



## 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 4.0% 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 an 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 June

	Jun-19	Jun-18	% Change
Wellington	1,537,332	1,466,693	4.8%
Hutt Valley	408,103	369,490	10.5%
Porirua	86,098	94,627	-9.0%
Kapiti	56,905	51,896	9.7%
Wairarapa	14,843	14,914	-0.5%
<b>Total</b>	<b>2,103,281</b>	<b>1,997,620</b>	<b>5.3%</b>

By area - year to date (Jul - Jun)

	2018/19	2017/18	% Change
Wellington	18,284,646	17,386,541	5.2%
Hutt Valley	4,685,135	4,501,201	4.1%
Porirua	981,614	1,123,204	-12.6%
Kapiti	624,901	591,569	5.6%
Wairarapa	170,697	184,118	-7.3%
<b>Total</b>	<b>24,746,993</b>	<b>23,786,633</b>	<b>4.0%</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 5.7% year on year. The majority of this growth has come from the Kapiti Line (+7.8% year on year) followed by the Hutt Valley Line (+6.8% 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 June

	Jun-19	Jun-18	% Change
Hutt Valley	491,057	475,673	3.2%
Kapiti	480,748	464,645	3.5%
Johnsonville	112,632	132,124	-14.8%
Wairarapa	60,534	61,289	-1.2%
<b>Total</b>	<b>1,144,971</b>	<b>1,133,731</b>	<b>1.0%</b>

By line - year to date (Jul - Jun)

	2018/19	2017/18	% Change
Hutt Valley	6,077,844	5,692,552	6.8%
Kapiti	6,005,874	5,573,698	7.8%
Johnsonville	1,460,727	1,521,742	-4.0%
Wairarapa	779,433	764,874	1.9%
<b>Total</b>	<b>14,323,878</b>	<b>13,552,866</b>	<b>5.7%</b>

Peak rail patronage is up 7.3% year on year, 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 8.6% year-to-date. This growth dramatically increases the need for the proposed long distance rolling stock (dual mode multiple units) to also provide capacity for supplementing peak demand on both the Hutt Valley and Kapiti Lines.

Peak by line for June

	Jun-19	Jun-18	% Change
Hutt Valley	338,736	322,651	5.0%
Kapiti	313,044	307,615	1.8%
Johnsonville	69,723	80,885	-13.8%
Wairarapa	50,082	50,638	-1.1%
<b>Total</b>	<b>771,585</b>	<b>761,789</b>	<b>1.3%</b>

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

	2018/19	2017/18	% Change
Hutt Valley	4,134,567	3,809,637	8.5%
Kapiti	3,877,019	3,567,924	8.7%
Johnsonville	903,867	907,369	-0.4%
Wairarapa	625,468	605,584	3.3%
<b>Total</b>	<b>9,540,921</b>	<b>8,890,514</b>	<b>7.3%</b>

## Ferry Passenger boardings

For June

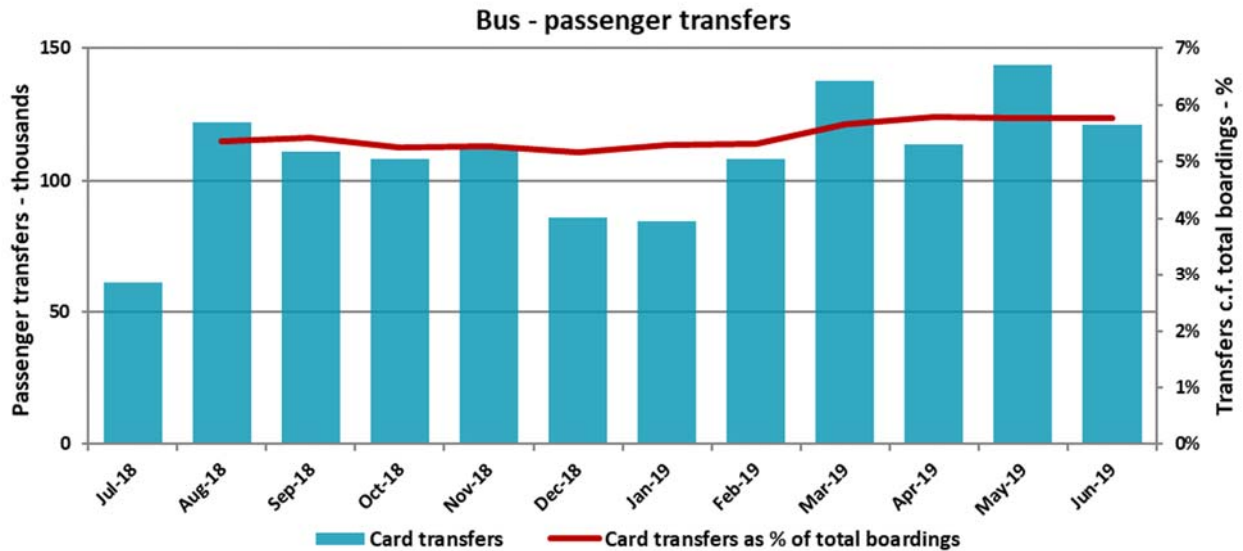
	Jun-19	Jun-18	% Change
Total	13,370	12,871	3.9%

Year to date (Jul - Jun)

