

# Metlink performance report



August 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.

**August 2019 has one less working day than August 2018. This affects the direct comparison of patronage figures between years.**

### Bus Passenger boardings

Bus has recorded passenger boardings growth of 4.1% on August 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 and August 2018 due to operational and system issues when the changes were implemented. Actual passenger boarding growth is therefore likely to be less than shown. The Wairarapa bus service began in April 2018 so its patronage data in August 2018 was reliable. Wairarapa patronage declined in August 2019 due to a non Metlink bus being used temporarily while a repair was carried out so no patronage data was collected.

#### By area for August

	Aug-19	Aug-18	% Change
Wellington	1,722,009	1,665,559	3.4%
Hutt Valley	467,144	442,697	5.5%
Porirua	97,554	89,557	8.9%
Kapiti	63,667	58,077	9.6%
Wairarapa	17,313	18,066	-4.2%
<b>Total</b>	<b>2,367,687</b>	<b>2,273,956</b>	<b>4.1%</b>

#### By area - year to date (Jul - Aug)

	2019/20	2018/19	% Change
Wellington	3,405,668	3,177,293	7.2%
Hutt Valley	882,380	735,705	19.9%
Porirua	183,188	169,459	8.1%
Kapiti	117,467	104,861	12.0%
Wairarapa	31,174	27,399	13.8%
<b>Total</b>	<b>4,619,877</b>	<b>4,214,717</b>	<b>9.6%</b>

### Rail Passenger boardings

Rail has recorded passenger boardings growth of 2.8% for the year to date, compared to the same period last year. The Johnsonville reduction is likely to be due to the replacement of 6 peak services with buses in recent months (due to a driver shortage). Additional drivers have now been recruited and full train services were reinstated in August.

#### By line for August

	Aug-19	Aug-18	% Change
Hutt Valley	551,221	547,094	0.8%
Kapiti	537,143	537,073	0.0%
Johnsonville	126,957	138,477	-8.3%
Wairarapa	67,835	70,913	-4.3%
<b>Total</b>	<b>1,283,156</b>	<b>1,293,557</b>	<b>-0.8%</b>

#### By line - year to date (Jul - Aug)

	2019/20	2018/19	% Change
Hutt Valley	1,110,553	1,064,984	4.3%
Kapiti	1,081,415	1,033,689	4.6%
Johnsonville	252,117	273,243	-7.7%
Wairarapa	138,958	139,620	-0.5%
<b>Total</b>	<b>2,583,043</b>	<b>2,511,536</b>	<b>2.8%</b>

Peak rail patronage is up 4.6% for the year to date, compared to the same period last year. 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 6.4% for the year to date.

#### Peak by line for August

	Aug-19	Aug-18	% Change
Hutt Valley	392,131	382,908	2.4%
Kapiti	361,128	363,446	-0.6%
Johnsonville	81,210	89,730	-9.5%
Wairarapa	57,357	59,825	-4.1%
<b>Total</b>	<b>891,826</b>	<b>895,909</b>	<b>-0.5%</b>

#### Peak by line - year to date (Jul - Aug)

	2019/20	2018/19	% Change
Hutt Valley	782,560	733,543	6.7%
Kapiti	721,607	680,334	6.1%
Johnsonville	161,197	173,538	-7.1%
Wairarapa	116,530	116,054	0.4%
<b>Total</b>	<b>1,781,894</b>	<b>1,703,469</b>	<b>4.6%</b>

## Ferry Passenger boardings

Ferry boardings remain consistent compared to the same period last year. Patronage is often affected by changes in weather conditions.

### For August

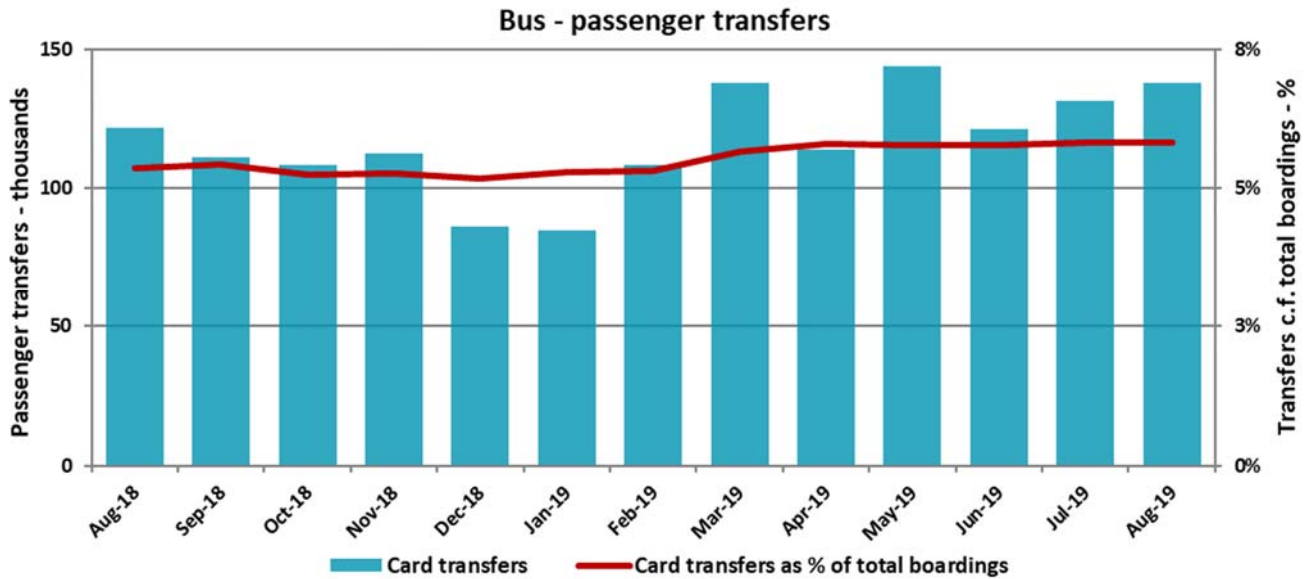
	Aug-19	Aug-18	% Change
Total	14,533	14,270	1.8%

