

Metlink performance report



September 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.

September 2019 has one more 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 9.6% on September last year and 9.6% 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 is therefore likely to be less than shown, except for Wairarapa where the bus service began in April 2018 and data for September 2018 was reliable.

By area for September

	Sep-19	Sep-18	% Change
Wellington	1,640,598	1,490,135	10.1%
Hutt Valley	432,318	402,130	7.5%
Porirua	91,709	83,608	9.7%
Kapiti	61,459	54,038	13.7%
Wairarapa	15,731	15,781	-0.3%
Total	2,241,815	2,045,692	9.6%

By area - year to date (Jul-Sep)

	2019/20	2018/19	% Change
Wellington	5,046,266	4,667,428	8.1%
Hutt Valley	1,314,698	1,137,835	15.5%
Porirua	274,897	253,067	8.6%
Kapiti	178,926	158,899	12.6%
Wairarapa	46,905	43,180	8.6%
Total	6,861,692	6,260,409	9.6%

Rail Passenger boardings

Rail has recorded passenger boardings growth of 5.7% for the month and 3.8% for the year to date, compared to the same period last year.

By line for September

	Sep-19	Sep-18	% Change
Hutt Valley	544,406	499,728	8.9%
Kapiti	518,883	495,617	4.7%
Johnsonville	120,669	124,870	-3.4%
Wairarapa	64,407	60,834	5.9%
Total	1,248,365	1,181,049	5.7%

By line - year to date (Jul-Sep)

	2019/20	2018/19	% Change
Hutt Valley	1,654,959	1,564,712	5.8%
Kapiti	1,600,298	1,529,306	4.6%
Johnsonville	372,786	398,113	-6.4%
Wairarapa	203,365	200,454	1.5%
Total	3,831,408	3,692,585	3.8%

Peak rail patronage is up 5.7% 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 7.2% for the year to date.

Peak by line for September

	Sep-19	Sep-18	% Change
Hutt Valley	377,885	339,873	11.2%
Kapiti	344,048	322,146	6.8%
Johnsonville	77,264	77,765	-0.6%
Wairarapa	54,064	49,122	10.1%
Total	853,261	788,906	8.2%

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

	2019/20	2018/19	% Change
Hutt Valley	1,160,445	1,073,416	8.1%
Kapiti	1,065,655	1,002,480	6.3%
Johnsonville	238,461	251,303	-5.1%
Wairarapa	170,594	165,176	3.3%
Total	2,635,155	2,492,375	5.7%

Ferry Passenger boardings

Ferry boardings show an increase of 4.7% for the year to date compared to the same period last year. Weather conditions often affect the numbers of passengers using the ferry.

For September

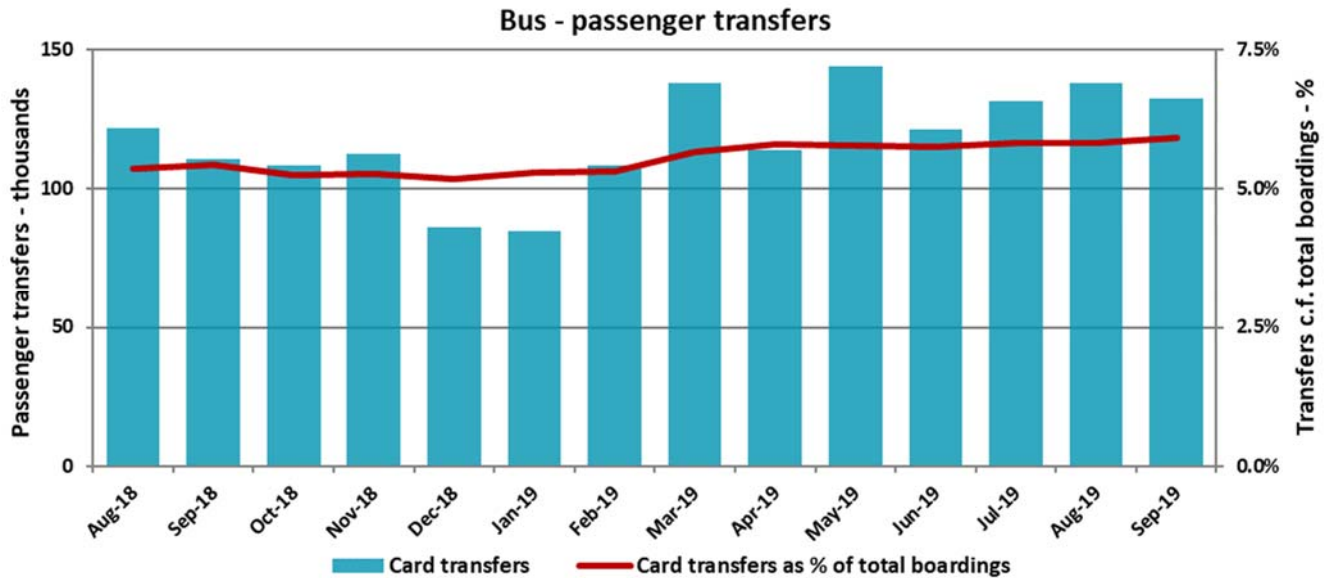
	Sep-19	Sep-18	% Change
Total	14,514	12,957	12.0%

Year to date (Jul-Sep)

