

Measuring the effectiveness of the NZTA's public transport investment

5

MINUTES

The saving in delays per km in Auckland morning peak

The NZ Transport Agency (NZTA) constantly measures the effectiveness of our investment in public transport in order to ensure the best value for money is being achieved. This approach fits well with a State Services Commission goal to make sure agencies collect and publish performance information so New Zealanders can see what is working and what isn't.

Wider travel choices support government objectives

We invest in public transport in order to contribute to the following government priority objectives for land transport in New Zealand:

Economic growth and productivity

Value for money

Improved road user safety

We are also committed to improving the effectiveness of public transport. In doing so, we are extending the range of travel choices available to all New Zealanders, to suit different needs.

Measuring performance of public transport networks

Our *Statement of intent* includes two measures about public transport – congestion (especially in Auckland), and travel choice. The Auckland morning peak delay for car drivers has eased from 47 minutes to around 42 minutes over the last 3 years. In terms of travel choice, the percentage of people who think public transport is a good option for work or study trips has almost doubled, from 7% in 2000 to 13% in 2012.

As well as the measures in the *Statement of intent*, we measure the performance of public transport networks. This measurement takes into account the wider transport context within which public transport works. The key performance measures we use are:

- public transport boardings per National Land Transport Fund dollar spent
- fare revenue as a percentage of total expenditure/investment.

Sector wide monitoring is vital

To fully measure public transport effectiveness, we need to monitor and analyse a range of issues across the wider land transport system. The need for sector wide monitoring was recognised some years back and resulted in the Ministry of Transport, in collaboration with transport agencies, developing the Transport Monitoring Indicator Framework (TMIF).

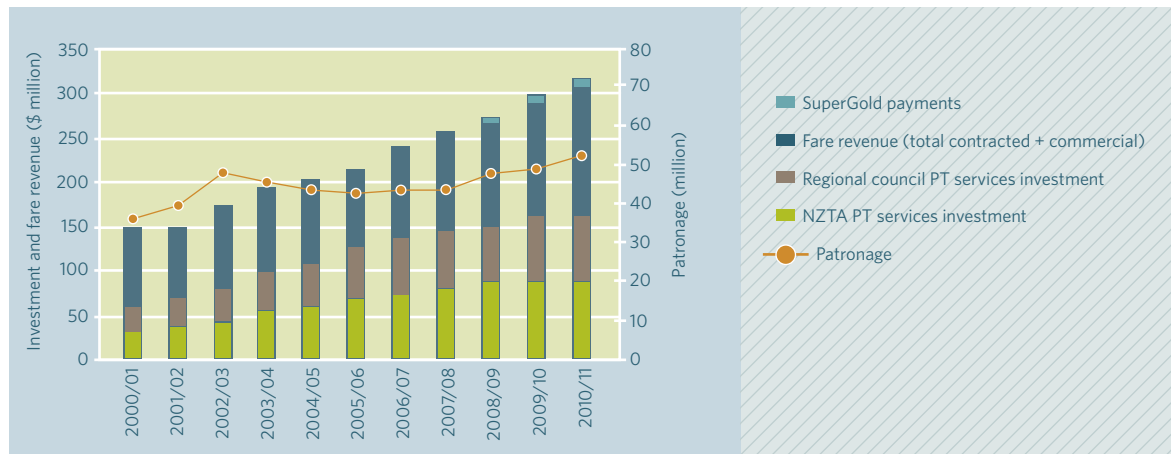
A number of TMIF measures are relevant to public transport monitoring and allow public transport monitoring to happen within a wider information context. This makes it easier for us to measure overall public transport effectiveness and what it means for an integrated transport network – what the trade-offs are, and how we can get the most out of the network.

What we monitor

To achieve government priority objectives, and to inform our other work in public transport (including providing advice and guidance), we monitor the following:

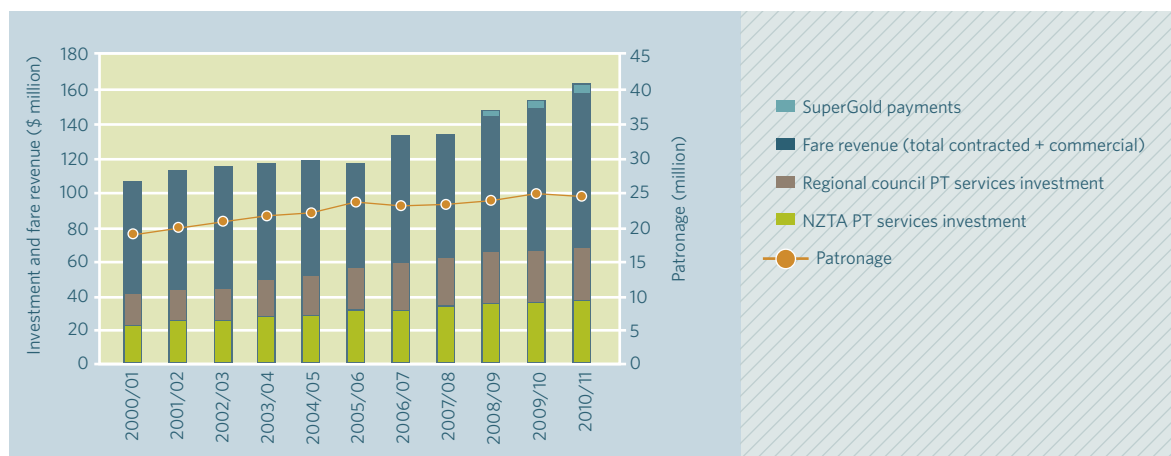
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|---------------------|-------------------------|--|
| Patronage | Fleet statistics | NITIS data acquisition |
| Average trip length | Contracting performance | NITIS reporting |
| Reliability | Customer satisfaction | NITIS operational costs (NITIS is the national integrated ticketing interoperability standard) |
| Investment (NZTA) | Farebox | |
| Investment (AO) | Service level inputs | |

Figure 3: Auckland trends in public transport services investment, fare revenue and patronage 2000/01-2010/11



Note: Investment and fare revenue in constant (2010) dollars.

Figure 4: Wellington trends in public transport services investment, fare revenue and patronage 2000/01-2010/11



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