### Year to date (Jul - Aug)

	2019/20	2018/19	% Change
Total	28,491	28,132	1.3%

## Bus Passenger transfers and Journeys

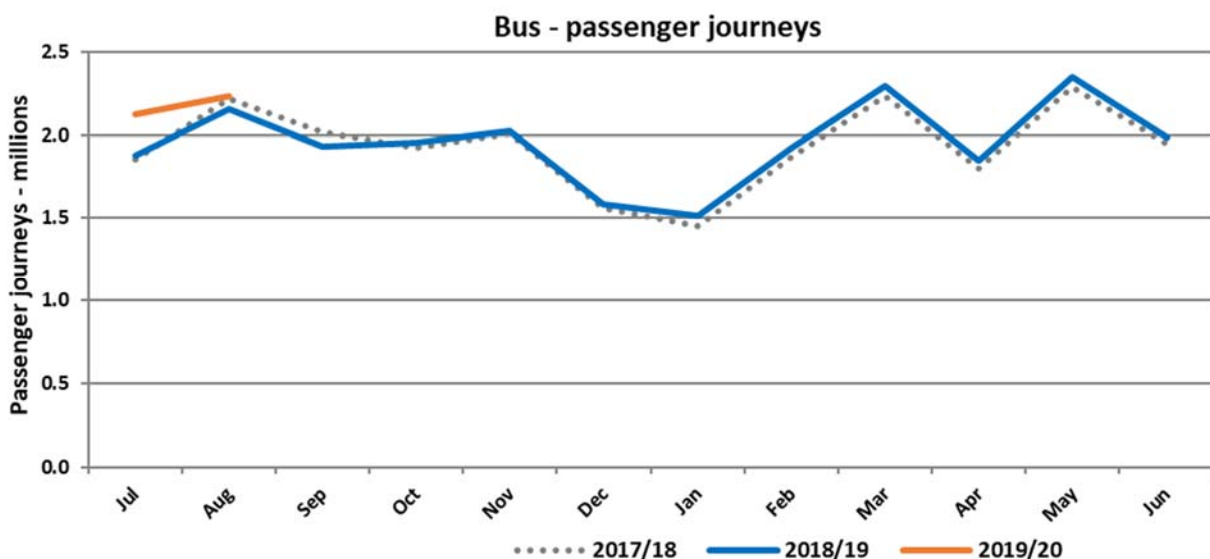
Metlink allows bus to bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers account for 5.8% of year to date passenger boardings. Transfers for 2018/19 were consistently between 5.2%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



The graph below compares bus passenger journeys (passenger boardings less transfers) financial year-on-financial year<sup>1</sup>.

- 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 due to operational and system issues as major network changes were implemented. This is reflected in the graph below where the blue line is 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 7.9% increase to August 2019.

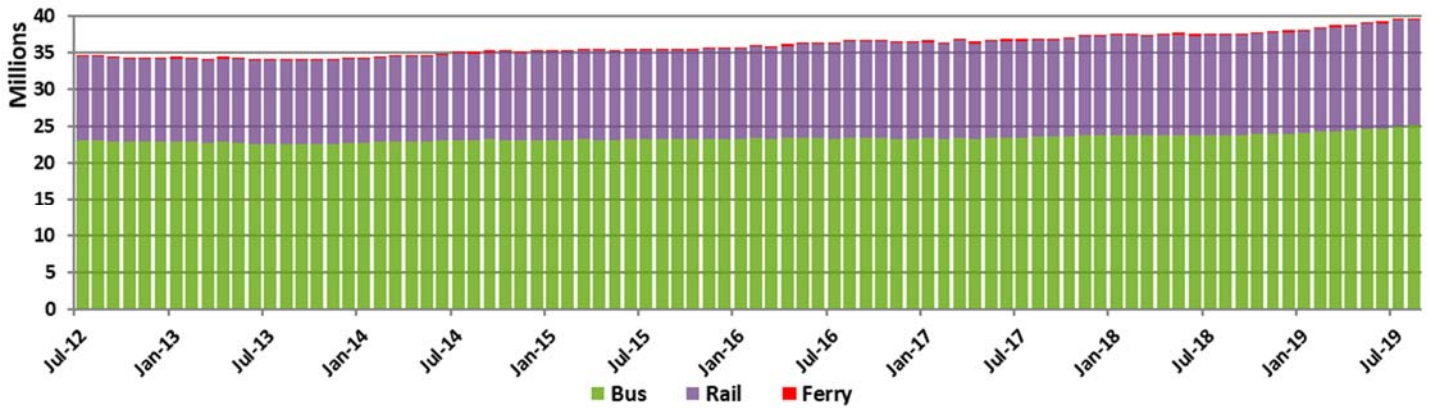


<sup>1</sup> Prior to the new Network transfers accounted for c. 2.6% based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

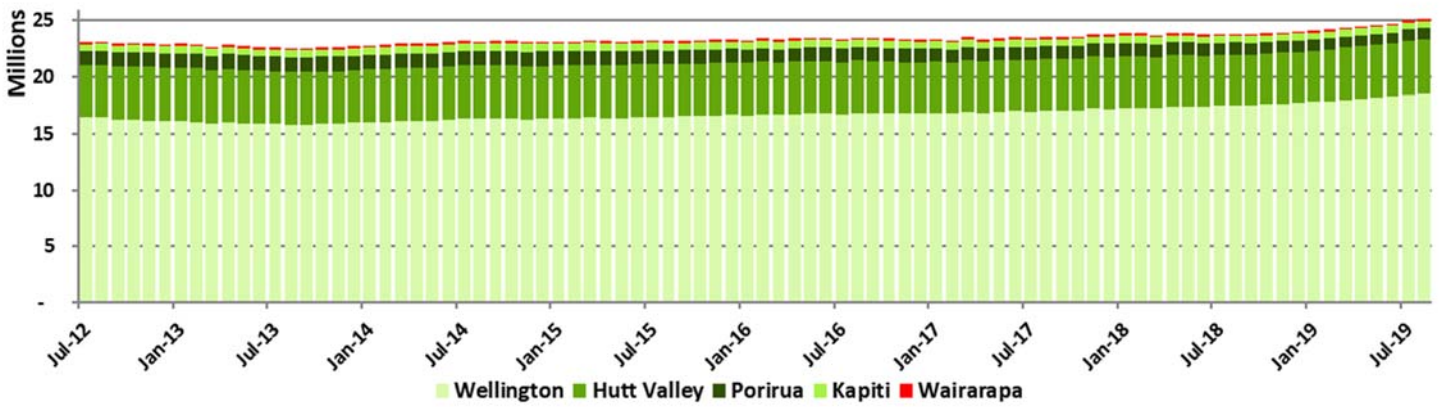
# Passenger boardings trend

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 declined slightly after peaking in the year to January 2018.

