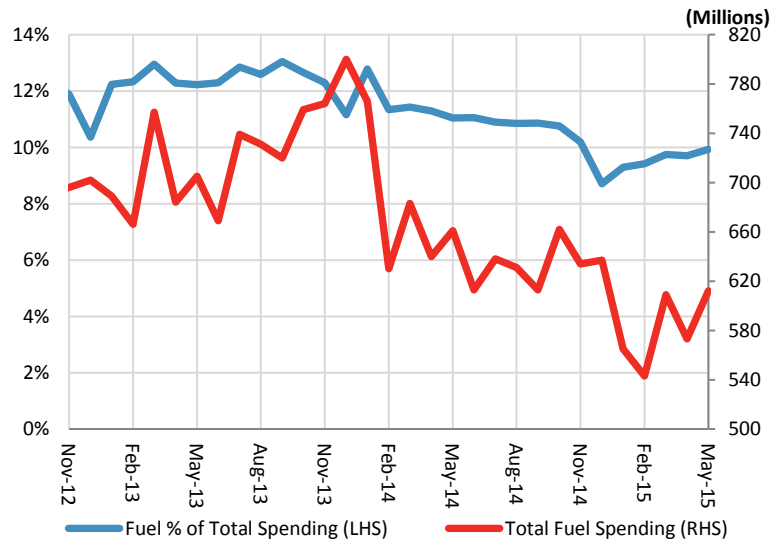


**Fuel Prices** - the average fuel price increased in May and June with increased oil prices and a fall in the NZ dollar.  
 Source: Ministry of Business, Employment and Innovation (Updated Weekly)

**Auckland Fuel Sales** - Total fuel sales for the year to April 2015 were -3.9% lower than the previous 12 months rolling total. Diesel sales in April 2015 were -16.2% lower than March 2014. Petrol sales in April 2015 were 4.3% higher than April 2014.  
 Source: Auckland Council Fuel Tax returns (Data available 1 month following)

**Card Spending on Fuel** - Card spending on fuel increased 6.8% in May 2015 compared to April 2015 and was -7.4% lower than in April 2014 reflecting lower fuel prices. The proportion of total card spending spent on fuel remained lower than usual at 9.9% reflecting the lower fuel prices than in 2014.  
 Source: Statistics NZ monthly Electronic Card Transactions

### Electronic Card Spending on Fuel

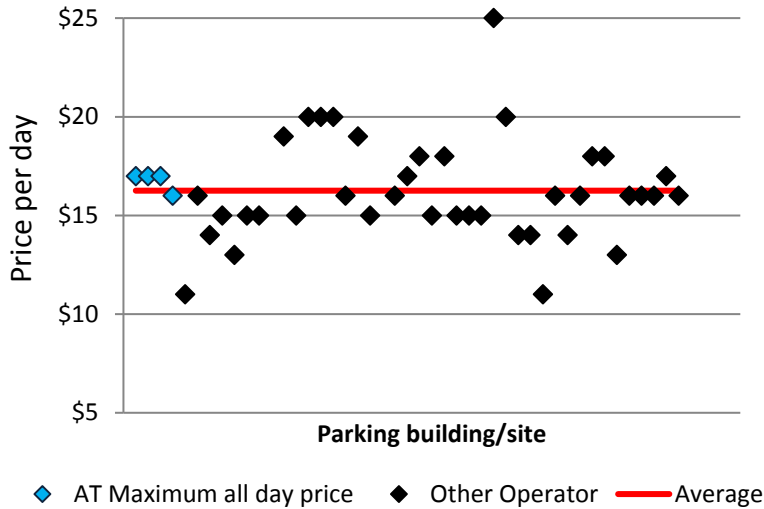


# Auckland Transport - Transport Indicators Report May 2015

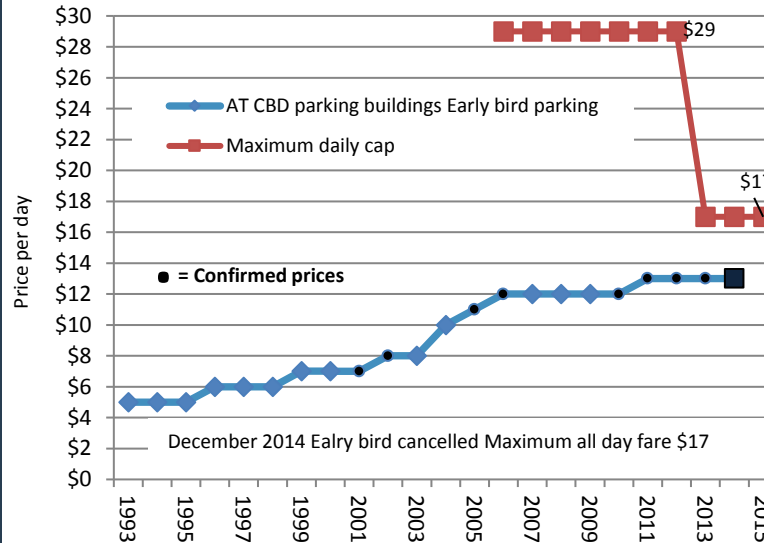


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

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



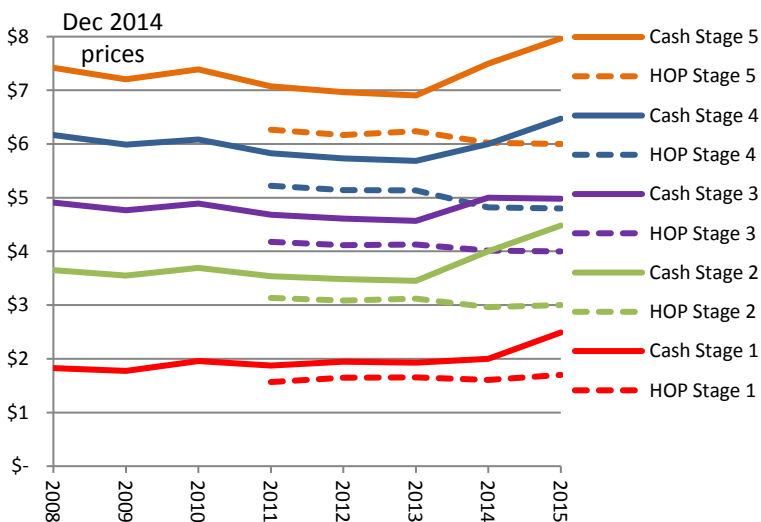
**AT CBD Parking Early-Bird/Maximum daily price**



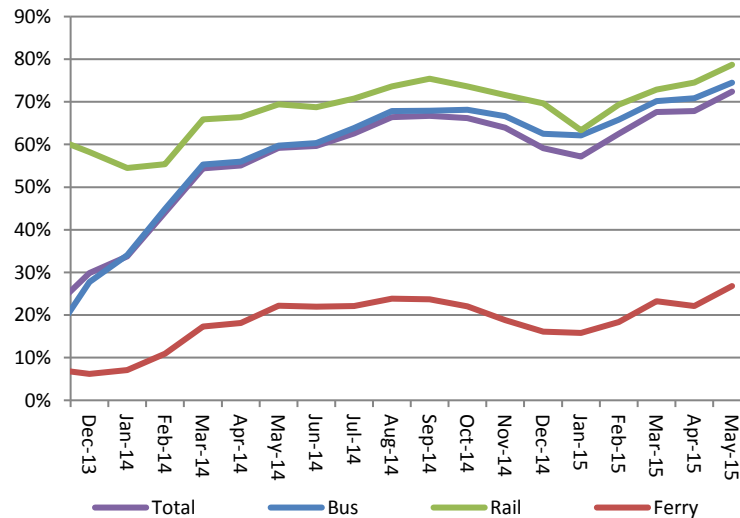
**AT Parking Prices** - in Civic (828 spaces), Downtown (890 spaces), Fanshawe (509 spaces) and Victoria St (850 spaces) car park buildings. The Early Bird price option was removed 1st December 2014 from the CBD AT car parks of Downtown, Victoria st, Civic and Fanshawe st. The average early bird CBD parking price in September 2014 was \$14.66 in May 2015 it was \$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**



