



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

By area for July

	Jul-19	Jul-18	% Change
Wellington	1,683,659	1,511,734	11.4%
Hutt Valley	415,236	293,008	41.7%
Porirua	85,634	79,902	7.2%
Kapiti	53,800	46,784	15.0%
Wairarapa	13,861	9,333	48.5%
Total	2,252,190	1,940,761	16.0%

Bus has recorded passenger boardings growth of 16.0% on July last year. However, when major changes were made to the network in July 2018, some data was not captured due to operational and system issues when the changes were implemented. Actual passenger boarding growth is therefore likely to be less than shown.

Rail Passenger boardings

By line for July

	Jul-19	Jul-18	% Change
Hutt Valley	559,332	517,890	8.0%
Kapiti	544,272	496,616	9.6%
Johnsonville	125,160	134,766	-7.1%
Wairarapa	71,123	68,707	3.5%
Total	1,299,887	1,217,979	6.7%

Rail has recorded passenger boardings growth of 6.7% on July 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.

Peak by line for July

	Jul-19	Jul-18	% Change
Hutt Valley	390,429	350,635	11.3%
Kapiti	360,479	316,888	13.8%
Johnsonville	79,987	83,808	-4.6%
Wairarapa	59,173	56,229	5.2%
Total	890,068	807,560	10.2%

Peak rail patronage is up 10.2% on July last 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 12.5% for July.

Ferry Passenger boardings

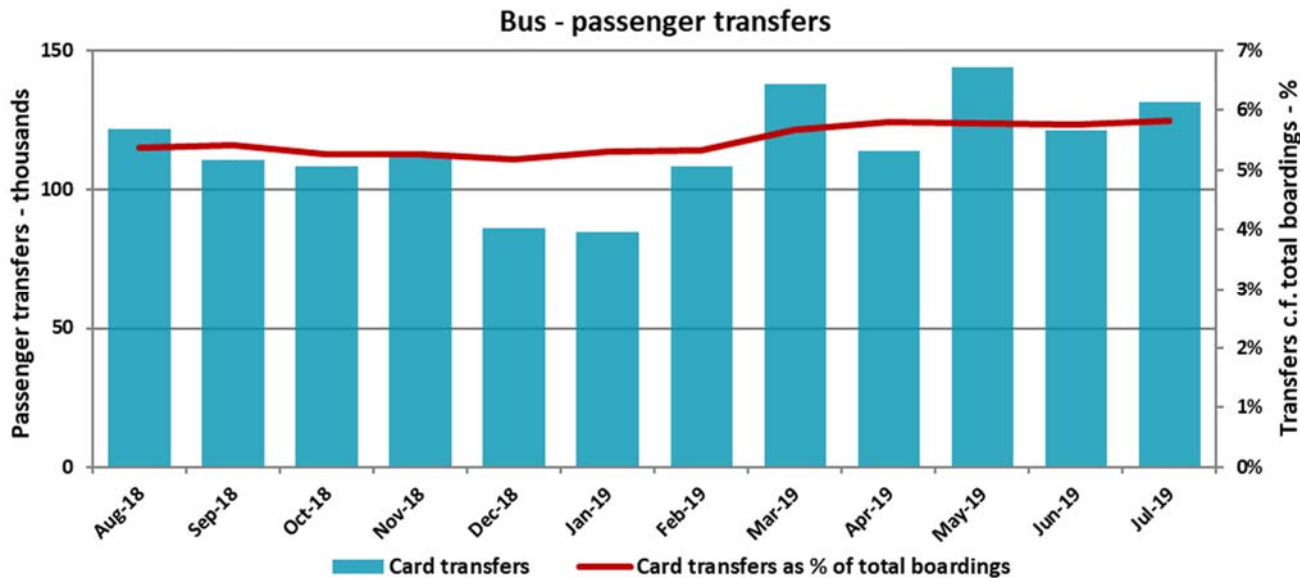
For July

	Jul-19	Jul-18	% Change
Total	13,958	13,862	0.7%

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

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 first bus.

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%.