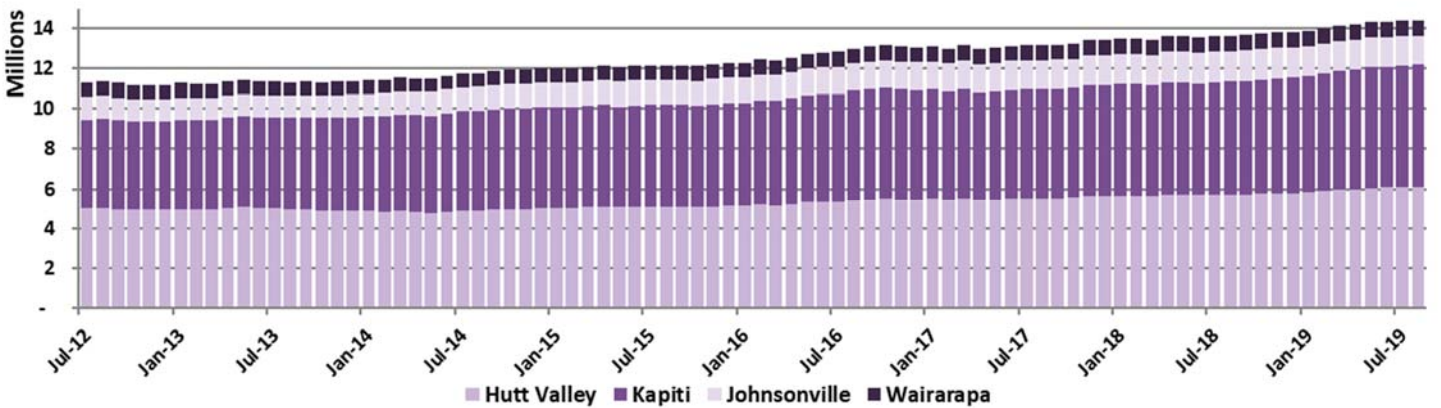
## All modes



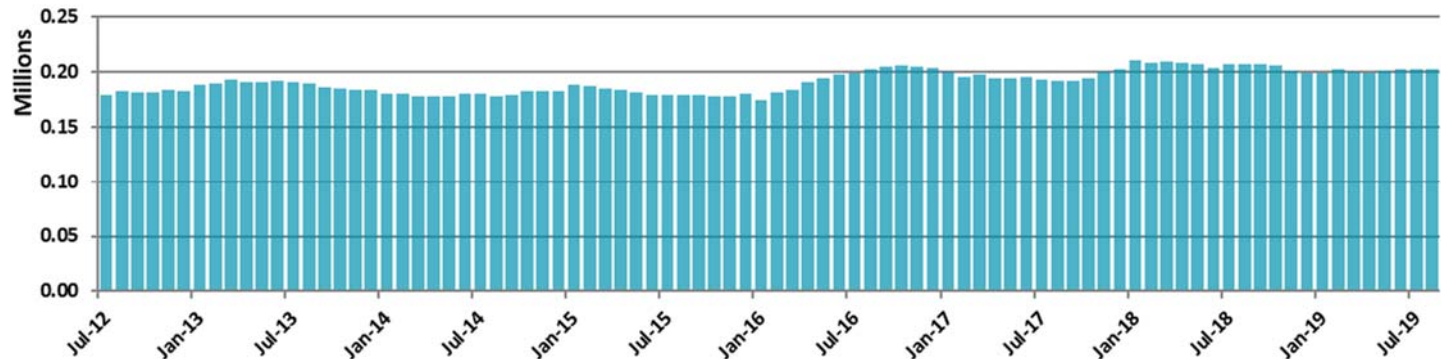
## Bus



## 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. 98.9% of bus services were delivered reliably in August 2019. Service reliability, particularly on Wellington city routes, continues to be impacted by driver shortages being experienced by NZ Bus and Tranzurban.

