

Metlink performance report



February 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.

February 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 7.7% on February last year and 7.3% year on year.

By area for February

	Feb-20	Feb-19	% Change
Wellington	1,587,775	1,475,134	7.6%
Hutt Valley	432,198	400,877	7.8%
Porirua	93,852	86,011	9.1%
Kapiti	59,656	55,610	7.3%
Wairarapa	15,701	15,972	-1.7%
Total	2,189,182	2,033,604	7.7%

By area - year to date (Jul-Feb)

	2019/20	2018/19	% Change
Wellington	12,429,229	11,659,487	6.6%
Hutt Valley	3,277,468	2,980,566	10.0%
Porirua	667,479	620,966	7.5%
Kapiti	425,708	388,880	9.5%
Wairarapa	110,091	107,054	2.8%
Total	16,909,975	15,756,953	7.3%

Rail Passenger boardings

Rail has recorded passenger boardings growth of 4.1% for the month and 3.5% for the year to date, compared to the same period last year.

By line for February

	Feb-20	Feb-19	% Change
Hutt Valley	520,038	501,646	3.7%
Kapiti	518,059	490,118	5.7%
Johnsonville	119,816	119,818	0.0%
Wairarapa	63,822	62,504	2.1%
Total	1,221,735	1,174,086	4.1%

By line - year to date (Jul-Feb)

	2019/20	2018/19	% Change
Hutt Valley	4,091,686	3,885,647	5.3%
Kapiti	3,992,451	3,851,712	3.7%
Johnsonville	923,202	958,660	-3.7%
Wairarapa	517,483	510,222	1.4%
Total	9,524,822	9,206,241	3.5%

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 and Kapiti - which together provide 84% of our rail customers) are up an average of 6.2% for the year to date.

Peak by line for February

	Feb-20	Feb-19	% Change
Hutt Valley	354,818	336,610	5.4%
Kapiti	330,662	316,231	4.6%
Johnsonville	75,765	74,887	1.2%
Wairarapa	51,750	50,351	2.8%
Total	812,995	778,079	4.5%

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

	2019/20	2018/19	% Change
Hutt Valley	2,847,030	2,645,570	7.6%
Kapiti	2,603,850	2,487,343	4.7%
Johnsonville	583,015	586,599	-0.6%
Wairarapa	421,948	405,871	4.0%
Total	6,455,843	6,125,383	5.4%

Ferry Passenger boardings

Ferry boardings show a decrease of 1.4% for the year to date compared to the same period last year. Weather conditions often affect the numbers of passengers using the ferry.

For February

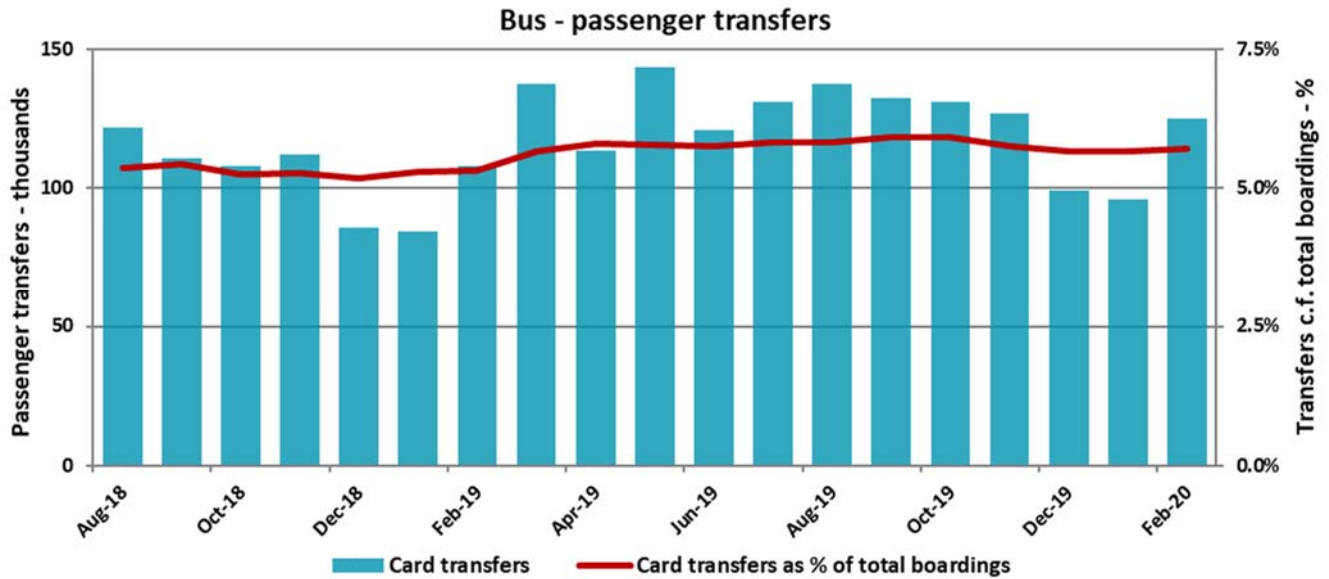
	Feb-20	Feb-19	% Change
Total	20,181	19,852	1.7%

Year to date (Jul-Feb)