	2019/20	2018/19	% Change
Total	43,005	41,089	4.7%

Bus Passenger transfers and Journeys

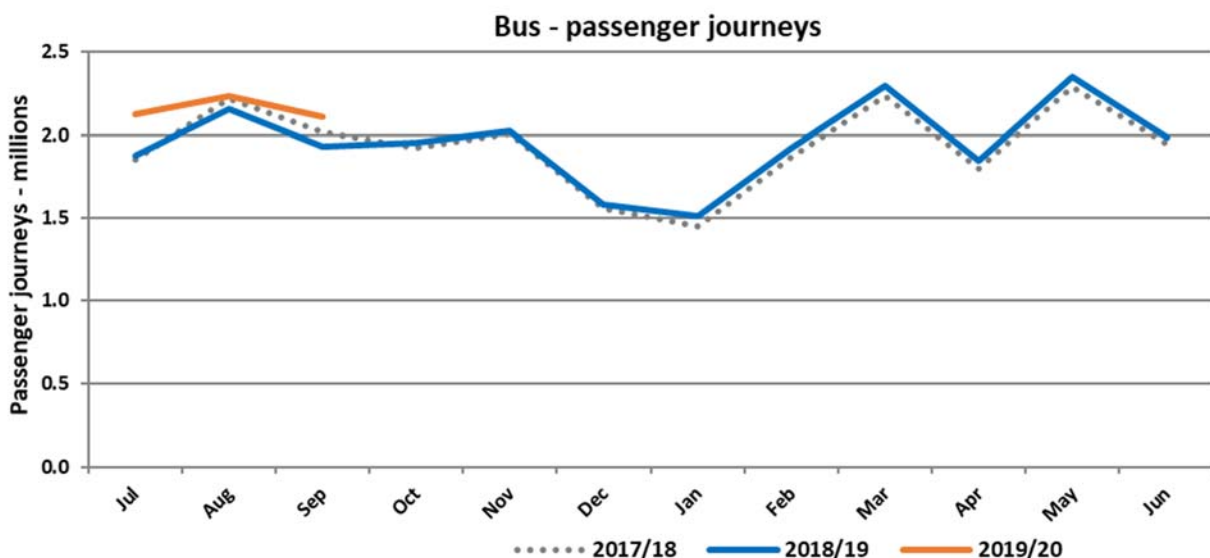
Metlink allows bus to bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers account for 5.9% of year to date passenger boardings. Transfers for 2018/19 were consistently between 5.2% and 5.8%.



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. Therefore, actual bus journey growth year on year is likely to be less than the 3.6% year to date increase to September 2019.

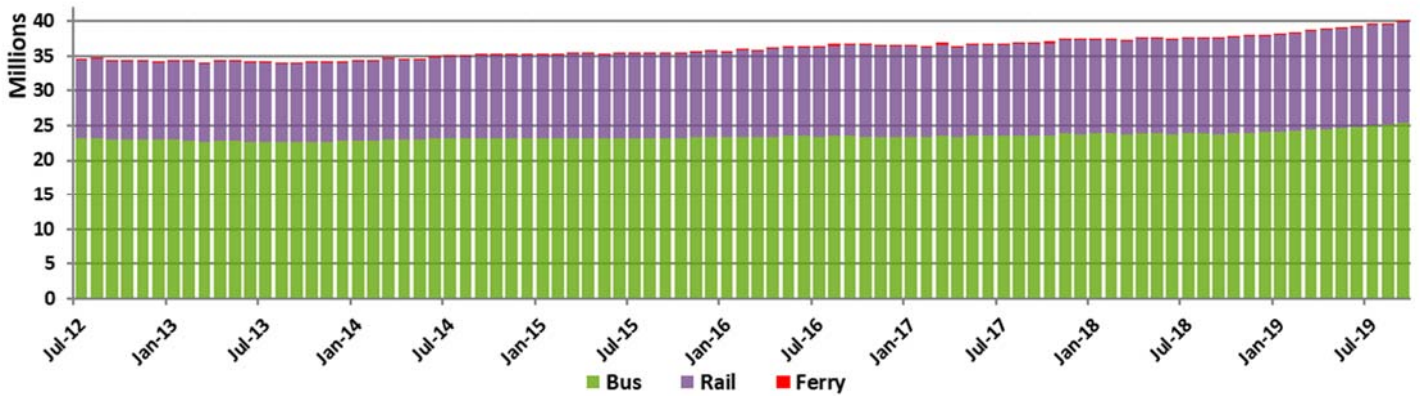


¹ Prior to the new Network transfers accounted for c. 2.6% based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

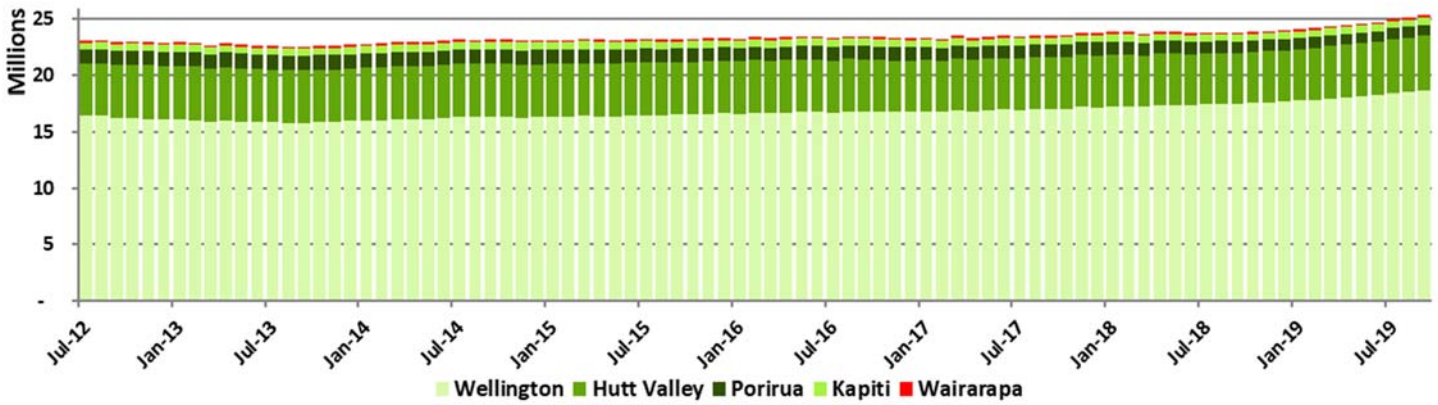
Passenger boardings trend

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.

