

Metlink performance report



October 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.

October 2019 has the same number of working days as the same month the previous year, allowing direct comparison of monthly patronage figures between years.

Bus Passenger boardings

Bus has recorded passenger boardings growth of 7.7% on October last year and 9.1% year on year. However, when major changes were made to the network in July 2018 some data was not captured during July to September 2018, due to operational and system issues when the changes were implemented. Actual passenger boarding growth year to date is therefore likely to be less than shown, except for Wairarapa where the bus service began in April 2018 and data for 2018/19 was reliable.

By area for October

	Oct-19	Oct-18	% Change
Wellington	1,640,221	1,529,683	7.2%
Hutt Valley	423,435	389,828	8.6%
Porirua	85,730	76,952	11.4%
Kapiti	54,765	50,335	8.8%
Wairarapa	14,149	13,741	3.0%
Total	2,218,300	2,060,539	7.7%

By area - year to date (Jul-Oct)

	2019/20	2018/19	% Change
Wellington	6,686,487	6,197,111	7.9%
Hutt Valley	1,738,133	1,527,663	13.8%
Porirua	360,627	330,019	9.3%
Kapiti	233,691	209,234	11.7%
Wairarapa	61,054	56,921	7.3%
Total	9,079,992	8,320,948	9.1%

Rail Passenger boardings

Rail has recorded passenger boardings growth of 1.0% for the month and 3.1% for the year to date, compared to the same period last year.

By line for October

	Oct-19	Oct-18	% Change
Hutt Valley	537,160	520,963	3.1%
Kapiti	518,781	519,186	-0.1%
Johnsonville	121,642	126,361	-3.7%
Wairarapa	70,192	69,477	1.0%
Total	1,247,775	1,235,987	1.0%

By line - year to date (Jul-Oct)

	2019/20	2018/19	% Change
Hutt Valley	2,192,119	2,085,675	5.1%
Kapiti	2,119,079	2,048,492	3.4%
Johnsonville	494,428	524,474	-5.7%
Wairarapa	273,557	269,931	1.3%
Total	5,079,183	4,928,572	3.1%

Peak rail patronage is up 4.8% 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 6.0% for the year to date.

Peak by line for October

	Oct-19	Oct-18	% Change
Hutt Valley	381,531	366,538	4.1%
Kapiti	343,613	342,035	0.5%
Johnsonville	77,426	80,432	-3.7%
Wairarapa	58,170	55,671	4.5%
Total	860,740	844,676	1.9%

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

	2019/20	2018/19	% Change
Hutt Valley	1,541,976	1,439,954	7.1%
Kapiti	1,409,268	1,344,515	4.8%
Johnsonville	315,887	331,735	-4.8%
Wairarapa	228,764	220,847	3.6%
Total	3,495,895	3,337,051	4.8%

Ferry Passenger boardings

Ferry boardings show an increase of 2.7% for the year to date compared to the same period last year. Weather conditions often affect the numbers of passengers using the ferry.

For October

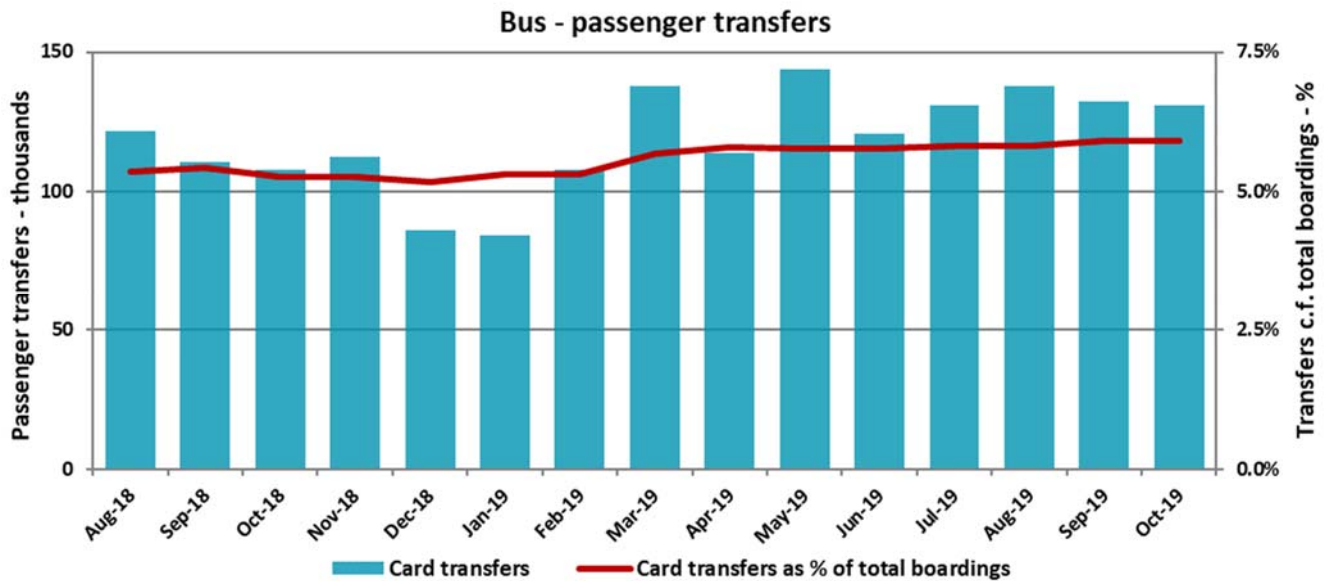
	Oct-19	Oct-18	% Change
Total	16,743	17,099	-2.1%

Year to date (Jul-Oct)

