



## Patronage

There are two ways to report on patronage: Passenger boardings and passenger journeys. A passenger journey is calculated by subtracting recorded transfers (movements from one vehicle to another within 30 minutes) from passenger boardings. Metlink generally reports passenger boardings given the lack of visibility on transfers between modes and on rail and ferry services.

### Bus Passenger boardings

Bus has recorded passenger boardings growth of 3.9% year on year. The bulk of this growth has come from Wellington City where boardings have increased 5.2% year on year. Boardings growth in Porirua has declined year on year following a historical trend, but this decline may be overstated in the current year due to the assumptions used to map the pre Jul-2018 routes to the new network map.

#### By area for May

	May-19	May-18	% Change
Wellington	1,834,240	1,725,541	6.3%
Hutt Valley	470,691	436,626	7.8%
Porirua	100,303	111,427	-10.0%
Kapiti	67,428	59,325	13.7%
Wairarapa	18,138	18,125	0.1%
<b>Total</b>	<b>2,490,800</b>	<b>2,351,044</b>	<b>5.9%</b>

#### By area - year to date (Jul - May)

	2018/19	2017/18	% Change
Wellington	16,747,317	15,919,848	5.2%
Hutt Valley	4,275,387	4,131,711	3.5%
Porirua	895,516	1,028,577	-12.9%
Kapiti	567,997	539,673	5.2%
Wairarapa	155,853	169,204	-7.9%
<b>Total</b>	<b>22,642,070</b>	<b>21,789,013</b>	<b>3.9%</b>

Note: Bus passenger boardings growth has been impacted by the new route network that was implemented in Jul 2018, with the new network requiring a higher rate of transfers. After accounting for this change in behavior there is still underlying passenger growth on the Metlink bus network, refer to page 20 of the [Sustainable Transport Committee 20 March 2019 Order Paper](#).

### Rail Passenger boardings

Rail continues to deliver strong passenger growth with boardings up 6.1% year on year. The majority of this growth has come from the Kapiti Line (+8.1% year on year) followed by the Hutt Valley Line (+7.1% year on year). Patronage on the Johnsonville Line has declined year on year, impacted by three morning and three evening peak services being replaced by buses (implemented as an interim measure to respond to train staff shortages) and the bus network changes implemented in July 2018.

#### By line for May

	May-19	May-18	% Change
Hutt Valley	609,836	546,333	11.6%
Kapiti	598,115	539,652	10.8%
Johnsonville	135,691	148,988	-8.9%
Wairarapa	72,665	71,466	1.7%
<b>Total</b>	<b>1,416,307</b>	<b>1,306,439</b>	<b>8.4%</b>

#### By line - year to date (Jul - May)

	2018/19	2017/18	% Change
Hutt Valley	5,586,786	5,216,879	7.1%
Kapiti	5,525,126	5,109,053	8.1%
Johnsonville	1,348,095	1,389,618	-3.0%
Wairarapa	718,899	703,585	2.2%
<b>Total</b>	<b>13,178,906</b>	<b>12,419,135</b>	<b>6.1%</b>

Peak rail patronage is up 7.9% year-to-date, and peak patronage on our 2 busiest lines (Hutt Valley Line and Kapiti Line - which together provide 84% of our rail customers) are up an average of 9.1% year-to-date. This growth dramatically increases the need for the proposed long distance rolling stock (dual mode electro-diesel multiple units) to also provide capacity for supplementing peak demand on both the Hutt Valley and Kapiti Lines.

#### Peak by line for May

	May-19	May-18	% Change
Hutt Valley	422,705	382,518	10.5%
Kapiti	395,634	362,737	9.1%
Johnsonville	88,102	95,968	-8.2%
Wairarapa	61,117	60,008	1.8%
<b>Total</b>	<b>967,558</b>	<b>901,231</b>	<b>7.4%</b>

#### Peak by line - year to date (Jul - May)

	2018/19	2017/18	% Change
Hutt Valley	3,795,831	3,486,987	8.9%
Kapiti	3,563,975	3,260,308	9.3%
Johnsonville	834,144	826,484	0.9%
Wairarapa	575,385	554,946	3.7%
<b>Total</b>	<b>8,769,335</b>	<b>8,128,725</b>	<b>7.9%</b>