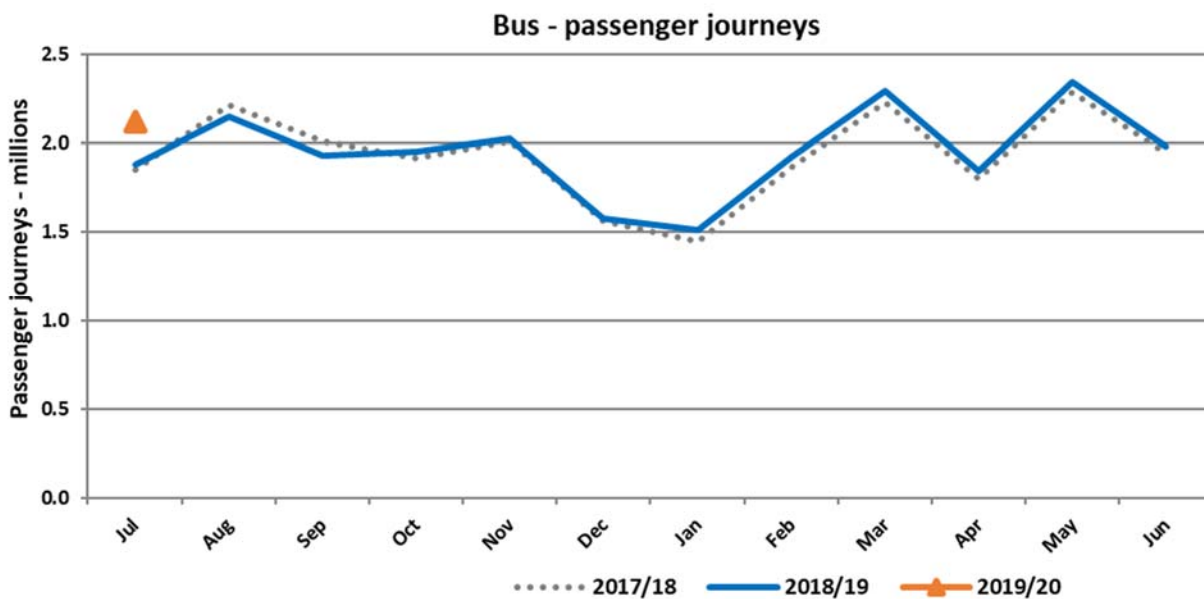


The graph below compares bus passenger journeys (passenger boardings less transfers) financial year-on-financial year¹.

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 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. For these reasons, actual bus journey growth for July 2019 is likely to be less than the 12.8% increase on July 2018.

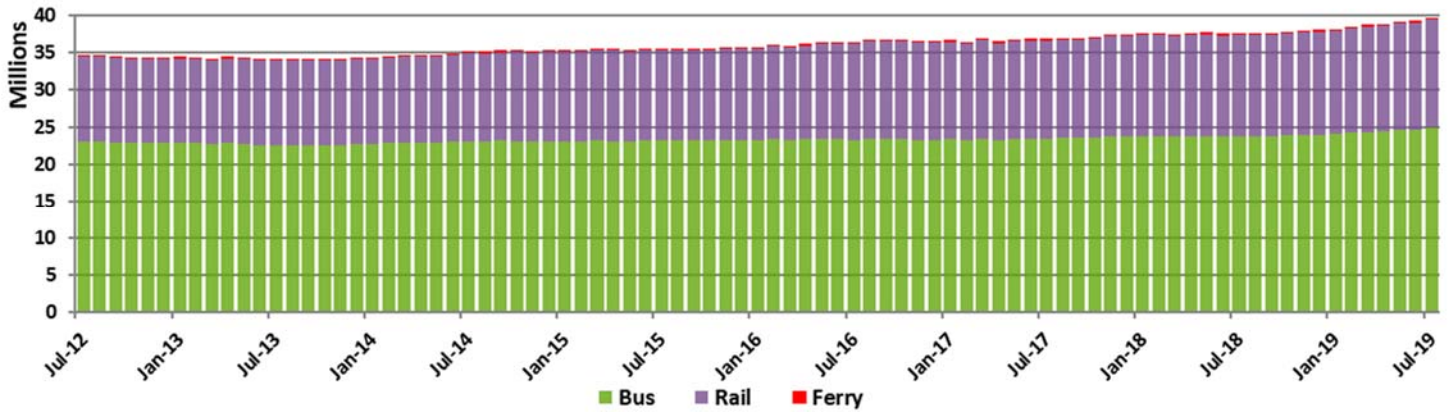


¹ Prior to the new Network transfers accounted for c. 2.6% based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

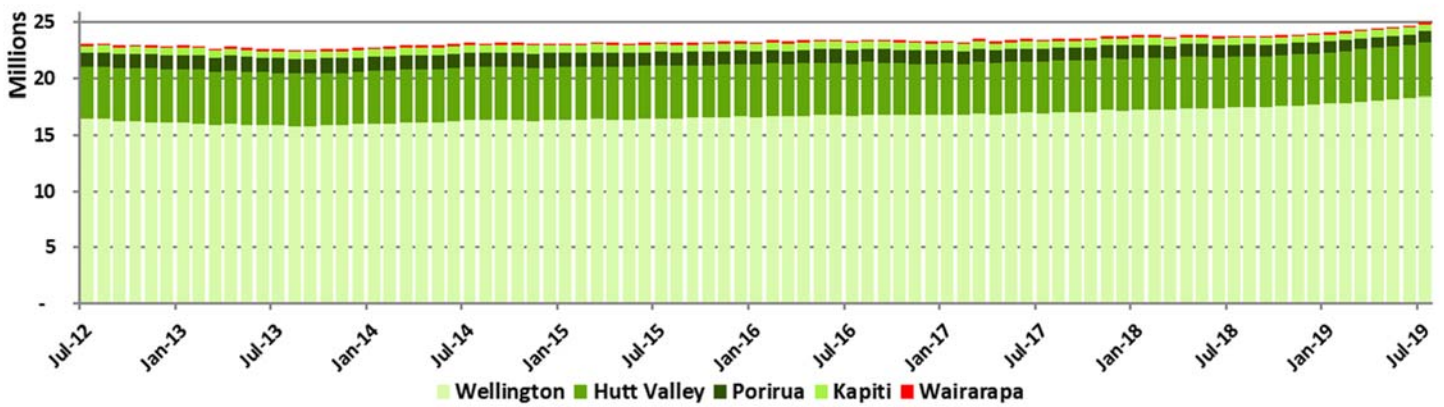
Passenger boardings trend

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.