	2019/20	2018/19	% Change
Total	135,885	137,861	-1.4%

Bus Passenger transfers and Journeys

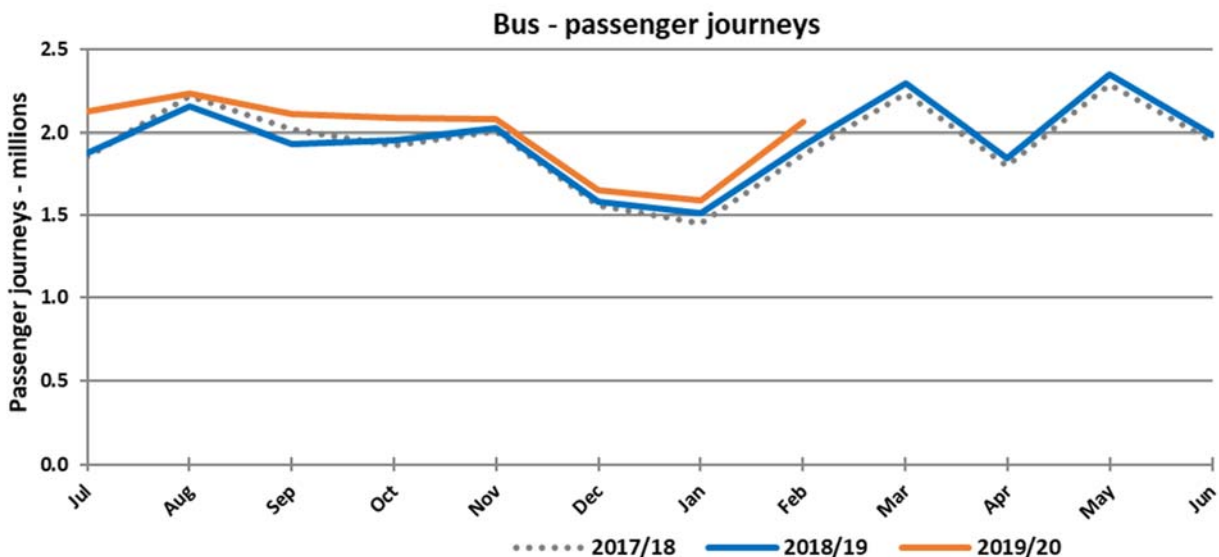
Metlink allows bus to bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers account for 5.8% of year to date passenger boardings. Transfers since July 2019 are consistently between 5.7% 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.

Bus journey growth year on year for February is 7.2% and 6.5% for the year to date.

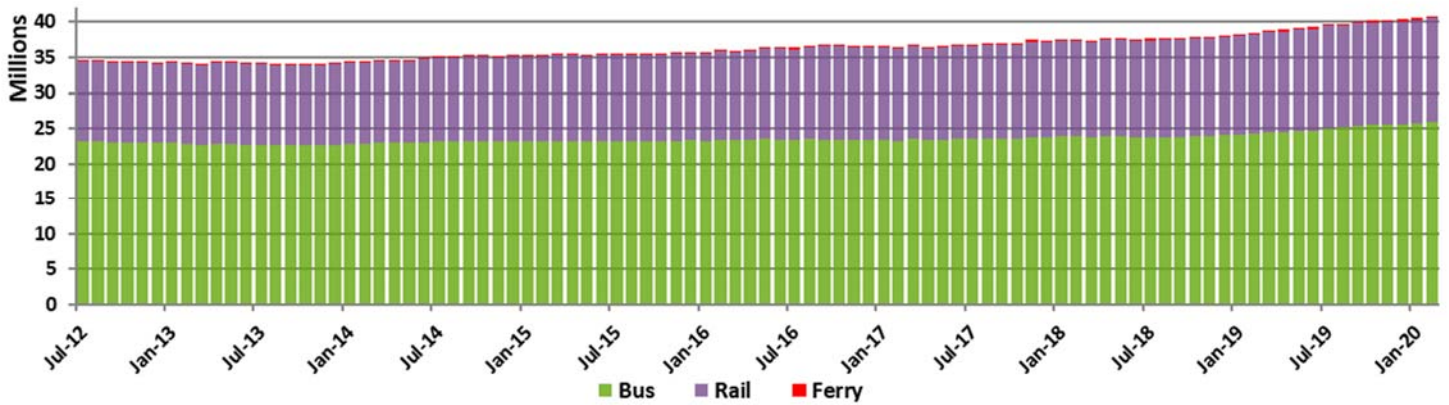


¹ Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

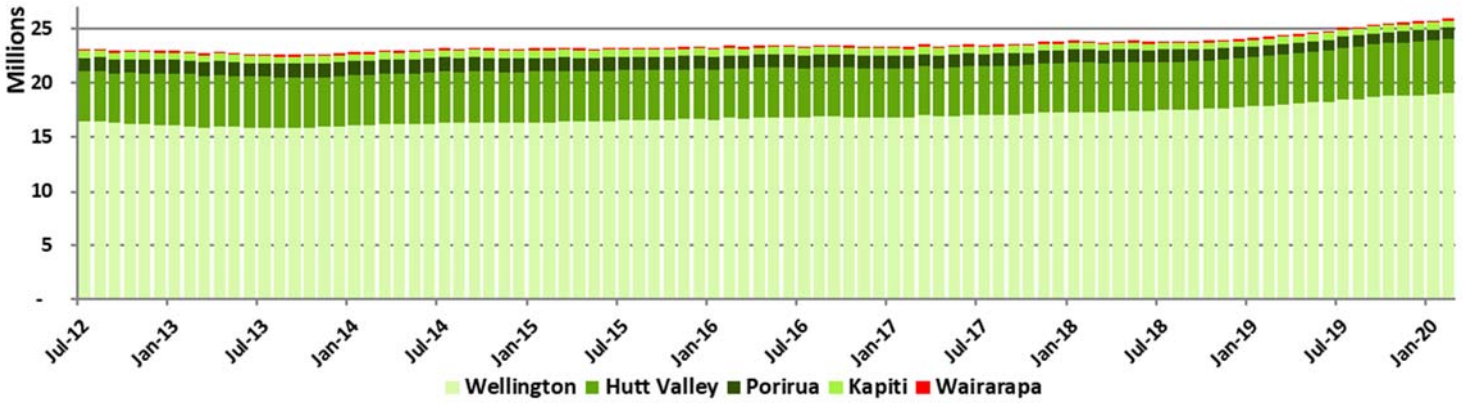
Passenger boardings trend

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.