## Ferry Passenger boardings

For May

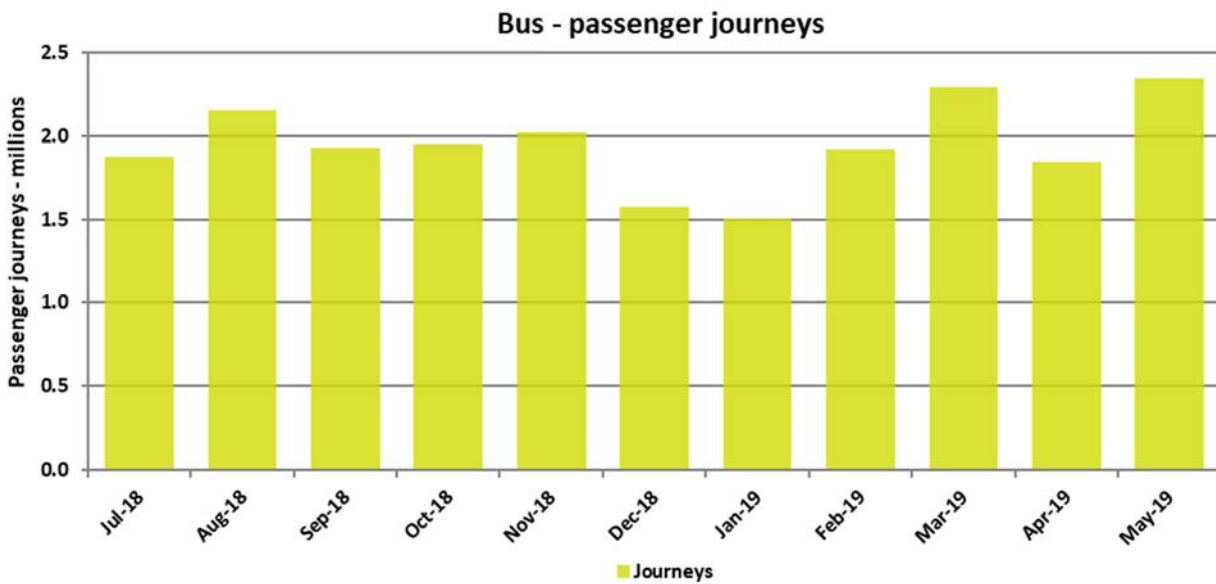
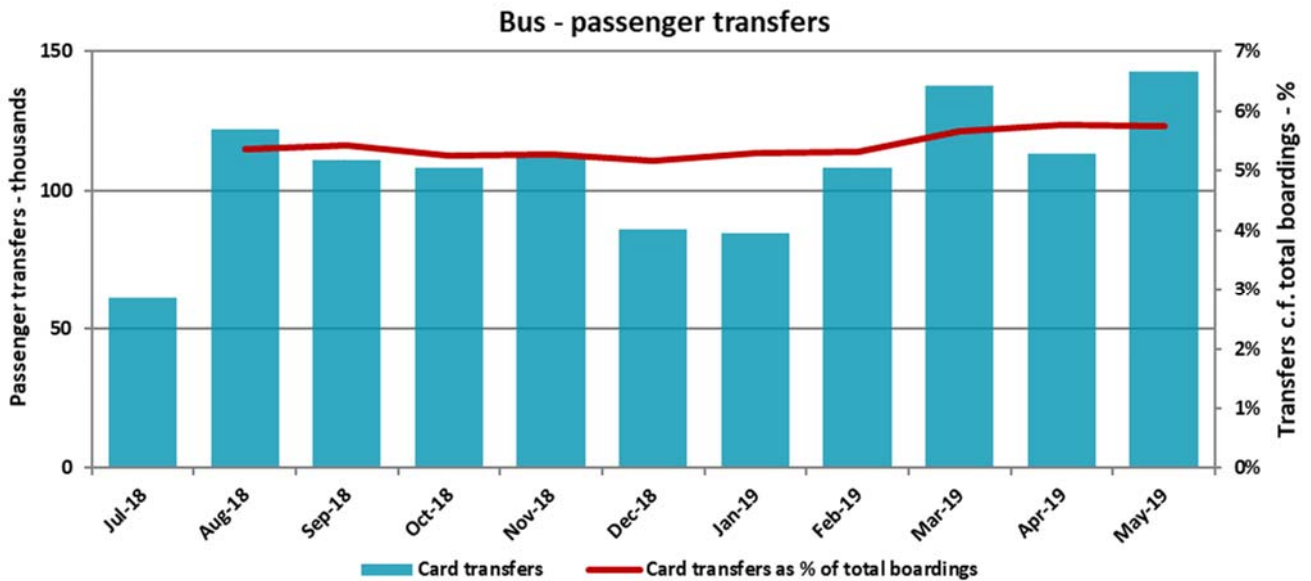
	May-19	May-18	% Change
Total	16,752	14,271	17.4%

Year to date (Jul - May)

	2018/19	2017/18	% Change
Total	188,831	191,338	-1.3%

## Bus Passenger transfers and Journeys

Card transfers account for 5.4% of year to date passenger boardings, with transfers consistently ranging between 5.2% and 5.8%. Metlink is only able to report on transfer data for all bus services since mid-July 2018 when Snapper was implemented on all Metlink buses.

