

Monthly Transport Indicators

Recommendation(s)

That the board:

- i. Receives this report.

Executive summary

The monthly transport indicators report provides an overview of key trends within the transport system, as well as wider economic indicators that impact on the performance of Auckland's transport network.

This month's report includes those indicators for which updated results from the February report are available (i.e. indicators that provide annual or quarterly results are not included). As discussed at the February Board meeting, the set of maps detailing AT's key operational activities are also not included as they will be provided on a quarterly basis for the Board's consideration.

Economic Activity

- Auckland's economic activity has slowed in the December quarter falling 0.1% on the previous quarter. However, the year-on-year growth rate continues to increase and, as at the end of the December 2013 quarter, was at 4.8%: a nine and a half year high.
- The December 2013 quarter GDP results are not yet available, although an improvement is likely as reflected in an increasing Truckometer index.
- Building consents in January were 16% higher than in the same month in 2013.
- Total fuel sales in Auckland continue to increase strongly; fuel sales for the year to January 2014 were 23% higher for diesel and 8.3% higher for petrol.

Auckland Traffic

State highway traffic flows on SH1 at Puhoi-Orewa, SH1 at Drury, and SH20 at Puhinui were greater in January 2014 than January 2013. Traffic volume on the Harbour Bridge, however, was down 4% in January compared to the same month in 2013.

During February 2014, the arterial network across the Auckland region experienced significant congestion relative to January; the extent of congestion on the network is approximately triple that experienced during the holiday months. This is typically the case given the start of the academic year, combined with many residents returning to work.

AT continues to extend the route optimisation programme, with a further 23 routes to be completed by the end of 2013/14.

Public Transport

Auckland public transport patronage totalled 70,824,030 passengers for the 12 months to February 2014, an increase of +0.6% on the 12 months to January 2014. For rail, service punctuality in February 2014 was 88.9%, compared to the average for the 12 months to February 2014 of 87.6%. 44.6% of all trips in February 2014 were made with AT HOP: up from 34.6% in January. 44.8% of bus trips used AT HOP and 59.0% of rail trips.

AT continues preparations to complete AT HOP smart card ticket roll-out in March 2014, with the remainder of the minor bus operators to go live in March. Preparations also continue for the introduction of the EMUs on the Onehunga Line in late April. Discussions have commenced to extend both the frequency and the operating span of the Northern Express service on weekends to better meet the constant demands created by events in the Auckland CBD.

Parking

Off-street parking occupancy in three CBD car parking buildings (Civic, Downtown and Victoria Street) during the peak four-hour period in February exceeded the SOI target range of 80-90%. On-street parking occupancy in the three monitored CBD precincts (K Road, Wynyard Quarter and Shortland/High Streets) during the peak four-hour period was 78% - slightly below the SOI target of 80-90%.

AT staff are currently investigating potential changes to on-street and off-street parking tariffs. Proposals for tariff increases/decreases in different areas of the CBD are being reviewed.

Cycling



All day cycling counts are above the SOI target, with the 12 month total to February 2014 at 887,203 cycle trips. Morning peak cycling counts in February increased by 16.3% compared to the same month last year. A total of 887,203 cycle trips were recorded for the 12 months to February 2014: an increase of 7.2% on the previous year.

AT continues to extend the regional cycleway network, with construction of the Dominion Road parallel cycle routes expected by 2015.

Attachments

Number	Description
1	Monthly Transport Indicators Report: March 2014

Document ownership

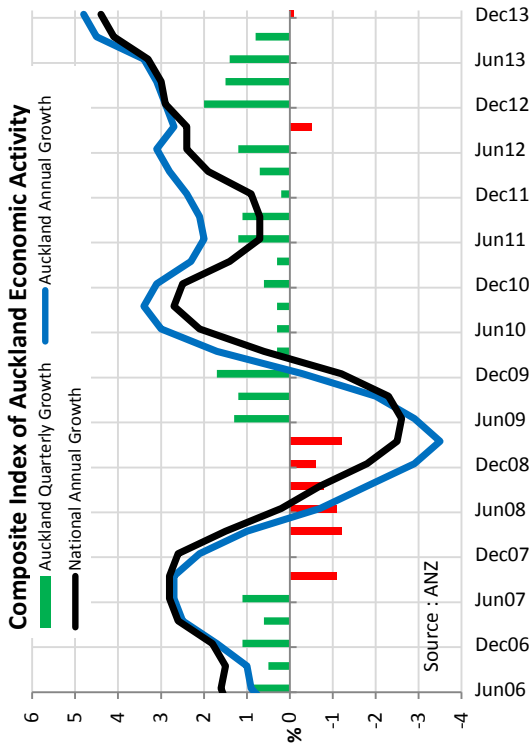
Submitted by	Kiri Wilson Strategic Planning Advisor	
Recommended by	Peter Clark General Manager – Strategy & Planning	
Approved for submission	David Warburton Chief Executive	

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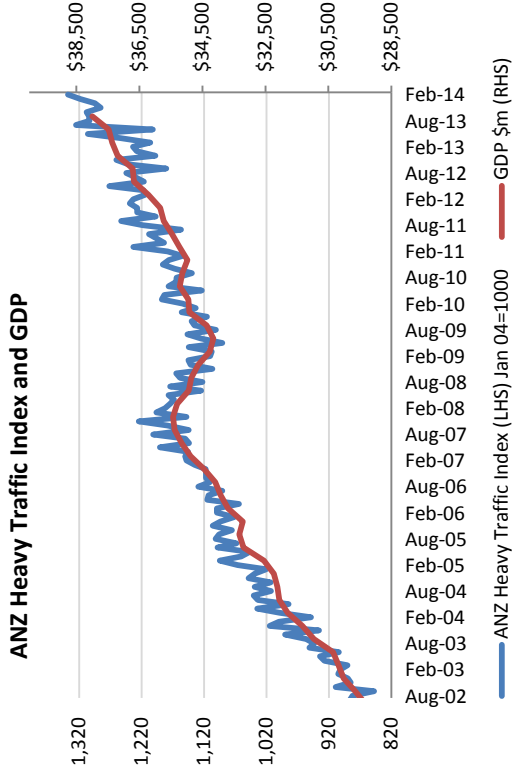


Monitor Trends Driving Transport Demands: Economic Indicators

Auckland Economic Activity



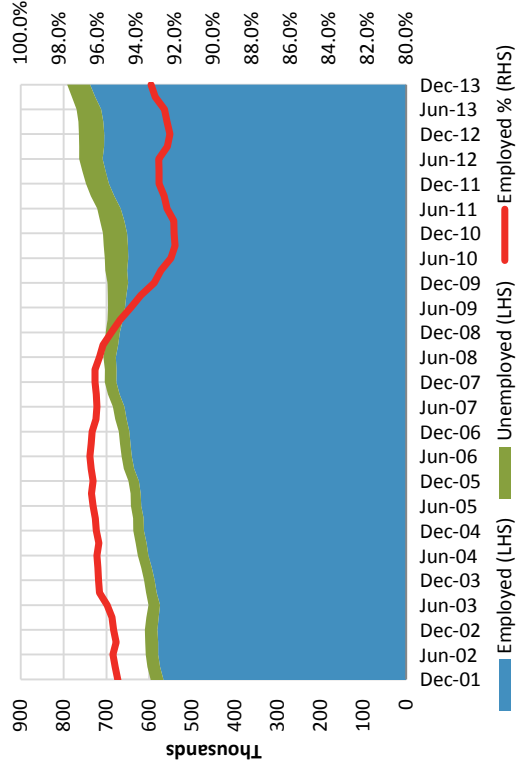
ANZ Truckometer



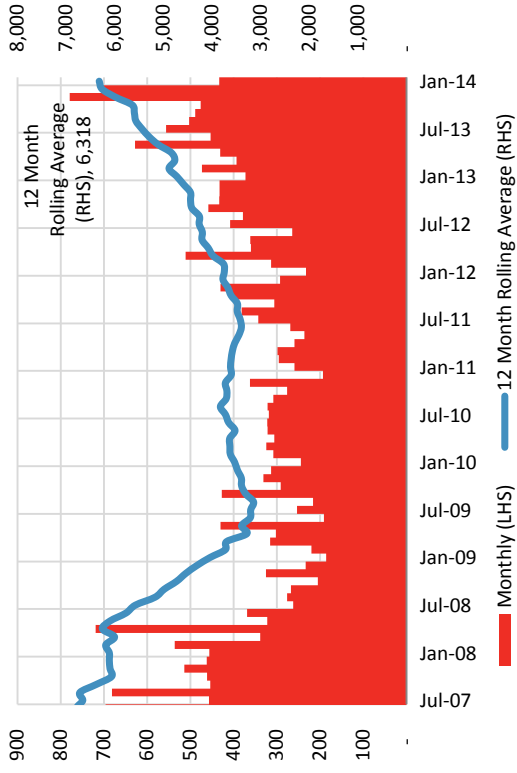
Auckland Economic Activity - decreased marginally in the Dec 2013 quarter, however the year-on-year growth rate remains increasing at 4.8% for the year to Dec 2013. *Source: ANZ Regional Trends: Auckland (Quarterly data)*

