

Metlink performance report



November 2019

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.

November 2019 had one less working day than the same month the previous year, which affects the direct comparison of monthly patronage figures between years.

Bus Passenger boardings

Bus has recorded passenger boardings growth of 3.0% on November last year and 7.9% year on year.

Actual passenger boarding growth year to date is likely to be less than shown, as we did not capture all data during July to September 2018, due to operational and system issues following major changes to the network in July 2018. The exception is Wairarapa, where the bus service began in April 2018 and data for 2018/19 was reliable.

By area for November

	Nov-19	Nov-18	% Change
Wellington	1,608,152	1,573,000	2.2%
Hutt Valley	434,219	414,067	4.9%
Porirua	88,695	83,783	5.9%
Kapiti	55,058	51,753	6.4%
Wairarapa	15,495	15,572	-0.5%
Total	2,201,619	2,138,175	3.0%

By area - year to date (Jul-Nov)

	2019/20	2018/19	% Change
Wellington	8,294,639	7,770,111	6.8%
Hutt Valley	2,172,352	1,941,730	11.9%
Porirua	449,322	413,802	8.6%
Kapiti	288,749	260,987	10.6%
Wairarapa	76,549	72,493	5.6%
Total	11,281,611	10,459,123	7.9%

Rail Passenger boardings

Peak rail patronage is up 3.8% for the year to date, compared to the same period last year. Peak patronage on our two busiest lines (Hutt Valley Line and Kapiti Line - which together provide 84% of our rail customers) are up an average of 4.8% for the year to date.

Peak by line for November

	Nov-19	Nov-18	% Change
Hutt Valley	377,814	365,781	3.3%
Kapiti	338,484	349,126	-3.0%
Johnsonville	77,763	76,743	1.3%
Wairarapa	54,844	55,453	-1.1%
Total	848,905	847,103	0.2%

Peak by line - year to date (Jul-Nov)

	2019/20	2018/19	% Change
Hutt Valley	1,919,790	1,805,735	6.3%
Kapiti	1,747,752	1,693,641	3.2%
Johnsonville	393,650	408,478	-3.6%
Wairarapa	283,608	276,300	2.6%
Total	4,344,800	4,184,154	3.8%

Total rail boardings have recorded growth of -0.2% for the month and 2.4% for the year to date, compared to the same period last year. November this year had one less working day.

By line for November

	Nov-19	Nov-18	% Change
Hutt Valley	533,987	520,478	2.6%
Kapiti	517,276	525,334	-1.5%
Johnsonville	119,067	124,957	-4.7%
Wairarapa	67,361	69,034	-2.4%
Total	1,237,691	1,239,803	-0.2%

By line - year to date (Jul-Nov)

	2019/20	2018/19	% Change
Hutt Valley	2,726,106	2,606,153	4.6%
Kapiti	2,636,355	2,573,826	2.4%
Johnsonville	613,495	649,431	-5.5%
Wairarapa	340,918	338,965	0.6%
Total	6,316,874	6,168,375	2.4%

Ferry Passenger boardings

Ferry boardings show an increase of 5.0% for the year to date compared to the same period last year. Weather conditions often affect the numbers of passengers using the ferry.

For November

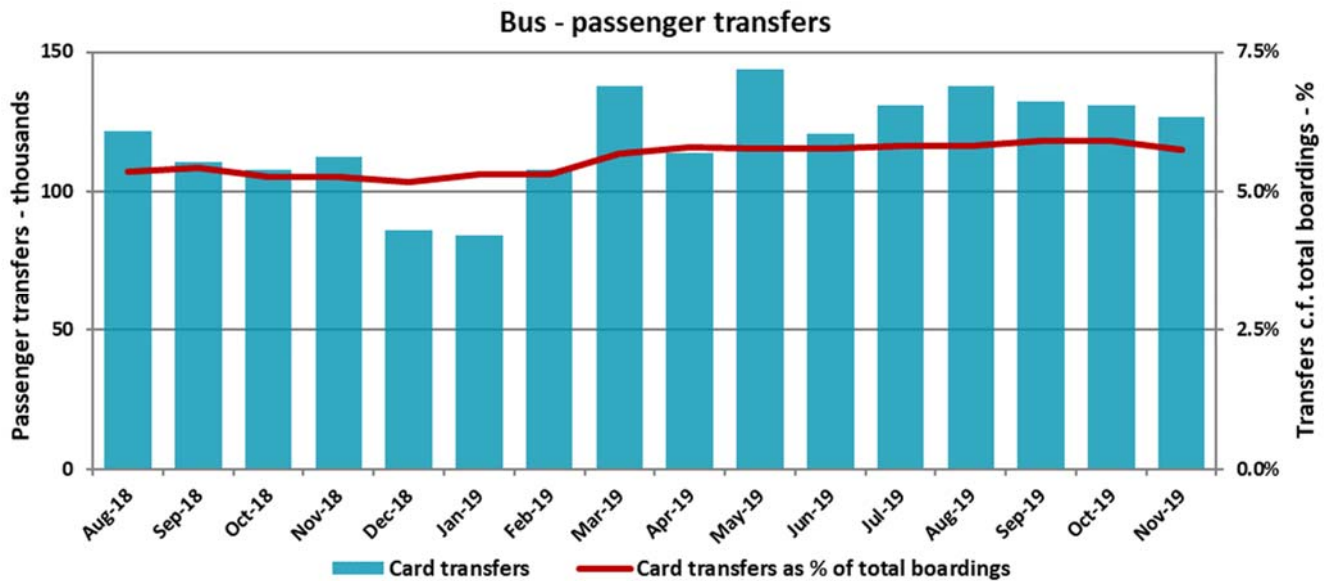
	Nov-19	Nov-18	% Change
Total	18,542	16,394	13.1%

Year to date (Jul-Nov)

