

Metlink performance report



January 2020

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.

January 2020 has the same number of working days as the same month the previous year, which allows the direct comparison of monthly patronage figures between years.

Bus Passenger boardings

Bus has recorded passenger boardings growth of 5.8% on January last year and 7.3% year on year.

By area for January

	Jan-20	Jan-19	% Change
Wellington	1,262,190	1,188,632	6.2%
Hutt Valley	321,444	307,075	4.7%
Porirua	58,957	56,984	3.5%
Kapiti	37,932	35,420	7.1%
Wairarapa	9,027	9,056	-0.3%
Total	1,689,550	1,597,167	5.8%

By area - year to date (Jul-Jan)

	2019/20	2018/19	% Change
Wellington	10,841,454	10,184,353	6.5%
Hutt Valley	2,845,270	2,579,689	10.3%
Porirua	573,627	534,955	7.2%
Kapiti	366,052	333,270	9.8%
Wairarapa	94,390	91,082	3.6%
Total	14,720,793	13,723,349	7.3%

Rail Passenger boardings

Rail has recorded passenger boardings growth of 10.1% for the month and 3.4% for the year to date, compared to the same period last year.

By line for January

	Jan-20	Jan-19	% Change
Hutt Valley	444,242	389,092	14.2%
Kapiti	430,286	397,939	8.1%
Johnsonville	97,398	91,929	5.9%
Wairarapa	58,319	56,538	3.2%
Total	1,030,245	935,498	10.1%

By line - year to date (Jul-Jan)

	2019/20	2018/19	% Change
Hutt Valley	3,571,648	3,384,001	5.5%
Kapiti	3,474,392	3,361,594	3.4%
Johnsonville	803,298	838,842	-4.2%
Wairarapa	453,661	447,718	1.3%
Total	8,302,999	8,032,155	3.4%

Peak rail patronage is up 5.5% for the year to date, compared to the same period last year. Peak patronage on our two busiest lines (Hutt Valley and Kapiti - which together provide 84% of our rail customers) are up an average of 6.4% for the year to date.

Peak by line for January

	Jan-20	Jan-19	% Change
Hutt Valley	304,236	261,002	16.6%
Kapiti	278,270	252,133	10.4%
Johnsonville	60,125	52,107	15.4%
Wairarapa	45,188	41,863	7.9%
Total	687,819	607,105	13.3%

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

	2019/20	2018/19	% Change
Hutt Valley	2,492,212	2,308,960	7.9%
Kapiti	2,273,188	2,171,112	4.7%
Johnsonville	507,250	511,712	-0.9%
Wairarapa	370,198	355,520	4.1%
Total	5,642,848	5,347,304	5.5%

Ferry Passenger boardings

Ferry boardings show a decrease of 2.0% for the year to date compared to the same period last year. Weather conditions often affect the numbers of passengers using the ferry.

For January

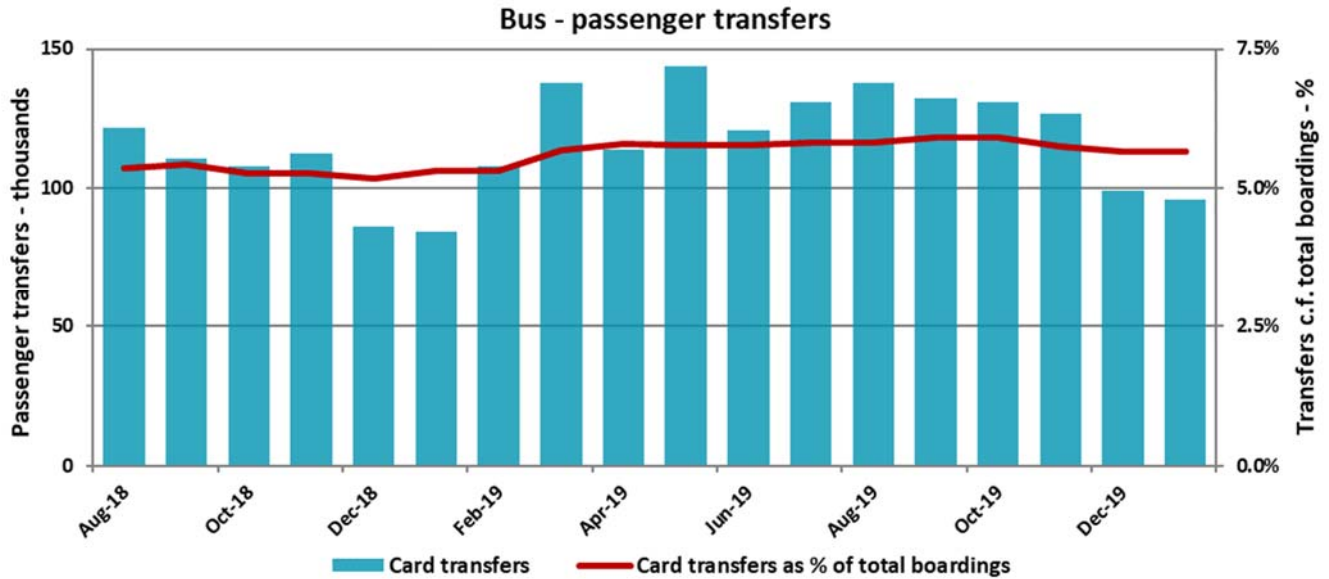
	Jan-20	Jan-19	% Change
Total	20,096	24,374	-17.6%

Year to date (Jul-Jan)