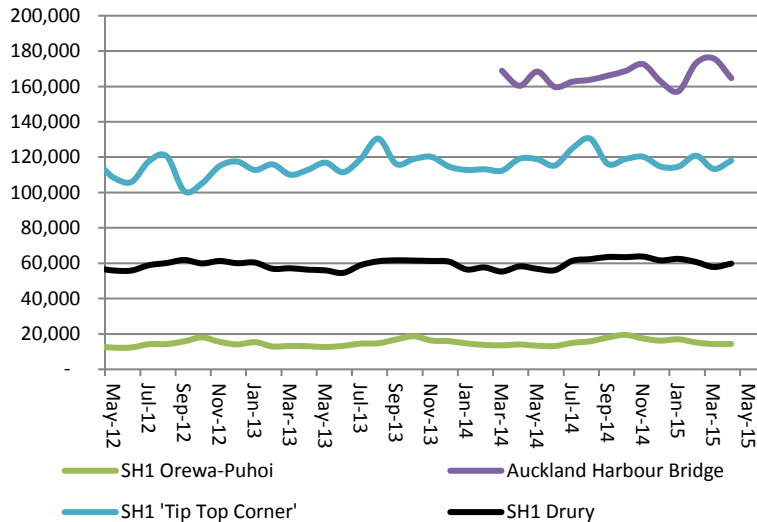
**Trips Using AT HOP** - 72.4% of all trips in May 2015 were made with AT HOP; up from 67.8% in April 2015. In May 2015, 74.5% of bus trips used AT HOP, 78.7% of train trips used AT HOP and 26.8% of ferry trips used AT HOP.

# Auckland Transport - Transport Indicators Report May 2015

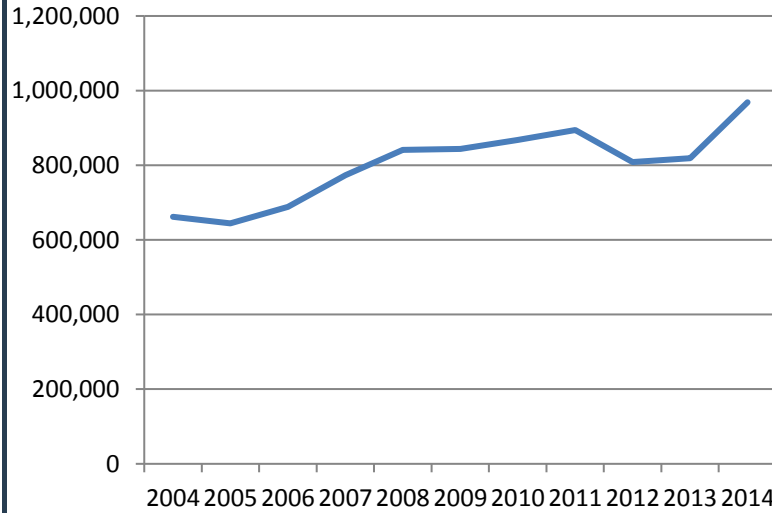


## Monitor Trends Driving Transport Demands: Key Demand Indicators

### State Highway Average Daily Traffic Volumes



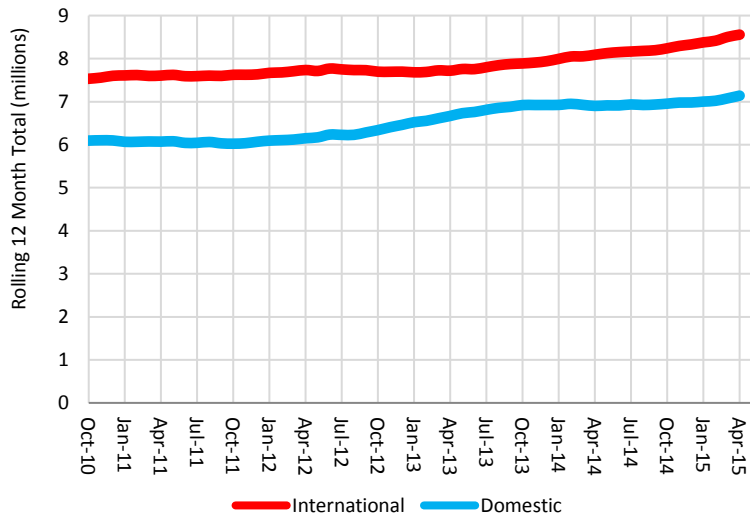
### Port Freight Movements



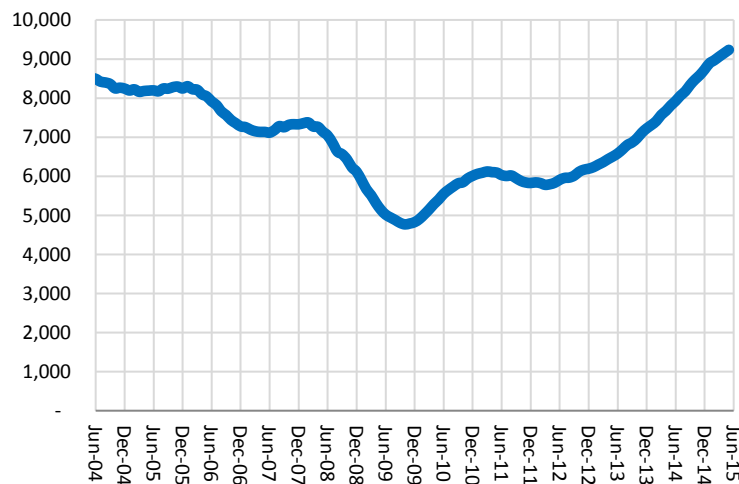
**State Highway Traffic Volumes** - shows the average daily traffic at key state highway locations. Compared to April 2014, average daily traffic volumes for April 2015 were up 4.1% on SH1 at Drury, volumes were up 3.3% on SH1 at Tip Top Corner and 2.7% on the Harbour Bridge. SH1 at Orewa-Puhi is up by 4.5% on April 2014.  
 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 monthly Car registrations - 12 month rolling average



**Airport Passenger Movements** - A total of 15.6 million passenger movements were recorded through Auckland airport in the year to April 2015, an increase of 4.7% on the year to March 2014. Total passenger movements in April 2015 were 9.3% higher than April 2014. International passenger numbers were up 5.8% and Domestic passengers up by 3.4% on last April.  
 Source: AIAL Monthly traffic report

