

Metlink performance report



December 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.

December 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 5.0% on December last year and 7.5% year on year.

By area for December

	Dec-19	Dec-18	% Change
Wellington	1,284,625	1,225,610	4.8%
Hutt Valley	351,474	330,884	6.2%
Porirua	65,348	64,169	1.8%
Kapiti	39,371	36,863	6.8%
Wairarapa	8,814	9,533	-7.5%
Total	1,749,632	1,667,059	5.0%

By area - year to date (Jul-Dec)

	2019/20	2018/19	% Change
Wellington	9,579,264	8,995,721	6.5%
Hutt Valley	2,523,826	2,272,614	11.1%
Porirua	514,670	477,971	7.7%
Kapiti	328,120	297,850	10.2%
Wairarapa	85,363	82,026	4.1%
Total	13,031,243	12,126,182	7.5%

Rail Passenger boardings

Rail has recorded passenger boardings growth of 3.0% for the month and 2.5% for the year to date, compared to the same period last year.

By line for December

	Dec-19	Dec-18	% Change
Hutt Valley	401,300	388,756	3.2%
Kapiti	407,751	389,829	4.6%
Johnsonville	92,405	97,482	-5.2%
Wairarapa	54,424	52,215	4.2%
Total	955,880	928,282	3.0%

By line - year to date (Jul-Dec)

	2019/20	2018/19	% Change
Hutt Valley	3,127,406	2,994,909	4.4%
Kapiti	3,044,106	2,963,655	2.7%
Johnsonville	705,900	746,913	-5.5%
Wairarapa	395,342	391,180	1.1%
Total	7,272,754	7,096,657	2.5%

Peak rail patronage is up 4.5% 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 5.4% for the year to date.

Peak by line for December

	Dec-19	Dec-18	% Change
Hutt Valley	268,186	242,223	10.7%
Kapiti	247,166	225,338	9.7%
Johnsonville	53,475	51,127	4.6%
Wairarapa	41,402	37,357	10.8%
Total	610,229	556,045	9.7%

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

	2019/20	2018/19	% Change
Hutt Valley	2,187,976	2,047,958	6.8%
Kapiti	1,994,918	1,918,979	4.0%
Johnsonville	447,125	459,605	-2.7%
Wairarapa	325,010	313,657	3.6%
Total	4,955,029	4,740,199	4.5%

Ferry Passenger boardings

Ferry boardings show an increase of 2.1% for the year to date compared to the same period last year. Weather conditions often affect the numbers of passengers using the ferry.

For December

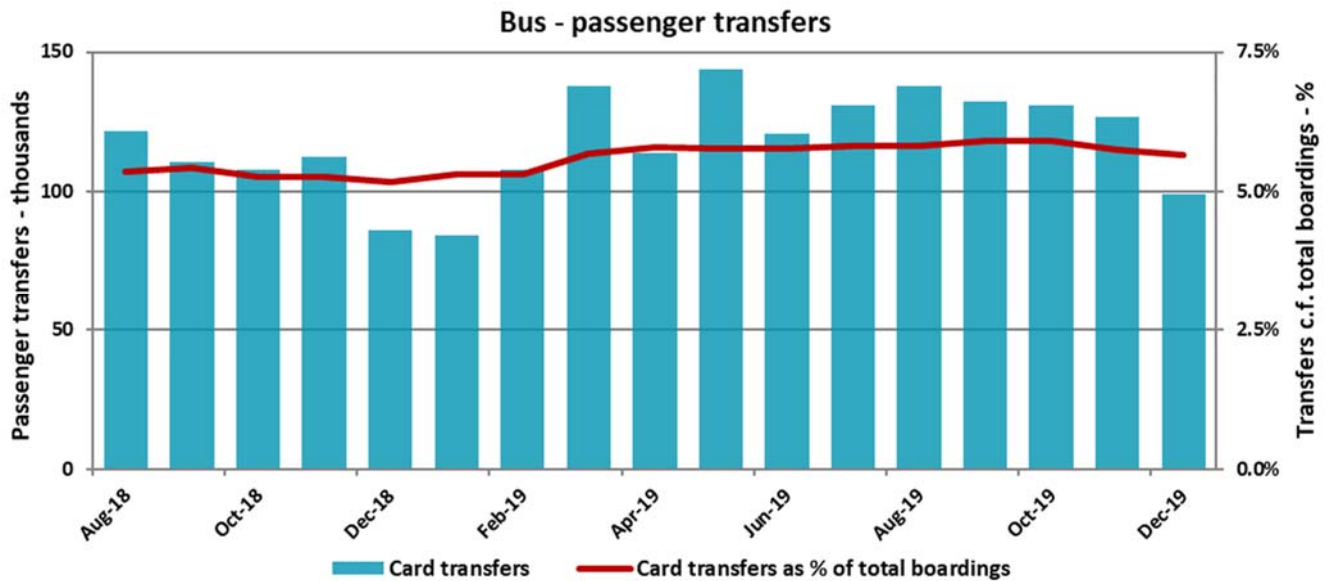
	Dec-19	Dec-18	% Change
Total	17,318	19,053	-9.1%

Year to date (Jul-Dec)

