

Metlink performance report



Feb 2019

Patronage

Bus Passenger boardings

Bus has recorded passenger boardings growth of 3.0% year on year. The bulk of this growth has come from Wellington City where boardings have increased 4.8% year on year.

By area for February

	Feb-19	Feb-18	% Change
Wellington	1,475,134	1,379,220	7.0%
Hutt Valley	400,864	378,092	6.0%
Porirua	86,011	97,096	-11.4%
Kapiti	55,610	49,071	13.3%
Wairarapa	15,972	15,778	1.2%
Total	2,033,591	1,919,257	6.0%

By area - year to date (Jul - Feb)

	2018/19	2017/18	% Change
Wellington	11,659,489	11,126,307	4.8%
Hutt Valley	2,980,551	2,937,734	1.5%
Porirua	620,966	726,193	-14.5%
Kapiti	388,881	382,219	1.7%
Wairarapa	107,053	124,885	-14.3%
Total	15,756,940	15,297,338	3.0%

Rail Passenger boardings

Rail continues to deliver strong passenger growth with boardings up 5.2% year on year. The majority of this growth has come from the Kapiti Line (+7.2% year on year) followed by the Hutt Valley Line (+5.6% year on year).

By line for February

	Feb-19	Feb-18	% Change
Hutt Valley	501,646	428,324	17.1%
Kapiti	490,118	440,214	11.3%
Johnsonville	119,818	123,723	-3.2%
Wairarapa	62,504	57,940	7.9%
Total	1,174,086	1,050,201	11.8%

By line - year to date (Jul - Feb)

	2018/19	2017/18	% Change
Hutt Valley	3,885,648	3,679,007	5.6%
Kapiti	3,851,712	3,592,941	7.2%
Johnsonville	958,660	976,850	-1.9%
Wairarapa	510,222	500,838	1.9%
Total	9,206,242	8,749,636	5.2%

Ferry Passenger boardings

For February

	Feb-19	Feb-18	% Change
Total	19,852	16,584	19.7%

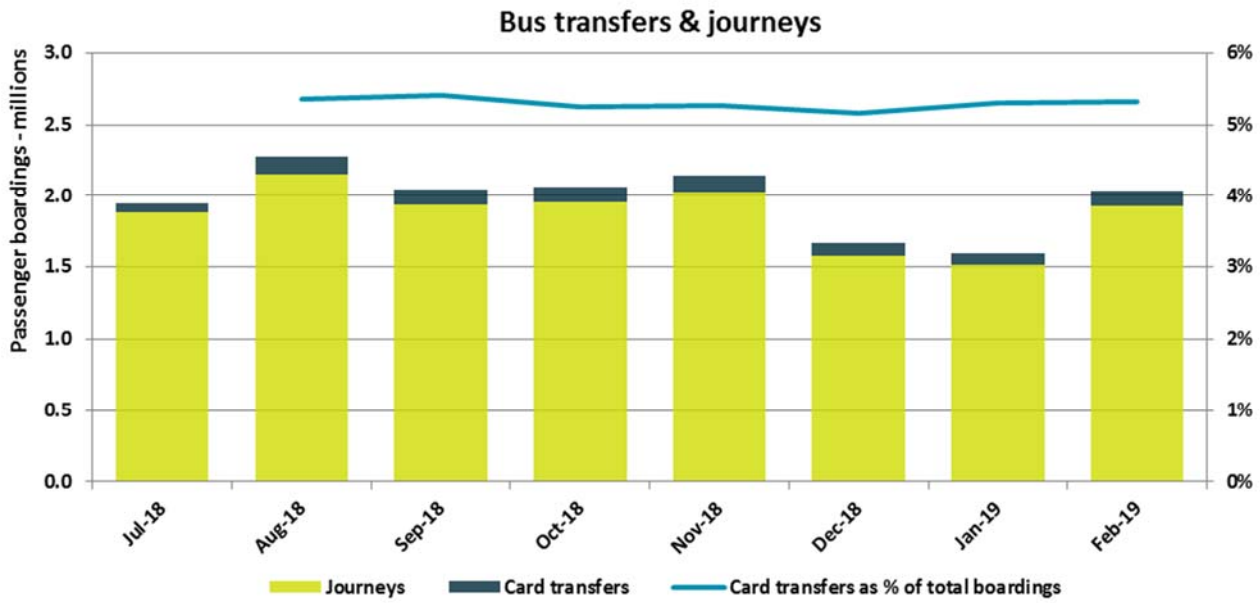
Year to date (Jul - Feb)

	2018/19	2017/18	% Change
Total	137,861	139,431	-1.1%

Bus Transfers and journeys

Card transfers account for 5% of year to date passenger boardings.

