

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 651 building consents issued in May 2015; 6.5% more than the same month last year.
- Average fuel prices increased in June and July with the fall in the NZ dollar.
- Total Auckland fuel sales for the 12 months to May 2015 were 1.9% higher than the 12 months to May 2014. Diesel sales were 5% lower and petrol sales were 9% higher than May 2014.
- The June 2015 heavy traffic index rose by 1.6% for the month, but remains down by 1% for the June quarter.

Auckland Traffic

Arterial road peak productivity averaged 56.92% in June 2015; up from 56.83% in May. The year to date average to June 2015 was 53.4%. In June 2015 23% of the network was congested; compared with 19% in June 2014.

Public Transport

Auckland public transport patronage totalled 79,249,549 passenger boardings for the 12 months to June 2015, an increase of +0.8% on the 12 months to May 2015 and +9.5% on the 12 months to June 2014. June monthly patronage was 6,742,982, an increase of 634,991 boardings or +10.4% on June 2014, normalised to ~ +7.2% accounting for one more business day and one less weekend day in June 2015 compared to June 2014 and special event patronage. Financial year to date patronage has grown by +9.5%.

- Rail patronage totalled 13,916,822 passenger boardings for the 12 months to June 2015, an increase of +1.6% on the 12 months to May 2015 and +21.7% on the 12 months to June 2014.
- The Northern Express bus service totalled 2,843,210 passenger boardings for the 12 months to June 2015, an increase of +1.3% on the 12 months to May 2015 and +17.2% on the 12 months to June 2014.
- Bus services excluding Northern Express totalled 56,953,128 passenger boardings for the 12 months to June 2015, an increase of +0.6% on the 12 months to May 2015 and +6.6% on the 12 months to June 2014.
- Ferry services totalled 5,536,389 passenger boardings for the 12 months to June 2015, an increase of +0.8% on the 12 months to May 2015 and +8.3% on the 12 months to June 2014.

Rail service punctuality in June 2015 was 73.6%, compared to the average for the 12 months to June 2015 of 83.4%. Service reliability was 93.8%, compared to the average for the 12 months to June 2015 of 95.9%.

The proportion of all trips utilising AT HOP was 72.1% in May 2015 (Bus 73.8%, Rail 78.2%, Ferry 27.9%); down slightly from 72.4% 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 June 2015 was 97.9% – above the SOI target range of 80-90% for 2014/15.




Cycling

Cyclist movements in June 2015 were 6.8% higher than in June 2014. A total of 906,518 cycle trips were recorded for the 12 months to June 2015; a decrease of 1% on the 12 months to June 2014. Morning peak movements increased by 23% when compared to June 2014.

Attachment

| Attachment Number | Description |
|-------------------|---|
| 1 | Monthly Transport Indicators Report – June 2015 |

Document ownership

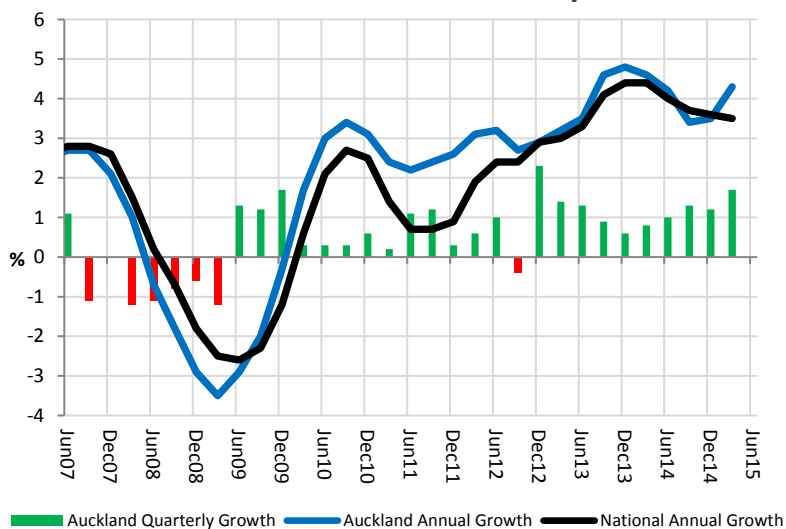
| | | |
|-------------------------|---|---|
| Submitted by | Christine Perrins Manager, Strategic Transport Planning |  |
| Recommended by | Peter Clark Chief Strategy Officer |  |
| Approved for submission | David Warburton Chief Executive |  |



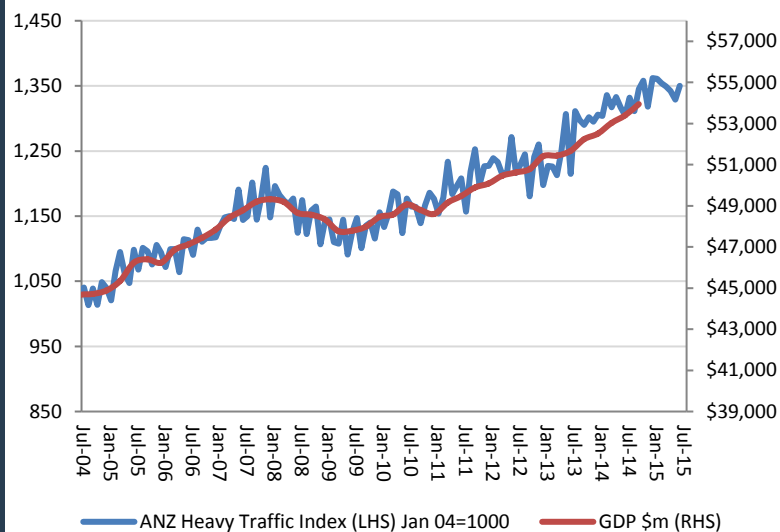
Attachment 1 - Auckland Transport - Transport Indicators June 2015

Monitor Trends Driving Transport Demands: Economic Indicators

Auckland Economic Activity



ANZ Truckometer



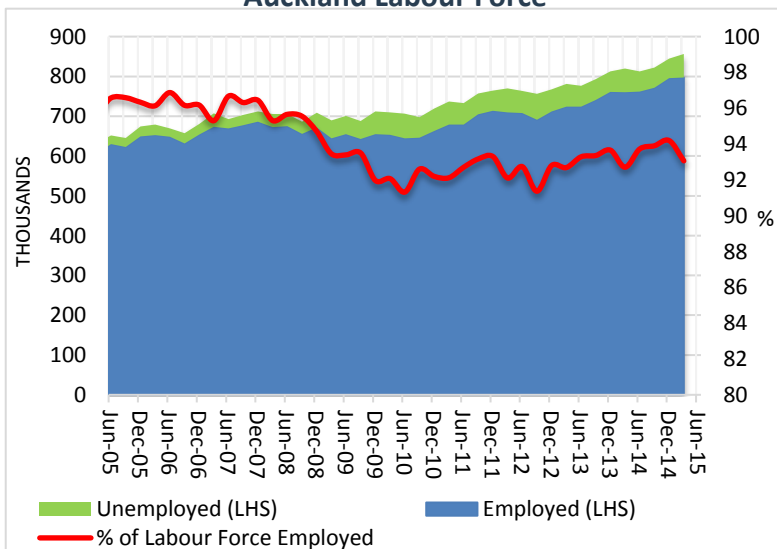
Auckland Economic Activity - economic activity increased 1.7% in the March 2015 quarter; the 10th consecutive quarterly rise. The year-on-year growth rate for Auckland was 4.3% and New Zealand was 3.5%.

Source: ANZ Regional Trends: Auckland (Quarterly data)

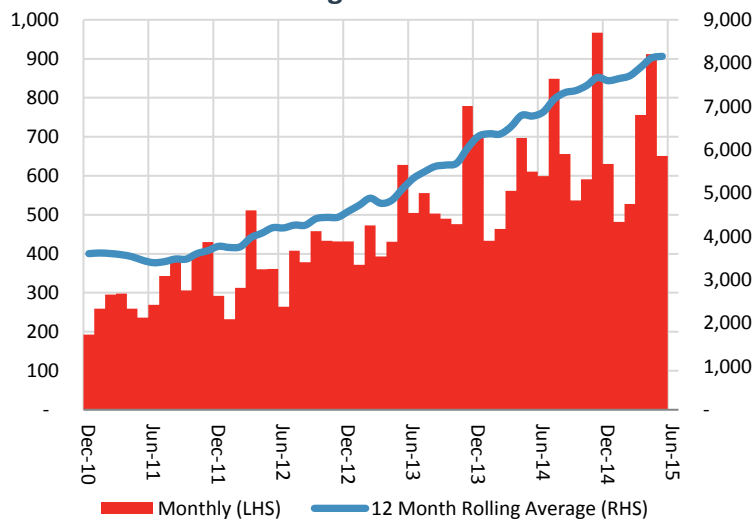
ANZ Truckometer - uses NZTA traffic data as an indicator of national economic activity. The June 2015 heavy traffic index rose by 1.6% but was still down by -1.0% over the June quarter. The March quarter GDP growth was 0.2% down from 0.7% in the December Quarter.