	2019/20	2018/19	% Change
Total	59,748	58,188	2.7%

Bus Passenger transfers and Journeys

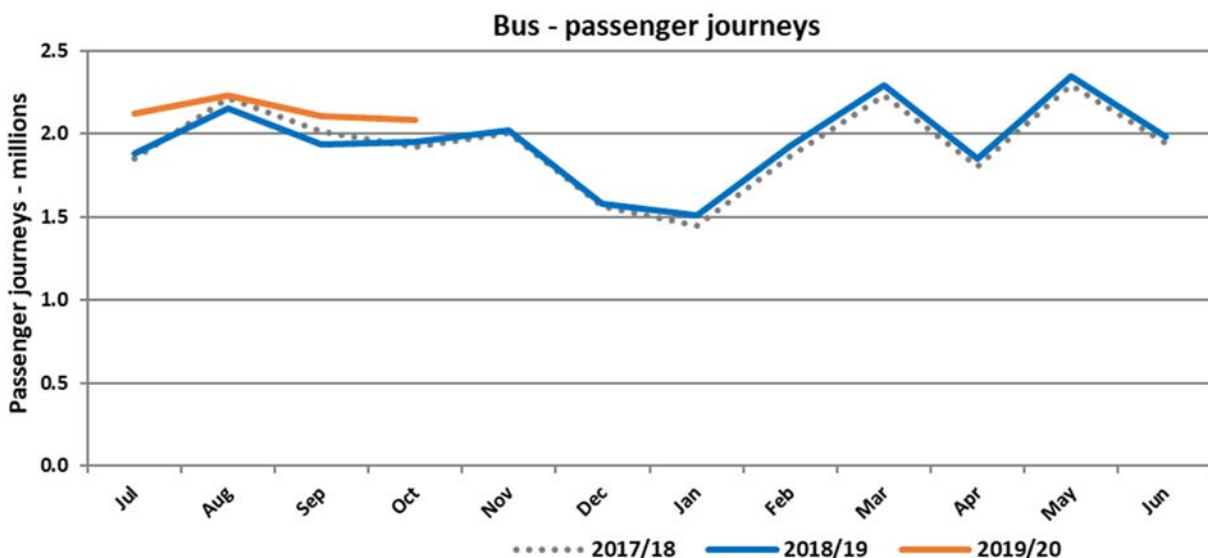
Metlink allows bus to bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers account for 5.9% of year to date passenger boardings. Transfers for 2019 are consistently between 5.3% and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



The graph below compares bus passenger journeys (passenger boardings less transfers) financial year-on-financial year¹.

- 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 6.9% increase for October 2019.

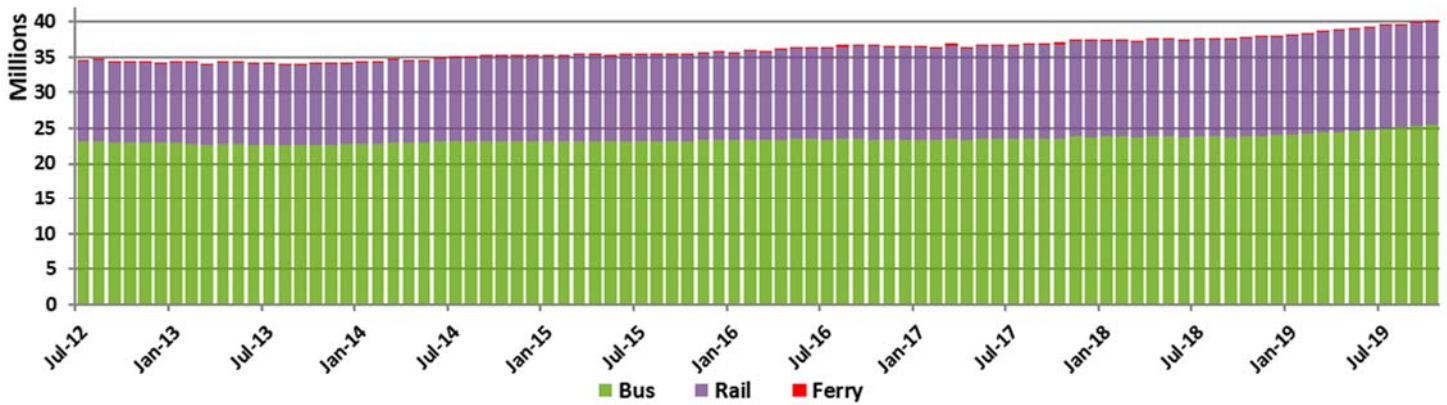


¹ Prior to the new Network transfers accounted for c. 2.6% based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

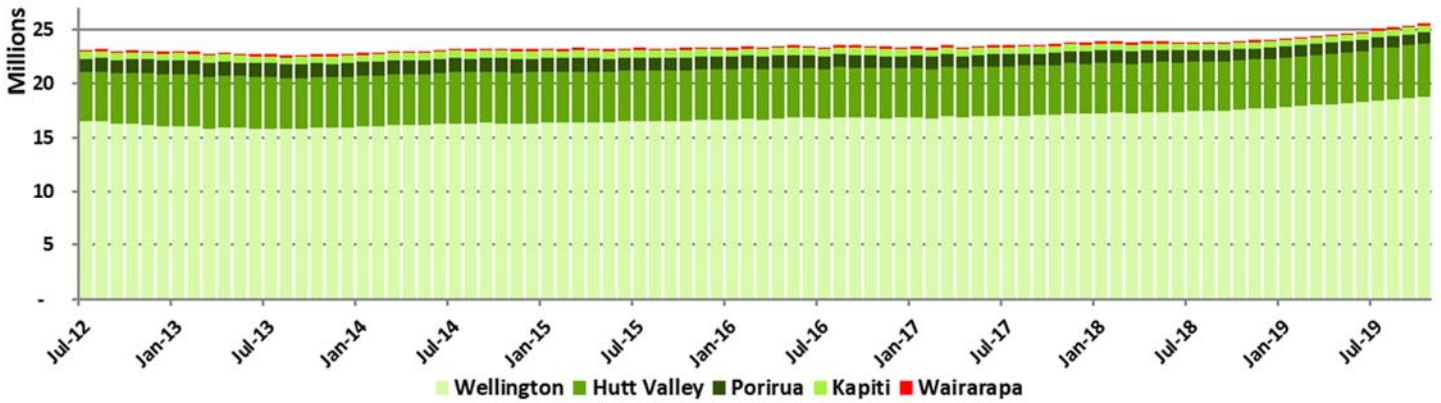
Passenger boardings trend

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.