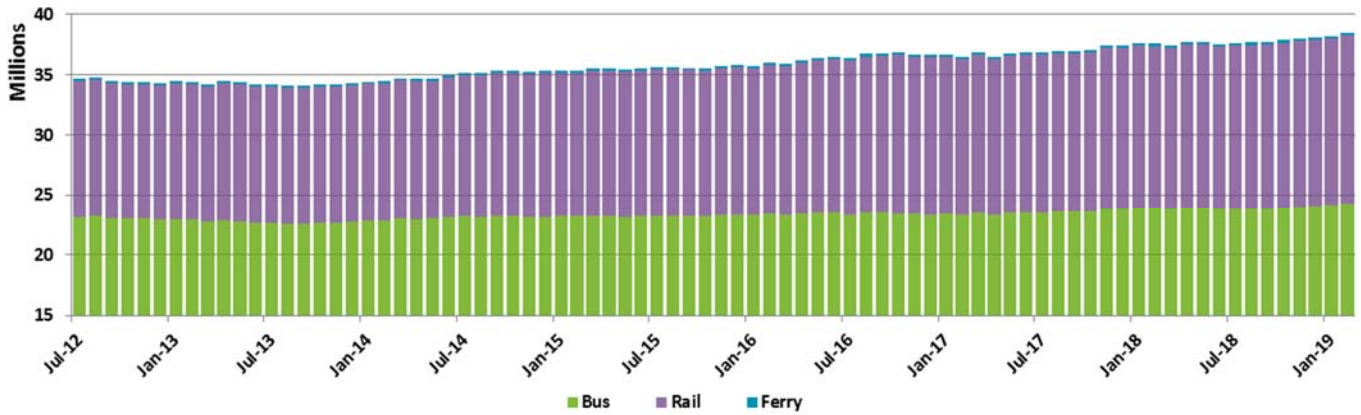
Detailed transfer data for all bus services has only been available to Metlink since mid-July 2018.



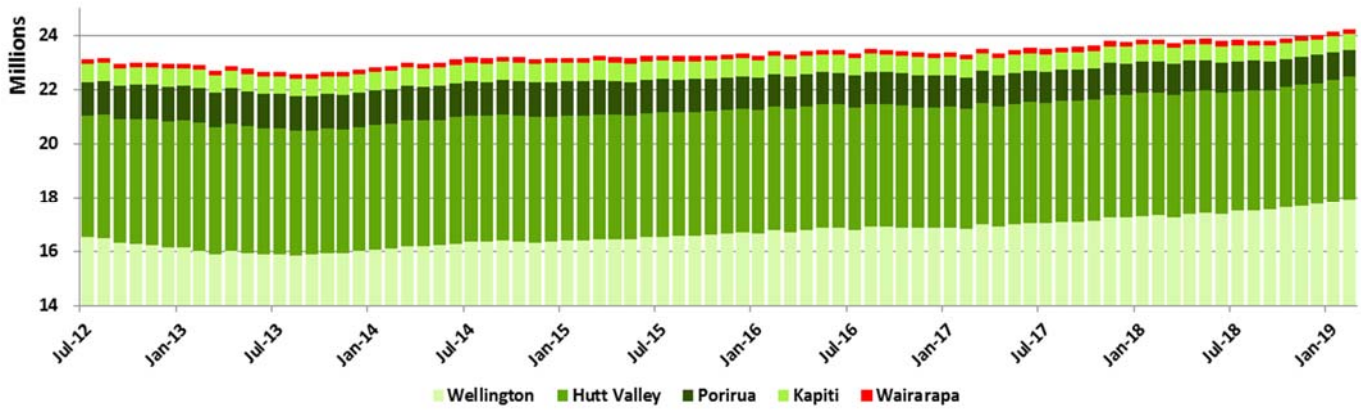
Passenger boardings trend

The following graphs show the number of passenger boardings using a 12 month rolling total.