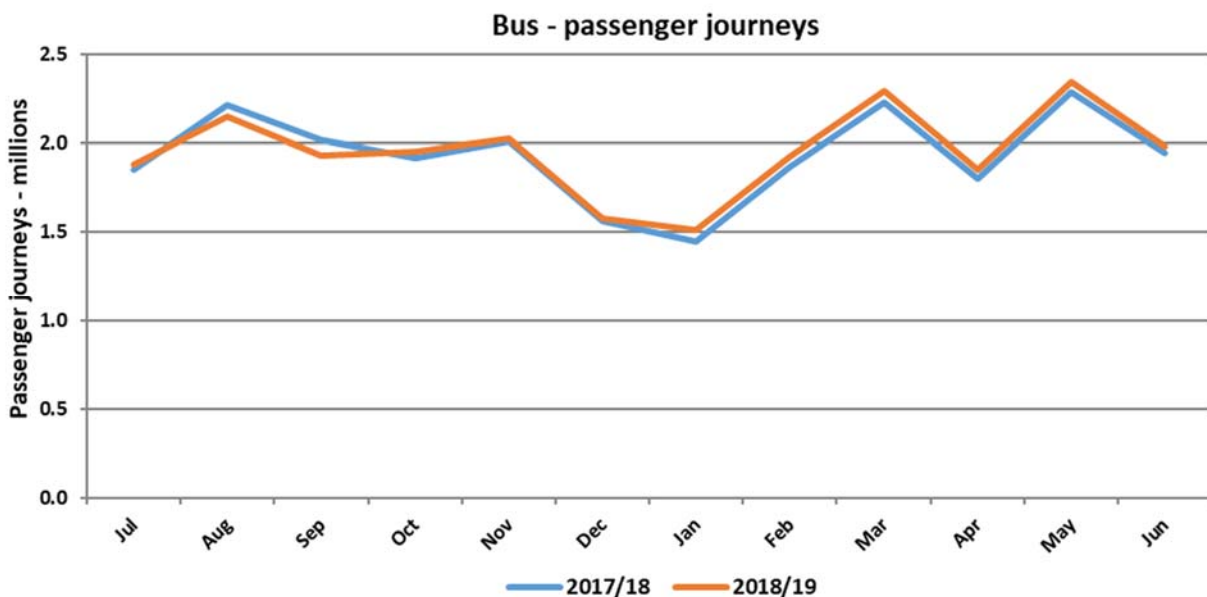
	2018/19	2017/18	% Change
Total	202,201	204,209	-1.0%

## Bus Passenger transfers and Journeys

Card transfers account for 5.5% of year to date passenger boardings, with transfers consistently ranging between 5.2% and 5.8%.



The graph below compares bus passenger journeys (passenger boardings less transfers) financial year-on-financial year<sup>1</sup>. 2017/18 (1 July 2017 to 30 June 2018) is prior to the new contracts being implemented and 2018/19 (1 July 2018 to 30 June 2019) captures 11 ½ months of activity after the last contracts were implemented on 15 July 2018. This shows that when the new contracts were introduced not all journey data was being collected due to operational and system issues. This appears to have been substantially corrected by October, with year on year journey growth being reported after this period. Annual bus journey growth between October 2018 and June 2019 was 2.3%.



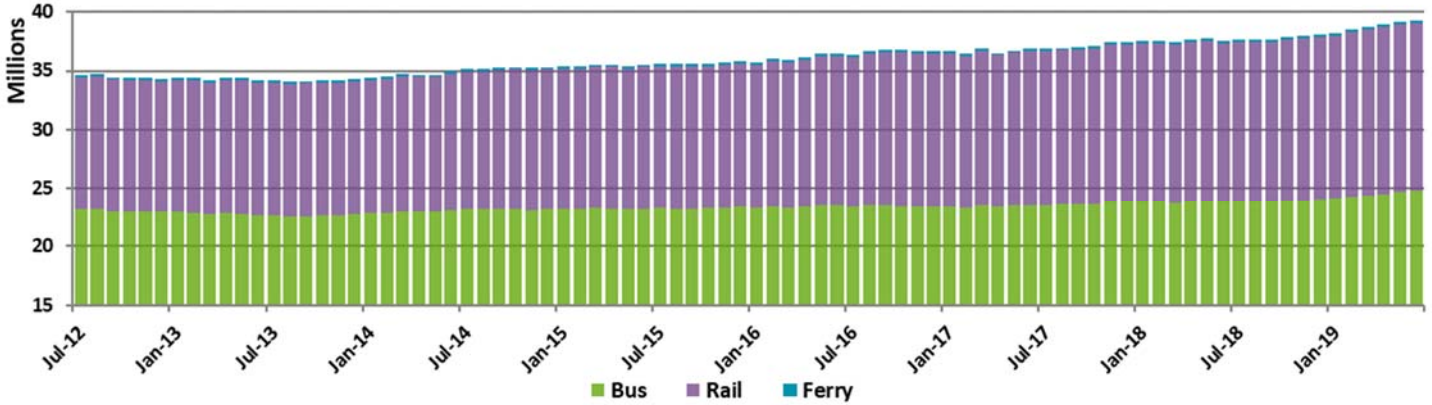
<sup>1</sup> Prior to the new Network transfers accounted for c. 2.6% based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