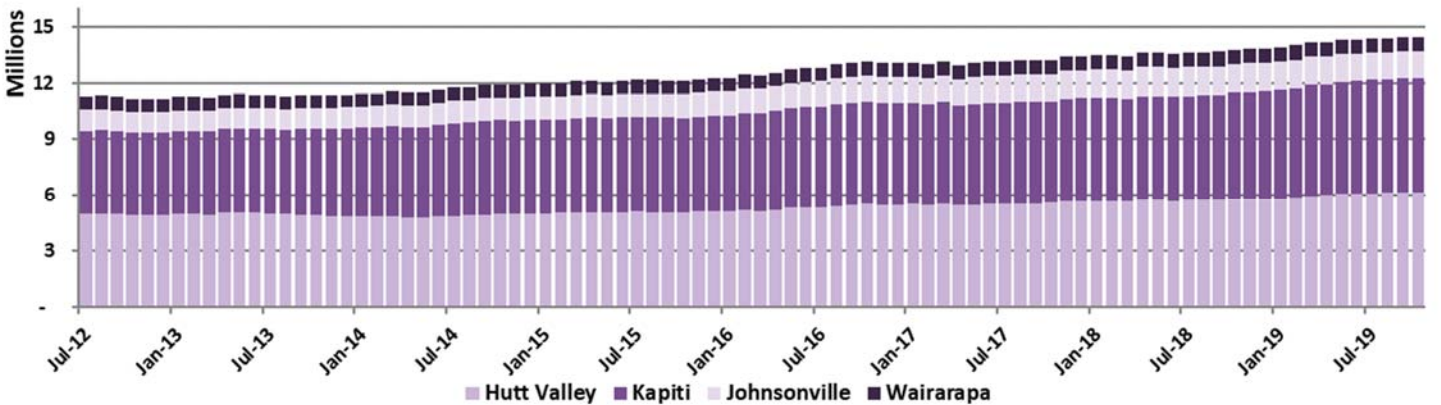
All modes



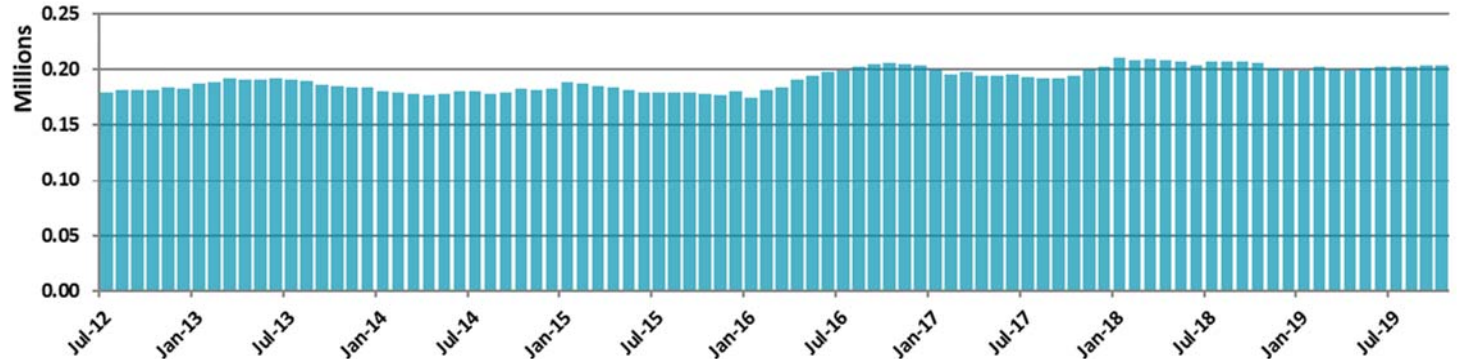
Bus



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 October 2019. Service reliability, particularly on Wellington city routes, continues to be impacted by driver shortages being experienced by NZ Bus and Tranzurban.

