

Metlink performance report



Mar 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.

Bus Passenger boardings

Bus has recorded passenger boardings growth of 3.4% year on year. The bulk of this growth has come from Wellington City where boardings have increased 5.1% 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 March

	Mar-19	Mar-18	% Change
Wellington	1,794,941	1,676,203	7.1%
Hutt Valley	457,906	429,327	6.7%
Porirua	98,056	110,971	-11.6%
Kapiti	62,871	57,152	10.0%
Wairarapa	17,509	16,574	5.6%
Total	2,431,283	2,290,227	6.2%

By area - year to date (Jul - Mar)

	2018/19	2017/18	% Change
Wellington	13,454,430	12,802,510	5.1%
Hutt Valley	3,438,457	3,367,061	2.1%
Porirua	719,022	837,164	-14.1%
Kapiti	451,752	439,371	2.8%
Wairarapa	124,562	141,459	-11.9%
Total	18,188,223	17,587,565	3.4%

Rail Passenger boardings

Rail continues to deliver strong passenger growth with boardings up 6.1% year on year. The majority of this growth has come from the Kapiti Line (+8.2% year on year) followed by the Hutt Valley Line (+6.7% year on year). In 2018 the Easter holidays commenced on 30 March but in 2019 they started on 20 April, this has contributed to the double digit growth figure when comparing March 2019 to March 2018. 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 March

	Mar-19	Mar-18	% Change
Hutt Valley	607,347	531,246	14.3%
Kapiti	600,022	520,058	15.4%
Johnsonville	136,319	141,529	-3.7%
Wairarapa	72,882	69,778	4.4%
Total	1,416,570	1,262,611	12.2%

By line - year to date (Jul - Mar)

	2018/19	2017/18	% Change
Hutt Valley	4,492,994	4,210,253	6.7%
Kapiti	4,451,734	4,113,000	8.2%
Johnsonville	1,094,979	1,118,378	-2.1%
Wairarapa	583,104	570,616	2.2%
Total	10,622,811	10,012,247	6.1%

Ferry Passenger boardings

For March

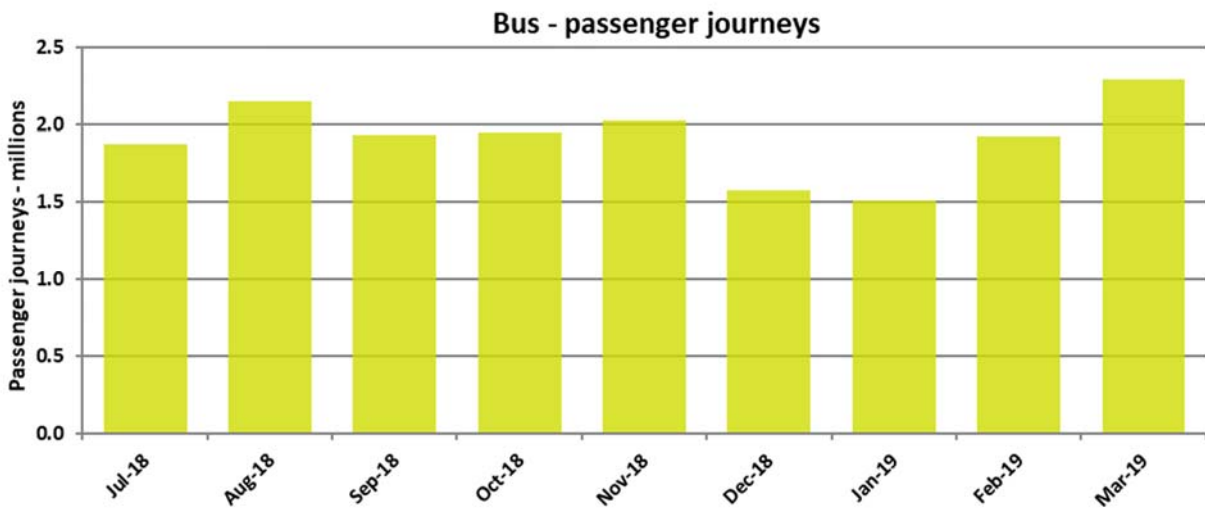
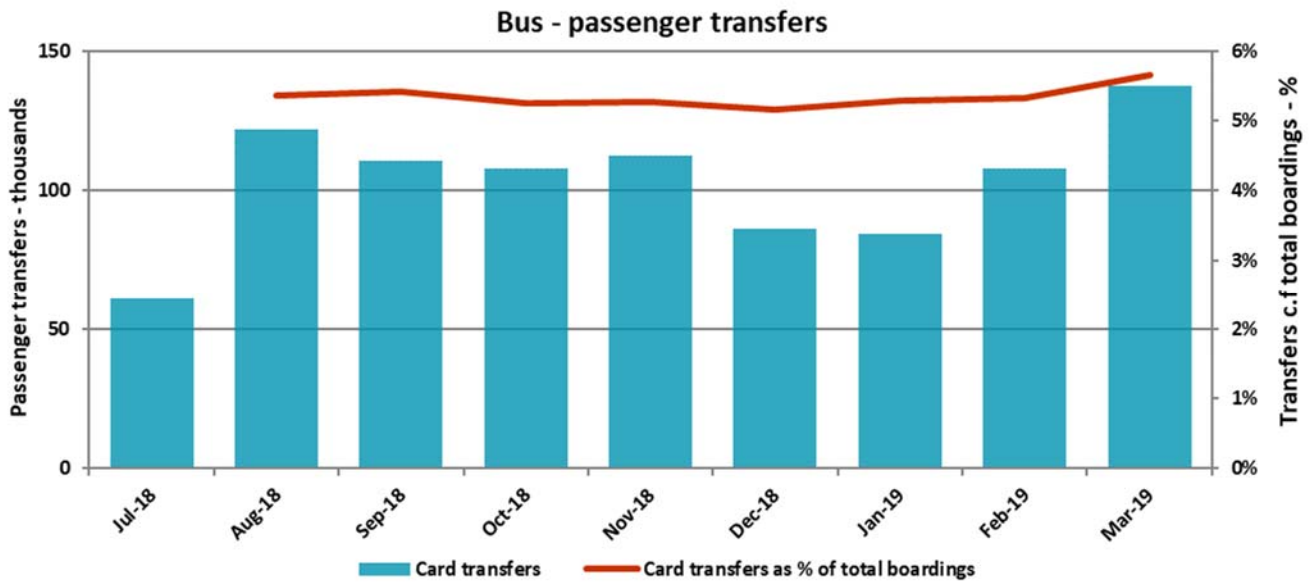
	Mar-19	Mar-18	% Change
Total	18,953	21,467	-11.7%