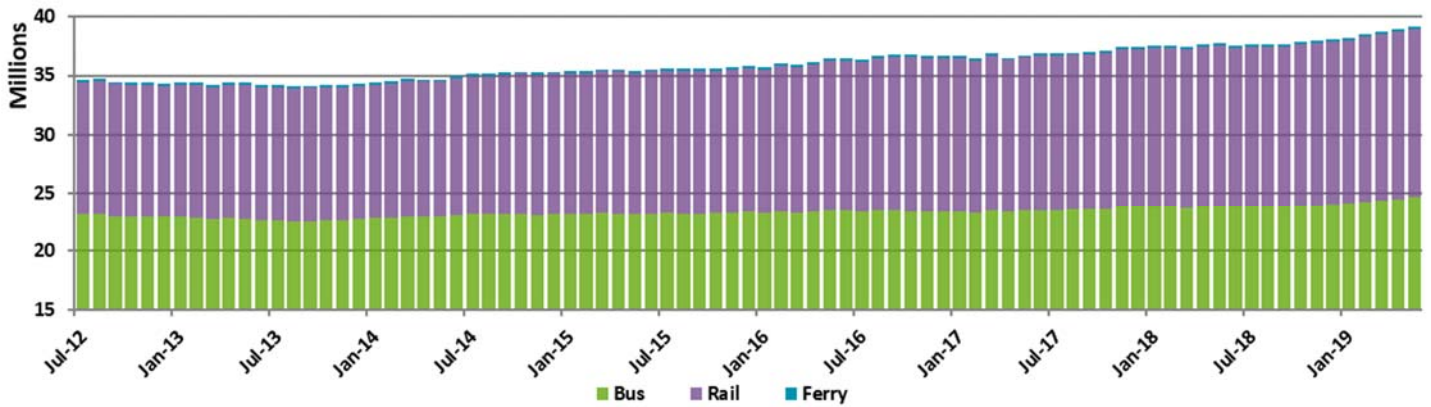


## Passenger boardings trend

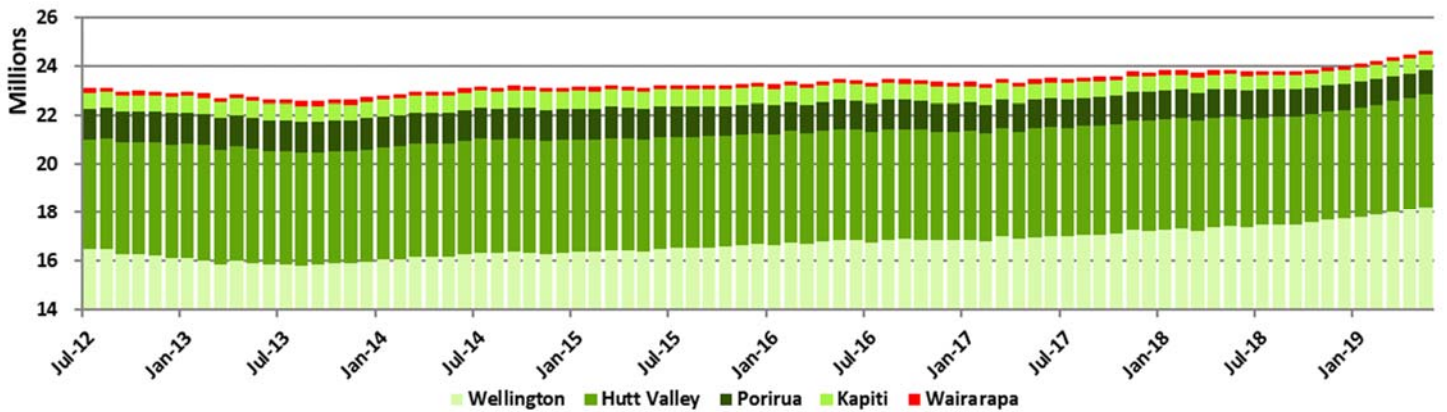
The following graphs show the number of passenger boardings using a 12 month rolling total. Boardings growth is occurring on bus and rail. However, ferry boardings are in decline after peaking in the year to January 2018.

Please note: in order to show all modes/areas in the bar graphs below, the axes do not start at zero. Visually this means that the bottom section of each bar is not proportional to the upper sections in the bar.