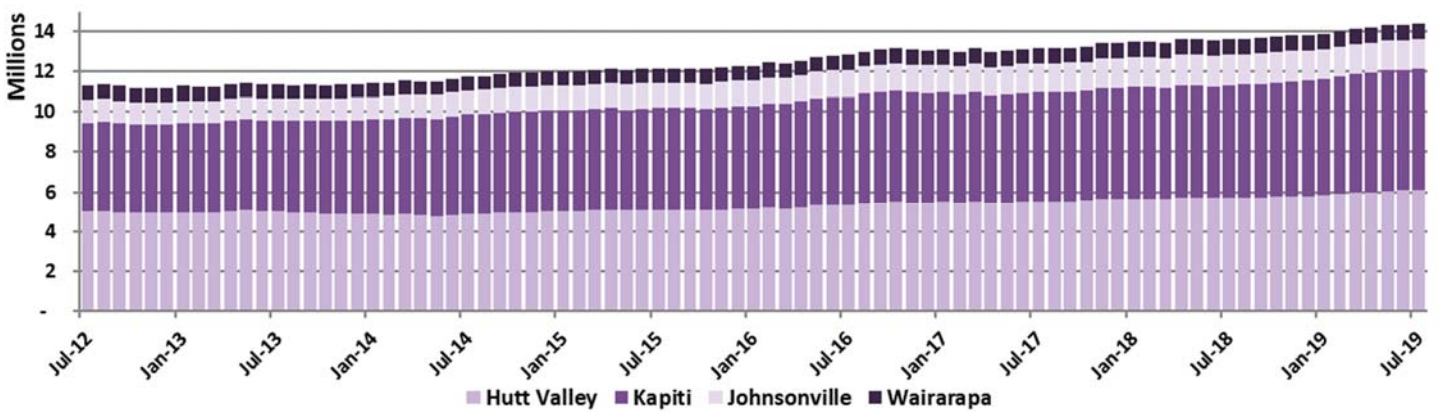
All modes



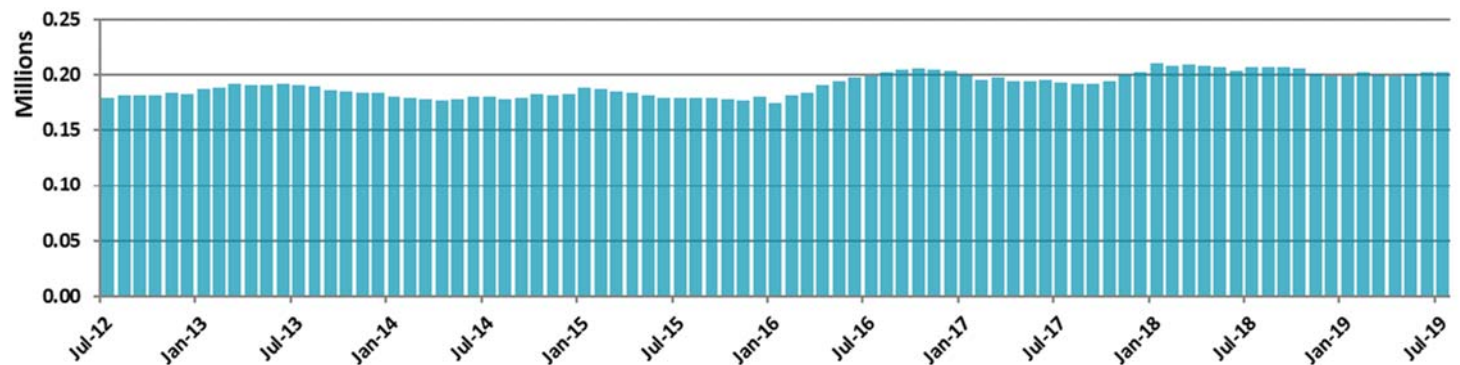
Bus



Rail



Ferry





Bus service delivery

Reliability

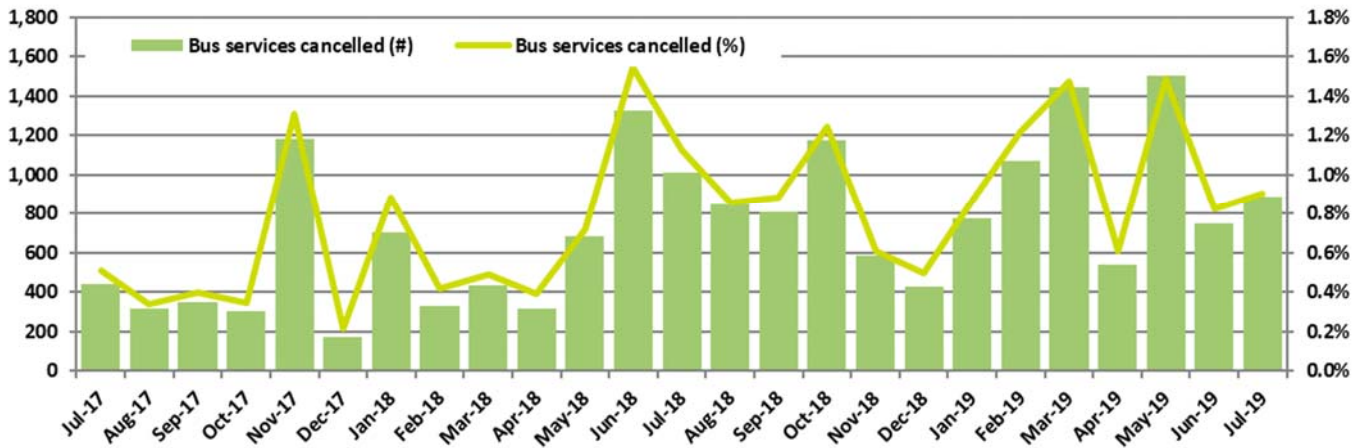
Reliability - current month*

	Jul-19	Jul-18	% Change
Wellington City			
Newlands & Tawa	99.9%		
East, West & City	98.8%		
North, South, Khandallah & Brooklyn	96.9%		
Hutt Valley	99.2%		
Porirua	98.9%		
Kapiti	99.9%		
Wairarapa	99.1%		
Total	98.6%	95.6%	3.0%