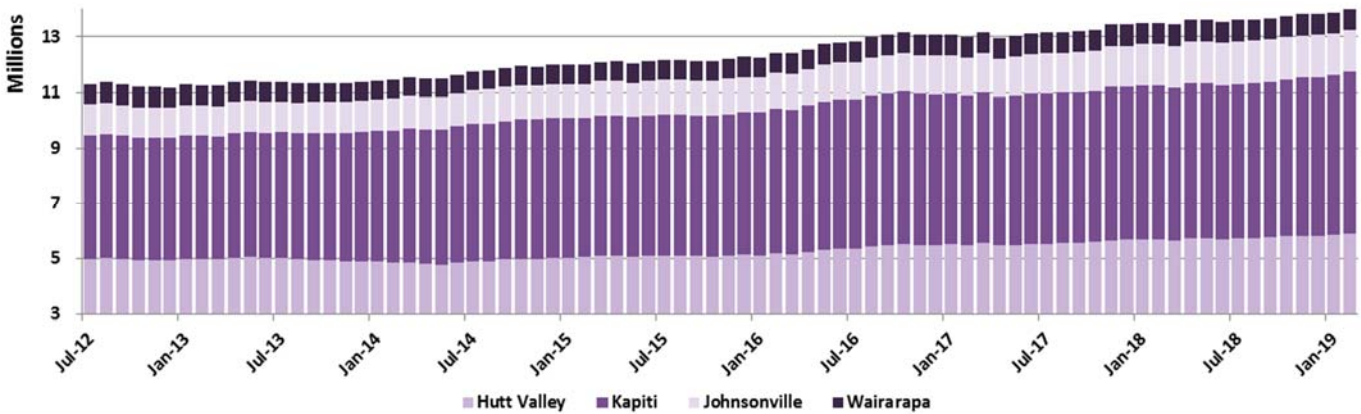
All modes



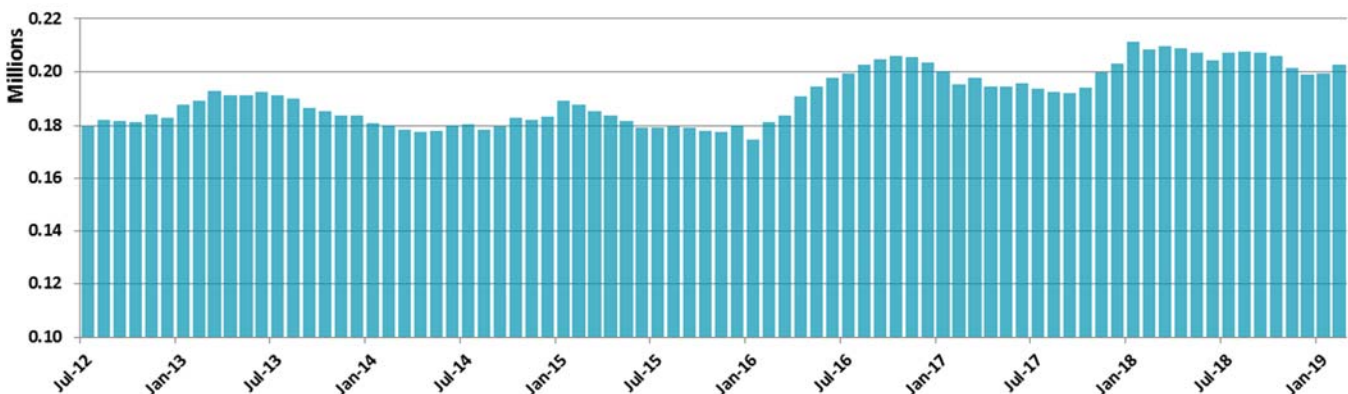
Bus



Rail



Ferry





Bus service delivery

Reliability

98.4% of bus service were delivered reliably in February 2019. Performance against this metric was negatively impacted in February as union stop work meetings and driver shortages led to services being cancelled, particularly in Wellington City's East, West and City suburbs.

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

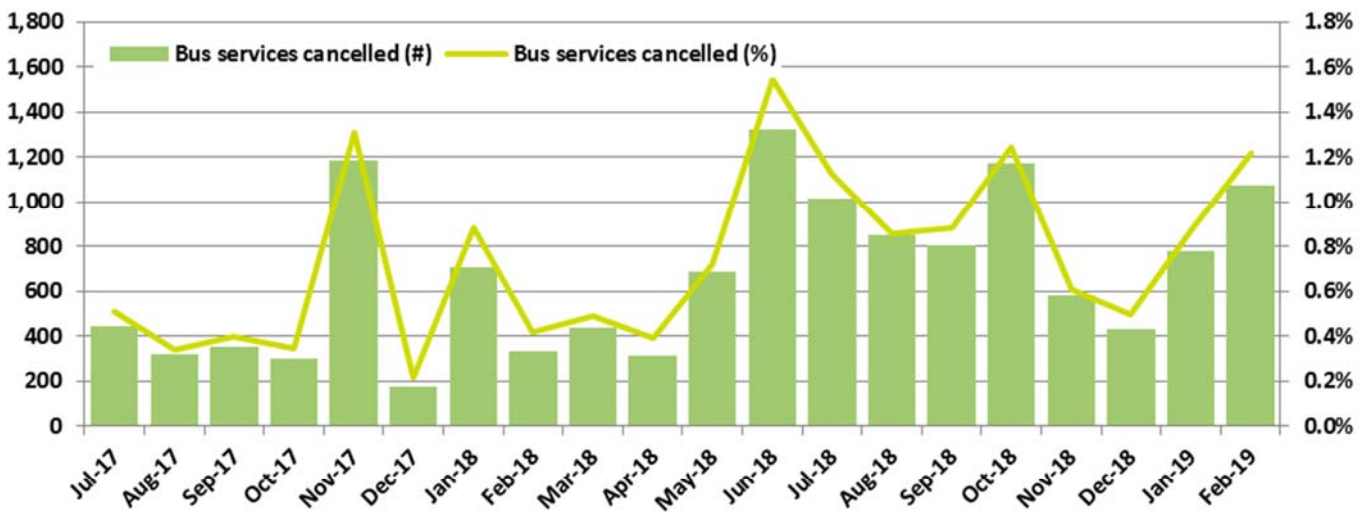
Reliability - current month

	Feb-19
Wellington City	
Newlands & Tawa	98.6%
East, West & City	96.6%
North, South, Khandallah & Brooklyn	98.8%
Hutt Valley	99.4%
Porirua	99.7%
Kapiti	99.8%
Wairarapa	99.4%
Total	98.4%