	2019/20	2018/19	% Change
Total	95,608	93,635	2.1%

Bus Passenger transfers and Journeys

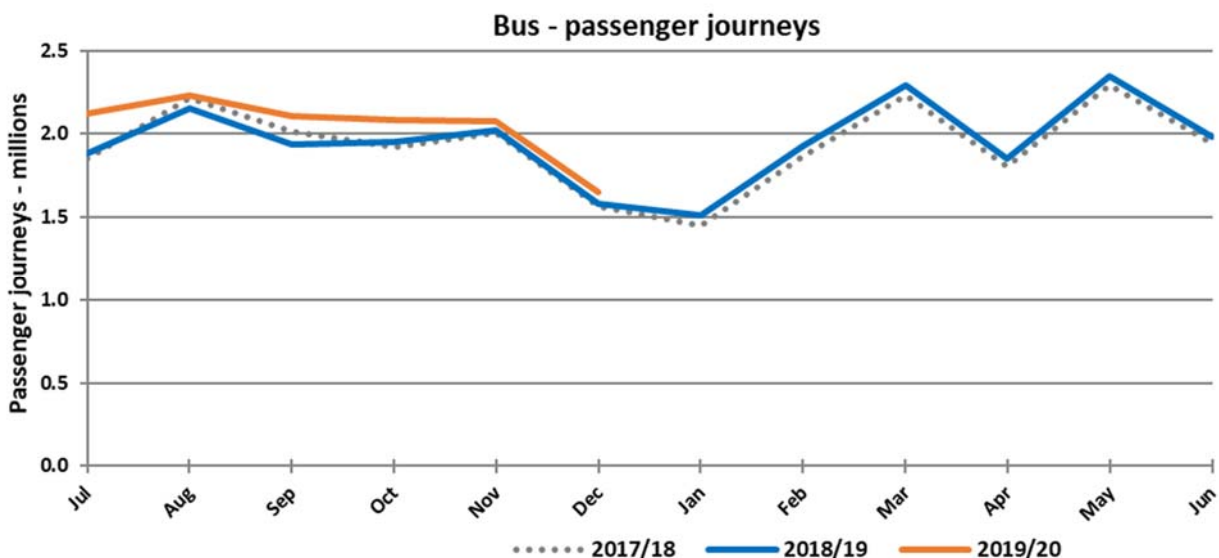
Metlink allows bus to bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers account for 5.8% of year to date passenger boardings. Transfers for 2019 are consistently between 5.3% and 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 6.5% increase for December 2019.

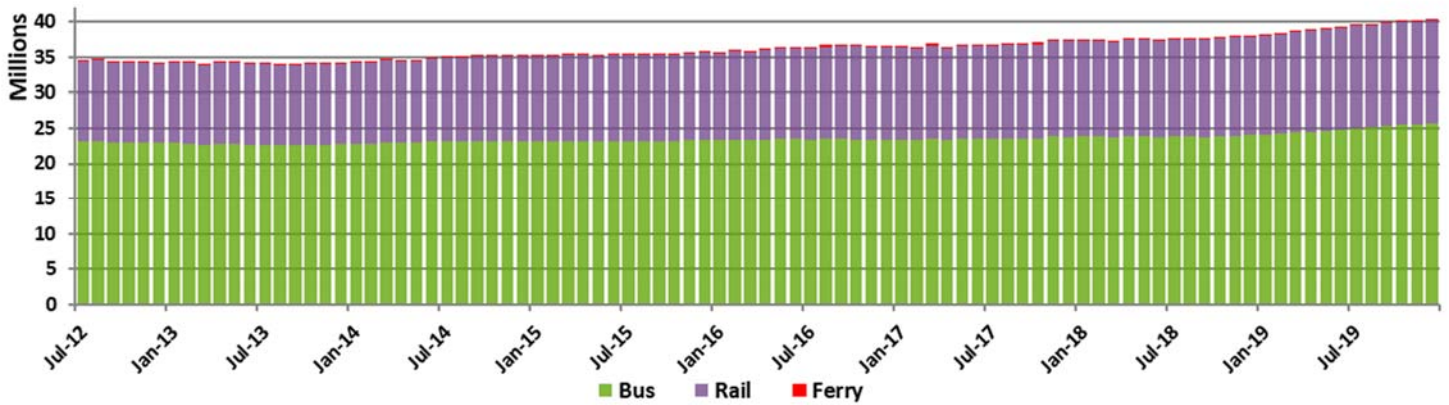


¹ Prior to the new Network transfers accounted for c. 2.6% based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

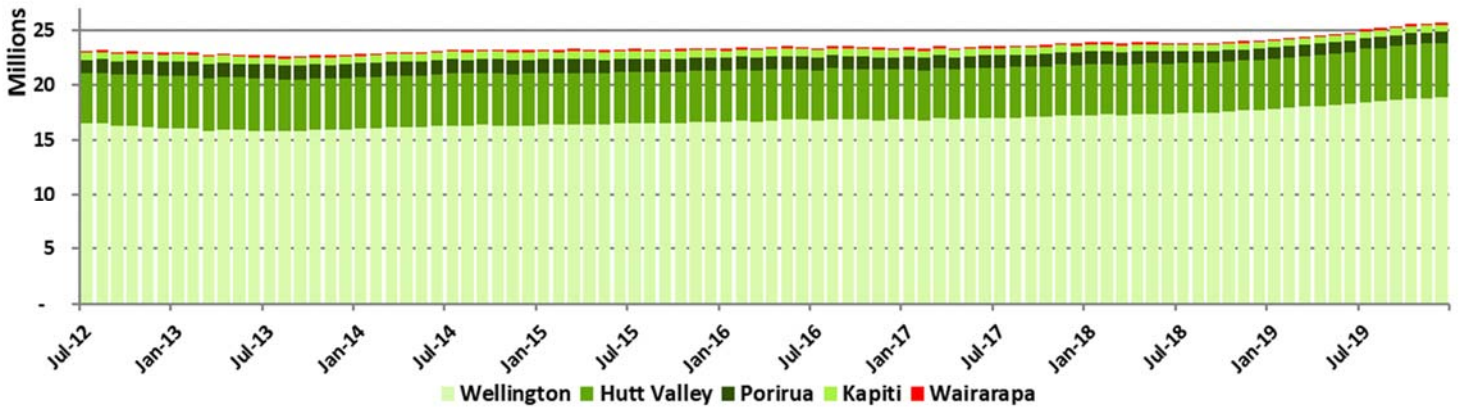
Passenger boardings trend

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.