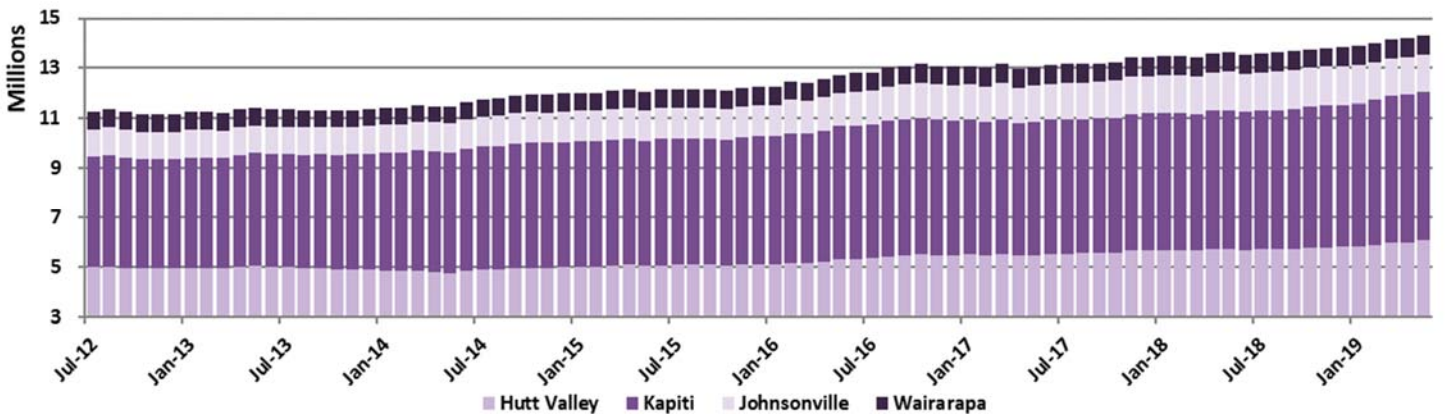
### All modes



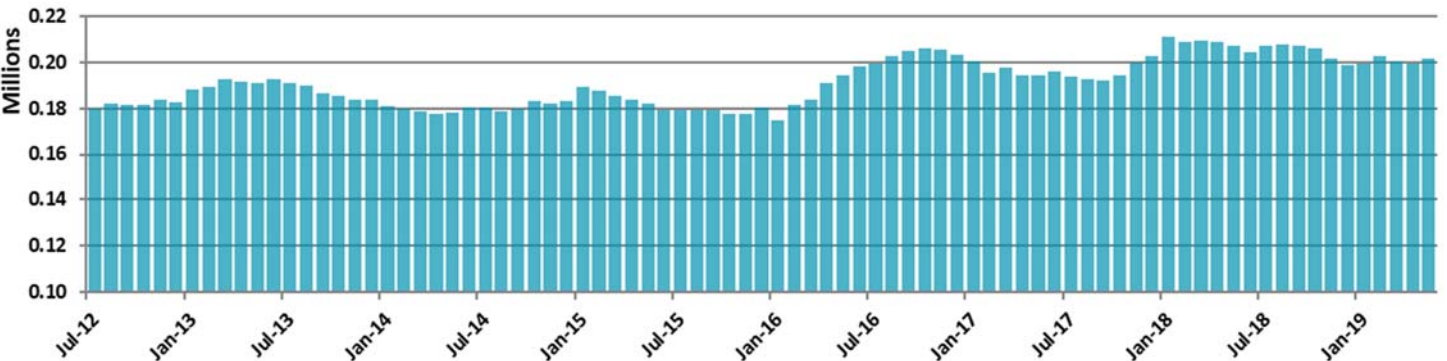
### Bus



### Rail



### Ferry





# Bus service delivery

## Reliability

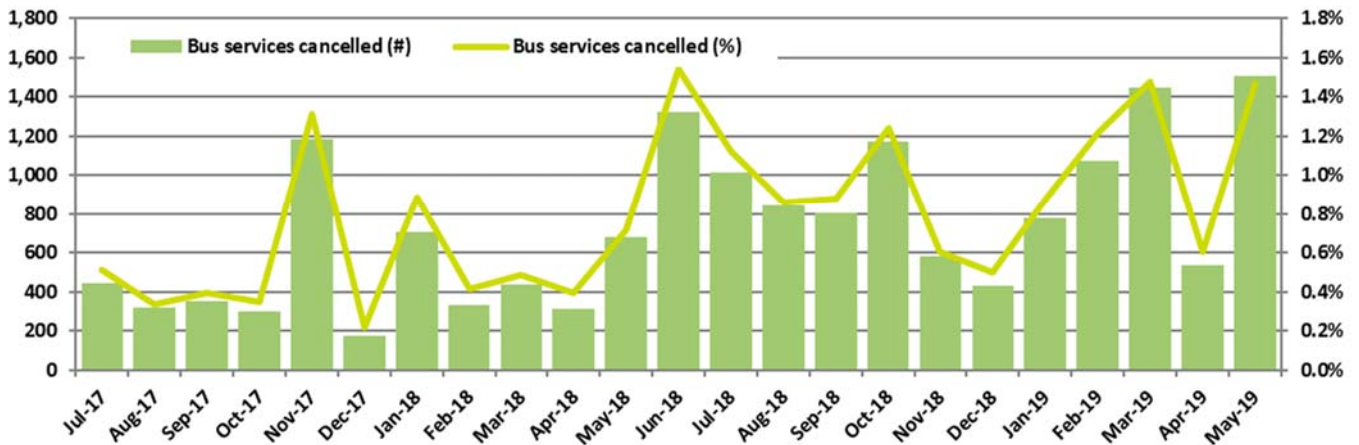
The bus reliability measure shows the percentage of scheduled services that actually ran, as tracked by RTI and Snapper systems. 97.9% of bus service were delivered reliably in May 2019. Service reliability continues to be impacted by driver shortages mainly for NZ Bus and Tranzurban operations. NZ Bus also cancelled 350 services on 21 May when a union stop work meeting was held between 9:30 am and 3 pm.

Note: The “bus services cancelled (%)” has been restated for March 2019 due to an earlier error.

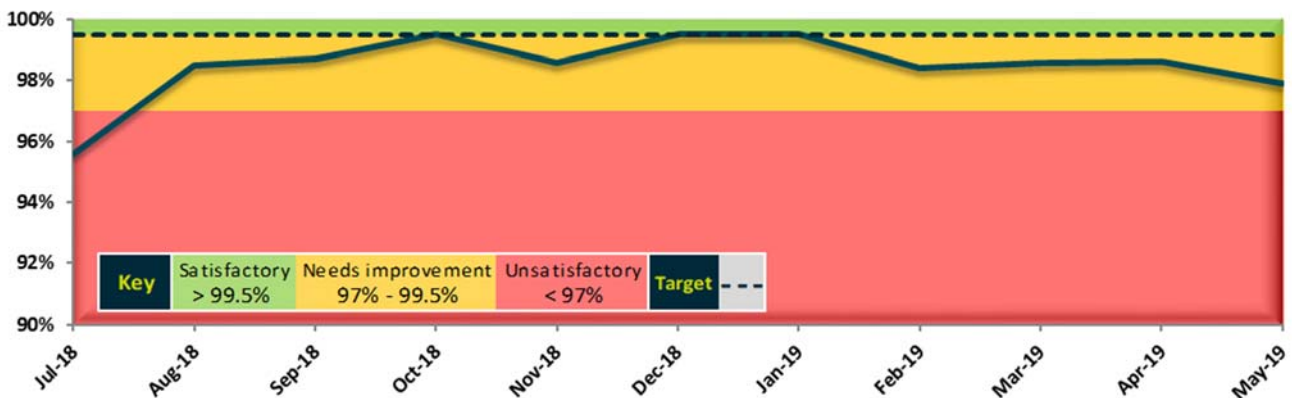
### Reliability - current month

	May-19
Wellington City	
Newlands & Tawa	99.7%
East, West & City	96.7%
North, South, Khandallah & Brooklyn	97.3%
Hutt Valley	99.0%
Porirua	98.5%
Kapiti	99.6%
Wairarapa	98.9%
<b>Total</b>	<b>97.9%</b>

### Bus services cancelled



### Bus reliability





## Punctuality

We measure bus punctuality by recording the bus departure from origin, leaving between one minute early and five minutes late. Bus service punctuality in May was 92.5%, and 92.4% year to date. Newlands & Tawa, Kapiti, and Wairarapa are being provided with a satisfactory level of performance, but improvement is required in all other sub-regions. The poorest punctuality performance is occurring in the East, West & City sub-region.