	2019/20	2018/19	% Change
Total	78,290	74,582	5.0%

Bus Passenger transfers and Journeys

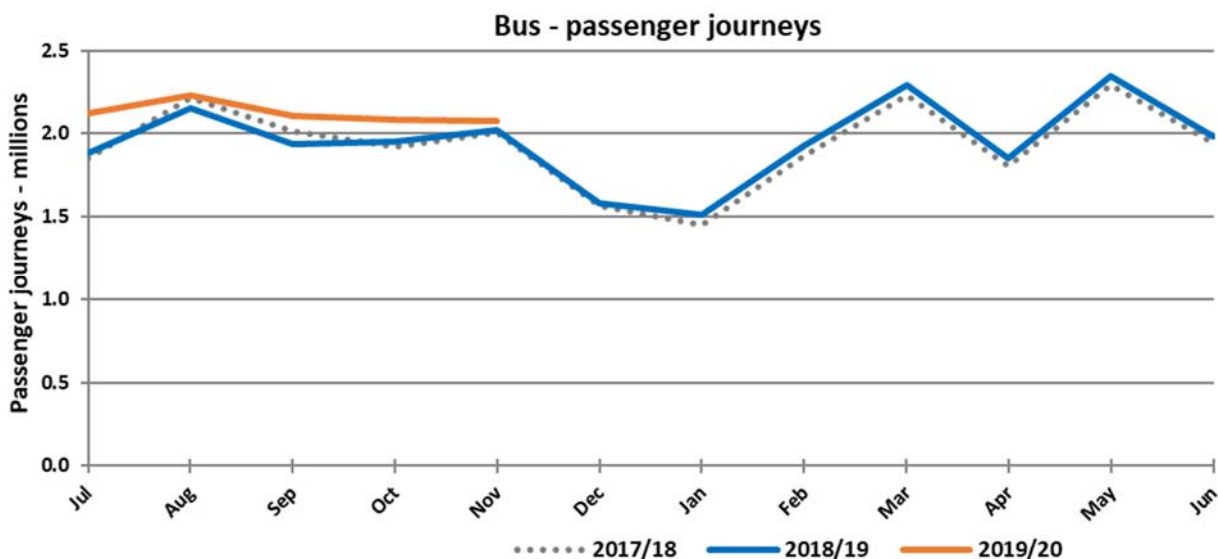
Metlink allows bus to bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers account for 5.8% of year to date passenger boardings. Transfers for 2019 are consistently between 5.3% and 5.9%.¹



The graph below compares bus passenger journeys (passenger boardings less transfers) financial year-on-financial year:

- 2017/18 (1 July 2017 to 30 June 2018) is prior to the major network changes being implemented.
- 2018/19 (1 July 2018 to 30 June 2019) captures 11 ½ months of activity after the major network changes were implemented on 15 July 2018.

Metlink knows that not all journey data was being collected in the first few months of 2018/19 due to operational and system issues as major network changes were implemented. This is reflected in the graph below where the blue line falls below 2017/18 figures. By October 2018 it appears most issues were corrected, so actual bus journey growth year on year is likely to be close to the 6.8% increase for November 2019.

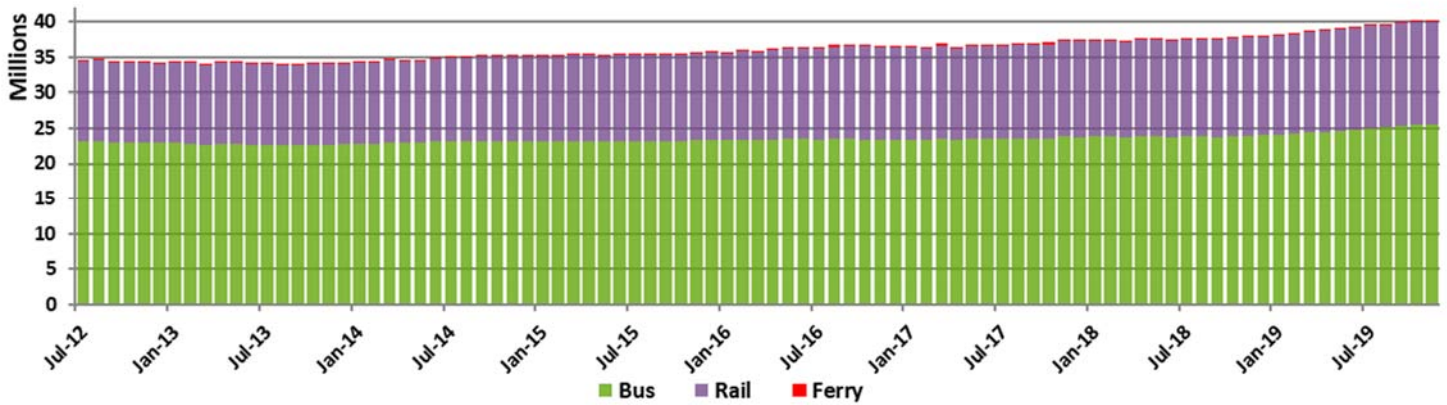


¹ Prior to the new Network transfers accounted for c. 2.6% based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

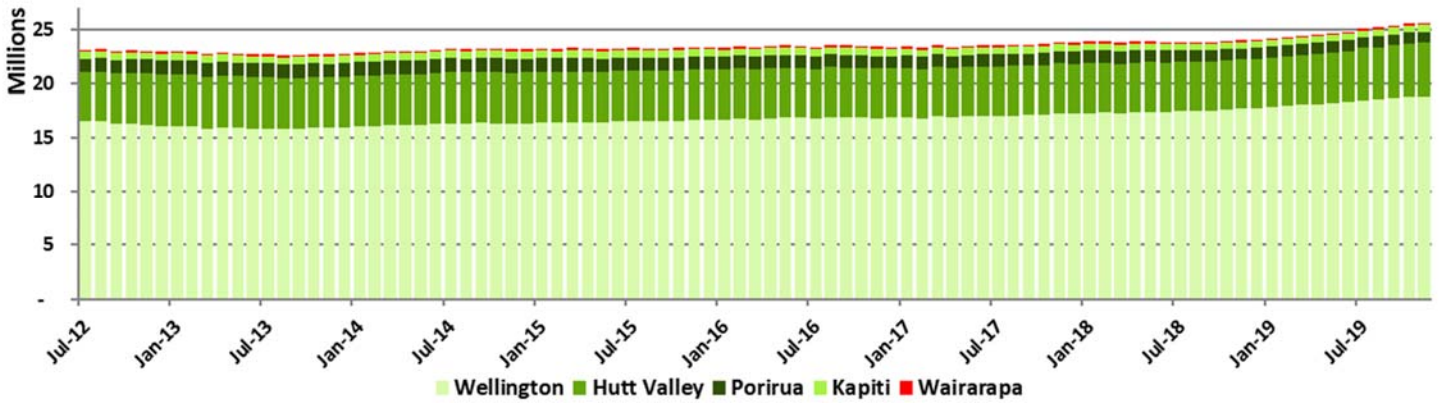
Passenger boardings trend

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 have declined slightly after peaking in the year to January 2018.