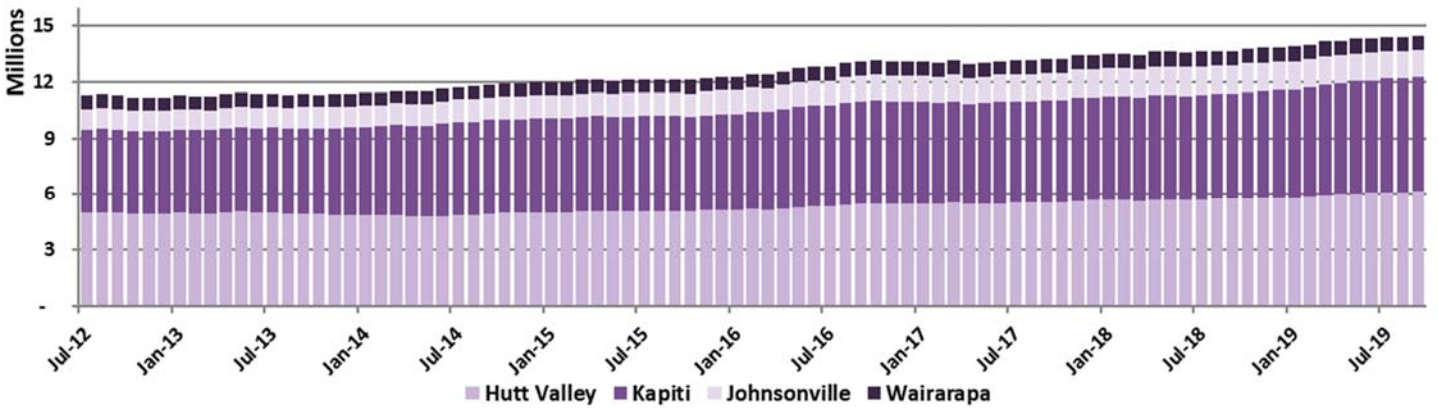
All modes



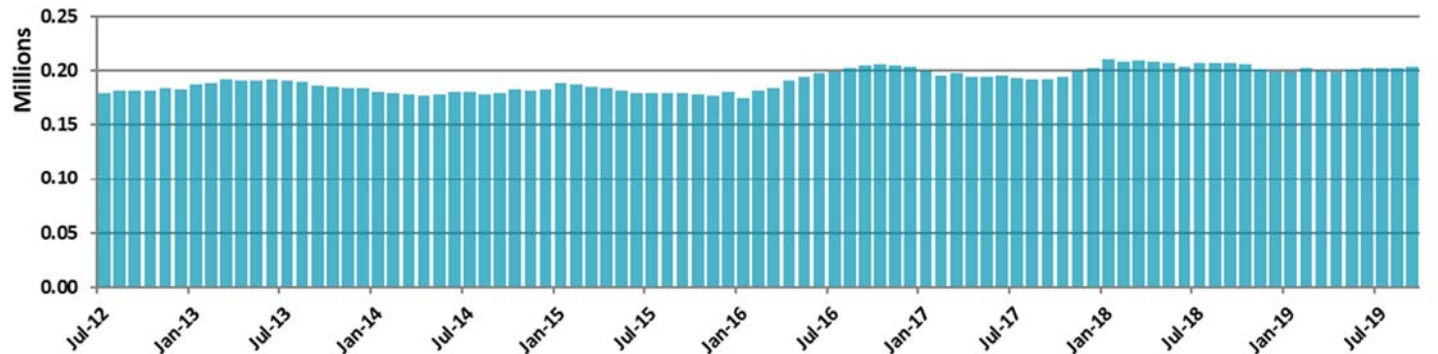
Bus



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. 99.2% of bus services were delivered reliably in September 2019. Service reliability, particularly on Wellington city routes, continues to be impacted by driver shortages being experienced by NZ Bus and Tranzurban.

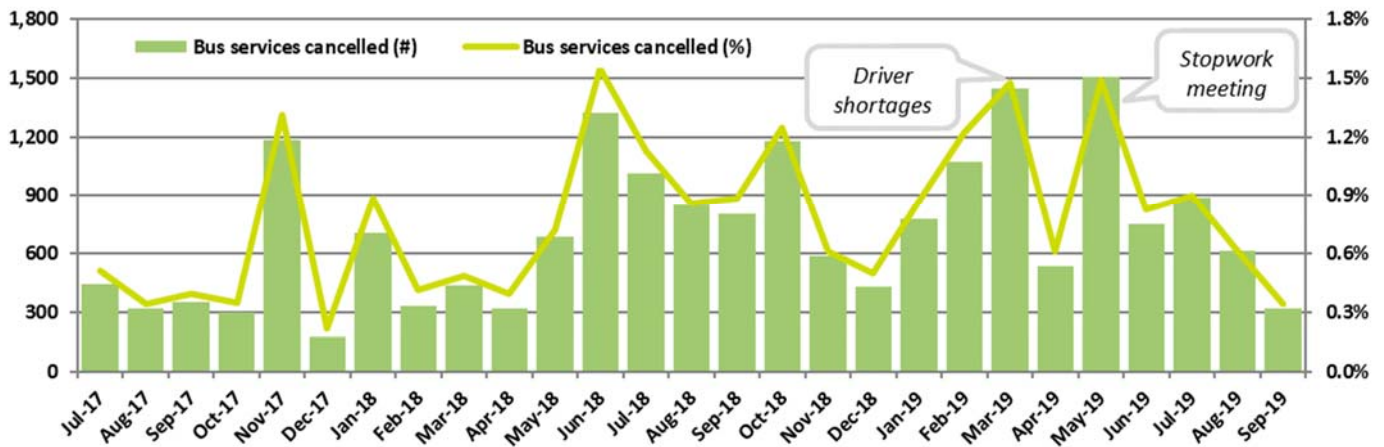
Reliability - current month

	Sep-19	Sep-18	% Change
Wellington City			
Newlands & Tawa	99.6%	98.9%	0.7%
East, West & City	99.0%	98.8%	0.2%
North, South, Khandallah & Brooklyn	99.2%	98.4%	0.8%
Hutt Valley	99.2%	97.5%	1.7%
Porirua	99.1%	99.0%	0.1%
Kapiti	99.9%	99.0%	0.9%
Wairarapa	99.2%	98.9%	0.3%
Total	99.2%	98.7%	0.5%