Year to date (Jul - Mar)

	2018/19	2017/18	% Change
Total	156,814	160,898	-2.5%

Bus Passenger transfers and Journeys

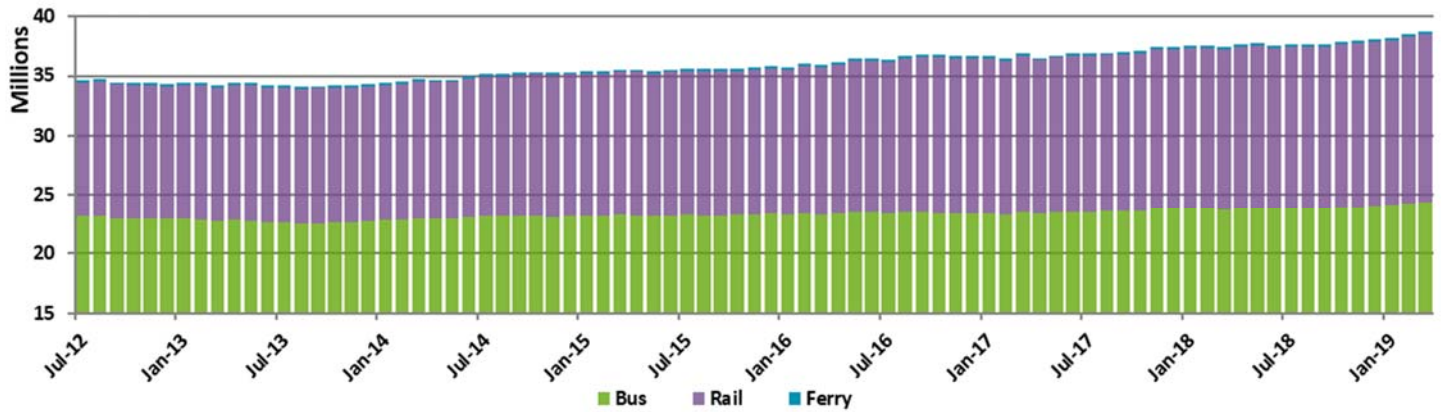
Card transfers account for 5.1% of year to date passenger boardings, with transfers consistently ranging between 5.2% and 5.7%. Metlink is only able to report on transfer data for all bus services since mid-July 2018 when Snapper was implemented on all Metlink buses.



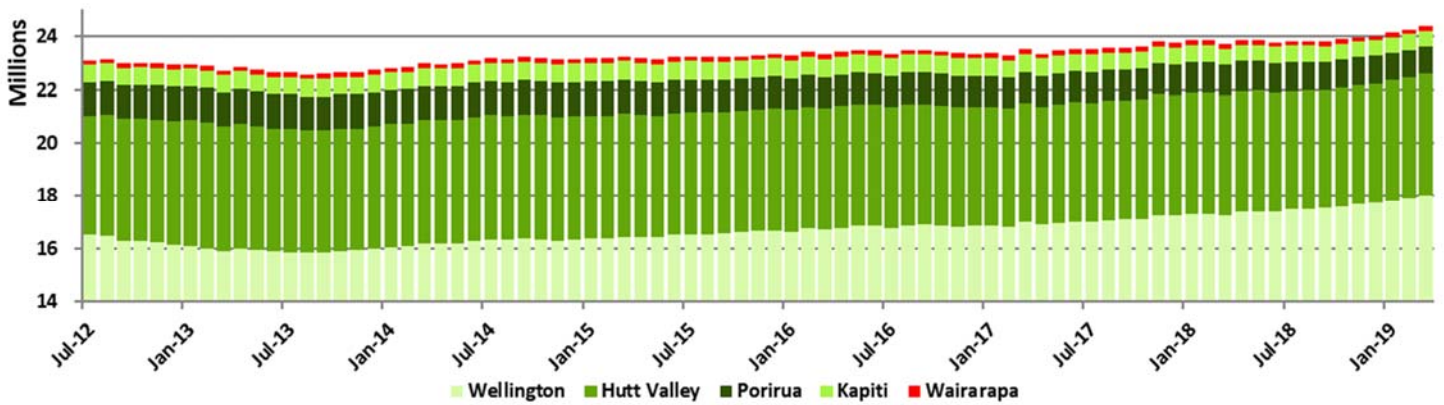
Passenger boardings trend

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 are in decline after peaking in the year to January 2018.