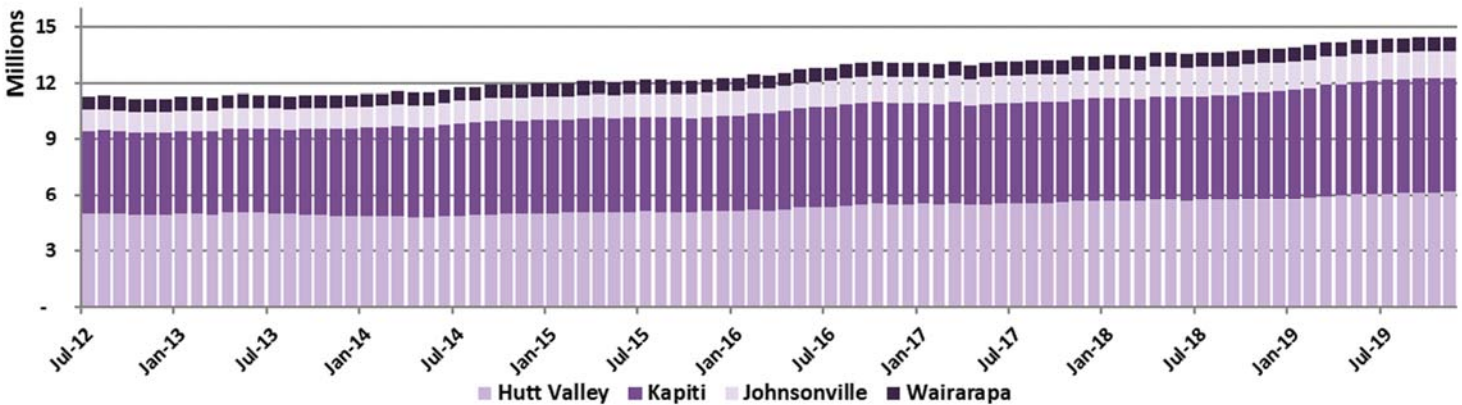
All modes



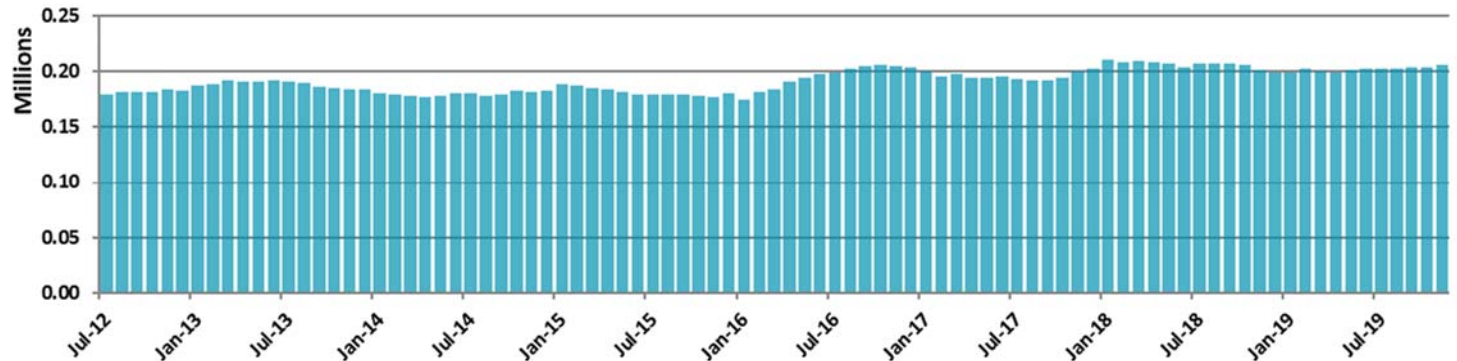
Bus



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. 99.3% of bus services were delivered reliably in November 2019.