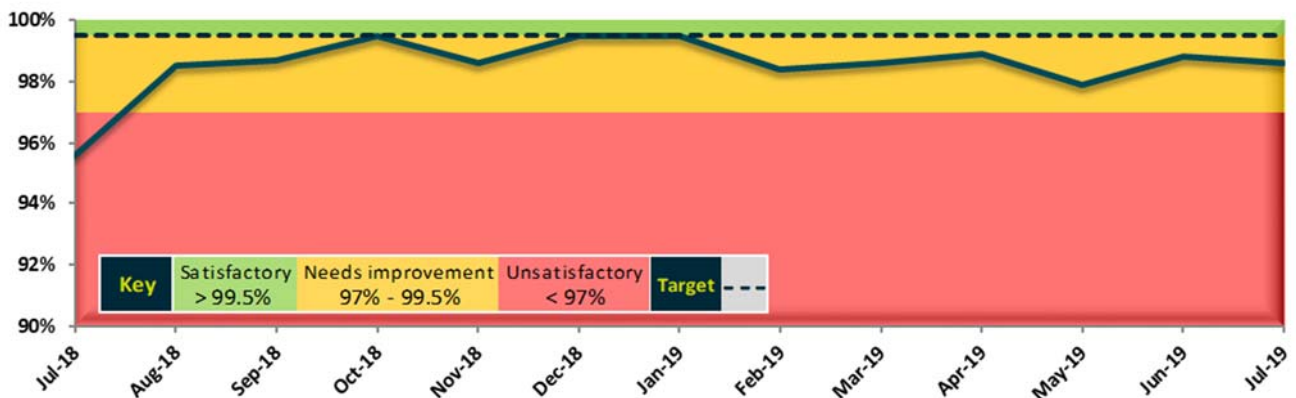
The bus reliability measure shows the percentage of scheduled services that actually ran, as tracked by RTI and Snapper systems. 98.6% of bus services were delivered reliably in July 2019. Service reliability, particularly on Wellington city routes, continues to be impacted by driver shortages being experienced by NZ Bus and Tranzurban.

* Area split not available for all months of 2018/19

Bus services cancelled



Bus reliability



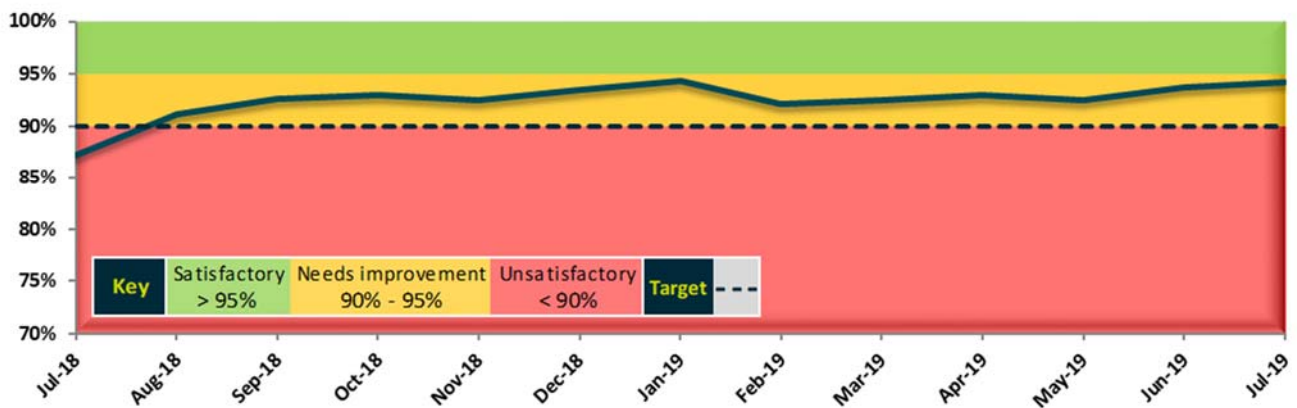
Punctuality

Punctuality - current month

	Jul-19	Jul-18	% Change
Wellington City			
Newlands & Tawa	97.3%	92.6%	4.7%
East, West & City	92.6%	85.3%	7.3%
North, South, Khandallah & Brooklyn	93.2%	77.7%	15.5%
Hutt Valley	95.1%	92.2%	2.9%
Porirua	95.6%	86.9%	8.7%
Kapiti	98.5%	95.2%	3.3%
Wairarapa	92.7%	95.9%	-3.2%
Total	94.2%	87.0%	7.2%

We measure bus punctuality by recording the bus departure from origin, leaving between one minute early and five minutes late. Bus service punctuality in July was 94.2%, an improvement of 7.2% on July last year. Newlands & Tawa, Hutt Valley, Porirua and Kapiti are being provided with a satisfactory level of performance, but improvement is required in all other sub-regions.