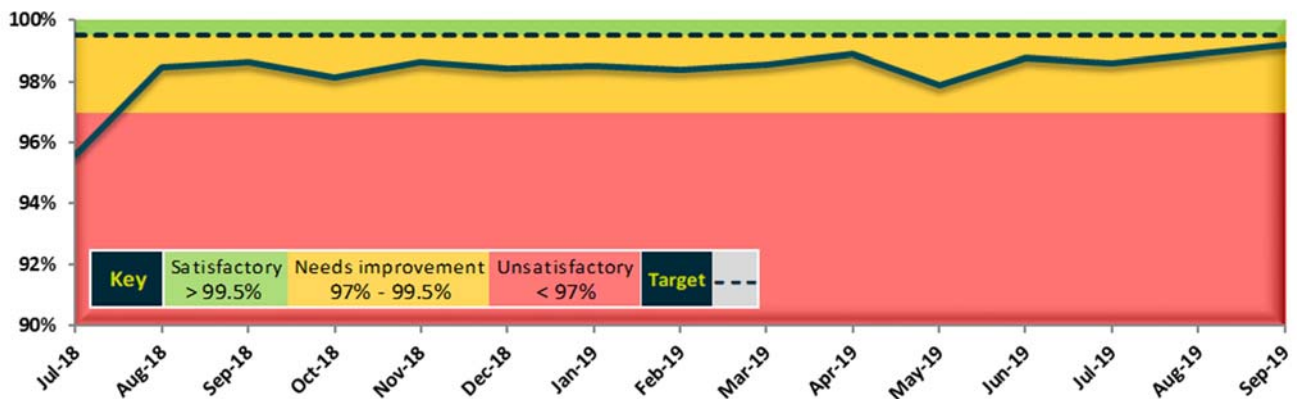
Reliability - year to date (Jul-Sep)

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	99.7%	98.2%	1.5%
East, West & City	99.0%	98.6%	0.4%
North, South, Khandallah & Brooklyn	98.1%	96.0%	2.1%
Hutt Valley	99.2%	98.6%	0.6%
Porirua	99.0%	97.6%	1.4%
Kapiti	99.8%	99.6%	0.2%
Wairarapa	99.4%	99.3%	0.1%
Total	98.9%	98.0%	0.9%

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 September was 94.8%, with an improvement of 3.6% 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.

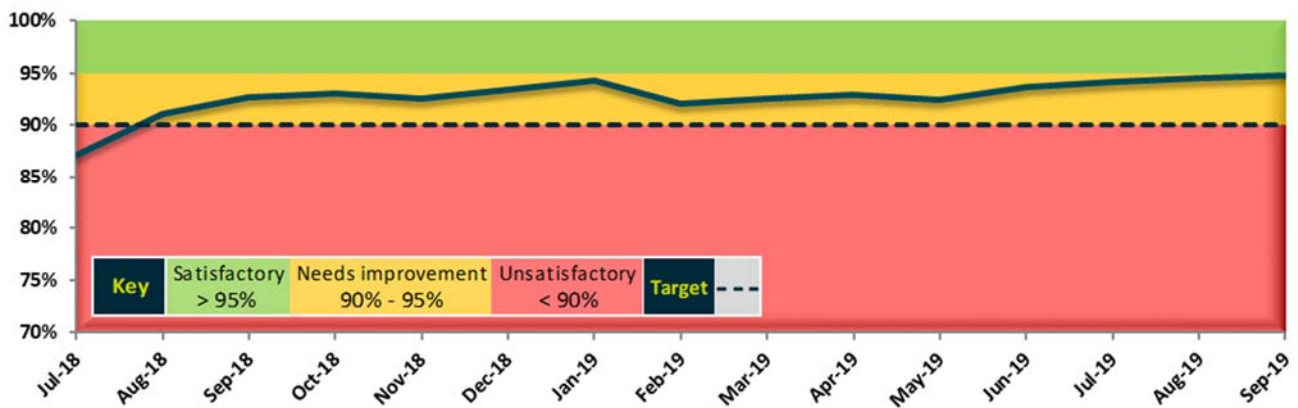
Punctuality - current month

	Sep-19	Sep-18	% Change
Wellington City			
Newlands & Tawa	97.7%	96.7%	1.0%
East, West & City	93.6%	90.2%	3.4%
North, South, Khandallah & Brooklyn	93.7%	91.1%	2.5%
Hutt Valley	95.4%	93.8%	1.6%
Porirua	95.0%	95.6%	-0.6%
Kapiti	98.5%	97.1%	1.4%
Wairarapa	95.0%	93.9%	1.1%
Total	94.8%	92.6%	2.2%

Punctuality - year to date (Jul-Sep)

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	97.4%	95.4%	2.0%
East, West & City	93.2%	88.2%	5.0%
North, South, Khandallah & Brooklyn	93.4%	88.3%	5.1%
Hutt Valley	95.3%	93.1%	2.2%
Porirua	95.2%	92.8%	2.4%
Kapiti	98.4%	96.9%	1.5%
Wairarapa	94.2%	94.6%	-0.4%
Total	94.5%	91.0%	3.6%