## Passenger boardings trend

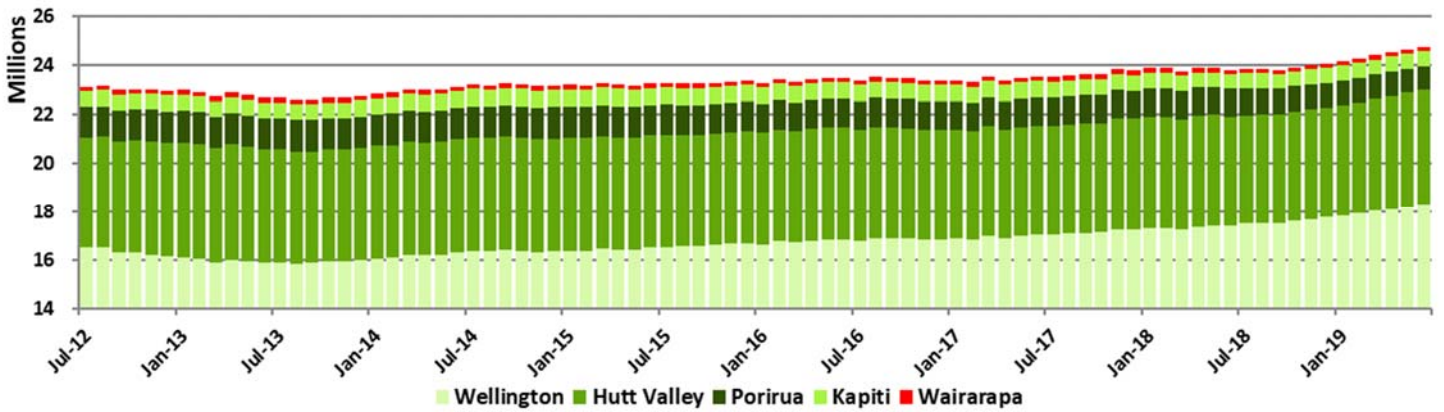
The following graphs show the number of passenger boardings using a 12 month rolling total. Boardings growth is occurring on bus and rail. However, ferry boardings have fallen after peaking in the year to January 2018.