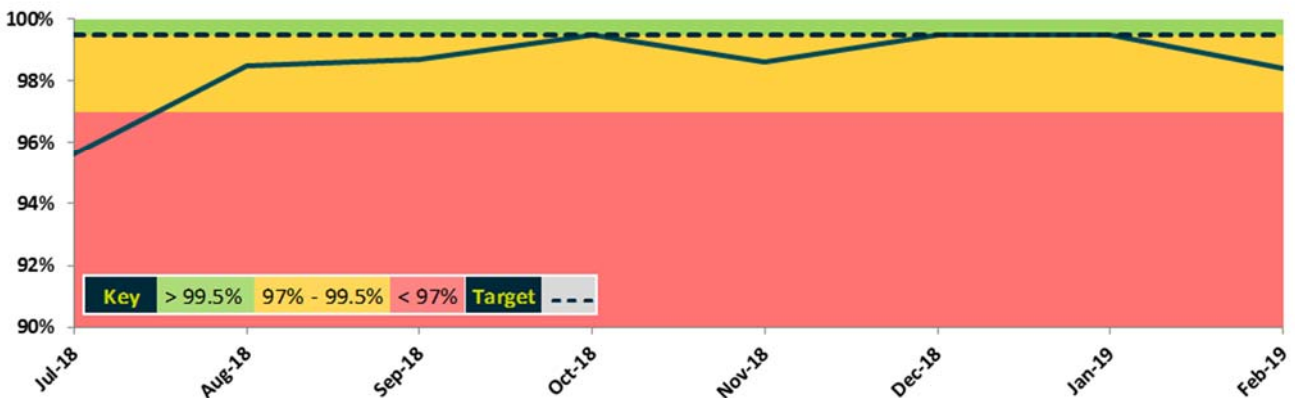
Reliability - year to date (Jul - Feb)

	2018/19
Wellington City	
Newlands & Tawa	
East, West & City	
North, South, Khandallah & Brooklyn	
Hutt Valley	
Porirua	
Kapiti	
Wairarapa	
Total	98.7%

Bus services cancelled



Bus reliability



Punctuality

Bus service punctuality in February was 92.1%, and 92.3% year to date.

We measure bus punctuality by recording the bus departure from origin, leaving between one minute early and five minutes late.

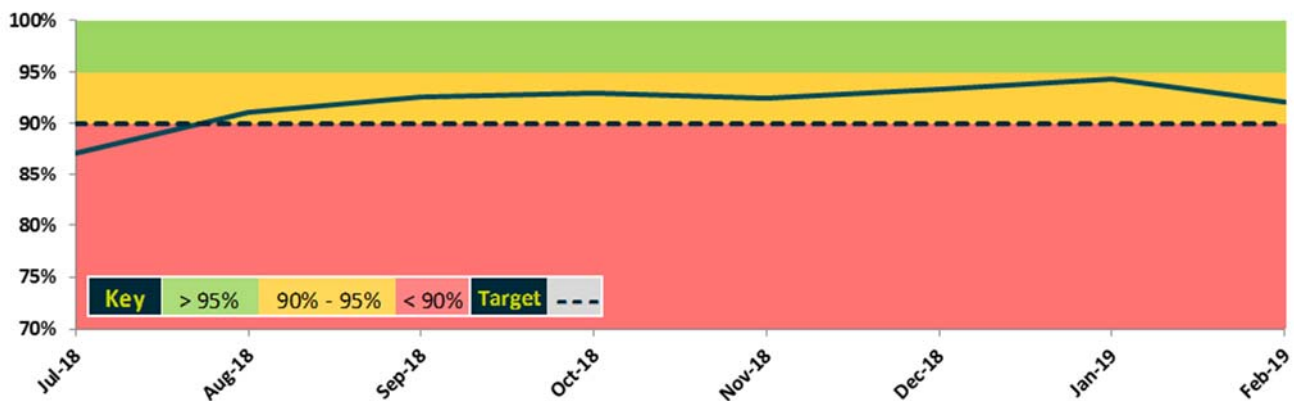
Punctuality - current month

	Feb-19
Wellington City	
Newlands & Tawa	96.1%
East, West & City	89.2%
North, South, Khandallah & Brooklyn	91.1%
Hutt Valley	92.8%
Porirua	96.3%
Kapiti	98.6%
Wairarapa	92.1%
Total	92.1%

Punctuality - year to date (Jul - Feb)

	2018/19
Wellington City	
Newlands & Tawa	95.8%
East, West & City	89.9%
North, South, Khandallah & Brooklyn	90.7%
Hutt Valley	93.6%
Porirua	95.3%
Kapiti	97.7%
Wairarapa	93.0%
Total	92.3%

Bus punctuality



Correct bus used

In February 94% of bus services were delivered using the contracted bus size. The timetable changes introduced in February 2019 improved this metric through better matching available buses to service delivery.

To deliver an efficient bus service Metlink requires operators to run different bus sizes based on time of day and route.