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

Auckland Labour Force



Dwelling Consents Issued



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 - 651 consents were issued in May 2015 up 6.5% on May last year. The 12 month rolling average to May was 20.3% higher than the preceding 12 months.

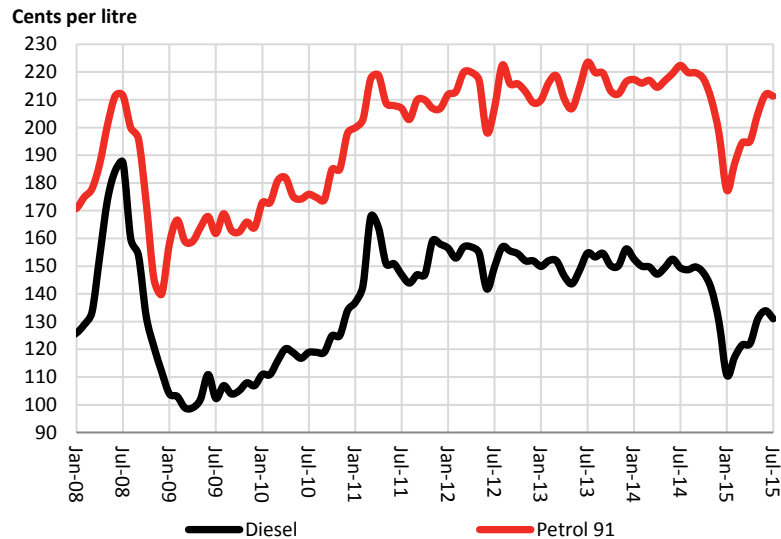
Source: Statistics NZ

Auckland Transport - Transport Indicators Report June 2015

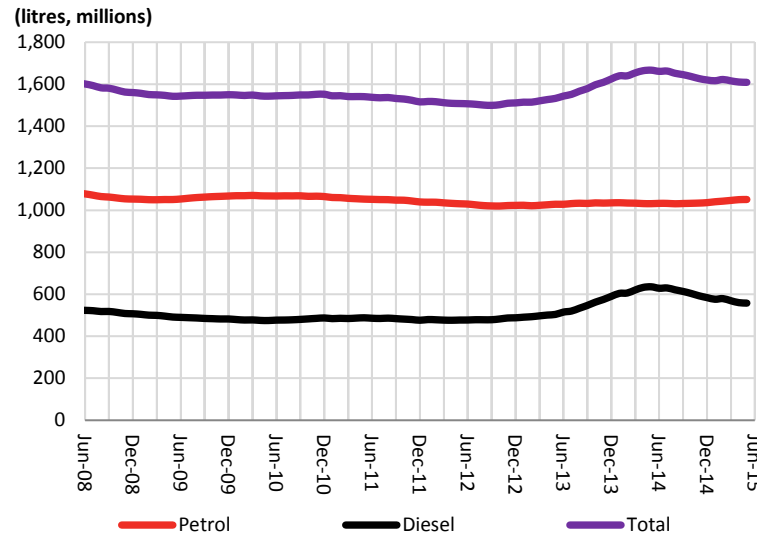


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

Monthly Fuel Prices



Auckland Fuel Sales 12 month rolling total

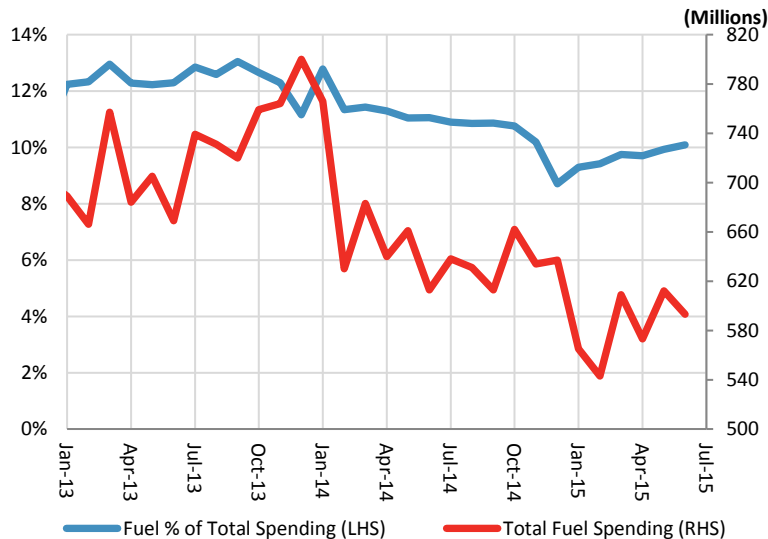


Fuel Prices - the average fuel price increased in June and July with a fall in the NZ dollar. International oil prices have dropped in late June early July so prices will fall if the NZ Dollar stabilises.
 Source: Ministry of Business, Employment and Innovation (Updated Weekly)

Auckland Fuel Sales - Total fuel sales for the year to May 2015 were 1.9% higher than the previous 12 months rolling total. Diesel sales in May 2015 were -5% lower than May 2014. Petrol sales in May 2015 were 0.9% higher than May 2014.
 Source: Auckland Council Fuel Tax returns (Data available 1 month following)

Card Spending on Fuel - Card spending on fuel fell 3.1% in June 2015 compared to May 2015 and was -3.3% lower than in June 2014. The proportion of total card spending spent on fuel is gradually increasing and is now at 10%.
 Source: Statistics NZ monthly Electronic Card Transactions

Electronic Card Spending on Fuel



Auckland Transport - Transport Indicators Report June 2015

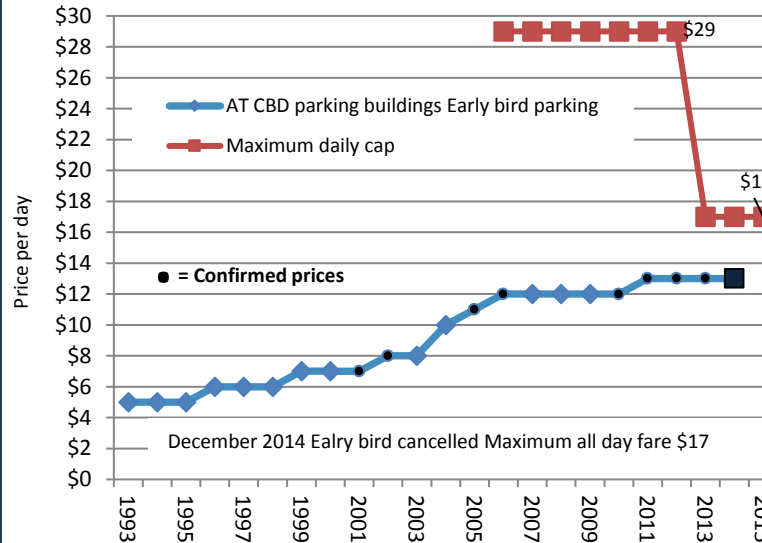


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

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



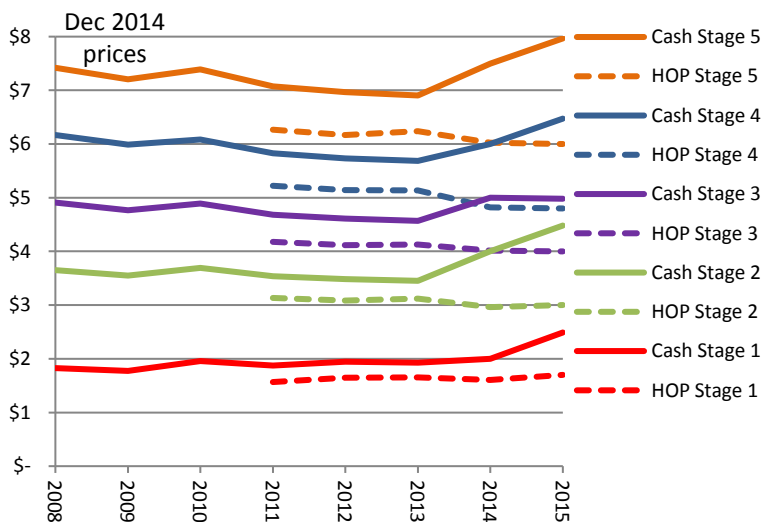
AT CBD Parking Early-Bird/Maximum daily price