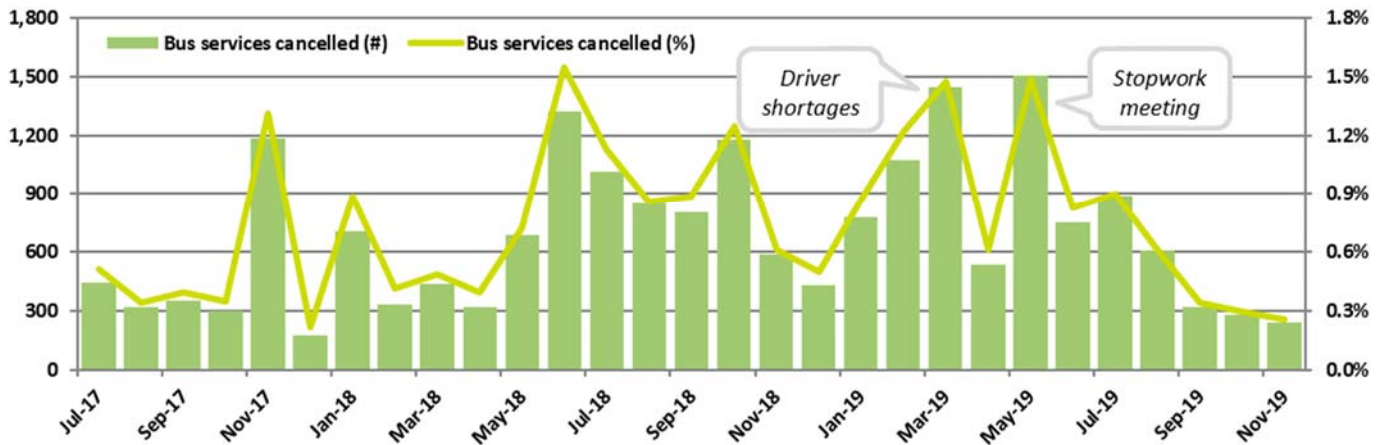
Reliability - current month

	Nov-19	Nov-18	% Change
Wellington City			
Newlands & Tawa	99.7%	99.7%	0.0%
East, West & City	99.0%	98.7%	0.3%
North, South, Khandallah & Brooklyn	99.2%	97.5%	1.7%
Hutt Valley	99.5%	99.1%	0.4%
Porirua	99.4%	98.9%	0.4%
Kapiti	99.8%	99.7%	0.1%
Wairarapa	99.6%	99.1%	0.5%
Total	99.3%	98.7%	0.6%

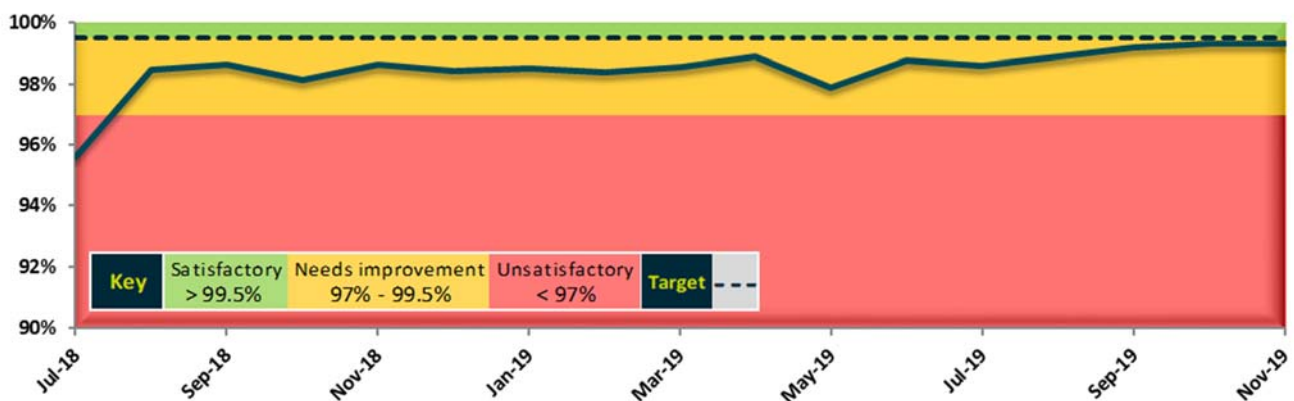
Reliability - year to date (Jul-Nov)

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	99.7%	98.8%	0.9%
East, West & City	99.0%	98.4%	0.6%
North, South, Khandallah & Brooklyn	98.6%	96.8%	1.8%
Hutt Valley	99.3%	98.6%	0.7%
Porirua	99.2%	97.9%	1.3%
Kapiti	99.8%	99.6%	0.2%
Wairarapa	99.5%	99.0%	0.5%
Total	99.1%	98.1%	1.0%

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 November was 93.9%, with an improvement of 2.6% for the year to date. A satisfactory level of performance is being provided in Newlands & Tawa, Hutt Valley, Porirua and Kapiti, but improvement is required in all other sub-regions.

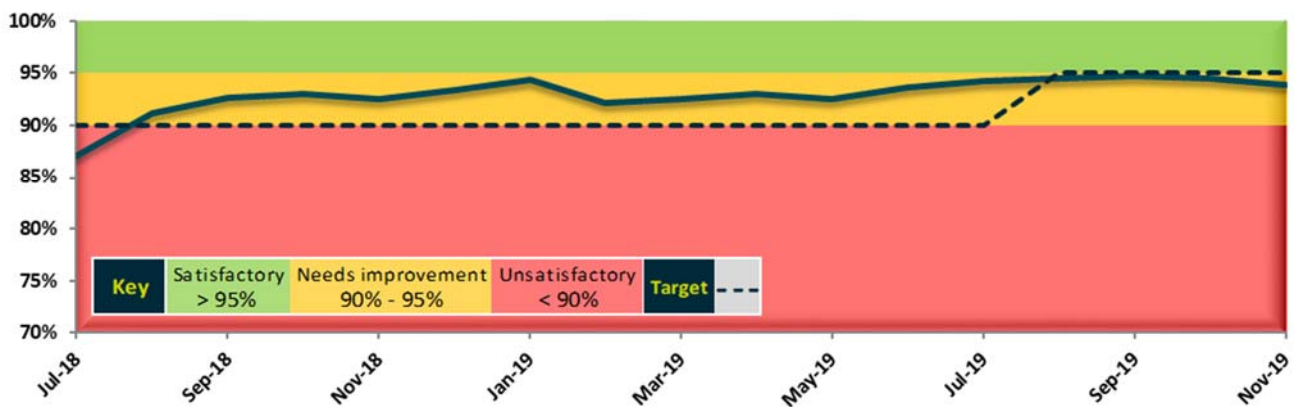
Punctuality - current month

	Nov-19	Nov-18	% Change
Wellington City			
Newlands & Tawa	95.7%	95.7%	0.0%
East, West & City	93.0%	89.8%	3.2%
North, South, Khandallah & Brooklyn	92.5%	91.5%	1.0%
Hutt Valley	94.3%	93.3%	1.0%
Porirua	94.7%	96.6%	-1.9%
Kapiti	98.2%	98.2%	0.0%
Wairarapa	93.8%	92.7%	1.1%
Total	93.9%	92.5%	1.3%

Punctuality - year to date (Jul-Nov)

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	97.0%	95.6%	1.4%
East, West & City	93.2%	89.2%	4.0%
North, South, Khandallah & Brooklyn	93.3%	89.7%	3.6%
Hutt Valley	95.1%	93.3%	1.8%
Porirua	95.1%	94.7%	0.4%
Kapiti	98.4%	97.5%	0.9%
Wairarapa	94.1%	93.9%	0.1%
Total	94.4%	91.8%	2.6%

Bus punctuality



Correct bus used

To deliver an efficient bus service Metlink requires operators to run different bus sizes based on the time of day and route. In November 99% of bus services were delivered using the contracted bus size, a significant improvement on 85% the previous November, during the first months of the new bus network in Wellington. GWRC has worked closely with operators in the past year to align timetable requirements with their available buses for more efficient operations.