Correct bus used - current month

	Feb-19
Wellington City	
Newlands & Tawa	97%
East, West & City	91%
North, South, Khandallah & Brooklyn	97%
Hutt Valley	93%
Porirua	99%
Kapiti	100%
Wairarapa	100%
Total	94%

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

	2018/19
Wellington City	
Newlands & Tawa	97%
East, West & City	67%
North, South, Khandallah & Brooklyn	89%
Hutt Valley	92%
Porirua	98%
Kapiti	99%
Wairarapa	96%
Total	85%



Rail service delivery

Reliability

Rail service reliability is 96.7% in February, and 95.8% year to date.

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 scheduled service, and stop at all stations timetabled for the service.

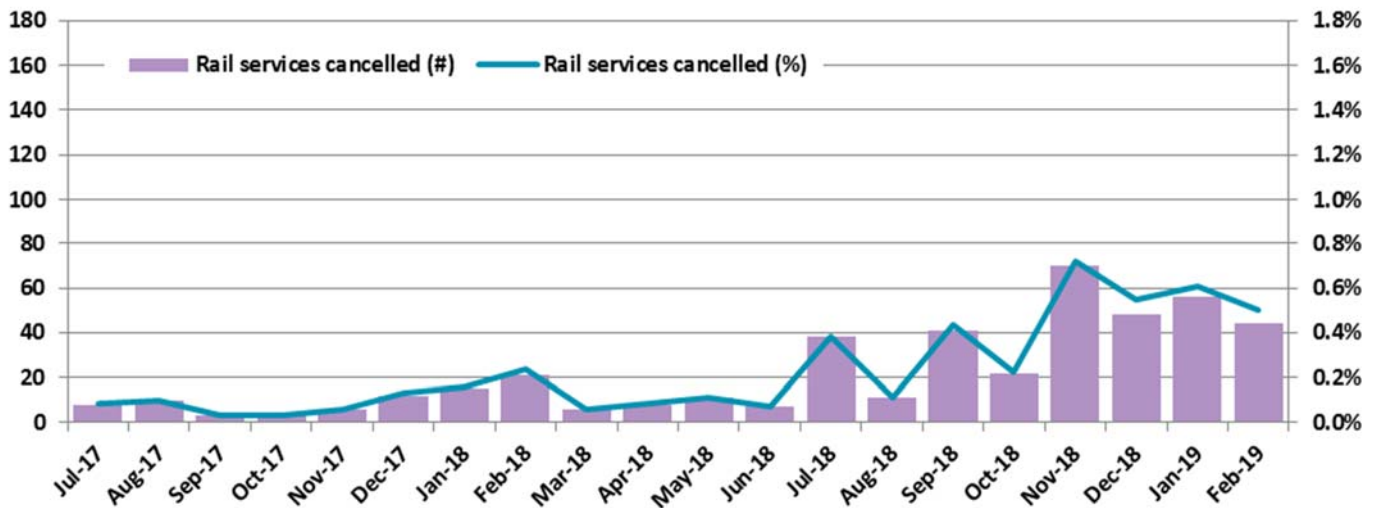
Reliability - current month

	Feb-19	Feb-18	% Change
Hutt Valley	96.6%	97.8%	-1.2%
Kapiti	97.5%	97.2%	0.3%
Johnsonville	95.7%	98.3%	-2.6%
Wairarapa	98.7%	89.7%	9.0%
Total	96.7%	97.5%	-0.8%

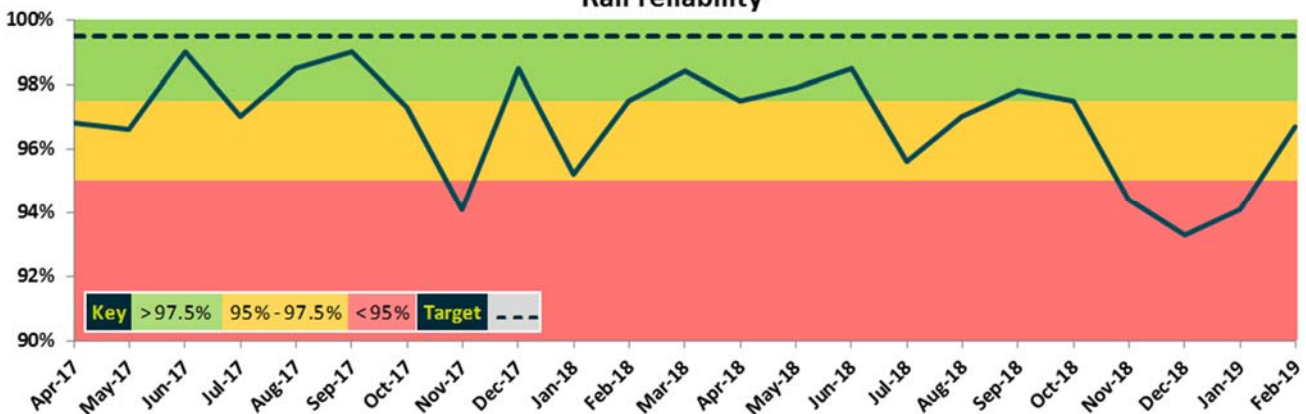
Reliability - year to date (Jul - Feb)