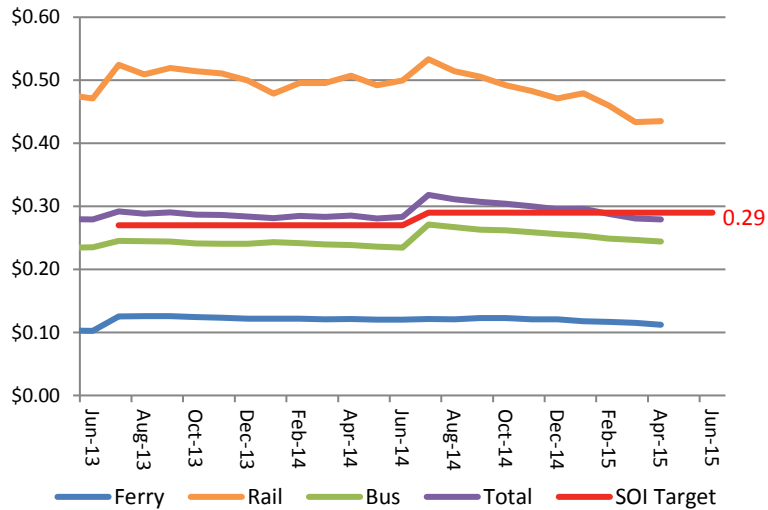
**Auckland Car Registrations** - Cars first registered to an Auckland postal code. There were 9,234 Auckland car registrations in May 2015 12.4% higher than May 2014. Monthly car sales growth outside of Auckland fell to 2%. The growth in car sales in Auckland is also slowing down. The 12 month rolling average was 18.2% higher than a year ago.  
 Source: NZTA Vehicle registration Centre

# Auckland Transport - Transport Indicators Report May 2015

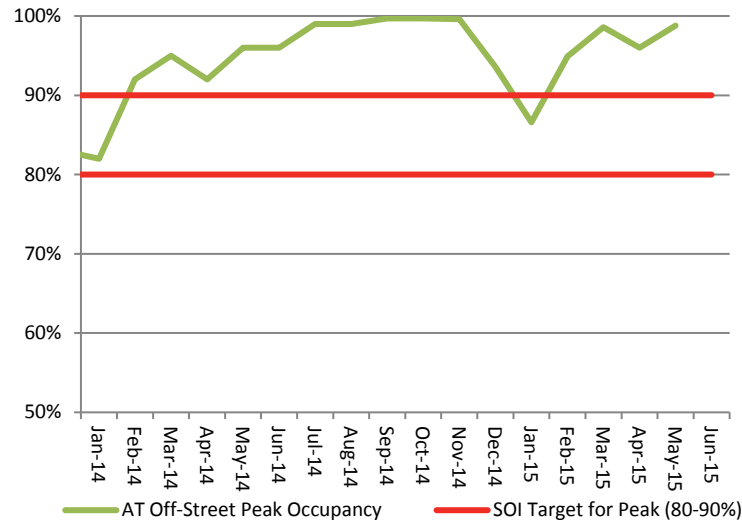


Monitor SOI Key Performance Indicators: Better Use of Resources to Maximise Return on Existing Assets

## 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 April 2015 was \$0.279.

Source: PT Ops

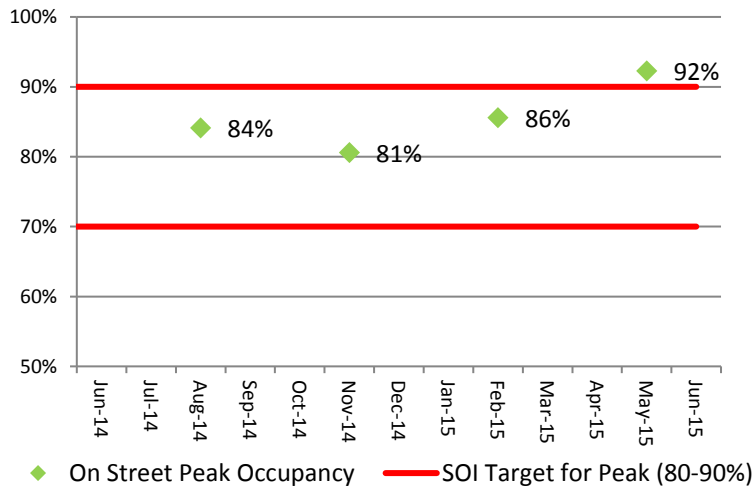
**Off-street Parking** - AT off-street car parks monitored are those at Civic, Downtown and Victoria Car Parking Buildings. In May 2015, peak occupancy was 98.8%, 8.8% above the SOI target range of 80-90% for 2015.

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 May/June survey, peak occupancy was 92% above the target range for 2014/15 of 70-90%.

Source: AT Parking & Enforcement

## On-street Peak Parking Occupancy Rates



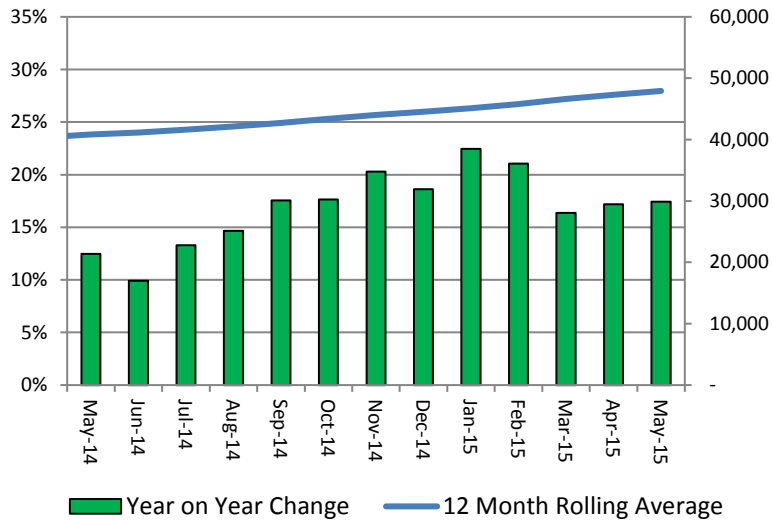


# Auckland Transport - Transport Indicators Report May 2015

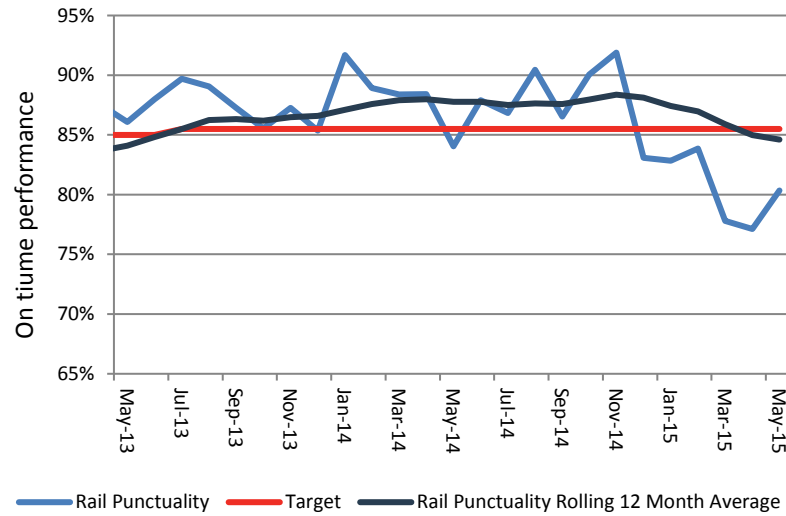


## Capacity and Utilisation of the Transport Network: Public Transport

### Rail Business Day Average



### Rail Punctuality



**Rail Business Day Average** - The 12 month rolling average to May was 47,928, an increase of 17.4% on the previous year.  
 Source: AT PT Ops