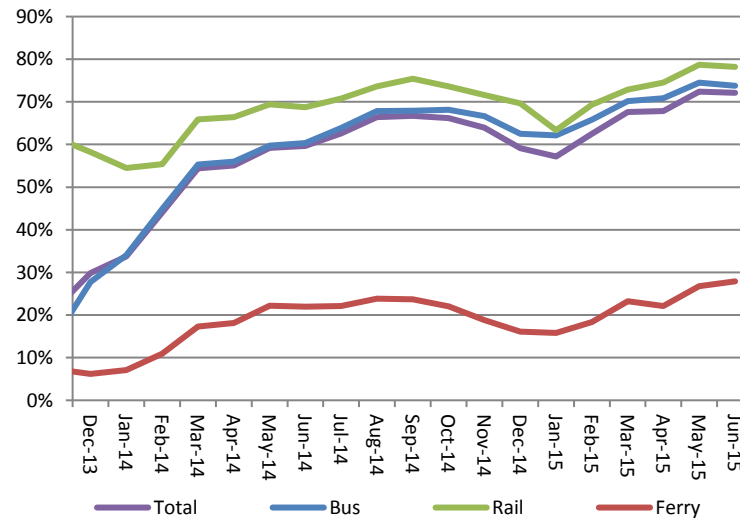
AT Parking Prices - in Civic (828 spaces), Downtown (890 spaces), Fanshawe (509 spaces) and Victoria St (850 spaces) car park buildings. The Early Bird price option was removed 1st December 2014 from the CBD AT car parks of Downtown, Victoria st, Civic and Fanshawe st. The average early bird CBD parking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



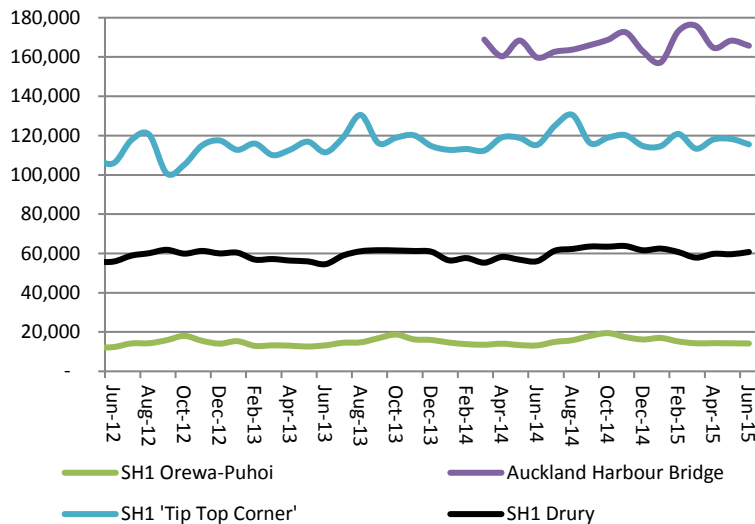
Trips Using AT HOP - 72.1% of all trips in June 2015 were made with AT HOP. In June 2015, 73.8% of bus trips used AT HOP, 78.2% of train trips used AT HOP and 27.9% of ferry trips used AT HOP.

Auckland Transport - Transport Indicators Report June 2015

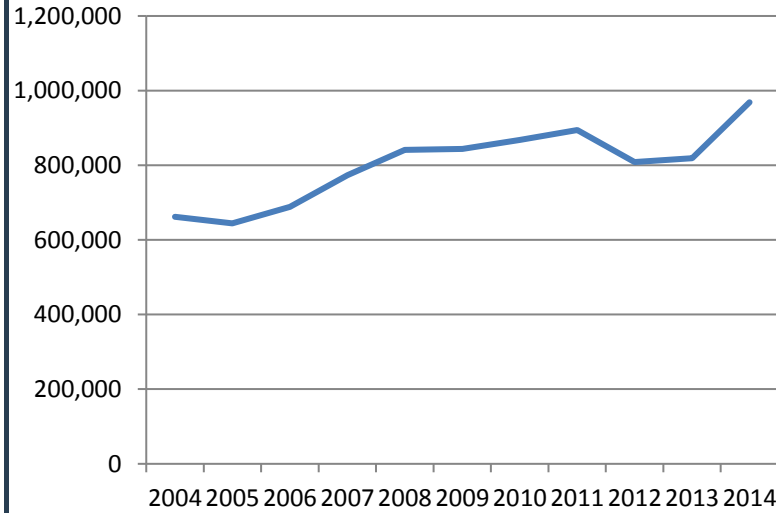


Monitor Trends Driving Transport Demands: Key Demand Indicators

State Highway Average Daily Traffic Volumes



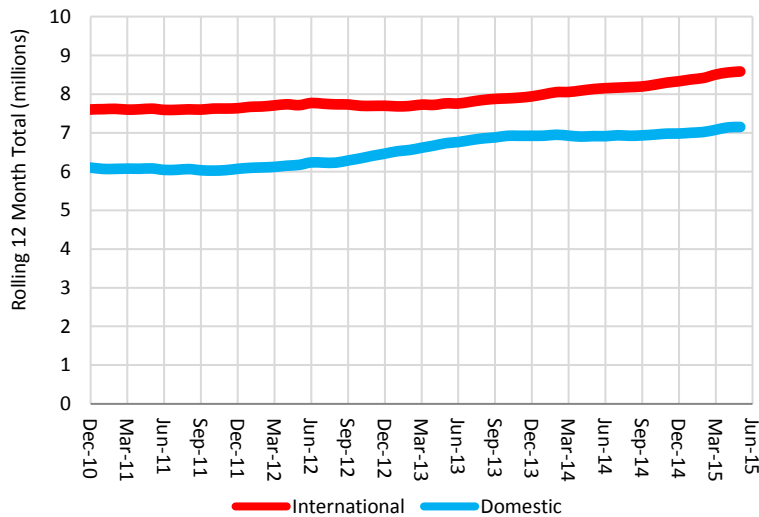
Port Freight Movements



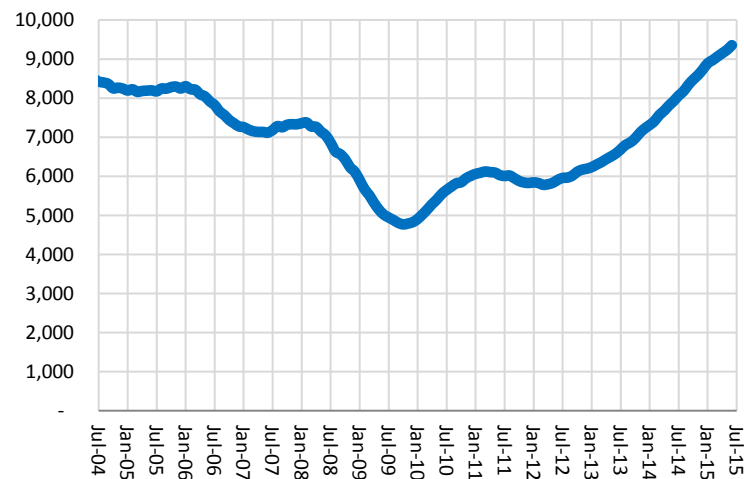
State Highway Traffic Volumes - shows the average daily traffic at key state highway locations. Compared to June 2014, average daily traffic volumes for June 2015 were up 4.9% on SH1 at Drury, up 4.6% on SH1 at Tip Top Corner and up 3.8% on the Harbour Bridge. SH1 at Orewa-Puhoi was up by 7.6% on June 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 15.7 million passenger movements were recorded through Auckland airport in the year to May 2015, an increase of 3% on the year to May 2014. Total passenger movements in May 2015 were 3% higher than May 2014. International passenger numbers were up 4.1% and Domestic passengers up by 1.8% on last May.
 Source: AIAL Monthly traffic report