	2019/20	2018/19	% Change
Total	115,704	118,009	-2.0%

Bus Passenger transfers and Journeys

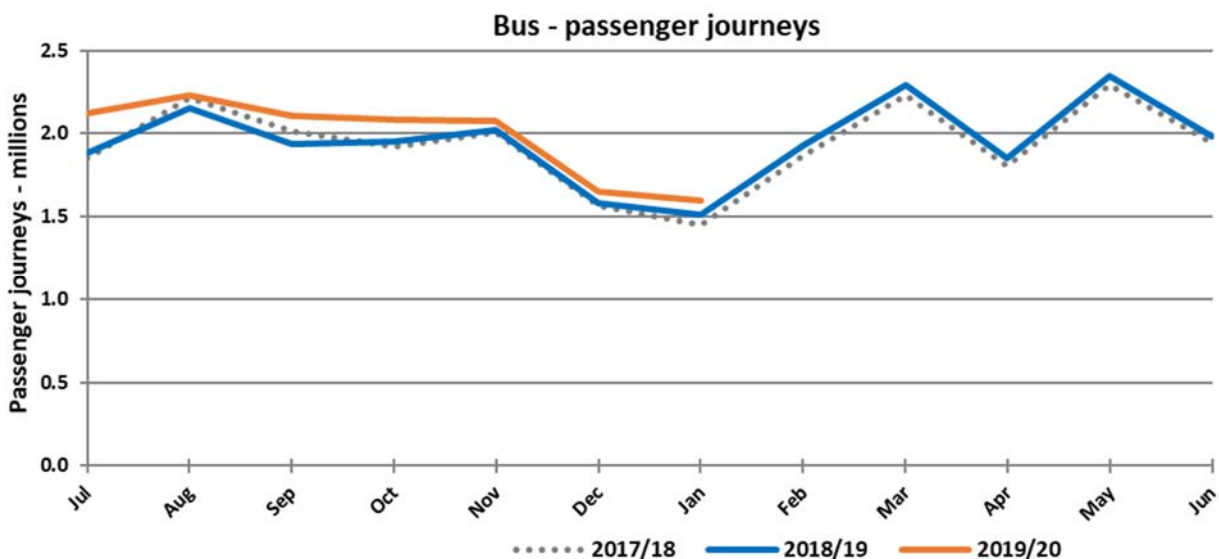
Metlink allows bus to bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers account for 5.8% of year to date passenger boardings. Transfers for 2019 are consistently between 5.3% and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



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 5.4% increase for January 2020.

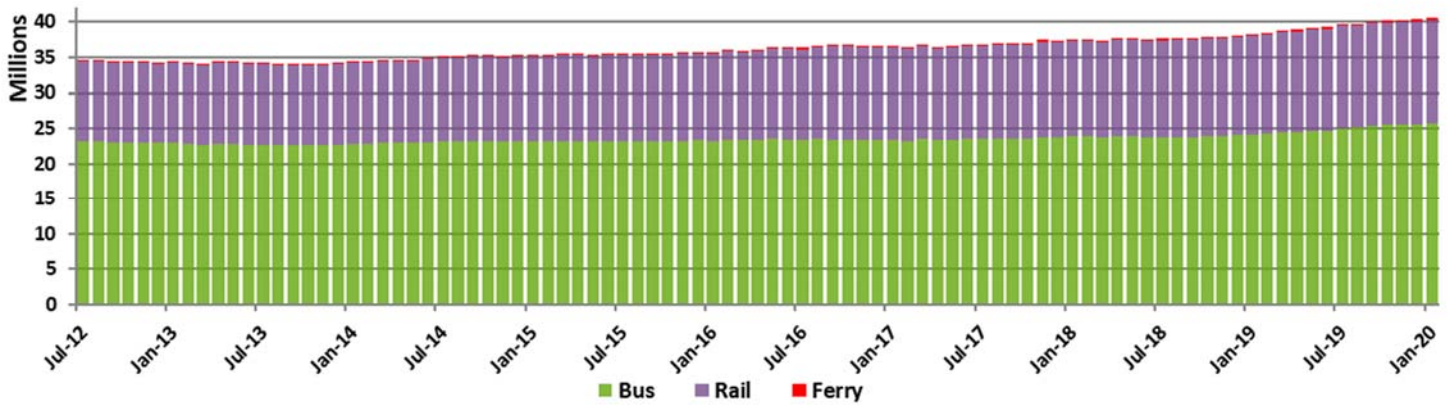


¹ Prior to the new Network transfers accounted for c. 2.6% based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

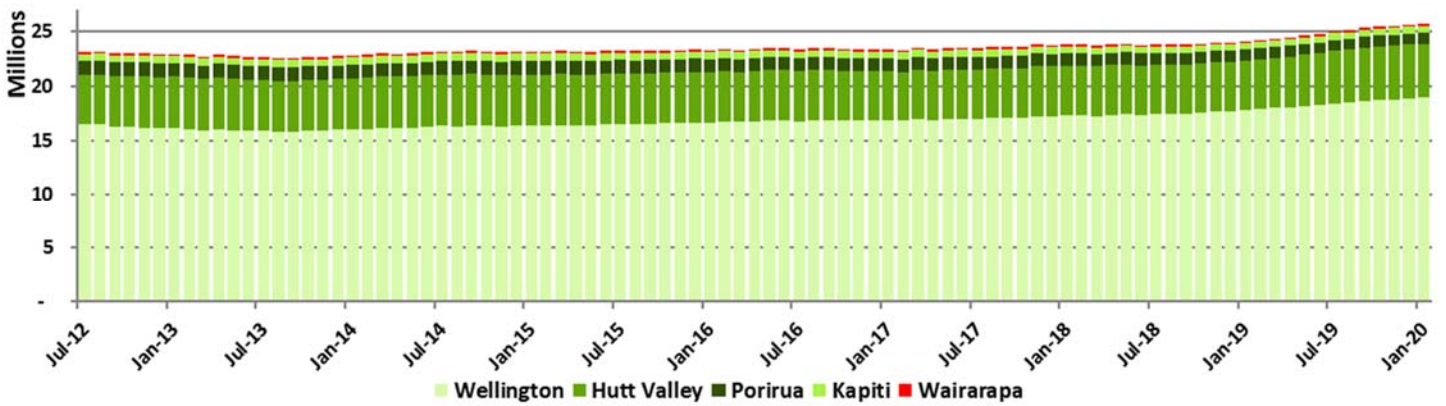
Passenger boardings trend

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.