ANZ Truckometer - uses NZTA data as an indicator of national economic activity. The Feb 2014 heavy traffic index was up 1.5% for the month. Despite relatively low growth rates in late 2013, the Feb 2014 index is 8.4% higher than Feb 2013. An improvement is likely for December GDP results. *Source: ANZ Truckometer (Data available 12th of the month)*

Total Auckland Employment



Dwelling Consents Issued



Auckland Employment - Auckland employment in the Dec 2013 Quarter totalled 759,800, up 6.7% on the previous year. Unemployment fell to 51,400, or 6.3%, its lowest level since late 2009, reflecting continued economic recovery. *Source: Statistics NZ Quarterly Labour Force Survey (Quarterly data)*

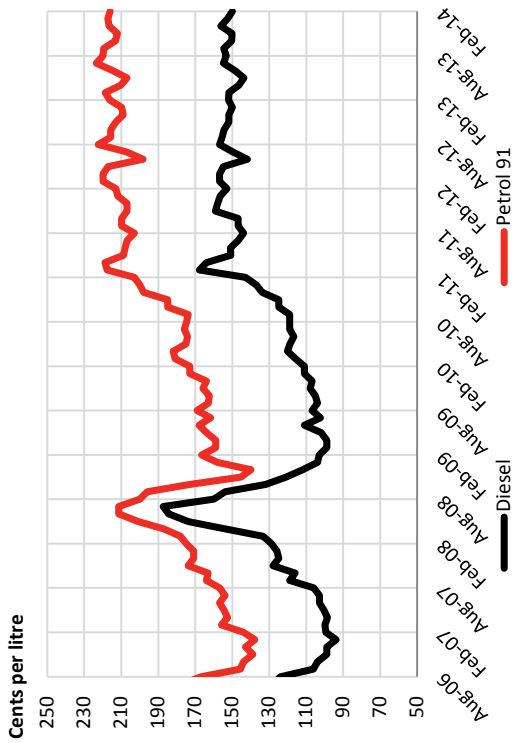
Dwelling Consents Issued - Have been increasing since mid-2011. The 12 month rolling average is 34% higher than the preceding 12 months and Jan 2014 consents were 16% higher than Jan 2013. 433 building consents were issued in Jan 2014, and 6,318 for the calendar year. *Source: Statistics NZ*

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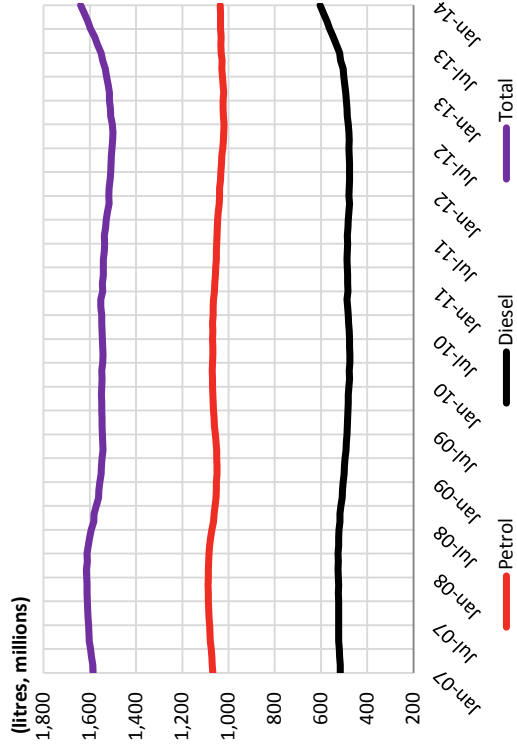


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

Monthly Fuel Prices



Auckland Fuel Sales (year to date)



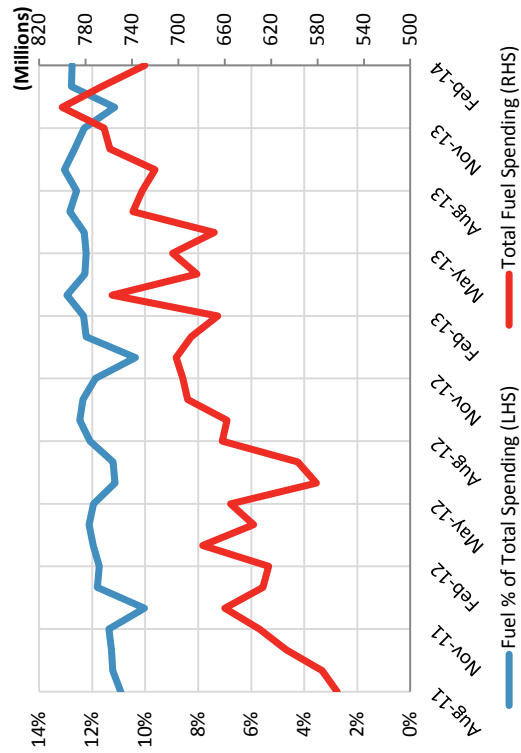
Fuel Prices - Prices decreased marginally in Feb 2014, -0.6% for petrol and -1.7% for diesel over the previous month. The average price for both is at the same level as this time in 2013.

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

Auckland Fuel Sales - total fuel sales in Auckland continue to increase strongly. Sales for the year to Jan 2014 were 23% higher for diesel and 8.3% higher for petrol.

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

Electronic Card Spending on Fuel



Card Spending on Fuel - Card spending on fuel is typically lower in the month of February, but remained higher than this time a year ago as increased fuel prices continue to put pressure on budgets.

Spending on fuel in Feb 2014 was up \$63m (9.5%) on Feb 2013.

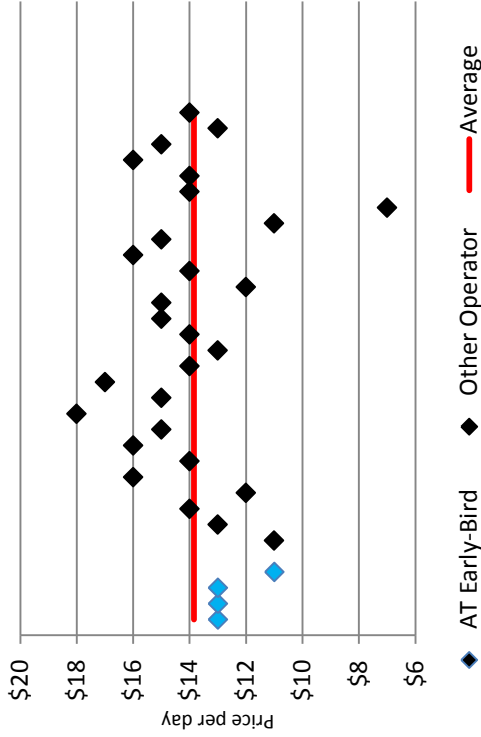
Source: Statistics NZ monthly Electronic Card Transactions

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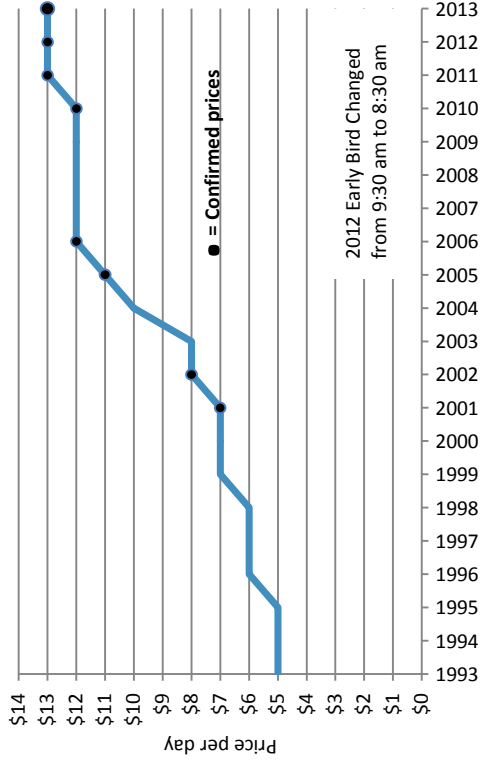