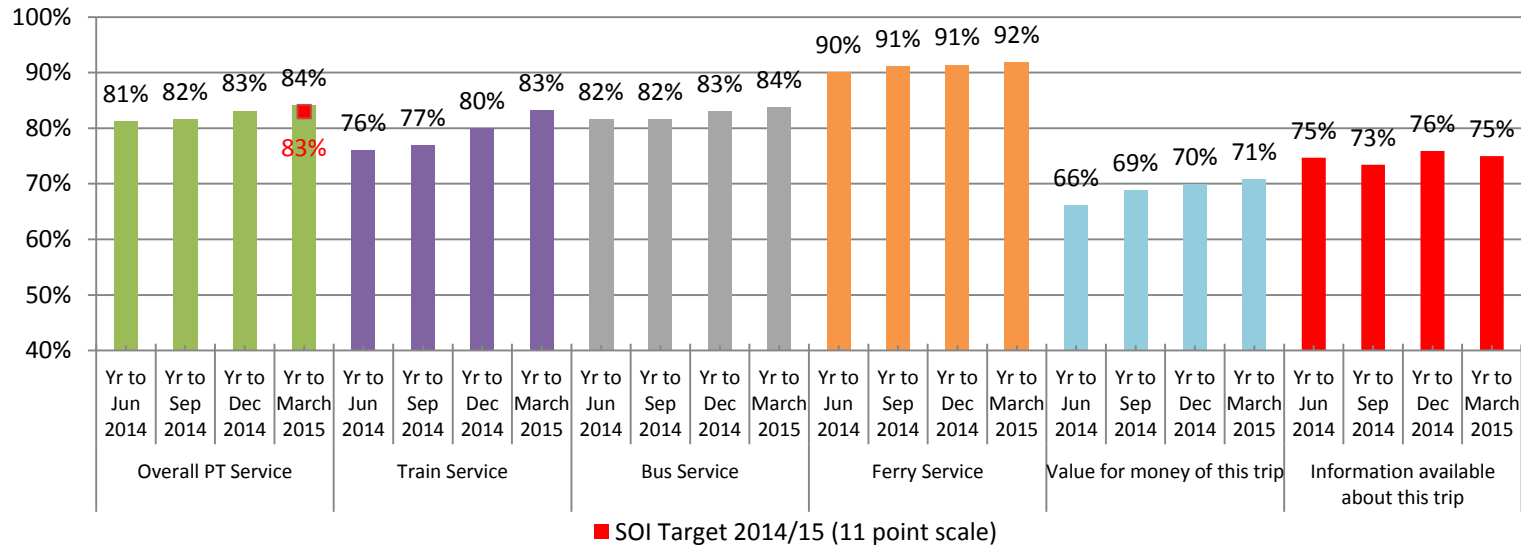
**Rail Punctuality** - For rail, service punctuality in May-2015 was 80.3%, compared to the average for the 12 months to May-2015 of 84.7% (arrival at last station). Service reliability was 94.6%, compared to the average for the 12 months to May-2015 of 96.3%.  
 Source: AT PT Ops / operator returns

# Auckland Transport - Transport Indicators Report May 2015



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

## Public Transport Satisfaction Scores - Total satisfaction with:



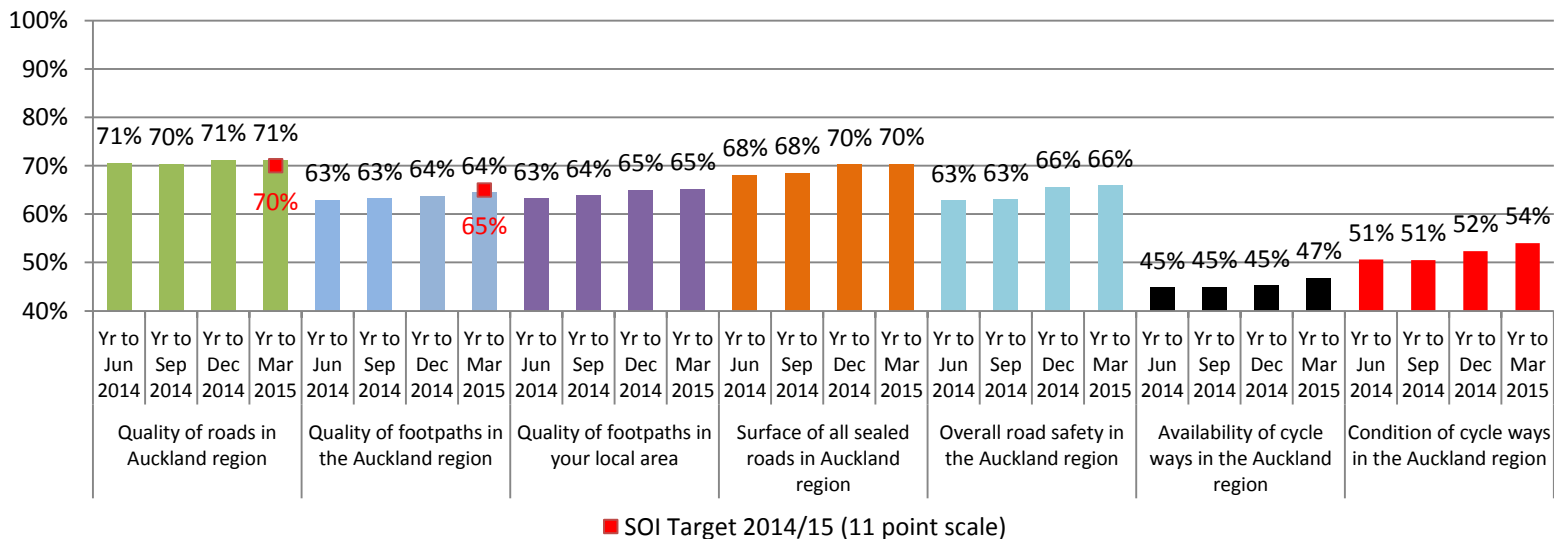
**Public Transport Satisfaction** - Overall satisfaction with Public Transport, as measured by on-board surveys, increased to 84%. There has been an increase in those satisfied with the value for money of their trip to 71%.

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:

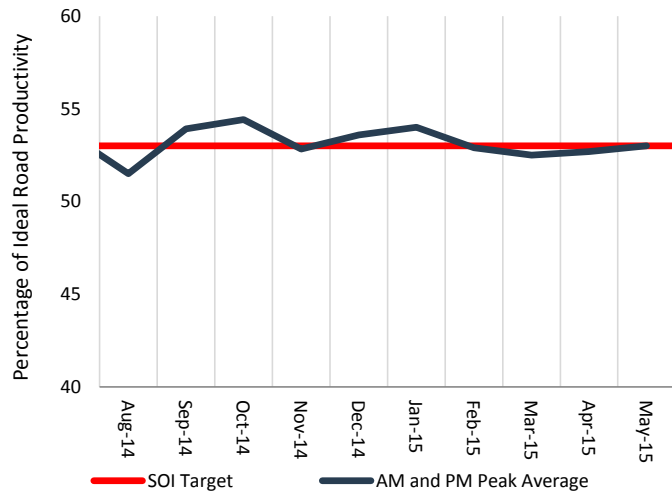


# Auckland Transport - Transport Indicators Report May 2015

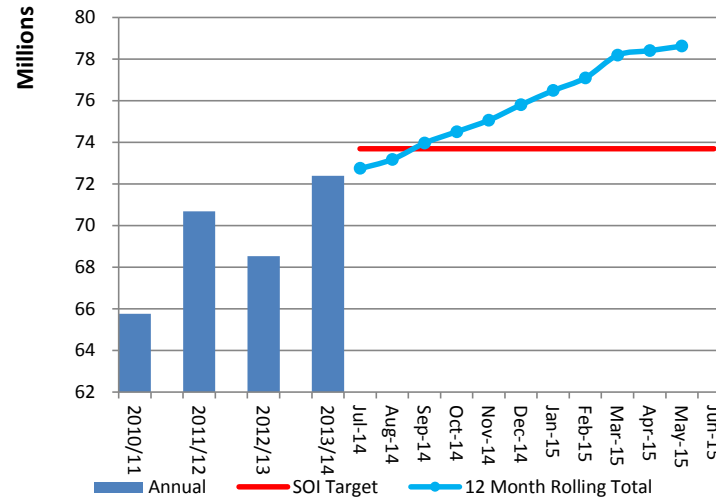


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

## Arterial Road Productivity



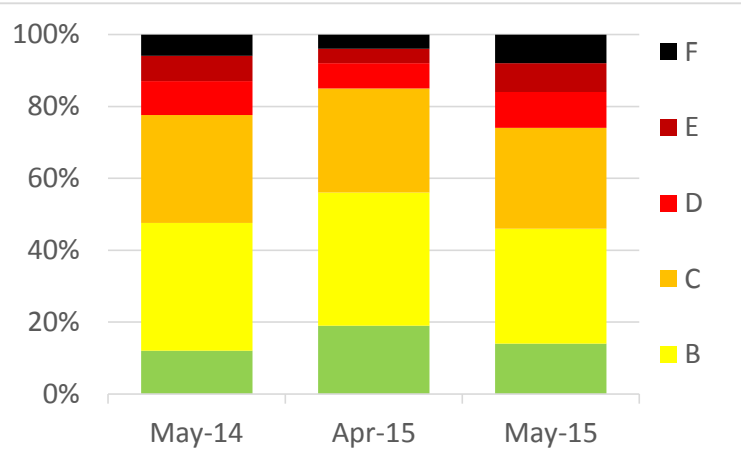
## Total Public Transport Patronage



**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. 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 May 2015, 26% of the network was congested; up 4% from May 2014 (22%).  
 Source: AT Road Corridor Operations

## AM Peak Arterial Road Level of Service



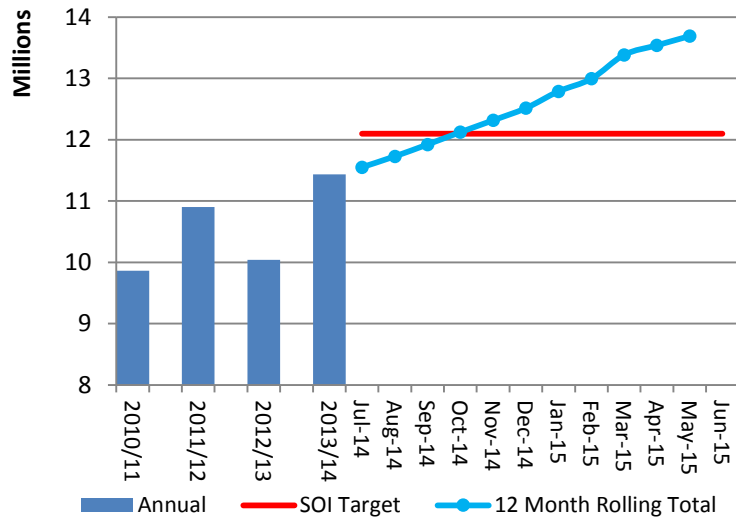
**Public Transport** - Auckland public transport patronage totalled 78,614,558 passenger boardings for the 12 months to May-2015, an increase of +0.3% on the 12 months to Apr-2015 and +9.5% on the 12 months to May-2014. May monthly patronage was 7,311,762, an increase of 215,447 boardings or +3.0% on May-2014, normalised to ~ +6.2% accounting for one less business day and one more weekend day in May-2015 compared to May-2014 and special event patronage. Financial year to date patronage has grown by +9.4%.  
 Source: AT PT Ops / operator returns

# Auckland Transport - Transport Indicators Report May 2015

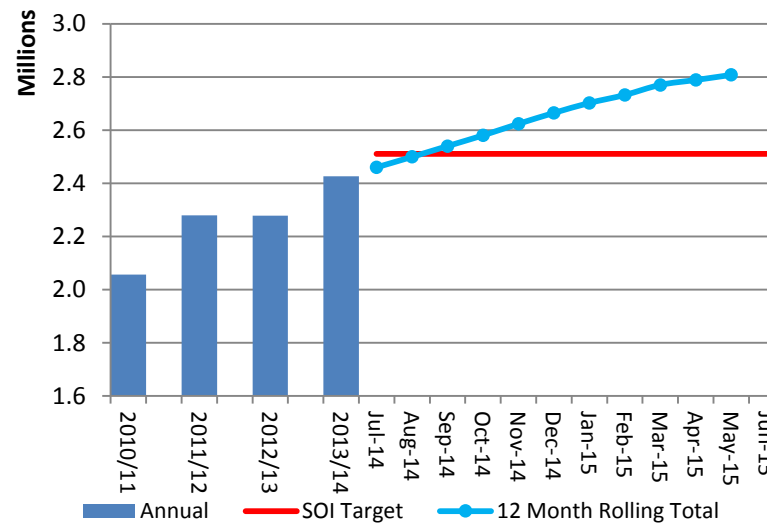


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

### Annual Rail Patronage



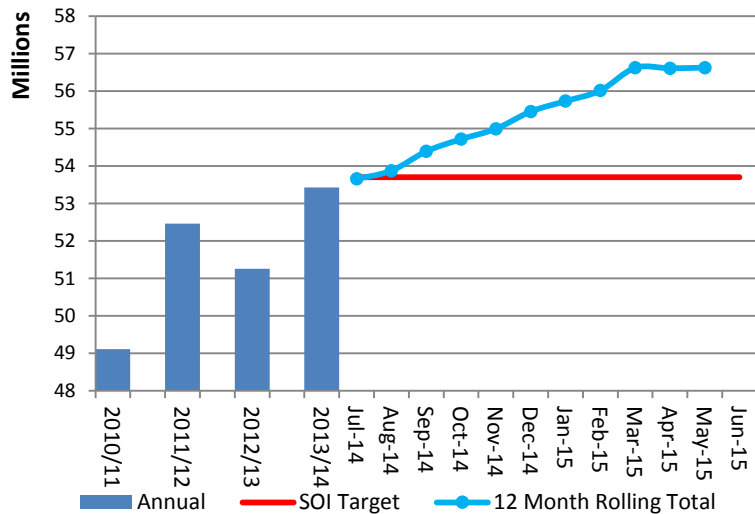
### Annual Northern Express Bus Patronage