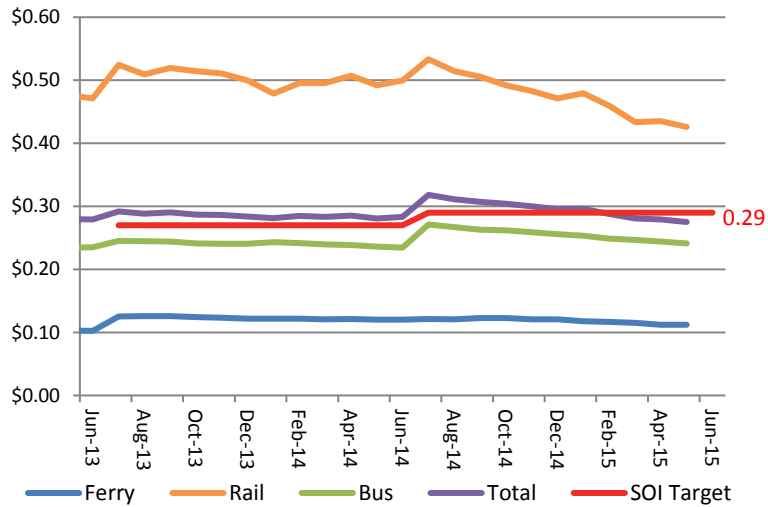
Auckland Car Registrations - Cars first registered to an Auckland postal code. There were 10,096 Auckland car registrations in June 2015 16.5% higher than June 2014. Monthly car sales growth outside of Auckland was 6.9%. The growth in car sales in Auckland is also slowing down. The 12 month rolling average in June was 18% higher than a year ago.
 Source: NZTA Vehicle registration Centre

Auckland Transport - Transport Indicators Report June 2015

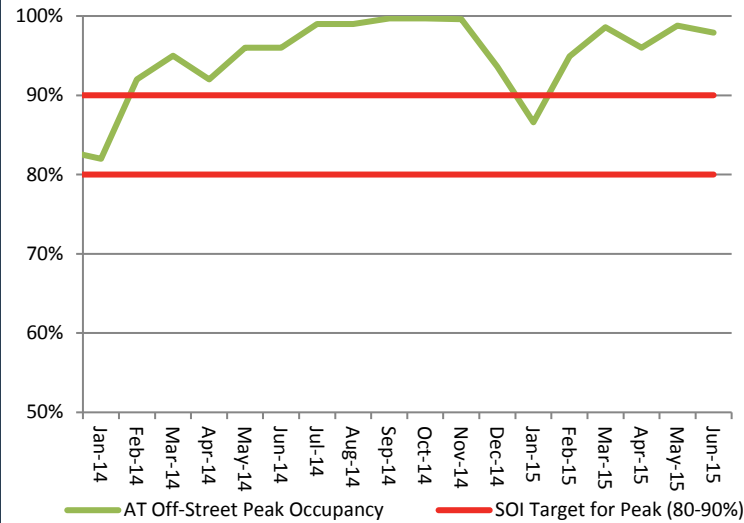


Monitor SOI Key Performance Indicators: Better Use of Resources to Maximise Return on Existing Assets

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 May 2015 was \$0.28.

Source: PT Ops

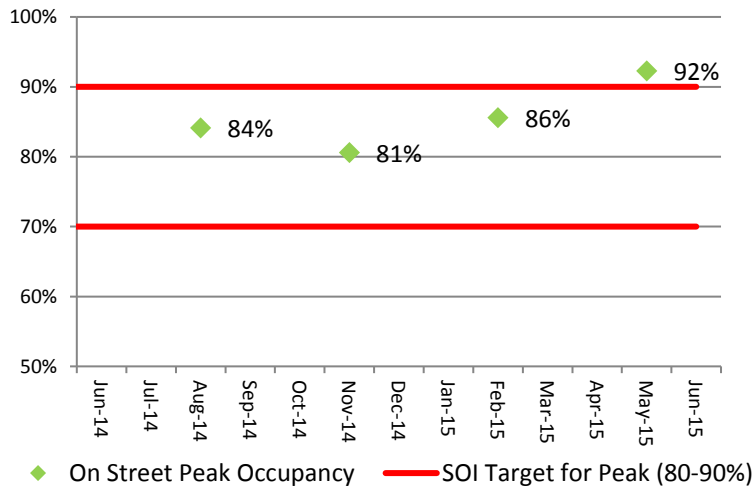
Off-street Parking - AT off-street car parks monitored are those at Civic, Downtown and Victoria Car Parking Buildings. In June 2015, peak occupancy was 97.9%, 7.9% above the SOI target range of 80-90% for 2015.

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

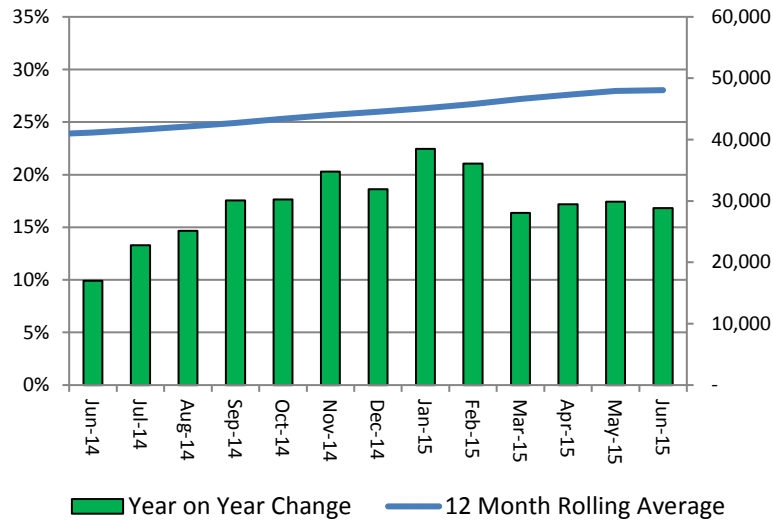


Auckland Transport - Transport Indicators Report June 2015

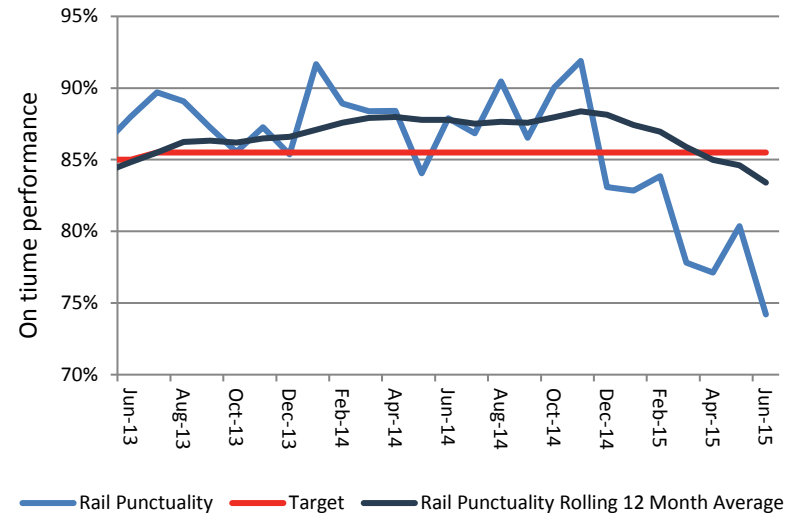


Capacity and Utilisation of the Transport Network: Public Transport

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

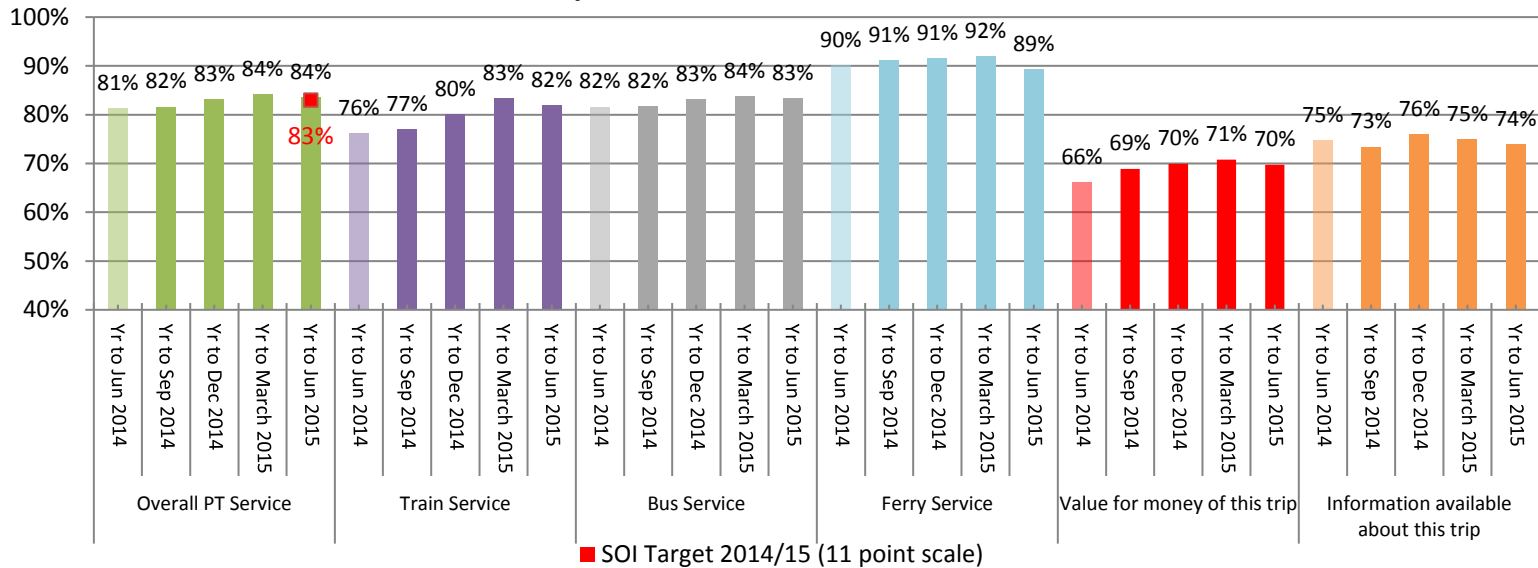
Rail Punctuality - For rail, service punctuality in Jun-2015 was 73.6%, compared to the average for the 12 months to Jun-2015 of 83.4% (arrival at last station). Service reliability was 93.8%, compared to the average for the 12 months to Jun-2015 of 95.9%.
 Source: AT PT Ops / operator returns