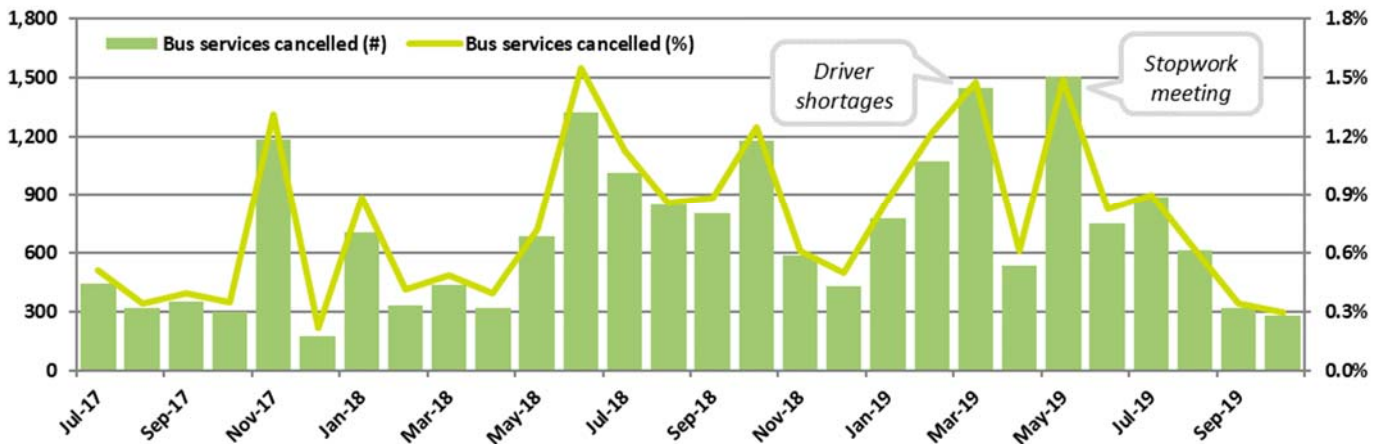
Reliability - current month

	Oct-19	Oct-18	% Change
Wellington City			
Newlands & Tawa	99.7%	99.6%	0.1%
East, West & City	98.9%	97.8%	1.2%
North, South, Khandallah & Brooklyn	99.2%	97.9%	1.4%
Hutt Valley	99.5%	98.0%	1.5%
Porirua	99.4%	98.2%	1.2%
Kapiti	99.8%	99.7%	0.1%
Wairarapa	99.7%	97.9%	1.8%
Total	99.3%	98.1%	1.2%

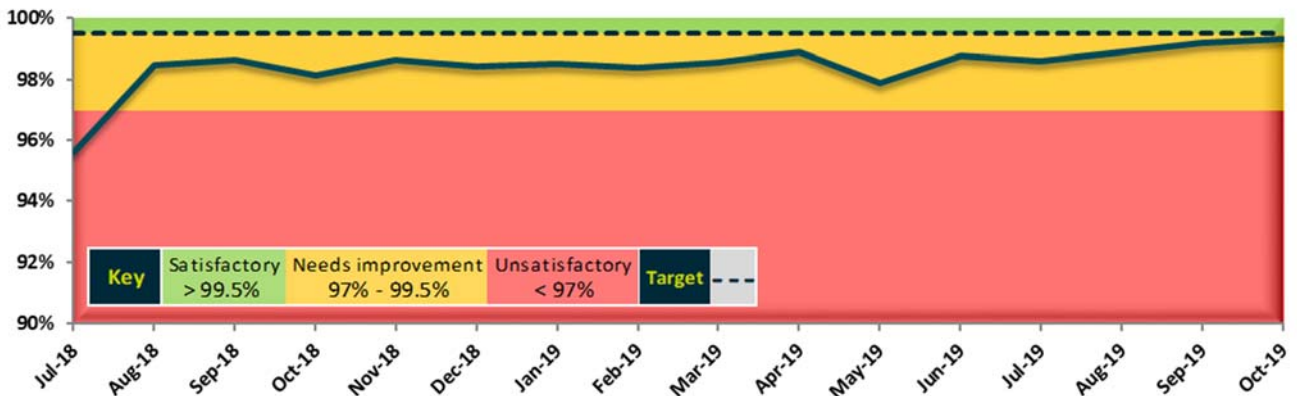
Reliability - year to date (Jul-Oct)

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	99.7%	98.6%	1.1%
East, West & City	98.9%	98.4%	0.5%
North, South, Khandallah & Brooklyn	98.4%	96.6%	1.8%
Hutt Valley	99.3%	98.4%	0.9%
Porirua	99.1%	97.7%	1.4%
Kapiti	99.8%	99.6%	0.2%
Wairarapa	99.5%	98.9%	0.6%
Total	99.0%	98.0%	1.0%

Bus services cancelled



Bus reliability



Punctuality

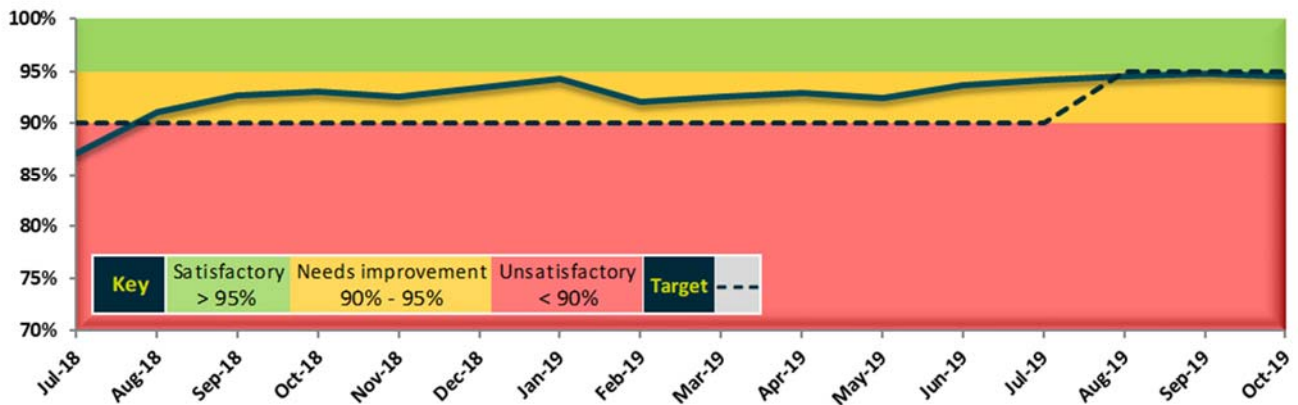
We measure bus punctuality by recording the bus departure from origin, leaving between one minute early and five minutes late.

Bus service punctuality in October was 94.5%, with an improvement of 3.0% 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.