Correct bus used - current month

	Nov-19	Nov-18	% Change
Wellington City			
Newlands & Tawa	100%	100%	0.0%
East, West & City	99%	64%	35.0%
North, South, Khandallah & Brooklyn	96%	94%	2.0%
Hutt Valley	100%	94%	6.0%
Porirua	100%	99%	1.0%
Kapiti	100%	99%	1.0%
Wairarapa	99%	100%	-1.0%
Total	99%	85%	14.0%

Correct bus used - year to date (Jul-Nov)

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	100%	97%	3.0%
East, West & City	99%	63%	36.0%
North, South, Khandallah & Brooklyn	96%	86%	10.0%
Hutt Valley	99%	91%	8.0%
Porirua	100%	97%	3.0%
Kapiti	100%	98%	2.0%
Wairarapa	99%	94%	5.0%
Total	99%	82%	17.0%



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 was 96.5% in November, 2.1% above same month the previous year. The main disruption to services this month was an overhead fault on the 18th, which disrupted afternoon peak services on the Kapiti Line, and an operating incident that saw a number of services cancelled on the 6th.

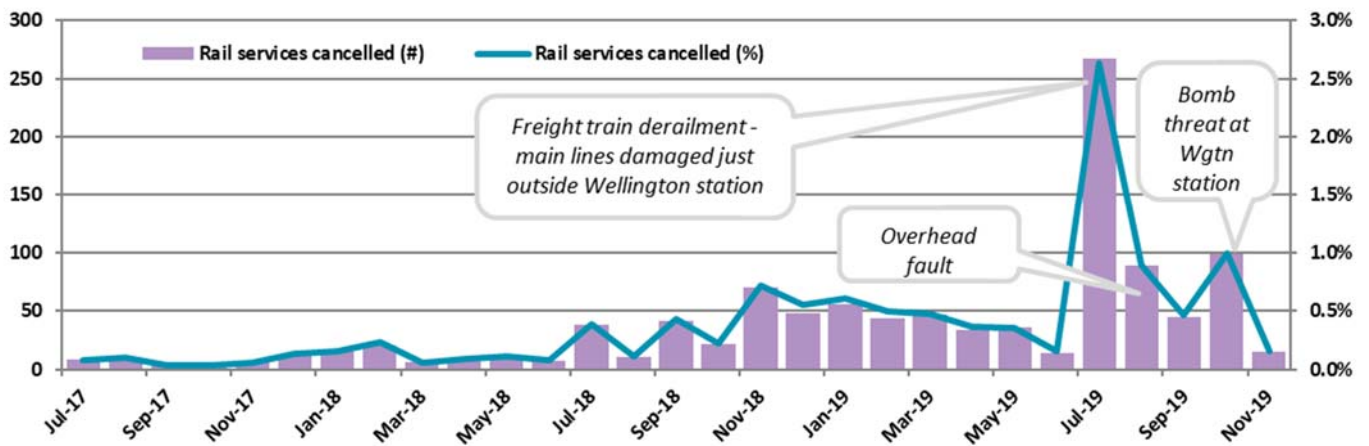
Reliability - current month

	Nov-19	Nov-18	% Change
Hutt Valley	97.3%	94.2%	3.1%
Johnsonville	98.5%	94.7%	3.8%
Kapiti	94.6%	95.0%	-0.4%
Wairarapa	89.0%	86.6%	2.4%
Total	96.5%	94.4%	2.1%

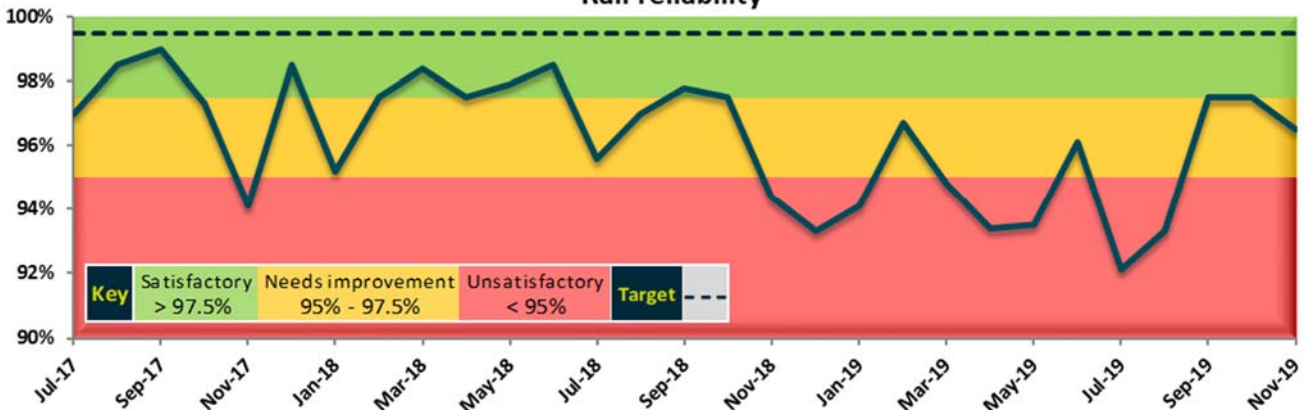
Reliability - year to date (Jul-Nov)

	2019/20	2018/19	% Change
Hutt Valley	95.6%	96.6%	-1.0%
Johnsonville	96.5%	97.0%	-0.5%
Kapiti	94.4%	96.2%	-1.8%
Wairarapa	91.6%	91.4%	0.2%
Total	95.3%	96.4%	-1.1%

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 for November was 87.9%, slightly less than the same month last year, and nearly the same for the year to date. However, overall the performance is still generally below both the target and previous years.