*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.*

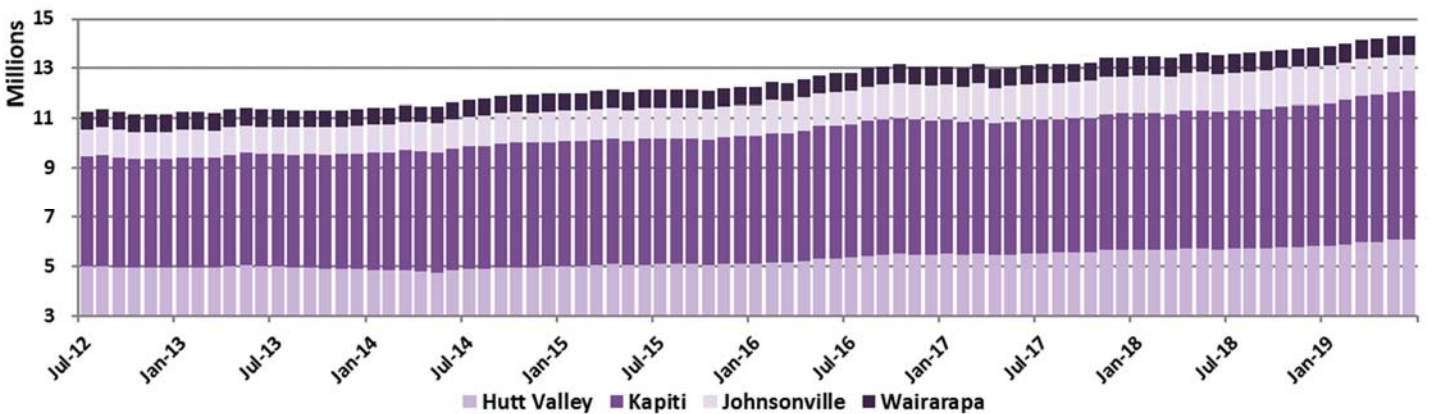
### All modes



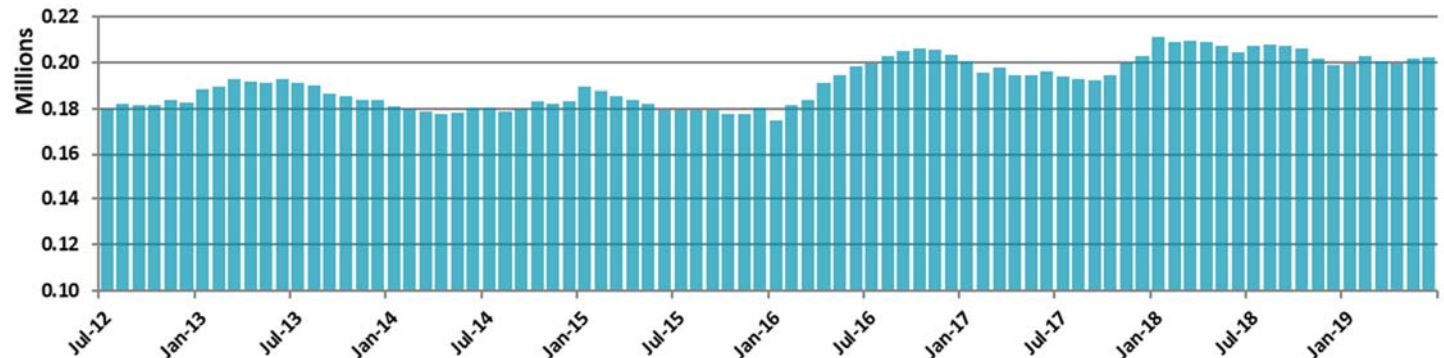
### Bus



### Rail



### Ferry





# Bus service delivery

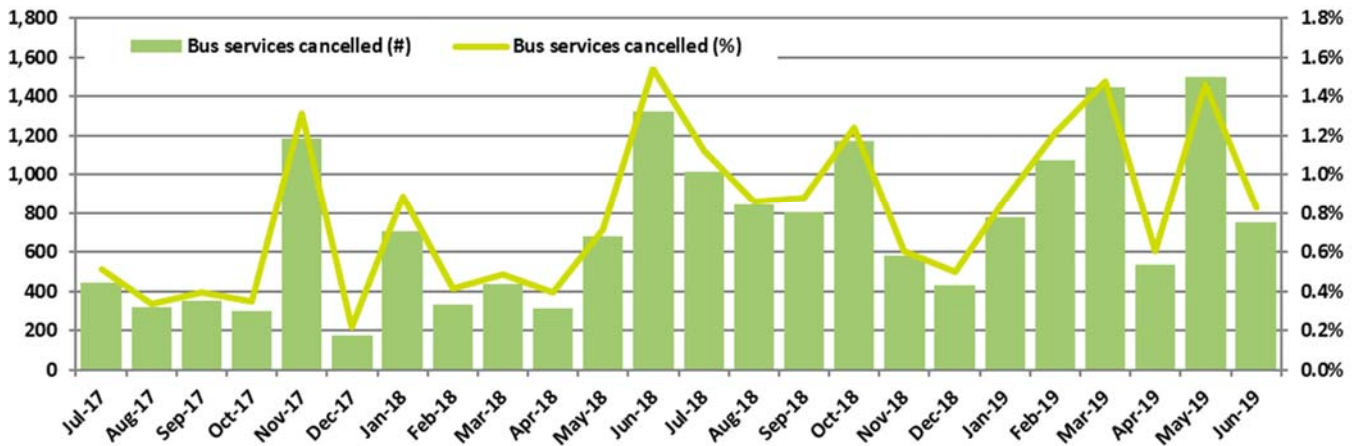
## Reliability

The bus reliability measure shows the percentage of scheduled services that actually ran, as tracked by RTI and Snapper systems. 98.8% of bus services were delivered reliably in June 2019. Service reliability, particularly on Wellington city routes, continues to be impacted by driver shortages being experienced by NZ Bus and Tranzurban.

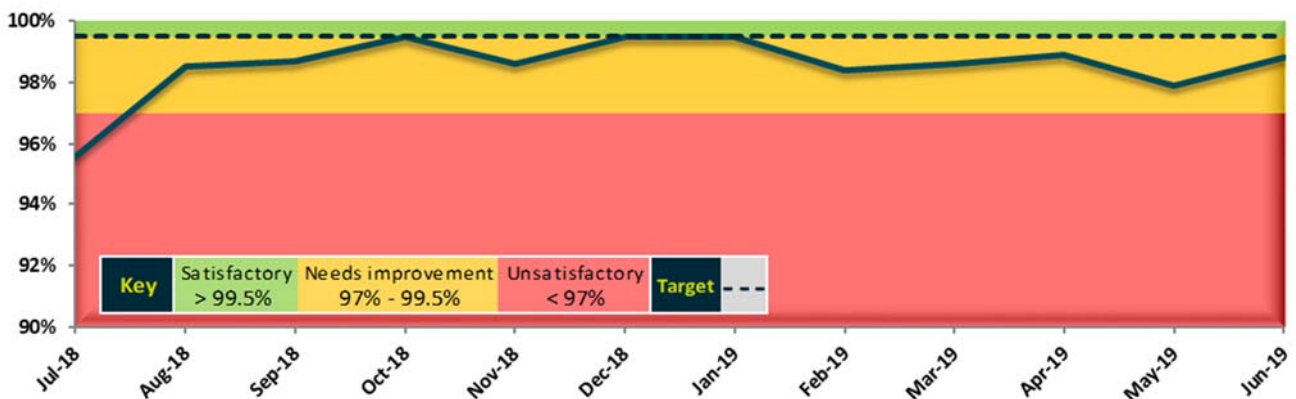
Reliability - current month

	Jun-19
Wellington City	
Newlands & Tawa	99.8%
East, West & City	98.7%
North, South, Khandallah & Brooklyn	97.7%
Hutt Valley	99.4%
Porirua	98.8%
Kapiti	99.8%
Wairarapa	99.3%
<b>Total</b>	<b>98.8%</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 June was 93.7%, and 92.5% year to date. Newlands & Tawa, Porirua and Kapiti 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.

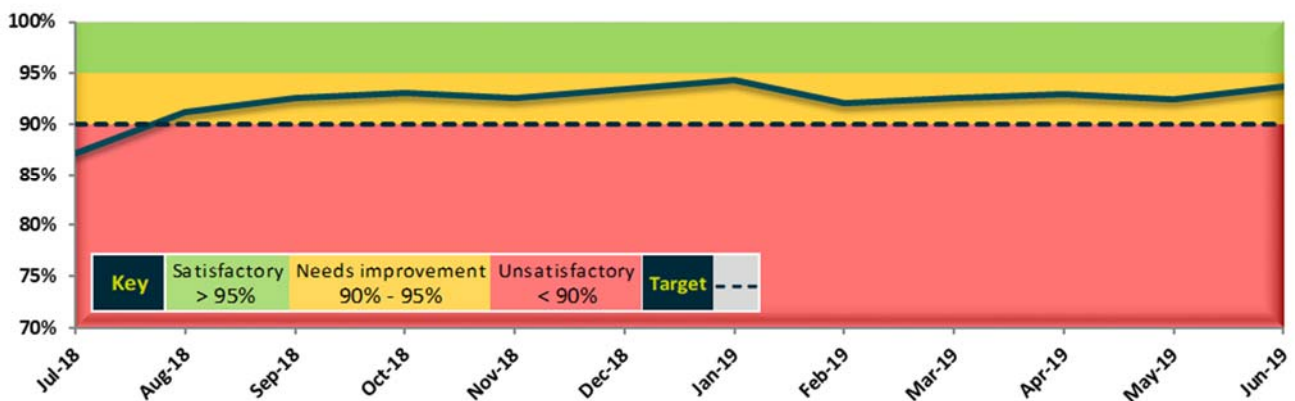
**Punctuality - current month**

	Jun-19
Wellington City	
Newlands & Tawa	96.6%
East, West & City	91.9%
North, South, Khandallah & Brooklyn	92.9%
Hutt Valley	94.6%
Porirua	93.5%
Kapiti	98.4%
Wairarapa	95.4%
<b>Total</b>	<b>93.7%</b>