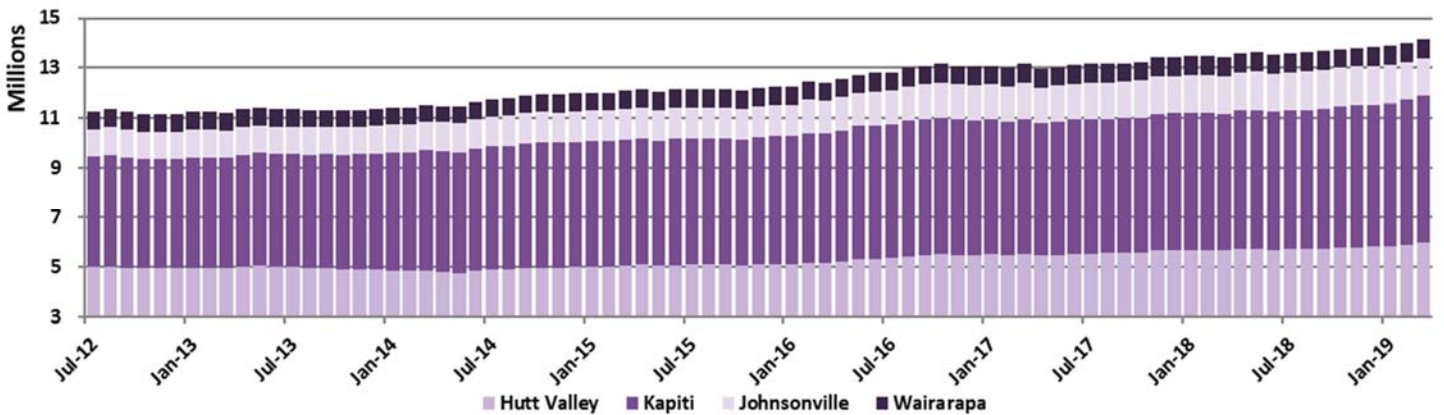
All modes



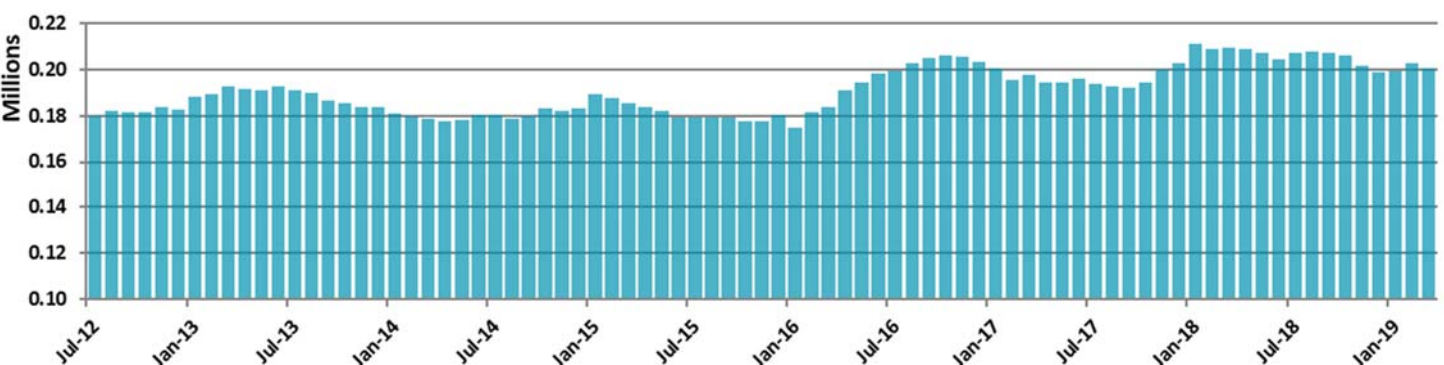
Bus



Rail



Ferry



Bus service delivery

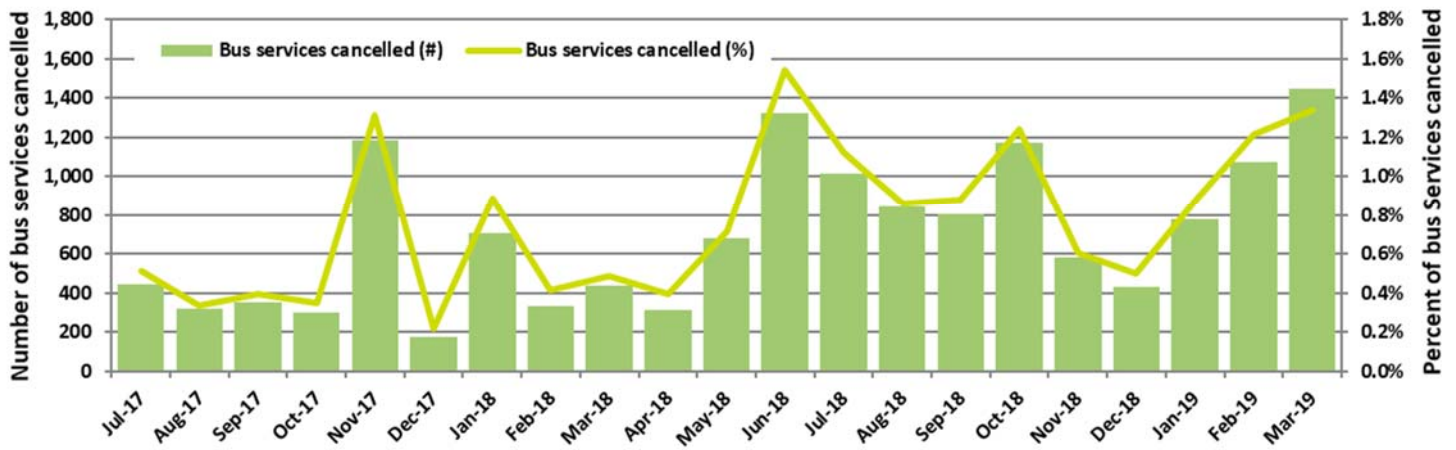
Reliability

The bus reliability measure shows the percentage of scheduled services that actually ran, as tracked by RTI and Snapper systems. 98.6% of bus service were delivered reliably in March 2019, and 98.7% were delivered reliably since the new network commenced in Jul 2018.. Performance against this metric was negatively impacted in March as driver shortages led to services being cancelled, particularly in Wellington City’s East, West & City suburbs. From 25 February Metlink agreed that in the East, West & City sub-region NZ Bus would cancel 21 timetabled services per day (decreasing to 20 from 25 March). These 20 services were removed from the timetable from 31 March 2019.