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 September 99% of bus services were delivered using the contracted bus size, a significant improvement on the September 2018 figure of 83% 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

	Sep-19	Sep-18	% Change
Wellington City			
Newlands & Tawa	100%	93%	7.0%
East, West & City	99%	64%	35.0%
North, South, Khandallah & Brooklyn	97%	87%	10.0%
Hutt Valley	99%	91%	8.0%
Porirua	100%	97%	3.0%
Kapiti	100%	98%	2.0%
Wairarapa	100%	100%	0.0%
Total	99%	83%	16.0%

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

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	100%	96%	4.0%
East, West & City	99%	63%	36.0%
North, South, Khandallah & Brooklyn	96%	80%	16.0%
Hutt Valley	99%	89%	10.0%
Porirua	100%	96%	4.0%
Kapiti	100%	98%	2.0%
Wairarapa	100%	90%	10.0%
Total	99%	80%	19.0%



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 September, close to the previous September. Reliability this month was affected by an overhead outage, a signals outage and high winds that caused a tree to fall onto a track.

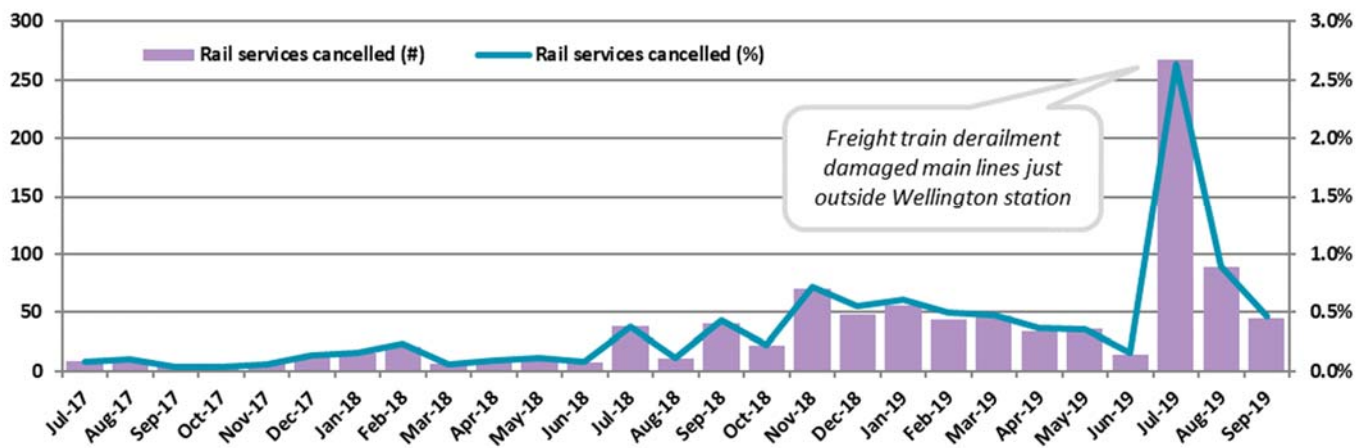
Reliability - current month

	Sep-19	Sep-18	% Change
Hutt Valley	97.3%	98.2%	-0.9%
Johnsonville	98.5%	97.3%	1.2%
Kapiti	97.1%	97.7%	-0.6%
Wairarapa	95.3%	96.8%	-1.5%
Total	97.5%	97.8%	-0.3%

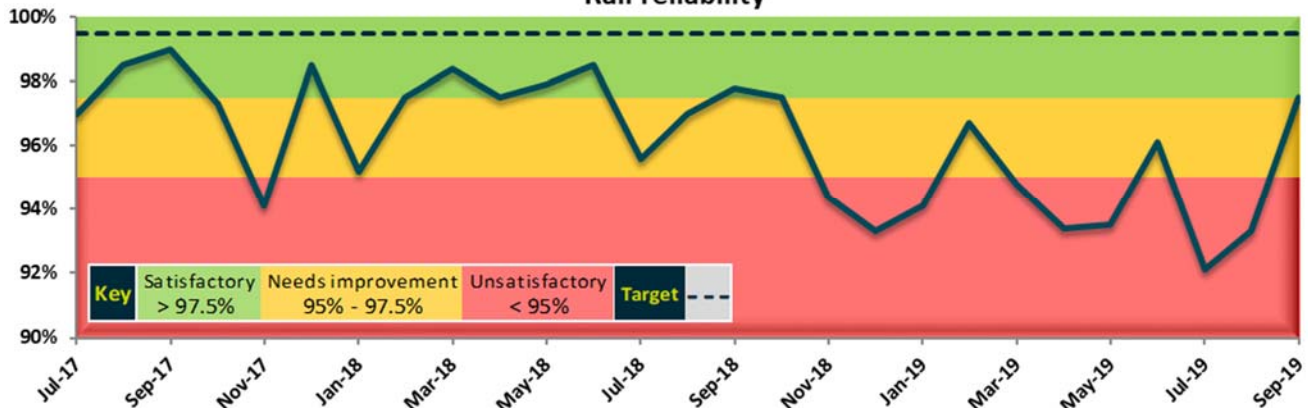
Reliability - year to date (Jul-Sep)

	2019/20	2018/19	% Change
Hutt Valley	94.2%	97.2%	-3.0%
Johnsonville	95.1%	97.4%	-2.3%
Kapiti	93.7%	96.0%	-2.3%
Wairarapa	91.6%	93.4%	-1.8%
Total	94.2%	96.8%	-2.6%

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.