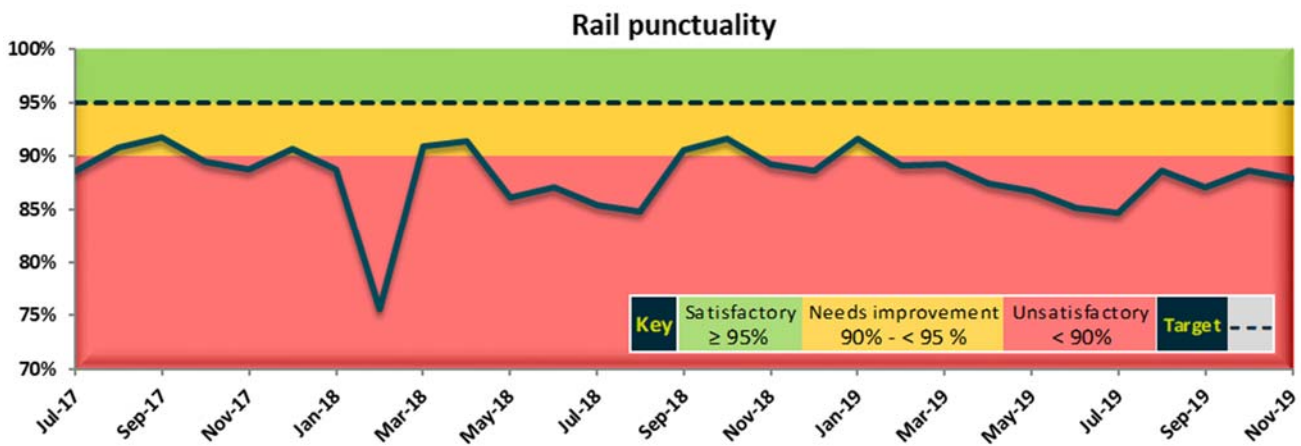
This month Johnsonville line customers suffered unusually from poor punctuality due to a speed restriction put in place from the 10th. Congestion between the Hutt Valley and Wairarapa line services continues to cause delay. A performance management plan is currently being developed to address these issues, plus ongoing focus on making sure that peak services depart on time.

Punctuality - current month

	Nov-19	Nov-18	% Change
Hutt Valley	88.4%	89.5%	-1.1%
Johnsonville	90.0%	97.1%	-7.1%
Kapiti	87.1%	85.1%	2.0%
Wairarapa	67.7%	62.5%	5.2%
Total	87.9%	89.3%	-1.4%

Punctuality - year to date (Jul-Nov)

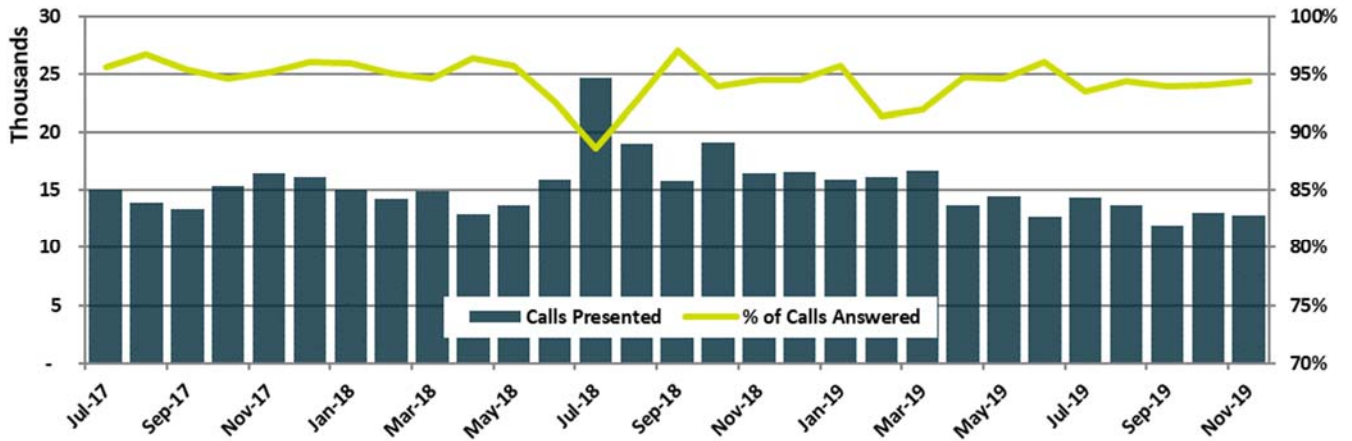
	2019/20	2018/19	% Change
Hutt Valley	87.3%	89.5%	-2.2%
Johnsonville	94.8%	97.3%	-2.5%
Kapiti	83.9%	81.5%	2.4%
Wairarapa	59.3%	63.4%	-4.1%
Total	87.4%	88.3%	-0.9%