	2018/19	2017/18	% Change
Hutt Valley	95.6%	97.0%	-1.4%
Kapiti	96.2%	97.3%	-1.1%
Johnsonville	96.0%	97.5%	-1.5%
Wairarapa	92.1%	94.3%	-2.2%
Total	95.8%	97.2%	-1.4%

Rail services cancelled



Rail reliability



Punctuality

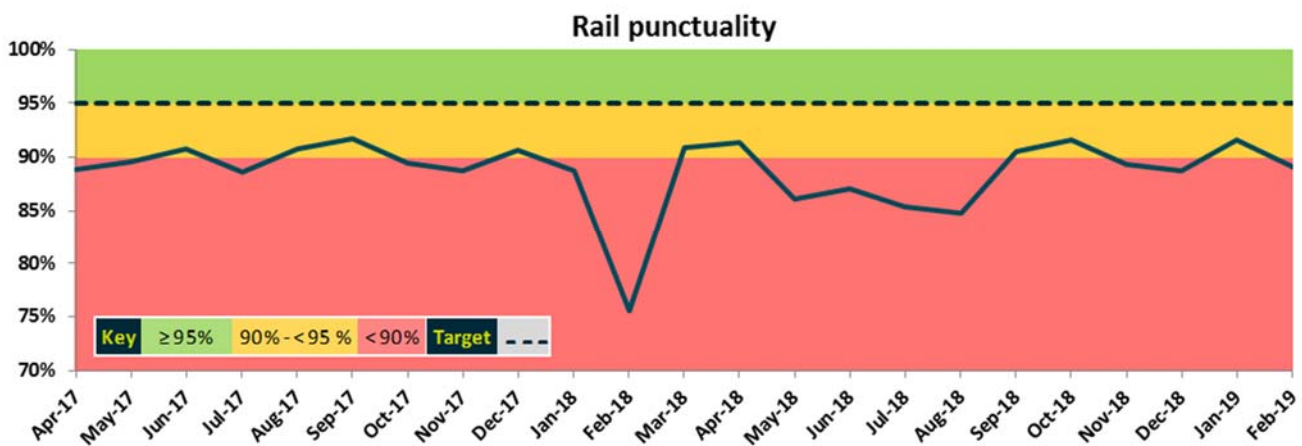
The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.

Punctuality - current month

	Feb-19	Feb-18	% Change
Hutt Valley	88.7%	68.5%	20.2%
Kapiti	88.3%	70.4%	17.9%
Johnsonville	95.2%	95.9%	-0.7%
Wairarapa	46.2%	46.0%	0.2%
Total	89.1%	75.6%	13.5%

Punctuality - year to date (Jul - Feb)

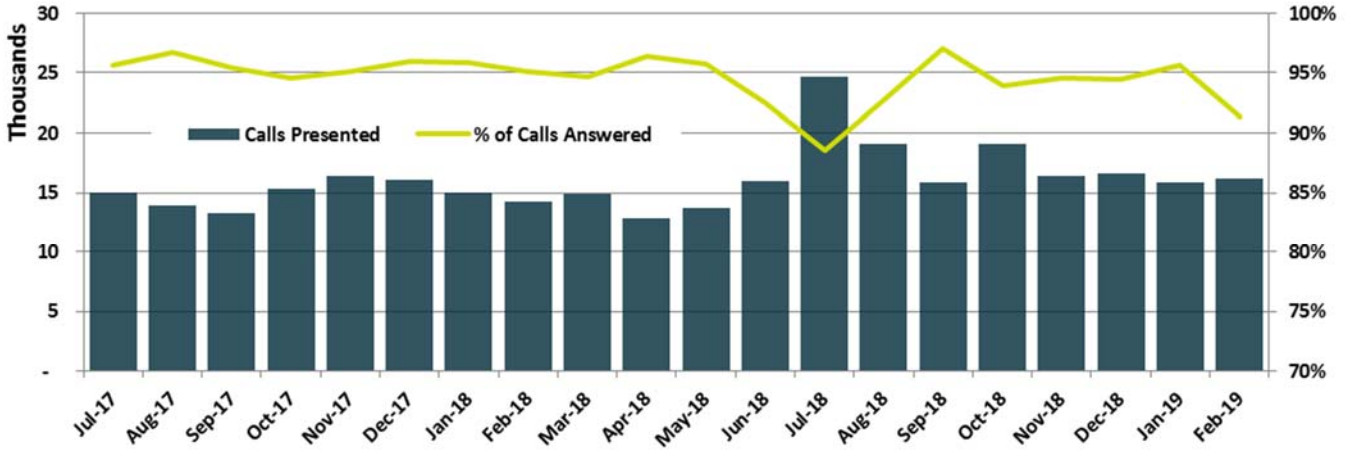
	2018/19	2017/18	% Change
Hutt Valley	89.8%	86.2%	3.6%
Kapiti	83.2%	86.5%	-3.3%
Johnsonville	97.2%	97.7%	-0.5%
Wairarapa	58.7%	41.9%	16.8%
Total	88.8%	88.1%	0.7%