Bus punctuality



Correct bus used

Correct bus used - current month

	Jul-19	Jul-18	% Change
Wellington City			
Newlands & Tawa	100%	100%	0.0%
East, West & City	99%	64%	35.0%
North, South, Khandallah & Brooklyn	96%	73%	23.0%
Hutt Valley	99%	89%	10.0%
Porirua	100%	99%	1.0%
Kapiti	100%	99%	1.0%
Wairarapa	99%	92%	7.0%
Total	99%	79%	20.0%

To deliver an efficient bus service Metlink requires operators to run different bus sizes based on time of day and route. In July 99% of bus services were delivered using the contracted bus size, a significant improvement on the July 2018 figure of 79% at 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.



Rail service delivery

Reliability

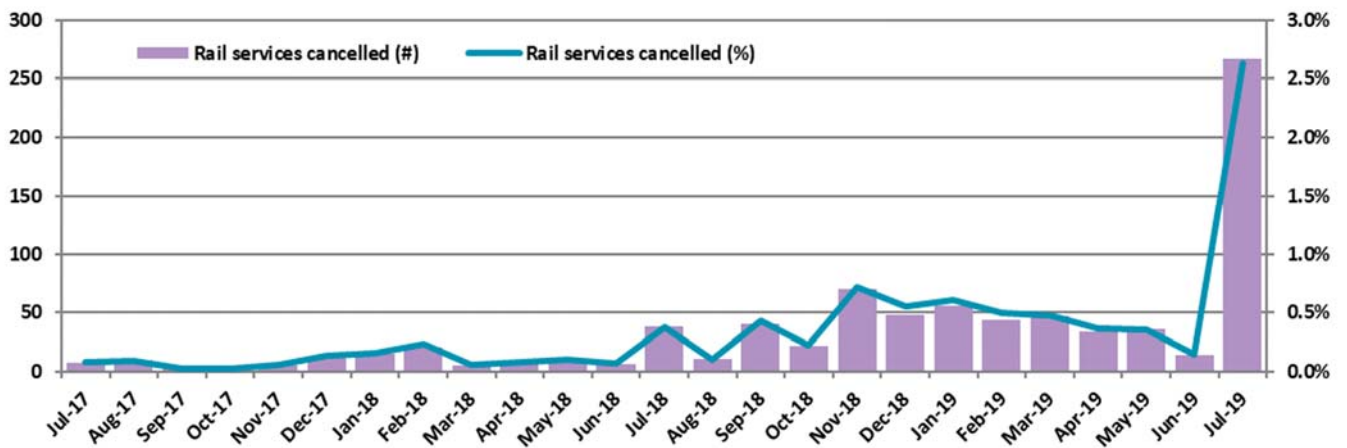
Reliability - current month

	Jul-19	Jul-18	% Change
Hutt Valley	92.3%	96.7%	-4.4%
Johnsonville	92.2%	96.5%	-4.3%
Kapiti	91.8%	94.2%	-2.4%
Wairarapa	92.5%	86.0%	6.5%
Total	92.1%	95.6%	-3.5%

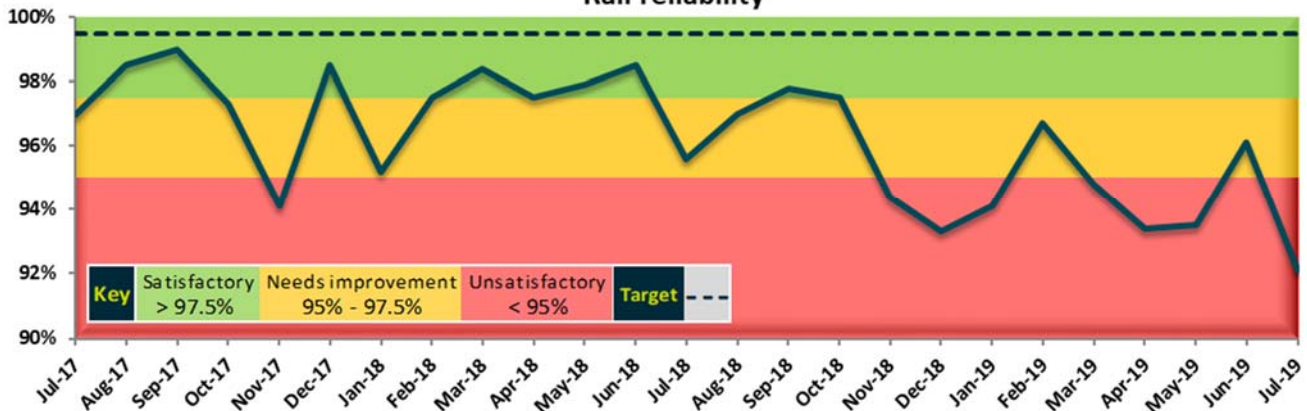
The rail reliability measure shows the percentage of scheduled services that depart from origin and key stations no earlier than 30 seconds before the scheduled time, meet the consist size for the scheduled service, and stop at all stations timetabled for the service.