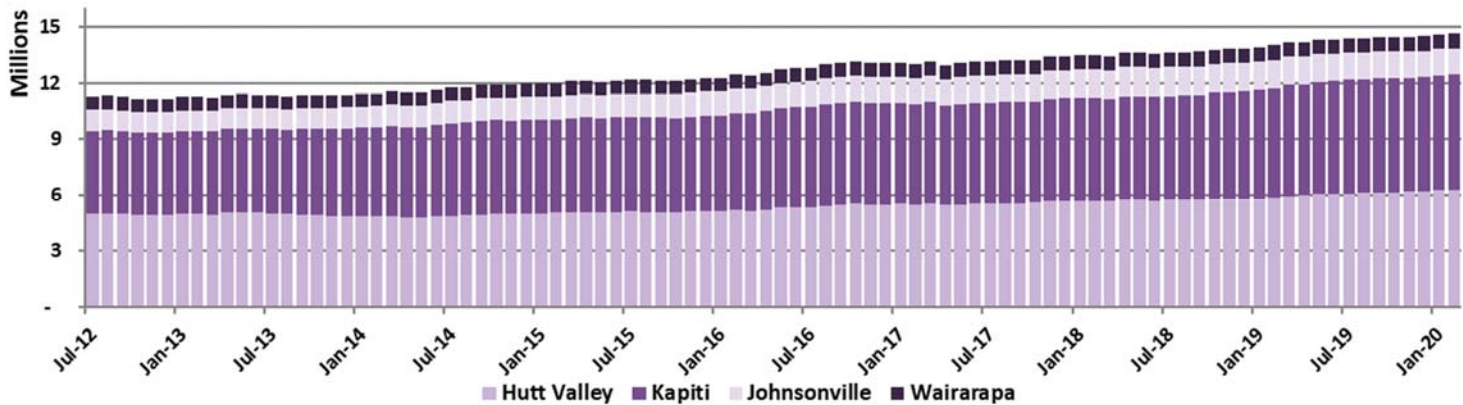
All modes



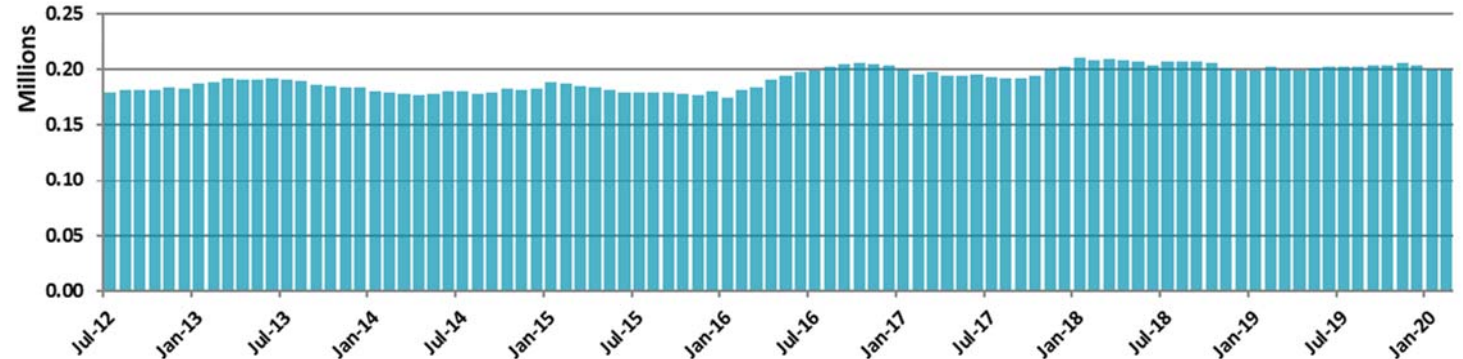
Bus



Rail



Ferry





Bus service delivery

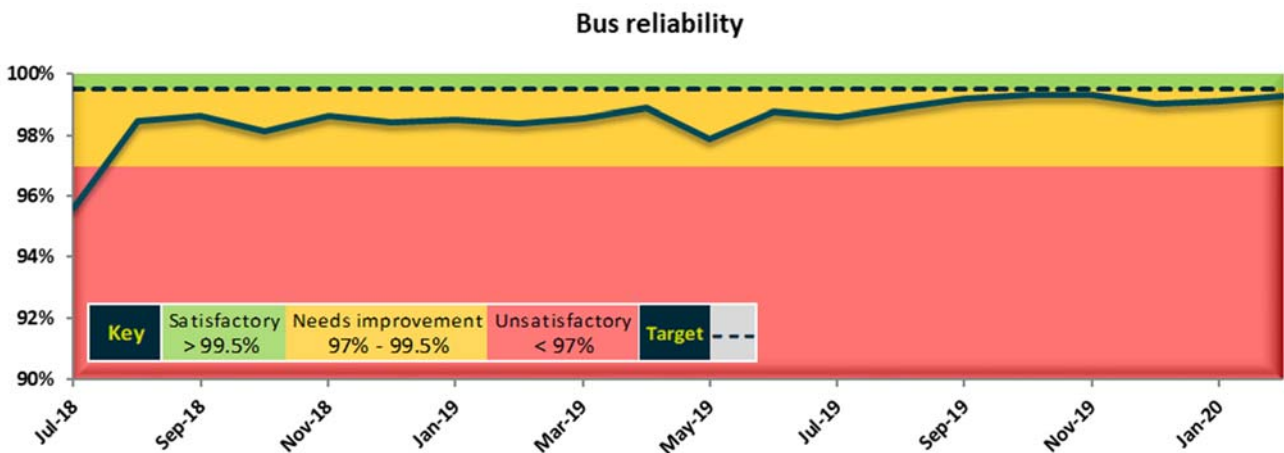
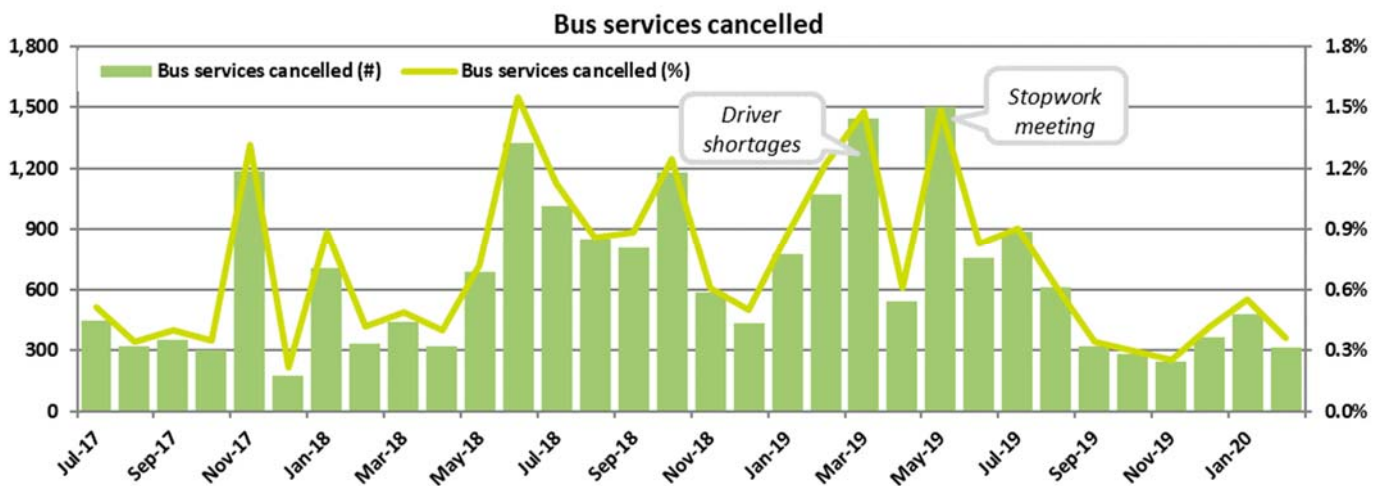
Reliability