Customer Contact

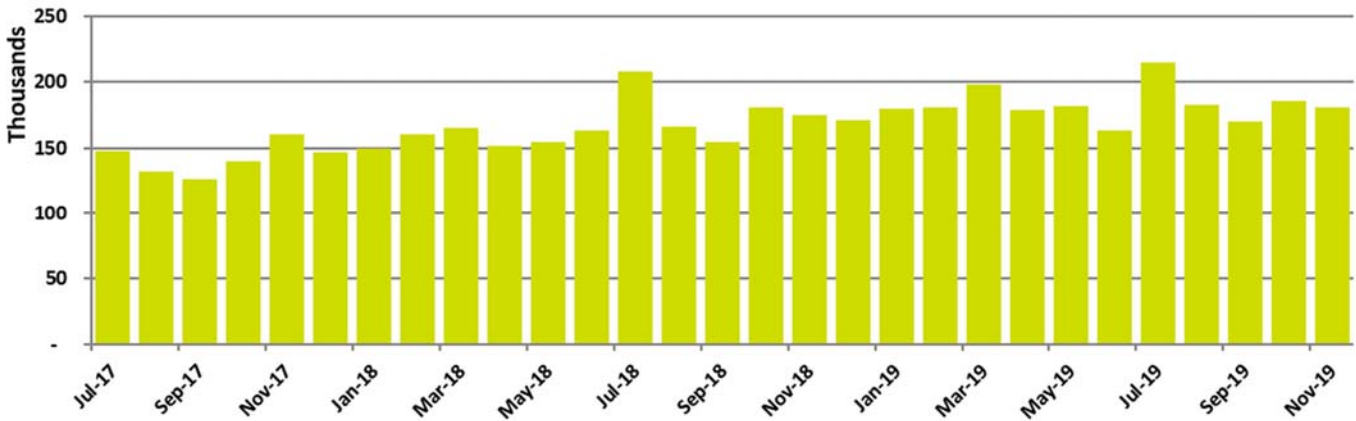
Call centre incoming calls

Metlink answered 94.3% of the 13,000 calls received in November, and has answered 94.0% of the 66,000 calls received for the year to date.



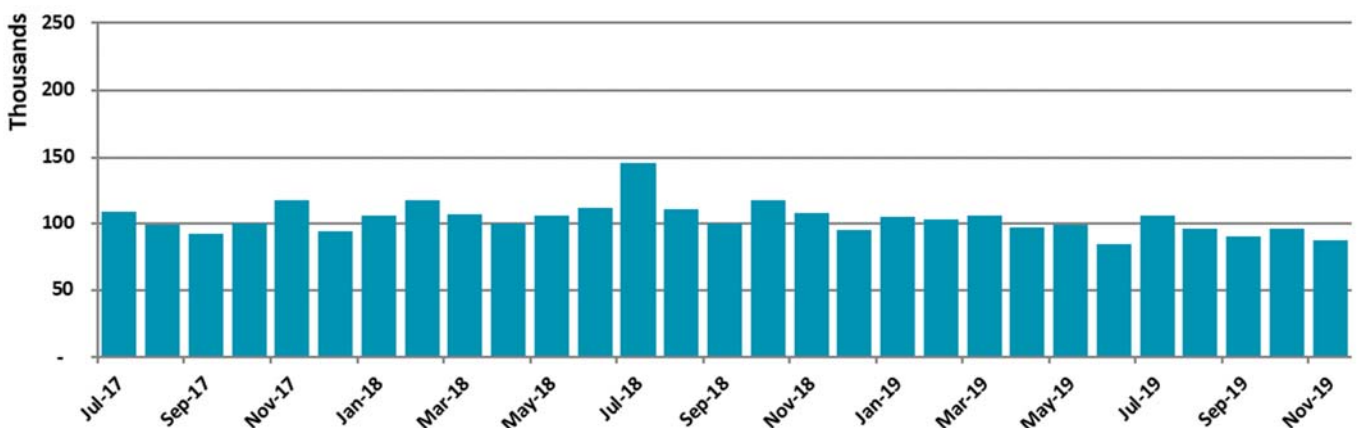
Metlink app – unique users

In November 2019 there were 181,000 unique users of the Metlink app, an increase of 3% on November last year. There have been 934,000 unique users of the app for the year to date, a 6% increase on the same period last year.



Metlink website – unique users

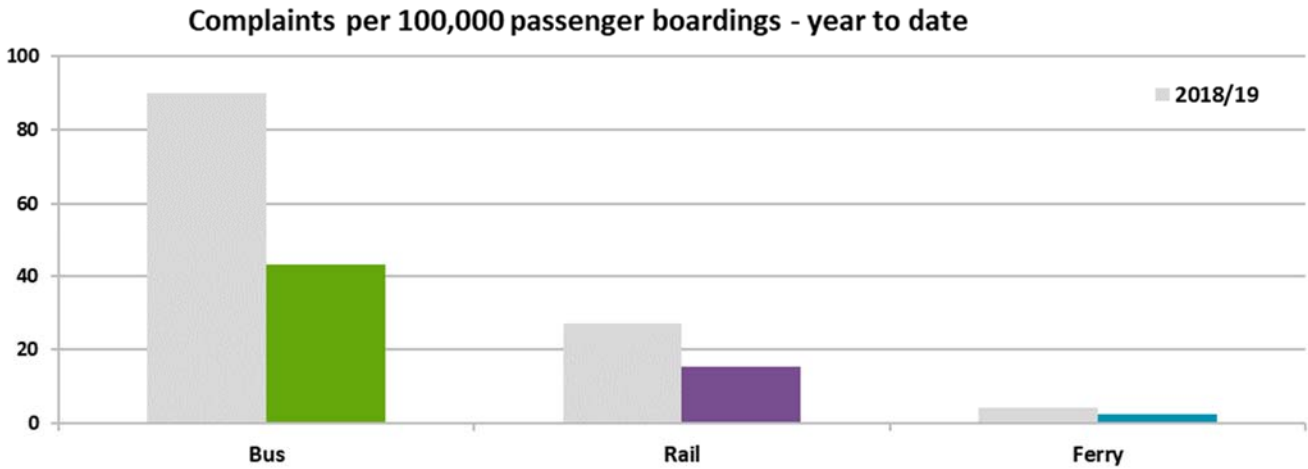
In November 2019 there were 87,000 unique users of the Metlink website, a 19% decrease on November last year. There have been 475,000 unique users of the website for the year to date, an 18% decrease on the same period last year.