	Oct-19	Oct-18	% Change
Wellington City			
Newlands & Tawa	97.2%	96.2%	1.1%
East, West & City	93.3%	90.9%	2.4%
North, South, Khandallah & Brooklyn	93.7%	91.0%	2.7%
Hutt Valley	95.1%	93.8%	1.3%
Porirua	95.0%	97.0%	-2.0%
Kapiti	98.7%	98.3%	0.4%
Wairarapa	94.0%	93.7%	0.3%
Total	94.5%	93.0%	1.5%

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	97.3%	95.6%	1.7%
East, West & City	93.2%	89.0%	4.2%
North, South, Khandallah & Brooklyn	93.4%	89.1%	4.4%
Hutt Valley	95.3%	93.3%	2.0%
Porirua	95.2%	94.1%	1.1%
Kapiti	98.5%	97.3%	1.2%
Wairarapa	94.1%	94.3%	-0.2%
Total	94.5%	91.6%	3.0%

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 October 99% of bus services were delivered using the contracted bus size, a significant improvement on the October 2018 figure of 84% 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

	Oct-19	Oct-18	% Change
Wellington City			
Newlands & Tawa	100%	98%	2.0%
East, West & City	99%	63%	36.0%
North, South, Khandallah & Brooklyn	97%	91%	6.0%
Hutt Valley	99%	94%	5.0%
Porirua	100%	99%	1.0%
Kapiti	100%	99%	1.0%
Wairarapa	99%	98%	1.0%
Total	99%	84%	15.0%

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

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	100%	96%	4.0%
East, West & City	99%	63%	36.0%
North, South, Khandallah & Brooklyn	97%	83%	14.0%
Hutt Valley	99%	90%	9.0%
Porirua	100%	97%	3.0%
Kapiti	100%	98%	2.0%
Wairarapa	100%	92%	8.0%
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 97.5% in October, the same as October the previous year. Reliability this month was mainly affected by a bomb threat closing all lines at Wellington station on the 3rd, and an overhead outage on the 21st.

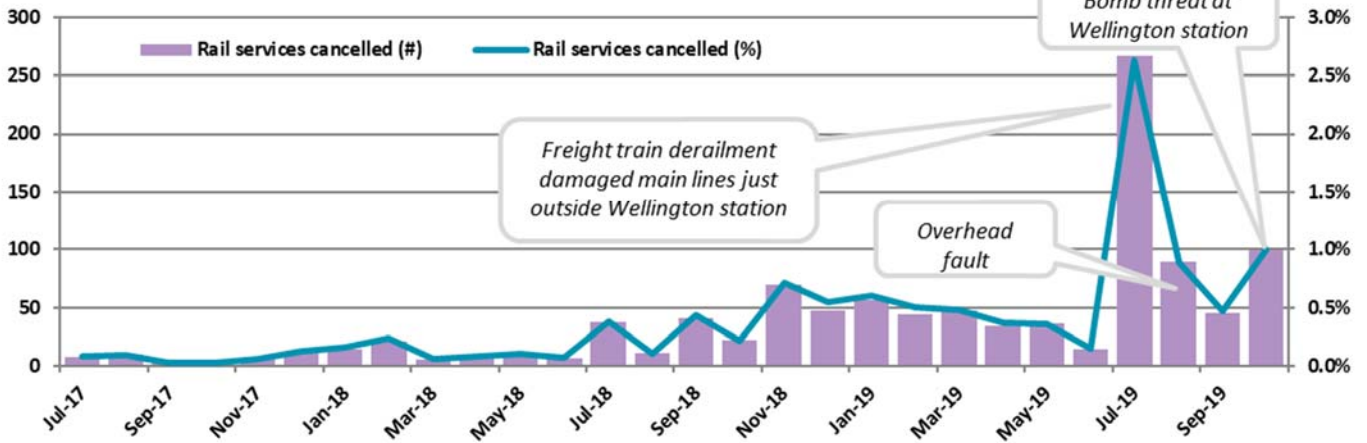
Reliability - current month

	Oct-19	Oct-18	% Change
Hutt Valley	97.8%	97.4%	0.4%
Johnsonville	98.8%	98.0%	0.8%
Kapiti	96.3%	97.8%	-1.5%
Wairarapa	94.3%	90.2%	4.1%
Total	97.5%	97.5%	0.0%

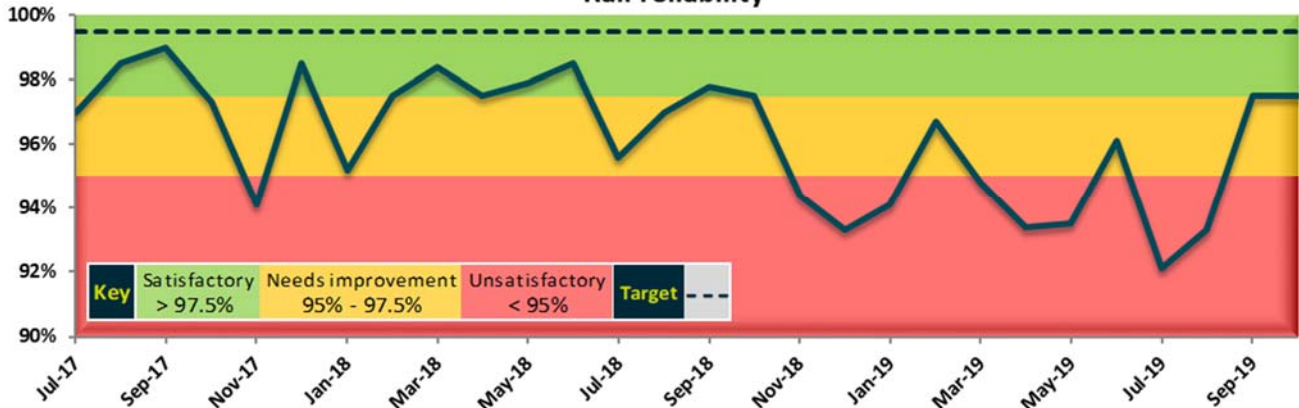
Reliability - year to date (Jul-Oct)

	2019/20	2018/19	% Change
Hutt Valley	95.1%	97.3%	-2.2%
Johnsonville	96.1%	97.6%	-1.5%
Kapiti	94.3%	96.4%	-2.1%
Wairarapa	92.3%	92.6%	-0.3%
Total	95.0%	96.9%	-1.9%

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 October was 88.7%, slightly less than the previous October, and nearly the same for the year to date. However, overall the performance is still generally below both the target and previous years.