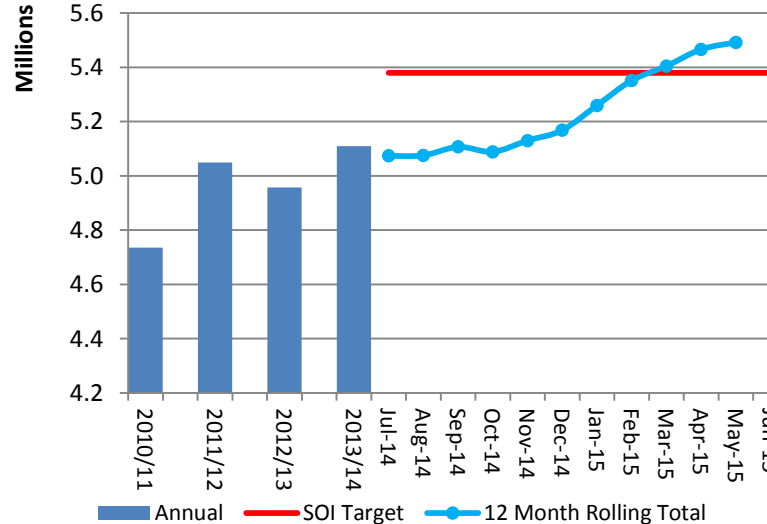
**Rail Trips** - Rail patronage totalled 13,691,257 passenger boardings for the 12 months to May-2015, an increase of +1.1% on the 12 months to Apr-2015 and +21.8% on the 12 months to May-2014. Patronage for May-2015 was 1,344,262, an increase of 150,560 boardings or +12.6% on May-2014, normalised to ~ +17.0%. Financial year to date rail patronage has grown by +21.7%.  
 Source: AT PT Ops / operator returns

**Northern Express** - The Northern Express bus service totalled 2,807,544 passenger boardings for the 12 months to May-2015, an increase of +0.7% on the 12 months to Apr-2015 and +16.8% on the 12 months to May-2014. Northern Express bus service patronage for May-2015 was 269,023, an increase of 19,135 boardings or +7.7% on May-2014, normalised to ~ +13.3%. Financial year to date Northern Express patronage has grown by +17.2%.  
 Source: AT PT Ops / operator returns

### Annual Bus Patronage (excl. NEX)



### Annual Ferry Patronage



**Bus (excl. Northern Express)** - Bus services excluding Northern Express totalled 56,624,536 passenger boardings for the 12 months to May-2015, no movement on the 12 months to Apr-2015 and +6.8% on the 12 months to May-2014. Bus services excluding Northern Express patronage for May-2015 was 5,266,077, an increase of 20,226 boardings or 0.4% on May-2014, normalised to ~ +3.3%. Financial year to date bus services excluding Northern Express patronage has grown by +6.5%.  
 Source: AT PT Ops / operator returns

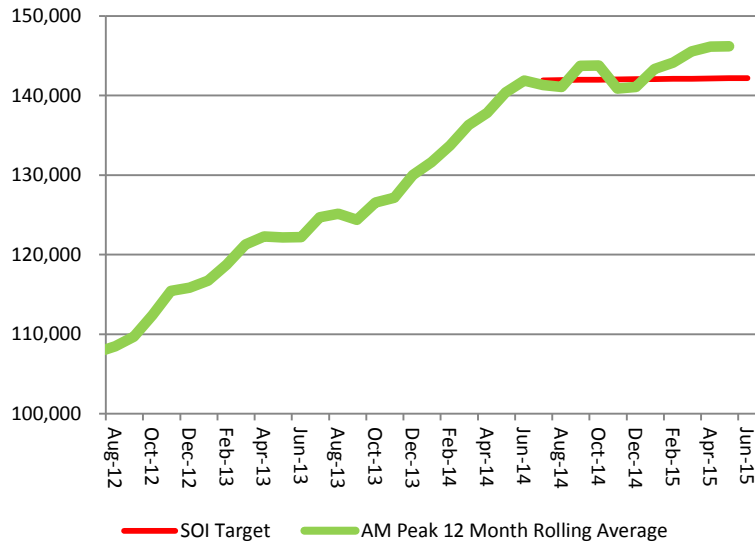
**Ferry Trips** - Ferry services totalled 5,491,221 passenger boardings for the 12 months to May-2015, an increase of +0.5% on the 12 months to Apr-2015 and +7.1% on the 12 months to May-2014. Ferry services patronage for May-2015 was 432,400, an increase of 25,526 boardings or +6.3% on May-2014, normalised to ~ +8.3%. Financial year to date ferry patronage has increased by 8.0%.  
 Source: AT PT Ops / operator returns

# Auckland Transport - Transport Indicators Report May 2015

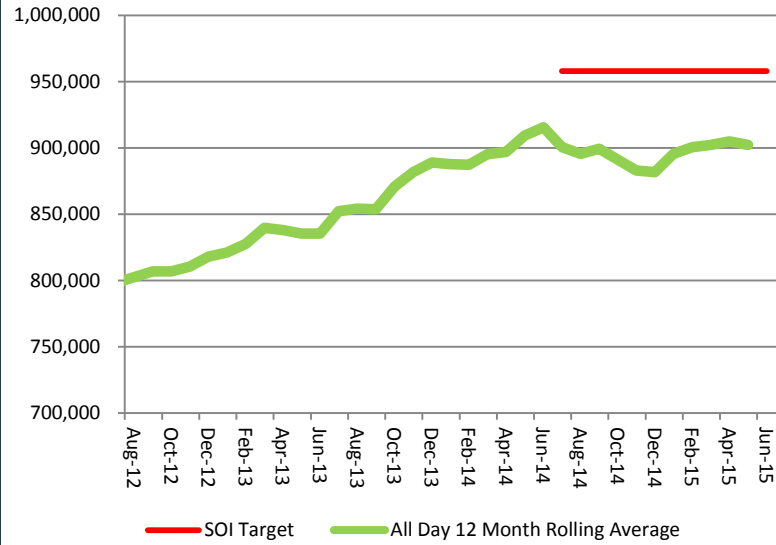


Monitor SOI Key Performance Indicators: Increased Access to a Wider Range of Transport Choices

AM Peak Cycling Counts 12 Months rolling average



All Day Cycling Counts 12 months rolling average



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

- There has been a decrease of -3.4% in total cyclist movements in May 2015 compared to May 2014.
- The morning peak movement's increased by 0.1% when compared to May last year.
- A total of 902,343 cycle trips were recorded for the year June 2014 to May 2015, this is a decrease of -0.8% on the previous year.

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

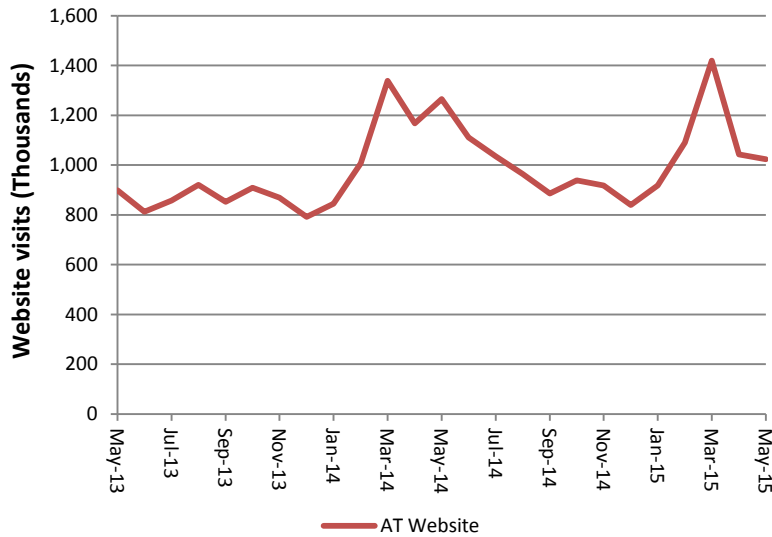
Source: AT Community Transport (reported 10th of the Month)