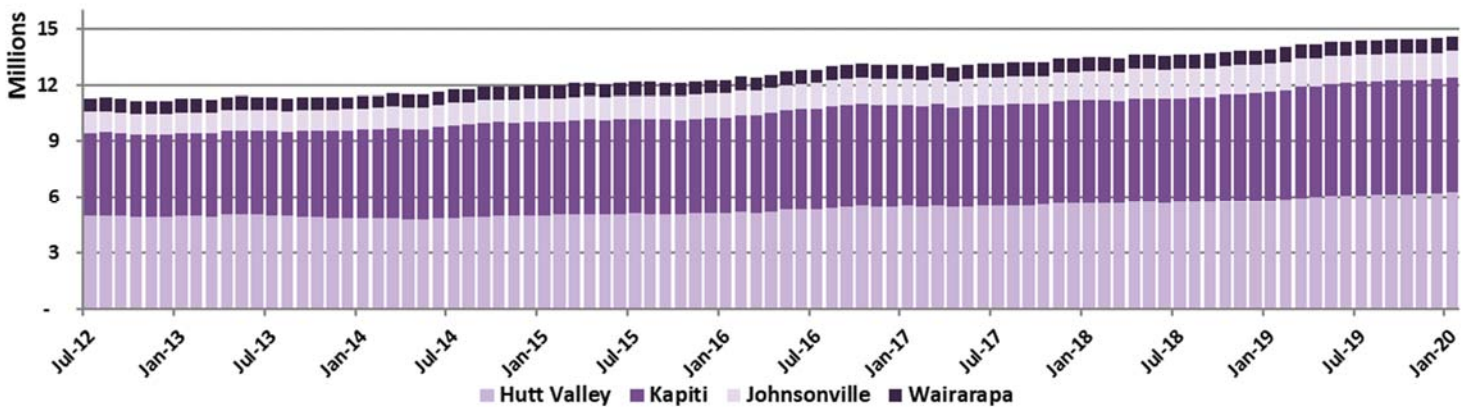
All modes



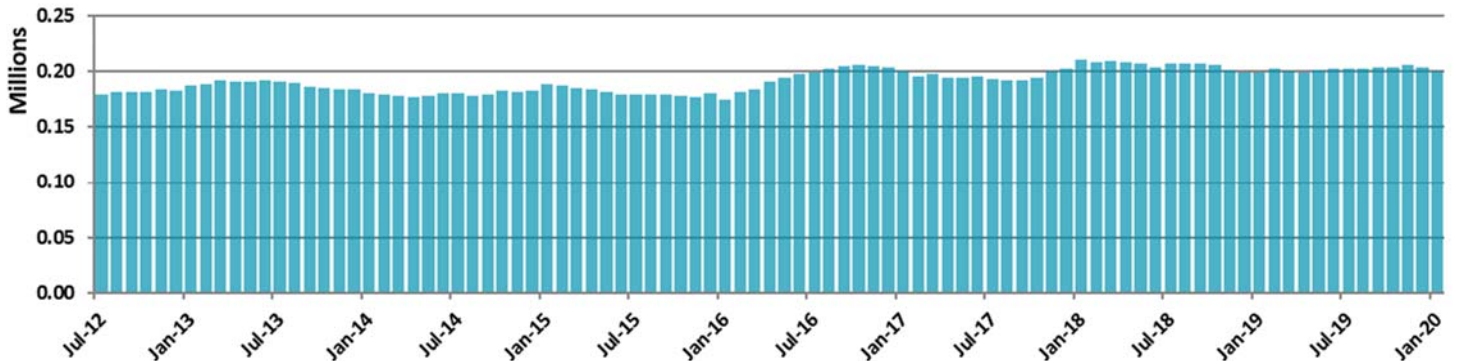
Bus



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.

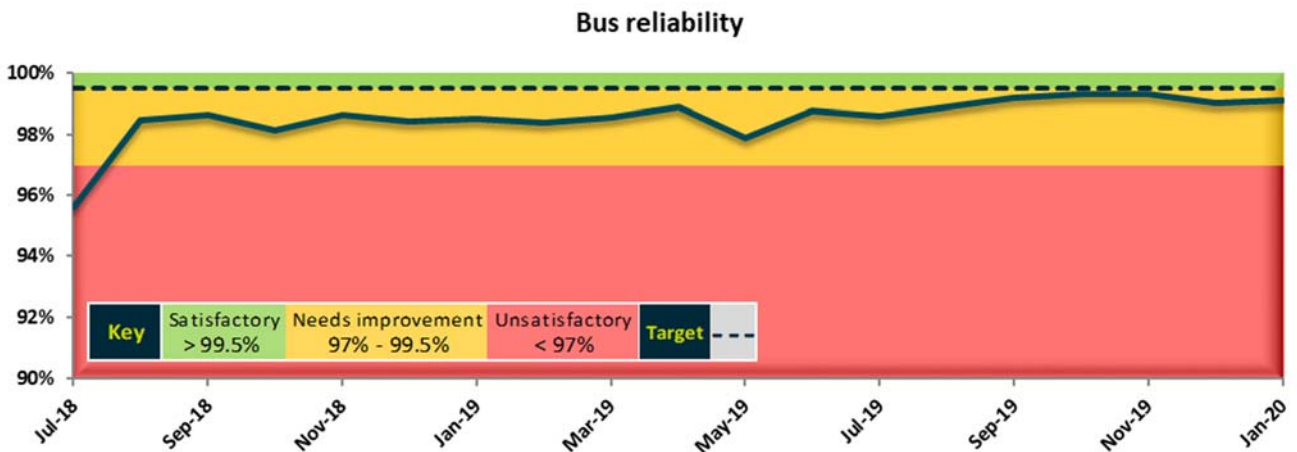
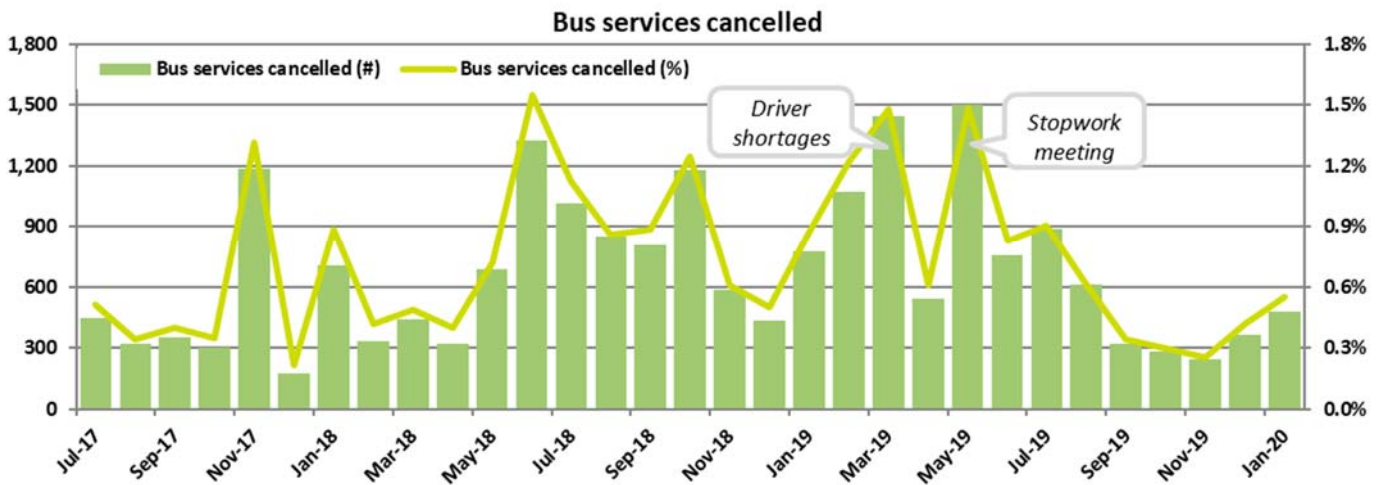
99.1% of bus services were delivered reliably in January 2020. Affecting reliability this month were a stopwork meeting, concerts, and service disruptions with the knock on effect of having to cancel trips to enable a return to timetabled services.