Monitor Trends Driving Transport Demands: Prices and AT Hop Card

AT Early-Bird Parking Prices vs. Other CBD Parking



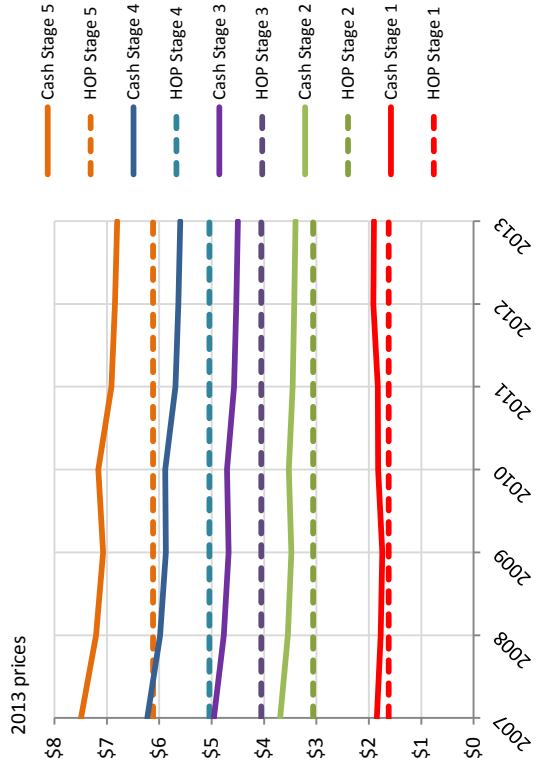
AT CBD Early-Bird Parking Price Per Day



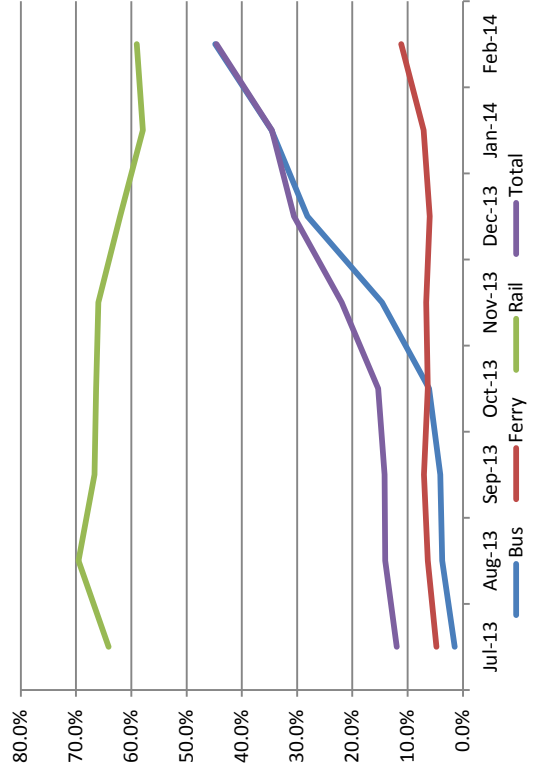
Earlybird Parking Price - in Civic, Downtown and Victoria St car park buildings. There has been no change in the price since 2011; however, in 2012 the conditions were changed with earlybird parking only available before 8:30am compared to previously being before 9:30am. The AT early bird prices are also below the average compared to (4) other CBD parking operators (29 other parking buildings) (reported as prices change).

Public Transport Fares - Change in the 1-5 stage bus cash fares in 2013 prices over time. The HOP fares (dotted line) show the equivalent HOP fares. The HOP stage 1 bus fare is equivalent to the 2004 stage 1 cash fare and for other stages is cheaper than the 2004 cash fares. (Nominal fares are adjusted based on CPI index to provide their relative cost in real terms)

Bus Adult AT HOP and Real Cash Fares 2004-2013



Percentage of Trips using AT HOP



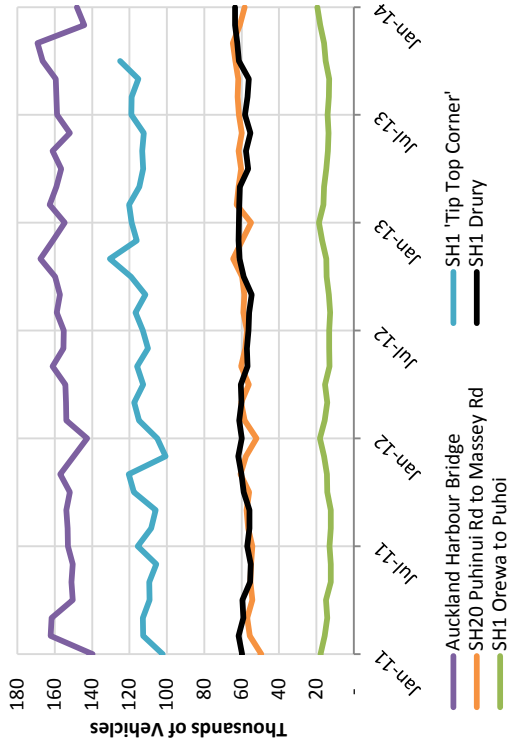
Trips Using AT HOP - continued to increase strongly in February, reflecting the continued roll-out on bus services. 44.6% of all trips in February were made with AT HOP, up from 34.6% in January. 44.8% of bus trips used AT HOP and 59.0% of rail trips used AT HOP.



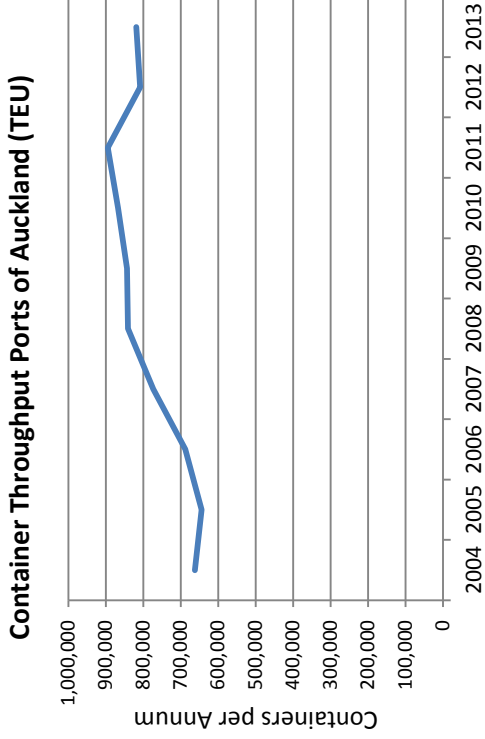
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Monitor Trends Driving Transport Demands: Key Demand Indicators

State Highway Average Daily Traffic Volumes



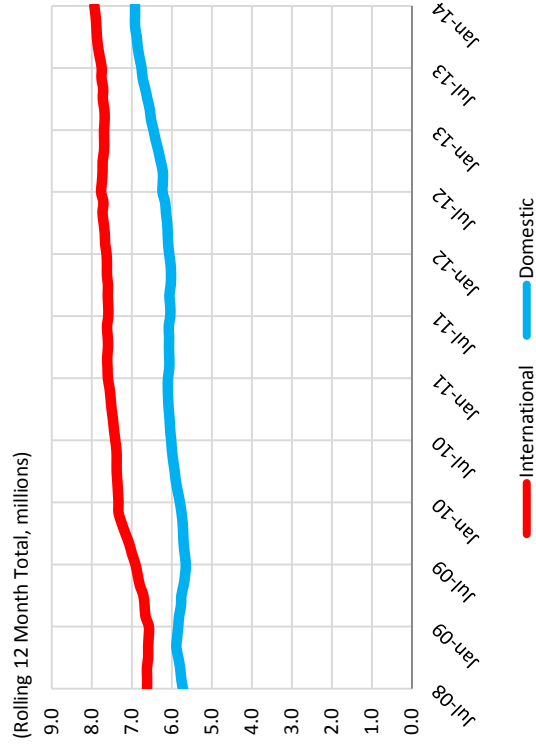
Port Freight Movements



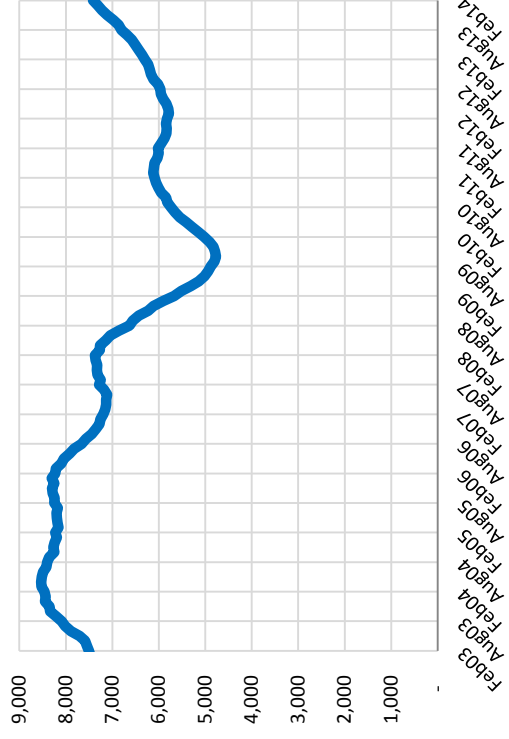
State Highway Traffic Volumes - shows the average daily traffic at key state highway locations. Compared to the same month last year, average daily traffic volumes for January 2014 were down 4% on the Harbour Bridge, but up 4% on SH1 at Orewa-Puhoi, 3% on SH1 at Drury, and 6% on SH20 at Puhinui. Note: The loop counting site at Tip Top Corner is currently not working.
 Source: NZTA Data