Auckland Transport - Transport Indicators Report June 2015



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

Public Transport Satisfaction Scores - Total satisfaction with:

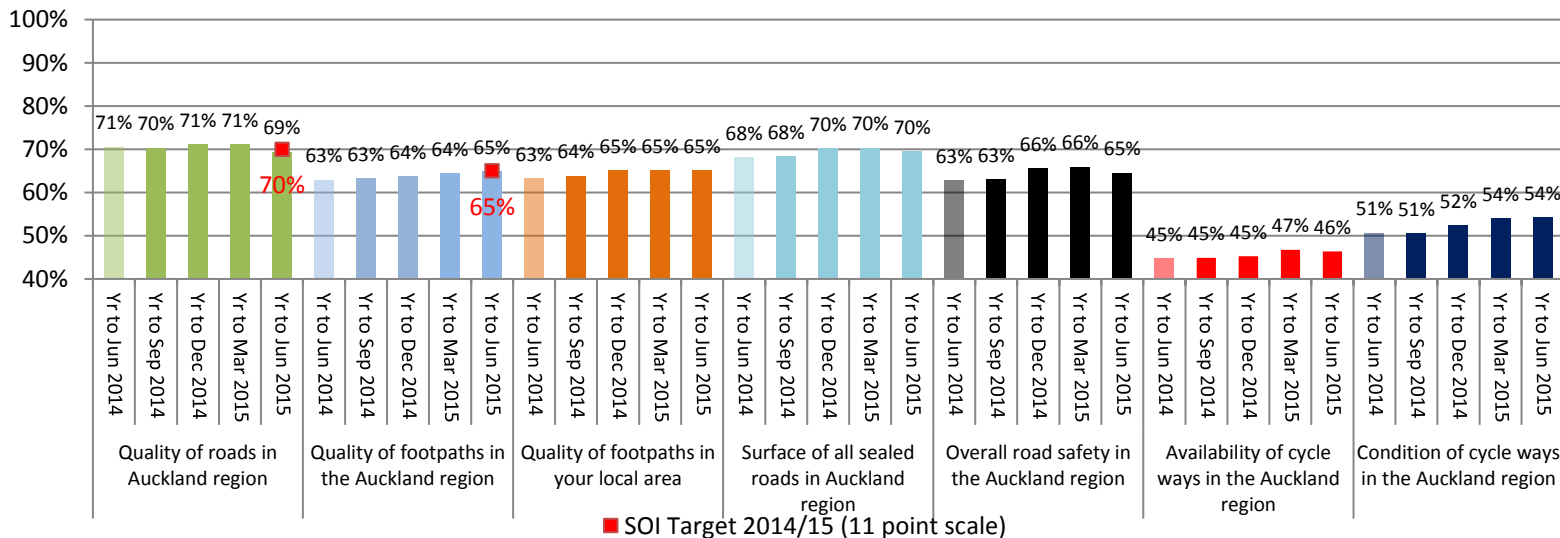


Public Transport Satisfaction -Overall satisfaction with Public Transport services (84%) is up 3% compared to the year to June 2014 (81%). This has been driven by improvements to train scores, which are up 6% to 82% for the year. Satisfaction with service information remains static at 74%, and Value for money has improved 4% to 70% over the year from June 2014 to June 2015. Source: PT Customer Satisfaction Survey.

Roads and Footpaths- Satisfaction with roads has dropped slightly from 71% to 69%, and satisfaction with footpaths in the region has improved from 63% to 65%. Satisfaction with the availability 46% and condition 54% (up 3%) of cycleways has increased.

Source: Roding Customer Satisfaction Survey.

Roading and Footpath Satisfaction Scores - Total satisfaction with:

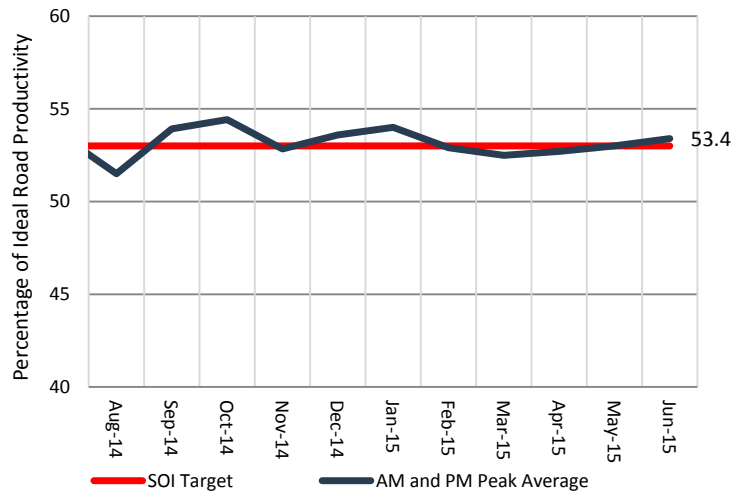


Auckland Transport - Transport Indicators Report June 2015

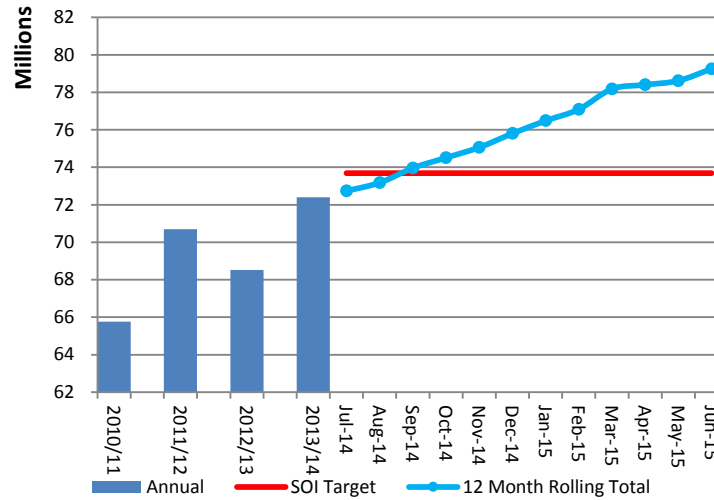


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

Arterial Road Productivity



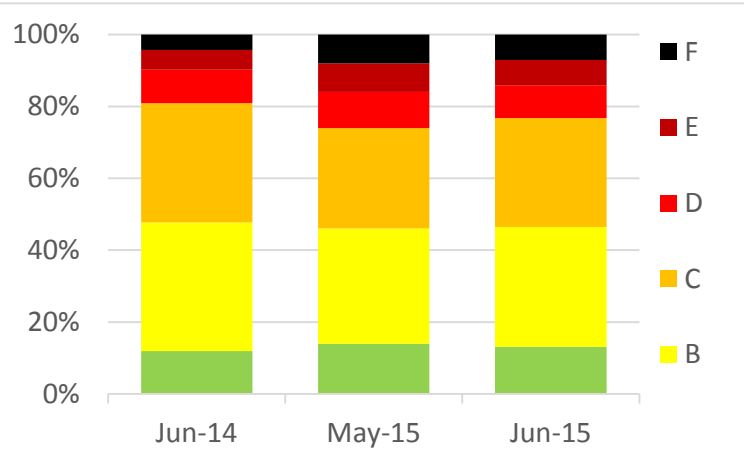
Total Public Transport Patronage



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 53.4%.
 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 2015, 23% of the network was congested; up 4% from June 2014 (19%).
 Source: AT Road Corridor Operations