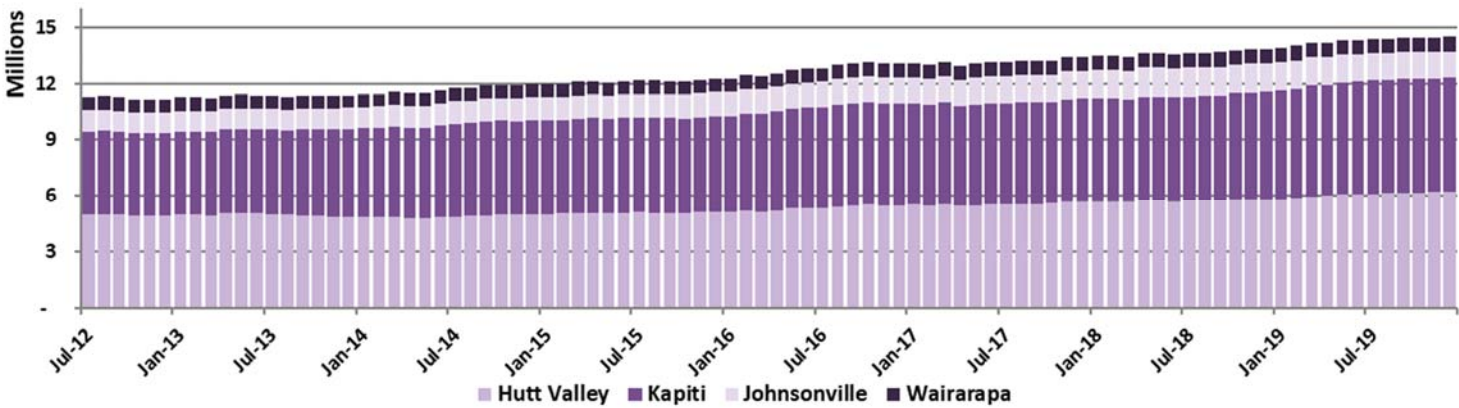
All modes



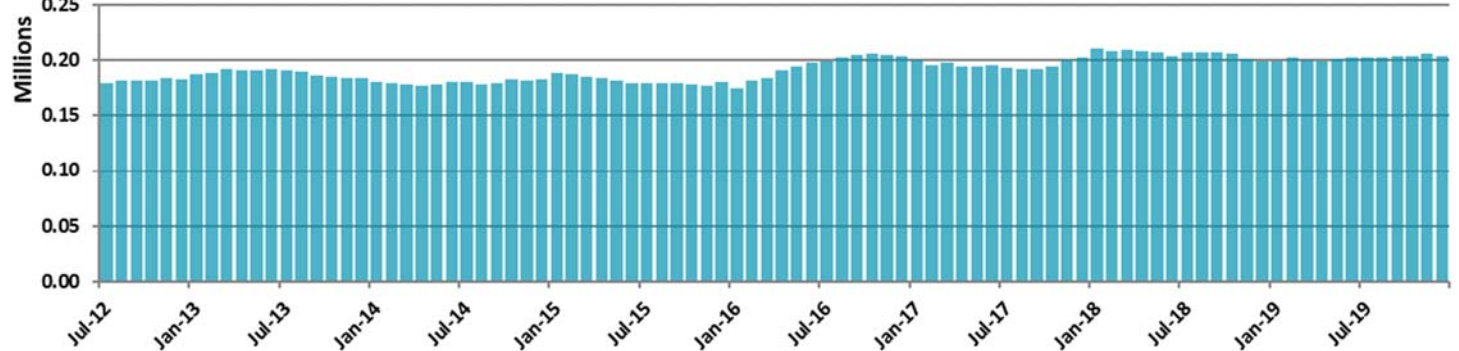
Bus



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.

99.0% of bus services were delivered reliably in December 2019.