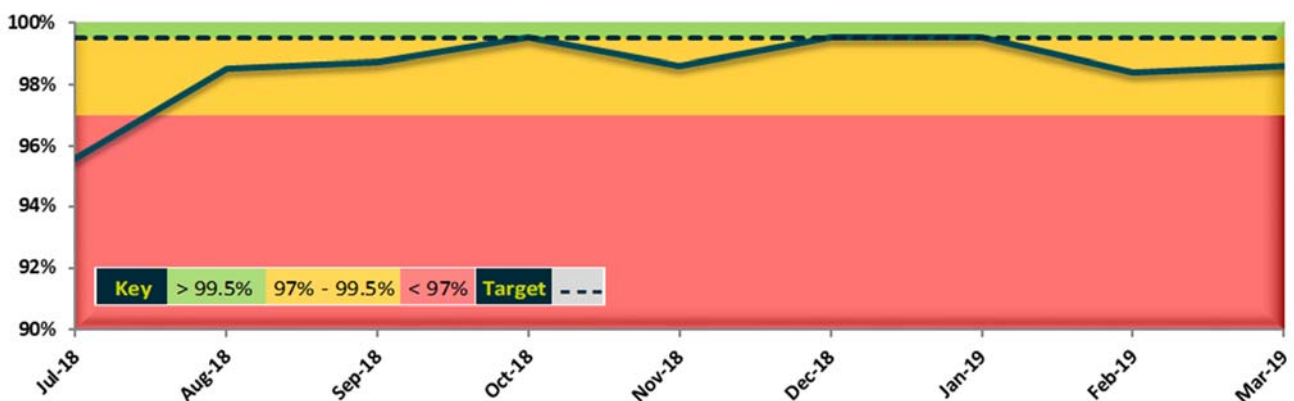
Reliability - current month

	Mar-19
Wellington City	
Newlands & Tawa	99.1%
East, West & City	97.2%
North, South, Khandallah & Brooklyn	98.8%
Hutt Valley	99.2%
Porirua	99.5%
Kapiti	99.8%
Wairarapa	99.4%
Total	98.6%

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 March was 92.5%, and 92.4% 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.

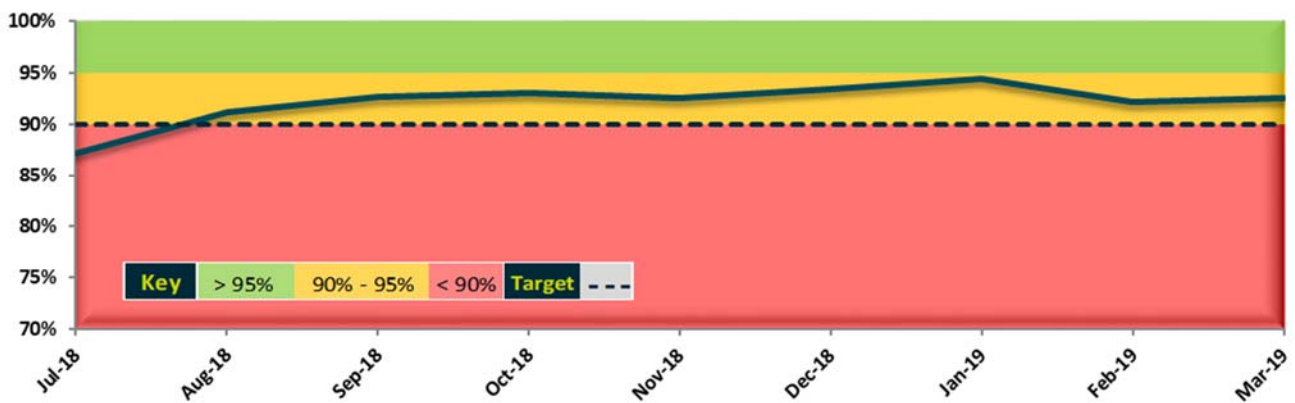
Punctuality - current month

	Mar-19
Wellington City	
Newlands & Tawa	95.9%
East, West & City	88.1%
North, South, Khandallah & Brooklyn	92.5%
Hutt Valley	94.7%
Porirua	95.8%
Kapiti	98.4%
Wairarapa	93.2%
Total	92.5%