AM Peak Arterial Road Level of Service



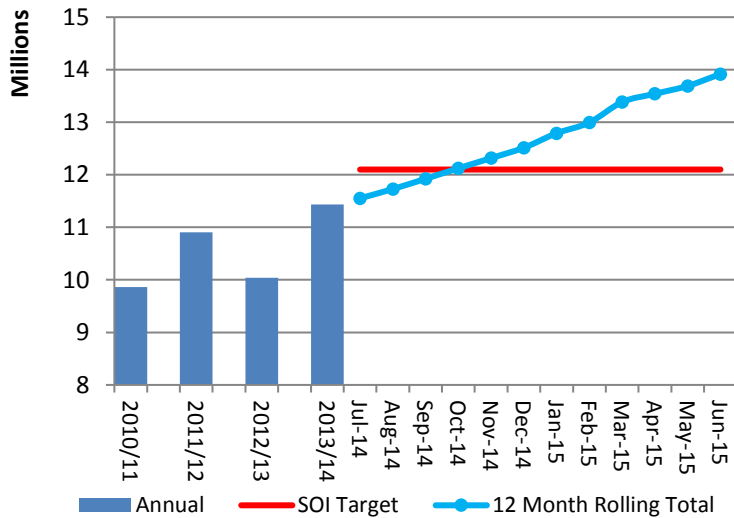
Public Transport - Auckland public transport patronage totalled 79,249,549 passenger boardings for the 12 months to Jun-2015, an increase of +0.8% on the 12 months to May-2015 and +9.5% on the 12 months to Jun-2014. June monthly patronage was 6,742,982, an increase of 634,991 boardings or +10.4% on Jun-2014, normalised to ~ +7.2% accounting for one more business day and one less weekend day in Jun-2015 compared to Jun-2014 and special event patronage. Financial year to date patronage has grown by +9.5%.
 Source: AT PT Ops / operator returns

Auckland Transport - Transport Indicators Report June 2015

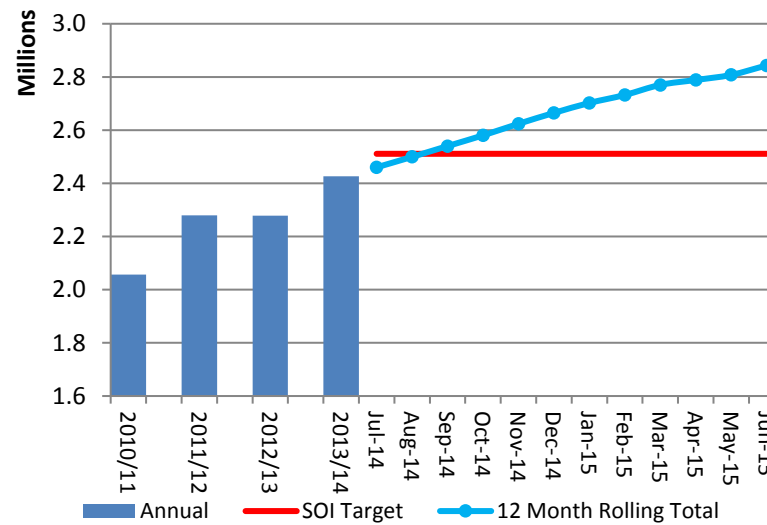


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

Annual Rail Patronage



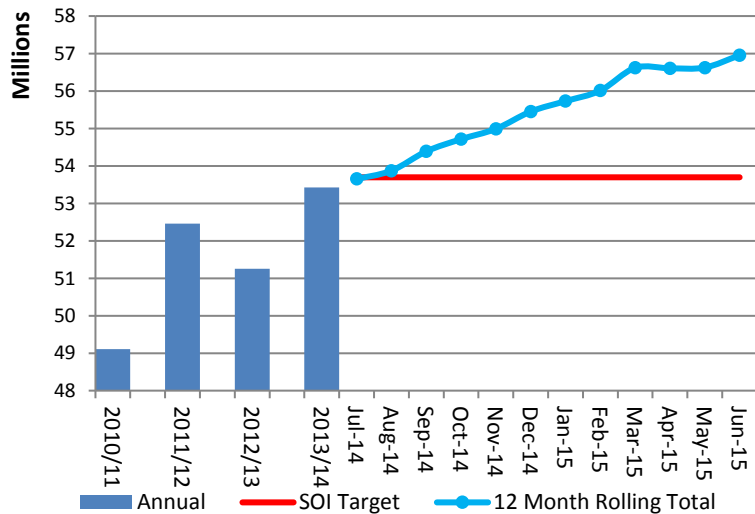
Annual Northern Express Bus Patronage



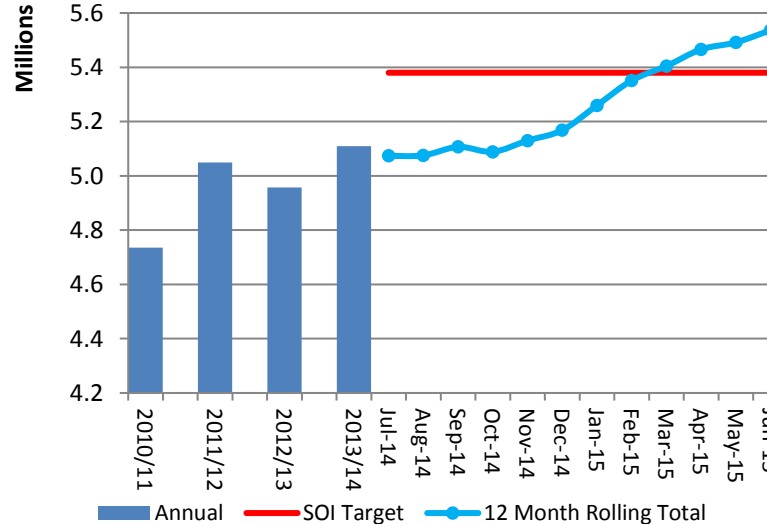
Rail Trips - Rail patronage totalled 13,916,822 passenger boardings for the 12 months to Jun-2015, an increase of +1.6% on the 12 months to May-2015 and +21.7% on the 12 months to Jun-2014. Patronage for Jun-2015 was 1,265,396, an increase of 225,565 boardings or +21.7% on Jun-2014, normalised to ~ +19.9%. 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 2,843,210 passenger boardings for the 12 months to Jun-2015, an increase of +1.3% on the 12 months to May-2015 and +17.2% on the 12 months to Jun-2014. Northern Express bus service patronage for Jun-2015 was 245,735, an increase of 35,666 boardings or +17.0% on Jun-2014, normalised to ~ +16.8%. 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 56,953,128 passenger boardings for the 12 months to Jun-2015, an increase of +0.6% on the 12 months to May-2015 and +6.6% on the 12 months to Jun-2014. Bus services excluding Northern Express patronage for Jun-2015 was 4,854,273, an increase of 328,592 boardings or 7.3% on Jun-2014, normalised to ~ +3.6%. Financial year to date bus services excluding Northern Express patronage has grown by +6.6%.
 Source: AT PT Ops / operator returns

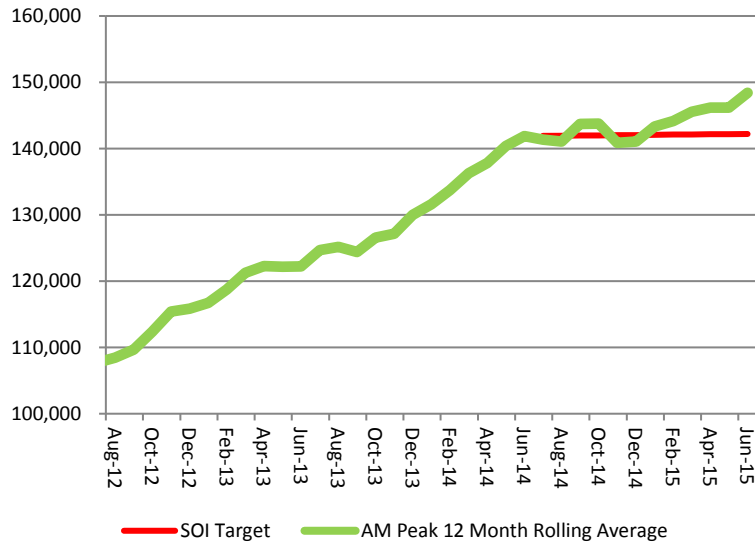
Ferry Trips - Ferry services totalled 5,536,389 passenger boardings for the 12 months to Jun-2015, an increase of +0.8% on the 12 months to May-2015 and +8.3% on the 12 months to Jun-2014. Ferry services patronage for Jun-2015 was 377,578, an increase of 45,168 boardings or +13.6% on Jun-2014, normalised to ~ +11.5%. Financial year to date ferry patronage has increased by 8.3%.
 Source: AT PT Ops / operator returns