The bus reliability measure shows the percentage of scheduled services that actually ran, as tracked by RTI and Snapper systems.

99.3% of bus services were delivered reliably in February 2020. Affecting reliability this month were the Queen concert, and various service disruptions, with the knock on effect of having to cancel trips to enable a return to timetabled services.

	Feb-20	Feb-19	% Change
Wellington City			
Newlands & Tawa	99.5%	98.6%	0.9%
East, West & City	99.1%	96.6%	2.5%
North, South, Khandallah & Brooklyn	99.2%	98.8%	0.4%
Hutt Valley	99.5%	99.4%	0.1%
Porirua	99.0%	99.7%	-0.7%
Kapiti	99.9%	99.8%	0.1%
Wairarapa	98.8%	99.4%	-0.6%
Total	99.3%	98.4%	0.9%

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	99.6%	98.8%	0.8%
East, West & City	98.9%	98.0%	0.9%
North, South, Khandallah & Brooklyn	98.8%	97.5%	1.3%
Hutt Valley	99.3%	98.8%	0.5%
Porirua	99.1%	98.2%	0.9%
Kapiti	99.8%	99.5%	0.3%
Wairarapa	99.2%	98.6%	0.6%
Total	99.1%	98.3%	0.8%



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 February was 92.5%, with an improvement of 1.7% 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.

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

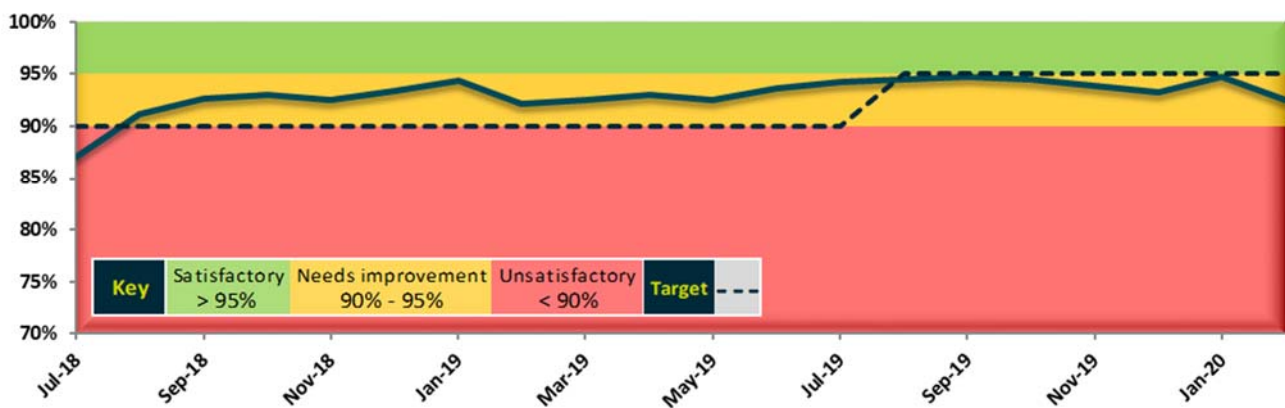
Punctuality - current month

	Feb-20	Feb-19	% Change
Wellington City			
Newlands & Tawa	90.7%	96.1%	-5.4%
East, West & City	93.2%	89.2%	4.0%
North, South, Khandallah & Brooklyn	88.3%	91.1%	-2.8%
Hutt Valley	93.4%	92.7%	0.6%
Porirua	94.4%	96.3%	-1.9%
Kapiti	98.7%	98.6%	0.1%
Wairarapa	95.7%	92.1%	3.6%
Total	92.5%	92.1%	0.4%

Punctuality - year to date (Jul-Feb)

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	95.4%	95.9%	-0.5%
East, West & City	93.3%	89.9%	3.4%
North, South, Khandallah & Brooklyn	92.3%	90.7%	1.6%
Hutt Valley	94.8%	93.6%	1.3%
Porirua	95.1%	95.4%	-0.2%
Kapiti	98.5%	97.7%	0.7%
Wairarapa	94.1%	92.9%	1.1%
Total	94.1%	92.4%	1.7%