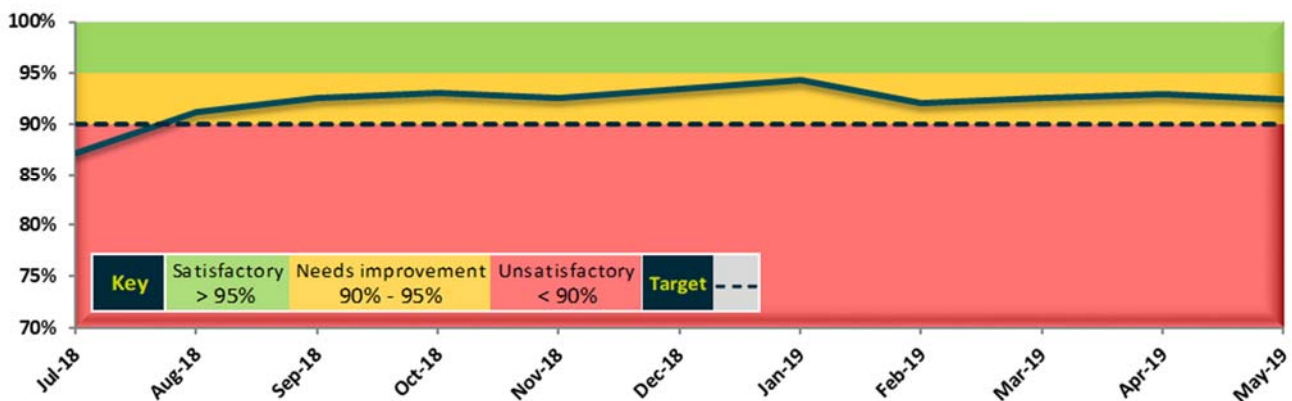
### Punctuality - current month

	May-19
Wellington City	
Newlands & Tawa	96.1%
East, West & City	89.2%
North, South, Khandallah & Brooklyn	92.3%
Hutt Valley	94.0%
Porirua	94.5%
Kapiti	98.1%
Wairarapa	95.5%
<b>Total</b>	<b>92.5%</b>

### Punctuality - year to date (Jul - May)

	2018/19
Wellington City	
Newlands & Tawa	95.9%
East, West & City	89.6%
North, South, Khandallah & Brooklyn	91.3%
Hutt Valley	93.8%
Porirua	95.3%
Kapiti	97.9%
Wairarapa	93.1%
<b>Total</b>	<b>92.4%</b>

### Bus punctuality



## Correct bus used

To deliver an efficient bus service Metlink requires operators to run different bus sizes based on time of day and route. In May 98% of bus services were delivered using the contracted bus size, a significant improvement over the year to date figure of 88%. This improvement has been achieved through timetable and fleet changes made in partnership with the bus operators.

### Correct bus used - current month

	May-19
Wellington City	
Newlands & Tawa	99%
East, West & City	99%
North, South, Khandallah & Brooklyn	95%
Hutt Valley	97%
Porirua	100%
Kapiti	100%
Wairarapa	100%
<b>Total</b>	<b>98%</b>

### Correct bus used - year to date (Jul - May)

	2018/19
Wellington City	
Newlands & Tawa	98%
East, West & City	76%
North, South, Khandallah & Brooklyn	91%
Hutt Valley	93%
Porirua	99%
Kapiti	99%
Wairarapa	97%
<b>Total</b>	<b>88%</b>



# Rail service delivery

## Reliability

The rail reliability measure shows the percentage of scheduled services that depart from origin and key stations no earlier than 30 seconds before the scheduled time, meet the consist size for the scheduled service, and stop at all stations timetabled for the service.

Rail service reliability is 93.5% in May, and 95.3% year to date. Reliability on the Johnsonville line has declined more than other lines as the operator aims to minimize the number of passengers impacted by un-reliable services. Performance across all lines has declined (year to date and current month) as staff shortages and maintenance issues have impacted on service delivery. This metric is expected to improve during June as the number of trains running with short consists has reduced dramatically since the middle of May.

Reliability - current month

	May-19	May-18	% Change
Hutt Valley	95.7%	98.0%	-2.3%
Kapiti	94.8%	96.7%	-1.9%
Johnsonville	88.0%	99.2%	-11.2%
Wairarapa	94.9%	98.1%	-3.2%
<b>Total</b>	<b>93.5%</b>	<b>97.9%</b>	<b>-4.4%</b>

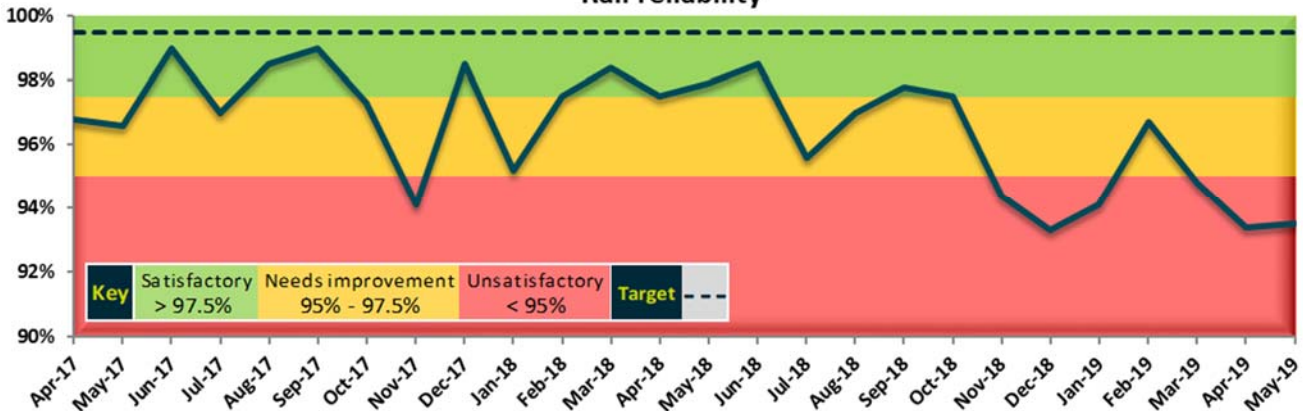
Reliability - year to date (Jul - May)

	2018/19	2017/18	% Change
Hutt Valley	95.7%	97.2%	-1.5%
Kapiti	96.1%	97.3%	-1.2%
Johnsonville	93.8%	98.0%	-4.2%
Wairarapa	93.0%	95.1%	-2.1%
<b>Total</b>	<b>95.3%</b>	<b>97.4%</b>	<b>-2.1%</b>

Rail services cancelled



Rail reliability



## Punctuality

The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.