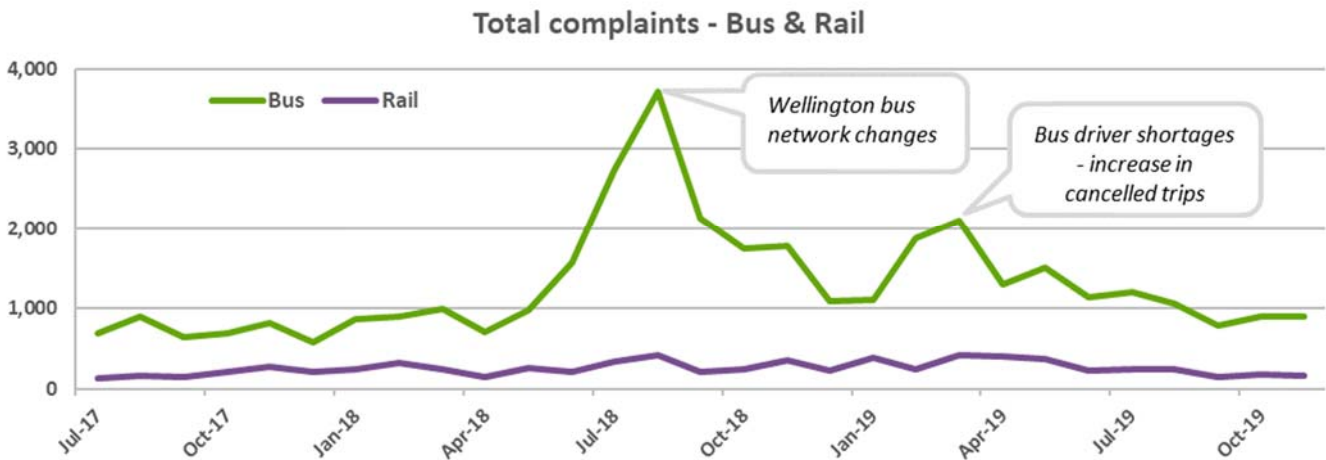
Complaints

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, however there is an improvement against 2018/19 results for all modes, including a 60% improvement for bus for the year to date.



Complaints for both bus and rail continue to trend downwards since the March 2019 peak, with complaints for both modes now trending closely to the pre-PTOM levels of 2017.



Bus complaints

Bus complaints for the month were 49.0% lower than in November last year, and are trending down to pre-PTOM levels. Complaints spiked in July and August last year during the implementation of the new bus network in Wellington.

Bus complaints for current month

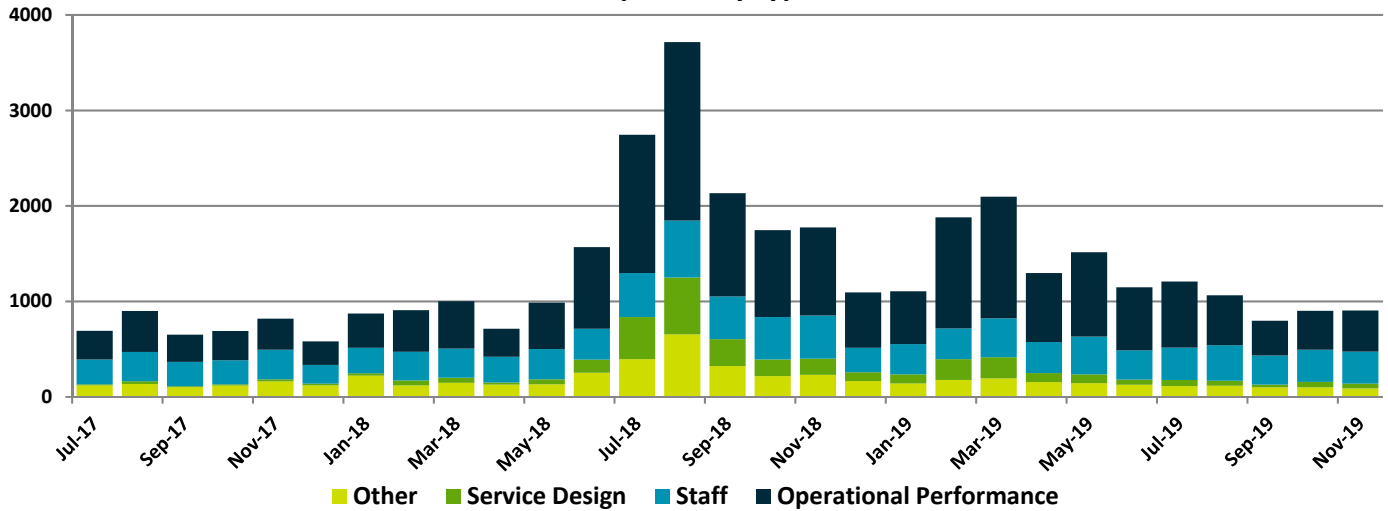
	Nov-19	Nov-18	% Change
Wellington			
Newlands, Tawa	37	46	-19.6%
East-West, City	285	579	-50.8%
North-south, Khandallah, Brooklyn	360	833	-56.8%
Hutt Valley	165	238	-30.7%
Porirua	39	56	-30.4%
Kapiti	17	19	-10.5%
Wairarapa	2	4	-50.0%
Total	905	1,775	-49.0%

Bus complaints - year to date (Jul-Nov)

	2019/20	2018/19	% Change
Wellington			
Newlands, Tawa	148	222	-33.3%
East-West, City	1,532	4,394	-65.1%
North-south, Khandallah, Brooklyn	1,939	5,034	-61.5%
Hutt Valley	940	1,602	-41.3%
Porirua	220	654	-66.4%
Kapiti	88	184	-52.2%
Wairarapa	7	23	-69.6%
Total	4,874	12,113	-59.8%

Operational performance and staff related complaints made up 85% of all bus complaints in November.

Bus complaints by type



Rail complaints

Rail complaints for November are 54.9% lower than the same month last year, and 37.8% lower for the year to date.

Rail complaints current month

	Nov-19	Nov-18	% Change
Hutt Valley	45	123	-63.4%
Kapiti	67	141	-52.5%
Johnsonville	23	20	15.0%
Wairarapa	11	30	-63.3%
General	16	45	-64.4%
Total	162	359	-54.9%

Rail complaints - year to date (Jul-Nov)

	2019/20	2018/19	% Change
Hutt Valley	297	507	-41.4%
Kapiti	368	618	-40.5%
Johnsonville	64	87	-26.4%
Wairarapa	86	128	-32.8%
General	175	251	-30.3%
Total	990	1,591	-37.8%

Operational performance and staff related complaints made up 65% of all rail complaints in November.

Rail complaints by type