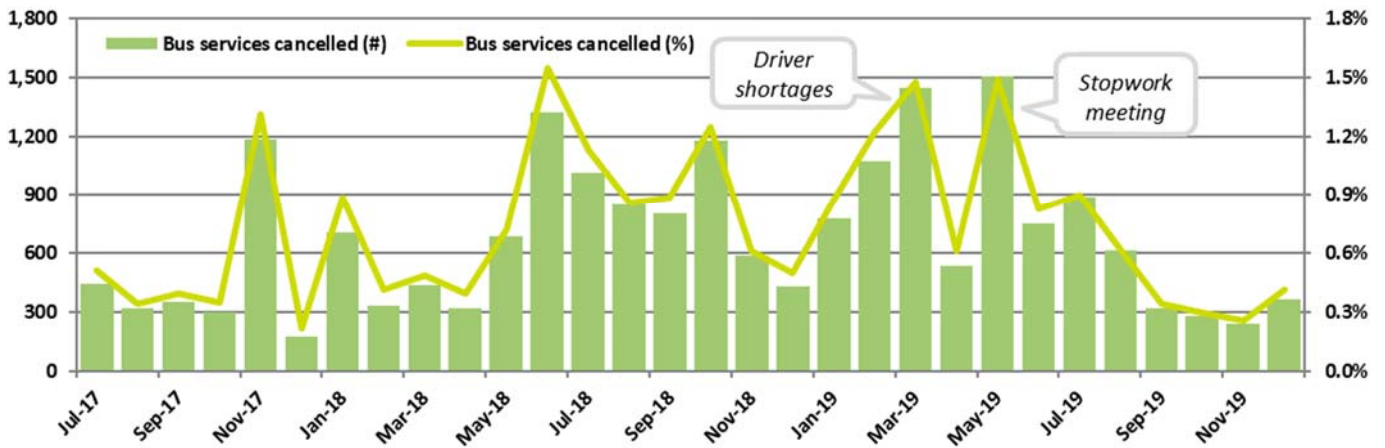
Reliability - current month

	Dec-19	Dec-18	% Change
Wellington City			
Newlands & Tawa	99.1%	99.0%	0.1%
East, West & City	98.8%	98.8%	0.1%
North, South, Khandallah & Brooklyn	99.0%	98.1%	0.9%
Hutt Valley	99.0%	98.4%	0.6%
Porirua	99.0%	98.2%	0.7%
Kapiti	99.8%	98.6%	1.2%
Wairarapa	96.8%	95.3%	1.4%
Total	99.0%	98.4%	0.5%

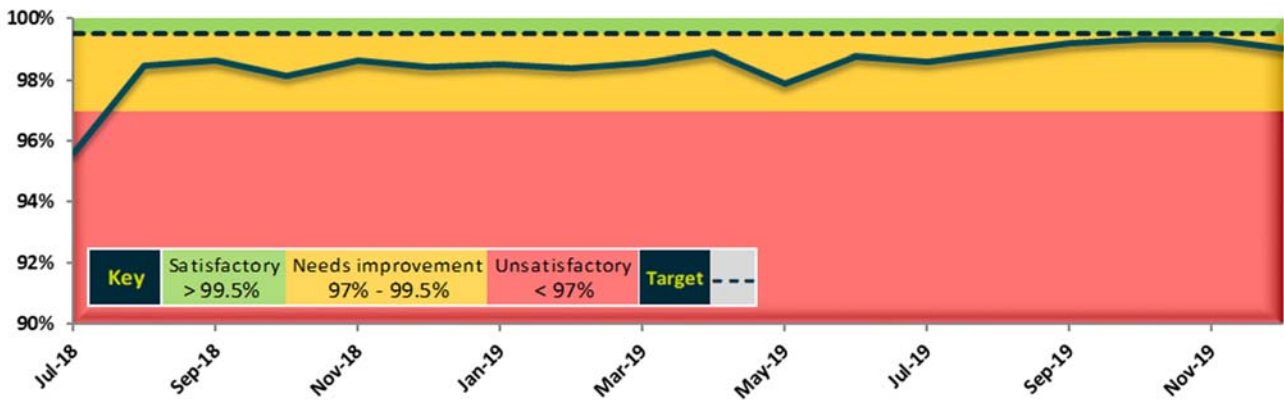
Reliability - year to date (Jul-Dec)

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	99.6%	98.8%	0.8%
East, West & City	98.9%	98.5%	0.4%
North, South, Khandallah & Brooklyn	98.6%	97.0%	1.6%
Hutt Valley	99.2%	98.6%	0.6%
Porirua	99.1%	97.9%	1.2%
Kapiti	99.8%	99.5%	0.3%
Wairarapa	99.1%	98.4%	0.7%
Total	99.1%	98.2%	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 December was 93.3%, with an improvement of 2.2% for the year to date. Newlands, Tawa, Porirua and Kapiti are being provided a satisfactory level of performance, but improvement is required in all other sub-regions.

Punctuality - current month

	Dec-19	Dec-18	% Change
Wellington City			
Newlands & Tawa	92.5%	96.4%	-3.8%
East, West & City	92.5%	91.5%	1.0%
North, South, Khandallah & Brooklyn	91.7%	92.9%	-1.3%
Hutt Valley	93.8%	93.2%	0.7%
Porirua	95.0%	96.5%	-1.5%
Kapiti	98.3%	97.7%	0.6%
Wairarapa	92.5%	92.0%	0.4%
Total	93.3%	93.4%	-0.1%

Punctuality - year to date (Jul-Dec)

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	96.4%	95.7%	0.6%
East, West & City	93.1%	89.6%	3.5%
North, South, Khandallah & Brooklyn	93.0%	90.2%	2.8%
Hutt Valley	94.9%	93.3%	1.6%
Porirua	95.1%	95.0%	0.1%
Kapiti	98.4%	97.5%	0.9%
Wairarapa	93.8%	93.7%	0.2%
Total	94.2%	92.1%	2.2%

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 December 99% of bus services were delivered using the contracted bus size, a significant improvement on 87% the previous December. 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

	Dec-19	Dec-18	% Change
Wellington City			
Newlands & Tawa	100%	99%	1.0%
East, West & City	99%	64%	35.0%
North, South, Khandallah & Brooklyn	96%	96%	0.0%
Hutt Valley	100%	94%	6.0%
Porirua	100%	100%	0.0%
Kapiti	100%	100%	0.0%
Wairarapa	96%	98%	-2.0%
Total	99%	87%	12.0%

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

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	100%	97%	3.0%
East, West & City	99%	64%	35.0%
North, South, Khandallah & Brooklyn	96%	87%	9.0%
Hutt Valley	99%	92%	7.0%
Porirua	100%	98%	2.0%
Kapiti	100%	99%	1.0%
Wairarapa	99%	94%	5.0%
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 97.6% in December, a 4.3% improvement on December the previous year. Reliability this month was affected by several major network disruptions including an overhead power fault, flooding and storms. If network impacts are removed, reliability was at 99.1%.