Punctuality - year to date (Jul - Mar)

	2018/19
Wellington City	
Newlands & Tawa	95.9%
East, West & City	89.7%
North, South, Khandallah & Brooklyn	91.0%
Hutt Valley	93.7%
Porirua	95.4%
Kapiti	97.8%
Wairarapa	93.0%
Total	92.4%

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 March 96% of bus services were delivered using the contracted bus size, a significant improvement over the year to date figure of 86%. This metric is expected to improve further in the East, West & City and Hutt Valley sub-regions due to NZ Bus introducing Double Deckers into service.

Correct bus used - current month

	Mar-19
Wellington City	
Newlands & Tawa	100%
East, West & City	94%
North, South, Khandallah & Brooklyn	96%
Hutt Valley	94%
Porirua	100%
Kapiti	100%
Wairarapa	100%
Total	96%

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

	2018/19
Wellington City	
Newlands & Tawa	98%
East, West & City	70%
North, South, Khandallah & Brooklyn	90%
Hutt Valley	92%
Porirua	98%
Kapiti	99%
Wairarapa	96%
Total	86%



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 94.8% in March, and 95.7% year to date. Performance across all lines has declined (year to date and current month) as staff shortages and maintenance issues have impacted on service delivery. Reliability on the Johnsonville line has declined more than other Lines as the operator aims to minimize the number of passengers impacted by un-reliable services.

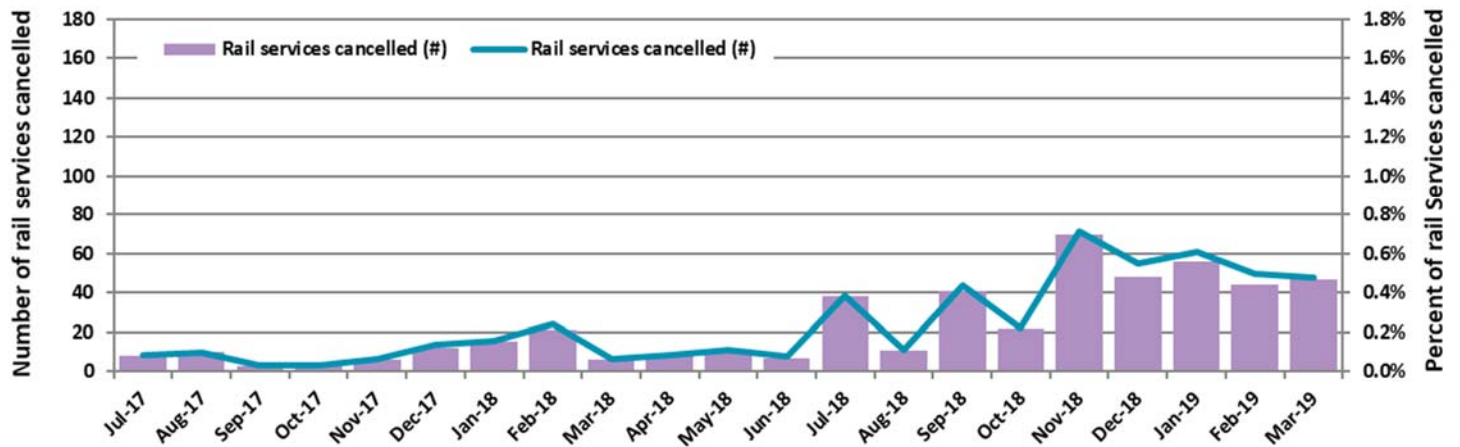
Reliability - current month

	Mar-19	Mar-18	% Change
Hutt Valley	96.9%	98.2%	-1.3%
Kapiti	96.8%	98.2%	-1.4%
Johnsonville	88.9%	99.0%	-10.1%
Wairarapa	96.2%	97.7%	-1.5%
Total	94.8%	98.4%	-3.6%

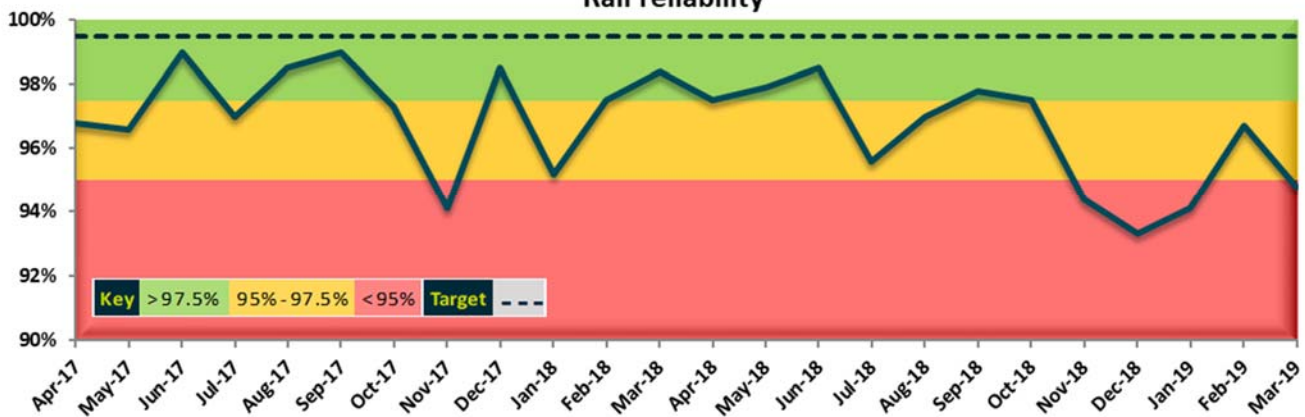
Reliability - year to date (Jul - Mar)