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

Auckland Airport Passenger Movements



Auckland Car Registrations - 12 Month Rolling Average



Airport Passenger Movements - A total of 14.92 million passenger movements were recorded through Auckland airport in the year to Jan 2014, including a record number of international passengers in the month of Jan 2014. Total passenger movements are up 5.0% on the year to Jan 2014.
 Source: AIAL Monthly traffic report

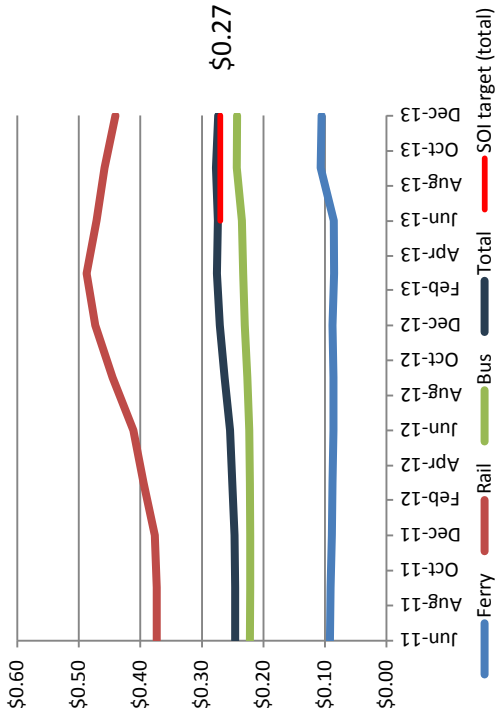
Auckland Car Registrations - Cars first registered to an Auckland postal code. Feb 2014 registrations were 19.6% higher than the same month last year. The rolling 12 month moving average is 17.7% higher than a year ago, reflecting a strong recovery in vehicle sales activity as economic conditions have improved.
 Source: NZTA Vehicle registration Centre

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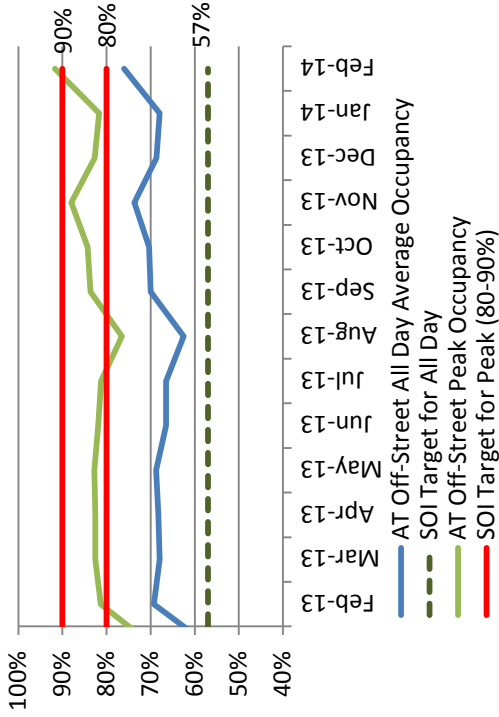


Monitor SOI Key Performance Indicators: Better Use of Resources to Maximise Return on Existing Assets

PT Subsidy per Passenger Kilometre



Off-street Parking Occupancy Rates

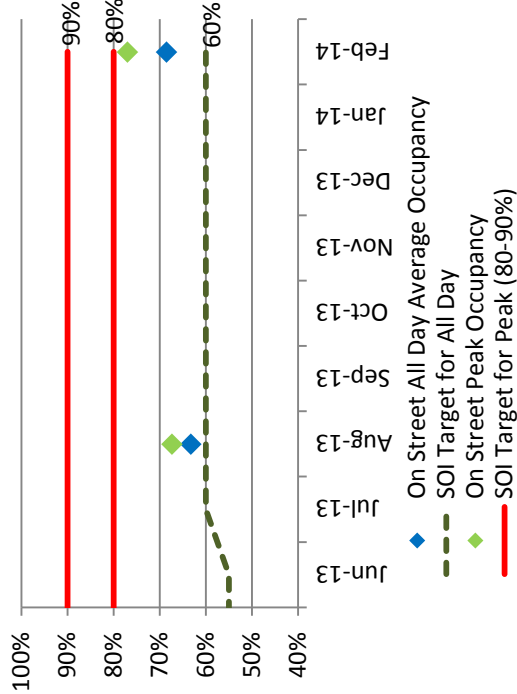


PT Subsidy per Passenger Km - the net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers. Currently reported quarterly.
 Source: PT Ops

Off-street Parking - AT off-street car parks monitored are those at Civic, Downtown and Victoria Car Parking Buildings. Peak occupancy exceeded the SOI target range of 80-90% in Feb-2014.
 Source: AT Parking & Enforcement

On-street Parking - On-street car parks monitored are located in 3 CBD precincts: K Rd; Wynyard Quarter; Shortland/High Streets. Results prior to April-June 2013 quarter are not included as AT previously surveyed on-street car parks in different locations. No survey was undertaken in the December 2013 quarter. On street occupancy rates have increased relative to the August 2013 survey.
 Source: AT Parking & Enforcement

On-street Parking Occupancy Rates

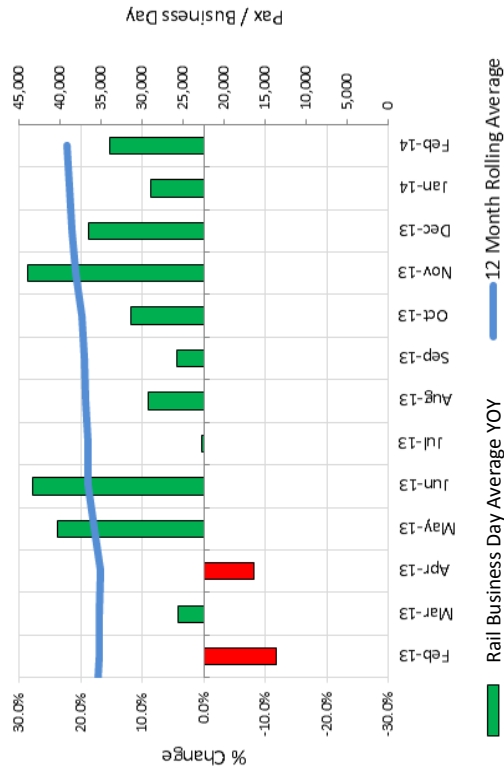


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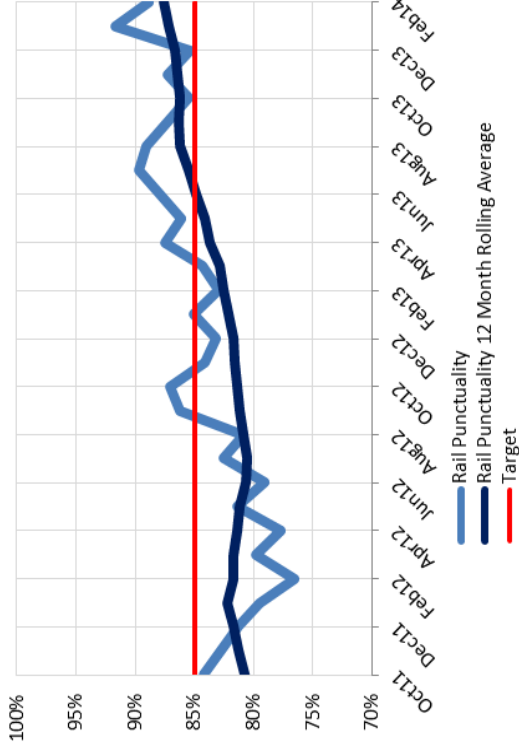