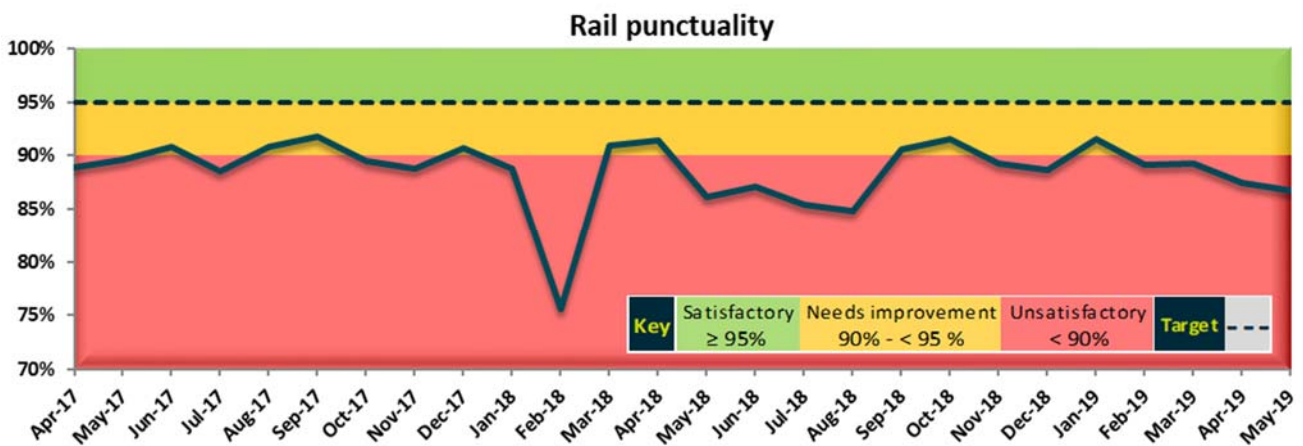
Punctuality tracked poorly throughout May. The worst performing days were the 21st and the 30th of May, with performance dipping to 81.7% and 73.4% respectively. The 21st was attributed to a signal outage across the network, and the 30th was due to weather, particularly slippery tracks. Throughout the final week of May 4 days tracked below 90% due to rainfall and track conditions, and had the biggest impact on overall monthly performance pulling down the final monthly result.

**Punctuality - current month**

	May-19	May-18	% Change
Hutt Valley	84.4%	85.7%	-1.3%
Kapiti	82.9%	82.2%	0.7%
Johnsonville	98.0%	94.3%	3.7%
Wairarapa	58.4%	57.8%	0.6%
<b>Total</b>	<b>86.7%</b>	<b>86.1%</b>	<b>0.6%</b>

**Punctuality - year to date (Jul - May)**

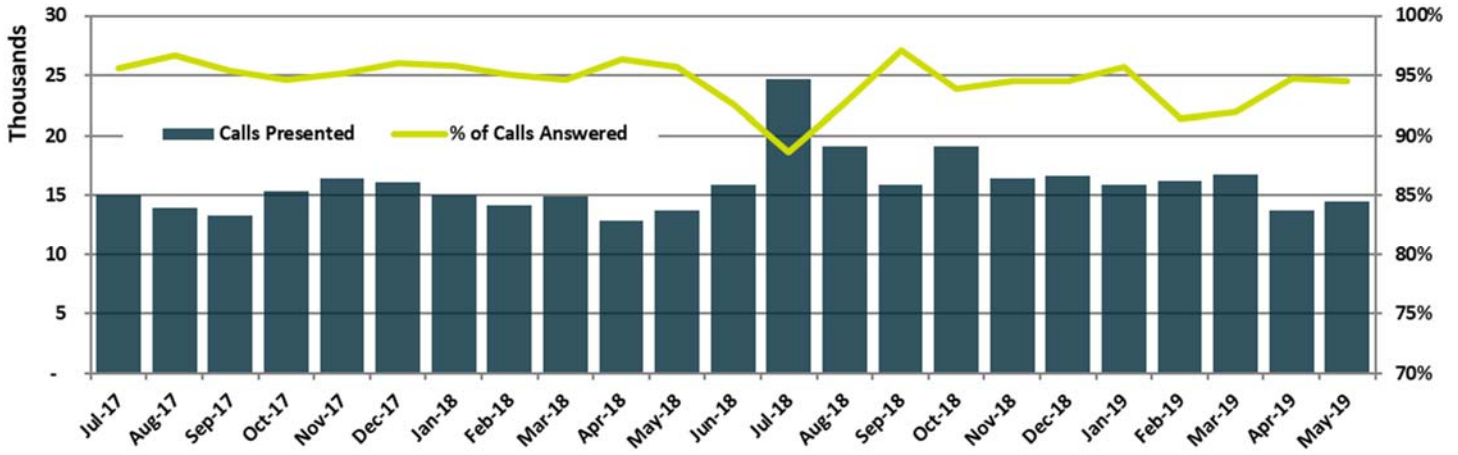
	2018/19	2017/18	% Change
Hutt Valley	88.8%	86.9%	1.9%
Kapiti	83.7%	86.6%	-2.9%
Johnsonville	97.3%	97.3%	0.0%
Wairarapa	58.0%	46.2%	11.8%
<b>Total</b>	<b>88.6%</b>	<b>88.4%</b>	<b>0.2%</b>