	2018/19	2017/18	% Change
Hutt Valley	95.8%	97.2%	-1.4%
Kapiti	96.3%	97.4%	-1.1%
Johnsonville	95.2%	97.7%	-2.5%
Wairarapa	92.6%	94.7%	-2.1%
Total	95.7%	97.3%	-1.6%

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.

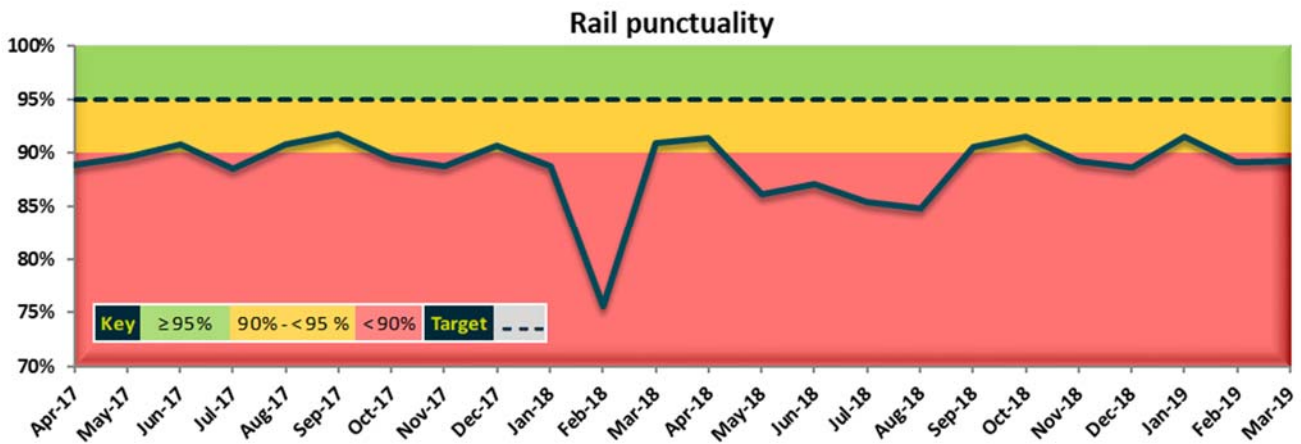
Punctuality in March was affected by a number of issues outside the operator's control, including a number of network issues (signal, points and overhead faults) and three occurrences where a freight train broke down (1x Hutt Valley line, 2x Kapiti line). Punctuality on the Wairarapa line has improved year on year due to a reduction in track maintenance issues and speed restrictions. February 2018 punctuality was adversely affected by speed restrictions at Wellington station, following overhead damage.

Punctuality - current month

	Mar-19	Mar-18	% Change
Hutt Valley	88.2%	90.7%	-2.5%
Kapiti	87.4%	89.0%	-1.6%
Johnsonville	96.6%	97.3%	-0.7%
Wairarapa	57.3%	54.5%	2.8%
Total	89.3%	90.9%	-1.6%

Punctuality - year to date (Jul - Mar)

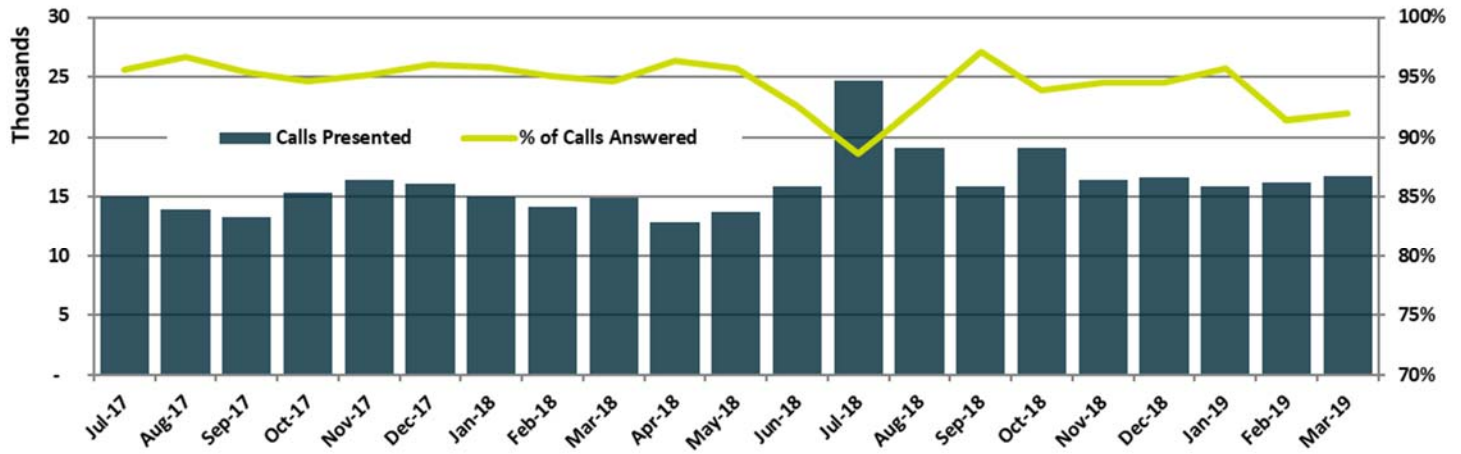
	2018/19	2017/18	% Change
Hutt Valley	89.6%	86.7%	2.9%
Kapiti	83.7%	86.8%	-3.1%
Johnsonville	97.2%	97.6%	-0.4%
Wairarapa	58.5%	43.4%	15.1%
Total	88.9%	88.4%	0.5%