Auckland Transport - Transport Indicators Report June 2015

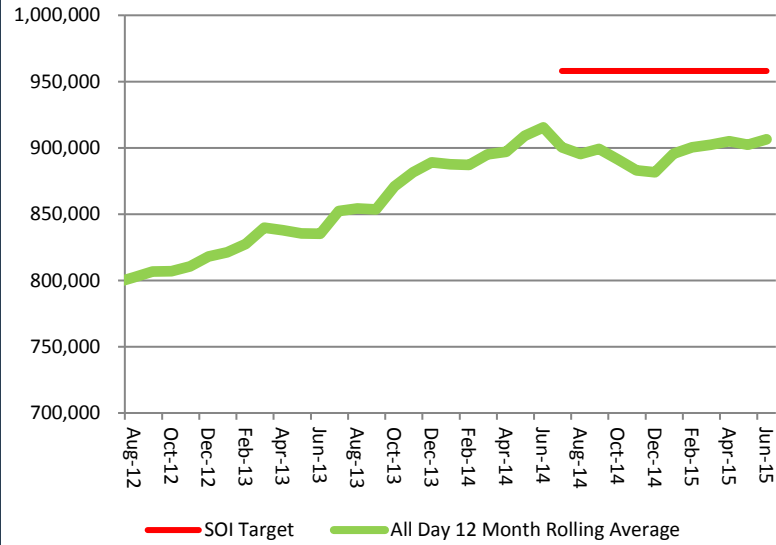


Monitor SOI Key Performance Indicators: Increased Access to a Wider Range of Transport Choices

AM Peak Cycling Counts rolling 12 Months total



All Day Cycling Counts rolling 12 months total



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

- There has been an increase of 6.8% in total cyclist movements in June 2015 compared to June 2014.
- The morning peak movement's increased by 23% when compared to June last year.
- A total of 906,518 cycle trips were recorded for the year July 2014 to June 2015, this is a decrease of -1% 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.

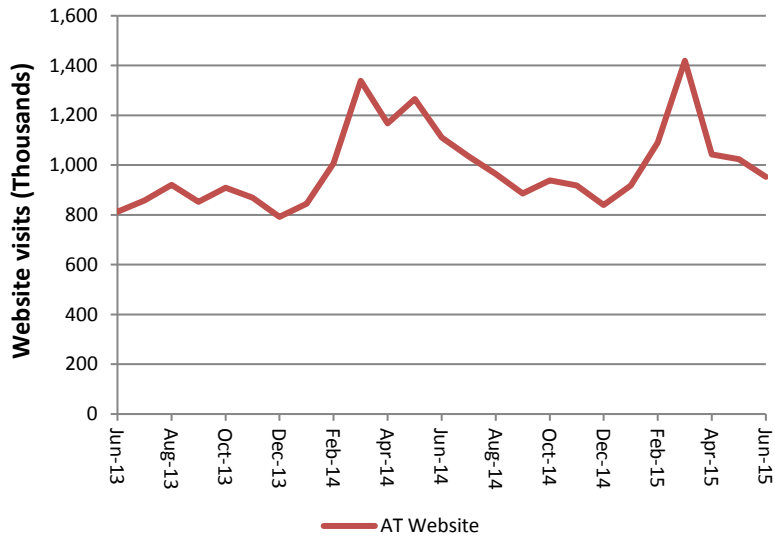
Source: AT Community Transport (reported 10th of the Month)

Auckland Transport - Transport Indicators Report June 2015

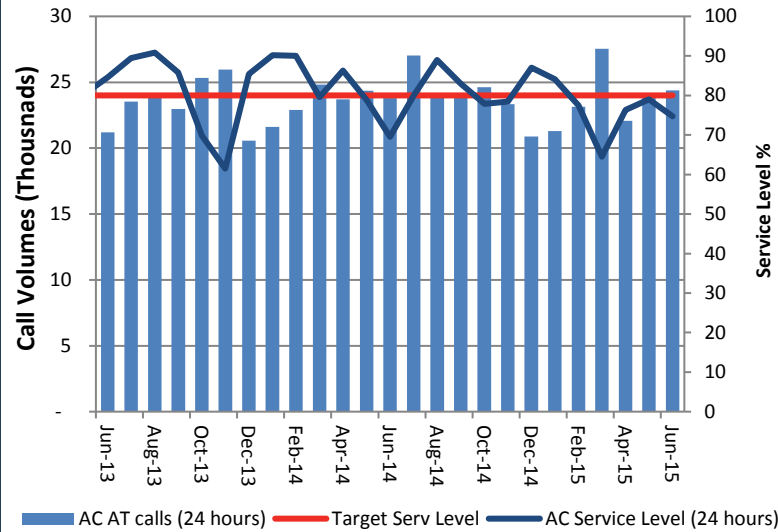


Key Performance Indicators: Customer Contact

Volume of AT website visits



Auckland Transport Call Centre: Incoming calls



Volume of Website Visits

There was a -7% decrease in visits to the Auckland Transport website in June 2015 (compared to May 2015).

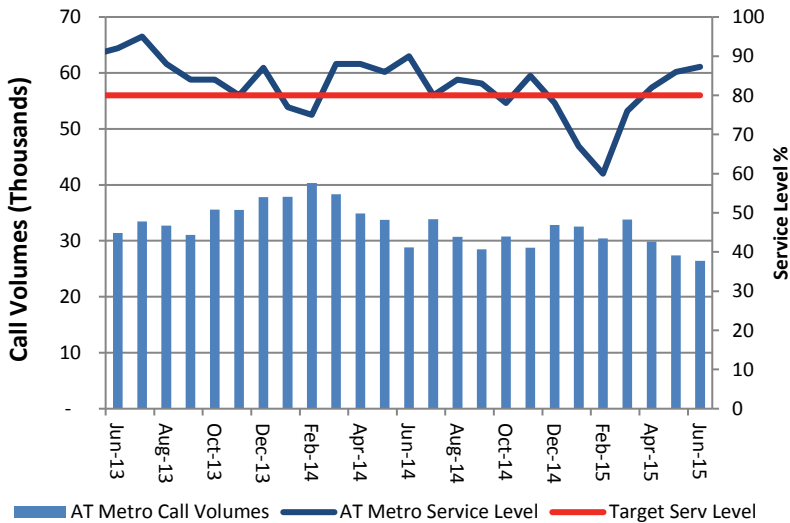
AT Metro Call Centre

Call volumes at the Public Transport call centre decreased 4% compared to the previous month and decreased by 8% compared to the same period last year. The public transport call centre service level increased 2% (increasing from 86% to 87%).

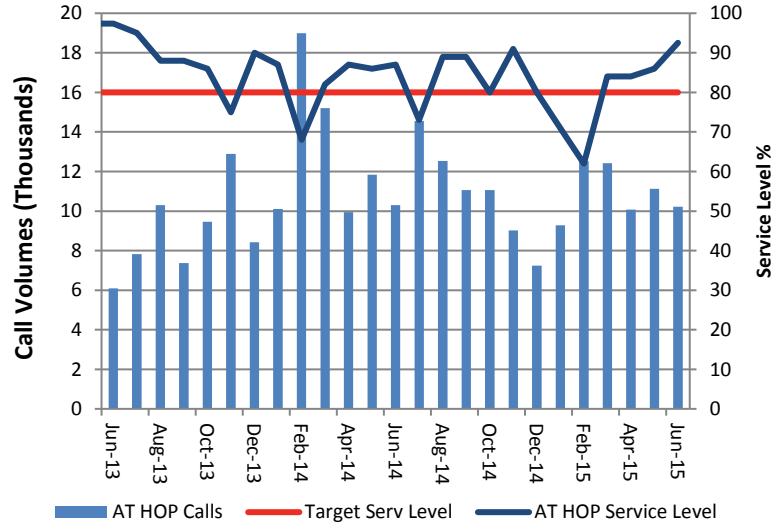
Auckland Council (Auckland Transport-related calls) – All Hours

There was a 1% increase in call volumes and a 5% decrease in the service level compared to the previous month.