Rail service reliability is 92.1% in July, a decrease of 3.5% on the previous July. The worst performing day was July 3rd (28%) following a freight train derailment which damaged the main lines just outside Wellington station. The damage blocked access to Wellington CBD for our busiest services until 5.00pm. Without the freight train derailment, cancellations would have been at 0.2% for July. Reliability performance across all lines had been steadily improving as staff shortages and maintenance issues are having less impact.

Rail services cancelled



Rail reliability



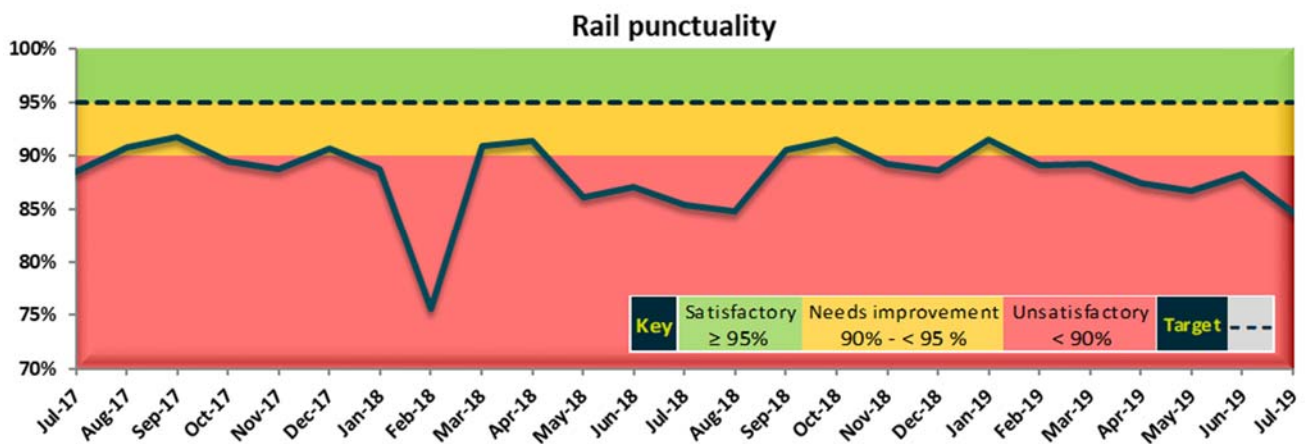
Punctuality

Punctuality - current month

	Jul-19	Jul-18	% Change
Hutt Valley	93.2%	96.4%	-3.2%
Johnsonville	96.0%	96.6%	-0.6%
Kapiti	80.7%	77.5%	3.2%
Wairarapa	42.5%	56.7%	-14.2%
Total	84.7%	84.5%	0.2%

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

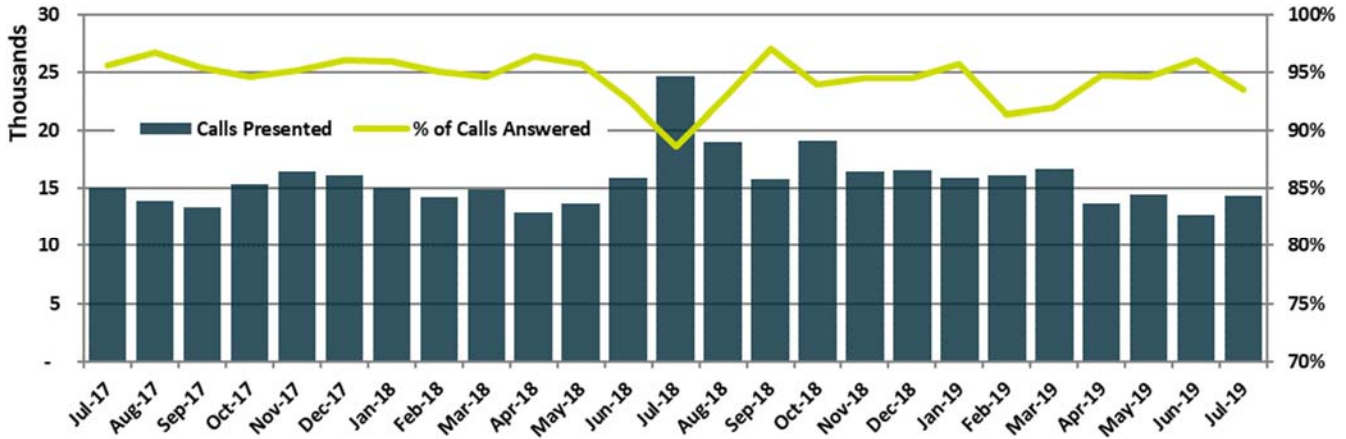
Punctuality tracked poorly throughout July, especially for Kapiti and Wairarapa lines. Wairarapa line services were dramatically affected by the freight train derailment on 3 July, returning 0% punctuality for that day. Wairarapa will continue to struggle with punctuality, especially in the off-peak, while long overdue track renewal works continue. Kapiti line service punctuality is the subject of closer analysis and scrutiny by the operator to determine the cause and fix for recent poor performance.