Reliability - current month

	Jan-20	Jan-19	% Change
Wellington City			
Newlands & Tawa	99.7%	99.1%	0.6%
East, West & City	98.2%	96.8%	1.4%
North, South, Khandallah & Brooklyn	99.3%	99.2%	0.1%
Hutt Valley	99.5%	99.5%	0.0%
Porirua	99.2%	99.2%	0.0%
Kapiti	99.7%	99.6%	0.1%
Wairarapa	100.0%	99.1%	0.9%
Total	99.1%	98.5%	0.5%

Reliability - year to date (Jul-Jan)

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	99.6%	98.9%	0.7%
East, West & City	98.9%	98.2%	0.7%
North, South, Khandallah & Brooklyn	98.7%	97.3%	1.4%
Hutt Valley	99.3%	98.7%	0.6%
Porirua	99.1%	98.1%	1.0%
Kapiti	99.8%	99.5%	0.3%
Wairarapa	99.2%	98.5%	0.7%
Total	99.1%	98.2%	0.9%



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 January was 94.7%, with an improvement of 1.9% for the year to date. Newlands, Tawa, Hutt Valley, Porirua and Kapiti are being provided a satisfactory level of performance, but improvement is required in all other sub-regions.

Affecting punctuality this month were roadworks, accidents, and continuing work on repairing wastewater pipes in the CBD.

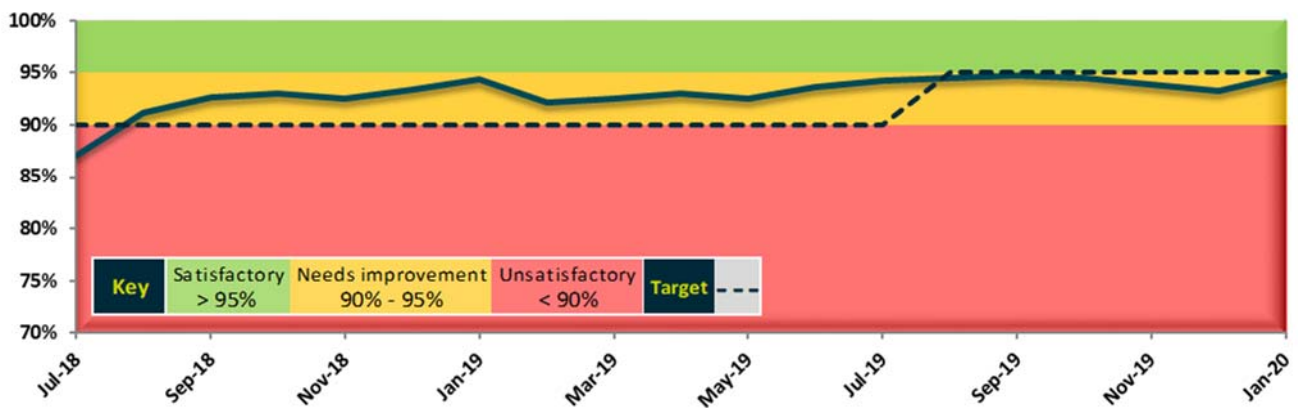
Punctuality - current month

	Jan-20	Jan-19	% Change
Wellington City			
Newlands & Tawa	93.0%	96.4%	-3.4%
East, West & City	94.4%	92.3%	2.1%
North, South, Khandallah & Brooklyn	92.0%	93.2%	-1.2%
Hutt Valley	96.1%	95.8%	0.3%
Porirua	96.1%	96.5%	-0.4%
Kapiti	98.8%	98.1%	0.7%
Wairarapa	94.0%	89.6%	4.4%
Total	94.7%	94.3%	0.4%

Punctuality - year to date (Jul-Jan)

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	95.9%	95.8%	0.1%
East, West & City	93.3%	90.0%	3.3%
North, South, Khandallah & Brooklyn	92.9%	90.7%	2.2%
Hutt Valley	95.0%	93.7%	1.3%
Porirua	95.2%	95.2%	0.0%
Kapiti	98.5%	97.6%	0.9%
Wairarapa	93.8%	93.1%	0.7%
Total	94.3%	92.4%	1.9%

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 January 98% of bus services were delivered using the contracted bus size, an improvement of 13.0% on the same month the previous year. GWRC has worked closely with operators over the past year to align the timetable requirements with their available buses to enable more efficient operations.