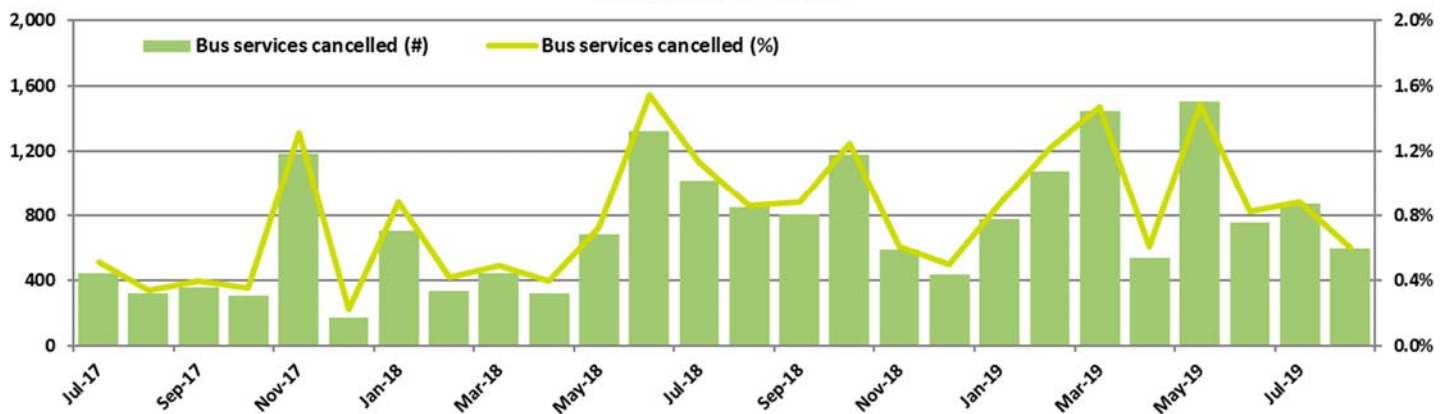
Reliability - current month

	Aug-19	Aug-18	% Change
Wellington City			
Newlands & Tawa	99.8%	97.8%	2.0%
East, West & City	99.0%	98.0%	1.0%
North, South, Khandallah & Brooklyn	98.4%	96.8%	1.6%
Hutt Valley	99.0%	98.2%	0.8%
Porirua	99.0%	96.1%	2.9%
Kapiti	99.6%	99.3%	0.3%
Wairarapa	99.7%	99.1%	0.6%
<b>Total</b>	<b>98.9%</b>	<b>98.5%</b>	<b>0.4%</b>

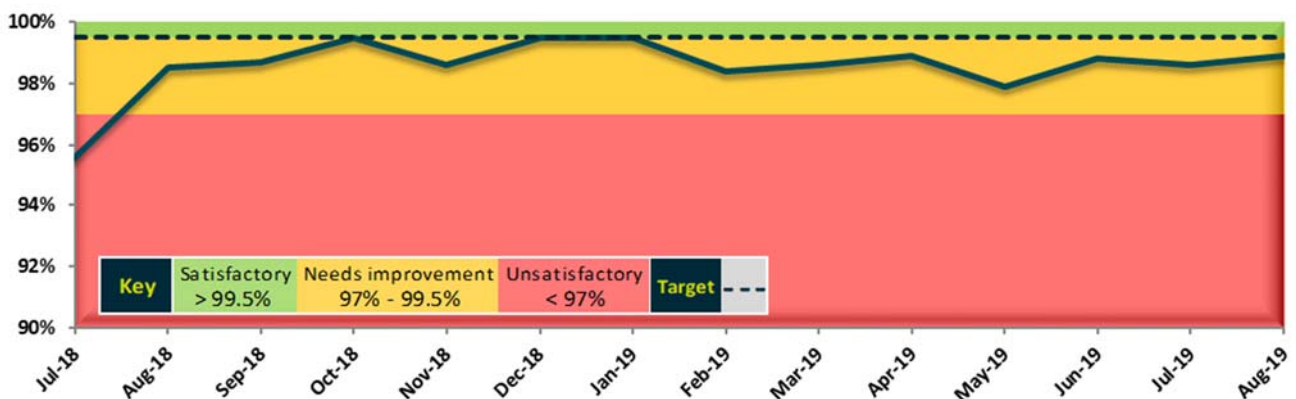
Reliability - year to date (Jul - Aug)

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	99.8%	96.9%	2.9%
East, West & City	98.9%	97.7%	1.2%
North, South, Khandallah & Brooklyn	97.6%	93.7%	3.9%
Hutt Valley	99.1%	98.1%	1.0%
Porirua	98.9%	94.3%	4.6%
Kapiti	99.7%	99.1%	0.6%
Wairarapa	99.4%	98.8%	0.6%
<b>Total</b>	<b>98.8%</b>	<b>97.5%</b>	<b>1.3%</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 August was 94.5%, with an improvement of 4.6% 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.

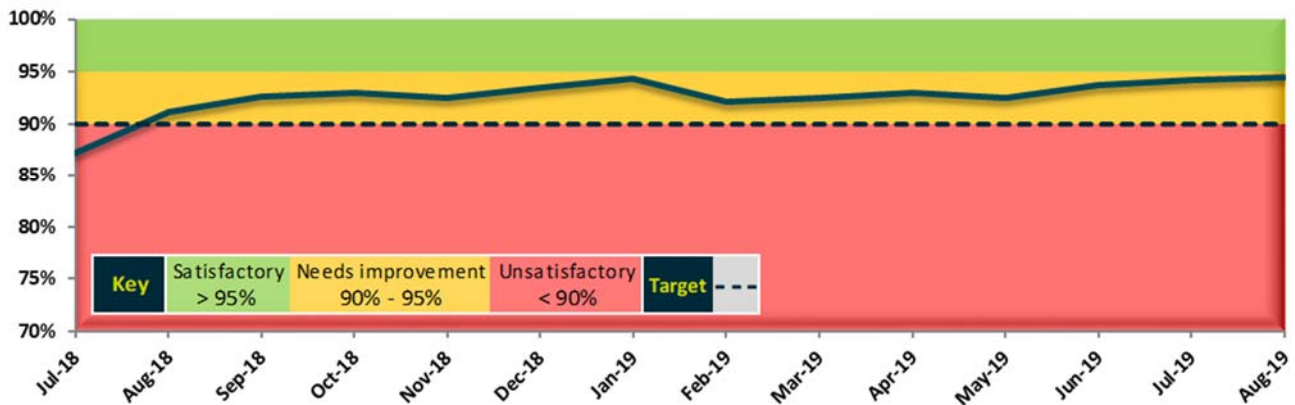
### Punctuality - current month

	Aug-19	Aug-18	% Change
Wellington City			
Newlands & Tawa	97.1%	95.2%	1.9%
East, West & City	93.4%	87.8%	5.6%
North, South, Khandallah & Brooklyn	93.1%	89.9%	3.2%
Hutt Valley	95.5%	92.9%	2.6%
Porirua	95.1%	92.8%	2.3%
Kapiti	98.1%	97.5%	0.6%
Wairarapa	94.8%	94.6%	0.2%
<b>Total</b>	<b>94.5%</b>	<b>91.1%</b>	<b>3.4%</b>