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 February 98% of bus services were delivered using the contracted bus size, an improvement of 4.0% 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

	Feb-20	Feb-19	% Change
Wellington City			
Newlands & Tawa	99%	97%	2.0%
East, West & City	97%	91%	6.0%
North, South, Khandallah & Brooklyn	97%	95%	2.0%
Hutt Valley	99%	93%	6.0%
Porirua	100%	99%	1.0%
Kapiti	100%	100%	0.0%
Wairarapa	100%	100%	0.0%
Total	98%	94%	4.0%

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

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	100%	97%	3.0%
East, West & City	99%	67%	32.0%
North, South, Khandallah & Brooklyn	96%	89%	7.0%
Hutt Valley	99%	92%	7.0%
Porirua	100%	98%	2.0%
Kapiti	100%	99%	1.0%
Wairarapa	99%	96%	3.0%
Total	99%	85%	14.0%



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 98.6% in February, and 96.4% for the year to date. Wairarapa reliability continues to be affected by worksites.

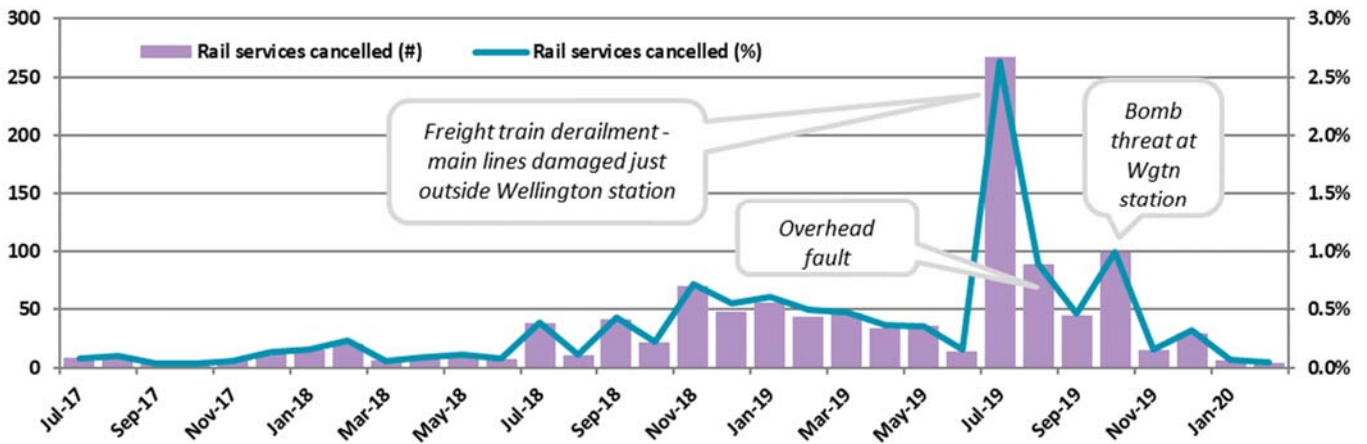
Reliability - current month

	Feb-20	Feb-19	% Change
Hutt Valley	98.6%	96.6%	2.0%
Johnsonville	99.5%	95.7%	3.8%
Kapiti	98.3%	97.5%	0.8%
Wairarapa	92.4%	98.7%	-6.3%
Total	98.6%	96.7%	1.9%

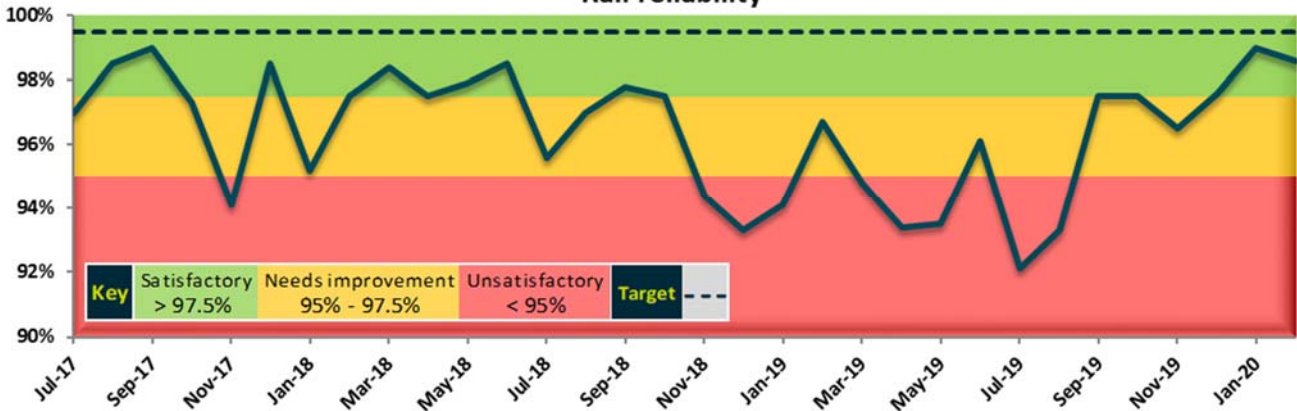
Reliability - year to date (Jul-Feb)

	2019/20	2018/19	% Change
Hutt Valley	96.5%	95.6%	0.9%
Johnsonville	97.4%	96.0%	1.4%
Kapiti	95.9%	96.2%	-0.3%
Wairarapa	92.1%	92.1%	0.0%
Total	96.4%	95.8%	0.6%

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 for February was 89.8%, slightly more than the same month the previous year, but below target. If network impacts are removed, punctuality was 93.9%.

Rail punctuality on the Wairarapa line (especially in the off-peak) continues to be compromised by worksites and the ongoing work to renew track infrastructure. This work is part of the major NZTA funded programme secured by GW and KiwiRail in 2018, which is set to continue for the next 4-5 years.