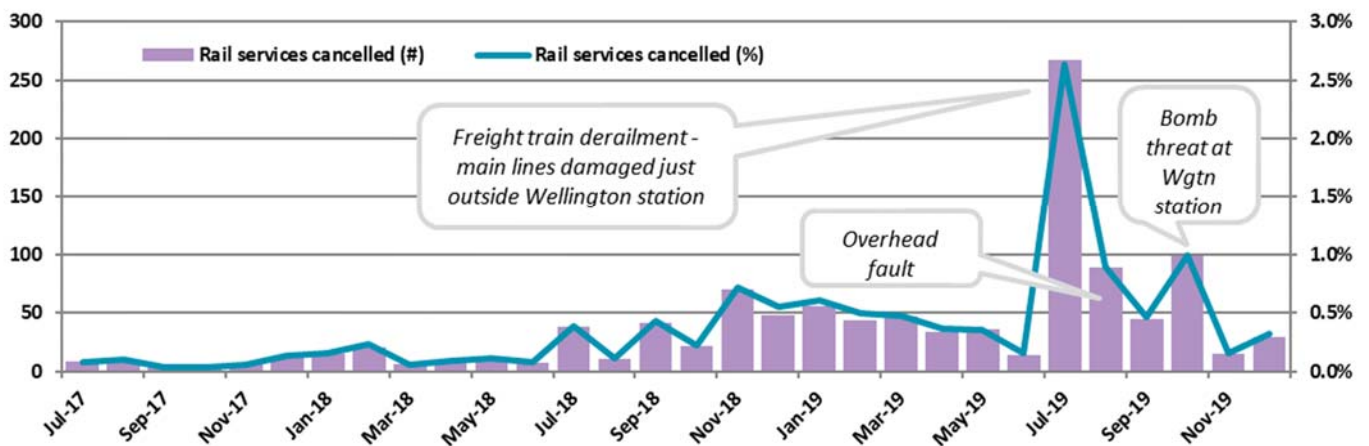
Reliability - current month

	Dec-19	Dec-18	% Change
Hutt Valley	96.6%	92.3%	4.3%
Johnsonville	98.3%	93.5%	4.8%
Kapiti	98.3%	94.1%	4.2%
Wairarapa	95.3%	94.8%	0.5%
Total	97.6%	93.3%	4.3%

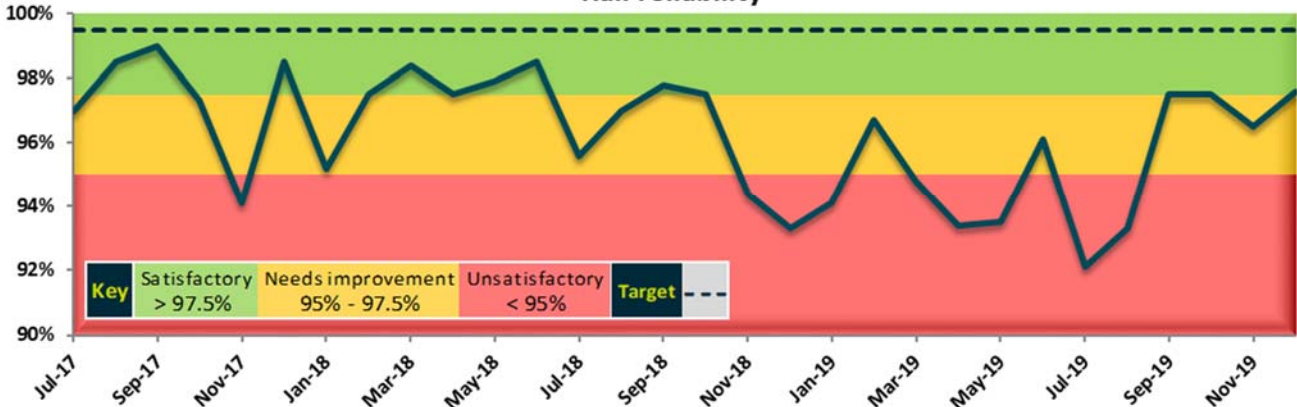
Reliability - year to date (Jul-Dec)

	2019/20	2018/19	% Change
Hutt Valley	95.7%	96.0%	-0.3%
Johnsonville	96.8%	96.4%	0.4%
Kapiti	95.0%	95.9%	-0.9%
Wairarapa	91.7%	91.9%	-0.2%
Total	95.7%	96.0%	-0.3%

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 December was 89.2%, slightly more than the previous December, and nearly the same for the year to date. However, overall the performance is still generally below both the target and previous years. Despite a generally improving trend, December results suffered from several major network disruptions including an overhead power fault, flooding and storms. If network impacts are removed, metro punctuality was at 93.0% and Wairarapa 76.4%.