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

	2018/19
Wellington City	
Newlands & Tawa	95.9%
East, West & City	89.8%
North, South, Khandallah & Brooklyn	91.4%
Hutt Valley	93.8%
Porirua	95.2%
Kapiti	97.9%
Wairarapa	93.3%
<b>Total</b>	<b>92.5%</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 June 98% of bus services were delivered using the contracted bus size, a significant improvement over the year to date figure of 89%. This improvement has been achieved through timetable and fleet changes made in partnership with the bus operators.

**Correct bus used - current month**

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

**Correct bus used - year to date (Jul - Jun)**

	2018/19
Wellington City	
Newlands & Tawa	98%
East, West & City	78%
North, South, Khandallah & Brooklyn	92%
Hutt Valley	94%
Porirua	99%
Kapiti	99%
Wairarapa	97%
<b>Total</b>	<b>89%</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 96.1% in June, and 95.3% for the year. Reliability on the Johnsonville line has declined more than other lines, as the operator aims to minimize the number of passengers impacted by unreliable services. Performance across all lines has declined for the year as staff shortages and maintenance issues have had an impact on service delivery. However, June has seen an improvement to reliability, mainly due to a significant reduction in the number of trains running with short consists and a reduction in cancellations.

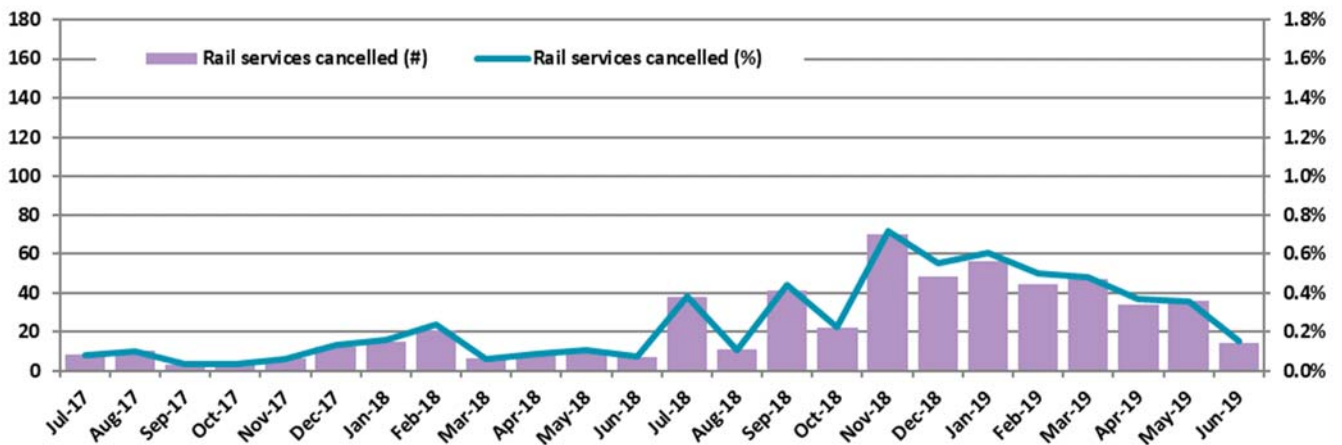
Reliability - current month

	Jun-19	Jun-18	% Change
Hutt Valley	98.8%	98.7%	0.1%
Kapiti	97.6%	98.3%	-0.7%
Johnsonville	89.9%	98.8%	-8.9%
Wairarapa	96.7%	94.4%	2.3%
<b>Total</b>	<b>96.1%</b>	<b>98.5%</b>	<b>-2.4%</b>

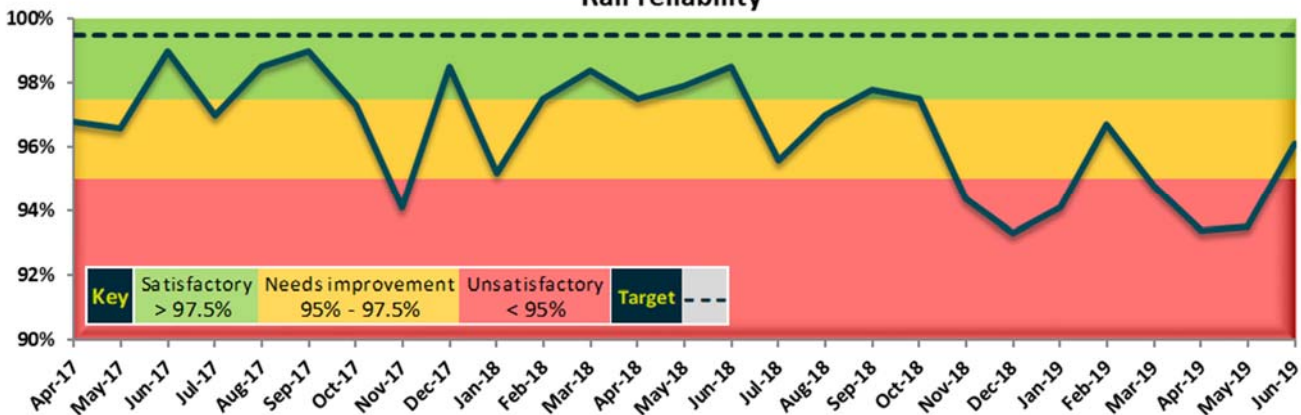
Reliability - year to date (Jul - Jun)

	2018/19	2017/18	% Change
Hutt Valley	96.0%	97.4%	-1.4%
Kapiti	96.2%	97.3%	-1.1%
Johnsonville	93.5%	98.0%	-4.5%
Wairarapa	93.2%	95.1%	-1.9%
<b>Total</b>	<b>95.3%</b>	<b>97.5%</b>	<b>-2.2%</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.