Customer Contact

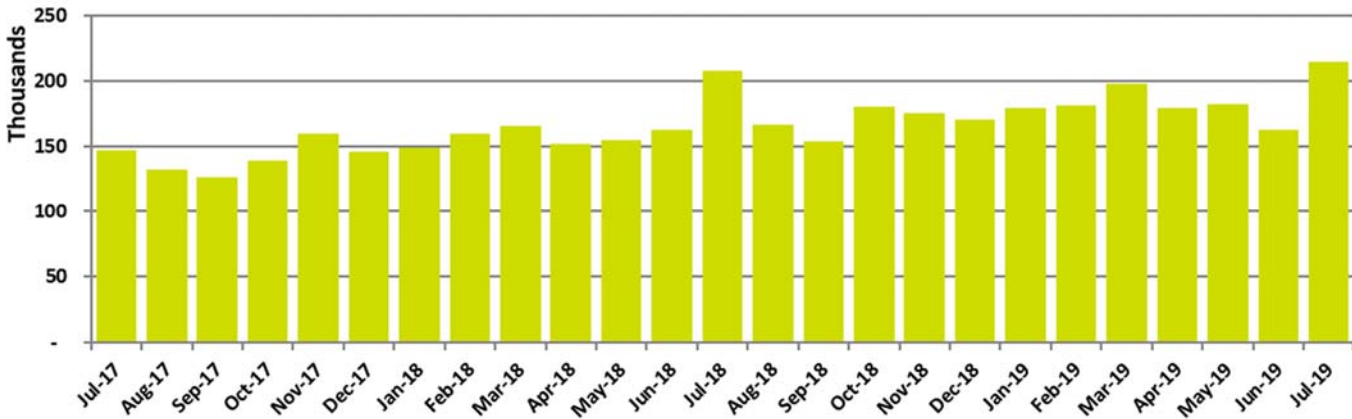
Call centre incoming calls

93.5% of the 14,388 calls received in July were answered.



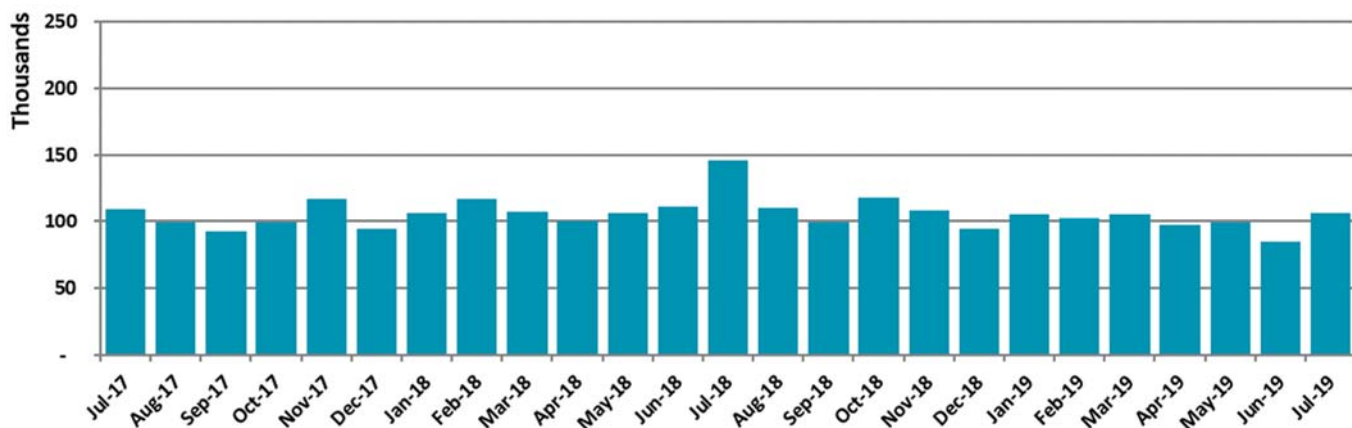
Metlink app – unique users

In July 2019 there were 215,000 unique users of the Metlink app, an increase of 3% on July 2018.



Metlink website – unique users

In July 2019 there were 106,000 unique users of the Metlink website. This is a 27% decrease against July 2018.