Correct bus used - current month

	Jan-20	Jan-19	% Change
Wellington City			
Newlands & Tawa	100%	98%	2.0%
East, West & City	99%	62%	37.0%
North, South, Khandallah & Brooklyn	96%	94%	2.0%
Hutt Valley	99%	95%	4.0%
Porirua	100%	100%	0.0%
Kapiti	100%	99%	1.0%
Wairarapa	97%	97%	0.0%
Total	98%	85%	13.0%

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

	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%	88%	8.0%
Hutt Valley	99%	92%	7.0%
Porirua	100%	98%	2.0%
Kapiti	100%	99%	1.0%
Wairarapa	99%	95%	4.0%
Total	99%	83%	16.0%



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 99.0% in January, and 96.1% for the year to date. Reliability this month was affected by several network disruptions including medical emergencies, trespassers, a train v. car collision, an earthquake, and a passenger falling at a level crossing. If network impacts are removed, reliability was 99.4%.

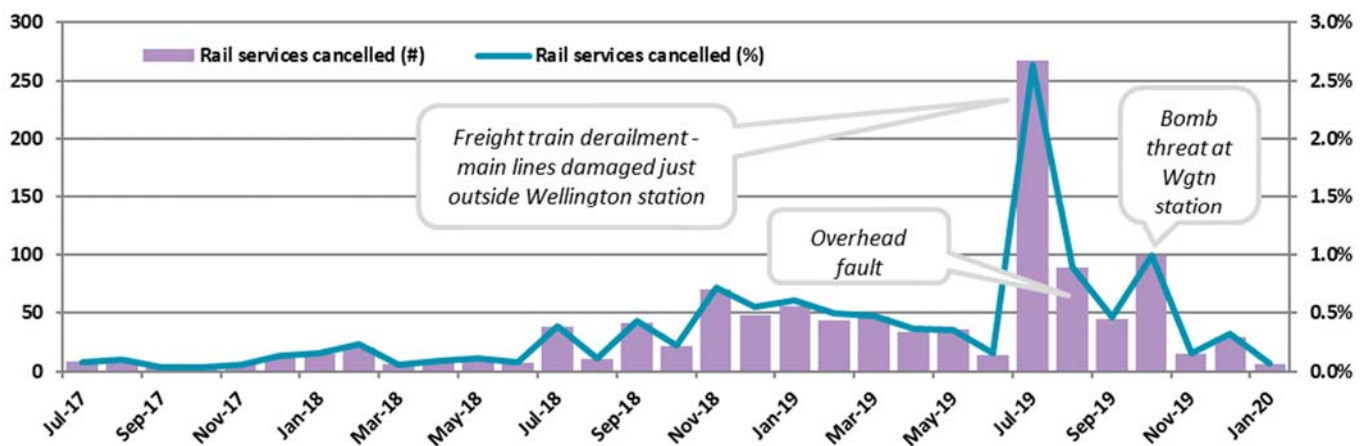
Reliability - current month

	Jan-20	Jan-19	% Change
Hutt Valley	98.9%	92.5%	6.4%
Johnsonville	98.9%	93.4%	5.5%
Kapiti	99.5%	97.3%	2.2%
Wairarapa	94.4%	87.6%	6.8%
Total	99.0%	94.1%	4.9%

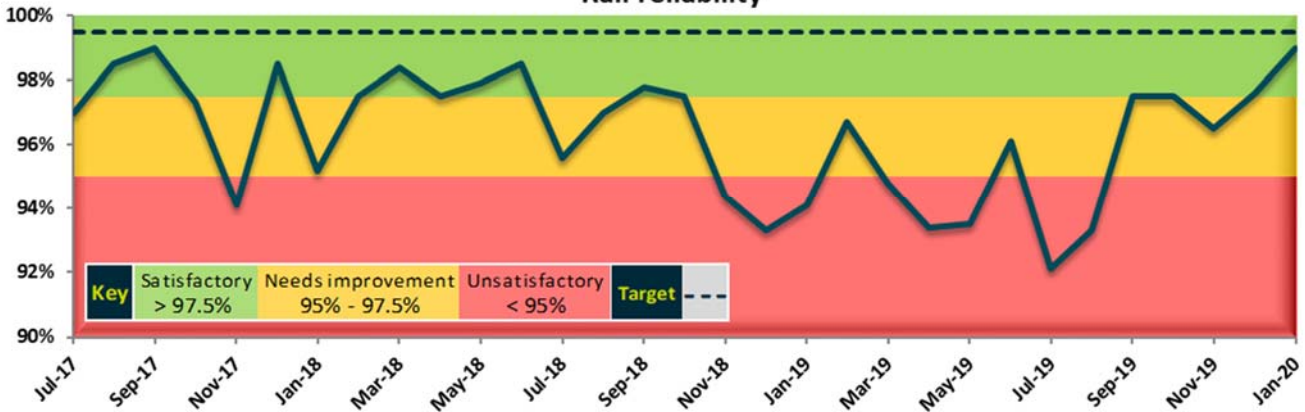
Reliability - year to date (Jul-Jan)

	2019/20	2018/19	% Change
Hutt Valley	96.2%	95.5%	0.7%
Johnsonville	97.1%	96.0%	1.1%
Kapiti	95.6%	96.0%	-0.4%
Wairarapa	92.0%	91.3%	0.7%
Total	96.1%	95.7%	0.4%

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 January was 91.0%, slightly less than the previous January. Overall performance is still generally below both the target and previous years. Despite a generally improving trend, in January there were several network disruptions including special events (Trentham races and Six60 concert) and delays due to non-Metlink trains. If network impacts are removed, punctuality was 94.4%.