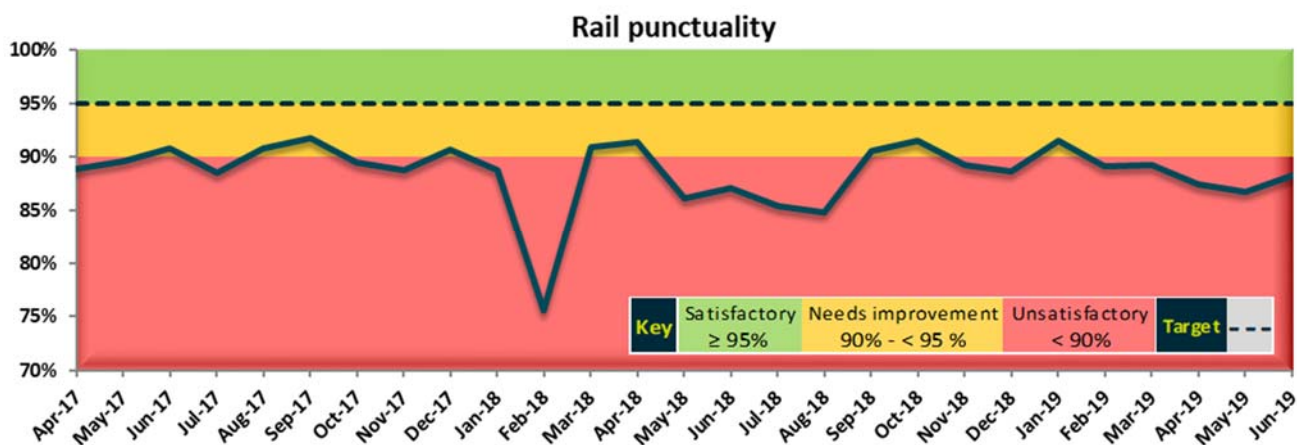
Punctuality tracked poorly throughout June. The worst performing days were June 4<sup>th</sup> and 5<sup>th</sup> (both 76%), and June 26<sup>th</sup> (70%). The 4<sup>th</sup> and 5<sup>th</sup> were due to bad weather, particularly slippery tracks, and the 26<sup>th</sup> was due to ice on overhead and rails causing lengthy delays.

**Punctuality - current month**

	Jun-19	Jun-18	% Change
Hutt Valley	84.7%	88.1%	-3.4%
Kapiti	78.4%	79.1%	-0.7%
Johnsonville	98.0%	97.6%	0.4%
Wairarapa	48.1%	67.5%	-19.4%
<b>Total</b>	<b>85.2%</b>	<b>87.1%</b>	<b>-1.9%</b>

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

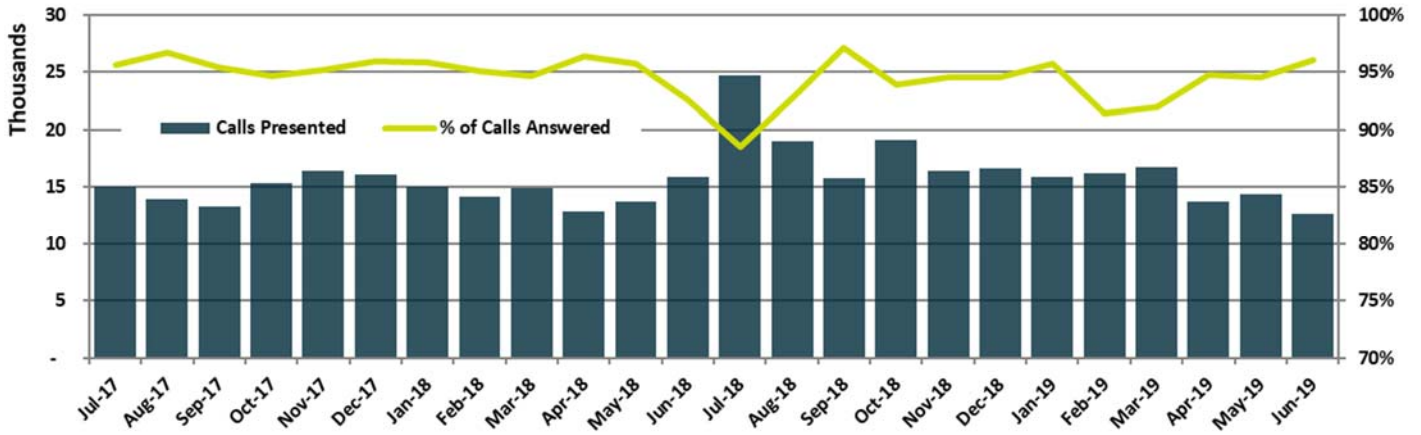
	2018/19	2017/18	% Change
Hutt Valley	88.4%	87.0%	1.4%
Kapiti	83.3%	86.0%	-2.7%
Johnsonville	97.3%	97.3%	0.0%
Wairarapa	57.2%	48.0%	9.2%
<b>Total</b>	<b>88.3%</b>	<b>88.3%</b>	<b>0.0%</b>