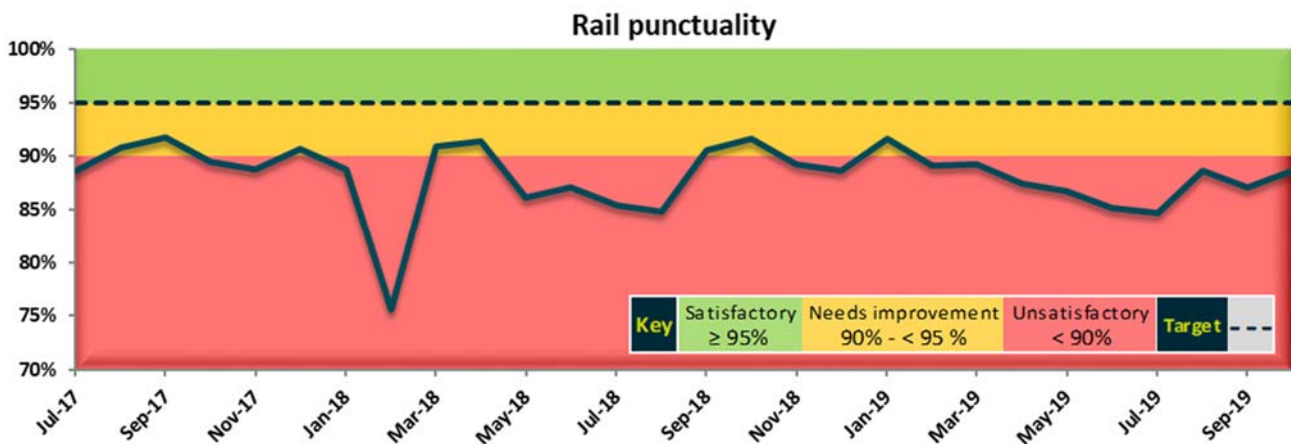
Performance on the Kapiti line has been affected over the last couple of months by a high number of speed restrictions, with a flow-on affect to services on the other lines. These speed restrictions have started reducing, with further restrictions scheduled to be lifted by December. Congestion between HVL and WRL services continues to cause delay. A performance management plan is currently being developed to address these issues, and also ongoing focus on making sure that peak services depart on time.

Punctuality - current month

	Oct-19	Oct-18	% Change
Hutt Valley	88.1%	92.2%	-4.1%
Johnsonville	95.4%	98.4%	-3.0%
Kapiti	86.1%	87.1%	-1.0%
Wairarapa	65.0%	71.2%	-6.2%
Total	88.7%	91.6%	-2.9%

Punctuality - year to date (Jul-Oct)

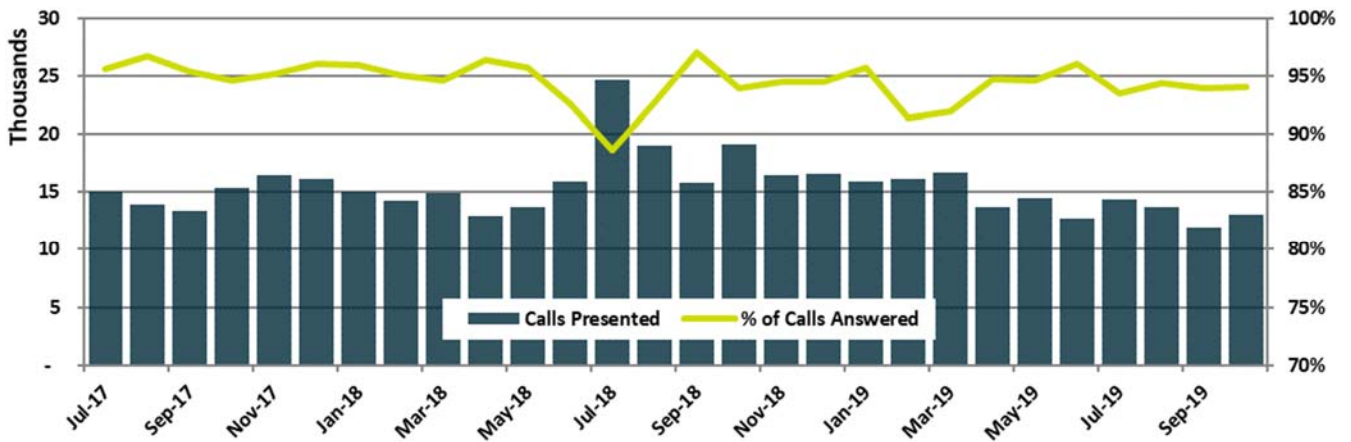
	2019/20	2018/19	% Change
Hutt Valley	87.0%	89.5%	-2.5%
Johnsonville	95.9%	97.3%	-1.4%
Kapiti	83.1%	80.7%	2.4%
Wairarapa	57.3%	63.9%	-6.6%
Total	87.3%	88.1%	-0.8%