Capacity and Utilisation of the Transport Network: Public Transport

Rail Business Day Average



Rail Punctuality



Rail Business Day Average - The 12-month rolling average to Feb-14 increased 15.3% on the previous year. *Source: AT PT Ops*

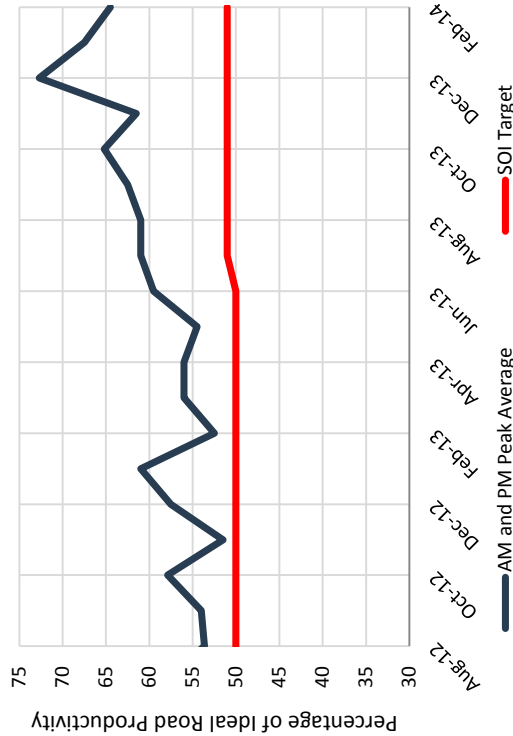
Rail Punctuality - Punctuality (% of operated services "on time") in Feb-2014 was 88.9%, compared to the average for the 12 months to Feb-2014 of 87.6%. This remained above the 85% target. *Source: AT PT Ops / operator returns*

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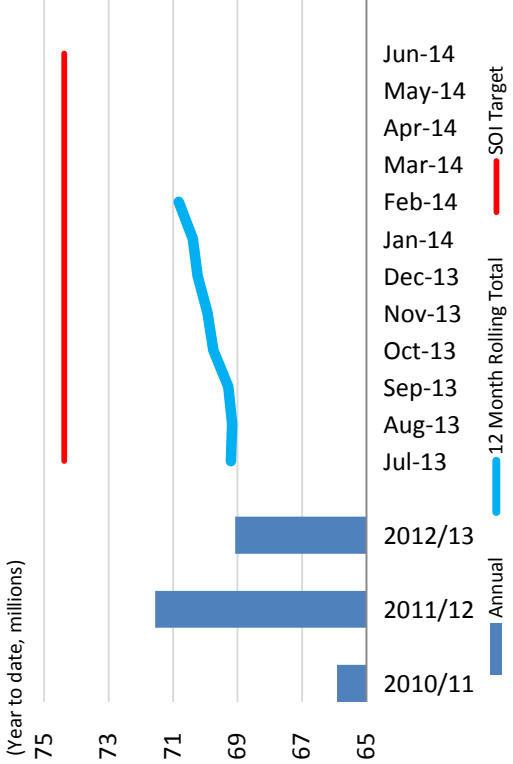


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

Arterial Road Productivity



Total Public Transport Patronage



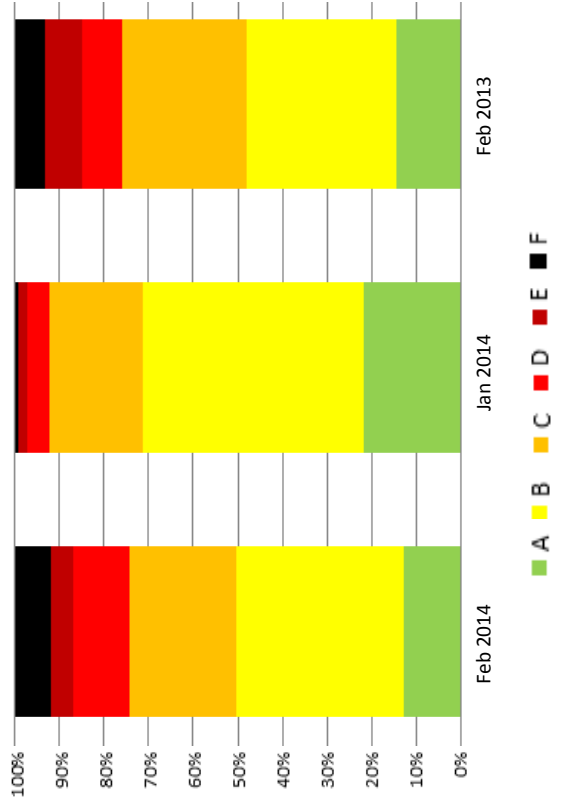
Arterial Road Productivity - Arterial road corridor productivity is measured by # of vehicles X average speed X average vehicle occupancy by lane. AT has set a corridor productivity ideal of 38,000 person km, per hour, per lane (900 vehicles travelling at an average speed of 35 kph in one lane, with an average of 1.2 occupants). AT monitors what percentage of that ideal is being achieved. In Feb 2014, peak period productivity averaged 64.5%, up from 52.5% in Feb 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. The graph compares the most recent month (Feb 2014) with the previous month (Jan 2014) and the corresponding month last year (Feb 2013). In Feb 2014, 25% of arterials had a level of service of D-F in the morning peak; significantly more congested than Jan 2014. This is typically the case given the start of the school term and several tertiary education semesters, combined with most Aucklanders being back at work.
 Source: AT Road Corridor Operations

AM Peak Arterial Road Level of Service



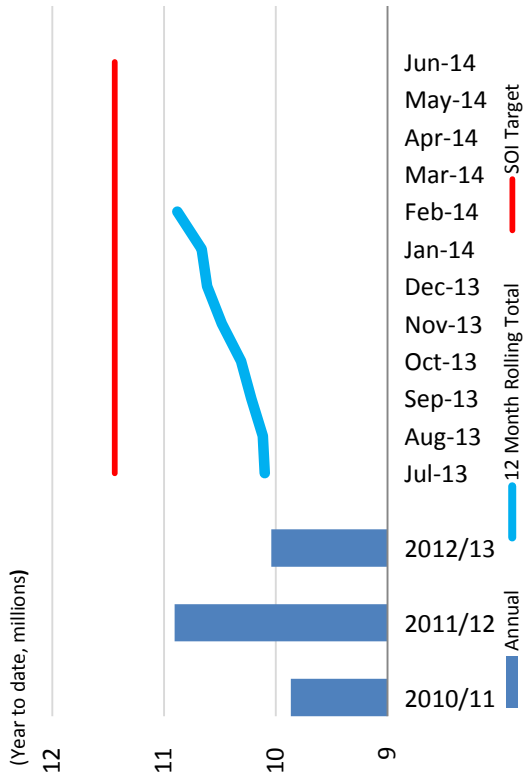
Public Transport - Auckland public transport patronage totalled 70,824,030 passengers for the 12-months to Feb-2014, an increase of +0.6% on the 12-months to Jan-2014. February monthly patronage was 6,070,570, an increase of 430,610 boardings or +7.6% on Feb-2013, normalised to ~ +5.1% accounting for additional special event patronage in Feb-2014 compared to Feb-2013. No normalisation required for business days due to equivalent business days in Feb-2014 compared to Feb-2013.
 Source: AT PT Ops / operator returns

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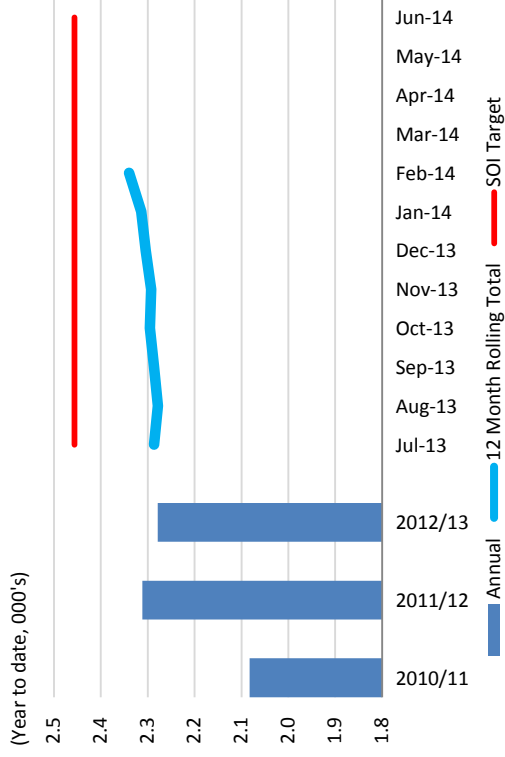