Customer Contact

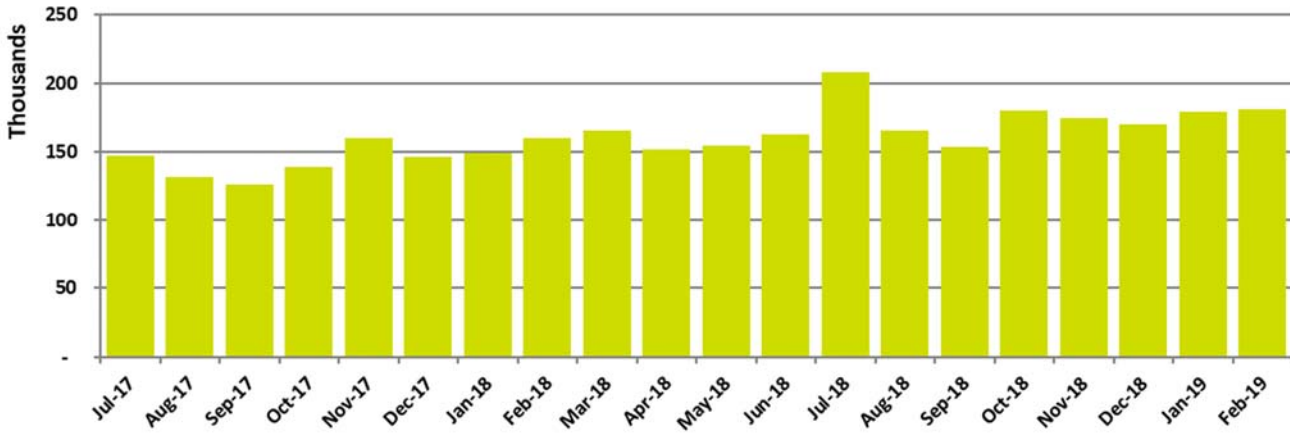
Call centre incoming calls

91.4% of the 16,000 calls received in Feb-19 were answered.



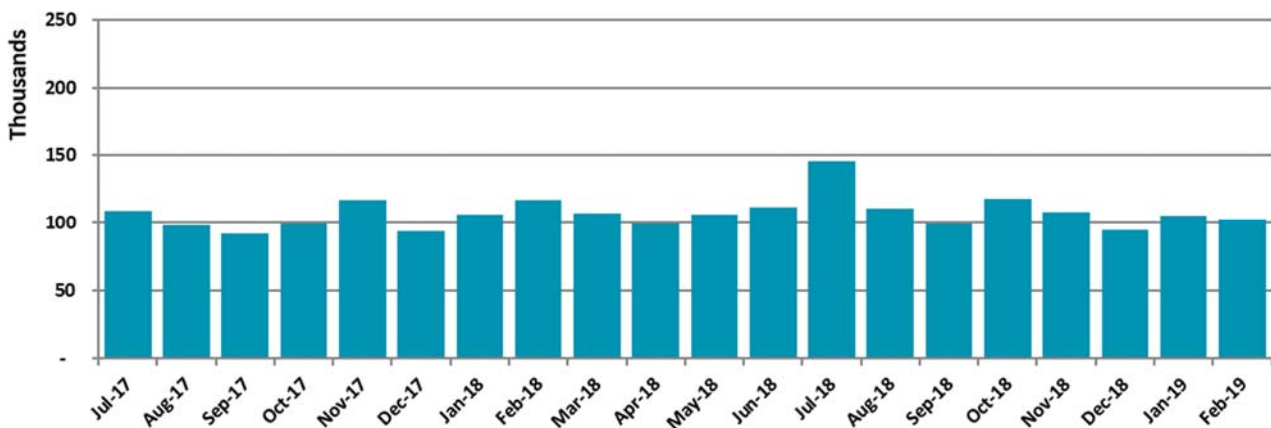
Metlink app – unique users

In Feb-19 there were 181,000 unique users of the Metlink app. This is a 13% increase against Feb-18.



Metlink website – unique users

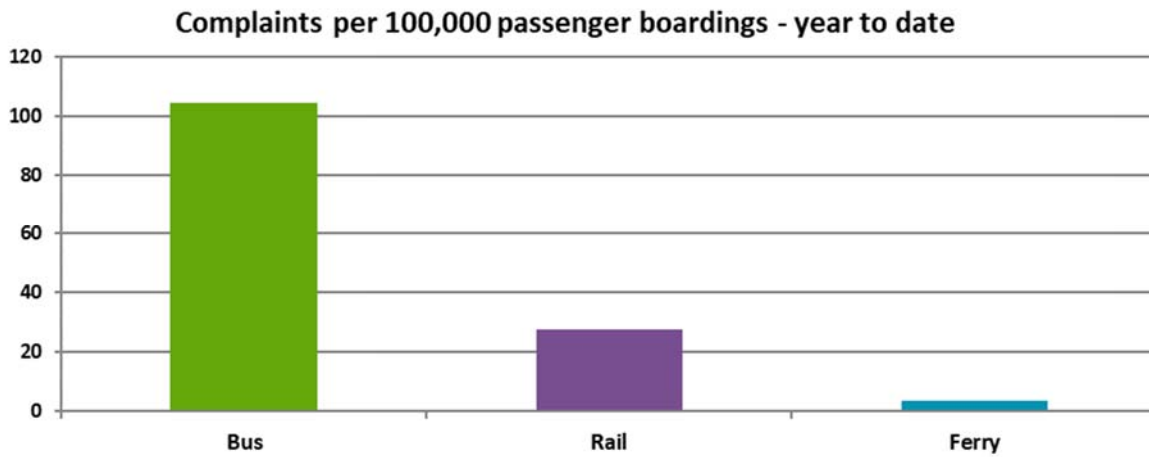
In Feb-19 there were 103,000 unique users of the Metlink website. This is a 12% decrease against Feb-18.