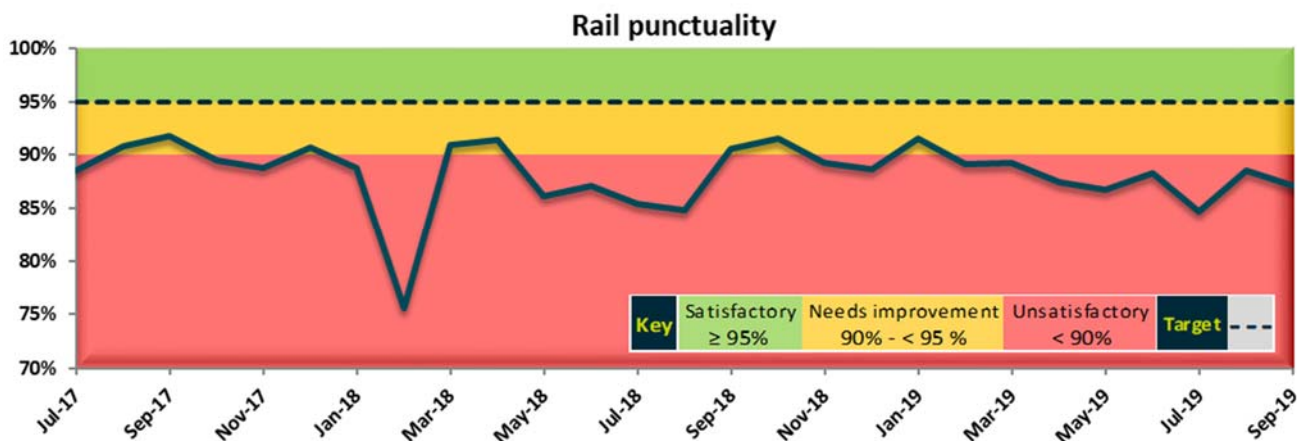
Punctuality for September was 87.1%, slightly less than the previous September, but the same for the year to date. However, overall the performance is still generally below both the target and previous years. Performance on the Kapiti line has been affected over the last couple of months by a high number of speed restrictions, with a flow-on affect to services on the other lines. These restrictions are expected to be largely removed by the end of October.

Punctuality - current month

	Sep-19	Sep-18	% Change
Hutt Valley	88.1%	91.1%	-3.0%
Johnsonville	96.3%	98.3%	-2.0%
Kapiti	80.8%	84.5%	-3.7%
Wairarapa	57.3%	80.2%	-22.9%
Total	87.1%	90.6%	-3.5%

Punctuality - year to date (Jul-Sep)

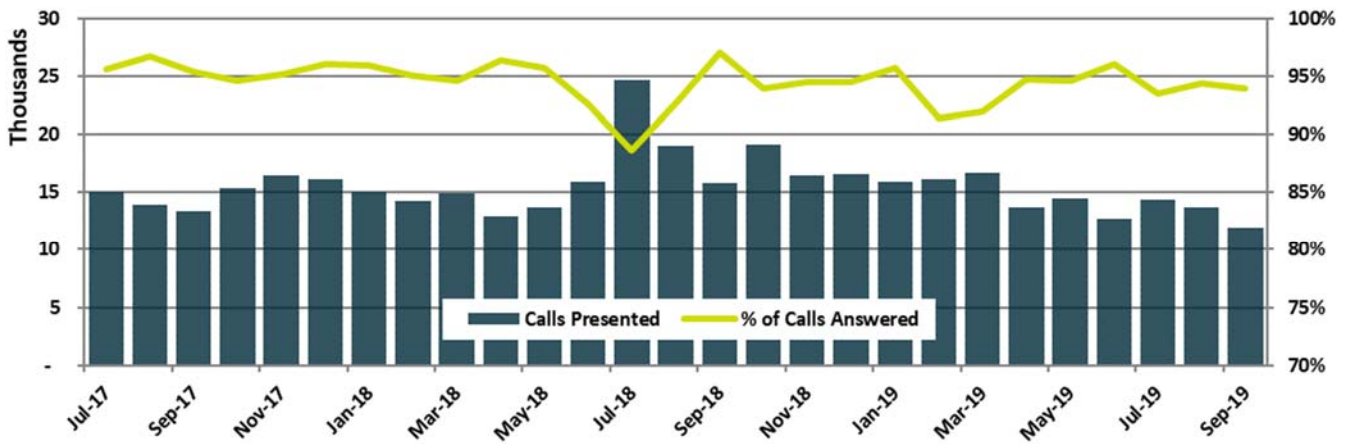
	2019/20	2018/19	% Change
Hutt Valley	86.5%	88.6%	-2.1%
Johnsonville	96.1%	97.0%	-0.9%
Kapiti	82.1%	78.5%	3.6%
Wairarapa	54.6%	61.4%	-6.8%
Total	86.8%	86.8%	0.0%