### Punctuality - year to date (Jul - Aug)

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	97.2%	94.4%	2.8%
East, West & City	93.0%	87.0%	6.0%
North, South, Khandallah & Brooklyn	93.2%	86.2%	7.0%
Hutt Valley	95.3%	92.7%	2.6%
Porirua	95.4%	90.8%	4.6%
Kapiti	98.3%	96.7%	1.6%
Wairarapa	93.8%	95.0%	-1.2%
<b>Total</b>	<b>94.4%</b>	<b>89.8%</b>	<b>4.6%</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 August 99% of bus services were delivered using the contracted bus size, a significant improvement on the August 2018 figure of 79% during the start 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

	Aug-19	Aug-18	% Change
Wellington City			
Newlands & Tawa	100%	96%	4.0%
East, West & City	100%	64%	36.0%
North, South, Khandallah & Brooklyn	96%	76%	20.0%
Hutt Valley	99%	87%	12.0%
Porirua	100%	93%	7.0%
Kapiti	100%	97%	3.0%
Wairarapa	100%	80%	20.0%
<b>Total</b>	<b>99%</b>	<b>79%</b>	<b>20.0%</b>

### Correct bus used - year to date (Jul - Aug)

	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%	75%	21.0%
Hutt Valley	99%	88%	11.0%
Porirua	100%	95%	5.0%
Kapiti	100%	97%	3.0%
Wairarapa	99%	83%	16.0%
<b>Total</b>	<b>99%</b>	<b>79%</b>	<b>20.0%</b>



# Rail service delivery

## Reliability

### Reliability - current month

	Aug-19	Aug-18	% Change
Hutt Valley	93.3%	96.7%	-3.4%
Johnsonville	94.9%	98.4%	-3.5%
Kapiti	92.3%	96.1%	-3.8%
Wairarapa	88.6%	97.4%	-8.8%
<b>Total</b>	<b>93.3%</b>	<b>97.0%</b>	<b>-3.7%</b>

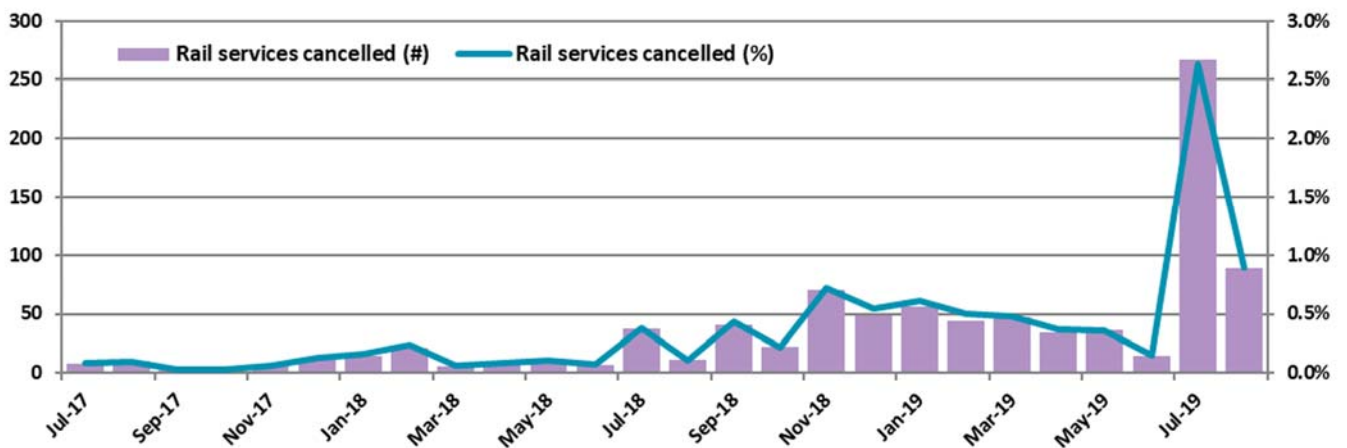
### Reliability - year to date (Jul - Aug)

	2019/20	2018/19	% Change
Hutt Valley	92.8%	96.7%	-3.9%
Johnsonville	93.5%	97.5%	-4.0%
Kapiti	92.1%	95.2%	-3.1%
Wairarapa	89.8%	91.8%	-2.0%
<b>Total</b>	<b>92.7%</b>	<b>96.3%</b>	<b>-3.6%</b>

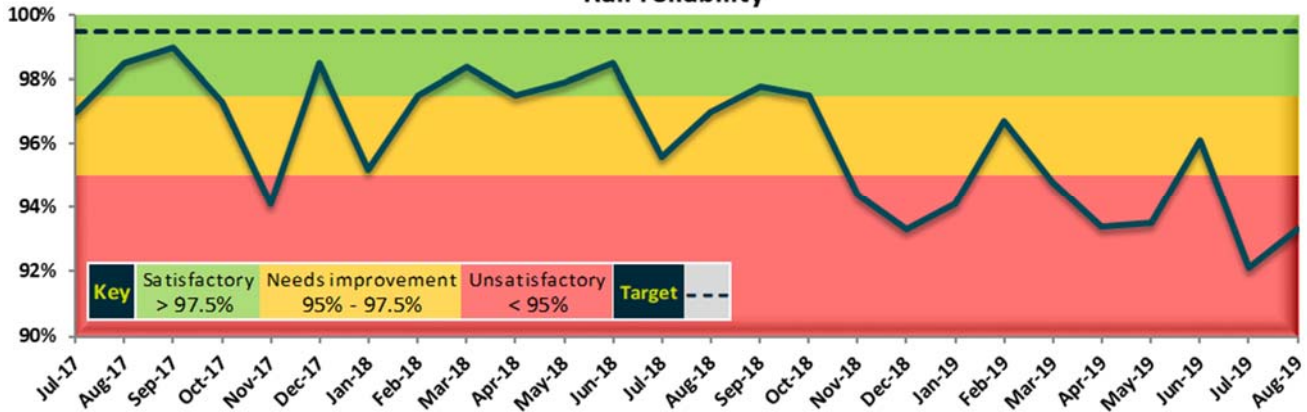
The rail reliability measure shows the percentage of scheduled services that depart from origin and key stations no earlier than 30 seconds before the scheduled time, meet the consist size for the scheduled service, and stop at all stations timetabled for the service.