# Customer Contact

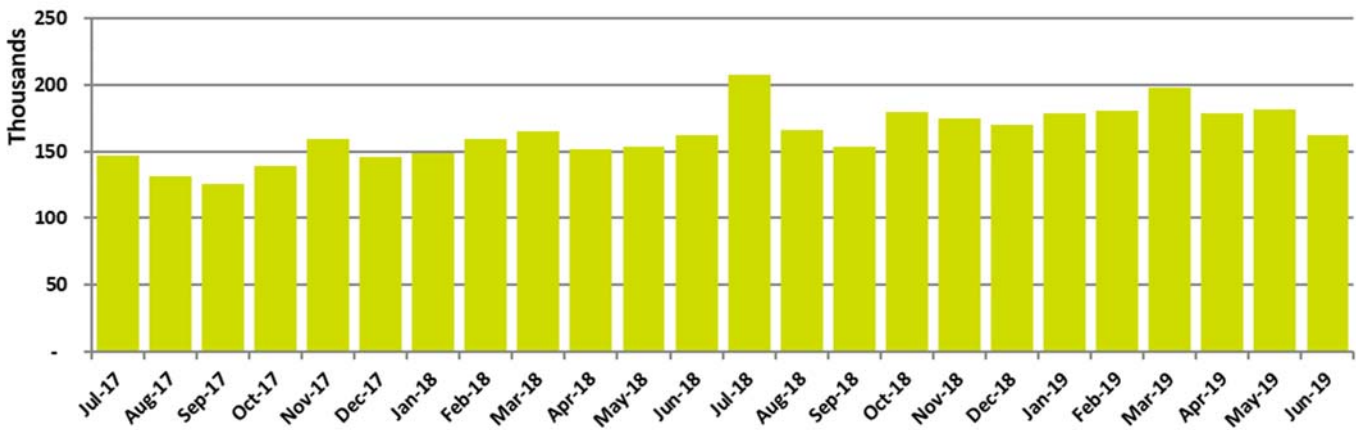
## Call centre incoming calls

96.0% of the 12,705 calls received in June were answered, with 93.5% of 201,000 calls answered over the year. Calls answered has returned to normal levels after trending lower during the busy months of February and March.



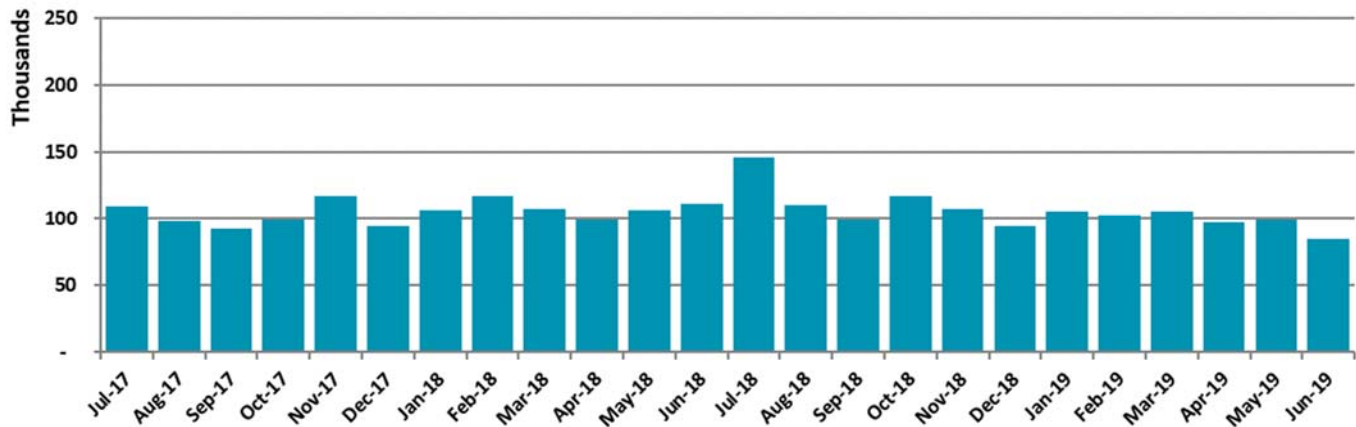
## Metlink app – unique users

In Jun-19 there were 163,000 unique users of the Metlink app, the same as Jun-18.



## Metlink website – unique users

In Jun-19 there were 84,000 unique users of the Metlink website. This is a 24% decrease against Jun-18.