AT Metro Call Centre Volumes & Service Level



AT HOP Call Volumes & Service Level



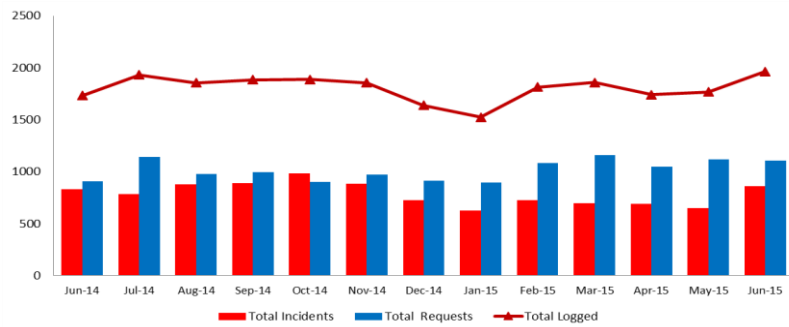
AT Hop calls - AT Hop calls decreased 8% compared to last month. The service level increased 8%.

Auckland Transport - Transport Indicators Report June 2015

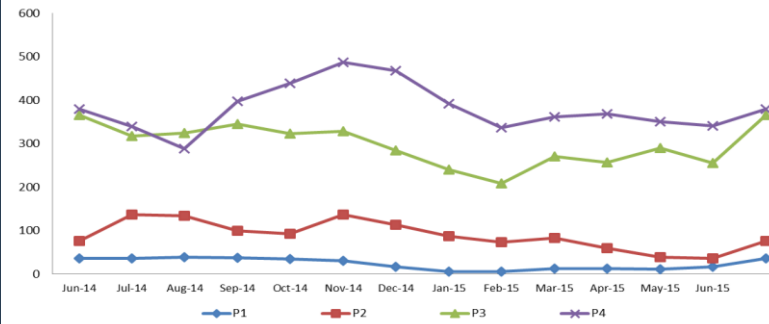


Business Technology Indicators: Service Desk

Total tickets logged



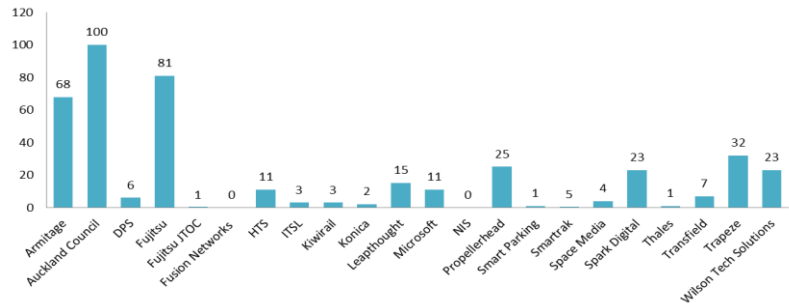
Incidents logged



Total tickets logged - 2,206 tickets were logged in total across Auckland Transport and ATEED in July. ATEED tickets were the same as last month, Auckland Transport increased by nearly 200 with 1,964 tickets logged for the month. Most of this increase was for Incidents, with high volumes of P1 and P2 incidents being logged in June. A significant amount of these incidents can be attributed to the Data Centre power failure in early June which caused significant impact across multiple services.

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



Activate / Manual tickets logged



Request volume by vendor - Auckland Council IS was assigned 100 tickets, a small increase on May, 85 of these were ATEED tickets, mostly relating to SAP or Myapps password resets. Fujitsu had 81 tickets in June for Infrastructure systems, Trapeze 32 tickets related to Information Display Systems, Armitage 68 tickets relating to Public Transport Facilities. Propellerhead handled 25 tickets relating to Real Time issues.

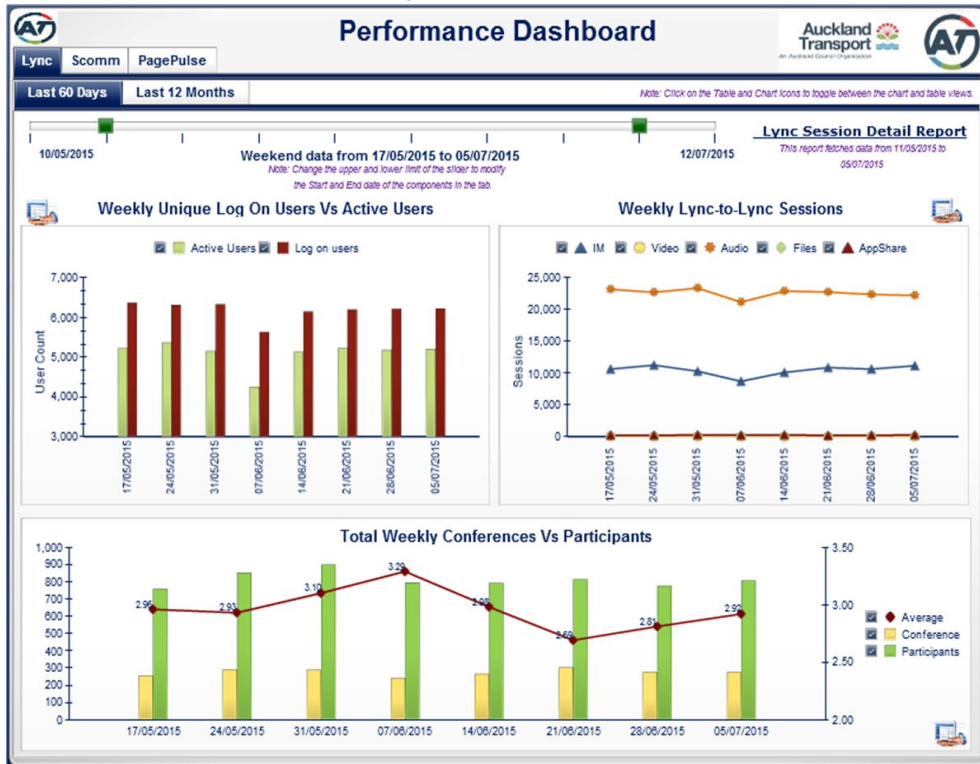
Activate / Manual tickets logged - Activate requests increased in June by 21 tickets, whilst manual requests dropped. ATEED logged 151 requests in June, the highest since transition. 36% were raised via Activate the same as May.

Auckland Transport - Transport Indicators Report June 2015



Business Technology Indicators: Service Desk

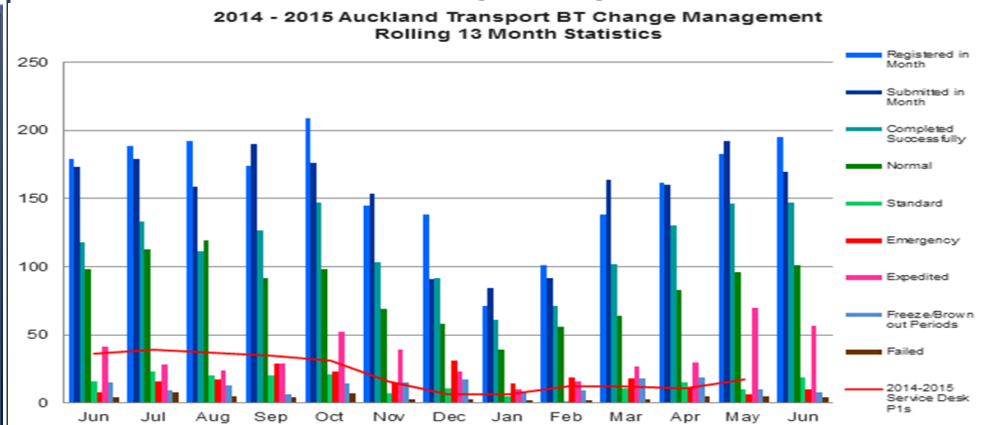
Lync Dashboard



Above dashboard shows weekly data from 09/05/2015 to 05/07/2015

- There were 49,445 users logged on Lync in the last 8 weeks, 3% more than last month. 82% of them are active users.
- There was an average of 33,316 Lync-to-Lync sessions per week in the last 8 weeks, 2% more than month.
- 31% of users use instant messaging in Lync, 68% of users use audio in Lync.
- there are around 275 conferences per week, up 12%. Each conference has 3 participants on average.

Change Management



Change volumes have increased month on month, with 195 Changes 'Submitted in June'. The upward trend of successful changes since January continues. Though the Expedited Changes decreased around 30% are Expedited. The volumes this month were slightly up from the same as last year, with an 8.94% increase in volumes from June 2014. There was a 6.56 % increase in volumes since the previous month. 34% of changes in June were Fast Tracked, a 37% increase on June 2014, and a 12% decrease on May. 29% of the monthly changes were Expedited, which is a 39% increase from June 2014 and a drop of 19% on May. The majority were to Build Core Layer of the Management VRF (Virtual Routing and Forwarding), CCTV VMS Project and Migration of Rooding CCTV Sites from WiMax to Wi-Fi Projects 5% of June Changes were Emergency Changes 2.05% of changes failed.

Website performance