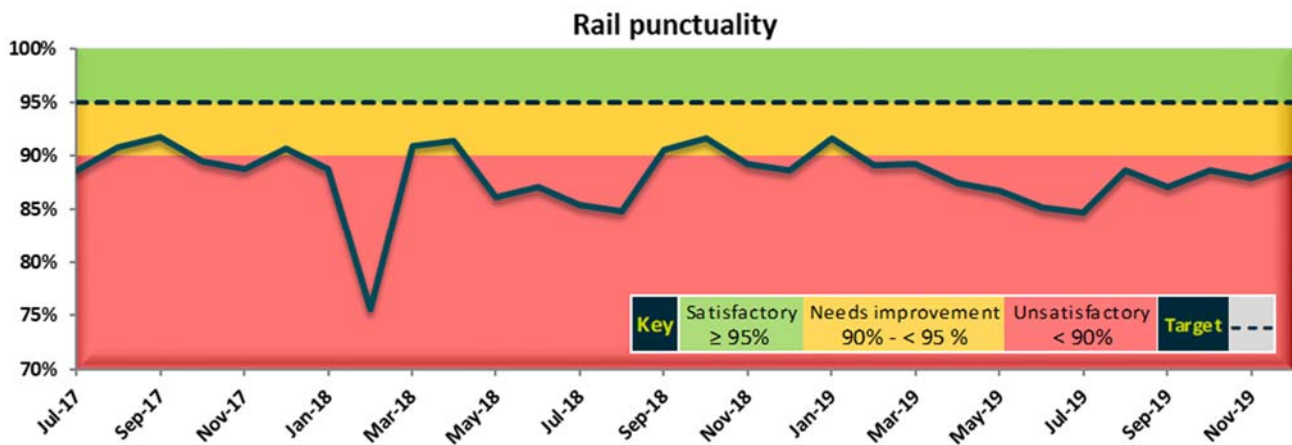
Punctuality on the Wairarapa line (especially in the off-peak) will continue to be compromised by worksites and the ongoing work to renew the track infrastructure as part of the major NZTA funding programme, secured by GW and KiwiRail in 2018, that is set to continue for the next 4-5 years.

Punctuality - current month

	Dec-19	Dec-18	% Change
Hutt Valley	90.4%	91.5%	-1.1%
Johnsonville	96.4%	97.3%	-0.9%
Kapiti	83.7%	80.8%	2.9%
Wairarapa	62.8%	53.8%	9.0%
Total	89.2%	88.7%	0.5%

Punctuality - year to date (Jul-Dec)

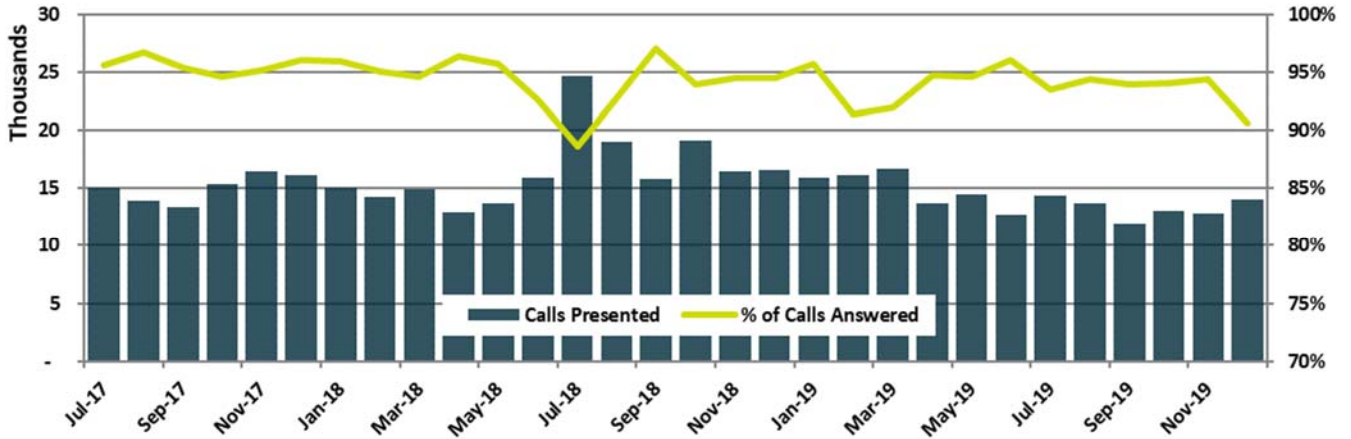
	2019/20	2018/19	% Change
Hutt Valley	87.8%	89.8%	-2.0%
Johnsonville	95.0%	97.3%	-2.3%
Kapiti	83.8%	81.4%	2.4%
Wairarapa	59.9%	62.0%	-2.1%
Total	87.6%	88.4%	-0.8%



Customer Contact

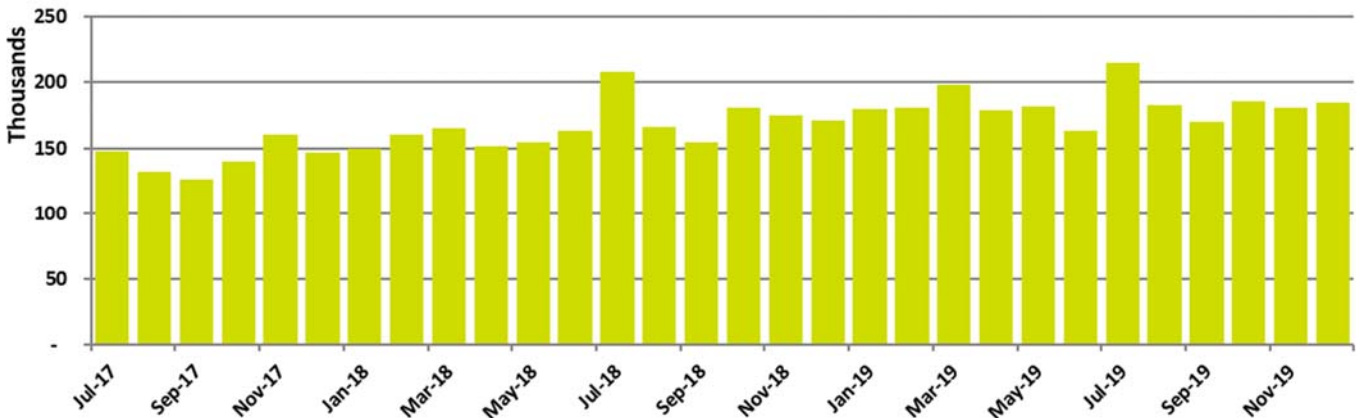
Call centre incoming calls

Metlink answered 90.6% of the 14,000 calls received in December, and has answered 93.4% of the 80,000 calls received for the year to date.