Customer Contact

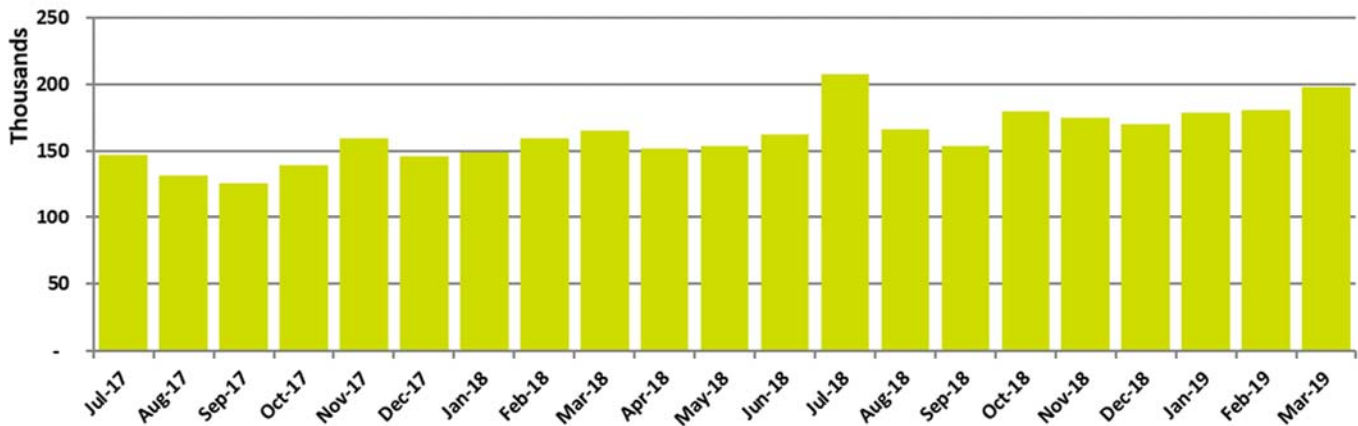
Call centre incoming calls

91.9% of the 17,000 calls received in Mar-19 were answered. Calls answered fell below average in February and March 2019 as cancellations and schools starting back contributed to an increase in call volumes.



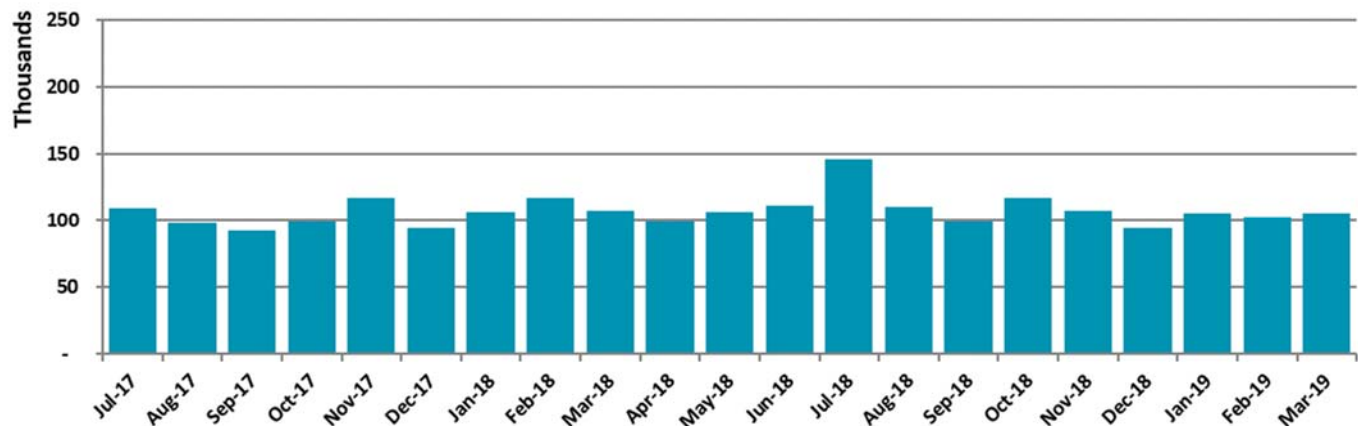
Metlink app – unique users

In Mar-19 there were 189,000 unique users of the Metlink app. This is a 20% increase against Mar-18.