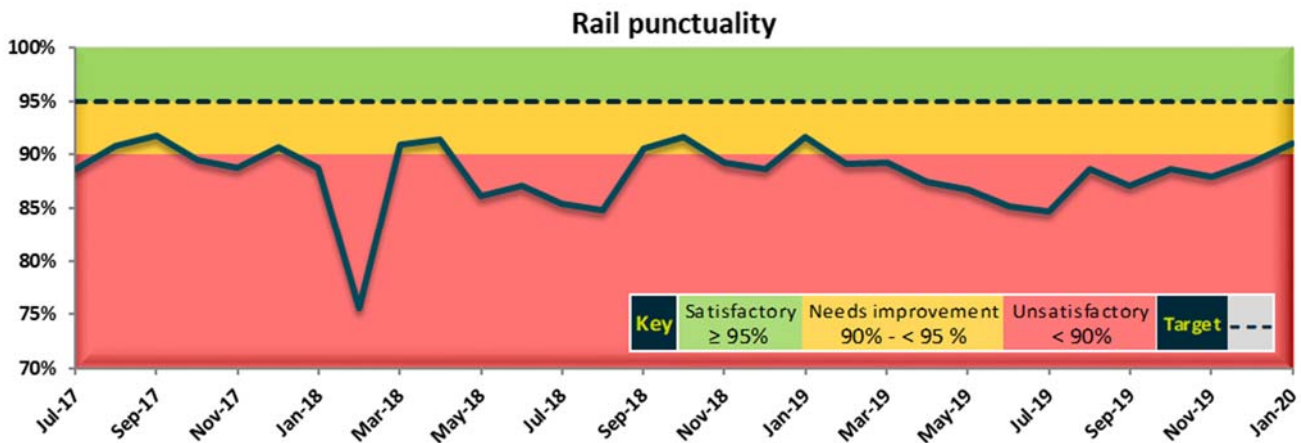
Punctuality on the Wairarapa line (especially in the off-peak) will continue to be compromised by worksites and the ongoing work to renew the track infrastructure as part of the major NZTA funding programme, secured by GW and KiwiRail in 2018, that is set to continue for the next 4-5 years.

Punctuality - current month

	Jan-20	Jan-19	% Change
Hutt Valley	90.7%	91.1%	-0.4%
Johnsonville	98.1%	98.7%	-0.6%
Kapiti	88.5%	89.9%	-1.4%
Wairarapa	55.2%	49.6%	5.6%
Total	91.0%	91.6%	-0.6%

Punctuality - year to date (Jul-Jan)

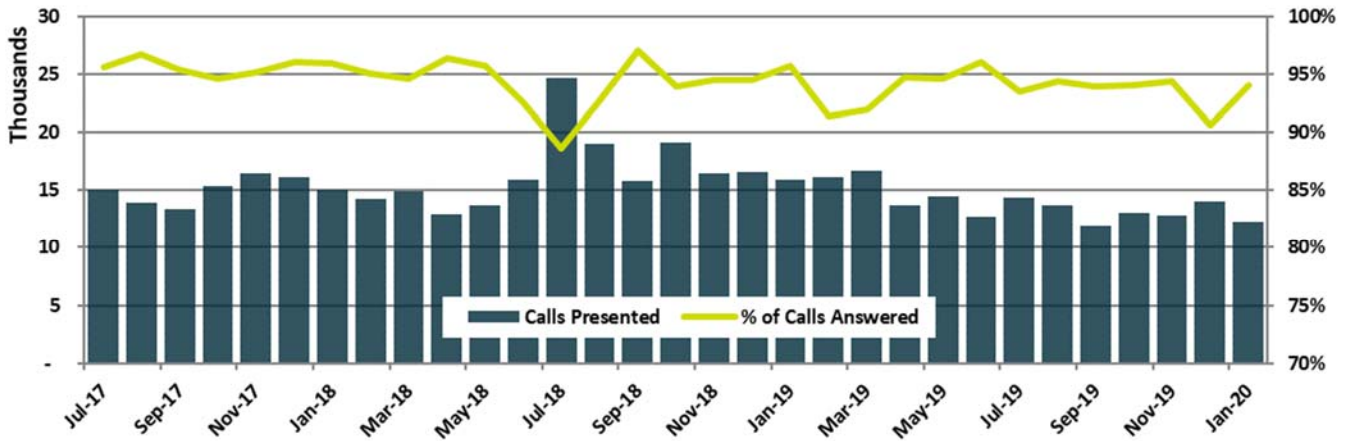
	2019/20	2018/19	% Change
Hutt Valley	88.2%	90.0%	-1.8%
Johnsonville	95.4%	97.5%	-2.1%
Kapiti	85.1%	82.6%	2.5%
Wairarapa	59.2%	60.3%	-1.1%
Total	88.3%	88.8%	-0.5%