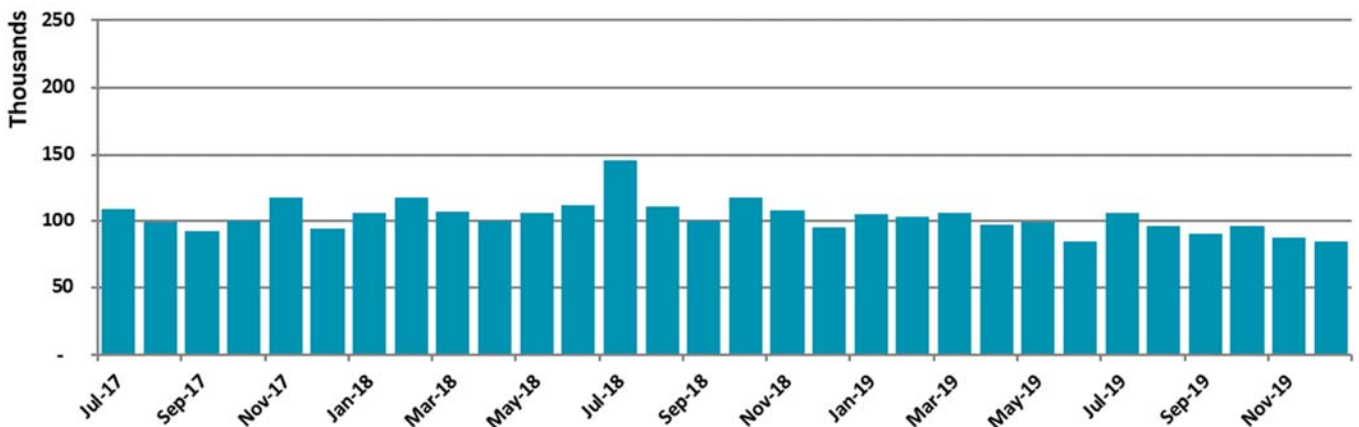
Metlink app – unique users

In December 2019 there were 185,300 unique users of the Metlink app, an increase of 9% on the same month the previous year. There have been 1.1 million unique users of the app for the year to date, an increase of 6% on the same period last year.



Metlink website – unique users

In December 2019 there were 84,000 unique users of the Metlink website, a decrease of 11% on the same month the previous year. There have been 559,000 unique users of the website for the year to date, a decrease of 17% on the same period last year.