# Customer Contact

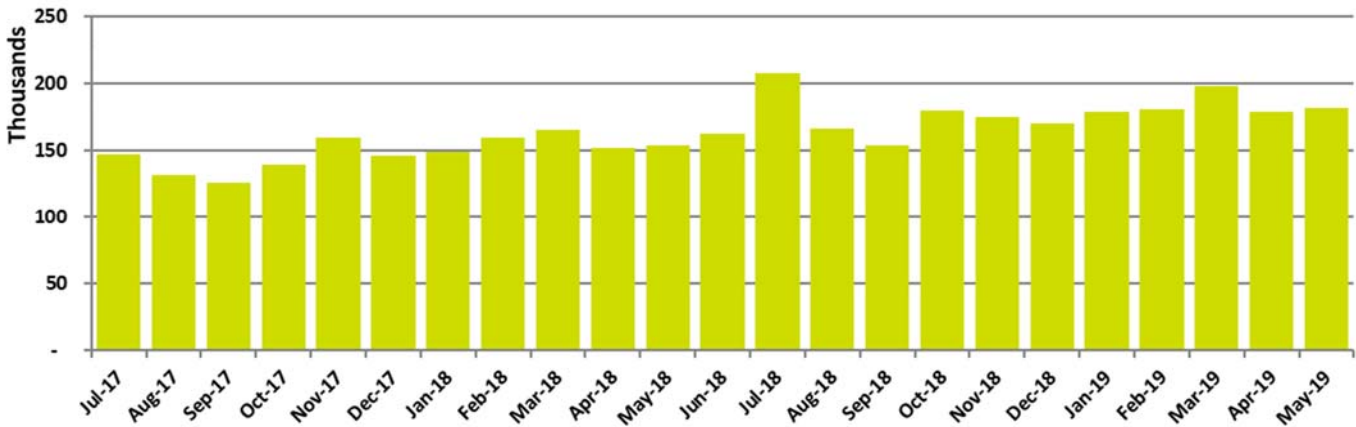
## Call centre incoming calls

94.6% of the 14,424 calls received in May-19 were answered. Calls answered has returned to normal levels after trending lower during the busy months of February and March.



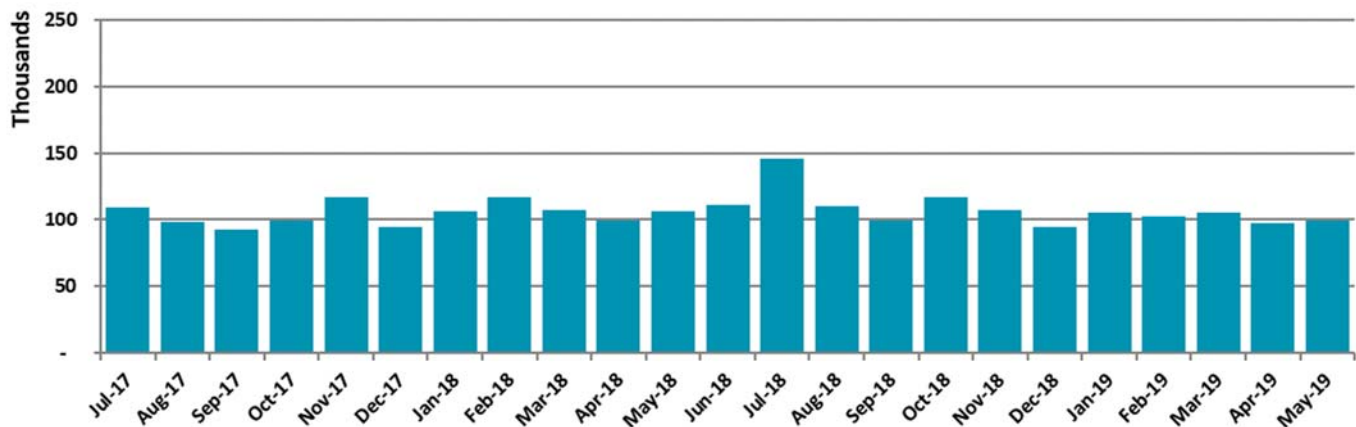
## Metlink app – unique users

In May-19 there were 182,000 unique users of the Metlink app. This is an 18% increase against May-18.



## Metlink website – unique users

In May-19 there were 99,000 unique users of the Metlink website. This is a 7% decrease against May-18.