Rail service reliability is 93.3% in August, a decrease of 3.7% on the previous August. While July reliability was dramatically affected by the KiwiRail freight train derailment, August reliability was affected by a major overhead fault caused by a KiwiRail contractor working on the Hutt Line traction overhead replacement project.

### Rail services cancelled



### Rail reliability



## Punctuality

**Punctuality - current month**

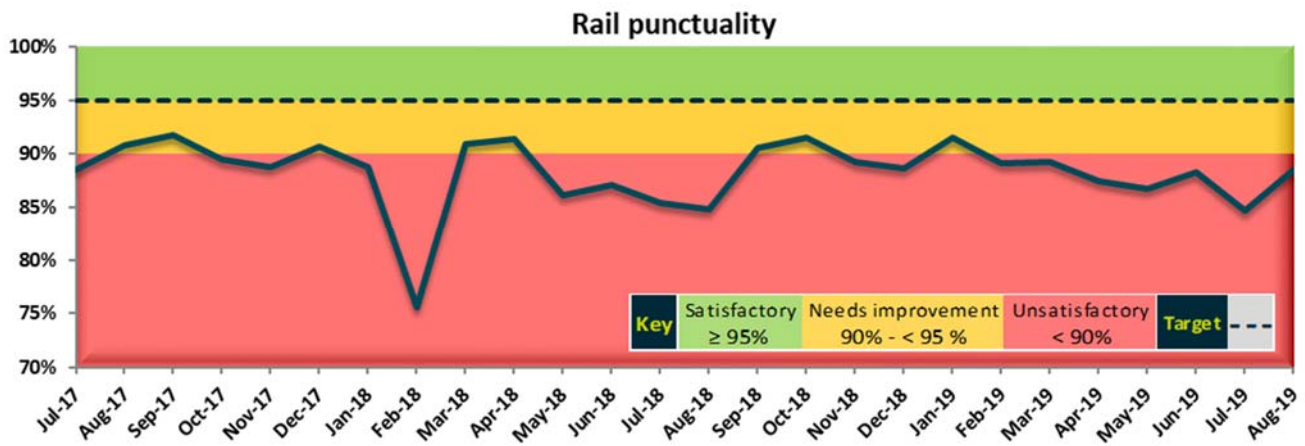
	Aug-19	Aug-18	% Change
Hutt Valley	88.7%	88.5%	0.2%
Johnsonville	96.0%	96.1%	-0.1%
Kapiti	84.7%	73.8%	10.9%
Wairarapa	64.0%	48.9%	15.1%
<b>Total</b>	<b>88.6%</b>	<b>84.8%</b>	<b>3.8%</b>

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

	2019/20	2018/19	% Change
Hutt Valley	85.9%	87.5%	-1.6%
Johnsonville	96.0%	96.3%	-0.3%
Kapiti	82.7%	75.6%	7.1%
Wairarapa	53.3%	52.7%	0.6%
<b>Total</b>	<b>86.6%</b>	<b>85.1%</b>	<b>1.5%</b>

The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.

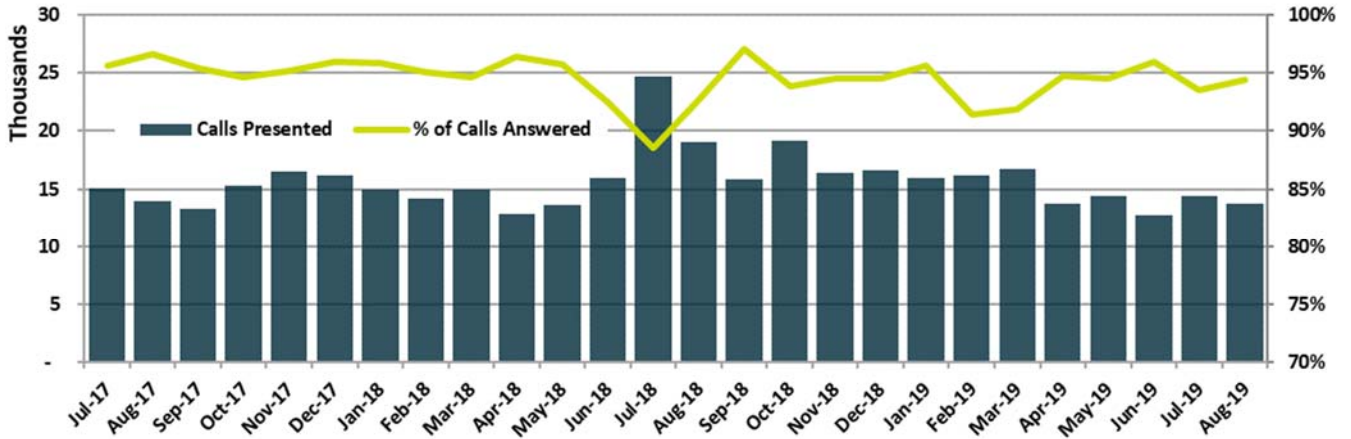
Punctuality improved slightly in August over both July 2019 and August 2018. However, overall the performance is still generally below both the target and previous years. Seasonal weather impacts, including direct lightning strikes, continued to affect services in August, combined with subsequent delays caused by the overhead faults.