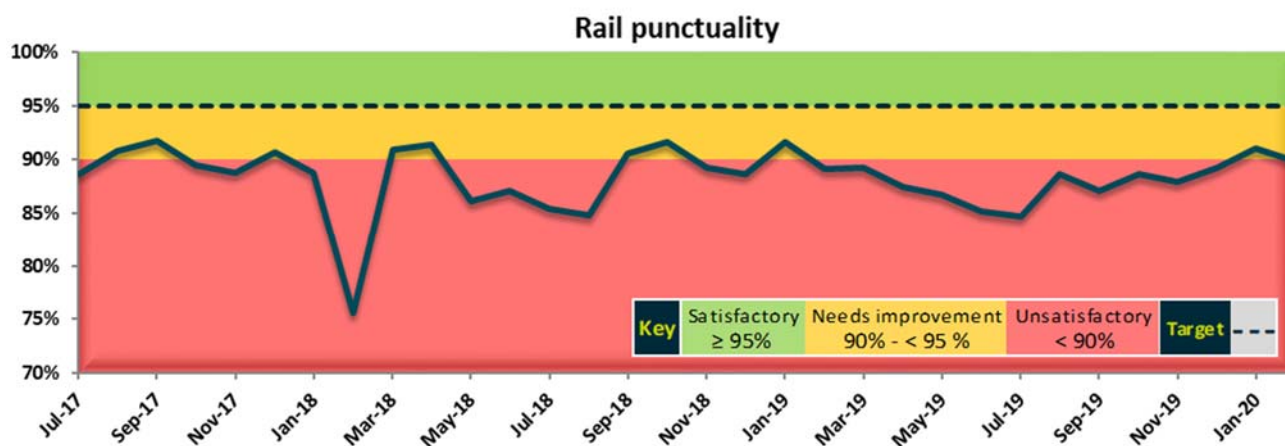
Also affecting punctuality this month were trespassing, overhead obstructions, the emergency brake being used for a non-emergency, speed restrictions and signals faults.

Punctuality - current month

	Feb-20	Feb-19	% Change
Hutt Valley	90.3%	88.7%	1.6%
Johnsonville	97.8%	95.2%	2.6%
Kapiti	86.5%	88.3%	-1.8%
Wairarapa	41.8%	46.2%	-4.4%
Total	89.8%	89.1%	0.7%

Punctuality - year to date (Jul-Feb)

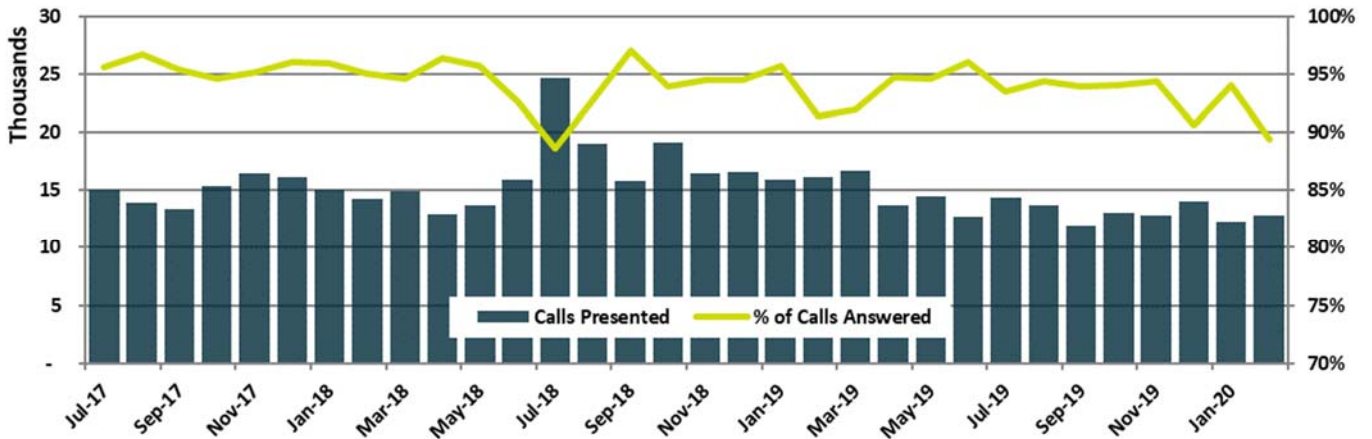
	2019/20	2018/19	% Change
Hutt Valley	88.4%	89.8%	-1.4%
Johnsonville	95.7%	97.2%	-1.5%
Kapiti	85.3%	83.2%	2.1%
Wairarapa	57.2%	58.7%	-1.5%
Total	88.5%	88.8%	-0.3%



Customer Contact

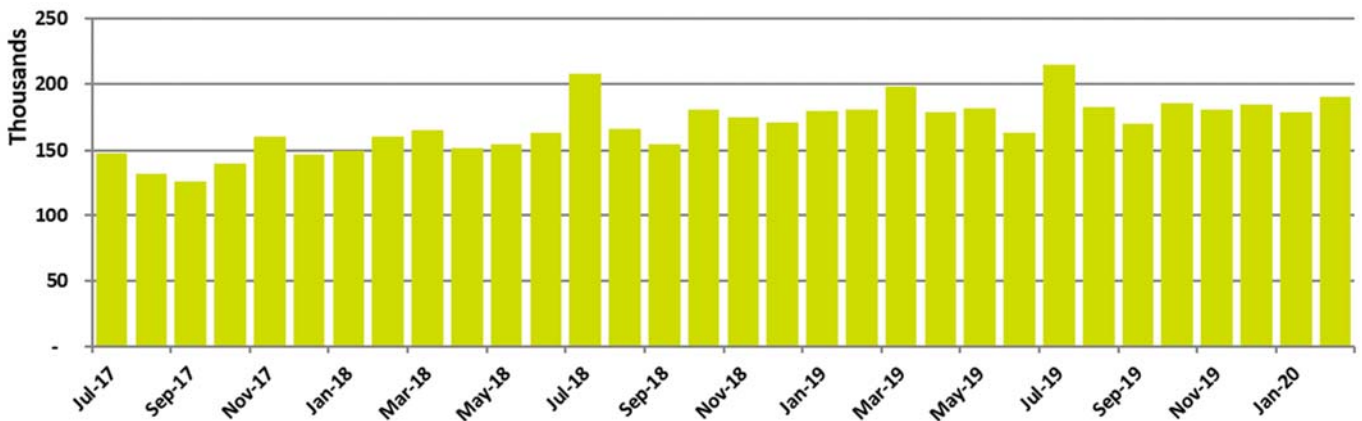
Call centre incoming calls

Metlink answered 89.3% of the 13,000 calls received in February, and has answered 93.0% of the 98,000 calls received for the year to date.