# Auckland Transport - Transport Indicators Report May 2015

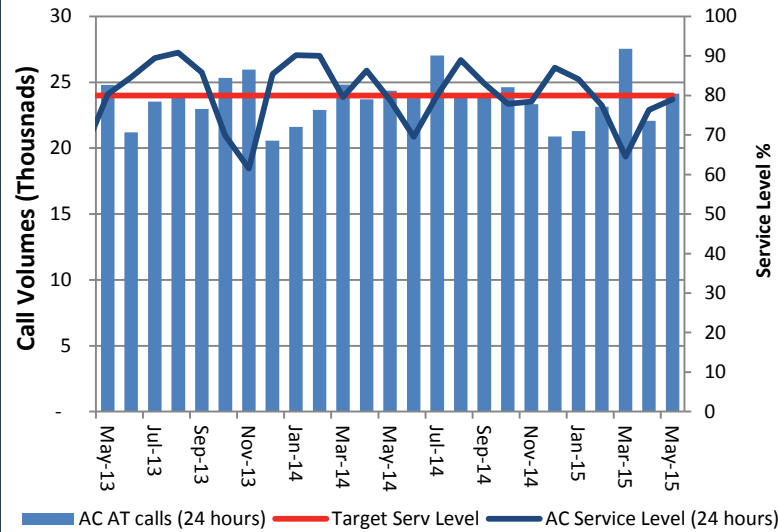


## Key Performance Indicators: Customer Contact

### Volume of AT 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 May 2015 (compared to April 2015).

### AT Metro Call Centre

Call volumes at the Public Transport call centre decreased 8% compared to the previous month and decreased by 19% compared to the same period last year. The public transport call centre service level increased 5% (increasing from 82% to 86%).

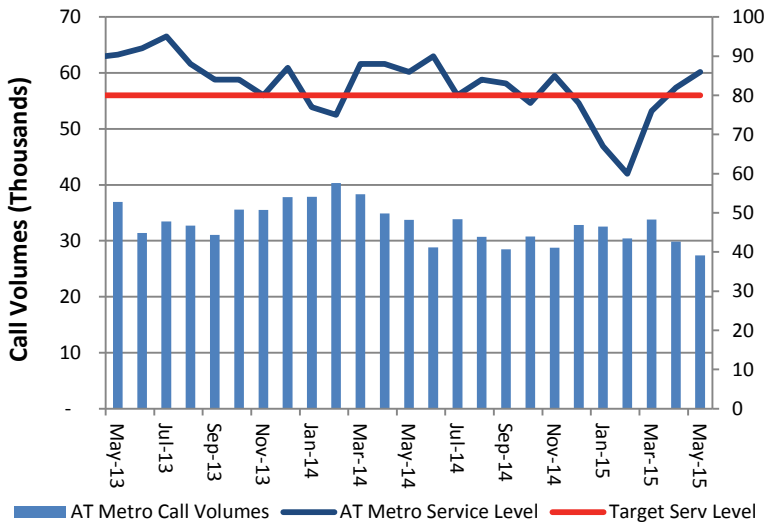
In addition, the Retailer queue achieved a 91% service level with 122 calls offered.

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

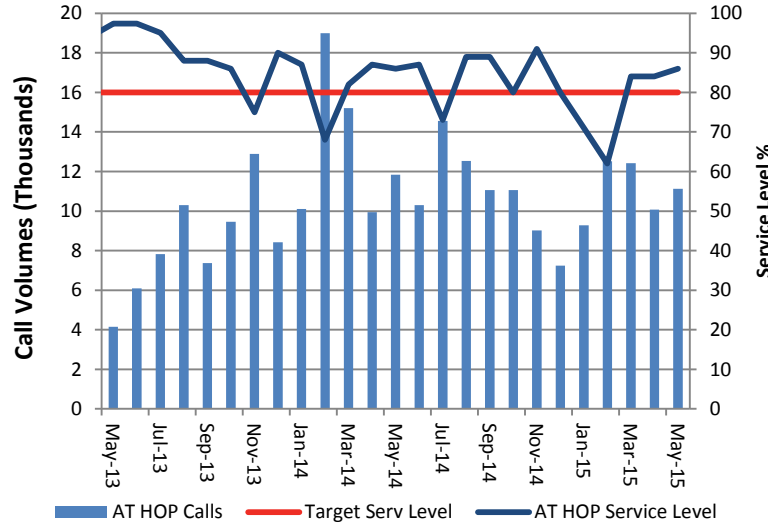
There was a 9% increase in call volumes and a 4% increase in the service level compared to the previous month.

**AT Hop calls** - AT Hop calls increased 10% compared to last month. The service level remained the same, at 86%.

### AT Metro Call Centre Volumes & Service Level



### AT HOP Call Volumes & Service Level

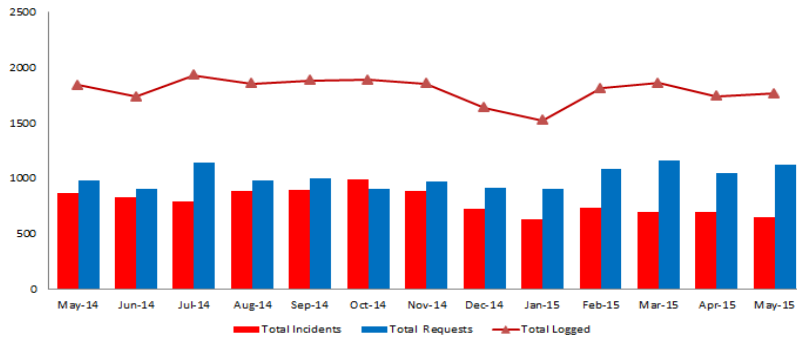


# Auckland Transport - Transport Indicators Report May 2015

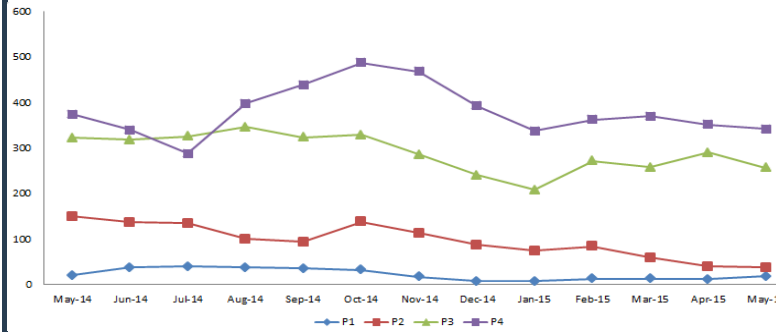


## Business Technology Indicators: Service Desk

### Total tickets logged



### Incidents logged

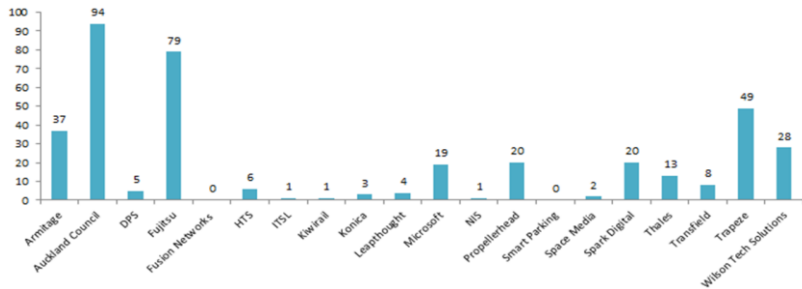


**Total tickets logged** - 2008 tickets were logged across AT and ATEED for May. 1,766 tickets were raised for Auckland Transport continuing the stable plateau of approximately 1,800 tickets per month on average, similar to 2014. Incidents raised are reducing and Service Requests are increasing - this is positive as Service Requests often cannot be avoided due to staff movements, new systems required. Incidents reducing reflect preventative measures put in place by service vendors and resolver groups.