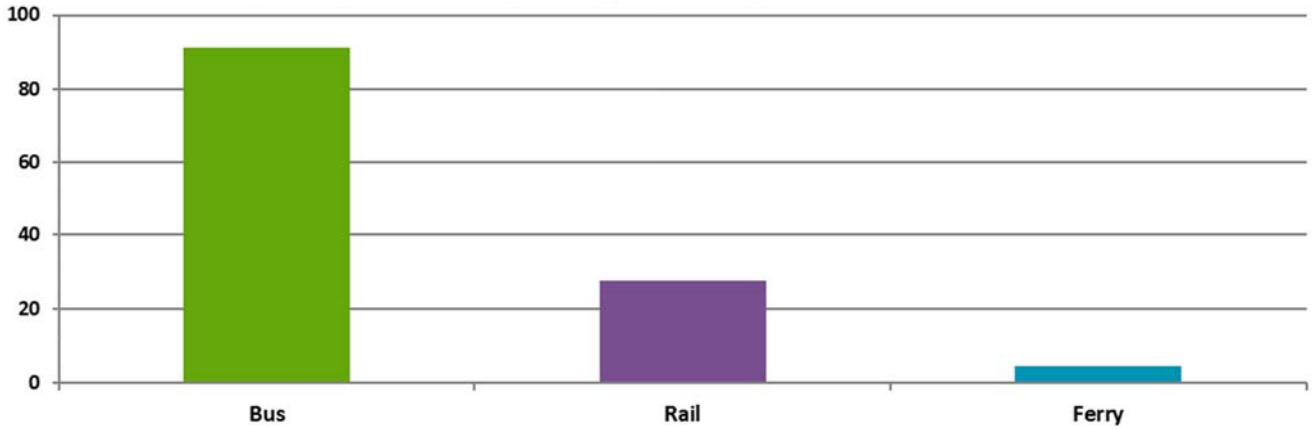


# Complaints

## 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 for the month were 27% lower than in June last year, with operational performance and staff related complaints making up 84% of all bus complaints in June, and 75% of all bus complaints for the year. Bus complaints for 2018/19 have increased by 117% compared to the previous year, with a spike in complaints during the implementation of the new bus network in Wellington (July & August 2018).

Bus complaints for current month

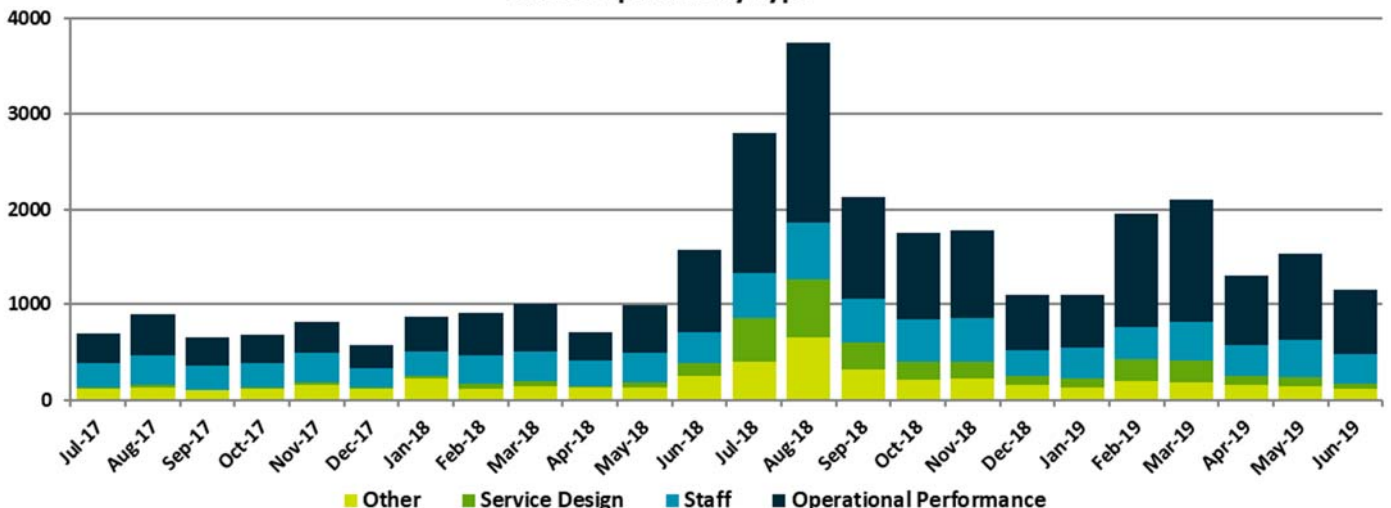
	Jun-19	Jun-18	% Change
Wellington			
Newlands, Tawa	27		
East-West, City	391		
North-south, Khandallah, Brooklyn	449		
Hutt Valley	190		
Porirua	78		
Kapiti	9		
Wairarapa	2		
<b>Total</b>	<b>1,146</b>	<b>1,568</b>	<b>-26.9%</b>

Area split not available prior to July 2018

Bus complaints - year to date (Jul - Jun)

	2018/19	2017/18	% Change
Wellington			
Newlands, Tawa	546		
East-West, City	8,933		
North-south, Khandallah, Brooklyn	9,233		
Hutt Valley	3,153		
Porirua	319		
Kapiti	312		
Wairarapa	19		
<b>Total</b>	<b>22,515</b>	<b>10,379</b>	<b>116.9%</b>

Bus complaints by type



## Rail complaints

Rail complaints show a downward trend in June, following a dramatic reduction in the number of trains running with short consists. Complaints for 2018/19 have increased by 50% compared to the previous year, with a 106% increase on the Hutt Valley line where passengers' travel has been regularly impacted by bus replacements required for the traction upgrade. Three morning and three evening peak services were being bus replaced on the Johnsonville line and a decline in reliability has led to an increase in complaint volumes. The evening peak services on the Johnsonville line were reinstated in late June.

**Rail complaints current month**

	Jun-19	Jun-18	% Change
Hutt Valley	90	49	83.7%
Kapiti	86	80	7.5%
Johnsonville	15	10	50.0%
Wairarapa	14	24	-41.7%
General	30	50	-40.0%
<b>Total</b>	<b>235</b>	<b>213</b>	<b>10.3%</b>

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

	2018/19	2017/18	% Change
Hutt Valley	1,405	805	74.5%
Kapiti	1,360	862	57.8%
Johnsonville	348	169	105.9%
Wairarapa	303	380	-20.3%
General	550	429	28.2%
<b>Total</b>	<b>3,966</b>	<b>2,645</b>	<b>49.9%</b>

**Rail complaints by type**