Customer Contact

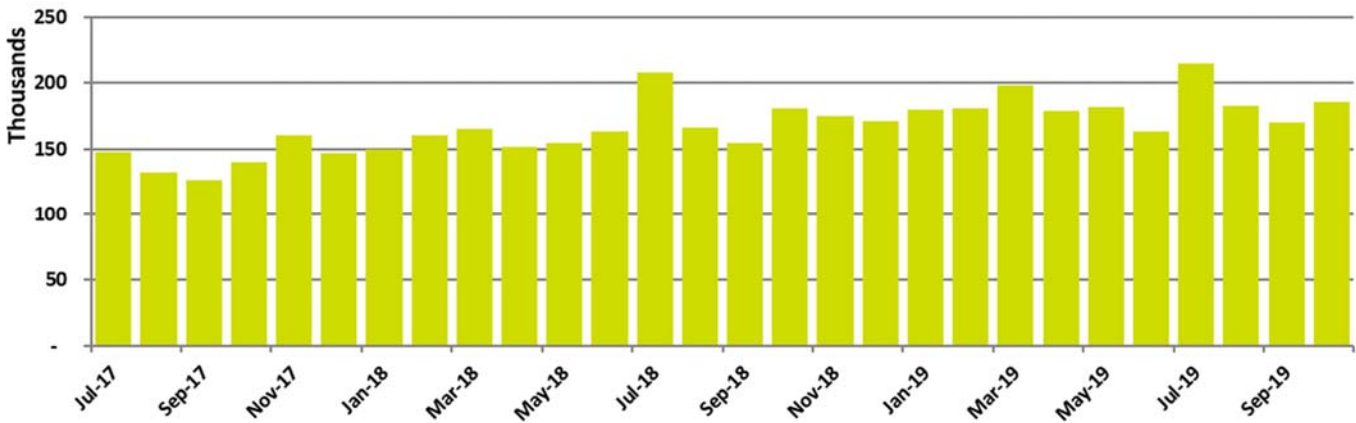
Call centre incoming calls

Metlink answered 94.0% of the 13,000 calls received in October, and has answered 94.0% of the 53,000 calls received for the year to date.



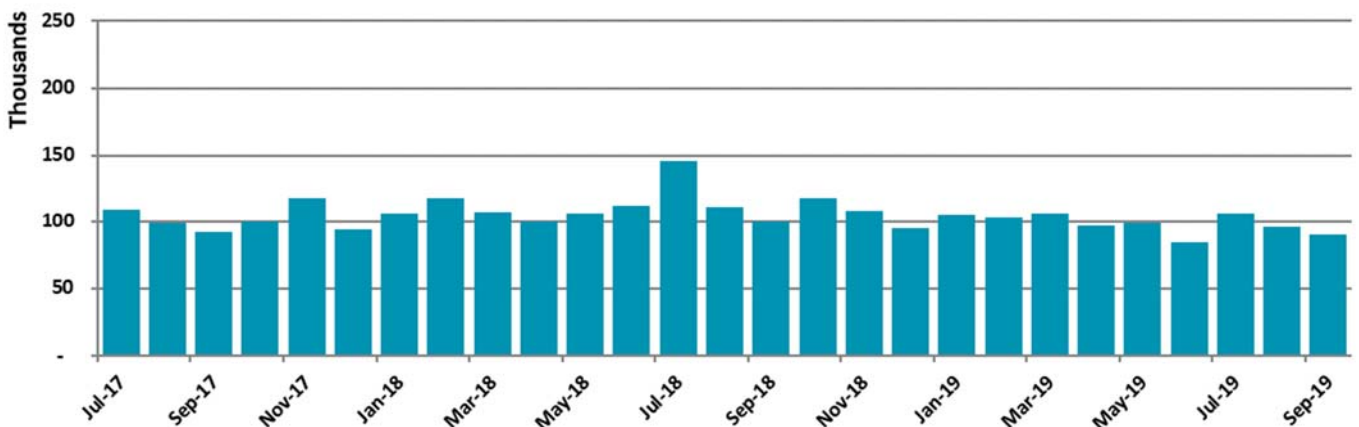
Metlink app – unique users

In October 2019 there were 185,600 unique users of the Metlink app, an increase of 3% on October 2018. There have been 753,000 unique users of the app for the year to date, a 6% increase on the same period last year.



Metlink website – unique users

In October 2019 there were 95,000 unique users of the Metlink website, a 18% decrease on October 2018. There have been 388,000 unique users of the website for the year to date, an 18% decrease on the same period last year.