Customer Contact

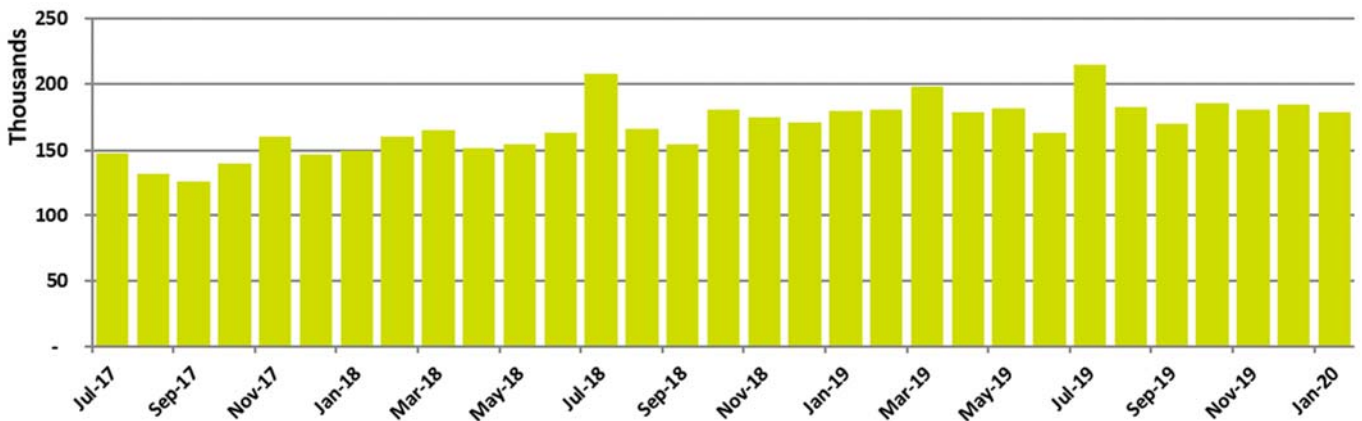
Call centre incoming calls

Metlink answered 94.0% of the 12,000 calls received in January, and has answered 93.5% of the 92,000 calls received for the year to date.



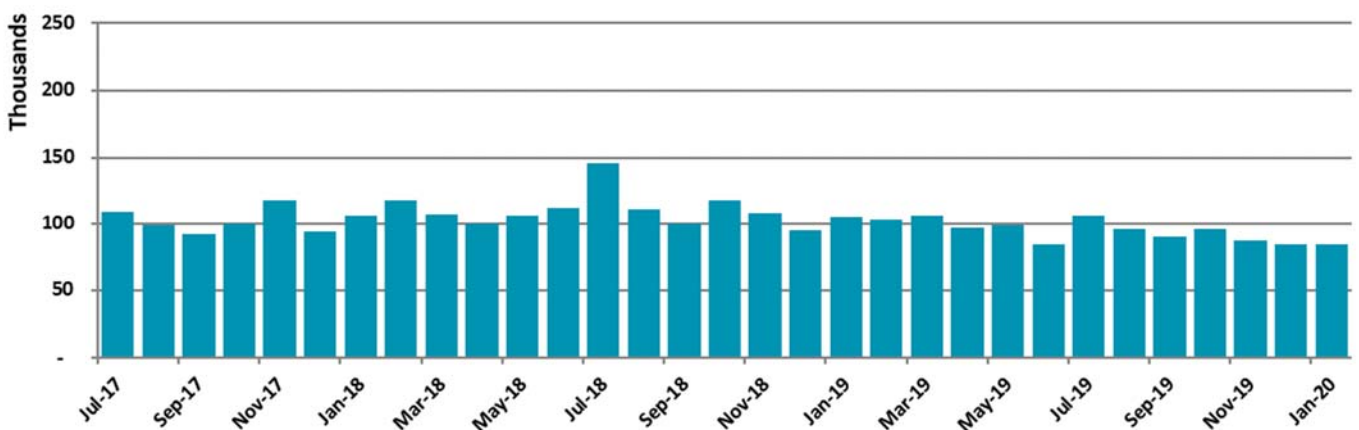
Metlink app – unique users

In January 2020 there were 179,000 unique users of the Metlink app, the same as January the previous year. There have been 1.3 million unique users of the app for the year to date, an increase of 5% on the same period last year.



Metlink website – unique users

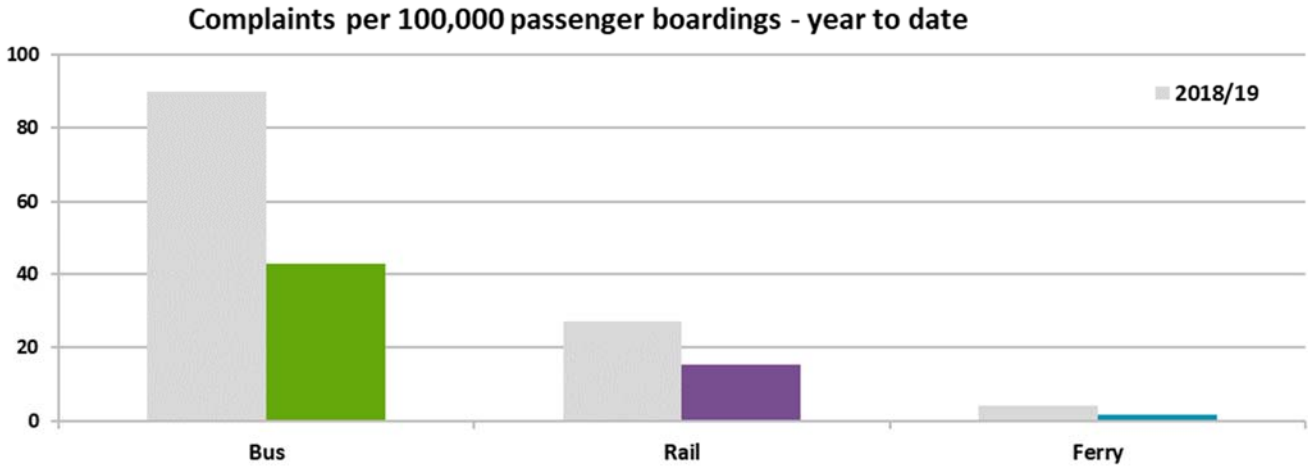
In January 2020 there were 84,000 unique users of the Metlink website, a decrease of 21% on the same month the previous year. There have been 642,000 unique users of the website for the year to date, a decrease of 18% on the same period last year.