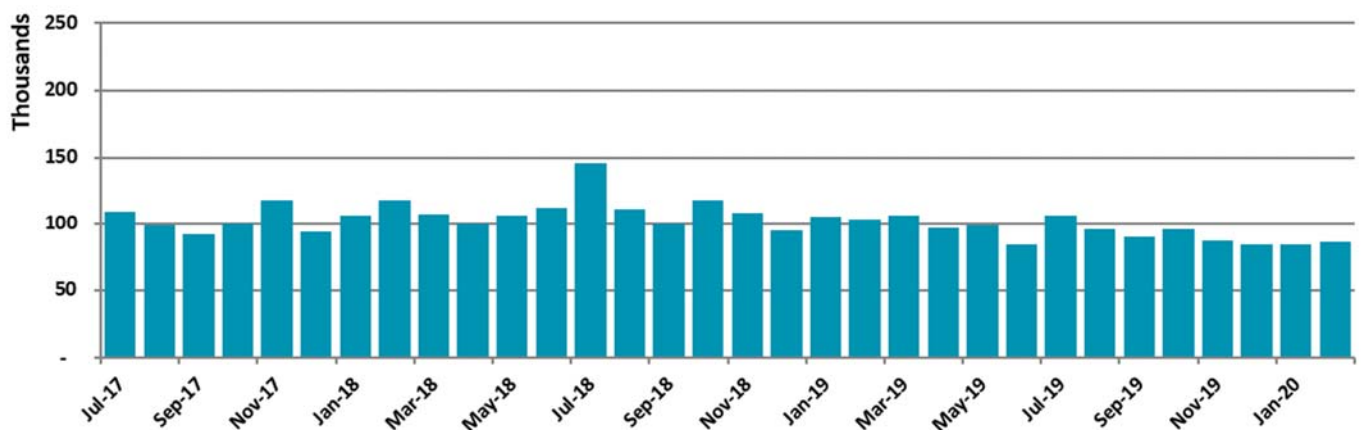
Metlink app – unique users

In February 2020 there were 190,000 unique users of the Metlink app, 4.9% more than the same month the previous year. There have been 1.5 million unique users of the app for the year to date, an increase of 5.1% on the same period last year.



Metlink website – unique users

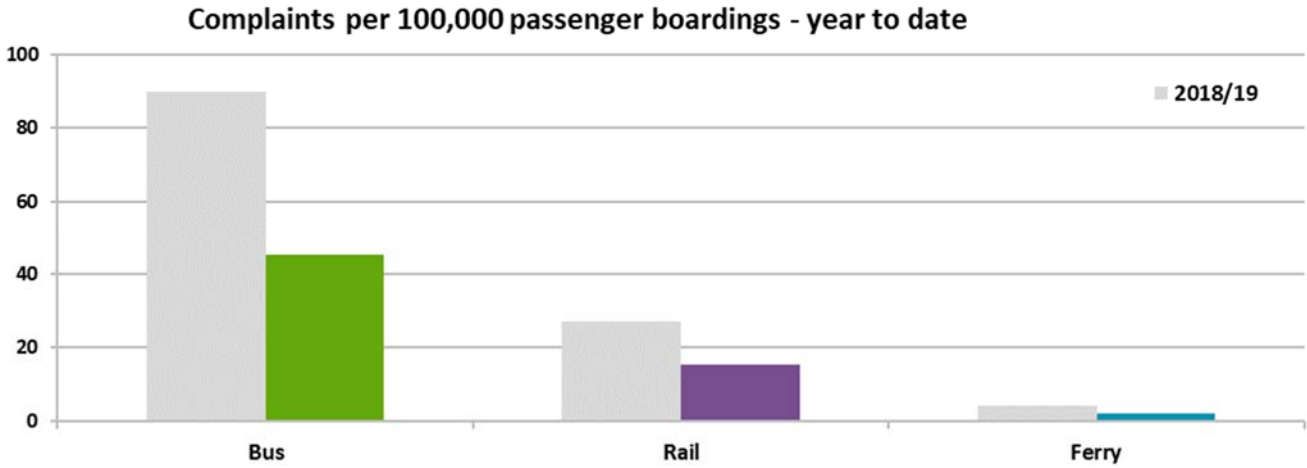
In February 2020 there were 86,000 unique users of the Metlink website, a decrease of 16.4% on the same month the previous year. There have been 729,000 unique users of the website for the year to date, a decrease of 18% on the same period last year.