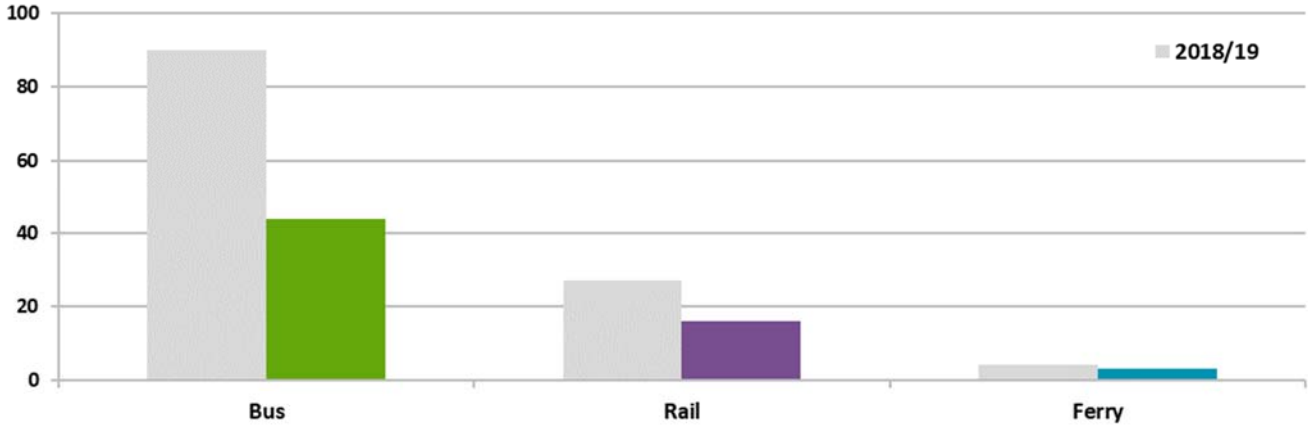


Complaints

Complaints volume

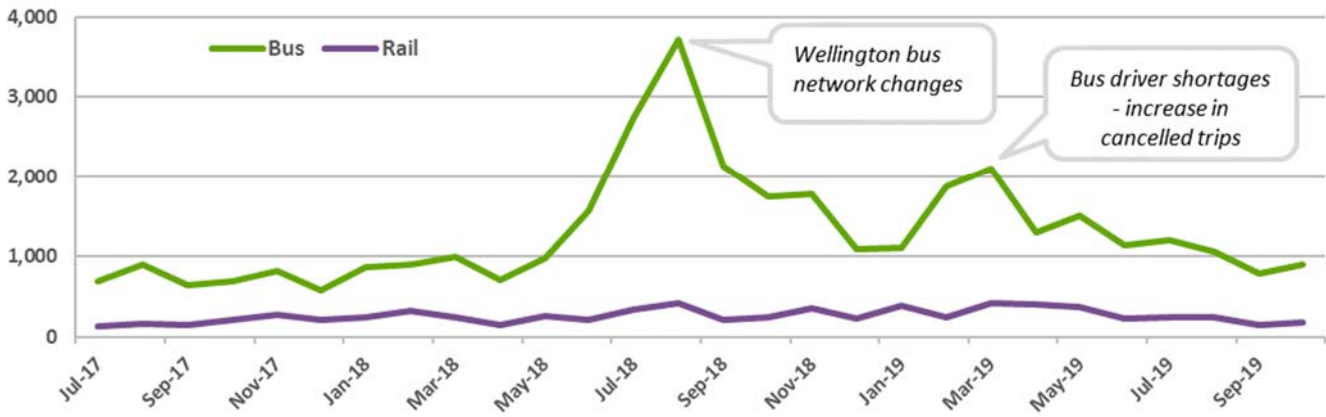
To compare complaint volumes, Metlink report the number of complaints per 100,000 passenger boardings. This shows that complaint volumes relative to passenger boardings are higher for bus than any other mode, however there is an improvement against 2018/19 results for all modes, including a 62% improvement for bus for the year to date.

Complaints per 100,000 passenger boardings - 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.

Total complaints - Bus & Rail



Bus complaints

Bus complaints for the month were 48.4% lower than in October 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

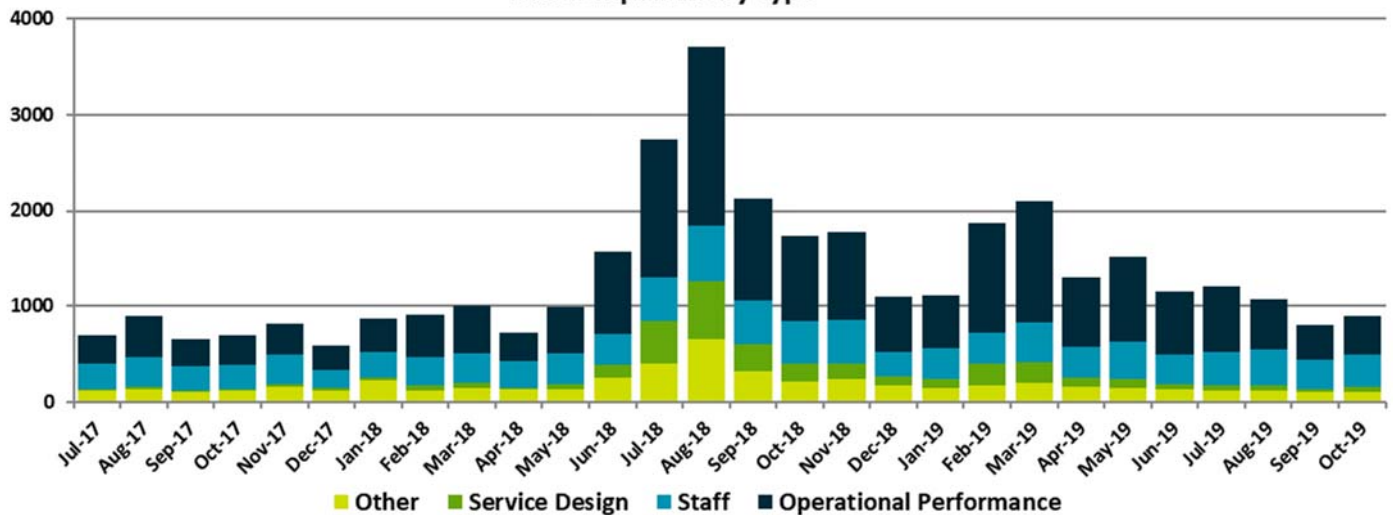
	Oct-19	Oct-18	% Change
Wellington			
Newlands, Tawa	27	40	-32.5%
East-West, City	292	681	-57.1%
North-south, Khandallah, Brooklyn	345	696	-50.4%
Hutt Valley	185	227	-18.5%
Porirua	40	70	-42.9%
Kapiti	12	28	-57.1%
Wairarapa	-	3	-100.0%
Total	901	1,745	-48.4%

Bus complaints - year to date (Jul-Oct)

	2019/20	2018/19	% Change
Wellington			
Newlands, Tawa	111	176	-36.9%
East-West, City	1,247	3,815	-67.3%
North-south, Khandallah, Brooklyn	1,579	4,201	-62.4%
Hutt Valley	775	1,364	-43.2%
Porirua	181	598	-69.7%
Kapiti	71	165	-57.0%
Wairarapa	5	19	-73.7%
Total	3,969	10,338	-61.6%

Operational performance and staff related complaints made up 83% of all bus complaints in October.

Bus complaints by type



Rail complaints

Rail complaints for October are 27.5% lower than the same month last year, and 32.8% lower for the year to date.

Rail complaints current month

	Oct-19	Oct-18	% Change
Hutt Valley	41	82	-50.0%
Kapiti	82	88	-6.8%
Johnsonville	8	11	-27.3%
Wairarapa	16	36	-55.6%
General	38	38	0.0%
Total	185	255	-27.5%

Rail complaints - year to date (Jul-Oct)

	2019/20	2018/19	% Change
Hutt Valley	252	384	-34.4%
Kapiti	301	477	-36.9%
Johnsonville	41	67	-38.8%
Wairarapa	75	98	-23.5%
General	159	206	-22.8%
Total	828	1,232	-32.8%

Operational performance and staff related complaints make up 66% of all rail complaints in October.

Rail complaints by type