Monitor SOI Key Performance Indicators: Transport Network Moves People and Goods Efficiently

Annual Rail Patronage



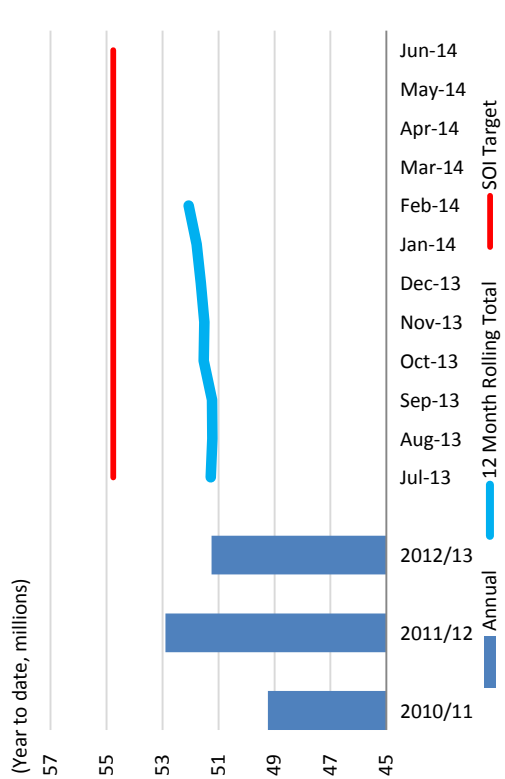
Annual Northern Express Bus Patronage



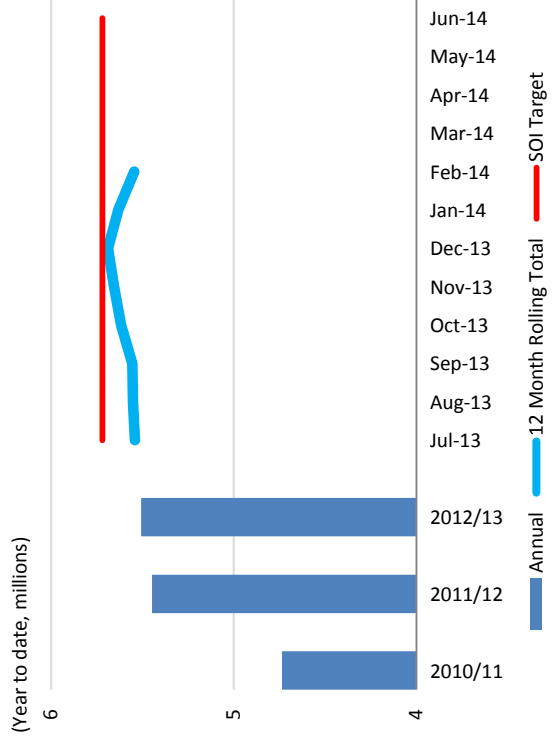
Rail Trips- Rail patronage totalled 10,879,359 passengers for the 12-months to Feb-2014, an increase of +2.0% on the 12-months to Jan-2014. Patronage for Feb-2014 was 1,005,372, an increase of 216,295 boardings or +27.4% on Feb-2013, normalised to ~ +15.2% after adjusting for special events in Feb-2014 compared to Feb-2013.
 Source: AT PT Ops / operator returns

Northern Express - The Northern Express bus service carried 2,339,952 passenger trips for the 12-months to Feb-2014, an increase of +1.1% on the 12 months to Jan-2014. Northern Express bus service patronage for Feb-2014 was 196,539, an increase of 25,985 boardings or +15.2% on Feb-2013, normalised to ~ +9.8% accounting for special events in Feb-2014 compared to Feb-2013.
 Source: AT PT Ops / operator returns

Annual Bus Patronage (excl. NEX)



Annual Ferry Patronage



Bus (excl. Northern Express) - Other bus services carried 52,060,766 passenger trips for the 12-months to Feb-2014, an increase of +0.5% on the 12-months to Jan-2014. Other bus services patronage for Feb-2014 was 4,408,736, an increase of 275,971 boardings or +6.7% on Feb-2013, normalised to ~ +6.6% accounting for special events in Feb-2014 compared to Feb-2013.
 Source: AT PT Ops / operator returns

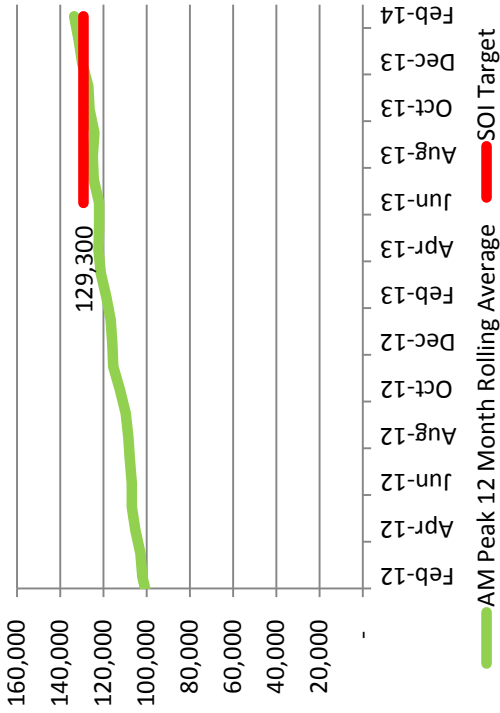
Ferry Trips - Ferry services carried 5,543,953 passenger trips for the 12-months to Feb-2014, a decrease of -1.6% on the 12 months to Jan-2014. Ferry services patronage for Feb-2014 was 459,923, a decrease of -87,641 boardings or -16.0% on Feb-2013. Ferry patronage on the Commercial Waiheke ferry service is showing a sharp decrease when compared to the same month last year. This anomaly is being investigated and will be reported back at the next board meeting. Source: AT PT Ops / operator returns

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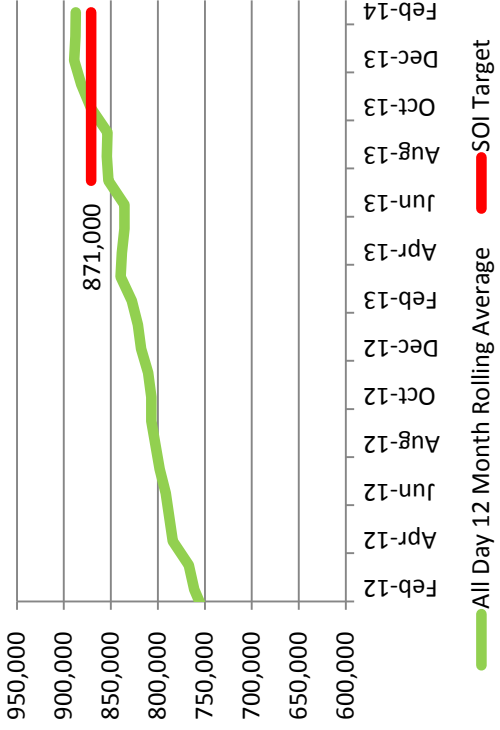


Monitor SOI Key Performance Indicators: Increased Access to a Wider Range of Transport Choices

AM Peak Cycling Counts



All Day 12 Month Rolling Cycling Counts



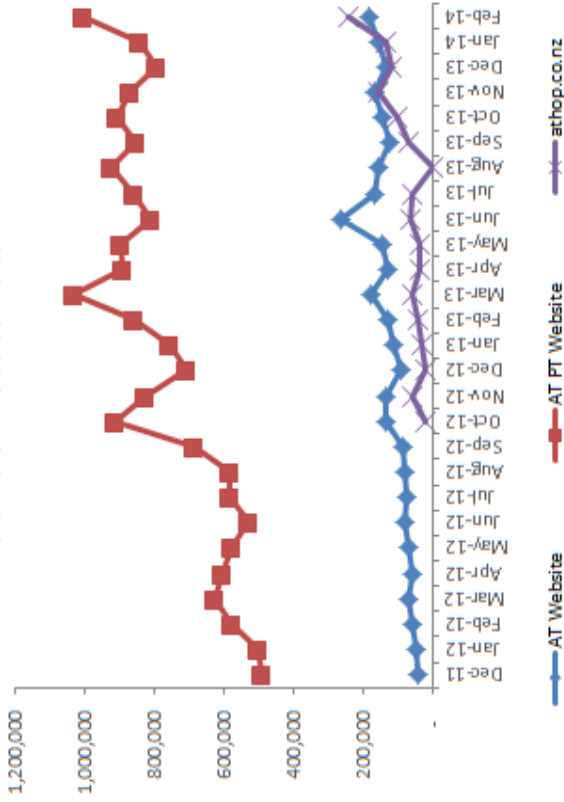
Cycling Counts - AT counts cyclists at 9 key sites around the region. The number of cyclist movements in Feb 2014 was 88,272. Morning peak movements increased by 16.3% when compared to Feb 2013. A total of 887,203 cycle trips were recorded for the 12 months to Feb 2014, an increase of 7.2% on the previous year. Cyclist numbers already exceed SOI targets.
 Source: AT Community Transport (reported 10th of the Month)