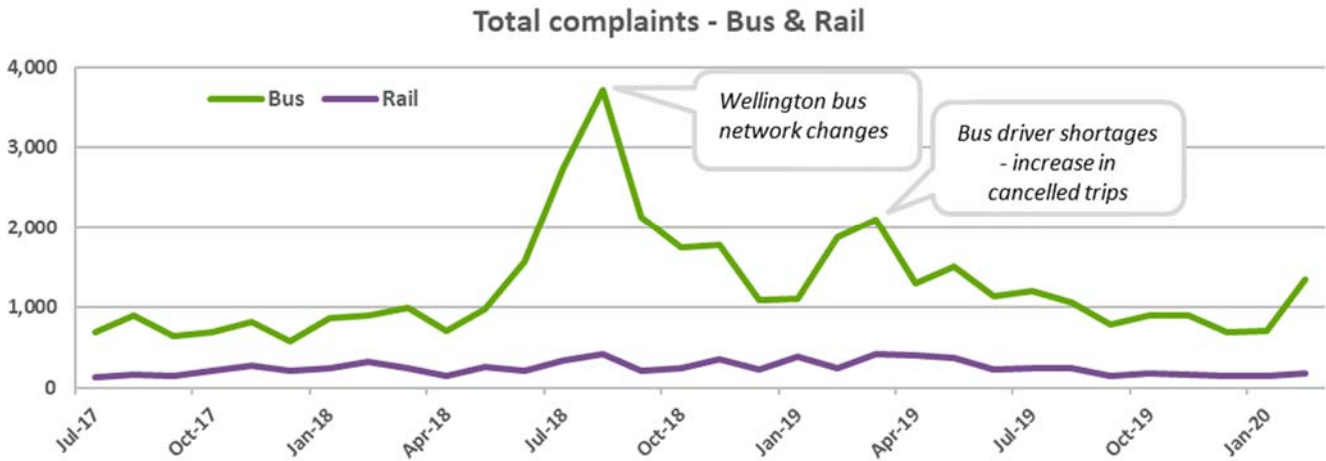
Complaints

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 53% for bus and 40% for rail for the year to date.



Complaints for both bus and rail continue to trend downwards since the March 2019 peak, although February saw an increase in bus complaints, as services increased with schools returning for the year.



Bus complaints

Bus complaints for the month were 28.1% lower than in February last year, although February 2020 saw an increase on previous months, with more services being run as schools returned for the year.

Complaints spiked in July and August 2018 during the implementation of the new bus network in Wellington.

Bus complaints for current month

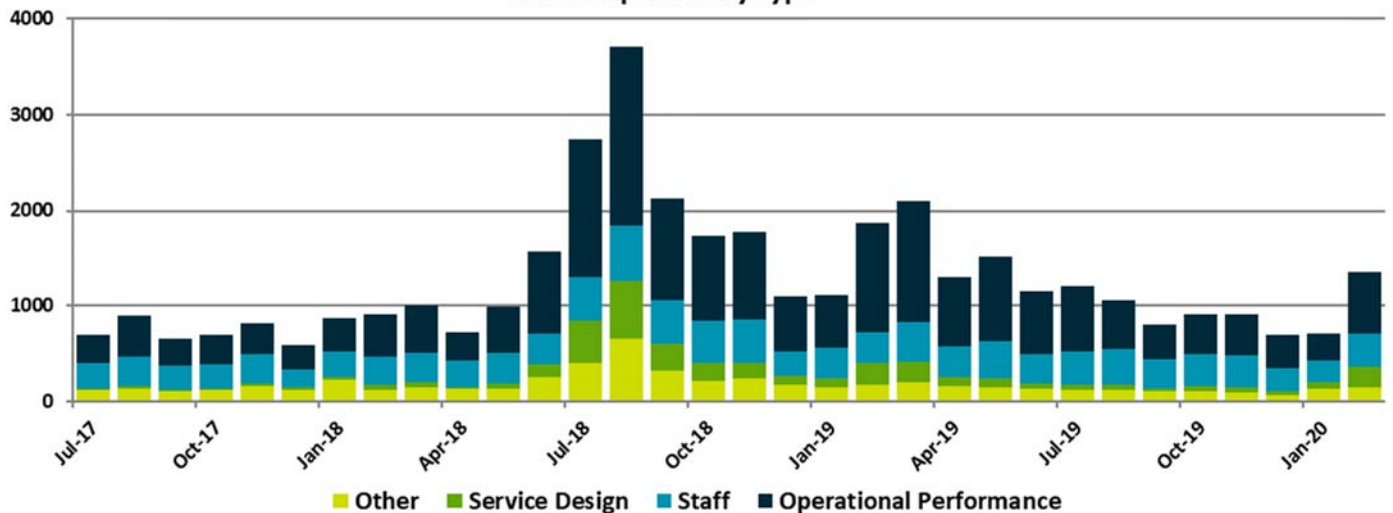
	Feb-20	Feb-19	% Change
Wellington			
Newlands, Tawa	45	37	21.6%
East-West, City	525	962	-45.4%
North-south, Khandallah, Brooklyn	449	535	-16.1%
Hutt Valley	259	265	-2.3%
Porirua	57	57	0.0%
Kapiti	13	22	-40.9%
Wairarapa	4	2	100.0%
Total	1,352	1,880	-28.1%

Bus complaints - year to date (Jul-Feb)

	2019/20	2018/19	% Change
Wellington			
Newlands, Tawa	252	325	-22.5%
East-West, City	2,511	6,171	-59.3%
North-south, Khandallah, Brooklyn	2,878	6,404	-55.1%
Hutt Valley	1,512	2,222	-32.0%
Porirua	333	785	-57.6%
Kapiti	122	252	-51.6%
Wairarapa	20	32	-37.5%
Total	7,628	16,191	-52.9%

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

Bus complaints by type



Rail complaints

Rail complaints for January were 29.9% lower than the same month last year, and 40.2% lower for the year to date.

Rail complaints current month

	Feb-20	Feb-19	% Change
Hutt Valley	67	75	-10.7%
Kapiti	47	110	-57.3%
Johnsonville	11	21	-47.6%
Wairarapa	17	18	-5.6%
General	36	30	20.0%
Total	178	254	-29.9%

Rail complaints - year to date (Jul-Feb)

	2019/20	2018/19	% Change
Hutt Valley	457	783	-41.6%
Kapiti	496	956	-48.1%
Johnsonville	93	134	-30.6%
Wairarapa	145	211	-31.3%
General	275	369	-25.5%
Total	1,466	2,453	-40.2%

Operational performance and staff related complaints make up 57% of all rail complaints in February.

Rail complaints by type