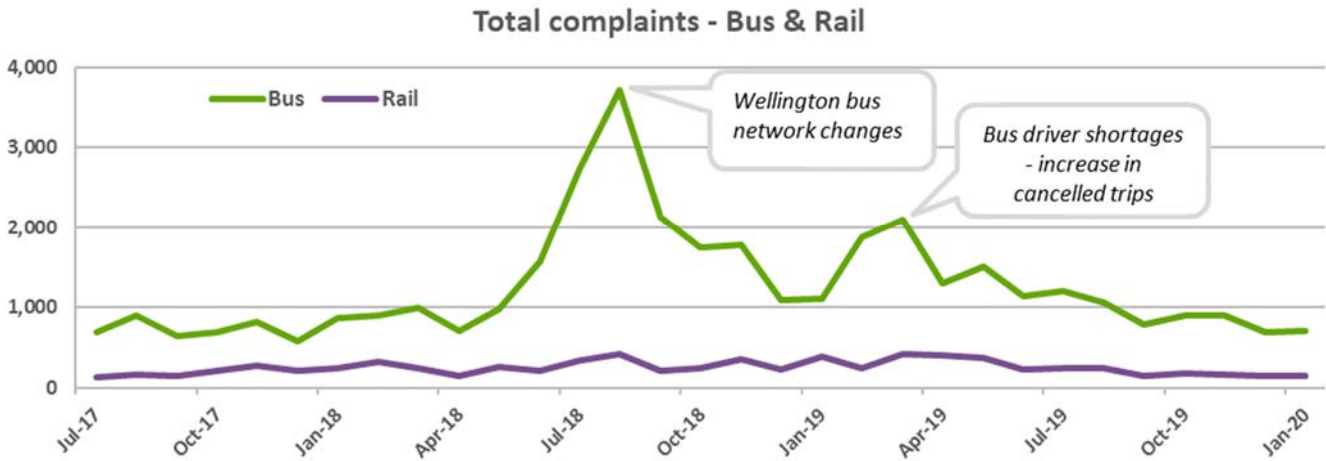
Complaints

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 improvements of 56% for bus and 41% for rail 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 35.8% lower than in January last year, and are trending down to pre-PTOM levels. Complaints spiked in July and August 2018 during the implementation of the new bus network in Wellington.

Bus complaints for current month

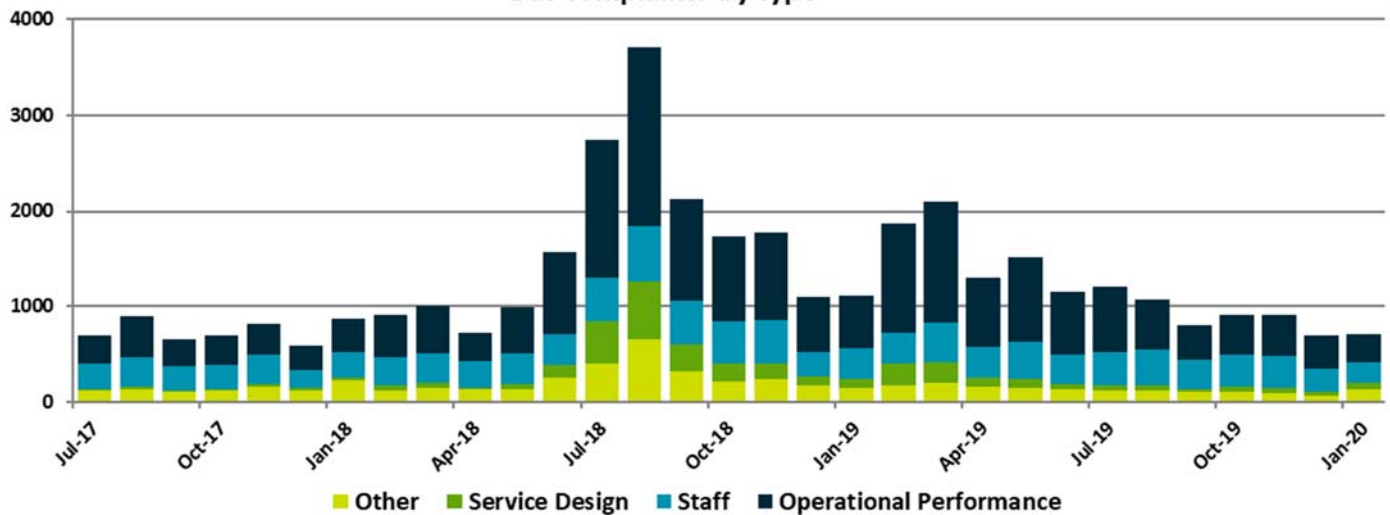
	Jan-20	Jan-19	% Change
Wellington			
Newlands, Tawa	26	37	-29.7%
East-West, City	240	440	-45.5%
North-south, Khandallah, Brooklyn	231	384	-39.8%
Hutt Valley	163	177	-7.9%
Porirua	33	33	0.0%
Kapiti	12	29	-58.6%
Wairarapa	4	5	-20.0%
Total	709	1,105	-35.8%

Bus complaints - year to date (Jul-Jan)

	2019/20	2018/19	% Change
Wellington			
Newlands, Tawa	207	288	-28.1%
East-West, City	1,986	5,209	-61.9%
North-south, Khandallah, Brooklyn	2,429	5,869	-58.6%
Hutt Valley	1,252	1,957	-36.0%
Porirua	276	728	-62.1%
Kapiti	109	230	-52.6%
Wairarapa	16	30	-46.7%
Total	6,275	14,311	-56.2%

Operational performance and staff related complaints made up 73% of all bus complaints in January.

Bus complaints by type



Rail complaints

Rail complaints for January were 59.9% lower than the same month last year, and 41.4% lower for the year to date.

Rail complaints current month

	Jan-20	Jan-19	% Change
Hutt Valley	44	140	-68.6%
Kapiti	42	127	-66.9%
Johnsonville	4	16	-75.0%
Wairarapa	29	46	-37.0%
General	35	55	-36.4%
Total	154	384	-59.9%

Rail complaints - year to date (Jul-Jan)

	2019/20	2018/19	% Change
Hutt Valley	390	708	-44.9%
Kapiti	449	846	-46.9%
Johnsonville	82	113	-27.4%
Wairarapa	128	193	-33.7%
General	239	339	-29.5%
Total	1,288	2,199	-41.4%

Operational performance and staff related complaints make up 58% of all rail complaints in January.

Rail complaints by type