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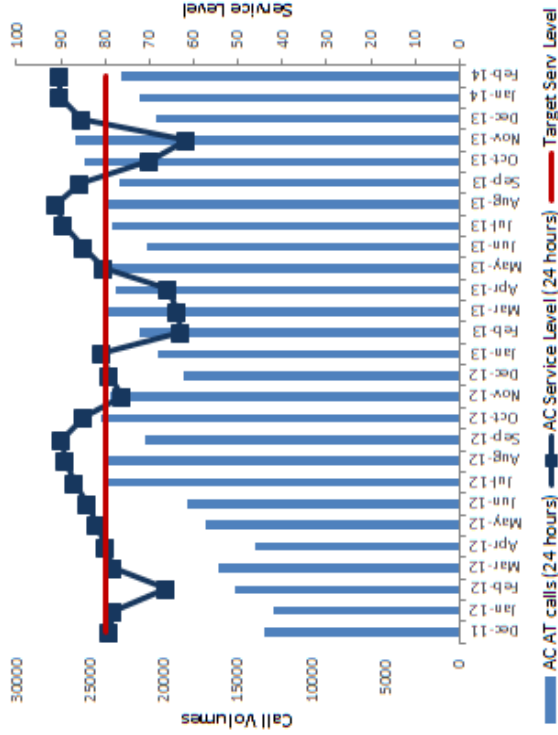


Key Performance Indicators: Customer Contact

Volume of website visits



Auckland Transport Call Centre: Incoming calls

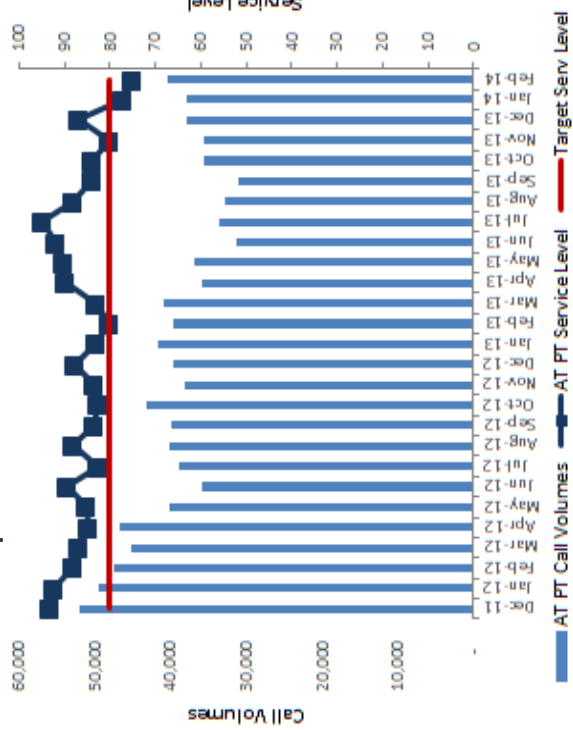


Volume of website visits - There was over 1 million visits to the AT Public Transport website in Feb 2014, up 17% from the same period last year and up 19% from the previous month. There was a 79% increase in visits to the AT HOP website compared to last month. The increase can be partially attributed to students returning to work, school and university but also due to the deadline for the withdrawal of the myHop card. The purple Hop website (myhop.co.nz) was also decommissioned Feb 28. There was an 18% growth in the number of visits to the Auckland Transport website.

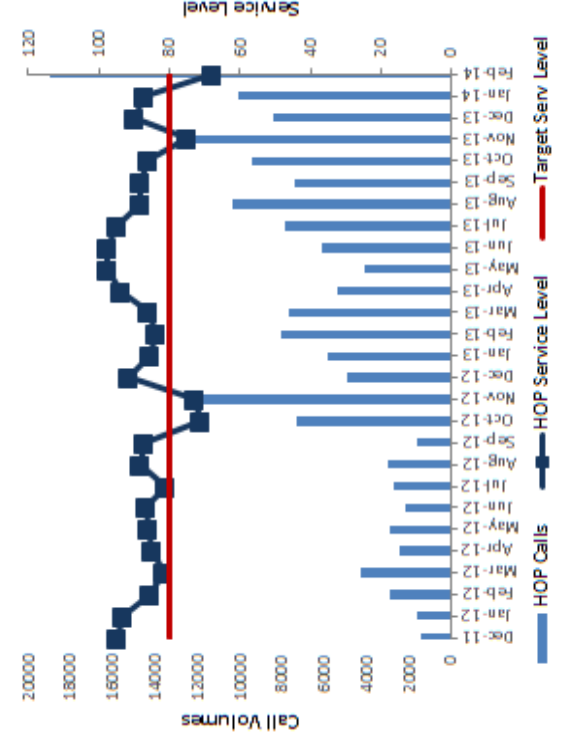
AT Public Transport Call Centre - Call volumes at the PT call centre increased by 6% compared to the previous month and a slight 1.6% increase compared to the same period last year. Significant events over February were bus route and timetable changes, rail network disruptions, NRL 9's, Lantern Festival, Eminem concert, Pride Parade, Teddy Bear's Picnic, Big Gay Out, Sky City Breakers, Australia vs NZ Cricket. The 75% service level in the PT call centre was below target this month. This is a 2.5% decrease compared to the previous month. AT Hop calls were up by 88% compared to last month with over 18,000 calls received — the previous highest call volume was around 12,000 calls in Nov 2013. The increase in electronic direct marketing messages and withdrawal of the purple hop card were the main reasons for the increase.

AT Specialist Team Call Centre - There was a 6% increase in call volumes compared to last month and also compared to the same time last year. Service level remained the same.

Public Transport Call Centre Volumes & Service Level



AT HOP Call Volumes & Service Level

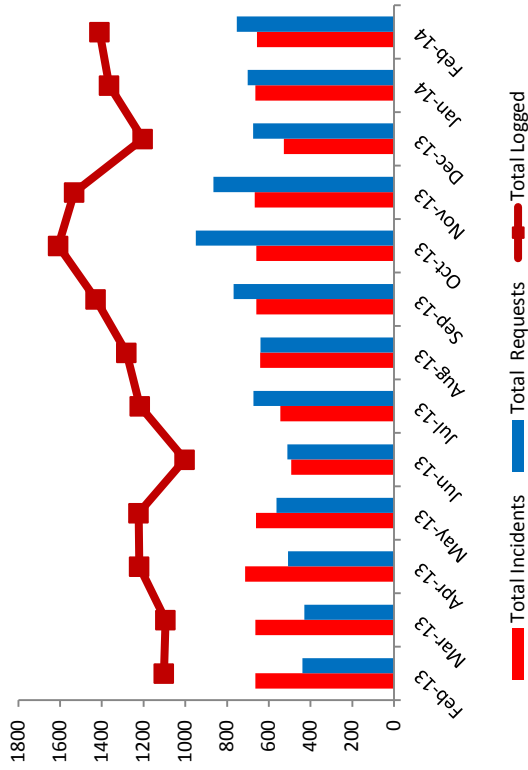


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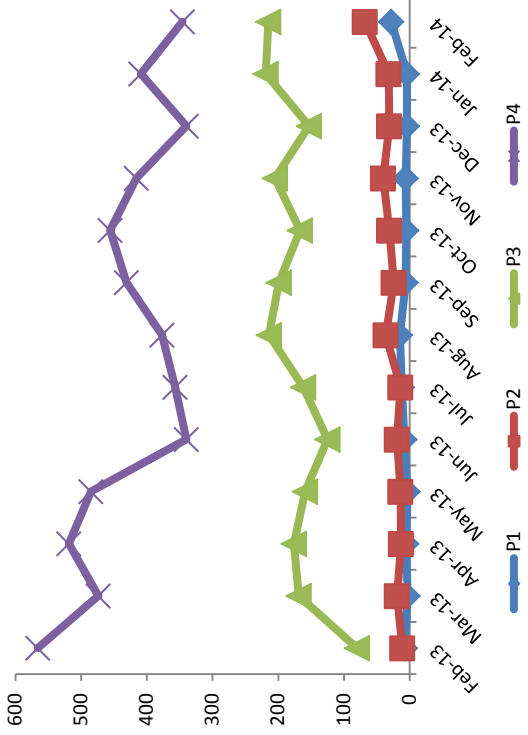