# Customer Contact

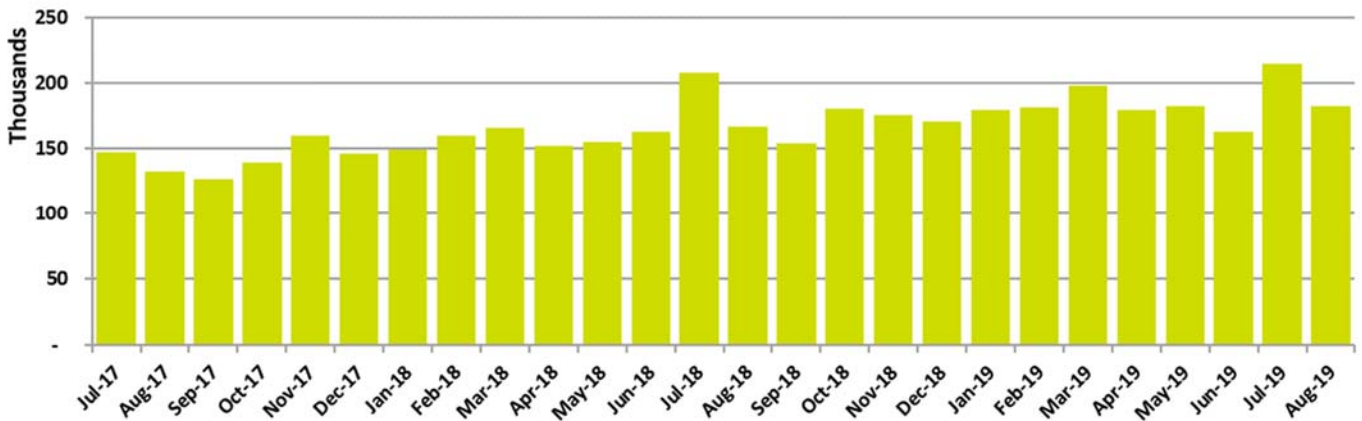
## Call centre incoming calls

Metlink answered 94.4% of the 13,747 calls received in August, and has answered 93.9% of calls received for the year to date.



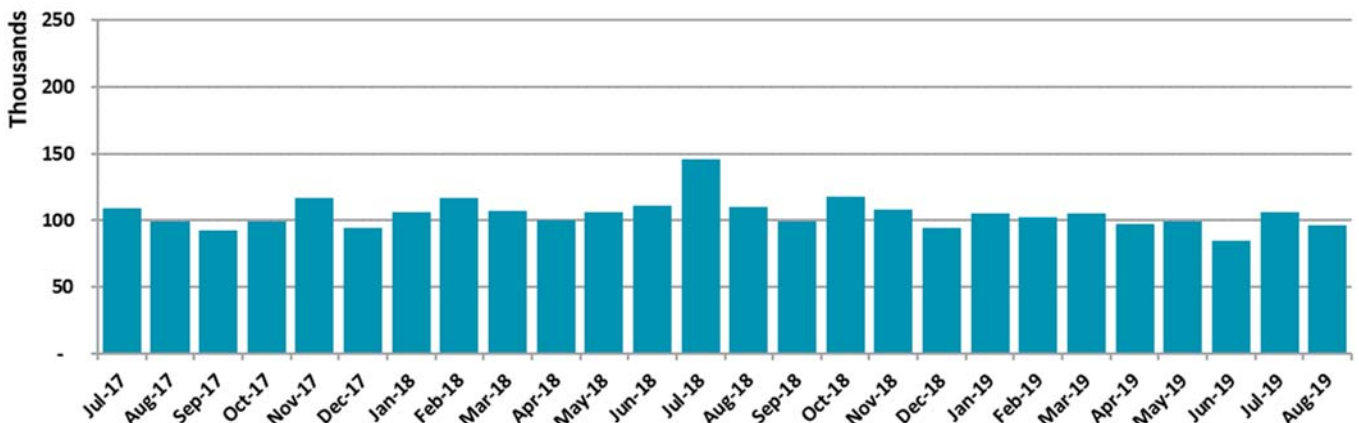
## Metlink app – unique users

In the August 2019 there were 183,000 unique users of the Metlink app, an increase of 10% on August 2018.



## Metlink website – unique users

In August 2019 there were 96,000 unique users of the Metlink website. This is a 13% decrease against August 2018.