Customer Contact

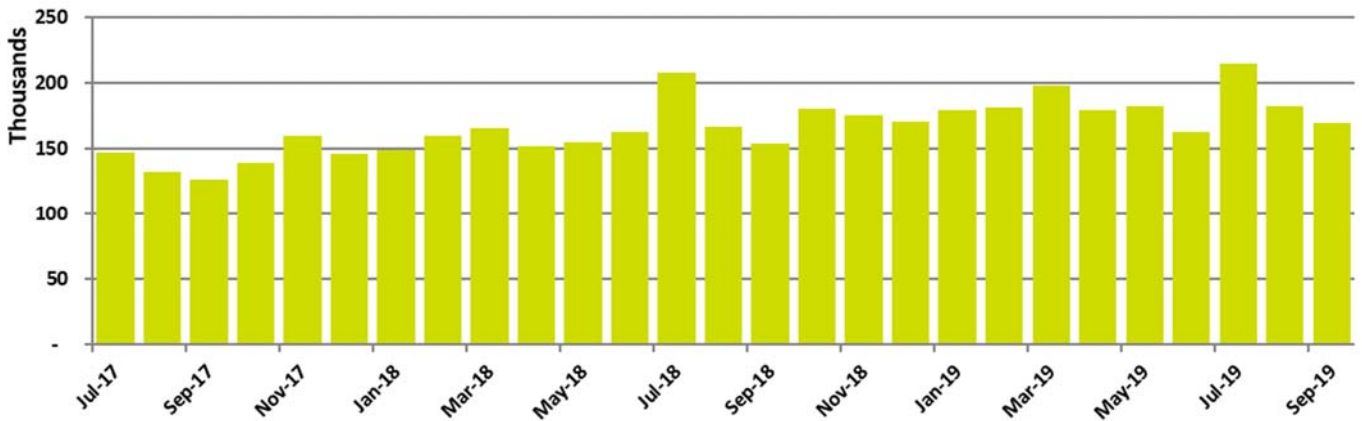
Call centre incoming calls

Metlink answered 93.9% of the 12,000 calls received in September, and has answered 93.9% of the 40,000 calls received for the year to date.



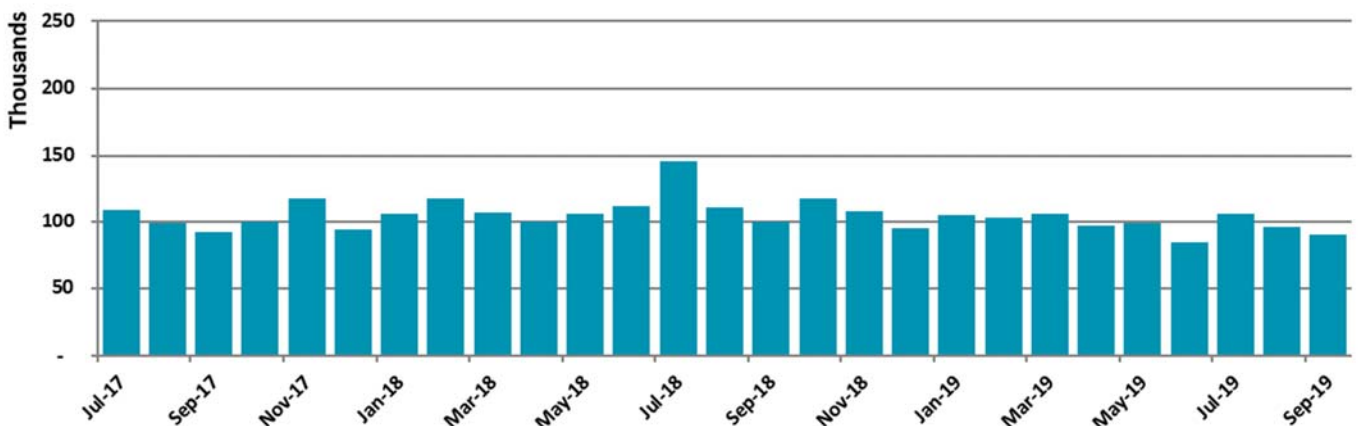
Metlink app – unique users

In September 2019 there were 170,000 unique users of the Metlink app, an increase of 10% on September 2018. There have been 567,000 unique users of the app for the year to date, a 7% increase on the same period last year.



Metlink website – unique users

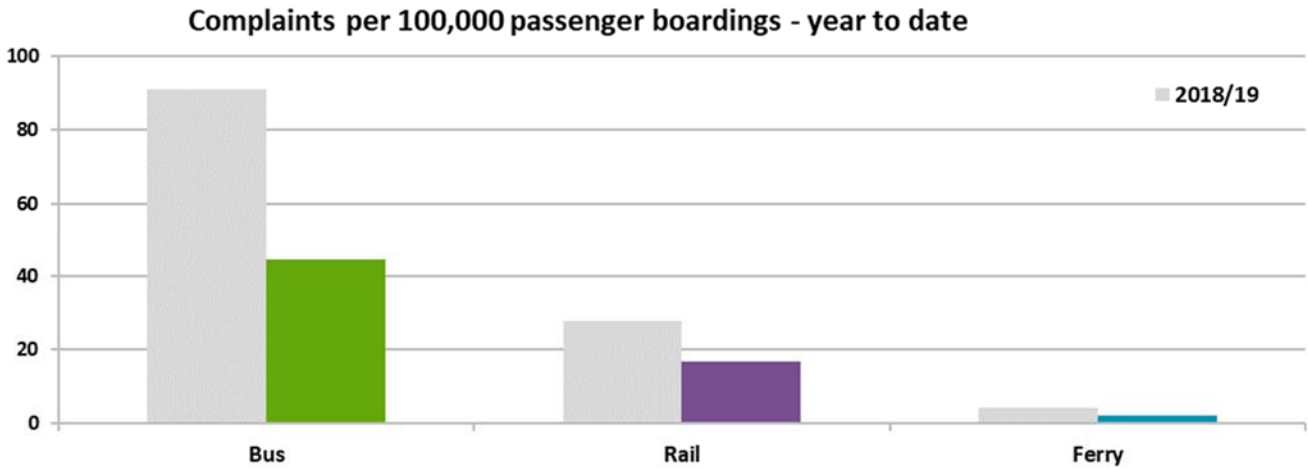
In September 2019 there were 90,000 unique users of the Metlink website, a 9% decrease on September 2018. There have been 292,000 unique users of the website for the year to date, an 18% decrease on the same period last year.