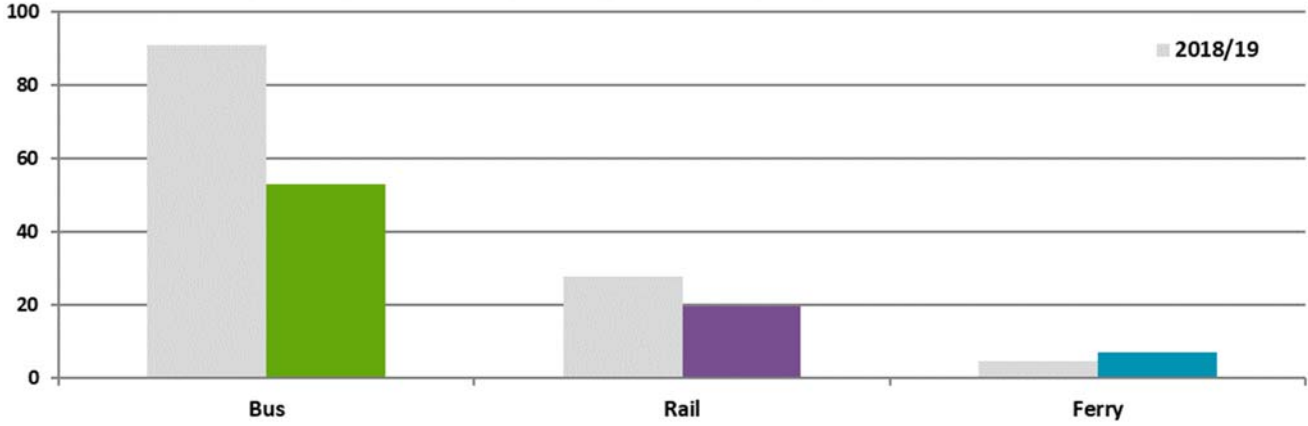


Complaints

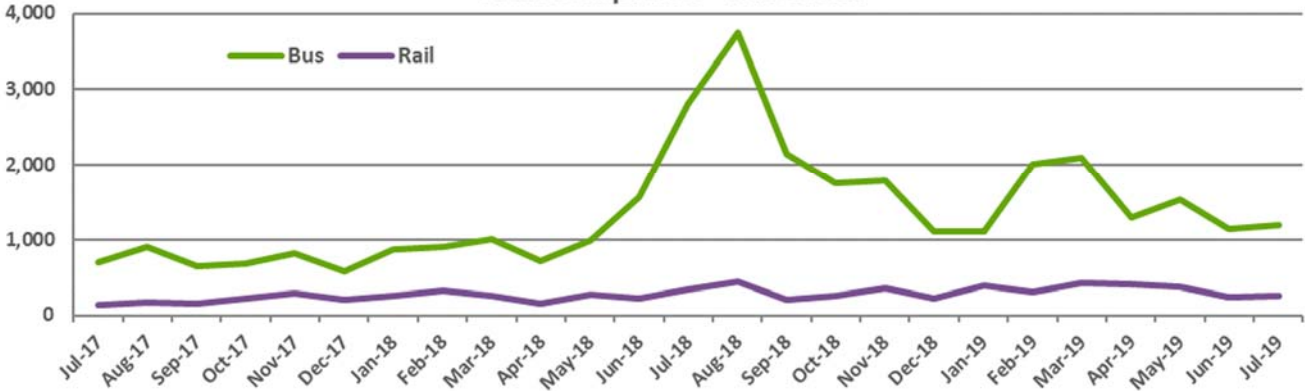
Complaints volume

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 both bus and rail.

Complaints per 100,000 passenger boardings - year to date



Total complaints - Bus & Rail



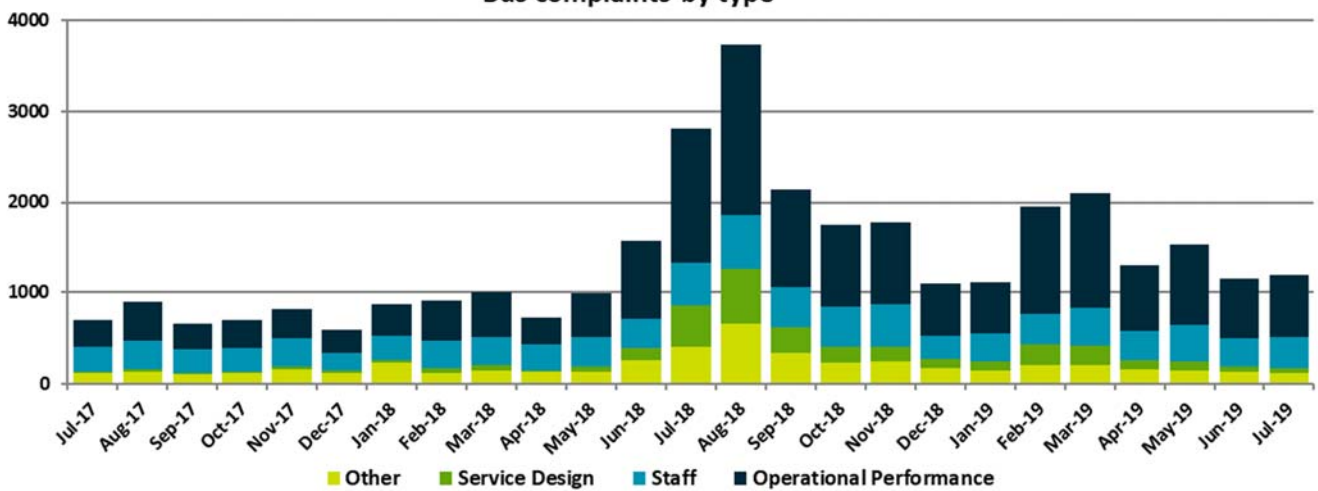
Bus complaints

Bus complaints for current month

	Jul-19	Jul-18	% Change
Wellington			
Newlands, Tawa	32	97	-67.0%
East-West, City	399	878	-54.6%
North-south, Khandallah, Brooklyn	502	1,363	-63.2%
Hutt Valley	190	411	-53.8%
Porirua	55	-	100.0%
Kapiti	14	57	-75.4%
Wairarapa	2	3	-33.3%
Total	1,194	2,809	-57.5%

Bus complaints for the month were 57.5% lower than in July last year, with operational performance and staff related complaints making up 85% of all bus complaints in July. There was a spike in complaints in July and August last year, during the implementation of the new bus network in Wellington.

Bus complaints by type



Rail complaints

Rail complaints current month

	Jul-19	Jul-18	% Change
Hutt Valley	78	116	-32.8%
Kapiti	93	102	-8.8%
Johnsonville	14	30	-53.3%
Wairarapa	24	17	41.2%
General	44	77	-42.9%
Total	253	342	-26.0%

Rail complaints for July are 26.0% lower than July last year. Operational performance and staff related complaints make up 61% of all rail complaints in July.

Rail complaints by type