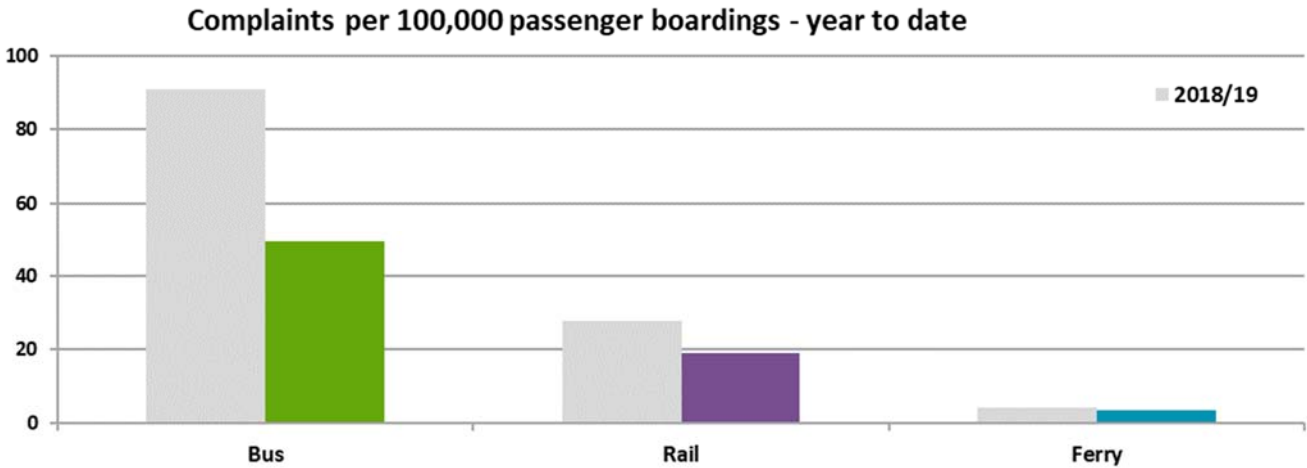




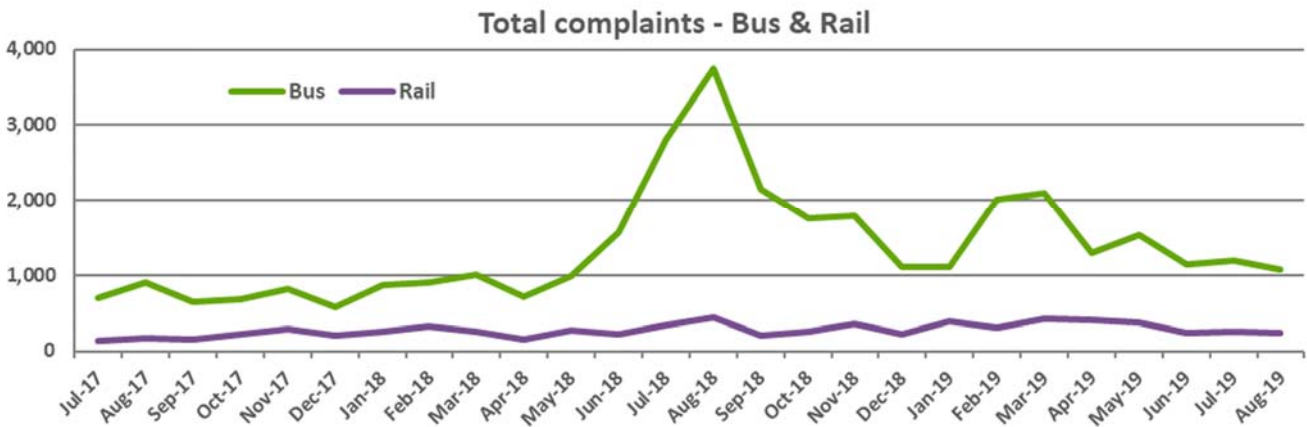
# Complaints

## 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.



The peaks in the total complaints graph below coincide with the bus network change in July 2018 and the annual patronage peaks in March and May 2019. Complaints for both bus and rail have trended downwards since the March peak.



## Bus complaints

Bus complaints for the month were 71.4% lower than in August last year, with a spike in complaints in July and August last year during the implementation of the new bus network in Wellington. Operational performance and staff related complaints made up 84% of all bus complaints in August.

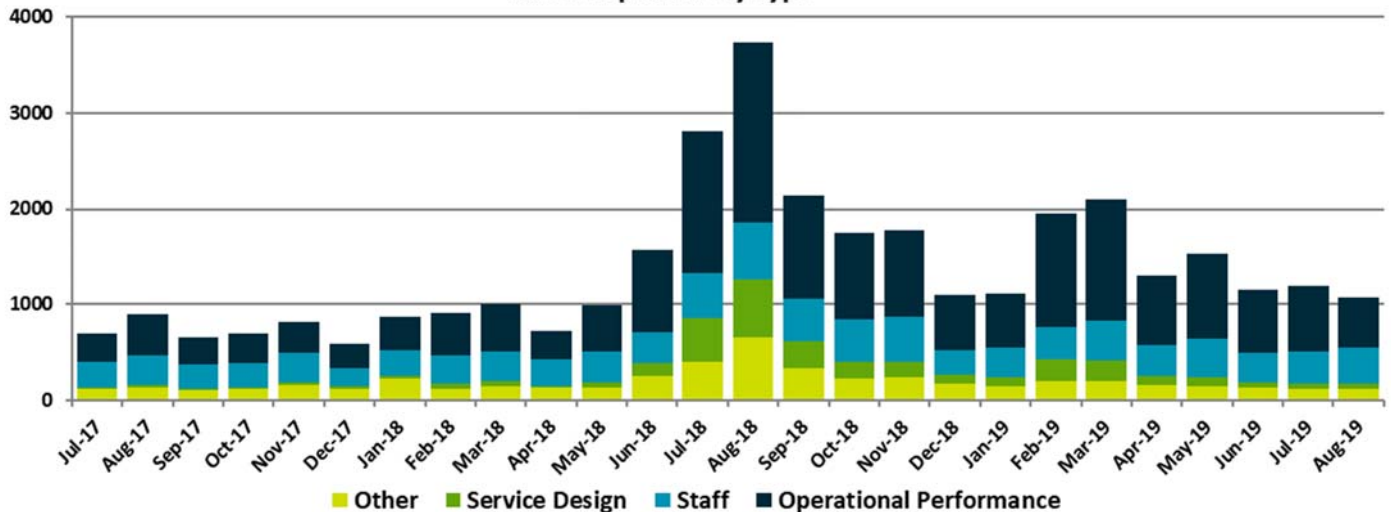
Bus complaints for current month

	Aug-19	Aug-18	% Change
Wellington			
Newlands, Tawa	28	62	-54.8%
East-West, City	316	1,470	-78.5%
North-south, Khandallah, Brooklyn	426	1,732	-75.4%
Hutt Valley	224	420	-46.7%
Porirua	44	-	100.0%
Kapiti	30	54	-44.4%
Wairarapa	1	2	-50.0%
<b>Total</b>	<b>1,069</b>	<b>3,740</b>	<b>-71.4%</b>

Bus complaints - year to date (Jul - Aug)

	2019/20	2018/19	% Change
Wellington			
Newlands, Tawa	61	159	-61.6%
East-West, City	719	2,348	-69.4%
North-south, Khandallah, Brooklyn	931	3,095	-69.9%
Hutt Valley	418	831	-49.7%
Porirua	101	-	100.0%
Kapiti	44	111	-60.4%
Wairarapa	3	5	-40.0%
<b>Total</b>	<b>2,277</b>	<b>6,549</b>	<b>-65.2%</b>

Bus complaints by type



## Rail complaints

Rail complaints for August are 45.6% lower than the same month last year. Operational performance and staff related complaints make up 62% of all rail complaints in August.

**Rail complaints current month**

	Aug-19	Aug-18	% Change
Hutt Valley	88	125	-29.6%
Kapiti	66	203	-67.5%
Johnsonville	11	18	-38.9%
Wairarapa	20	31	-35.5%
General	52	59	-11.9%
<b>Total</b>	<b>237</b>	<b>436</b>	<b>-45.6%</b>

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

	2019/20	2018/19	% Change
Hutt Valley	166	241	-31.1%
Kapiti	159	305	-47.9%
Johnsonville	25	48	-47.9%
Wairarapa	44	48	-8.3%
General	96	136	-29.4%
<b>Total</b>	<b>490</b>	<b>778</b>	<b>-37.0%</b>

**Rail complaints by type**