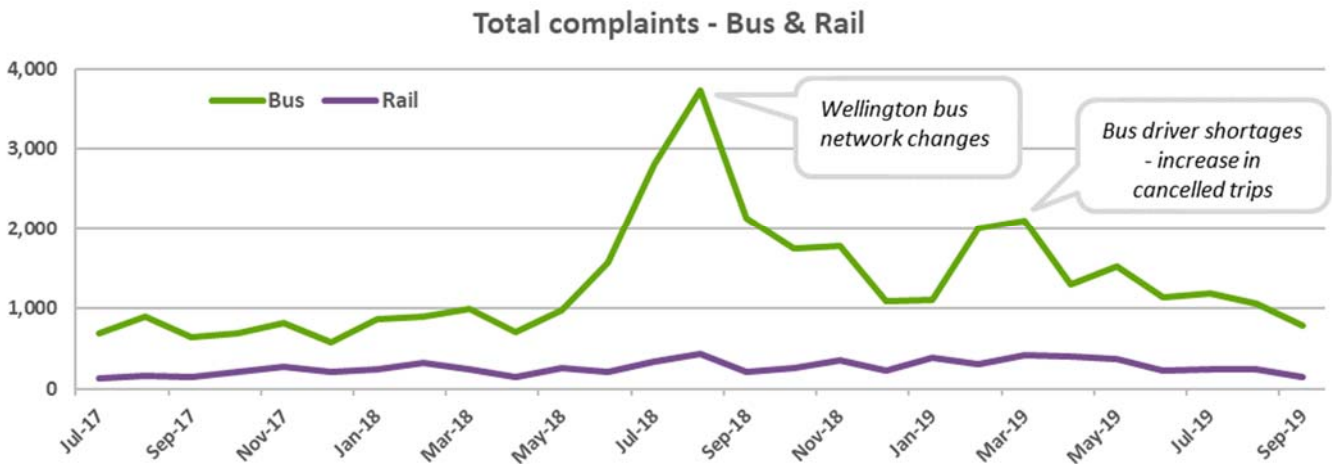
Complaints

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 65% improvement for bus for the year to date.



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



Bus complaints

Bus complaints for the month were 62.7% lower than in September 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

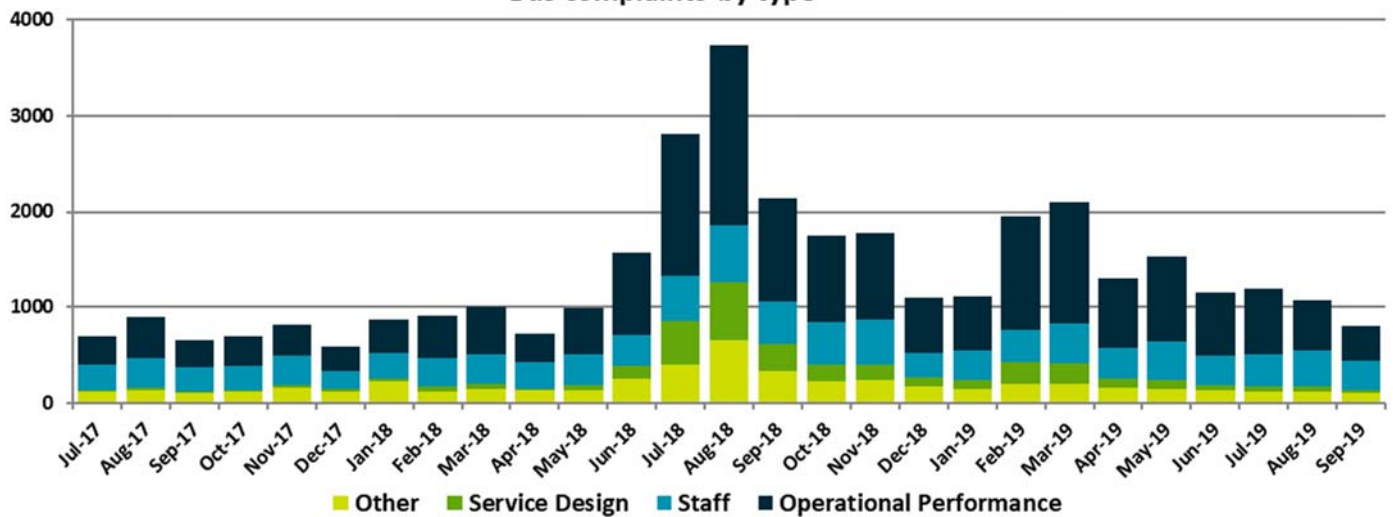
	Sep-19	Sep-18	% Change
Wellington			
Newlands, Tawa	23	50	-54.0%
East-West, City	238	795	-70.1%
North-south, Khandallah, Brooklyn	306	966	-68.3%
Hutt Valley	173	300	-42.3%
Porirua	40	-	100.0%
Kapiti	18	27	-33.3%
Wairarapa	-	2	-100.0%
Total	798	2,140	-62.7%

Bus complaints - year to date (Jul-Sep)

	2019/20	2018/19	% Change
Wellington			
Newlands, Tawa	83	209	-60.3%
East-West, City	953	3,143	-69.7%
North-south, Khandallah, Brooklyn	1,233	4,061	-69.6%
Hutt Valley	587	1,131	-48.1%
Porirua	139	-	100.0%
Kapiti	62	138	-55.1%
Wairarapa	3	7	-57.1%
Total	3,060	8,689	-64.8%

Operational performance and staff related complaints made up 84% of all bus complaints in September.

Bus complaints by type



Rail complaints

Rail complaints for September are 30.2% lower than the same month last year, reaching September 2017 levels.

Rail complaints current month

	Sep-19	Sep-18	% Change
Hutt Valley	44	68	-35.3%
Kapiti	56	86	-34.9%
Johnsonville	8	9	-11.1%
Wairarapa	14	14	0.0%
General	26	35	-25.7%
Total	148	212	-30.2%

Rail complaints - year to date (Jul-Sep)

	2019/20	2018/19	% Change
Hutt Valley	212	309	-31.4%
Kapiti	219	391	-44.0%
Johnsonville	33	57	-42.1%
Wairarapa	59	62	-4.8%
General	121	171	-29.2%
Total	644	990	-34.9%

Operational performance and staff related complaints make up 49% of all rail complaints in September.

Rail complaints by type