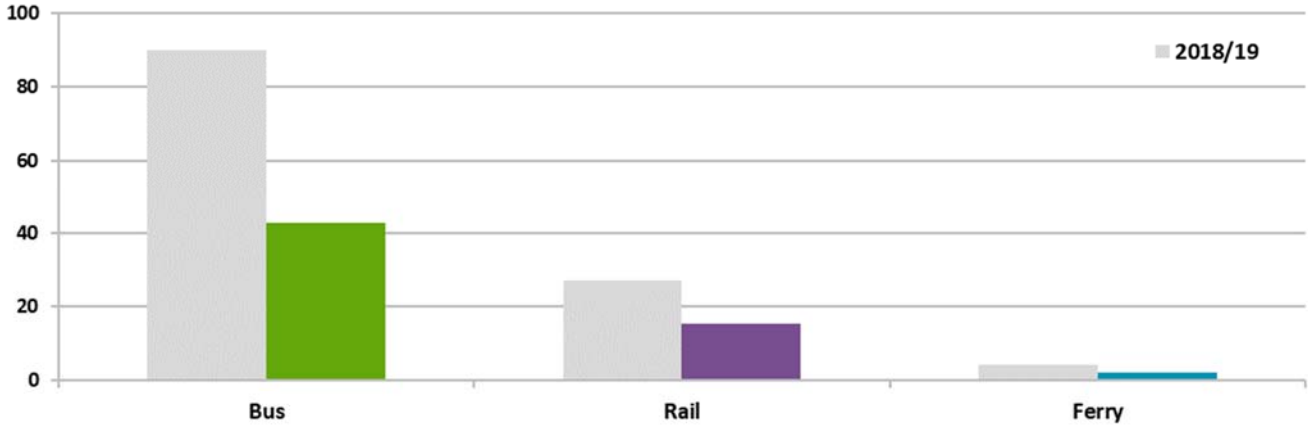


Complaints

Complaints volume

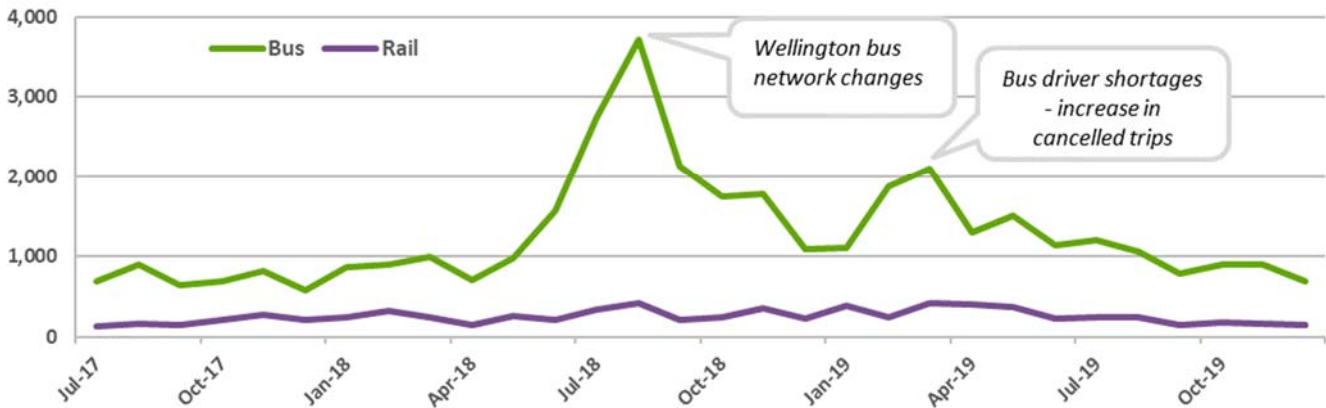
To compare complaint volumes, Metlink report the number of complaints per 100,000 passenger boardings. This shows that complaint volumes relative to passenger boardings are higher for bus than any other mode, however there is an improvement against 2018/19 results for all modes, including improvements of 58% for bus and 38% for rail for the year to date.

Complaints per 100,000 passenger boardings - 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.

Total complaints - Bus & Rail



Bus complaints

Bus complaints for the month were 37.0% lower than in December 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

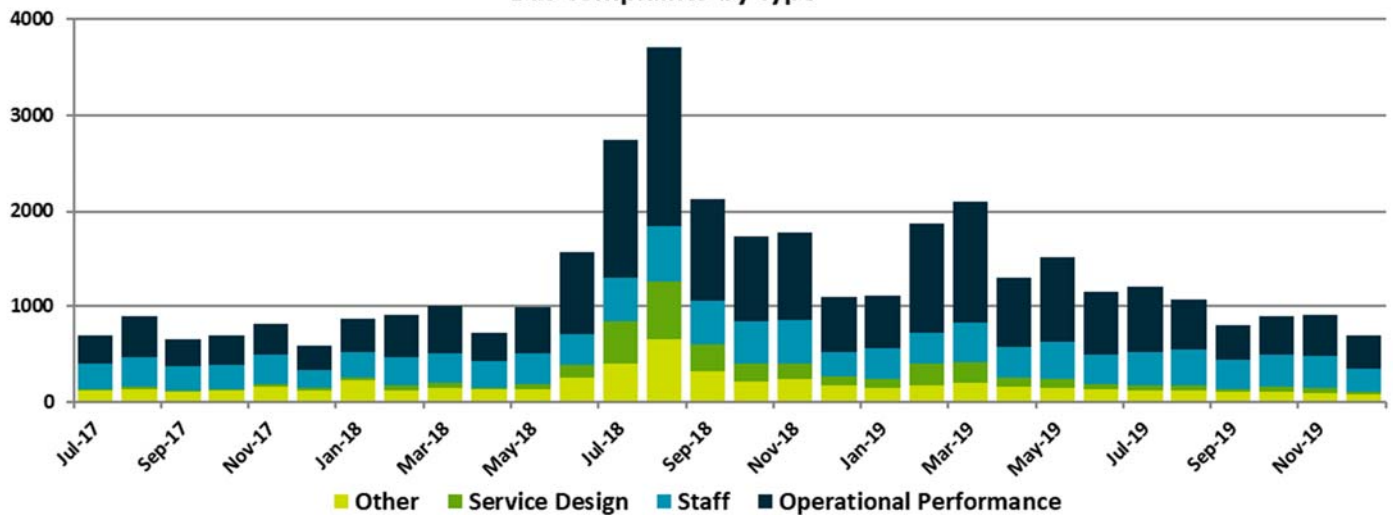
	Dec-19	Dec-18	% Change
Wellington			
Newlands, Tawa	33	29	13.8%
East-West, City	213	375	-43.2%
North-south, Khandallah, Brooklyn	257	451	-43.0%
Hutt Valley	149	178	-16.3%
Porirua	23	41	-43.9%
Kapiti	9	17	-47.1%
Wairarapa	5	2	150.0%
Total	689	1,093	-37.0%

Bus complaints - year to date (Jul-Dec)

	2019/20	2018/19	% Change
Wellington			
Newlands, Tawa	181	251	-27.9%
East-West, City	1,745	4,769	-63.4%
North-south, Khandallah, Brooklyn	2,196	5,485	-60.0%
Hutt Valley	1,089	1,780	-38.8%
Porirua	243	695	-65.0%
Kapiti	97	201	-51.7%
Wairarapa	12	25	-52.0%
Total	5,563	13,206	-57.9%

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

Bus complaints by type



Rail complaints

Rail complaints for December are 35.7% lower than the same month last year, and 37.5% lower for the year to date.

Rail complaints current month

	Dec-19	Dec-18	% Change
Hutt Valley	49	61	-19.7%
Kapiti	39	101	-61.4%
Johnsonville	14	10	40.0%
Wairarapa	13	19	-31.6%
General	29	33	-12.1%
Total	144	224	-35.7%

Rail complaints - year to date (Jul-Dec)

	2019/20	2018/19	% Change
Hutt Valley	346	568	-39.1%
Kapiti	407	719	-43.4%
Johnsonville	78	97	-19.6%
Wairarapa	99	147	-32.7%
General	204	284	-28.2%
Total	1,134	1,815	-37.5%

Operational performance and staff related complaints make up 61% of all rail complaints in December.

Rail complaints by type