Business Technology Indicators: Service Desk

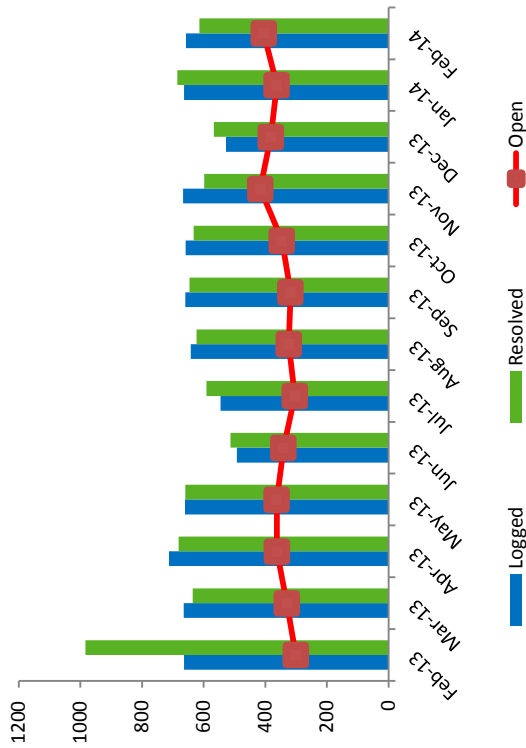
Total tickets logged



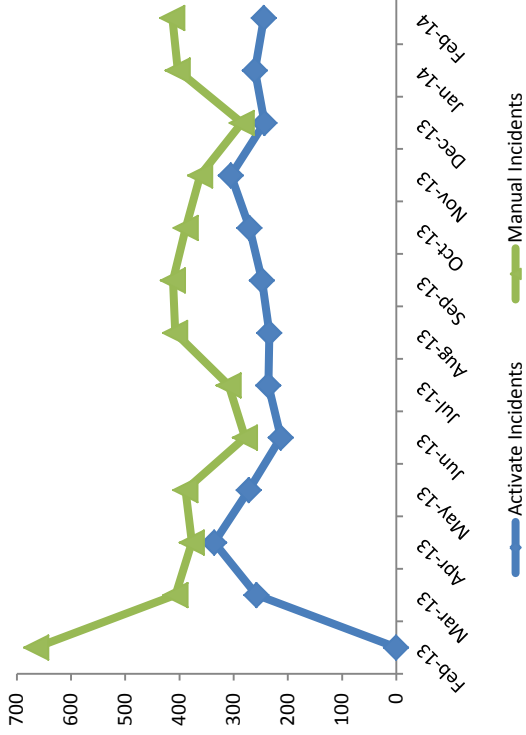
Incidents logged



Requests logged vs open



Activate/Manual tickets logged



Total tickets logged- The behaviour of "more requests vs incidents" continued in Feb '14, with numbers not too dissimilar (+55) from January '14. Given the expected increase of calls to be taken from February due to Parking Operations, and the fact that February is typically the first full month back to work, it would generally be expected that the volume of calls and tickets would be alot higher than it was. A small number of the total tickets logged included child tickets for some of the 13 Major Incidents that occurred throughout February, particularly the Outlook Disconnection issue which held approx 20 child tickets.

Incidents logged - February 2014 saw a significant increase in the number of P1 and P2 incidents logged over previous months. Approx half of the P1 incidents represented in this graph are child tickets of 'parent' P1 Incidents, so are not separate P1 Incidents in their own right.

P3 Incident numbers remained steady in February as compared with January, though much higher than previous months. This is likely due to the increased amount of services that have been brought into the AT Assist-Service Desk's purview since the beginning of 2014. March will see the addition of Facilities Operational Services also, where AT Assist will begin taking and managing calls for Busway and Rail Operations CCTV

Requests logged vs open - As of 1 March when this data snapshot was taken, there were 405 tickets outstanding across all the Provider Groups. This is quite high compared to previous months.

Weekly "Outstanding Tickets" reports are sent to all Provider Groups with reminders to close / resolve their tickets in a timely manner. For the first time since November 2013, more tickets were logged in the month than were resolved.

Activate/manual tickets logged - This graph shows the split of incidents logged via the Activate toolset, and via manual methods (ie phone / email). It shows the user uptake of the tool, and when combined with survey reports that will be published from April 2014 we will be able to determine what users see as positive aspects of using the Activate tool to log incidents, vs what they perceive negatively of the tool. The numbers for Feb 2014 are approximately similar to previous months (with obvious outliers), showing a much higher rate of users phoning and emailing the AT Assist-Service Desk vs logging incidents via Activate.

Auckland Transport - Transport Indicators Report March 2014



Business Technology Summary

Lync Dashboard

Performance Dashboard

Weekend data from 05/01/2014 to 02/03/2014
Note: Change the upper and lower limit of the slider to modify the Start and End date of the components in the tab.

Weekly Unique Log On Users Vs Active Users

Lync Session Detail Report

This report fetches data from 02/01/2014 to 02/03/2014

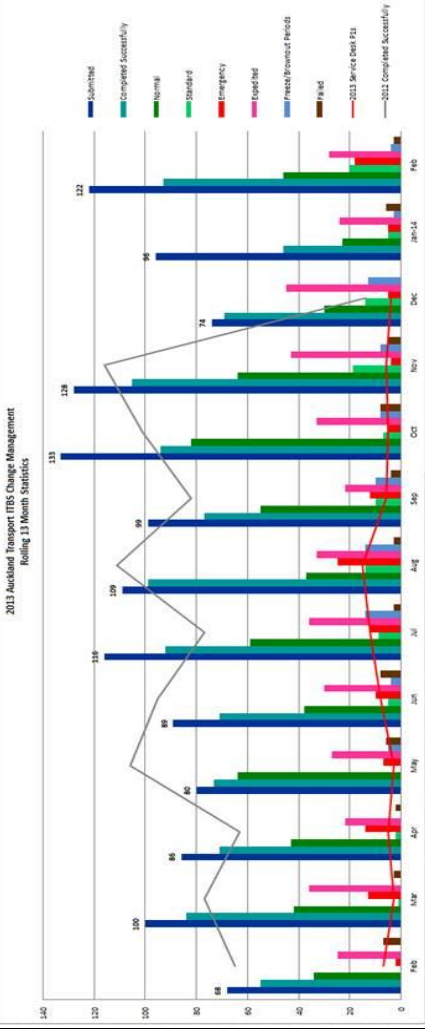
Weekly Lync-to-Lync Sessions

Total Weekly Conferences Vs Participants

Comment:

- Above dashboard shows weekly data from 30/12/2013 to 02/03/2014
- There were 523 users per day who have at least one logon session in this period, 94% of those are active users who have been involved in at least one peer-to-peer or conferencing session
- An average of 10,652 lync-to-lync sessions per week in the last 9 weeks, increased 23% compare to the previous month result mainly due to less usage during Christmas and New Year holiday.
- 64% of users elect instant messaging format for their lync-to-lync sessions.
- Around 148 conferences per week in average, increased 45% compare to the previous month. Each conference has 3.28 participants in average. These figures reflect an increase due to inactivity over the holiday period of the previous month. Next month will prove the anticipated upward trend in conference participation as we begin to encourage online meetings vs travelling to different sites.

Change Management



Comment:

- February 2014 has seen 55.74% increased volumes of submitted changes for the same month last year & a 78.69% increase since January 2014.
- 14.75% were Emergency Changes, which were required to resolve the high number of incidents logged.
- 22.95% were Expedited Changes for various Projects, which have increased since the same time last year. Thus 37.71% were fast tracked.
- A pleasing 50% reduction in Failed Changes from the same month last year & also since January

Website performance

AT Public Transport Analysis

Availability - 100.0%

Total Days	28 days
Full Failure	0.0 mins
Partial Failure	544.1 mins

Site Availability

Auckland Transport ATHop Analysis

Availability - 98.29%

Total Days	28 days
Full Failure	690.1 mins
Partial Failure	899.1 mins

Site Availability

Auckland Transport MyHop Analysis

Availability - 99.44%

Total Days	28 days
Full Failure	225.1 mins
Partial Failure	760.2 mins

Site Availability

Auckland Transport Feedback

Availability - 99.94%

Total Days	28 days
Full Failure	25.6 mins
Partial Failure	48.3 mins

Site Availability

Auckland Transport Fines Payment

Availability - 99.2%

Total Days	28 days
Full Failure	322.6 mins
Partial Failure	53.2 mins

Site Availability