Metlink website – unique users

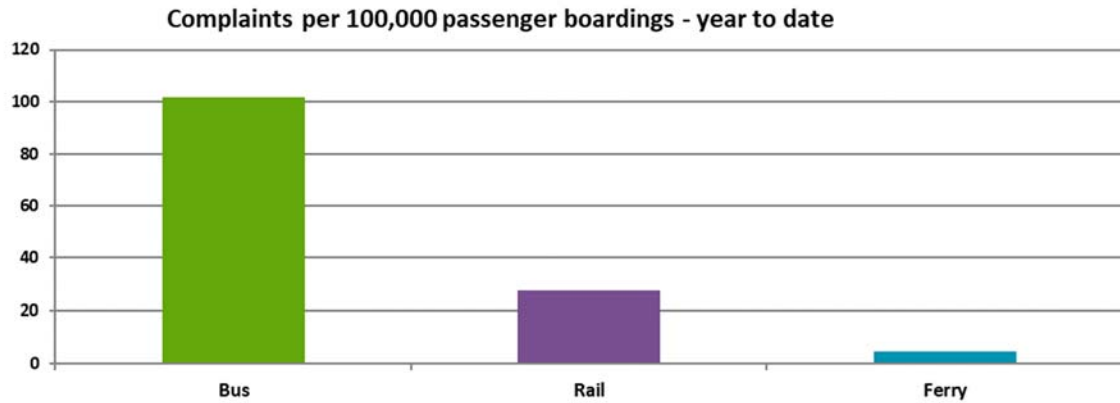
In Mar-19 there were 106,000 unique users of the Metlink website. This is a 1% decrease against Mar-18.



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.



Bus complaints

Bus complaints have increased by 160.8% on the same period for the previous year.

Bus complaints for current month*

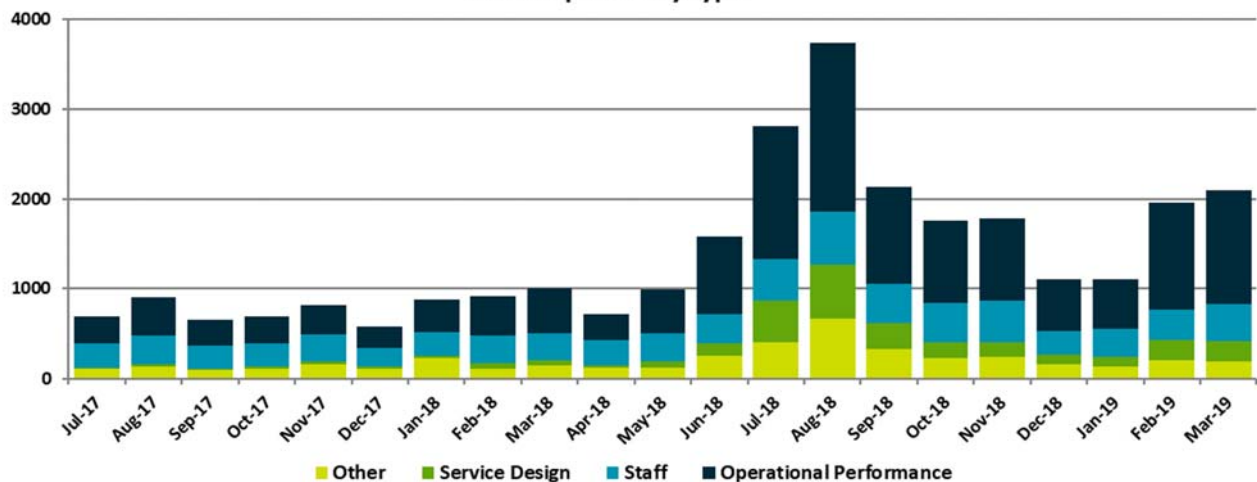
	Mar-19	Mar-18	% Change
Wellington			
Newlands, Tawa	58		
East-West, City	1,101		
North-south, Khandallah, Brooklyn	572		
Hutt Valley	293		
Porirua	59		
Kapiti	15		
Wairarapa	2		
Total	2,100	1,001	109.8%

Bus complaints - year to date (Jul - Mar)*

	2018/19	2017/18	% Change
Wellington			
Newlands, Tawa	457		
East-West, City	7,313		
North-south, Khandallah, Brooklyn	7,859		
Hutt Valley	2,517		
Porirua	121		
Kapiti	268		
Wairarapa	11		
Total	18,546	7,111	160.8%

* Area split not available prior to July 2018

Bus complaints by type



Rail complaints

Rail complaints have increased by 46.6% on the same period for the previous year.

Complaints volumes have increased on the Hutt Valley line as bus replacements required for the traction upgrade are regularly impacting on passengers' travel. Three morning and three evening peak services are being bus replaced on the Johnsonville line and a decline in reliability has led to an increase in complaints volumes.

Rail complaints current month

	Mar-19	Mar-18	% Change
Hutt Valley	150	73	105.5%
Kapiti	72	95	-24.2%
Johnsonville	135	9	1400.0%
Wairarapa	24	25	-4.0%
General	40	47	-14.9%
Total	421	249	69.1%

Rail complaints - year to date (Jul - Mar)

	2018/19	2017/18	% Change
Hutt Valley	958	603	58.9%
Kapiti	1,051	644	63.2%
Johnsonville	274	130	110.8%
Wairarapa	240	311	-22.8%
General	422	321	31.5%
Total	2,945	2,009	46.6%