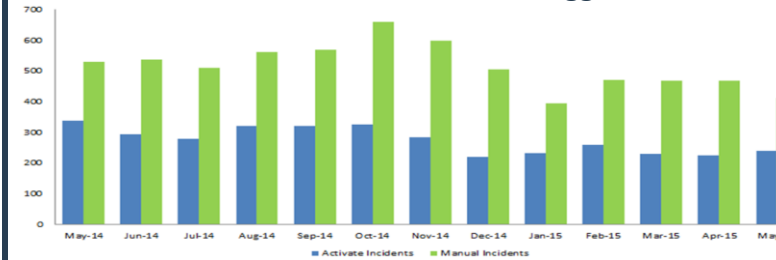
**Incidents logged** - Manual requests for AT remained approximate to April's volumes where the number of activate requests increased in May by 100 tickets. The increase in requests via Activate replaced Requests made by Phone - there were around 150 fewer phone calls to the Service Desk in May than in April. ATEED logged 134 requests in May.

### Request volume by vendor

Vendor Calls Assigned



### Activate / Manual tickets logged



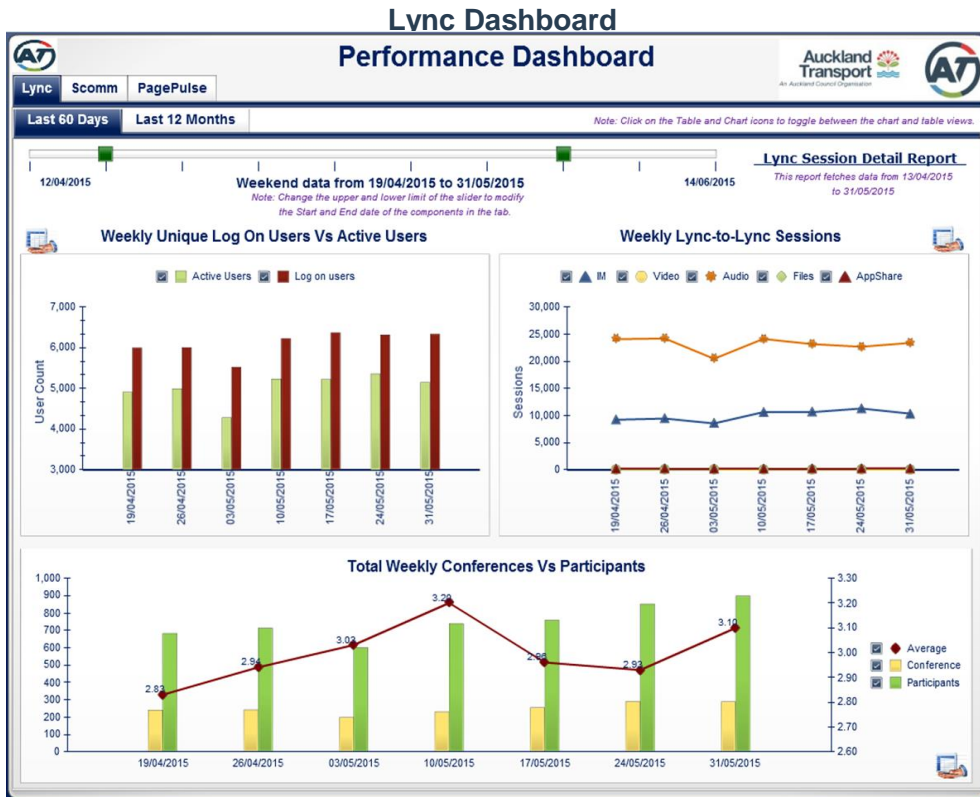
**Request volume by vendor** - Auckland Council IS (94 tickets/81 ATEED). Fujitsu (79 tickets) in May for Infrastructure systems, Trapeze (49 tickets) Information Display Systems, and Armitage (37 tickets) Help Points, Cameras, Public Transport Facilities issues. Wilsons (28 tickets) for parking systems.

**Activate / Manual tickets logged** - 489 Manual requests for AT their highest to date, Activate requests dropped by 134 to 560. A 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 May 2015



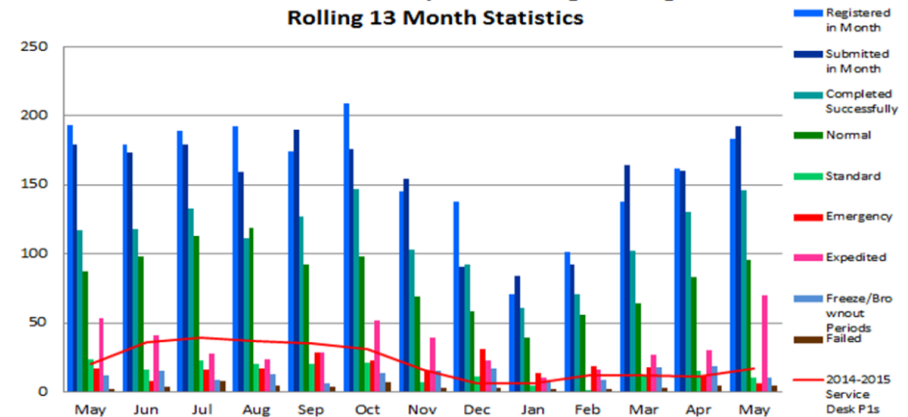
## Business Technology Indicators: Service Desk



Above dashboard shows weekly data from 06/04/2015 to 31/05/2015

- There were 47,810 users logged on Lync in the last 8 weeks, a 2% increase compared to the previous month. 82% are active users.
- An average of 32,635 Lync-to-Lync sessions per week in the last 8 weeks, 12% more than last month.
- 30% of users use instant messaging in Lync, 70% of users use audio in Lync.
- Around 245 conferences per week, a 1% increase. Each conference has 2.97 participants on average.

### Change Management 2014 - 2015 Auckland Transport BT Change Management Rolling 13 Month Statistics



- The month on month upward trend of successful changes continues, There was a large increase in Expedited Changes a 133% increase on April 2015.
- The volumes this month appear to be trending to near the same as last year, with a 5.2 % decrease in volumes from May 2014 and a 12.9% increase since April.
- In May 2015 41.5% were fast tracked changes, an 85% increase on April, an 8.6% increase on May 2014.
- 38% of the monthly changes were expedited, which is a 32% increase from May 2014. The largest volumes were for CRM 2015, AIFs and Network changes required so projects could be closed.
- A good reduction in Emergency Changes this month with 3.28 % being Emergency Changes, with a 64.71% decrease in volumes from 2014, with 45.45% decrease since April.
- 2.7% of the changes in May Failed, with the same volume as the previous month and 3 more changes than in May 2014.

### Website performance