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 169.2% on the same period for the previous year.

Bus complaints for current month

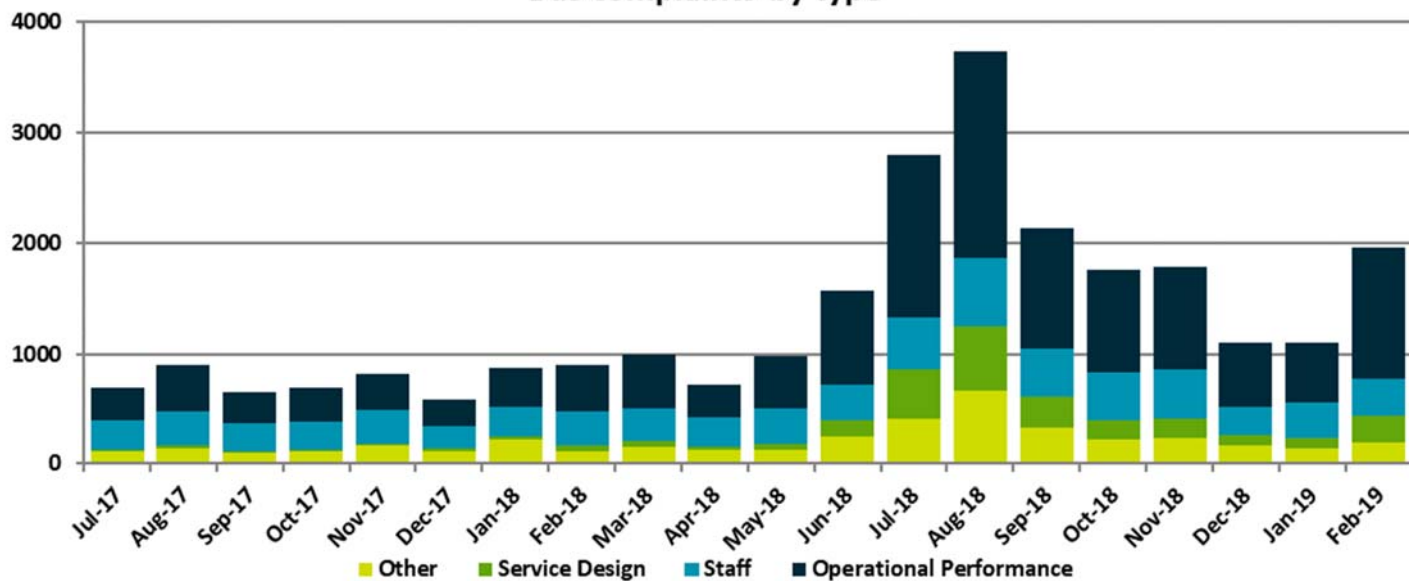
	Feb-19	Feb-18	% Change
Wellington			
Newlands, Tawa	38		
East-West, City	987		
North-south, Khandallah, Brooklyn	633		
Hutt Valley	272		
Porirua	57		
Kapiti	22		
Wairarapa	2		
Total	2,011	907	121.7%

Bus complaints - year to date (Jul - Feb)

	2018/19	2017/18	% Change
Wellington			
Newlands, Tawa	399		
East-West, City	6,212		
North-south, Khandallah, Brooklyn	7,287		
Hutt Valley	2,224		
Porirua	62		
Kapiti	253		
Wairarapa	9		
Total	16,446	6,110	169.2%

Area split not available prior to July 2018

Bus complaints by type



Rail complaints

Rail complaints for February were 7.9% less than the previous year, but overall complaints have increased year on year by 43.4%

Rail complaints current month

	Feb-19	Feb-18	% Change
Hutt Valley	89	133	-33.1%
Kapiti	129	101	27.7%
Johnsonville	25	22	13.6%
Wairarapa	22	48	-54.2%
General	39	28	39.3%
Total	304	330	-7.9%

Rail complaints - year to date (Jul - Feb)

	2018/19	2017/18	% Change
Hutt Valley	808	530	52.5%
Kapiti	979	549	78.3%
Johnsonville	139	121	14.9%
Wairarapa	216	286	-24.5%
General	382	274	39.4%
Total	2,524	1,760	43.4%

Rail complaints by type