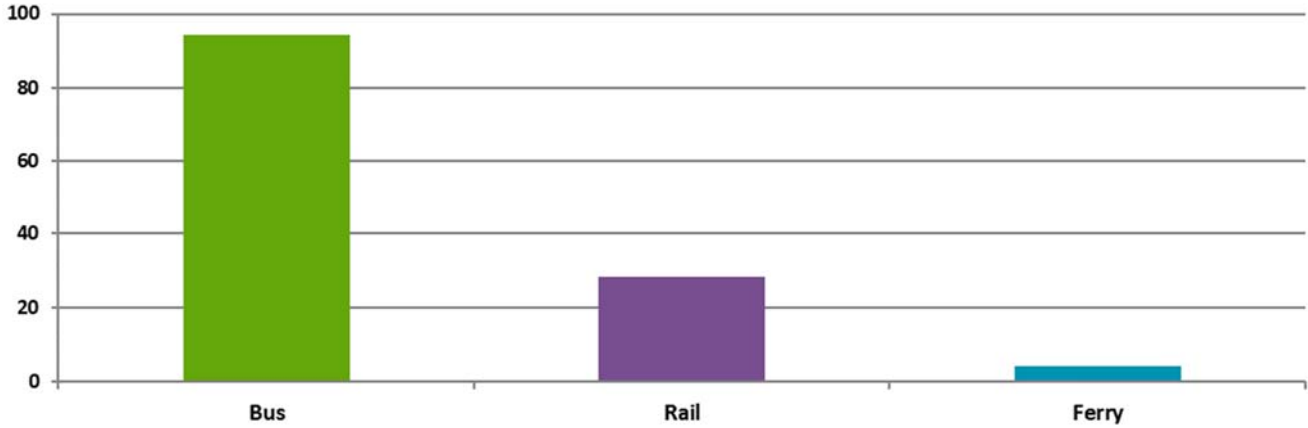


# Complaints

## Complaints volume

To compare complaint volumes, Metlink report the number of complaints per 100,000 passenger boardings. This shows that complaint volumes relative to passenger boardings are higher for bus than any other mode.

Complaints per 100,000 passenger boardings - year to date



## Bus complaints

Bus complaints have increased by 143% on the same period for the previous year, but are trending lower after peaking in March. Operational performance and staff related complaints made up 84% of all bus complaints during May.

Bus complaints for current month

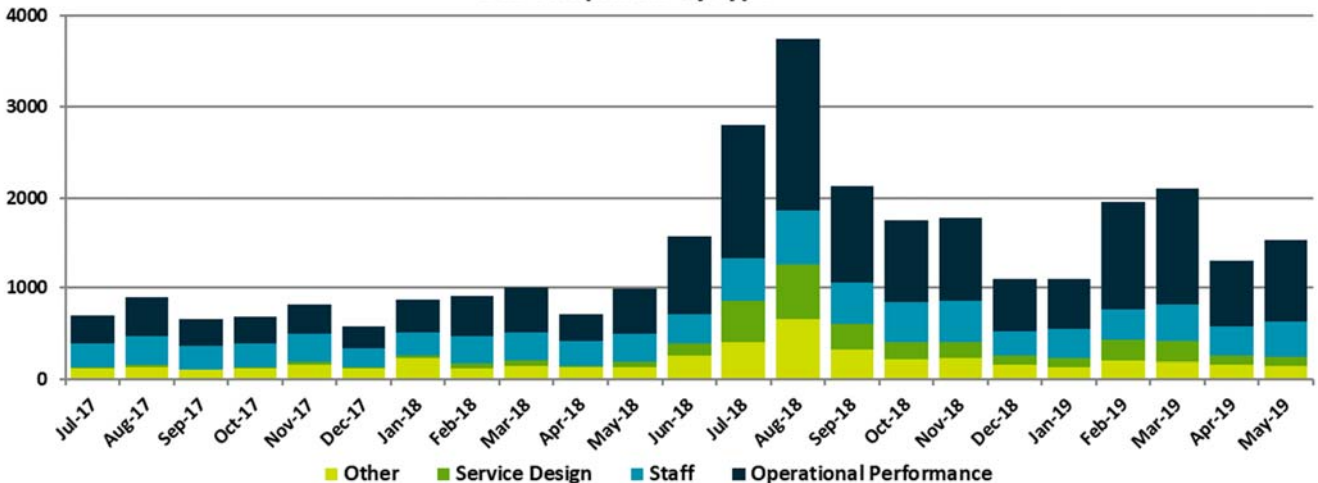
	May-19	May-18	% Change
Wellington			
Newlands, Tawa	29		
East-West, City	622		
North-south, Khandallah, Brooklyn	517		
Hutt Valley	261		
Porirua	69		
Kapiti	23		
Wairarapa	3		
<b>Total</b>	<b>1,524</b>	<b>986</b>	<b>54.6%</b>

Bus complaints - year to date (Jul - May)

	2018/19	2017/18	% Change
Wellington			
Newlands, Tawa	519		
East-West, City	8,542		
North-south, Khandallah, Brooklyn	8,784		
Hutt Valley	2,963		
Porirua	241		
Kapiti	303		
Wairarapa	17		
<b>Total</b>	<b>21,369</b>	<b>8,811</b>	<b>142.5%</b>

Area split not available prior to July 2018

Bus complaints by type



## Rail complaints

Rail complaints have increased by 53% on the same period for the previous year. Complaints volumes have increased on the Hutt Valley line as bus replacements required for the traction upgrade are regularly impacting on passengers' travel. Three morning and three evening peak services are being bus replaced on the Johnsonville line and a decline in reliability has led to an increase in complaints volumes. Rail complaints are expected to be lower for June as the number of trains running with short consists has reduced dramatically since the middle of May.

**Rail complaints current month**

	May-19	May-18	% Change
Hutt Valley	166	98	69.4%
Kapiti	94	89	5.6%
Johnsonville	29	16	81.3%
Wairarapa	26	26	0.0%
General	57	35	62.9%
<b>Total</b>	<b>372</b>	<b>264</b>	<b>40.9%</b>

**Rail complaints - year to date (Jul - May)**

	2018/19	2017/18	% Change
Hutt Valley	1,315	756	73.9%
Kapiti	1,274	782	62.9%
Johnsonville	333	159	109.4%
Wairarapa	289	356	-18.8%
General	520	379	37.2%
<b>Total</b>	<b>3,731</b>	<b>2,432</b>	<b>53.4%</b>

**Rail complaints by type**

